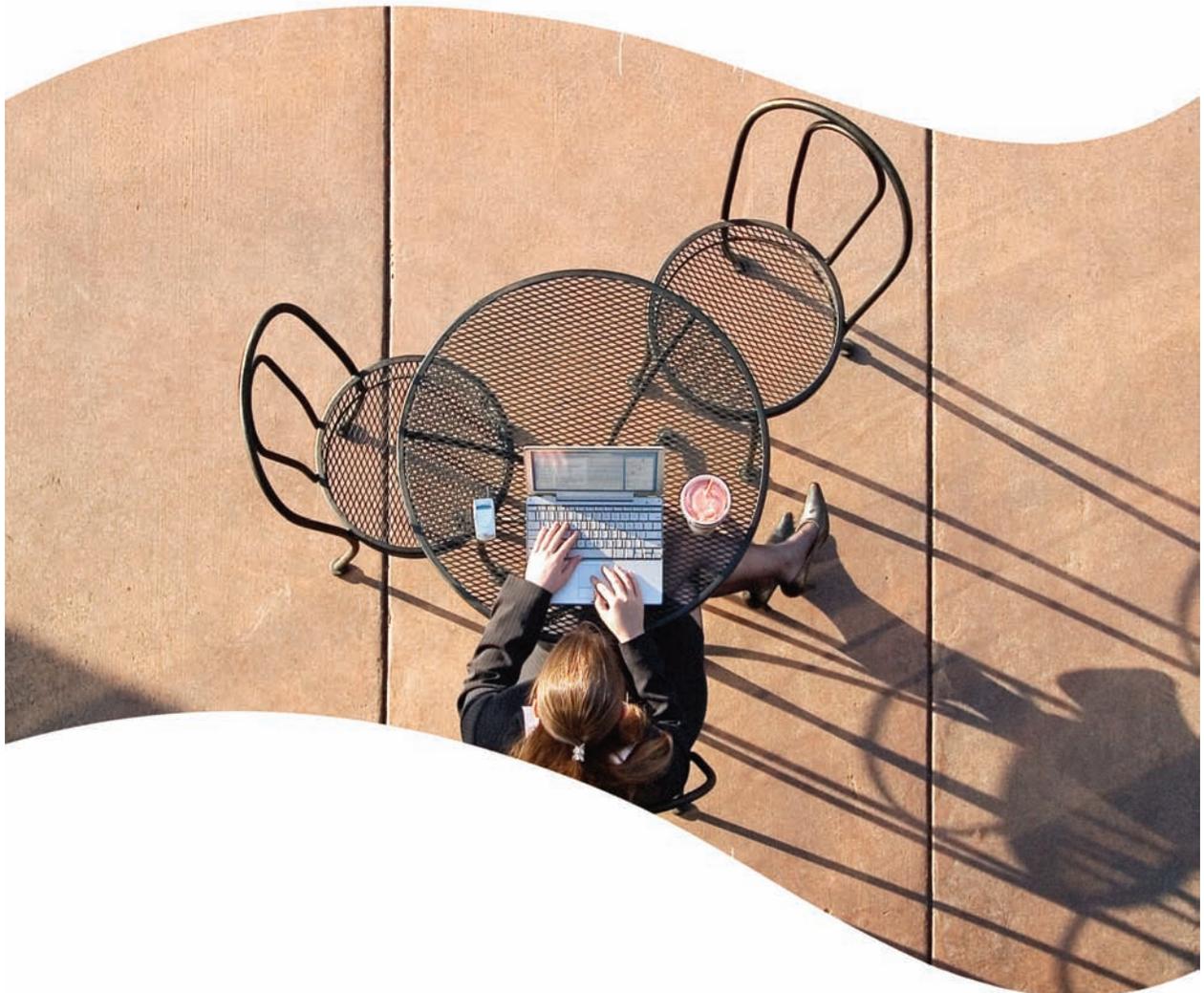


# **SonicWALL<sup>®</sup> Email Security User Guide**

Version 7.2

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Part Number: 232-001701-00 Rev A



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NOTE: The SonicWALL Email Security software service is an annual subscription that is subject to the terms and conditions of SonicWALL, Inc.'s applicable subscription agreement and includes:

Product updates, SonicWALL threat signature updates, and standard technical support for one (1) year from the date of purchase.

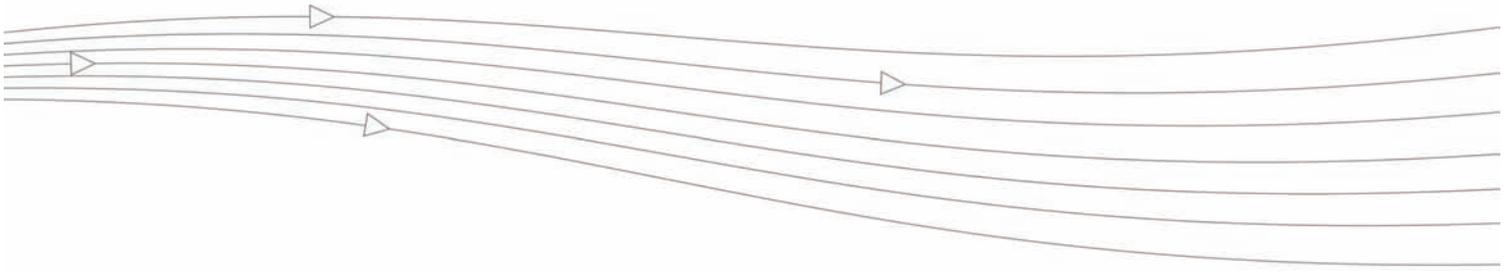
SonicWALL Email Security appliances are integrated hardware and software solutions, which include SonicWALL Email Security software. SonicWALL Email Security appliances are subject to the terms and conditions of SonicWALL, Inc.'s applicable license agreement. Updates to the SonicWALL Email Security software, SonicWALL Spam Signature Updates, and technical support may be purchased on an annual basis. AntiVirus support is optionally available.

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## Preface

SonicWALL Email Security guards the perimeter of the organization against the costly, dangerous, and growing threats to corporate email. Threats are stopped before they infiltrate corporate mail servers and employee inboxes. SonicWALL Email Security secures email connections and blocks unwanted email while ensuring timely delivery of all legitimate email. SonicWALL Email Security provides the most comprehensive and effective spam blocking available. The solution filters email uniquely for each user, taking into account the different preferences and patterns of each user.

SonicWALL Email Security provides protection against all forms of email threats from entering your Inbox, including junk email, viruses, and phishing attempts.

## Documentation Overview

SonicWALL provides documents to install, administer, and use its products to protect email users. It also provides documentation on managing security policies for your organization.

Who Should Read this?	Document Name
Network Administrators	SonicWALL Email Security Getting Started Guide
	SonicWALL Email Security Administrator's Guide
Email Users	SonicWALL Email Security User's Guide

### Note:

- To view SonicWALL Email Security documentation online, go to:  
<http://www.sonicwall.com/us/Support.html>

## Documentation Conventions

Font	Meaning
<b>Bold</b>	Terms you see in a SonicWALL Email Security window
<i>Italic</i>	Variable names
Courier	Text on a command line

## Finding Online Help

Click **Help** to see a description of the window contents.

### IMPORTANT

- SonicWALL Email Security uses pop-up windows for configuration and reporting. Configure your web browser's pop-up blockers to allow pop-ups from your organization's SonicWALL Email Security server.



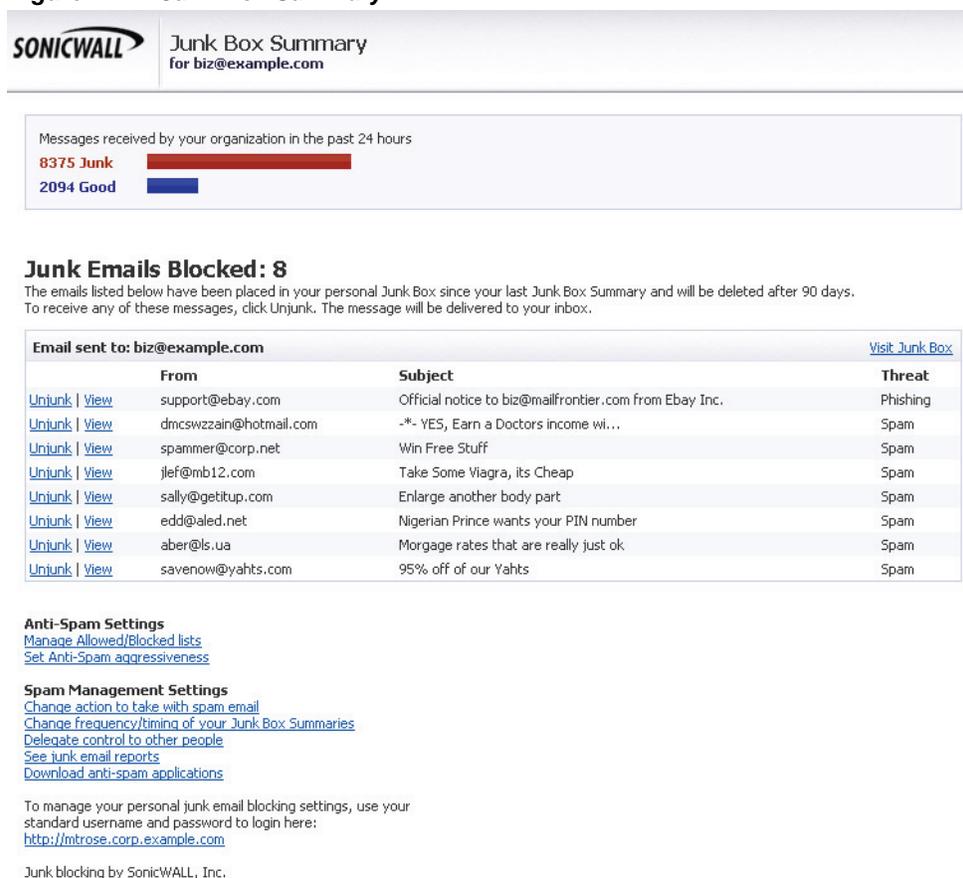
# About SonicWALL Email Security

This chapter describes viewing and handling items in your SonicWALL Email Security Junk Box.

## When a Message is Flagged as Junk

When SonicWALL Email Security determines a message is junk, it stores it in a Junk Box. Your network administrator determines whether users can access their Junk Boxes. If configured, the software periodically sends you email messages listing the messages flagged as junk email.

**Figure 1** Junk Box Summary



You can scan these messages to see if there are any messages you want to receive and should not be categorized as Junk. If you see a message you want to receive, click the **Unjunk** link next to it and the message is sent to your Inbox. The sender of any messages that you unjunk is added to your list of allowed senders and their messages are not marked as junk in the future.

Depending on the settings for your organization's installation of SonicWALL Email Security, you might also have a **View** link in the Junk Box summary message. Click the link to view the contents of the message and determine whether it is spam.

## Deleting Spam

If you do not care about the messages in the Junk Box, you can leave them there. They are automatically deleted later.

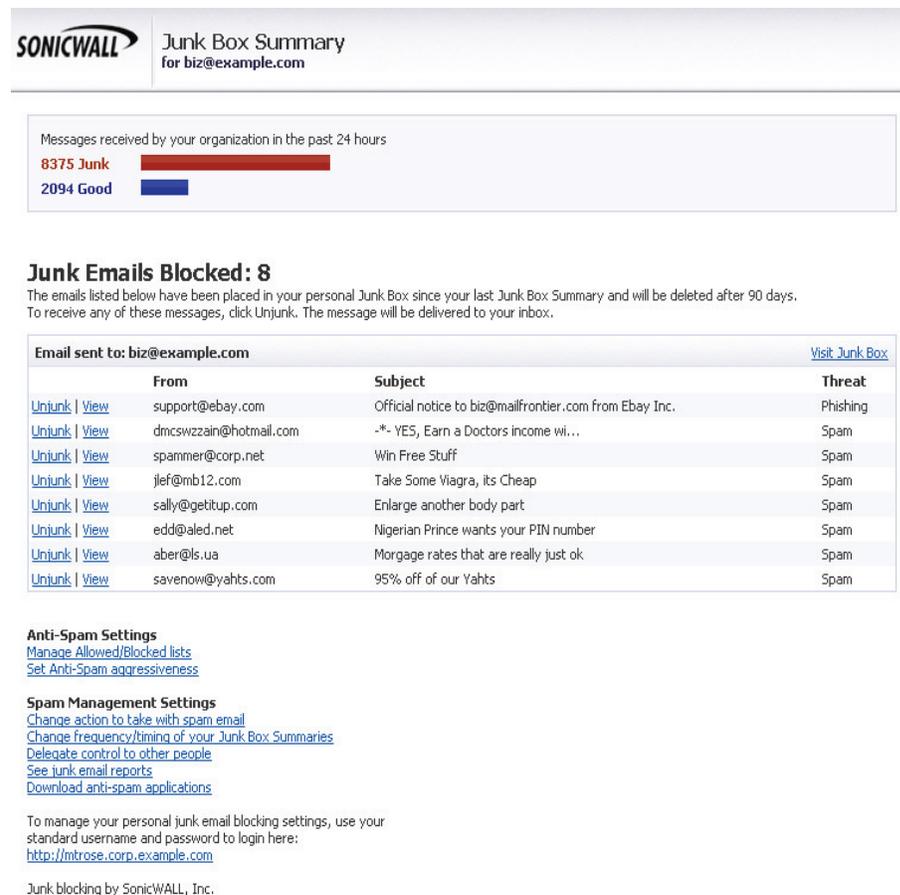
## Managing the Junk Box

This chapter describes viewing and handling items in your SonicWALL Email Security Junk Box.

### When a Message is Flagged as Junk

When SonicWALL Email Security determines a message is junk, it stores it in a Junk Box. Your network administrator determines whether users can access their Junk Boxes. If configured, the software periodically sends you email messages listing the messages flagged as junk email.

**Figure 1**     **Junk Box Summary**

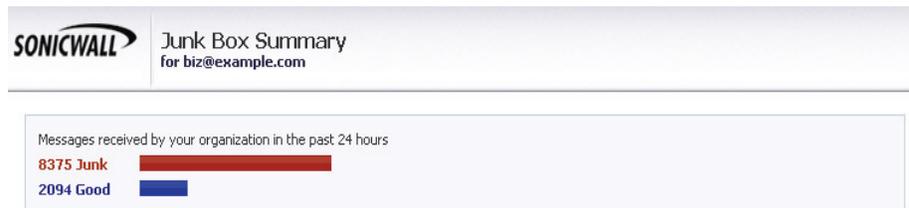


Scan these messages to see if there are any messages you want to receive and should not be categorized as Junk. If you see a message you want to receive, click the **Unjunk** link next to it and the message is sent to your Inbox. The sender of any messages that you unjunk is added to your list of allowed senders and their messages are not marked as junk in the future.

Depending on the settings for your organization's installation of SonicWALL Email Security, you might also have a **View** link in the Junk Box summary message. Click the link to view the contents of the message and determine whether it is spam.

## Logging In to Your Junk Box

When SonicWALL Email Security determines that a message contains a threat or a likely threat, it stores the message in a Junk Box on the server and alerts you by email. You can log in to your Junk Box to view messages that were junked by SonicWALL Email Security. Log in to SonicWALL Email Security using the link that your IT administrator gave you or by clicking the link in the Junk Box Summary message you receive.



### Junk Emails Blocked: 8

The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

Email sent to: biz@example.com			<a href="#">Visit Junk Box</a>
	From	Subject	Threat
<a href="#">Unjunk</a>   <a href="#">View</a>	support@ebay.com	Official notice to biz@mailfrontier.com from Ebay Inc.	Phishing
<a href="#">Unjunk</a>   <a href="#">View</a>	dncswzzain@hotmail.com	*- YES, Earn a Doctors income wi...	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	spammer@corp.net	Win Free Stuff	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	jlief@mb12.com	Take Some Viagra, its Cheap	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	sally@getitup.com	Enlarge another body part	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	edd@aled.net	Nigerian Prince wants your PIN number	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	aber@ls.ua	Morgage rates that are really just ok	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	savenow@yahts.com	95% off of our Yahts	Spam

#### Anti-Spam Settings

[Manage Allowed/Blocked lists](#)  
[Set Anti-Spam aggressiveness](#)

#### Spam Management Settings

[Change action to take with spam email](#)  
[Change frequency/timing of your Junk Box Summaries](#)  
[Delegate control to other people](#)  
[See junk email reports](#)  
[Download anti-spam applications](#)

To manage your personal junk email blocking settings, use your standard username and password to login here:

<http://mtrose.corp.example.com>

Junk blocking by SonicWALL, Inc.

### IMPORTANT

- SonicWALL Email Security uses pop-up windows to confirm actions and perform other activities. Configure your web browser's pop-up blockers to allow pop-ups from your organization's SonicWALL Email Security server.

### ► To log in to your Junk Box

1. Log in with your user name and password.
2. Choose the appropriate domain from the list, if necessary.

Your personal Junk Box appears, with any messages that have been flagged as spam or other unwanted email.

You can display all junk mail, likely junk mail, or other unwanted email if your organization has configured SonicWALL Email Security to screen for viruses, phishing, or email that contains content your organization has chosen to manage through policies.

## Searching in Your Junk Box

### ► To use Simple View

1. Enter a word or partial word in the **Search** text box. Search is not case-sensitive.
2. Select the field you want to search in (Subject, From). To search for words in a specific order, put double quotes around the phrase, such as "sent for review". Only messages which match that phrase will be returned.
3. Click **Search**.

Messages matching your search criteria are displayed. To move quickly through results pages, click in the field that says "Page 1 of 14" and type the result page you want to view. You can also change the number of messages displayed on each page.

### ► To use Advanced View

1. On the Junk Box page, click the **Advanced View** button.

#### Junk Box

The screenshot shows the 'Junk Box' interface in 'Simple Search Mode'. At the top, there are 'Inbound' and 'Outbound' tabs. Below them is a header 'Simple Search Mode' with a close button. A message states 'Items in the Junk Box will be deleted after 30 days.' The main section is 'Query Parameters' with a 'Search for:' text box, a dropdown menu set to 'Subject', and a 'on' dropdown set to '-No Data Available-'. A note below the search box says '(Enclose sentence fragments inside quotation marks " ". For example: "look for me")'. At the bottom, there are 'Search', 'Settings', and 'Advanced View' buttons. A mouse cursor is pointing at the 'Advanced View' button.

2. To search for specific email threat types, clear the check boxes under the Search text box to remove the information you want excluded.
3. Click **Search**.

Messages matching your search criteria are displayed. To move quickly through results pages, click in the field that says "Page 1 of 14" and type the result page you want to view. You can also change the number of messages displayed on each page.

As an example, suppose you wanted to see only messages that were Spam or Likely Spam. Clear all the checkboxes except the **Show Spam** and **Show Likely Spam** check boxes. Leave all the locations selected and click **Search**.

To select all the messages visible, check the box at the top of the left column. Otherwise, select the messages you wish to receive. Note that selection data is not saved once you navigate to another results page.

## Supported Search

The following types of search can be performed in the To, From, or Subject field.

### Boolean Search

- **OR Operator:** This is the default search. Add **OR** in between search words. The results will contain any of these search words.
- **AND Operator:** Add '+' before the search word (or **AND** in between search words). Each result must contain these words.
- **NOT Operator:** Add '-' before the search words (or **NOT** in between search words). The results must not contain these search words.

### Wildcard Search

- **\* operator:** Add \* to the middle or end of the word. This substitutes more than one character to the search word, and attempts to perform a search on all possible words.
- **? operator:** Add ? to the middle or end of the word. This substitutes one character and will find the match for the word.

**Note:** Wildcard operators should be added to the middle or end of the text, rather than at that beginning.

### Phrase Search

A phrase is a group of words surrounded by **"quotes."** The exact phrase will be searched.

### Fuzzy Search

Add '~' to the end of the word to search for the closest possible match. This search is useful when search words have an error, or the exact spelling for the text is unknown.

## Proximity Search

This searches for words closer to each other.  
The syntax is "**word 1 word2**"~**distance**

## Deleting Messages

Once you have determined that a message was correctly placed in your Junk Box, you can delete one or more messages at a time, or all the messages. Select one or more messages and click **Delete** to delete a single message, or click **Check All** then **Delete** to remove all messages from your Junk Box.

If you do nothing, these messages are automatically deleted after the number of days configured by the SonicWALL Email Security administrator.

## Unjunking Messages

If an email message is incorrectly sorted into your Junk Box, move it to your inbox.

### ► To unjunk a message

1. Click the box to the left of the message to select the message you want to retrieve.
2. Click **Unjunk**.

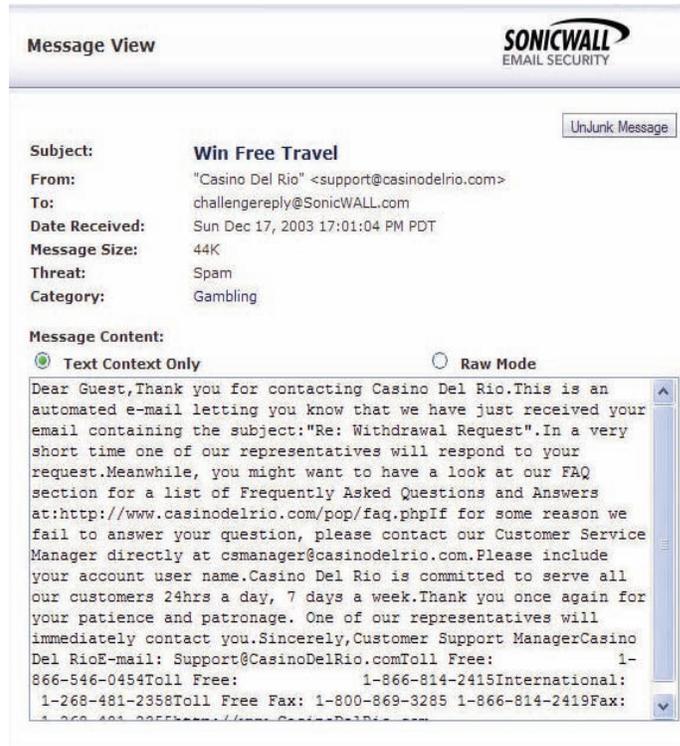
The senders of any messages you unjunk are added to your list of allowed senders; future messages from these senders are delivered directly to your Inbox.

### ► To unjunk all messages

1. Click **Check All**.
2. Click **Unjunk**.

## Viewing Message Content

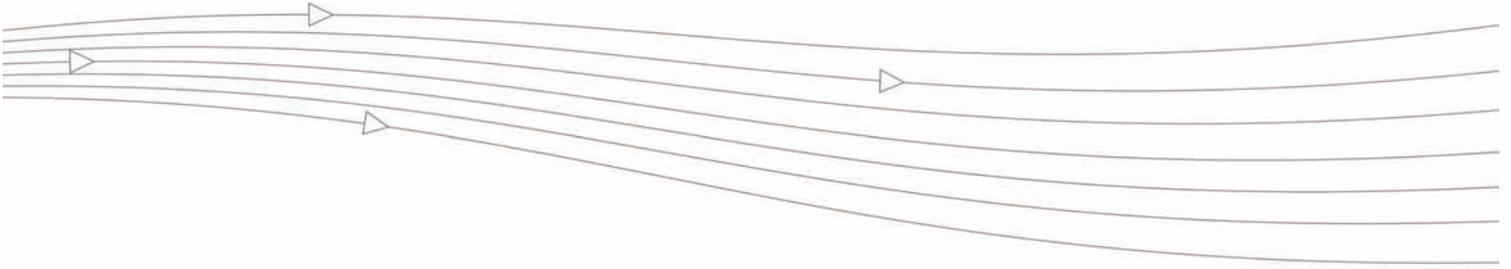
Depending on your organization's configuration, you can view the contents of a message by clicking the **View** link next to it in the Junk Summary Message sent to you by email. For security reasons, SonicWALL Email Security displays only the text portions of the message and does not display graphical images.



To view the header information, click the **Raw Mode** option.

## Ending Your Junk Box Session

When you are done managing your Junk Box, click the **Log out** button in the upper-left corner of the window, or close the browser window.



## Anti-Spam Techniques

This chapter describes how you can use SonicWALL Email Security to block senders, or ensure that senders you approve can send you email.

### Managing Allowed and Blocked Lists

Managing your Allowed and Blocked lists can help prevent email you want from ending up in your Junk Box and keep email from legitimate-looking but annoying senders from cluttering up your inbox. Use the Anti-Spam Techniques window to create your own lists of senders from whom you want to allow and block email.

SonicWALL Email Security provides separate lists for people, companies (domains), and mailing lists. For each type of list, click the **Allowed** and **Blocked** tabs to see the different allowed and blocked lists. Search for allowed and blocked names, company, and lists in the Anti-Spam Techniques window. Click **Search** and type the name of the person, company, or list.

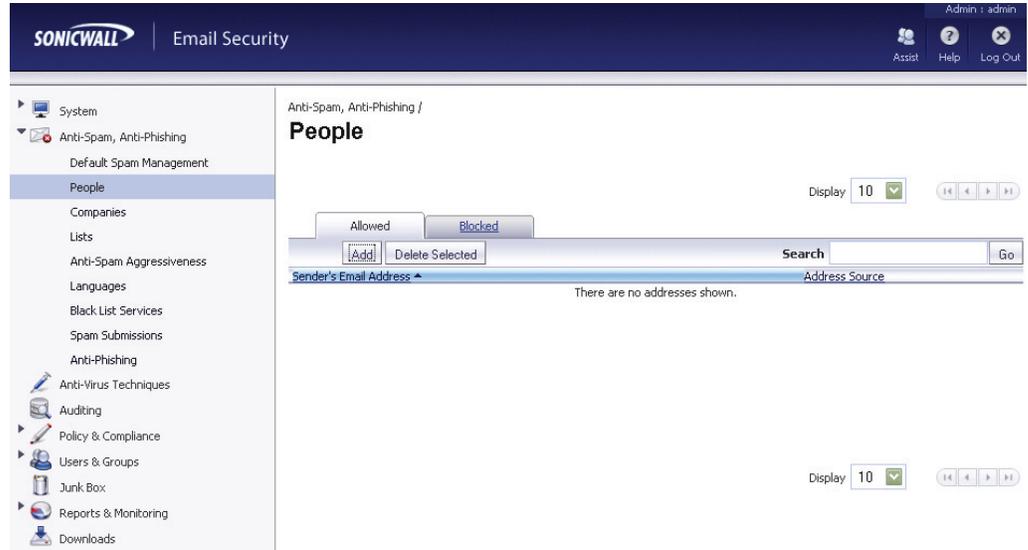
**Note:**

- An email address or domain cannot be on both the Allowed and Blocked lists. If you add an address in one list that already exists on the other, SonicWALL Email Security removes the address from the other list.

## Adding People to Allowed or Blocked Lists

► **To add people to Allowed or Blocked lists**

1. Navigate to **Anti-Spam, Anti-Phishing > People**.



2. Click **Allowed** to see a list of senders who may be added to the Allowed list.
3. Click **Add** to add a person.



Enter the email addresses separated by a carriage return.

4. Enter the email address of the senders you want to allow. If you add multiple people, press **Enter** after each address.
5. Click **Add**.

## Deleting People from Allowed or Blocked Lists

► **To delete people from Allowed or Blocked lists**

1. Click the **Anti-Spam Techniques** button.
2. Click the checkbox adjacent to the address.
3. Click **Delete**.

## Adding Companies or Domains to Allowed or Blocked Lists

### ► To add companies or domains to Allowed or Blocked lists

1. Click the **Anti-Spam, Anti-Phishing** button.
2. Click **Companies** from the left hand navigation menu.  
A list of companies is displayed.

#### Note:

- Some company addresses are adjacent to a dimmed checkbox. These addresses are on the organization Allowed list; users cannot delete these companies.
3. Click **Allowed** to view the companies and domains in the Allowed list.

## Adding a Company or Domain to the Allowed List

A domain is the part of an email address that represents the company or organization sending the email. For example, in the address `user@sonicwall.com`, "sonicwall.com" is the domain name. Companies may have several domains.

### ► To enter the name of the domain into your allowed list

1. Click the **Add** button.



Enter the domains separated by a carriage return.

2. Enter the domain(s) you want to allow.  
If you add multiple domains, press Enter after each one.

**NOTE:** Specify full domain names in this format: `example.com` or `example.gov`.

3. Click **Add**.

## Deleting a Domain

### ► To delete a domain

1. Check the check box next to the domain you want to delete.
2. Click **Delete** to delete that domain from the Allowed list.

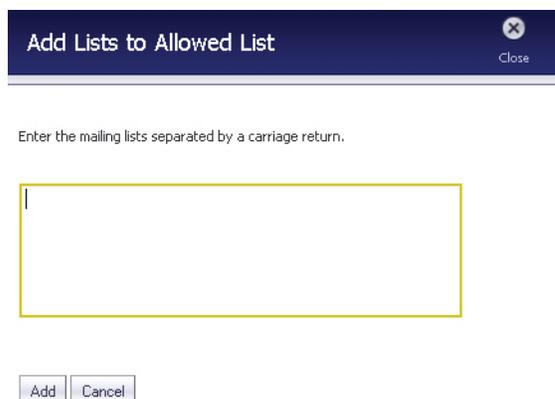
## Adding Lists to the Allowed List

Email messages from mailing-list servers do not always come from the same email address or FROM: field in the address. This makes it difficult to add list messages to the Allowed list.

The email messages are from the person who posted the message to the list-server and the message is addressed to the mailing list. You can only add and delete Allowed lists.

### ► To add email lists to Allowed Lists

1. Navigate to **Anti-Spam, Anti-Phishing > Lists**.
2. Click **Add** to add mailing lists to Allowed Lists.



Add Lists to Allowed List Close

Enter the mailing lists separated by a carriage return.

3. Enter the address for one or more of the lists, pressing **Enter** after each one.
4. Click **Add**. The updated Allowed Lists window appears.

## Configuring Anti-Spam Aggressiveness

If you want to change how aggressively your mail is filtered, use the Anti-Spam Aggressiveness window. Increasing the aggressiveness means you get less spam, but increases your chances of a valid email being classified as spam. SonicWALL recommends using the default setting of Medium or 3 unless you require different settings for specific types of spam blocking.

**Note:** To use your companies default settings, use the Adhere to Corporate/Group Defaults checkbox. If your IT department enforces these settings, the checkbox is dimmed; you cannot change blocking levels.

Anti-Spam, Anti-Phishing /

### Anti-Spam Aggressiveness

	Mild 1	2	Medium 3	4	Strong 5	
Selecting a stronger setting will make SonicWALL Email Security more responsive to other users who mark a message as spam.						
<b>Grid Network Aggressiveness</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Selecting a stronger setting will make SonicWALL Email Security more likely to mark a message as spam.						
<b>Adversarial Bayesian Aggressiveness</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<input checked="" type="checkbox"/> Allow users to unjunk spam. (If unchecked, users cannot unjunk any spam messages.)						
Selecting a stronger setting will make messages with the content below more likely to be marked as spam.						Allow users to unjunk
<b>Sexual Content</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
<b>Offensive Language</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
<b>Get Rich Quick</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
<b>Gambling</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
<b>Advertisements</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
<b>Images</b>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Consider Sender ID in statistical evaluation.						
<small>Warning: do not enable this Feature unless SonicWALL Email Security is running as "first touch." Doing so could result in false positives (good email mistakenly marked as spam). If you are unsure of your configuration, do not enable this feature.</small>						
<input type="button" value="Apply Changes"/> <input type="button" value="Reset to Defaults"/>						

## Configuring SMART Network Aggressiveness Settings

You can adjust the level of influence community input has on organization spam blocking, produced by the Self-Monitoring Active Response Team (SMART) network. Updates are provided to your gateway server at defined intervals.

To adjust your collaborative settings, click one of the radio buttons from Mild (1) to Strong (5). A setting of 5 means that you are comfortable with the collective experience of the SonicWALL user community. A setting of 1 or 2 indicates that you are skeptical of the collective experience and want to judge more email for yourself.

## Configuring Adversarial Bayesian Aggressiveness Settings

This aggressiveness setting determines how likely an email message is to be identified as junk email. Selecting a stronger setting makes SonicWALL Gateway more likely to mark a message as spam.

## Determining Amounts and Flavors of Spam

You can determine how aggressively to block particular types of spam, including sexual content, offensive language, get rich quick schemes, gambling, and advertisements.

For each of the spam flavors:

- Choose Mild (1) to be able to view email that contains terms that relate to these topics.
- Choose Medium (2 - 4) to cause SonicWALL Email Security to tag this email as likely junk.
- Choose Strong (5) make it more likely that email with this content is sent to your junkbox.

## Screening Messages in Other Languages

Many spam messages are in a language other than the one you do business in. To filter out messages based on language they were written in, use the Languages window. For each language, you can choose allow, block, or have no opinion. For example, you might want to receive all messages in German, but block messages in other languages. You might also have no opinion about receiving messages in other languages.

Anti-Spam, Anti-Phishing /

### Languages

This page enables administrators to allow or block emails in the languages listed below.

Choose **Allow All** to allow all email in a language without any screening.

Choose **Block All** to block all email in a language.

Choose **No Opinion** to allow email in a language to be screened by all filters installed in SonicWALL Email Security.

Allow All	Block All	No Opinion	
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Arabic
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Baltic
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Chinese
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cyrillic
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Dutch
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	English
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	French
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	German
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Greek
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Hebrew
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Italian
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Japanese
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Korean
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Portuguese
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Spanish
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Swedish
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Thai
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Turkish
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Vietnamese

## Configuring Language Preferences for SonicWALL Email Security

You can change the language in which the user interface for SonicWALL Email Security is displayed.

### ► To change the language:

1. Click the **Language** link that appears in the lower-right frame of the user interface window.



2. Select your desired language. Note that your computer must support the language to display it correctly.
3. Click **Reset to Browser Primary Language** to return to the language your browser usually uses.

## Configuring Language Preferences for your Junk Box Summary

You can configure your Junk Box summary to appear in any of the supported languages, if your computer supports the language modules to display the character sets.

### ► To change the language for your Junk Box summary

1. Navigate to **System > Junk Box Summary**.
2. Select a language from the **Language of summary email** drop-down list.



3. Click **Apply Changes**.



## Settings

You can change your spam-filtering settings by using the SonicWALL Email Security Settings page. Choose what to do with messages that are spam, likely spam, phishing, viruses, or have content not allowed by your organization's policy.

Navigate to **Anti-Spam, Anti-Phishing** > **Default Spam Management** to view and configure your spam-filtering settings.

Anti-Spam, Anti-Phishing /

### Default Spam Management

#### Anti-Spam Techniques

These settings apply to all users. You can override these settings for any individual user.

---

#### Action Settings

Action for messages marked as **Definite Spam**:

- Definite Spam blocking off (deliver messages to recipients)
- Permanently delete
- Bounce back to sender
- Store in Junk Box (recommended for most configurations)
- Send to
- Tag with  added to the subject
- Add X-Header: X-  :

Action for messages marked as **Likely Spam**:

- Likely Spam blocking off (deliver messages to recipients)
- Permanently delete
- Bounce back to sender
- Store in Junk Box (recommended for most configurations)
- Send to
- Tag with  added to the subject
- Add X-Header: X-  :

## Spam Management

Determine what action to take with messages marked as Spam and Likely Spam. Check one of the following options:

Spam Filtering Off	SonicWALL Email Security passes messages through to your Inbox
Store in Junk Box and delete after number of days	SonicWALL Email Security stores all messages that it determines as spam for the number of days set by your SonicWALL Email Security administrator.

Tag with text	Add words to mark messages that are spam or are likely spam. This text is added before the subject of an email. For example if the original subject is "You may already be a winner", the added text might make it "Likely Spam: You may already be a winner".
---------------	--

## Assigning Users for the Junk Box

The Users window allows you to authorize one or more users to monitor your Junk Box. Navigate to **Users & Groups > Users**.

Users & Groups /  
**Users**

Message Management for the entire organization can be changed on the [Default Message Management](#) page. Go to [User View Setup](#) to configure access to junk blocking settings.

**Users**

You can use this page to:

- Assign roles to groups of users. For example, you can give an LDAP group Administrator privileges on SonicWALL Email Security.
- Set junk blocking options for a group of users. For example, you can set anti-spam aggressiveness for the Sales department.

[Refresh Users & Groups](#)

---

**User View Setup**

SonicWALL recommends that the administrator add all employees to the list of users who can log in. Corporate mailing list addresses and aliases (such as info@example.com) should also be added to ensure that junk mail sent to those aliases can be filtered. There is no harm if extra addresses that do not receive email appear here as a result of too broad an LDAP query.

**Using Source**  
 xchange03

**Find all users in column**  
 User Name  equal to (fast)

User Name	Primary Email	Message Management	User Rights	Source
<input type="checkbox"/> 043E9AC9-C6E5-4DBC-A	systemmailbox{043e9ac9-c6e5...	Default	User	xchange03 LDAP
<input type="checkbox"/> a	a@qa2003.com	Default	User	xchange03 LDAP
<input type="checkbox"/> Administrator	administrator@qa2003.com	Default	User	xchange03 LDAP
<input type="checkbox"/> ajackson	ajackson@qa2003.com	Default	User	xchange03 LDAP
<input type="checkbox"/> ajay	ajay@qa2003.com	Default	User	xchange03 LDAP

► **To add a user**

1. Click the **Add** button. The Add User screen appears.

**Add User**
✕
Close

Primary Address:

Using Source:

Aliases (optional):

Separate aliases with a <CR>. Example:  
 alias1@example.com  
 alias2@example.com

2. Enter the email address of the user in the Primary Address box.
3. Click **Add**.

## Removing a User

### ► To remove a user

1. Click the user that you want to remove.
2. Click the **Remove** button.

## Junk Box Summary

When SonicWALL Email Security moves junk and likely junk messages to your Junk Box, you can choose to be notified periodically by email.

System /

### Junk Box Summary

**Junk Box Summary**

Users will be sent "Junk Box Summary" notification emails listing their recently quarantined messages.

---

**Frequency Settings**

Frequency of summaries: Never

Time of day to send summary:  Any time of day  
 Within an hour of 1 AM

Day of week to send summary:  Any day of the week  
 Send summary on Monday

---

**Message Settings**

Summaries include:  All junk messages  
 Only likely junk (hide definite junk)

Language of summary email: English

Send plain summary:  Plain summary  
([view plain example](#) | [view graphic example](#))

Display junk statistics in summary email:

---

**Miscellaneous Settings**

Send Junk Box Summary to delegates:   
(When checked, the summary email will be sent to the delegate, not to the original recipient.)

Enable "single click" viewing of messages:  Off  
 View messages only (users can preview messages without having to type their username/password)  
 Full access (clicking any link in a Junk Box Summary grants full access to this particular user's settings)

Only send Junk Box Summary emails to users in LDAP:

### ► To manage your junk summary settings

1. Choose the default email frequency for Junk summaries from the drop-down list.  
Your choices range from never to 14 days.
2. Choose the Time of day to receive the Junk summary.
3. Choose the Day of the week to receive the Junk summary.
4. Choose the Language in which to view your Junk summary. You can choose to view the your junk summaries in the following languages:
  - o English
  - o Japanese
  - o Chinese Traditional

- Chinese Simplified
- Korean
- Dutch
- French
- German
- Spanish
- Brazilian Portuguese
- Russian
- Hindi
- Norwegian
- Swedish
- Italian

**Note:**

- To correctly display the Junk Summary in a language other than English, you must install the appropriate language packs on your computer.
5. If you prefer, check the **Plain Summary** (no graphics) checkbox.
  6. Check the **Send Junk Box Summary to delegates** checkbox if you want to send summaries to a delegate. If you have not yet assigned a delegate, navigate to the **Settings > Delegate** page.
  7. Choose one of the options for the junk summary:
    - All junk messages
    - Only likely junk
  8. Click **Apply**.

## Send Simple Summary or Graphical Summary

You can receive the Junk Box Summary as a simple list or in a more graphical format. The first illustration shows a simple list; the second illustration shows a more graphical presentation.

### Junk Box Summary for: biz@example.com

In the past 24 hours, your organization has received 8040 Junk emails and 1122 Good emails.

#### Junk Emails Blocked: 24

The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

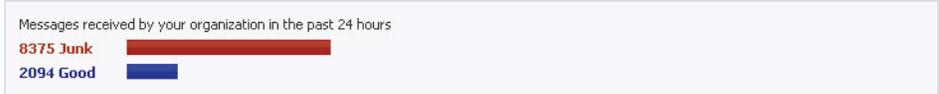
#### Junk Box Summary

[Unjunk]	[View]	johnn@180solutions.com	Re: 180 Advertising
[Unjunk]	[View]	dmcswzzain@hotmail.com	-*- YES, Earn a Doctors income wi...
[Unjunk]	[View]	support@ebay.com	Win Free Stuff
[Unjunk]	[View]	spammer@corp.net	Take Some Viagra, its Cheap
[Unjunk]	[View]	jllef@mb12.com	Enlarge another body part
[Unjunk]	[View]	sally@getitup.com	Nigerian Prince wants your PIN number
[Unjunk]	[View]	edd@aled.net	Mortgage rates that are just OK
[Unjunk]	[View]	aber@ls.i.ua	95% off of our Yahts
[Unjunk]	[View]	save@real-profesions.com	Become a surgeon in only two weeks
[Unjunk]	[View]	openit@dareyou.com	Open this attachment: crack.exe
[Unjunk]	[View]	cuz@find-family.com	Your long lost half cousin
[Unjunk]	[View]	tic-tac@halatosis.com	Does your breath stink? Mine did
[Unjunk]	[View]	smash-mouth@onthesun.com	Hey now, your an all-star, go play
[Unjunk]	[View]	wow@cards-for-all.com	Playing cards of Canada's Most Wanted
[Unjunk]	[View]	mr.tingles@petstylist.com	Pajamas for your Poodle
[Unjunk]	[View]	info@paypal.com	Paypal lost your info. Please submit again
[Unjunk]	[View]	strawberry@jam12.net	Platinum Membership to the Jam Club
[Unjunk]	[View]	sir@mixalot.com	I like big butts and I can not lie
[Unjunk]	[View]	hard-drive@yourpc.com	A Message From Your Computer: I need updates
[Unjunk]	[View]	warning@alertsPC.com	*!Alert. Read this. Click on buttons or BOOM
[Unjunk]	[View]	31331@haxor.i.ua	133t H@x0r eZ xP10ts
[Unjunk]	[View]	ez@speller.com	Learn to read words like a Pro
[Unjunk]	[View]	biggy@fat-guru.com	Secret strategies of staying unemployed and fat
[Unjunk]	[View]	opportunity@yesyoucan.com	Crop dusting jobs for Arab Americans

To manage your personal junk email blocking settings, use your standard username and password to log in here: <http://twinpeaks.corp.example.com>

Junk blocking by SonicWALL, Inc.

**SONICWALL** Junk Box Summary  
for biz@example.com



**Junk Emails Blocked: 8**

The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 90 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

Email sent to: biz@example.com			<a href="#">Visit Junk Box</a>
	From	Subject	Threat
<a href="#">Unjunk</a>   <a href="#">View</a>	support@ebay.com	Official notice to biz@mailfrontier.com from Ebay Inc.	Phishing
<a href="#">Unjunk</a>   <a href="#">View</a>	dmcswwzain@hotmail.com	-*- YES, Earn a Doctors income wi...	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	spammer@corp.net	Win Free Stuff	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	jlef@mb12.com	Take Some Viagra, its Cheap	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	sally@getitup.com	Enlarge another body part	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	edd@aled.net	Nigerian Prince wants your PIN number	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	aber@ls.ua	Morgage rates that are really just ok	Spam
<a href="#">Unjunk</a>   <a href="#">View</a>	savenow@yahts.com	95% off of our Yahts	Spam

**Anti-Spam Settings**

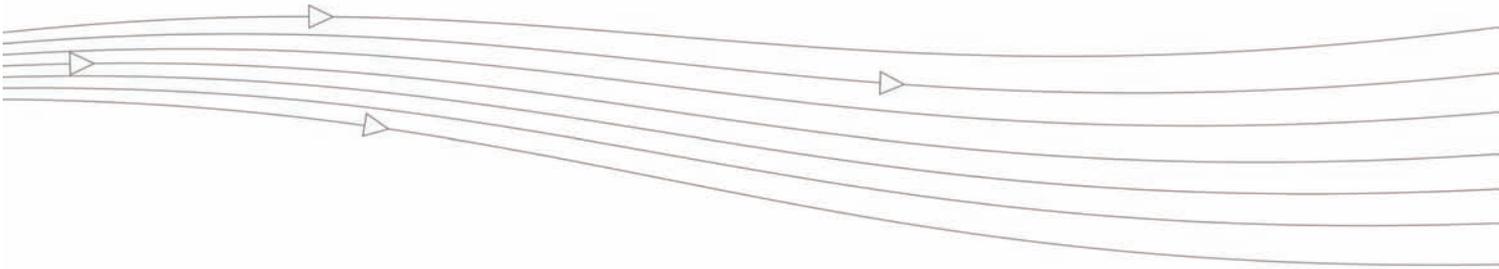
- [Manage Allowed/Blocked lists](#)
- [Set Anti-Spam aggressiveness](#)

**Spam Management Settings**

- [Change action to take with spam email](#)
- [Change frequency/timing of your Junk Box Summaries](#)
- [Delegate control to other people](#)
- [See junk email reports](#)
- [Download anti-spam applications](#)

To manage your personal junk email blocking settings, use your standard username and password to login here: <http://mtrose.corp.example.com>

Junk blocking by SonicWALL, Inc.



# Reports & Monitoring

The reports in this module show statistics for your organization—not just your own spam. Click the **Reports & Monitoring** button to view them.

The Reports Dashboard provides a lot of information about SonicWALL Email Security at a glance. These charts display statistics for the last 24 hours and are updated hourly. Clicking the Refresh Reports button causes the data in these reports to be updated with the most current data.

Reports & Monitoring / Overview Reports /

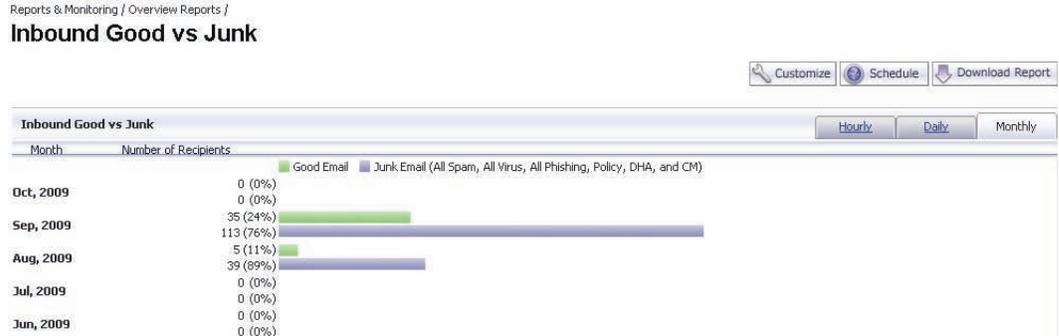
## Dashboard

Refresh Reports



## Inbound Good vs. Junk Email

The Inbound Good vs. Junk page illustrates the number of incoming email that is good versus junk email. Values are shown in number of messages per day and also according to the percentage of good versus junk.



## Outbound Good vs. Junk Email

The Outbound Good vs. Junk page illustrates the number of outgoing email that is good versus junk email. Values are shown in number of messages per day and also according to the percentage of good versus junk.







## Junk Button for Microsoft Outlook

This chapter describes the SonicWALL Junk Button for Outlook, a small application that can be added to Microsoft Outlook. The Junk Button allows end-users to report spam messages to the SonicWALL GRID Network. The GRID Network's ability to detect spam is enhanced each time a user uses the Junk Button.

- [“Feature Overview” section on page 27](#)
- [“How Does the Junk Button Work?” section on page 27](#)
- [“Using the Junk Button” section on page 28](#)

### Feature Overview

When a user presses the Junk Button, the highlighted email message is moved to the user's Outlook Deleted Items folder and the message's thumbprint is added to the GRID Network thumbprint database. As more thumbprint reports accrue about a message, SonicWALL Email Security appliances and installations are more likely to filter that message as spam so that other users do not see it.

Benefits:

- Empowers users—Users are not just getting rid of their own spam, they are helping themselves and other users around the world.
- Improves enterprise spam filtering—The enterprise benefits from the human intelligence of its members because the amount of spam the organization as a whole receives is reduced.
- Decreases helpdesk requests—Users can report and dispose of spam themselves.

### How Does the Junk Button Work?

The SonicWALL Junk Button allows you to remove spam from your inbox by clicking a small toolbar button in Microsoft Outlook. Your feedback helps block spam sent to you, your organization, and other people using SonicWALL Anti-Spam and Email Security products.

The SonicWALL GRID Network collects your “Junk vote”, parsing the spam email into its attributes and combining your vote with other sources. These reputation updates, called thumbprints, are delivered back to your SonicWALL Email Security system every five minutes, improving your system's ability to block spam, phishing, and virus emails.

The text of messages is not reported to the GRID Network. Instead, the message is converted into a uniquely identifying hash, and only this hash is used in the thumbprint.

## Using the Junk Button

The Junk Button is used to remove any junk e-mail messages that arrive in your inbox and place them in your Deleted Items folder.

► **To use the Junk Button:**

1. A junk e-mail arrives in your inbox.



2. Highlight the e-mail message by selecting it.



3. Click the SonicWALL "Junk" button in your Outlook toolbar.



4. The junk message is moved from your inbox to your "Deleted Items" folder.

**Note:**

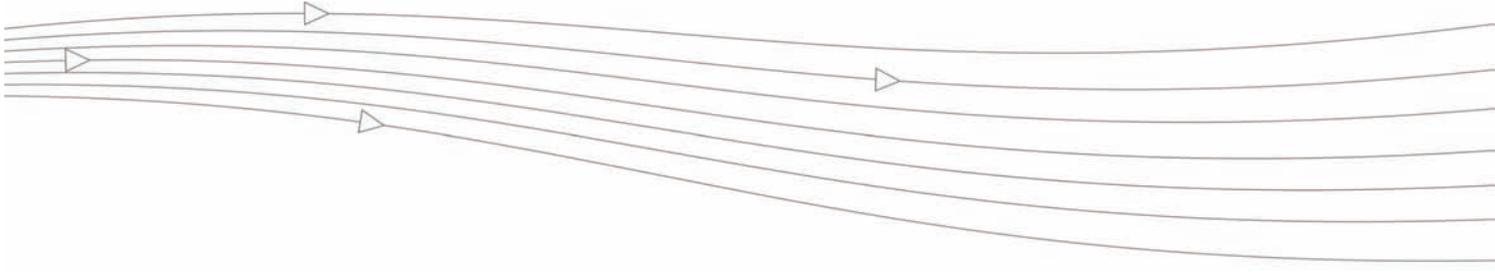
- To access your SonicWALL ES account, click the SonicWALL ES button and log in with the information your administrator has given you. From here you can view and sort the Junk Box containing messages that did not reach your Outlook inbox.

## Installing the Junk Button

If you do not already have the Junk Button for Outlook installed, you can install it easily from the SonicWALL Email Security page.

► **To install the Junk Button:**

1. Log in as a user.
2. Save the zip file to your computer.
3. Close Microsoft Outlook by choosing **File** and then **Exit**. Just clicking the Close button may not close all the associated Outlook windows.
4. Double-click the zip file and then double-click the executable.
5. Accept the installation terms and click **Next**.
6. Accept the installation location and click **Next**.
7. Click **Finish** to complete your installation.
8. Restart Outlook and check that the Junk Button toolbar has been installed.



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