PANDA
CLOUDEMAILPROTECTION

Simply... Evolution

USER MANUAL
VERSION 4.0.1

PANDA CLOUD
OFFICE PROTECTION

PANDA CLOUD
EMAIL PROTECTION

PANDA CLOUD
INTERNET PROTECTION

PANDA SECURITY | *The Cloud Security Company*

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1. Introduction to Panda Cloud Email Protection

1.1. What is Panda Cloud Email Protection?

Panda Cloud Email Protection is an innovative security service which protects company domains and email servers from spam, viruses and phishing (fraudulent email)

It provides an administration panel which makes controlling the service easier: manage users in real time (register, unsubscribe, etc), access technical help and useful information (FAQs, user guides, etc.).

Practically no maintenance by the administrator is required. Updating of the external filter is automatic and transparent. Continuity of the email service is guaranteed in the event of failure (fault tolerance).

Statistics and reports on email activity are provided. Moreover, it is conceived for non-technical users to be able to access the Internet from any connection device. No kind of setup is required.

It operates as an external filter between the email recipient and sender. It collects/receives messages, filters them before they are received and allows the receipt of threat-free email.

Benefits:

- It does not slow down computers or mobile devices: filtering is performed from an external server, either an appliance or Panda Cloud Email Protection's remote servers, and confidentiality is fully guaranteed (validated by econfia).

- Mobility: it protects your email domain no matter where you access your mail from (your home PC, the office, a cyber-cafe, a PDA or other mobile device, etc.). The solution is continuously updated completely transparently to users (no intervention is required).

- It saves bandwidth by eliminating junk mail, and reduces other risks associated with email.

- It saves users time and effort by preventing them from having to delete unwanted messages that saturate their inboxes.

1.1.1. Why is Panda Cloud Email Protection different?

Panda Cloud Email Protection is an application that operates as an external email filter, with the following advantages for users:

- It blocks threats before they can reach your computers.

- It is not a drain on your computers' resources: filtering is performed from Panda Cloud Email Protection.

- It not only protects computers but also your email accounts: Panda Cloud Email Protection provides mobility.

- It uses its own trusted lists or dynamic white lists, which minimize the possibility of false positives. Users do not need to take any action.

1.1.2. Is it secure?

Panda Cloud Email Protection operates as an appliance, setup in a company's data center, fully independent from the email server or as an email service provider along with your current Internet service provider. Data confidentiality is fully guaranteed as:

- All processes are automated, with no human intervention or access to the email filter

- The organization is fully compliant with personal data protection legislation, and is subject to continuous external and independent audits.

1.2. How does it work

1.2.1. Classification of Messages

Panda Cloud Email Protection subjects all email messages to three separate checks to determine if they contain viruses or whether they are junk mail.

1. **Connection filters**: the source of every email received is analyzed to verify whether the sender is reliable or a known spammer.

2. **Antivirus filter**: if a message contains a virus, this is deleted and the user can ask for a report with information about the infected email.

3. **List filter**: if the sender is included in the valid email lists (white list), the message is delivered to its intended recipient. If the sender is included in the non-valid email list (blacklists), the message is retained as spam.

4. **Anti-spam filter**: finally, and for all those messages whose senders are not included in any list, an anti-spam filter is applied, with two operational modes: Guaranteed and Automatic (default).

In Guaranteed mode, messages which are not included in the lists will remain pending validation until the sender or recipient validates that message. To make list management easier, Panda Cloud Email Protection offers the possibility of importing the contact list from your email client, so as to have all your contacts in the white list and therefore be considered automatically as valid email.

2. Panda Cloud Email Protection Interface

2.1. Panda Cloud Email Protection Control Panel - User level

Panda Cloud Email Protection users have a personal control panel at the URL provided by your company where it is possible to find all the information you need about the service provided.

It includes three sections:

- Messages

- My lists

- Settings

To access the control panel, just enter your email account (user name) and password in the login section of the URL provided by your company or access from the Notifier.

2.1.1. Messages section

2.1.1.1 *Spam*

Emails are saved for as many days as the administrator decides, once this period has expired, they are sent to the *"Trash can"* and deleted. If you receive a false negative email in this folder, you can recover it by clicking "*Not spam"*.

2.1.1.2 *Valid mail*

Valid email is saved in Panda Cloud Email Protection for as many days as the administrator decides. Once this period has expired, they are sent to the "*Trash can"*.

False positive messages must be confirmed as Spam so that Panda Cloud Email Protection can provide feedback to the Web.

2.1.1.3 *Mail pending validation*

These are the emails from senders that have not been registered by the Panda Cloud Email Protection sender validation system. This folder "Mail pending validation" for the guaranteed filtering mode is always displayed, regardless of the user mode filtering.

2.1.1.4 *Mailing lists*

This email comes from automatic distribution systems (newsletters, news bulletins, sales) to which you may have subscribed. Panda Cloud Email Protection detects these messages and stores them in this folder.

2.1.1.5 *Virus warnings*

These are notifications sent by Panda Cloud Email Protection, reporting the presence of a virus in an email you have received in your email account.

2.1.1.6 *Notifications*

These emails are notifications automatically sent by email servers, related to mail which could not be delivered or recipients that did not exist. Panda Cloud Email Protection places these messages in the *"Notifications"* folder.

2.1.1.7 *Trash can*

Here are the messages you have deleted, or that have been in the *"Spam"* folder for ten days and have been deleted. This folder is emptied every day.

2.1.2. My lists section

In order to avoid redundancies in "My lists" for both valid or invalid senders and domains, you cannot add a sender when the domain already exists in the same list. As a result, when adding a domain to a list, al the email addresses in that domain will be removed from the list.

2.1.2.1   *White List*

The White list contains individual contacts and domains from which you are willing to receive messages. Panda Cloud Email Protection classifies messages received from senders or domains registered in your White List as valid emails, immediately and without applying any filter.

2.1.2.2   *Black List*

Operates in the same way as the White List but has an opposite effect, that is, any email or domain entered into this list will be considered a non-valid sender.

2.1.2.3   *List of senders pending validation*

The List of senders pending validation may contain email addresses.

In order to avoid redundancy in the black lists and white lists of senders and domains, a sender cannot be added if the domain already exists in the list. Meanwhile, when a domain is added to the list, the senders belonging to that domain will be deleted.

2.1.2.4   *Trusted lists*

These are effectively automatic white lists. These lists are automatically created. If an error is detected and there is an invalid entry, it can be sent to the black list.

2.1.3.   Settings section

2.1.3.1   *Account data*

2.1.3.1.1   *Personal information*

Here you will find the following account data: name and last name, telephone number, address, city and country (not required fields).

2.1.3.1.2   *Password*

If you want to change your password, you have to access to this option.

Enter your previous password, then enter your new password, and repeat the new password.

In order to help you choose a secure password, this feature will allow you to check the password strength.

Password restrictions, which enable the creation of strong passwords:

- Minimum length of 8 characters and maximum of 64 characters
- Contain at least 2 of the following:
    - Lowercase and uppercase letters "a" to "z", except "ñ"
    - Numbers 0-9
    - Permitted symbols: "_", ".", "-"

2.1.3.1.3 Messages per page

You can change the number of messages displayed per page in the panel, the permitted values are: 10, 15, 20, 50, 75, 100, 200, 500.

2.1.3.1.4 Language

From this section in the menu you can change the language in which the control panel is displayed.

2.1.3.2 Automated messages

2.1.3.2.1 Summaries

Panda Cloud Email Protection sends a summary to users whose emails are: blocked as spam, pending validation, senders added in the lists, etc. According to the settings of each account, this summary is sent daily, weekly, or never.

2.1.3.3 Lists and notices

Mailing lists: This kind of email comes from automatic distribution systems (newsletters, news bulletins, sales) to which the user may have subscribed. Nowadays, although Panda Cloud Email Protection detects these messages, they are considered as valid mail and are loaded as such in your email client.

If you enable the option "Deliver to the email manager", you will receive these messages in your inbox, while if you enable the option "Hold in Panda", you will only see these messages in the "Mailing list" folder in the Panda Cloud Email Protection control panel.

Server warnings: Notices are notifications sent by Panda Cloud Email Protection or other servers regarding the mail which could not be delivered or the recipients that did not exist. Panda Cloud Email Protection places these messages in the **Notifications** folder.

If you enable the option "Deliver to the email manager", you will receive these messages in your inbox, while if you enable the option "Hold in Panda", you will only see these messages in the "Notifications" folder in the Panda Cloud Email Protection control panel.

Virus warnings: When you receive a message with a virus, Panda Cloud Email Protection deletes it and sends a message to the user notifying of the delivery attempt and the presence of the virus as well as the name of the virus detected.

2.1.3.4 Filtering mode

Messages are filtered for spam to determine whether a message is valid when Panda Cloud Email Protection does not know where it comes from (messages received from senders or email domains which are not registered in its lists).

- Automatic filtering

When Panda Cloud Email Protection receives an email, it analyzes it and gives it a score according to its characteristics to determine whether it is valid or spam (you can choose the protection level)

The filters applied to your mail can be customized at any time. A valid filter for one person may not be valid for another person.

If there is any message which has been mistakenly detected as spam, it can be recovered.

- Guaranteed filtering

This checks and validates the source of messages, checking whether the senders are included in the valid senders' list (white list)

Any sender not included in the white list will receive a validation message. A simple click will add the sender to your white list and all their messages will be automatically delivered. Panda Cloud Email Protection has lists of the valid senders and domains (whose messages will only go through the antivirus process) and the invalid ones (which will be considered as junk mail).

2.1.3.5 *Trusted list*

Trusted lists include valid email addresses which a user receives. This list is personal and it is automatically generated according to PANDA SECURITY's own protocol.

2.1.3.6 *Rules Engine*

Advanced users have access to a rules engine panel where the user may establish customized rules that will affect email arriving Panda Cloud Email Protection user panel.

The priorities of rules can be changed by using the arrows in the "Priority" column.

We recommend using the rules engine only when the rest of the service options are insufficient to detect certain emails.

3. Additional functions

3.1. Notifier

The Panda Cloud Email Protection Notifier is a utility[1] which is installed and offers complete control of email management.

Once installed, a small icon is displayed in the system box which flickers when the service is enabled, and gives different notices: arrival of new emails, virus warnings and undelivered emails. The Notifier has intuitive menus and lets you access all the service options.

It lets you manage messages, by marking them as valid mail, invalid, or by deleting them, as well considering the filtering mode (Automatic or Guaranteed), and the protection level you require, and let's you manage several mail accounts at the same time. You also have the option to access to the same actions from your control panel of Panda Cloud Email Protection Web page.

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[1] It is an optional program to enhance the use of the external email filter, but it is not necessary to install it to protect an email account.

3.1.1. Technical Specifications

The Notifier works in Windows operating systems (XP, Vista and Windows 7), Mac OS X, Linux x86-64, Linux PowerPC and Linux i386; the operative system must support multiuser.