

8 Configuration Section

MailCleaner can be easily customized to fit your needs and your working style.

The *Configuration* menu contains six sections: *Interface*, *Address groups*, *Address settings*, *Quarantine list*, *Warn list* and *White list*.

Note: The *Address groups*, *Warn list* and *White list* sections are not necessarily present in your configuration menu. These options depend on global settings that are managed by your e-mail administrator or ISP.

Configuring the interface

The *Interface* section allows you to choose the language used by the Management Center. Your choice is applied to all filtered e-mail addresses and quarantine reports that are generated by MailCleaner.

Language selection

To choose the language of the interface:

- Select one of the languages in the list.
- Click on *Save* to confirm your choice.

Configuring address settings

The *Address Settings* section contains important settings that define how MailCleaner operates globally (for all of your addresses) and individually (independently for each specific address).

The *Settings* subsection includes four zones :

- address selection;
- spam processing mode for the selected address;
- transmission frequency and format of quarantine reports;
- application and recording of new settings.

Figure 8-1 The different options in the Address Settings section

Address:

For each message detected as spam:

retain in quarantine
 deliver with subject keyword:
 immediately delete

Retain error messages

For each message detected as newsletter:

retain in quarantine
 deliver

Frequency of quarantine reports:

Format of quarantine reports:

Send reports to this address:

Apply settings to all addresses

Selecting an address

If several addresses are grouped in the same Management Center, different settings may apply to each address. For example, you may choose the *quarantine mode* for your main address and a *flag mode* for a second address or an alias.

To select the settings for a specific address:

- Simply select the desired address in the list of available addresses.
- The settings that are displayed are the current settings for that address.

Configuring spam processing modes

After selecting a particular address, you should decide how MailCleaner should process spam sent to that mailbox.

You have three options:

- In **quarantine mode**, all spam is kept in an isolated zone outside of your computer.
- In **flag mode**, spam is delivered to the mailbox but is identified by adding a keyword to the message subject (for example, SPAM --).
- In **delete mode**, all spam is immediately and irreversibly deleted.

Reminder: The handling of viruses and dangerous content is not affected by this setting; these elements are filtered in a different manner.

Selecting quarantine mode

To apply *quarantine mode* to the selected address:

- Check the option Quarantine messages.
- Click on the *Save* button.

Selecting flag mode

To apply *flag mode* to the selected address:

- Check the option Deliver the message and add a keyword to the subject.
- As an option, you may change the keyword to be inserted in the subject of the message (examples: SPAM --, UNWANTEDMAIL --, JUNKMAIL --).
- Click on the *Save* button.

In this mode, all incoming spam is delivered to your mailbox without exception. However, the subject of each message considered to be spam is preceded by the chosen keyword.

For example, if the original subject of the message is "*Blue pills very low price*" and the chosen keyword is "SPAM --", it will be flagged to become "*SPAM -- Blue pills very low price*".

Selecting delete mode

To apply *delete mode* to the selected address:

- Check the option Delete the message immediately.
- Click on the *Save* button.

In this mode, all spam is immediately and irreversibly deleted. Choose this mode only after testing MailCleaner in *quarantine* or *flag mode* extensively to determine whether any filter adjustments should be requested.

Configuring error message retention

If you check the option *Retain error messages*, all automated notifications generated by the mail servers of your e-mail recipients will be quarantined.

To retain error messages:

- Check the corresponding box (depending on your operating system and your browser, an X, a check mark or a dot should be visible).
- Click on the *Save* button.

Note: The *Systemically quarantine e-mail delivery error messages* function quarantines the automated warnings generated by the mail servers of your e-mail recipients, such as in the case of invalid e-mail addresses, bounced messages or full mailboxes.

This function prevents you from receiving dozens if not hundreds of error messages in case your personal e-mail address is used by a spammer to send mails in your name worldwide (this spoofing is unfortunately a common practice). If your address is spoofed, anti-spam systems that protect e-mail recipients will send rejection notices to your mailbox, a process that can last several days. If your identity is forged and you start receiving large amounts of automated rejection notices, you can enable the *Systemically quarantine e-mail delivery error messages* function until the phenomenon subsides.

This function should not be enabled permanently. An error message may instantly provide you with useful information, for example if you have mistyped your intended recipient's e-mail address or if the recipient's server is rejecting your message. If such a notification is quarantined, this may prevent you from becoming aware of the problem.

Configuration of newsletters detection module

If you select the *Remember quarantine* checkbox, messages identified as newsletters will be blocked in Quarantine.

In this mode, the identified messages can then be released from the email report or from the quarantine.

Note that an email can be recognized as "newsletter" and, at the same time, as "spam". The two notions are separated and an email can be quarantined as spam although the user has authorized it as a newsletter.

When you authorize a newsletter in your quarantine, it adds automatically the sender to the whitelist with a specific tag. This does not affect spam filtering. Never add the sender of a newsletter manually to the whitelist but only use the *"Accept this newsletter"* buttons in the report or quarantine interface.

Tip: We strongly recommend activating this function. This greatly improves the feel of the filtering quality.

Configuring the format of quarantine reports

MailCleaner can generate quarantine reports in two different formats: HTML or raw text. The HTML format offers the best legibility but may be incompatible with older e-mail software applications. If this is the case, you should choose the raw format.

To choose the format of quarantine reports:

- Select the desired option (HTML or raw text) in the proposed list.
- Click on the *Save* button.

Applying configuration settings to all addresses

By default, the chosen settings only apply to the selected address. You may, however, decide to use the chosen settings to replace the existing settings of all the e-mail addresses grouped in the Management Center.

To apply configuration settings globally:

- Check the option *Apply settings to all addresses*.
- Click on the *Save* button.

Configuring the quarantine display

The different options in this section let you customize the way in which the quarantine is displayed in the Management Center.

Setting the default address

If several addresses are grouped in a Management Center, a default address must be chosen. When accessing the Management Center, the first blocked messages to be displayed are for this default address.

To choose the messages that are displayed by default in the quarantine list:

- Select the address of choice in the list of possible addresses.
- Click on the *Save* button.

Setting the number of lines to display

To improve legibility on your computer screen, you may change the number of lines to display on each page of the quarantine list. By default, 20 lines are shown per page.

To set the default number of lines to display on each page of the quarantine:

- Select the number of lines among the options in the list.
- Click on the *Save* button.

Setting the number of days to display

To understand this setting, two points should be clarified:

- The quarantine *retention period* is the period during which spam messages are kept and may be examined. Messages that you do not release during this period are automatically and irreversibly deleted. The retention time is set by your e-mail administrator and cannot be modified for individual addresses.
- The *number of days to display* defines a time limit for spam messages to be displayed in the quarantine list. This time filter hides old messages without deleting them (since deletion is handled by the system when the *retention period* has expired).

This setting avoids displaying a large number of pages in the quarantine and allows for more efficient message searches by focusing on a specific time period. The *number of days to display* may be identical to the *retention period*, in which case all currently blocked spam is displayed at all times.

To set the number of days to display:

- Select a duration among the options in the list.
- Click on the *Save* button.

Note: The *retention period* and *number of days to display* are visible at all times under the quarantine list.

Hiding user-released messages

A message that has been released is shown in italics in the quarantine list and can also be identified by a specific icon. You may decide to hide released messages so that the quarantine only shows messages that have never been delivered to your mailbox.

To hide user-released messages in the quarantine list:

- Check the option *Hide user-released messages*.
- Click on the *Save* button.

Configuring an address group

Note: Depending on global MailCleaner settings managed by your e-mail administrator, the options below may not be available.

In order to fully understand the concept of an address group, it is important to understand that MailCleaner inspects every single e-mail address that belongs to an Internet domain that is placed under its protection by your e-mail administrator or ISP. MailCleaner creates a quarantine zone with its own Management Center for each unique address that is encountered.

If you have several personal e-mail addresses that belong to one or more Internet domains under MailCleaner protection (including aliases, redirections, and distribution lists), you may choose for the sake of simplicity and comfort to group all of your addresses in a single, unified Management Center. To do so, you need to select one of your addresses as the main address. This option eliminates the generation of several Management Centers, yet maintains the independence of each address. Thus, different types of processing and quarantine settings may be chosen for each address.

Example:

Let's suppose that *john@company.com* and *john@enterprise.com* belong to the same person. It is possible to group these two addresses in the Control Panel used for *john@company.com*. Authentication for this unified Management Center will rely on the user name and password used for the main address *john@company.com*.

Note: In the case of a **distribution list**, only one of its members may declare and manage the list address in MailCleaner.

Adding a new address to a group

To add a personal address to a group:

- Enter the address in the *Add address* field.
- Click on the *Add address* button.
- The new address is temporarily shown in the list in italics.
- MailCleaner sends a confirmation message to the mailbox of the added address.
- Click on the confirmation link in the received confirmation message.
- Configuration options and the quarantine associated with the newly added address can now be accessed from the Management Center of your main address.

Removing an address from a group

To remove one or more addresses from a group:

- Check the box next to each address that you want to remove (depending on your operating system and your browser, an X, a check mark or a dot should be visible).
- Click on the Remove selected addresses button.
- The selected addresses are deleted from the list and their quarantines can no longer be accessed from the Management Center of your main address. They continue to be filtered and may be administered individually using their own Management Centers.

Configuring the warn list

Note: Depending on the global settings chosen by your e-mail administrator, warn list configuration may not be available in your system.

If a sender's e-mail address is added to the MailCleaner warn list, you will be notified immediately each time a message that appears to originate from this smtp e-mail address is blocked by the system.

You should use this function only in particular situations because it does not help to improve the quality of the MailCleaner filter. Instead, try first to submit a *Filter Adjustment Request* to help MailCleaner identify the source of the inaccuracy and take corrective measures if necessary.

Adding an address to the warn list

To add a sender's address to the warn list:

- Enter the address in the field *Add an address*.
- Click on the *Add address* button.
- The new address is shown on the list and you will be notified of all messages received from this address that are blocked by MailCleaner.

Removing an address from the warn list

To remove one or more addresses from the warn list:

- Check the box next to each address that you want to remove (depending on your operating system and your browser, an X, a check mark or a dot should be visible).
- Click on the Remove selected addresses button.
- The selected addresses are deleted from the warn list and you will stop being notified about messages received from this address that are blocked by MailCleaner.

Note : It is also possible to disable an address rather than delete it.

Configuring the white list

Note: Depending on the global configuration chosen by your e-mail administrator, the white list configuration settings may not be available in your system.

Note: The white list applies only to the envelope-sender visible in the "Received:" headers ("mail from:" of the smtp session)

Note: White list is applied before the black list

The white list contains e-mail addresses of trusted senders whose messages will not be blocked under any circumstances. The white should be used sparingly, only if the reason for the filtering cannot be eliminated.

In a case where a spammer or a virus spoofs a white listed address, the sender's illegitimate messages will reach your mailbox without being filtered, potentially causing frustration and harm.

You should use this function only in particular situations because it does not help to improve the quality of the MailCleaner filter. Instead, try first to submit a *Filter Adjustment Request* to help MailCleaner identify the source of the inaccuracy and take corrective measures if necessary.

Adding an address to the white list

To add a sender's address to the white list:

- Enter the address in the field *Add an address*.
- Click on the *Add address* button.
- The new address is shown on the list and all messages received from this address will be delivered without being analyzed.

Removing an address from the white list

To remove one or more addresses from the white list:

- Check the box next to each address that you want to remove (depending on your operating system and your browser, an X, a check mark or a dot should be visible).
- Click on the *Remove selected addresses* button.
- The selected addresses are deleted from the white list and messages received from this address will again be analyzed for the presence of spam.

Note : It is also possible to disable an address rather than delete it.

Note : For more information on the syntax of warn, black and white lists have a look to our online knowledge base

Configuring the black list

Note: Depending on the global configuration chosen by your e-mail administrator, the black list configuration settings may not be available in your system.

Note: The black list applies only to the envelope-sender visible in the "Received:" headers ("mail from:" of the smtp session)

The black list allows you to specify addresses of senders for which emails will be quarantined in all cases. The black list should be used only for very short periods of time and for specific cases.

This way of doing is a measure that does not increase the overall improvement of MailCleaner. You should always first choose to do a filter adjustment request so the reasons for the inaccuracy of the filtering can be understood and, if necessary, lead to a global fix.

Adding an address to the black list

To add a sender's address to the black list:

- Enter the address in the field *Add an address*.
- Click on the *Add address* button.
- The new address is shown on the list and all messages received from this address will be blocked without being analyzed.

Removing an address from the black list

To remove one or more addresses from the black list:

- Check the box next to each address that you want to remove (depending on your operating system and your browser, an X, a check mark or a dot should be visible).
- Click on the Remove selected addresses button.
- The selected addresses are deleted from the black list and messages received from this address will again be analyzed for the presence of spam.

Note : It is also possible to disable an address rather than delete it.

Note : For more information on the syntax of warn, black and white lists have a look to our online knowledge base