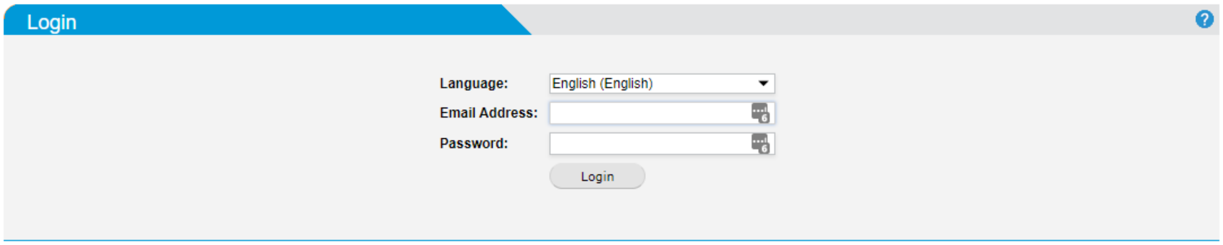
TrioTel®
Communications, Inc.

Spam Filter User Guide

Ver. 2022.03.28

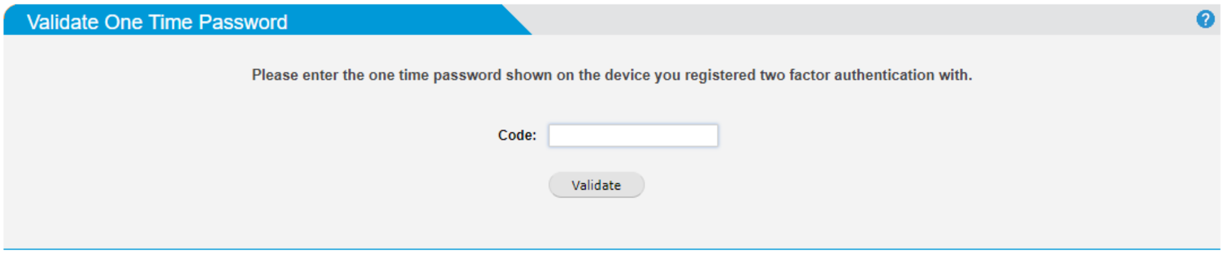
Login:



Language: English (English)

To log in, enter your *full email address* and password and click Login button.

2-factor login:



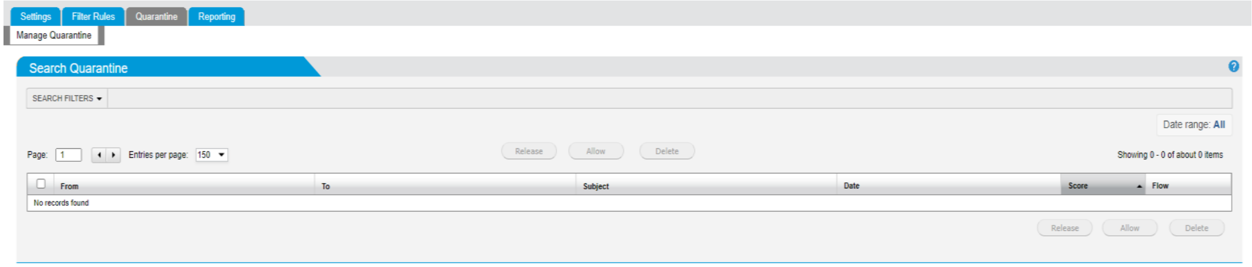
Please enter the one time password shown on the device you registered two factor authentication with.

If you have 2-factor authentication enabled, it will ask you for your code.

(On first login you will not have this prompt. How to setup 2-factor is listed below)

Managing Quarantine Email:

Go to Quarantine > Manage Quarantine. Use Search Filters and Display Settings to manage the list of emails in quarantine.



Date range: All

Page: 1 Entries per page: 150

Showing 0 - 0 of about 0 items

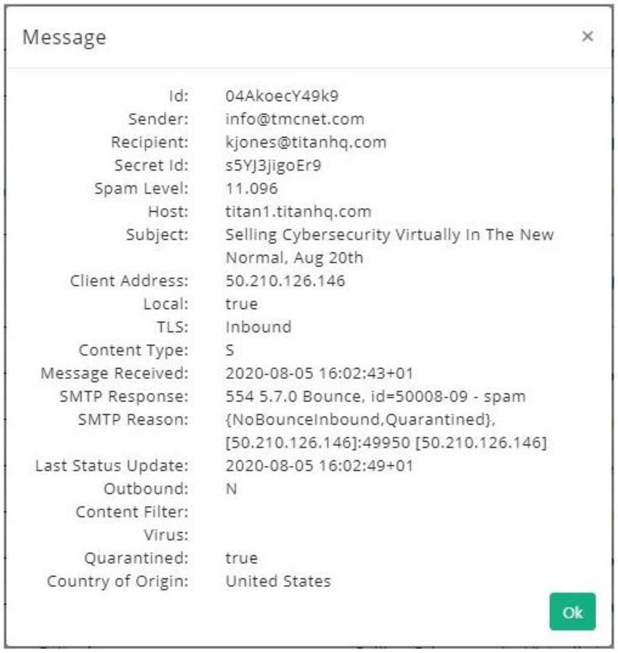
□	From	To	Subject	Date	Score	Flow
No records found						

Messages will reside in quarantine for 30 days after that they are deleted from quarantine.

The following actions can be performed on email in quarantine:

View Message

Click any message in quarantine to view it in a separate window. Click on one of the four tabs to view more information on the quarantined email - Details, View Message, View Source, and Options.



Id:	04AkoecY49k9
Sender:	info@tmcnet.com
Recipient:	kjones@titanhq.com
Secret Id:	s5YJ3jigoEr9
Spam Level:	11.096
Host:	titan1.titanhq.com
Subject:	Selling Cybersecurity Virtually In The New Normal, Aug 20th
Client Address:	50.210.126.146
Local:	true
TLS:	Inbound
Content Type:	S
Message Received:	2020-08-05 16:02:43+01
SMTP Response:	554 5.7.0 Bounce, id=50008-09 - spam
SMTP Reason:	{NoBounceInbound,Quarantined}, [50.210.126.146]:49950 [50.210.126.146]
Last Status Update:	2020-08-05 16:02:49+01
Outbound:	N
Content Filter:	
Virus:	
Quarantined:	true
Country of Origin:	United States

All images are blocked in review to prevent possible inappropriate content. If a message is subsequently released and delivered then the original images will be present.

Release Message

On a rare occasion, an email in quarantine may have been incorrectly identified as spam. This is known as a ‘false positive’. To release a message, click the checkbox to the left of the email address and click the Release button. This will automatically forward the email to the recipient.

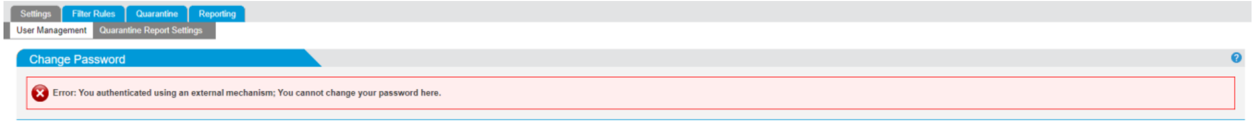
Allow a Sender

To add the email address of an email in quarantine to your Allow List, click the checkbox to the left of the email address and click the Allow button. The email address then is added to the email recipients allow list and the email is released from quarantine and delivered to the recipient.

Delete Message

To delete a message, click the checkbox to the left of the email address and click the Delete button. Delete multiple messages at the same time by selecting several email addresses at once before clicking Delete.

Change User Password:



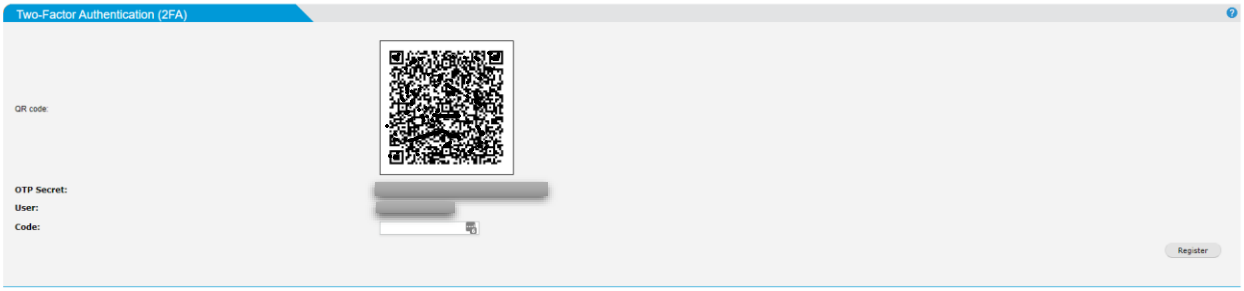
Error: You authenticated using an external mechanism; You cannot change your password here.

Your email credentials are synced with the filter so you will not be able to change your password from the filter.

Two factor authentication:

Two-factor authentication (2FA) is an additional layer of security used to protect your mail filter account from unauthorized access. If 2FA is enabled, a user provides their username and password on login and then must also provide an additional piece of information known only to them. This additional piece of information is a one-time password, regenerated every thirty seconds.

Go to Settings > User Management > Two-Factor Authentication (2FA) to manage 2FA settings.



QR code:

OTP Secret: [redacted]

User: [redacted]

Code:

Follow the steps below to set up two-factor authentication:

1. Before continuing, you must download and install an authenticator phone app, e.g., Google Authenticator or FreeOTP.
2. Scan the QR code using the authenticator app installed in step 1.

   If you are unable to scan the QR code, manually enter the OTP (One Time Password) secret provided in the OTP Secret: field.

3. In the Code: field, enter the code generated from the authenticator phone app.
4. Click Register.

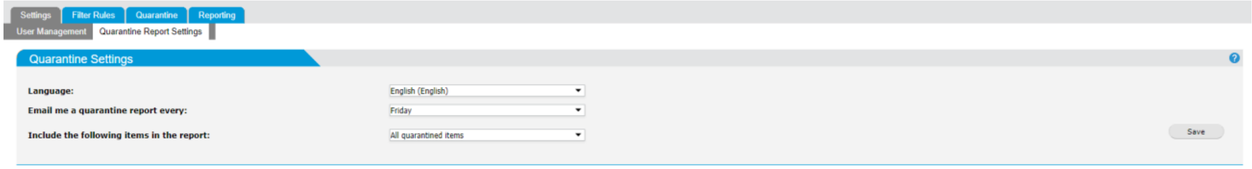
Recovery Codes

A set of recovery codes are generated when 2FA is enabled. Store these codes carefully as they are the only way to access your mail filter account if the device you registered 2FA on is lost.

The recovery codes are one-time use, and they must be used in sequential order.

Quarantine Report Settings:

This page allows you to manage the language, frequency, and content of your own Quarantine Report.



Quarantine Settings

Language: English (English)

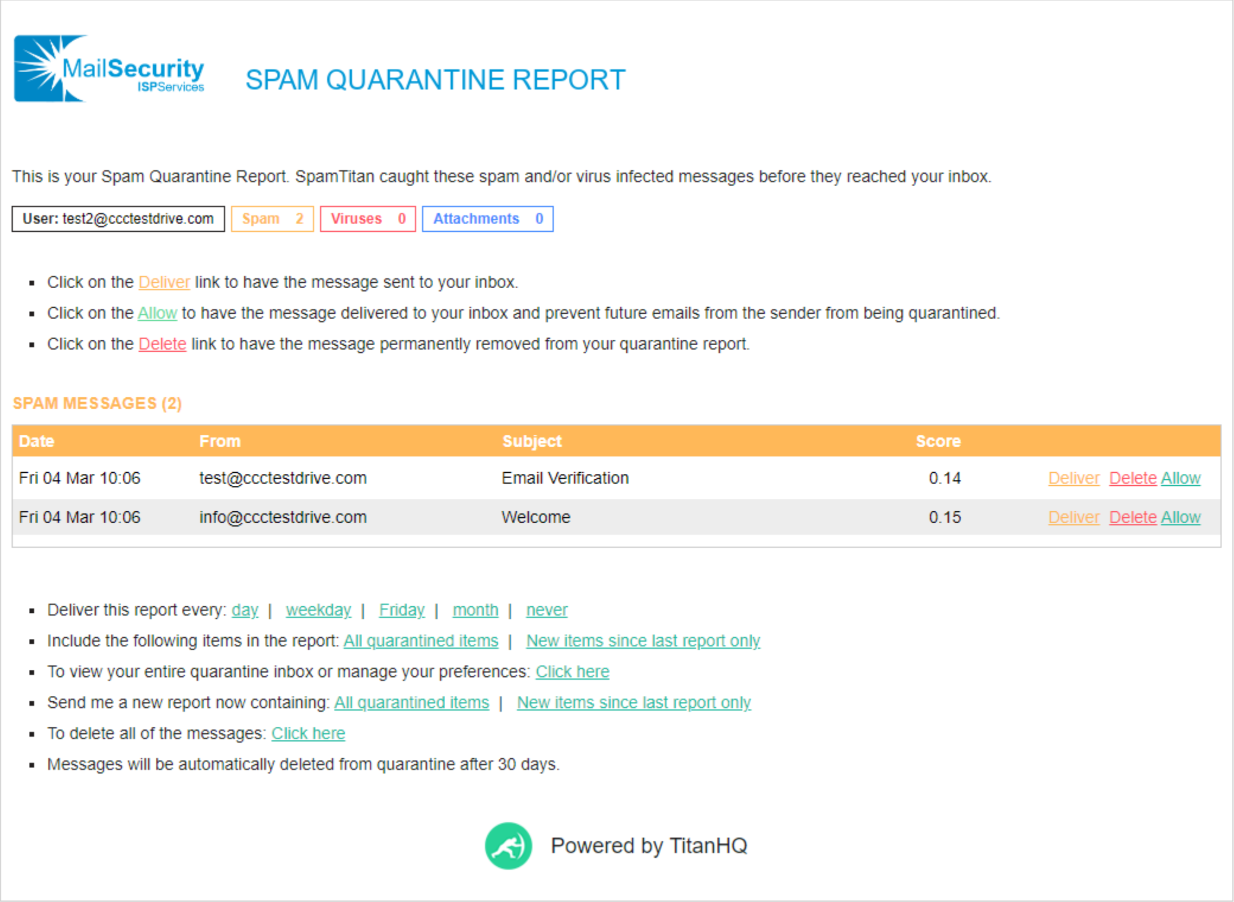
Email me a quarantine report every: Friday

Include the following items in the report: All quarantined items

Spam Quarantine Report:

A quarantine report contains a list of emails that have been caught and quarantined. Users can directly manage their quarantined mail through these reports, which are emailed to them on a periodic basis.

A quarantine report provides links for a user to manage their quarantined emails directly from the report. See a sample quarantine report below.



SPAM QUARANTINE REPORT

This is your Spam Quarantine Report. SpamTitan caught these spam and/or virus infected messages before they reached your inbox.

User: test2@ccctestdrive.com Spam 2 Viruses 0 Attachments 0

- Click on the Deliver link to have the message sent to your inbox.
- Click on the Allow to have the message delivered to your inbox and prevent future emails from the sender from being quarantined.
- Click on the Delete link to have the message permanently removed from your quarantine report.

SPAM MESSAGES (2)

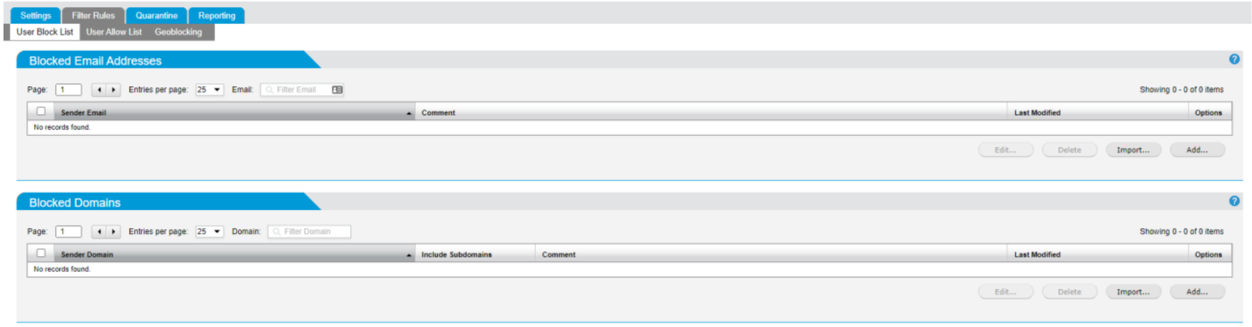
Date	From	Subject	Score	
Fri 04 Mar 10:06	test@ccctestdrive.com	Email Verification	0.14	Deliver Delete Allow
Fri 04 Mar 10:06	info@ccctestdrive.com	Welcome	0.15	Deliver Delete Allow

- Deliver this report every: day | weekday | Friday | month | never
- Include the following items in the report: All quarantined items | New items since last report only
- To view your entire quarantine inbox or manage your preferences: Click here
- Send me a new report now containing: All quarantined items | New items since last report only
- To delete all of the messages: Click here
- Messages will be automatically deleted from quarantine after 30 days.

Powered by TitanHQ

User Block List:

Go to Filter Rules > User Block List to manage block list entries.



Blocked Email Addresses

Page: 1 Entries per page: 25 Email: Filter Email | Showing 0 - 0 of 0 items

□	Sender Email	Comment	Last Modified	Options
No records found.				

Blocked Domains

Page: 1 Entries per page: 25 Domain: Filter Domain | Showing 0 - 0 of 0 items

□	Sender Domain	Include Subdomains	Comment	Last Modified	Options
No records found.					

If you Block an address or domain, then mail from that address or domain to your account will be *blocked before it reaches your inbox.*

Adding a Block List Entry

1. Go to Filter Rules > Block List > Blocked Email Addresses to add an email address to the block list or go to Filter Rules > Block List > Blocked Domains to add a domain.
2. Click Add... and the Add window displays.
3. Enter the Sender Email: in the form of user@example.com or Sender Domain: in the form of example.com.
4. For a domain entry, check Include Subdomains: for subdomains to also be blocked.
5. Enter any optional comments in the Comments: field.
6. Click Save.

Deleting a Block List Entry

1. To delete an individual email address or domain, click the delete ✖ icon in the Options column to the right of the listing. To delete multiple entries at once, check the box ☑ to the left of the listings you want to delete.
2. Click Delete… under Blocked Email Addresses or Blocked Domains.

Importing Block List Entries

1. Create a single text file containing the entries to import. Both email addresses and domains can be imported together from the same text file. The file must have one email address or domain (preceded by the '@' sign) per line. For example:

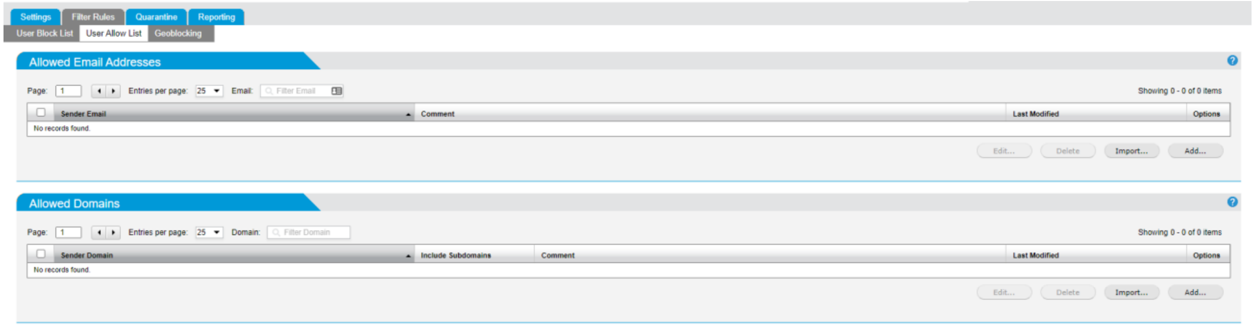
- john@example.com
- @example.com

2. Click Import… and select the text file to import. Click Open.
3. Email addresses will be imported to the Blocked Email Addresses and domains will be imported to the Blocked Domains.

User Allow List:

No spam checking is performed for domains or email addresses that are added to an allow list, they are automatically forwarded to the recipient.

Go to Filter Rules > Allow List to manage allow list entries.



Allowed Email Addresses

Page: 1 Entries per page: 25 Email: Filter Email

Showing 0 - 0 of 0 items

□	Sender Email	Comment	Last Modified	Options
No records found.				

Allowed Domains

Page: 1 Entries per page: 25 Domain: Filter Domain

Showing 0 - 0 of 0 items

□	Sender Domain	Include Subdomains	Comment	Last Modified	Options
No records found.					

If you Allow a particular email address or domain then all mail from that user, or that domain to your account will be passed through by the Spam Filter with no questions - even if the message were recognized as spam. In effect it will bypass the spam filters.

Adding an Allow List Entry

1. Go to Filter Rules > Allow List > Allowed Email Addresses to add an email address to the allow list or go to Filter Rules > Allow List > Allowed Domains to add a domain.
2. Enter a Sender Email: in the form of user@example.com or Sender Domain: in the form of example.com.
3. Enter Comments: as required.
4. Click Save.

Deleting an Allow List Entry

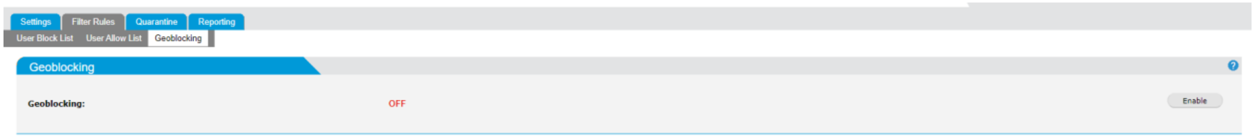
1. To delete an individual email address or domain, click the ✖ icon in the Options column to the right of the listing. To delete multiple entries at once, check the box ☑ to the left of the listings you want to delete.
2. Click Delete… under Allowed Email Addresses or Allowed Domains.

Importing Allow List Entries

1. Create a single text file with all the entries to import. Both email addresses and domains can be imported together from the same text file. The file must have one email address or domain (preceded by the '@' sign) per line. For example:
   - john@example.com
   - @example.com
2. Click Import… to select the text file. Click Open.

Geoblocking:

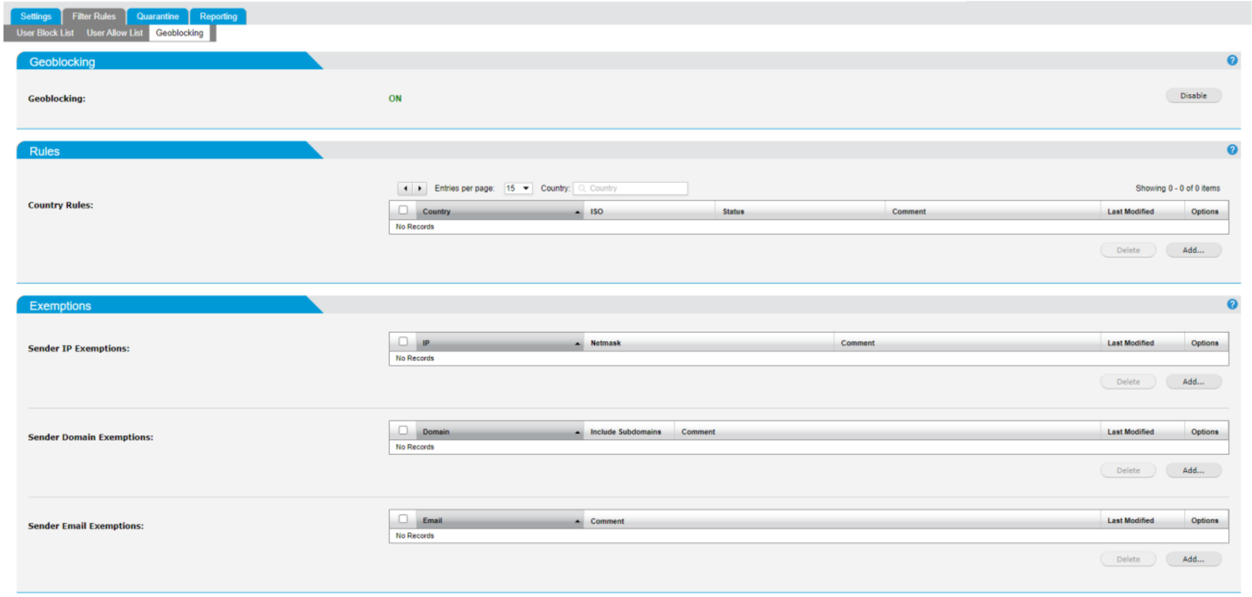
Geoblocking restricts email based on a sender's geographic location, which is identified by the sending server's IP address.



Geoblocking: OFF

Geoblocking is off by default to turn it on click “Enable”.

Go to Filter Rules > Geoblocking and follow the steps below to add a geoblocking rule for a country.



Geoblocking: ON

Country Rules: Entries per page: 15 Country: Country Showing 0 - 0 of 0 items

☐	Country	ISO	Status	Comment	Last Modified	Options
No Records						

Sender IP Exemptions:

☐	IP	Netmask	Comment	Last Modified	Options
No Records					

Sender Domain Exemptions:

☐	Domain	Include Subdomains	Comment	Last Modified	Options
No Records					

Sender Email Exemptions:

☐	Email	Comment	Last Modified	Options
No Records				

1. Click Enable to turn Policy Based Geoblocking: ON (default: disabled).
2. Click Add... and the Add Geoblocking Rule window displays.
   - Country: Select a country to allow or block. This field auto-populates as you type.
   - Status: Select Allow or Block to allow/block the country you selected.
   - Comment: Enter an optional description of this geoblocking rule.
3. Click Save to save this geoblocking rule or cancel to discard.

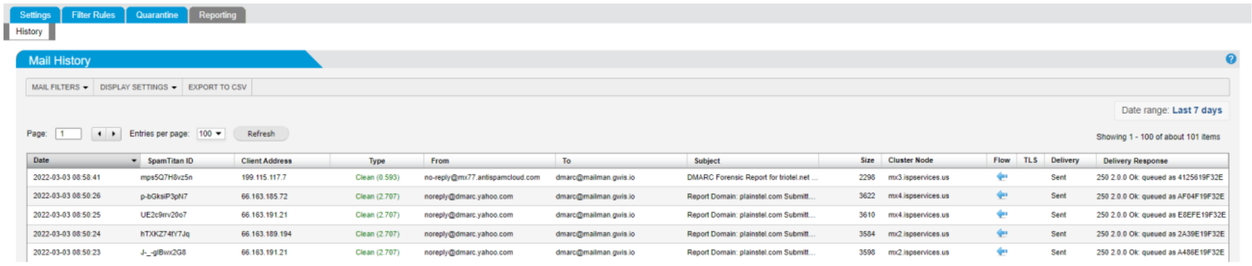
Once a geoblocking rule has been added, it can be edited or deleted. Click the edit ✎ icon to edit a rule or click the ✖ delete icon to delete a rule.

Mail History:

The mail filter keeps a record of all mail that it processes. This information is available in Reporting > History.

Click the Refresh button to refresh the history list.

To view mail history by date, click the Date Range button and select from the list of available options. Choose Custom Date range... to set your own date range.



Date range: **Last 7 days**

Page: 1 Entries per page: 100

Showing 1 - 100 of about 101 items

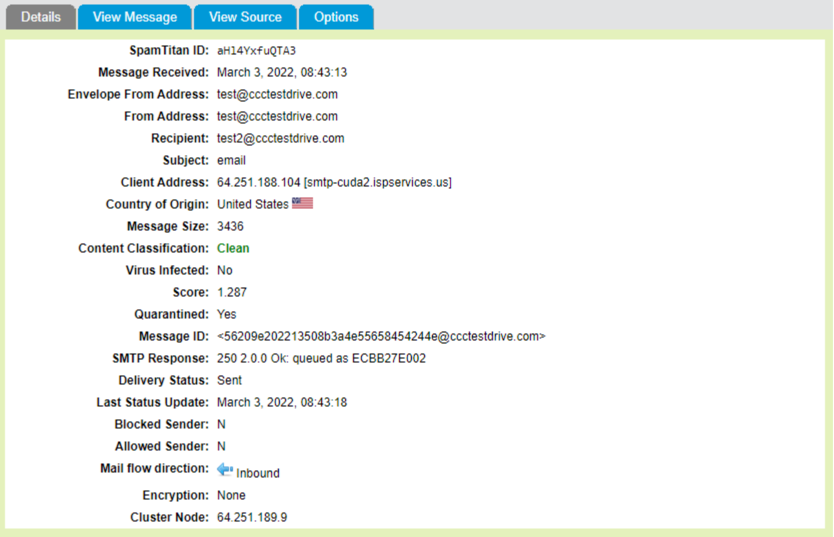
Date	SpamTitan ID	Client Address	Type	From	To	Subject	Size	Cluster Node	Flow	TLS	Delivery	Delivery Response
2022-03-03 08:58:41	mps5Q7H8vz5n	199.115.117.7	Clean (0.593)	no-reply@mx77.antispamcloud.com	dmarc@mailman.gwis.io	DMARC Forensic Report for triotel.net ...	2298	mx3.ispservices.us	⬅		Sent	250 2.0.0 Ok: queued as 4125619F32E
2022-03-03 08:50:26	p-bGksiP3pN7	66.163.185.72	Clean (2.707)	noreply@dmarc.yahoo.com	dmarc@mailman.gwis.io	Report Domain: plainstel.com Submitt...	3622	mx4.ispservices.us	⬅		Sent	250 2.0.0 Ok: queued as AF04F19F32E
2022-03-03 08:50:25	UE2c9rrv20o7	66.163.191.21	Clean (2.707)	noreply@dmarc.yahoo.com	dmarc@mailman.gwis.io	Report Domain: plainstel.com Submitt...	3610	mx4.ispservices.us	⬅		Sent	250 2.0.0 Ok: queued as E8EFE19F32E
2022-03-03 08:50:24	hTXKZ74tY7Jq	66.163.189.194	Clean (2.707)	noreply@dmarc.yahoo.com	dmarc@mailman.gwis.io	Report Domain: plainstel.com Submitt...	3584	mx2.ispservices.us	⬅		Sent	250 2.0.0 Ok: queued as 2A39E19F32E
2022-03-03 08:50:23	J-_-glBwx2G8	66.163.191.21	Clean (2.707)	noreply@dmarc.yahoo.com	dmarc@mailman.gwis.io	Report Domain: plainstel.com Submitt...	3598	mx2.ispservices.us	⬅		Sent	250 2.0.0 Ok: queued as A486E19F32E

History contains the following information about each email. Click an email in the list to show more.

If a message type is clean this mail can be redelivered to the user's mailbox for a period of 30 days. This will allow the user to "restore" an email they have deleted from their inbox.

Details

- Date: date and time the email was received.
- Msg ID: a unique internal message identification number that the mail filter assigns to each email (also known as SpamTitan ID). Click to view extended details on an email:

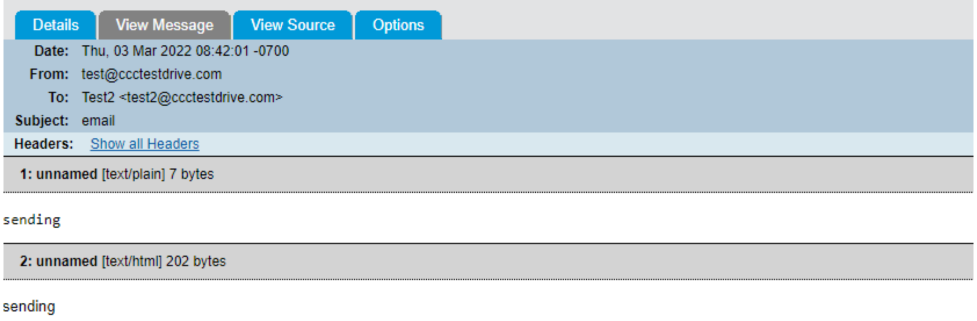


SpamTitan ID:	aH14YxfuQTA3
Message Received:	March 3, 2022, 08:43:13
Envelope From Address:	test@ccctestdrive.com
From Address:	test@ccctestdrive.com
Recipient:	test2@ccctestdrive.com
Subject:	email
Client Address:	64.251.188.104 [smtp-cuda2.ispservices.us]
Country of Origin:	United States 🇺🇸
Message Size:	3436
Content Classification:	Clean
Virus Infected:	No
Score:	1.287
Quarantined:	Yes
Message ID:	<56209e202213508b3a4e55658454244e@ccctestdrive.com>
SMTP Response:	250 2.0.0 Ok: queued as ECBB27E002
Delivery Status:	Sent
Last Status Update:	March 3, 2022, 08:43:18
Blocked Sender:	N
Allowed Sender:	N
Mail flow direction:	⬅ Inbound
Encryption:	None
Cluster Node:	64.251.189.9

- Client Address: source IP address a mail was received from.
- Type: message type as classified by the mail filter, e.g., Clean, Spam, RBL Reject, SPF Reject, etc.
- From: sender email address.
- To: recipient email address.
- Subject: subject header of the received message.
- Size: size of the message.
- Flow: The direction of the message (Inbound ⬅, Outbound ➡ or Internal ↩).
- TLS: indicates if TLS (Transport Layer Security) was applied to the message.
- Delivery: Indicates the delivery status of a message (Sent/Deferred/Bounced).
- Delivery Response: This shows the SMTP response from the destination server. This can be useful to indicate, for example, why a remote server rejected a message.

View Message

This will show the contents of the email.



Date: Thu, 03 Mar 2022 08:42:01 -0700
From: test@ccctestdrive.com
To: Test2 <test2@ccctestdrive.com>
Subject: email
Headers: Show all Headers

1: unnamed [text/plain] 7 bytes

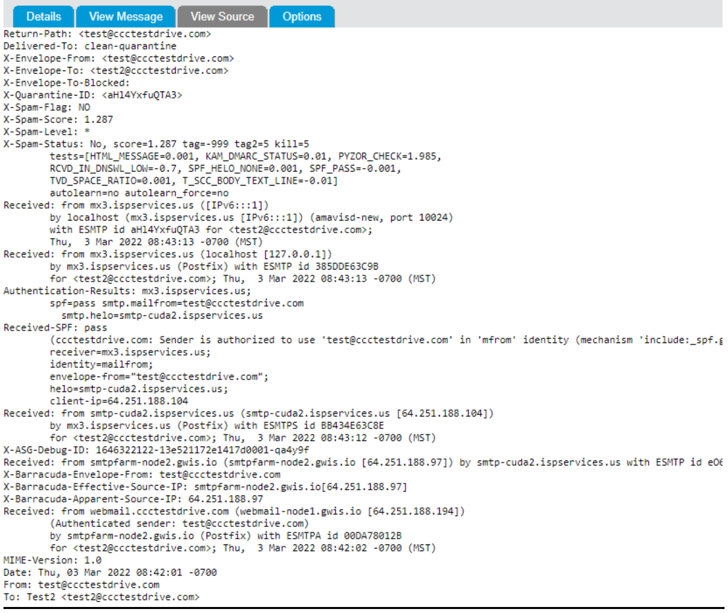
sending

2: unnamed [text/html] 202 bytes

sending

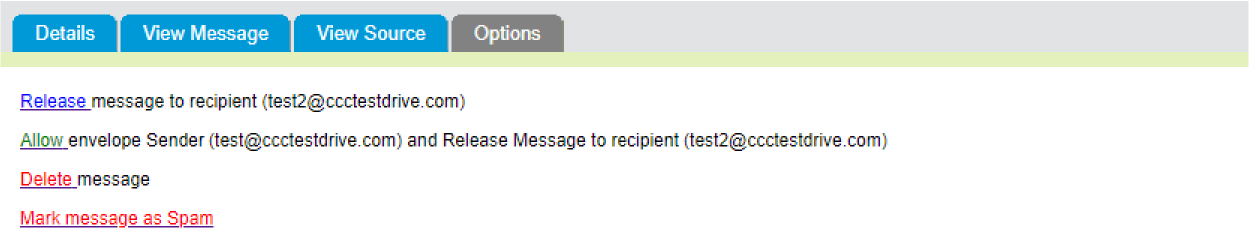
View Source

This shows specific header information for the email. (Useful for troubleshooting mail issues).



```
Return-Path: <test@ccctestdrive.com>
Delivered-To: clean-quarantine
X-Envelope-From: <test@ccctestdrive.com>
X-Envelope-To: <test2@ccctestdrive.com>
X-Envelope-To-Blocked:
X-Quarantine-ID: <aHl4YxfuQTA3>
X-Spam-Flag: NO
X-Spam-Score: 1.287
X-Spam-Level: *
X-Spam-Status: No, score=1.287 tag=-999 tag2=5 kill=5
        tests=[HTML_MESSAGE=0.001, KAM_DMARC_STATUS=0.01, PYZOR_CHECK=1.985,
        RCVD_IN_DNSWL_LOW=-0.7, SPF_HELO_NONE=0.001, SPF_PASS=-0.001,
        TVD_SPACE_RATIO=0.001, T_SCC_BODY_TEXT_LINE=-0.01]
        autolearn=no autolearn_force=no
Received: from mx3.ispservices.us ([IPv6:::1])
        by localhost (mx3.ispservices.us [IPv6:::1]) (amavisd-new, port 10024)
        with ESMTP id aHl4YxfuQTA3 for <test2@ccctestdrive.com>;
        Thu,  3 Mar 2022 08:43:13 -0700 (MST)
Received: from mx3.ispservices.us (localhost [127.0.0.1])
        by mx3.ispservices.us (Postfix) with ESMTP id 385DDE63C9B
        for <test2@ccctestdrive.com>; Thu,  3 Mar 2022 08:43:13 -0700 (MST)
Authentication-Results: mx3.ispservices.us;
        spf=pass smtp.mailfrom=test@ccctestdrive.com
          smtp.helo=smtp-cuda2.ispservices.us
Received-SPF: pass
        (ccctestdrive.com: Sender is authorized to use 'test@ccctestdrive.com' in 'mfrom' identity (mechanism 'include:_spf.g
        receiver=mx3.ispservices.us;
        identity=mailfrom;
        envelope-from="test@ccctestdrive.com";
        helo=smtp-cuda2.ispservices.us;
        client-ip=64.251.188.104
Received: from smtp-cuda2.ispservices.us (smtp-cuda2.ispservices.us [64.251.188.104])
        by mx3.ispservices.us (Postfix) with ESMTPS id BB434E63C8E
        for <test2@ccctestdrive.com>; Thu,  3 Mar 2022 08:43:12 -0700 (MST)
X-ASG-Debug-ID: 1646322122-13e521172e1417d0001-qa4y9f
Received: from smtpfarm-node2.gwis.io (smtpfarm-node2.gwis.io [64.251.188.97]) by smtp-cuda2.ispservices.us with ESMTP id e06
X-Barracuda-Envelope-From: test@ccctestdrive.com
X-Barracuda-Effective-Source-IP: smtpfarm-node2.gwis.io[64.251.188.97]
X-Barracuda-Apparent-Source-IP: 64.251.188.97
Received: from webmail.ccctestdrive.com (webmail-node1.gwis.io [64.251.188.194])
        (Authenticated sender: test@ccctestdrive.com)
        by smtpfarm-node2.gwis.io (Postfix) with ESMTPA id 00DA78012B
        for <test2@ccctestdrive.com>; Thu,  3 Mar 2022 08:42:02 -0700 (MST)
MIME-Version: 1.0
Date: Thu, 03 Mar 2022 08:42:01 -0700
From: test@ccctestdrive.com
To: Test2 <test2@ccctestdrive.com>
```

Options



Release message to recipient (test2@ccctestdrive.com)

Allow envelope Sender (test@ccctestdrive.com) and Release Message to recipient (test2@ccctestdrive.com)

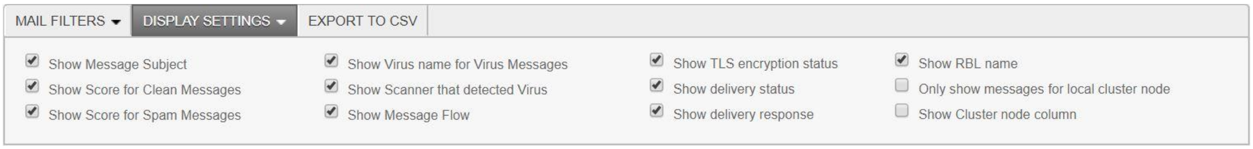
Delete message

Mark message as Spam

- Release: Delivers the mail to the inbox, mail can be redelivered to the user's mailbox for a period of 30 days.
- Allow: Adds the email sender to you allow list and delivers the mail to the inbox.
- Delete: Removes the message from the filter.
- Mark message as spam: Marks the message in the filter as spam.

Modifying Mail History Display Settings

Go to Reporting > History > Display Settings to control what columns are displayed in your Mail History.



☑ Show Message Subject
☑ Show Score for Clean Messages
☑ Show Score for Spam Messages
☑ Show Virus name for Virus Messages
☑ Show Scanner that detected Virus
☑ Show Message Flow
☑ Show TLS encryption status
☑ Show delivery status
☑ Show delivery response
☑ Show RBL name
☐ Only show messages for local cluster node
☐ Show Cluster node column

Important

As the mail filter runs over multiple systems, it is recommended to un-check 'only show messages from local cluster node'. Otherwise, you may only see 30% of your mail reported.

- The following Display Settings can be checked or unchecked:
- Show Message Subject: Display the subject of the message.
- Show Score for Clean Messages: If enabled, the score assigned by the mail filter will be displayed in the Type column of the history view for messages classified as Clean.
- Show Score for Spam Messages: If enabled, the score assigned by the mail filter will be displayed in the Type column of the history view for messages classified as Spam.
- Show Virus name for Virus Messages: If enabled, then the name of the virus that the virus scanner detected will be displayed in the Type column of the history view for virus messages.
- Show Scanner that detected Virus: If enabled, then the name(s) of the virus scanner(s) that detected the virus will be display in the Type column of the history view for virus messages.
- Show Message Flow: Show in which direction the Message is coming from and going to.
- Show TLS encryption status: Show the status of the Transport Layer Security (TLS).

- Show delivery status: Show Delivery Status of the message.
- Show delivery response: Show SMTP response from destination server.
- Show RBL name: Show the name of the RBL that blocked the message.
- Only show messages for local cluster node: Clicking this option will mean that only messages for the local cluster node are displayed (see Important note above).
- Show Cluster node column: This will enable the user to see a cluster node column on the table displayed.