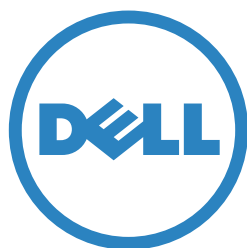


Email Security 8.0 User Guide



SonicWALL

Notes, Cautions, and Warnings



NOTE: A NOTE indicates important information that helps you make better use of your system.



CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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About This Guide

This User Guide provides instructions for basic configuration of the Dell SonicWALL Email Security solution.

Dell SonicWALL Email Security secures email connections and blocks unwanted email while ensuring timely delivery of all legitimate email. Email Security provides the most comprehensive and effective spam blocking available. This solution filters email uniquely for each user, taking into account the varying preferences and patterns of each user.

Please read this entire Quick Start Guide before setting up your Email Security solution. For more detailed technical documentation, refer to the Dell SonicWALL Email Security

Administrator's Guide at: <http://www.sonicwall.com/us/support>

Guide Conventions

The following conventions used in this guide are as follows:

Convention	Use
Bold	Highlights items you can select on the Dell SonicWALL management interface.
Italic	Highlights a value to enter into a field. For example, "type <i>192.168.168.168</i> in the IP Address field."
Menu Item > Menu Item	Indicates a multiple step Management Interface menu choice. For example, Security Services > Content Filter means select Security Services , then select Content Filter .

Icons Used in this Manual

These special messages refer to noteworthy information, and include a symbol for quick identification:



A **WARNING** indicates a potential for property damage, personal injury, or death.



A **CAUTION** indicates potential damage to hardware or loss of data if instructions are not followed.



Useful information about security features and configurations.



Note Important information on a feature that requires callout for special attention, and helps you make better use of your system.

Dell SonicWALL Technical Support

For timely resolution of technical support questions, visit Dell SonicWALL on the Internet at <http://www.sonicwall.com/us/Support.html>. Web-based resources are available to help you resolve most technical issues or contact Dell SonicWALL Technical Support. To contact Dell SonicWALL telephone support, see the telephone numbers listed below:

North America Telephone Support

U.S./Canada: 888.777.1476 or +1 408.752.7819

International Telephone Support

Australia: + 1800.35.1642

Austria: + 43(0)820.400.105

EMEA: +31(0)411.617.810

France: + 33(0)1.4933.7414

Germany: + 49(0)1805.0800.22

Hong Kong: + 1.800.93.0997

India: + 1.600.44.9255

Italy: +39.02.7541.9803

Japan: + 81(0)3.5460.5356

New Zealand: + 0800.446489

Singapore: + 800.110.1441

Spain: + 34(0)9137.53035

Switzerland: +41.1.308.3.977

UK: +44(0)1344.668.484

More Information on Dell SonicWALL Products

Contact Dell SonicWALL for information about products and services at:

Web: <http://www.sonicwall.com>

E-mail: sales@sonicwall.com

Phone: (408) 745-9600

Fax: (408) 745-9300

Chapter 2

Introduction

About Junk Messages

When 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, Email Security will periodically send you email messages listing the messages that are flagged as junk email.

Junk Box Summary
for techpubs@sonicwall.com

Messages received by your organization in the past 24 hours

3242 Junk

1975 Good

Junk Emails Blocked: 4

The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 60 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

Email sent to: techpubs@enqr.sonicwall.com
[Visit Junk Box](#)

Action	From	Subject	Threat
Unjunk View	sac@soneinfo.com.br	Sone_Indústria_Ltda_-_Micros_e_NoteBook	Likely Spam
Unjunk View	revista_veja@ww.mundorecord...	Assine VEJA por 6 meses e ganhe um presente.	Spam
Unjunk View	associacao_proteste@br.brse...	Entrega Expressa para techpubs	Spam
Unjunk View	lucas_monteiro@superoferta....	Nova sensação capaz de devolver a virilidade masculina	Spam

To manage your personal junk email blocking settings, use your standard username and password to login here:
<http://esenqcc00.sv.us.sonicwall.com>

Junk blocking by SonicWALL, Inc.

You can scan these messages to see if there are any you want to receive which were miscategorized 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 automatically 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 Email Security, you may also have a **View** link in the Junk Box Summary message. Click the link to view the contents of the message to assist in determining if it is spam.

Deleting Spam Messages

If the messages in the Junk Box are correctly sorted as spam, you can simply leave them in the Junk Box; the messages are automatically deleted.

Chapter 3

Junk Box Management

Logging In to Your Junk Box

When Email Security determines that a message is 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 Email Security.

Log in to your Dell SonicWALL Email Security by clicking the **Visit Junk Box** link in the Junk Box Summary email.

Messages received by your organization in the past 24 hours

16260 Junk
6431 Good

Junk Emails Blocked: 4
The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 15 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

Email sent to: amendoza@sonicwall.com [Visit Junk Box](#)

Action	From	Subject	Threat
Unjunk View	express@e.express.com	Want 30% off? Join the club	Likely Spam
Unjunk View	BusinessGrants@delighthim.com	How could a Business Grant help you?	Spam
Unjunk View	CookingSchool@bistepual.com	Learn more about preparing for an education in cooking.	Spam
Unjunk View	SatelliteInternet@romanatwo...	Need Internet access anywhere? Think satellite	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://myspam2.sonicwall.com>



Note Because many of Email Security's windows are pop-ups, configure your Web browser's pop-up blockers to allow pop-ups from the Dell SonicWALL Email Security server.

Managing the Junk Box

After clicking the **Visit Junk Box** link in the Junk Box Summary email, you are automatically directed to the **Junk Box Management > Junk Box** page.

Messages in Junk Box can be quickly sorted and viewed by threat types. Messages that contain definite spam, phishing, and viruses have red asterisks (*) adjacent to them. Messages that contain likely spam, phishing, and viruses do not have any marks.

Type of Message	Display
Spam (definite)	*Spam
Likely Spam	Spam
Phishing (definite)	*Phishing
Likely Phishing	Phishing
Virus (definite)	*Virus
Likely Virus	Virus

Junk Box—Simple View

The **Junk Box Management > Junk Box** window displays all the messages that have been categorized as the selected threats. You can also:

- Search for messages containing specific strings in the following fields: **Subject, From, To,** or **Unique Message ID**. Search is not case sensitive.
- Select a specific date to search on any particular date.

The screenshot shows the 'Junk Box Management / Junk Box' interface. It features a 'Simple Search Mode' header with a close button. Below this, a notification states 'Items in the Junk Box will be deleted after 60 days'. The 'Query Parameters' section includes a 'Search for:' text input field, a dropdown menu currently set to 'Subject', and an 'on' dropdown menu set to '---Show all---'. A note below the search fields reads '(Surround sentence fragments with quote marks "" for example; "look for me")'. At the bottom, there are three buttons: 'Search', 'Settings', and 'Advanced View'.

Junk Box—Advanced View

Additional search capabilities give administrators the ability to support users more effectively, audit more selectively, and dispose of unwanted messages with more granularity. To use Advanced Search, follow the procedures below:

- Step 1** On the **Junkbox Management > Junk Box** page, click the **Advanced View** button. The Advanced Search Mode displays.

The screenshot shows the 'Junk Box Management / Junk Box' page in 'Advanced Search Mode'. At the top, it states 'Items in the Junk Box will be deleted after 60 days'. Below this is the 'Query Parameters' section with input fields for 'To:', 'From:', 'Subject:', 'Unique Message ID', 'Start Date (mm/dd/yyyy):', and 'End Date (mm/dd/yyyy):'. The 'From:' field has a note: '(Separate multiple email addresses with a comma)'. The 'Subject:' field has a note: '(Surround sentence fragments with quote marks "" for example; "look for me")'. The 'Unique Message ID' field has a note: '(Separate multiple entries with a comma)'. Below the query parameters is the 'Threats' section, which includes two buttons: 'Check All' and 'Check None'. There are six checkboxes: 'Spam', 'Likely Spam', 'Likely Spoof', 'Virus', 'Likely Virus', 'Phishing', and 'Likely Phishing'. At the bottom of the form are three buttons: 'Search', 'Settings', and 'Simple View'.

- Step 2** You can search using any of the available Query Parameters. To search for specific email threat types, select the checkboxes in the Threats section.
- Step 3** Click **Search**.

Junk Box Summary

From the **Junk Box Management > Junk Box Summary** page, users can determine the language, frequency, content, and format of Junk Box Summary messages.

By default, the **Adhere to System Defaults** checkbox is already selected. To configure your own settings, leave this checkbox unselected.

You can configure the following Junk Box Summary settings:

Frequency Settings

- **Frequency of summaries**—Select from the dropdown list the frequency of Junk Box Summaries to be sent to you.
- **Time of day to send summary**—Select **Any time of day** or specify an hour to send summaries.
- **Day of the week to send summary**—Select **Any time of day** or specify day to send summaries.
- **Time Zone**—Select the Time Zone from the dropdown list.

Other Settings

- **Language of summary email**—Select language for Junk Box Summaries.

- **Send plain summary (no graphics)**—Select this checkbox to send junk box summaries without graphics.

The following image shows a Plain Summary:

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]	dmcswwzain@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]	jlef@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@mixelot.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.

The following image shows a Graphic Summary:

Junk Box Summary
for amendoza@sonicwall.com

Messages received by your organization in the past 24 hours

16260 Junk
6431 Good

Junk Emails Blocked: 4
The emails listed below have been placed in your personal Junk Box since your last Junk Box Summary and will be deleted after 15 days. To receive any of these messages, click Unjunk. The message will be delivered to your inbox.

Email sent to: amendoza@sonicwall.com [Visit Junk Box](#)

Action	From	Subject	Threat
Unjunk View	express@e.express.com	Want 30% off? Join the club	Likely Spam
Unjunk View	BusinessGrants@delighthim.com	How could a Business Grant help you?	Spam
Unjunk View	CookingSchool@bistepual.com	Learn more about preparing for an education in cooking.	Spam
Unjunk View	SatelliteInternet@romanatwo...	Need Internet access anywhere? Think satellite	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://myspam2.sonicwall.com>

- **Summaries include**—Select to include **All Junk Messages** or **Only Likely Junk (hide definite junk)** in Junk Box Summaries.
- **Send Junk Box Summary to Delegates**—Select this checkbox to have summary emails sent directly to a user’s delegates. With this option enabled, users with delegates no longer receive summary emails.

Chapter 4

Anti-Spam

This chapter includes the following sections:

- [Spam Management](#) on page 13
- [Anti-Spam Aggressiveness](#) on page 14
- [Languages](#) on page 16
- [Address Books](#) on page 17

Spam Management

By default, the **Adhere to System Defaults** checkbox is already selected. To configure your own settings, leave this checkbox unselected.

To manage messages marked as **Definite Spam** or **Likely Spam**, choose one of the following actions:

Action	Effect
No action	No action is taken for messages.
Store in Junk Box and delete after 15 days.	The email message is stored in the Junk Box. It can be unjunked by users and administrators with appropriate permissions. This option is the recommended setting.
Tag with	The email is tagged with a term in the subject line, for example [SPAM]. Selecting this option allows the user to have control of the email and can junk it if it is unwanted.

Accept automated Allow Lists—Select this checkbox to allow automated lists that are created by User Profiles. With this feature enabled, User Profiles analyze the recipients of emails from members of your organization and automatically adds them to Allowed Lists.

Click the **Apply Changes** button to save and apply changes to this screen.

Anti-Spam /
Spam Management

Adhere to System defaults

Manage Configuration

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

No action
 Store in Junk Box and delete after **15 days**.
 Tag with added to the subject

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

No action
 Store in Junk Box and delete after **15 days**.
 Tag with added to the subject

Accept automated Allowed Lists

Anti-Spam Aggressiveness

The **Anti-Spam > Anti-Spam Aggressiveness** page allows you to tailor the Email Security product to your preference. Configuring this page is optional.

By default, the **Adhere to System Defaults** checkbox is already selected. To configure your own settings, leave this checkbox unselected.



Note Dell SonicWALL recommends using the default setting of Medium unless you require different spam blocking settings.

General Settings

The General Settings section allows you to configure GRID Network Aggressiveness and the Adversarial Bayesian Aggressiveness.

The GRID Network Aggressiveness technique determines the degree to which you want to use the collaborative database. Email Security maintains a database of junk mail identified by the entire user community. Selecting a stronger setting makes Email Security more responsive to other users who mark a message as spam.

The Adversarial Bayesian Aggressiveness technique refers to Email Security's statistical engine that analyzes messages for many of the spam characteristics. This is the high-level setting for the Rules portion of spam blocking. This setting determines the threshold for how likely an email message is to be identified as junk email.

Use the following settings to specify how stringently Email Security evaluates messages:

- **Mildest**—You will receive a large amount of questionable email in your mailbox. This is the lightest level of aggressiveness.
- **Mild**—You are likely to receive more questionable email in your mailbox, and receive less email in the Junk Box.
- **Medium**—You accept Email Security's spam-blocking evaluation.

- **Strong**—Email Security rules out a greater amount of spam. This creates a higher probability of good email messages in your Junk Box.
- **Strongest**—Email Security heavily filters out spam. This creates an even higher probability of good email messages in your Junk Box.

Category Settings

The Category Settings allow you to select the level of aggressiveness for specific categories of spam, such as Sexual Content, Offensive Language, Get Rich Quick Schemes, Gambling, Advertisements, and Images.

Use the following settings to specify the level of aggressiveness:

- **Mildest**—This setting allows you to view most of the email messages that contain terms that relate to the category.
- **Mild**—This setting allows you to be able to view email messages that contain terms that relate to the category.
- **Medium**—This setting forces Email Security to tag email messages with this content as Likely Junk.
- **Strong**—This setting more likely tags email messages with this content as Definite Junk.
- **Strongest**—This setting tags all email messages with this content as Definite Junk.



Note You can select the Strong setting for messages containing a specific category, such as Sexual Content, and a Mild setting for a category you may be less concerned about, like Advertisements.

Anti-Spam /
Anti-Spam Aggressiveness

Adhere to System defaults

Manage Configuration

Use this page to control spam-blocking aggressiveness.

General Settings	Mildest	Mild	Medium	Strong	Strongest
Select the appropriate aggressiveness levels.					
Grid Network Aggressiveness Selecting a stronger setting will make Email Security more responsive to other users who mark a message as spam.	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adversarial Bayesian Aggressiveness Selecting a stronger setting will make Email Security more likely to mark a message as spam.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Category Settings	Mildest	Mild	Medium	Strong	Strongest
Selecting a stronger setting will make messages with the content below more likely to be marked as spam.					
Sexual Content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Offensive Language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Get Rich Quick	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Advertisements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Images	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Languages

The **Anti-Spam > Languages** page gives you to option to **Allow All**, **Block All**, or have **No Opinion** on email messages in various languages.

- **Allow All**—Allows all email messages in a language without any screening.
- **Block All**—Blocks all email messages in a language.
- **No Opinion**—Allows email messages in a language to be screened by all filters installed in Email Security.

By default, the **Adhere to System Defaults** checkbox is already selected. To configure your own settings, leave this checkbox unselected.

Address Books

The **Anti-Spam > Address Books** page enables you to allow or block people or companies from sending you email. This page shows a compilation of allowed and blocked senders from your organization's lists, as well as lists provided by default.



Note Some of the entries were added by your organization, and appear on every user's list. These entries are indicated with a dimmed checkbox. You do not have access delete them from your list.

Using the Search Field

To search for an address, enter all or part of the email address in the Search field. Narrow your search by selecting the **People**, **Companies**, **Lists**, **Corporate**, or **Personal** checkbox(es). Click **Go** to perform the search.

Anti-Spam /
Address Books

Administration - Personal

Use this page to allow or block people, companies, or mailing lists from sending you email. The final list shown is a compilation of allowed and blocked senders from your organization's lists and lists provided by default. Some of the entries on these lists were added by your organization. They appear in every user's list. These entries are indicated with a dimmed check box, and users cannot delete them from their lists.

Search

People Companies Lists Corporate Personal

Adding to the Address Book

To add People, Companies, or Lists to the Address Book, follow the steps below:

-
- Step 1** To add items to your Allowed list, click the **Allowed** tab. To add items to your Blocked list, click the **Blocked** tab.
 - Step 2** Click the **Add** button. The Add Items window displays.
 - Step 3** Select from the drop down list what type of item you are adding. The available selections are **People**, **Companies**, or **Lists**.
 - Step 4** If you selected **People**, you will have to specify the email address(es) to add in the space provided.
If you selected **Companies**, you will have to specify the domains to add in the space provided.
If you selected **Lists**, you will have to specify the mailing lists to add in the space provided.
 - Step 5** Click **Add** to finish adding to your list.

Add Items → Allowed List ✕

Notice.
Specify your additions.

Add Term

Select list type: People ▾

Enter the email addresses separated by a carriage return.

People
 Companies
 Lists

(Example: friend@server.com, important@filtered.org)

Deleting from the Address Book

To delete People, Companies, or Lists to the Address Book, follow the steps below:

-
- Step 1** To delete items from your Allowed list, click the **Allowed** tab. To delete items from your Blocked list, click the **Blocked** tab.
 - Step 2** Click the checkbox next to the item(s) you want to delete. Then, click the **Delete** button.
To delete all items from your list, click the **Delete All** button. You will have to select the items you want to delete. Then, click **Delete All**.

Delete All ✕

Notice.
Specify your deletions.

Add Term

Choose specific files: People Companies Lists

Chapter 5

Settings

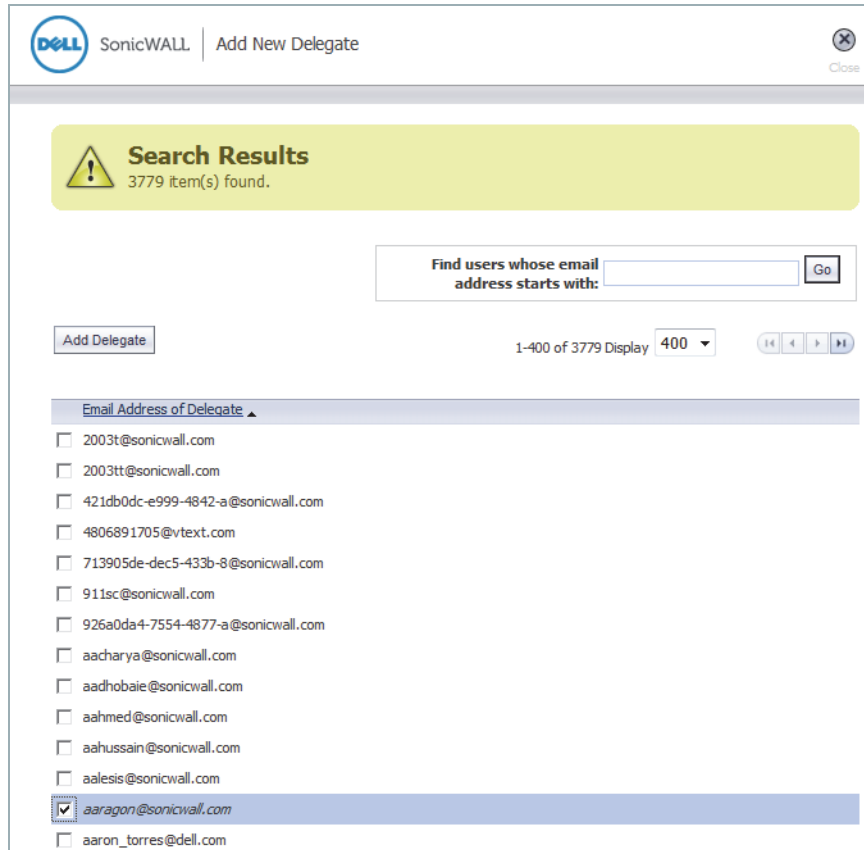
The Settings page allows you to add delegates to your Junk Box. Delegates are people who have full access to your own individual Junk Box. Delegates have the availability to change your Junk Box settings, as well as manage the messages in you Junk Box.

The most common use of delegates may be for an administrative assistant that acts as a delegate to the CEO of a company. The assistant may need to frequently access the CEO's email messages, thus having access to the CEO's Junk Box and Junk Box Settings.

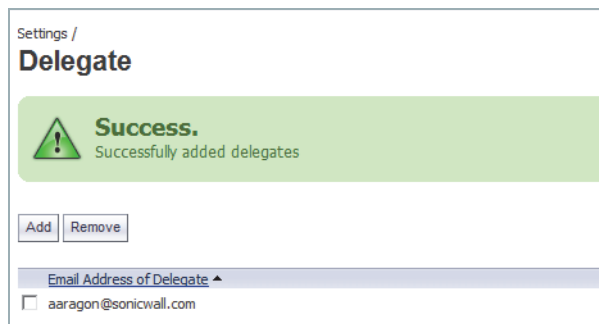
Adding a Delegate

To add a delegate to have access to your Junk Box, follow the steps listed:

- Step 1** Navigate to the **Settings > Delegates** page.
- Step 2** Click the **Add** button. The Add Delegates page displays.



- Step 3** Select the checkbox of the delegate(s) from the list of email addresses you want to add, or you can conduct a Search to find specific email addresses.
- Step 4** Click the **Add Delegate** button. The selected users will be added to your list of Delegates.



Deleting Delegates

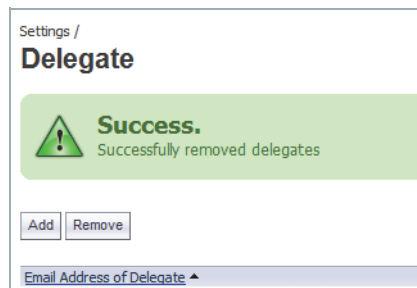
To remove users that are considered delegates for your Junk Box, follow the steps listed:

Step 1 Navigate to the **Settings > Delegates** page.

Step 2 Select the checkbox next to the delegate(s) you wish to remove.



Step 3 Click the **Remove** button. The selected user(s) will be removed from your list of Delegates.



About Reports and Monitoring

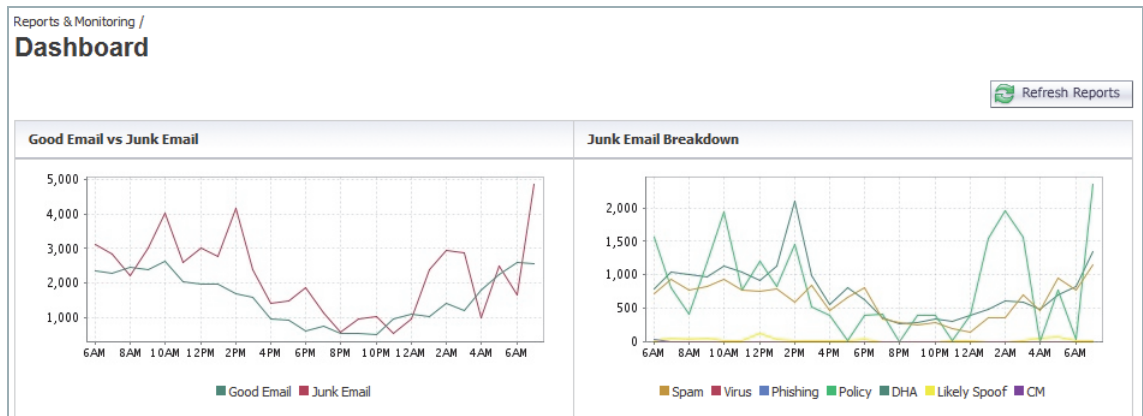
The Reports and Monitoring page of your Junk Box allows you to access several different reports regarding incoming and outgoing mail messages. This page allows you to view statistics hourly, daily, or monthly.

The following reports are available from your Junk Box:

- [Dashboard](#) on page 23
- [Inbound Good vs Junk](#) on page 23
- [Junk Email Breakdown](#) on page 24
- [Outbound Good vs Junk](#) on page 26

Dashboard

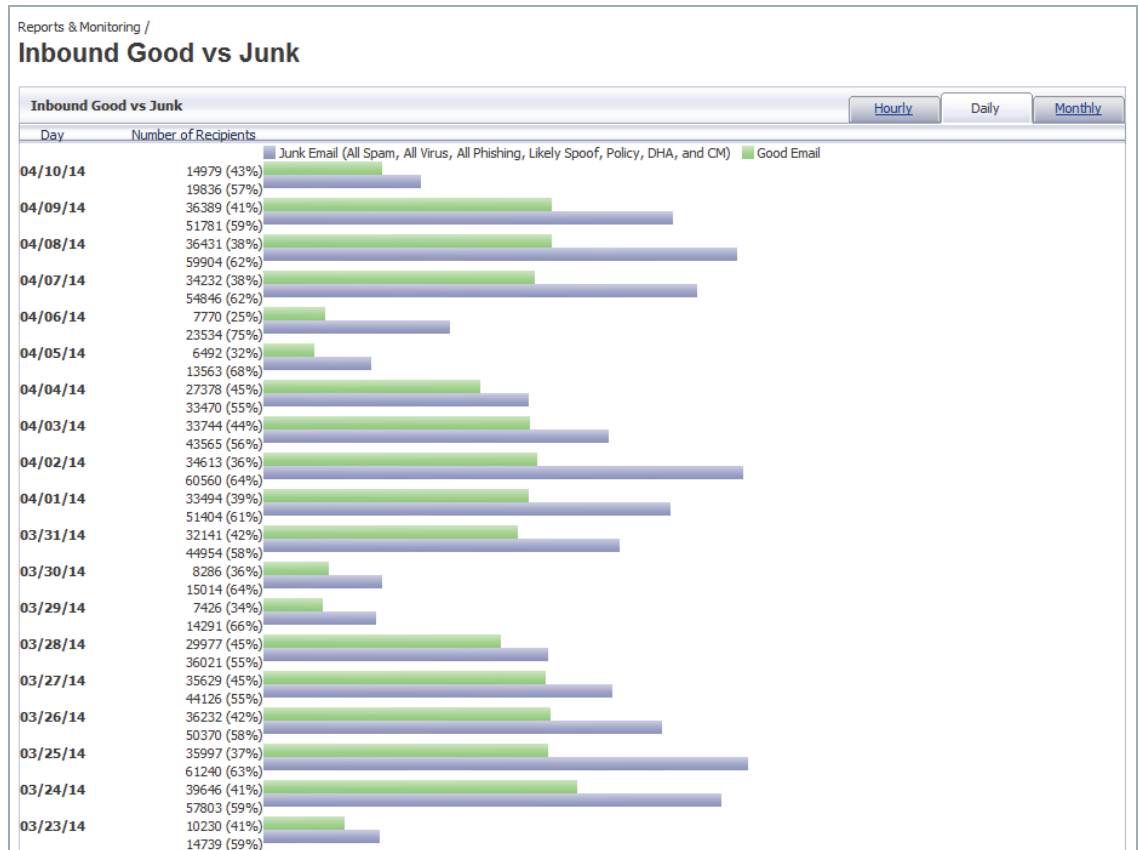
The **Reports and Monitoring > Dashboard** page provides information at a quick glance using graphics. These charts are updated hourly and display the statistics for the last 24 hours. Click the **Refresh Reports** button to update the data in the reports with the most current data.



Inbound Good vs Junk

This page displays the total number of inbound messages processed by Dell SonicWALL Email Security along with the total number of junk messages versus good messages.

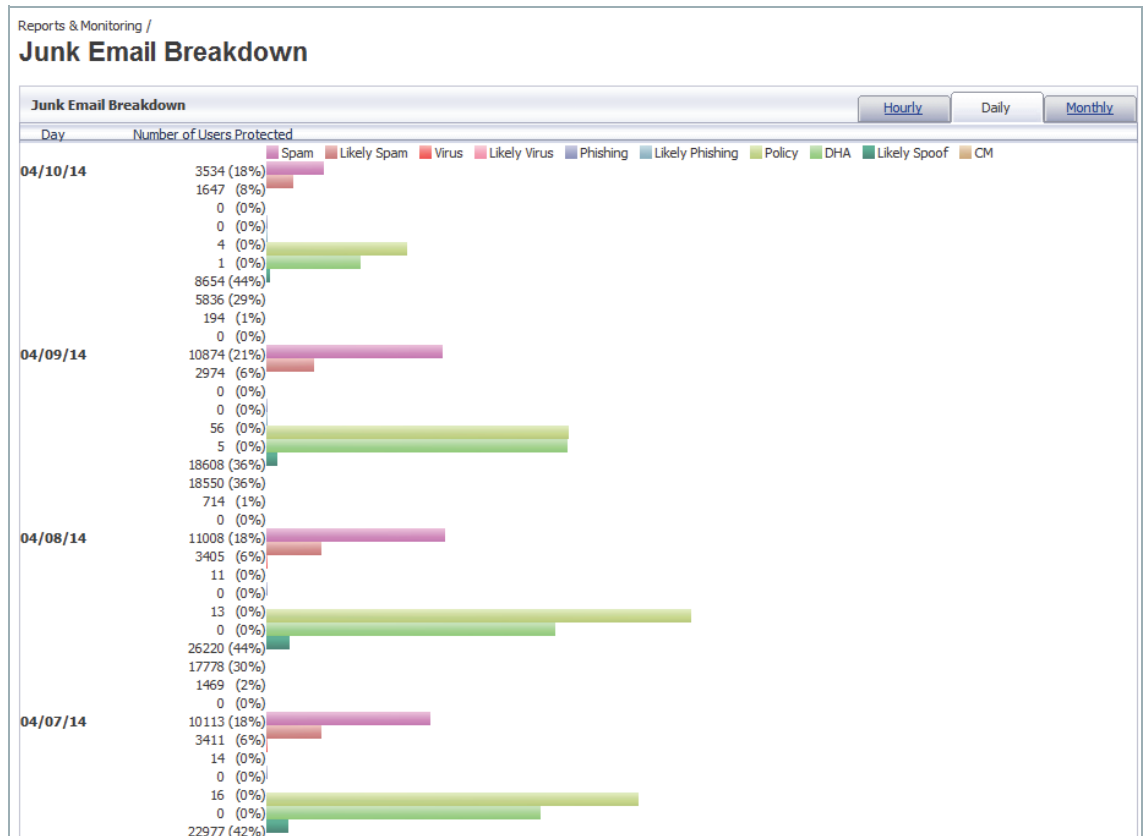
You can view the Inbound Good messages versus Junk messages by specific time periods. Click the **Hourly**, **Daily**, or **Monthly** tabs to view data for each period. By default, the Daily tab displays.



Junk Email Breakdown

This report gives a percentage and numeric breakdown of the various categories of junk received, including Spam, Likely Spam, Viruses, Likely Viruses, Phishing, Likely Phishing, Policy Events, Directory Harvest Attacks (DHA), and Connection Management (CM).

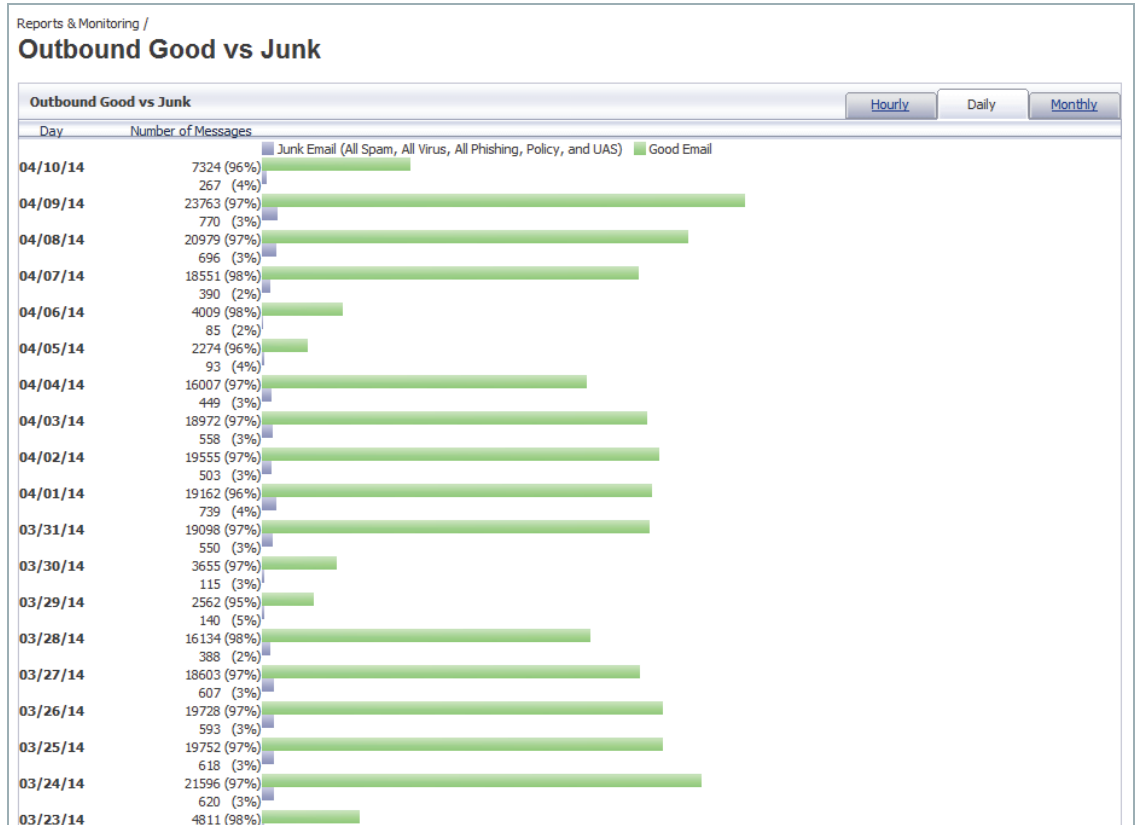
You can view the Junk Email Breakdown by specific time periods. Click the **Hourly**, **Daily**, or **Monthly** tabs to view data for each period. By default, the Daily tab displays.



Outbound Good vs Junk

This report displays the total number of outbound messages processed by Email Security along with the total number of junk messages and good messages.

You can view the Outbound Good versus Junk by specific time periods. Click the **Hourly**, **Daily**, or **Monthly** tabs to view data for each period. By default, the Daily tab displays.



Chapter 7

Downloads

This **Downloads** page on your Junk Box provides information about the tools available for you to download to enhance your spam-blocking experience. Select one of the following to download and install to your local system.

Downloads

To enhance your spam-blocking experience with a component on your desktop, select one of the following to download and install:

- Provides a "Junk" button so you can quickly teach Email Security what you don't want
[Junk Button for Outlook \(32-bit\)](#)
[Junk Button for Outlook \(64-bit\)](#)
- Provides a "Send Secure" button so you can send mails via Encryption Service
[Send Secure button for Outlook \(32-bit\)](#)
[Send Secure button for Outlook \(64-bit\)](#)

Junk Button for Outlook

The **Junk Button for Outlook** link provides a "Junk" button for you to install on your own Microsoft Outlook program, which helps to customize your own Email Security solution.

"Send Secure" for Outlook

The **"Send Secure" button for Outlook** link provides a button for you to install on your own Microsoft Outlook program. This button allows you to send Secure messages using the Encryption Service. For more information regarding Encryption Service, see the *Email Security 8.0 Administrator Guide*.

