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.
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:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>Highlights items you can select on the Dell SonicWALL management interface.</td>
</tr>
<tr>
<td><strong>Italic</strong></td>
<td>Highlights a value to enter into a field. For example, “type 192.168.168.168 in the IP Address field.”</td>
</tr>
<tr>
<td><strong>Menu Item &gt; Menu Item</strong></td>
<td>Indicates a multiple step Management Interface menu choice. For example, Security Services &gt; Content Filter means select Security Services, then select Content Filter.</td>
</tr>
</tbody>
</table>

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.

- **Tip** Useful information about security features and configurations.
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
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](image)

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.
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.

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.

<table>
<thead>
<tr>
<th>Type of Message</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spam (definite)</td>
<td>*Spam</td>
</tr>
<tr>
<td>Likely Spam</td>
<td>Spam</td>
</tr>
<tr>
<td>Phishing (definite)</td>
<td>*Phishing</td>
</tr>
<tr>
<td>Likely Phishing</td>
<td>Phishing</td>
</tr>
<tr>
<td>Virus (definite)</td>
<td>*Virus</td>
</tr>
<tr>
<td>Likely Virus</td>
<td>Virus</td>
</tr>
</tbody>
</table>

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.

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.

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](image)

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

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

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.

<table>
<thead>
<tr>
<th>[Unjunk]</th>
<th>[View]</th>
<th><a href="mailto:johns@180solutions.com">johns@180solutions.com</a></th>
<th>Re: 180 Advertising</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:dncwszejnin@hotmail.com">dncwszejnin@hotmail.com</a></td>
<td>“— YES, Earn a Doctor's income wi...</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:support@ebay.com">support@ebay.com</a></td>
<td>Win Free Stuff</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:spammer@corp.net">spammer@corp.net</a></td>
<td>Take some Viagra, its Cheap</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:tief@mb12.com">tief@mb12.com</a></td>
<td>Enlarge another body part</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td>sallygetitup.com</td>
<td>Nigerian Prince wants your PIN number</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:ecdn@led.net">ecdn@led.net</a></td>
<td>Mortgage rates that are just OK</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td>aberlittie_1107</td>
<td>90% off of our sales</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:save@real-profession.com">save@real-profession.com</a></td>
<td>Become a surgeon in only two weeks</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:openit@darryou.com">openit@darryou.com</a></td>
<td>Open this attachment: crack.exe</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:cuz@fina-family.com">cuz@fina-family.com</a></td>
<td>YOUR LONG LOST HALF COUSIN</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:tio-to@hadassia.com">tio-to@hadassia.com</a></td>
<td>Does your breath stink? Have did</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:smash-mouth@untlesun.com">smash-mouth@untlesun.com</a></td>
<td>Hey now, your an all-star, go play</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:wov@casus-for-all.com">wov@casus-for-all.com</a></td>
<td>Playing cards of Canada’s Most Wanted</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:mr.tingle@petstylist.com">mr.tingle@petstylist.com</a></td>
<td>Panties for your Poodle</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:info@pepel.com">info@pepel.com</a></td>
<td>Paypal lost your info. Please submit again</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:strawberry@jami2.net">strawberry@jami2.net</a></td>
<td>Platinum Membership to the Jam Club</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td>sirdmixelot.com</td>
<td>I like big butts and I cannot lie</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:hard-drive@yourpc.com">hard-drive@yourpc.com</a></td>
<td>A Message From Your Computer: I need updates</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:warning@alerte5C.com">warning@alerte5C.com</a></td>
<td>“<strong>Alert. Read this. Click on buttons or BOOM</strong></td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:3155@hamor.1-us">3155@hamor.1-us</a></td>
<td>155t $860 $5 $90ts</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:es@peeler.com">es@peeler.com</a></td>
<td>Learn to read words like a Pro</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:biggy@fat-puru.com">biggy@fat-puru.com</a></td>
<td>Secret strategies of staying unemployed and fat</td>
</tr>
<tr>
<td>[Unjunk]</td>
<td>[View]</td>
<td><a href="mailto:opportunity@yeayoucan.com">opportunity@yeayoucan.com</a></td>
<td>Drop dusting jobs for Arab Americans</td>
</tr>
</tbody>
</table>

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:

- **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:

<table>
<thead>
<tr>
<th>Action</th>
<th>Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td>No action</td>
<td>No action is taken for messages.</td>
</tr>
<tr>
<td>Store in Junk Box and delete after 15 days.</td>
<td>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.</td>
</tr>
<tr>
<td>Tag with</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.

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### 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.

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*Note*

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

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### 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 to 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.
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.

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.

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.

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**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**.
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 your 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.
Chapter 6
Reports and Monitoring

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.
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)]

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**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*. 