

COMODO
Creating Trust Online®



Comodo Antispam Gateway

Software Version 1.10

User Guide
Guide Version 1.10.042913

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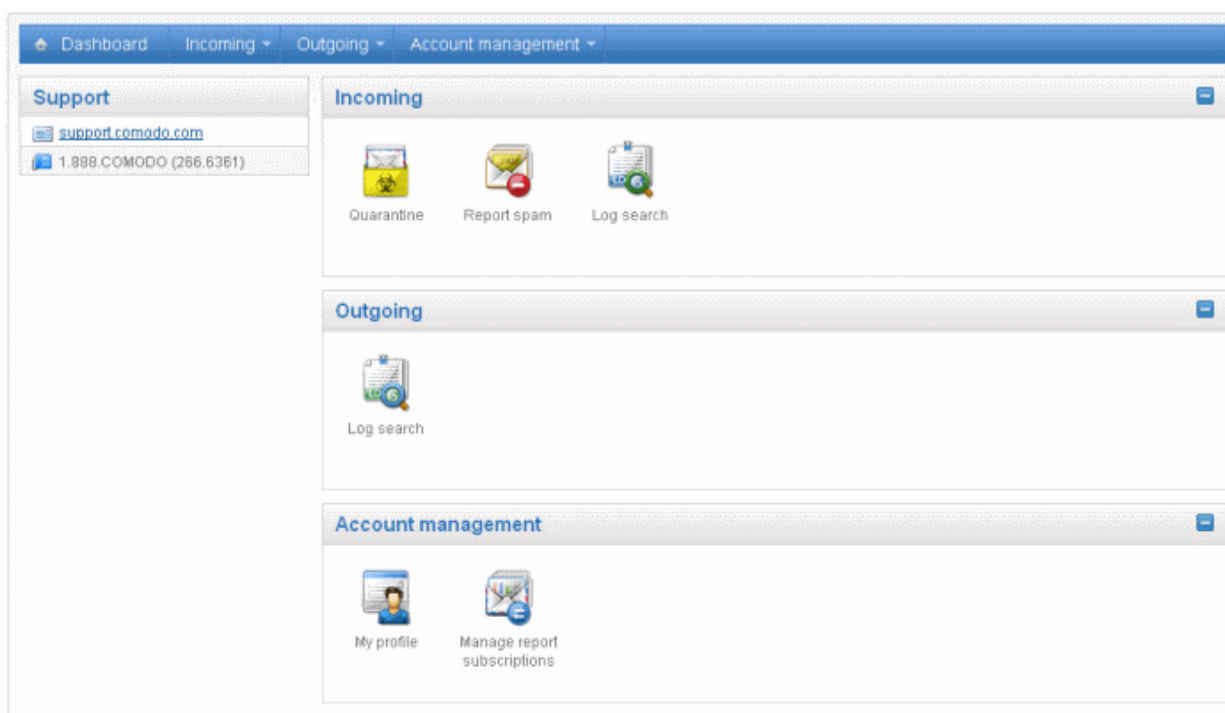
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1 Introduction to Comodo Antispam Gateway

Comodo Antispam Gateway (CASG) is an email filtering solution that blocks spam, email-borne viruses and other unwanted mail from reaching your inbox. This helps free up company bandwidth and saves you the daily hassle of deleting spam mails. Logging into your CASG user account will allow you to quickly check/release quarantined mails and search the log files. Users can also modify their account settings and change their password from within the interface.

Features and benefits include:

- Complete Antispam protection for incoming mails
- Complete Antispam protection for outgoing mails
- Easy to use and configure
- Easily manage quarantined mails
- Easily manage recipient whitelist




Guide Structure

This guide is intended to take you through the use of Comodo Antispam Gateway and is broken down to the following main sections. The guide can be navigated using the bookmark links on the left.

- **How to...** - Provides explanation on how to use a specific feature.
- **The User Interface** - Provides a snapshot of main functional areas of CASG.
 - **Logging-in to the User Interface** - How to login to the CASG interface.
 - **The Dashboard Area** - Describes briefly about Quarantine management and Account management.
 - **Incoming** - Detailed explanation on how to manage quarantined mails and perform log search of incoming emails.
 - **Outgoing** - Detailed explanation on how to perform log search of outgoing emails.
 - **Account Management** - Detailed explanation on how to change login password and add or remove the self-user to recipient whitelist, managing subscription to periodical quarantine summary reports and configuring language for messages displayed/sent by CASG.
- **CASG Reports - An Overview** – An overview of the periodical Quarantine summary reports generated and sent to User by CASG.

Quick Link to Online Help Guide

Various interfaces will display a help button  at the top right side of the interface. Clicking on this help button will take you to the respective help page of CASG online help guide for more detailed explanation.

2 How to...Tutorials

The 'How To...' section of the guide contains guidance on using CASG effectively. Click on the links below to go the respective tutorial page for detailed explanation.

- [How to login to CASG](#)
- [How to get a new password](#)
- [How to manage your quarantined mails](#)
- [How to use filter options in the Quarantined emails interface](#)
- [How to check when an expected email is not received](#)
- [How to retrieve an email which had virus attachment](#)
- [How to subscribe for periodical Quarantine Report Summary](#)
- [How to perform a log search of your incoming emails](#)
- [How to add or remove a user from recipient whitelist](#)
- [How to report spam emails](#)
- [How to perform a log search of your outgoing emails](#)

2.1 How to Login to CASG

Since CASG is a web application, you can login into your account using any Internet browser by entering <https://antispamgateway.comodo.com/user/> in the address bar of your browser.



The screenshot shows the 'Email User Interface' login form. It has a blue header with a user icon and the text 'Email User Interface'. Below the header, there are two input fields: 'Username' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom, there is a blue link that says 'Forgotten your password ?'.

Login to the interface with the Username and Password that were sent to you via email after adding you as a user in the CASG account.

In order to ensure safety, CASG will lock the user account if the login attempts fail for more than three attempts due to incorrect Username or Password. The account will remain locked for 30 minutes and will allow you to login after it on entering the correct Username and Password.

The screenshot shows the 'Email User Interface' login form with an account lock message. The message is displayed in a red box at the top: 'Your account is locked and will be unlocked in 30 minutes.' Below the message, the form fields for 'Username' and 'Password' are visible, along with the 'Login' button and the 'Forgotten your password ?' link.

The time period for which the account is to be kept locked after unsuccessful login attempts can be customized by contacting your Comodo Account Manager.

In case you have forgotten your login password, click the 'Forgot your password' link to generate a new password for accessing CASG. [Click here](#) for more details.

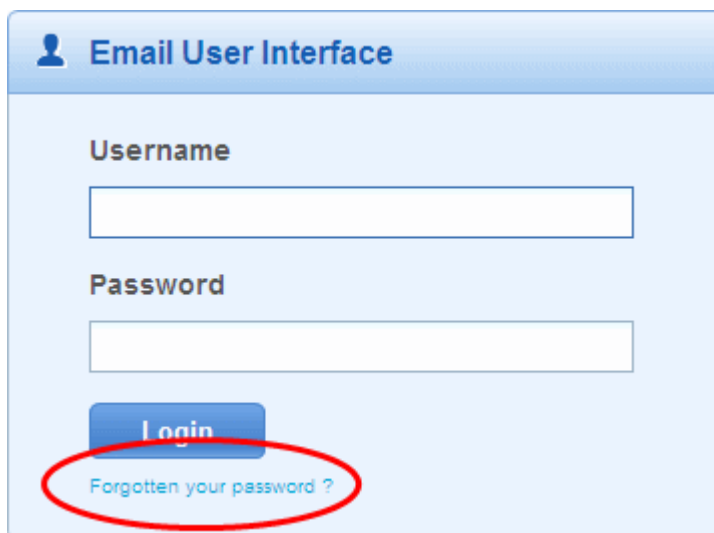
2.2 How to Get a New Password

If you have forgotten your password, you can reset it by clicking the 'Forgot your password' link under the login button or by requesting your administrator to generate a new password for you. If you know your current password but wish to change it for any reason then login, click 'My Profile' then 'Change Password'. [Click here](#) for more details.

To generate a new password from CASG login interface

Enter <https://antispamgateway.comodo.com/user/> in the address bar of any Internet browser.

The login interface of CASG will open.



The screenshot shows the 'Email User Interface' login page. It features a blue header with a user icon and the text 'Email User Interface'. Below the header are two input fields: 'Username' and 'Password'. A blue 'Login' button is positioned below the password field. A red circle highlights the 'Forgotten your password?' link located directly beneath the 'Login' button.

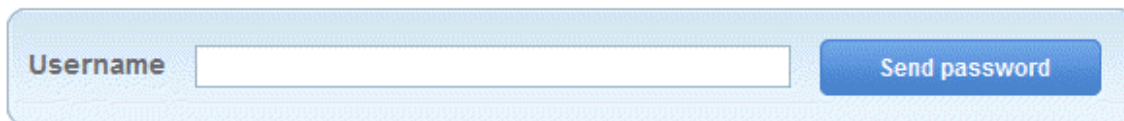
- Click the 'Forgot your password?' link.

The 'Forgot your password?' interface will open.



Forgotten your password ?

To reset your password, type the full username you use to sign in to your account.



The screenshot shows the 'Forgotten your password?' interface. It features a blue header with the text 'Forgotten your password ?'. Below the header is a text input field labeled 'Username' and a blue 'Send password' button.

Having Trouble? Support is here to help. Open a Ticket at support.comodo.com or call 1.888.COMODO (266.6361)


- Enter your full username including domain address, for example, 'johnsmith@example.com' in the 'Username' box and click the 'Send password' button.

A new password will be generated and sent to your email address.

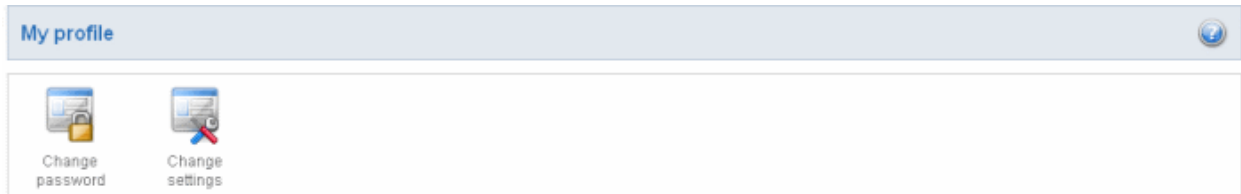
Note : You can use the above option if you are already a CASG user and forgotten your password. If you are a new user, contact your administrator to add you as a new user and get a password for accessing CASG.

To change the current password

- **Login** to the CASG interface.

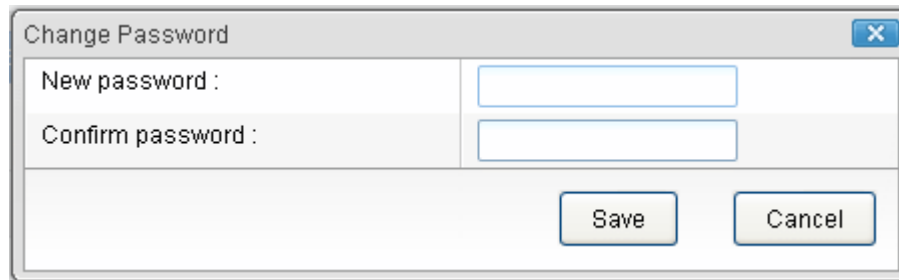
- Click 'My Profile' from the 'Account management' menu bar or the  icon in the Account Management configuration area.

The 'My Profile' interface will open.



- Click 'Change Password'  icon.

The 'Change Password' dialog will be displayed.



- Enter the 'New password' and confirm it in the respective boxes and click the 'Save' button.

Password successfully changed dialog will be displayed.



- Click 'OK'.

Now you can access CASG with the new password.

2.3 How to Manage your Quarantined Mails

The 'Quarantine' area in CASG allows you to view all your quarantined emails. You can also send requests to administrator to release quarantined emails or add senders to either whitelist or blacklist. From this interface you can delete a selected or all the spam mails.

Note: The administrator of your email account should have enabled this feature for you. If you are not able to view and access your quarantined mail list, contact your administrator for enabling and accessing your quarantined emails.

Tip: You can configure CASG to send Quarantine summary reports periodically to your email. The report will contain a list of mails identified as spam and were moved to Quarantine automatically by CASG. For more details, refer to [How to Subscribe for Periodical Quarantine Report Summary](#).

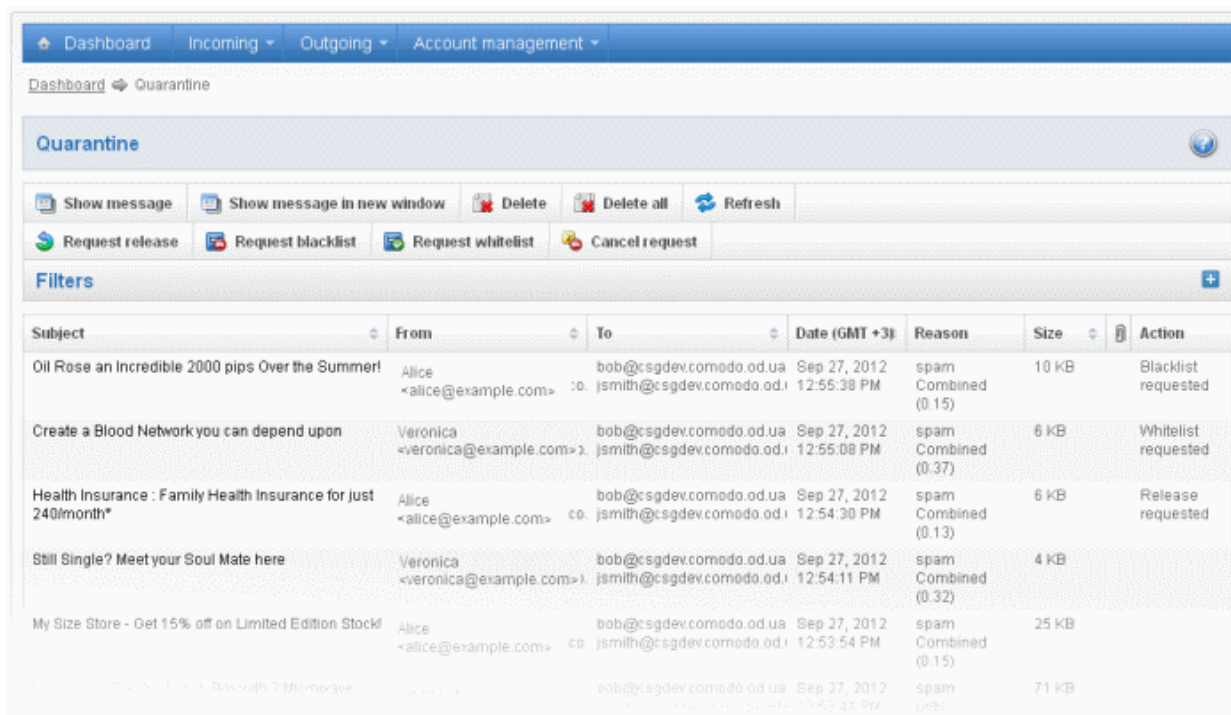
To open the quarantined email interface:

- [Login](#) to the CASG interface.



- Click 'Quarantine' from the 'Incoming' drop-down menu in the menu bar or the icon in the 'Incoming' configuration area.

The quarantined email area of the user will open:



The quarantined emails are displayed with eight columns providing information about the subject, the sender, details of the recipients, the date it was sent, the reason it was quarantined, the size of the email and if there is any attachment. The last column indicates the action taken by the user for requests to the administrator such as releasing quarantined emails or to add the sender to blacklist or whitelist.

Sorting the Entries

Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

Use the filter option to search for particular email. See '[How to use filter options in the Quarantined emails interface](#)' topic for more details.

Viewing Quarantined Mails

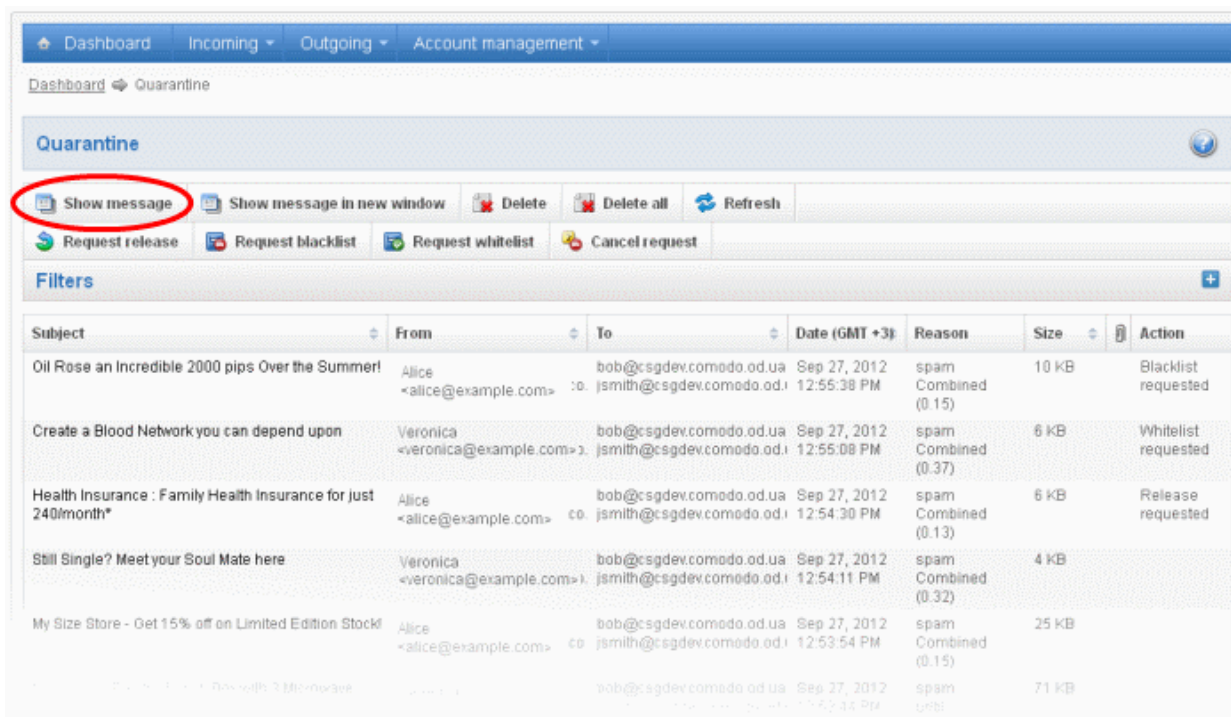
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Show message' and 'Show message in new window' buttons will be available in the interface.

The mails added to the Quarantine can be viewed in two ways:

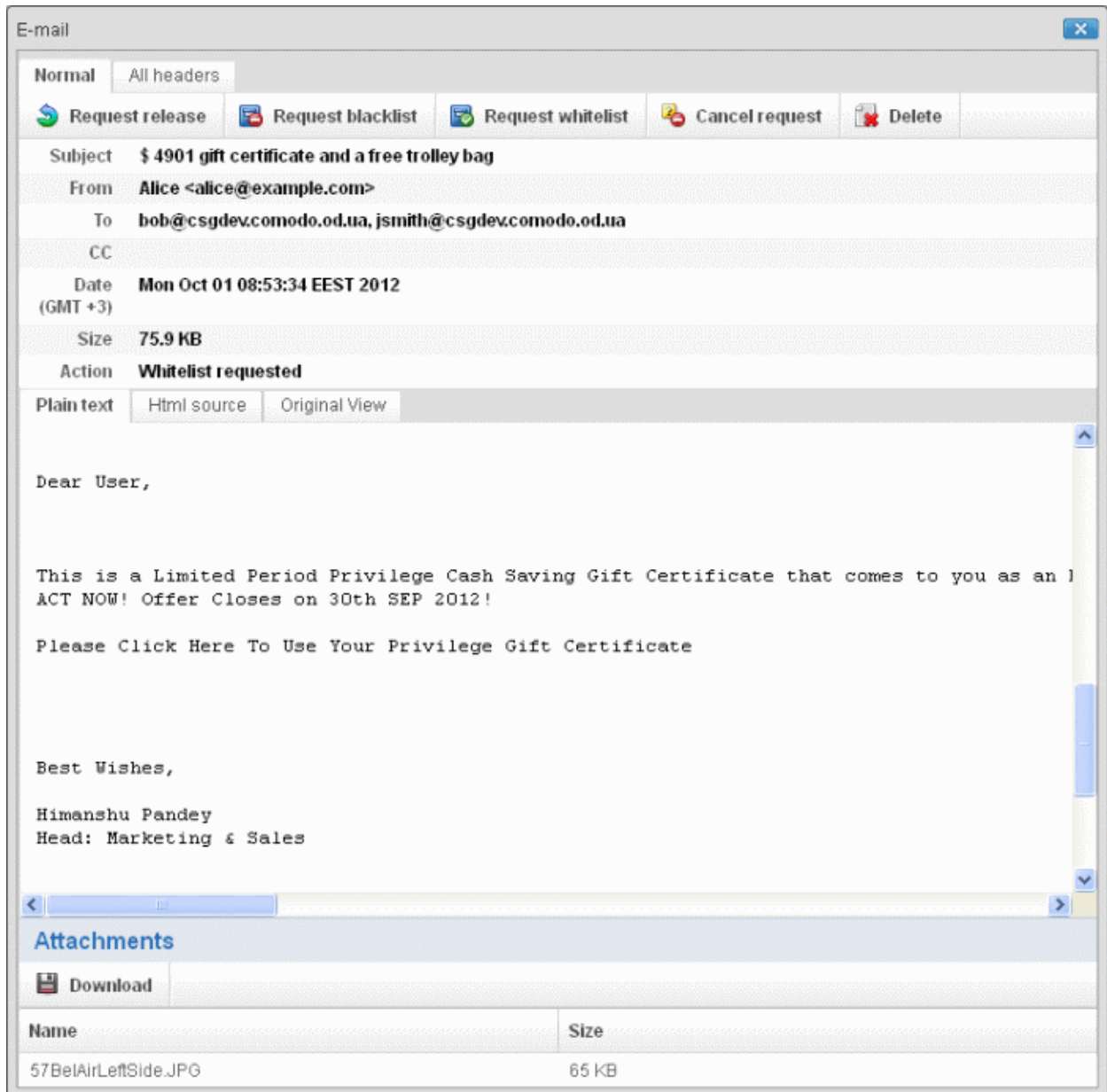
- In the same CASG window
- In a new CASG window

To view quarantined mails in the same CASG window:

- In the quarantined email area, select the mail that you want to view and click the 'Show Message' button.
- or
- Click on the email link in the subject column that you want to view its details.



The selected mail will open.



By default, the email will open in Normal view and will be displayed in Plain text, where the images, banners and links will not be displayed. Clicking the 'Html source' tab displays the email with all the html tags. To view images and links, click the 'Original View' tab. The user can also request the administrator to **release** the email or to add the sender to **whitelist** or **blacklist**.

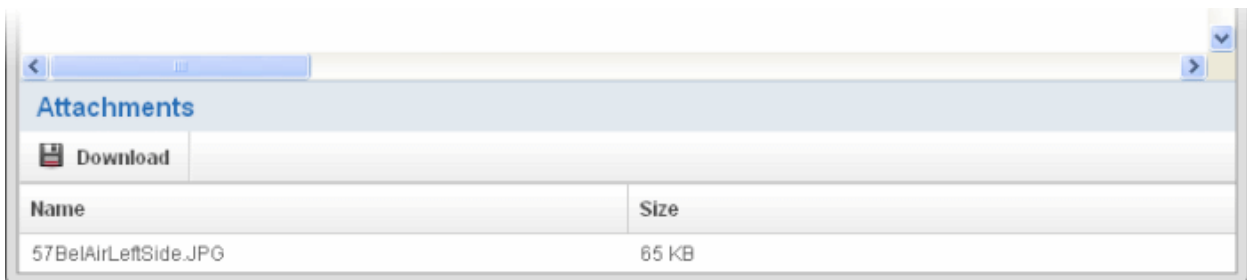
A warning will be displayed before you want to view the selected email in original.



- Click 'OK' to view the email.

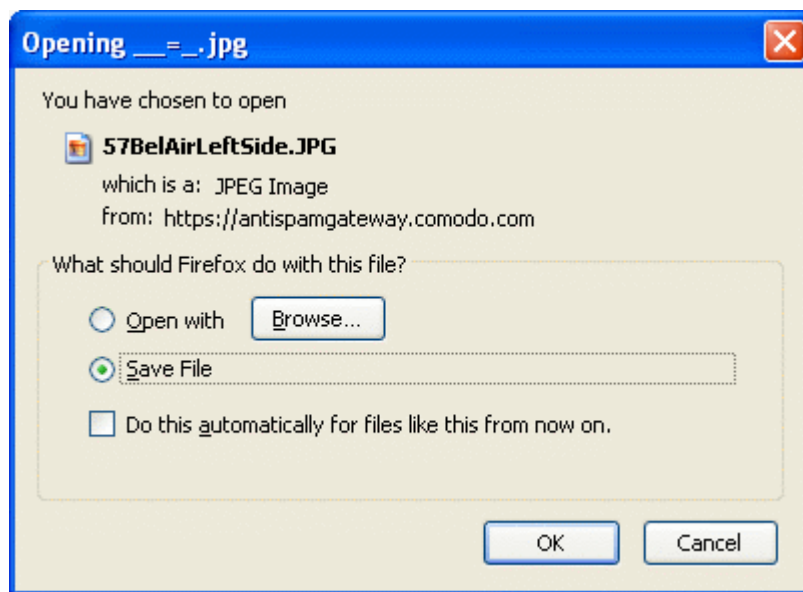
Check the details of the mail and ascertain whether it is a spam mail or not. You can choose to either **release** the email or to add

the sender to **whitelist** or **blacklist**. If there is an attachment, you can download it from this dialog.



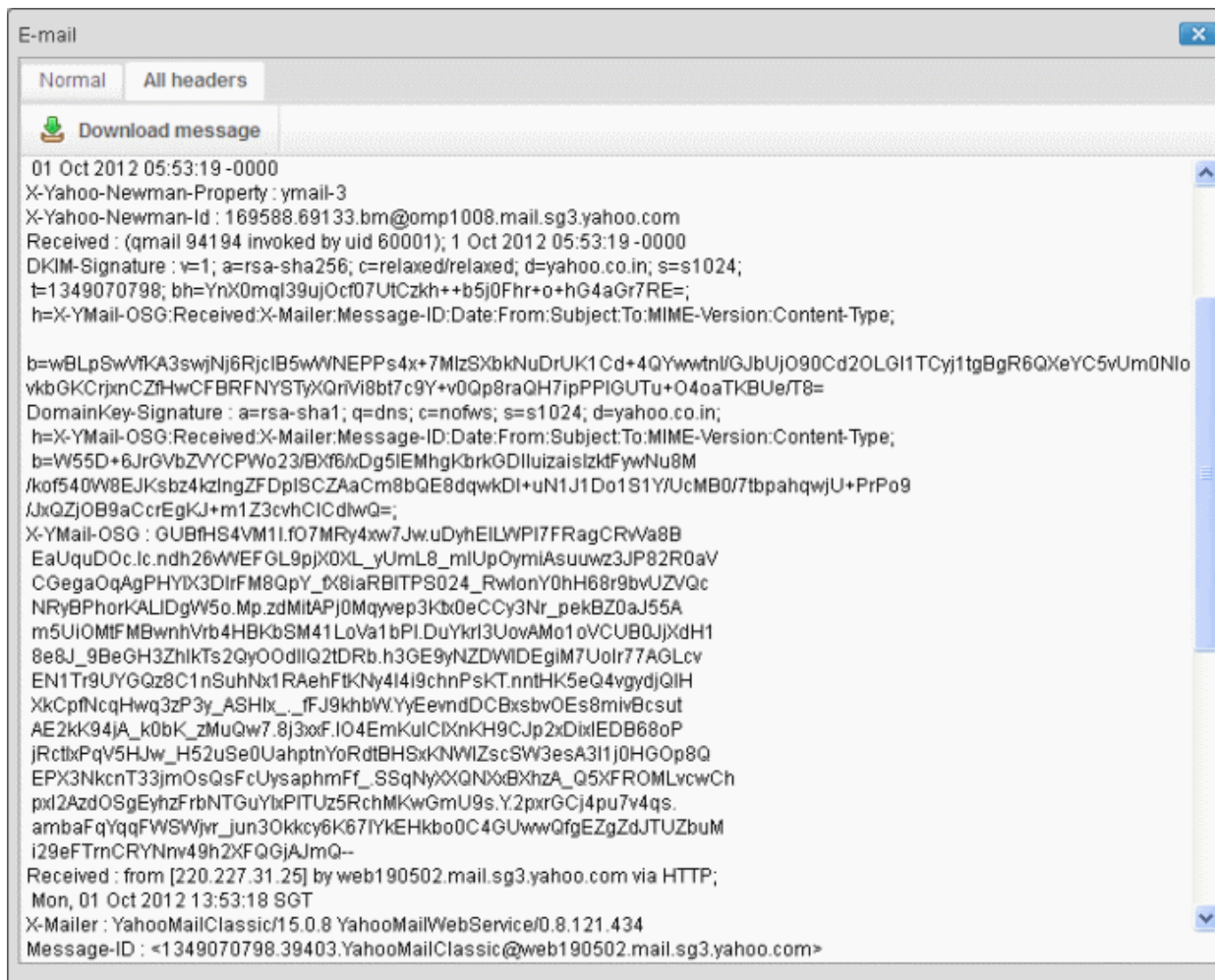
- Select the attachment and click the download button.

The download dialog will open.



You can open the attachment with an appropriate application or save to a desired location in your computer.

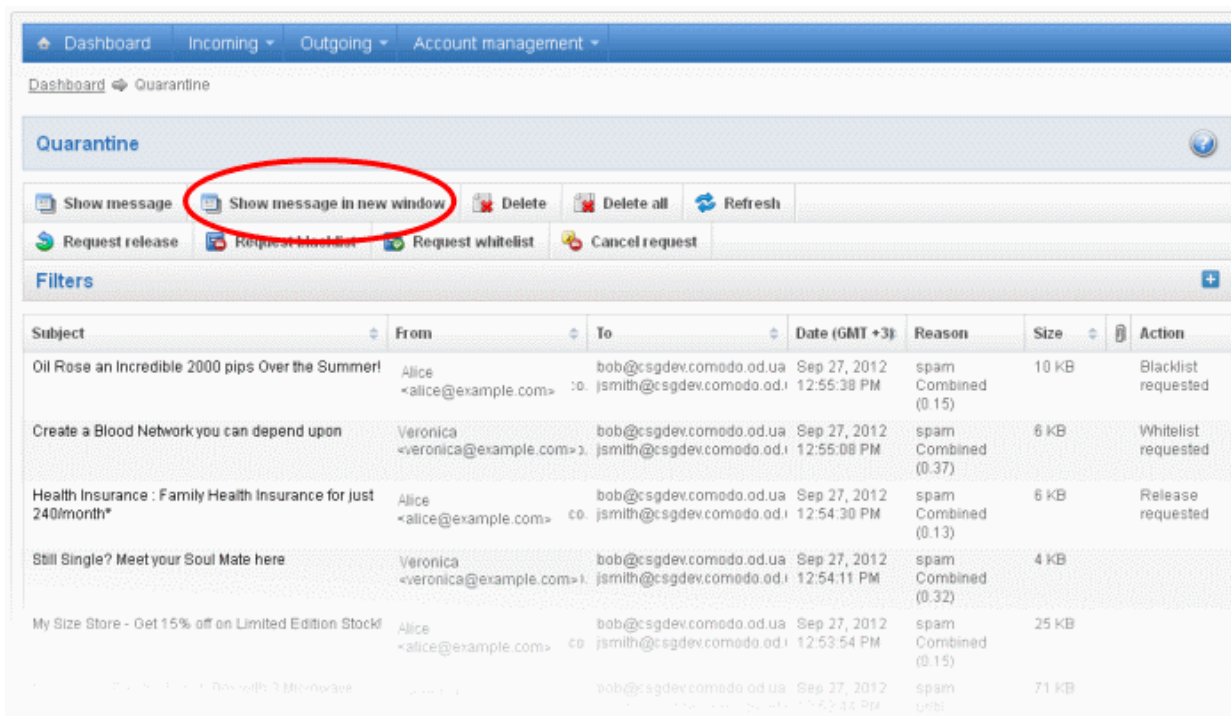
To view the email headers, which contain the tracking information of the mail detailing the path it has crossed before reaching the recipient, click 'All headers' tab. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity of the mail.



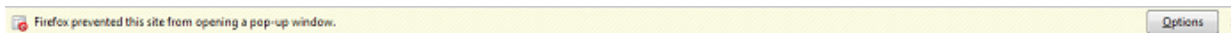
If you want to download the email, click 'Download message'. The file will be downloaded as .eml file and can be opened in any email client.

To view a quarantined mail in a new CASG window

- In the quarantined email area, select the mail that you want to view and click the 'Show Message in new window' button or right-click and select to open in a new tab or new window.



The browser will display a warning pop-up window notification. Click the 'Options' > then select 'Allow pop-ups for...' to allow to open new message in a new window. Click again the 'Show message in new window'.



The details of the selected mail will be displayed in a new CASG window

Dashboard Incoming Outgoing Account management

Dashboard > Quarantine > E-mail

E-mail

Normal All headers

Request release Request blacklist Request whitelist Cancel request Delete

Subject **\$ 4901 gift certificate and a free trolley bag**

From **Alice <alice@example.com>**

To **bob@csgdev.comodo.od.ua, jsmith@csgdev.comodo.od.ua**

CC

Date **Mon Oct 01 08:53:34 EEST 2012**
(GMT +3)

Size **75.9 KB**

Action **Whitelist requested**

Plain text Html source Original View

Dear User,

This is a Limited Period Privilege Cash Saving Gift Certificate that comes to you as an Exclusive benefit for being a K
ACT NOW! Offer Closes on 30th SEP 2012!

Please Click Here To Use Your Privilege Gift Certificate

Best Wishes,

Himanshu Pandey
Head: Marketing & Sales

Attachments

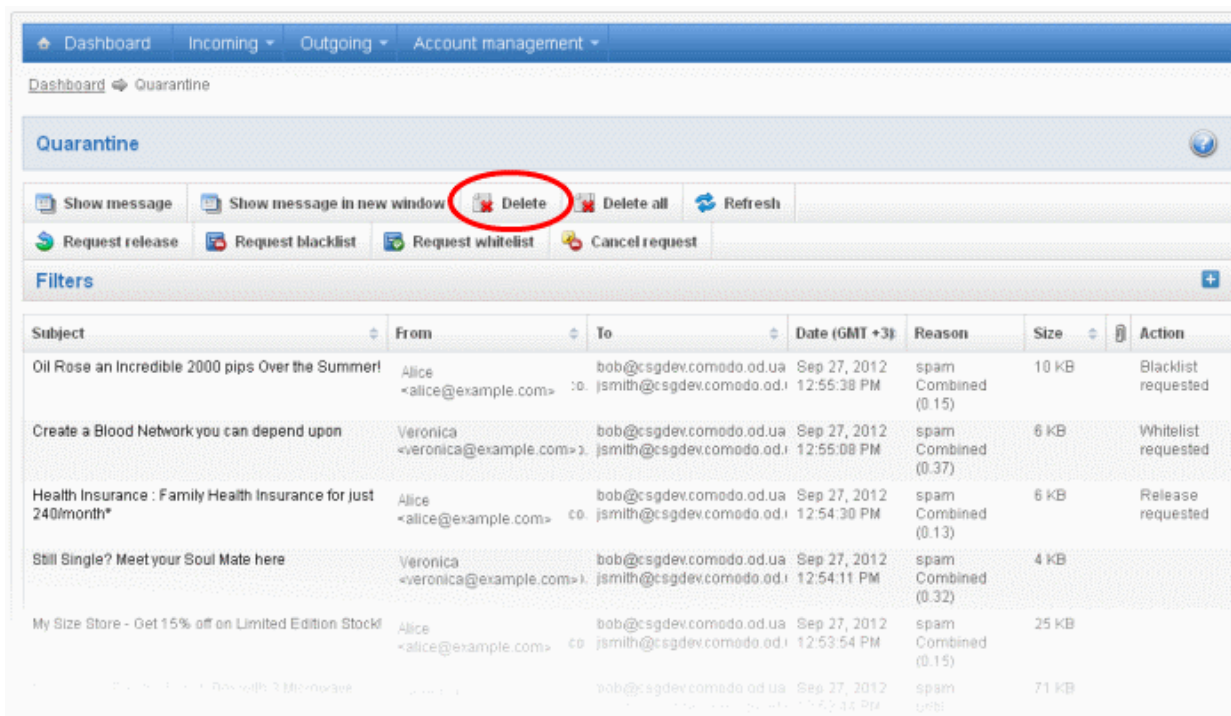
Download

Name	Size
57BeIAirLeftSide.JPG	65 KB

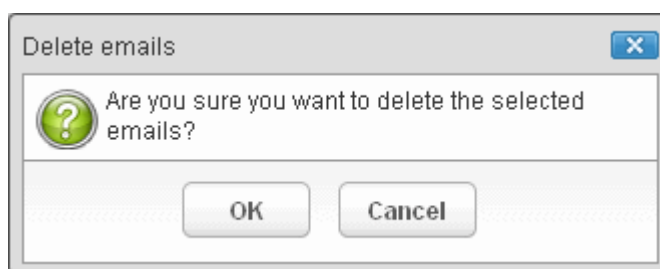
To delete a quarantined mail:

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Delete' and 'Delete all' buttons will be available in the interface.

- Select the mail that you want to delete and click the 'Delete' button.



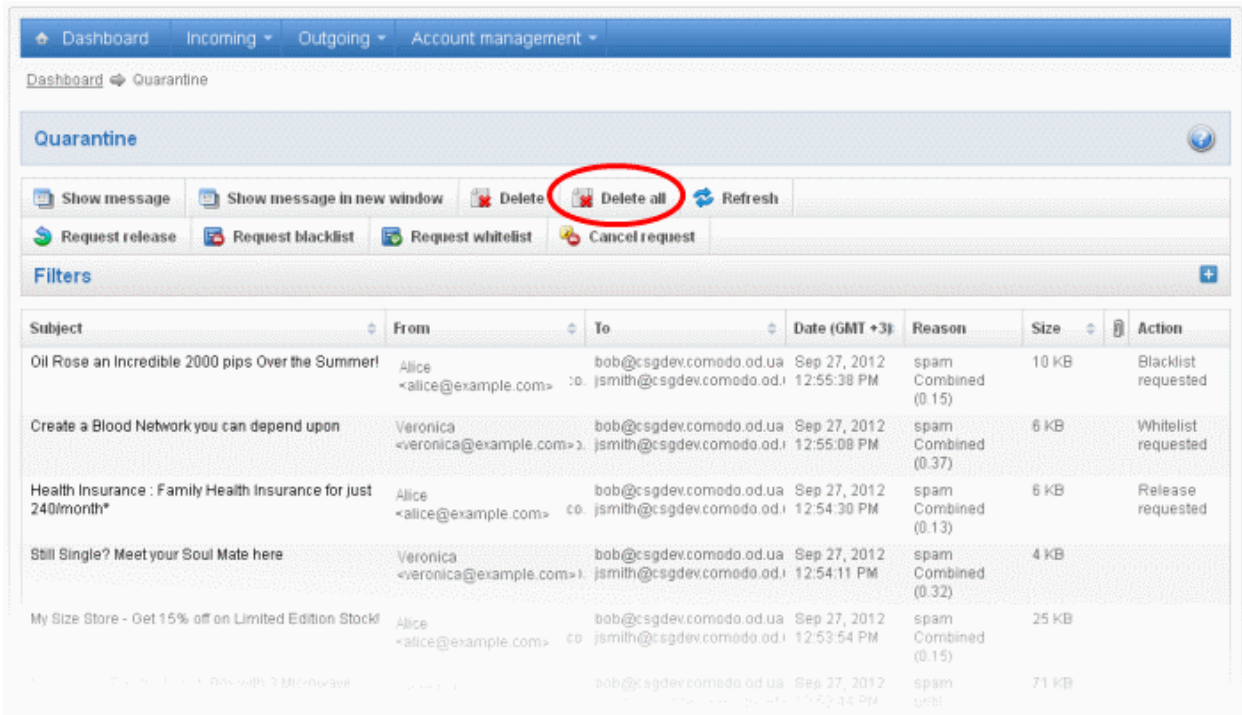
An alert will be displayed to confirm deletion of the selected email.



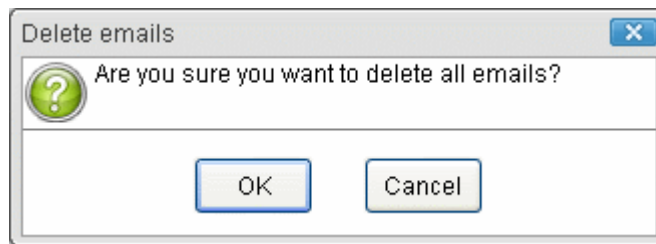
- Click 'OK' to confirm the deletion.

The selected mail will be deleted and will no longer be in the quarantined mail list.

- Click the 'Delete All' button to remove all the quarantined emails.



An alert will be displayed to confirm the deletion of all quarantined emails.



- Click 'OK' to confirm the deletion.

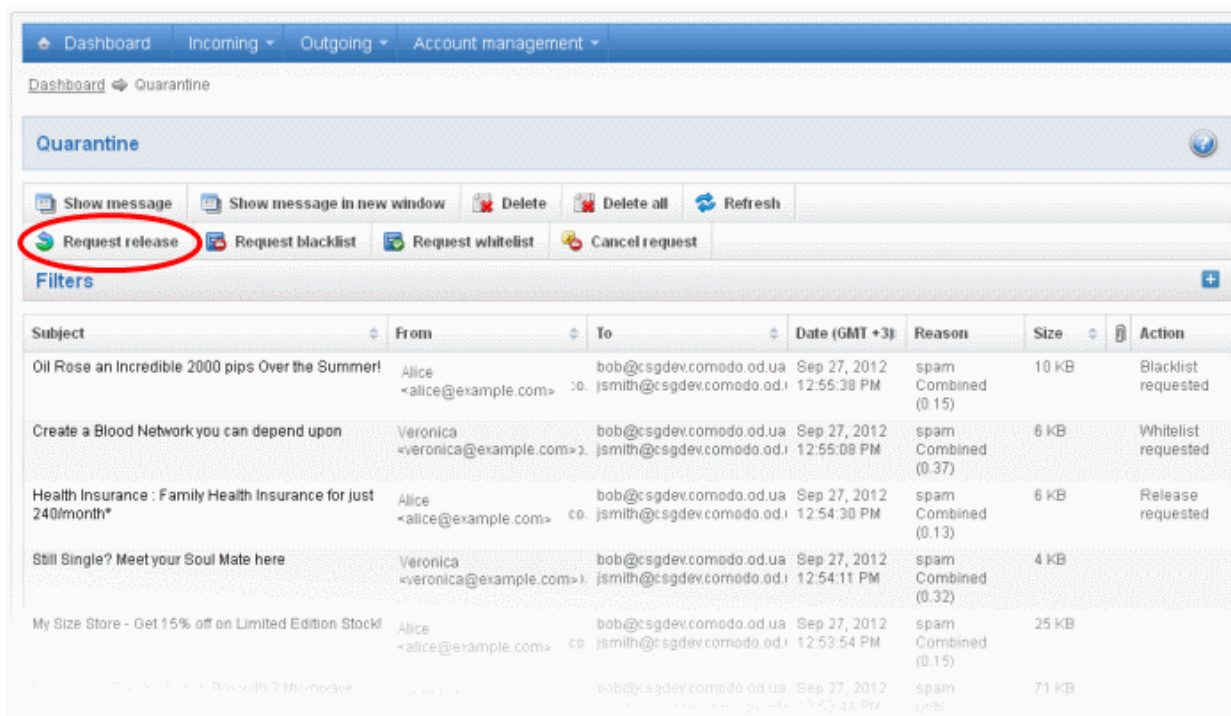
All the quarantined emails of the user will be deleted in CASG.

To request administrator for releasing quarantined mails:

After viewing and ensuring that the selected email is not a spam you can request your email account administrator to release the email.

Note: Depending on the permission level configured for your email account by your administrator, the button for releasing quarantined email will be either 'Release' or 'Request release'. If the interface displays 'Release' button, you can release the selected email from the list without approval from your administrator.

- Select the mail that you want to be released and click the 'Request release' button.

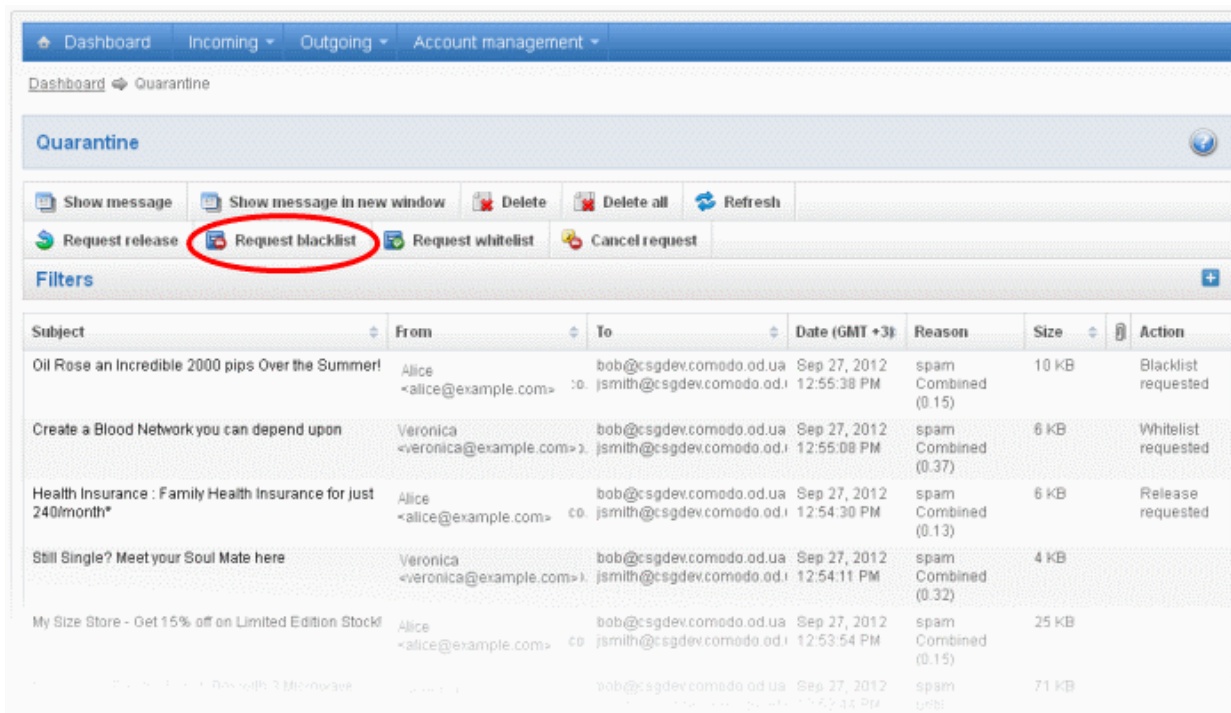


An email notification will be sent to your administrator for your request and you also will also receive the request email. This request will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the user will receive the email and if it is rejected, 'Release requested' text in the Action column will no longer be displayed.

To request administrator for adding senders to blacklist:

To avoid receiving spam emails, you can request the administrator to add the senders of these emails to blacklist.

- Select the mail that you want its sender to be added to blacklist.

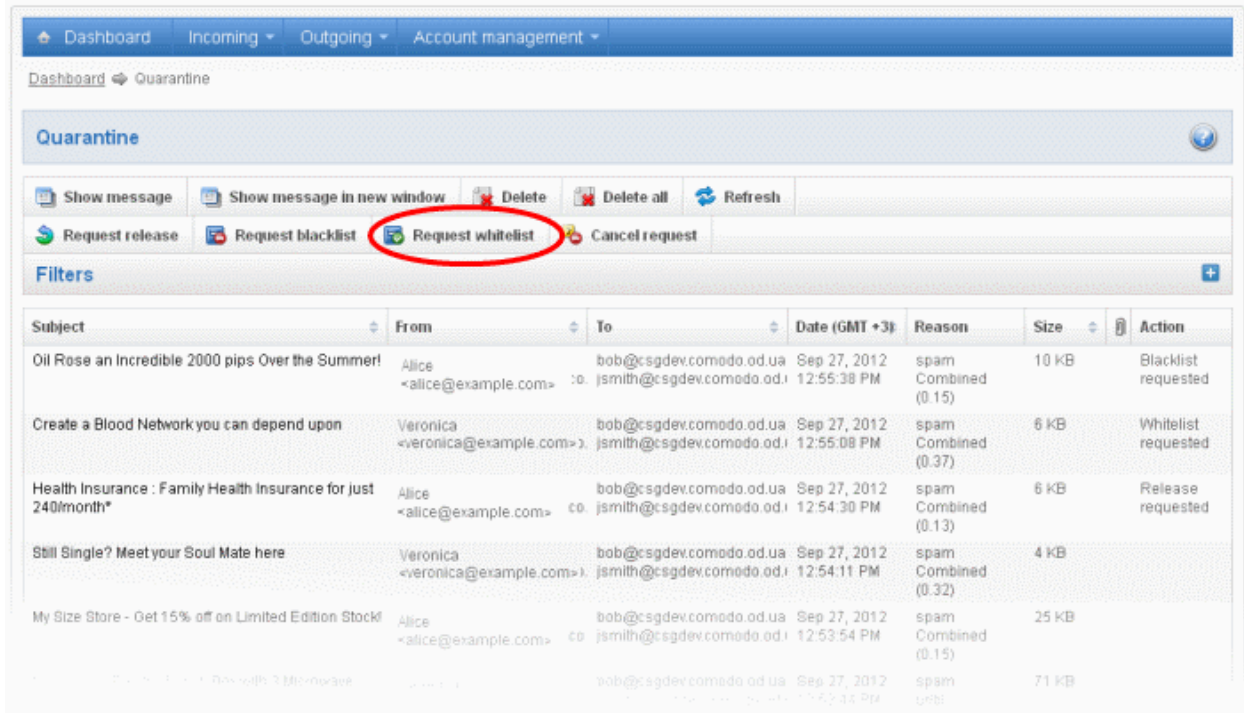


An email notification will be sent to your administrator for your request and you also will also receive the request email. This request will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the sender will be added to blacklist and the user will no longer receive any mail from that sender. If the request is rejected, 'Blacklist requested' text in the Action column will no longer be displayed.

To request administrator for adding senders to whitelist:

If the incoming mails of authenticated senders are quarantined, you can request the administrator to add these senders to whitelists.

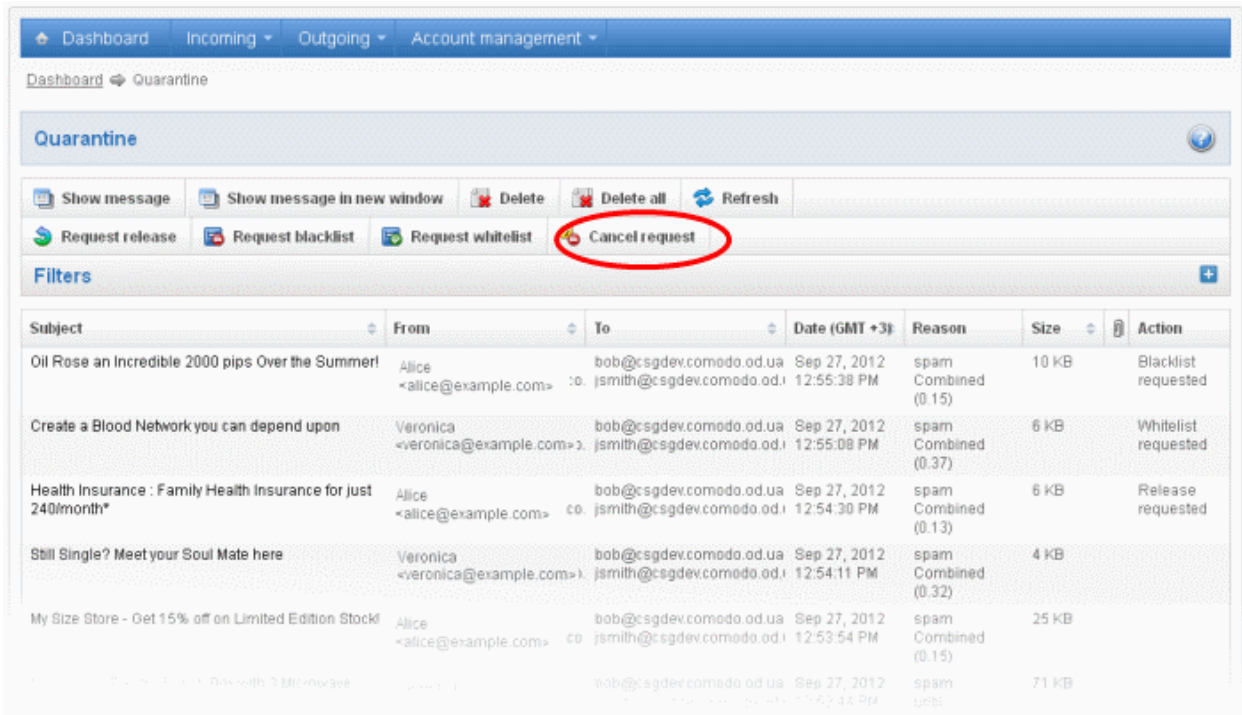
- Select the mail that you want its sender to be added to whitelist.



An email notification will be sent to your administrator for your request and you also will also receive the request email. This request will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the sender will be added to whitelist and the mails from them will no longer be quarantined. If the request is rejected, 'Whitelist requested' text in the Action column will no longer be displayed.

To cancel a request sent to administrator

You can cancel any of the requests, **Requested release**, **Requested blacklist** or **Requested whitelist**, made before the administrator initiates an action for the requests.



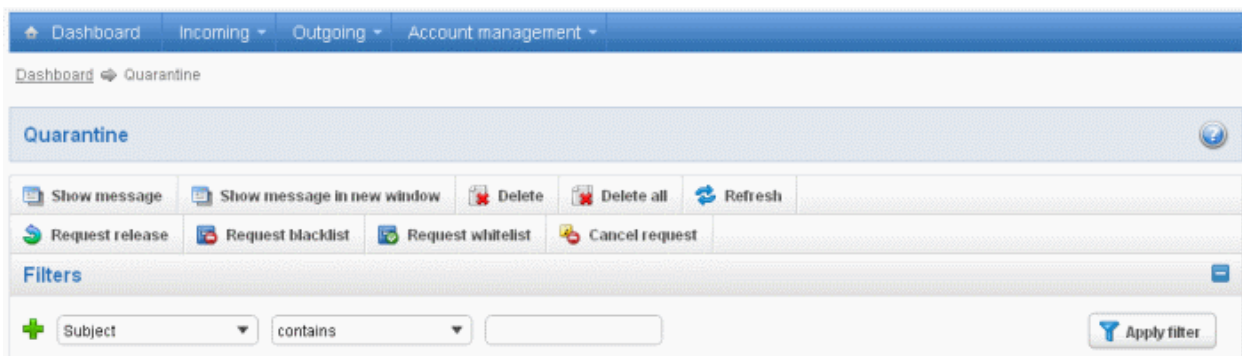
- Select the mail that you have sent request to administrator and click the 'Cancel request' button.

The cancel request will be processed and the Action column for the selected email will become blank. The request also will be removed from the administrator's list.

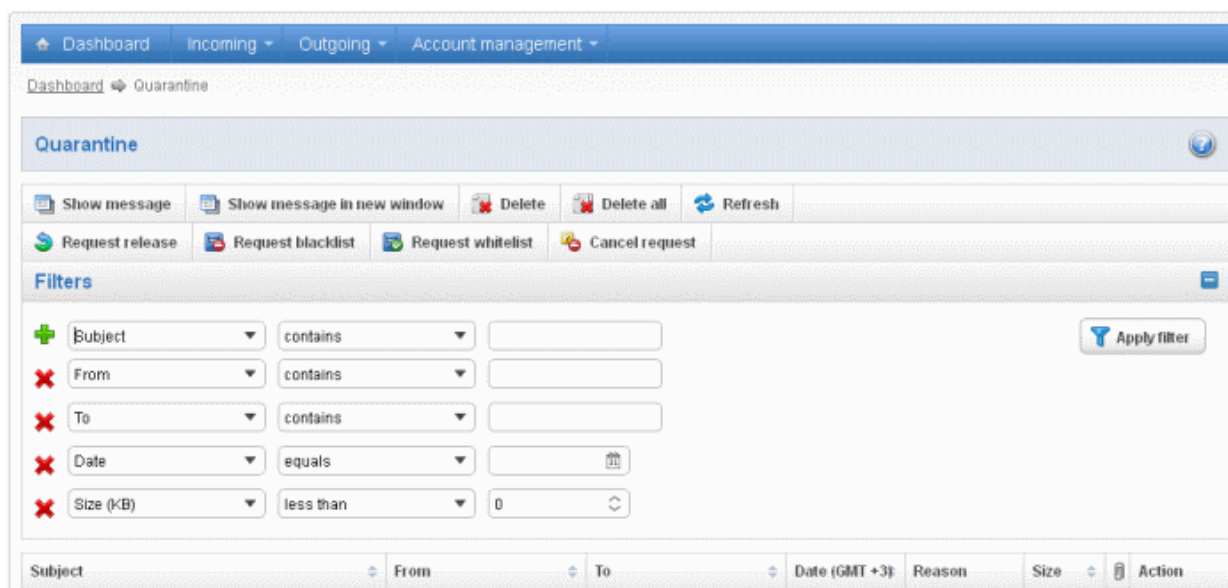
2.4 How to Use Filter Options in the Quarantined Emails Interface

You can use the filtering option in the Quarantined mails interface to optimize your search.

- Click anywhere on the Filters tab to open the filters area of the Quarantine interface.



You can refine your search much further by clicking **+** to add more filters.



You can remove a filter by clicking the  icon beside it.

- Type the text in the third field box(es) and click 'Apply Filter'

The application will search the respective column(s) according to the filter(s) set and display the result.

Following are the options in the first drop-down in the filters area:

- **Subject:** Displays the result based on the text entered in the text box for the 'Subject' column.
- **From:** Displays the result based on the text entered in the text box for the 'From' column.
- **To:** The results are filtered based on the text entered in the text box for the 'To' column.

When you select any one of the above options in the first drop-down, the following filters are available in the second drop-down:

- **Contains:** Displays all quarantined mails that contain the words entered in the text box.
- **Not Contains:** Displays all quarantined emails that don't contain the words entered in the text box.

Other options available in the first drop-down in the filters area:

- **Date:** Displays the results according to the selected date in the third box from the calendar.
- **Reason:** Displays a quarantined mail according to the selected reason (e.g., "Content", "Malicious attachment", "Scored 0.5/1.0").
- **Size (KB):** Displays the results according to size of the mail selected or entered in the third box.

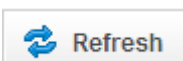
When you select 'Date' option in the first drop-down, the following filters are available:

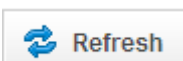
- **Equals:** Displays the quarantined emails that have the same date as the selected date in the third box from the calendar.
- **Less than:** Displays the quarantined emails with dates less than the selected date in the third box from the calendar.
- **Greater than:** Displays the quarantined emails with dates greater than the selected date in the third box from the calendar.

When you select 'Size (KB)' option in the first drop-down, the following filters are available:

- **Less than:** Displays the quarantined emails with size less than the selected or entered size in the third box.
- **Greater than:** Displays the quarantined emails with size greater than the selected or entered size in the third box.

Click anywhere on the Filters tab to close the filters area.



Click the  button to display all the quarantined emails.


Note: To display all the quarantined emails after using the filters option, you have to first click anywhere on the Filters tab to

close the filters area and then click the 'Refresh' button.

2.5 How to Check when an Expected Email is not Received

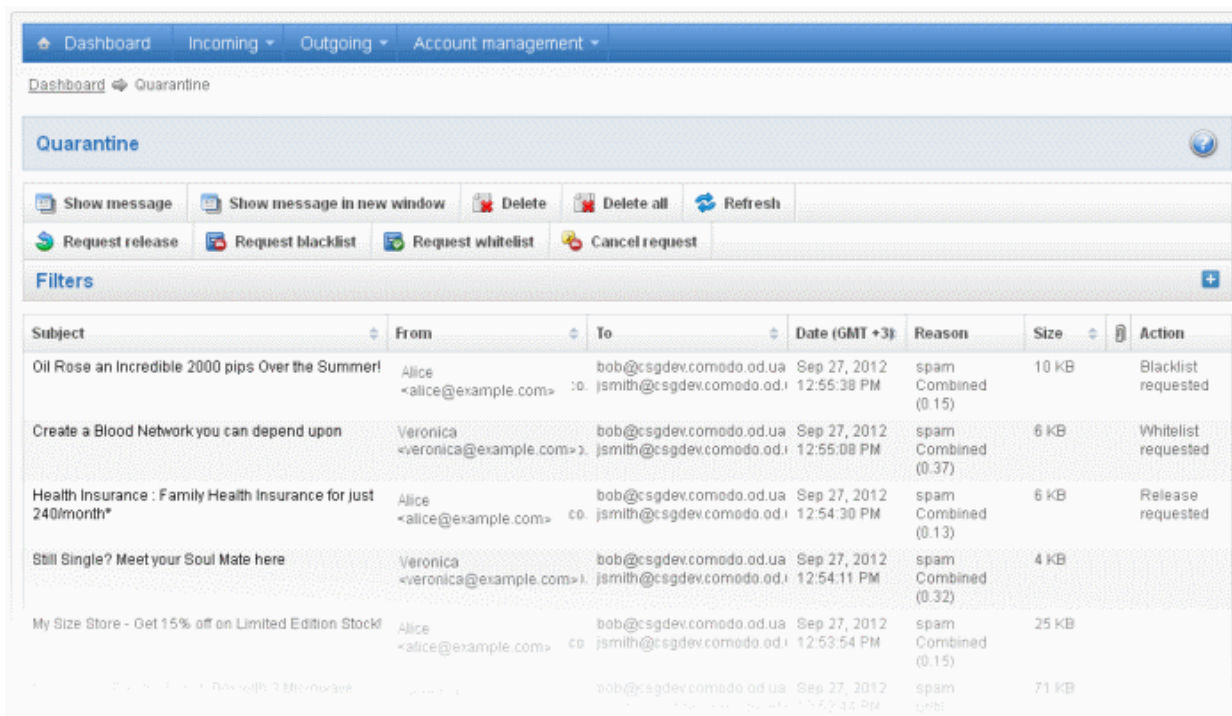
You are expecting an important email, but it is not in your inbox. The CASG filtering engine would have most probably classified it as spam and quarantined. Search for it in the 'email quarantined' area.

To search for a particular email in the quarantine interface

- **Login** to the CASG interface.
- Click 'Quarantine' from the 'Incoming' drop-down menu in the menu bar or the  icon in the 'Incoming' configuration area.

All your quarantined emails will be displayed like shown in the example below.

Note: Depending on the permission level configured for your email account by your administrator, the buttons in the interface may vary. For example, 'Show message', 'Show message in new window', 'Delete' and 'Delete all' buttons may not be available in the interface. The 'Request release' button may appear as 'Release' button enabling you to release quarantined mail without approval from the administrator.



Subject	From	To	Date (GMT +3)	Reason	Size	Action
Oil Rose an Incredible 2000 pips Over the Summer!	Alice <alice@example.com>	bob@csqdev.comodo.od.ua jsmith@csqdev.comodo.od.ua	Sep 27, 2012 12:55:38 PM	spam Combined (0.15)	10 KB	Blacklist requested
Create a Blood Network you can depend upon	Veronica <veronica@example.com>	bob@csqdev.comodo.od.ua jsmith@csqdev.comodo.od.ua	Sep 27, 2012 12:55:08 PM	spam Combined (0.37)	6 KB	Whitelist requested
Health Insurance : Family Health Insurance for just 240/month*	Alice <alice@example.com>	bob@csqdev.comodo.od.ua jsmith@csqdev.comodo.od.ua	Sep 27, 2012 12:54:30 PM	spam Combined (0.13)	6 KB	Release requested
Still Single? Meet your Soul Mate here	Veronica <veronica@example.com>	bob@csqdev.comodo.od.ua jsmith@csqdev.comodo.od.ua	Sep 27, 2012 12:54:11 PM	spam Combined (0.32)	4 KB	
My Size Store - Get 15% off on Limited Edition Stock!	Alice <alice@example.com>	bob@csqdev.comodo.od.ua jsmith@csqdev.comodo.od.ua	Sep 27, 2012 12:53:54 PM	spam Combined (0.15)	25 KB	
		bob@csqdev.comodo.od.ua	Sep 27, 2012 12:53:34 PM	spam unbl	71 KB	

The quarantined emails are displayed with eight columns providing information about the subject, the sender, details of the recipients, the date it was sent, the reason it was quarantined, the size of the email and if there is any attachment. The last column indicates the action taken by the user for requests to the administrator such as releasing quarantined emails or to add the sender to blacklist or whitelist.

Sorting the Entries

Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.


- Use the filter option to optimize your search. [Click here](#) for more details.
- [Click here](#) to know how to manage your quarantined mails.

Tip: You can configure CASG to send Quarantine summary reports periodically to your email. The report will contain a list of mails identified as spam and were moved to Quarantine automatically by CASG. For more details, refer to [How to Subscribe for Periodical Quarantine Report Summary](#).

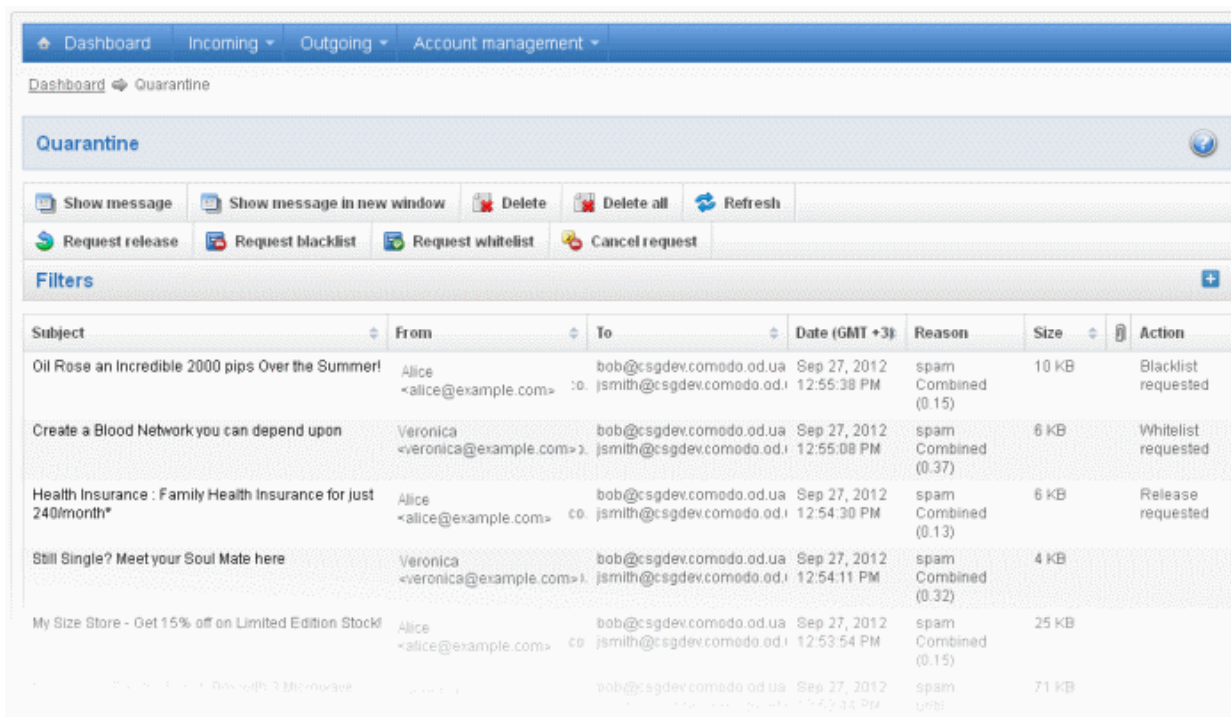
2.6 How to Retrieve an Email which had Virus Attachment

CASG will quarantine all your incoming emails that it has classified as spam or with virus or with any other suspicious attachment after the filtering process. You can retrieve your quarantined emails from the 'Quarantine' area in CASG.

To retrieve quarantined mails with attachments

- [Login](#) to the CASG interface.
- Click 'Quarantine' from the 'Incoming' drop-down menu in the menu bar or the  icon in the 'Incoming' configuration area.

All your quarantined emails will be displayed like shown in the example below.



Subject	From	To	Date (GMT +3)	Reason	Size	Action
Oil Rose an Incredible 2000 pips Over the Summer!	Alice <alice@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:55:38 PM	spam Combined (0.15)	10 KB	Blacklist requested
Create a Blood Network you can depend upon	Veronica <veronica@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:55:08 PM	spam Combined (0.37)	6 KB	Whitelist requested
Health Insurance : Family Health Insurance for just 240/month*	Alice <alice@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:54:30 PM	spam Combined (0.13)	6 KB	Release requested
Still Single? Meet your Soul Mate here	Veronica <veronica@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:54:11 PM	spam Combined (0.32)	4 KB	
My Size Store - Get 15% off on Limited Edition Stock!	Alice <alice@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:53:54 PM	spam Combined (0.15)	25 KB	
		bob@csgdev.comodo.od.ua	Sep 27, 2012 12:52:14 PM	spam USB	71 KB	

The quarantined emails are displayed with eight columns providing information about the subject, the sender, details of the recipients, the date it was sent, the reason it was quarantined, the size of the email and if there is any attachment. The last column indicates the action taken by the user for requests to the administrator such as releasing quarantined emails or to add the sender to blacklist or whitelist.

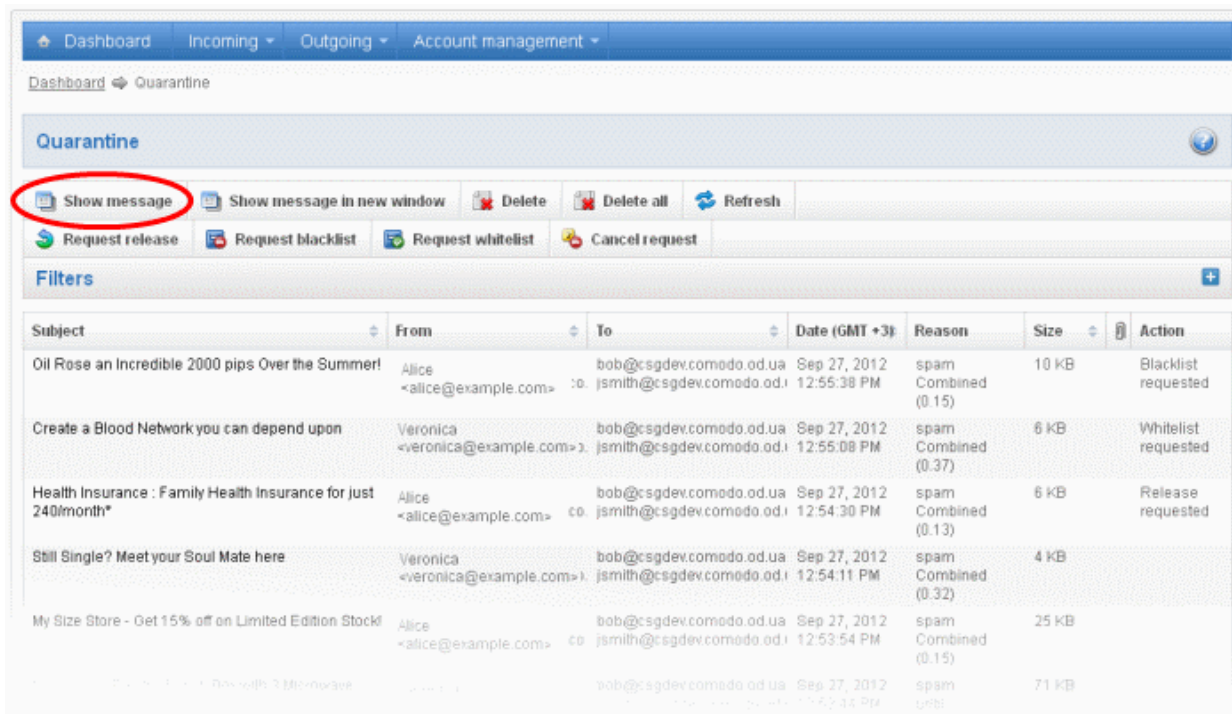
Sorting the Entries

Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

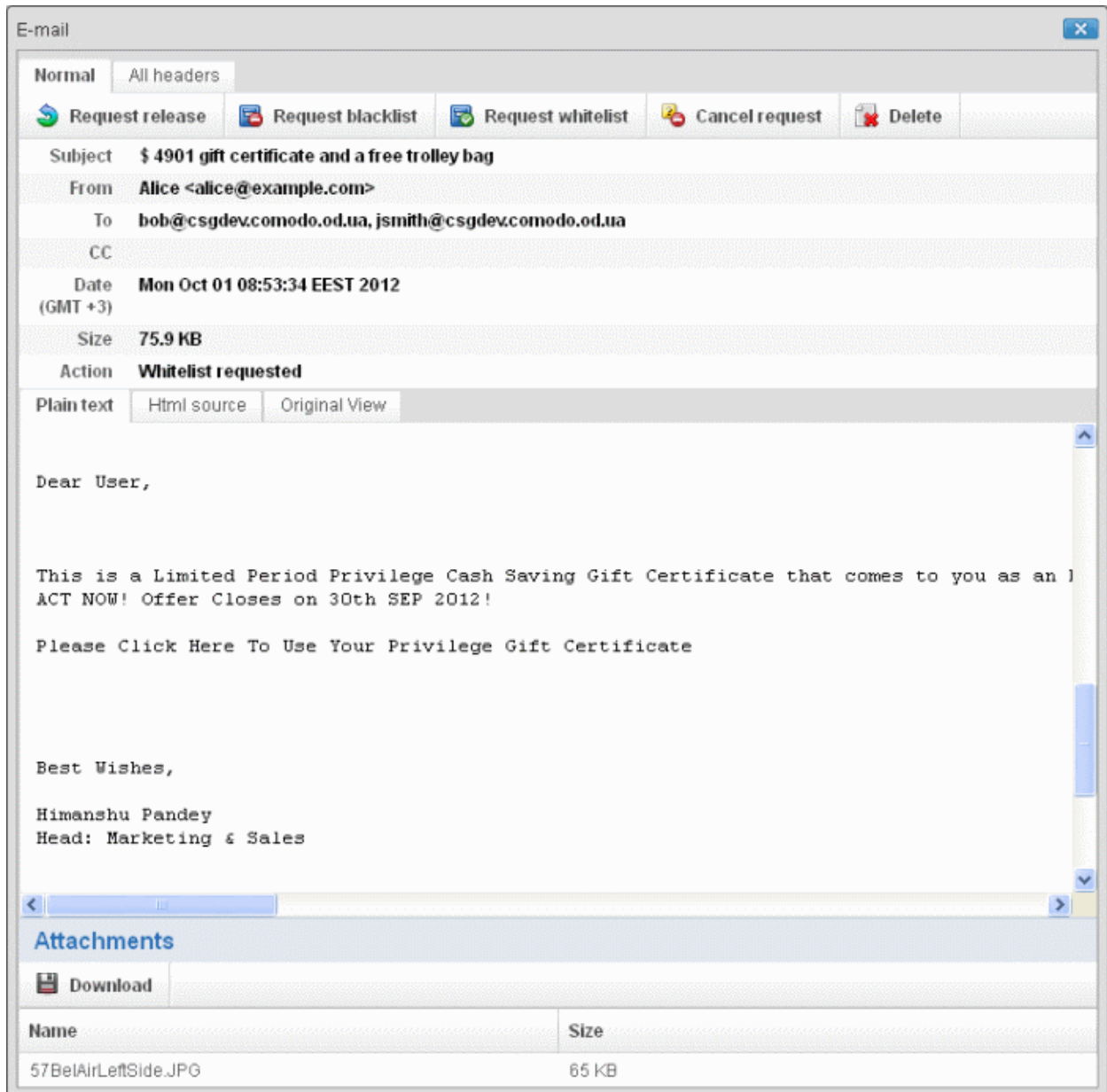
- Use the filter option to optimize your search. [Click here](#) for more details.
- After identifying the email with attachment that you suspect to be virus, select it and click the 'Show Message' button or click on the email link in the 'Subject' column to view its details. If you want the mail to be opened in a new CASG

window, click 'Show message in a new window'.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Show message' and 'Show message in new window' buttons will be available in the interface.



The selected email will open.



By default, the email will open in Normal view and will be displayed in Plain text, where the images, banners and links will not be displayed. Clicking the 'Html source' tab displays the email with all the html tags. To view images and links, click the 'Original View' tab.

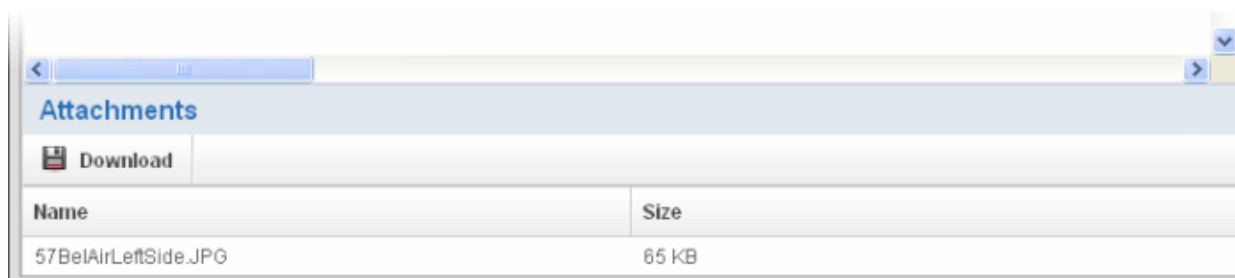
The user has to request the administrator to **release** the email for retrieving it and also to add the sender to **whitelist** or **blacklist**.

A warning will be displayed before you want to view the selected email in original.



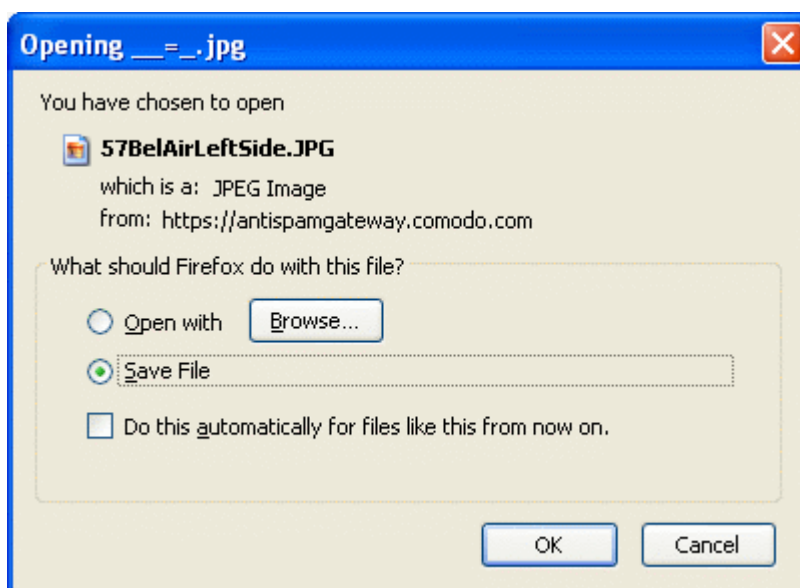
- Click 'OK' to view the email.

Check the details of the mail. You can choose to either **release** the email or to add the sender to **whitelist** or **blacklist**. If there is an attachment, you can download it from this dialog.



- Select the attachment and click the download button.

The download dialog will open.



You can open the attachment with an appropriate application or save to a desired location in your computer.

The selected email will be delivered to your inbox only when the administrator has accepted your request for releasing it.

Note: Antivirus application in your computer may prevent an attachment that contains virus from downloading. To download the attachment, disable the antivirus option in your computer.

2.7 How to Subscribe for Periodical Quarantine Report Summary

Comodo Antispam Gateway can periodically generate quarantine reports that are sent to the users. The reports will be sent routinely at the times selected by the user.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Manage report subscriptions' icon will be available in the Dashboard under 'Account management' configuration area.

The Quarantine Report contains a statistical breakdown of the mails that were identified as spam or containing malicious content and were moved to Quarantine automatically by CASG, with the details of sender, receiver, date and attachments. Clicking the

subject line in the list will open the respective mail in a new CASG window. Refer to [CASG Reports - An Overview](#) for more details.

The report can be subscribed to be received daily, weekly or monthly.

To configure subscription of the report

- **Login** to the CASG interface



- Click 'Manage report subscriptions' icon from the **Account management** configuration area or click 'Manage report subscriptions' from the Account Management drop-down menu in the menu bar. The 'Manage report subscriptions' interface will be displayed.

Manage report subscriptions

Quarantine report

Hour	Day of month	Day of week	Send empty	Enabled	Start date	Report length
<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3	<input checked="" type="radio"/> Every day <input type="radio"/> Choose	<input checked="" type="radio"/> Every week day <input type="radio"/> Choose	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Dec 06, 2012 01:00	Next report for 23 hour(s) from last run (2012-12-05 01:00)

- If you want to receive the periodical Quarantine summary reports, ensure that the 'Enabled' check box is selected.
- Leave the 'Send empty' checkbox unchecked if empty reports are not to be sent to recipients.
- Select the frequency of the report to be sent to you from the 'Hour', 'Day of month' or 'Day of week' columns.
 - **Hour** - The reports will be generated and sent at the selected hour of the day or date chosen from 'Day of month' or 'Day of week' columns.
 - **Day of month** - The reports will be generated and sent every day or on the specific day every month chosen at the hour selected from the 'Hour' column.
 - **Day of week** - The reports will be generated and sent every day or on the specific day every week chosen at the hour selected from the 'Hour' column.
 - **Start date** - Displays the start date of the report generation depending on the options chosen.
 - **Report length** - Displays the period of the report that will be generated depending on the options chosen.
- Click 'Save' for your settings to take effect.
- Click 'Reset settings to default' button to configure default report generation period. The report will be generated every 24 hours starting from 00:00 hours.

2.8 How to Perform a Log Search of your Incoming Emails

The Log Search option in CASG allows you to search for a specific email message such as mails with virus, unsure mails etc. or all the mails as per your selection in the 'Classification' drop-down.

To perform a log search of your incoming emails

- **Login** to the CASG interface.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' icon will be available in the Dashboard under 'Incoming' configuration area.



- Click 'Log search' from the 'Incoming' drop-down menu in the menu bar or the icon in the 'Incoming' configuration area.

The 'Log search (incoming)' interface of the user will open:

A screenshot of the 'Log search (incoming)' web interface. The interface has a blue header with navigation tabs: 'Dashboard', 'Incoming', 'Outgoing', and 'Account management'. Below the header, there's a breadcrumb trail 'Dashboard > Log search (incoming)'. The main content area is titled 'Log search (Incoming)' and contains several search criteria fields: 'Date range' (2013-02-24 PM 12:37:18 - 2013-02-25 PM 12:37:18), 'Sender' (empty), 'Recipient' (docteam @csgdev.comodo.od.ua), 'Sender IP' (empty), 'Sender host' (empty), and 'Classification' (Not spam). There is also a checkbox for 'Include results from the last minutes' which is checked. At the bottom, there are 'Search' and 'Download' buttons.

- **Date range:** Select the date range for which you want to search the log file.
- **Sender:** Enter the sender email address in this field.
- **Recipient:** The currently logged in user name will be displayed in this field.
- **Sender IP:** Enter the IP address of the sender.
- **Sender Host:** Enter the sender host name.
- **Classification:** Select the type of email that you want to search from the drop-down options.
- **Include results from the last minutes:** If selected, CASG will include messages that are currently being migrated from the filtering server to the logging server in the search results.

The option "Include results from the last minutes" will slow down the search result retrieval

Click the 'Search' button.

CASG will search for the entered terms and display the results.

Datetime	Host (Exim id)	Sender hostname	Sender	Recipient	Classification
2011-10-06 11:41:05	mxxsrv1.spamgateway.comc1RBmJm-0006Aj-F0	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Rejected Message content looked like spam
2011-10-06 11:06:01	mxxsrv1.spamgateway.comc1RBIm4-0005Vh-KBU	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Rejected External pattern match
2011-10-06 10:53:33	mxxsrv1.spamgateway.comc1RBIZz-0005Fw-BM	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted Rejected then released
2011-10-06 10:38:56	mxxsrv1.spamgateway.comc1RBILs-0004wV-CO	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Temporarily rejected Unable to verify destination address
2011-10-06 10:31:14	mxxsrv1.spamgateway.comc1RBIEN-0004nV-4y	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Temporarily rejected Unable to verify destination address
2011-10-06 09:56:25	mxxsrv1.spamgateway.comc1RBkgl-000476-8k	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Temporarily rejected Unable to verify destination address
2011-10-06 09:31:57	mxxsrv1.spamgateway.comc1RBkJ3-0003dM-9j	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Temporarily rejected Unable to verify destination address
2011-10-06 09:23:37	mxxsrv1.spamgateway.comc1RBkAw-0003S9-5C	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Rejected External pattern match
2011-10-06 08:53:21	mxxsrv1.spamgateway.comc1RBjhU-0002rp-Ex	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted Rejected then released
2011-10-06 08:48:33	mxxsrv1.spamgateway.comc1RBjcp-0002mb-2u	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted
2011-10-06 08:35:38	mxxsrv1.spamgateway.comc1RBjQO-0002Tw-6O	mail1.comodogroup.com91.199.212.133	admin@antispamgateway.c	johnsmith	Accepted Sending server found on a DNS whitelist
2011-10-05 13:44:20	mxxsrv1.spamgateway.comc1RBRic-0006BB-91	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted
2011-10-05 13:43:03	mxxsrv1.spamgateway.comc1RBRkS-00069J-OC	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted Rejected then released
2011-10-05 13:42:10	mxxsrv1.spamgateway.comc1RBRjQ-00065w-U0	mail1.comodogroup.com91.199.212.133	admin@antispamgateway.c	johnsmith	Accepted Sending server found on a DNS whitelist

Sorting the Entries

Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

2.9 How to Add or Remove a User from Recipient Whitelist

All filtering checks in CASG are disabled for whitelisted recipients. You have the option to add or remove yourself from recipient whitelist.

To add or remove from recipient whitelist

- **Login** to the CASG interface.



- Click 'My Profile' from the 'Account management' menu bar or the icon in the Account Management configuration area.

The 'My Profile' interface will open.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Change settings' icon will be available in the 'My profile' configuration area.

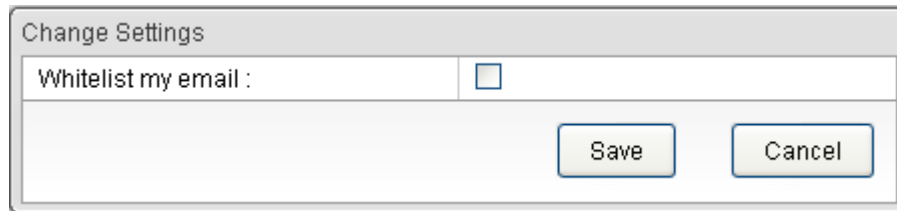
My profile

Change password

Change settings

- Click 'Change Settings'  icon in the 'My Profile' configuration area.

The 'Change Settings' dialog will be displayed.



The 'Change Settings' dialog box has a title bar with the text 'Change Settings'. Below the title bar is a checkbox labeled 'Whitelist my email :'. To the right of the checkbox is an empty square box. At the bottom right of the dialog are two buttons: 'Save' and 'Cancel'.

- Select or deselect the 'Whitelist my email' checkbox to add or remove yourself from the Recipient Whitelist.
- Click 'Save' to confirm your changes.

2.10 How to Report Spam Emails

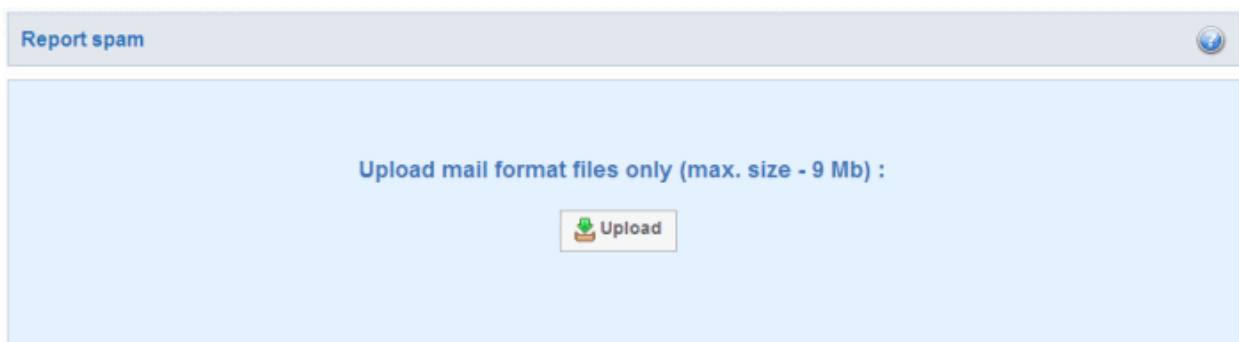
The Report Spam feature allows you to report suspected junk emails that have by-passed existing filters and landed in your inbox. CASG will analyze reported mails and, if found to be spam, will update its filters to quarantine similar mails in future. You can upload spam mails locally saved in your system into this area. CASG accepts a range of different mail formats, for example, .eml and .msg.

To report a spam mail

- Click 'Report spam' from the 'Incoming' drop-down menu in the menu bar or the  icon in the 'Incoming' configuration area.

The Report Spam interface will open.


Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Report spam' icon will be available in the 'Incoming' configuration area.



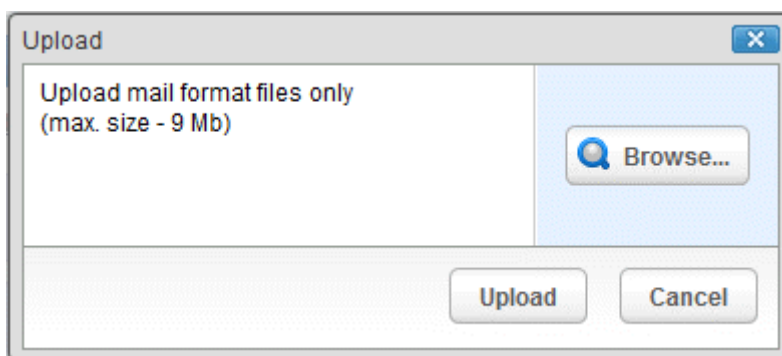
The 'Report spam' interface has a title bar with the text 'Report spam' and a close button. Below the title bar is a large light blue area with the text 'Upload mail format files only (max. size - 9 Mb) :'. Below this text is an 'Upload' button with a green upload icon.

- Click the 'Upload' button.

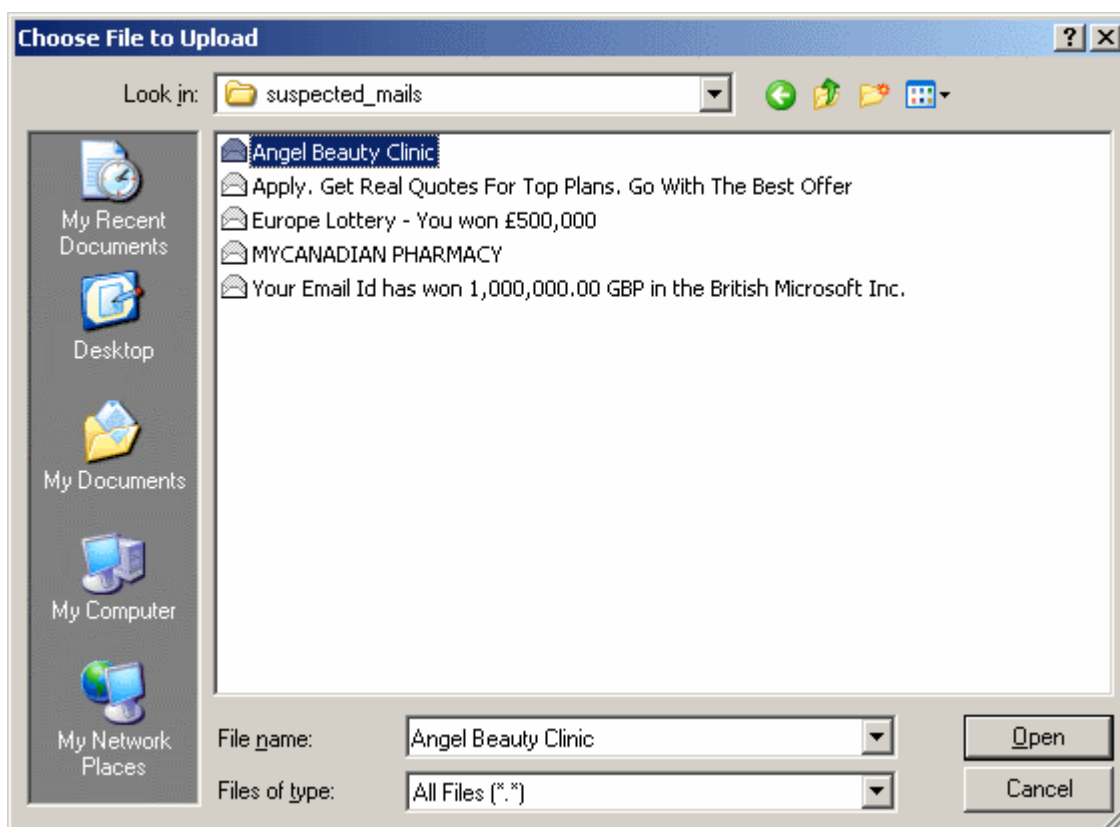
Note: Assure you will upload a correct email format and a size of the file is not greater then 9 MB. Otherwise, the following warning message will be displayed.

Perhaps the body of the file is damaged or it is not *.eml format or it size greater than 9Mb (CASG_pw.bt) 

The File Upload dialog will open.

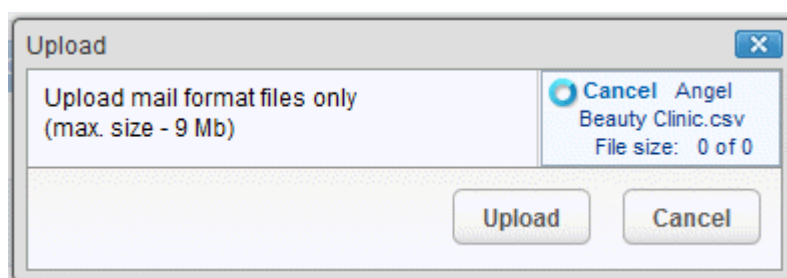


- Click Browse...

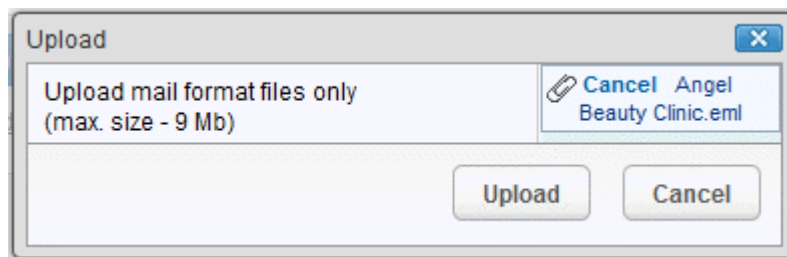


Navigate to the location where the suspected email(s) is/are stored in your system. Select the mail that you want to report as spam and click 'Open'. The maximum size of the file that can be uploaded is 9 MB.

The mail will be processed for uploading...



... and will be added to upload list.



- Click 'Upload'. The email will be uploaded and checked.



- Click the  button to close the message.

If the mail that you have uploaded has not passed through CASG filter, the following message will be displayed.



2.11 How to Perform a Log Search of your Outgoing Emails

The Log Search option in CASG allows you to search for a specific outgoing email message such as mails with virus, probable mails etc. or all the mails as per your selection in the 'Classification' drop-down.

To perform a log search of your outgoing emails

- **Login** to the CASG interface.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' icon will be available in the Dashboard under 'Outgoing' configuration area.



- Click 'Log search' from the 'Outgoing' drop-down menu in the menu bar or the configuration area.

The 'Log Search (Outgoing)' interface of the user will open:

- **Date range:** Select the date range for which you want to search the log file.
- **Sender:** The currently logged in user name will be displayed in this field.
- **User:** Enter the username of the outgoing email address for in this field .

- **Recipient:** Enter the email address in this field.
- **Sender IP:** Enter the IP address of the sender.
- **Sender Host:** Enter the sender host name.
- **Classification:** Select the type of email that you want to search from the drop-down options.
- **Include results from the last minutes:** If selected, CASG will include messages that are currently being migrated from the filtering server to the logging server in the search results.

The option "Include results from the last minutes" will slow down the search result retrieval ✕

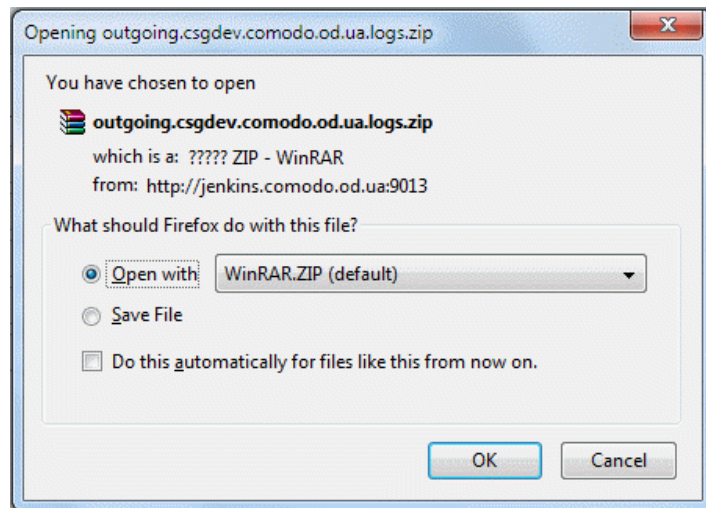
Click the 'Search' button.

CASG will search for the entered terms and display the results.

Date and time	Host (Exim id)	Sender hostname	User	Sender	Recipient	Classification
2012-09-27 07:23:44	mrxsrv1.dev.spamgateway:1TH8Rh-0000ym-VY	mail2.comodo.od.ua:91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Accepted Message content looked like non-spam
2012-09-27 07:23:29	mrxsrv1.dev.spamgateway:1TH8RJ-0000yj-94	mail2.comodo.od.ua:91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Rejected External pattern match
2012-09-27 07:22:58	mrxsrv1.dev.spamgateway:1TH8Qo-0000yQ-7v	mail2.comodo.od.ua:91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Rejected External pattern match
2012-09-27 07:22:39	mrxsrv1.dev.spamgateway:1TH8Qc-0000xc-FK	mail2.comodo.od.ua:91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Accepted Message content looked like non-spam
2012-09-27 07:22:27	mrxsrv1.dev.spamgateway:1TH8QS-0000xX-L6	mail2.comodo.od.ua:91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Accepted Message content looked like non-spam
2012-09-27 06:53:51	mrxsrv1.dev.spamgateway:1TH7yo-0008UF-Cs	mail2.comodo.od.ua:91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Accepted Rejected then released
2012-09-27 06:50:28	mrxsrv1.dev.spamgateway:1TH7VY-0008Oz-Ar	mail2.comodo.od.ua:91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Rejected Blacklisted sender

The **'Download'** button allows admin to retrieve from CASG a raw log of messages from the selected domain. The compressed Exim4 log containing all entries for the selected domain can be downloaded from this interface.

Press the download button, the download dialog will open.



You can choose to open the file by using the browse option or save the file in your system. The compressed log file will be saved in the folder that you have configured for saving download files.

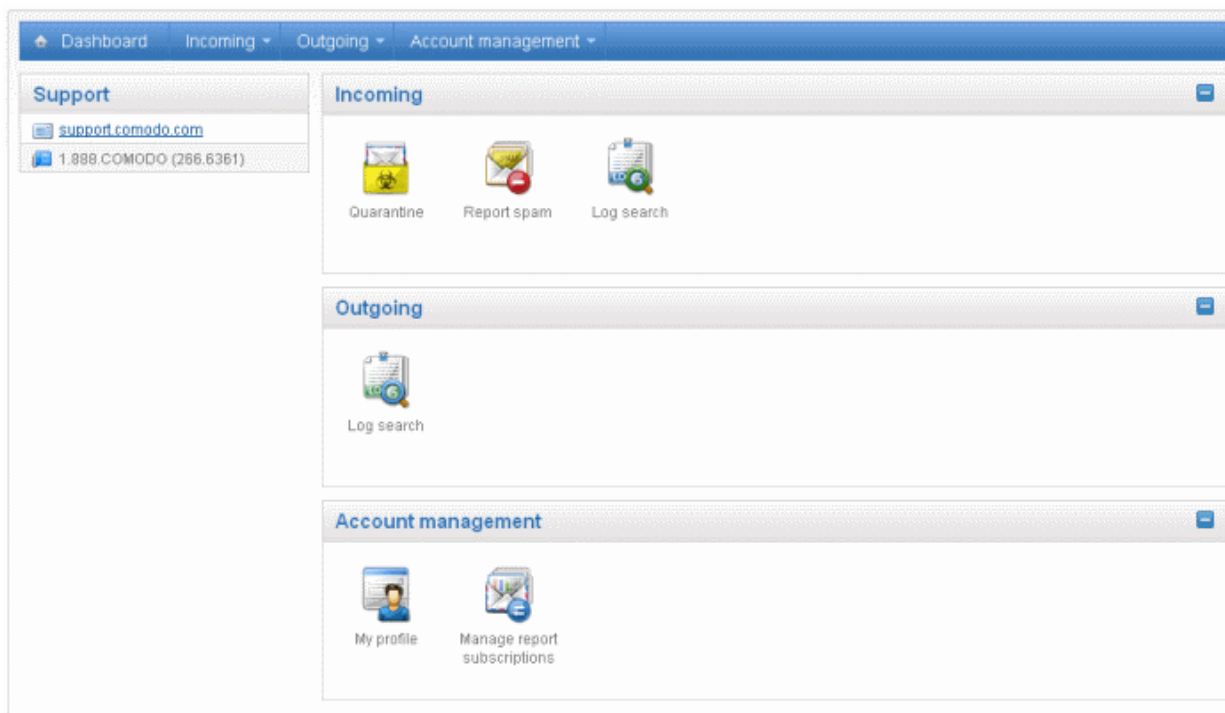
Sorting the Entries

Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

3 The User Interface

The Dashboard area of Comodo Antispam Gateway (CASG) allows users to have overall control of incoming mail and account management.

The CASG web interface is divided into three areas – Incoming, Outgoing and Account Management. The left side of pane displays the support details if you face any problem while using CASG. Within these three main areas, are a number of other functionality, that enables the user to manage quarantined emails and perform log search of incoming emails. The image below shows the user interface after logging in.



Main Functional Areas

- **Incoming** - In this area, an user can manage his/her quarantined mails and perform log search of incoming mails. See **Incoming** for more details.
- **Outgoing** - In this area, an user can perform log search of outgoing mails. See **Outgoing** for more details.
- **Account Management** - In this interface, an user can change his/her CASG login password and choose to add or remove in Recipient Whitelist, managing subscription to periodical quarantine summary reports and configuring language for messages displayed/sent by CASG. See **Account Management** for more details.
- **Support** - Clicking the support.comodo.com link at the bottom of interface or on the left side of the interface takes you to the Comodo support web page, an online knowledge base and support ticketing system. The fastest way to get further assistance in case you find any problem using CASG.

Note: You can navigate the interface either by using the drop-down menus in the menu bar or the icons in the main configuration area.

3.1 Logging-in to the User Interface

Since CASG is a web application, you can login into your account using any Internet browser by entering <https://antispamgateway.comodo.com/user/> in the address bar of your browser.



The screenshot shows the 'Email User Interface' login form. It has a blue header with a user icon and the text 'Email User Interface'. Below the header, there are two input fields: 'Username' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom, there is a blue link that says 'Forgotten your password ?'.

Login to the interface with the Username and Password that were sent to you via email after adding you as a user in the CASG account.

In order to ensure safety, CASG will lock the user account if the login attempts fail for more than three attempts due to incorrect Username or Password. The account will remain locked for 30 minutes and will allow you to login after it on entering the correct Username and Password.

The screenshot shows the 'Email User Interface' login form with an account lock message. A red box at the top contains the text: 'Your account is locked and will be unlocked in 30 minutes.' Below this message, the form fields for 'Username', 'Password', and the 'Login' button are visible, along with the 'Forgotten your password ?' link at the bottom.

The time period for which the account is to be kept locked after unsuccessful login attempts can be customized by contacting the local CASG Administrator.

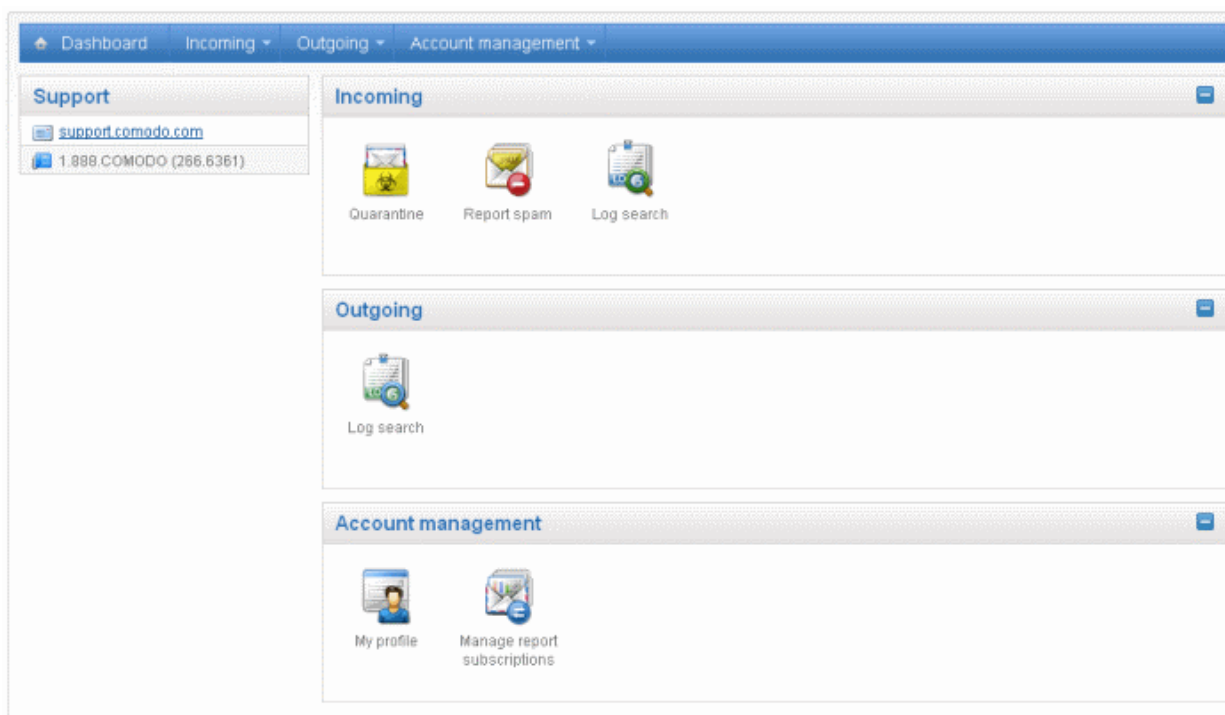
In case you have forgotten your login password, click the 'Forgot your password' link to generate a new password for accessing CASG. [Click here](#) for more details.

3.2 The Dashboard Area


The Dashboard area of CASG has three main functional areas and in the left side of the administrative interface is Support details in case you need help while using the application.

Click on the 'Incoming', 'Outgoing' and 'Account management' tabs to expand or close the sections in the interface.

Note: Depending on the permission level configured for your email account by your administrator, the icons in the interface may vary. For example, 'Quarantine' icon under 'Incoming' configuration area, 'Log search' icon under 'Outgoing' configuration area and 'Manage report subscriptions' icon under 'Account management' configuration area may not be available in the interface.



- **Incoming** - In this area, an user can manage his/her quarantined mails and perform log search of incoming mails. See [Incoming](#) for more details.
- **Outgoing** - In this area, an user can perform log search of outgoing mails. See [Outgoing](#) for more details.
- **Account Management** - In this interface, an user can change his/her CASG login password and choose to add or remove in Recipient Whitelist, managing subscription to periodical quarantine summary reports and configuring language for messages displayed/sent by CASG. See [Account Management](#) for more details.
- **Support** - Clicking the support.comodo.com link at the bottom of interface or on the left side of the interface takes you to the Comodo support web page, an online knowledge base and support ticketing system. The fastest way to get further assistance in case you find any problem using CASG.

Various interfaces will display a help button  at the top right side of the interface. Clicking on this help button will take you to the respective help page of CASG online help guide for more detailed explanation.

Click the following links for more details on the sections:

- [Incoming](#)
- [Outgoing](#)
- [Account Management](#)

3.2.1 Incoming

In the 'Incoming' area, an user can view, release or delete quarantined emails, perform log search of incoming mails.

Note: Depending on the permission level configured for your email account by your administrator, the icons in the interface may vary. For example, the Quarantine icon may not be available if this feature is not enabled for you.



Click the following links for more details:

- [Quarantine](#)
- [Report Spam](#)
- [Log Search](#)


3.2.1.1 Quarantine

In this area, an user can view all his/her quarantined emails. The user can also send requests to administrator to release quarantined emails or add senders to either whitelist or blacklist. The user also can delete a selected or all the spam mails from this interface.

Note: The administrator of your email account should have enabled this feature for you. If you are not able to view and access your quarantined mail list, contact your administrator for enabling and accessing your quarantined emails.

Tip: You can configure CASG to send Quarantine summary reports periodically to your email. The report will contain a list of mails identified as spam and were moved to Quarantine automatically by CASG. For more details, refer to [CASG Reports - An Overview](#) for more details.

To open the quarantined email interface:

- Click 'Quarantine' from the 'Incoming' drop-down menu in the menu bar or the  icon in the 'Incoming' configuration area.

The quarantined email area of the user will open:

Note: Depending on the permission level configured for your email account by your administrator, the buttons in the interface may vary. For example, 'Show message', 'Show message in new window', 'Delete' and 'Delete all' buttons may not be available in the interface. The 'Request release' button may appear as 'Release' button enabling you to release quarantined mail without approval from the administrator.

The screenshot shows the 'Quarantine' section of the Comodo Antispam Gateway. At the top, there are navigation tabs: Dashboard, Incoming, Outgoing, and Account management. Below this, the 'Quarantine' title is displayed. A toolbar contains several actions: Show message, Show message in new window, Delete, Delete all, Refresh, Request release, Request blacklist, Request whitelist, and Cancel request. A 'Filters' tab is also visible. The main area contains a table of quarantined emails:

Subject	From	To	Date (GMT +3)	Reason	Size	Action
Oil Rose an Incredible 2000 pips Over the Summer!	Alice <alice@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:55:38 PM	spam Combined (0.15)	10 KB	Blacklist requested
Create a Blood Network you can depend upon	Veronica <veronica@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:55:08 PM	spam Combined (0.37)	6 KB	Whitelist requested
Health Insurance : Family Health Insurance for just 240/month*	Alice <alice@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:54:30 PM	spam Combined (0.13)	6 KB	Release requested
Still Single? Meet your Soul Mate here	Veronica <veronica@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:54:11 PM	spam Combined (0.32)	4 KB	
My Size Store - Get 15% off on Limited Edition Stock!	Alice <alice@example.com>	bob@csgdev.comodo.od.ua jsmith@csgdev.comodo.od.ua	Sep 27, 2012 12:53:54 PM	spam Combined (0.15)	25 KB	
		bob@csgdev.comodo.od.ua	Sep 27, 2012 12:53:34 PM	spam unbl	71 KB	

The quarantined emails are displayed with eight columns providing information about the subject, the sender, details of the recipients, the date it was sent, the reason it was quarantined, the size of the email and if there is any attachment. The last column indicates the action taken by the user for requests to the administrator such as releasing quarantined emails or to add the sender to blacklist or whitelist.

Sorting the Entries

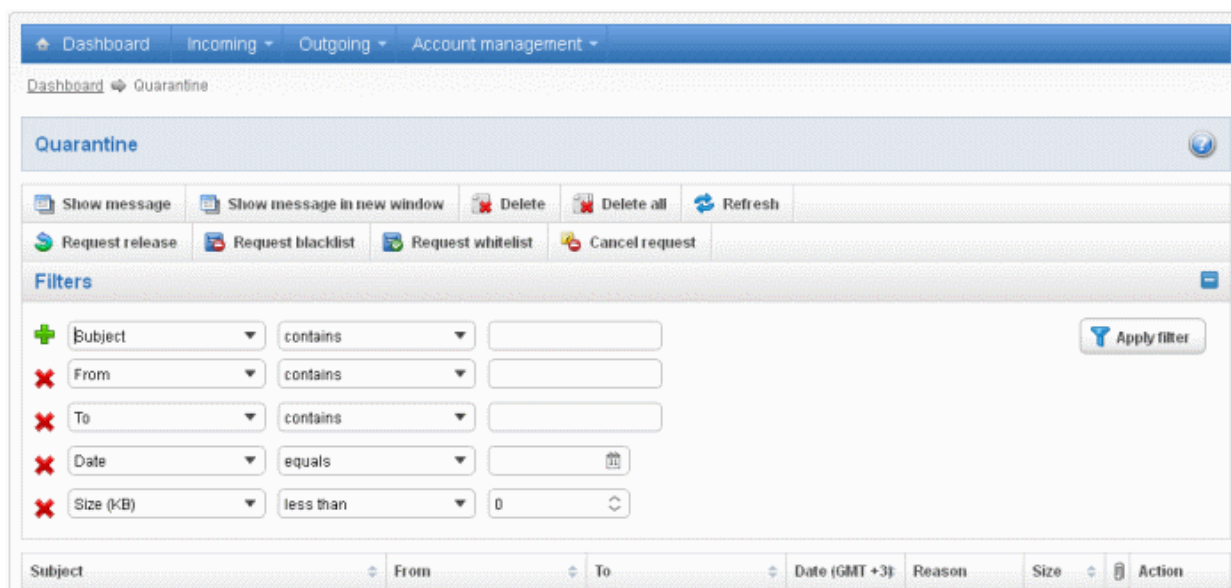
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

Using Filter option to search quarantined emails

- Click anywhere on the Filters tab to open the filters area.

The screenshot shows the 'Filters' section of the Comodo Antispam Gateway. It features a search form with a dropdown menu for the filter type (currently set to 'Subject'), a dropdown for the operator (currently set to 'contains'), and a text input field for the search criteria. An 'Apply filter' button is located to the right of the input field.

You can refine your search much further by clicking **+** to add more filters.



You can remove a filter by clicking the **X** icon beside it.

- Type the text in the third field box(es) and click 'Apply Filter'

The application will search the respective column(s) according to the filter(s) set and display the result.

Following are the options in the first drop-down in the filters area:

- **Subject:** Displays the result based on the text entered in the text box for the 'Subject' column.
- **From:** Displays the result based on the text entered in the text box for the 'From' column.
- **To:** The results are filtered based on the text entered in the text box for the 'To' column.

When you select any one of the above options in the first drop-down, the following filters are available in the second drop-down:

- **Contains:** Displays all quarantined mails that contain the words entered in the text box.
- **Not Contains:** Displays all quarantined emails that don't contain the words entered in the text box.

Other options available in the first drop-down in the filters area:

- **Date:** Displays the results according to the selected date in the third box from the calendar.
- **Reason:** Displays a quarantined mail according to the selected reason (e.g., "Content", "Malicious attachment", "Scored 0.5/1.0").
- **Size (KB):** Displays the results according to size of the mail selected or entered in the third box.

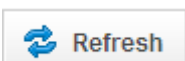
When you select 'Date' option in the first drop-down, the following filters are available:

- **Equals:** Displays the quarantined emails that have the same date as the selected date in the third box from the calendar.
- **Less than:** Displays the quarantined emails with dates less than the selected date in the third box from the calendar.
- **Greater than:** Displays the quarantined emails with dates greater than the selected date in the third box from the calendar.

When you select 'Size (KB)' option in the first drop-down, the following filters are available:

- **Less than:** Displays the quarantined emails with size less than the selected or entered size in the third box.
- **Greater than:** Displays the quarantined emails with size greater than the selected or entered size in the third box.

Click anywhere on the Filters tab to close the filters area.



Click the  button to display all the quarantined emails.

Note: To display all the quarantined emails after using the filters option, you have to first click anywhere on the Filters tab to

close the filters area and then click the 'Refresh' button.

Viewing Quarantined Mails

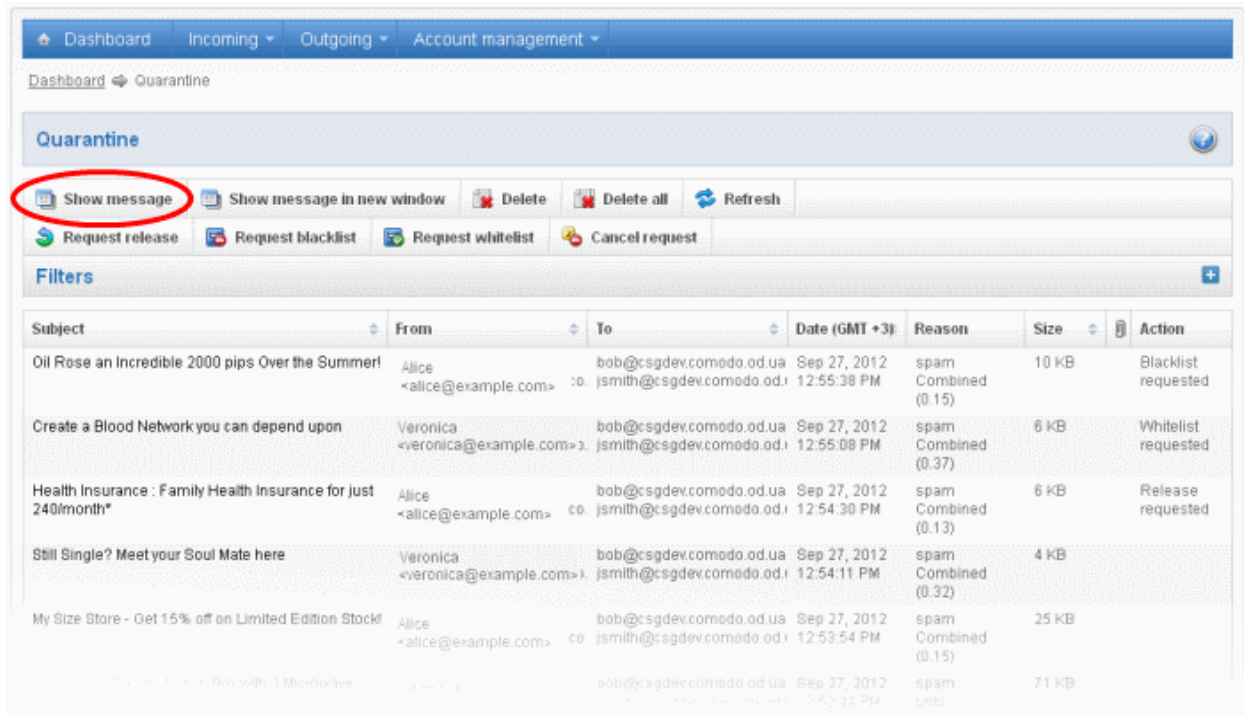
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Show message' and 'Show message in new window' buttons will be available in the interface.

The mails added to the Quarantine can be viewed in two ways:

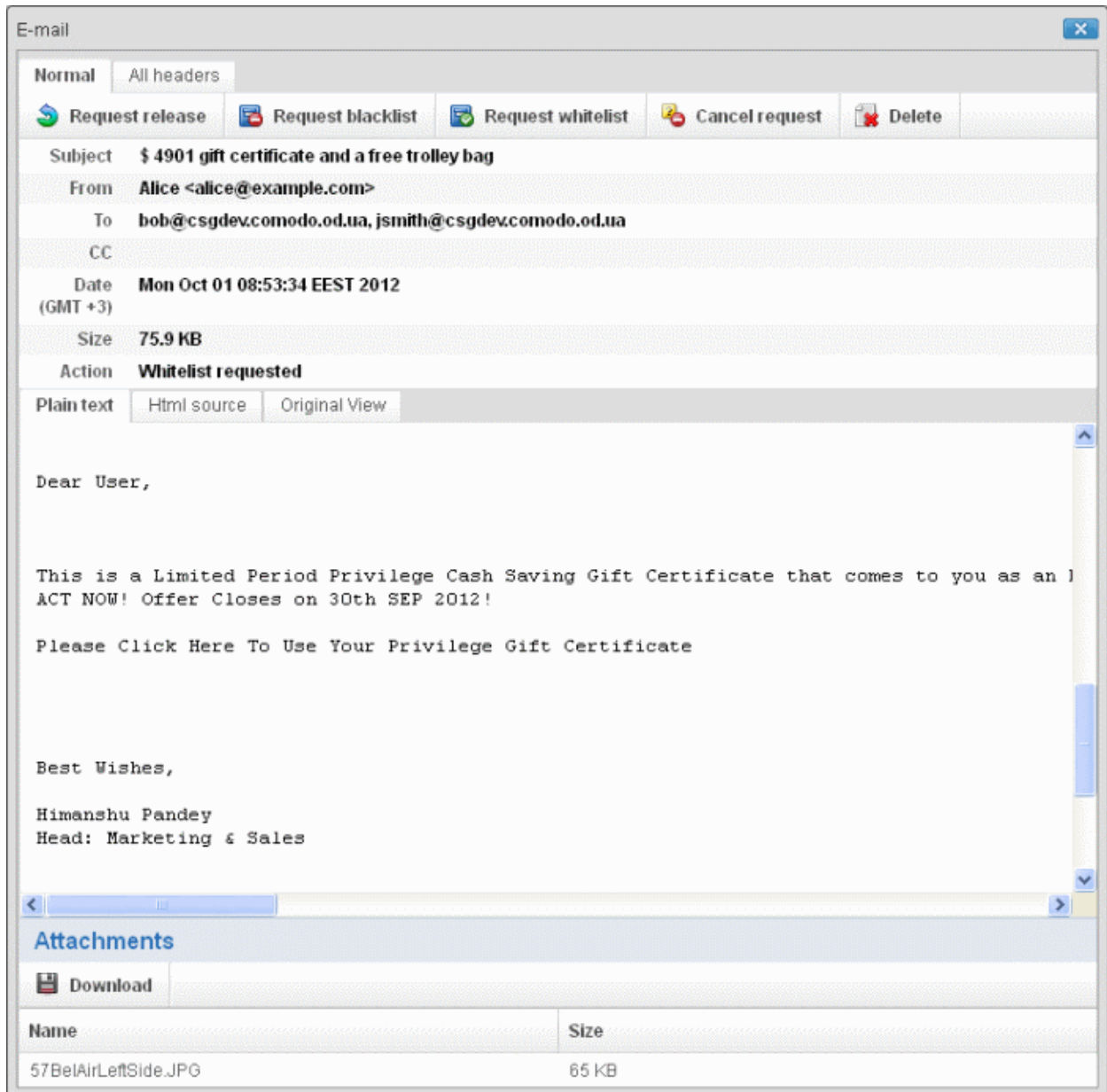
- **In the same CASG window**
- **In a new CASG window**

To view quarantined mails in the same CASG window:

- In the quarantined email area, select the mail that you want to view and click the 'Show Message' button.
- or
- Click on the email link in the subject column that you want to view its details.

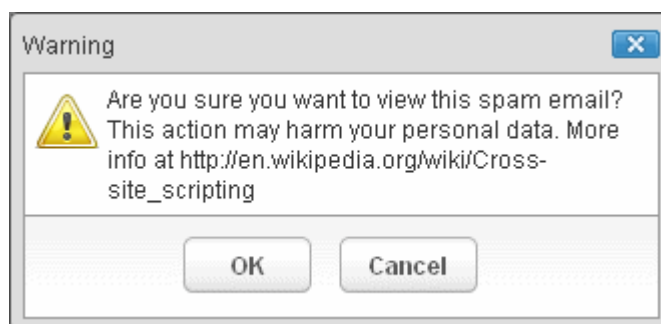


The selected mail will open.

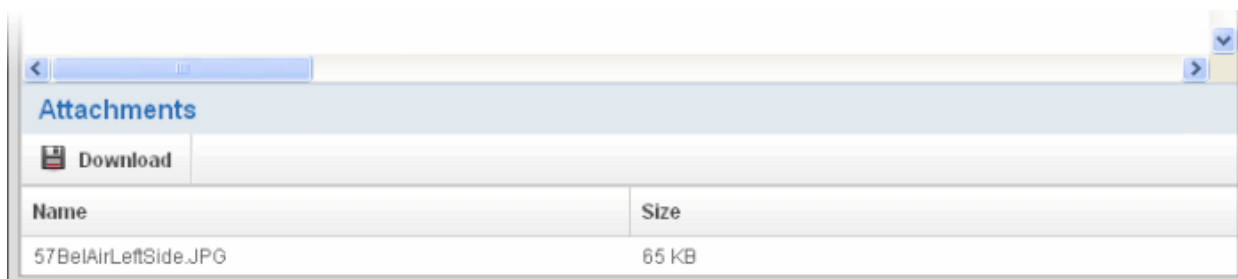


By default, the email will open in Normal view and will be displayed in Plain text, where the images, banners and links will not be displayed. Clicking the 'Html source' tab displays the email with all the html tags. To view images and links, click the 'Original View' tab. The user can also request the administrator to **release** the email or to add the sender to **whitelist** or **blacklist**.

A warning will be displayed before you want to view the selected email in original.

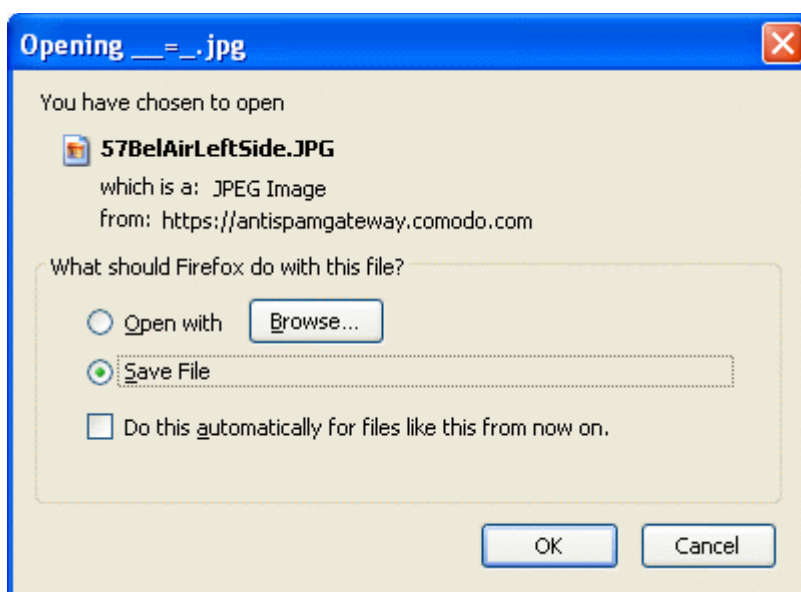


Check the details of the mail and ascertain whether it is a spam mail or not. You can choose to either **release** the email or to add the sender to **whitelist** or **blacklist**. If there is an attachment, you can download it from this dialog.



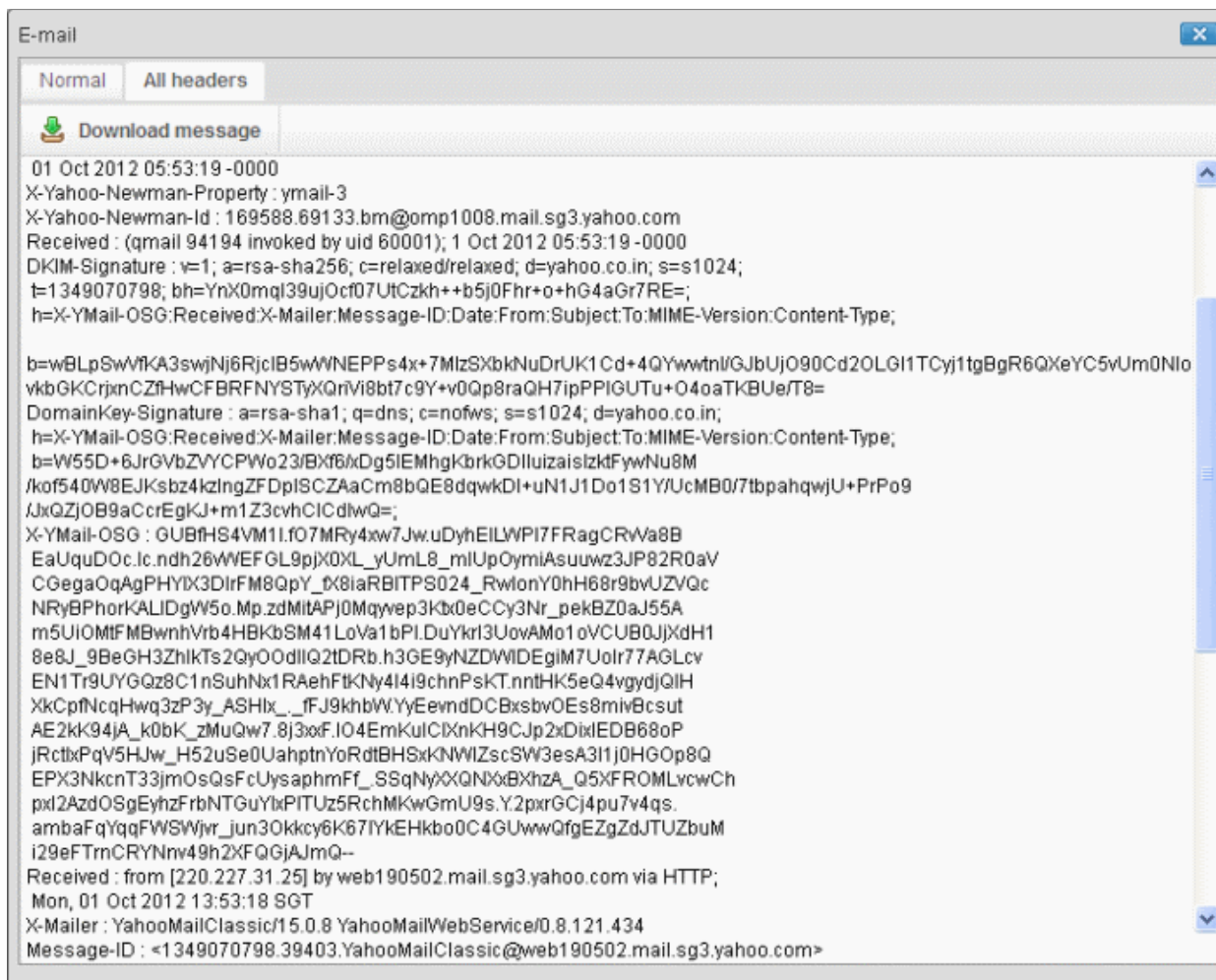
- Select the attachment and click the download button.

The download dialog will open.



You can open the attachment with an appropriate application or save to a desired location in your computer.

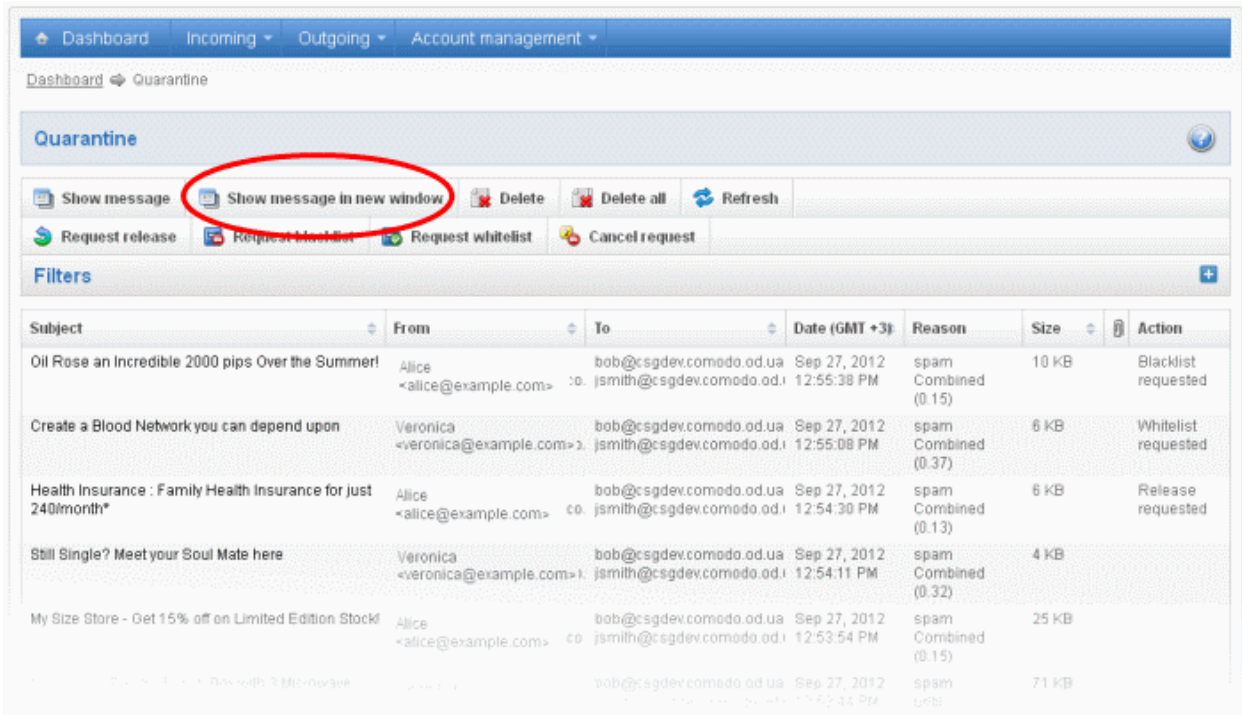
To view the email headers, which contain the tracking information of the mail detailing the path it has crossed before reaching the recipient, click 'All headers' tab. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity of the mail.



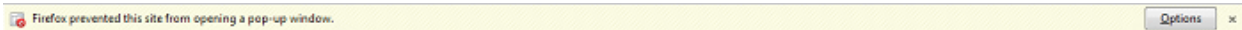
If you want to download the email, click 'Download message'. The file will be downloaded as .eml file and can be opened in any email client.

To view a quarantined mail in a new CASG window

- In the quarantined email area, select the mail that you want to view and click the 'Show Message in new window' button or right-click and select to open in a new tab or new window.



The browser will display a warning pop-up window notification. Click the 'Options' > then select 'Allow pop-ups for...' to allow to open new message in a new window. Click again the 'Show message in new window'.



The details of the selected mail will be displayed in a new CASG window.

Dashboard Incoming Outgoing Account management

Dashboard Quarantine E-mail

E-mail

Normal All headers

Request release Request blacklist Request whitelist Cancel request Delete

Subject: \$ 4901 gift certificate and a free trolley bag
From: Alice <alice@example.com>
To: bob@csgdev.comodo.od.ua, jsmith@csgdev.comodo.od.ua
CC:
Date: Mon Oct 01 08:53:34 EEST 2012 (GMT +3)
Size: 75.9 KB
Action: Whitelist requested

Plain text Html source Original View

Dear User,

This is a Limited Period Privilege Cash Saving Gift Certificate that comes to you as an Exclusive benefit for being a K
ACT NOW! Offer Closes on 30th SEP 2012!

Please Click Here To Use Your Privilege Gift Certificate

Best Wishes,
Himanshu Pandey
Head: Marketing & Sales

Attachments

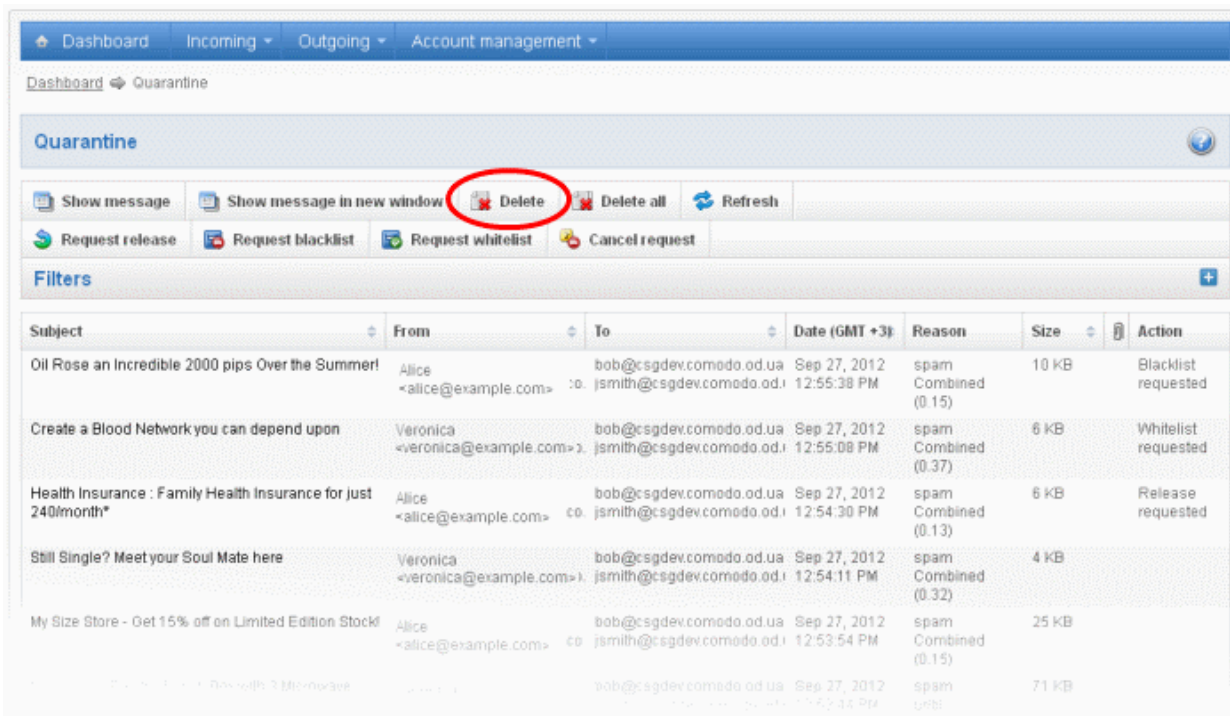
Download

Name	Size
57BelAirLeftSide.JPG	65 KB

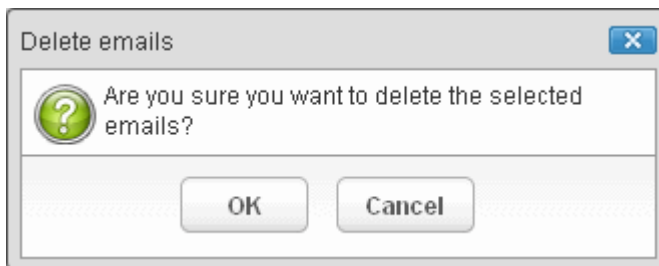
To delete a quarantined mail:

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Delete' and 'Delete all' buttons will be available in the interface.

- Select the mail that you want to delete and click the 'Delete' button.



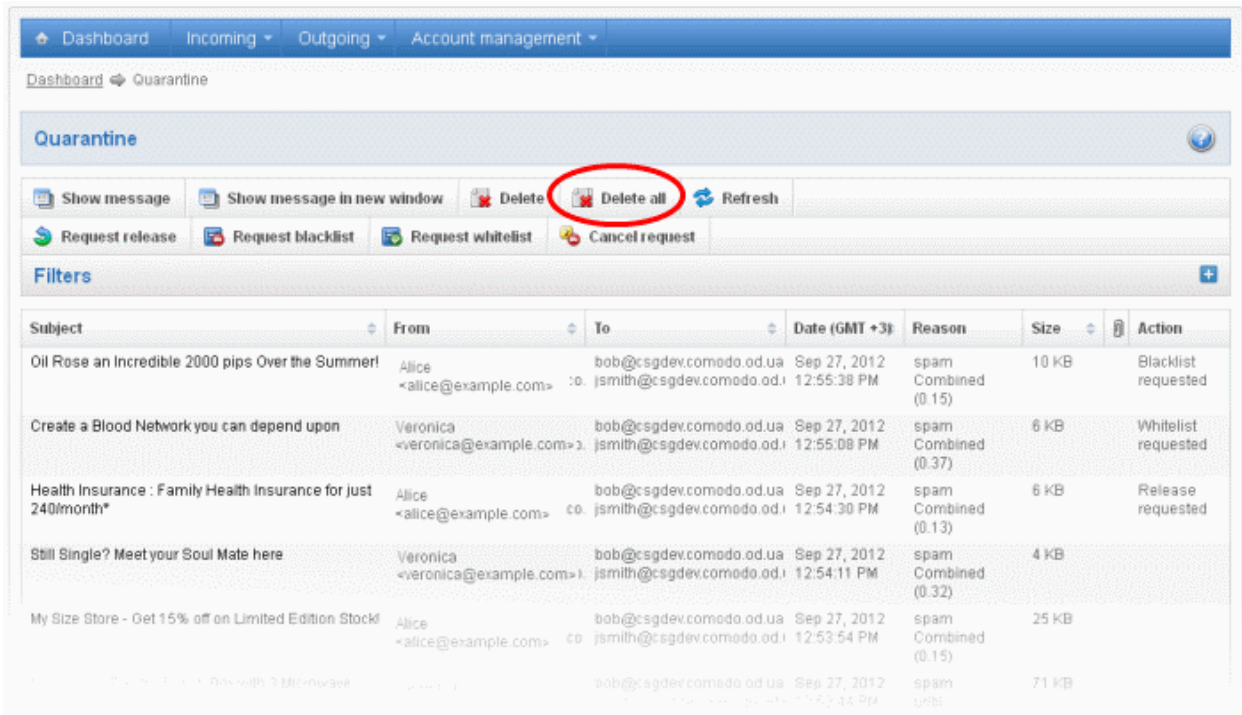
An alert will be displayed to confirm deletion of the selected email.



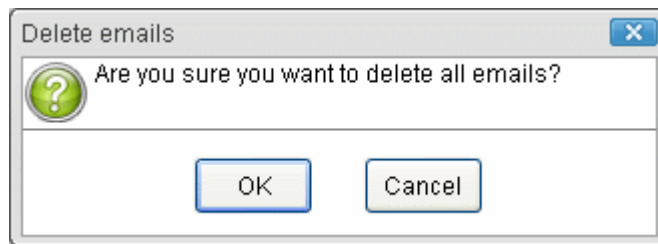
- Click 'OK' to confirm the deletion.

The selected mail will be deleted and will no longer be in the quarantined mail list.

- Click the 'Delete All' button to remove all the quarantined emails.



An alert will be displayed to confirm the deletion of all quarantined emails.



- Click 'OK' to confirm the deletion.

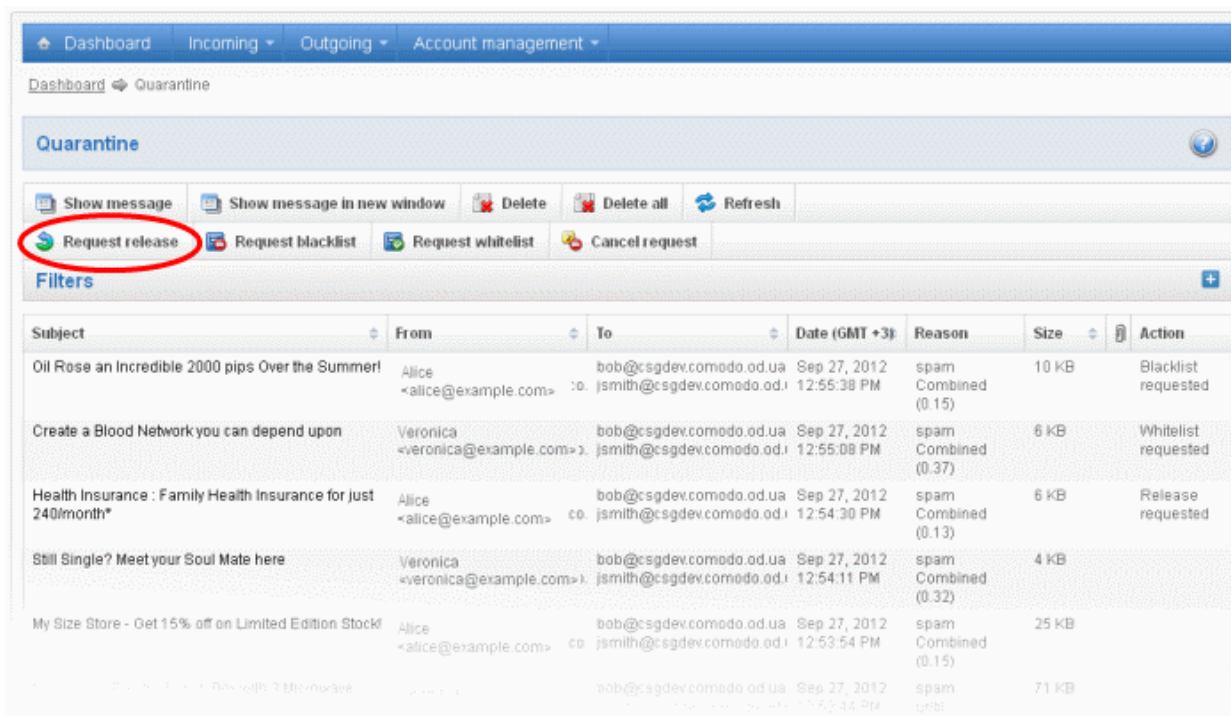
All the quarantined emails of the user will be deleted in CASG.

To request administrator for releasing quarantined mails:

After viewing and ensuring that the selected email is not a spam you can request your email account administrator to release the email.

Note: Depending on the permission level configured for your email account by your administrator, the button for releasing quarantined email will be either 'Release' or 'Request release'. If the interface displays 'Release' button, you can release the selected email from the list without approval from your administrator.

- Select the mail that you want to be released and click the 'Request release' button.

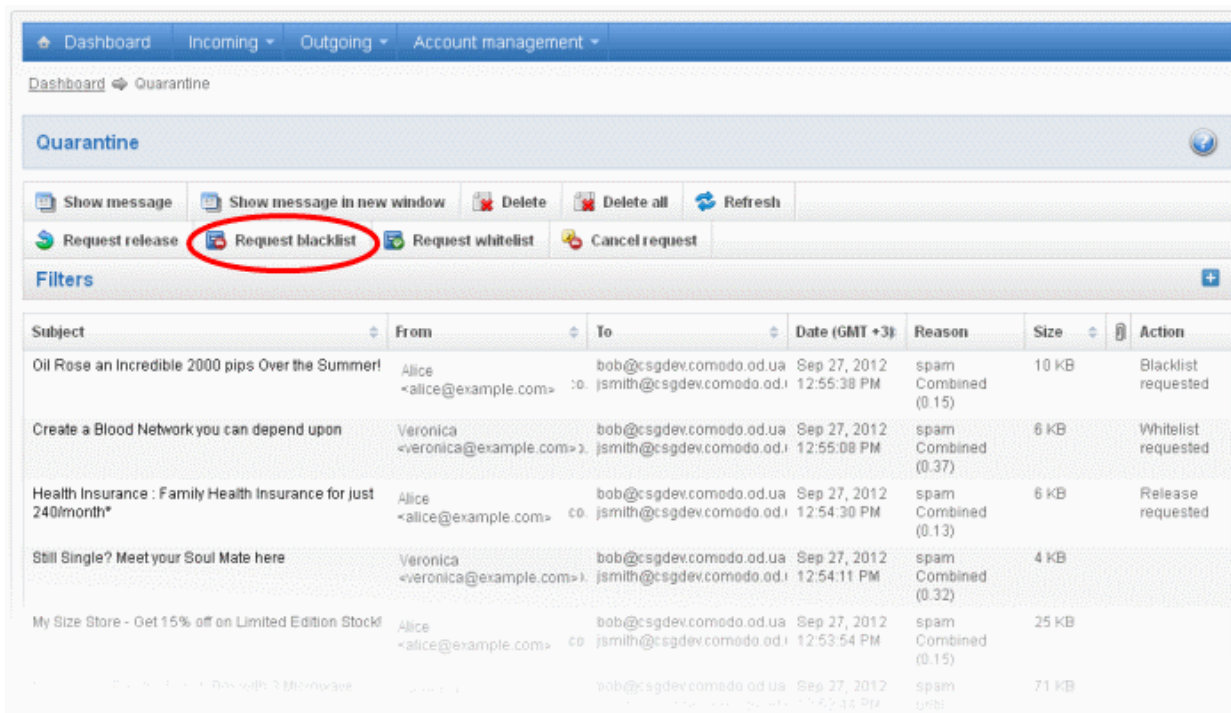


An email notification will be sent to your administrator for your request and you also will also receive the request email. This request will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the user will receive the email and if it is rejected, 'Release requested' text in the Action column will no longer be displayed.

To request administrator for adding senders to blacklist:

To avoid receiving spam emails, you can request the administrator to add the senders of these emails to blacklist.

- Select the mail that you want its sender to be added to blacklist.

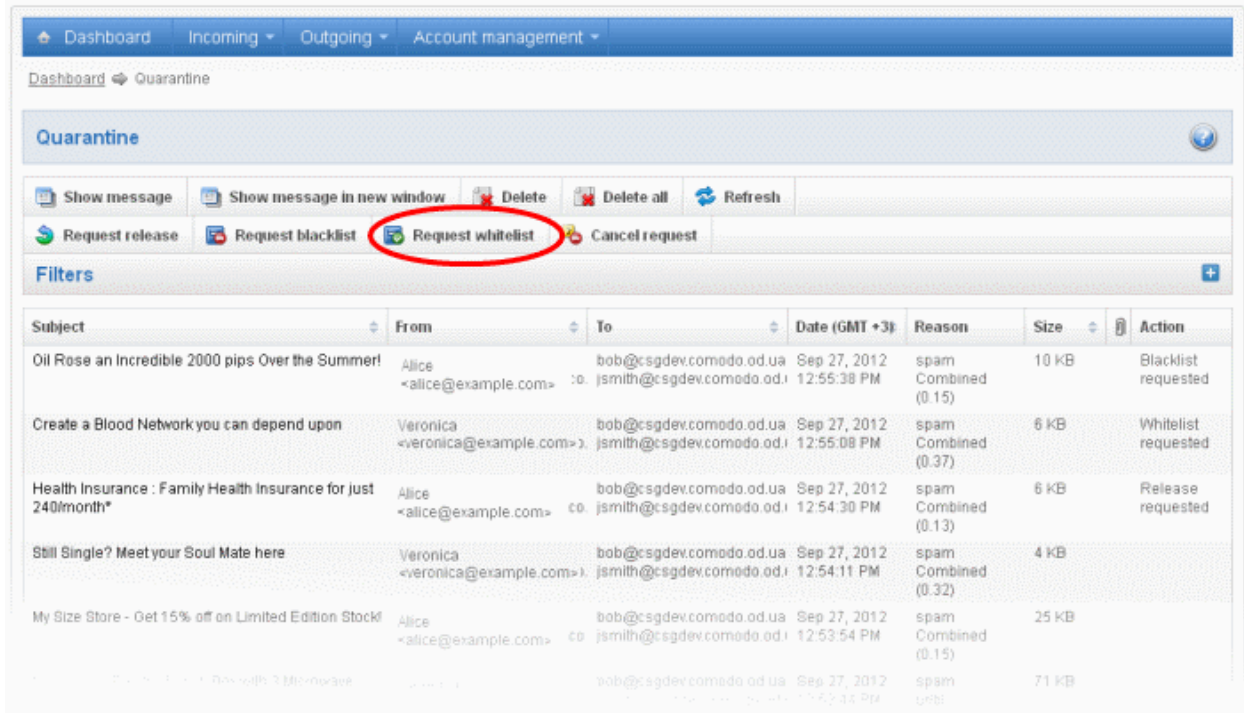


An email notification will be sent to your administrator for your request and you also will also receive the request email. This request will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the sender will be added to blacklist and the user will no longer receive any mail from that sender. If the request is rejected, 'Blacklist requested' text in the Action column will no longer be displayed.

To request administrator for adding senders to whitelist:

If the incoming mails of authenticated senders are quarantined, you can request the administrator to add these senders to whitelists.

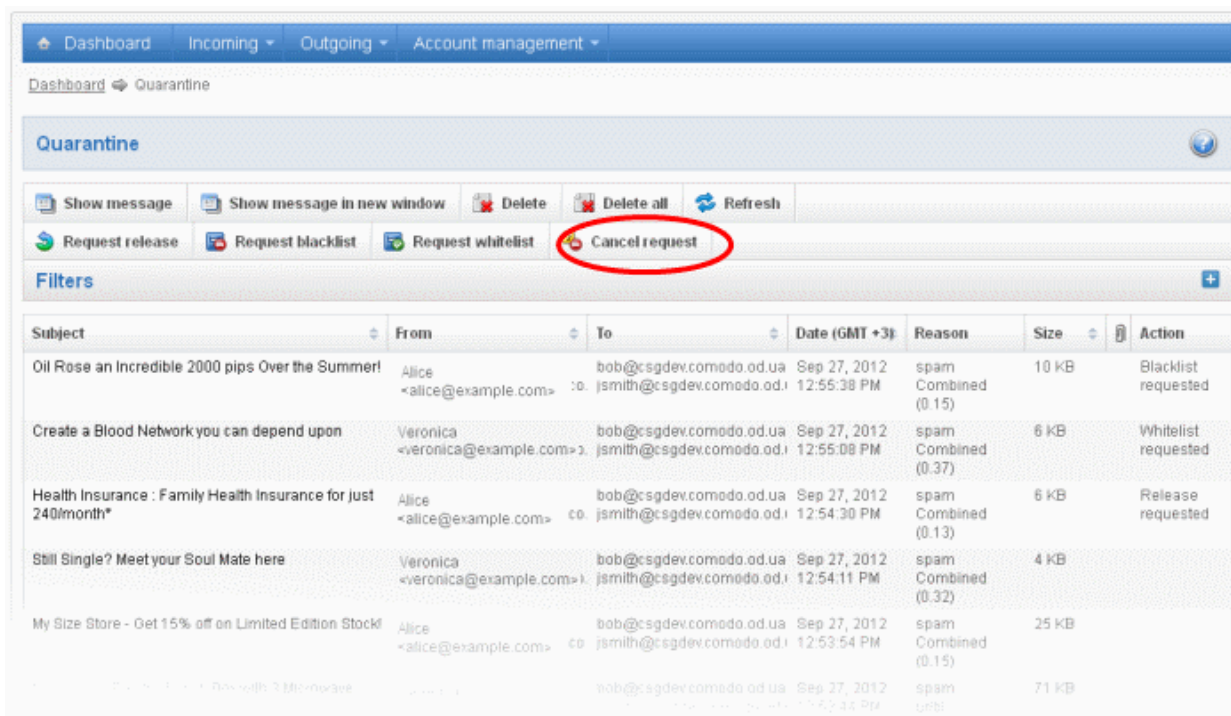
- Select the mail that you want its sender to be added to whitelist.



An email notification will be sent to your administrator for your request and you also will also receive the request email. This request will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the sender will be added to whitelist and the mails from them will no longer be quarantined. If the request is rejected, 'Whitelist requested' text in the Action column will no longer be displayed.

To cancel a request sent to administrator

You can cancel any of the requests, **Requested release**, **Requested blacklist** or **Requested whitelist**, made before the administrator initiates an action for the requests.




- Select the mail that you have sent request to administrator and click the 'Cancel request' button.

The cancel request will be processed and the Action column for the selected email will become blank. The request also will be removed from the administrator's list.

3.2.1.2 Report Spam

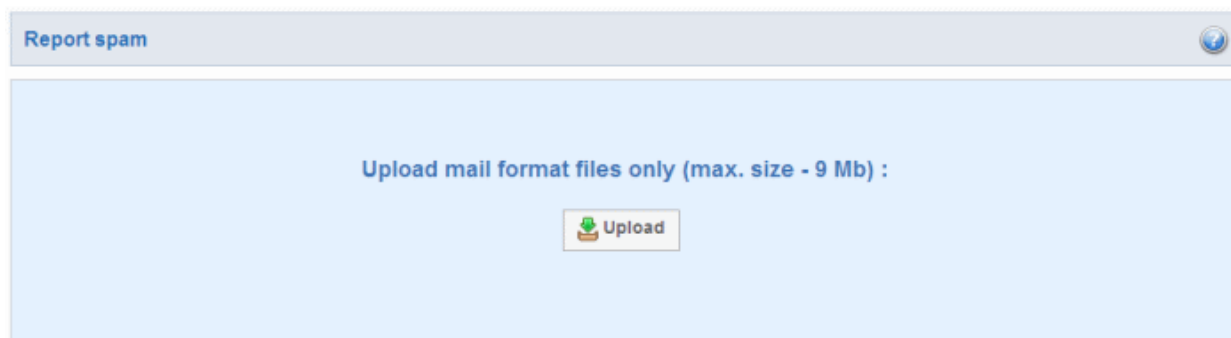
The Report Spam feature allows you to report suspected junk emails that have by-passed existing filters and landed in your inbox. CASG will analyze reported mails and, if found to be spam, will update its filters to quarantine similar mails in future. You can upload spam mails locally saved in your system into this area. CASG accepts a range of different mail formats, for example, .eml and .msg.

To report a spam mail

- Click 'Report spam' from the 'Incoming' drop-down menu in the menu bar or the  icon in the 'Incoming' configuration area.

The Report Spam interface will open.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Report spam' icon will be available in the 'Incoming' configuration area.

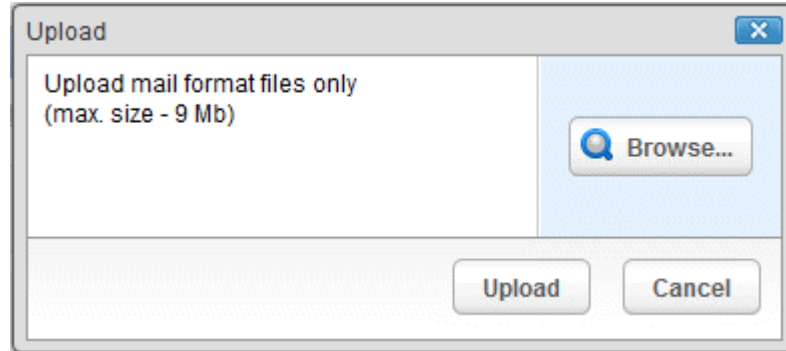


- Click the 'Upload' button.

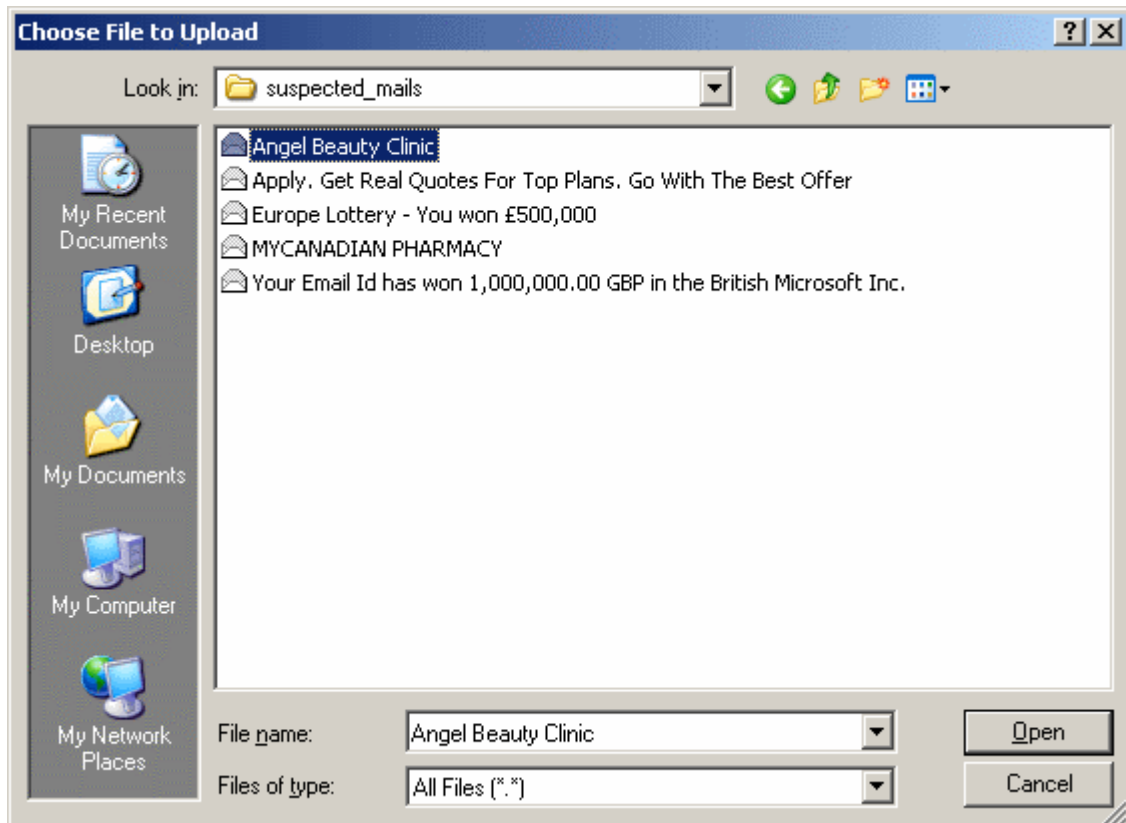
Note: Assure you will upload a correct email format and a size of the file is not greater than 9 MB. Otherwise, the following warning message will be displayed.

Perhaps the body of the file is damaged or it is not *.eml format or it size greater than 9Mb (CASG_pw.bt)

The File Upload dialog will open.

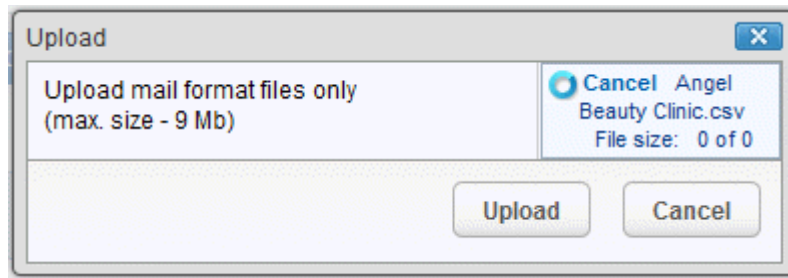


- Click Browse...

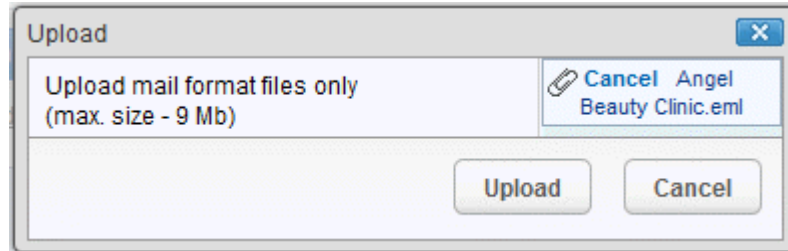


... and navigate to the location where the suspected email(s) is/are stored in your system. Select the mail that you want to report as spam and click 'Open'. The maximum size of the file that can be uploaded is 9 MB.

The mail will be processed for uploading...



... and will be added to upload list.

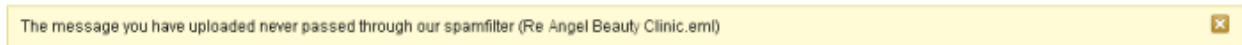


- Click 'Upload'. The email will be uploaded and checked.



- Click the  button to close the message.

If the mail that you have uploaded has not passed through CASG filter, the following message will be displayed.




3.2.1.3 Log Search

The Log Search option in CASG allows you to search for a specific email message such as mails with virus, unsure mails etc. or all the mails as per your selection in the 'Classification' drop-down.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' icon will be available in the Dashboard under 'Incoming' configuration area.

To perform a log search of your incoming emails

- Click 'Log search' from the 'Incoming' drop-down menu in the menu bar or the  icon in the 'Incoming' configuration area.

The 'Log search (incoming)' interface of the user will open:

- **Date range:** Select the date range for which you want to search the log file.
- **Sender:** Enter the sender email address in this field.
- **Recipient:** The currently logged in user name will be displayed in this field.
- **Sender IP:** Enter the IP address of the sender.
- **Sender Host:** Enter the sender host name.
- **Classification:** Select the type of email that you want to search from the drop-down options.
- **Include results from the last minutes:** If selected, CASG will include messages that are currently being migrated from the filtering server to the logging server in the search results.

The option "Include results from the last minutes" will slow down the search result retrieval ✕

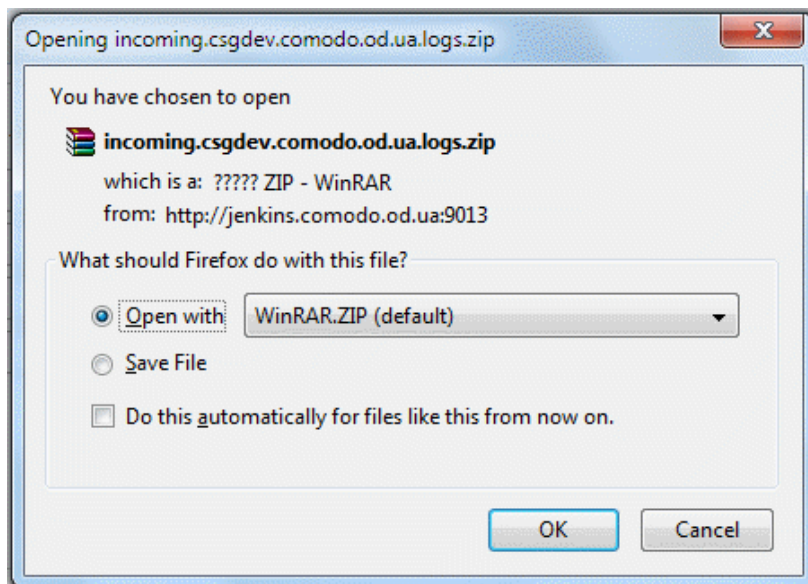
Click the 'Search' button.

CASG will search for the entered terms and display the results.

Datetime	Host (Exim id)	Sender hostname	Sender	Recipient	Classification
2011-10-06 11:41:05	mxsrv1.spamgateway.comc1RBIm4-0006Aj-F0	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Rejected Message content looked like spam
2011-10-06 11:06:01	mxsrv1.spamgateway.comc1RBIm4-0005Vx-BU	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Rejected External pattern match
2011-10-06 10:53:33	mxsrv1.spamgateway.comc1RBIZz-0005Fw-BM	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted Rejected then released
2011-10-06 10:38:56	mxsrv1.spamgateway.comc1RBILs-0004wV-CO	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Temporarily rejected Unable to verify destination address
2011-10-06 10:31:14	mxsrv1.spamgateway.comc1RBIEN-0004nV-4y	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Temporarily rejected Unable to verify destination address
2011-10-06 09:56:25	mxsrv1.spamgateway.comc1RBkgI-000476-8k	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Temporarily rejected Unable to verify destination address
2011-10-06 09:31:57	mxsrv1.spamgateway.comc1RBkJ3-0003dM-9j	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Temporarily rejected Unable to verify destination address
2011-10-06 09:23:37	mxsrv1.spamgateway.comc1RBkAw-000399-5C	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Rejected External pattern match
2011-10-06 08:53:21	mxsrv1.spamgateway.comc1RBjhu-0002rp-Ex	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted Rejected then released
2011-10-06 08:48:33	mxsrv1.spamgateway.comc1RBjcp-0002mb-2u	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted
2011-10-06 08:35:38	mxsrv1.spamgateway.comc1RBjQO-0002Tw-6O	mail1.comodogroup.com91.199.212.133	admin@antispamgateway.c	johnsmith	Accepted Sending server found on a DNS whitelist
2011-10-05 13:44:20	mxsrv1.spamgateway.comc1RBRIc-00068B-9I	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted
2011-10-05 13:43:03	mxsrv1.spamgateway.comc1RBkKS-00069J-OC	h18.onetel95.onetelecom.o91.196.95.18	miss.testit@mail.ru	johnsmith	Accepted Rejected then released
2011-10-05 13:42:10	mxsrv1.spamgateway.comc1RBRIQ-00065w-UO	mail1.comodogroup.com91.199.212.133	admin@antispamgateway.c	johnsmith	Accepted Sending server found on a DNS whitelist

The **Download** button allows admin to retrieve from CASG a raw log of messages from the selected domain. The compressed Exim4 log containing all entries for the selected domain can be downloaded from this interface.

Press the download button, the download dialog will open.



You can choose to open the file by using the browse option or save the file in your system. The compressed log file will be saved in the folder that you have configured for saving download files.

Sorting the Entries

Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

3.2.2 Outgoing

In the 'Outgoing' area of the Manage Domain section you can search for outgoing email messages.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' icon will be available in the Dashboard under 'Outgoing' configuration area.



Click the following link for more details:

- [Log search](#)

3.2.2.1 Log search

The Log Search option in CASG allows you to search for a specific outgoing email message.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' icon will be available in the Dashboard under 'Outgoing' configuration area.



- Click 'Log search' from the 'Outgoing' drop-down menu in the menu bar or the configuration area.

The 'Log Search (Outgoing)' interface of the selected domain will open:

Date range: -

Sender: @csgdev.comodo.od.ua

User: @csgdev.comodo.od.ua

Recipient:

Sender IP:

Sender host:

Classification:

Include results from the last minutes:

- Date range:** Select the date range for which you want to search the log file.
- Sender:** The currently logged in user name will be displayed in this field.
- User:** Enter the username of the outgoing email address for in this field (for example, 'testuser1@example.com').
- Recipient:** Enter the email address in this field (for example, 'testuser1').
- Sender IP:** Enter the IP address of the sender.
- Sender host:** Enter the sender host name.
- Classification:** Select the type of email that you want to search from the drop-down options.
- Include results from the last minutes:** If selected, CASG will include messages that are currently being migrated from the filtering server to the logging server in the search results.

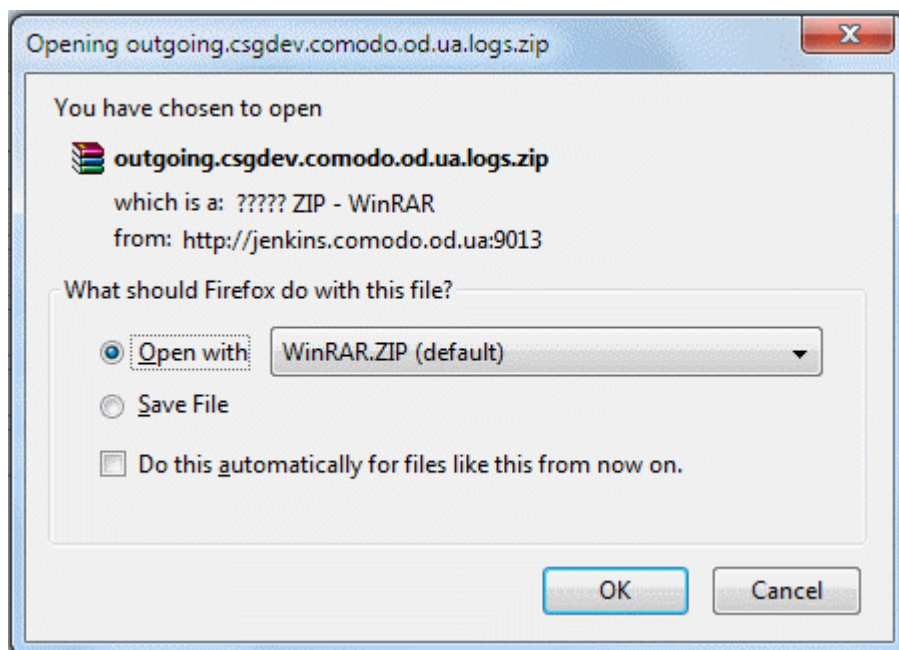
The option "Include results from the last minutes" will slow down the search result retrieval ✕

Click the 'Search' button. CASG will search for the entered terms and display the results.

Date and time	Host (Exim id)	Sender hostname	User	Sender	Recipient	Classification
2012-09-27 07:23:44	mrxsrv1.dev.spamgateway:1TH8Rh-0000ym-VY	mail2.comodo.od.ua 91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Accepted Message content looked like non-spam
2012-09-27 07:23:29	mrxsrv1.dev.spamgateway:1TH8RJ-0000yj-94	mail2.comodo.od.ua 91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Rejected External pattern match
2012-09-27 07:22:58	mrxsrv1.dev.spamgateway:1TH8Qo-0000yQ-7v	mail2.comodo.od.ua 91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Rejected External pattern match
2012-09-27 07:22:39	mrxsrv1.dev.spamgateway:1TH8Qc-0000xc-FK	mail2.comodo.od.ua 91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Accepted Message content looked like non-spam
2012-09-27 07:22:27	mrxsrv1.dev.spamgateway:1TH8QS-0000xX-L6	mail2.comodo.od.ua 91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Accepted Message content looked like non-spam
2012-09-27 06:53:51	mrxsrv1.dev.spamgateway:1TH7yo-0008UF-Cs	mail2.comodo.od.ua 91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Accepted Rejected then released
2012-09-27 06:50:28	mrxsrv1.dev.spamgateway:1TH7VY-0008Oz-Ar	mail2.comodo.od.ua 91.196.95.33	bob	bob@csgdev.como	evgeniy.logvinenko@co	Rejected Blacklisted sender

The 'Download' button allows admin to retrieve from CASG a raw log of messages from the selected domain. The compressed Exim4 log containing all entries for the selected domain can be downloaded from this interface.

Press the download button, the download dialog will open.

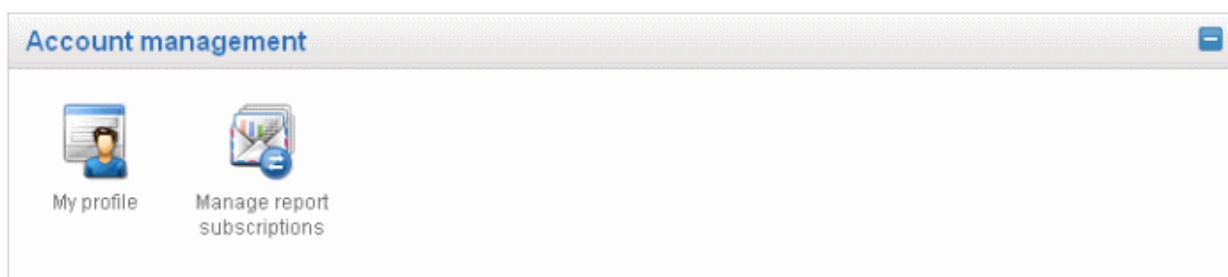


You can choose to open the file by using the browse option or save the file in your system. The compressed log file will be saved in the folder that you have configured for saving download files.

3.2.3 User Account Management

The 'Account Management' configuration area of the dashboard allows the user to change their login password and account settings of the user, manage the subscription for periodical Quarantine summary report and configure the language in which the CASG messages are to be displayed/sent according to the location of the user.

Note: Depending on the permission level configured for your email account by your administrator, the 'Manage report subscriptions' icon may not be available in the interface.



Click the following links for more details:

- [Managing login password and whitelist/blacklist settings](#)
- [Managing subscription for periodical summary reports](#)

3.2.3.1 Managing Login Password and Whitelist/Blacklist settings

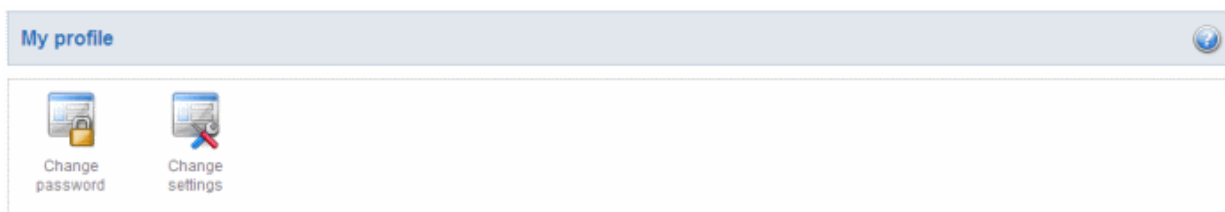
The 'My Profile' interface accessible from the 'Account management' configuration area allows the user to change their login password and the whitelist/blacklist status.




To access the My Profile configuration area, click My Profile icon from the Account management configuration area or click 'My Profile' from the Account Management drop-down menu in the menu bar.

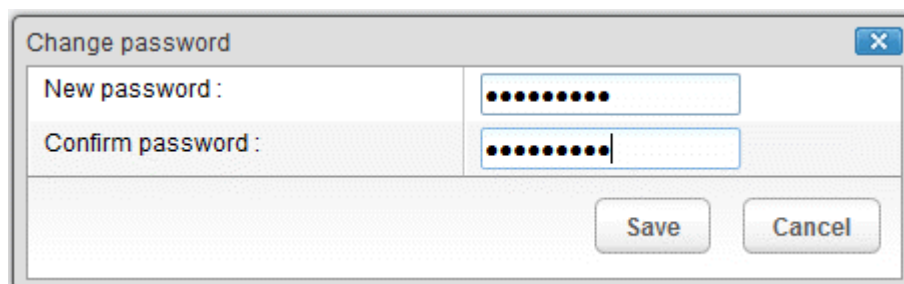
The 'My Profile' interface will open.

Note: Depending on the permission level configured for your email account by your administrator, the 'Change settings' icon may not be available in the interface.

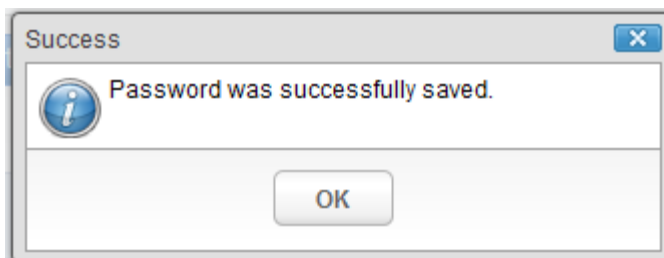


To change the user's password

- Click 'Change password' icon  from the My Profile configuration area. The 'Change Password' dialog will be displayed.




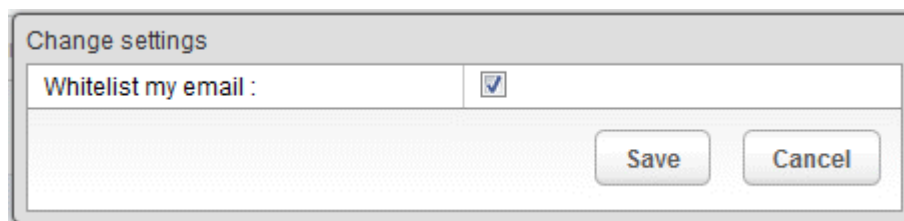
- Enter the 'New password' and re-enter it for confirmation in the respective boxes and click the 'Save' button. The new password will be saved.



- Click 'OK' to return to 'My Profile' area.

To add or remove from Recipient Whitelist

- Click 'Change settings' icon  from the My Profile configuration area. The 'Change settings' dialog will be displayed.



- Select or deselect the 'Whitelist my email' checkbox to add or remove the user from the Recipient Whitelist
- Click 'Save' to confirm your changes

3.2.3.2 Managing User's Subscription for Periodical Summary Reports

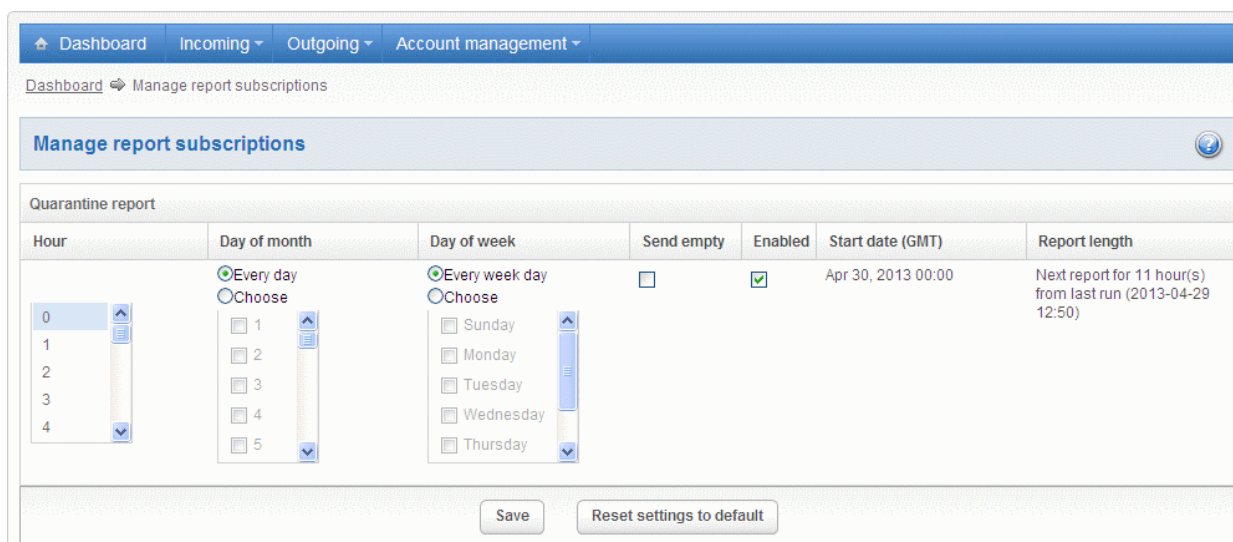
The 'Manage report subscriptions' interface accessible from the 'Account management' configuration area allows the user to configure the subscription for the periodical Quarantine summary report. Refer to [CASG Reports - an Overview](#) for more details.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Manage report subscriptions' icon will be available in the Dashboard under 'Account management' configuration area.

To configure report subscription for the user



- Click Manage report subscriptions icon from the Account management configuration area or click 'Manage report subscriptions' from the Account Management drop-down menu in the menu bar. The 'Manage report subscriptions' interface will be displayed.



- If you want to receive the periodical Quarantine summary reports, ensure that the 'Enabled' check box is selected.
- Leave the 'Send empty' checkbox unchecked if empty reports are not to be sent to recipients.
- Select the frequency of the report to be sent to you from the 'Hour', 'Day of month' or 'Day of week' columns.
 - **Hour** - The reports will be generated and sent at the selected hour of the day or date chosen from 'Day of month' or 'Day of week' columns.
 - **Day of month** - The reports will be generated and sent every day or on the specific day every month chosen at the hour selected from the 'Hour' column.
 - **Day of week** - The reports will be generated and sent every day or on the specific day every week chosen at the hour selected from the 'Hour' column.
 - **Start date** - Displays the start date of the report generation depending on the options chosen (as per Greenwich Mean Time (GMT)).
 - **Report length** - Displays the period of the report that will be generated depending on the options chosen.

- Click 'Save' for your settings to take effect.
- Click 'Reset settings to default' button to configure default report generation period. The report will be generated every 24 hours starting from 00:00 hours.

4 CASG Reports - An Overview

Comodo Antispam Gateway can periodically generate quarantine reports that are sent to the users. The reports will be sent routinely at the times selected by the user.

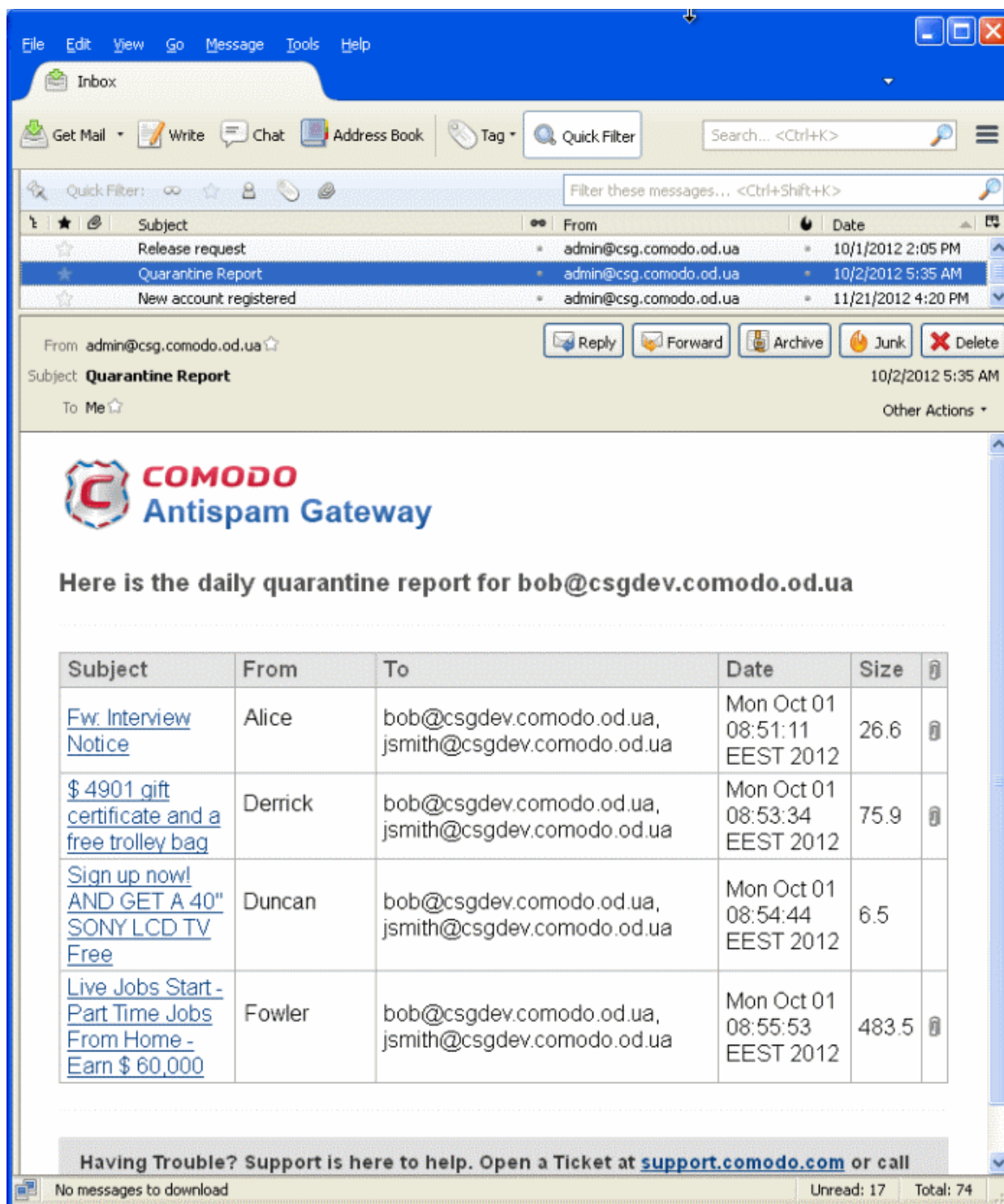
- By default, reports are enabled for new users. Reports can be enabled or disabled for a user in [Dashboard > Account management > Manage Report Subscriptions](#).

The Quarantine Report contains a statistical breakdown of the mails that were identified as spam or containing malicious content and were moved to Quarantine automatically by CASG, with the details on sender, receiver, date and attachments. Clicking the subject line in the list will open the respective mail in a new CASG window.

The report can be subscribed to be received daily, weekly or monthly at the selected hour.

- **Daily** - The reports will be generated and sent daily to the user through email.
- **Weekly** - The reports will be generated and sent to the user through email on every seventh day from the start date set in the 'Start date' field. The report will contain details of the mails quarantined during the past seven days. The first report will be sent on the start date and will contain the statistics for the remaining days of the week from the day of configuration and subsequently every seven days.
- **Monthly** - The reports will be generated and sent to the user through email on every 30th day from the start date set in the 'Start date' field. The report will contain details of the mails quarantined during the past 30 days. The first report will be sent on the start date and will contain the statistics for the remaining days of the month from the day of configuration and subsequently every 30 days.

An example of a Quarantine summary report is shown below:



- Clicking on the 'Subject' link will open the respective mail in a new CASG window. You need to login to CASG to read the mail in the new window.

About Comodo

The Comodo companies are leading global providers of Security, Identity and Trust Assurance services on the Internet. Comodo CA offers a comprehensive array of PKI Digital Certificates and Management Services, Identity and Content Authentication (Two-Factor - Multi-Factor) software, and Network Vulnerability Scanning and PCI compliance solutions. In addition, with over 10,000,000 installations of its threat prevention products, Comodo Security Solutions maintains an extensive suite of endpoint security software and services for businesses and consumers.

Continual innovation, a core competence in PKI and a commitment to reversing the growth of Internet-crime distinguish the Comodo companies as vital players in the Internet's ongoing development. Comodo, with offices in the US, UK, China, India, Romania and the Ukraine, secures and authenticates the online transactions and communications for over 200,000 business customers and millions of consumers, providing the intelligent security, authentication and assurance services necessary for trust in on-line transactions.

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