

**COMODO**  
Creating Trust Online®



# Comodo Antispam Gateway

Software Version 2.0

## Administrator Guide

Guide Version 2.0.052014

Comodo Security Solutions  
1255 Broad Street  
STE 100  
Clifton, NJ, 07013

## Table of Contents

<b>1 Introduction to Comodo Antispam Gateway</b> .....	<b>4</b>
<b>1.1 Release Notes</b> .....	<b>5</b>
<b>1.2 Purchasing License</b> .....	<b>7</b>
<b>1.3 Adding more Users, Domains or Time to your Account</b> .....	<b>8</b>
<b>1.4 License Information</b> .....	<b>12</b>
<b>2 Getting Started</b> .....	<b>15</b>
<b>2.1 Incoming Filtering Configuration</b> .....	<b>15</b>
2.1.1 Configuring Your Mail Server.....	15
2.1.2 Configuring MX Record.....	16
2.1.2.1 Updating MX Records in Windows 2003/2008 Server.....	17
2.1.2.2 Updating MX Records on a host using BIND (and the 'named' daemon).....	17
2.1.2.3 Updating MX Records for Comodo DNS.....	17
2.1.2.4 Updating MX Records for GoDaddy.....	20
2.1.2.5 Updating MX Records for Enom.....	21
2.1.2.6 Updating MX Records for Network Solutions.....	22
2.1.2.7 Updating MX Records for Yahoo! Small Business.....	22
2.1.2.8 Updating MX Records for 1and1.....	23
2.1.2.9 Updating MX Records for 4D Web Hosting.....	23
2.1.2.10 Updating MX Records for DNS Park.....	24
2.1.2.11 Updating MX Records for DreamHost.....	24
2.1.2.12 Updating MX Records for DynDNS.....	24
2.1.2.13 Updating MX Records for IX Web Hosting.....	25
2.1.2.14 Updating MX Records for No-IP.....	25
2.1.2.15 Updating MX Records in CPanel.....	26
<b>2.2 Outgoing Filtering Configuration</b> .....	<b>28</b>
2.2.1 Per-User Authentication.....	28
2.2.2 Outgoing Smarthost setup.....	29
2.2.2.1 Configuring QMail to use a Smarthost .....	29
2.2.2.2 Configuring PostFix to use a Smarthost.....	30
2.2.2.3 Configuring Sendmail to use a Smarthost.....	30
2.2.2.4 Configuring Exchange 2000/2003 to use a Smarthost.....	31
2.2.2.5 Configuring Exchange 2007/2010 to use a Smarthost.....	31
2.2.2.6 Configuring Exim to use a Smarthost.....	32
2.2.2.6.1 Configuring Exim / cPanel to use a Smarthost.....	33
2.2.2.6.2 Configuring Exim / Directadmin to use a Smarthost.....	34
<b>3 The Administrative Interface</b> .....	<b>35</b>
<b>3.1 Logging-in to the Administrative Interface</b> .....	<b>36</b>
<b>3.2 The Dashboard Area</b> .....	<b>37</b>
3.2.1 Domain Management.....	39
3.2.1.1 Domains.....	40
3.2.1.1.1 Adding Domains.....	42
3.2.1.1.2 Deleting Domains.....	44
3.2.1.1.3 Editing Domains.....	44
3.2.1.1.4 Managing Domain.....	46

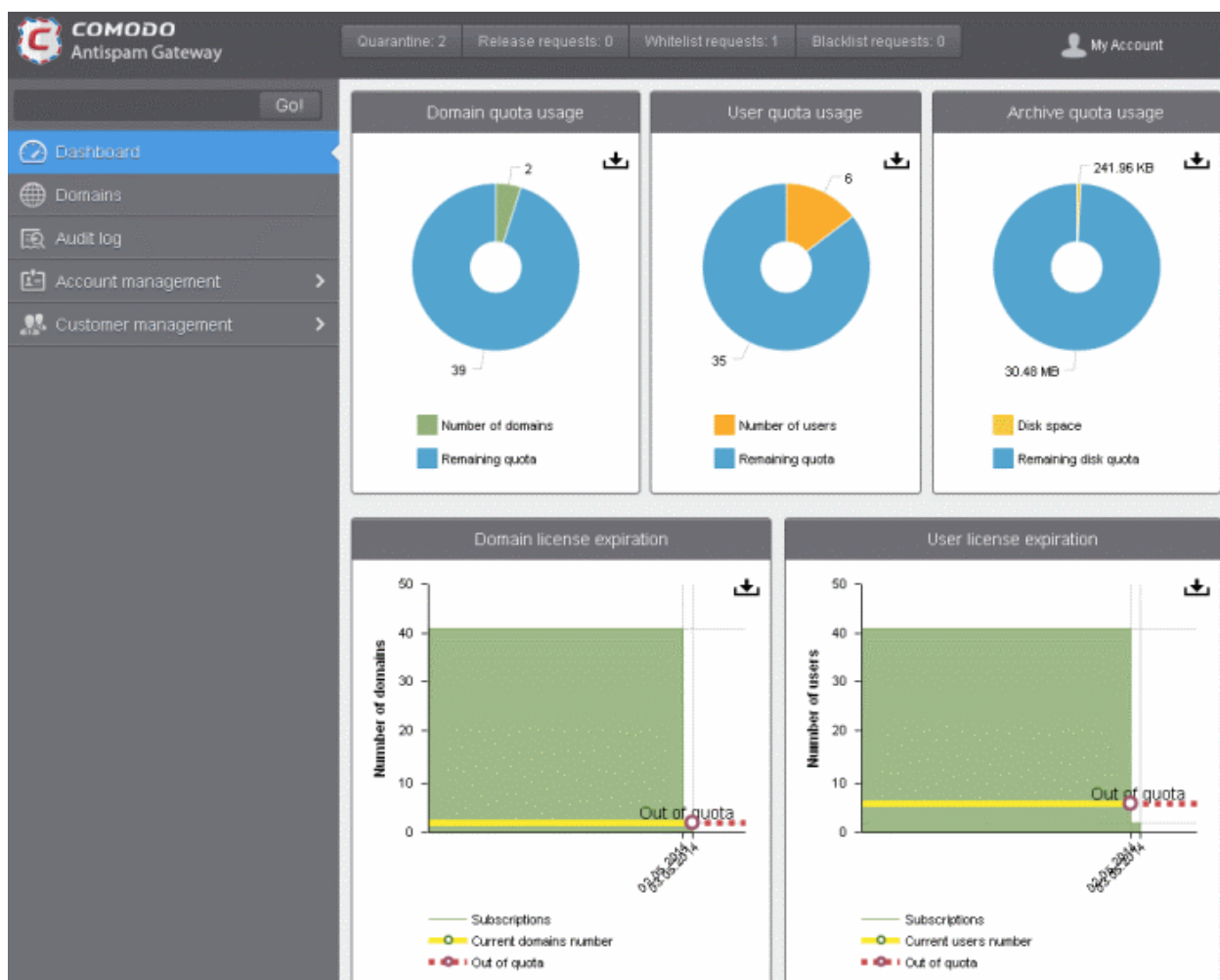
3.2.1.1.4.1 Domain Dashboard.....	47
3.2.1.1.4.2 Incoming.....	50
3.2.1.1.4.3 Outgoing.....	93
3.2.1.1.4.4 Email Management.....	108
3.2.1.1.4.5 Domain Audit Log .....	129
3.2.1.1.4.6 Whitelist / Blacklist.....	137
3.2.1.1.4.7 Account Management.....	168
3.2.1.1.4.7.1 User Account Management.....	168
3.2.1.1.4.7.2 Viewing User History.....	187
3.2.1.1.4.7.3 Importing Users from LDAP.....	190
3.2.2 Audit Log .....	198
3.2.3 Administrator Account Management.....	203
3.2.3.1 Administrators.....	204
3.2.3.2 User Groups & Permissions.....	212
3.2.3.3 Admin Groups & Permissions.....	218
3.2.3.4 My Comodo Account.....	227
3.2.3.5 My Profile.....	228
3.2.3.5.1 Changing Password of the Administrator.....	229
3.2.3.5.2 Change Settings.....	230
3.2.3.6 Users History.....	230
3.2.4 Customer Management.....	230
3.2.4.1 Viewing Customer Information.....	231
3.2.4.2 Manage Report Subscriptions.....	233
3.2.4.3 Notification Email Settings.....	236
<b>4 CASG Reports - An Overview.....</b>	<b>236</b>
<b>4.1 Quarantine Report.....</b>	<b>237</b>
<b>4.2 Domain Statistics Report.....</b>	<b>238</b>
<b>Appendix 1 - CASG Error Codes.....</b>	<b>240</b>
<b>Appendix 2 - CASG Comparison Table.....</b>	<b>241</b>
<b>Appendix 3 - Troubleshooting LDAP.....</b>	<b>242</b>
<b>Appendix 4 - Useful Links.....</b>	<b>243</b>
<b>About Comodo.....</b>	<b>244</b>

# 1 Introduction to Comodo Antispam Gateway

Comodo Antispam Gateway (CASG) is an enterprise email filtering solution that blocks spam, email-borne viruses and other unwanted mail from reaching user in boxes. CASG can be quickly configured for any email system and can be up and running in no time.

Features and benefits include:

- Antispam protection for incoming mails
- Antispam protection for outgoing mails
- Enhances productivity of employees and servers
- Intuitive web interface facilitates easy use and configuration
- Easy management of domains email restrictions
- Whitelist / blacklist recipients and senders
- Archiving incoming mails



## Guide Structure

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

- **Release Notes** - A list of new features that have been appeared in the CASG.

- **Purchasing License** - How to purchase CASG licenses.
- **Adding More Users, Domains Or Time To Your Account** - Describes how to obtain domains, add more users to your account.
- **License Information** - Describes how to keep track of subscription status and various license related alerts.
- **Getting Started** - Describes how to configure your mail server with the CASG service
  - **Incoming Filtering Configuration**
  - **Outgoing Filtering Configuration**
- **The Administrative Interface** - Provides a snapshot of main functional areas of CASG.
  - **Logging-in to the Administrative Interface** - How to login into the CASG interface.
  - **The Dashboard Area** - Describes briefly about Domain management, Account management, Customer management and Statistics area.
  - **Domain Management** - Detailed explanation on how to add domains, edit domain and manage domains. This section also deals with adding users to whitelist and blacklist and view log reports.
  - **Audit Log** – Detailed explanation on how to view and export log reports for all the domains in the account.
  - **Account Management** - Detailed explanation on how to add new administrators and change login passwords, subscription to periodical reports and configure language for messages from CASG.
  - **Customer Management** - Provides information on accounts.
- **CASG Reports - An Overview** - An Overview of the Domain and Quarantine summary reports periodically generated and sent to the administrators and users by CASG.
- **Appendix 1** - CASG Error Codes
- **Appendix 2** - CASG Comparison Table
- **Appendix 3** - Troubleshooting LDAP
- **Appendix 4** - Useful Links

## 1.1 Release Notes

Version History	
Version Number	List of Changes
Version 2.0	<ul style="list-style-type: none"> <li>• New user interface</li> <li>• Added Domain Audit Log feature, which enable administrators to view the events for selected domains in customer's account</li> <li>• Customers can purchase storage space for archiving incoming mails</li> <li>• Added more audit events</li> <li>• Added ability to whitelist / blacklist senders for each user</li> <li>• Various bug fixes</li> </ul>
Version 1.12	<ul style="list-style-type: none"> <li>• Added Audit Log feature, which enable administrators to view the events for all the domains in customer's account</li> <li>• Various bug fixes</li> </ul>
Version 1.11	<ul style="list-style-type: none"> <li>• Added ability to assign group permissions for administrators</li> <li>• Added ability to login to CASG service via CAM credentials</li> <li>• Administrators can unlock users immediately who were locked out after three unsuccessful attempts to login</li> <li>• Added ability to customize notification emails</li> </ul>

	<ul style="list-style-type: none"> <li>Added ability to configure number of users for each domain belonging to an account</li> <li>Various bug fixes</li> </ul>
Version 1.10	<ul style="list-style-type: none"> <li>Added ability to import users from Active Directory server of Domain, through LDAP</li> <li>Added ability to administrators to receive quarantine request emails through alternative email address(es)</li> <li>Added ability to export configured Recipient Whitelist, Sender Whitelist, Recipient Blacklist and Sender Blacklist to CSV files</li> </ul>
Version 1.9	<ul style="list-style-type: none"> <li>Added ability to assign group permissions to multiple users and filtered users</li> <li>Added a user ability to search for logs of all domain</li> <li>Added 'Reset to default' button for Incoming Spam Detection settings</li> <li>Added 'Include results from the last minutes' parameter to the Incoming &amp; Outgoing Log search pages</li> <li>Added user login audits, including name of user, IP, logged time and session duration</li> </ul>
Version 1.8	<ul style="list-style-type: none"> <li>Added option for administrators to configure idle session timeout period</li> <li>Various bug fixes</li> </ul>
Version 1.7	<ul style="list-style-type: none"> <li>Added option to purchase multiple licenses for single domain or multiple domains</li> <li>Added new feature - Groups &amp; Permissions. Allows administrators to create groups and configure permission levels for each group. Ability for administrators to add users to groups with preset policies.</li> <li>Users in Power group can release quarantined emails without administrator's approval</li> <li>Added ability for administrators to blacklist senders from Quarantine interface</li> <li>New option for administrators to import users to whitelist / blacklist from csv format files</li> <li>Added ability for administrators to import aliases from csv format files</li> <li>Added new options for report generation - Ability for administrators to receive global reports for all domains and domain level report for selected domain</li> <li>Login As button removed disabling an administrator to login as another administrator</li> <li>Email size restriction - Administrators to contact Comodo if more than 250 MB email size is required</li> <li>Various bug fixes</li> </ul>
Version 1.6	<ul style="list-style-type: none"> <li>Added Released Emails, Blacklisted Emails and Whitelisted Emails features in Email Management</li> <li>Added ability for administrators to release or reject users' request to release quarantined emails</li> <li>Added ability for administrators to accept or reject users' request to add senders to whitelist or blacklist</li> <li>Email notifications to administrators and users for requests such as to release quarantined mails, add senders to whitelist or blacklist</li> <li>Added ability for administrators to prioritize domain routes using drag and drop feature</li> <li>New option for administrators to set number of quarantined mails to be displayed per page</li> <li>New option to stop empty reports from being sent to recipients</li> <li>Right-click options to open links in new tab or new window</li> <li>Various bug fixes</li> </ul>

Version 1.5	<ul style="list-style-type: none"> <li>• Added outgoing (SMTP) user management support</li> <li>• Added email aliases support</li> <li>• Added the ability for administrators to clear outgoing domain callout cache</li> <li>• Added the ability for administrators to search for a specific outgoing email message</li> </ul>
Version 1.4	<ul style="list-style-type: none"> <li>• Added periodical Domain and Quarantine summary reports feature</li> <li>• Added ability for administrators to set language for messages displayed/sent by CASG according to their location</li> <li>• Added automatic locking feature - the CASG account will be locked if the administrator/user login attempts fail for set number of times due to incorrect entry of username/password</li> <li>• Added ability for administrators to view quarantined email message content through a new CASG window</li> </ul>
Version 1.3	<ul style="list-style-type: none"> <li>• User interface improvements</li> <li>• Embedded links to on-line help</li> <li>• Ability to configure the number of days for which logs are available</li> <li>• New options for domain settings</li> <li>• Various bug fixes</li> </ul>
Version 1.2	<ul style="list-style-type: none"> <li>• Added licensing options</li> <li>• Fixed various bugs</li> </ul>
Version 1.1	<ul style="list-style-type: none"> <li>• Added ability for administrators to view email message content through the CASG interface</li> <li>• Added ability to report spam in multiple formats to Comodo for potential global blacklisting</li> <li>• Added ability to quickly switch the domain that is currently being managed</li> <li>• Added ability to reset 'Blocked Extensions' list to default values</li> </ul>
Version 1.0	<ul style="list-style-type: none"> <li>• Added Mail Quarantine feature</li> <li>• Added Whitelist / Blacklist pages</li> <li>• Added Domain management feature</li> <li>• Added Customer management</li> <li>• Added Account management</li> </ul>

## 1.2 Purchasing License

In order to get started with CASG, you must first purchase the service then configure the service. You have the option to purchase multiple licenses for single or more domains. The number of users and domains that are allowed for all the licenses purchased will be added and displayed in the **Customer Info** page. Follow the 'Buy Now' link on the website to purchase Antispam Gateway. Your Comodo Antispam Gateway account will be created once the signup process is complete - please refer to the email you receive after signup or activation. You can now login into the account with your username and password.

**Note:** A free version of CASG with limited features is also available for those who would like to try the application before purchasing a paid version. Please refer to **Appendix 2 – CASG Comparison Table** for more details on the features available for free and paid CASG versions.

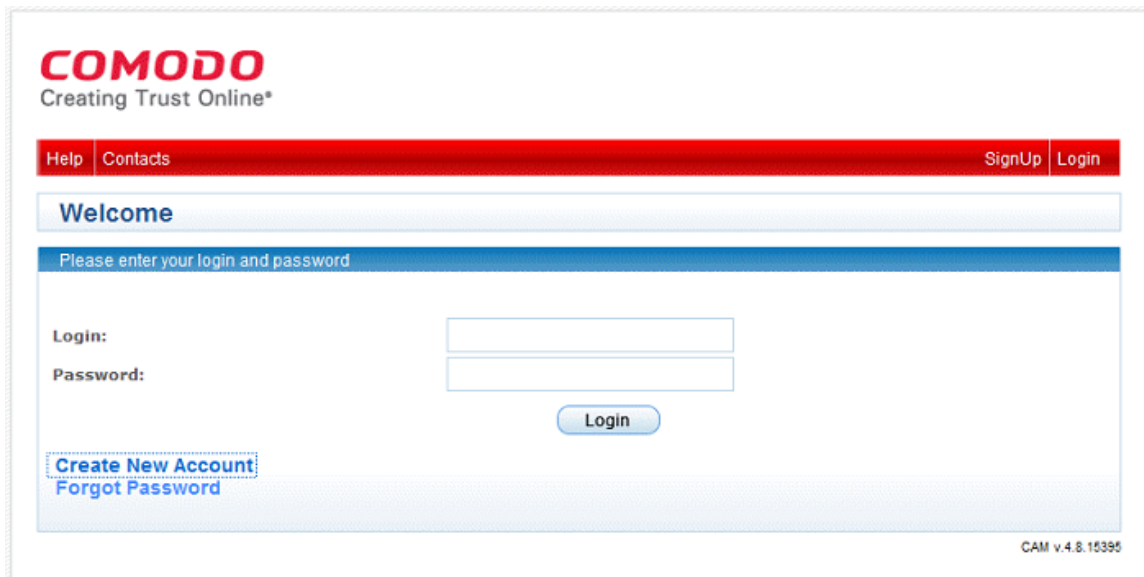
You can view the license details in the main interface after activation. See the section '**License Information**' for more details.

## 1.3 Adding more Users, Domains or Time to your Account

New users, domains and license term extensions as well as multiple licenses can be added to your account by logging into your CAM account at <https://accounts.comodo.com/> . Please read on for a step-by-step guide to this process.

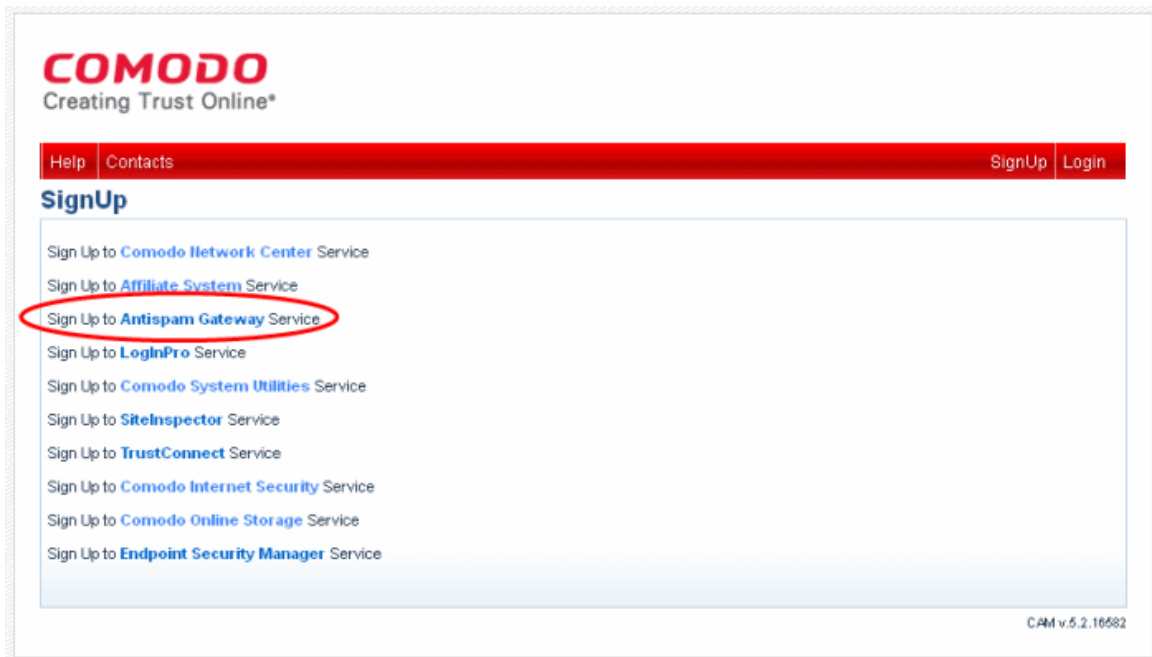
### To create CAM account

Visit the Comodo Accounts Manager page at <https://accounts.comodo.com/>. The 'Register or Log In' page will be displayed.



The screenshot shows the Comodo Accounts Manager login page. At the top left is the Comodo logo with the tagline "Creating Trust Online®". A red navigation bar contains "Help" and "Contacts" on the left, and "SignUp" and "Login" on the right. Below the navigation bar is a "Welcome" section with a blue header that says "Please enter your login and password". The main content area contains a "Login:" label next to a text input field, a "Password:" label next to a password input field, and a "Login" button. At the bottom left of the main content area, there are two links: "Create New Account" and "Forgot Password". The version number "CAM v.4.8.15395" is visible in the bottom right corner.

Click 'Create New Account' link. The Signup page for all the services offered by Comodo will be displayed.



The screenshot shows the Comodo Accounts Manager Signup page. At the top left is the Comodo logo with the tagline "Creating Trust Online®". A red navigation bar contains "Help" and "Contacts" on the left, and "SignUp" and "Login" on the right. Below the navigation bar is a "SignUp" section. The main content area contains a list of services to sign up for, each with a "Sign Up to" link followed by the service name and "Service". The services listed are: Comodo Network Center, Affiliate System, Antispam Gateway (circled in red), LoginPro, Comodo System Utilities, SiteInspector, TrustConnect, Comodo Internet Security, Comodo Online Storage, and Endpoint Security Manager. The version number "CAM v.5.2.16582" is visible in the bottom right corner.

Click 'Sign Up to Antispam Gateway' link. Select the subscription package you want to use from the list displayed. You have the option to purchase single domain license or multi-domain license:

- **Single Domain License** - One email domain, for example, xyz.com or abc.xyz.com, can be configured along with a total number of licensed users.



- **Multi-domain License** - More than one email domains, for example, xyz.com, abc.xyz.com, abc.org and so on, can be configured according to the license along with a total number of licensed users for all CASG-managed domains.

## Comodo Sign-Up Page

- Comodo Antispam Gateway (25 users, 1 domains) at price of \$12.50 for 1 month
- Comodo Antispam Gateway (25 users, 1 domains) at price of \$150.00 for 12 months
- Comodo Antispam Gateway (50 users, 2 domains) at price of \$25.00 for 1 month
- Comodo Antispam Gateway (50 users, 2 domains) at price of \$300.00 for 12 months
- Comodo Antispam Gateway (100 users, 2 domains) at price of \$50.00 for 1 month
- Comodo Antispam Gateway (100 users, 2 domains) at price of \$600.00 for 12 months
- Comodo Antispam Gateway (200 users, 5 domains) at price of \$100.00 for 1 month
- Comodo Antispam Gateway (200 users, 5 domains) at price of \$1,200.00 for 12 months
- Comodo Antispam Gateway (400 users, 10 domains) at price of \$200.00 for 1 month
- Comodo Antispam Gateway (400 users, 10 domains) at price of \$2,400.00 for 12 months
- Comodo Antispam Gateway (1000 users, 20 domains) at price of \$500.00 for 1 month
- Comodo Antispam Gateway (1000 users, 20 domains) at price of \$6,000.00 for 12 months
- Comodo Antispam Gateway Trial for 120 Days (50 users, 2 domains) - No Card Required!
- Comodo Antispam Gateway Free (10 users, 1 domains) - No Card Required!

Enter the User Details and Contact Information in the respective sections.

If you already having an account with Comodo, check 'Yes' box. You will only need to enter your Email Address/Login ID , Password, and Contact Information.

**Note:** Fields marked with \* are mandatory.

**Customer Information** (an \* indicates required fields)

When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

**User Details**

Are you an existing Comodo customer?  Yes  No

**Login\*** (4 character min.)

**Password\*** (8 characters min.)

**Password Confirmation\***

**First Name\***

**Last Name\***

**Email\***

**Telephone Number**

**Contact Information**

**Company Name**

**Street Address\***

**Address2**

**City\***

**Country\***

**State or Province**


**Postal Code\***


**Billing Information**

The same as Contact Information

Select the payment method and enter the details.

**Payment Options**





When paying by credit card, the billing information should be exactly as it appears on your credit card statement. For credit card verification, please ensure that your first and last name are entered as they appear on your card.

**Credit Card Details**

**Credit Card Number\***

**Security Code\***  [What is it?](#)

**Name exactly as it appears on your credit card\***

**Expiration date\***  -

Check the box if you want to be informed about Comodo products updated via mail.

**Communication Options**

Yes! Please keep me informed about Comodo products, upgrades, special offers and pricing via email. Your information is safe with us!

Read the 'End User License and Subscriber Agreement' and accept to it by selecting 'I accept the Terms and Conditions' checkbox. Click 'Sign Up'.

**Terms and Conditions**

**END-USER LICENSE AND SUBSCRIBER AGREEMENT**  
Comodo Antispam Gateway

IMPORTANT - PLEASE READ THESE TERMS CAREFULLY BEFORE DOWNLOADING, INSTALLING, OR USING COMODO ANTISPAM GATEWAY ("SERVICES"). BY DOWNLOADING, INSTALLING, OR USING THE SERVICES OR BY CLICKING ON "I ACCEPT" BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, THAT YOU UNDERSTAND IT, AND THAT YOU AGREE TO ITS TERMS. IF YOU DO NOT AGREE TO THE TERMS HEREIN, DO NOT DOWNLOAD OR USE THE SERVICES OR CLICK ON "I ACCEPT".

This user license agreement is between you ("you" or "Subscriber"), as either an

I accept the Terms and Conditions

**SIGN UP**

Click the Confirm /Cancel button in the Order confirmation dialog.

**COMODO**  
Creating Trust Online®

Help | Contacts | SignUp | Login

**Order Confirmation**

Please confirm your order:

Comodo Antispam Gateway Free Price \$0 per 12 months

CAM v.5.2.16682

The assigned invoice will be displayed.

**COMODO**  
Creating Trust Online®

Welcome: [John Smith](#)

[Antispam Gateway](#) [My Account](#) [Help](#) [Contacts](#) [Logout](#)

**Invoice #1286090-11**

Comodo Security Solutions, Inc.  
525 Washington Blvd.  
Jersey City, NJ 07310  
United States  
[support.comodo.com](mailto:support.comodo.com)

John Smith  
Street  
Address: Alabama 123456  
United States

**Comodo Antispam Gateway Free from 2012-12-05**

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[ [Start using Comodo Antispam Gateway Free](#) ]

CAM v.5.2.18582

After purchasing a CASG license, you will automatically become an administrator in CASG. Repeat the process for purchasing another CASG license. The number of users and domains that are allowed for all the licenses purchased will be added and displayed in the [Customer Info](#) page.

## 1.4 License Information

After purchasing/licensing has been completed, we advise you to keep track of your usage limits and the number of days remaining on your license(s) to avoid service interruptions. You have the option to upgrade or downgrade your license as per your requirements. You will begin to receive license renewal reminders via email before the expiration of license(s).

You can view your account status in the 'Customer Management' area in the main interface.

- Click 'Customer Info' from the 'Customer management' drop-down menu in the left hand side navigation area.
- The image below shows an example of Customer Info who has purchased multiple licenses.

The screenshot shows the 'Customer info' panel in the Comodo Antispam Gateway administrator interface. At the top, there are status indicators for Quarantine (4), Release requests (0), Whitelist requests (1), and Blacklist requests (0). The left sidebar contains navigation options like Dashboard, Domains, Audit log, Account management, and Customer management. The main content area is titled 'Customer info' and includes a 'Name' field with the value 'test test'. Below this, it shows 'CAM login' as 'demo\_casg\_customer' and 'CAM email' as 'demo\_casg@comodo.com'. A 'Totals' section lists various metrics: Number of users (6), Max. number of users (41), Number of domains (3), Max. number of domains (41), Disk quota (GB) (0.03), and Disk space (286.0 KB). The 'Subscriptions' section contains two entries, each with details like Max. number of users, Max. number of domains, License expiration date, Disk quota (GB), and Enabled status. The bottom section is titled 'End-User License and Subscriber Agreement' and contains a warning about terms of service.

In the 'Customer Info' panel you will find the details of subscription(s) for your account, such as number of users, number of domains and the space available for archiving mails. For multiple licenses, the number of users and domains that are allowed for all the licenses purchased will be added and displayed in the Totals column.

- **Name:** Displays the name of the account.
- **CAM Login:** Displays the login user name for the account in Comodo Accounts Manager (CAM) at <https://accounts.comodo.com>. The administrator can use this login username to log in to CAM for purchasing additional licenses and renewal of existing licenses.
- **CAM email:** Displays the email address for the account as registered at CAM.

### Account Summary

- **Number of Users:** Displays the number of users for all the domains belonging to the account.
- **Max. Number of Users:** The maximum number of users that can be added as per all the subscriptions made for the account, that is, number of users cannot exceed the number given in this field for all domains included.

- **Number of Domains:** Displays the number of domains belonging to that account.
- **Max. Number of Domains:** The maximum number of domains that can be configured as per all the subscriptions made for the account.

## Details on Subscriptions

- **Max. Number of Users:** The maximum number of users that can be added for the account as per the specific subscription, that is, number of users cannot exceed the number given in this field for all domains included.
- **Max. Number of Domains:** The maximum number of domains that can be configured as per the specific subscription.
- **License Expiration Date:** Provides details about the expiry date of the license for the specific subscription.
- **Disk quota (GB)** – Displays the space available for archiving all incoming messages.
- **Enabled:** Displays whether the subscription is active or not.

## End-User License and Subscriber Agreement

- **End-User License and Subscriber Agreement:** Displays the complete End-User License and Subscriber Agreement.

The 'Customer Info' panel alerts the administrator about license(s) expiration date and if Domain/Users limit is exceeded.

Administrators will start receiving license renewal reminders via email 30 days (default) before your license(s) are due to expire.

**Note:** The number of days before expiration of license that you start to receive license renewal reminders and the number of reminders per day that you receive depends on the settings configured in CASG.

An example of license renewal reminder is shown below:

**Dear Customer,**

**Your Comodo Antispam Gateway account is due to expire in 5 days.**

Please renew your subscription using your [account](#) page or contact support.

Please note that on 03-06-2012 your account will be suspended for 60 days and after that all your data will be eliminated.

If you have multiple licenses and if one of them has expired, then the number of domains and users allowed for that license will be deducted from the total number of allowed domains and users. No error message will be displayed if the usage is still limited within the total domains and users allowed for the remaining license(s).

An alert will be displayed at the top of the interface on the day when all the license(s) have expired. An example of the message is shown below.

Your subscription has expired, your account will be purged in 60 days, including all domains and quarantined emails, which will be irretrievable. Until that your Spam filters are disabled.

**Note:** The period after which all domains and quarantined emails for your account that will be purged depends on the settings configured in CASG.

During the configured period after license expiry, your emails will continue to be delivered to your domain via CASG but without any spam filtering. During this period, you cannot add new domains and new users. Option to enable quarantine is also disabled and incoming Spam detection settings screen for every domain in your account will display that Quarantine is disabled. After the configured period, all domains and quarantined mails in CASG for your account will be purged.

Users of the account can use the service normally during this period. After the configured period, if a user tries to login with his/her credentials, 'Your login or password is incorrect' message will be displayed.

Administrators can upgrade or downgrade his/her account using Comodo Accounts Manager (CAM) at <https://accounts.comodo.com/account/login>. You can use the login details provided at the time of purchasing the service.

**Note:** Any license upgrade or downgrade for your account will not be effected immediately. However, the changes will be reflected in the interface after a certain period of time depending on the settings configured in CASG.

After downgrading your existing account or after a license has expired, if the number of domains and / or users is more than permitted, an upgrade subscription message will be displayed at the top of the CASG interface. Some examples of alert messages are shown below:

- When the domain limit is exceeded:

Your domain limit exceeded by 1. Please lower number of your domains or buy new subscription.

You will not be able to add new domains until some of the current domains are removed. CASG filter will continue to function and you can add new users.

- When the user limit is exceeded:

Your user limit exceeded by 2. Please lower number of your users or buy new subscription.

You will not be able to add new users until some of the current users are removed. CASG filter will continue to function and you can add new domains.

## 2 Getting Started

Once an account with Comodo for CASG has been created, the next step is configuring your mail server with the CASG service and setting up incoming and outgoing filtering. Click on the links below for more details.

- **Incoming Filtering Configuration**
  - **Configuring your mail server**
  - **Configuring MX record**
- **Outgoing Filtering Configuration**
  - **Per-user authentication**
  - **Outgoing Smarthot setup**

### 2.1 Incoming Filtering Configuration

This section explains how you have to configure your mail server and point your domain MX records to CASG service.

- **Configuring your mail server**
- **Configuring MX record**

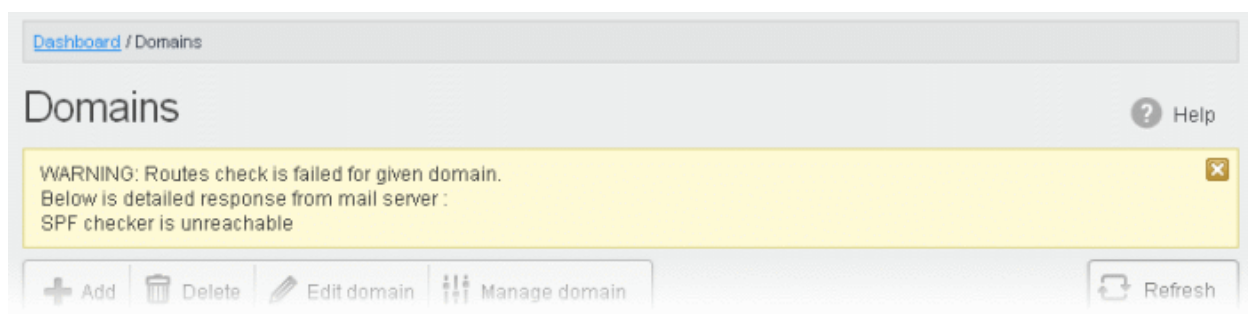
#### 2.1.1 Configuring Your Mail Server

**Step 1:** Disable Sender Policy Framework (SPF) check or add CASG service domain to SPF check whitelist.

The CASG service domains are:

- `outbound.antispamgateway.comodo.com`

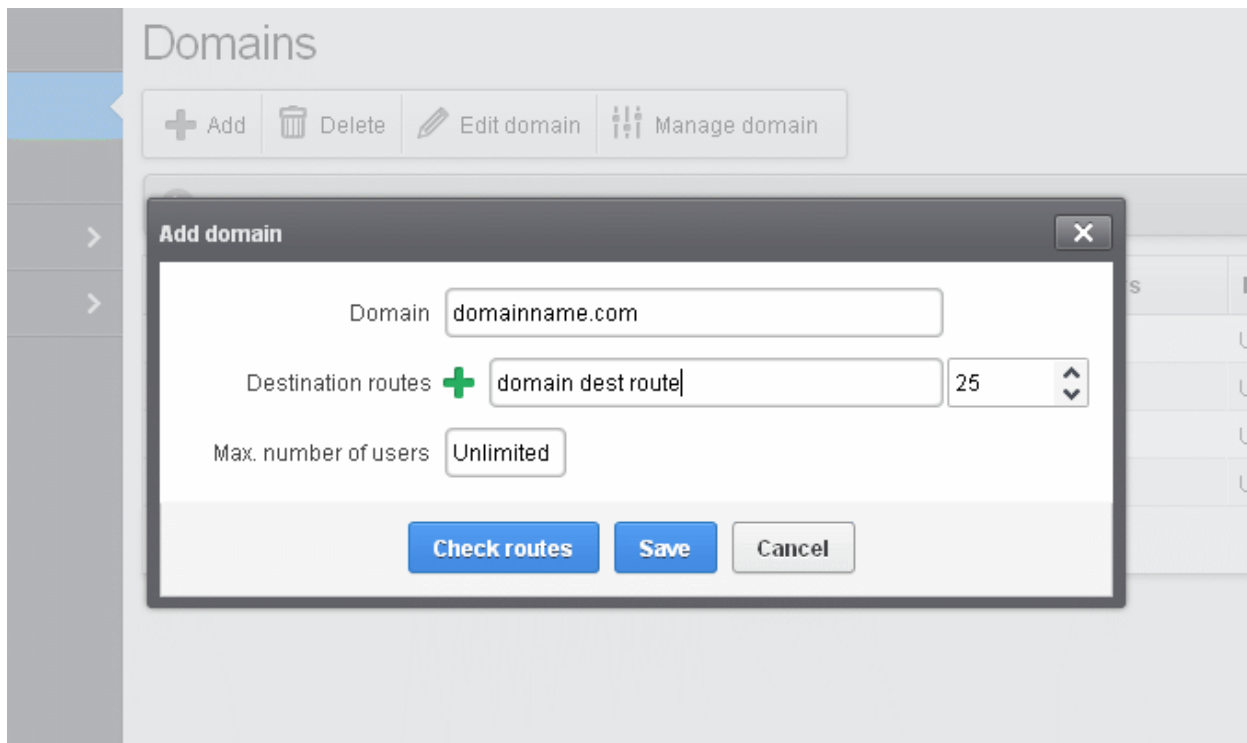
If the above step is not carried out, the following error message may appear while adding a domain.



**Step 2:** Add your domain to CASG service.

To add domain:

- **Login** to CASG system, go to **domain management** and **add domain**.



**Step 3:** Point mail server MX records to CASG service domain. See the next section 'Configuring MX Record' for more details.

## 2.1.2 Configuring MX Record

The next important step is to update the Mail Exchange (MX) records of your domain to point to the CASG service domain. Please ensure that you replace your old domain MX records with primary 'mxsrv1.spamgateway.comodo.com' and secondary 'mxsrv2.spamgateway.comodo.com'. If third-party MX servers are being used, then point the records to 'mxsrv{1,2}.spamgateway.comodo.com'.

**Background Note:** The MX record is responsible for specifying the mail server to relay the incoming and outgoing email messages of a domain. A domain can have several MX records, each pointing to a mail server, with defined priority order. When an email is passed to/from your domain, the mail is handled by the first available mail server as per the priority. You can define new MX records or change the priority of them depending on how you want the mails to/from your domain has to be processed.

This section explains how to update your MX records so that all mails to/from your domain are passed through the CASG spam filtering service. Click the following links for detailed explanations based on the DNS software/web hosting service you use.

- [Windows Server 2003/2008](#)
- [BIND \(and the "named" daemon\)](#)
- [Comodo DNS](#)
- [GoDaddy](#)
- [Enom](#)
- [Network Solutions](#)
- [Yahoo! SmallBusiness](#)
- [1and1](#)



- **4D Web Hosting**
- **DNS Park**
- **DreamHost**
- **DynDNS**
- **IX Web Hosting**
- **No-IP**
- **Cpanel**

## 2.1.2.1 Updating MX Records in Windows 2003/2008 Server

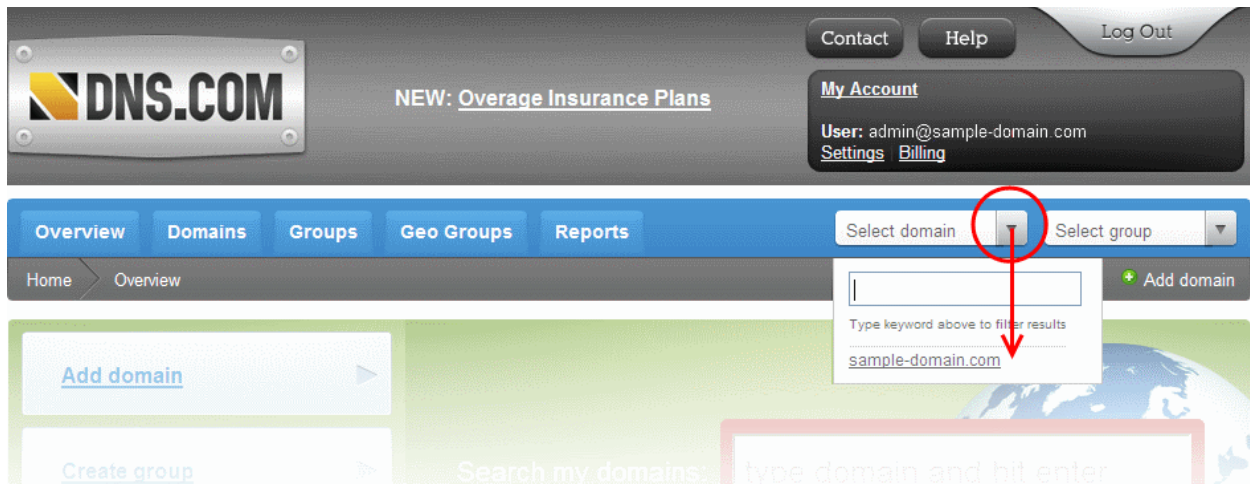
1. Open Control Panel by clicking Start > Control Panel and click 'Administrative Tools'.
2. Select 'DNS'.
3. Open the 'Forward Lookup Zones' folder.
4. To back up the current configuration, right-click the sub-folder for the mail domain you are configuring, select 'export' from the context sensitive menu and save the configuration in a safe location.
5. Open the zone/domain sub-folder for that mail domain.
6. Delete all the existing MX records in that zone/domain.
7. Enter a new record for primary mail server with a lowest priority number and enter its FQDN value as mxsrv1.spamgateway.comodo.com and click OK.
8. Enter a new record for secondary mail server with the next lowest priority number and enter its FQDN value as mxsrv2.spamgateway.comodo.com and click OK.
9. Right-click the zone/domain folder and select 'Properties' from the pop-up menu.
10. Select the 'Start of Authority (SOA)' tab, click the 'Increment' button and click OK.

## 2.1.2.2 Updating MX Records on a host using BIND (and the 'named' daemon)

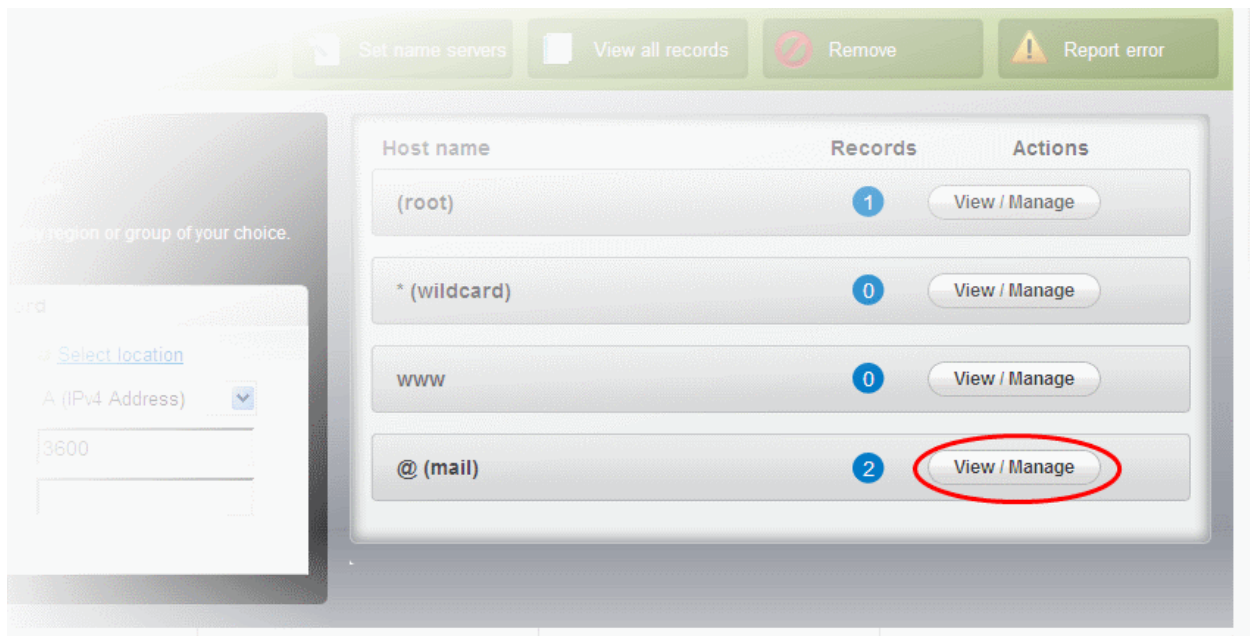
1. Make a backup copy of the zone file (or named.conf) that you intend to edit for MX record updates.
2. Open the Zone file for the mail domain you are configuring (or go to the part of named.conf being used for that zone)
3. Delete all the existing "MX" lines for that domain.
4. Enter a new "IN MX" record with the lowest preference value and enter the host name as "mxsrv1.spamgateway.comodo.com" for the primary mail server.
5. Enter a new "IN MX" record with the next lowest preference value and enter the host name as "mxsrv2.spamgateway.comodo.com" for the secondary mail server.
6. Find the "@ IN SOA" record and increment the serial number (on the second line of the record).
7. Save the file and check it with named-checkconf.
8. Restart the 'named' daemon.

## 2.1.2.3 Updating MX Records for Comodo DNS

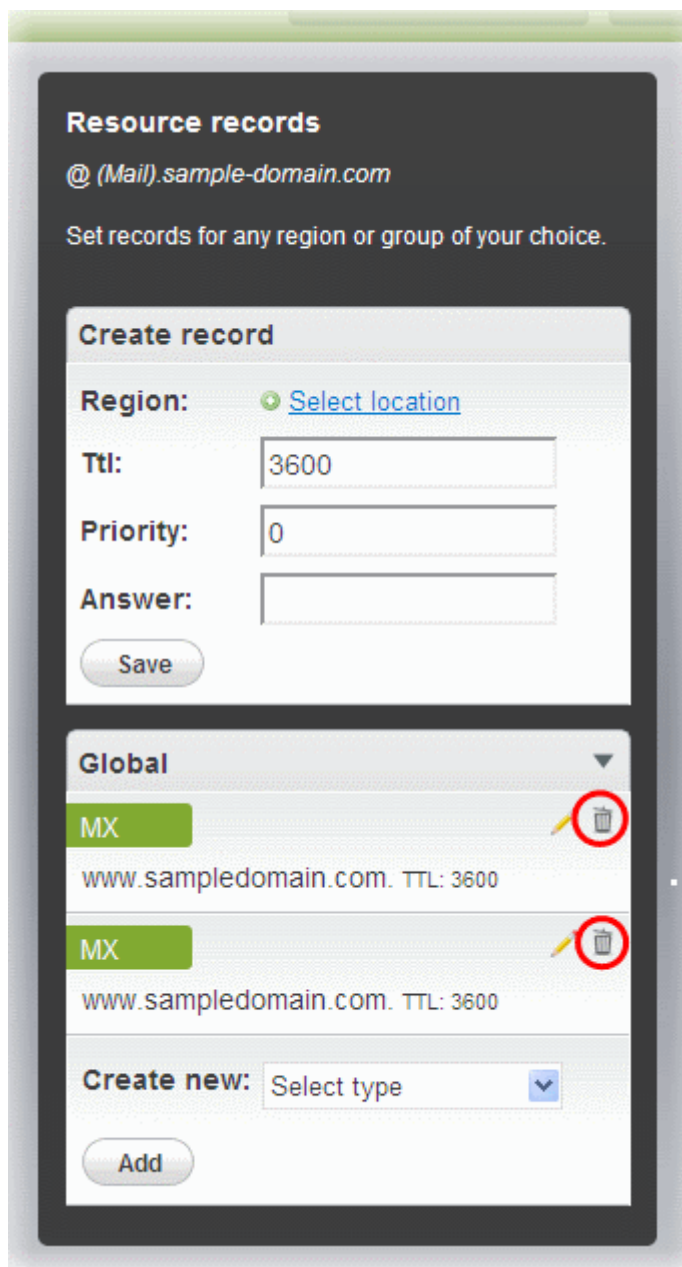
1. Log in to DNS.com administrative console at <https://dns.com/login/> by entering your login email address and password.
2. Select the domain for which you want to update the MX records, from the "Select domain" drop down menu.



3. Click the "View / Manage" button beside the row labeled "@ (mail)".



The existing MX records will be displayed at the left hand side pane.



4. Delete the existing records by clicking the thrash can icons.
5. Set the primary mail server. Under 'Create Record':
  - Enter TTL as 3600 (secs)
  - Enter "1" in the 'Priority' field to set higher priority for the primary server
  - Enter "mxsrv1.spamgateway.comodo.com" in the 'Answer' field
  - Click 'Save'
6. Again click the "View / Manage" button beside the row labeled "@ (mail)" and set the secondary mail server. Under Create Record':
  - Enter TTL as 3600 (secs)
  - Enter "2" in the 'Priority' field to set lower priority for the secondary server
  - Enter "mxsrv2.spamgateway.comodo.com" in the 'Answer' field.
  - Click 'Save'

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

Setup should now be complete and mail filtering effected on all configured domains. If you experience problems, please open a ticket at [support.comodo.com](http://support.comodo.com) or call 1.888.COMODO (2666.6361) and have your account number ready. We have

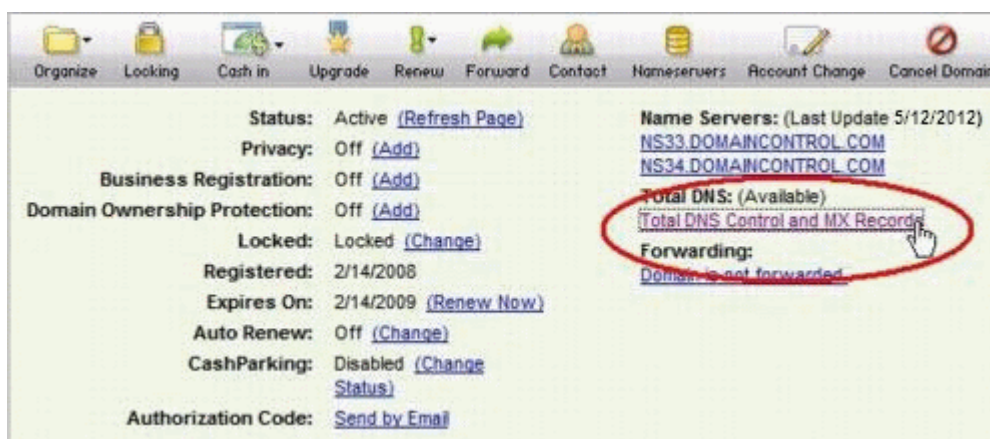
experienced technicians on hand to help troubleshoot any configuration issues.

## 2.1.2.4 Updating MX Records for GoDaddy

1. Log in to GoDaddy administrative console at <http://www.godaddy.com>, by entering your customer number or login name, entering your password, and clicking the 'Secure Login' button.
2. Click 'My Domains' from the 'Domains' drop-down menu.



3. Select the domain for which you want to update the MX records, from the 'Domain Name' column.
4. Click 'Total DNS Control and MX Records' from the Details page.



5. Delete the existing MX records by clicking the 'X' buttons.



**Tip:** If you do not want to delete the existing records at this moment, you can set them with lower priority. Click the 'Edit' button beside each and set the priority with higher numbers like 10, 20 and so on. You can delete these records at a later time after your changes have taken effect.

6. Click 'Add New MX Record'. The interface for adding a new MX record will appear.

**To set the primary server:**

- Enter "1" in the 'Priority' field.
- Enter "@" in the Host Name field.
- In the 'Enter Goes To Address' field, enter "mxsrv1.spamgateway.comodo.com".
- Select '1 week' from the TTL drop-down.
- Click OK.

**To set the secondary server:**

- Click 'Add New MX Record' again. The interface for adding a new MX record will appear.
- Enter "2" in the 'Priority' field.
- Enter "@" in the Host Name field.
- In the 'Enter Goes To Address' field, enter "mxsrv2.spamgateway.comodo.com".
- Select '1 week' from the TTL drop-down.
- Click OK.

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

### 2.1.2.5 Updating MX Records for Enom

1. Log in to Enom administrative console at <https://www.enom.com/login.aspx> by entering your 'Login ID', 'Password' and clicking 'Login'.
2. Click the 'Domains' tab and select 'My Domain Names'. 'Manage Domains' page will be opened
3. Choose the domain for which the MX records are to be updated.
4. Select the + icon under the 'Total DNS Control' list in the 'Domain Details' panel. A sub-list will appear.
5. Click 'Total DNS Control And MX Records'. The 'Manage MX Records and DNS Zone File panel' will appear.
6. Click 'Launch Total DNS Control Manager'. The 'DNS Manager' interface will appear.
7. Delete the existing MX records.

**Tip:** If you do not want to delete the existing records at this moment, you can set them with lower priority. Click the 'Edit' button beside each and set the priority with higher numbers like 10, 20 and so on. You can delete these records at a later time after your changes have taken effect.

8. Click 'Add New MX Record'. The 'MX (Mail Exchangers) Record Wizard' will appear.

**To set the primary server:**

- Enter "1" in the 'Priority Value' field.
- Enter "@" in the Enter a Host Name field.
- In the 'Enter Goes To Address' field, enter "mxsrv1.spamgateway.comodo.com".
- Select '1 week' from the TTL drop-down.
- Click 'Add'.

**To set the secondary server:**

- Enter "2" in the 'Priority Value' field.
- Enter "@" in the Enter a Host Name field.
- In the 'Enter Goes To Address' field, enter "mxsrv2.spamgateway.comodo.com".
- Select '1 week' from the TTL drop-down.
- Click 'Add'.

9. Click 'Continue'. The 'DNS Manager main page' will reappear when you've finished.

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

## 2.1.2.6 Updating MX Records for Network Solutions

1. Log in to Network Solutions administrative console at <https://www.networksolutions.com/manage-it/index.jsp> by entering your 'User ID', 'Password', selecting 'Manage All Services' from 'Log-in to' drop-down and clicking 'Login'.
2. Click 'Edit DNS' under 'DNS Settings'. (If this is the first time you are editing the DNS settings, then click 'Custom DNS Setting'). The 'Edit DNS' interface will appear.
3. Click 'Continue' in the 'DNS Manager-Advanced Tools'. The 'DNS Manager - Advanced Tools' interface will appear.
4. Click Add/Edit in the 'Mail Servers' panel. The 'Mail Servers' table will be displayed.
5. Delete the existing MX records.

**Tip:** If you do not want to delete the existing records at this moment, you can set them with lower priority. Edit the 'Mail Servers' table to set the priority with higher numbers like 10, 20 and so on for the existing records. You can delete these records at a later time after your changes have taken effect.

6. Update the 'Mail Servers' table with the information in the following table.

Priority	Mail Server
1	mxsrv1.spamgateway.comodo.com
2	mxsrv2.spamgateway.comodo.com

7. Click 'Save'.

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

## 2.1.2.7 Updating MX Records for Yahoo! Small Business

1. Log in to Yahoo! Small Business administrative console at [https://login.yahoo.com/config/login\\_verify2](https://login.yahoo.com/config/login_verify2) by entering your 'Yahoo ID', 'Password' and clicking 'Sign In'.
2. Click 'Domain' from the tool bar.
3. Click 'Manage Advanced DNS Settings'.
4. Click 'Change MX Records'.
5. Delete the existing MX records.

**Tip:** If you do not want to delete the existing records at this moment, you can set them with lower priority. Edit the 'MX Records to set the priority with higher numbers like 10, 20 and so on for the existing records. You can delete these records at a later time after your changes have taken effect.

6. Enter the MX record for primary email server as “mxsrv1.spamgateway.comodo.com” in the first open text box.
7. Set the priority for the primary email server as “1”
8. Enter the MX record for secondary email server as “mxsrv2.spamgateway.comodo.com” in the second open text box.
9. Set the priority for the secondary email server as “2”
10. Click 'Submit'.

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

## 2.1.2.8 Updating MX Records for 1and1

1. Log in to 1and1 administrative console at <http://www.1and1.com/login> by entering your 'Customer ID' (Account Number or Domain name), 'Password' and clicking 'Login'.
2. Click 'Administration' tab
3. Click 'Domains'. The 'Domain Overview' page will appear.
4. Choose the domain for which the MX records are to be updated.
5. Select 'Edit DNS Settings' from the DNS menu.
6. Click 'Advanced DNS Settings' and choose 'Other mail server' from the options.
7. Delete the existing MX records.

**Tip:** If you do not want to delete the existing records at this moment, you can set them with lower priority. Edit the 'MX Records to set the priority with higher numbers like 10, 20 and so on for the existing records. You can delete these records at a later time after your changes have taken effect.

8. Enter the MX 1/Prio and MX 2/Prio fields with the following information.

MX 1/Prio	mxsrv1.spamgateway.comodo.com
MX 2/Prio	mxsrv2.spamgateway.comodo.com

9. Click 'OK'.

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

## 2.1.2.9 Updating MX Records for 4D Web Hosting

1. Log in to your 4D Web Hosting administrative console at <https://members.4dwebhosting.com/> by entering your 'Username', 'Password' and clicking 'Login'.
2. Click 'Configure'.
3. Click 'MX Records' from the Configuration options.
4. Replace the top two records with the following:

Primary	mxsrv1.spamgateway.comodo.com
Secondary	mxsrv2.spamgateway.comodo.com

5. Click 'Update MX Records'.

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

### 2.1.2.10 Updating MX Records for DNS Park

1. Log in to DNS Park administrative console at <https://www.dnspark.net/signin.php>.
2. Click 'DNS Hosting' from the left hand side navigation.
3. Choose the domain for which the MX records are to be updated.
4. Click 'Mail Records (MX)'.
5. Under 'MX Resource records',
  - Replace the hostname at 1<sup>st</sup> priority row with "mxsrv1.spamgateway.comodo.com" and click 'Update'
  - Replace the hostname at 2<sup>nd</sup> priority row with "mxsrv2.spamgateway.comodo.com" and click 'Update'
6. Delete other existing MX records.

**Tip:** If you do not want to delete these records at this time, you can do it later, after your changes have taken effect.

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

### 2.1.2.11 Updating MX Records for DreamHost

1. Log in to DreamHost administrative control panel at <https://panel.dreamhost.com/> by entering your email address/Web ID and Web panel password.
2. Click 'Mail' from the left hand side navigation and select 'MX' from the options.
3. Click 'Edit' beside the domain name for which the MX records are to be updated.
4. Delete all existing MX records under 'Custom MX Records'.
5. In the first two text boxes, enter:
  - "mxsrv1.spamgateway.comodo.com"
  - "mxsrv2.spamgateway.comodo.com"
6. Click 'Update your custom MX records now!'

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

### 2.1.2.12 Updating MX Records for DynDNS

1. Log in to DynDNS administrative console at <https://account.dyn.com/entrance/> by entering your Username and password.
2. Click 'My Services'.
3. Click 'Custom DNS' beside the domain for which the MX records are to be updated, under 'Zone Level Services'.
4. Select all the entries under 'Mail eXchanger Records' and click 'Delete MX'.
5. Click 'Add New MX'.
6. Set the primary mail server:
  - Enter "mxsrv1.spamgateway.comodo.com"
  - Select '5' for preference to set higher priority for the primary server
  - Click 'Modify MX'



- Click 'Return to...'
7. Set the secondary mail server
    - Enter "mxsrv2.spamgateway.comodo.com"
    - Select '10' for preference to set lower priority for the secondary server
    - Click 'Modify MX'
    - Click 'Return to...'

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

## 2.1.2.13 Updating MX Records for IX Web Hosting

1. Log in to IX Web Hosting administrative control panel at <https://manage.ixwebhosting.com/index.php> by entering your login email address and password.
2. Click 'Manage' under 'Hosting Account'.
3. Choose the domain for which the MX records are to be updated.
4. Disable the existing MX records by clicking the 'On' button.
5. Click 'Edit' next to 'DNS Configuration'.
6. Delete the existing MX records.

**Tip:** If you do not want to delete the existing records at this moment, you can set them with lower priority. Edit the 'MX Records' to set the priority with higher numbers like 10, 20 and so on for the existing records. You can delete these records at a later time after your changes have taken effect.

7. Click 'Add DNS MX Record'.
8. Enter the primary and secondary mail servers one by one as given in the table below. Click 'Submit' after entering each record.

Name	Data	Data (Second box)
Leave Blank	1	mxsrv1.spamgateway.comodo.com
Leave Blank	2	mxsrv2.spamgateway.comodo.com

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

## 2.1.2.14 Updating MX Records for No-IP

1. Log in to No-IP administrative console at <https://www.no-ip.com/login/> by entering your login email address and password.
2. Click 'Host/Redirects' from the left hand side navigation.
3. Click 'Modify' beside the domain name for which the MX records are to be updated.
4. Navigate to 'Mail Options' section at the bottom of the page
5. Replace the MX record entry at the first field with "mxsrv1.spamgateway.comodo.com"
6. Replace the MX record entry at the second field with "mxsrv2.spamgateway.comodo.com"
7. Delete the other MX records.

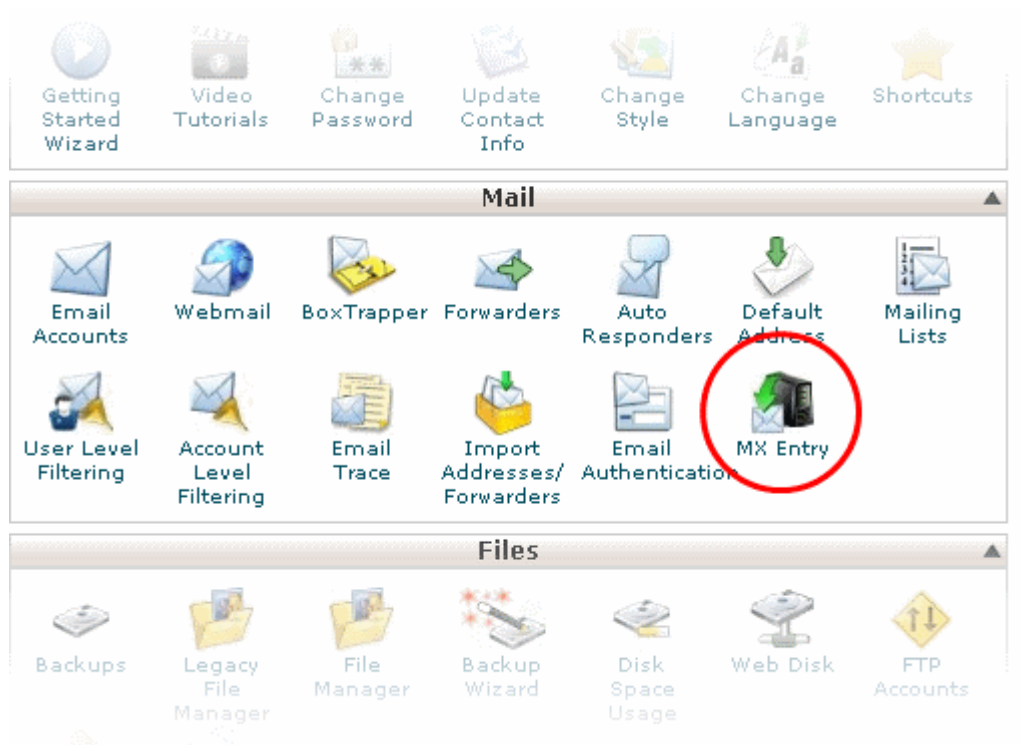
**Tip:** If you do not want to delete the existing records at this moment, you can set them with lower priority. Edit the 'MX Records' to set the priority with higher numbers like 10, 20 and so on for the existing records. You can delete these records at a later time after your changes have taken effect.

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

### 2.1.2.15 Updating MX Records in CPanel

This section explains how to update MX records for your domain if you or your web hosting service provider use CPanel as webhosting control interface.

1. Login to your administrative console. CPanel will be opened.
2. Click 'MX Entry' icon under 'Mail'



The MX Entry Maintenance panel will be opened.

3. Select the domain for which the MX record has to be changed from the Domains area.
4. Ensure that 'Local Mail Exchanger' option is selected under 'Email Routing'. If not, select the option and click the 'Change' button.

**Domain**

Domain: mydomain.com

**Email Routing**

Automatically Detect Configuration (recommended) [more >](#)

**Local Mail Exchanger** [more >](#)

Backup Mail Exchanger [more >](#)

Remote Mail Exchanger [more >](#)

*Current setting is shown in **bold**.*

Warning: Setting the wrong option here can break receiving mail on your server. If you are at all unsure about which option to select contact your system administrator.

**Add New Record**

Priority:

Destination:

**Add New Record**

Priority:

Destination:

**MX Records**

PRIORITY	DESTINATION	ACTIONS
0	mydomain.com	Edit <a href="#">Delete</a>

[Home](#) ▪ [Trademarks](#) ▪ [Help](#) ▪ [Documentation](#) ▪ [Contact](#) ▪ [Logout](#)

5. Delete the entries under 'MX Records' by clicking the 'Delete' links

**Tip:** If you do not want to delete the existing records at this moment, you can set them with lower priority. Click 'Edit' and set the priority with higher numbers like 10, 20 and so on. You can delete these records at a later time after your changes have taken effect.

6. Set the primary mail server under 'Add New Record'
  - Enter '0' in Priority field
  - Enter "mxsrv1.spamgateway.comodo.com" in the Destination field
  - Click 'Add New record'. The new MX Record pointing to CASG service will be added

⚠ Warning: Setting the wrong option here can break receiving mail on your server. If you are at all unsure about which option to select contact your system administrator.

**Add New Record**

Priority:  ✓

Destination:  ✓

Add New Record

**MX Records**

PRIORITY	DESTINATION	ACTIONS
0	mxsrv1.spamgateway.comodo.com	Edit Delete

7. Set the secondary mail server under 'Add New Record'

- Enter '1' in Priority field
- Enter "mxsrv2.spamgateway.comodo.com" in the Destination field
- Click 'Add New record'. The new MX Record pointing to CASG service will be added

Priority:

Destination:

Add New Record

**MX Records**

PRIORITY	DESTINATION	ACTIONS
0	mxsrv1.spamgateway.comodo.com	Edit Delete
1	mxsrv2.spamgateway.comodo.com	Edit Delete
10	mydomain.com	Edit Delete

[Home](#) ▪ [Trademarks](#) ▪ [Help](#) ▪ [Documentation](#) ▪ [Contact](#) ▪ [Logout](#)

The MX records for your domain are updated now. But it may take up to 48 hours for the changes to take effect.

## 2.2 Outgoing Filtering Configuration

CASG allows you to configure outgoing filter that is independent of incoming email filtering. You can set up outgoing email filter for each user or if that is too cumbersome, you can set up the filtering server as a smarthost. Click the the following links for more details.

- [Per-user authentication](#)
- [Outgoing Smarthost setup](#)

**Note:** You can use only one of the methods, [Per-user authentication](#) or [Outgoing Smarthost setup](#), for outgoing email filtering.

### 2.2.1 Per-User Authentication

To set up outgoing filtering for a user, make sure that the user is a valid outgoing user. This can be done in the **Outgoing** section

of the **Manage Domain** interface. You can also configure outgoing user to represent an IP address and anybody from this configured IP can send mail. To add an outgoing user, click 'Users' and 'Add' in the 'Outgoing users' interface. You can also import users from CSV file or from Incoming users. See the section **Users** to know how to configure an outgoing user.

## 2.2.2 Outgoing Smarthost setup

If you use a dynamic IP or you are unable to get the proper PTR records set up then you might need to consider using a smarthost. In this case all outgoing messages would be sent to CASG mailserver and the actual recipient would be contacted by CASG mailserver itself. Please note that for smarthost option, email user authorization should be handled on your side, either by IP address or by using SMTP AUTH.

A smarthost allows an SMTP server to route email to an intermediate mail server. This can ease mail server management.

This enables you to route messages over a connection that may be more direct or less costly than other routes. The smart host is similar to the route domain option for remote domains. The difference is that, after a smart host is designated, all outgoing messages are routed to that server. With a route domain, only messages for the remote domain are routed to a specific server. If you set up a smart host, you can still designate a different route for a remote domain. The route domain setting overrides the smart host setting.

You can route all incoming / outgoing messages for remote domains through a smarthost instead of sending them directly to the domain to reduce e-mail spam from the recipient's mail server via the default SMTP port.

- [Configuring QMail](#)
- [Configuring PostFix](#)
- [Configuring Sendmail](#)
- [Configuring Exchange 2000/2003](#)
- [Configuring Exchange 2007/2010](#)
- [Configuring Exim](#)
  - [Configuring Exim / cPanel](#)
  - [Configuring Exim / Directadmin](#)

### 2.2.2.1 Configuring QMail to use a Smarthost

#### Routing all mails to a smarthost

The file where SMARTHOST relating to smarthost settings are kept is named `smtproutes` and is usually found in `/var/qmail/control/`. We use the hostname `mxsrv1.spamgateway.comodo.com` on port 587 as outgoing server:

```
echo "mxsrv1.spamgateway.comodo.com:587" > /var/qmail/control/smtproutes
```

This command will set qmail that all your mails will be routed to `mxsrv1.spamgateway.comodo.com:587` (**will remove other existing lines**).

#### Routing all mails for a specific domain to a smarthost :

**Note:** The information below relates to a very specific customer requirement and is not recommended for most deployments. A configuration like this can cause problems which will be hard to troubleshoot. Unless you are sure you need to use this setup, please explore the other available options for routing mail.

```
echo "example.com:mxsrv1.spamgateway.comodo.com:587" >> /var/qmail/control/smtproutes
```

This will route outgoing email to "example.com" via the smarthost. (rest of the lines will be kept).

### 2.2.2.2 Configuring PostFix to use a Smarthost

#### Routing all mails to a smarthost :

These instructions assume the **postfix**config files live in **/etc/postfix/main.cf**

In **/etc/postfix/main.cf** add the line:

```
relayhost = mxsrv1.spamgateway.comodo.com:587
```

#### Routing all mails for a specific domain to a smarthost :

**Note:** The information below relates to a very specific customer requirement and is not recommended for most deployments. A configuration like this can cause problems which will be hard to troubleshoot. Unless you are sure you need to use this setup, please explore the other available options for routing mail.

Add a line to **/etc/postfix/transport**:

```
example.com smtp:mxsrv1.spamgateway.comodo.com:587
```

generate a postmap file :

```
postmap hash:/etc/postfix/transport
```

To use the transport file, add or edit a line in **/etc/postfix/main.cf**:

```
transport_maps = hash:/etc/postfix/transport
```

Restart Postfix and all mail. The mail for selected domains should go through the Smarthost.

### 2.2.2.3 Configuring Sendmail to use a Smarthost

#### Routing all mails to a smarthost :

Edit **/etc/sendmail.cf** and add the following line:

```
DSmxsrv1.spamgateway.comodo.com
```

Restart Sendmail.

## 2.2.2.4 Configuring Exchange 2000/2003 to use a Smarthost

### Routing all mails to a smarthost :

- In the Exchange System Manager, expand the Administrative Groups container.
- Expand the desired administrative group, and expand the Routing Groups container.
- Expand the routing group you need to work with, right-click the Connectors folder, and select New.
- Select SMTP Connector.
- On the General tab, enter a name to identify the connector.
- Select Forward All Mail Through This Connector To The Following Smart Hosts, and enter **mxsrv1.spamgateway.comodo.com**.
- Default SMTP Server -> Properties -> Delivery Tab -> Outbound Connections -> TCP Port set to 587.

### Routing all mails for a specific domain to a smarthost :

**Note:** The information below relates to a very specific customer requirement and is not recommended for most deployments. A configuration like this can cause problems which will be hard to troubleshoot. Unless you are sure you need to use this setup, please explore the other available options for routing mail.

Do all steps mentioned **above** and continue on with the following:

- Under Local Bridgeheads, click Add, and select the SMTP server that will become the SMTP bridgehead for its routing group.
- On the Address Space tab, click Add, select SMTP, and click OK.
- In the E-Mail Domain box, add the name of the remote location's e-mail domain (e.g., **example.com**), and click OK.
- Click OK three times to exit the SMTP connector configuration.
- Restart the Microsoft Exchange Routing Engine service and the SMTP service.

## 2.2.2.5 Configuring Exchange 2007/2010 to use a Smarthost

### Routing all mails to a smarthost :

A Send Connector must already have been created and configured correctly on the Hub Transport server.

- Open Exchange Management Console.
- Click on the '+' next to Organization Configuration.
- Select Hub Transport and select the 'Send Connectors' tab.
- Right-click on the existing Send Connector, select 'Properties' and go to the Network tab.
- Select "Route mail through the following smart hosts:" and click 'Add'.
- Enter **mxsrv1.spamgateway.comodo.com** (you need to use port 587).

If you have more than one Smarthost, repeat the previous two steps.

The changes to the Send Connector will take effect immediately without you having to reboot the server or restart any services.

In order to change the port to 587 you will have to issue the following command in the Exchange Powershell Console:

```
Set-SendConnector -identity "NAME OF CONNECTOR" -Port:587
```

Restart the transport service.

**Routing all mails to a smarthost with Username Authentication:**

A Send Connector must already have been created and configured correctly on the Hub Transport server.

- Open Exchange Management Console.
- Click on the + next to Organization Configuration.
- Select Hub Transport and select the 'Send Connectors' tab.
- Right-click on the existing Send Connector, select 'Properties' and go to the 'Network' tab.
- Select "Route mail through the following smart hosts:" and click 'Add'.
- Enter **mxsrv1.spamgateway.comodo.com**, **mxsrv2.spamgateway.comodo.com** in the FQDN section.
- Click 'Change' under the smart-host authentication.
- Select '**Basic Authentication**' and tick the TLS box .
- Add your newly created username and password.
- Click 'OK'.

The changes to the Send Connector will take effect immediately without you having to reboot the server or restart any services.

In order to change the port to 587 you will have to issue the following command in the Exchange Powershell Console:

```
Set-SendConnector -identity "NAME OF CONNECTOR" -Port:587
```

Restart the transport service.

### 2.2.2.6 Configuring Exim to use a Smarthost

**Routing all mails to a smarthost :**

To configure the mailserver Exim, edit your Exim configuration file (e.g. */etc/exim/exim.conf*).

Add in the routers section (after **begin routers**):

```
spamgateway_smarthost_router:
  driver = manualroute
  transport = spamgateway_smarthost_transport
  route_list = $domain mxsrv1.spamgateway.comodo.com::587
  no_more
```

Make sure the local mail route is before smarthost, if you don't want local mail to be forwarded. Add in the transports section (after **begin transports**):

```
spamgateway_smarthost_transport:
  driver = smtp
  hosts_require_tls = *
```

**Routing all mails for a specific domain to a smarthost:**

**Note:** The information below relates to a very specific customer requirement and is not recommended for most deployments. A configuration like this can cause problems which will be hard to troubleshoot. Unless you are sure you need to use this setup, please explore the other available options for routing mail.

Put the domain in place of the \$domain value in the route\_list (above). For multiple domains you can use:



```
route_list = domain.example.com mxsrv1.spamgateway.comodo.com::587 ;
domain.example.org mxsrv1.spamgateway.comodo.com::587
```

Restart Exim for the changes to take effect.

### 2.2.2.6.1 Configuring Exim / cPanel to use a Smarthost

#### Routing all mails to a smarthost :

Go to the "Exim Configuration Editor" in WHM. Choose "Advanced Editor". Add in the routers section (after **begin routers**, and after the **democheck**: router block):

```
smarthost_dkim:
  driver = manualroute
  domains = !+local_domains
  require_files = "+/var/cpanel/domain_keys/private/${sender_address_domain}"
  transport = remote_smtp_smart_dkim
  route_list = $domain mxsrv1.spamgateway.comodo.com::587

smarthost_regular:
  driver = manualroute
  domains = !+local_domains
  transport = remote_smtp_smart_regular
  route_list = $domain mxsrv1.spamgateway.comodo.com::587
```

Then add in the transports section (after begin transports):

```
remote_smtp_smart_dkim:
  driver = smtp
  hosts_require_tls = *
  interface = ${if exists {/etc/mailips}}{${lookup{$sender_address_domain}
    lsearch*/etc/mailips}{$value}}}{}}
  helo_data = ${if exists {/etc/mailhelo}}{${lookup{$sender_address_domain}
    lsearch*/etc/mailhelo}{$value}{$primary_hostname}}
  {$primary_hostname}}
  dkim_domain = $sender_address_domain
  dkim_selector = default
  dkim_private_key = "/var/cpanel/domain_keys/private/${dkim_domain}"
  dkim_canon = relaxed

remote_smtp_smart_regular:
  driver = smtp
  hosts_require_tls = *
  interface = ${if exists {/etc/mailips}}{${lookup{$sender_address_domain}
    lsearch*/etc/mailips}{$value}}}{}}
  helo_data = ${if exists {/etc/mailhelo}}{${lookup{$sender_address_domain}
    lsearch*/etc/mailhelo}{$value}{$primary_hostname}}
  {$primary_hostname}}
```

Save the configuration. All the outgoing mail will be relayed through the filterserver and accept original and DKIM signed emails.

#### Routing all mails to a smarthost with SMTP Authentication:

- Go to the "Exim Configuration Editor" in WHM.
- Choose "Advanced Editor". do not include **"begin authenticators"**.
- Otherwise, simply append our 4 lines and leave out our **"begin authenticators"**.

```
begin authenticators

spamgateway_login:
driver = plaintext
public_name = LOGIN
client_send = : username@example.com : yourUserPassword
```

Add a Router in the Router Configuration Box.

```
send_via_spamgateway:
driver = manualroute
domains = ! +local_domains
transport = spamgateway_smtp
route_list = "* mxsrv1.spamgateway.comodo.com::587 byname"
host_find_failed = defer
no_more
```

Add a Transport to the Transport Configuration Box.

```
spamgateway_smtp:
driver = smtp
hosts = mxsrv1.spamgateway.comodo.com
hosts_require_auth = mxsrv1.spamgateway.comodo.com
hosts_require_tls = mxsrv1.spamgateway.comodo.com
```

Restart Exim.

#### Extra: Routing all mails for a specific domain to a smarthost with individual outgoing accounts:

To be able to set custom settings/limits for outgoing users, use the information above (Routing with SMTP Authentication) with a small change. Use this:

```
client_send = : ${extract{user}}{${
{lookup{$sender_address_domain}lsearch{/etc/exim_spamgateway}}}} :
    ${extract{pass}}{${
{lookup{$sender_address_domain}lsearch{/etc/exim_spamgateway}}}}
```

instead of the **client\_send** in the previous example.

To create a file called **/etc/exim\_spamgateway** with the following structure, use this :

```
domain1.com:    user=user@domain1.com    pass=abc
domain2.com:    user=user@domain2.com    pass=xyz
```

#### Extra: Limiting Outgoing for certain domains

This option can be combined with the individual accounts configuration to restrict outgoing only to specific domains. You can add the following entry (underneath domains) in the router :

```
senders = ^.*@domain1.com : ^.*@domain2.com
```

### 2.2.2.6.2 Configuring Exim / Directadmin to use a Smarthost

- Edit your Exim configuration file (e.g. **/etc/exim.conf**).

- Add in the routers section (after begin routers):

```
spamgateway_smarthost_router:
  driver = manualroute
  domains = ! +local_domains
  ignore_target_hosts = 127.0.0.0/8
  condition = "${perl{check_limits}}"
  transport = spamgateway_smarthost_transport
  route_list = $domain mxsrv1.spamgateway.comodo.com::587
  no_more
```

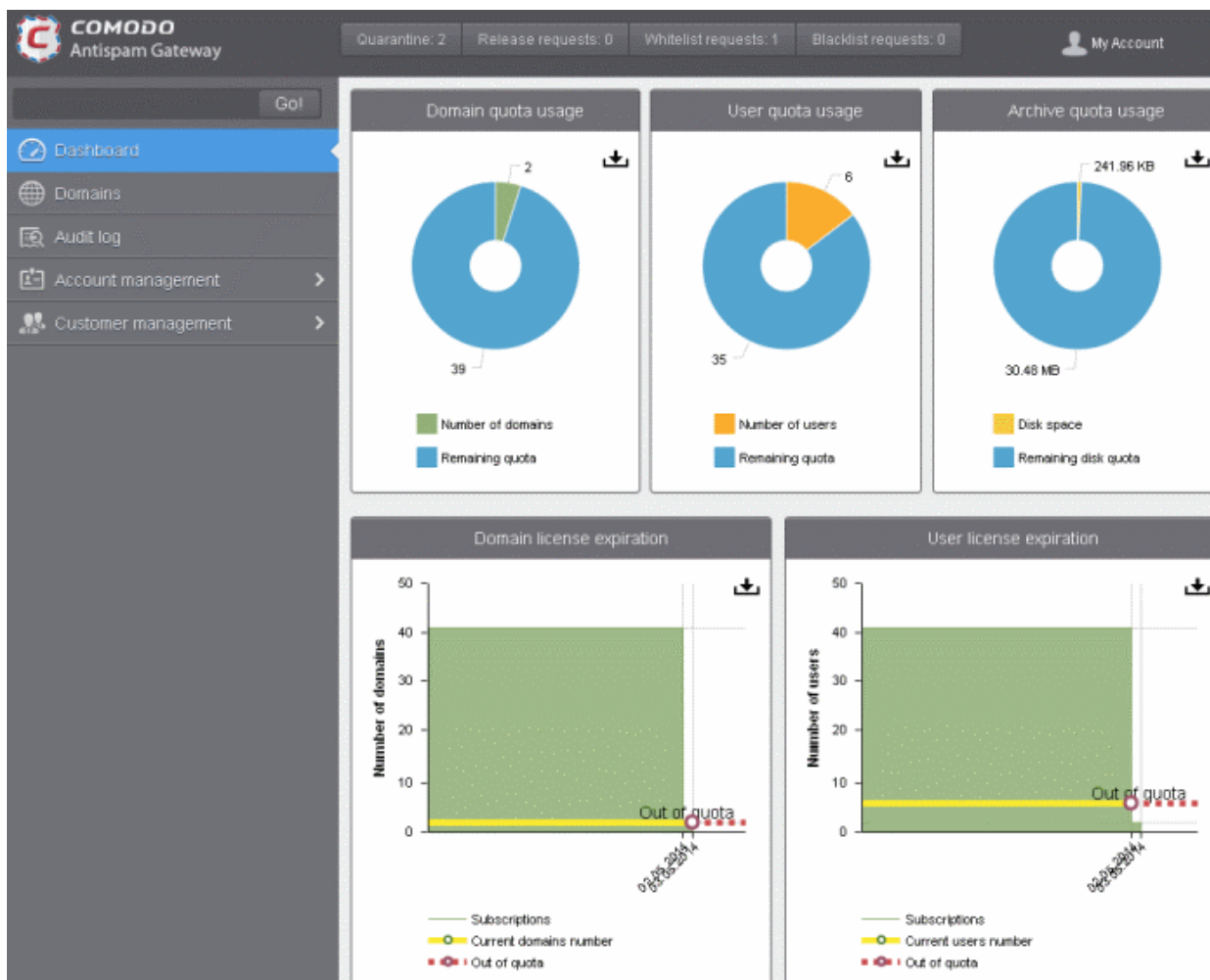
- This replaces the existing "lookuphost." router which should be commented.
- Add in the transports section (after begin transports):

```
spamgateway_smarthost_transport:
  driver = smtp
  hosts_require_tls = *
```

Restart Exim.

## 3 The Administrative Interface

The Administrative Console is the nerve center of Comodo Antispam Gateway (CASG), allowing administrators to add domains, add administrators and users, manage accounts and more.




Once logged-in, the administrator can navigate to different areas of the console by clicking the tabs at the left hand side.

## Main Functional Areas

- **Dashboard** - Allows administrator to view graphical summaries of domain quota usage, user quota usage, archive quota usage, details of domain and user license expiration. See **The Dashboard Area** for more details.
- **Domains** - Provides a snapshot of domains in CASG for your account and serves as a launchpad for adding, deleting, editing and managing domains. In this area the administrators can set filters, view quarantined mails, set email restrictions. The administrator can also view the log record of actions such as accepting whitelist request, accepting blacklist request and so on. See **Domain Management** for more details.
- **Audit Log** – Allows administrators with appropriate privileges to view a record of actions initiated by users and administrators for all domains belonging to an account. See **Audit Log** for more details.
- **Account Management** - Enables the administrator to add other administrators, delete or edit existing administrators. Currently logged in administrator also can change his/her password, manage their subscription to periodical domain and quarantine summary reports in this area. An administrator also can create user and administrator groups and permissions can be configured for these groups. Users and administrators then can be added to these groups that will impose a common permission policy for them. The administrators can also view a user history for *all* domains within a particular date range. See **Account Management** for more details.
- **Customer Management** - Enables the administrator to view the details of the customer such as name, maximum number of users, maximum number of domains, incoming archive space, license expiration date and whether the customer is enabled or not. Also the administrator can manage the subscription of periodical domain and quarantine summary reports for the customer, configure email template settings for the messages sent from CASG. See **Customer Management** for more details.

Clicking the [support.comodo.com](http://support.comodo.com) link at the bottom of 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 displays 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.

## 3.1 Logging-in to the Administrative Interface

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

A screenshot of the login form for the Administrative Interface. The form has a blue header with a user icon and the text 'Administrative Interface'. Below the header, there are two input fields: 'Username' and 'Password'. At the bottom of the form is a blue 'Login' button.

- Login to the interface with your CASG username and password.

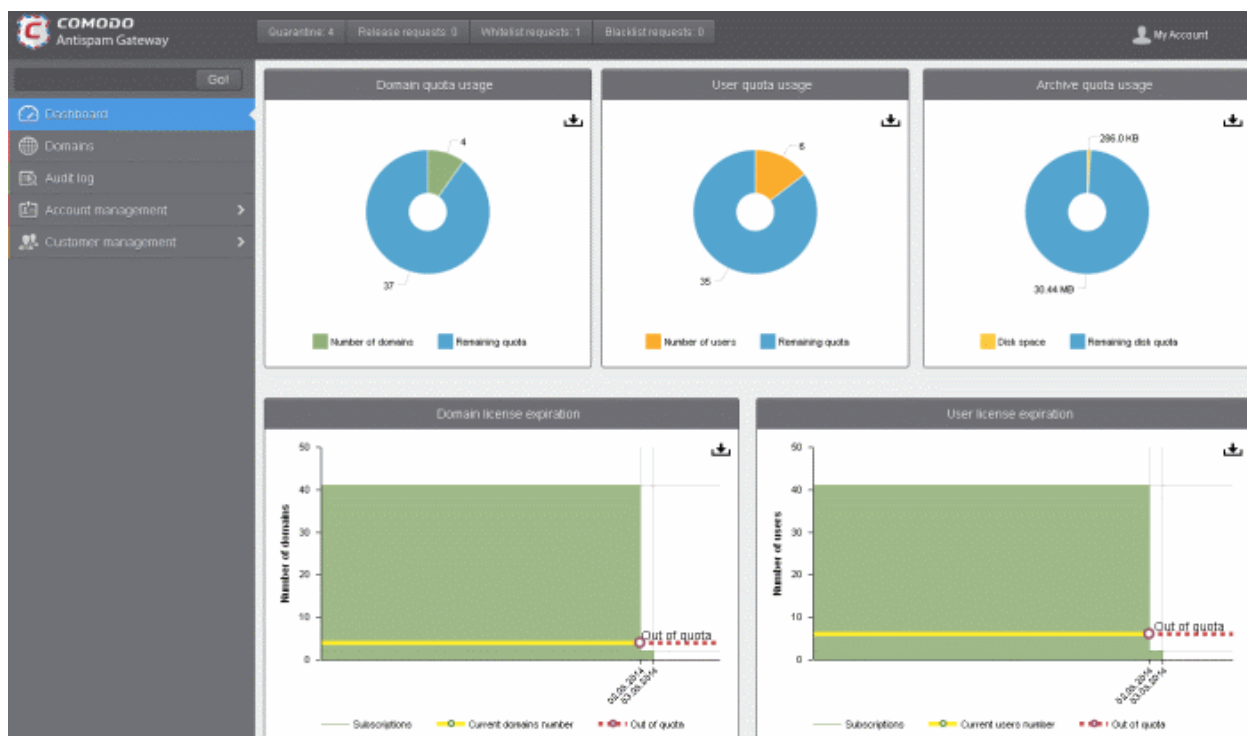
In order to ensure safety, CASG will lock the account if the login attempts fail for more than three attempts due to incorrect Username or Password. To unlock the account the administrator can contact their Comodo Account Manager.

The threshold number of unsuccessful login attempts before locking the account can also be customized by contacting the Comodo Account Manager.

**Note:** You can login to the interface using either the credentials created via CAM account or the administrative credentials created via the CASG interface. If you login using the CAM account credentials, an additional feature 'Login to my Comodo account' will be available in the Account management area through which you can manage your account such as subscribe for more licenses.

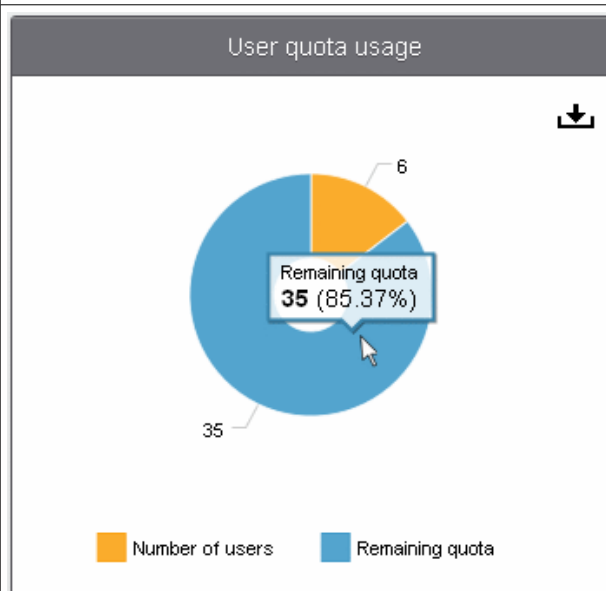
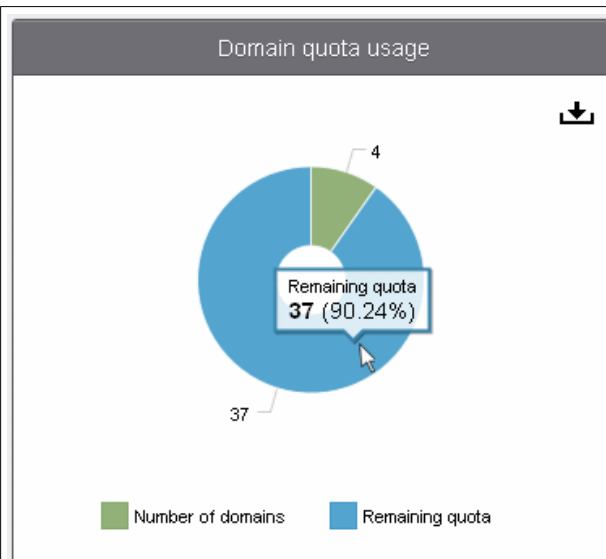
## 3.2 The Dashboard Area

The Dashboard displays a snapshot summary of domain, user and archive quota usage as pie charts and domain and user license expiration as graphs. Administrators can download the pie charts and graphs as image or pdf files by clicking the download icon at the top right side of each item.



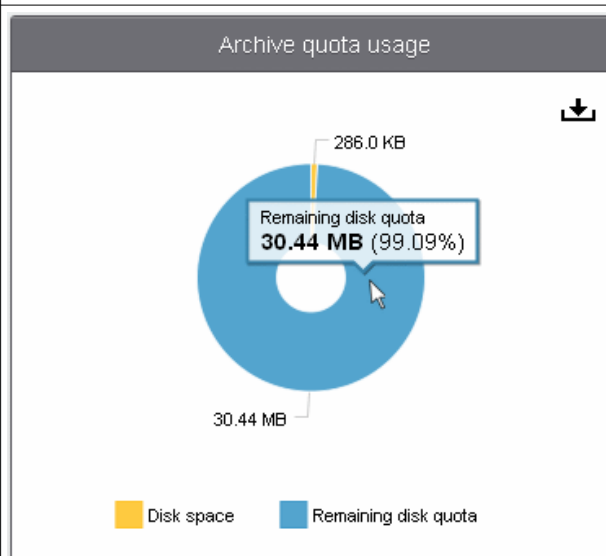
## Domain Quota Usage

The 'Domain quota usage' pie chart provides the details of number of used and remaining domains for the account. Hovering the mouse cursor or clicking over a sector displays a call-out providing respective details. Clicking on a legend turns on / off respective metric on the chart.



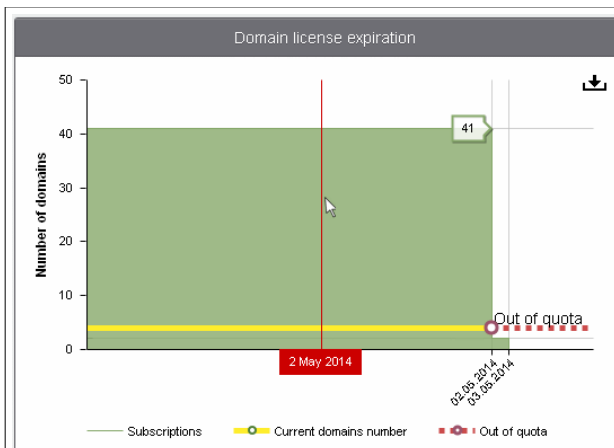
## User Quota Usage

The 'User quota usage' pie chart provides the details of number of used and remaining users for the account. Hovering the mouse cursor or clicking over a sector displays a call-out providing respective details. Clicking on a legend turns on / off respective metric on the chart.



## Archive Quota Usage

The 'Archive quota usage' pie chart provides the details of used and remaining archive space for incoming mails for the account. Hovering the mouse cursor or clicking over a sector displays a call-out providing respective details. Clicking on a legend turns on / off respective metric on the chart.

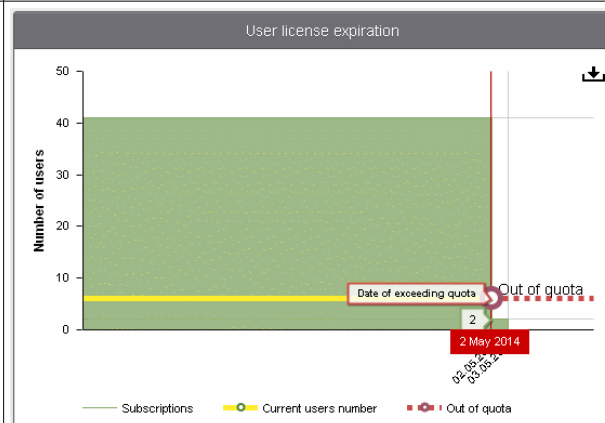


## Domain License Expiration

The 'Domain license expiration' graph provides at-a-glance summary of domains that can be added for the account and their licenses expiry dates. The number of domains that is allowed for the account is displayed in X axis and the Y axis indicates the dates when the licenses for these domains are set to expire. Hovering the mouse cursor over any part of the graph displays when the current license is set to expire. It also displays if any license has expired. The yellow line indicates the total number of domains added for the account. Out of quota indicates the date the domains added for the account exceeds for a license.

## User License Expiration

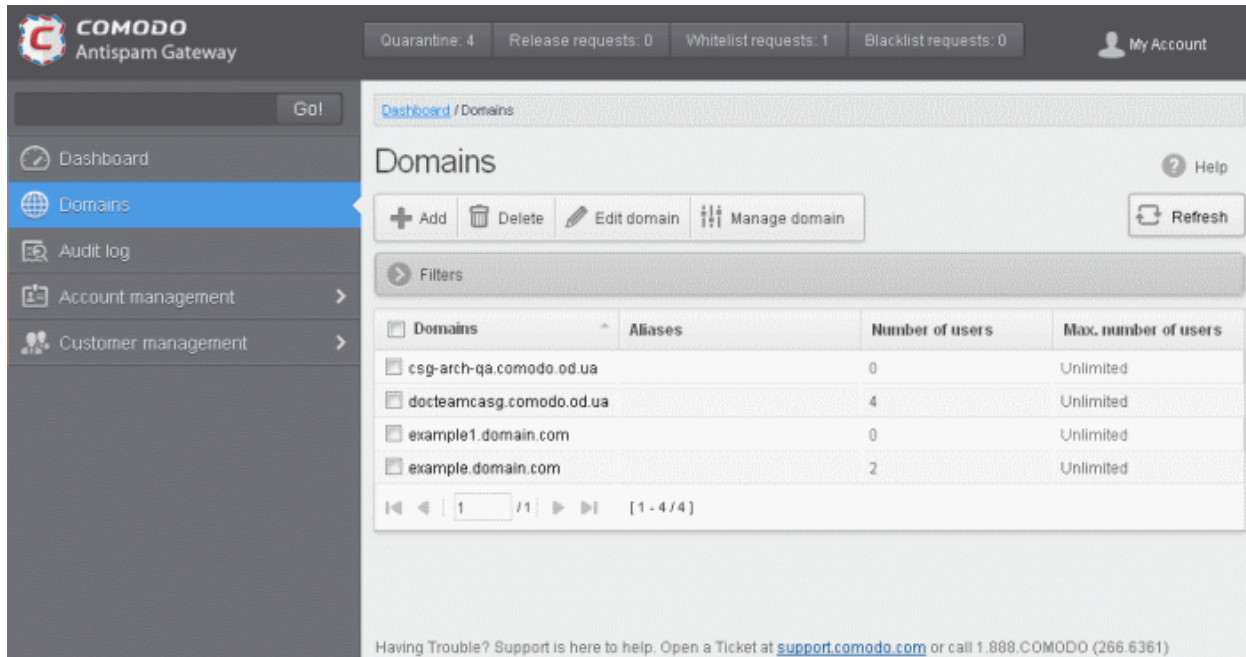
The 'User license expiration' graph provides at-a-glance summary of users that can be added for the account and their license expiry dates. The number of users that is allowed for the account is displayed in X axis and the Y axis indicates the dates when the subscriptions for these users are set to expire. Hovering the mouse cursor over any part of the graph displays when the current subscription is set to expire. It also displays if any subscription has expired. The yellow line indicates the total number of users added for the account. Out of quota indicates the date the users added for the account exceeds for a license.



## 3.2.1 Domain Management

The 'Domains' area of the interface allows administrators to perform domain management tasks such as adding, deleting editing and managing a domain. Various settings such as email size restrictions and extensions of attached files in emails can be configured for any listed domain. The interface also allows administrators to view logs of changes such as whitelist a recipient, blacklist a recipient and so on for all the domains in the account.

**Tip:** CASG also periodically generates Domains reports containing a summary of all the mail activities for the domain. The reports are sent to the administrators through email. Administrators can configure for such reports through **Dashboard > Account Management > Admin > Add Administrators** or **Edit Administrators**. Refer to **CASG Reports - An Overview** for more details.



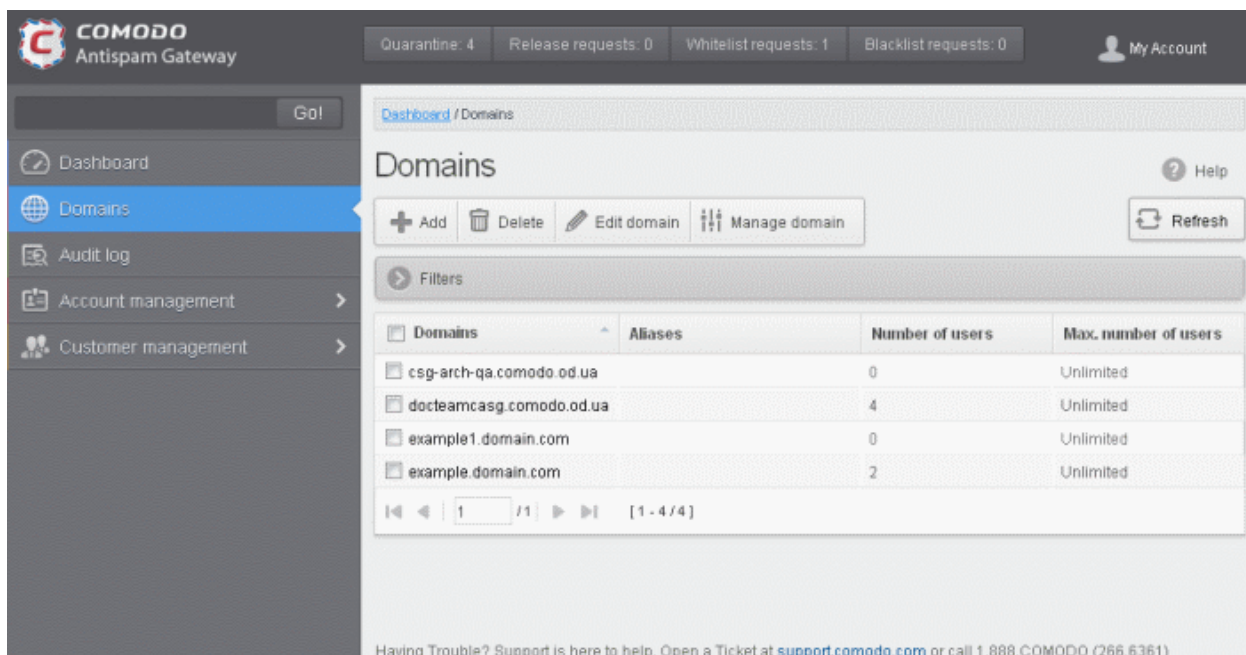
Click the following the link for more details:

- [Domains](#)

### 3.2.1.1 Domains

As the name suggests, the The 'Domains' area of the interface allows administrators to perform domain management tasks such as adding, deleting editing a domain. Various settings such as email size restrictions and extensions of attached files in emails can be configured for any listed domain.

- Click the Domains tab in the left hand side navigation to open the Domains area.



The list of domains that are configured will be displayed.



## Sorting the Entries

Clicking the domain column heading switches the sorting of the entries based on the ascending/descending order of the entries.

## Using Filter options to search particular domain(s)

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

The screenshot shows the 'Domains' management page. At the top, there are navigation buttons: '+ Add', 'Delete', 'Edit domain', and 'Manage domain'. A 'Refresh' button is also present. Below these is a 'Filters' section with a '+ Domain' dropdown, a 'contains' condition dropdown, and an empty text input field. An 'Apply filter' button is to the right. Below the filter section is a table with the following data:

Domains	Aliases	Number of users	Max. number of users
<input type="checkbox"/> csg-arch-qa.comodo.od.ua		0	Unlimited
<input type="checkbox"/> docteamcasg.comodo.od.ua		4	Unlimited
<input type="checkbox"/> example1.domain.com		0	Unlimited
<input type="checkbox"/> example.domain.com		2	Unlimited

At the bottom of the table, there is a pagination control showing '1 / 1' and '[ 1 - 4 / 4 ]'.

You can add more filters by clicking **+** for narrowing down your search.

The screenshot shows the 'Domains' management page with multiple filters applied. The 'Filters' section now contains four filter rows, each with a red minus icon on the left:

- +** Domain | contains | [ ]
- Domain | equals | [ ]
- Alias | contains | [ ]
- Domain | starts with | [ ]

The 'Apply filter' button is still present. Below the filter section, the table is updated to show only the filtered entries:

Domains	Aliases	Number of users	Max. number of users
<input type="checkbox"/> example.domain.com		2	Unlimited
<input type="checkbox"/> example1.domain.com		0	Unlimited

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

Available filters are:

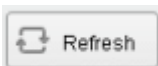
- **Domain:** Will execute a search of domain names according to the text in the text box (column 3) and the condition selected in column 2.
- **Aliases:** Will execute a search of domain alias names according to the text in the text box (column 3) and the condition selected in column 2.

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

- **Equals:** Displays the domain or alias name that was entered in full in the text box.
- **Contains:** Displays all domain or alias name(s) that contains the words entered in the text box.
- **Not Contains:** Displays all domain or alias name(s) that does not contain the words entered in the text box.
- **Starts With:** Displays all domain or alias name(s) that starts with the words entered in the text box.
- **Not Equals:** Displays all domain or alias name(s), except the one entered in the text box.
- **Ends With:** Displays all the domain or alias name(s) that ends with the words entered in the text box.

Click 'Apply Filter' after selecting the filters.

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



Click the  button to display all the domains.

**Note:** To display all the domains 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.

Click the following links to know how to:

- [Add a domain](#)
- [Delete a domain](#)
- [Edit a domain](#)
- [Manage a domain](#)

### 3.2.1.1.1 Adding Domains

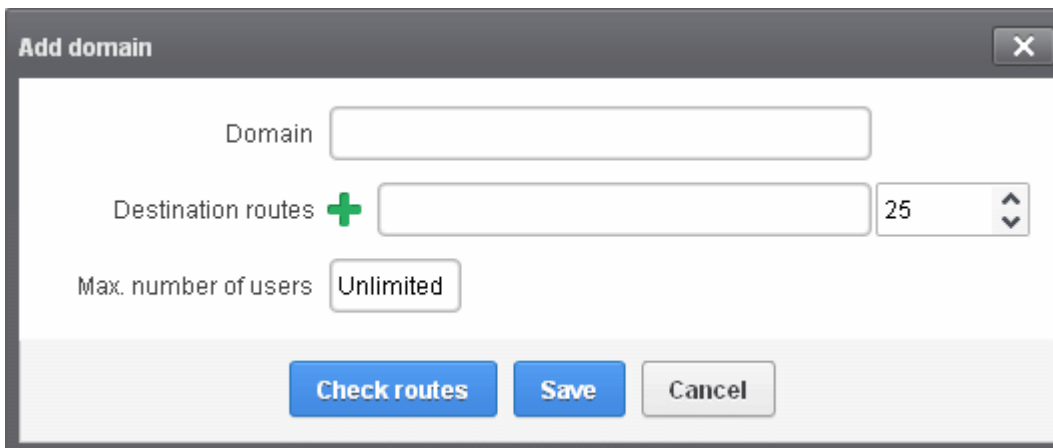
From this interface, administrators with appropriate privileges can add domains, configure the number of users for each domain and the destination routes for respective domains. The number of domains that you can add depends on the plan that you have subscribed.

#### To add a domain

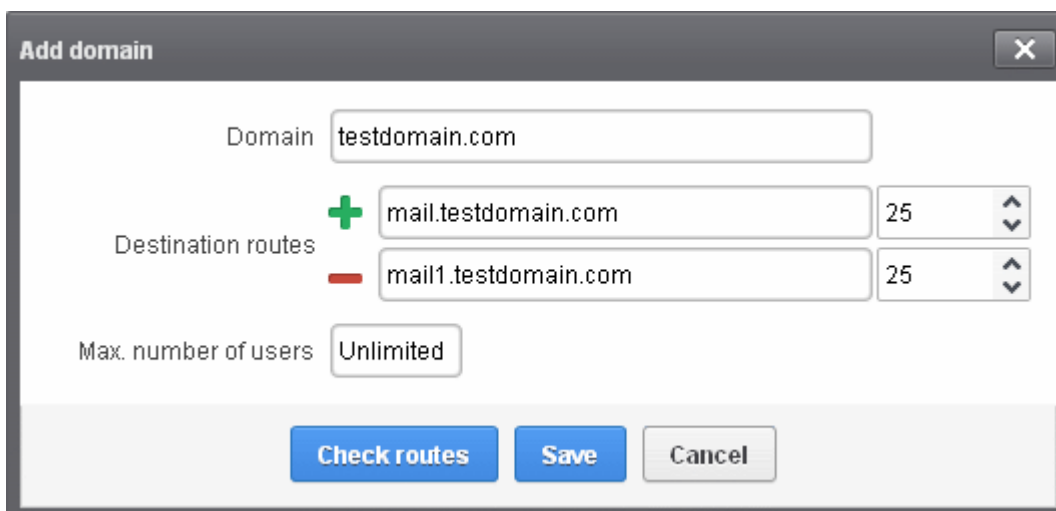
- Click the 'Add' button in the Domains interface



The 'Add domain' dialog will open.



- Enter a valid domain name in the 'Domain' field.
- Enter the final mail server destination route in the 'Destination routes' field. This is where the mails will be delivered from CASG after appropriate filtering of mails. The default port is 25.
- If you want additional routes to be included for the filtered mails to be delivered in case of failure of the first route, click **+** beside the 'Destination routes' field to add more alternative destination routes.



- Click the 'Check routes' button to let CASG automatically get the destination routes information from DNS. If the result contains mxsrv1.spamgateway.comodo.com then it means that DNS MX record was already updated to work with Antispam Gateway server and you must fill 'Destination routes' field with your real MX record, for example mail.exempldomain.com.
- Enter the maximum numbers of users that can be added for this domain in the 'Max.number of users' field. Leaving this setting as 'Unlimited' will allow you to add up to, but not exceed, the maximum number of users permitted by your current license. The maximum number of users for a selected domain can also be configured in the **'Domain Settings'** area.

**Note:** The number of users that you can add for all the domains belonging to your account depends on your subscription plan. For example, if the subscription plan for your account allows you to add 1000 users and you have three domains, then you can add 300 users for domain 1, 300 users for domain 2 and 400 users for domain 3. You can set any value between 0 and 999999 in the 'Max. number of users' field, but CASG checks if the total number of users for all domains is within your license limit.

- Click 'Save' to add the configured domains.

**Note:** When you create a new domain, email addresses 'abuse@addeddomain' and 'postmaster@addeddomain' will be added

by default in Recipient Whitelist. [Click here](#) for more details.

### 3.2.1.1.2 Deleting Domains

If you want to delete a domain for which emails are being routed via CASG, this can be done in this interface.

#### To delete a domain

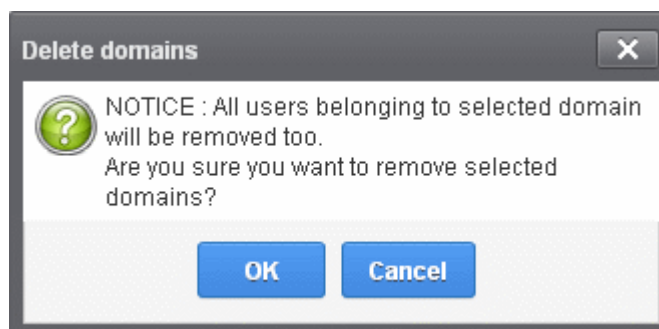
- Select the domain(s) that you want to delete from the interface.



- Click the "Delete" button

**Tip:** You can select multiple domains to delete by pressing and holding the Shift or Ctrl keys.

A notice will be displayed warning you that the users belonging to the selected domains to be deleted will also be removed.



- Click 'OK' to confirm.

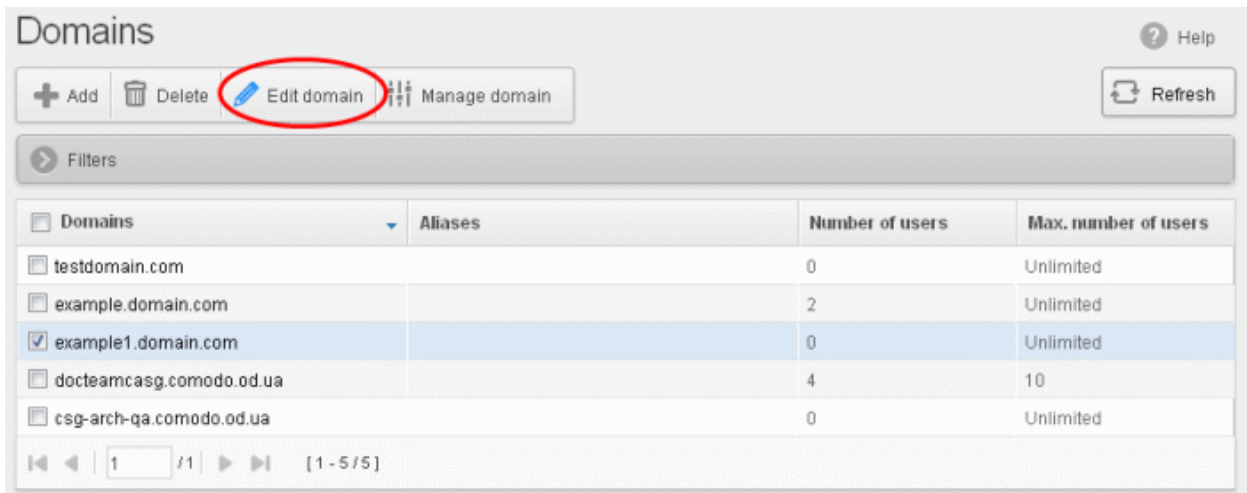
The selected domain(s) will be deleted.

### 3.2.1.1.3 Editing Domains

You can change the destination routes of a configured domain and check routes for the edited domain. Please note that the name of the domain cannot be edited.

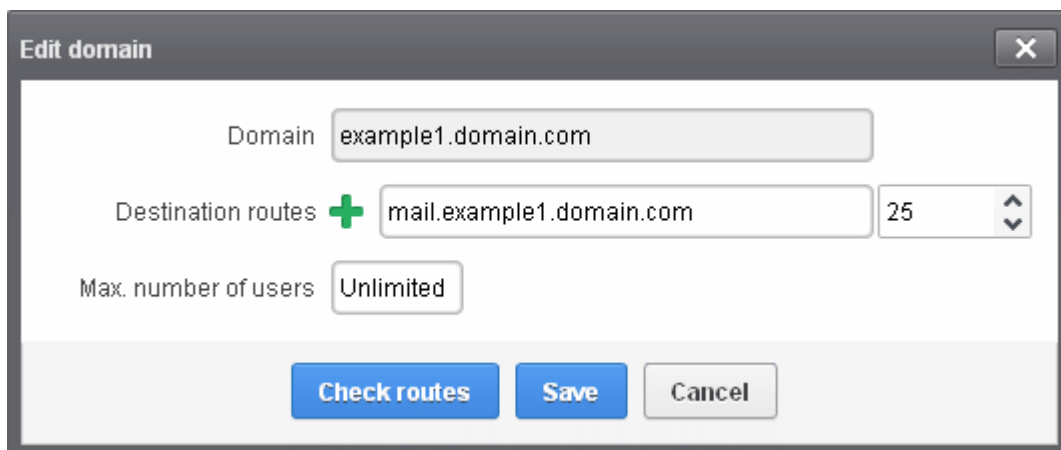
#### To edit a domain

- Select the domain that you want to edit from the interface.



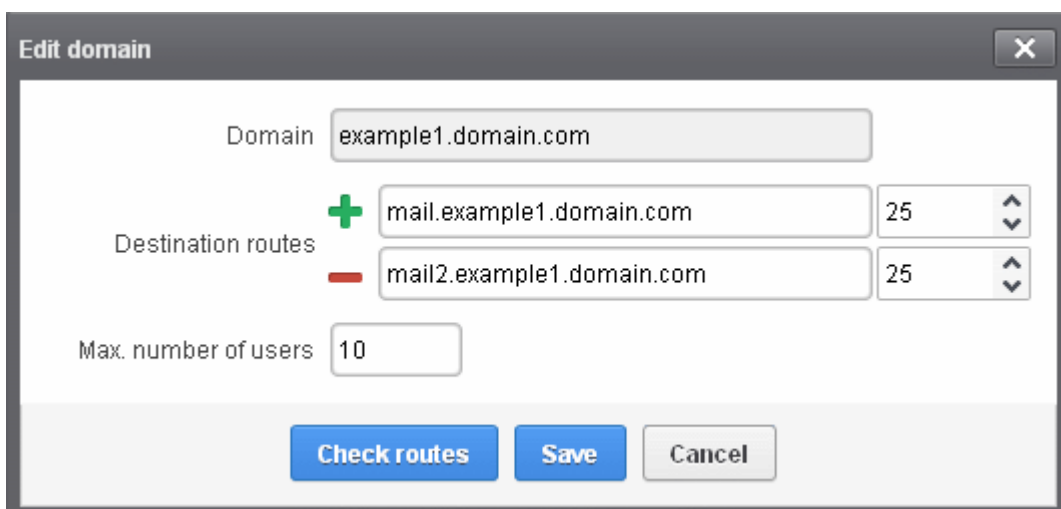
- Click the 'Edit domain' button

The Edit domain dialog will be displayed. Please note that the domain name is not editable.



From here you can add another destination route, change the primary destination route or delete additional destination routes and reconfigure the maximum number of users for that domain.

- Click in the 'Destination route' field to edit it.
- Click **+** beside the 'Destination routes' field to add more alternative destination routes.



- Click **-** to remove alternative destination routes.
- Click the 'Check routes' button to let CASG automatically get the destination routes information from DNS. If the result contains mxsrv1.spamgateway.comodo.com then it means that DNS MX record was already updated to work with

Antispam Gateway server and you must fill 'Destination routes' field with your real MX record, for example mail.testdomain.com.

- If required, edit the maximum of number of users that can be added for this domain in the 'Max. number of users' field. Leaving this setting as 'Unlimited' will allow you to add up to, but not exceed, the maximum number of users permitted by your current license.

**Note:** The number of users that you can add for all the domains belonging to your account depends on your subscription plan. For example, if the subscription plan for your account allows you to add 1000 users and you have three domains, then you can add 300 users for domain 1, 300 users for domain 2 and 400 users for domain 3. You can set any value between 0 and 999999 in the 'Max. number of users' field, but CASG checks if the total number of users for all domains is within your license limit.

- Click 'Save' to confirm the changes.

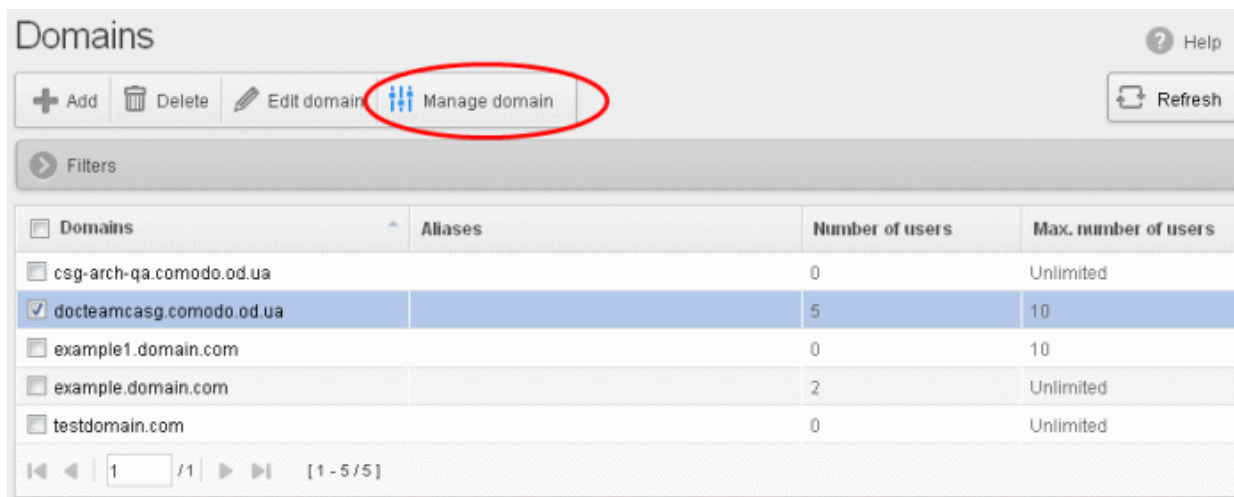
### 3.2.1.1.4 Managing Domain

In this area, an administrator can configure various settings for a selected domain. This interface allows the administrator to view quarantined mails, set email restrictions, add users as recipient whitelist or blacklist, add new users and view log reports for the domain.

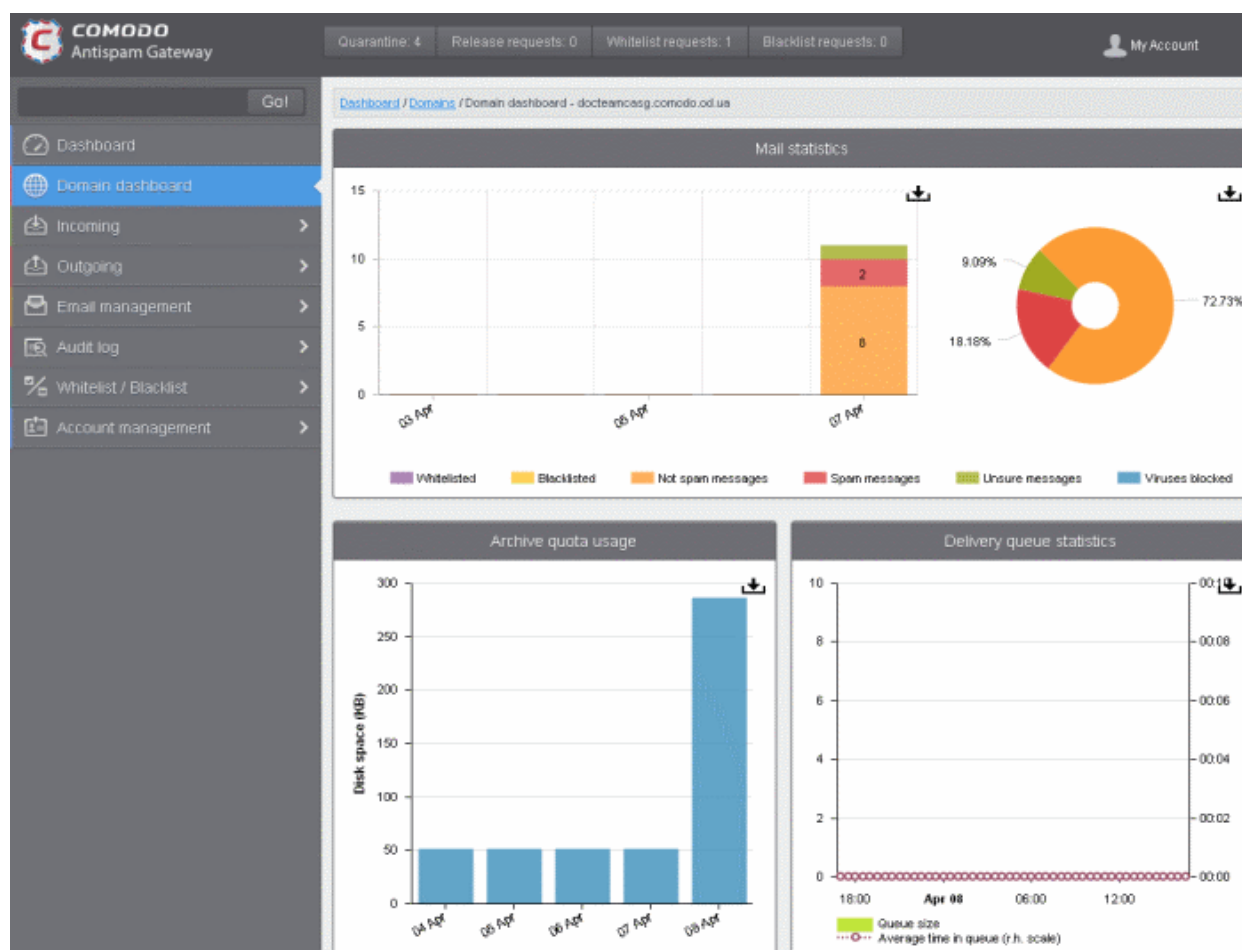
This section is divided into seven main subsections namely, Domain dashboard, Incoming, Outgoing, Email management, Audit log, Whitelist / Blacklist and Account management. Click on the respective tab to expand or close the subsection in the left hand side navigation.

#### To manage a domain

- Select the domain that you want to manage from the interface and click the 'Manage Domain' button.
- or
- Click on the domain name in the 'Domains' column.
- or
- Right-click on the domain name in the 'Domains' column to open in a new tab or window.



In the left hand side navigation, the configuration tabs for the selected domain will open. By default, the Domain dashboard for the selected domain will be displayed. Click on the tabs in the left side to open the respective interfaces.



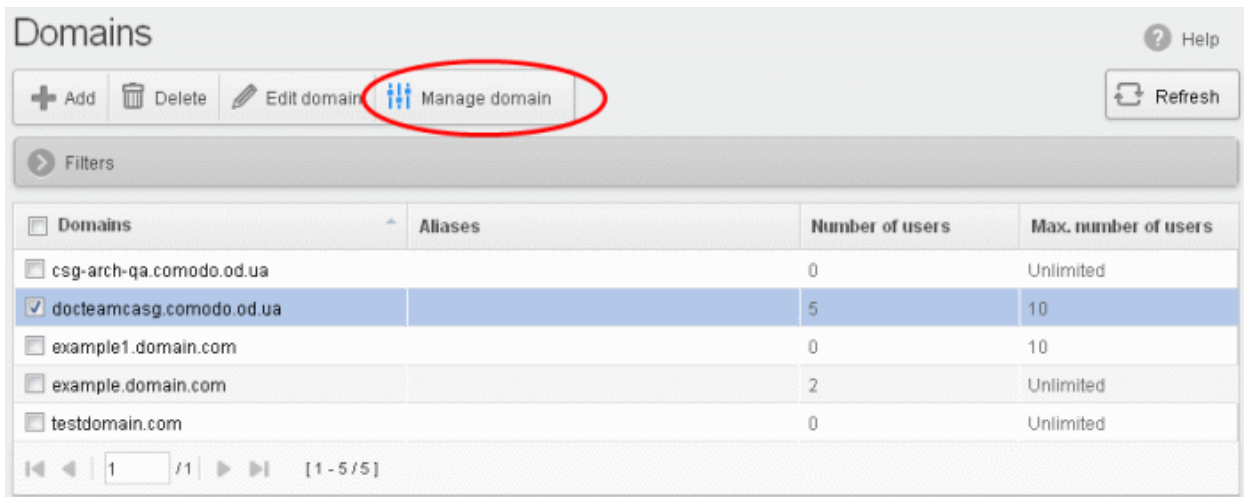
Click on the following links for more details on the subsections:

- [Domain Dashboard](#)
- [Incoming](#)
- [Outgoing](#)
- [Email Management](#)
- [Domain Audit Log](#)
- [Whitelist / Blacklist](#)
- [Account Management](#)

#### 3.2.1.1.4.1 Domain Dashboard

CASG provides a dashboard view of a selected domain for quick analysis of important statistics such as number of quarantined mails, release requests, whitelist requests, blacklist requests, incoming mails archive quota usage and more. Administrators can download the pie charts and graphs as image or pdf files by clicking the download icon at the top right side of each item. To open a domain dashboard, click Domains tab on the left hand side and then:

- Select the domain that you want to view its dashboard and click the 'Manage Domain' button.  
or
- Click on the domain name in the 'Domains' column.  
or
- Right-click on the domain name in the 'Domains' column to open in a new tab or window.



The dashboard of the selected domain will be displayed.



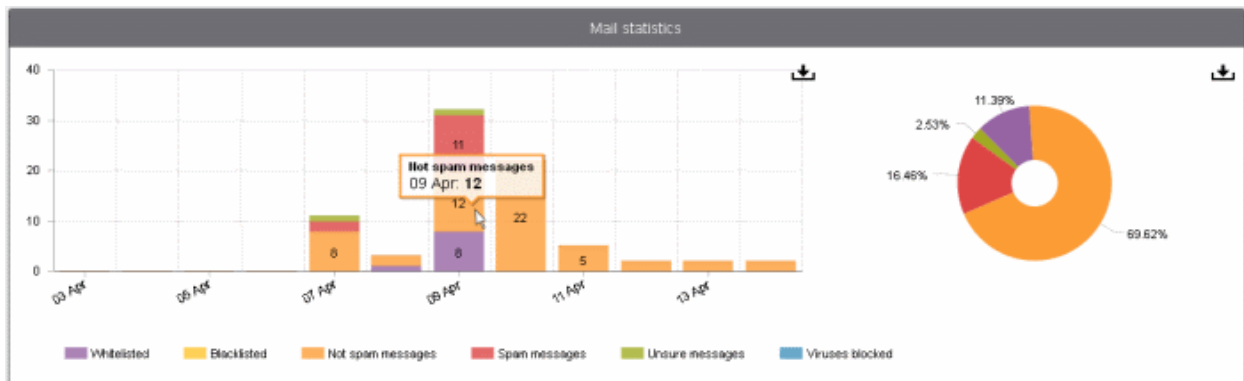
Clicking on the buttons at the top of the domain dashboard takes you to the respective interface:

- **Quarantine** – Displays the quarantined mails of all users of the selected domain. Refer to the section **Quarantine** for more details.
- **Release requests** – Displays the requests from users of the selected domain for releasing quarantined mails. Refer to the section **Released Requests** for more details.
- **Whitelist requests** – Displays the requests from users of the selected domain for whitelisting the senders of quarantined mails. Refer to the section **Whitelisted Requests** for more details.
- **Blacklist requests** – Displays the requests from users of the selected domain for blacklisting the senders of

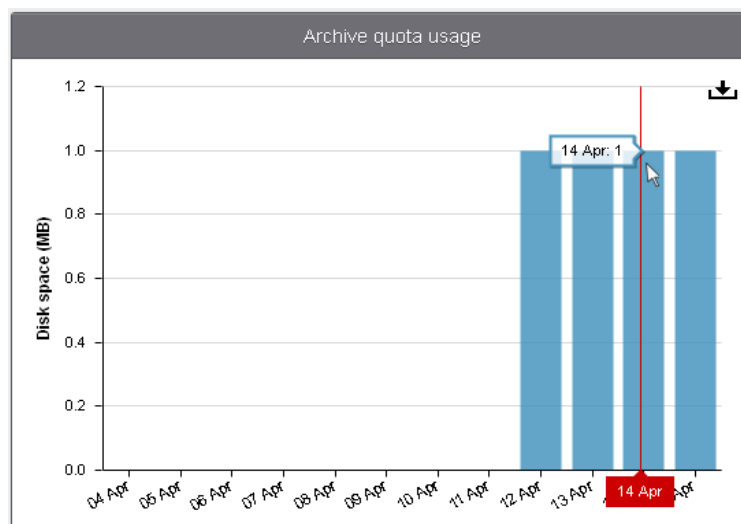


quarantined mails. Refer to the section **Blacklisted Requests** for more details.

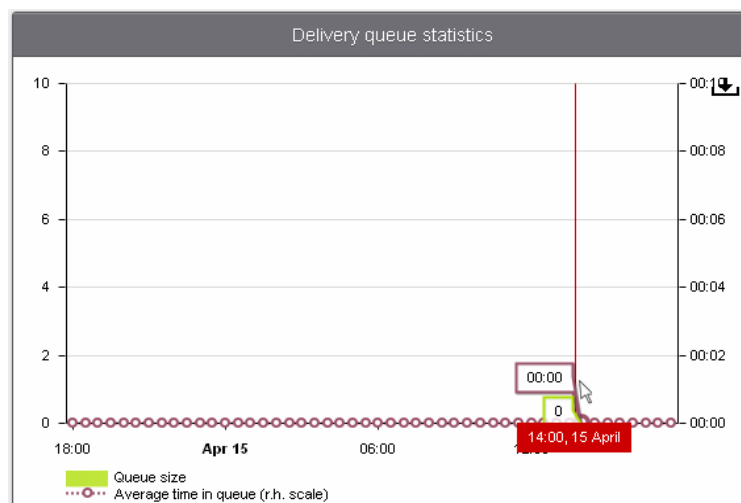
The Mails Statistics area provides a graphical as well as pie chart representation of the mails that were blocked, viruses blocked and more. Hovering the mouse cursor over a sector or graph displays a call-out providing respective details. Clicking on a legend turns on / off respective metric on the chart and graph.



The 'Archive quota usage' area provides details of the storage space used for archiving incoming mails. The graph shows the disk space used per day for the last two weeks. Hovering the mouse cursor over any part of the graph displays the details of the space used for the respective date. Refer to the section **Managing Archived Mails** for more details.

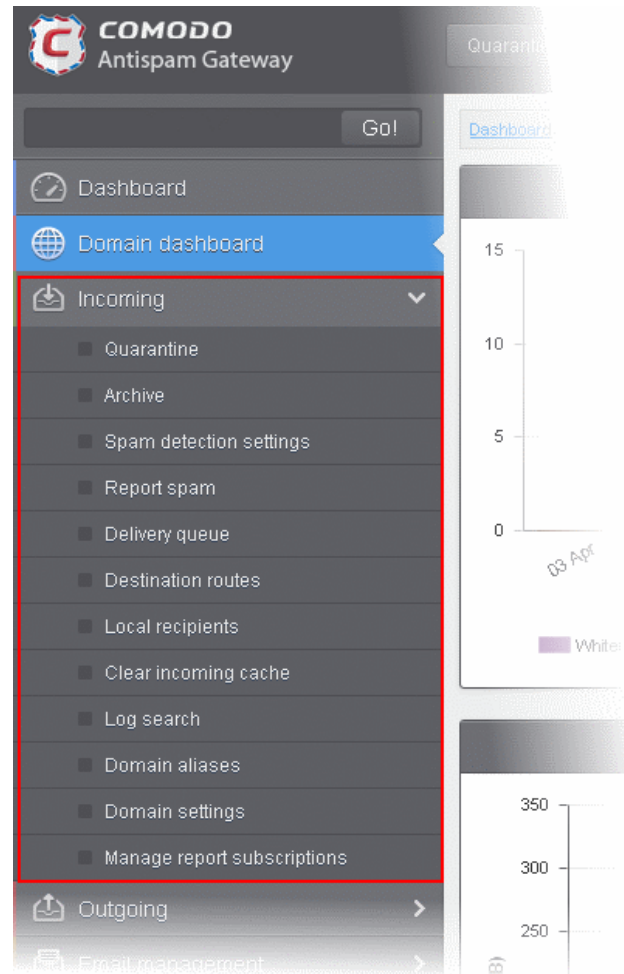


The 'Delivery queue statistics' area provides details of filtered mails that are queued in CASG servers for delivery at a later time. It also displays the average time of queued mails for the previous day in CASG servers before delivery. Refer to the section **Delivery Queue** for more details.



### 3.2.1.1.4.2 Incoming

In the 'Incoming' area of the Manage Domain section, you can view quarantined mails, configure incoming Spam detection settings, set alert heading for spam mail, add local email recipients and more.



Click the following links for more details:

- [Quarantine](#)
- [Managing Archived Mails](#)
- [Incoming Spam detection settings](#)
- [Report Spam](#)
- [Delivery Queue](#)
- [Destination Routes](#)
- [Local Recipients](#)
- [Clear Incoming Cache](#)
- [Log Search](#)
- [Domain Aliases](#)
- [Domain Settings](#)
- [Manage Report Subscriptions for Selected Domain](#)

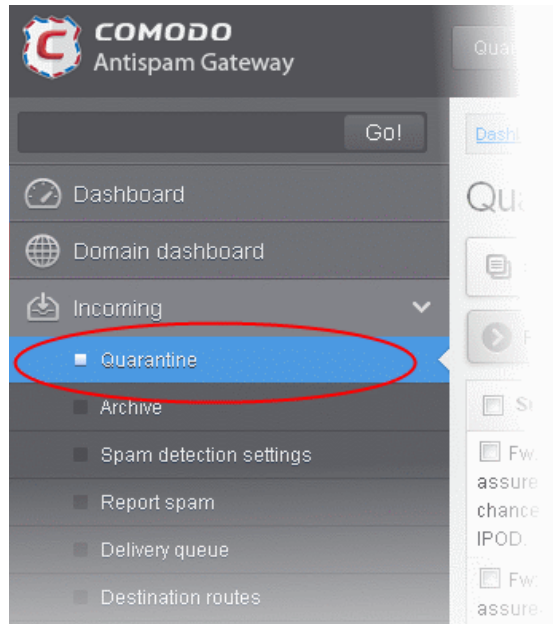
#### Quarantine

In this area, an administrator can view the list of all the quarantined emails and their headers, of all the users for the selected domain. The administrator can also choose to release quarantined emails to the intended recipient after ascertaining that particular email is not actually a spam. The administrator also can delete a selected or all the spam mails from this interface.

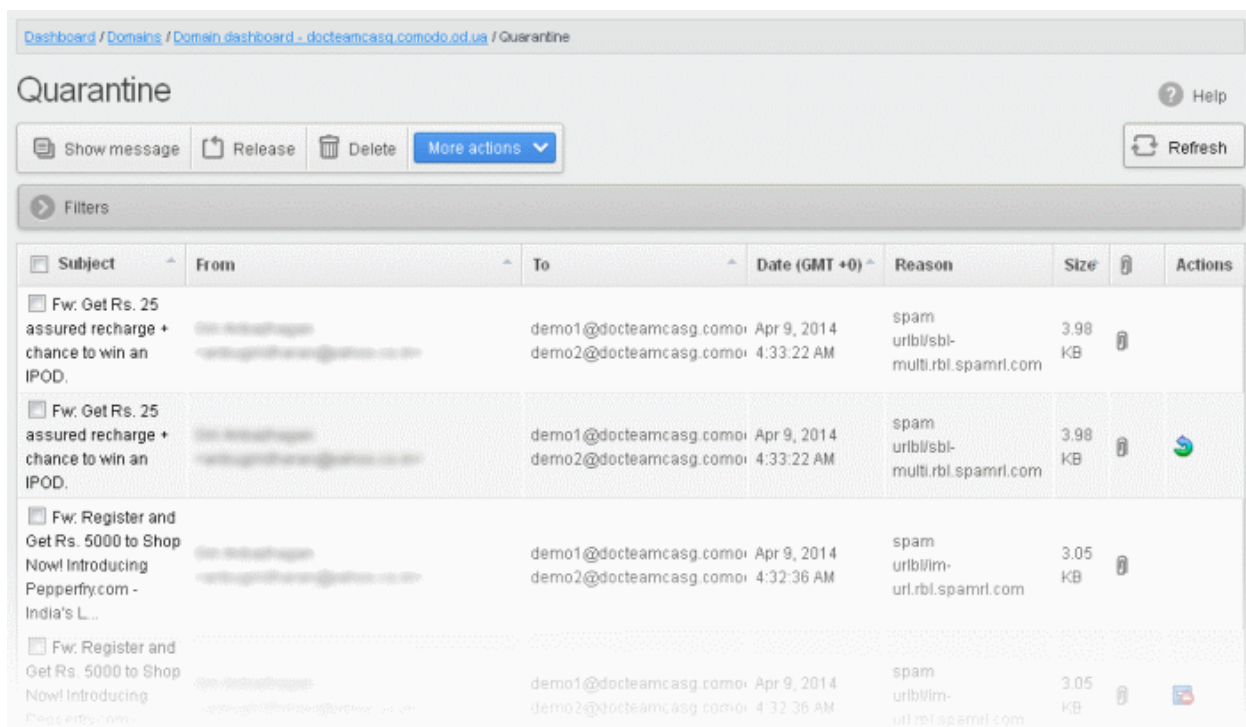
**Tip:** CASG also periodically generates Quarantine reports containing a summary of mails identified as spam or malicious that were moved to quarantine automatically. The reports are sent to the administrators through email. Administrators can configure for such reports through **Dashboard > Account Management > Admin > Add Administrators** or **Edit Administrators**. Refer to **CASG Reports - An Overview** for more details.

### To open the quarantined email interface:

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Quarantine' tab.



The quarantined email area of the selected domain will open:

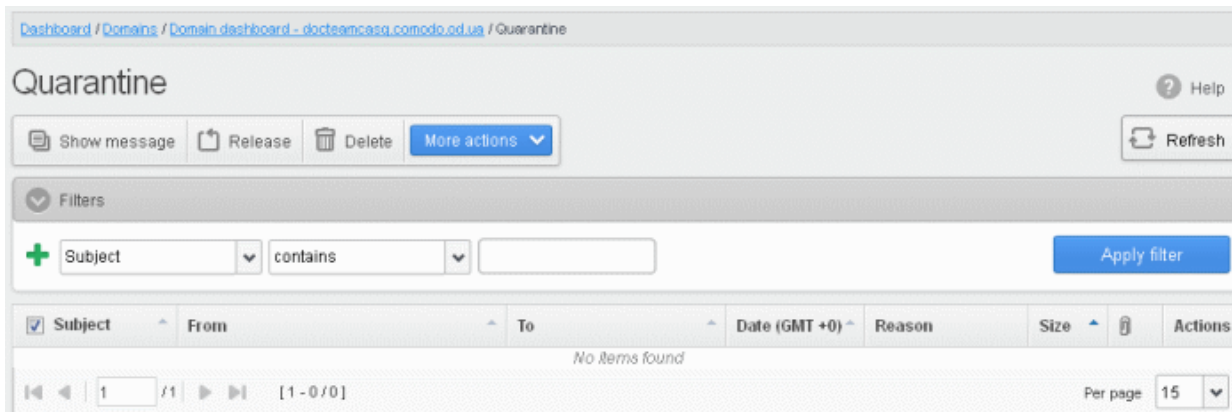


## Sorting the Entries

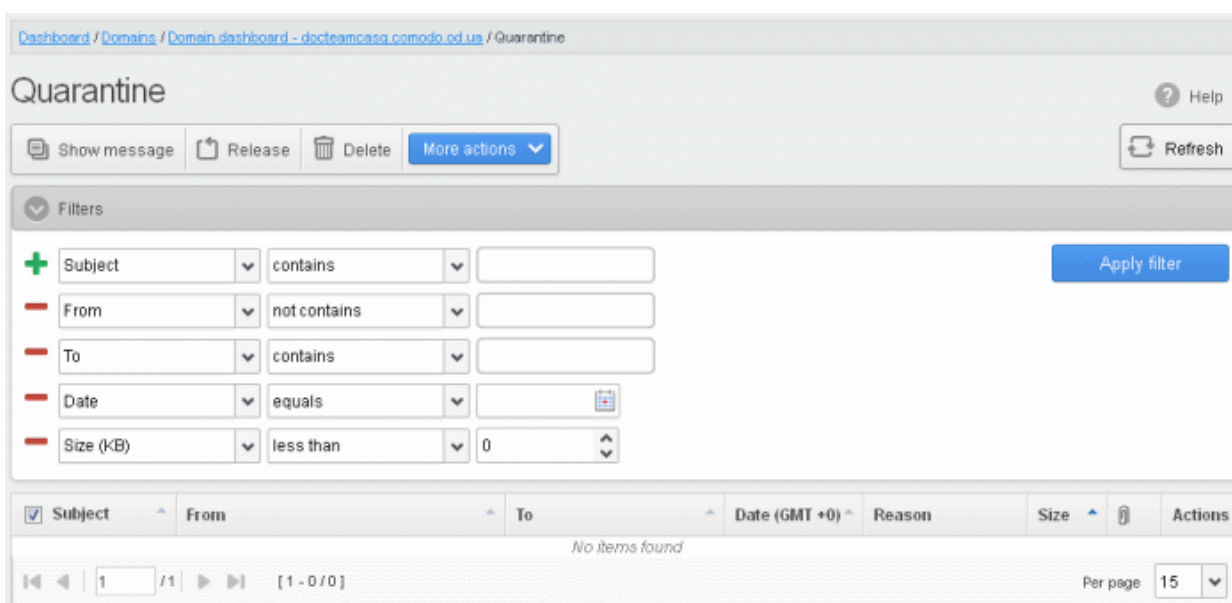
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

## Using Filter option to search quarantined emails

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



You can add more filters by clicking **+** for narrowing down your search.



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

Available filters are:

- **Subject:** Will execute a search of subject according to the text entered in the text box (column 3) and the condition selected in column 2.
- **From:** Will execute a search of senders according to the text entered in the text box (column 3) and the condition selected in column 2.
- **To:** Will execute a search of users according to the text entered in the text box (column 3) and the condition selected in column 2.

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

- **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:** Will execute a search of mail received dates according to the date selected in the calendar box (column 3) and the condition selected in column 2.
- **Size (KB):** Will execute a search of mails according to the size selected or entered in third field (column 3) and the condition selected in column 2.

If 'Date' is selected, the following conditions are available:

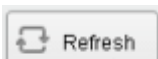
- **Equals:** Displays the quarantined emails that have the same date as the selected date in the third box from the calendar
- **Less than:** Displays the quarantined emails with dates less than the selected date in the third box from the calendar
- **Greater than:** Displays the quarantined emails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

If 'Size' is selected, the following conditions 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 'Apply Filter' after selecting the filters.

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 Details of Quarantined Mails

The details like subject, sender, recipient, date and size of the mails added to the Quarantine can be viewed in two ways:

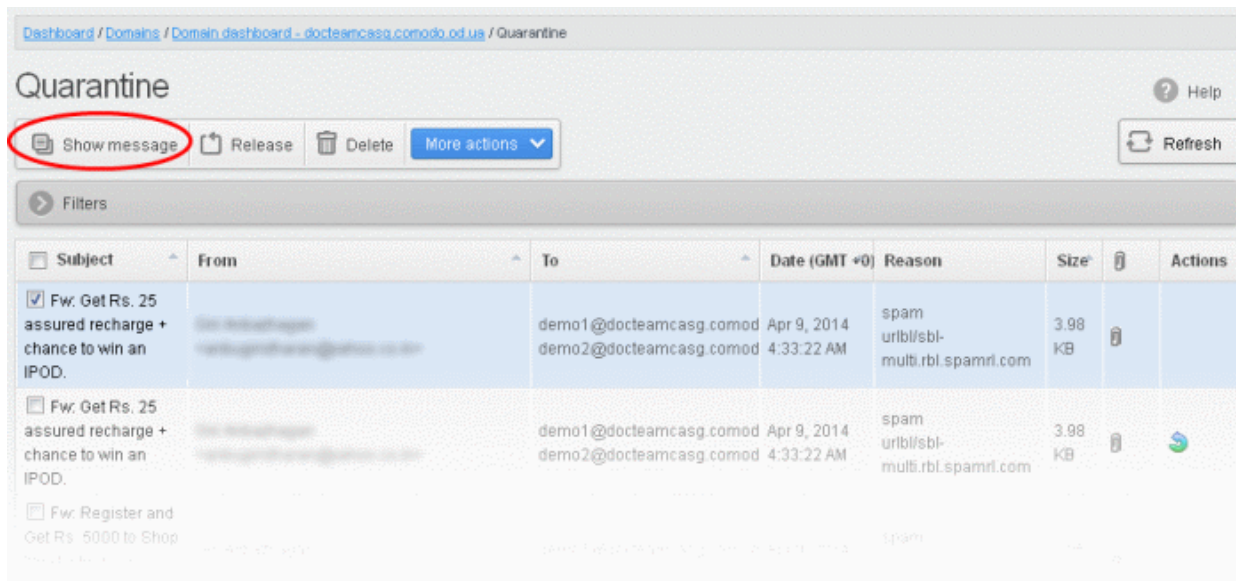
- **In the same CASG window**
- **In a new CASG window**

**To view details of quarantined mails in the same CASG window:**

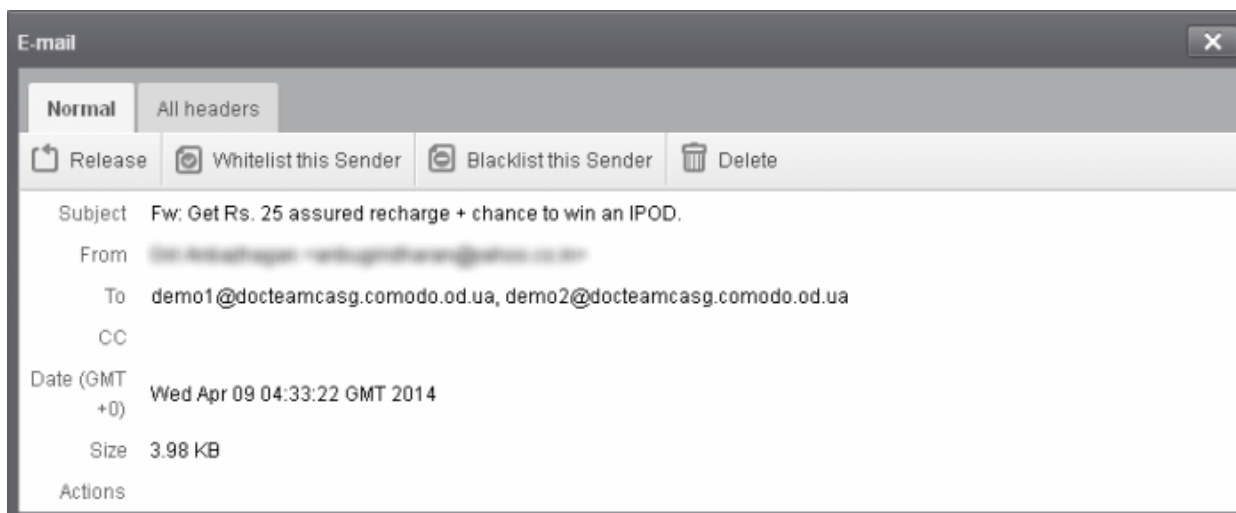
- In the quarantined email area, select the mail that you want to view and click the 'Show Message' button.

or

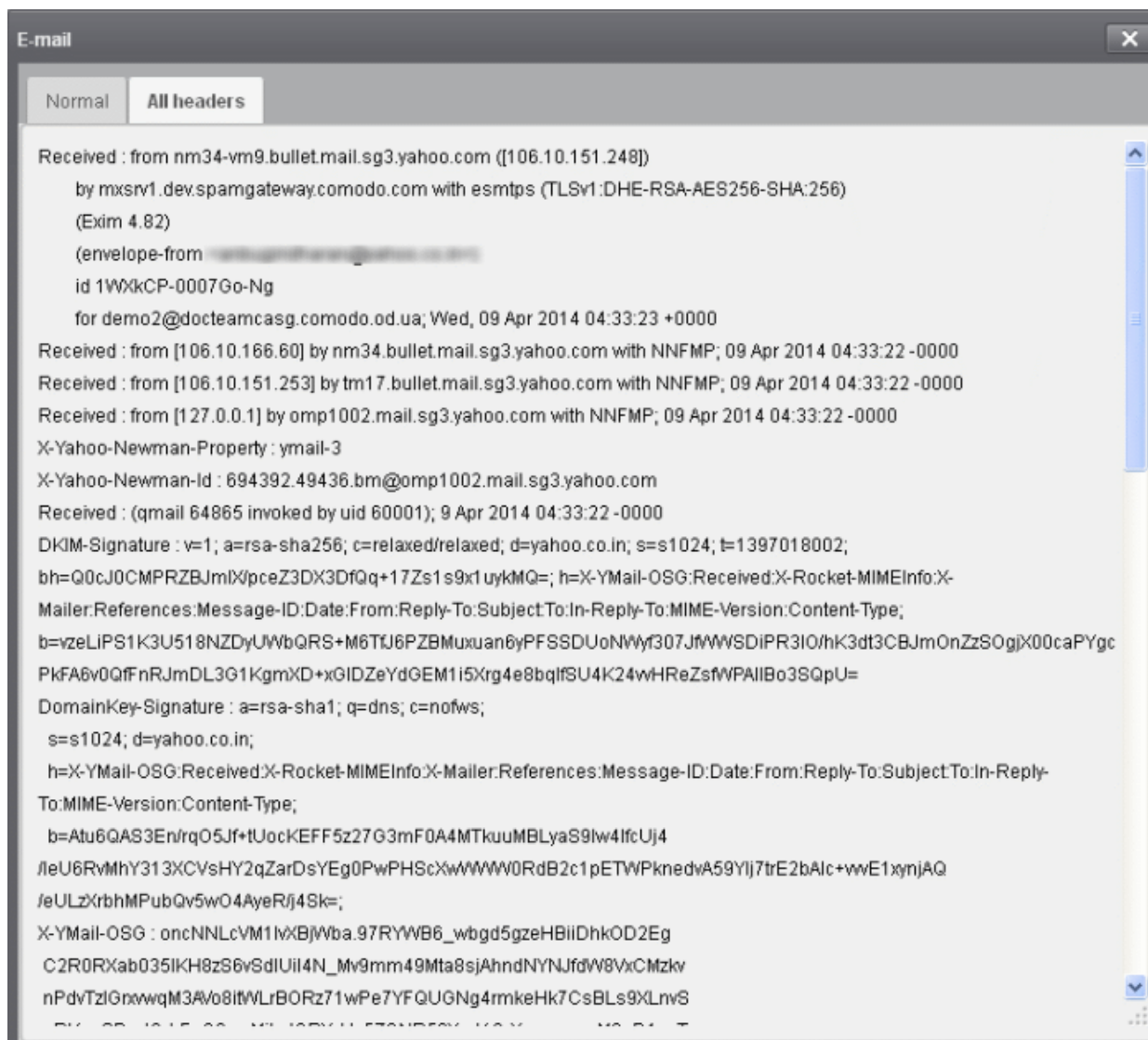
- Click on the email link in the subject column that you want to view its details.



The details of the selected email will be displayed.



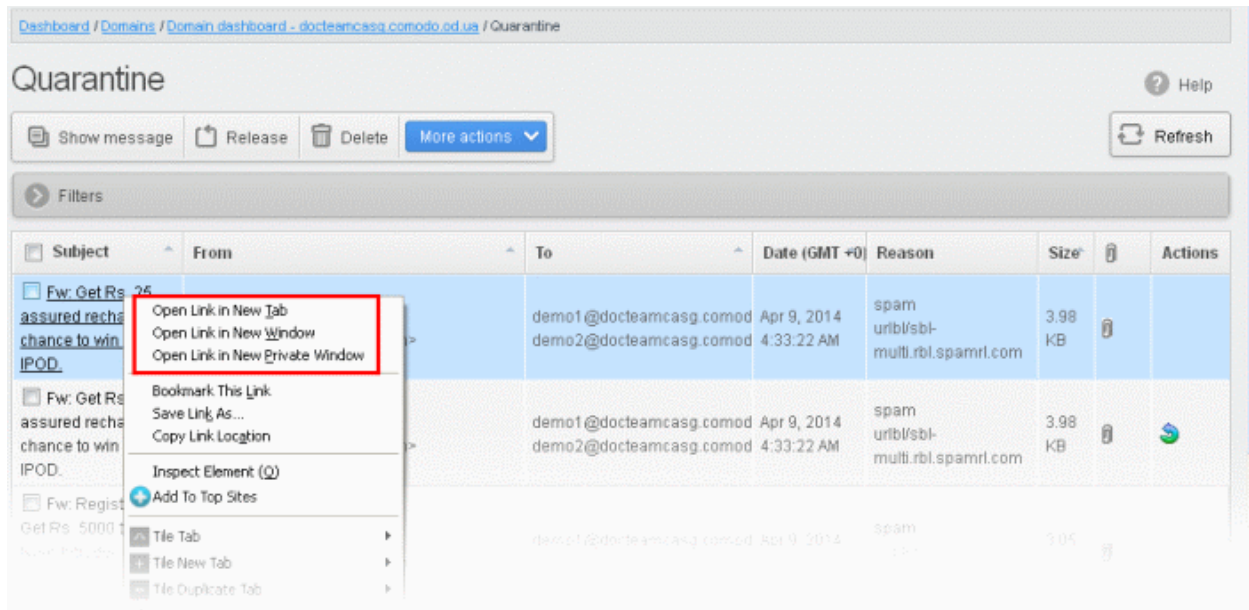
To view the email headers, which contain the tracking information of the mail detailing the path it has crossed before reaching the recipient, click 'All headers' tab. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity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



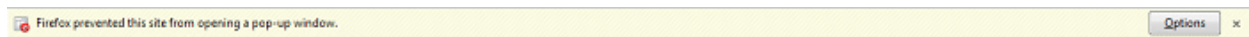
Check the details of the mail and ascertain whether it is a spam mail or not. You can choose to either release the mail or delete it. Click the 'Whitelist this sender' tab to add the sender to '**Sender Whitelist**' if you desire or 'Blacklist this Sender' to add this sender to **Sender Blacklist**. Refer to the section '**Whitelist / Blacklist**' for more details.

### To view the details of a quarantined mail in a new CASG window

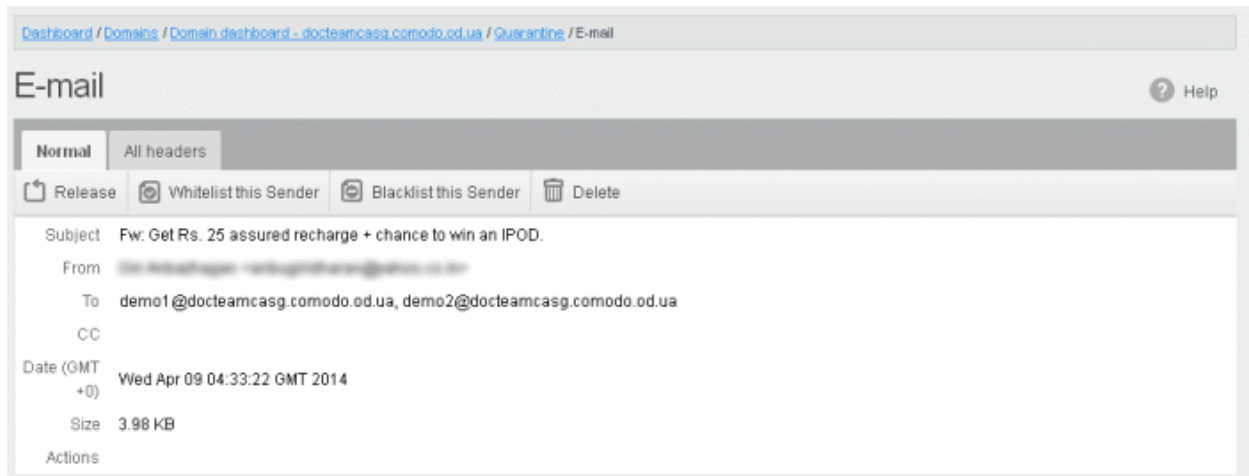
- In the quarantined email area, select the mail that you want to view, right-click on the email link in the subject column and select to open in a new tab or new window.



The browser may 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 'Show message in new window'.



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

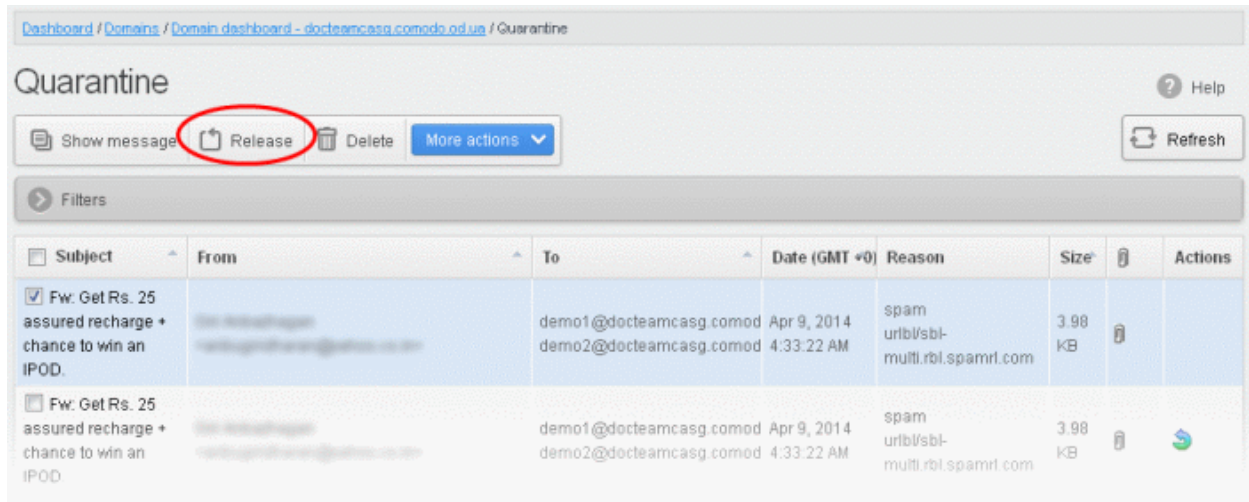


## To release a quarantined mail:

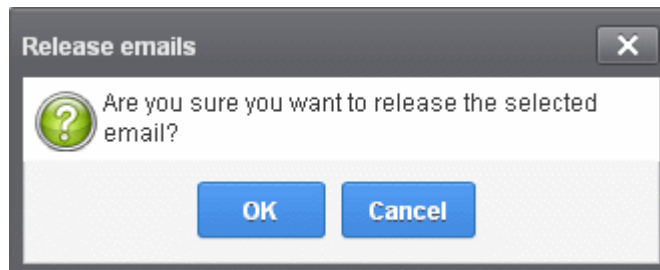
After viewing the details and ensuring that the selected email is not a spam you can choose to release the mail to the recipient.

- Select the mail that you want to release and click the 'Release' button.





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



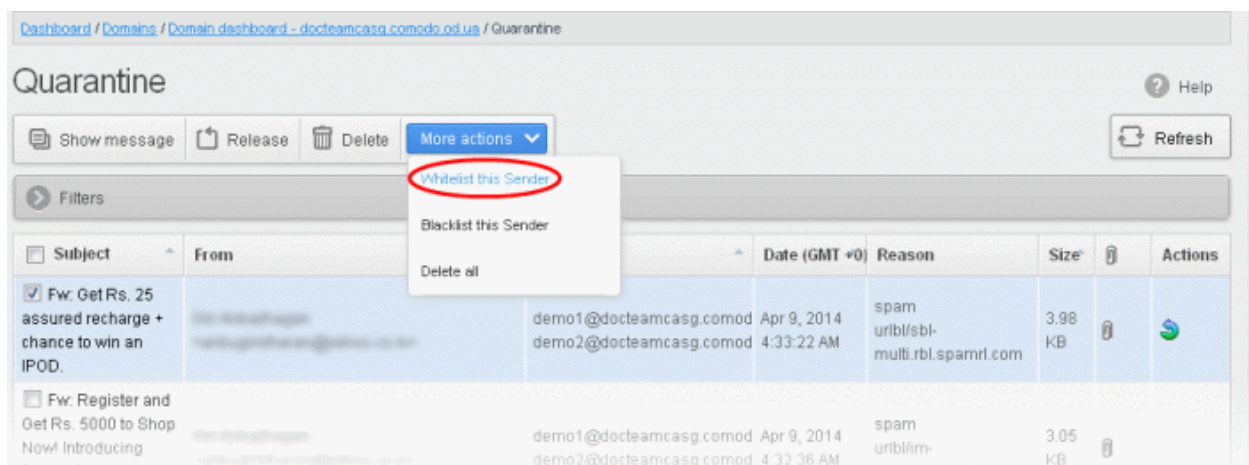
- Click 'OK' to confirm the release

The email will be released to the addressee and the mail will no longer be in the quarantined list.

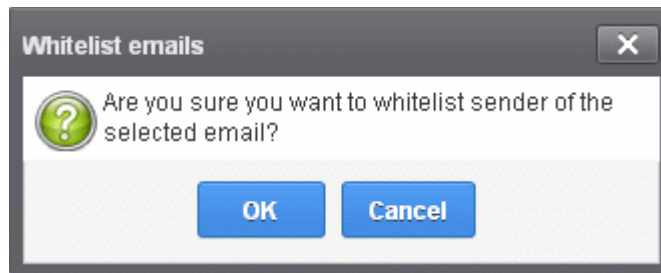
### To add a sender to whitelist

After ascertaining that emails sent by particular senders are not spam, administrators can choose to add them to '**Sender Whitelist**' from this interface. Once added to whitelist, emails sent by these senders will not be quarantined.

- Select the mail that you want to add the sender to whitelist and then click 'More actions' > 'Whitelist this Sender'.



An alert will be displayed to confirm adding the sender to whitelist.

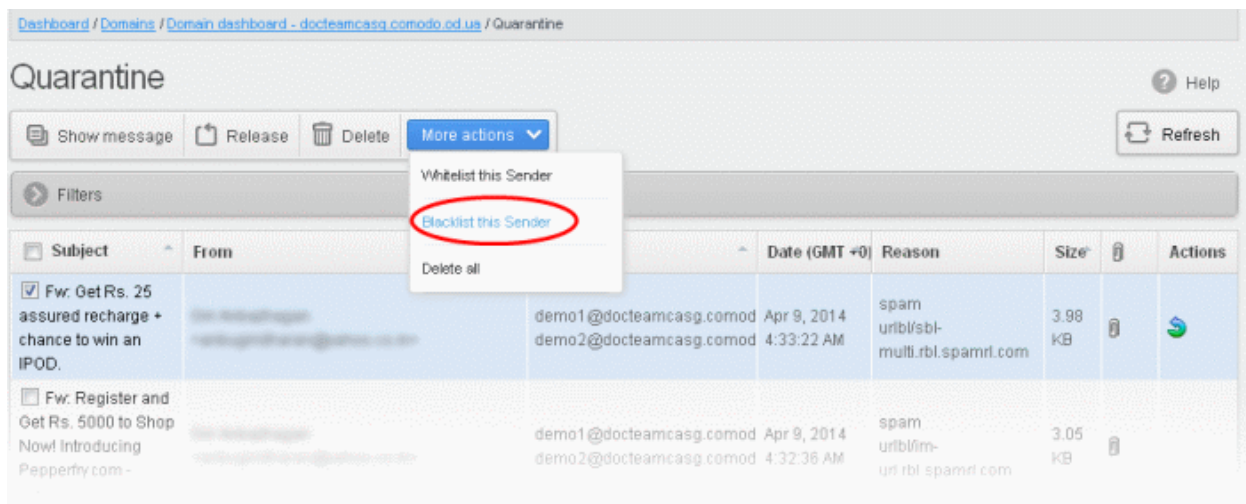


- Click 'OK' to confirm to add the sender to whitelist. Refer the section '**Sender Whitelist**' for more details.

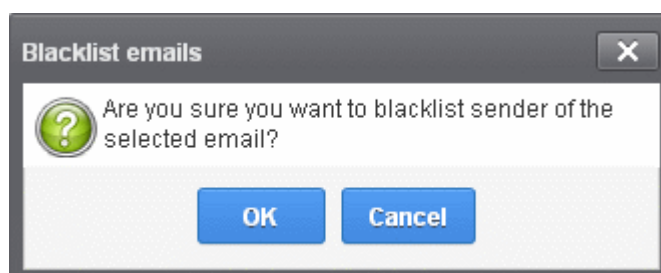
### To add a sender to blacklist

Administrators can choose to add senders to '**Sender Blacklist**' from the Quarantine interface also. Once the selected senders are added to blacklist, all emails from them to the selected domain will be automatically blocked.

- Select the mail that you want to add the sender to blacklist and then click 'More actions' > 'Blacklist this Sender'.



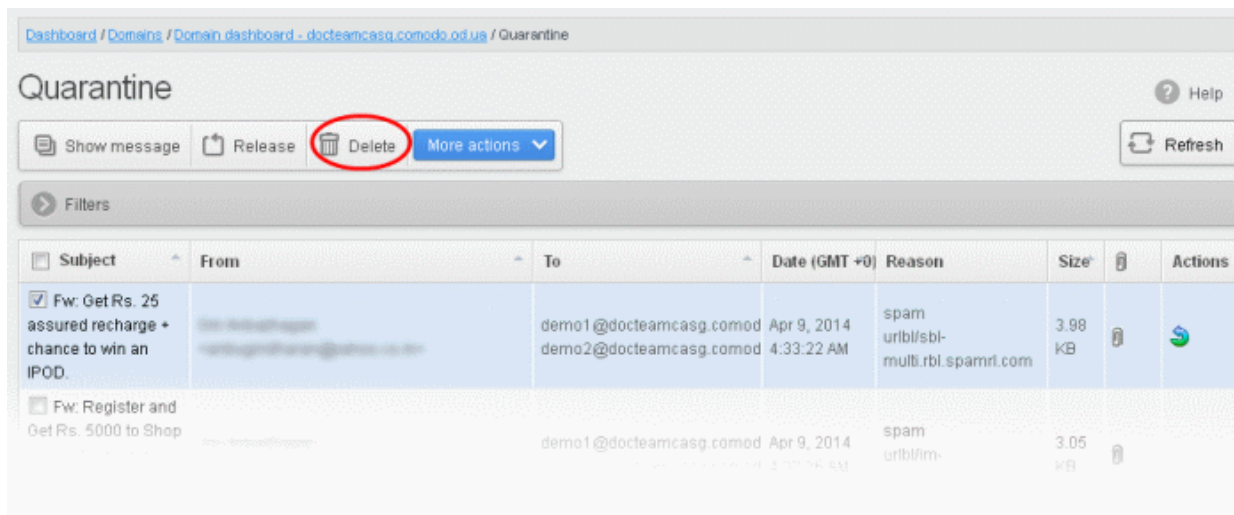
An alert will be displayed to confirm adding the sender to blacklist.



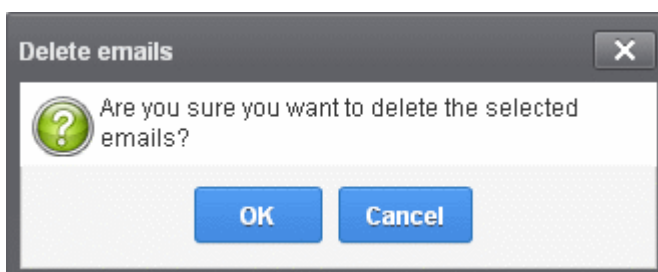
- Click 'OK' to confirm to add the sender to blacklist. Refer the section '**Sender Blacklist**' for more details.

### To delete a quarantined mail:

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

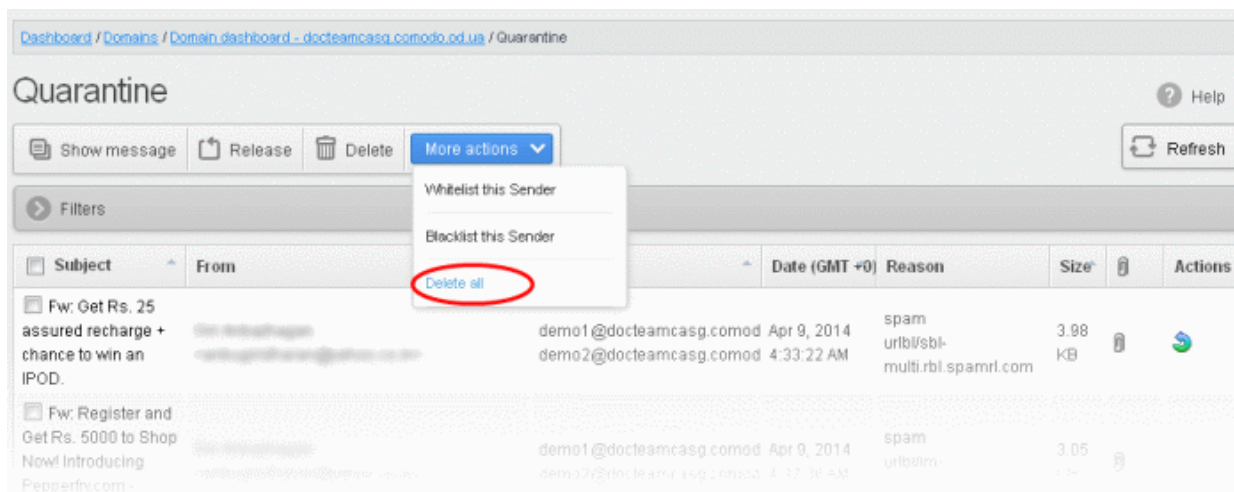


An alert will be displayed to confirm the deletion. Click 'OK' to delete the selection email.

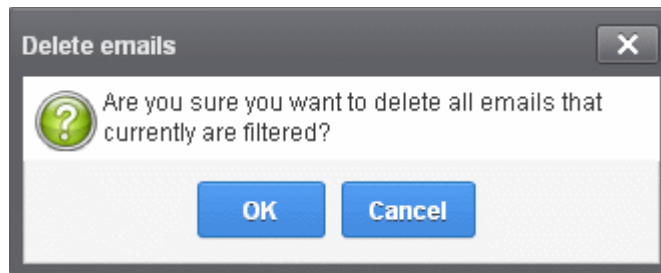


The selected mail will be deleted and will no longer be in the quarantined mail list.

- To delete all the quarantined mails, click 'More actions' > 'Delete all'.



An alert will be displayed to confirm the deletion. Click 'OK' to delete all quarantined emails.



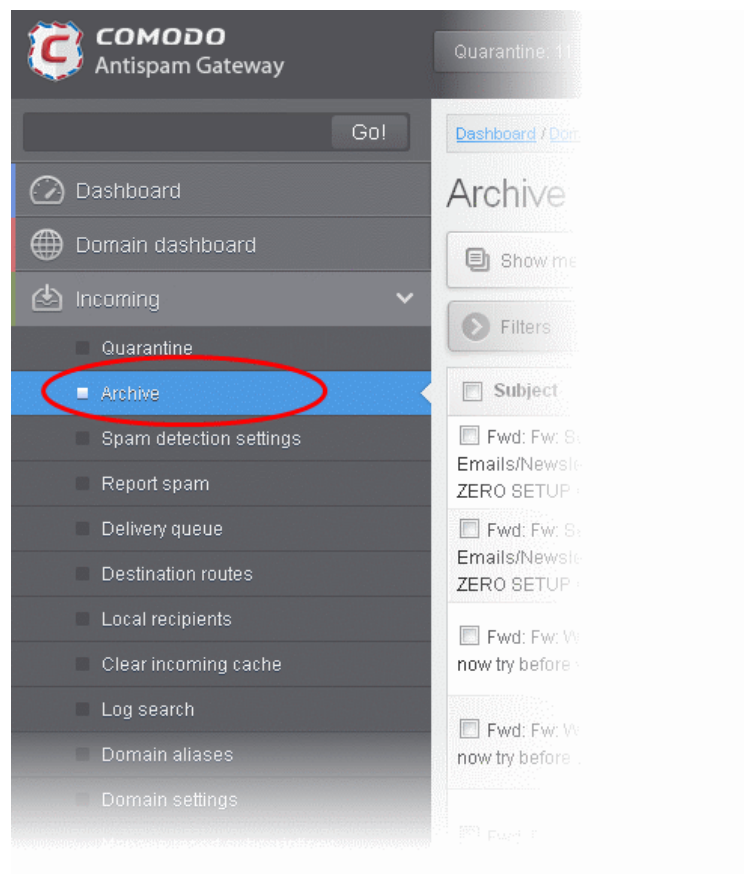
All the quarantined emails for the selected domain will be deleted .

## Managing Archived Mails

CASG is capable of storing a copy of all incoming mails for all domains belonging to an account. A customer can purchase the archive storage space via Comodo Accounts Manager (CAM). From the archived mails interface, an administrator with appropriate privileges can view details of the message, report spam, resend email if required, retain messages from being removed and delete messages. The archived messages can be deleted manually or can be automated to be cleaned periodically. The settings for auto cleanup can be configured in the **Domains Settings** interface.

### To open the archived email interface:

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Archive' tab.



The archived email area of the selected domain will open:

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Archive

## Archive

Help

Show message Report spam Resend email Delete More actions Refresh

Filters

Subject	From	To	Date (GMT +0)	Size		Actions
Fwd: Fw: Send UNLIMITED Emails/Newsletter in Just Rs.2,500/mo. ZERO SETUP COST	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua	Wed Apr 09 06:40:43 GMT 2014	2.3 KB		
Fwd: Fw: Send UNLIMITED Emails/Newsletter in Just Rs.2,500/mo. ZERO SETUP COST	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua	Wed Apr 09 06:40:43 GMT 2014	2.3 KB		
Fwd: Fw: We have free samples for you, now try before you buy!	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua	Wed Apr 09 06:40:13 GMT 2014	4.79 KB		
Fwd: Fw: We have free samples for you, now try before you buy!	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua	Wed Apr 09 06:40:13 GMT 2014	4.79 KB		
Fwd: Fw: 20's and losing hair?	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua	Wed Apr 09 06:39:43 GMT 2014	6.96 KB		
Fwd: Fw: 20's and losing hair?	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua	Wed Apr 09 06:39:43 GMT 2014	6.96 KB		
Fw: Claim your exclusive rewards with the Special App Rewards Card!	Giri Anbazhagan	demo1@docteamcasg.comodo.od.ua,	Wed Apr 09 06:39:43 GMT 2014	6.96 KB		

## 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 archived emails

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

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Archive

## Archive

Help

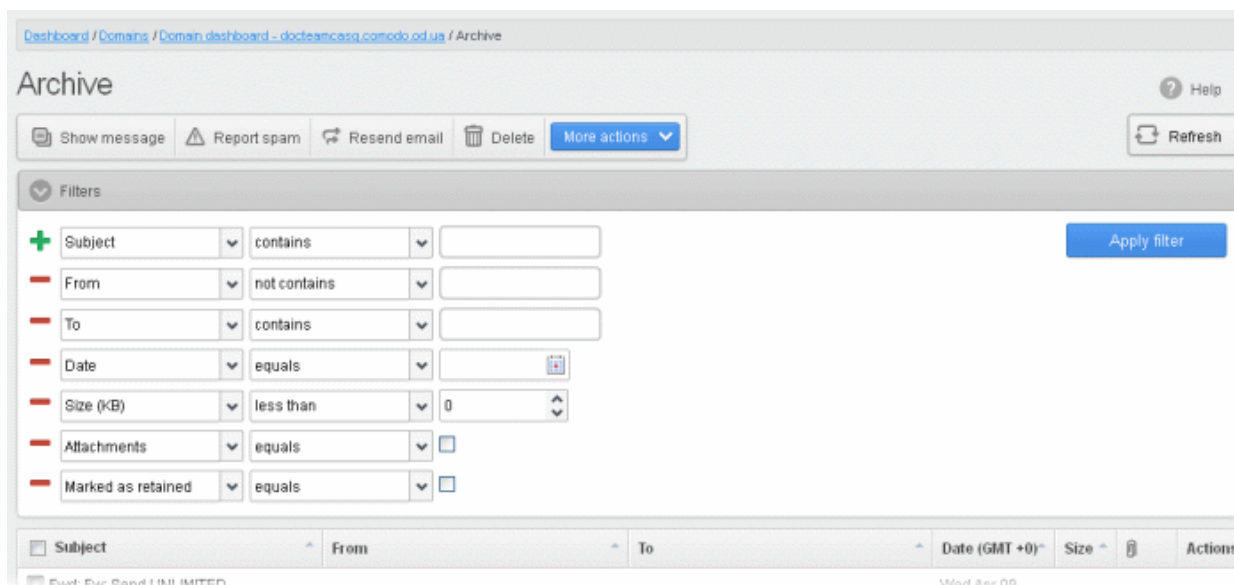
Show message Report spam Resend email Delete More actions Refresh

Filters

+ Subject contains [ ] Apply filter

Subject	From	To	Date (GMT +0)	Size		Actions
Fwd: Fw: Send UNLIMITED Emails/Newsletter in Just Rs.2,500/mo.	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua	Wed Apr 09 06:40:43 GMT 2014	2.3 KB		

You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Subject:** Will execute a search of subject according to the text entered in the text box (column 3) and the condition selected in column 2.
- **From:** Will execute a search of senders according to the text entered in the text box (column 3) and the condition selected in column 2.
- **To:** Will execute a search of users according to the text entered in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all archived mails that contain the words entered in the text box
- **Not Contains:** Displays all archived 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:** Will execute a search of mail received dates according to the date selected in the calendar box (column 3) and the condition selected in column 2.
- **Size (KB):** Will execute a search of mails according to the size selected or entered in third field (column 3) and the condition selected in column 2.
- **Attachments:** Will execute a search of mails according to the checkbox status (column 3) whether enabled or disabled. If enabled, all archived mails with attachments will be displayed.
- **Marked as retained:** Will execute a search of mails according to the checkbox status (column 3) whether enabled or disabled. If enabled, all archived mails that are marked as retained will be displayed.

If 'Date' is selected, the following conditions are available:

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

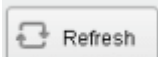
If 'Size' is selected, the following conditions are available:

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

Click 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all the archived emails.

**Note:** To display all the archived 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 Details of Archived Mails

The details like subject, sender, recipient, date and size of the mails in the archive can be viewed in two ways:

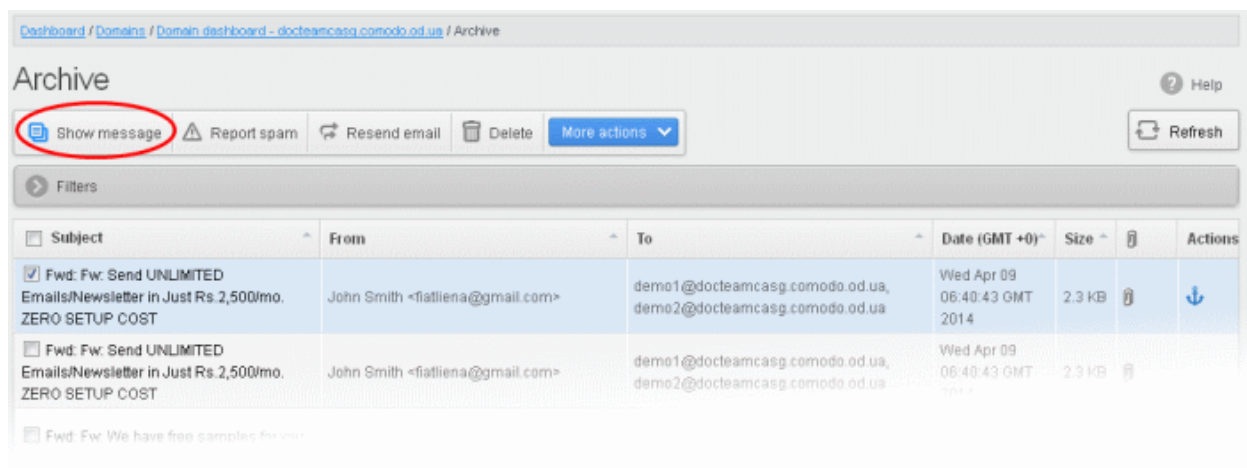
- **In the same CASG window**
- **In a new CASG window**

To view details of archived mails in the same CASG window:

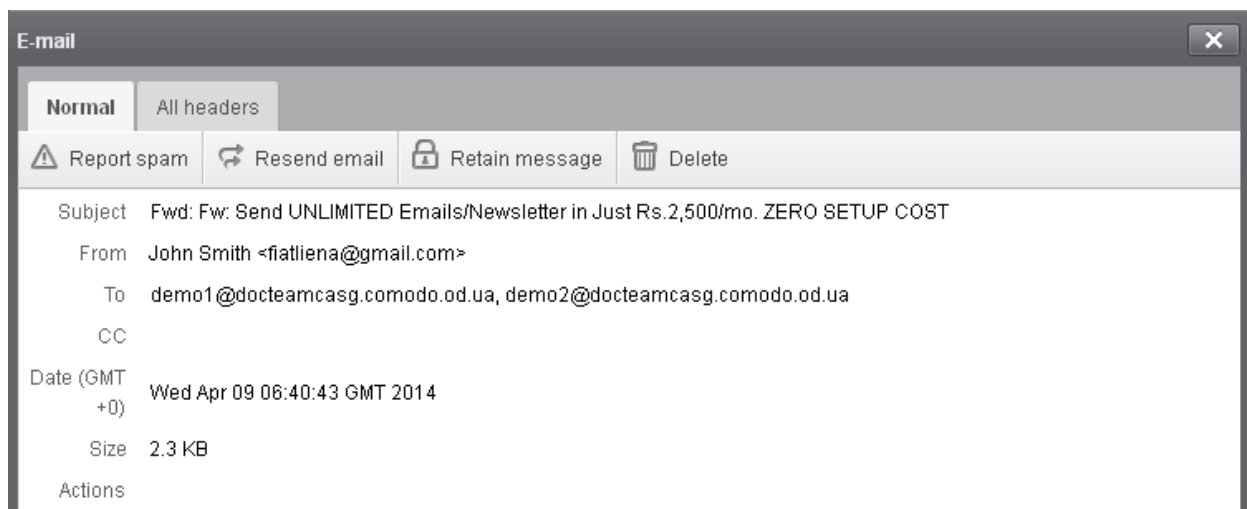
- In the archived email area, select the mail that you want to view and click the 'Show Message' button.

or

- Click on the email link in the subject column that you want to view its details.



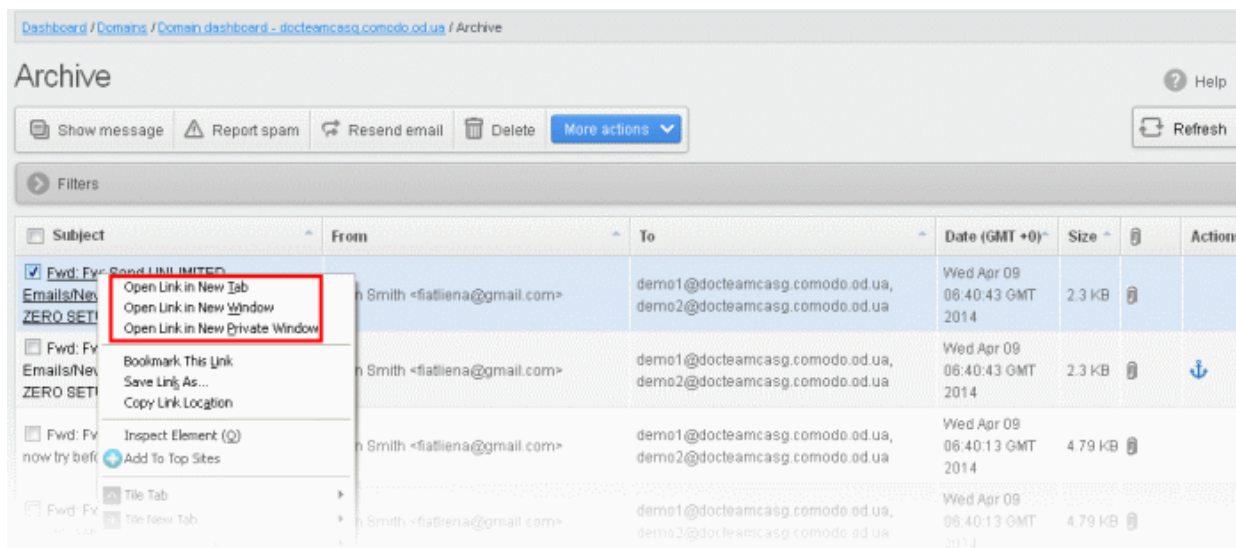
The details of the selected email will be displayed.



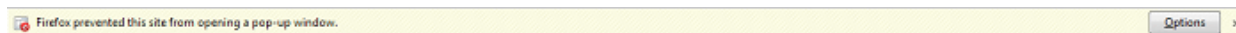
To view the email headers, which contain the tracking information of the mail detailing the path it has crossed before reaching the recipient, click 'All headers' tab. The headers give full details of the sender, route, recipient, sent date, mail type and so on.

## To view the details of archived mails in a new CASG window

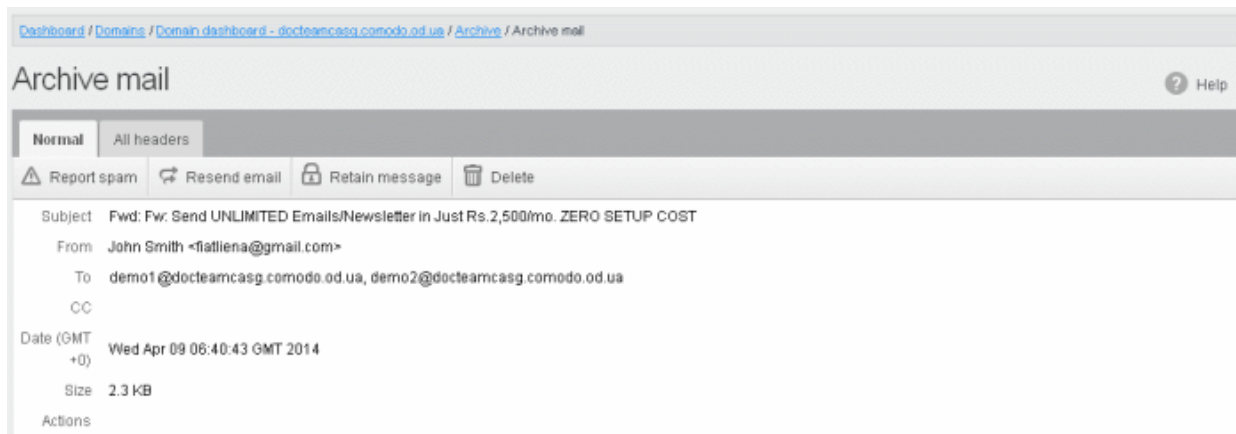
- In the archived email area, select the mail that you want to view, right-click on the email link in the subject column and select to open in a new tab or new window.



The browser may 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 'Show message in new window'.



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

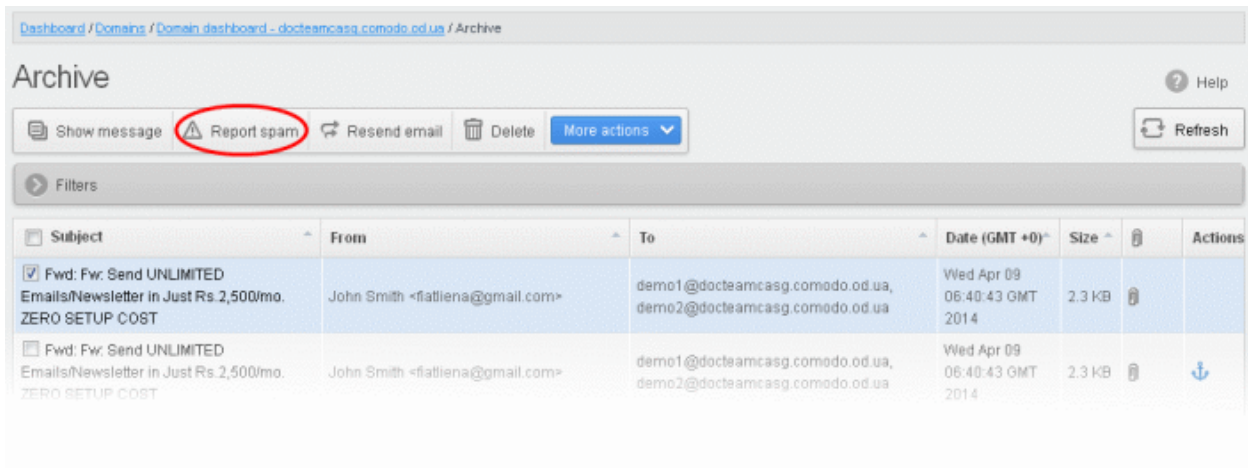


## To report archived mails as spam

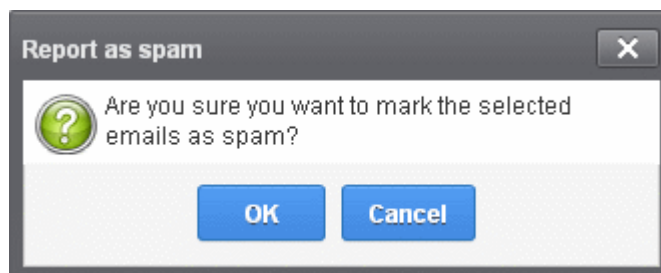
After viewing the details and ensuring that the selected email is a spam you can choose to report it as a spam.

- Select the mail that you want to report as spam and click 'Report spam'.





An alert will be displayed to confirm selected email as spam.



- Click 'OK' to confirm.

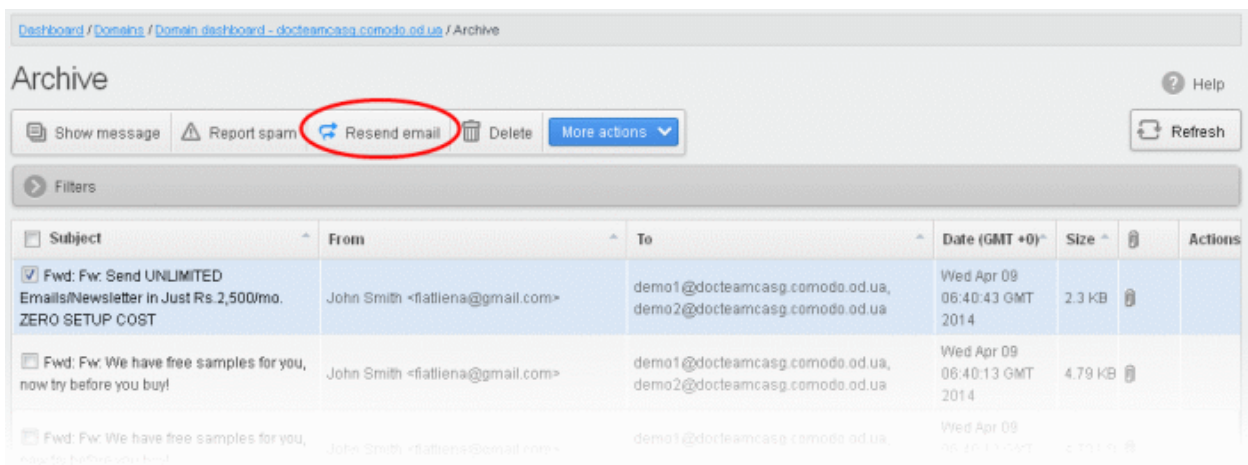


A success message will be displayed and the mail will be moved to **Quarantine**.

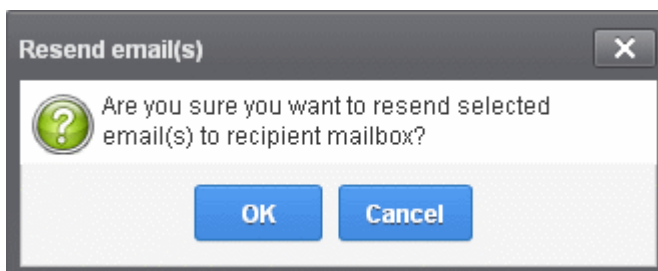
### To resend emails from archive

The archived mails can be sent to the recipients if required. CASG will still retain a copy of mails in the archive even after they are sent.

- Select the mail that you want to resend and click 'Resend email'.

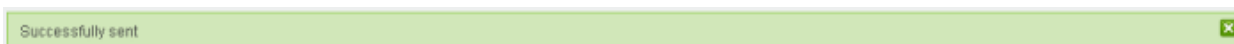


An alert will be displayed to confirm resending emails.



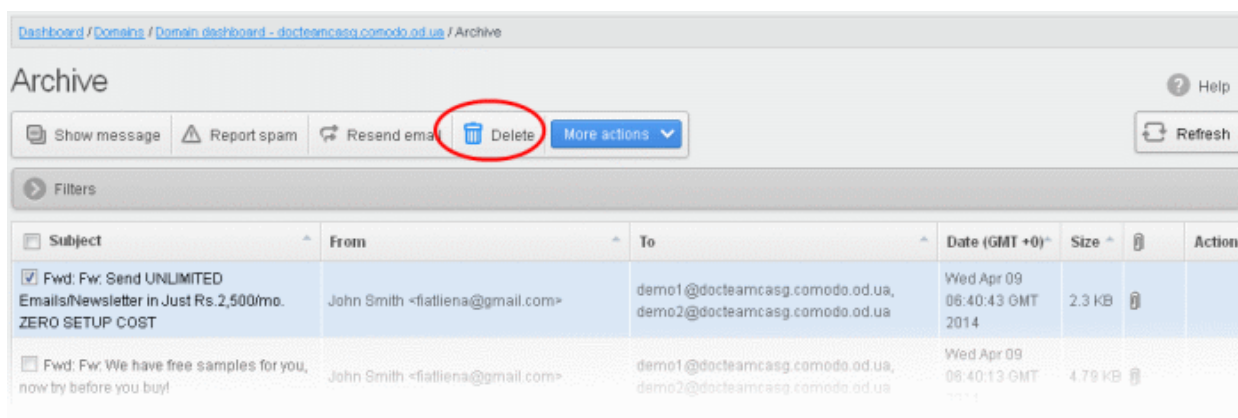
- Click 'OK' to confirm.

A success message will be displayed.

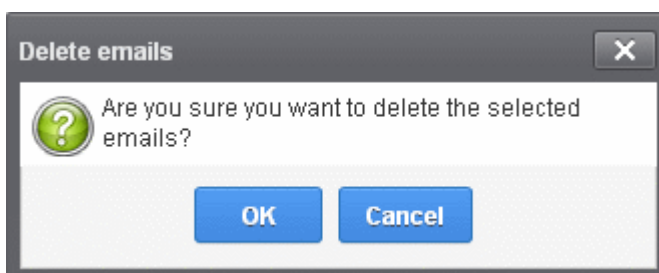


## To delete archived mails

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



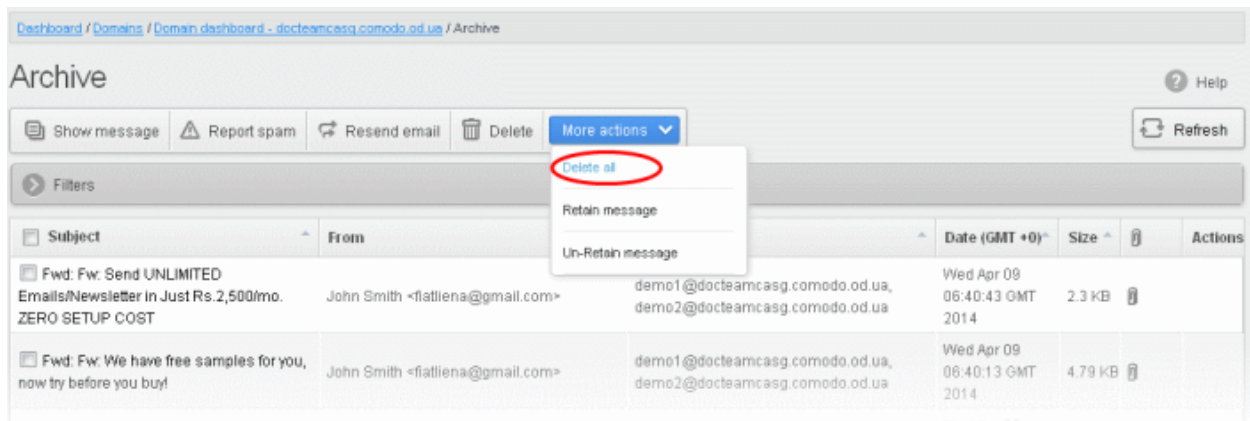
An alert will be displayed to confirm deletion.



- Click 'OK' to confirm.

The selected mail will be deleted and will no longer be in archive.

- To delete all the quarantined mails, click 'More actions' > 'Delete all'.

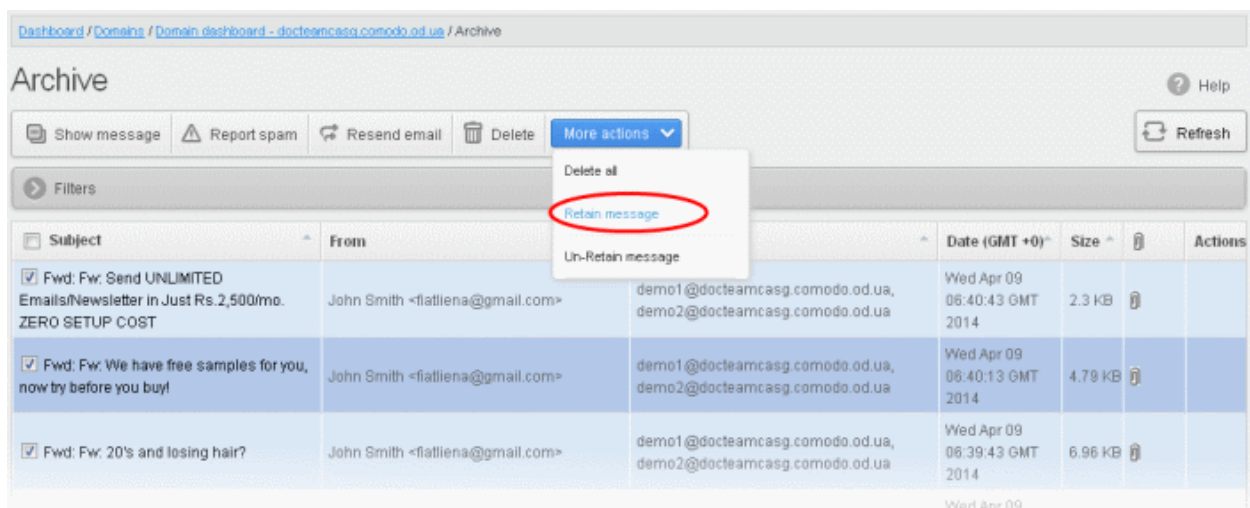


An alert will be displayed to confirm the deletion. Click 'OK' to delete all archived emails.

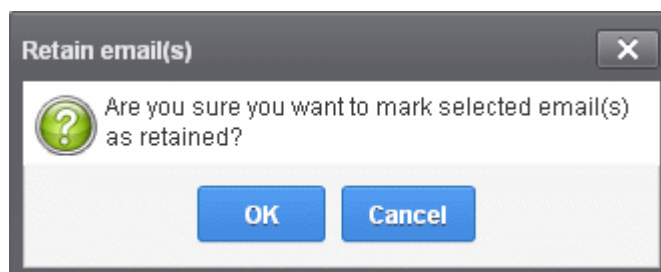
## To exclude mails from auto-clean operations

CASG can be configured in the **Domain Settings** area to automatically purge emails from archive after the configured period. If administrators wants to retain email(s) from being cleared, then these mails can be marked as 'Retain message'.

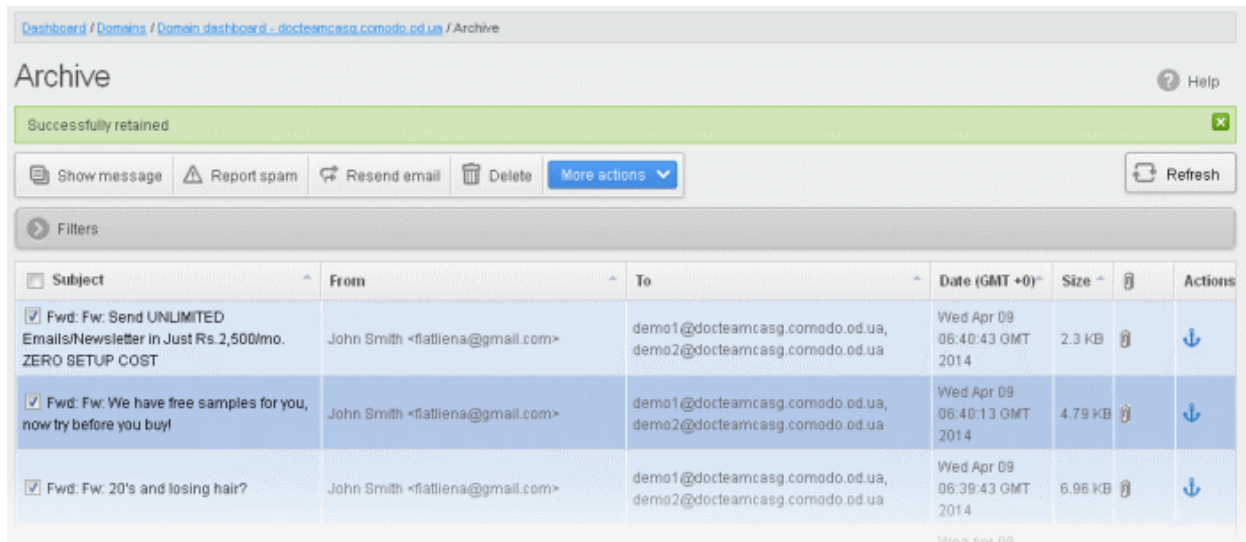
- Select the mail(s) that you want to retain and then click 'More actions' > 'Retain Message'.



An alert will be displayed to confirm retain selected email(s).

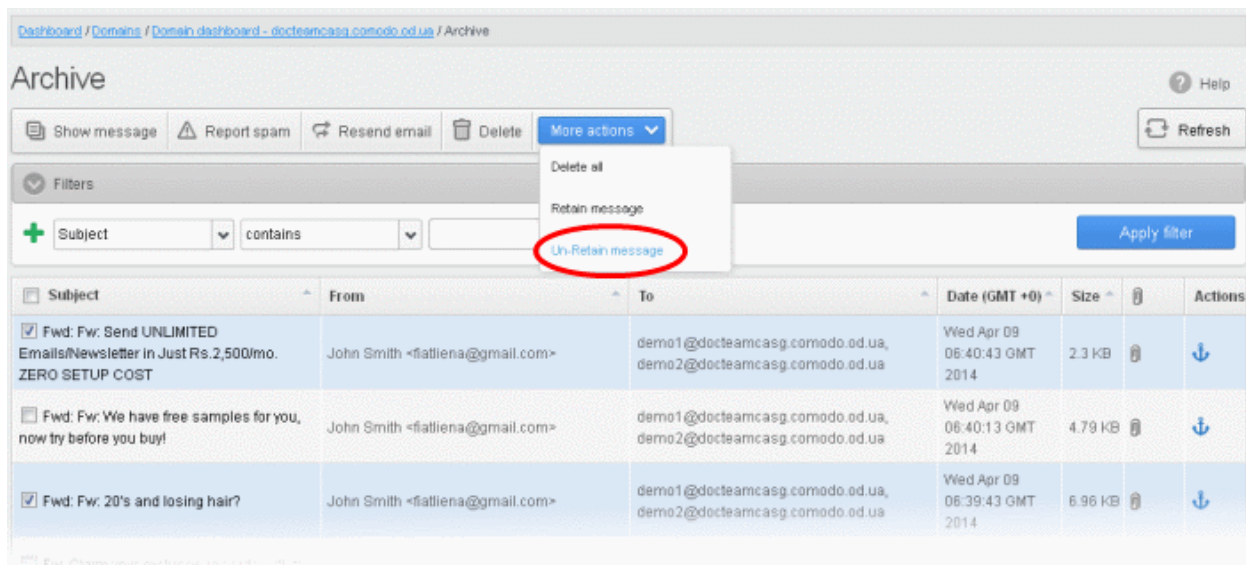


- Click 'OK' to confirm.

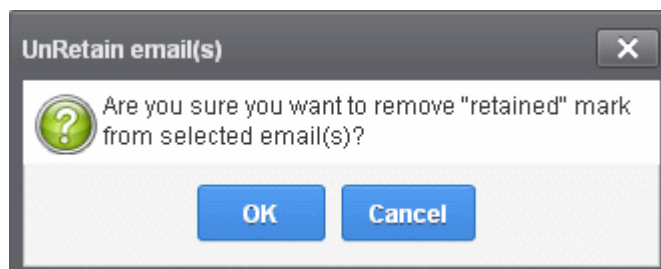


A confirmation dialog will be displayed and the retained messages are indicated by the anchor icons under the Actions column.

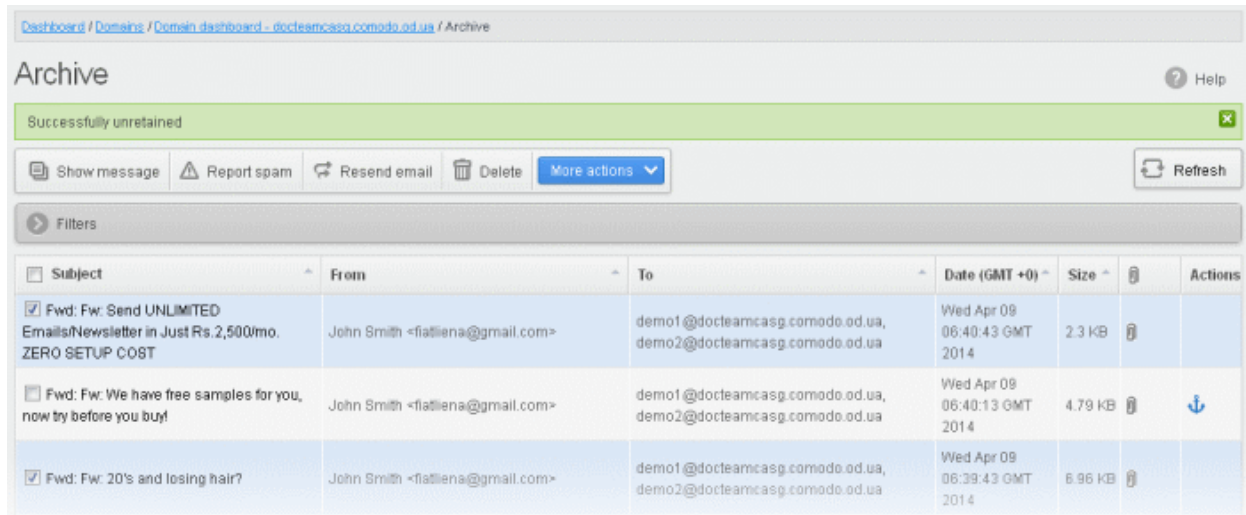
- To remove the retained status for a mail, select the retained message and then click 'More actions' > 'Un-Retain Message'.



An alert will be displayed to confirm selected email(s) from retain status.



- Click 'OK' to confirm.



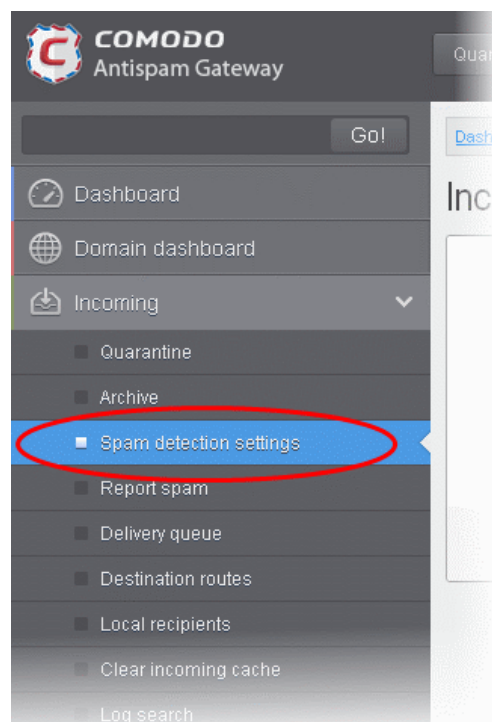
A confirmation dialog will be displayed and the anchor icons under the Actions column are no longer displayed indicating their unretained status.

## Incoming Spam detection settings

The settings made in this interface determine what kind of mails should be classified as 'spam', 'probable' and 'safe'. CASG enforces several rules to mail envelope, header and content as the emails passes through its spam filters. Each of these rules depicts some typical spam attribute, which has a numeric value on the probability that the attribute suggests spam. A message's spam score depends on the result of weighted value of all the rules combined together. For example, if you set the spam threshold as 0.33, all mails that have a score of more than 0.33 will be treated as spam and quarantined. Please note that the highest spam threshold is 1 for CASG and the higher threshold you set, it is likely that more spam messages may be delivered to the recipients. Try the settings for a week or so and after analyzing how much spam messages are being delivered to the recipients without being filtered for the current settings, you have to reconfigure the spam threshold settings accordingly.

### To configure incoming spam detection settings

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Spam detection settings' tab.



The incoming spam detection settings area of the selected domain will open:

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Incoming Spam detection settings

### Incoming Spam detection settings Help

Quarantine enabled:  Days saved: 30

Spam threshold: 0.9 Spam notation: SPAM

Probable spam threshold: 0.5 Probable spam notation: Potentially Spam

Quarantine response: Rejected

- **Quarantine enabled** - Selecting this option will enable the incoming Spam detection settings that will be applied to the incoming mails and quarantined as per the spam threshold setting. If this option is not enabled, emails that are detected as 'Spam' will not be quarantined but delivered to your email server with the messages in subject line that you have set in **Probable Spam notation / Spam Notation**. Unsure messages are always sent to the recipient (and never quarantined) even if this option is enabled. Please see 'Unsure Notation' for more details.
- **Spam threshold** - Enter any value between 0.1 and 1.0. All mails that are having a score value above that is set in this field will be quarantined automatically as explained in the **introduction para** of this section. Please note this value should be always higher than 'Unsure threshold' value.
- **Probable spam threshold** - Enter any value between 0.0 and the value entered in **Spam threshold** field. All mails that are having a score value above that is set in this field will be identified as unsure mails and will be delivered to recipients with the messages in subject line that you have set in the **Probable Spam notation / Spam Notation**.
- **Days saved** - Enter the number of days that you want the mails to be quarantined. The maximum number of days that can be set is 9999. The quarantined mails that are not checked, released or deleted within the stipulated days will be deleted automatically from the quarantine.
- **Probable spam notation** - The prefix that will be prepended to the subject line of all 'probable' emails sent to users. For example, "<Potentially Spam> Cheap deals on Dell computers" – where <Potentially Spam> is the 'Probable' notation'.
- **Spam notation** - The prefix that will be prepended to the subject line of all 'Spam' emails sent to users. For example, "<Spam> Order two Rolex watches and get a free carton of Viagra" – where <Spam> is the 'Probable' notation'. Note - this only applies IF quarantine has been disabled (i.e. If the 'Quarantine Enabled' box is not checked).
- **Quarantine response** - Determines the response that CASG will send to the SMTP server that delivered a message in the event that the mail is identified as spam.

**Note** – If you have enabled quarantine functionality, then spam/malicious mail will be quarantined (and not delivered to the recipient) regardless of your choice here. These options merely determine what message CASG will send back to the SMTP mail server.

Options:

- **Rejected** - Will inform the SMTP server that the email has been rejected by CASG and placed in quarantine.
- **Accepted** - The email has passed the CASG spam filters and detected as a spam will be placed in quarantine in silent mode.
- **Reset to Default** - Reset to default all adjusted selected domain settings.

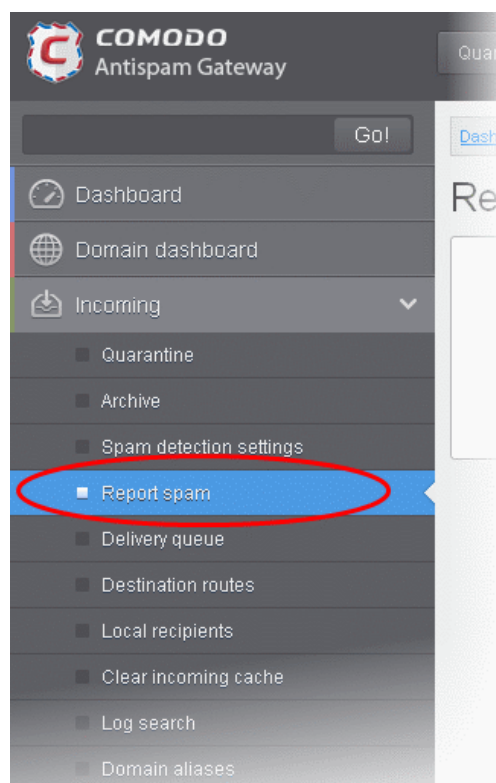
Click the 'Save' button. The incoming spam detection settings for the selected domain will be saved.

## Report Spam

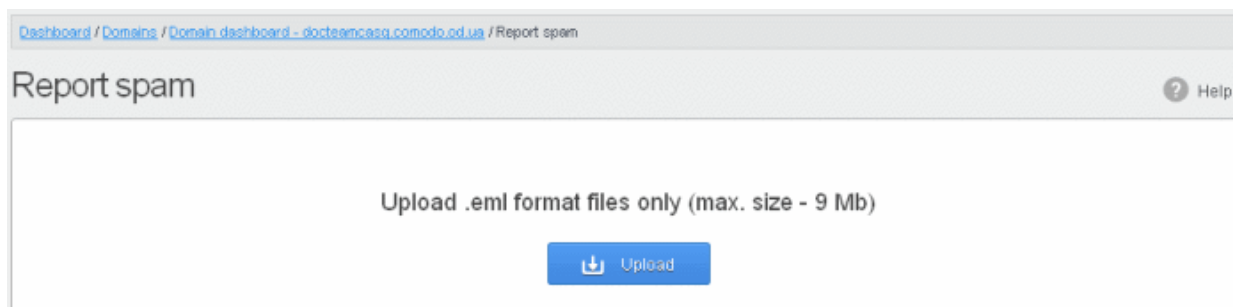
The Report Spam feature allows you to report suspected junk emails that have by-passed existing filters and landed in your inbox. CASG will analyze reported mails and, if found to be spam, will update its filters to quarantine similar mails in future. You can upload spam mails locally saved in your system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

## To report a spam mail

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Report spam' tab.

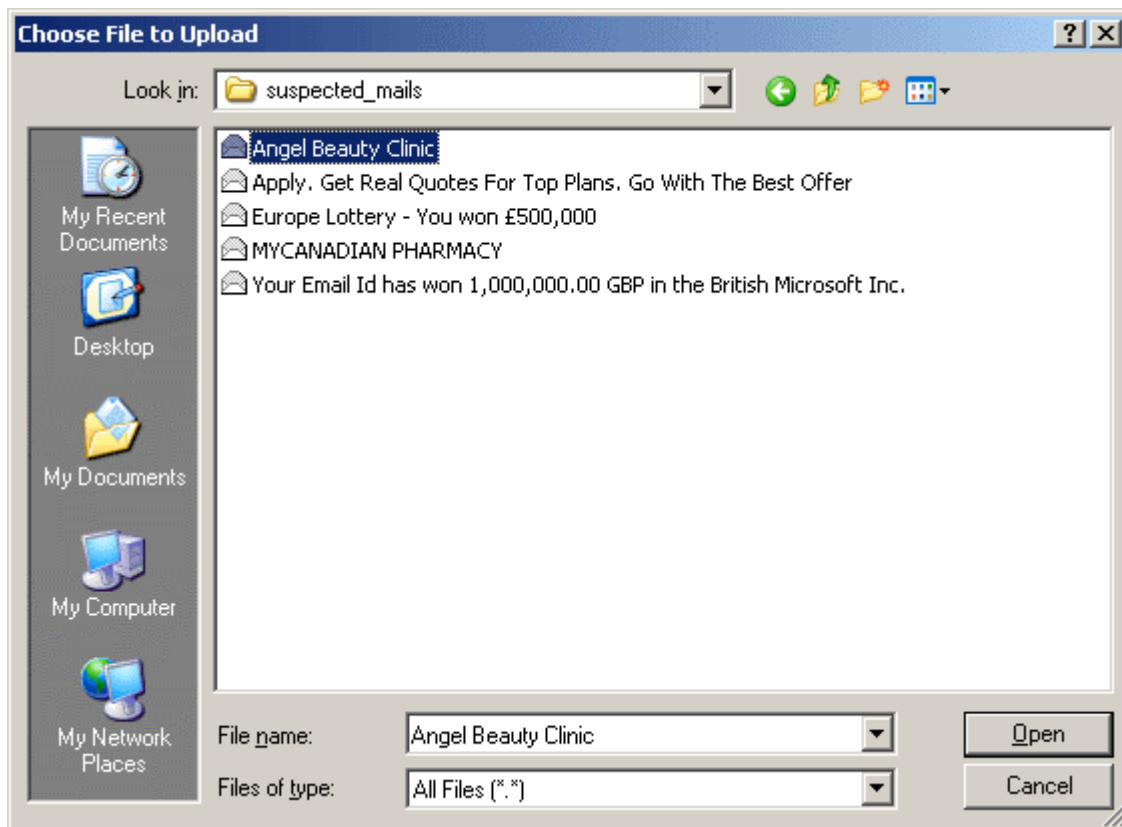


The Report Spam interface will open.

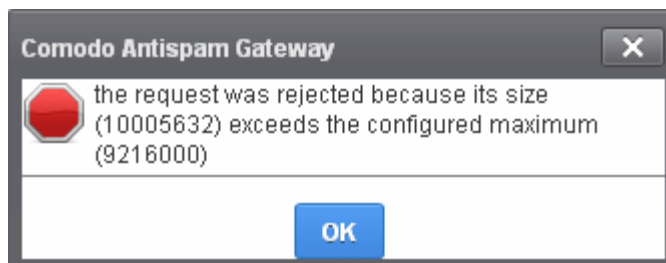


- Click the 'Upload' button

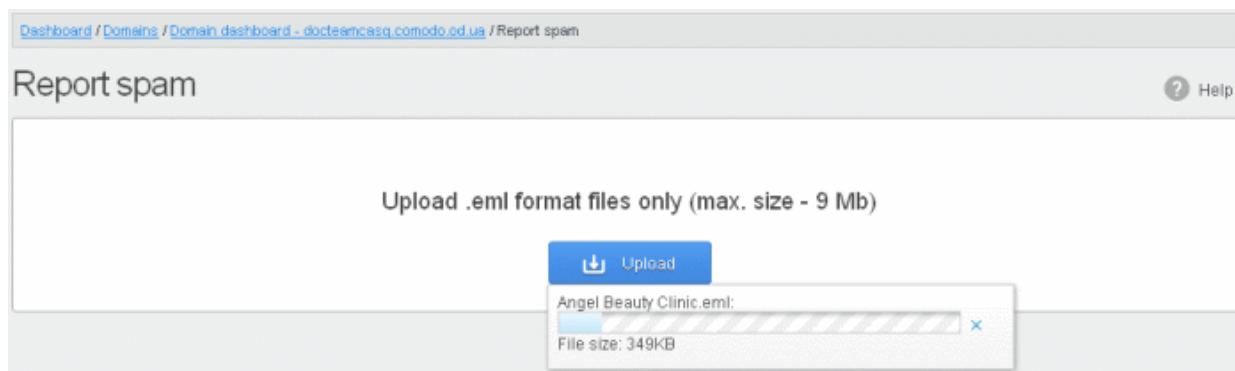
Navigate to the location where the suspected email(s) is/are stored in your system. Select the mail that you want to report as spam and click 'Open'. The maximum size of the file that can be uploaded is 9 MB.



**Note:** Make sure to upload the file in email format only and size should not exceed 9 MB. Otherwise, the following warning message will be displayed.



The mail will be processed for uploading...



... and success message will be displayed.



Spam reported successfully

- Click the  button to close the message.

## Delivery Queue

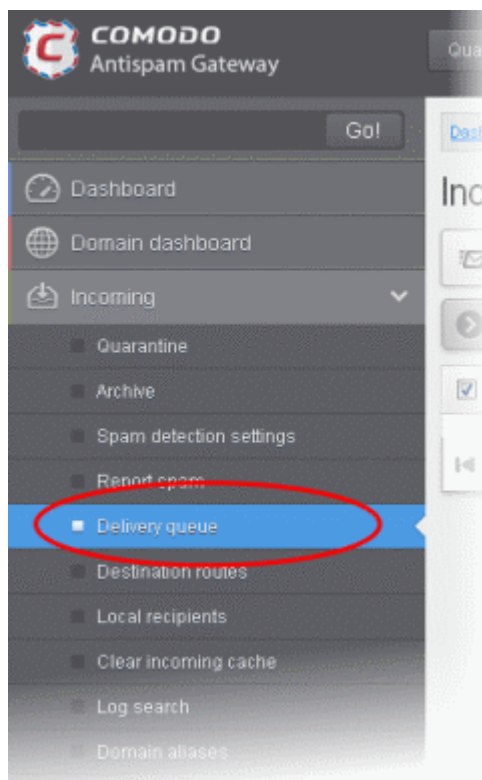
In general, emails are delivered to the destination server directly and not stored on the filtering machines. But whenever an email destination server for an account is temporarily unavailable, all filtered mails are queued in the CASG servers for delivery at a later time. Emails that are permanently rejected by the destination server with a 5xx error code will not be queued and rejected by the CASG system. The queued emails can be accessed in the CASG interface and from here they can be manually force retried for delivery.

The queued messages on CASG servers are automatically retried for delivery for up to a period that is set in 'Maximum days to retry' field in **domain settings** (for example, 4 days). The automatic retry schedule is given below:

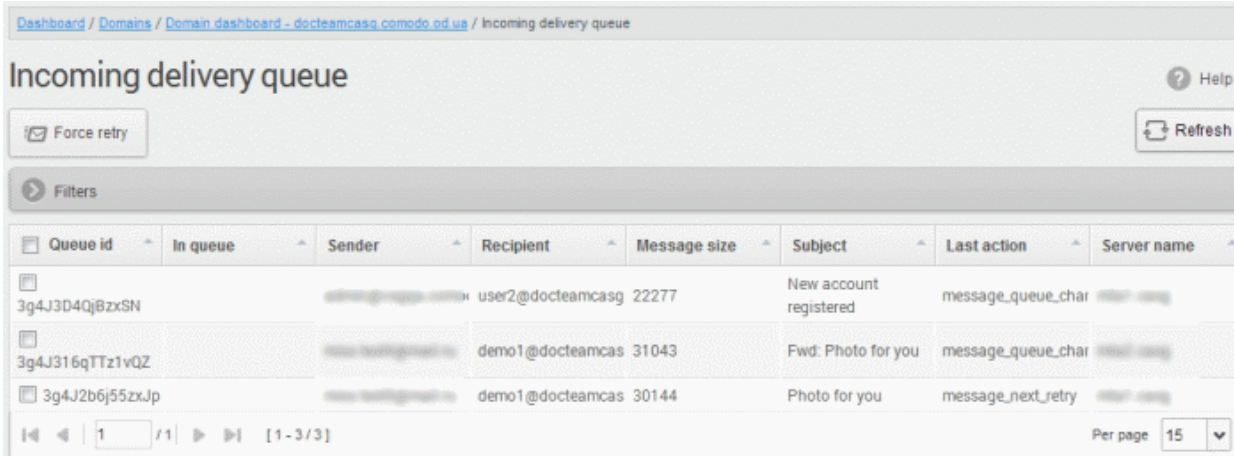
- During the first two hours, the queued messages are retried for delivery at a fixed time interval of 15 minutes.
- During the next 14 hours, the queued messages are retried for delivery at a variable time interval starting from 15 minutes and multiplied by 1.5 with each attempted delivery. For example, after the first 15 minutes, the subsequent attempts will be after 22.5 minutes, 34 minutes and so on.
- From 16 hours since the delivery failure and up to 4 days, the queued messages are retried for delivery at a fixed time interval of every 6 hours.
- After a period of 4 days, all queued messages will be bounced to respective senders. The messages will be frozen if the bounce cannot be delivered immediately and retried for delivery at a fixed time interval of 3 days for the first 21 days. At the end of this period, delivery of messages will have failed permanently.

## To manually force-deliver emails in queue

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Delivery queue' tab.



The Incoming Delivery Queue area of the selected domain will open:



The screenshot shows the 'Incoming delivery queue' interface. At the top, there is a breadcrumb trail: 'Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Incoming delivery queue'. The main heading is 'Incoming delivery queue' with a 'Help' icon. Below the heading are two buttons: 'Force retry' and 'Refresh'. A 'Filters' tab is visible. The main content is a table with the following columns: Queue id, In queue, Sender, Recipient, Message size, Subject, Last action, and Server name. The table contains three entries:

Queue id	In queue	Sender	Recipient	Message size	Subject	Last action	Server name
3g4J3D4QjBzxSN		admin@docteamcasg.com	user2@docteamcasg	22277	New account registered	message_queue_char	mail.com
3g4J316qTTz1vQZ		www.team@docteamcasg.com	demo1@docteamcasg	31043	Fwd: Photo for you	message_queue_char	mail.com
3g4J2b6j55zxJp		www.team@docteamcasg.com	demo1@docteamcasg	30144	Photo for you	message_next_retry	mail.com

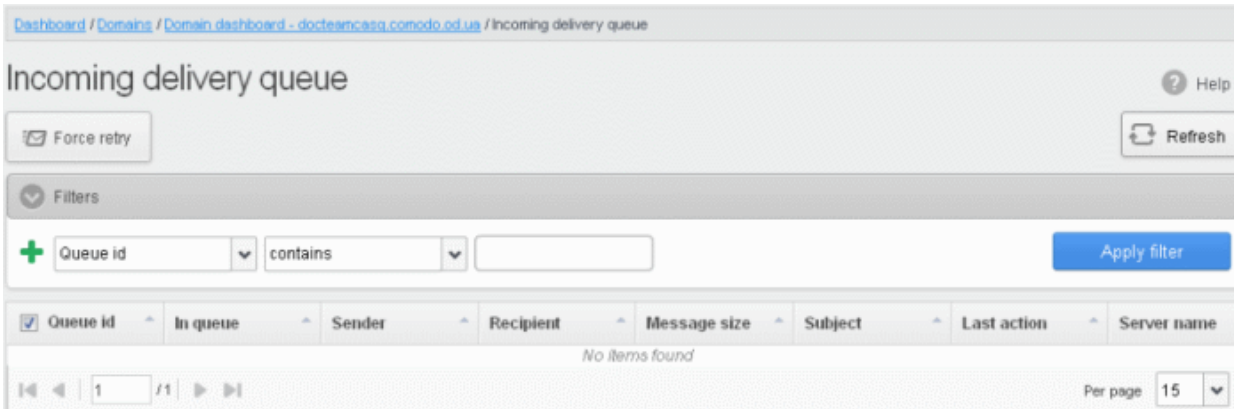
At the bottom of the table, there is a pagination control showing '1 / 1' and '[ 1 - 3 / 3 ]'. A 'Per page' dropdown is set to '15'.

## 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 queued emails

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



The screenshot shows the 'Incoming delivery queue' interface with the 'Filters' area open. The breadcrumb trail is the same. The 'Filters' area contains a search form with a green plus icon, a dropdown menu for 'Queue id', a dropdown menu for 'contains', and an empty text input field. An 'Apply filter' button is to the right. Below the search form is a table with the same columns as the previous screenshot. The table is empty, and the text 'No items found' is centered below the table. The pagination control at the bottom shows '1 / 1' and '[ 1 - 3 / 3 ]'. The 'Per page' dropdown is set to '15'.

You can add more filters by clicking  for narrowing down your search.

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

Available filters are:

- **Queue ID:** Will execute a search of Queue ID according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Queue name:** Will execute a search of Queue name according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Subject:** Will execute a search of subject according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Last action:** Will execute a search of Last action according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Server name:** Will execute a search of Server name according to the text entered in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all queued mails that contain the words entered in the text box
- **Equals:** Displays the queued emails that have the same words as entered in the text box
- **Not Equals:** Displays the queued emails that do not have the words entered in the text box
- **Not Contains:** Displays all queued emails that don't contain the words entered in the text box
- **Starts With:** Displays all queued mails that starts with the words entered in the text box.
- **Ends With:** Displays all queued mails that ends with the words entered in the text box.

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

- **Sender:** Will execute a search of senders according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Recipient:** Will execute a search of users according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Message size:** Will execute a search of mails according to the size selected or entered in third field (column 3) and the condition selected in column 2.

If 'Sender' and/or 'Recipient' option is selected, the following conditions are available:

- **Contains:** Displays all queued mails that contain the words entered in the text box

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

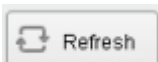
If 'Message Size' is selected, the following conditions are available:

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

Click 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all the queued emails.

**Note:** To display all the queued 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.

## To force retry queued emails

- To force-deliver a single email manually, select an email from the delivery queue and click the 'Force retry' button.
- To force-deliver all email messages in the queue, select the checkbox beside 'Queue id' and click the 'Force retry' button.

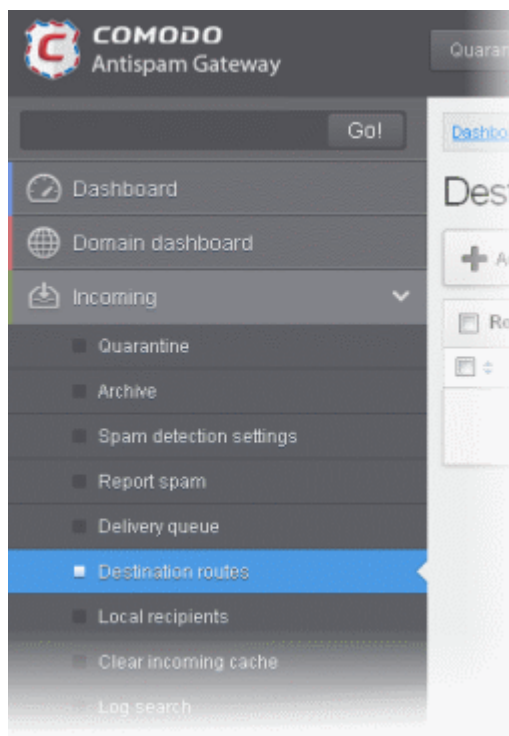
**Note:** Frozen emails can't be force delivered from CASG interface.

## Destination Routes

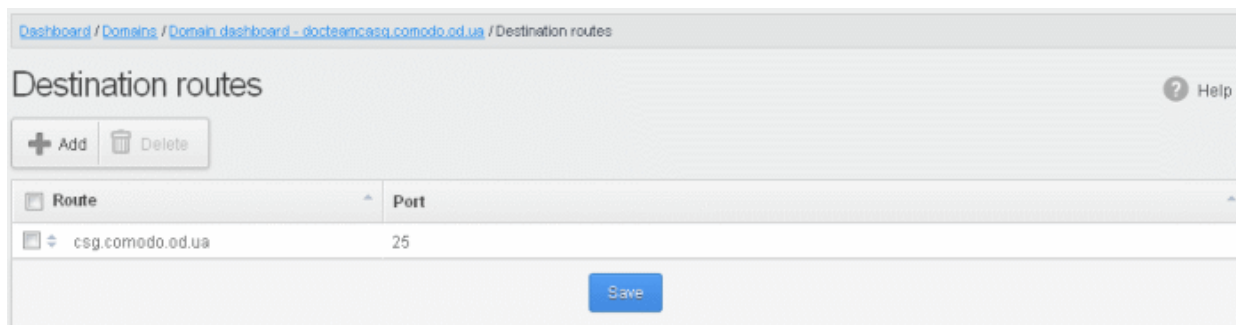
If there is a temporary problem with the primary email destination server, CASG will try to deliver the filtered mails to the next destination email server that is configured. If the failure is permanent, for example, unable to resolve hostname, CASG will try to deliver through the next alternative route.

## To add additional destination routes

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Destination routes' tab.

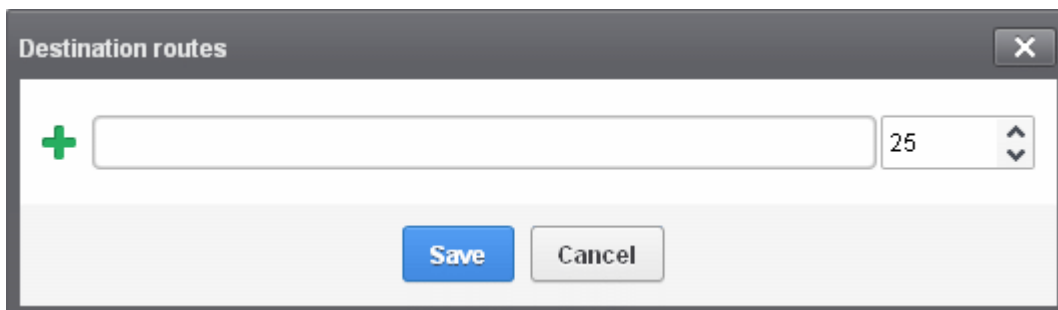


The 'Destination routes' area of the selected domain will open:



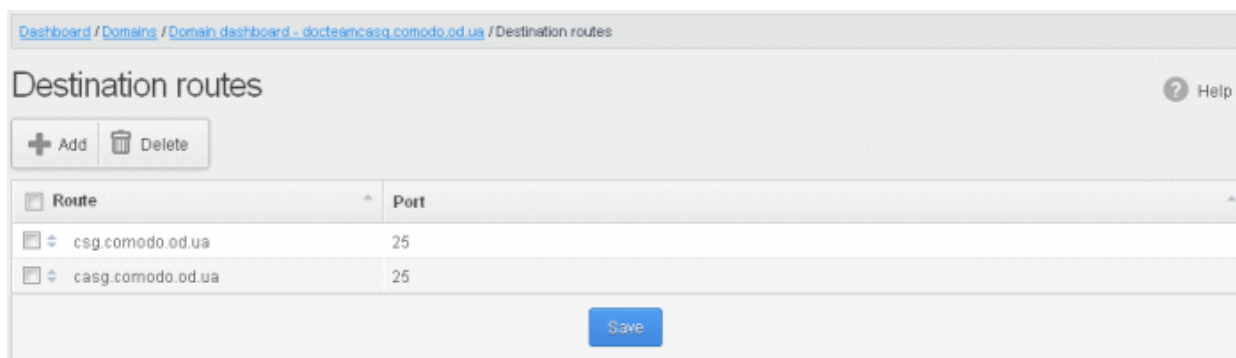
- Click the 'Add' button to add another alternative destination route

The 'Destination routes' dialog box will be displayed.



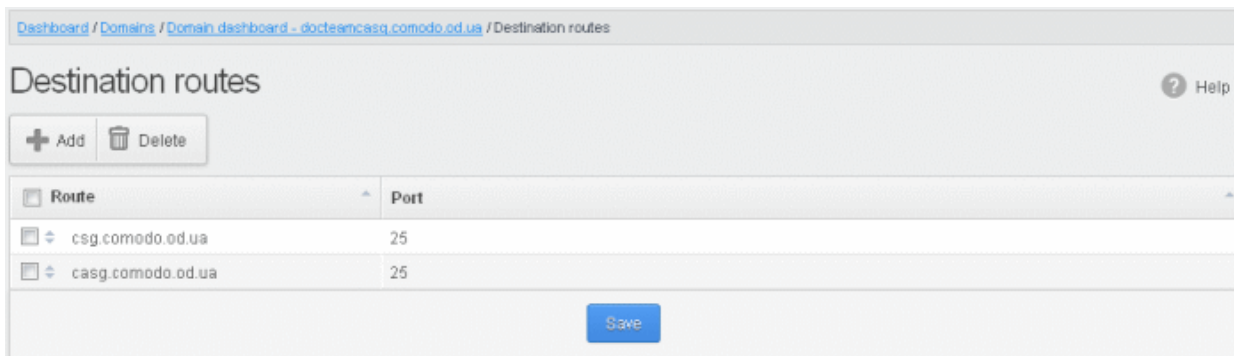
- Enter the alternative destination route and click the 'Save' button

The added route will be displayed in the list.



- If you want additional routes to be included, click  to add more alternative destination routes.

You can also prioritize the routes by dragging and dropping from the list.



- Click the 'Save' button to confirm the changes.

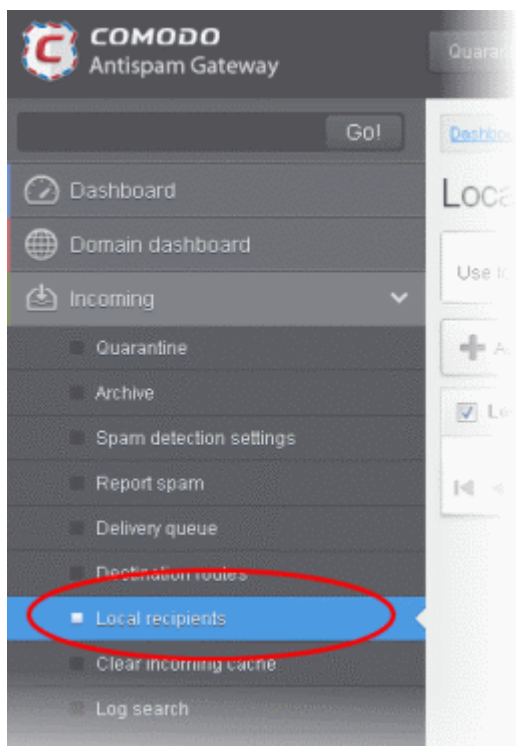
[Click here](#) for more details on how to check the routes.

### Local Recipients

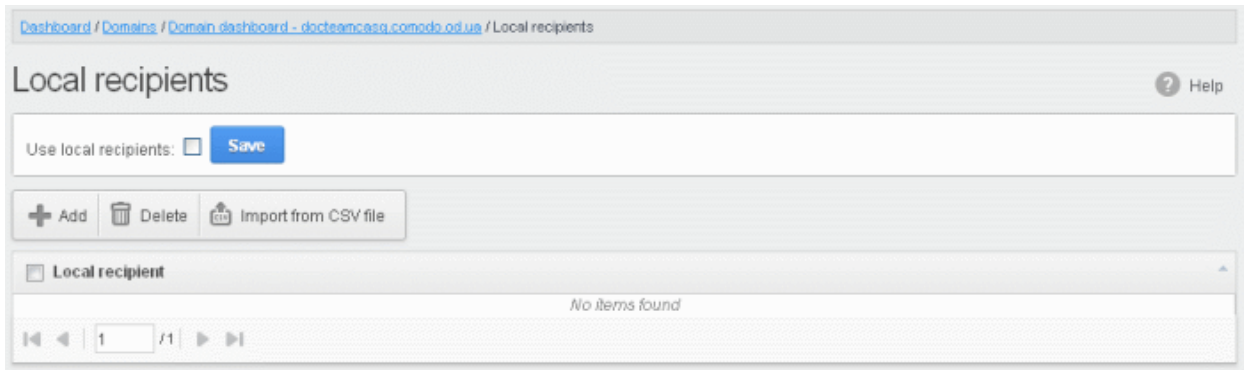
CASG continuously performs a cached recipient callouts to check that recipient email addresses do actually exist in the destination mail servers. When the 'Local Recipients' option is enabled, only existing and valid email accounts in the destination server will be accepted. When this option is selected, *all the recipients* have to be added manually, else even valid users for that account will not receive emails. Comodo recommends that this option should be used in specific cases only and not required in normal cases.

### To add local recipients

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Local recipients' tab.

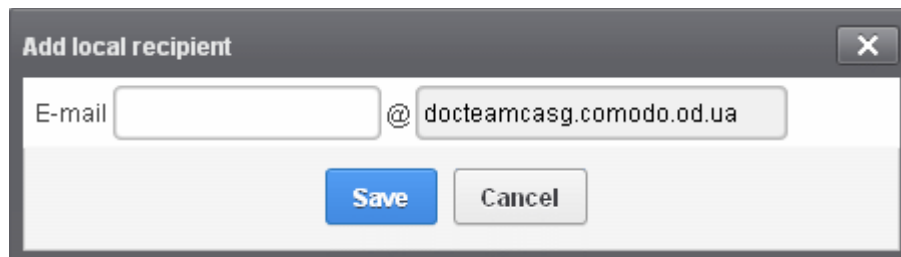


The Local Recipients configuration area of the selected domain will open:

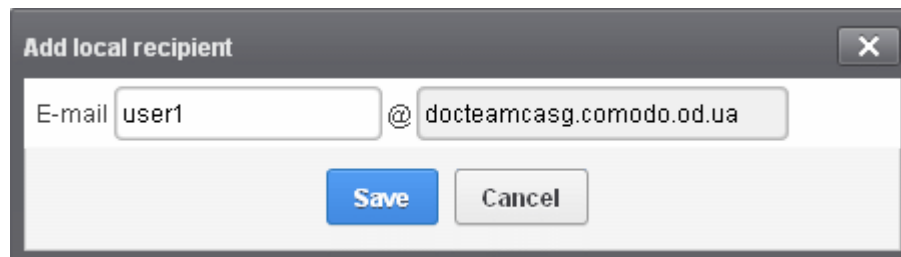


- Select the 'Use local recipients' check box and click the 'Save' button
- Click the 'Add' button

The 'Add local recipient' dialog box will open.

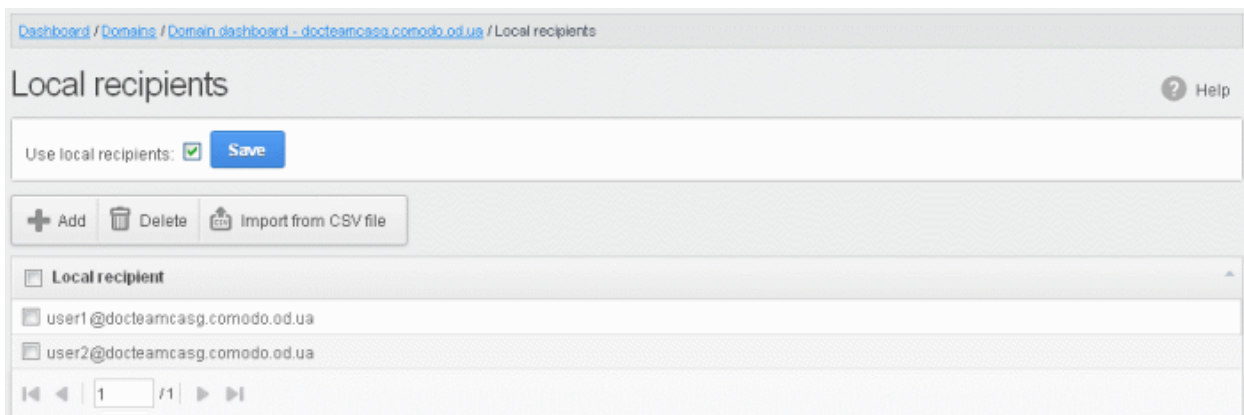


- Enter the recipient's in the E-mail field



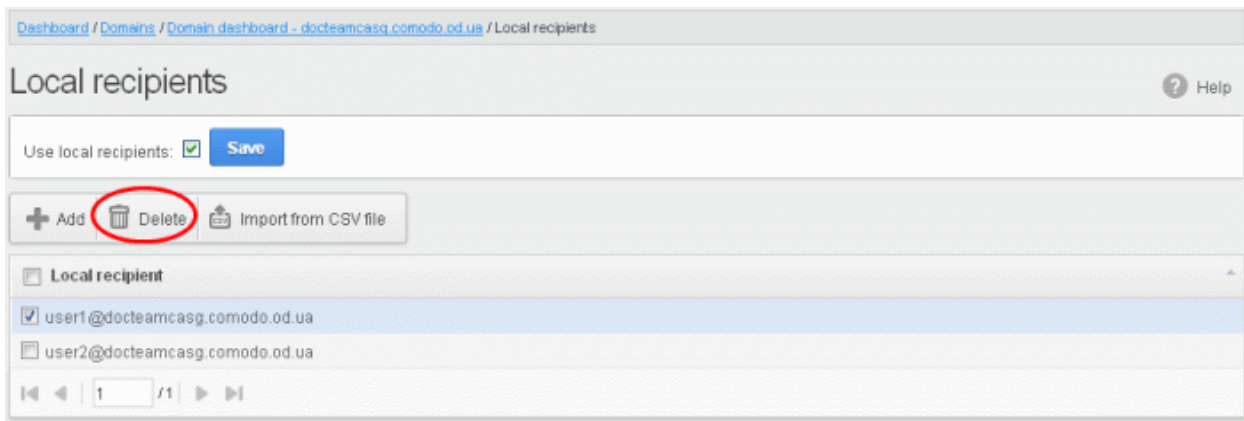
- Click the 'Save' button

Repeat the process till you have added all the users.

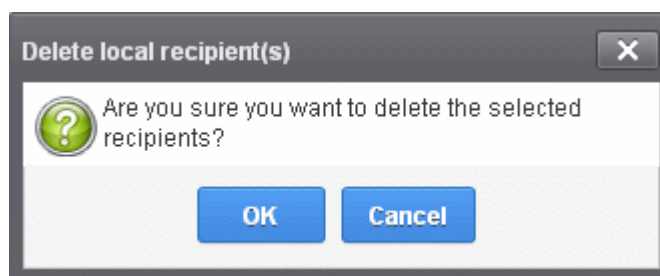


## To delete a local recipient

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



- Click 'OK' to confirm.



The selected recipient will be deleted from the list

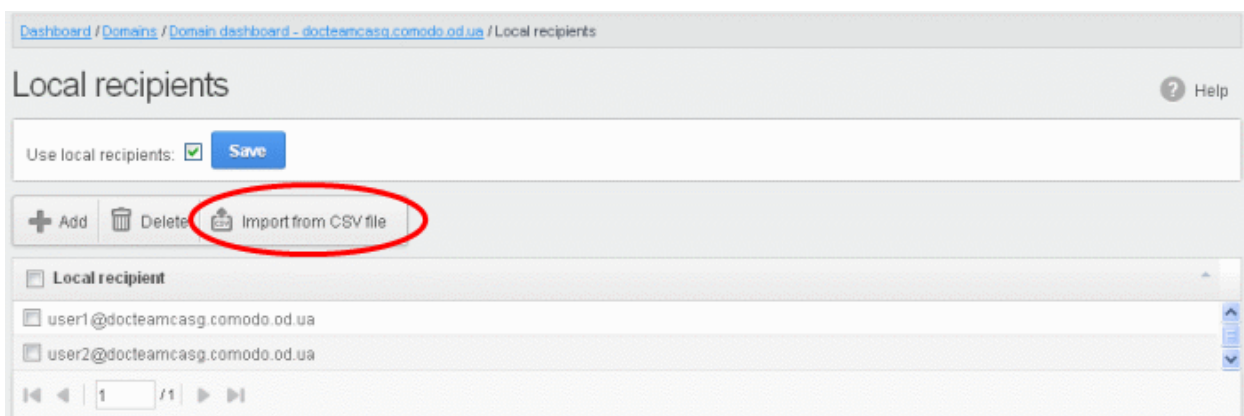
**Tip:** You can select multiple recipients to delete by pressing and holding the Shift or Ctrl keys.

## To import local recipients from CSV file

You can add many new users at a time by importing from a file. The users should be saved in separate lines as shown below:

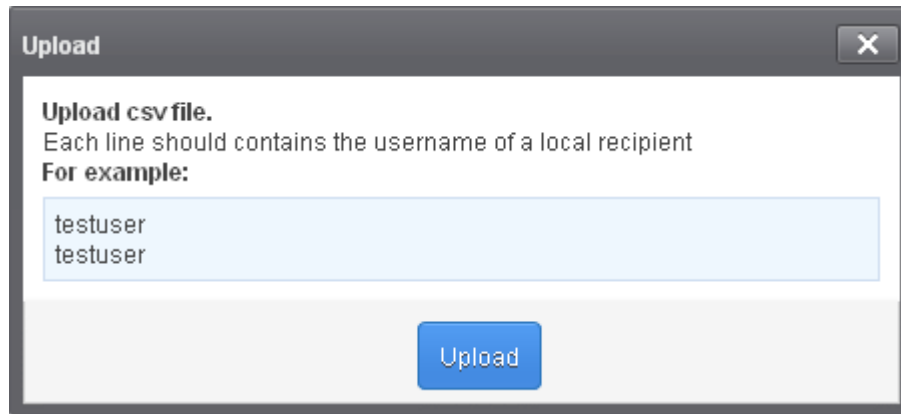
```
user1  
user2  
user3
```

- Click the 'Import from CSV file' to import new users from a CSV file.

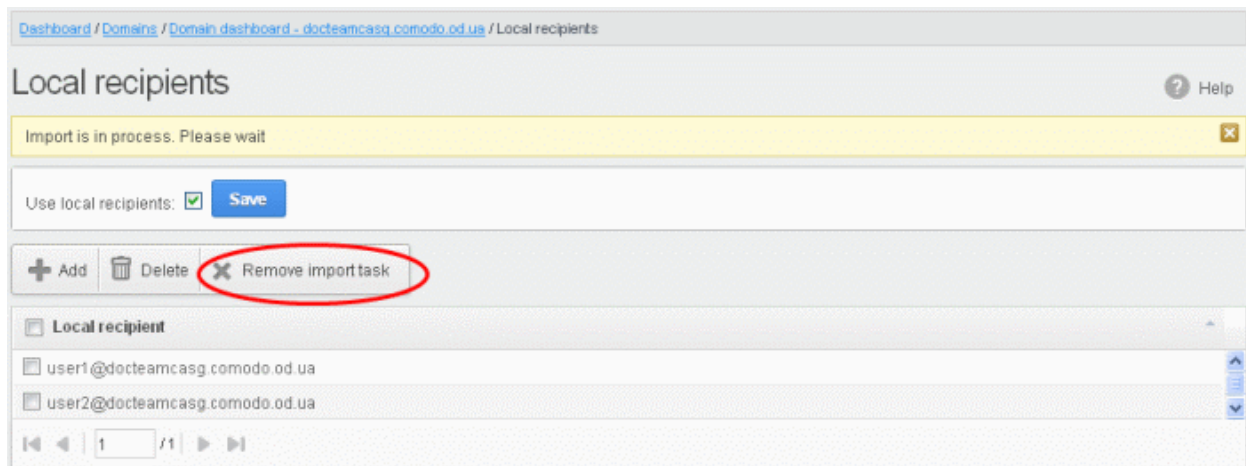


- Click 'Upload', navigate to the location where the file is saved and click the 'Open' button. The maximum size of the file that can be uploaded is 9 MB.

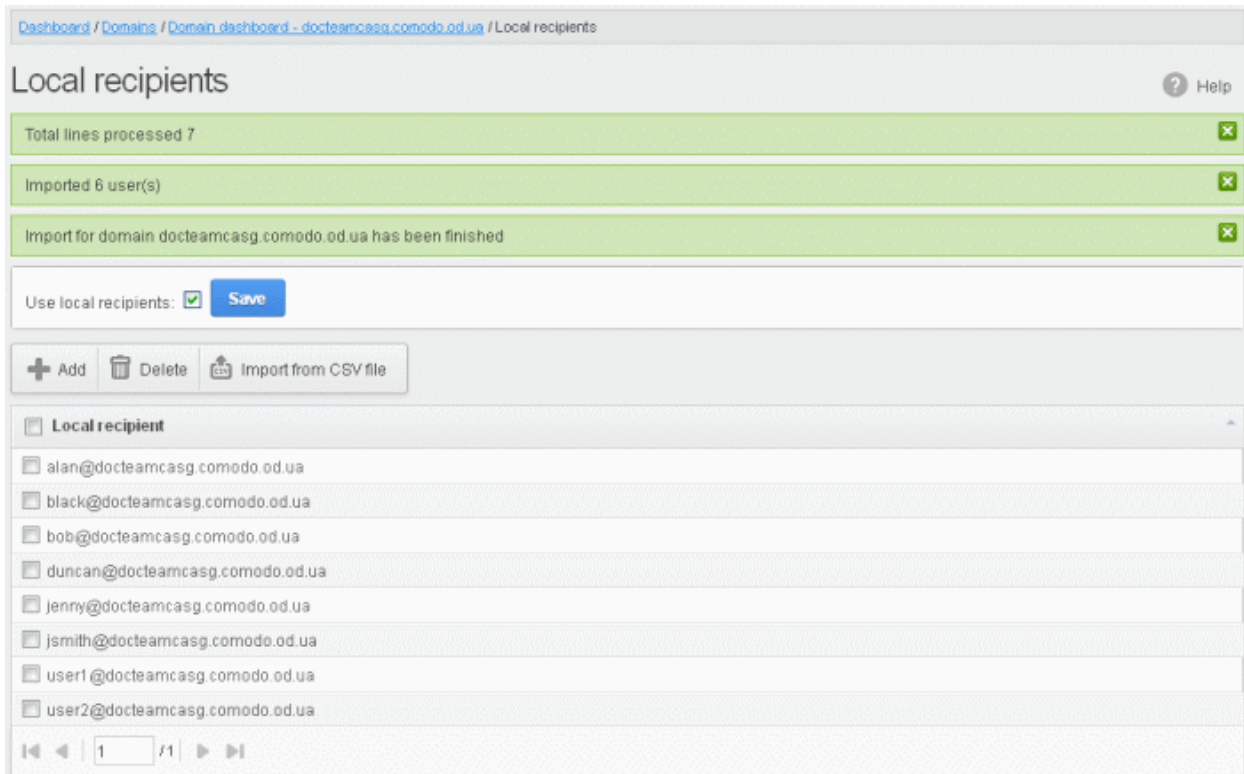




The upload will be placed in import tasks queue and the progress of the upload will be displayed. If you want to remove the upload from the queue, click the 'Remove import task' button. The 'Remove import task' deletes *only* a remaining part of not imported task.



On completion of the upload process, the results will be displayed.



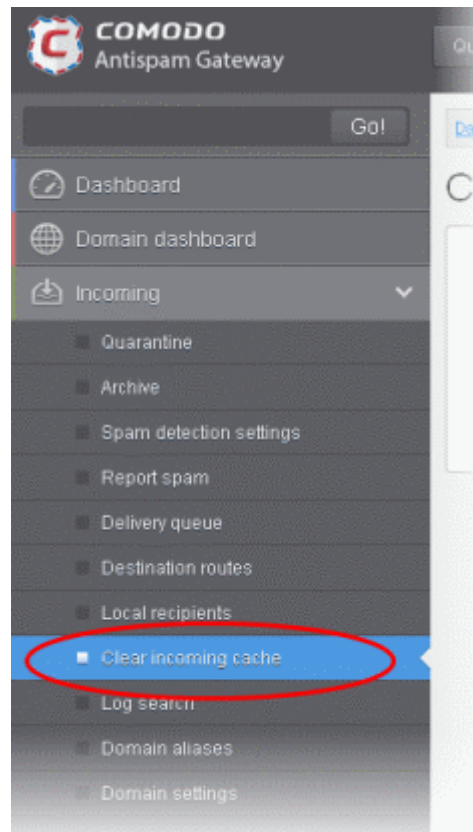
The local recipients from .csv file will be uploaded and the administrator who carried out the task will receive a notification about the import task completion.

## Clear Incoming Cache

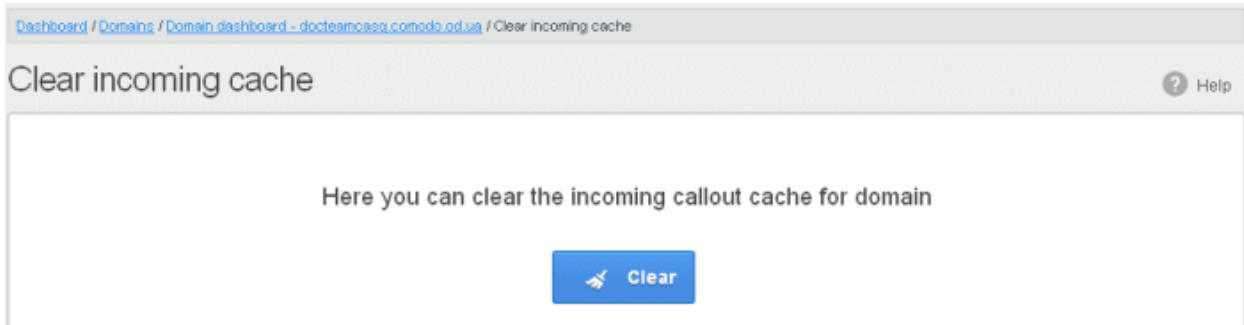
CASG continuously performs a cached recipient callouts to check that recipient email addresses do actually exist in the destination mail servers. When an email for a certain recipient is permanently rejected by the destination server with a 5xx error code, the destination address of the recipient is considered invalid and all emails sent to the recipient will be rejected. CASG filtering servers caches this information locally for up to two hours. CASG interface allows you to clear the callout cache without waiting for the servers to clear it.

### To clear incoming cache

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Clear incoming cache' tab.

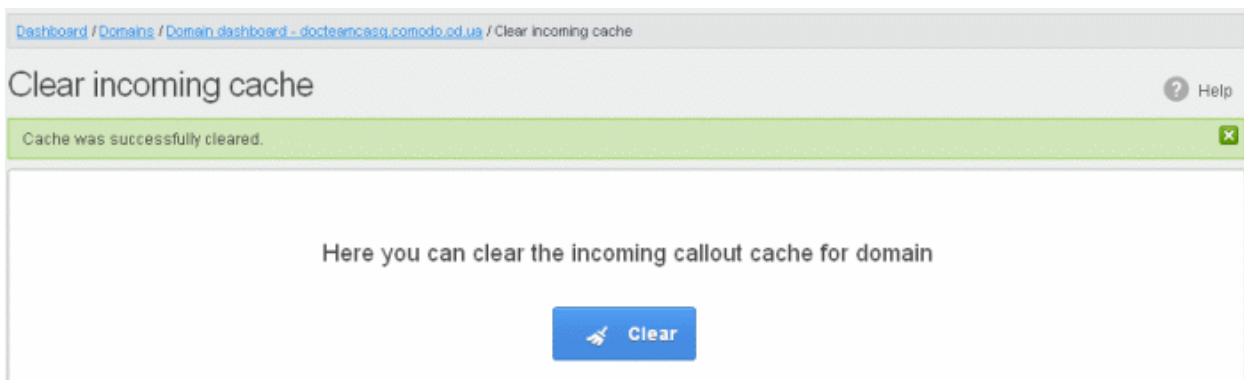


The 'Clear incoming cache' area of the selected domain will open:



- Click the 'Clear' button

The callout cache for the incoming domain is cleared.



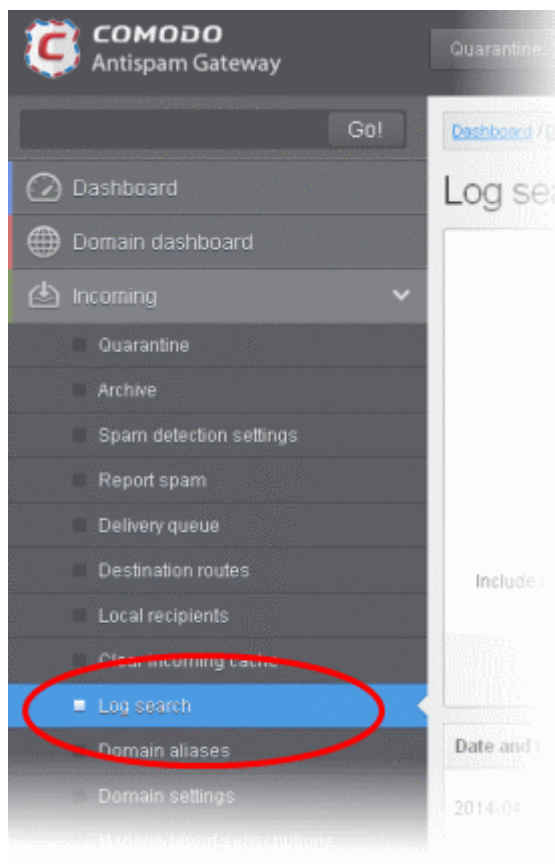
- Click the  button to close the notification.

## Log Search

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

### To search logs for incoming mails

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Log search' tab.



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

A screenshot of the 'Log search (incoming)' interface. The page title is 'Log search (incoming)' and there is a 'Help' icon. The search criteria are as follows:  
Date range: 2014-04-08 AM 09:29:12 - 2014-04-10 AM 09:29:12  
Sender: [empty text box]  
Recipient: [empty text box] @docteamcasg.comodo.od.ua  
Sender IP: [empty text box]  
Sender host: [empty text box]  
Predicate: AND (dropdown menu)  
Include results from the last minutes:   
A 'Search' button is located at the bottom of the form.

- **Date range:** Select the date range for which you want to search the log file. The date range for which the log search can be processed depends on the settings configured in **Domain Settings** > Log retention period.

- **Sender:** Enter a sender email address in this field.
- **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.
- **Predicate:** You have the option to select either 'AND' or 'OR' in the drop-down. When you choose 'AND' option, all the entered search terms will be searched together and when you choose 'OR' option, the application will search any of the search items entered.
- **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.

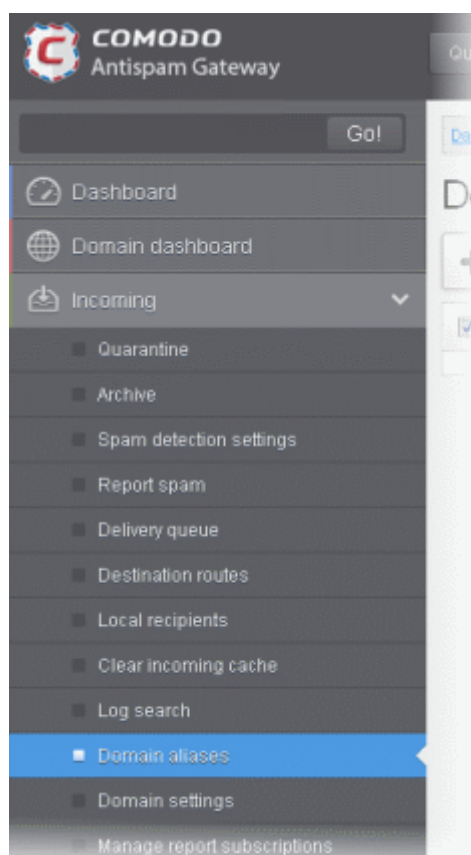
Date and time	Host (Exim id)	Sender hostname	Sender	Recipient	Classification
2014-04-10 10:08:33	mksrv1.dev.spamgateway.c 1WYBuF-0001Ga-FK	5.39.28.213	...	user2	Accepted
2014-04-10 10:08:21	mksrv1.dev.spamgateway.c 1WYBu0-0001B2-OH	f157.i.mail.ru 94.100.178.251	...	demo1	Accepted
2014-04-10 10:07:59	mksrv1.dev.spamgateway.c 1WYBtv-00011B-BA	f409.i.mail.ru 185.5.136.80	...	demo1	Accepted
2014-04-10 09:58:56	mksrv1.dev.spamgateway.c 1WYBku-0006rY-UN	mail-ig0-f181.google.com 209.85.213.181	...	demo1	Accepted Message content looked like non-spam
2014-04-10 09:54:19	mksrv1.dev.spamgateway.c 1WYBgL-0005Rx-47	mail-ie0-f176.google.com 209.85.223.176	...	demo1	Accepted
2014-04-10 09:52:38	mksrv1.dev.spamgateway.c 1WYBea-0004tX-C5	5.39.28.213	...	test	Accepted
2014-04-10 04:54:31	mksrv1.dev.spamgateway.c 1WY70M-0002t2-GR	mksrv1.dev.spamgateway.c 50.23.158.212	...	bob	Accepted
2014-04-10 04:54:31	mksrv1.dev.spamgateway.c 1WY70M-0002t2-GR	mksrv1.dev.spamgateway.c 50.23.158.212	john@docteamcasg.como	john	Accepted

## Domain Aliases

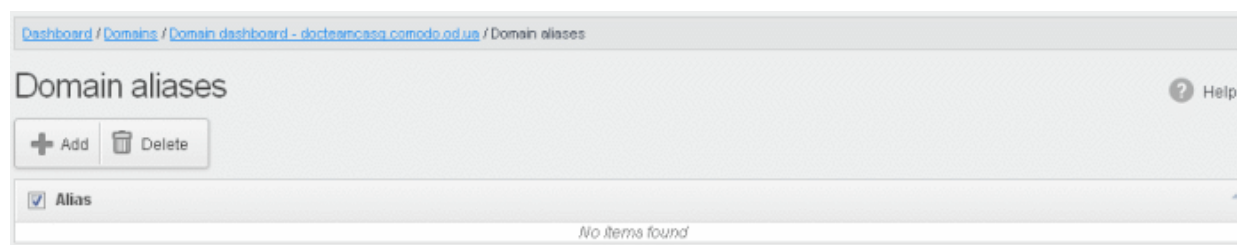
The Domain aliasing feature in CASG allows the administrator to add multiple domains as aliases for the main domain. After adding a domain alias, the MX records should be configured to activate the filtering process for this domain alias. Once this is done, mails sent to users at alias domain will be filtered and delivered to users at main domain. For example, if you add *testdomain.org* as an alias domain for the main domain *testdomain.com* and mail sent to *user1@testdomain.org* will be filtered and delivered to *user1@testdomain.com*. The 'To:' headers in the email will still display the original recipient as *user1@testdomain.org*.

## To add domain aliases

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Archive' tab.

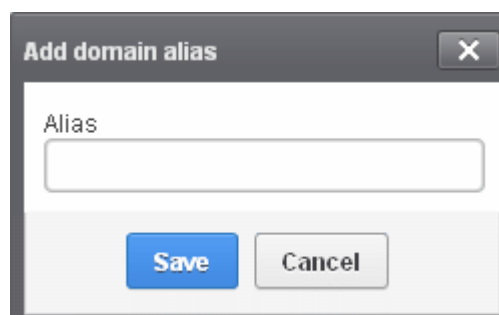


The 'Domain Aliases' interface of the selected domain will open:

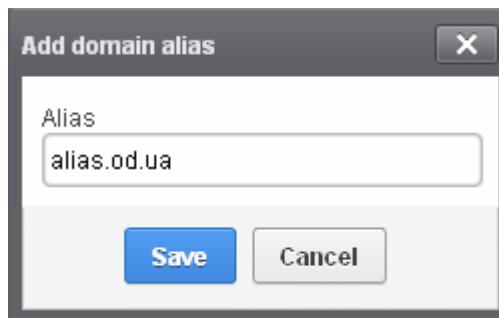


- Click the 'Add' button to add a domain alias for the selected domain

The 'Add domain alias' dialog box will open.

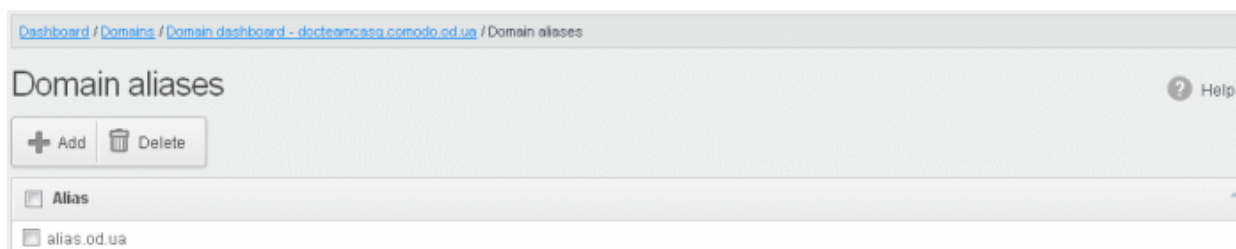


- Enter the domain alias name in the 'Alias' field

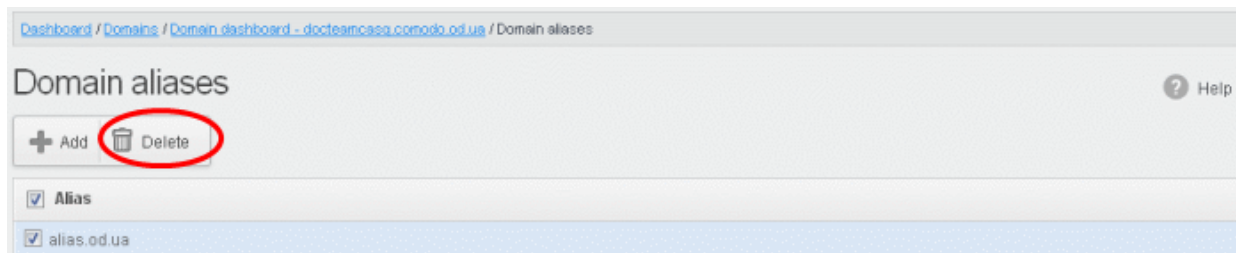


- Click the 'Save' button

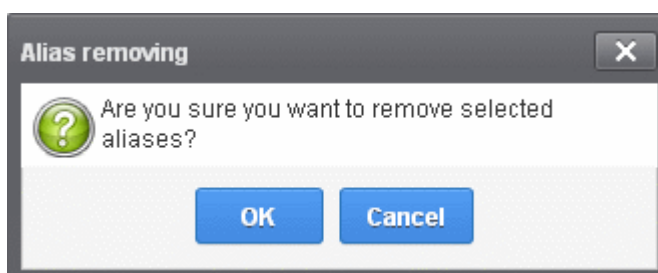
The domain will be added to the main domain as alias and will be listed in the interface.



- To delete a domain alias, select the domain alias from the list and click the 'Delete' button



- Click 'OK' to confirm the deletion.



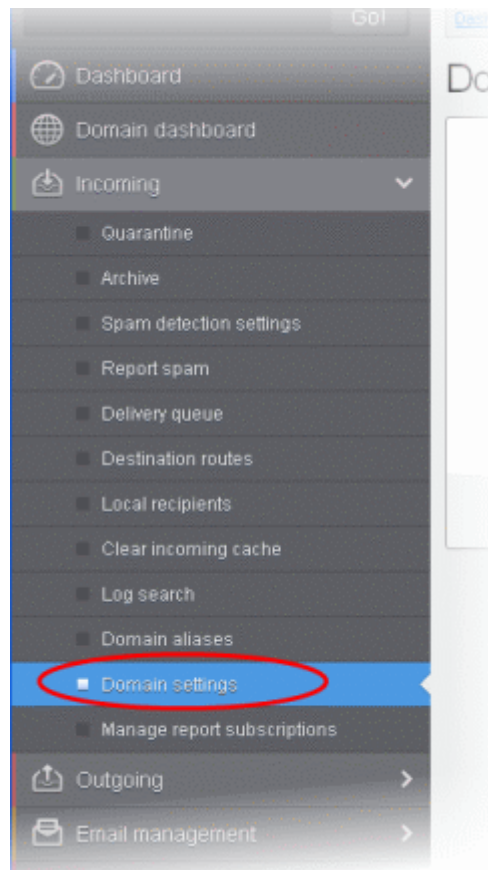
The selected domain alias will be deleted from the list.

## Domain Settings

An administrator can configure various settings for the selected domain such as primary contact email address, the administrator's email address and maximum number of bounces allowed before being rejected.

### To configure domain settings

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Domain settings' tab.



The 'Domain Settings' interface of the selected domain will open:

The screenshot shows the 'Domain settings' page with the following configuration options:

- Maximum bounces: 6000
- Log retention period: 30
- Maximum days to retry: 4
- Max. number of users: 10
- Enable archive cleanup:
- Archive months to store: [empty]

Buttons: Save, Reset to default

- Maximum bounces:** Each recipient of the selected domain will be limited to receive only these many message bounces set in this field per hour (messages from postmaster addresses or with an empty envelope sender). Please note that if the number of bounces exceeds the limit set in this field, the messages are not quarantined but are permanently rejected and will not be received later. You can set this to a low value, if the users at the selected domain do not send mails to invalid addresses frequently. By default this field is set to 6000.
- Log retention period:** All spam and non spam email connections to a domain are logged in the CASG server. By default the storage period of this log is 30 days. You can store the log for a longer period by entering the number of days that you want to store in the field. After the end of set period, the log data will be moved to a separate storage and cannot be retrieved.
- Enable logging for invalid recipients:** This setting enables or disables the selected domain to log details of incoming mails addressed to incorrect recipients. This option is disabled by default.



- **Maximum days to retry:** If the destination route has temporary problems, the messages are queued and automatically retried at fixed intervals for the number of days entered in the field. Even after this period if the emails cannot be delivered, they are bounced to the sender. By default, this is set to 4 days, the main reason being that the senders should be aware that his/her messages are not being delivered for 4 days.
- **Max. number of users:** Enter the maximum of users that can be added for this domain. Leaving this setting as 'Unlimited' will allow you to add up to, but not exceed, the maximum number of users permitted by your current license. This can also be done while **creating a domain** or in the **editing domain** interface.
- **Enable archive cleanup:** This setting enables or disables the auto-clean up of incoming archived mails in the archive storage. This option is available for customers that has purchased archive storage from Comodo.
- **Archive months to store:** This setting becomes active if the 'Enable archive cleanup' checkbox is selected. Enter the period for which the archived mails should be stored after which the messages will be purged automatically.

**Note:** The number of users that you can add for all the domains belonging to your account depends on your subscription plan. For example, if the subscription plan for your account allows you to add 1000 users and you have three domains, then you can add 300 users for domain 1, 300 users for domain 2 and 400 users for domain 3. You can set any value between 0 and 999999 in the 'Max. number of users' field, but CASG checks if the total number of users for all domains is within your license limit.

- Click 'Reset to default' to reset default settings in CASG.
- Click the 'Save' button.

A confirmation dialog indicating the successful configuration of the domain settings will be displayed. Click 'X'.

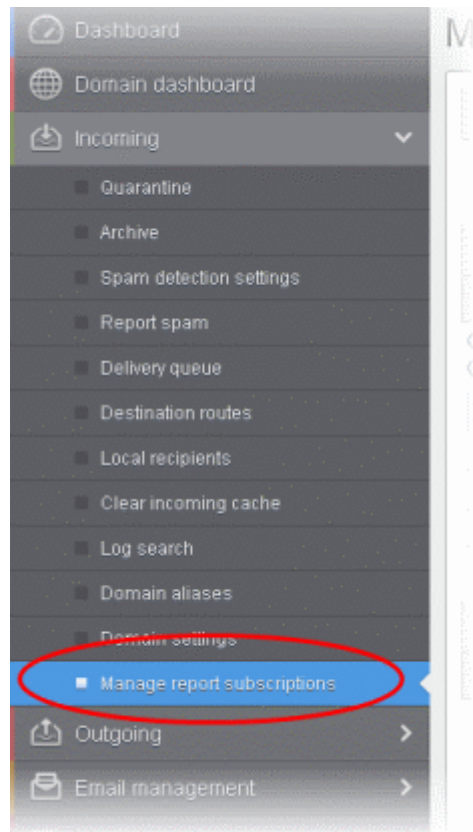


## Manage Report Subscriptions for Selected Domain

The Manage report subscriptions interface accessible from the 'Incoming' configuration area of a selected domain allows the administrator to configure the subscription to the periodical Domain and Quarantine summary reports of that domain only for the administrators. Refer to **CASG Reports - an Overview** for more details.

### To access Manage report subscriptions interface

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Manage report subscriptions' tab.



The 'Manage report subscriptions' interface will be displayed:

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Manage report subscriptions

## Manage report subscriptions ? Help

Report recipients

Quarantine report

Hour	Day of month	Day of week	Send empty	Enabled	Start date (GMT)	Report length
<input type="radio"/> Every hour <input checked="" type="radio"/> Choose	<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"/>	Apr 12, 2014 00:00	Next report for 1 day(s) from last run (2014-04-11 00:00)

Domain statistics report

Period	Hour	Day of month	Day of week	Send empty	Enabled	Start date (GMT)	Report length
Daily	<input checked="" type="radio"/> Every hour <input type="radio"/> Choose	<input checked="" type="radio"/> Every day <input type="radio"/> Choose	<input type="radio"/> Every week day <input checked="" type="radio"/> Choose	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apr 14, 2014 00:00	Next report for 3 day(s) from last run (2014-04-10 23:00)

The Report recipients field will not be auto-populated as it does in the interface of **Customer Management > Managing Report Subscriptions**. Enter the email address of the administrators belonging to that domain in the text field separated by a comma after each email address.

The recipients will be added and subscriptions successfully saved message will be displayed.

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Manage report subscriptions

## Manage report subscriptions ? Help

Successfully saved ✕

Report recipients

Quarantine report

Clicking the 'Reset settings to default' button will disable both Quarantine and Domain statistics reports. The 'Report Recipients' field will not be cleared.

The administrator can configure the subscription for two types of reports from this interface:

- **Quarantine Report** - The periodical report which can be configured to be received hourly, daily, weekly or monthly will contain a detailed statistics of the mails that are identified as spam or containing malicious content and moved to Quarantine of the domain automatically by CASG. Refer to **CASG Reports - An Overview** for more details.
- **Domain Statistics Report** - The periodical report which can be configured to be received hourly, daily, weekly or monthly will contain a detailed statistics of number of users, mails that have been received at and sent from the

domain, number of spams identified and blocked and so on. Refer to [CASG Reports - An Overview](#) for more details.

## To configure the subscription of the reports

- If you want the administrators of the account to receive the periodical reports, select the 'Enabled' checkbox in the row of the respective report type. If both the reports are required, you can select both the checkboxes.
- 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 the administrators from the options for Quarantine Report and Domain Statistics Report.

## Quarantine Report

Hour	Day of month	Day of week	Send empty	Enabled	Start date (GMT)	Report length
<input type="radio"/> Every hour <input checked="" type="radio"/> Choose 0 1 2 3 4	<input checked="" type="radio"/> Every day <input type="radio"/> Choose 1 2 3 4 5	<input type="radio"/> Every week day <input checked="" type="radio"/> Choose <input type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input type="checkbox"/> Saturday	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apr 14, 2014 03:00	Next report for 3 day(s) from last run (2014-04-11 00:00)

- **Hour** - The reports will be generated and sent to the administrators every hour or at the selected hour(s) 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 to the administrators 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 to the administrators 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.

## Domain Statistics Report

Period	Hour	Day of month	Day of week	Send empty	Enabled	Start date (GMT)	Report length
Weekly	<input checked="" type="radio"/> Every hour <input type="radio"/> Choose 0 1 2 3 4	<input checked="" type="radio"/> Every day <input type="radio"/> Choose 1 2 3 4 5	<input type="radio"/> Every week day <input checked="" type="radio"/> Choose <input type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Apr 14, 2014 00:00	Next report for last week(s) from last run (2014-04-10 23:00)

- **Period** - Enables you to set the period to be covered in the report. The report will contain the statistics of all the domains in the account for the past one hour, one week, one month or one year, as selected from drop-down from the scheduled report time.
- **Hour** - The reports will be generated and sent to the administrators every hour or at the selected hour(s) 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 to the administrators 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 to the administrators 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.

#### 3.2.1.1.4.3 Outgoing

To be able to send outgoing email, first a valid user needs to be added to the filter cluster. This can be done from the **web interface**. The following ports are available for the outgoing service:

- SMTP AUTH: Port 25 or 587
- SMTP StartTLS Port 587
- SMTP SSL Port 465

Comodo recommends port 587. The outgoing service listens by default on all IPv4 addresses activated on the server.

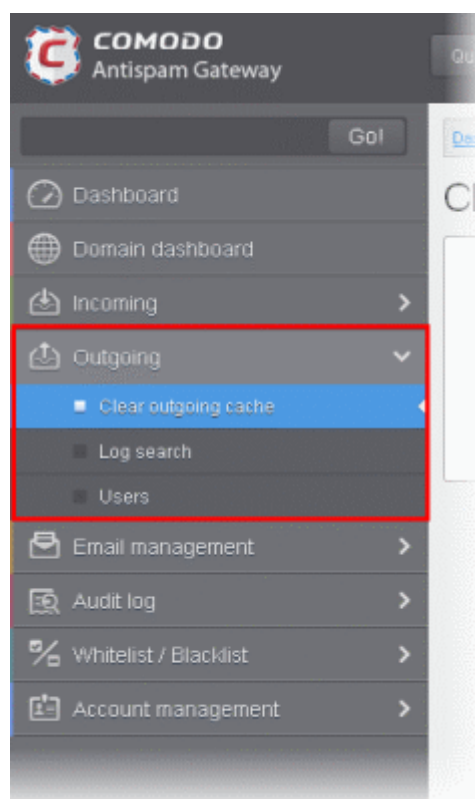
Create a separate outgoing user on the filtering cluster for each end-user to relay outgoing email and use an **"automatic user locking"** to automatically close the account in case abuse is detected. There are two methods you can make per-user authentication to work - The first method is to instruct all end-users to authenticate directly to the filter cluster for their outgoing emails or in the second method, configure your current outgoing SMTP server so that it authenticates each end-user separately to the filter cluster for all outgoing emails. If you choose the second method, how easily you can configure your SMTP server depends on the SMTP software.

While using per-user authentication for outgoing mails, ensure to set the limits correctly based on the usage of the end-user and enable automatic locking.

If you find using the per-user authentication method for outgoing mails too cumbersome to set up, the other alternative is to use smarthost setup. In this method, you add a single outgoing account either based on IP or username/password in the filtering server and point all outgoing emails to this server, thus using the filtering cluster as smarthost. Most email servers have **'smarthost setting'** feature with which you can easily accomplish the task of configuring outgoing email filtering. Make sure to disable the **'automatic user locking'** setting to prevent the full server account getting locked even if one end-user sends out spam email. Also ensure to enable **'block spam'** so that individual spam messages will be blocked and the administrator notified.

While using smarthosting setup for outgoing mail filtering, ensure to set the limits correctly per user based on the server.

In the 'Outgoing' area of the Manage Domain section you can set a user account for spam checking, clear outgoing cache, search for outgoing email messages and outgoing spam checking.



Click the following links for more details:

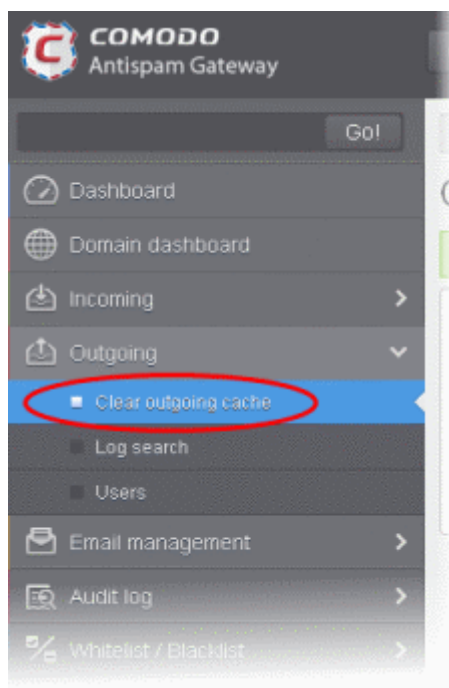
- [Clear outgoing cache](#)
- [Log search](#)
- [Users](#)

### Clear outgoing cache

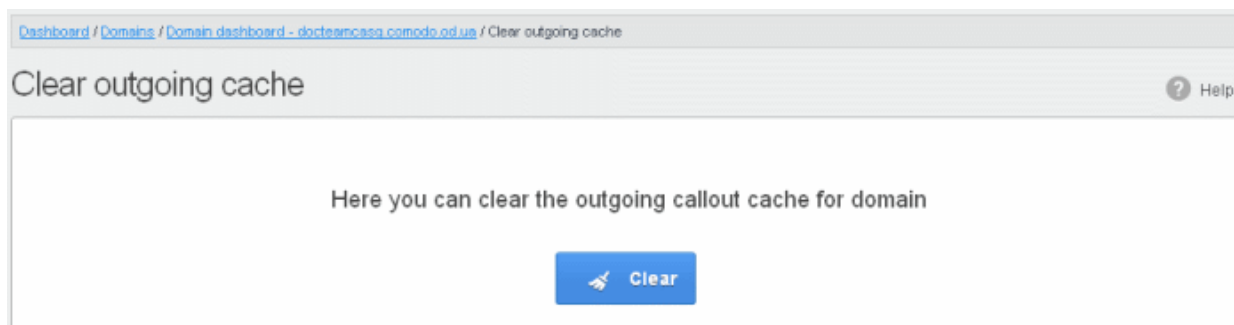
CASG continuously performs a cached recipient callouts to check that recipient email addresses existing/non-existing email accounts at the destination mail servers to minimize the number of recipient callouts. When an email for a certain recipient is permanently rejected by the destination server with a 5xx error code, the destination address of the recipient is considered invalid and all emails sent to the recipient will be rejected. CASG filtering servers caches this information locally for up to two hours. CASG interface allows you to clear the callout cache without waiting for the servers to clear it.

### To clear outgoing cache

- Click the 'Outgoing' tab on the left hand side navigation to expand and then click the 'Clear outgoing cache' sub tab.

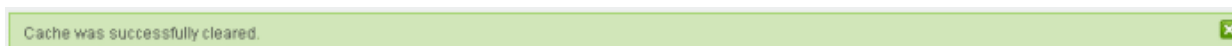


The 'Clear outgoing cache' area of the selected domain will be displayed:



- Click the 'Clear' button.

The callout cache for the outgoing domain is cleared.

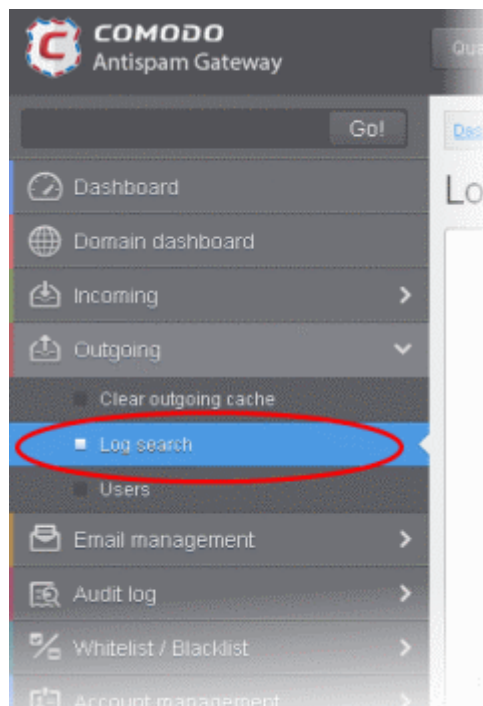


- Click 'X' to close the 'Cache successfully cleared' dialog box.

### Log search

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

- Click the 'Outgoing' tab on the left hand side navigation to expand and then click the 'Log search' sub tab.



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

The screenshot shows the 'Log search (outgoing)' interface. At the top, there is a breadcrumb trail: Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Log search (outgoing). The main title is 'Log search (outgoing)' with a 'Help' icon. Below the title are several search filters:
 

- Date range: 2014-03-27 AM 06:15:14 - 2014-04-11 AM 06:15:14
- Sender: [Text input field]
- User: [Text input field] @docteamcasg.comodo.od.ua
- Recipient: [Text input field]
- Sender IP: [Text input field]
- Sender host: [Text input field]
- Predicate: AND (dropdown menu)
- Classification: All (dropdown menu)

 At the bottom left, there is a checkbox labeled 'Include results from the last minutes:'. At the bottom center, there are two buttons: 'Search' and 'Download'.

- **Date range:** Select the date range for which you want to search the log file. The date range for which the log search can be processed depends on the settings configured in **Domain Settings** > Log retention period.
- **Sender:** Enter the sender email address in this field.
- **User:** Enter the username of the outgoing email address for in this field (for example, 'testuser1').
- **Recipient:** Enter the email address in this field. (for example, 'testuser1@example.com').
- **Sender IP:** Enter the IP address of the sender.
- **Sender host:** Enter the sender host name.
- **Predicate:** You have the option to select either 'AND' or 'OR' in the drop-down. When you choose 'AND' option, all the entered search terms will be searched together and when you choose 'OR' option, the application will search any of the search items entered.
- **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
2014-04-10 04:54:25	mksrv1.dev.spamgatew 1WY70E-0002nC-GA	125.17.11.117	john	john@docteamcasg.cc	john@docteamcasg.cc	Accepted
2014-04-10 04:54:25	mksrv1.dev.spamgatew 1WY70E-0002nC-GA	125.17.11.117	john	john@docteamcasg.cc	bob@docteamcasg.cc	Accepted
2014-04-09 10:27:11	mksrv1.dev.spamgatew 1WYpil-00015I-95	125.17.11.117	john	john@docteamcasg.cc	john@docteamcasg.cc	Accepted
2014-04-09 10:27:11	mksrv1.dev.spamgatew 1WYpil-00015I-95	125.17.11.117	john	john@docteamcasg.cc		Accepted
2014-04-09 10:11:46	mksrv1.dev.spamgatew 1WYpTe-0004sz-TG	125.17.11.117	john	john@docteamcasg.cc	john@docteamcasg.cc	Accepted
2014-04-09 09:54:57	mksrv1.dev.spamgatew 1WYpDW-0008Jo-JX	mail2.comodo.od.ua 91.196.95.33	john	jekko@csgqa.comodo.		Accepted

1 / 1 [ 1 - 6 / 6 ] Per page 15

## Sorting the Entries

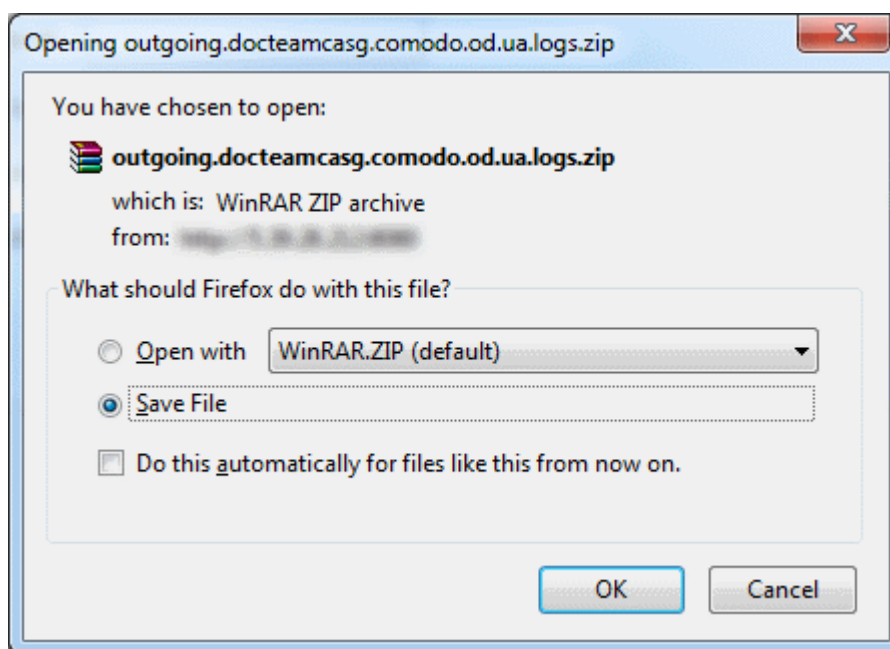
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

## Downloading the Report

The 'Download' button allows users to download the log report of sent mails for the filters entered and/or selected.

- Click the Download button.

The download dialog will be displayed.



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. The values in the log report will be separated by commas and this file can be opened with appropriate application such as Excel or Openoffice Calc for easy analysis.

## Users

Outgoing email messages should be checked for spam or malicious content because of the risk such content poses to the organization's reputation. Often the outbound email path bypasses the system that scans incoming emails from the internet, and instead sends the emails directly out to the destination. Filtering the outgoing user's mail also prevent spam from reaching end user mailboxes.

### Configuring User's Email Client for Outgoing Mail Filtering

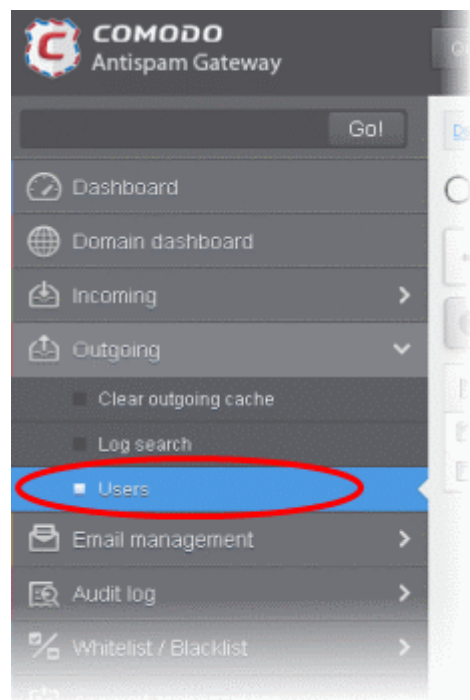
The email clients of the users added for outgoing email filtering must be configured to point to CASG service.

In the Account Settings interface of the user's email client, enter the following details:

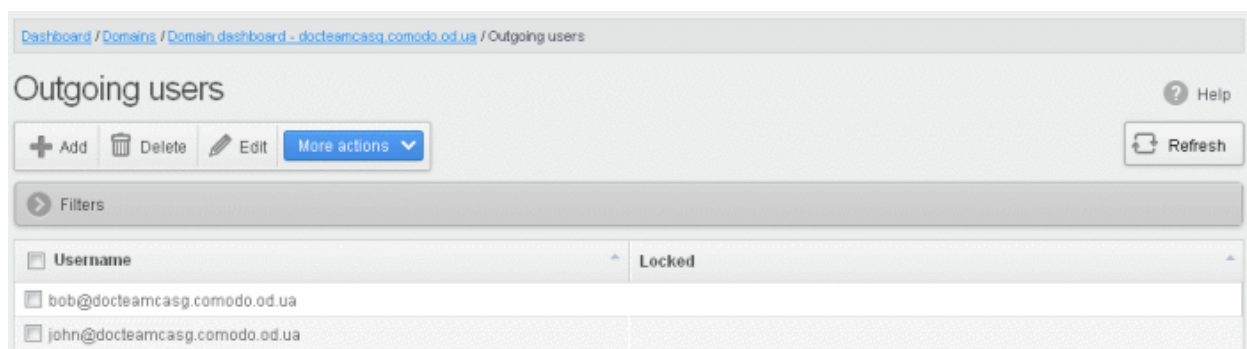
- Smtplib server: mxsrv1.spamgateway.comodo.com
- Connection Security: STARTTLS or SSL
- Port : 587
- Username: <username@domainname.com>

### To access the 'Outgoing users' interface:

- Click the 'Outgoing' tab on the left hand side navigation to expand and then click the 'Users' sub tab.



The 'Users' interface of the selected domain will be displayed:

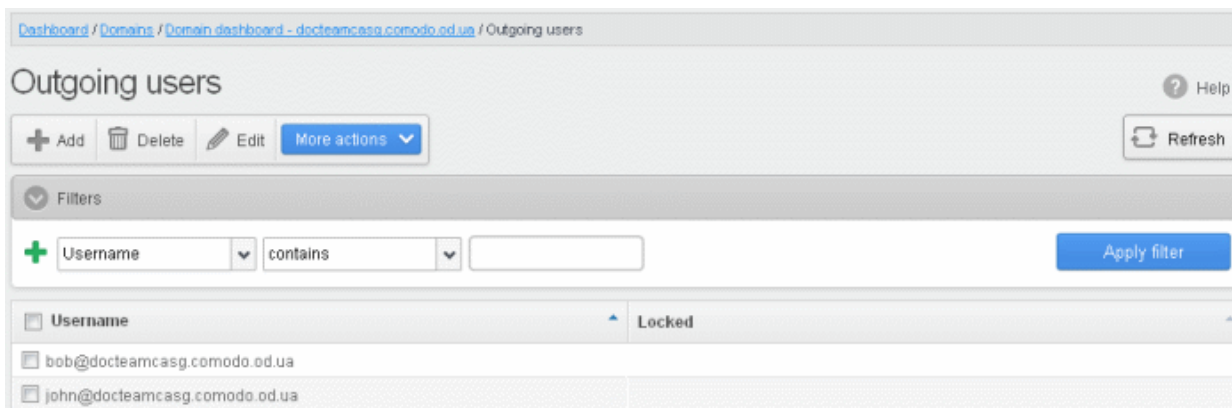


## Sorting the Entries

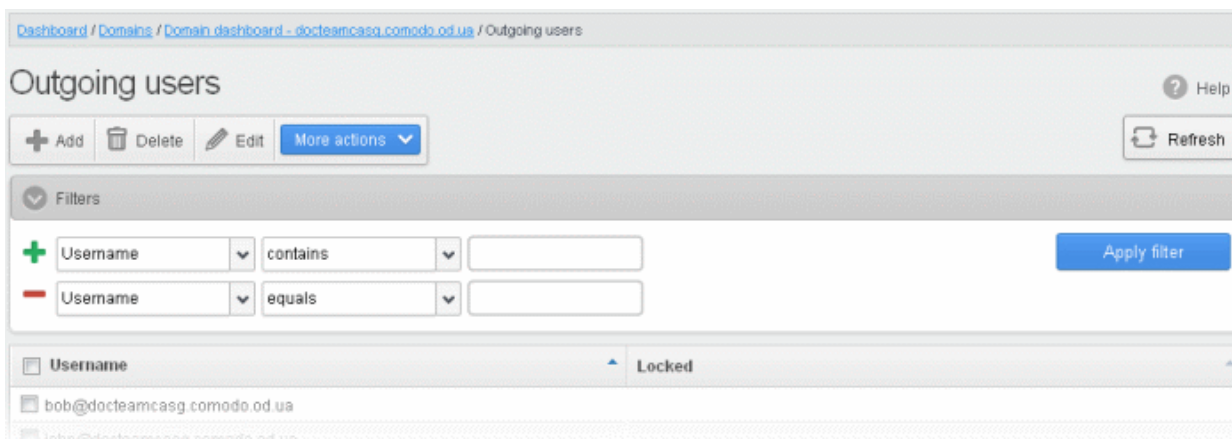
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

## Using Filter option to search users

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



You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Username:** Will execute a search of usernames according to the text in the text box (column 3) and the condition selected in column 2.

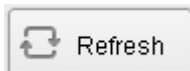
If 'Username' is selected, the following conditions are available:

- **Equals:** Displays all usernames that match the text entered in the text box.
- **Not Equals:** Displays all users except the one entered in the text box.
- **Contains:** Displays all username(s) that contain the words entered in the text box.
- **Not Contains:** Displays all username(s) that do not contain the words entered in the text box.
- **Starts With:** Displays all usernames(s) that starts with the words entered in the text box.
- **Ends With:** Displays all usernames(s) that ends with the words entered in the text box.

Click 'Apply Filter' after selecting the filters.

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

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

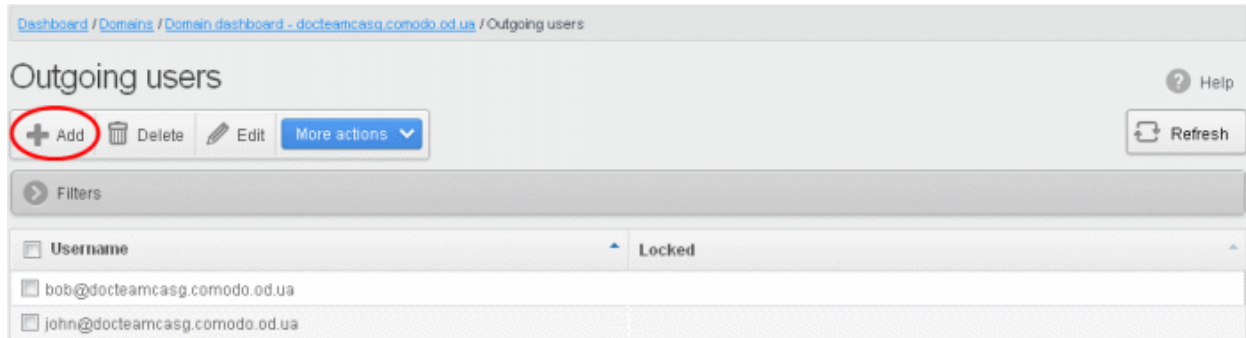


Click the  button to display all the outgoing users.

**Note:** To display all the users 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.

## To add a new user

- Click the 'Add' button.



The 'Add outgoing user' dialog will be displayed.

A dialog box titled 'Add outgoing user' with a close button (X) in the top right corner. It contains three input fields: 'Username' (empty), 'Domain' (pre-filled with 'docteamcasg.comodo.'), and 'Password' (empty). Below the fields is a blue button labeled 'Edit outgoing settings'. At the bottom of the dialog are two buttons: 'Save' (blue) and 'Cancel' (grey).

- Enter the username for the new outgoing user that will be first part of the email address. For example, testuser. The email address of the added user will be testuser@testdomain.com.
- Enter the password in the Password field. If the 'Password' field is left blank, then the 'Username' must be an IP address, and any connection from that IP will be considered authenticated without needing to use SMTP AUTH (Note: authorizing IP addresses may be disabled on the system).
- Click the 'Edit outgoing settings' button to configure outgoing settings for the user. The 'Add outgoing settings' dialog will expand:

**Add outgoing user**
✕

Username

Domain

Password

Block outgoing spam/Automatic lock:  Block outgoing spam  Automatic lock

User lock timeout:

Maximum unlocks by timeout:

Enable outgoing limits:

Limit per hour:

Limit per minute:

Valid sender address required:

Maximum number of recipients per day:

Invalid recipient limit:

Maximum days to retry:

Quarantine response:

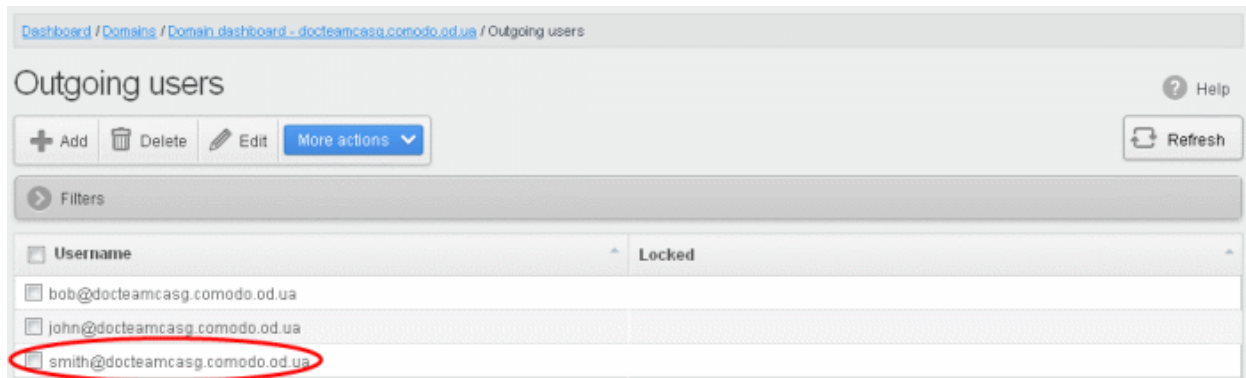
- **Block outgoing spam/Automatic lock**
  - **Block outgoing spam** – Blocks all outgoing spam mails from the user.
  - **Automatic lock** – If CASG detects spam or malicious mail from the user, it will automatically lock the user from sending mails for the period set in the 'User lock timeout' field.
    - **User lock timeout** – The time in minutes the user will be locked out from sending mails after CASG detects outgoing spam or malicious mails from the user.
    - **Maximum unlocks by timeout** – The number of times the locked out user will be unlocked for sending out mails. After reaching the maximum limit, the user will be locked out from sending any mails till it is unlocked by the administrator.
- **Enable outgoing limits** – Allows you to activate / deactivate limits on outgoing mails.
  - **Limit per hour** - The number of mails that can be sent per hour.
  - **Limit per minute** - The number of mails that can be sent per minute.
- **Valid sender address required** – If enabled, outgoing mails must have valid sender address.
- **Maximum number of recipients per day** - Maximum number of recipients that a user can send mails per day.
- **Invalid recipient limit:** - The number of invalid recipients that a user can send mails to.
- **Maximum days to retry** - Maximum number of days CASG will retry to send queued outgoing mails after which they are bounced to the user.
- **Quarantine response** – Determines the response that CASG will send to the SMTP server that delivered a

message in the event that the mail is identified as spam.

**Note** – If you have enabled quarantine functionality, then spam/malicious mail will be quarantined (and not delivered to the recipient) regardless of your choice here. These options merely determine what message CASG will send back to the SMTP mail server.

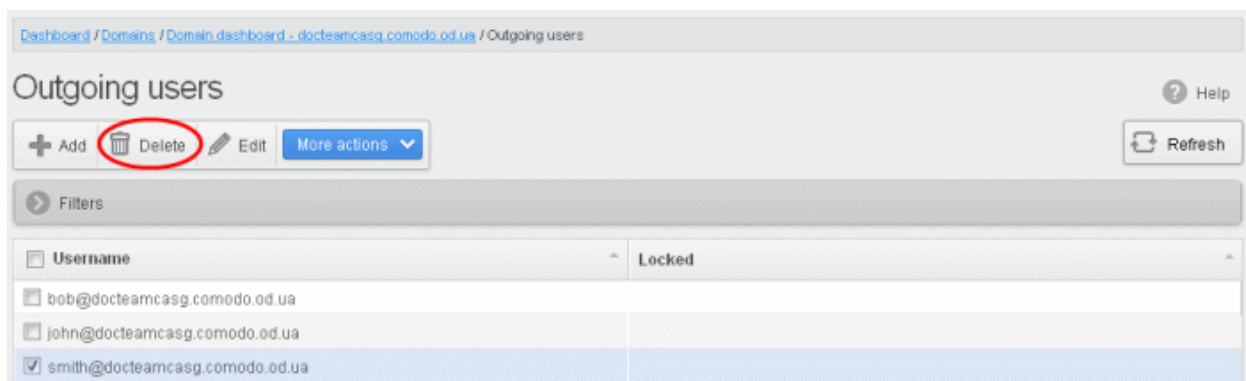
Options:

- **Rejected** - Will inform the SMTP server that the email wasn't delivered to recipient. (By default is 'Rejected'.)
- **Accepted** - The senders will not be notified if the outgoing mails are detected as spam. They will be blocked and not delivered to recipients.
- Click the 'Save' button.

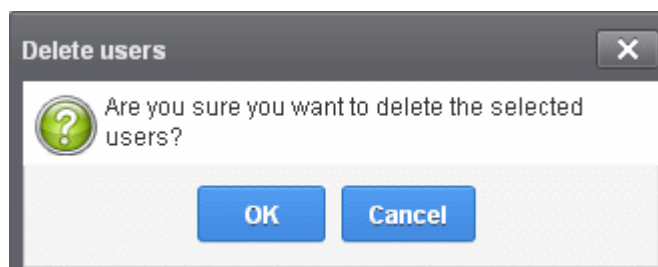


### To delete an existing user

- Select the user you want to delete from the list and click the 'Delete' button.



**Tip:** You can select multiple users to delete by pressing and holding the Shift or Ctrl keys.

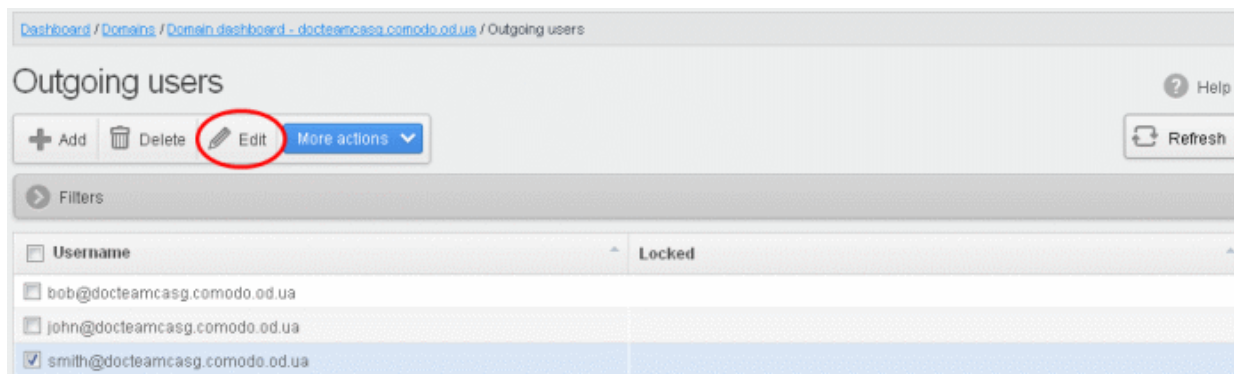


- Click 'OK' to confirm.

### To edit an existing user

You can reset password, modify the outgoing settings configured from the 'Add outgoing user' interface.

- Select the user that you want to edit from the list and click the 'Edit' button.



- Click the 'Edit outgoing settings' button.

The dialog box is titled 'Edit outgoing settings for smith@docteamcasg.comodo.od.ua'. It contains three input fields: 'Username' with the value 'smith', 'Domain' with the value 'docteamcasg.comodo.', and 'Password' which is empty. Below the fields is a blue button labeled 'Edit outgoing settings'. At the bottom of the dialog are two buttons: 'Save' and 'Cancel'.

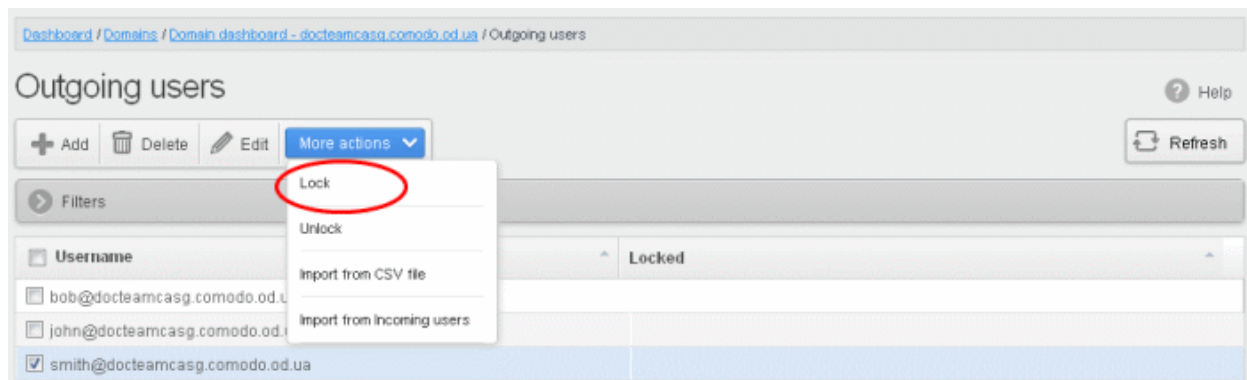
The 'Edit outgoing settings' will be displayed.

- Reset the password and / or make other changes as explained in the '**Add outgoing user**' section.
- Click the 'Save' button to confirm your changes.

### To manually lock outgoing user

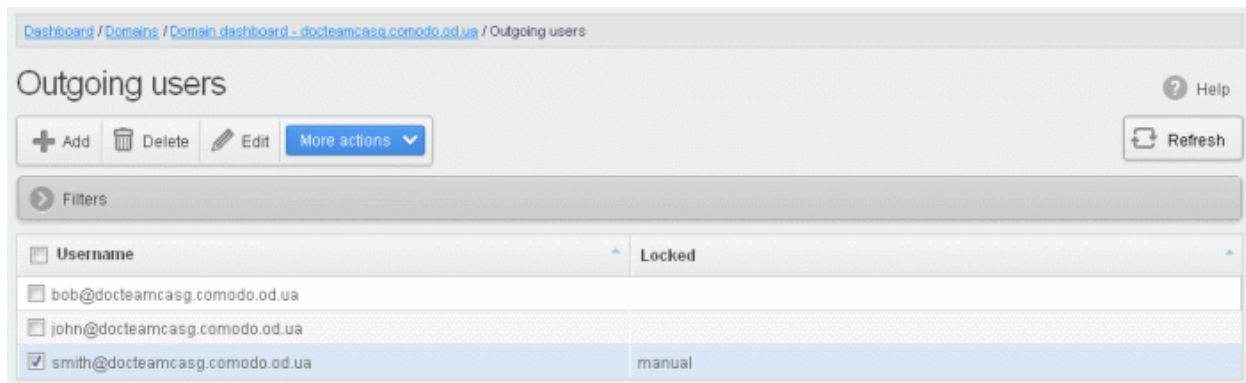
Due to administrative or any other reason if you want to prevent a user from sending out mails, the Lock feature allows you to do so.

- Select the user that you want to lock, click 'More actions' and then click 'Lock'.



The selected user will be locked from sending mails.

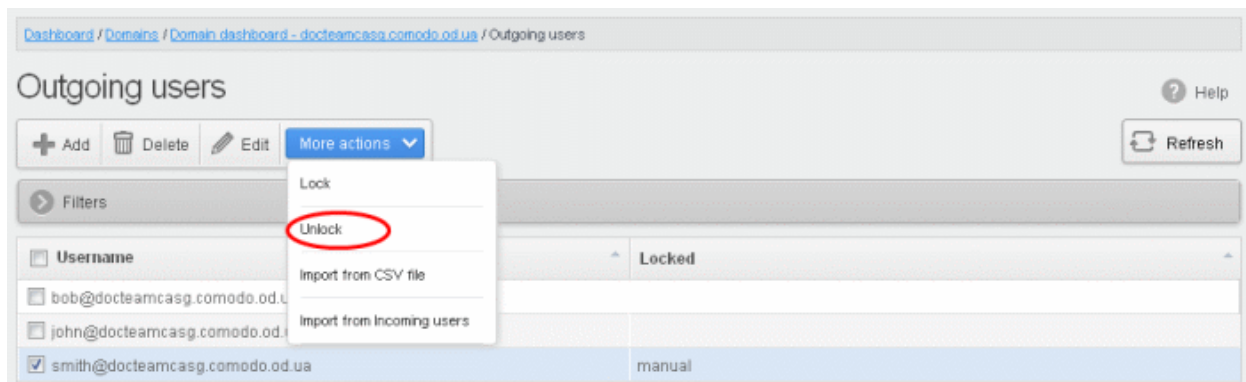




## To manually unlock outgoing user

A user who has been locked either manually or automatically (see **Edit outgoing settings**) can be unlocked from this interface.

- Select the user that you want to unlock, click 'More actions' and then click 'Unlock'.



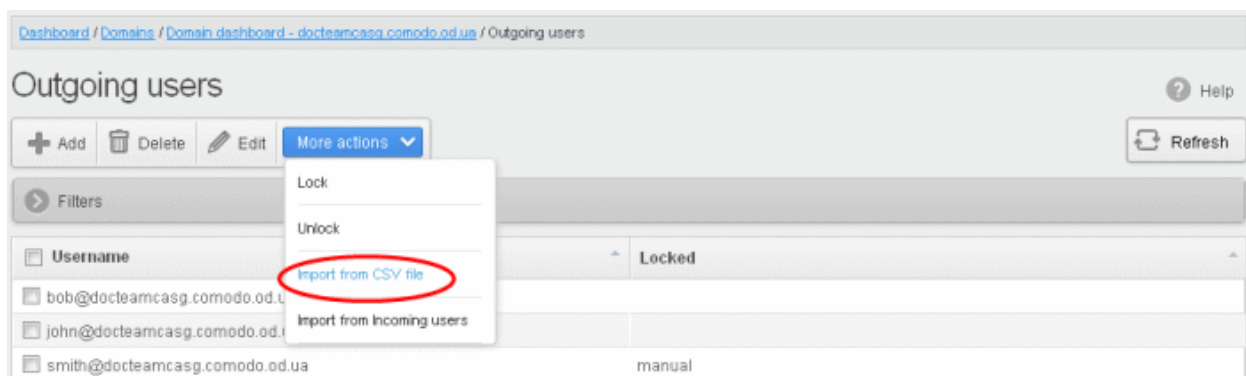
The user will be unlocked and he/she can send mails.

## To import outgoing users from CSV file

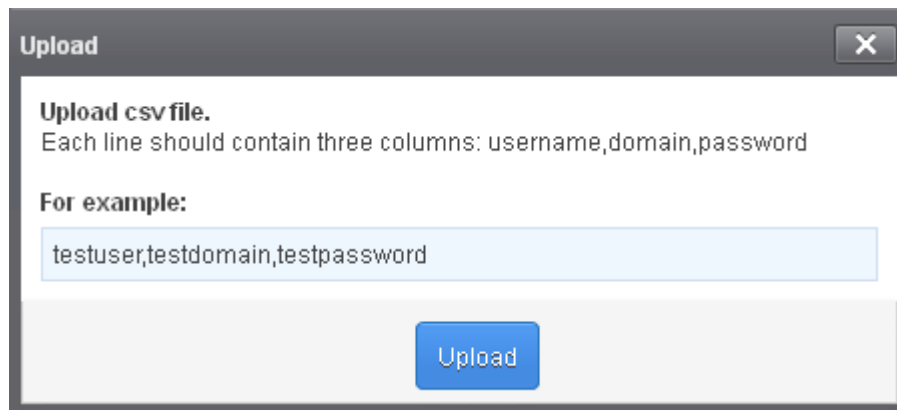
Administrators can import many users from a file to the outgoing users list at a time. The users should be saved in the format shown below as an example:

```
user1,domainname,password
user2,domainname,password
```

- To import outgoing users from a CSV file, click 'More actions' > 'Import from CSV file'

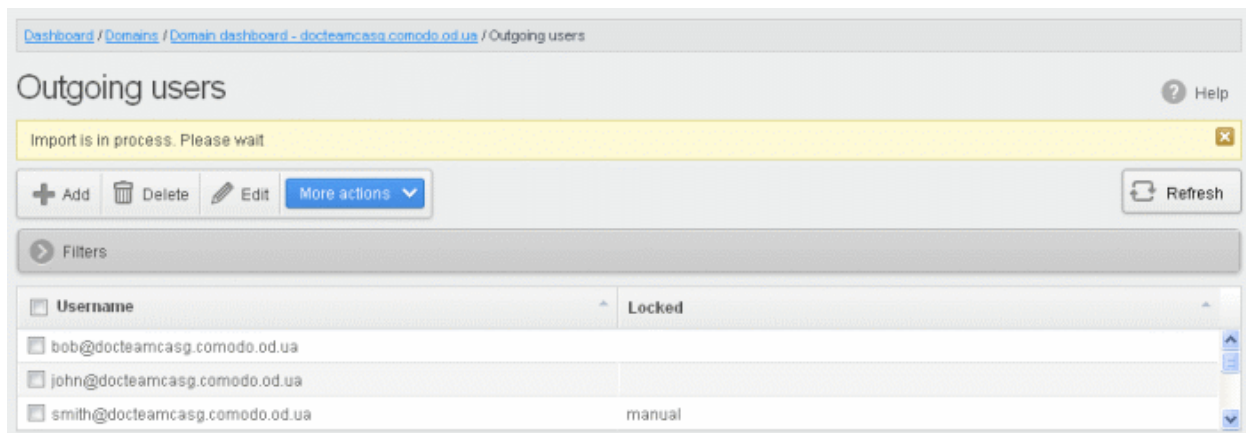


The Upload dialog will be displayed.

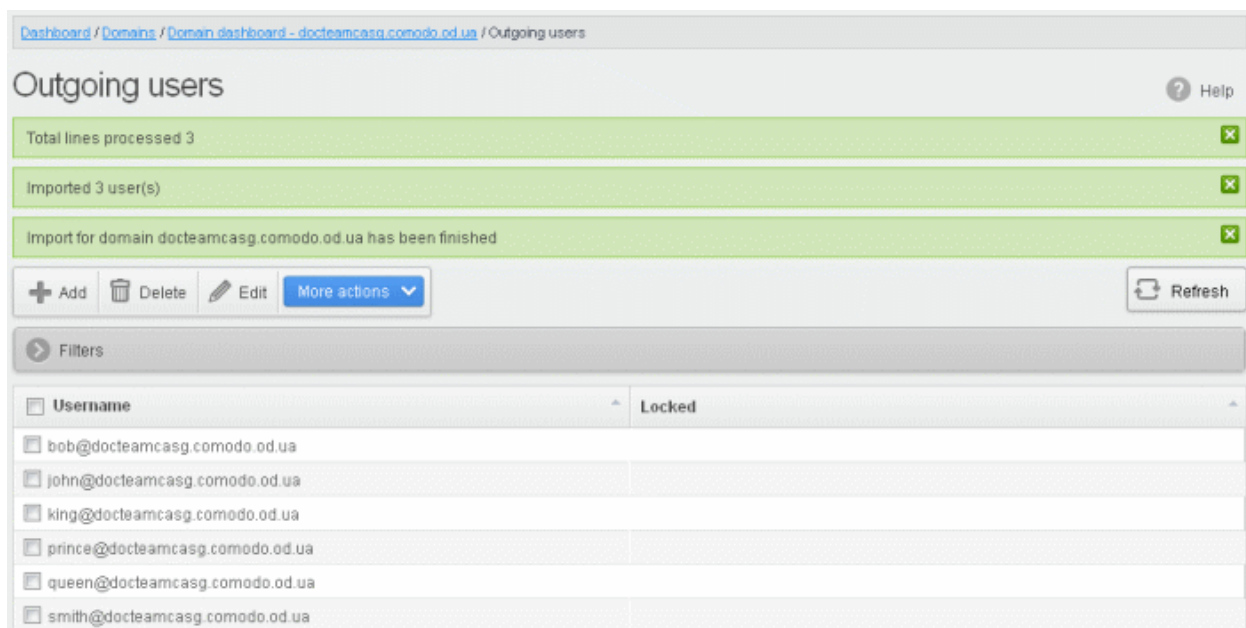


- Click the 'Upload' button and navigate to the location where the file is saved and click the 'Open' button.

The upload progress will be displayed...



...and when completed, the results will be displayed.

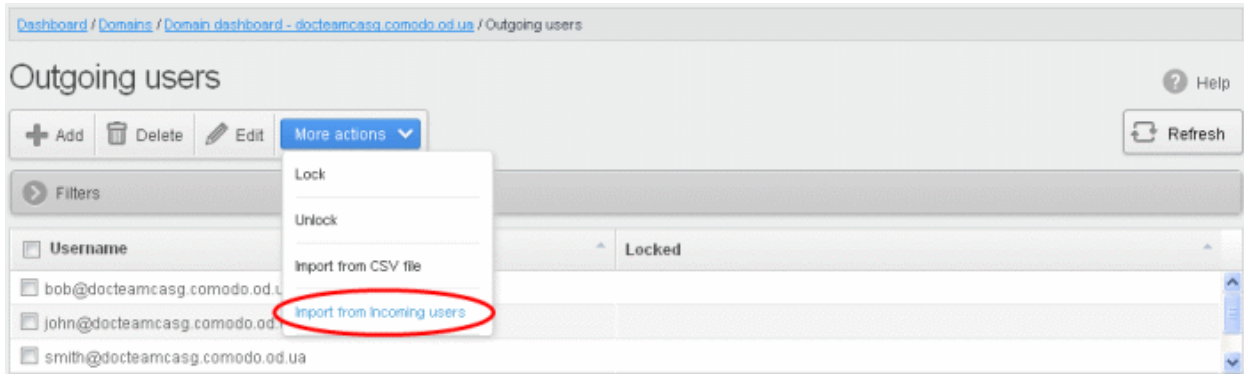


The administrator who carried out the task will receive a notification about the import task completion.

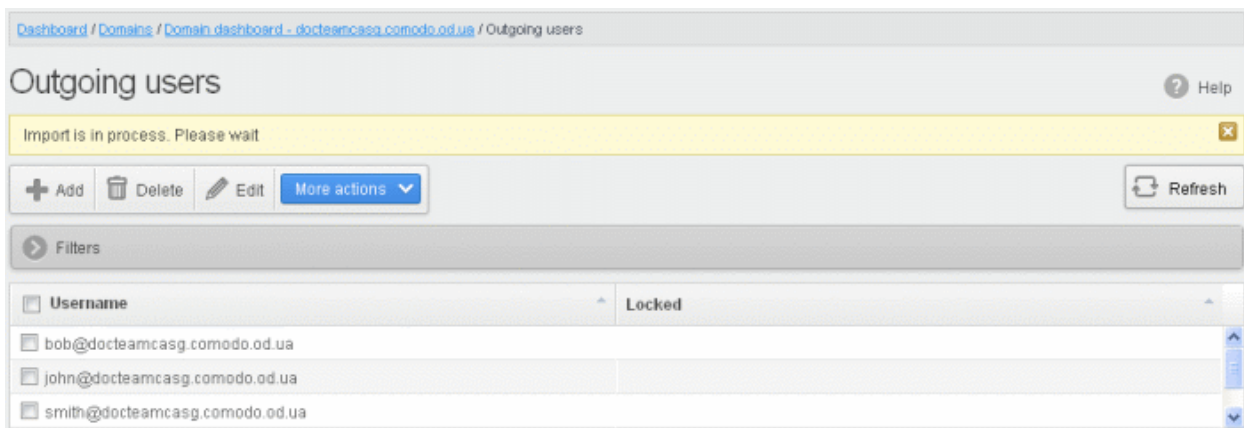
## Import from incoming users

Administrators can add all incoming users to the outgoing users list by importing. If there is an outgoing user with the same name, the import of incoming user will be skipped.

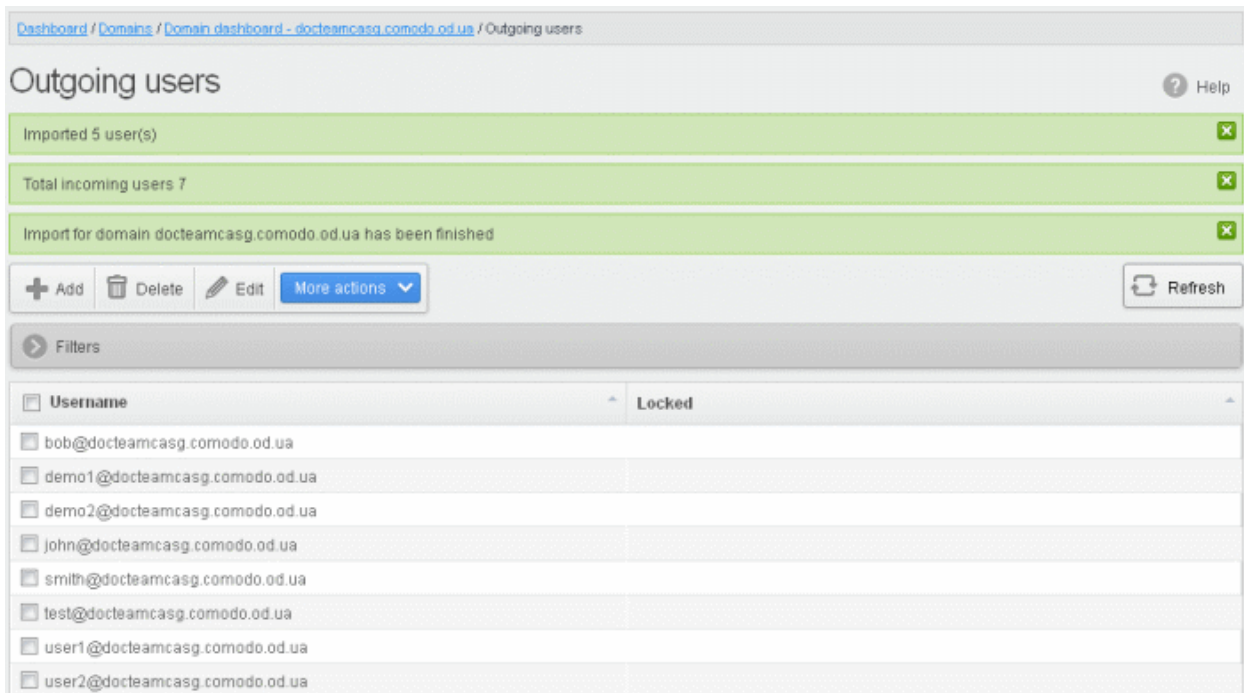
- To import outgoing users from incoming users, click 'More actions' > 'Import from Incoming users'



The upload progress will be displayed...



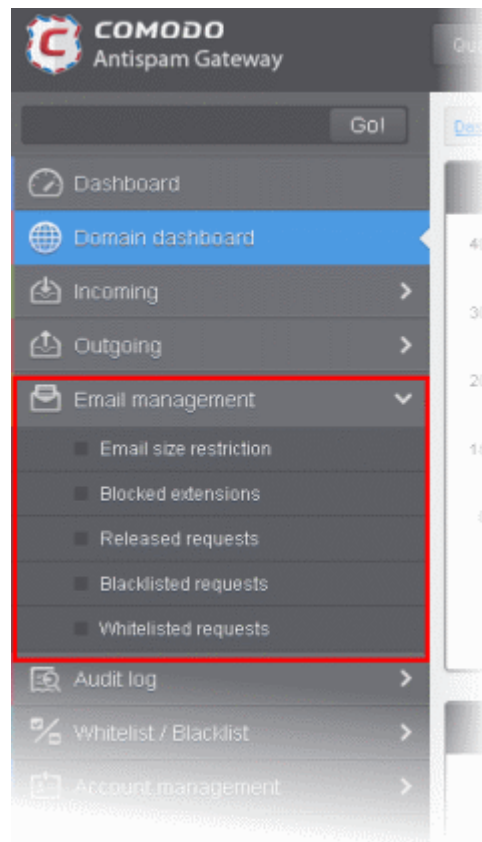
...and when completed, the results will be displayed.



The administrator who carried out the task will receive a notification about the import task completion.

## 3.2.1.1.4.4 Email Management

From this interface an administrator can configure the maximum size of each email and select the file types of attachments to be allowed. An administrator can also choose to release or reject requests from users for releasing quarantined emails, adding senders to blacklist and whitelist.



Click the following links for more details:

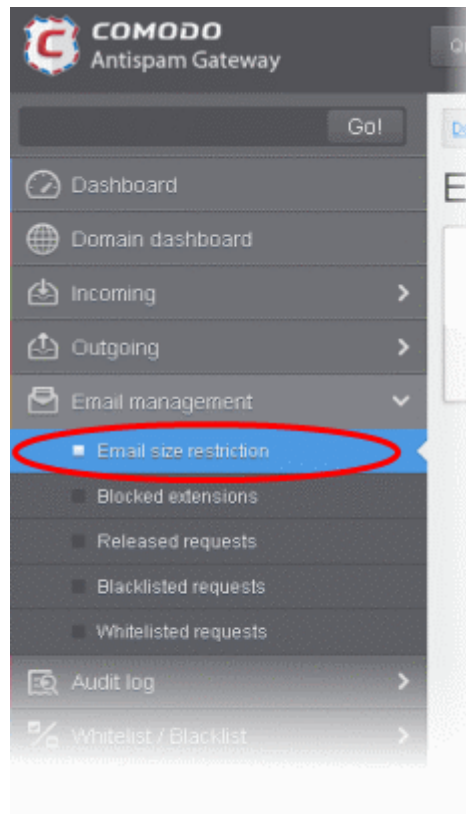
- [Email size restriction](#)
- [Blocked extensions](#)
- [Released requests](#)
- [Blacklisted requests](#)
- [Whitelisted requests](#)

### Email Size Restriction

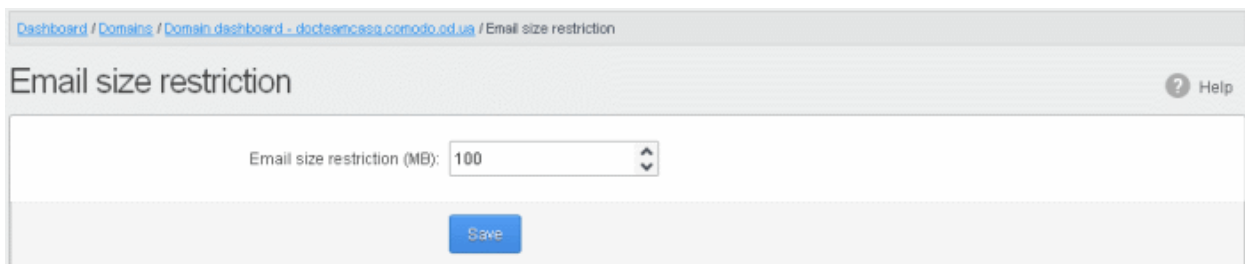
In order to avoid your domain storage space getting used up quickly due to large size of emails, CASG allows you to set the maximum size of each email that are allowed. Administrators have a choice of restricting email size of up to 250 MB. If you require to set the size of email more than 250 MB, please contact your account manager at Comodo or please open a ticket at [support.comodo.com](http://support.comodo.com) or call 1.888.COMODO (2666.6361) and have your account number ready.

### To set email size restriction

- Click the 'Email management' tab on the left hand side navigation to expand and then click the 'Email size restriction' sub tab.

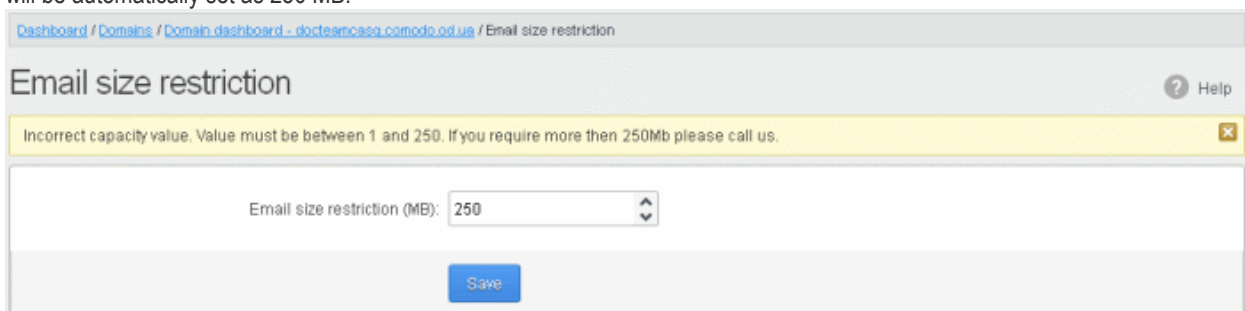


The 'Email restrictions' interface of the selected domain will be displayed:



- Enter the maximum allowed size (up to 250 MB) of each email that you want to set in the 'Email size restriction' field.

If you enter a value more than 250 MB, an alert will be displayed to contact your account manager at Comodo and the email size will be automatically set as 250 MB.



- If you want to set the size above 250 MB, please open a ticket at [support.comodo.com](http://support.comodo.com) or call 1.888.COMODO (2666.6361) and have your account number ready.
- Click 'Save' to confirm your changes.

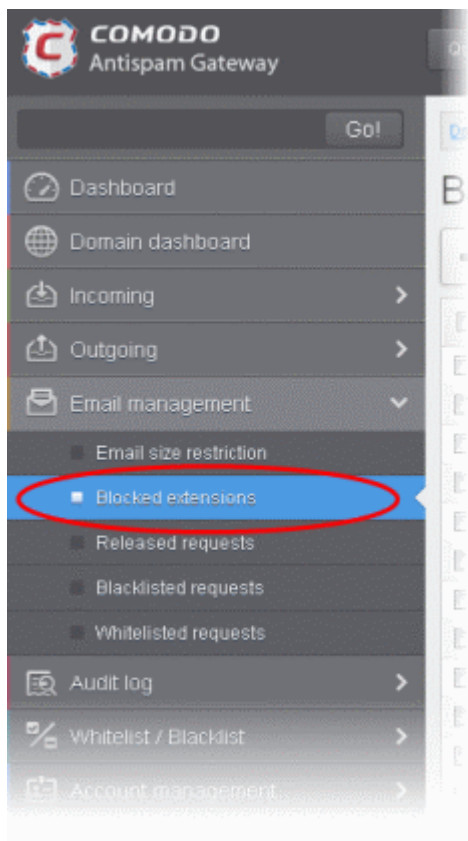
**Note:** Incoming and outgoing emails with size more than the value set here will be **quarantined**.

## Blocked Extensions

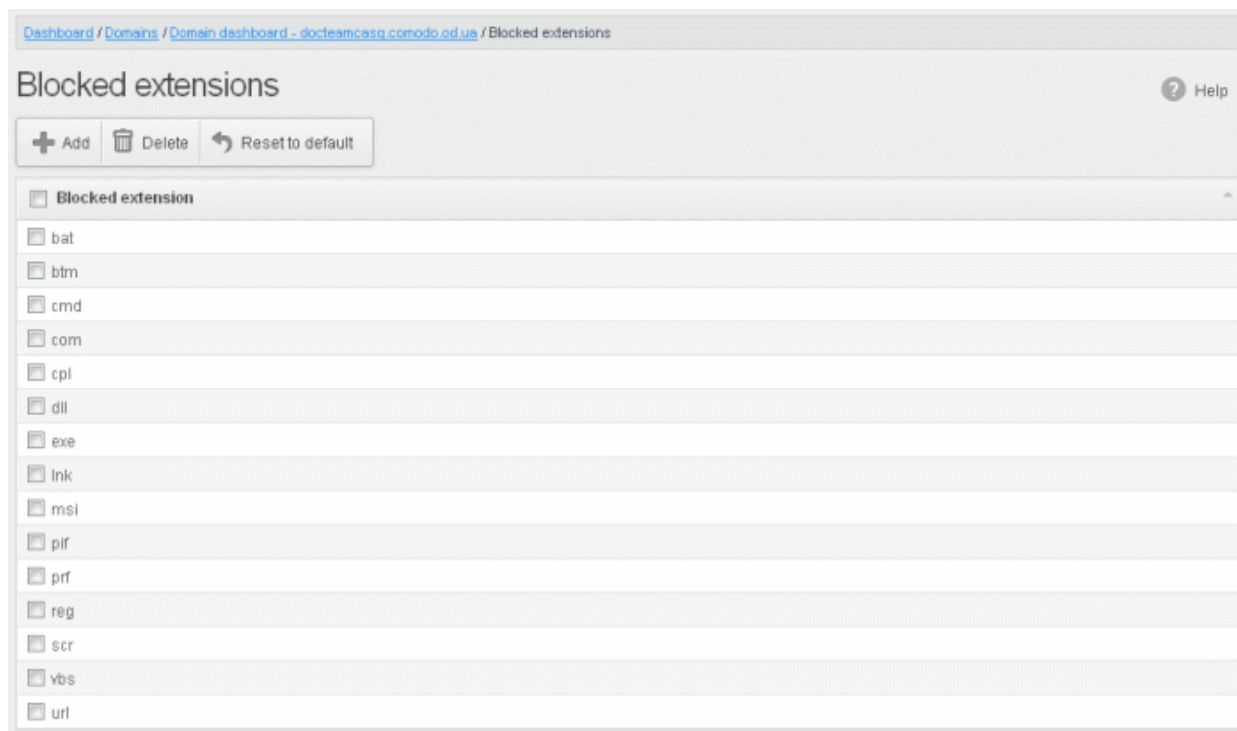
CASG has the ability to restrict certain type of files that are attached with emails from being delivered to the recipients. For example, a file attachment with .exe extension with malicious code has the potential to run automatically while being downloaded and infect the recipient's computer.

## To add file extensions to be blocked

- Click the 'Email management' tab on the left hand side navigation to expand and then click the 'Blocked extensions' sub tab.



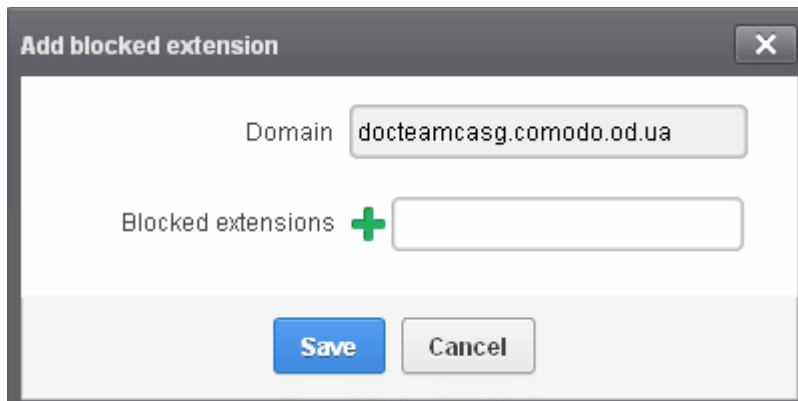
The 'Blocked extensions' interface of the selected domain will be displayed:




The list of default blocked extensions is displayed. You can sort the blocked extensions list alphabetically in ascending or descending order by clicking the 'Blocked extensions' title bar.

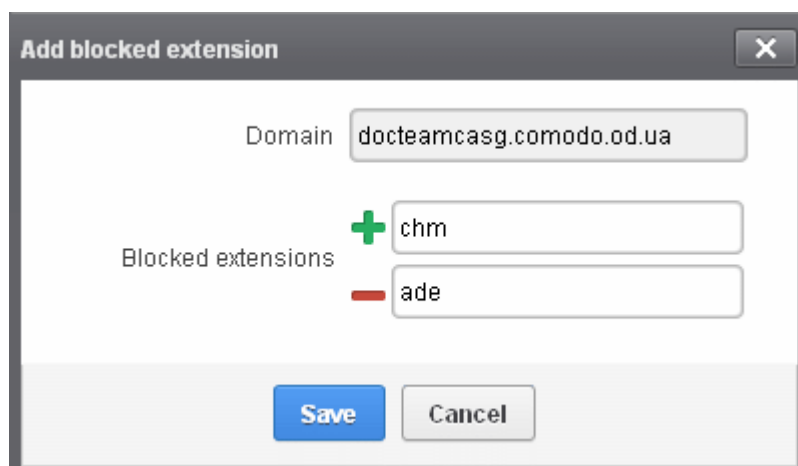
- Click the 'Add' button to include another blocked extension

The 'Add blocked extension' will be displayed.



- Enter the extension name to be blocked in the text box

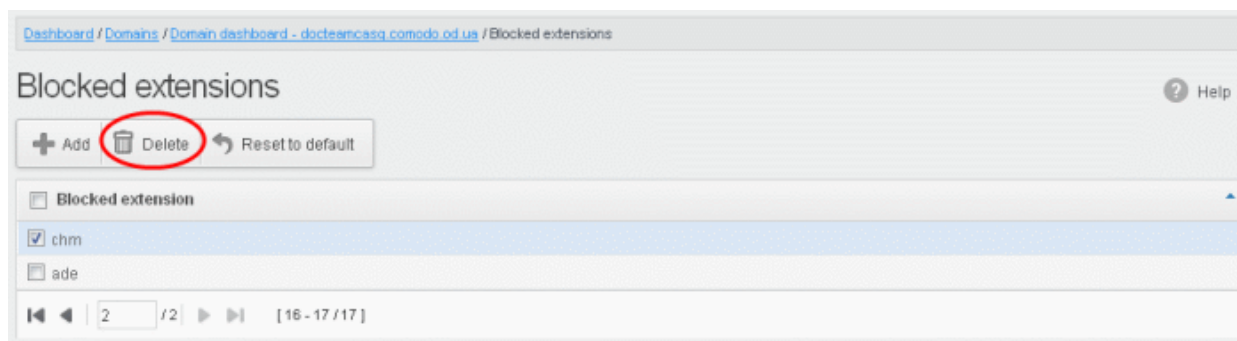
You can add many extensions at a time by clicking the  icon.



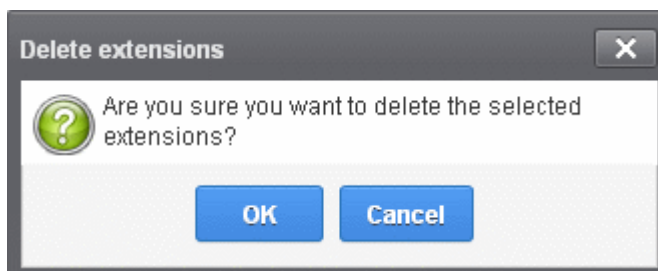
- Click the 'Save' button

The entered extensions will be added to the list.

- To delete an extension, select it from the list and click the 'Delete' button



An alert will be displayed to confirm to delete the selected extensions.



The selected blocked extension will be deleted from the list and email attachment with this file extension will be allowed provided it passes the size restriction filter.

Click the 'Reset to default' button to restore default blocked extensions in CASG.

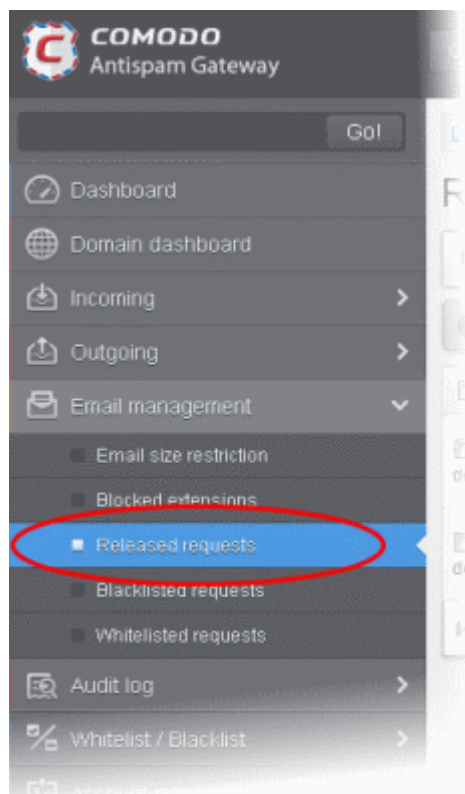
## Released Requests

An administrator can choose to release or reject requests from users for releasing quarantined emails from their accounts. The release requests from users will be notified to all admins for that account via emails and will also be displayed in the interface. The users who requested for release of quarantined emails will also receive email notifications.

**Note:** User who have been assigned as 'Power User' can release quarantined mails without approval from the administrators. See the section '**Groups & Permissions**' and '**Managing Permissions**' for more details.

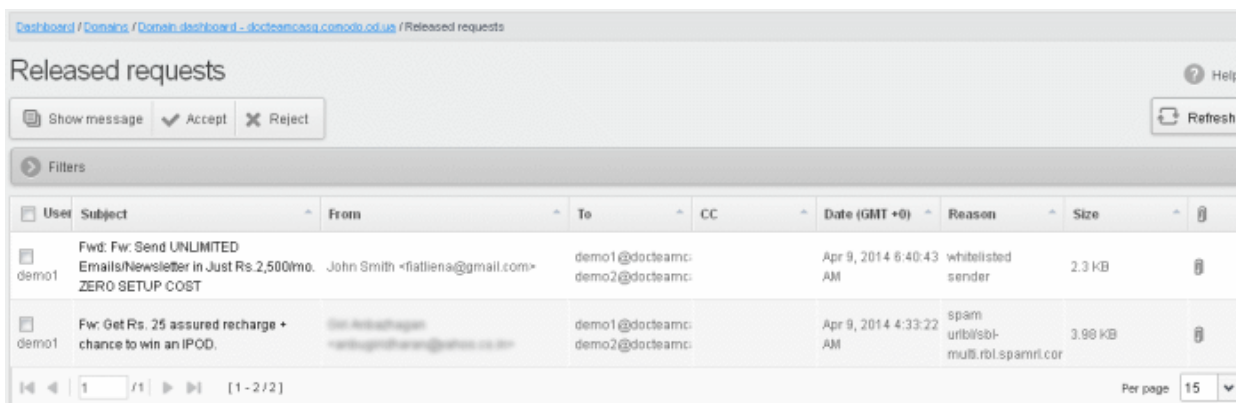
### To open the released requests interface

- Click the 'Email management' tab on the left hand side navigation to expand and then click the 'Released requests' sub tab.



The 'Release requests' interface will be displayed:





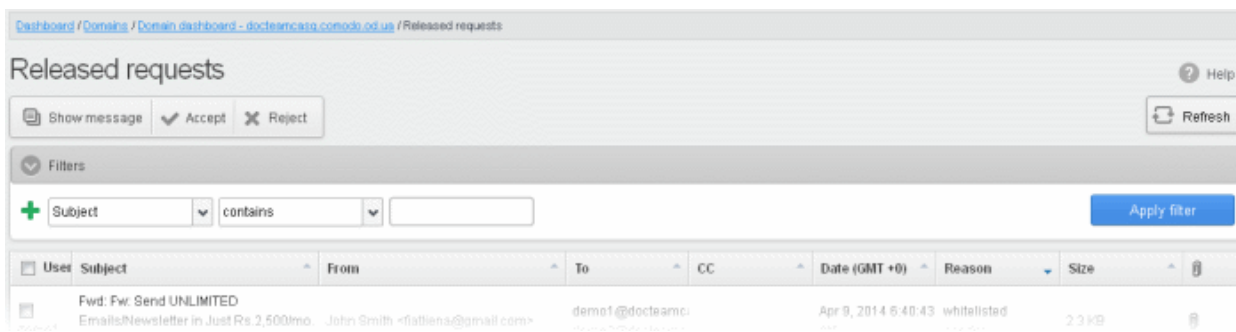
The list of emails that users requested to release will be displayed. The list contains nine columns providing information about the requested user, subject, the sender, details of the recipients, details of recipients in CC list, the date they were sent, the reason they were quarantined and the size of the email. The last column indicates whether there is any attachment in the mails.

### Sorting the Entries

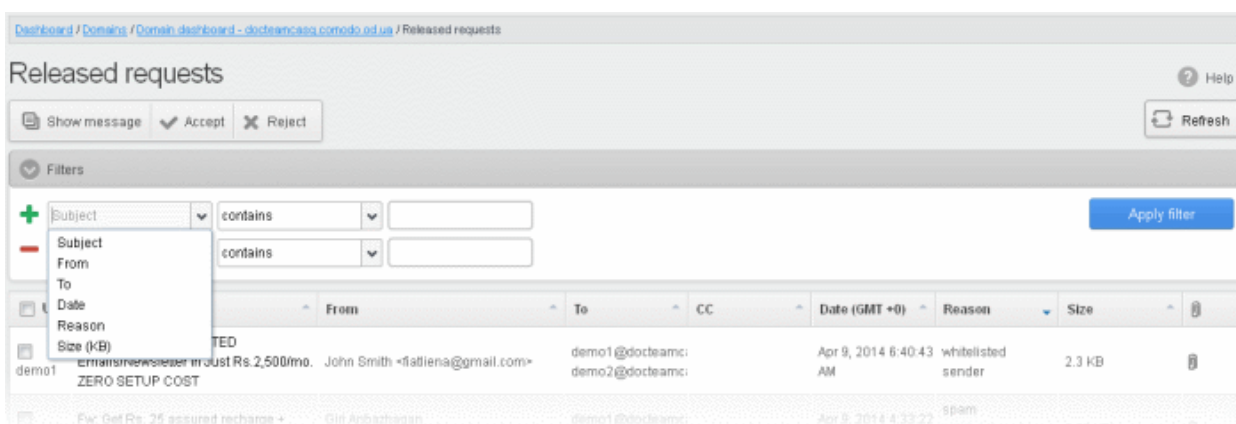
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

### Using Filter option to search released requests

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



You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Subject:** Will execute a search of subject according to the text entered in the text box (column 3) and the condition

selected in column 2.

- **From:** Will execute a search of senders according to the text entered in the text box (column 3) and the condition selected in column 2.
- **To:** Will execute a search of users according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Reason:** Will execute a search of words in the reason column according to the text entered in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all quarantined mails that contain the words entered in the text box
- **Equals:** Displays all quarantined mails that contain only the words entered in the text box
- **Not Equals:** Displays all quarantined mails that do not contain only the words entered in the text box
- **Not Contains:** Displays all quarantined emails that don't contain the words entered in the text box
- **Starts with:** Displays all quarantined emails that starts with the words entered in the text box
- **Ends with:** Displays all quarantined emails that ends with the words entered in the text box

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

- **Date:** Will execute a search of mail received dates according to the date selected in the calendar box (column 3) and the condition selected in column 2.
- **Size:** Will execute a search of mails according to the size selected or entered in third field (column 3) and the condition selected in column 2.

If 'Date' is selected, the following conditions 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

If 'Size' is selected, the following conditions 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 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all the release requested emails.

**Note:** To display all the release requested 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 Details of Release Requested Mails

The details such as user, subject, sender, recipient, date, reason and size of the mails requested for release can be viewed in two ways:

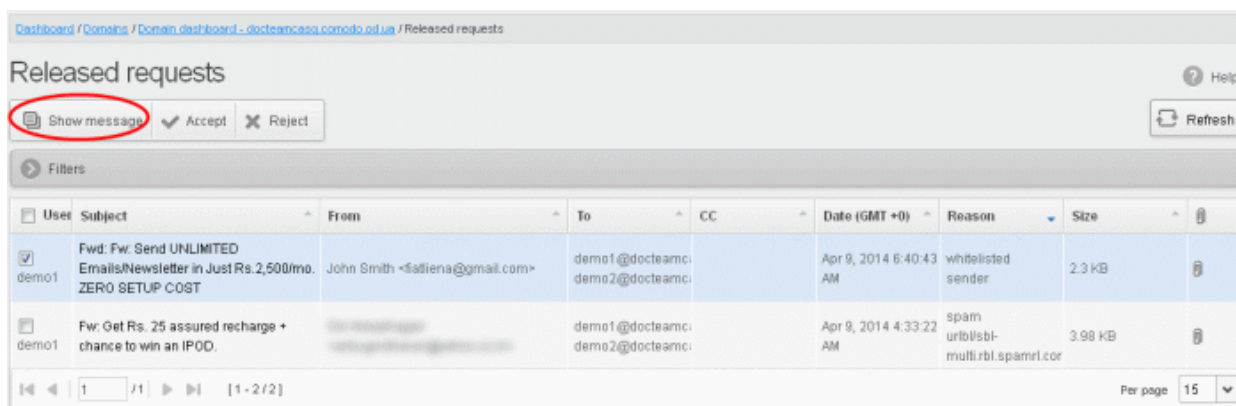
- **In the same CASG window**
- **In a new CASG window**

### To view details of release requested mails in the same CASG window:

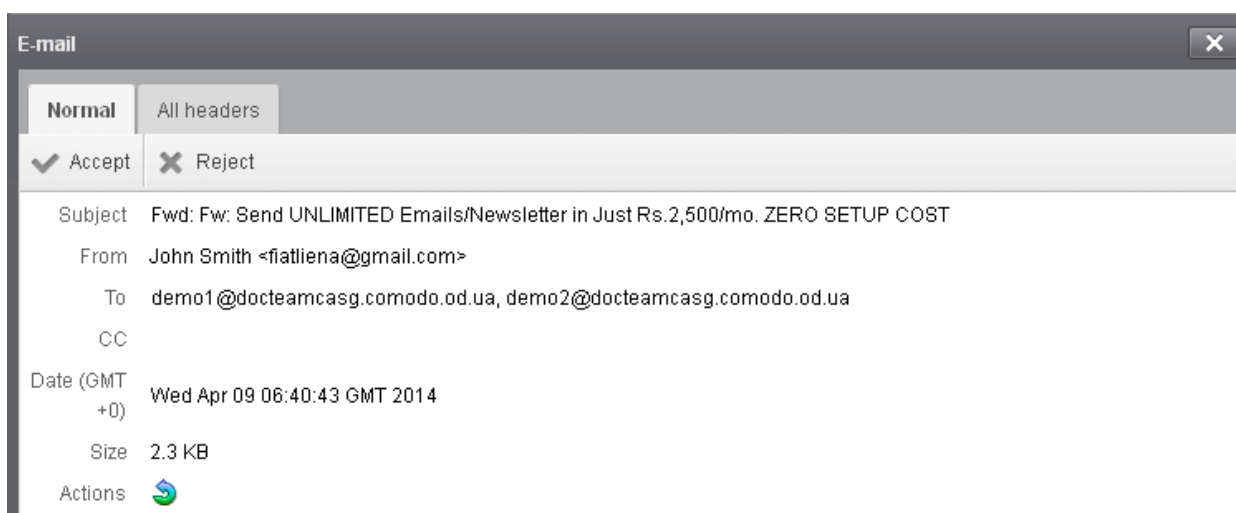
- In the released requests area, select the mail that you want to view and click the 'Show Message' button.

or

- Click on the email link in the subject column that you want to view its details.



The details of the selected email will be displayed.

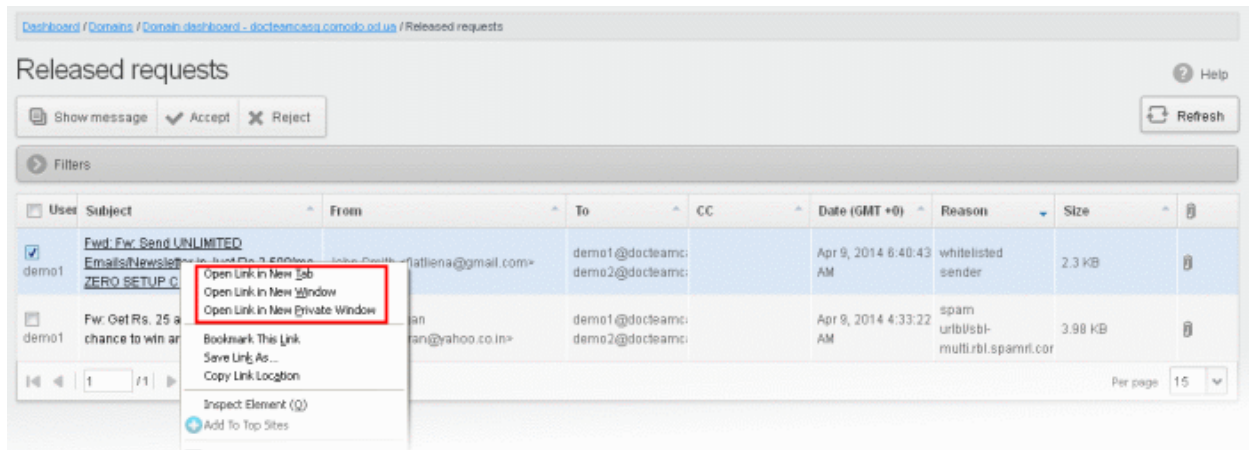


To view the email headers, which contain the tracking information of the mail detailing the path it has crossed before reaching the recipient, click 'All headers' tab. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity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

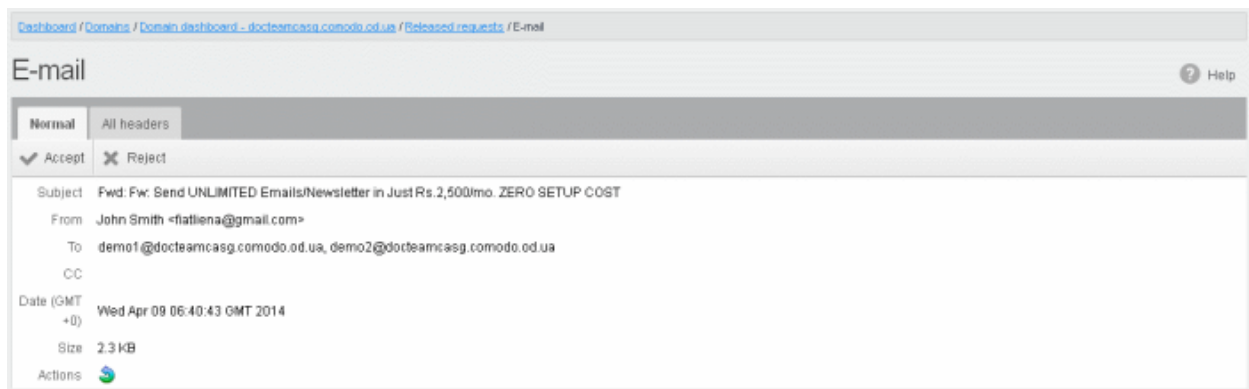
Check the details of the mail and ascertain whether it is a spam mail or not. You can choose to either **accept** the mail or **reject** it. If the mail is accepted, it will be released to the user's inbox. If it is rejected, the email will be no longer in the released emails list. Please note that emails will continue to remain in the **Quarantined** list irrespective of the action taken.

### To view details of release requested mails in a new CASG window:

- In the released requests area, select the mail that you want to view, right-click on the email link in the subject column and select to open in a new tab or new window.



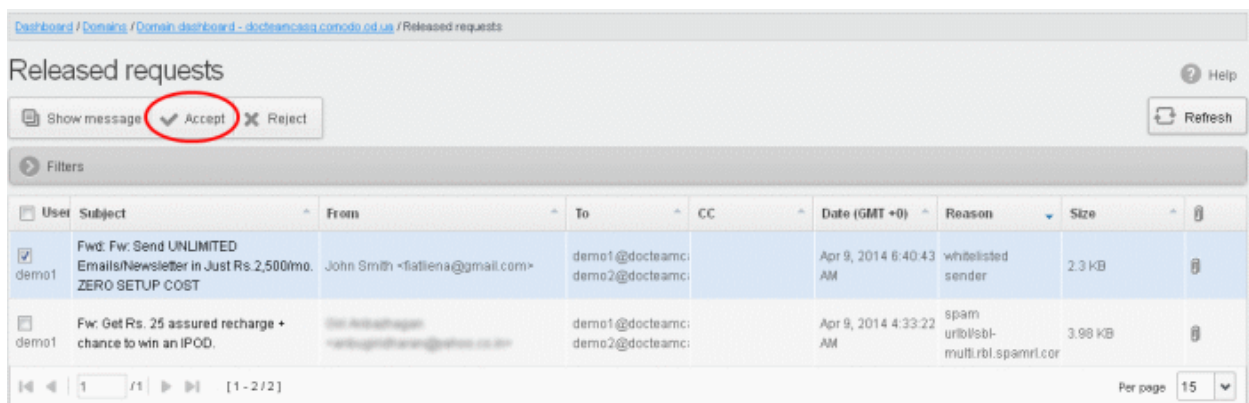
The details of the selected mail will be displayed in a new CASG window.



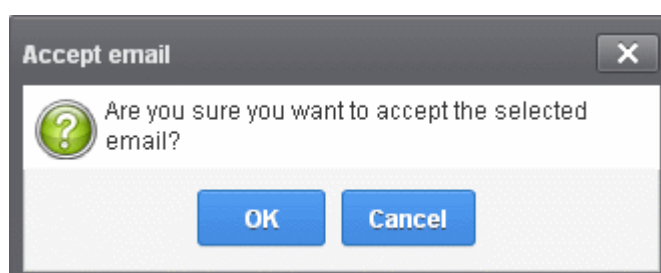
## To accept the release request from users

After viewing the details and ensuring that the selected email is not a spam you can choose to release the mail to the recipient.

- Select the mail that you want to release and click the 'Accept' button.



An alert will be displayed to confirm the release of selected email to the requested user.



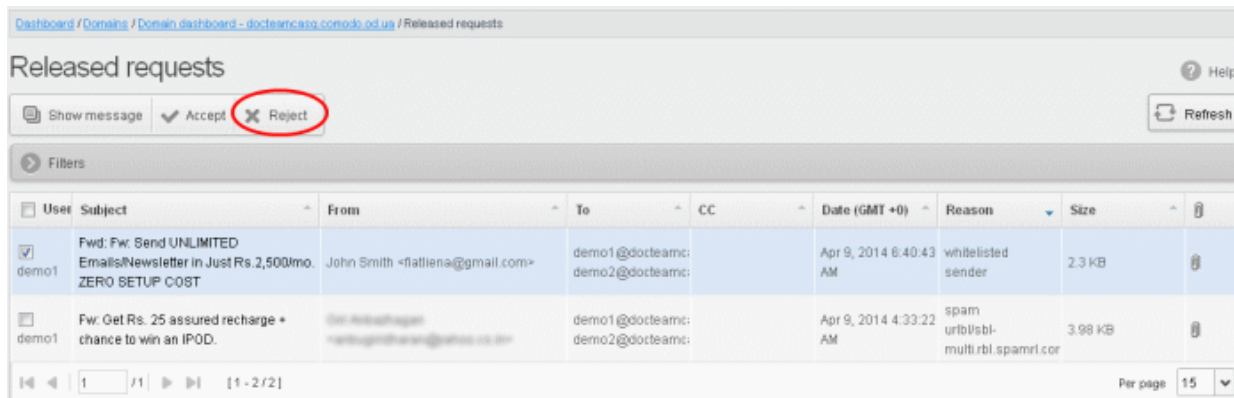
- Click 'OK' to confirm the release.

The email will be released to the user and the mail will no longer be in the released mail list. However, it will continue to remain in the **Quarantined** list.

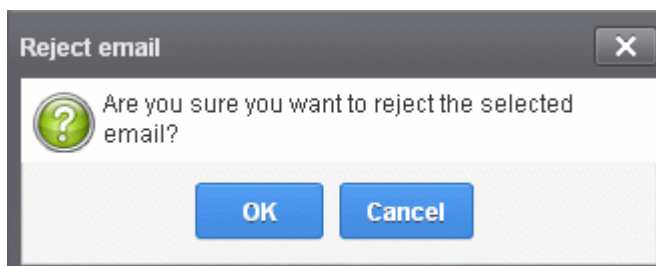
### To reject the release request from users

After viewing the details of the email and if not satisfied with its authenticity you can choose to reject the request from the user.

- Select the mail that you want to reject and click the 'Reject' button.



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



- Click 'OK' to confirm the rejection.

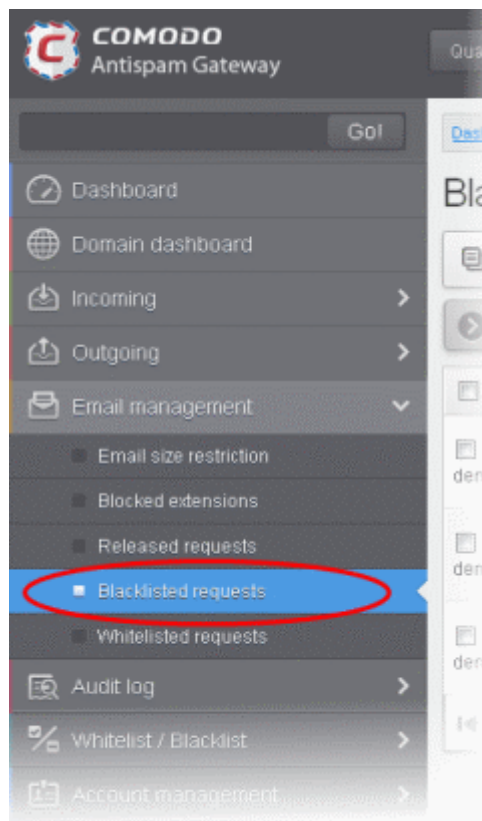
The email will not be released to the user and the mail will no longer be in the released mail list. However, it will continue to remain in the **Quarantined** list.

### Blacklisted Requests

CASG allow users to send requests to their email account administrators to add senders to blacklist. Administrators in addition to receiving emails for these requests also can view the list of such requests in 'Blacklisted requests' section of the administrator interface under 'Email management' section. The senders added to balcklist on users' request will be applicable for the requested users only. Mails from these blacklisted senders to the requested users will be rejected by CASG even though these blacklisted senders may be in general sender whitelist. Refer to the sections **Sender Whitelist** and **Blacklist Senders Per User** for more details.

### To open the blacklisted requests interface

- Click the 'Email management' tab on the left hand side navigation to expand and then click the 'Blacklisted requests' sub tab.



The 'Blacklisted requests' interface will be displayed:

Dashboard / Domains / Domain dashboard - docteam@comodo.od.ua / Blacklisted requests

**Blacklisted requests** Help

Show message  Accept  Reject Refresh

Filters

<input type="checkbox"/>	User	Subject	From	To	CC	Date (GMT +0)	Reason	Size	<input type="checkbox"/>
<input type="checkbox"/>	demo1	Fwd: Fw: Send UNLIMITED Emails/Newsletter in Just Rs. 2,500/mo. ZERO SETUP COST	John Smith <fatliena@gmail.com>	demo1@docteam.com; demo2@docteam.com		Apr 9, 2014 6:40:43 AM	whitelisted sender	2.3 KB	<input type="checkbox"/>
<input type="checkbox"/>	demo1	Fw: Get Rs. 25 assured recharge + chance to win an IPOD.	docteam@comodo.com	demo1@docteam.com; demo2@docteam.com		Apr 9, 2014 4:33:22 AM	spam urlblsbl-multi.rbl.spamr1.com	3.98 KB	<input type="checkbox"/>
<input type="checkbox"/>	demo1	Fw: Register and Get Rs. 5000 to Shop Now! Introducing Pepperfry.com - India's L...	docteam@comodo.com	demo1@docteam.com; demo2@docteam.com		Apr 9, 2014 4:32:36 AM	spam urlblm-uri.rbl.spamr1.com	3.05 KB	<input type="checkbox"/>
<input type="checkbox"/>	demo1	Fw: We have free samples for you, now try before you buy @ your doorsteps!	docteam@comodo.com	demo1@docteam.com; demo2@docteam.com		Apr 7, 2014 8:52:31 AM	spam urlblm-uri.rbl.spamr1.com	3.02 KB	<input type="checkbox"/>
<input type="checkbox"/>	demo1	test spam email 1	docteam@comodo.com	demo1@docteam.com		Apr 2, 2014 2:26:40 PM	spam External pattern match (Sanesecurity.Junk	8.16 KB	<input type="checkbox"/>

1 / 1 [ 1 - 5 / 5 ] Per page 15

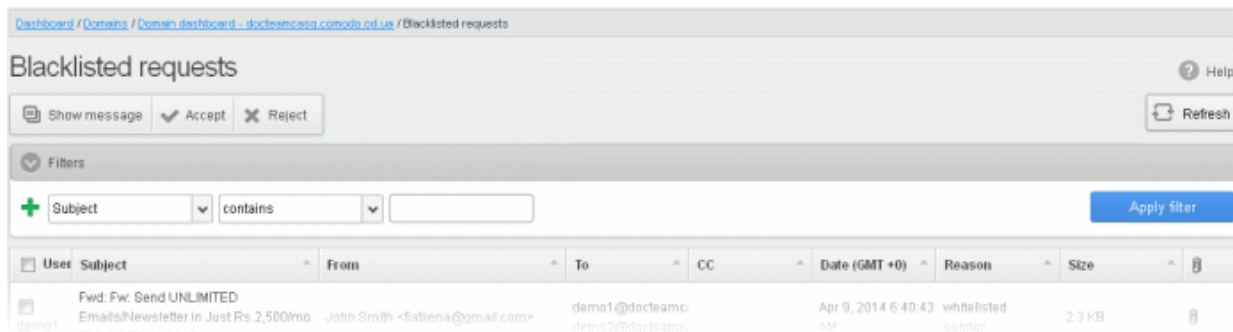
The list of emails that users requested for adding the senders to blacklist will be displayed. The list contains nine columns providing information about the requested user, subject, the sender, details of the recipients, details of recipients in CC list, the date they were sent, the reason they were quarantined and the size of the email. The last column indicates whether there is any attachment in the mails.

### Sorting the Entries

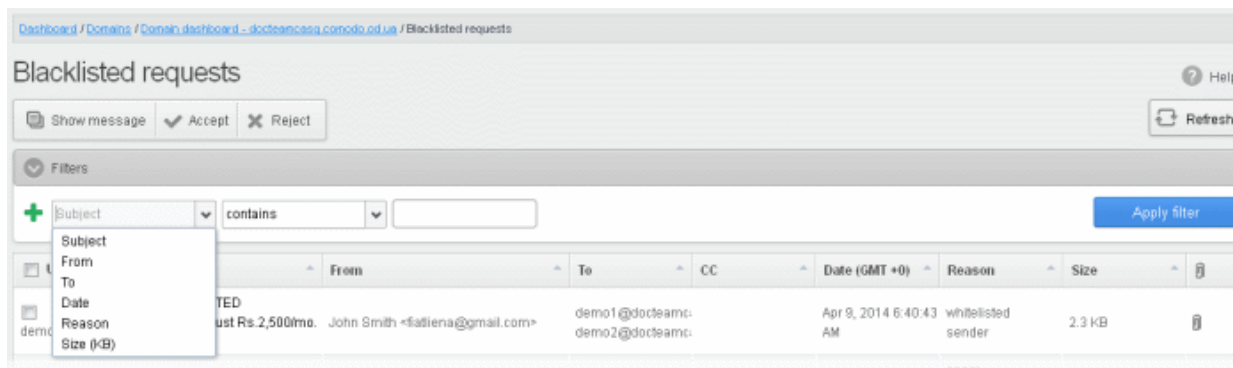
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

## Using Filter option to search blacklisted requests

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



You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Subject:** Will execute a search of subject according to the text entered in the text box (column 3) and the condition selected in column 2.
- **From:** Will execute a search of senders according to the text entered in the text box (column 3) and the condition selected in column 2.
- **To:** Will execute a search of users according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Reason:** Will execute a search of words in the reason column according to the text entered in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all quarantined mails that contain the words entered in the text box
- **Equals:** Displays all quarantined mails that contain only the words entered in the text box
- **Not Equals:** Displays all quarantined mails that do not contain only the words entered in the text box
- **Not Contains:** Displays all quarantined emails that don't contain the words entered in the text box
- **Starts with:** Displays all quarantined emails that starts with the words entered in the text box
- **Ends with:** Displays all quarantined emails that ends with the words entered in the text box

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

- **Date:** Will execute a search of mail received dates according to the date selected in the calendar box (column 3) and the condition selected in column 2.
- **Size:** Will execute a search of mails according to the size selected or entered in third field (column 3) and the condition selected in column 2.

If 'Date' is selected, the following conditions 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

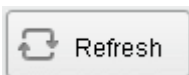
If 'Size' is selected, the following conditions are available:

- **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 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all the blacklisted requests emails.

**Note:** To display all the blacklisted requests mails 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 Details of Blacklisted Requests

The details such as user, subject, sender, recipient, date, reason and size of the mails requested for blacklisting can be viewed in two ways:

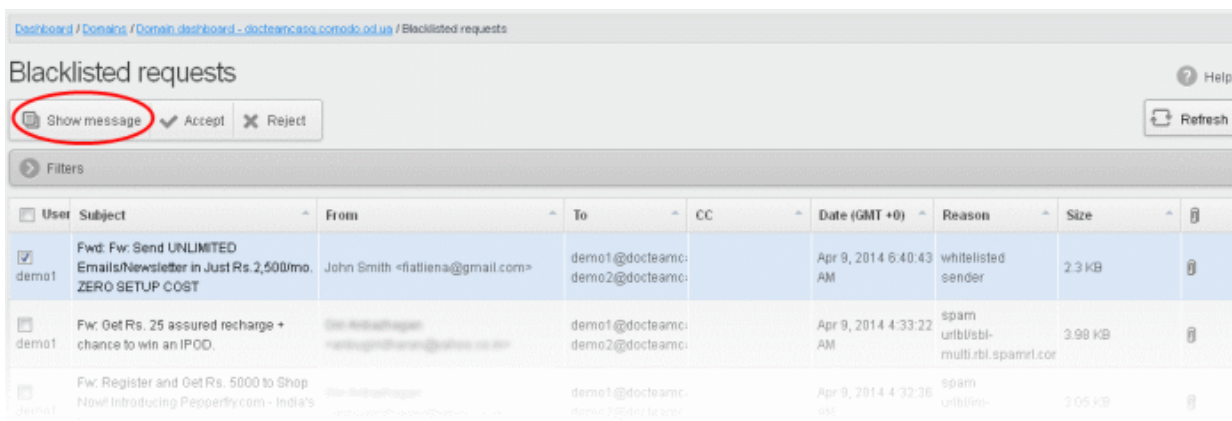
- **In the same CASG window**
- **In a new CASG window**

### To view details of blacklisted requests in the same CASG window:

- In the blacklisted requests 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 details of the selected email will be displayed.



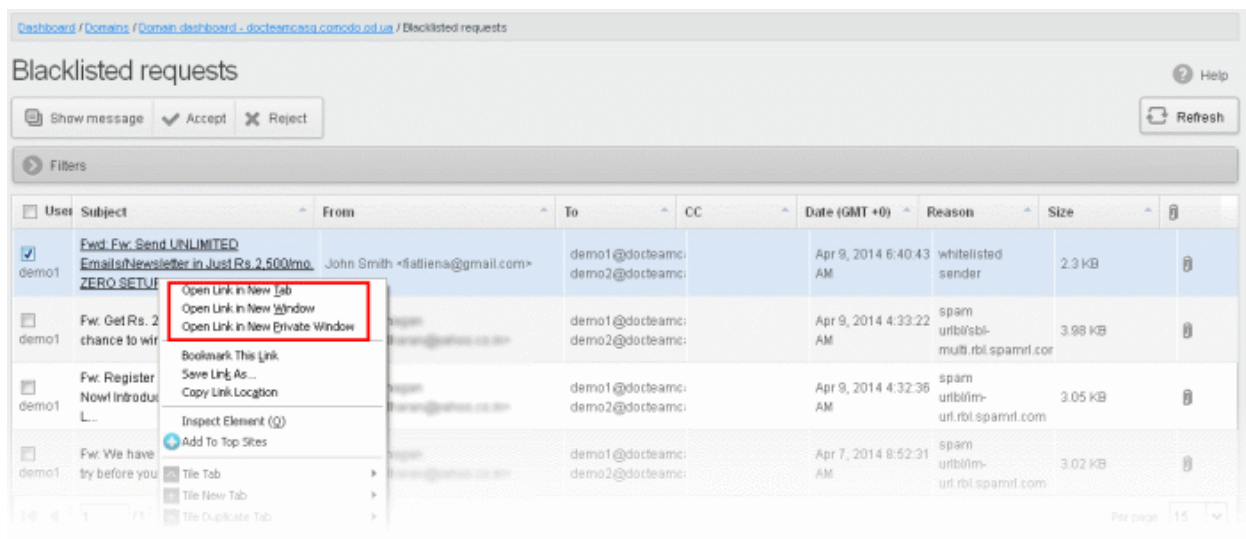


To view the email headers, which contain the tracking information of the mail detailing the path it has crossed before reaching the recipient, click 'All headers' tab. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity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

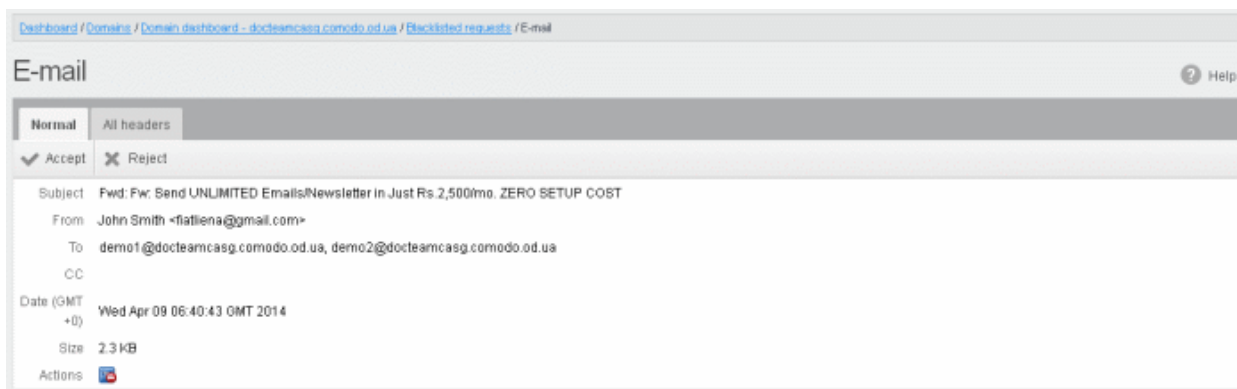
Check the details of the mail and ascertain whether it is a spam mail or not. You can choose to either **accept** the mail or **reject** it for blacklisting the sender. If the request is accepted, the sender will be added to '**Blacklist Senders Per User**'. If it is rejected, the email will be no longer in the blacklisted requests emails list. Please note that emails will continue to remain in the **Quarantined** list irrespective of the action taken.

### To view details of blacklisted requests in a new CASG window:

- In the blacklisted requests 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.



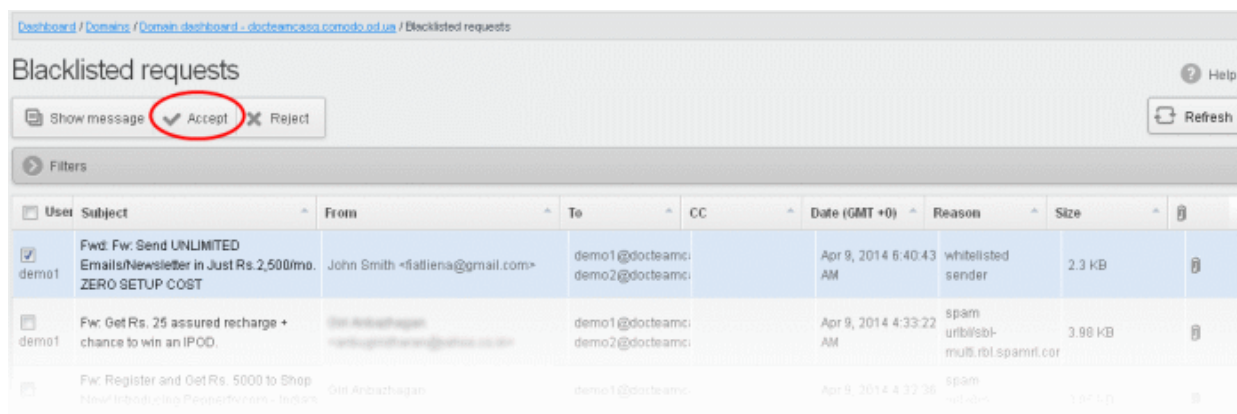
The details of the selected mail will be displayed in a new CASG window.



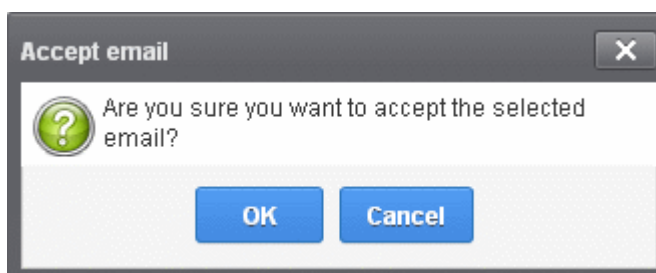
## To accept the blacklist request from users

After viewing the details, you can choose to accept the request from user to add the sender to **blacklist senders per user** list.

- Select the mail that you want to add the sender to blacklist and click the 'Accept' button.



An alert will be displayed to confirm adding the sender to **'Blacklist Senders Per User'**.



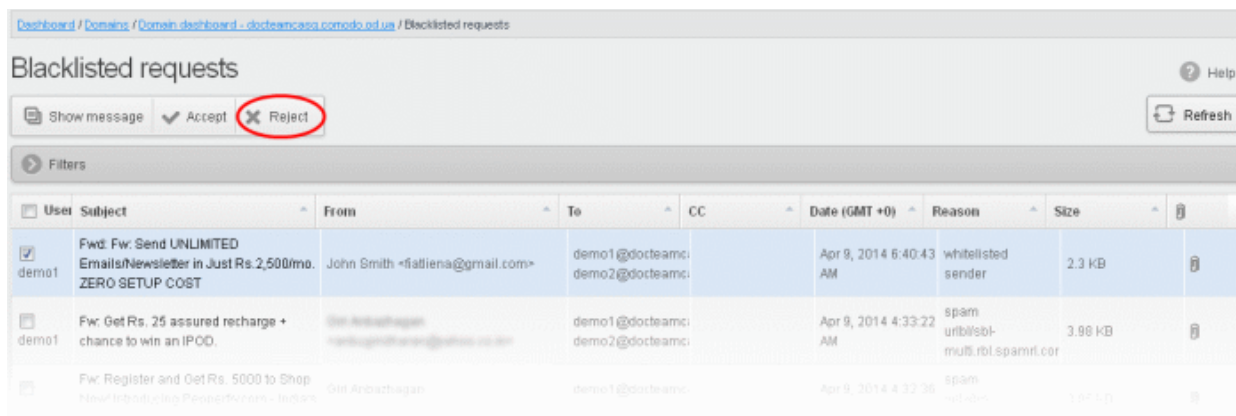
- Click 'OK' to confirm the acceptance.

The sender of the email will be added to **'Blacklist senders per user'**. See the section **'Blacklist Senders Per User'** for more details.

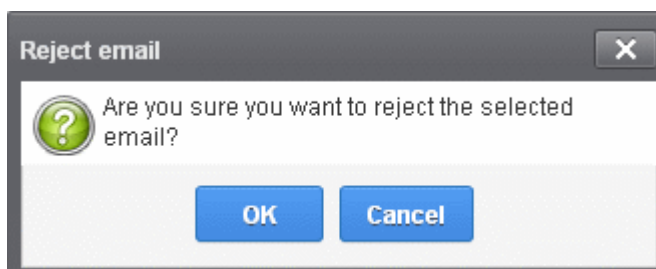
## To reject the blacklist request from users

After viewing the details of the email, you can choose to reject the request from the user.

- Select the mail that you want to reject and click the 'Reject' button.



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



- Click 'OK' to confirm the rejection.

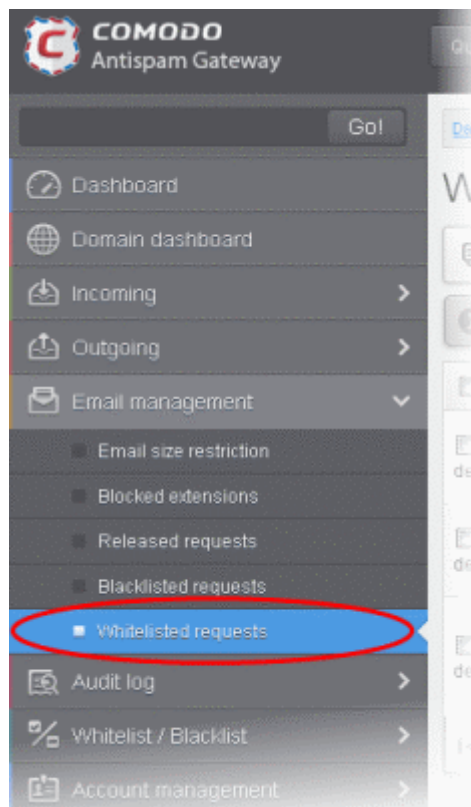
The sender will not be added to blacklist and the selected email will no longer be in the blacklisted emails list.

## Whitelisted Requests

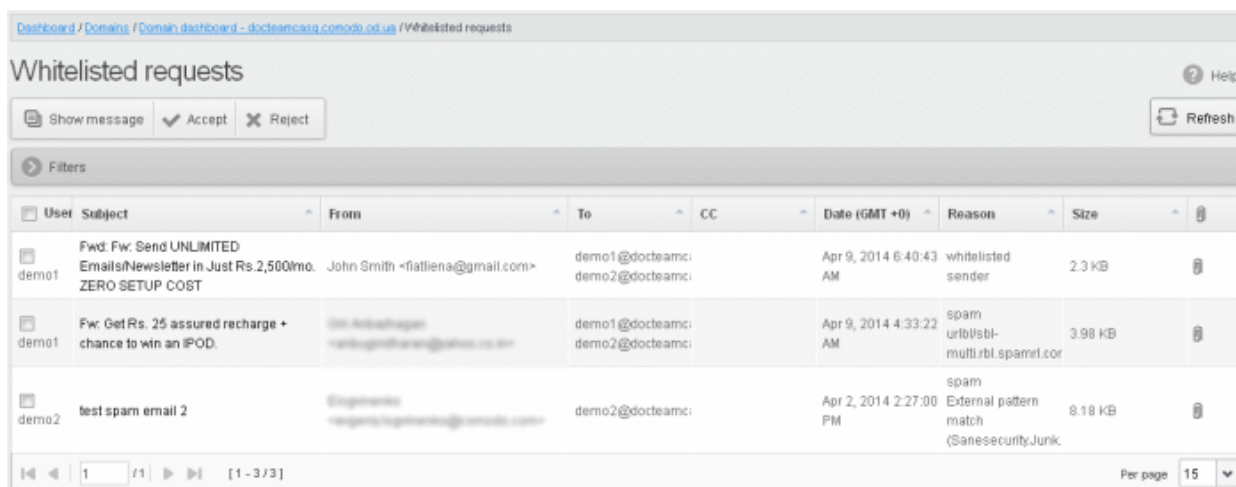
CASG allows users to send requests to their email account administrators to add senders to whitelist from their Quarantine interface. Administrators in addition to receiving emails for these requests also can view the list of such requests in 'Whitelisted requests' section of the administrator interface under 'Email management' section. The senders added to whitelist on users' request will be applicable for the requested users only. Mails from these whitelisted senders to the requested users will be allowed by CASG even though these whitelisted senders may be in general sender blacklist. Refer to the sections **Sender Blacklist** and **Whitelist Senders Per User** for more details.

### To open the whitelisted requests interface

- Click the 'Email management' tab on the left hand side navigation to expand and then click the 'Whitelisted requests' sub tab.



The 'Whitelisted requests' interface will be displayed:



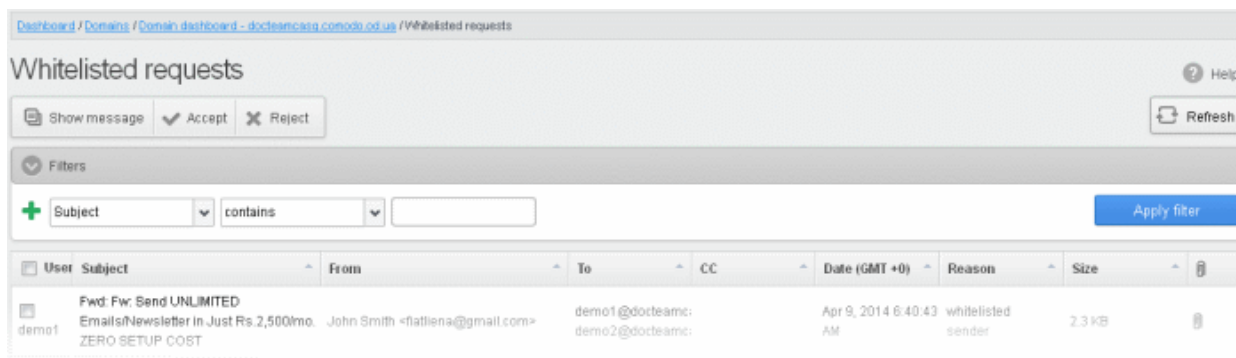
The list of emails that users requested for adding the senders to whitelist will be displayed. The list contains nine columns providing information about the requested user, subject, the sender, details of the recipients, details of recipients in the CC list, the date they were sent, the reason they were quarantined and the size of the email. The last column indicates whether there is any attachment in the mails.

### Sorting the Entries

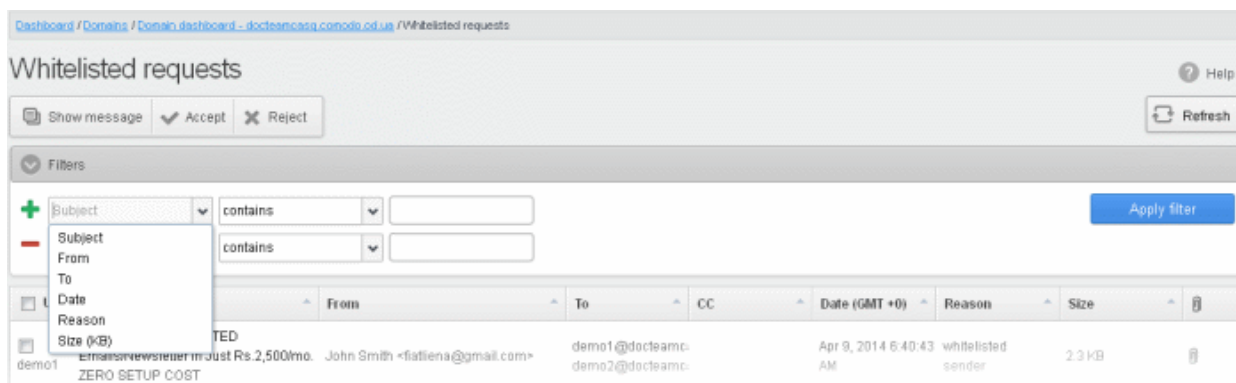
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

### Using Filter option to search whitelisted requests

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



You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Subject:** Will execute a search of subject according to the text entered in the text box (column 3) and the condition selected in column 2.
- **From:** Will execute a search of senders according to the text entered in the text box (column 3) and the condition selected in column 2.
- **To:** Will execute a search of users according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Reason:** Will execute a search of words in the reason column according to the text entered in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all quarantined mails that contain the words entered in the text box
- **Equals:** Displays all quarantined mails that contain only the words entered in the text box
- **Not Equals:** Displays all quarantined mails that do not contain only the words entered in the text box
- **Not Contains:** Displays all quarantined emails that don't contain the words entered in the text box
- **Starts with:** Displays all quarantined emails that starts with the words entered in the text box
- **Ends with:** Displays all quarantined emails that ends with the words entered in the text box

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

- **Date:** Will execute a search of mail received dates according to the date selected in the calendar box (column 3) and the condition selected in column 2.
- **Size:** Will execute a search of mails according to the size selected or entered in third field (column 3) and the condition selected in column 2.

If 'Date' is selected, the following conditions 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

If 'Size' is selected, the following conditions 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 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all the whitelisted requests emails.

**Note:** To display all the whitelisted requests 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 Details of Whitelisted Requests

The details such as user, subject, sender, recipient, date, reason and size of the mails requested for whitelisting can be viewed in two ways:

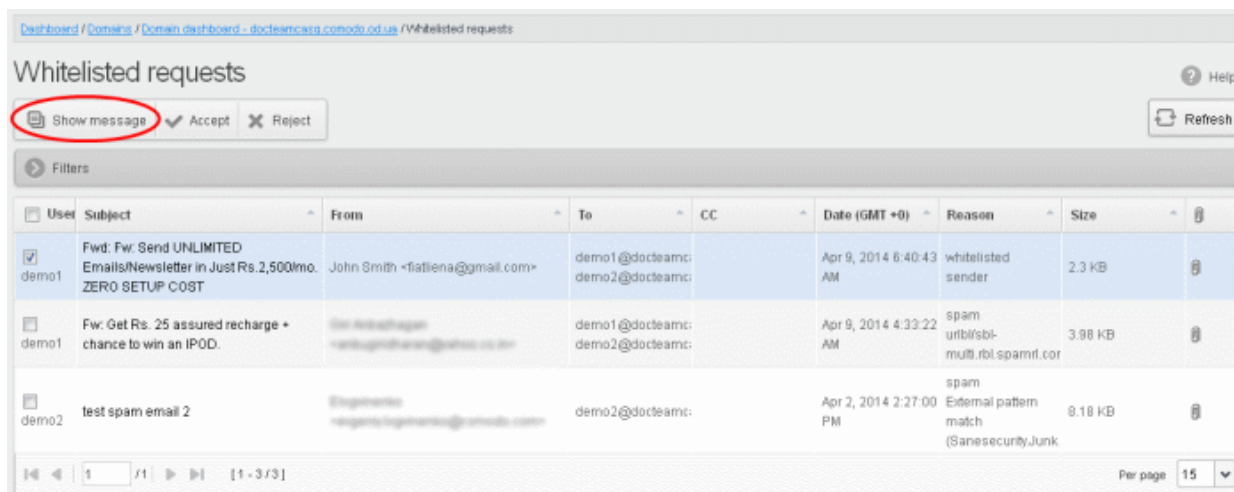
- **In the same CASG window**
- **In a new CASG window**

### To view details of whitelisted requests in the same CASG window:

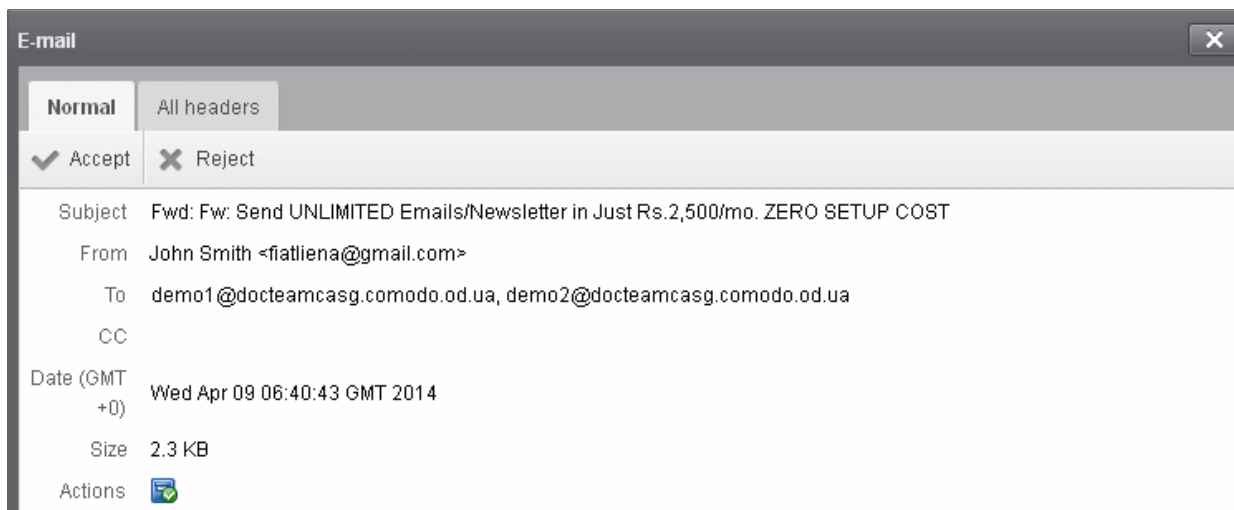
- In the whitelisted requests area, select the mail that you want to view and click the 'Show Message' button.

or

- Click on the email link in the subject column that you want to view its details.



The details of the selected email will be displayed.

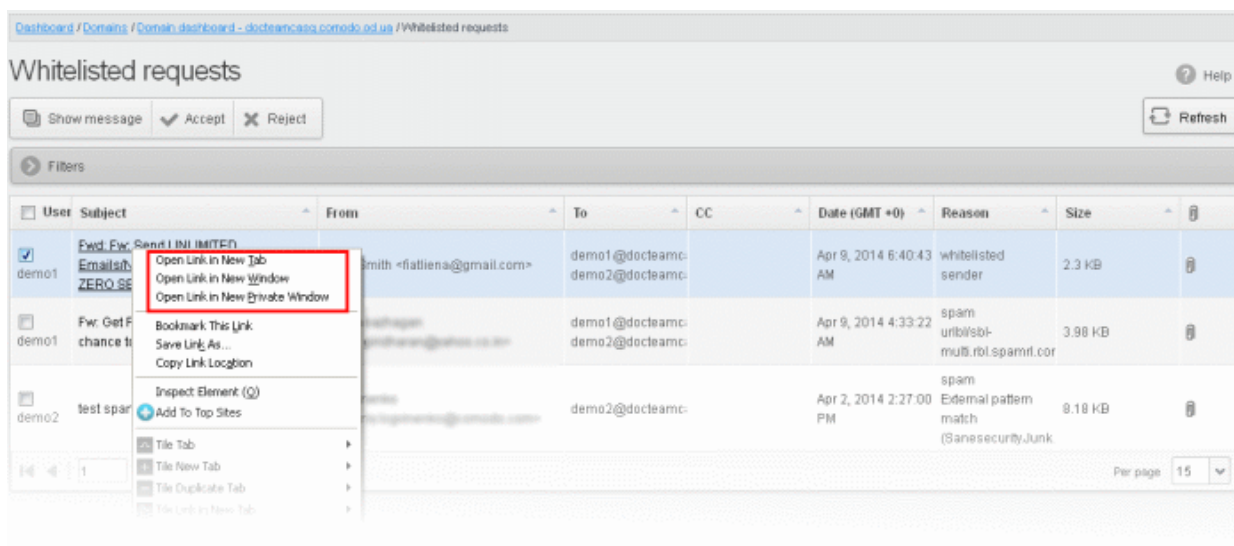


To view the email headers, which contain the tracking information of the mail detailing the path it has crossed before reaching the recipient, click 'All headers' tab. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity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

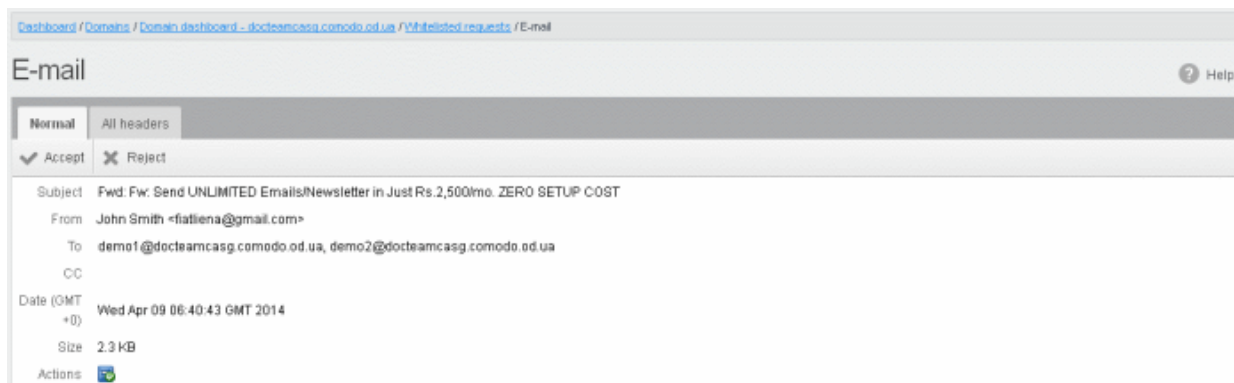
Check the details of the mail and ascertain whether it is a spam mail or not. You can choose to either **accept** the mail or **reject** it for whitelisting the sender. If the request is accepted, the sender will be added to '**Whitelist sender per user**'. If it is rejected, the email will be no longer in the whitelisted requests list. Please note that emails will continue to remain in the **Quarantined** list irrespective of the action taken.

### To view details of whitelisted requests in new CASG window:

- In the whitelisted requests 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.



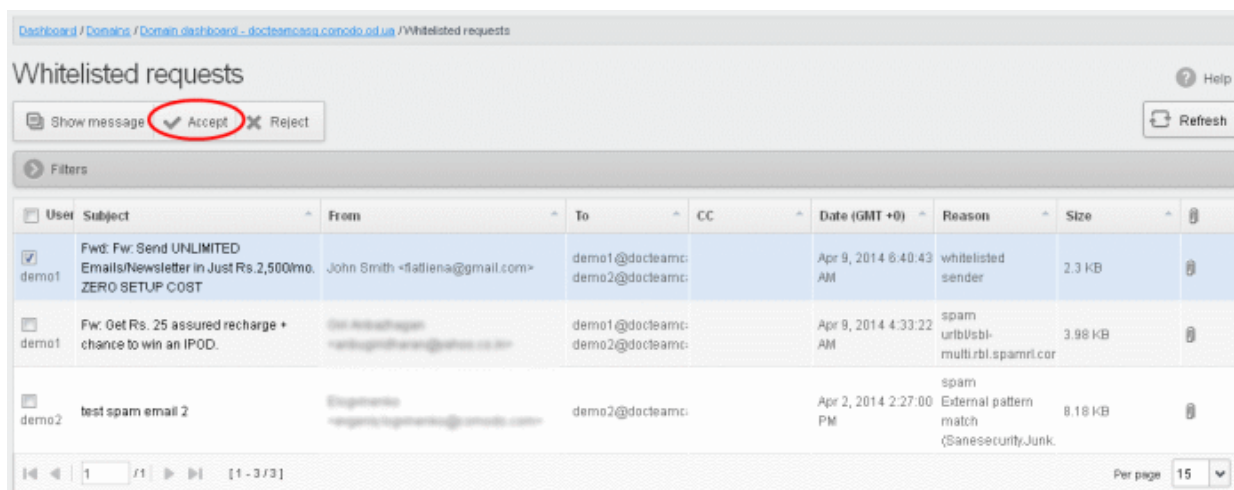
The details of the selected mail will be displayed in a new CASG window.



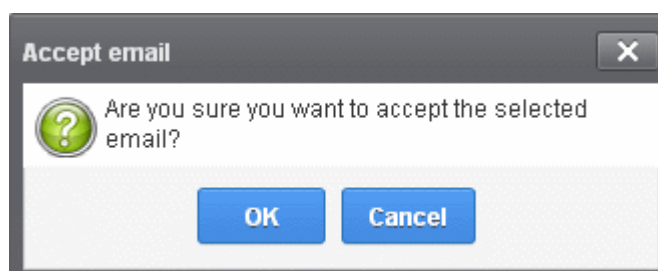
## To accept the whitelist request from users

After viewing the details, you can choose to accept the request from user to add the sender to **whitelist senders per user** list.

- Select the mail that you want to add the sender to whitelist and click the 'Accept' button.



An alert will be displayed to confirm adding the sender to **'Whitelist sender per user'**.



- Click 'OK' to confirm the acceptance.

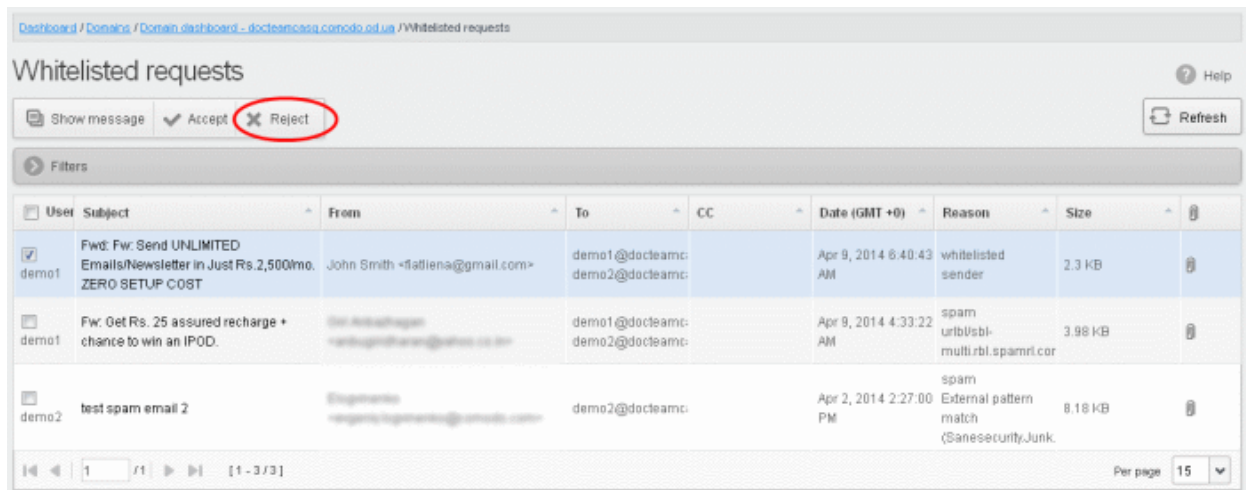
The sender of the email will be added to **'Whitelist sender per user'**. See the section **'Whitelist Sender Per User'** for more details.

## To reject the whitelist request from users

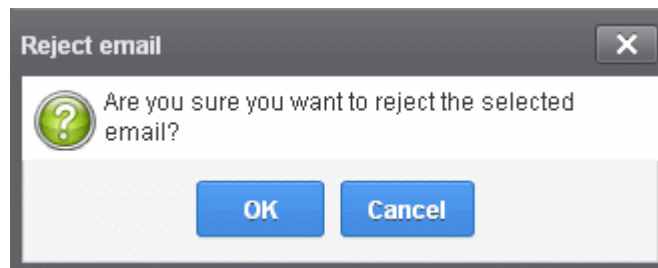
After viewing the details of the email, you can choose to reject the request from the user.

- Select the mail that you want to reject and click the 'Reject' button.





An alert will be displayed to confirm the rejection of user's request.

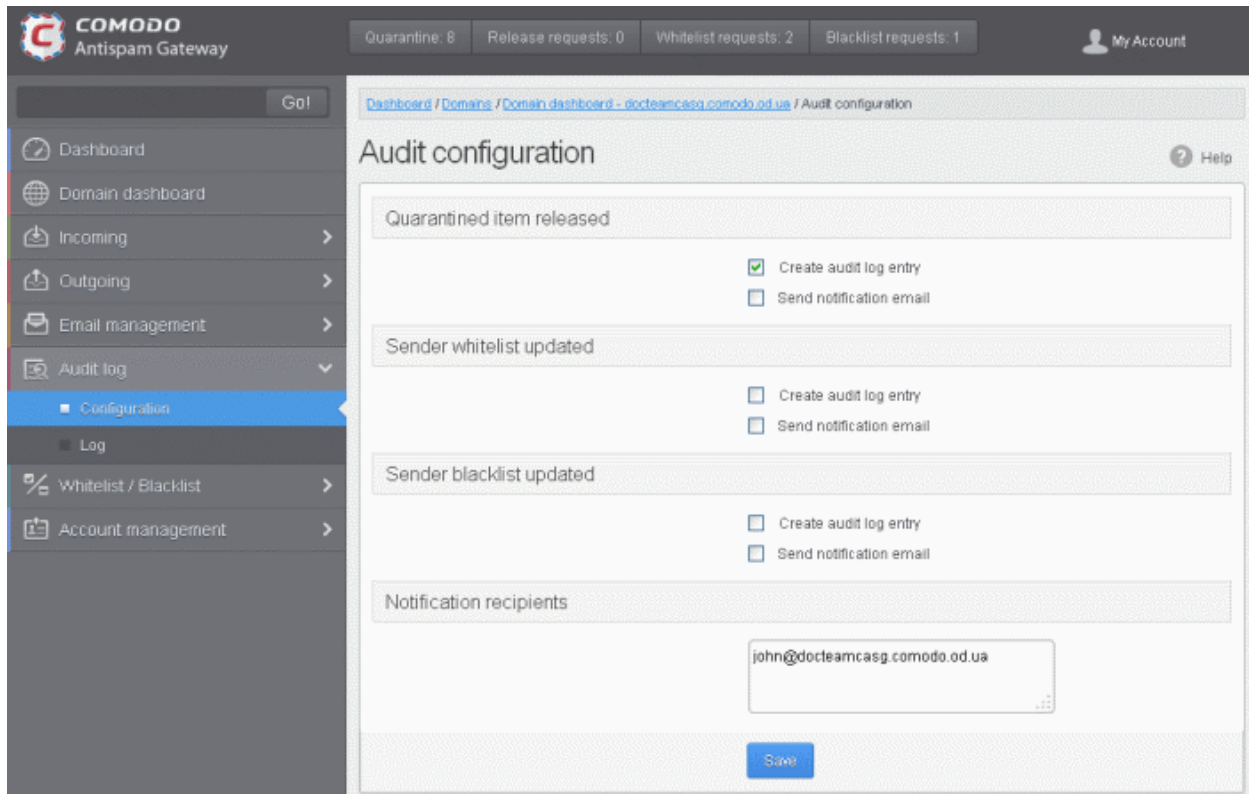


- Click 'OK' to confirm the rejection.

The sender will not be added to whitelist and the selected email will no longer be in the whitelisted requests list.

### 3.2.1.1.4.5 Domain Audit Log

CASG keeps a record of actions initiated by users and administrators for a selected domain. The Audit Log area allow administrators with appropriate privileges to configure and view these log reports. CASG also keeps a consolidated log for all domains belonging to an account. To know more about consolidated log for all domains, refer to the section **Audit Log** for more details. This section explains about audit log for a selected domain.



Click the following links for more details.

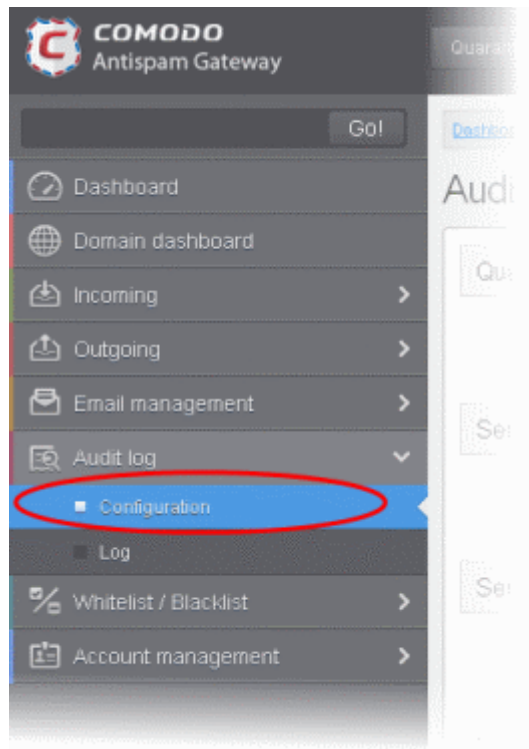
- [Audit Log Configuration](#)
- [View Domain Log](#)

## Audit Log Configuration

CASG keeps a record of all actions initiated by administrators and users. However, some of the actions can be configured not to be recorded such as releasing quarantined items, updating sender whitelist and blacklist senders per user. The screen also allows administrators to add recipients to whom the notifications will be sent.

### To configure audit log

- Click the 'Audit log' tab on the left hand side navigation to expand and then click the 'Configuration' sub tab.



The Audit Configuration screen will be displayed:

[Dashboard](#) / [Domains](#) / [Domain dashboard - docteamcasg.comodo.od.ua](#) / [Audit configuration](#)

## Audit configuration Help

Quarantined item released

Create audit log entry  
 Send notification email

Sender whitelist updated

Create audit log entry  
 Send notification email

Sender blacklist updated

Create audit log entry  
 Send notification email

Notification recipients

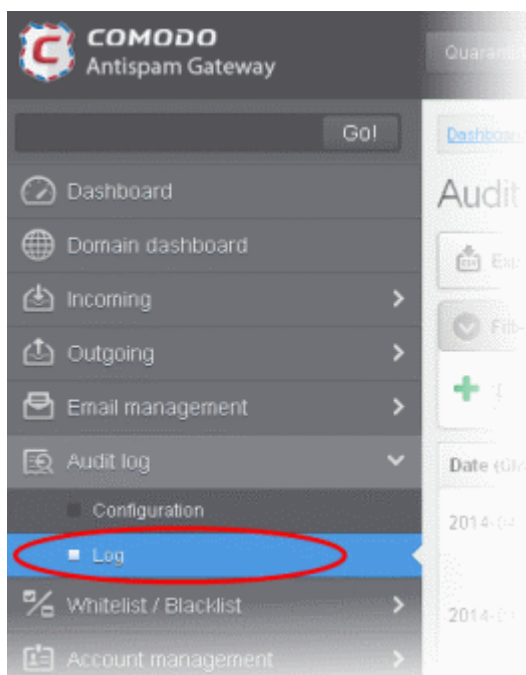
- **Quarantined item released**
  - Create audit log entry – If enabled, CASG records the release of **quarantined mails**.
  - Send notification email – If enabled, notification mails for quarantined mails release will be sent to recipients added in the 'Notification recipient's' box.
- **Sender whitelist updated**
  - Create audit log entry – If enabled, CASG records any updates to **Whitelist senders per user** interface
  - Send notification email – If enabled, notification mails for updates to **Whitelist senders per user** interface will be sent to recipients added in the 'Notification recipient's' box.
- **Sender blacklist updated**
  - Create audit log entry – If enabled, CASG records any updates to **Blacklist senders per user** interface.
  - Send notification email – If enabled, notification mails for updates to **Blacklist senders per user** interface will be sent to recipients added in the 'Notification recipient's' box.
- **Notification recipients** – Enter the email addresses of the persons to whom the email notifications for the above mentioned actions will be sent. Please note that any email addresses of the recipient's can be entered here.

## View Domain Log

The log screen in CASG allows administrators with appropriate privileges to view the logs of the selected domain.

### To view the audit log of the selected domain

- Click the 'Audit log' tab on the left hand side navigation to expand and then click the 'Log' sub tab.



The Audit log screen will be displayed.

Dashboard / Domains / Domain dashboard - docteamcas.comodo.od.ua / Audit log

## Audit log

Export to CSV by filter ? Help Refresh

Filters

Date (GMT +0)	Role	Login	Operation key	Operation description	Details
2014-04-13 09:16:42	admin	john@docteamcas	UNWHITELIST_SE	Remove sender from the whitelist	goodguy@heaven.com
2014-04-13 08:57:07	admin	john@docteamcas	RELEASE_EMAIL_	Release quarantined message	Recipients: demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua; Sender: ; Date: Mon Apr 07 08:52:31 GMT 2014; Subject: Fw: We have free samples for you, now try before you buy @ your doorstep!
2014-04-13 08:53:57	admin	john@docteamcas	WHITELIST_SEND	Whitelist sender	goodguy@heaven.com
2014-04-13 08:52:28	admin	john@docteamcas	UNWHITELIST_SE	Remove sender from the whitelist	someone@example.com
2014-04-13 08:50:23	admin	john@docteamcas	RELEASE_EMAIL_	Release quarantined message	Recipients: demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua; Sender: ; Date: Mon Apr 07 08:52:31 GMT 2014; Subject: Fw: We have free samples for you, now try before you buy @ your doorstep!
2014-04-13 08:45:07	admin	john@docteamcas	BLACKLIST_SEND	Blacklist sender	devil@hell.com
2014-04-13 08:35:36	admin	john@docteamcas	WHITELIST_SEND	Whitelist sender	someone@example.com
2014-04-13 08:27:36	user	demo1	USER_BLACKLIST	Request blacklist sender for user	Recipients: demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua; Sender: John Smith <fatlena@gmail.com>; Subject: Fwd: Fw: Send UNLIMITED Emails/Newsletter in Just Rs 2,500/mo. ZERO SETUP COST, Wed Apr 09 06:40:43 GMT 2014
2014-04-13 08:25:37	admin	john@docteamcas	REJECT_WHITELIS	Reject request whitelist sender for user	Recipients: demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua; Sender: John Smith <fatlena@gmail.com>; Subject: Fwd: Fw: Send UNLIMITED Emails/Newsletter in Just Rs 2,500/mo. ZERO SETUP COST, 2014-04-09 06:40:43.0

## 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. The sorting option is not available for 'Operation description' column.

## Using Filter options to search particular event(s)

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

Dashboard / Domains / Domain dashboard - docteamcas.comodo.od.ua / Audit log

## Audit log

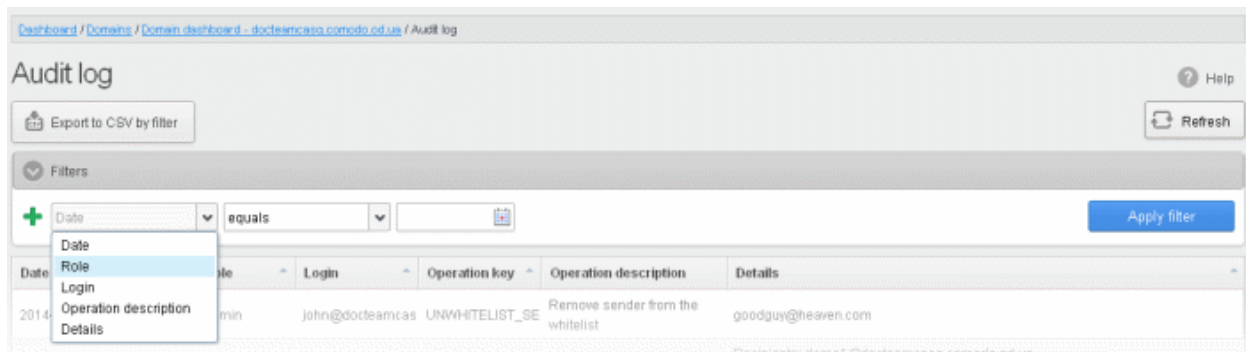
Export to CSV by filter ? Help Refresh

Filters

+ Date equals Apply filter

Date (GMT +0)	Role	Login	Operation key	Operation description	Details
2014-04-13 09:16:42	admin	john@docteamcas	UNWHITELIST_SE	Remove sender from the whitelist	goodguy@heaven.com
				Release quarantined	Recipients: demo1@docteamcasg.comodo.od.ua;

You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Login:** Will execute a search of log entries according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Details:** Will execute a search of log entries according to the text entered in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all log entries that contain the words entered in the text box
- **Equals:** Displays all log entries that contain only the words entered in the text box
- **Not Equals:** Displays all log entries that do not contain only the words entered in the text box
- **Not Contains:** Displays all log entries that don't contain the words entered in the text box
- **Starts with:** Displays all log entries that starts with the words entered in the text box
- **Ends with:** Displays all log entries that ends with the words entered in the text box

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

- **Date:** Will execute a search of log entries according to the date selected in the calendar box (column 3) and the condition selected in column 2.
- **Role:** Will execute a search of log entries according to the role selected in the third field (column 3) and the condition selected in column 2.
- **Operative description:** Will execute a search of log entries according to the action selected in the third field (column 3) and the condition selected in column 2.

If 'Date' is selected, the following conditions are available:

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

If 'Role' is selected, the following conditions are available:

- **Equals:** Displays all log entries that is equal to the role selected in column 3.
- **Not Equals:** Displays all log entries that except the role selected in column 3.

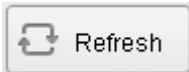
If 'Operative description' is selected, the following conditions are available:

- **Equals:** Displays all log entries that is equal to the event selected in column 3.
- **Not Equals:** Displays all log entries that except the event selected in column 3.

Click 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all the entries.

**Note:** To display all the log entries 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.

The following table provides the details of actions initiated by user/administrator and shown under Operation Key and Operation Description columns in the log report:

S.No.	Operation Key	Operation Description
1	DELETE_EMAIL_FROM_QUARANTINE_BY_FILTER	Delete quarantined messages by filter
2	DELETE_EMAIL_FROM_QUARANTINE	Delete quarantined message
3	RELEASE_EMAIL_FROM_QUARANTINE	Release quarantined message
4	WHITELIST_RECIPIENT	Whitelist recipient
5	BLACKLIST_RECIPIENT	Blacklist recipient
6	UNWHITELIST_RECIPIENT	Remove recipient from the whitelist
7	UNBLACKLIST_RECIPIENT	Remove recipient from the blacklist
8	WHITELIST_SENDER	Whitelist sender
9	BLACKLIST_SENDER	Blacklist sender
10	UNWHITELIST_SENDER	Remove sender from the whitelist
11	UNBLACKLIST_SENDER	Remove sender from the blacklist
12	RESET_TO_DEFAULT_WHITELISTED_SENDERS	Reset senders whitelist
13	RESET_TO_DEFAULT_WHITELISTED_RECIPIENTS	Reset recipients whitelist
14	RESET_TO_DEFAULT_BLACKLISTED_SENDERS	Reset senders blacklist
15	RESET_TO_DEFAULT_BLACKLISTED_RECIPIENTS	Reset recipients blacklist
16	WHITELIST_SENDER_DOMAIN	Whitelist all senders of the domain
17	WHITELIST_RECIPIENT_DOMAIN	Whitelist all recipients of the domain
18	BLACKLIST_SENDER_DOMAIN	Blacklist all senders of the domain
19	BLACKLIST_RECIPIENT_DOMAIN	Blacklist all recipients of the domain
20	USER_WHITELIST_REQUEST_PER_USER	Request whitelist sender for user
21	USER_BLACKLIST_REQUEST_PER_USER	Request blacklist sender for user
22	USER_RELEASE_REQUEST	Release request
23	USER_CANCEL_WHITELIST_REQUEST_PER_USER	Cancel request whitelist sender for user
24	USER_CANCEL_BLACKLIST_REQUEST_PER_USER	Cancel request blacklist sender for user
25	USER_CANCEL_RELEASE_REQUEST	Cancel release request

26	ACCEPT_WHITELIST_REQUEST_PER_USER	Accept request whitelist sender for user
27	ACCEPT_BLACKLIST_REQUEST_PER_USER	Accept request blacklist sender for user
28	ACCEPT_RELEASE_REQUEST	Accept release request
29	REJECT_WHITELIST_REQUEST_PER_USER	Reject request whitelist sender for user
30	REJECT_BLACKLIST_REQUEST_PER_USER	Reject request blacklist sender for user
31	REJECT_RELEASE_REQUEST	Reject release request
32	SPAM_DETECTION_SETTINGS	Update spam detection settings
33	SPAM_DETECTION_SETTINGS_RESET_TO_DEFAULT	Reset spam detection settings
34	DELETE_EMAIL_FROM_ARCHIVE_BY_FILTER	Delete archived messages by filter
35	DELETE_EMAIL_FROM_ARCHIVE	Delete archived message
36	RESEND_EMAIL_FROM_ARCHIVE	Resend archived message
37	REPORTS_AS_SPAM	Reports archived message as a SPAM
38	QUARANTINE_EMAIL	Quarantine message
39	ACCEPT_AND_ARCHIVE_EMAIL	Accept and archive message
40	MARK_EMAIL_AS_SPAM	Mark message as spam
41	ACCEPT_EMAIL	Accept message
42	WHITELIST_USER_SENDER	Whitelist sender for user
43	BLACKLIST_USER_SENDER	Blacklist sender for user
44	UNWHITELIST_USER_SENDER	Remove sender from the user whitelist
45	UNBLACKLIST_USER_SENDER	Remove sender from the user blacklist

### Export Log Report to CSV

The log report can be exported to a comma separated value (CSV) file and is limited to 10,000 entries per file. If the entries exceed this value, exporting cannot be done and a warning will be displayed. Please note that exported file will display the entries in the same sorted order as in the interface.

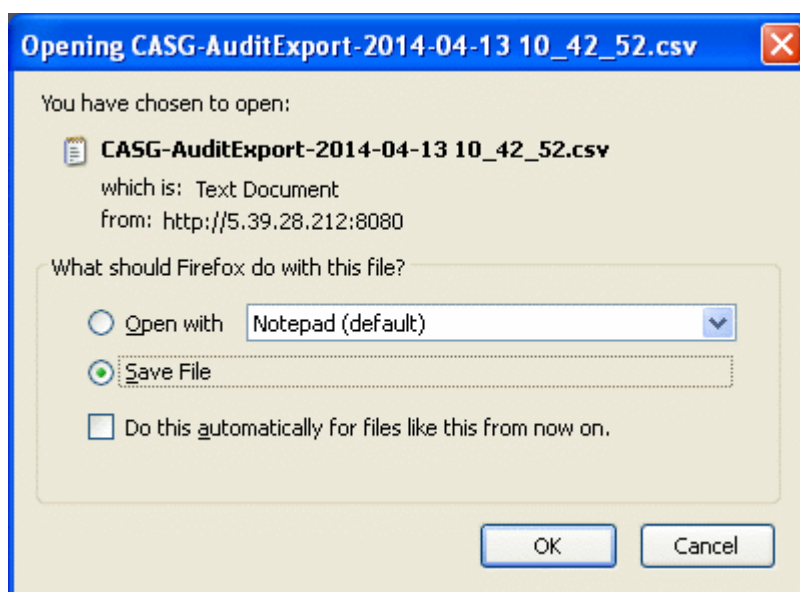
#### To export log report to csv file

- Click the 'Export to CSV by filter' button.





The 'File Download' dialog will be displayed.



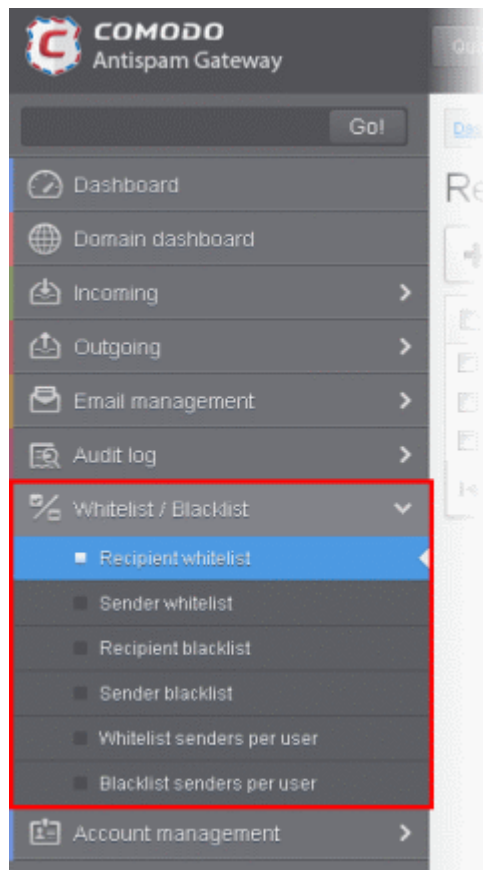
- Click 'Open' to view the file with an appropriate application or click 'OK' to save the file to your computer.

The values in the log report will be separated by commas and this file can be opened with appropriate application such as Excel or Openoffice Calc for easy analysis.

### 3.2.1.1.4.6 Whitelist / Blacklist

CASG allows the administrator of a domain to configure recipients or senders in whitelist or blacklist. While all filtering settings are disabled for whitelisted recipients, all mails sent by blacklisted senders are automatically rejected. Administrators can also choose to whitelist or blacklist a particular set of recipients/senders or a whole domain using wildcard character. Though whitelisted/blacklisted senders are applicable for all users in general, the senders list in 'Whitelist senders per user' and 'Blacklist senders per user' takes precedence over the general list. Refer to the sections **Whitelist Senders Per User** and **Blacklist Senders Per User** for more details.

The Administrators can export the whitelists and blacklists to comma separated values CSV files, which can be used in future if the users are to be re-added to the lists.



Click the following links for more details.

- [Recipient Whitelist](#)
- [Sender Whitelist](#)
- [Recipient Blacklist](#)
- [Sender Blacklist](#)
- [Whitelist Senders Per User](#)
- [Blacklist Senders Per User](#)

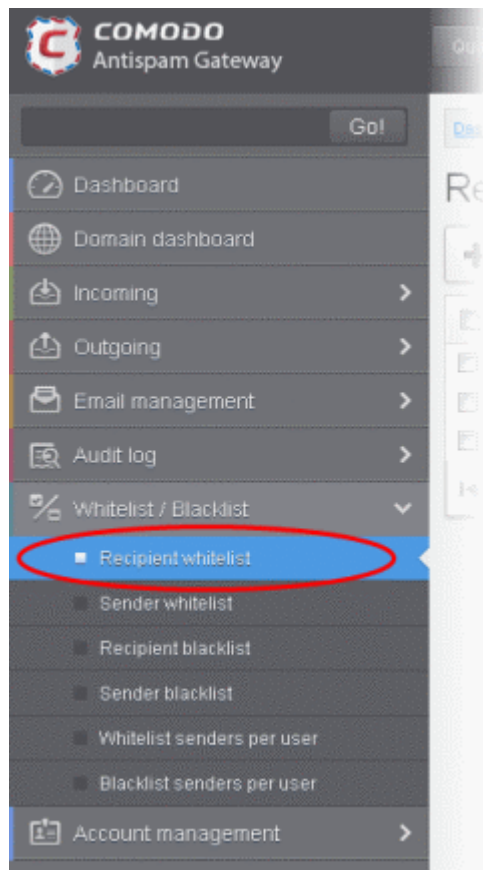
### Recipient Whitelist

Since all filtering checks for the whitelisted recipients are disabled, CASG recommends to use the option only for certain cases such as postmaster or abuse@domain.com. The Administrator can:

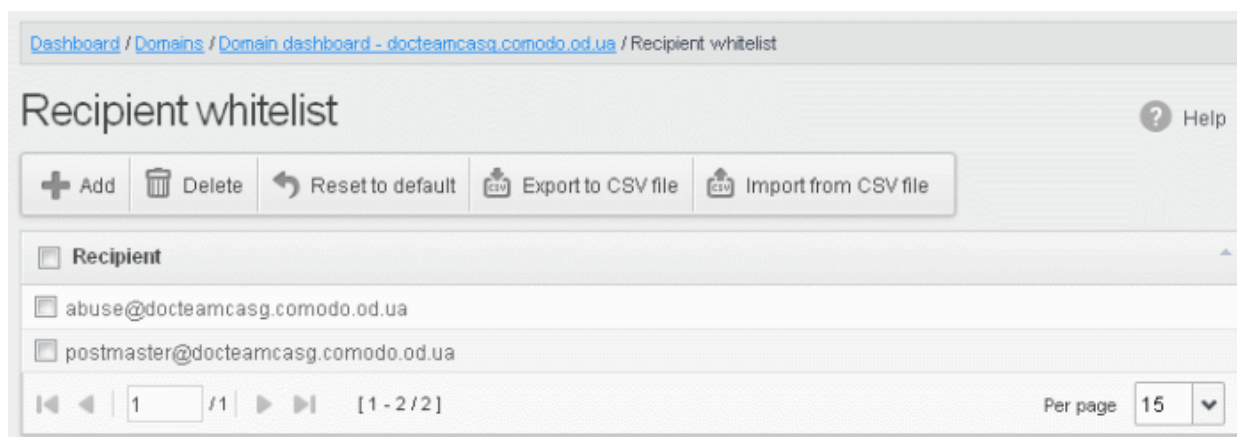
- [Add users to recipient whitelist](#)
- [Export the list to CSV file for use in future](#)
- [Remove users from recipient whitelist](#)
- **Reset the list** - Delete all whitelisted recipients except the default recipients by clicking the 'Reset to default' button

### To configure recipient whitelist

- Click the 'Whitelist / Blacklist' tab on the left hand side navigation to expand and then click the 'Recipient whitelist' sub tab.



The 'Recipient whitelist' interface of the selected domain will be displayed:



By default, the selected domain will have 'abuse' and 'postmaster' as whitelisted recipients.

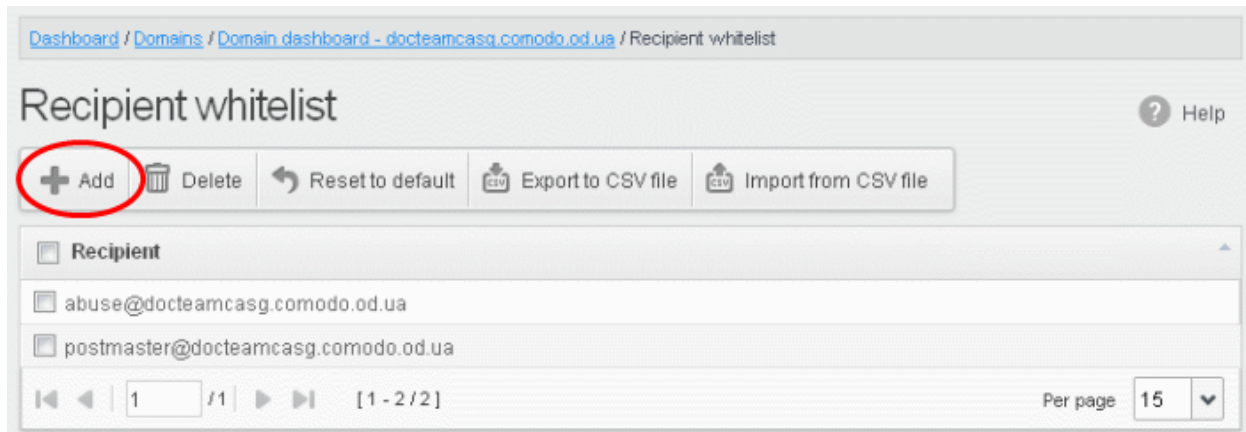
## Adding Users to Recipient List

You can add recipients to white list in the following ways:

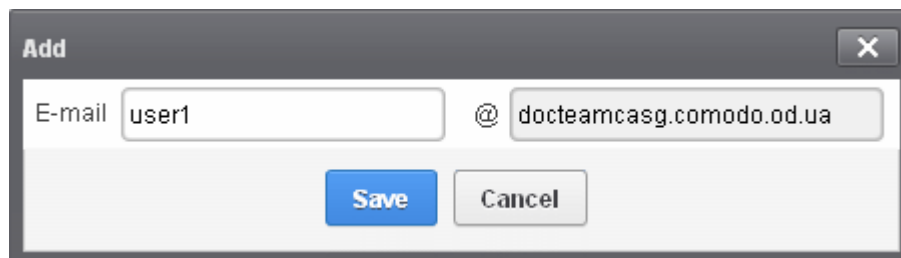
- **Manually adding the recipients**
- **Importing from a CSV file**

### To manually add recipients

- Click 'Add' to add a new user to the list



The 'Add' dialog box will be displayed:



- Enter the recipient's name in the E-mail text field and click the 'Save' button.
- To add a particular set of recipients to whitelist, prefix or suffix the wildcard \* in the E-mail text field. For example, enter \*.stores for all the recipients in stores department to be whitelisted.
- To add a whole domain to whitelist, enter the wildcard \* in the E-mail text field and click the 'Save' button. Now all the recipients in that domain will be whitelisted.

The recipient's name will be added to the list.

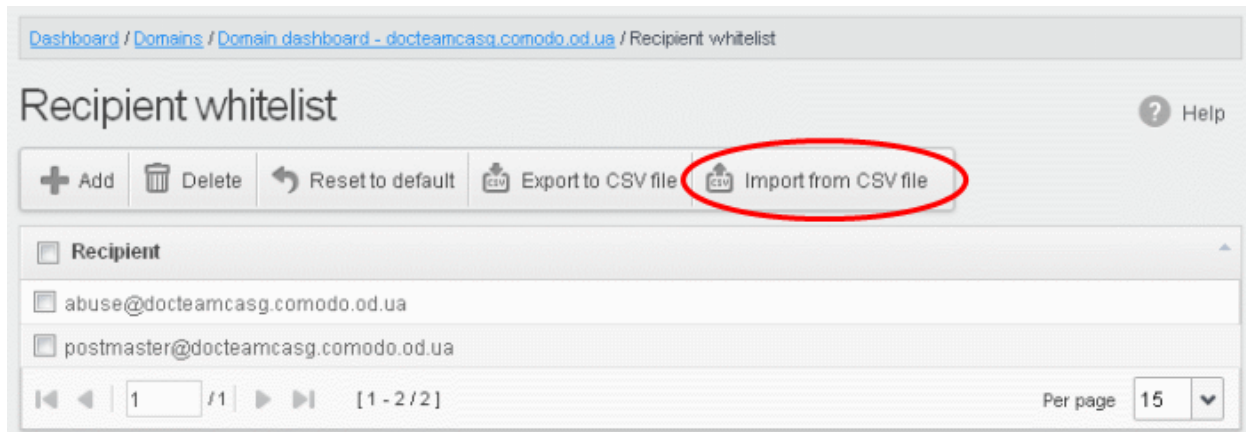


## To import users to whitelist from CSV file

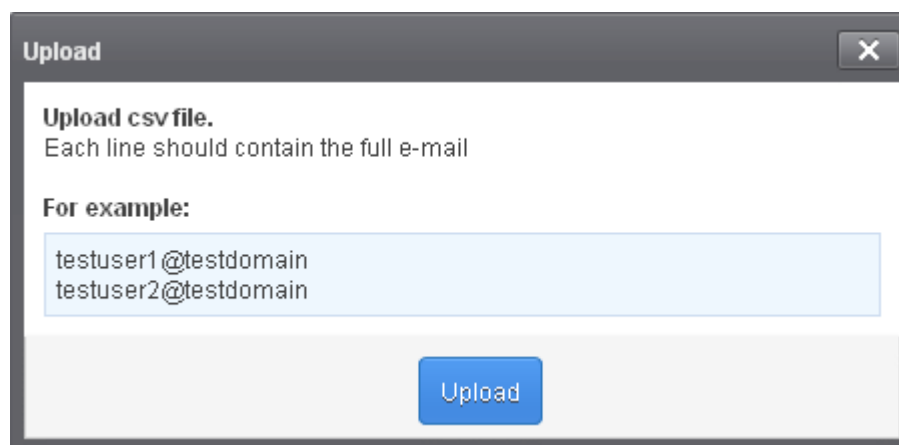
Administrators can import many users from a file to Recipient whitelist at a time. The users should be saved in the format shown below as an example:

```
user1@testdomain
user2@testdomain
user3@testdomain
```

- Click the 'Import from CSV file' to import users to whitelist from a CSV file

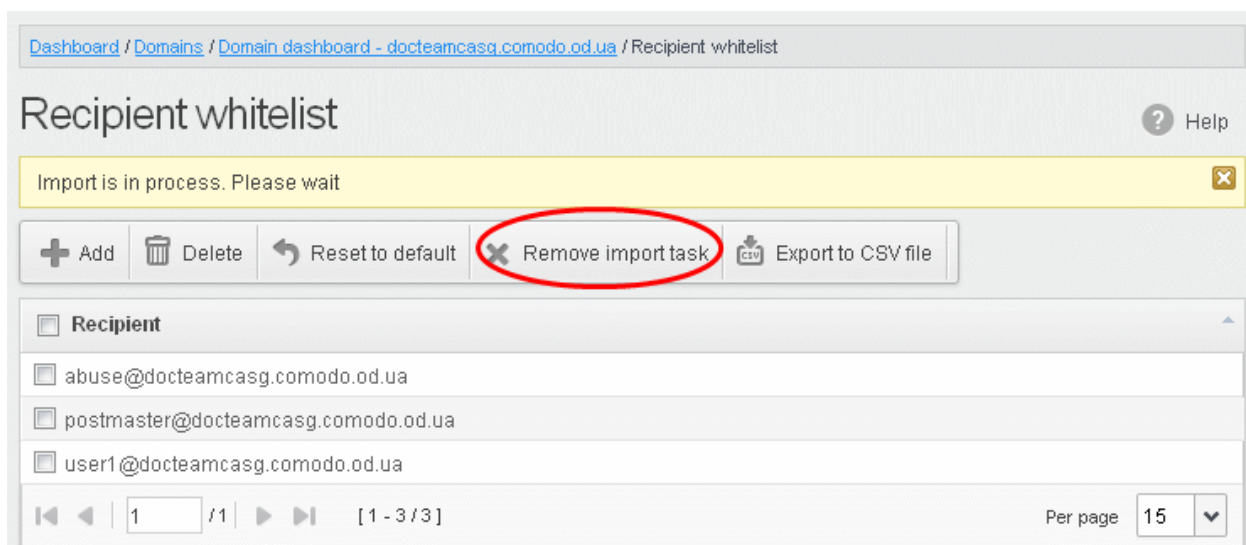


The Upload dialog will be displayed.

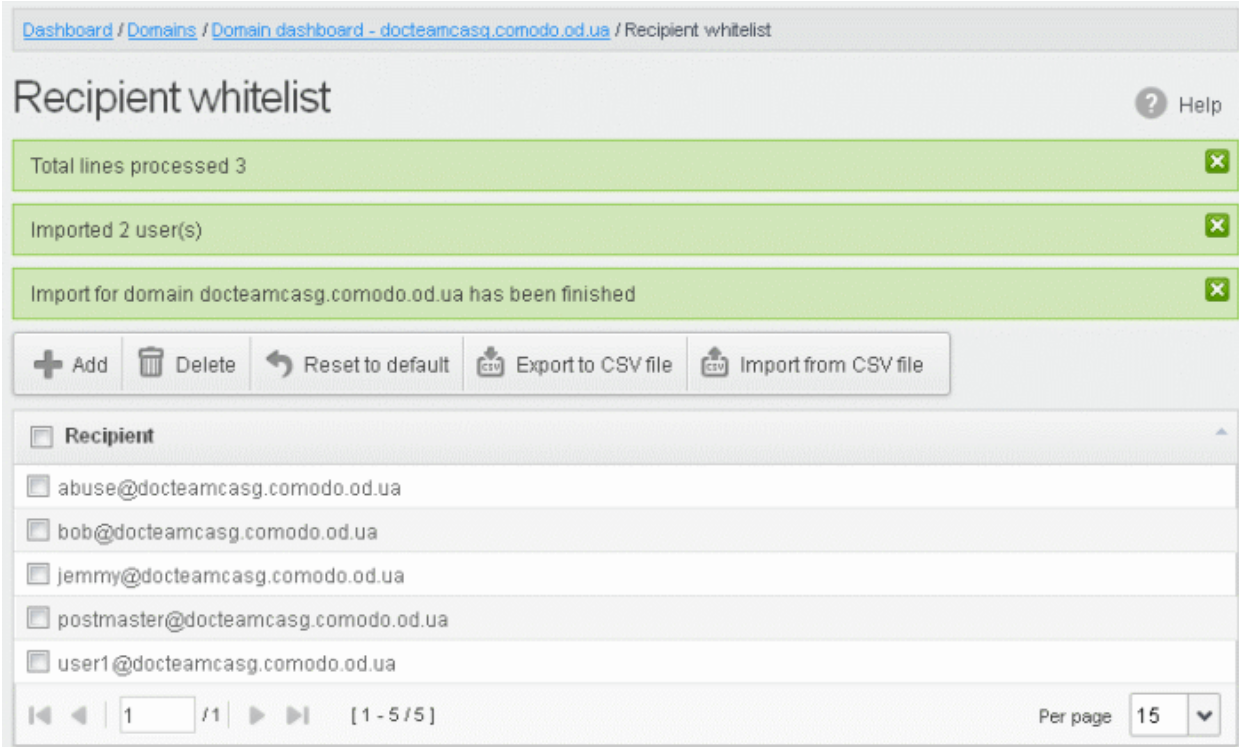


- Click the 'Upload' button and navigate to the location where the file is saved and click the 'Open' button. The maximum size of the file that can be uploaded is 9 MB.

The upload will be placed in import tasks queue and the progress of the upload will be displayed. If you want to remove the upload from the queue, click the 'Remove import task' button. The 'Remove import task' deletes *only* a remaining part of not imported task.



On completion of the upload process, the results will be displayed.



The screenshot shows the 'Recipient whitelist' interface. At the top, there are three green notification bars: 'Total lines processed 3', 'Imported 2 user(s)', and 'Import for domain docteamcasg.comodo.od.ua has been finished'. Below these are buttons for '+ Add', 'Delete', 'Reset to default', 'Export to CSV file', and 'Import from CSV file'. A table lists the whitelisted recipients:

<input type="checkbox"/>	Recipient
<input type="checkbox"/>	abuse@docteamcasg.comodo.od.ua
<input type="checkbox"/>	bob@docteamcasg.comodo.od.ua
<input type="checkbox"/>	jemmy@docteamcasg.comodo.od.ua
<input type="checkbox"/>	postmaster@docteamcasg.comodo.od.ua
<input type="checkbox"/>	user1@docteamcasg.comodo.od.ua

At the bottom, there is a pagination control showing '1 / 1' and a 'Per page' dropdown set to '15'.

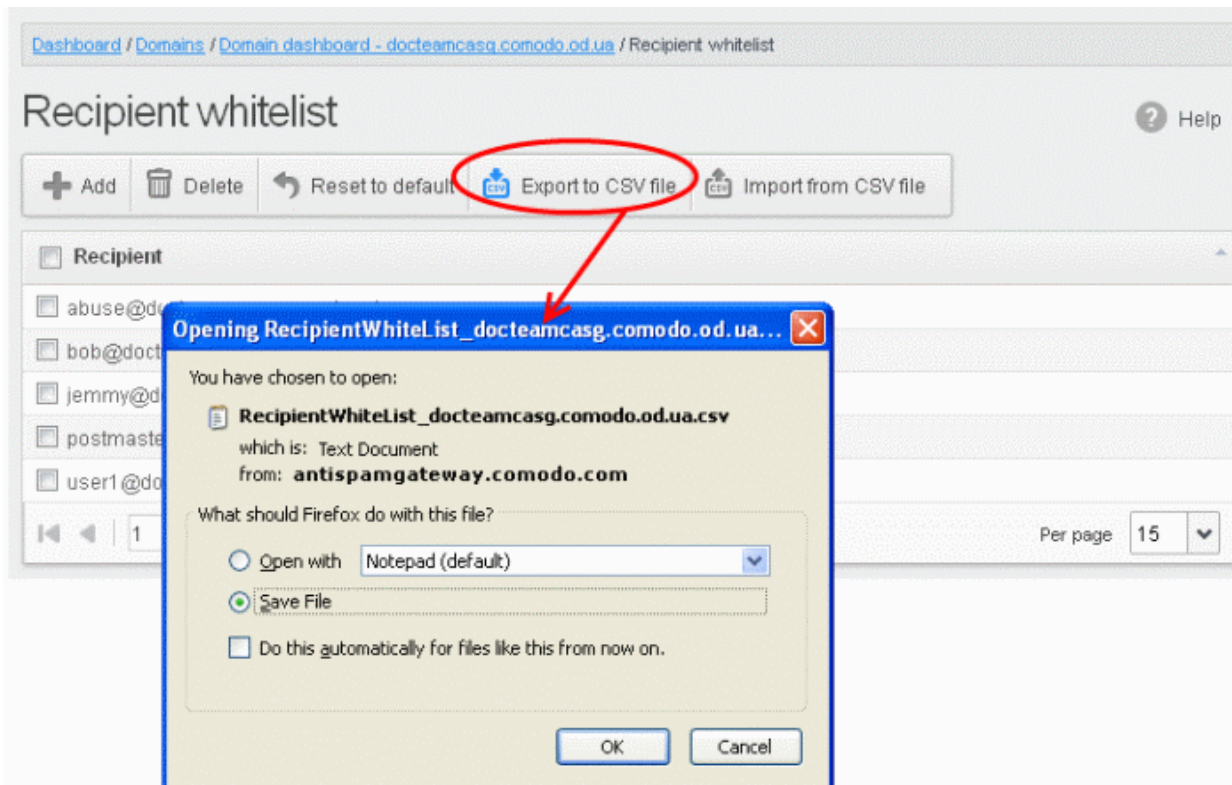
The recipient whitelist from .csv file will be uploaded and the administrator who carried out the task will receive a notification about the import task completion.

## Exporting the Recipient Whitelist to CSV file

The administrator can save the configured recipient whitelist by exporting it as a CSV file. If required in future, the administrator can import the users from the csv file, for example for a new account or after a reset.

### To export the list

- Click the 'Export to CSV file' button to save the list of whitelisted recipients as a CSV file

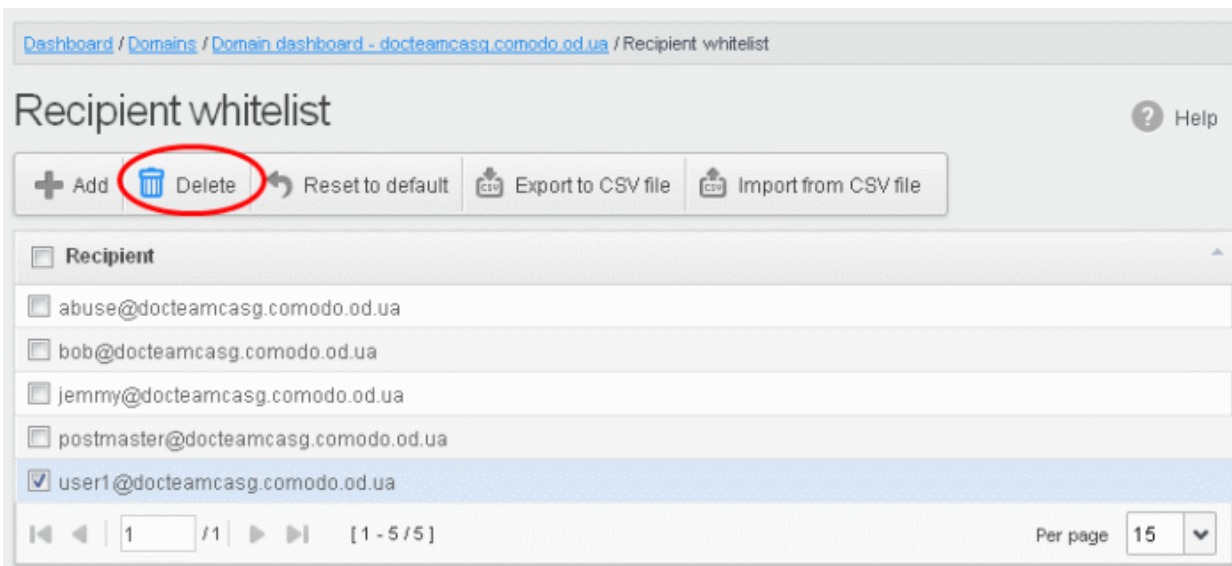


A file download dialog will be displayed.

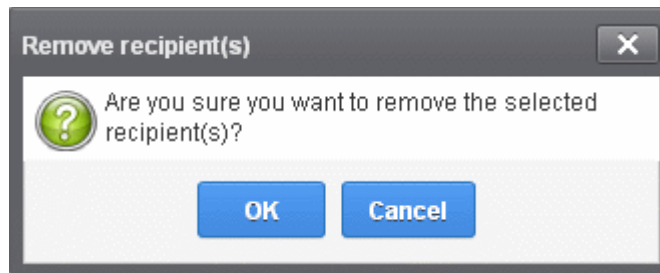
- Click 'OK' and navigate to the location in your computer and save the file or the file will be downloaded to your download folder.

## Deleting Users from the Recipient Whitelist

- To delete a recipient from the whitelist, select the recipient from the list and click the 'Delete' button



- Click 'OK' to confirm your changes



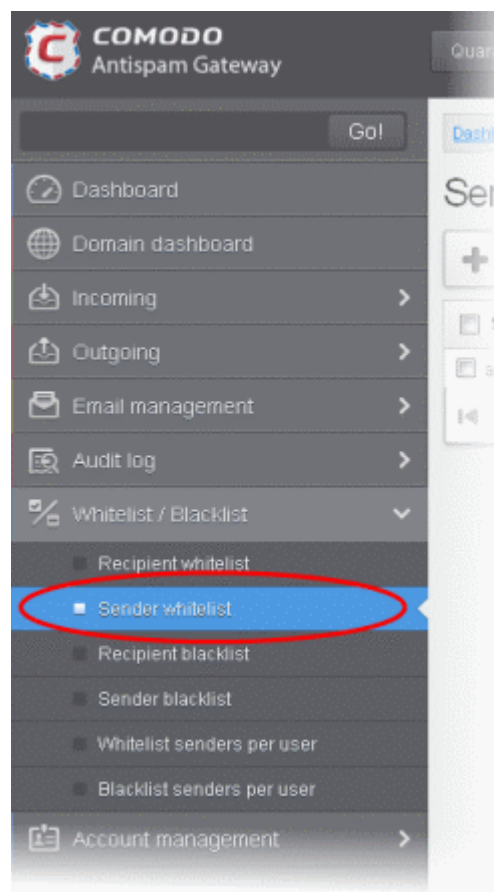
## Sender Whitelist

All the filtering checks for whitelisted senders to the recipients of the selected domain are disabled. Comodo strongly recommends to use this option only when the system wrongly blocks emails from a certain trusted sender. Though whitelisted senders are applicable for all users in the domain, the senders list in 'Blacklist senders per user' takes precedence over the general list. Refer to the section **Blacklist Senders Per User** for more details. The Administrator can:

- **Add users to Sender whitelist**
- **Export the list to CSV file for use in future**
- **Remove users from Sender whitelist**
- **Reset the list** - Delete all whitelisted senders and make the list empty by clicking the 'Reset to default' button

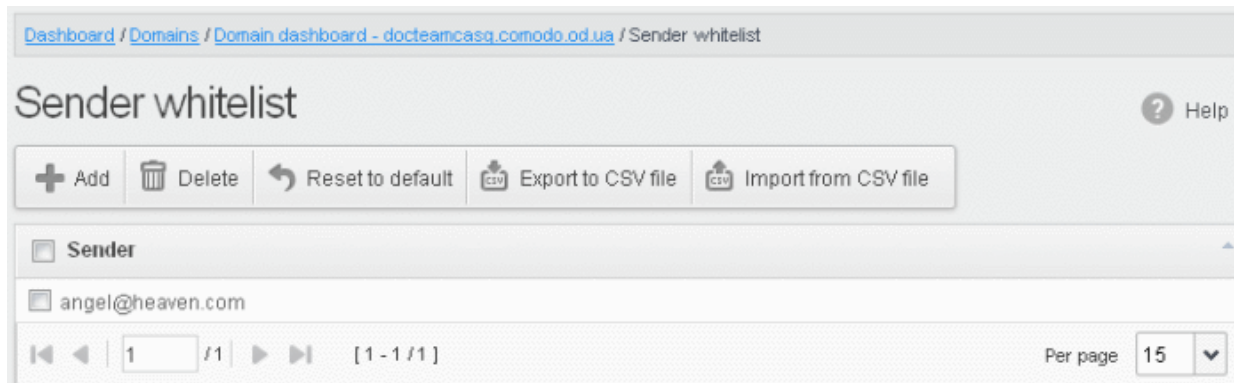
### To configure sender whitelist

- Click the 'Whitelist / Blacklist' tab on the left hand side navigation to expand and then click the 'Sender whitelist' sub tab.





The 'Sender whitelist' interface of the selected domain will be displayed:



## Adding Users to Sender Whitelist

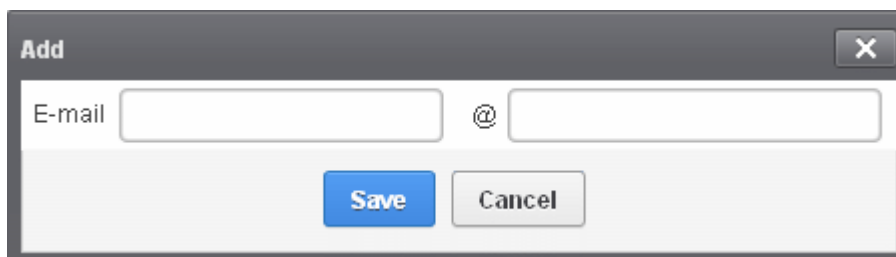
You can add recipients to white list in the following ways:

- **Manually adding the senders**
- **Importing from a CSV file**

### To manually add recipients

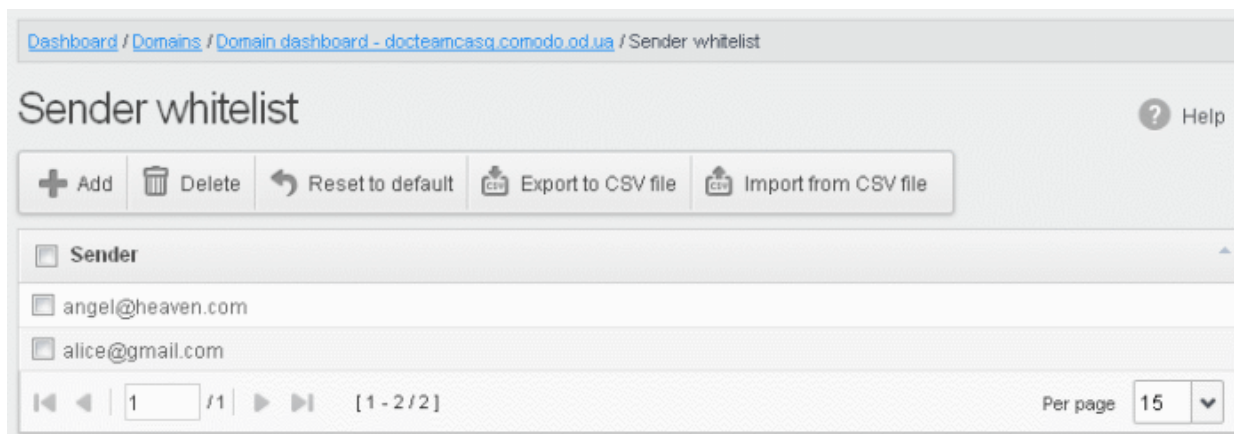
- Click 'Add' to add a new whitelisted sender

The 'Add' dialog box will be displayed:



- Enter the sender name in the E-mail textbox and sender's email domain name after the @ symbol and click the 'Save' button. Repeat the process to add more whitelisted senders.
- To add a particular set of senders to whitelist, prefix or suffix the wildcard \* in the E-mail text field and senders' email domain name after the @ symbol. For example, enter \*.stores.com for all the senders in stores department to be whitelisted.
- To add a whole domain to whitelist, enter the wildcard \* in the E-mail text field and email domain after the @ symbol and click the 'Save' button. Now all the senders with the entered domain name will be whitelisted.

The list of whitelisted senders will be displayed.

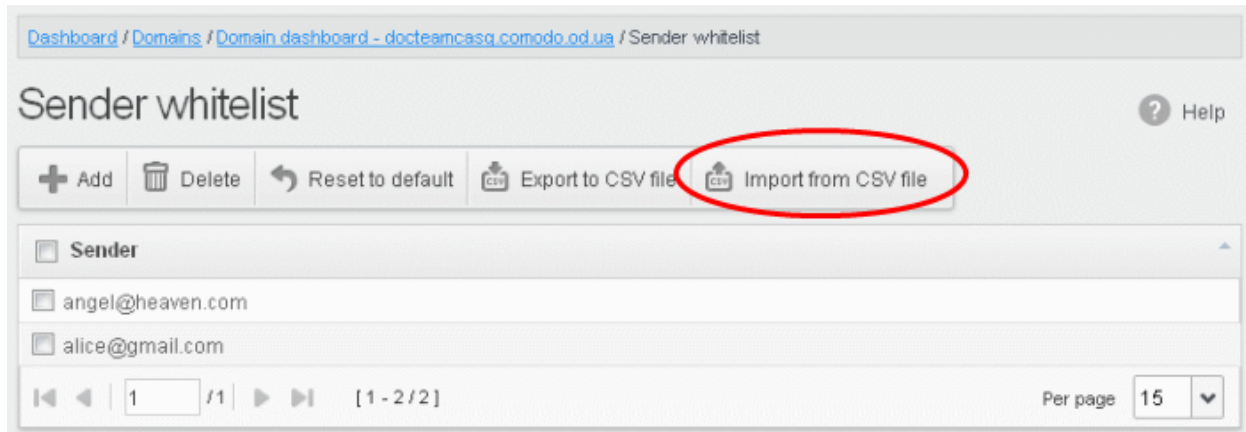


## To import senders to whitelist from CSV file

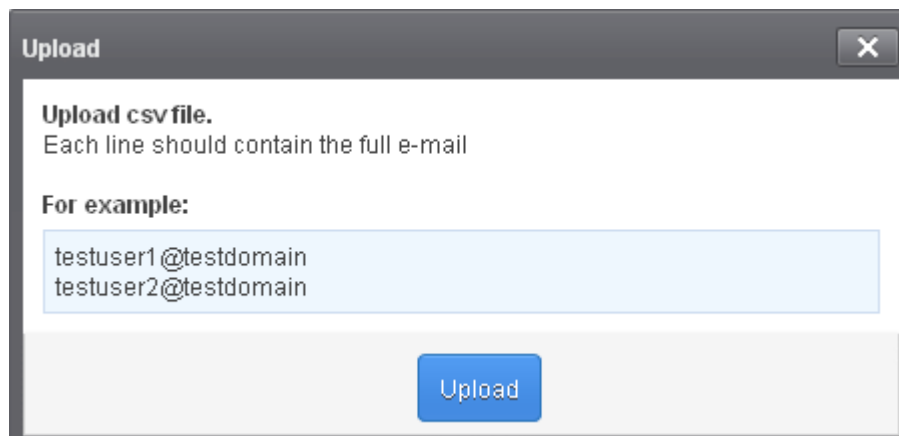
Administrators can import many senders from a file to Sender whitelist at a time. The senders' address should be saved in the format shown below as an example:

```
sender1@domainname1  
sender2@domainname2  
sender3@domainname3
```

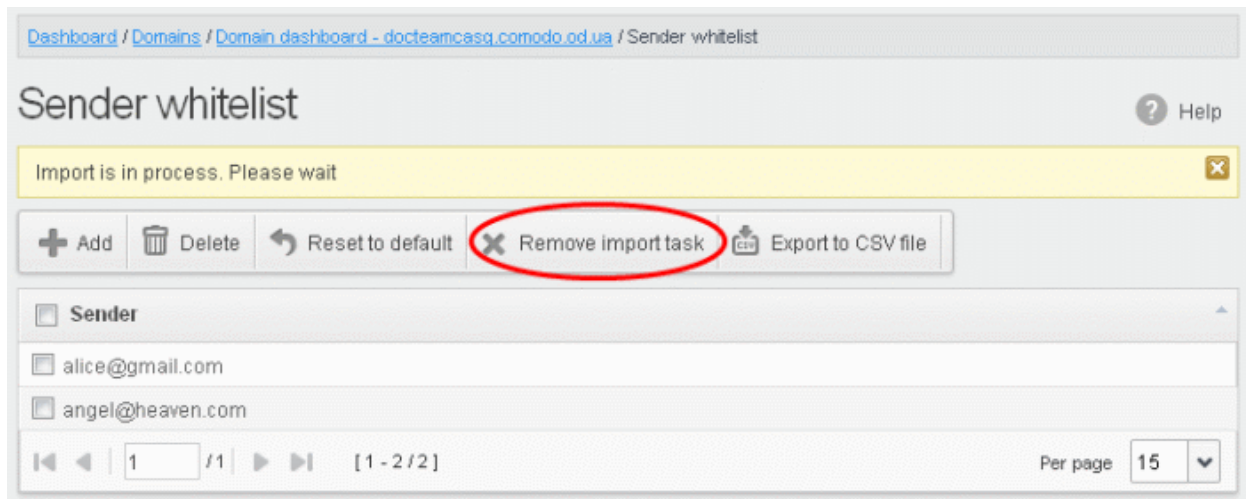
- Click the 'Import from CSV file' to import senders to whitelist from a CSV file.



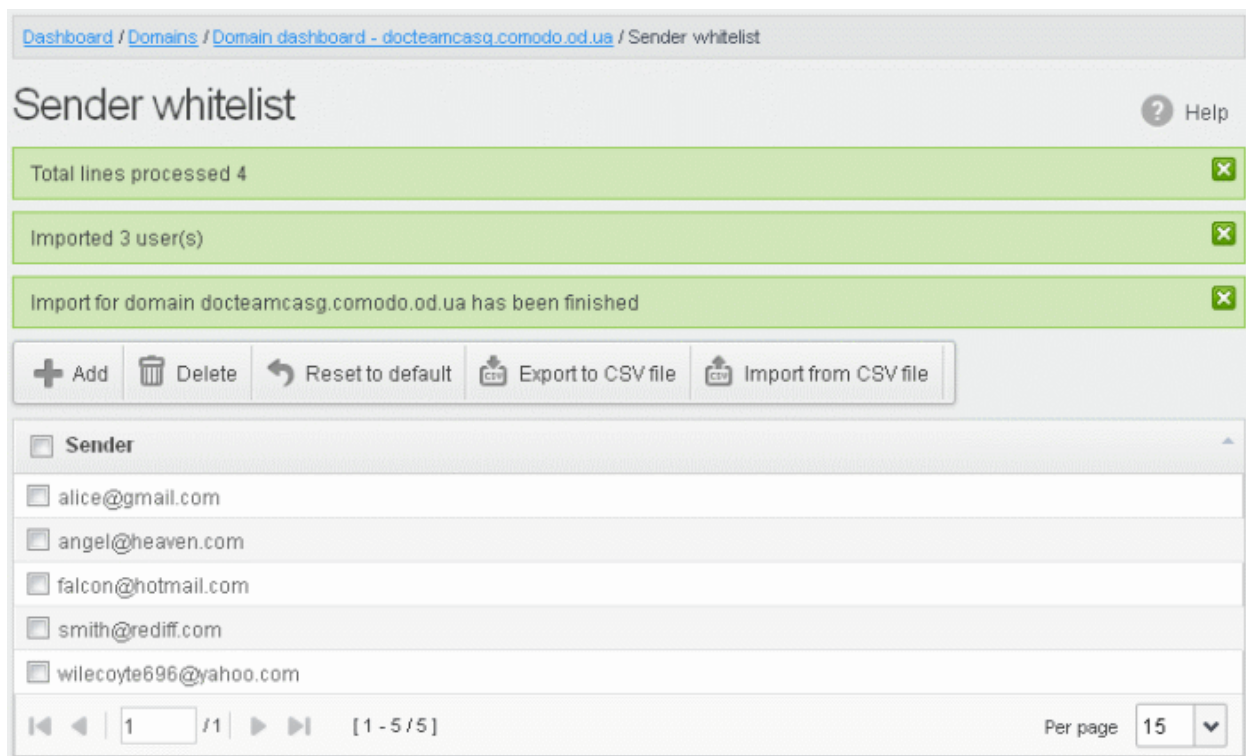
- Click 'Upload', navigate to the location where the file is saved and click the 'Open' button. The maximum size of the file that can be uploaded is 9 MB.



The upload will be placed in import tasks queue and the progress of the upload will be displayed. If you want to remove the upload from the queue, click the 'Remove import task' button. The 'Remove import task' deletes *only* a remaining part of not imported task.



On completion of the upload process, the results will be displayed.



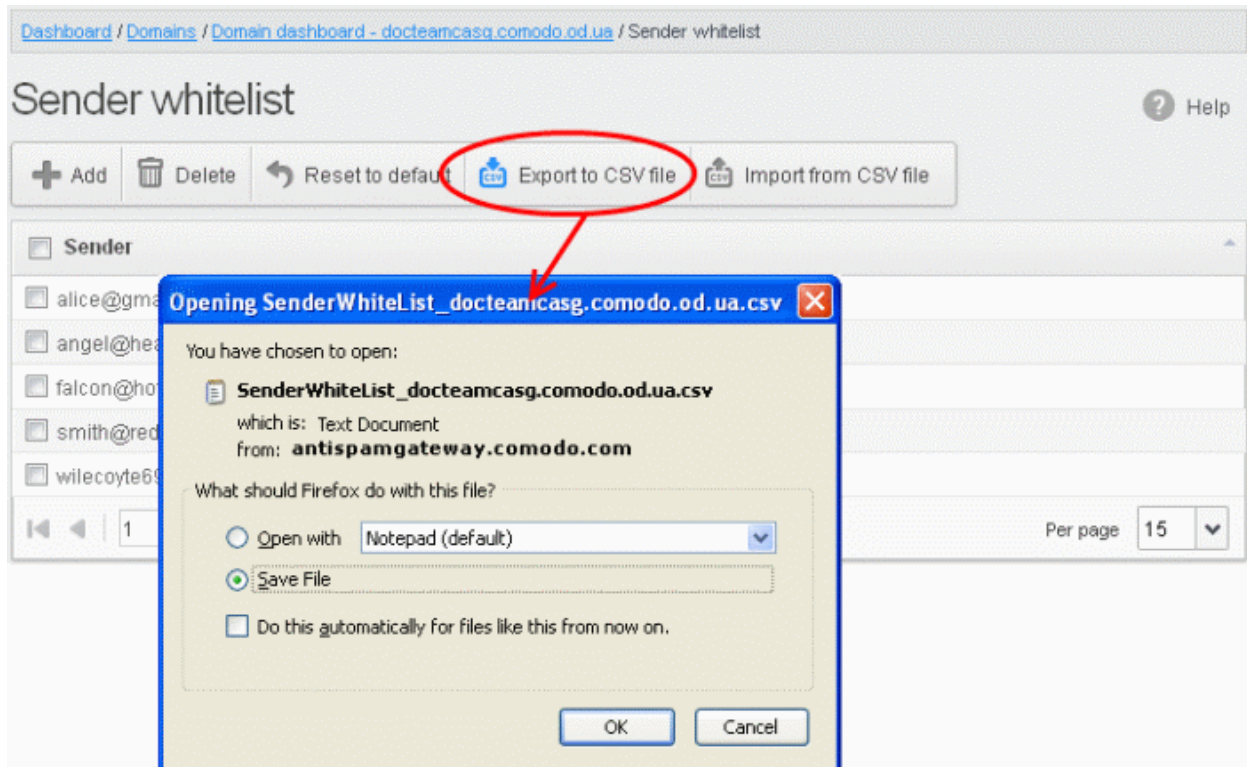
The sender whielist from .csv file will be uploaded and the administrator who carried out the task will receive a notification about the import task completion.

## Exporting the Sender Whitelist to CSV file

The administrator can save the configured sender whitelist by exporting it as a CSV file. If required in future, the administrator can import the users from the csv file, for example for a new account or after a reset.

### To export the list

- Click the 'Export to CSV file' to save the list of whitelisted senders as a CSV file



A file download dialog will be displayed.

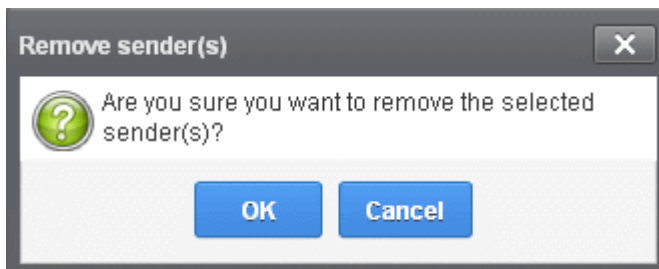
- Click 'OK' and navigate to the location in your computer and save the file or the file will be downloaded to your download folder.

## Deleting Users from the Sender Whitelist

- To delete a sender from the whitelist, select the sender from the list and click the 'Delete' button.



- Click 'OK' to confirm your changes.



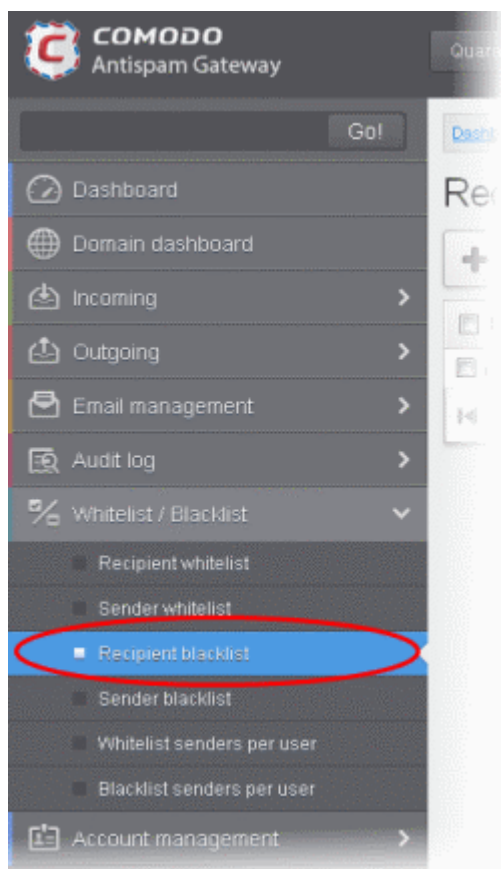
## Recipient Blacklist

CASG will automatically block all emails to blacklisted recipients. Please note that the messages will not be quarantined and legitimate email sending SMTP servers will send a bounce message to the sender. The Administrator can:

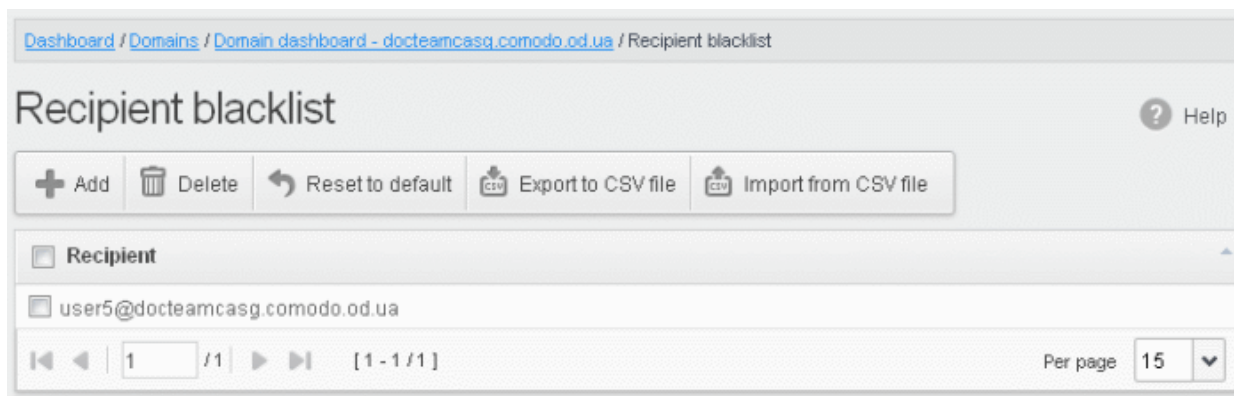
- **Add users to recipient blacklist**
- **Export the list to CSV file for use in future**
- **Remove users from recipient blacklist**
- **Reset the list** - Delete all blacklisted senders and make the list empty by clicking the 'Reset to default' button

### To configure recipient blacklist

- Click the 'Whitelist / Blacklist' tab on the left hand side navigation to expand and then click the 'Recipient blacklist' sub tab.



The 'Recipient blacklist' interface of the selected domain will be displayed:



## Adding Users to Recipient Blacklist

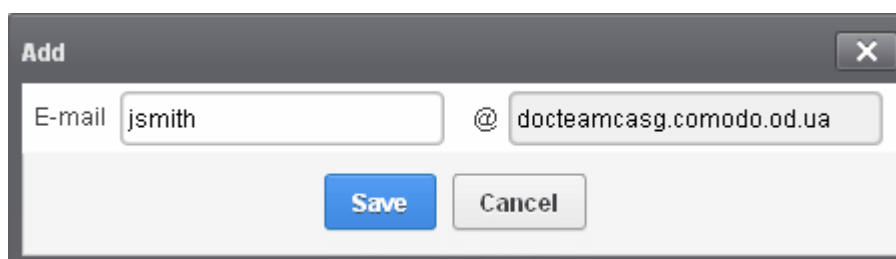
You can add recipients to the black list in the following ways:

- **Manually adding the recipients**
- **Importing from a CSV file**

### To manually add recipients

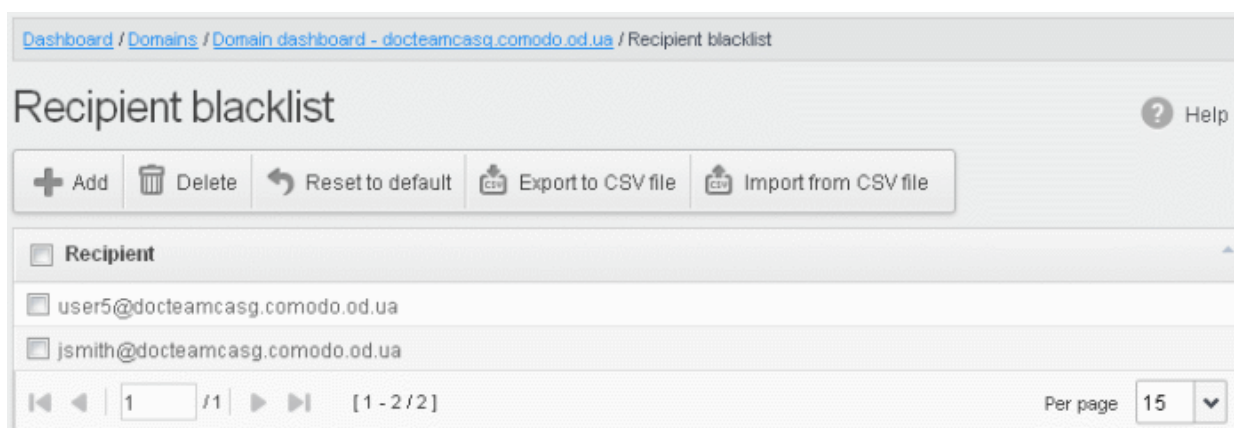
- Click 'Add' to add a new user to the list

The 'Add' dialog box will open.



- Enter the recipient name in the E-mail textbox and click the 'Save' button. Repeat the process to add more recipients to blacklist.
- To add a particular set of recipients to blacklist, prefix or suffix the wildcard \* in the E-mail text field. For example, enter \*.stores for all the recipients in stores department to be blacklisted.
- To add a whole domain to blacklist, enter the wildcard \* in the E-mail text field and click the 'Save' button. Now all the recipients in that domain will be blacklisted.

The list of blacklisted recipients will be displayed.

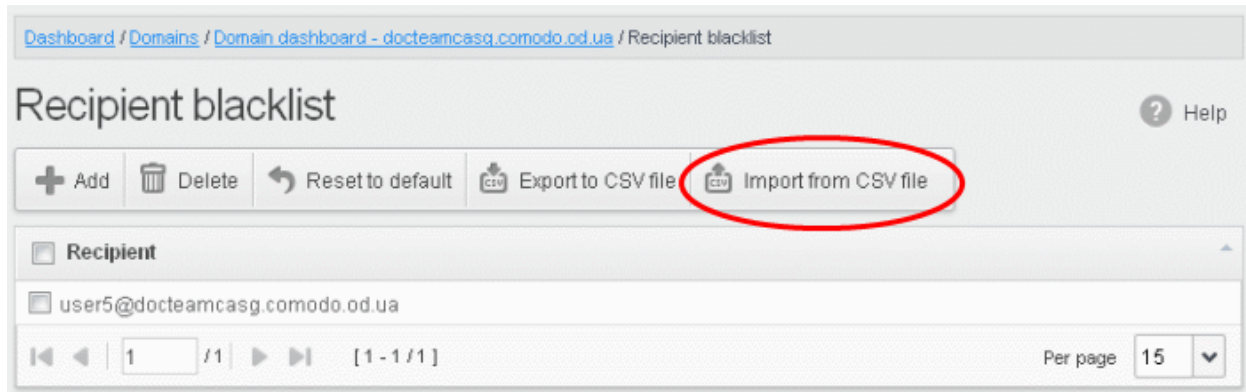


## To import users to blacklist from CSV file

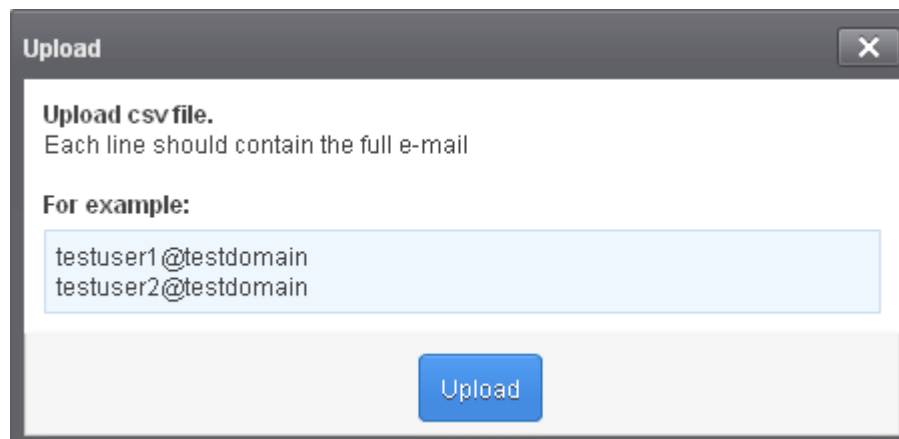
Administrators can import many users from a file to Recipient blacklist at a time. The users should be saved in the format shown below as an example:

```
user1@testdomain  
user2@testdomain  
user3@testdomain
```

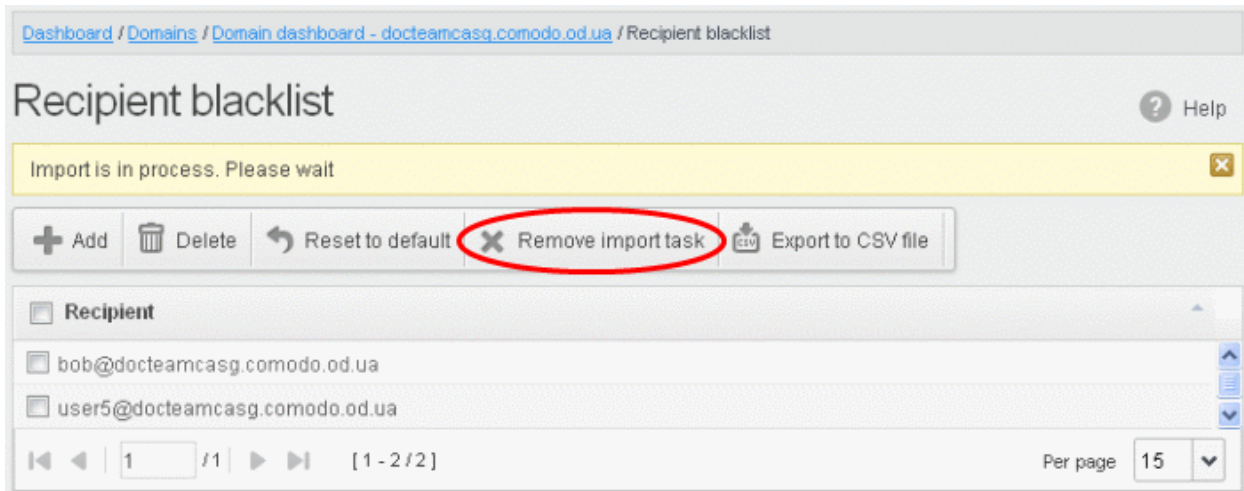
- Click the 'Import from CSV file' button to import users to blacklist from a CSV file.



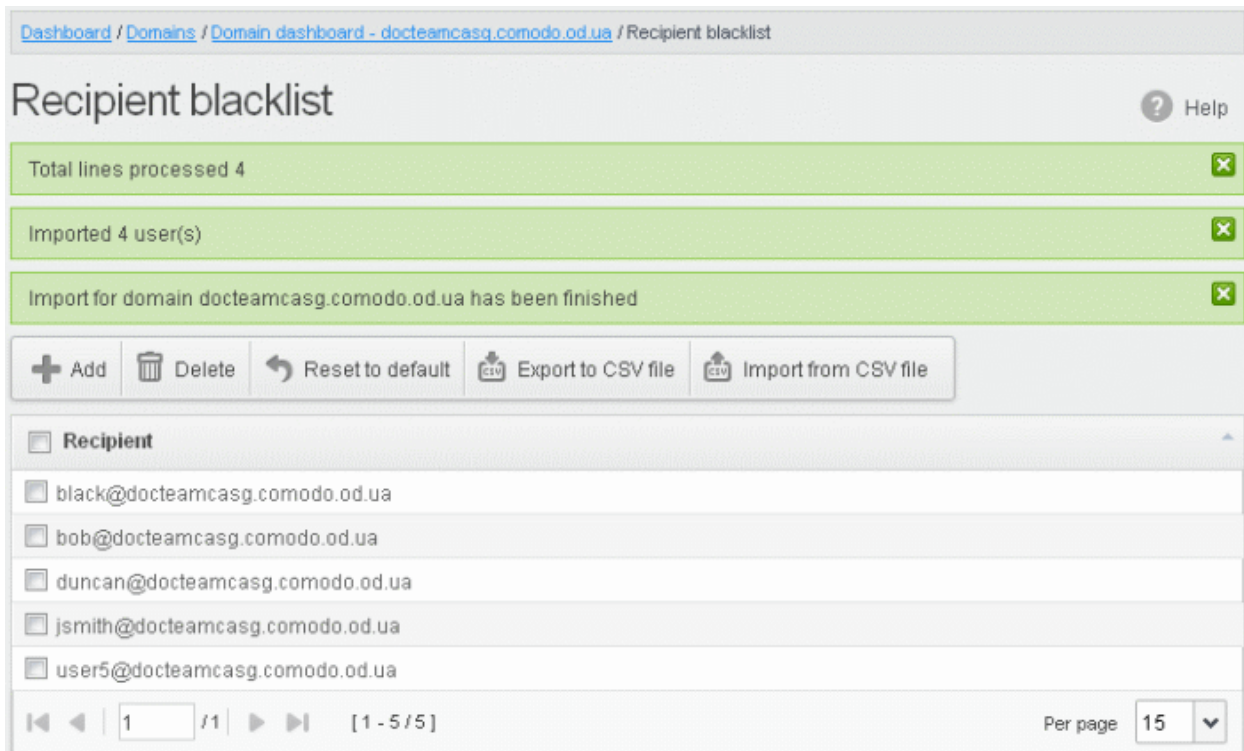
- Click 'Upload', navigate to the location where the file is saved and click the 'Open' button. The maximum size of the file that can be uploaded is 9 MB.



The upload will be placed in import tasks queue and the progress of the upload will be displayed. If you want to remove the upload from the queue, click the 'Remove import task' button. The 'Remove import task' deletes *only* a remaining part of not imported task.



On completion of the upload process, the results will be displayed.



The recipient blacklist from .csv file will be uploaded and the administrator who carried out the task will receive a notification about the import task completion.

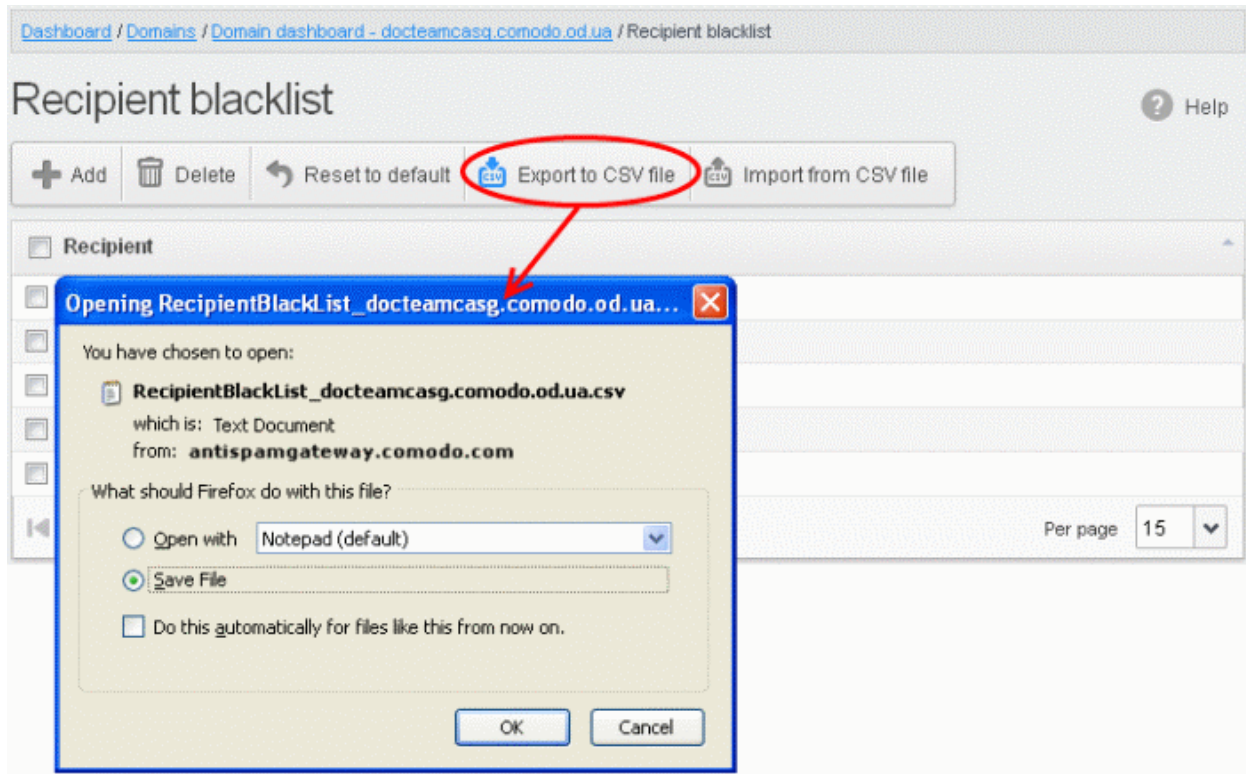
### Exporting the Recipient Blacklist to CSV file

The administrator can save the configured recipient blacklist by exporting it as a CSV file. If required in future, the administrator can import the users from the csv file, for example for a new account or after a reset.

#### To export the list

- Click the 'Export to CSV file' to save the list of blacklisted recipients as a CSV file



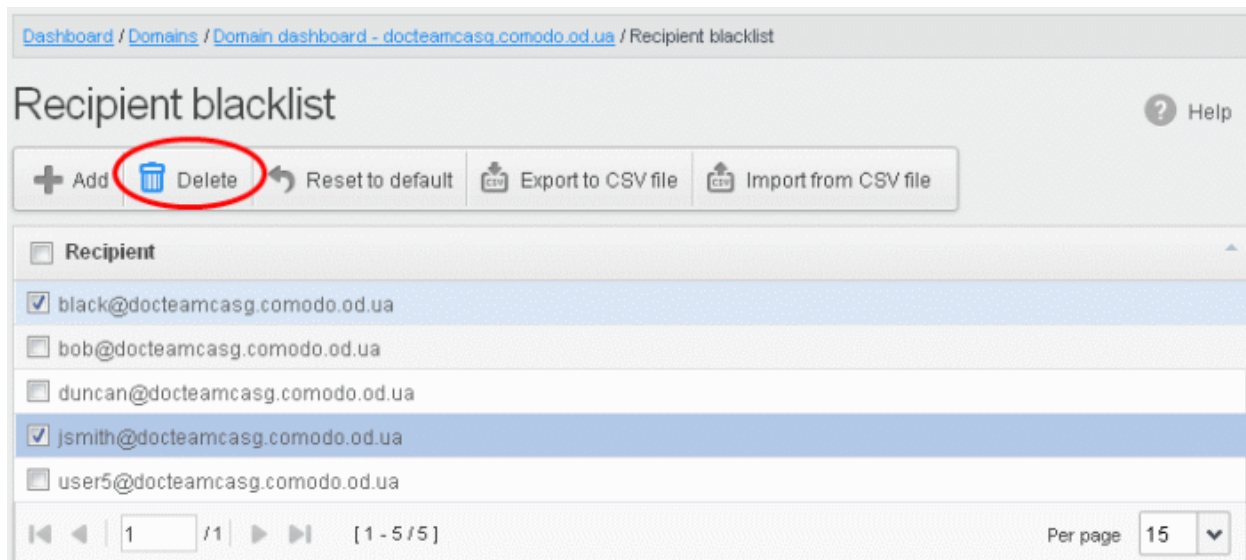


A file download dialog will be displayed.

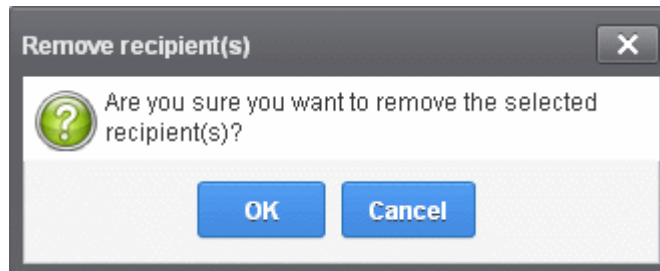
- Click 'OK' and navigate to the location in your computer and save the file or the file will be downloaded to your download folder.

## Deleting Users from the Recipient Blacklist

- To delete a recipient from the blacklist, select the recipient from the list and click the 'Delete' button



- Click 'OK' to confirm your changes. The user will be removed from the blacklist and the mails addressed to the user will be allowed as per the existing filter settings in CASG.



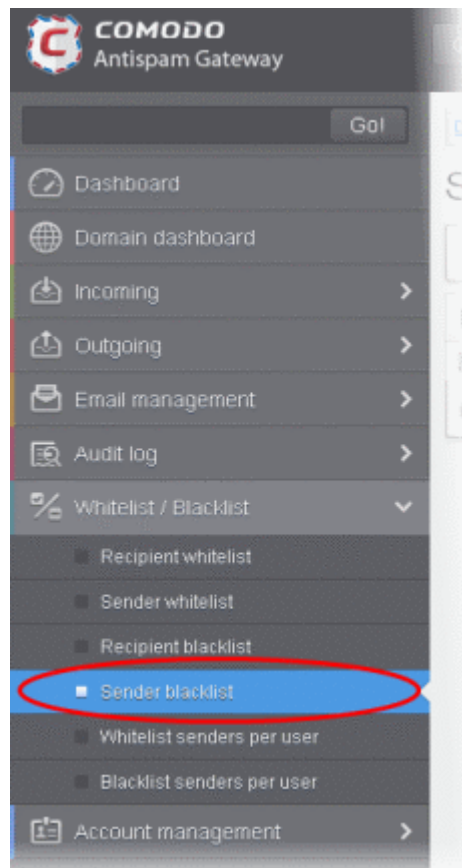
## Sender Blacklist

CASG will automatically block all emails from blacklisted senders. Please note that the messages will not be quarantined and legitimate email sending SMTP servers will send a bounce message to the sender. Though blacklisted senders are applicable for all users in the domain, the senders list in 'Whitelist senders per user' takes precedence over the general list. Refer to the sections **Whitelist Senders Per User** for more details. The administrator can:

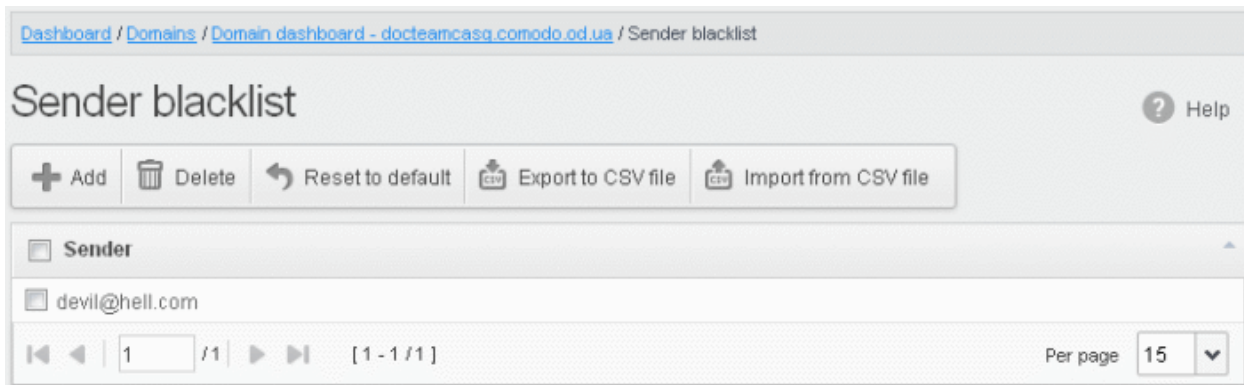
- **Add users to sender blacklist**
- **Export the list to CSV file for use in future**
- **Remove users from sender blacklist**
- **Reset the list** - Delete all blacklisted senders and make the list empty by clicking the 'Reset to default' button

### To configure sender blacklist

- Click the 'Whitelist / Blacklist' tab on the left hand side navigation to expand and then click the 'Sender blacklist' sub tab.



The 'Sender blacklist' interface of the selected domain will be displayed:



## Adding Users to Senders Blacklist

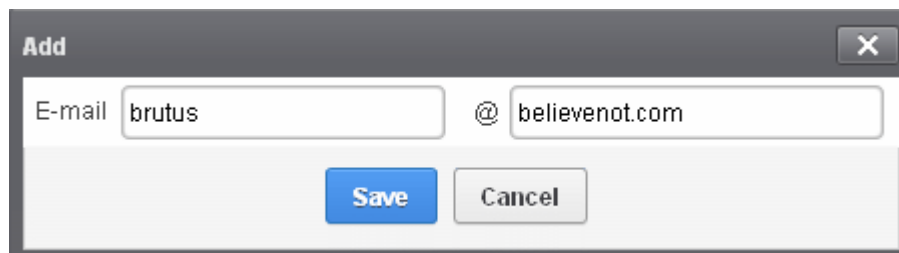
You can add senders to black list in the following ways:

- **Manually adding the senders**
- **Importing from a CSV file**

### To manually add recipients

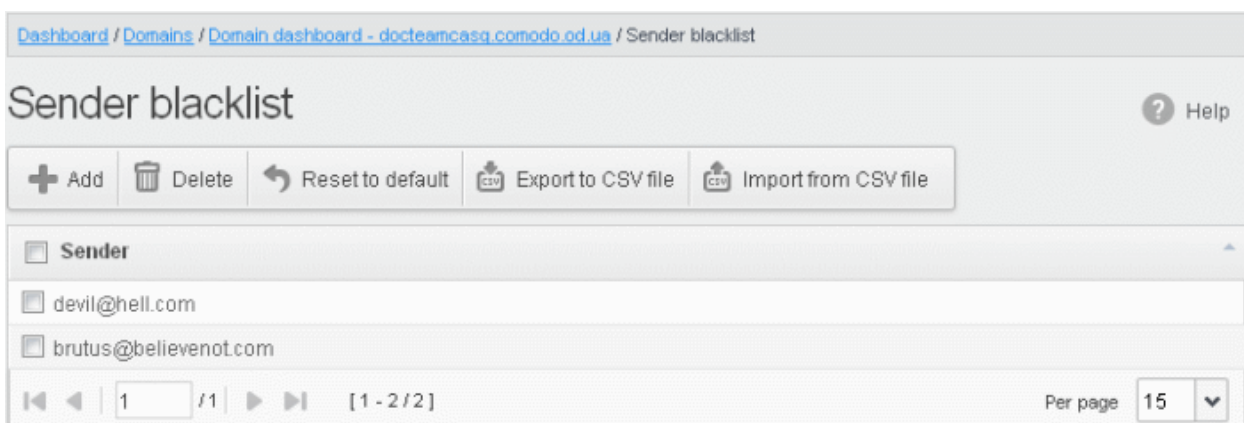
- Click 'Add' to add a new blacklisted sender

The 'Add' dialog box will be displayed:



- Enter the sender name in the E-mail textbox and sender's email domain name after the @ symbol and click the 'Save' button. Repeat the process to add more blacklisted senders.
- To add a particular set of senders to blacklist, prefix or suffix the wildcard \* in the E-mail text field and senders' email domain name after the @ symbol. For example, enter \*.stores for all the senders in stores department to be blacklisted.
- To add a whole domain to blacklist, enter the wildcard \* in the E-mail text field and email domain after the @ symbol and click the 'Save' button. Now all the senders with the domain name entered will be blacklisted.

The list of blacklisted senders will be displayed.

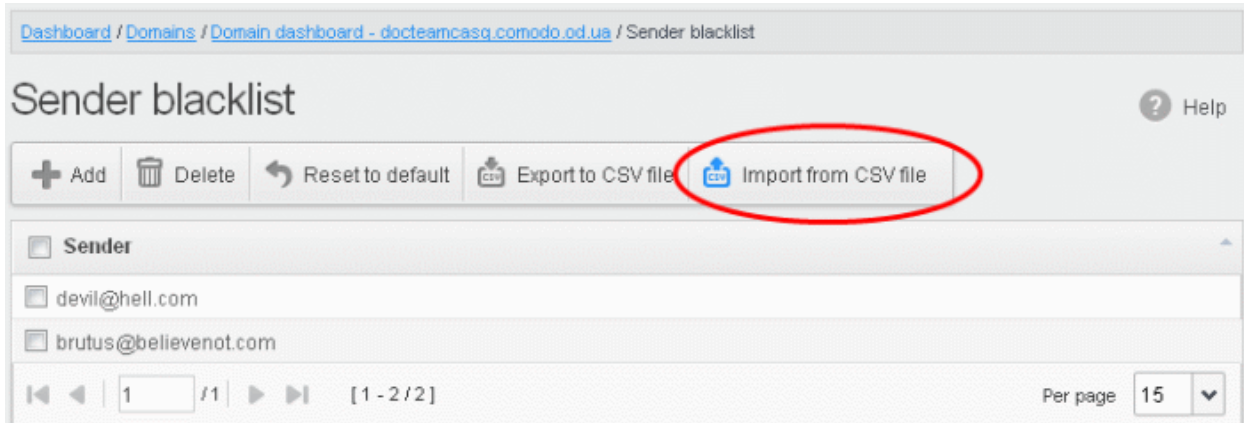


## To import senders to blacklist from CSV file

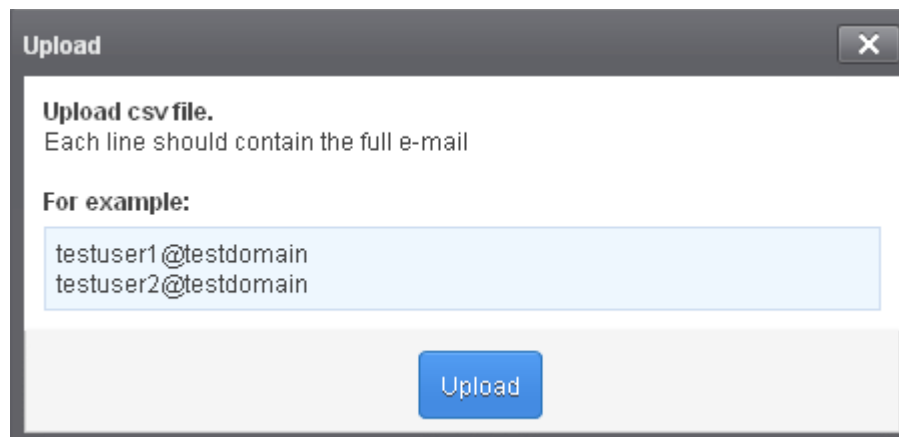
Administrators can import many senders from a file to Sender blacklist at a time. The senders' address should be saved in the format shown below as an example:

```
sender1@domainname1  
sender2@domainname2  
sender3@domainname3
```

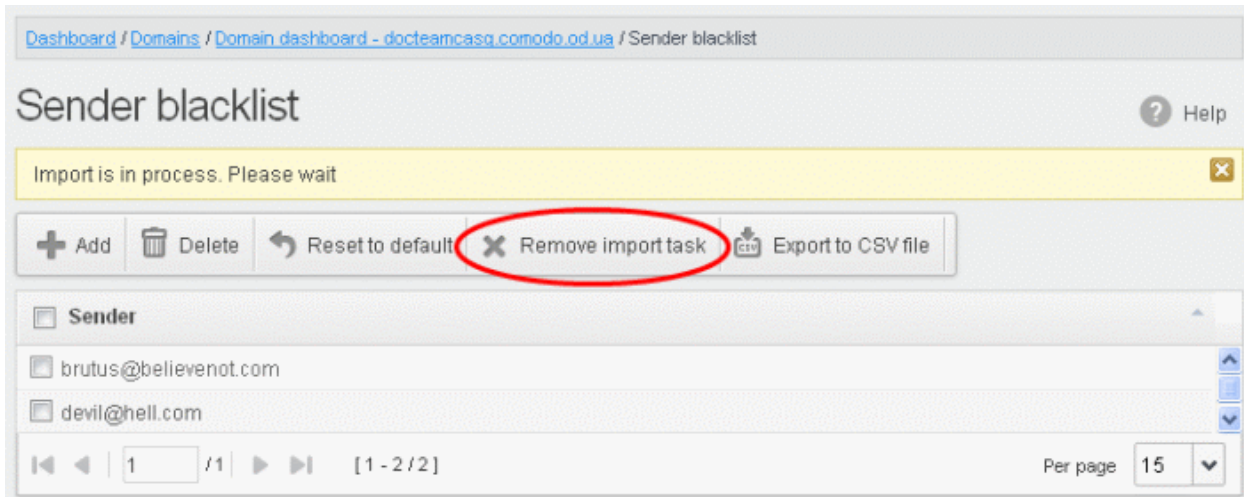
- Click the 'Import from CSV file' to import senders to blacklist from a CSV file.



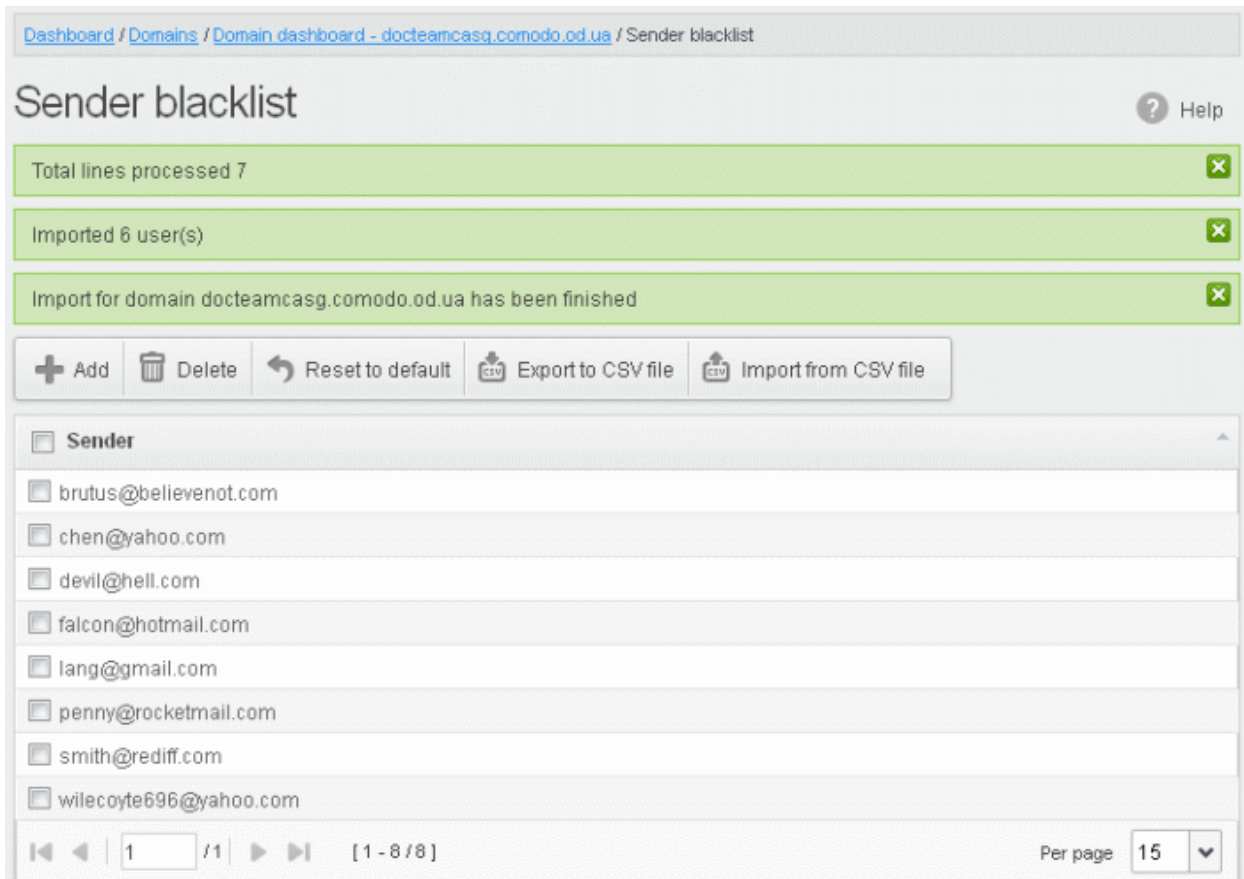
- Click 'Upload', navigate to the location where the file is saved and click the 'Open' button. The maximum size of the file that can be uploaded is 9 MB.



The upload will be placed in import tasks queue and the progress of the upload will be displayed. If you want to remove the upload from the queue, click the 'Remove import task' button. The 'Remove import task' deletes *only* a remaining part of not imported task.



On completion of the upload process, the results will be displayed.



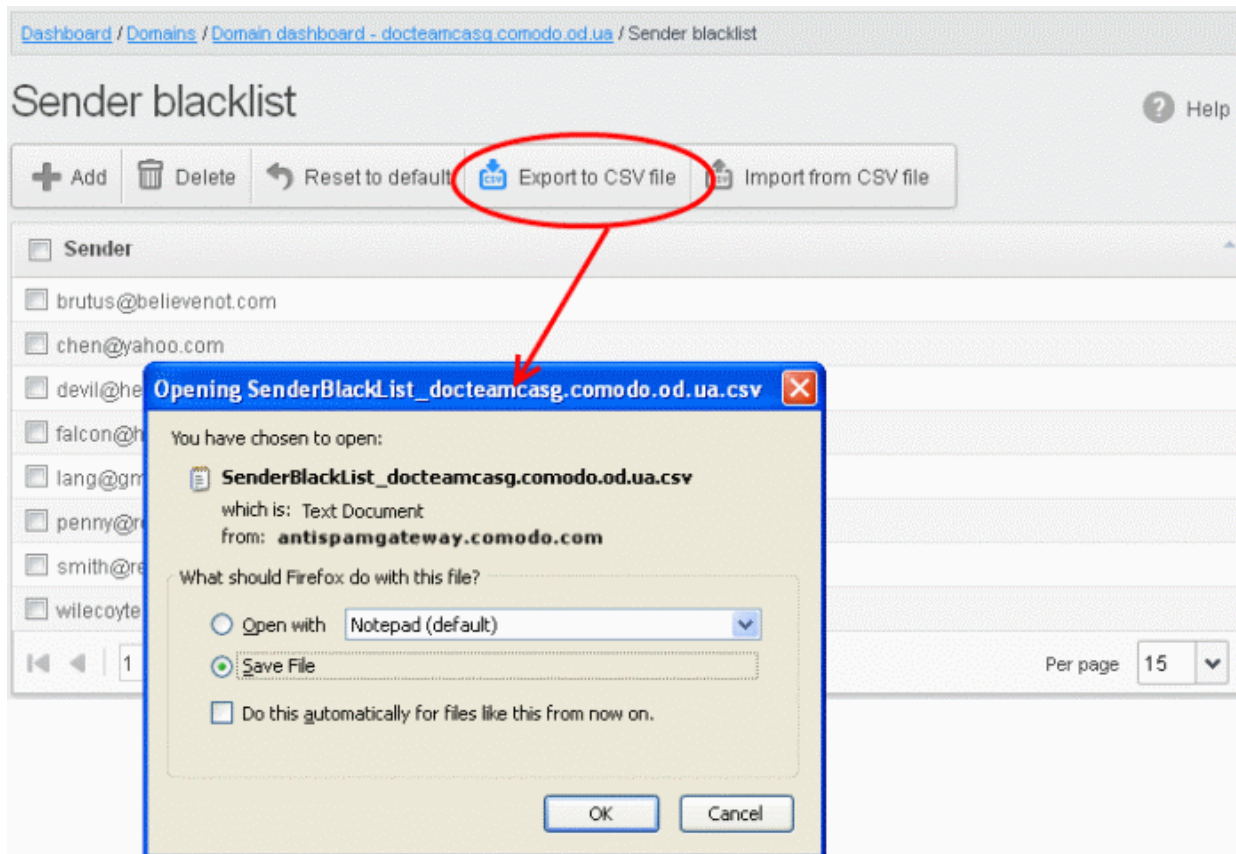
The sender blacklist from .csv file will be uploaded and the administrator who carried out the task will receive a notification about the import task completion.

## Exporting the Sender Blacklist to CSV file

The administrator can save the configured sender blacklist by exporting it as a CSV file. If required in future, the administrator can import the users from the csv file, for example for a new account or after a reset.

### To export the list

- Click the 'Export to CSV file' to save the list of blacklisted senders as a CSV file



A file download dialog will be displayed.

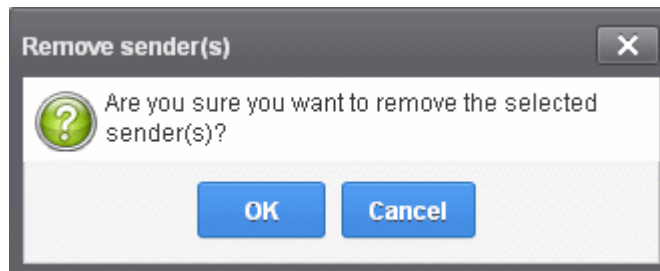
- Click 'OK' and navigate to the location in your computer and save the file or the file will be downloaded to your download folder.

### Deleting Users from the Sender Blacklist

- To delete a sender from the blacklist, select the sender from the list and click the 'Delete' button.



- Click 'OK' to confirm your changes. The sender(s) will be removed from the blacklist. The emails from the senders will be allowed as per the existing filter settings in CASG.

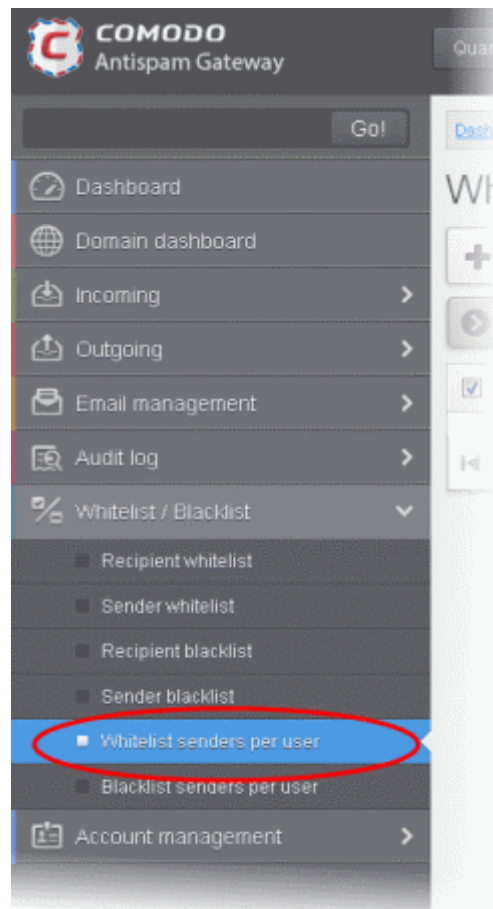


## Whitelist Senders Per User

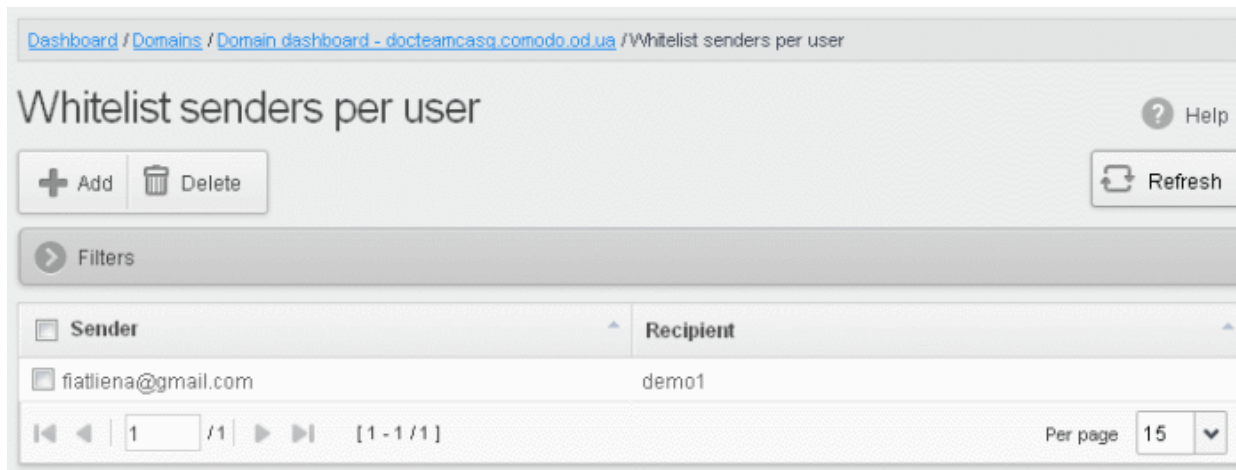
CASG allows administrators to add senders to whitelist on per user basis on the users' request and manually. All the filtering checks for whitelisted senders to the requested / added recipients of the selected domain are disabled. Comodo strongly recommends to use this option after analyzing the request is genuine and warranted. Though senders added in **Sender Blacklist** are applicable for all users in the domain, the senders list in 'Whitelist senders per user' takes precedence over the general list. That is, the senders' mails added it this interface will not be blocked for the requested / added recipient even if the senders are in **Sender Blacklist** of the domain.

### To configure sender whitelist per user

- Click the 'Whitelist / Blacklist' tab on the left hand side navigation to expand and then click the 'Whitelist senders per user' sub tab.



The 'Whitelist senders per user' interface will be displayed:

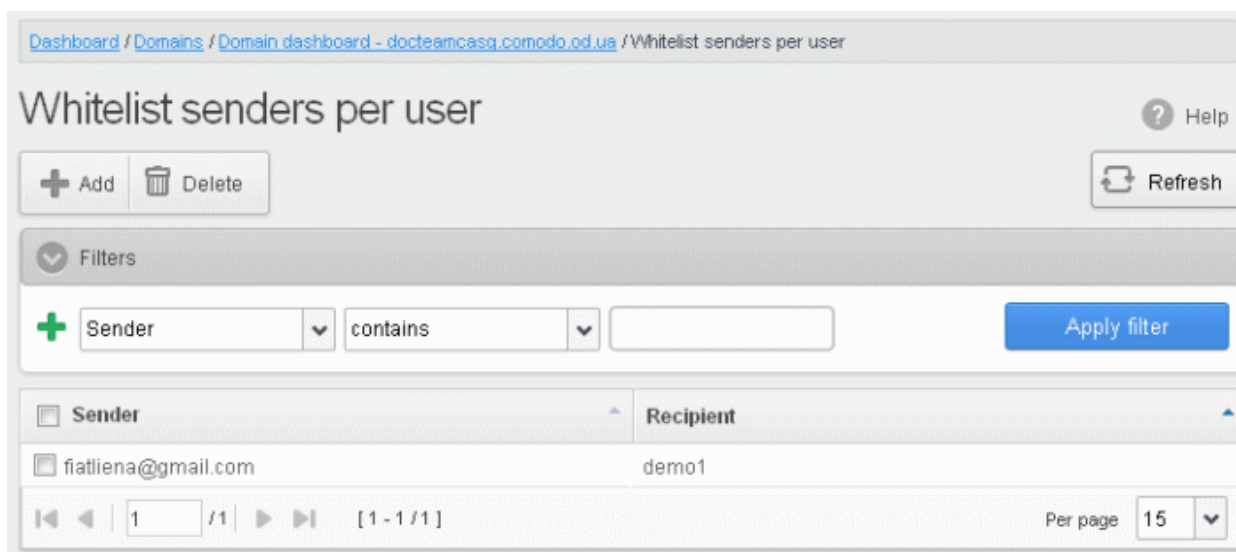


## Sorting the Entries

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.

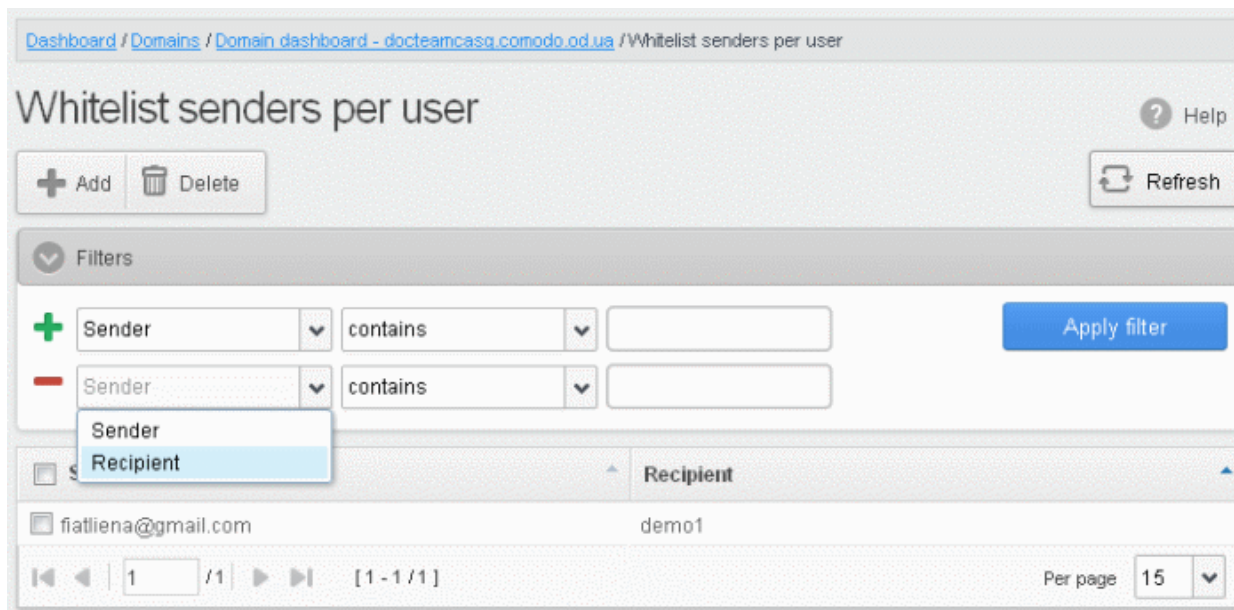
## Using the Filter option to search senders and recipients

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



You can add more filters by clicking **+** for narrowing down your search.





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

Available filters are:

- **Sender:** Will execute a search of senders according to the text in the text box (column 3) and the condition selected in column 2.
- **Recipient:** Will execute a search of recipients according to the text in the text box (column 3) and the condition selected in column 2.

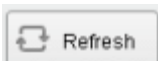
The following conditions are available:

- **Equals:** Displays all senders / recipients that match the text entered in the text box.
- **Not Equals:** Displays all senders / recipients except the one entered in the text box.
- **Contains:** Displays all senders / recipients that contain the words entered in the text box.
- **Not Contains:** Displays all senders / recipients that do not contain the words entered in the text box.
- **Starts With:** Displays all senders / recipients that start with the words entered in the text box.
- **Ends With:** Displays all the senders / recipients that end with the words entered in the text box.

Click 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all users.

**Note:** To display all the Whitelist senders 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.

From this interface administrators can:

- **Add senders to whitelist per user**
- **Remove senders from Whitelist senders per user list**

## Adding Senders to Whitelist Per User

You can add senders to whitelist in the following ways:

- **Manually adding the senders**
- **Adding from Whitelist requests from users**

## To manually add senders to whitelist per user basis

- Click 'Add' to add a new sender to the list

The 'Add sender' dialog box will be displayed:

- Enter the sender's username in the E-mail textbox and sender's email domain name after the @ symbol in the first row.
- Enter the recipient's name in the Recipient text box in the second row. **Note:** The recipient should be a valid user.
- Click the 'Save' button. Repeat the process to add more whitelisted senders for the user.

The list of whitelisted senders will be displayed.

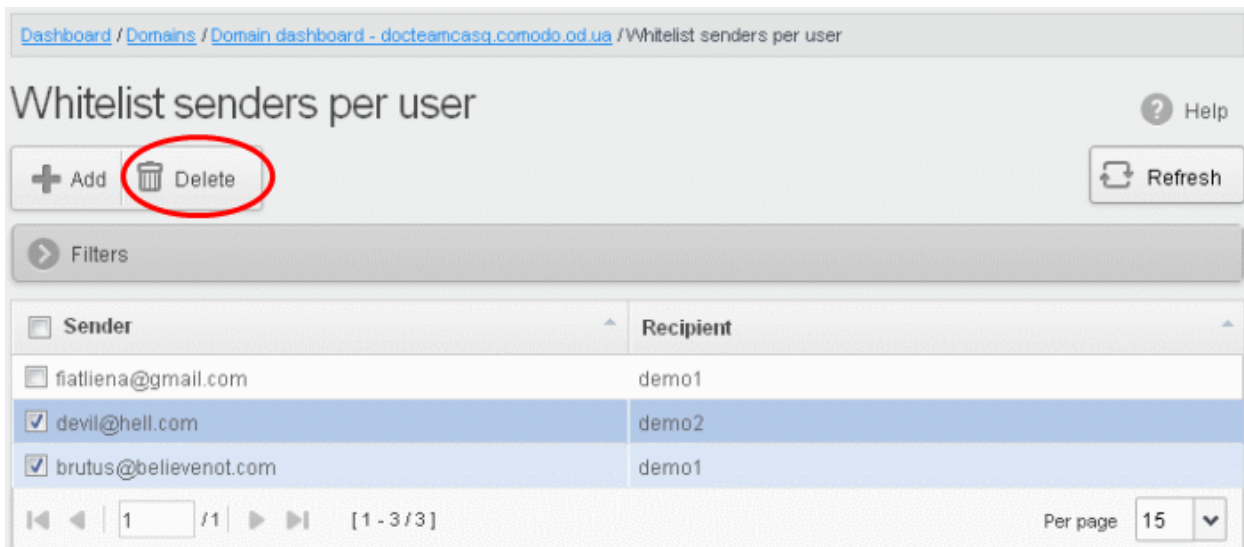
Sender	Recipient
fiatliena@gmail.com	demo1
devil@hell.com	demo2
brutus@believenot.com	demo1

## To add senders to whitelist per user basis from Whitelist requests

You can add senders to whitelist based on the requests of the users. Refer to the section **Email Management > Whitelisted Requests** for more details.

## Deleting Senders from Whitelist

- To delete a sender from the whitelist, select the sender from the list and click the 'Delete' button.



Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Whitelist senders per user

## Whitelist senders per user

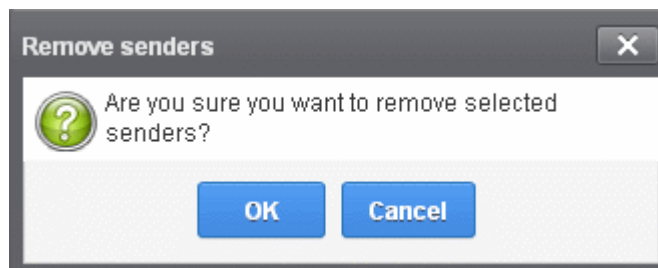
[+ Add](#) [Delete](#) [Refresh](#) [Help](#)

Filters

Sender	Recipient
<input type="checkbox"/> fiattiena@gmail.com	demo1
<input checked="" type="checkbox"/> devil@hell.com	demo2
<input checked="" type="checkbox"/> brutus@believenot.com	demo1

1 / 1 [1 - 3 / 3] Per page 15

- Click 'OK' to confirm.

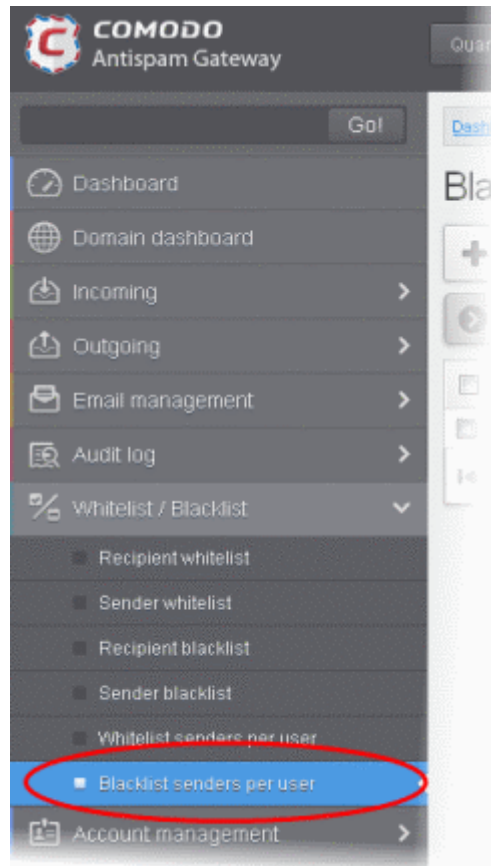


### Blacklist Senders Per User

CASG allows administrators to add senders to blacklist on per user basis on the users' request and manually. Please note that the messages will not be quarantined and legitimate email sending SMTP servers will send a bounce message to the sender. Though senders added in **Sender Whitelist** are applicable for all users in the domain, the senders list in 'Blacklist senders per user' takes precedence over the general list. That is, the senders' mails added in this interface will be blocked for the requested / added recipient even if the senders are in **Sender Whitelist** of the domain.

#### To configure sender blacklist per user

- Click the 'Whitelist / Blacklist' tab on the left hand side navigation to expand and then click the 'Blacklist senders per user' sub tab.



The 'Blacklist senders per user' interface will be displayed:



## 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 the Filter option to search senders and recipients

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



You can add more filters by clicking **+** for narrowing down your search.



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

Available filters are:

- **Sender:** Will execute a search of senders according to the text in the text box (column 3) and the condition selected in column 2.
- **Recipient:** Will execute a search of recipients according to the text in the text box (column 3) and the condition selected in column 2.

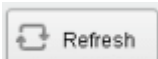
The following conditions are available:

- **Equals:** Displays all senders / recipients that match the text entered in the text box.
- **Not Equals:** Displays all senders / recipients except the one entered in the text box.
- **Contains:** Displays all senders / recipients that contain the words entered in the text box.
- **Not Contains:** Displays all senders / recipients that do not contain the words entered in the text box.
- **Starts With:** Displays all senders / recipients that start with the words entered in the text box.
- **Ends With:** Displays all the senders / recipients that end with the words entered in the text box.

Click 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all users.

**Note:** To display all the Whitelist senders 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.

From this interface administrators can:

- **Add senders to blacklist per user**
- **Remove senders from blacklist senders per user list**

## Adding Senders to Blacklist Per User

You can add senders to blacklist in the following ways:

- **Manually adding the senders**
- **Adding from Whitelist requests from users**

### To manually add senders to blacklist per user basis

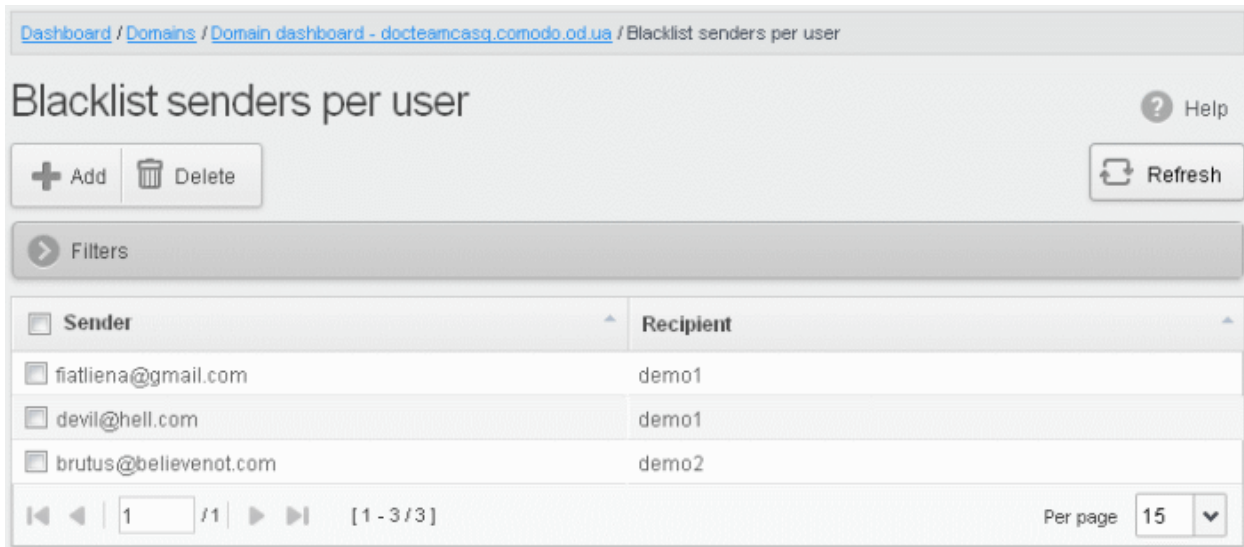
- Click 'Add' to add a new sender to the list.

The 'Add sender' dialog box will be displayed:

A dialog box titled "Add sender" with a close button (X) in the top right corner. It contains two rows of input fields. The first row is labeled "Sender:" and has two text boxes separated by an "@" symbol. The second row is labeled "Recipient:" and has two text boxes separated by an "@" symbol. The second text box in the second row contains the text "docteamcasg.comodo.od.ua". At the bottom of the dialog box, there are two buttons: "Save" (blue) and "Cancel" (grey).

- Enter the sender's username in the E-mail textbox and sender's email domain name after the @ symbol in the first row.
- Enter the recipient's name in the Recipient text box in the second row. **Note:** The recipient should be a valid user.
- Click the 'Save' button. Repeat the process to add more blacklisted senders for the user.

The list of blacklisted senders will be displayed.

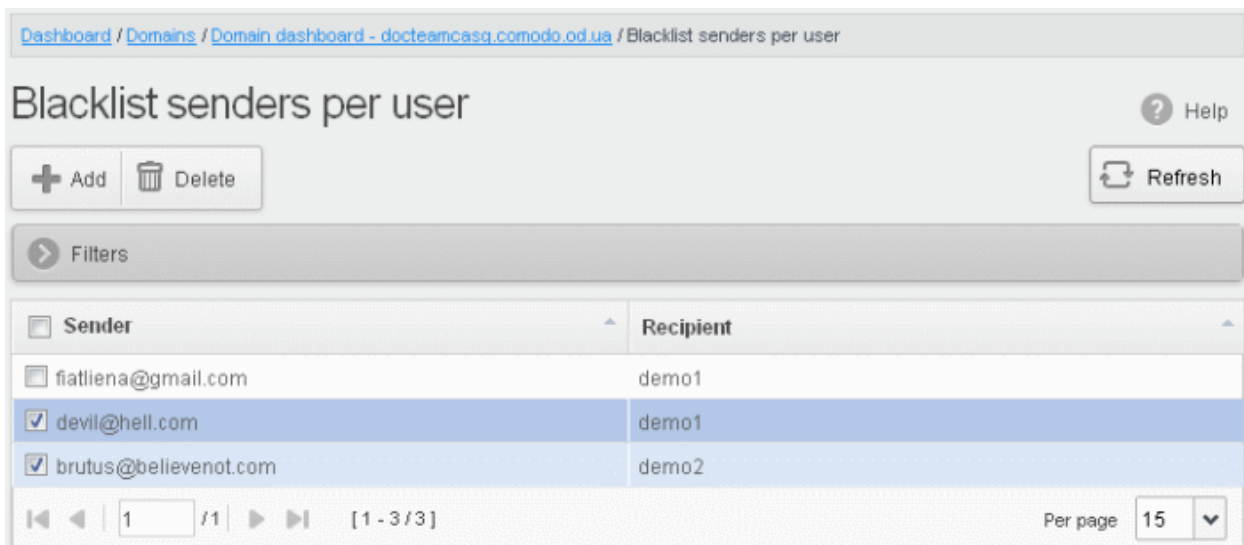


### To add senders to blacklist per user basis from Blacklist requests

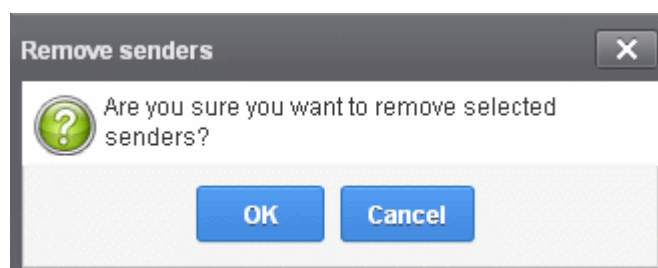
You can add senders to blacklist based on the requests of the users. Refer to the section [Email Management > Blacklisted Requests](#) for more details.

### Deleting Senders from Blacklist

- To delete a sender from the blacklist, select the sender from the list and click the 'Delete' button.

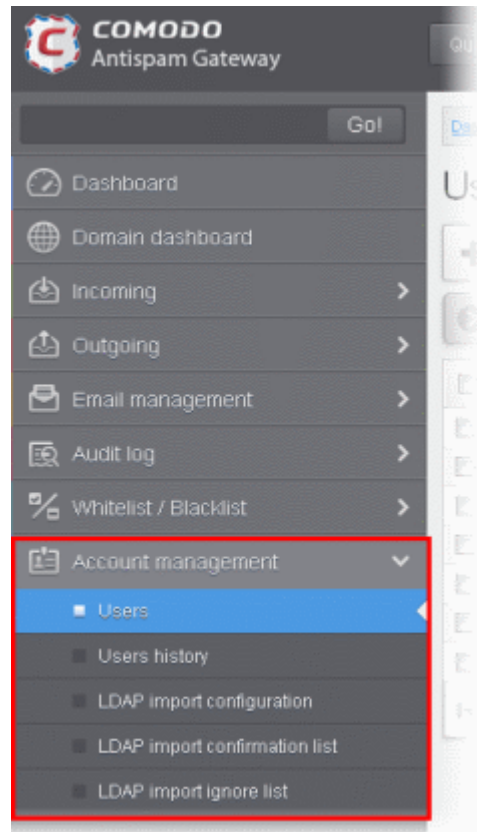


- Click 'OK' to confirm.



## 3.2.1.1.4.7 Account Management

In the Account Management interface, an administrator can manage the users for the selected domain. From this interface, you can reset passwords for users, allow or deny permission for users to access their account, can import CSV file containing the list of users, import users from your the Active Directory (AD) server of the domain through Lightweight Directory Access Protocol (LDAP), add and move your aliases. In the Users history interface, an administrator can view users login history. Refer to [User History](#) for more details.



Click the following links for more details:

- [Users](#)
- [Users history](#)
- [Importing Users from LDAP](#)

### 3.2.1.1.4.7.1 User Account Management

The 'Users' area of 'Account Management' allows administrators with appropriate privileges to manage the users for the selected domain. This includes adding/importing users, deleting user, editing user accounts, resetting passwords and configuring user permissions. Admins can also configure email aliases from this interface.

Click the following links for more details:

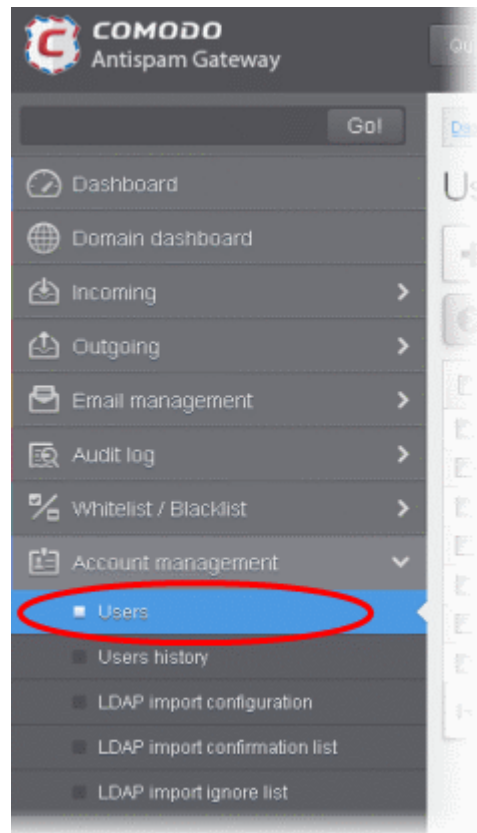
- [Managing Users](#)
- [Adding New Users](#)
- [Deleting Users](#)
- [Editing Users](#)
- [Unlocking Users](#)
- [Importing from CSV file](#)
- [Managing Permissions](#)
- [Aliases](#)
- [Moving to Aliases](#)



- **Importing Aliases from CSV file**

## Managing Users

- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'Users' sub tab.



The 'Users' interface of the selected domain will be displayed.

Dashboard / Domains / Domain dashboard - docteamcasa.comodo.od.ua / Users

## Users

[? Help](#)

[+ Add](#) [Delete](#) [Edit](#) [Unlock](#) [More actions](#) [Refresh](#)

[Filters](#)

<input type="checkbox"/> Username	<input type="checkbox"/> Enabled	<input type="checkbox"/> Last login	<input type="checkbox"/> Aliases	<input type="checkbox"/> Group
<input type="checkbox"/> demo1	Yes	Apr 15, 2014 3:49:16 AM		Users
<input type="checkbox"/> demo2	Yes	Apr 9, 2014 5:05:11 AM		Users
<input type="checkbox"/> john	Yes			Users
<input type="checkbox"/> test	Yes			Users

1 / 1 [ 1 - 4 / 4 ] Per page 15

## 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. The sorting option is not available for 'Aliases and Group' columns.

## Using the filter option to search users

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

The screenshot shows the 'Users' management page. At the top, there is a breadcrumb trail: Dashboard / Domains / Domain dashboard - docteamcasq.comodo.od.ua / Users. Below this is the 'Users' title and a 'Help' icon. A toolbar contains buttons for '+ Add', 'Delete', 'Edit', 'Unlock', 'More actions', and 'Refresh'. A 'Filters' section is expanded, showing a single filter: '+ Username' with a dropdown set to 'contains' and an empty text input field. An 'Apply filter' button is to the right. Below the filter is a table with columns: Username, Enabled, Last login, Aliases, and Group. The table contains four rows: 'test' (Enabled: Yes, Last login: blank), 'john' (Enabled: Yes, Last login: blank), 'demo1' (Enabled: Yes, Last login: Apr 15, 2014 3:49:16 AM), and 'demo2' (Enabled: Yes, Last login: Apr 9, 2014 5:05:11 AM). At the bottom, there is a pagination control showing '1 / 1' and '[ 1 - 4 / 4 ]', and a 'Per page' dropdown set to '15'.

You can add more filters by clicking  for narrowing down your search.

This screenshot is similar to the previous one but shows a second filter being added. The 'Filters' section now contains two filters: 'Username contains' and 'Enabled equals'. A dropdown menu is open for the second filter, listing options: Username, Enabled, Last login, Alias username, Alias domain, and Group. The 'Enabled' option is currently selected. The table below shows the same four users as in the previous screenshot.

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

Available filters are:

- **Username:** Will execute a search of usernames according to the text in the text box (column 3) and the condition selected in column 2.

If 'Username' is selected, the following conditions are available:

- **Equals:** Displays all usernames that match the text entered in the text box.

- **Not Equals:** Displays all users except the one entered in the text box.
- **Contains:** Displays all username(s) that contain the words entered in the text box.
- **Not Contains:** Displays all username(s) that do not contain the words entered in the text box.
- **Starts With:** Displays all username(s) that start with the words entered in the text box.
- **Ends With:** Displays all the username(s) that end with the words entered in the text box.

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

- **Enabled:** Sorts the results based on whether a user is enabled or disabled.

When you select this option in the first drop-down, 'equals' is the only option available in the second drop-down:

- **Equals:** Displays the results of enabled users when the checkbox beside it is selected. When the checkbox is not selected, it displays the list of users who are not enabled.
- **Last Login:** Sorts the results based on the last login details of users.

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

- **Equals:** Displays the list of users whose last login date is the same as the selected date in the third box from the calendar.
- **Less than:** Displays the list of users whose last login date is less than the selected date in the third box from the calendar.
- **Greater than:** Displays the list of users whose last login date is greater than the selected date in the third box from the calendar.
- **Alias username:** Will execute a search of user alias name according to the text in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all users with alias name(s) that contain the words entered in the text box.
- **Equals:** Displays all users with alias names that match the text entered in the text box.
- **Not Equals:** Displays all users except those with the alias name entered in the text box.
- **Not Contains:** Displays all user alias name(s) that do not contain the words entered in the text box.
- **Starts With:** Displays all user alias name(s) that start with the words entered in the text box.
- **Ends With:** Displays all the user alias name(s) that end with the words entered in the text box.
- **Alias Domain:** Will execute a search of domain alias name according to the text in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all users with domain alias name(s) that contain the words entered in the text box.
- **Equals:** Displays all users with domain alias names that match the text entered in the text box.
- **Not Equals:** Displays all users except those with the domain alias name entered in the text box.
- **Not Contains:** Displays all user domain alias name(s) that do not contain the words entered in the text box.
- **Starts With:** Displays all user domain alias name(s) that start with the words entered in the text box.
- **Ends With:** Displays all the user domain alias name(s) that end with the words entered in the text box.
- **Group:** Will execute a search of users belonging to the user group selected from the drop-down in the third column and the condition selected in column 2.

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

- **Equals:** Displays all users from the group selected from the third drop-down.
- **Not Equals:** Displays all the users excluding those belonging to the group selected from the third drop-down.

Click 'Apply Filter' after selecting the filters.

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

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

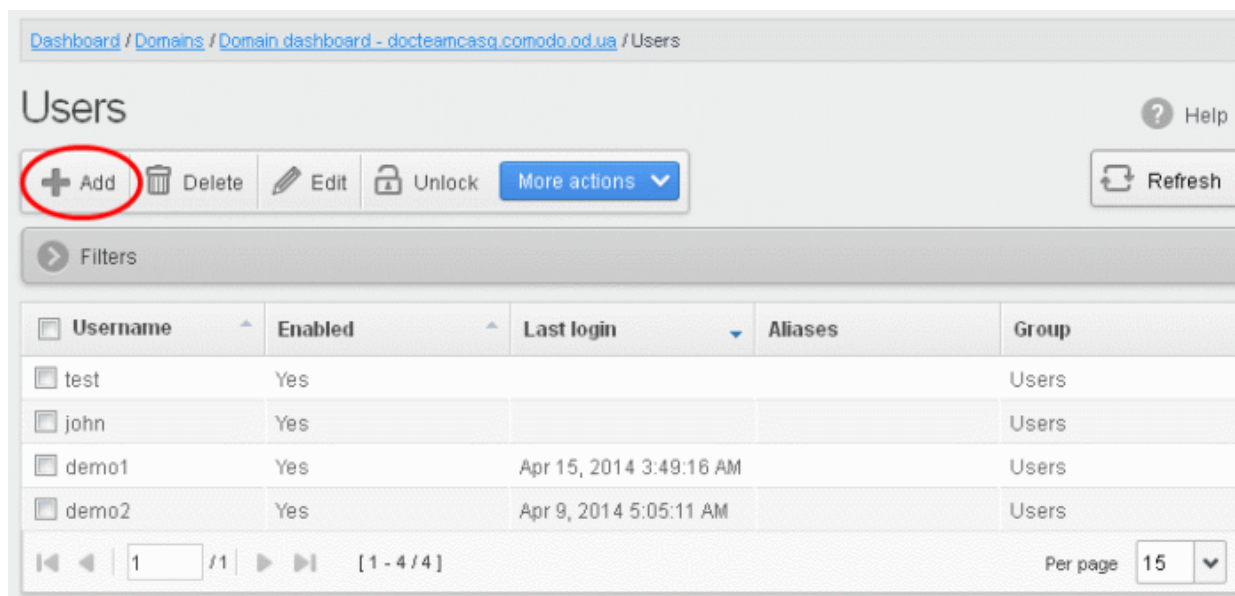


Click the  button to display all users.

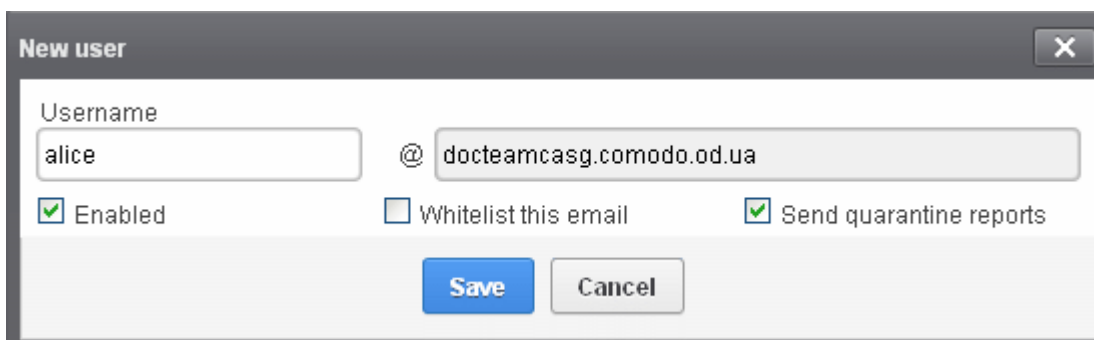
**Note:** To display all the users after using the filters option, you have to first click anywhere on the Filters tab to close the filters area and then click the 'Refresh' button.

## To add a new user

- Click the 'Add' button.



The 'New user' dialog will be displayed:



- Enter the username of a new user that will be first part of the email address. For example, 'alice'. The email address of the added user will be 'alice@domainname.com'.

By default, the user will be enabled. Uncheck the checkbox beside 'Enabled' to deny the new user access to CASG. You can enable the user in the **Edit user** interface later on.

You can choose to add the new user to **Recipient Whitelist** from this interface itself. Select the checkbox beside the 'Whitelist email' to add the user to **Recipient Whitelist**.

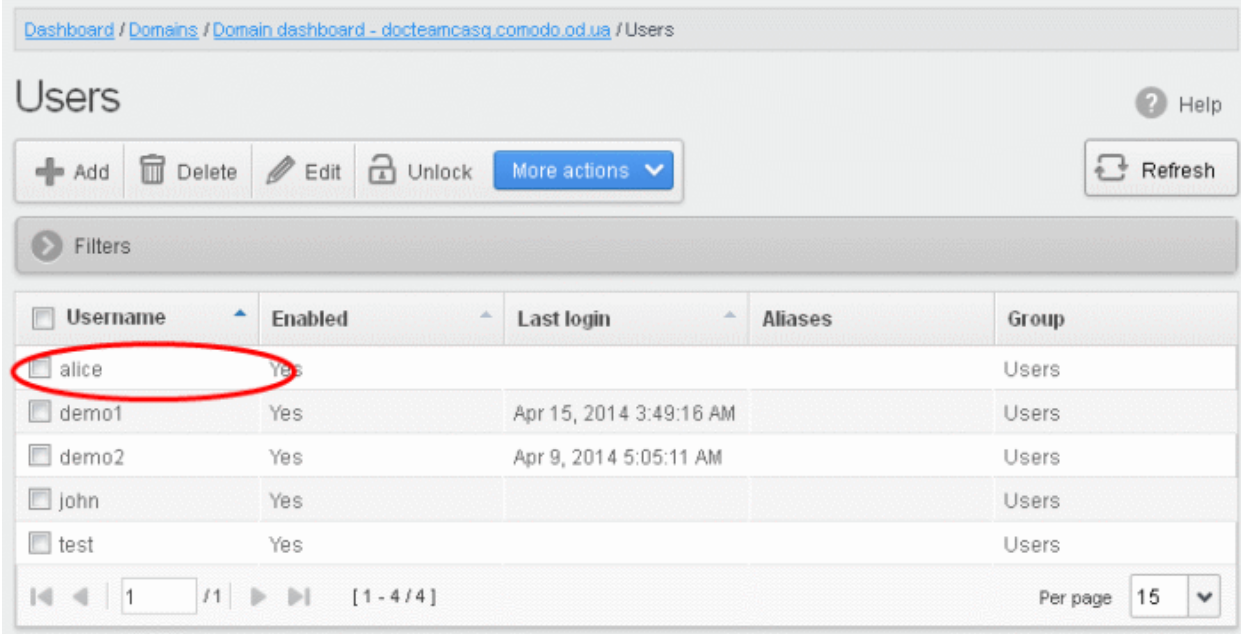
Checking 'Whitelist this email' will disable the 'Send quarantine reports' checkbox.

The administrators can also determine whether the users will get the reports or not. By default, it is enabled.

- Uncheck 'Send quarantine reports' box to disable this option.
- Click the 'Save' button.

**Note:** If the user is disabled, the user will be automatically added to whitelist. All the emails from/to the user will be allowed without the filtering checks. Also, if the user has subscribed for periodical Quarantine Reports, the subscription will also be canceled. If the user is enabled, the user will be removed from the whitelist. If required, the administrator can add the user to the Recipient Whitelist by selecting the 'Whitelist this email' checkbox.

An email to the added user will be sent automatically containing password to access CASG. The password can be reset in the **edit interface**. The added user will be displayed in the list.



Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Users

## Users

Help

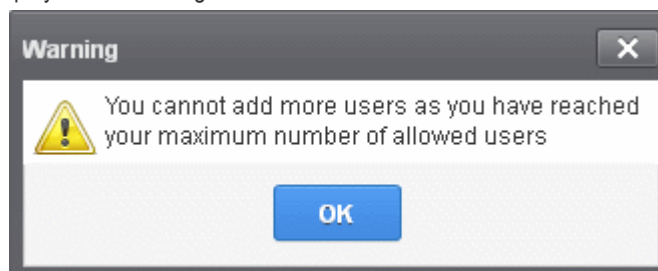
+ Add Delete Edit Unlock More actions Refresh

Filters

<input type="checkbox"/> Username	Enabled	Last login	Aliases	Group
<input type="checkbox"/> alice	Yes			Users
<input type="checkbox"/> demo1	Yes	Apr 15, 2014 3:49:16 AM		Users
<input type="checkbox"/> demo2	Yes	Apr 9, 2014 5:05:11 AM		Users
<input type="checkbox"/> john	Yes			Users
<input type="checkbox"/> test	Yes			Users

1 / 1 [ 1 - 4 / 4 ] Per page 15

**Note:** The number of users that can be added depends on the plan subscribed by you and the maximum number of users limit configured for the domain in the **Add Domains / Edit Domains / Domain Settings** interfaces. When you exceed the limit of users, the following will be displayed while adding a new user.



### To delete an existing user

- Select the user you want to delete from the list and click the 'Delete' button

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Users

## Users

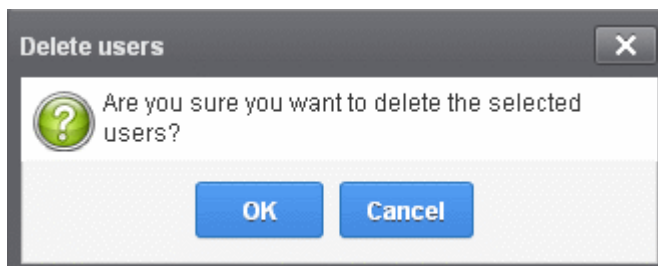
Help

Filters

<input type="checkbox"/> Username	Enabled	Last login	Aliases	Group
<input checked="" type="checkbox"/> alice	Yes			Users
<input type="checkbox"/> demo1	Yes	Apr 15, 2014 3:49:16 AM		Users
<input type="checkbox"/> demo2	Yes	Apr 9, 2014 5:05:11 AM		Users
<input type="checkbox"/> james	Yes			Users
<input checked="" type="checkbox"/> john	Yes			Users
<input type="checkbox"/> test	Yes			Users

/ 1
 Per page

- Click 'OK' to confirm your changes.

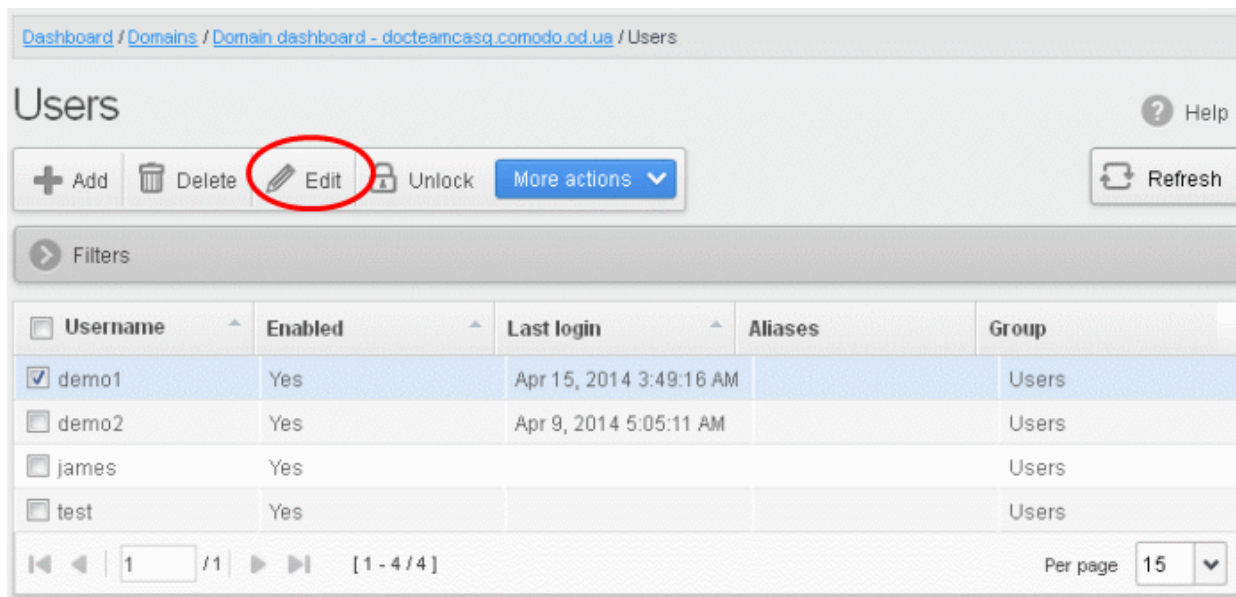


The user(s) will be removed from the list.

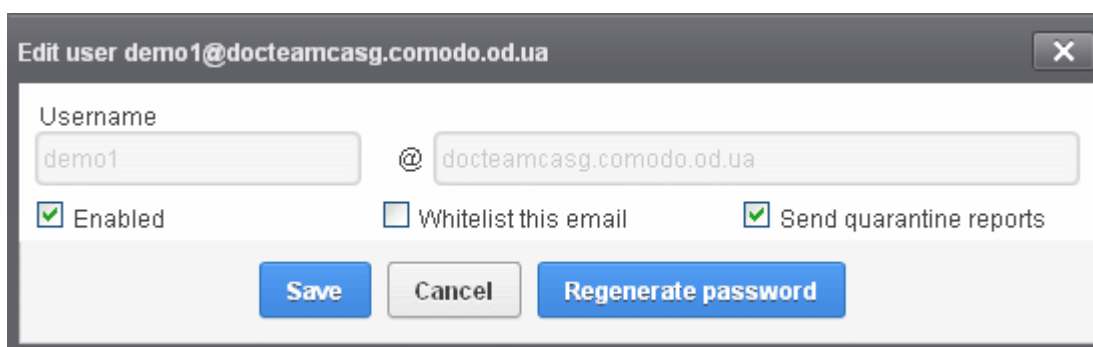
### To edit an existing user

You can reset password, allow or deny permission for the users to access their CASG account in the edit interface as well as enable or disable quarantine report generation for the user.

- Select the user you want to edit from the list and click the 'Edit' button.



The 'Edit user' dialog box will be displayed.



- **Enabled** - Select the checkbox to allow or deny access to the CASG interface.
- **Whitelist email** - Select this checkbox to add the user to **Recipient Whitelist**.
- **Regenerate password** - Click this button to reset the password for the user in case it is forgotten. The new password will be sent to the user's email automatically. The user has to use this new password to access CASG.
- Disable **'Send quarantine reports'** checkbox, if you do not want the user gets quarantine reports. By default it is enabled.

Checking 'Whitelist this email' will disable the 'Send quarantine reports' checkbox.

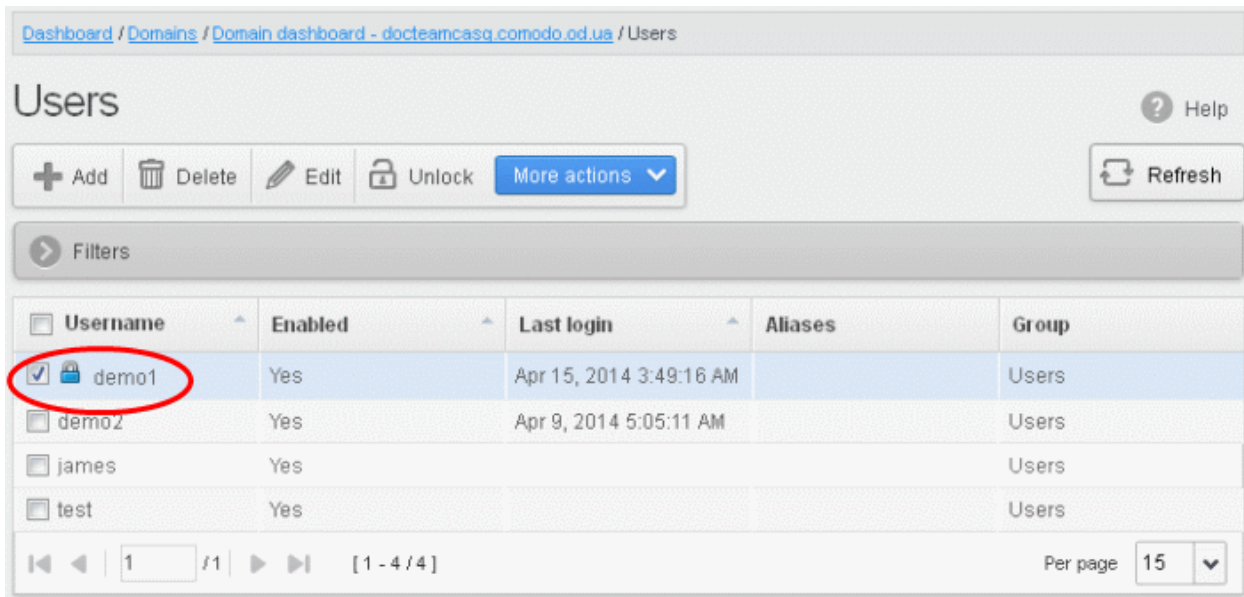
Click the 'Save' button to confirm your changes.

**Note:** If the user is disabled, the user will be automatically added to whitelist. All the emails from/to the user will be allowed without the filtering checks. Also, if the user has subscribed for periodical Quarantine Reports, the subscription will also be canceled. If the user is enabled, the user will be removed from the whitelist. If required, the administrator can add the user to the Recipient Whitelist by selecting the "Whitelist this email" checkbox.

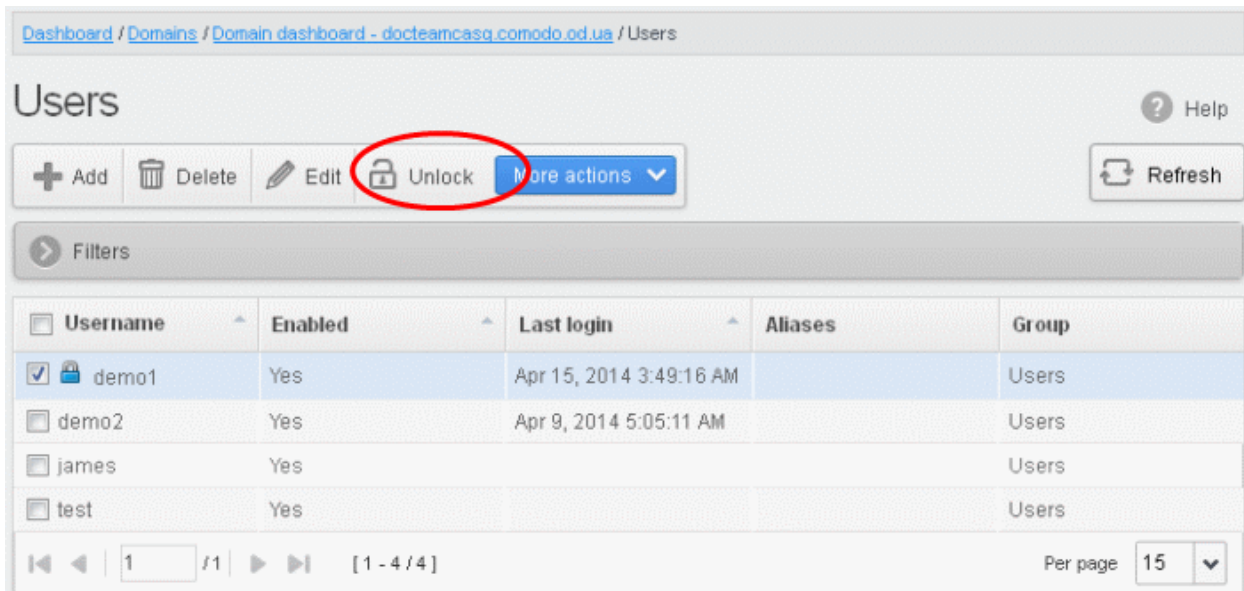
## To unlock users

Users who try to login to CASG with wrong credentials will be automatically locked after three unsuccessful attempts. They will be able to try again only after 30 minutes from the time of lockout. CASG administrators can unlock these users immediately without waiting for the timeout period to end, so that the users can try to login again to CASG.

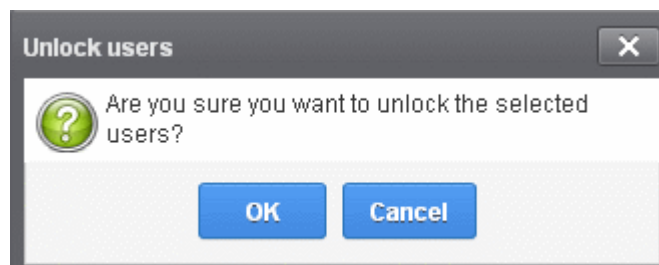
The locked out users will be displayed with a lock icon beside them.



- Select the locked user from the list and click the 'Unlock' button.



A confirmation dialog will be displayed.



- Click 'OK' to unlock the selected locked user.

The user now can try to login again without waiting for the lockout time period to end.

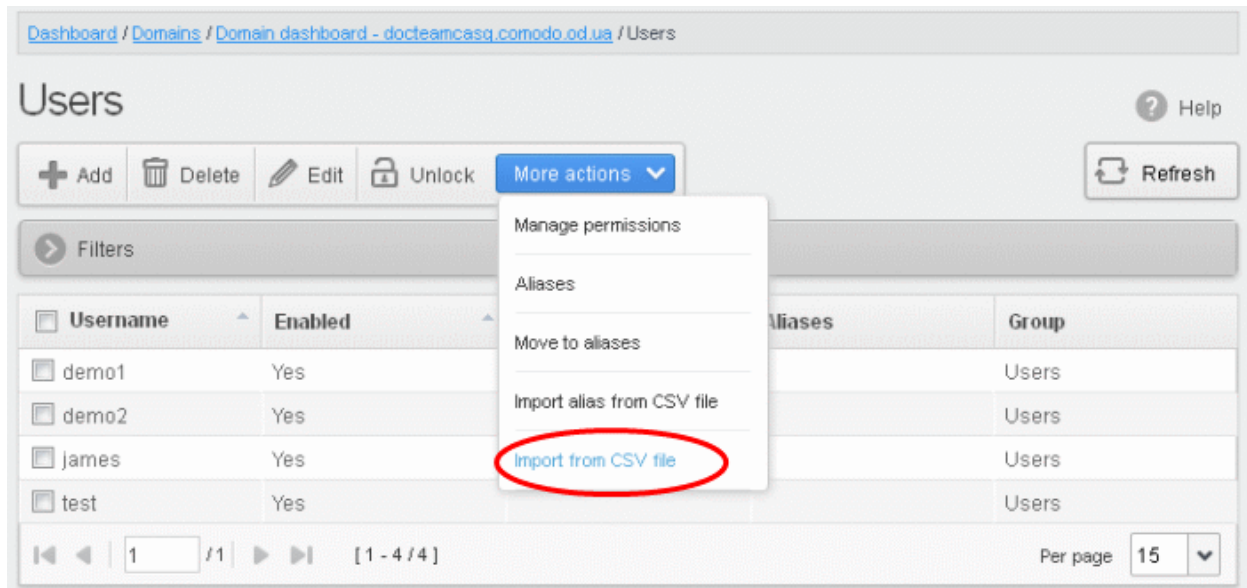
### To import users from CSV file

You can add many new users at a time by importing from a file. The users should be saved in 'comma separated value' (CSV) as shown below:

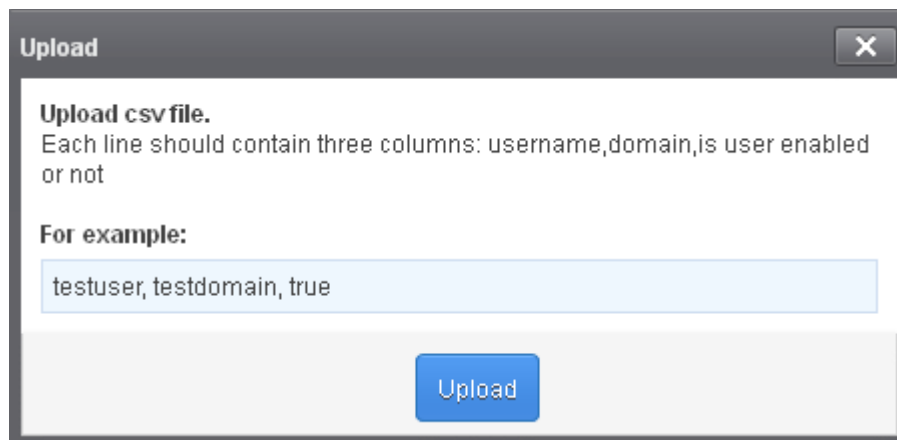


```
username1,domainname,true  
username2,domainname,false
```

- To import new users from a CSV file click More actions > Import from CSV file



The Upload dialog will be displayed.



- Click the 'Upload' button and navigate to the location where the file is saved and click the 'Open' button.

The upload progress will be displayed...

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Users

## Users ? Help

Import is in process. Please wait ✕

+ Add
🗑 Delete
✎ Edit
🔒 Unlock
More actions ▼
🔄 Refresh

🔍 Filters

<input type="checkbox"/> Username	Enabled	Last login	Aliases	Group
<input type="checkbox"/> demo1	Yes	Apr 15, 2014 3:49:16 AM		Users
<input type="checkbox"/> demo2	Yes	Apr 9, 2014 5:05:11 AM		Users
<input type="checkbox"/> james	Yes			Users
<input type="checkbox"/> test	Yes			Users

⏪ ⏩ | 1 / 1 | ⏪ ⏩ [ 1 - 4 / 4 ] Per page 15 ▼

...and when completed, the results will be displayed.

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Users

## Users ? Help

Imported 6 user(s) ✕

Import for domain docteamcasg.comodo.od.ua has been finished ✕

+ Add
🗑 Delete
✎ Edit
🔒 Unlock
More actions ▼
🔄 Refresh

🔍 Filters

<input type="checkbox"/> Username	Enabled	Last login	Aliases	Group
<input type="checkbox"/> bob	Yes			Users
<input type="checkbox"/> demo1	Yes	Apr 15, 2014 3:49:16 AM		Users
<input type="checkbox"/> demo2	Yes	Apr 9, 2014 5:05:11 AM		Users
<input type="checkbox"/> derrick	Yes			Users
<input type="checkbox"/> james	Yes			Users
<input type="checkbox"/> jsmith	Yes			Users
<input type="checkbox"/> leyland	No			Users
<input type="checkbox"/> merryl	No			Users
<input type="checkbox"/> test	Yes			Users
<input type="checkbox"/> volvo	No			Users

⏪ ⏩ | 1 / 1 | ⏪ ⏩ [ 1 - 10 / 10 ] Per page 15 ▼

The administrator who carried out the task will receive a notification about the import task completion.

**Note:** The number of users that can be added depends on the plan subscribed by you and the maximum number of users limit configured for the domain in the **Add Domains / Edit Domains / Domain Settings** interface. CASG will stop importing users after the number of users allowed for the account is reached and a warning will be displayed.

The screenshot shows the 'Users' management page. At the top, there is a breadcrumb trail: [Dashboard](#) / [Domains](#) / [Domain dashboard - docteamcasg.comodo.od.ua](#) / [Users](#). The page title is 'Users' with a help icon. A green notification bar states 'Imported 4 user(s)'. Below it, a red warning bar reads: 'You cannot add more users as you have reached your maximum number of allowed users by license limitation, 4 users were imported'. The toolbar includes '+ Add', 'Delete', 'Edit', 'Unlock', 'More actions', and 'Refresh'. A 'Filters' section is visible above a table with columns: Username, Enabled, Last login, Aliases, and Group.

## Managing Permissions for users

CASG allow administrators to assign permissions for users that will determine what the users can do and cannot do while logged into their respective CASG user interface. The administrators can create policies and assign them to users from this interface. See the section '**User Groups & Permissions**' for more details on how to create groups and policies. A new user will be automatically assigned default permission settings.

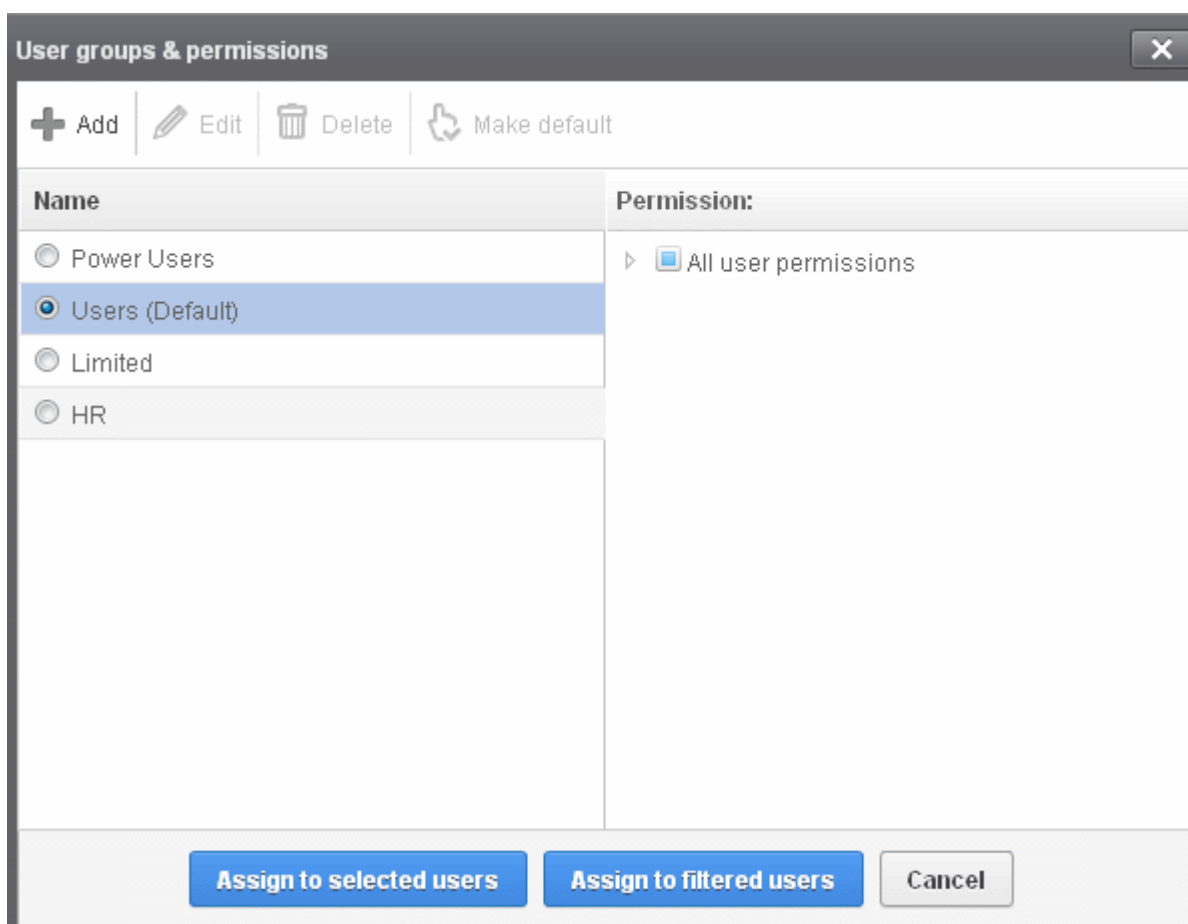
### To assign permissions for a user

- Select the user(s) that you want assign permissions and click More actions > Manage permissions

This screenshot shows the 'Users' management page with the 'More actions' dropdown menu open. The 'Manage permissions' option is circled in red. The table below shows a list of users with checkboxes for selection.

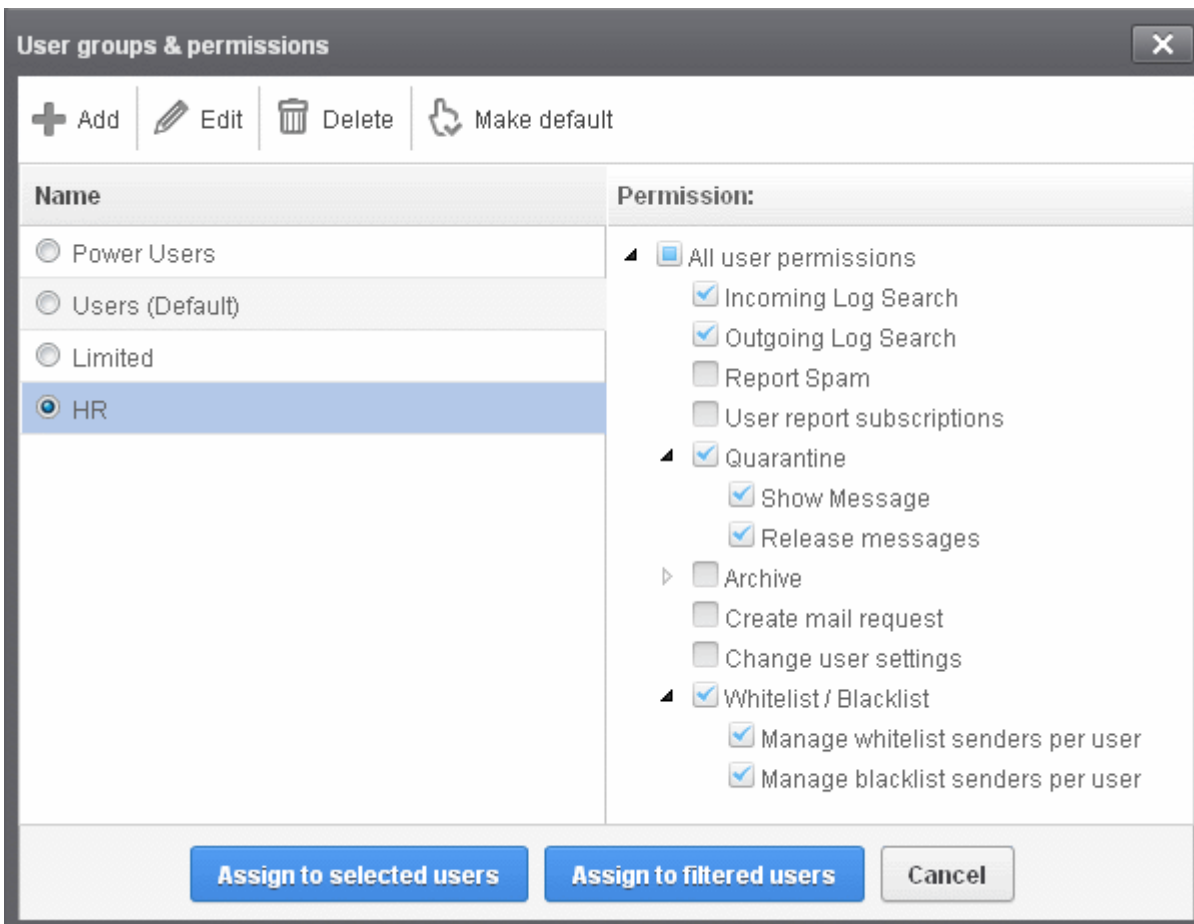
Username	Enabled	Aliases	Group
<input checked="" type="checkbox"/> bob	Yes		Users
<input checked="" type="checkbox"/> demo1	Yes		Users
<input type="checkbox"/> demo2	Yes		Users
<input checked="" type="checkbox"/> derrick	Yes		Users
<input type="checkbox"/> james	Yes		Users
<input type="checkbox"/> jsmith	Yes		Users
<input type="checkbox"/> merriyl	No		Users

The 'User Groups & permissions' interface will be displayed.



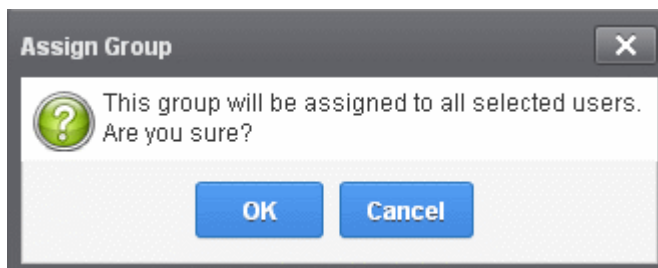
The interface displays the list of groups available with same or different permission levels for each group. By default, 'User (Default)' and 'Power User' groups will be available and administrators can add, edit groups and assign permissions to users. See the section '[Groups & Permissions](#)' for more details.

- Select the group from the list.



The permissions set for this group will be displayed on the right side.

- Click the 'Assign to selected users' button to set permissions for selected user or multiple users.
- Click 'Assign to filtered users' button to set permissions for selected group to all users or to all users found by filter.
- Click Ok in the confirmation window.



The selected user(s) will be assigned to the group and successfully assigned message will be displayed.

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Users

## Users

Permissions successfully assigned to 3 user(s).

+ Add Delete Edit Unlock More actions Refresh

Filters

+ Username contains Apply filter

Username	Enabled	Last login	Aliases	Group
<input type="checkbox"/> bob	Yes			HR
<input type="checkbox"/> demo1	Yes	Apr 15, 2014 3:49:16 AM		HR
<input type="checkbox"/> demo2	Yes	Apr 9, 2014 5:05:11 AM		Users
<input type="checkbox"/> derrick	Yes			HR
<input type="checkbox"/> james	Yes			Users
<input type="checkbox"/> jsmith	Yes			Users
<input type="checkbox"/> imported	No			Users

The interface also displays the new group assigned for the selected user under the 'Group' column.

### Adding the user aliases

CASG allows admins to add a user alias name to organize emails related to different groups or functions into a single email inbox automatically. The users can protect their real email address.

- Select a user and click 'More actions' > 'Aliases' to add user aliases.

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Users

## Users

+ Add Delete Edit Unlock More actions Refresh

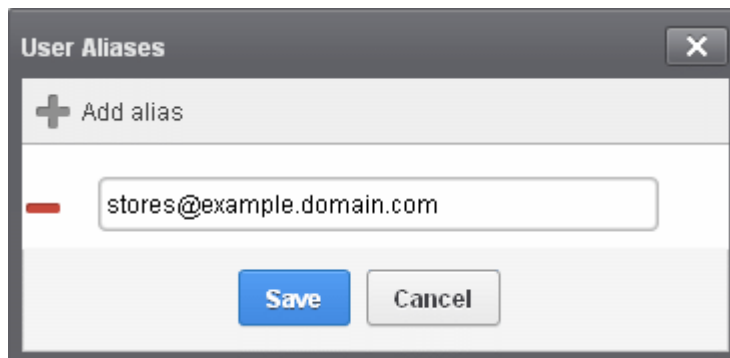
Filters

Username	Enabled	Aliases	Group
<input checked="" type="checkbox"/> bob	Yes		HR
<input type="checkbox"/> demo1	Yes		HR
<input type="checkbox"/> demo2	Yes		Users
<input type="checkbox"/> derrick	Yes		HR
<input type="checkbox"/> james	Yes		Users

More actions dropdown menu:



- Manage permissions
- Aliases**
- Move to aliases
- Import alias from CSV file
- Import from CSV file

- Enter the full email alias address of the user. Note: The alias email address must be of any domain belonging to the account.



- Click the Save button.

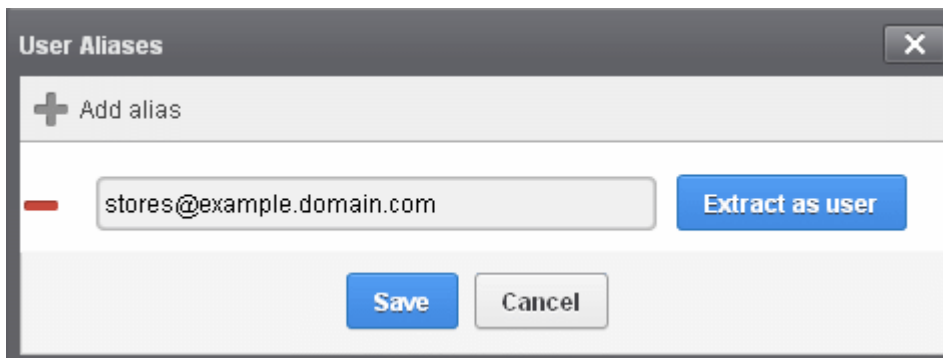
**Note:** Users cannot add an alias by themselves.

- To add multiple aliases click the  button.
- To remove an added alias row click the  icon beside it.

After adding a user to an alias, admins can extract him/her as a user.

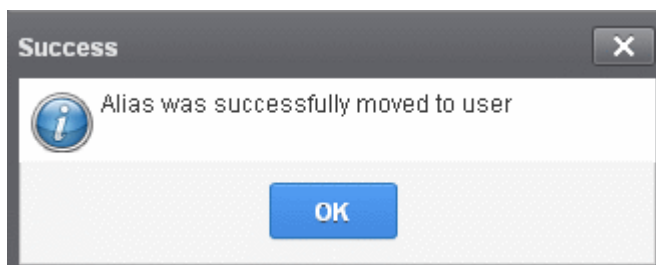
- Click the 'Aliases' button after selecting the user.

In the 'User Aliases' dialog next to the added alias row, the 'Extract as user' button will be displayed.



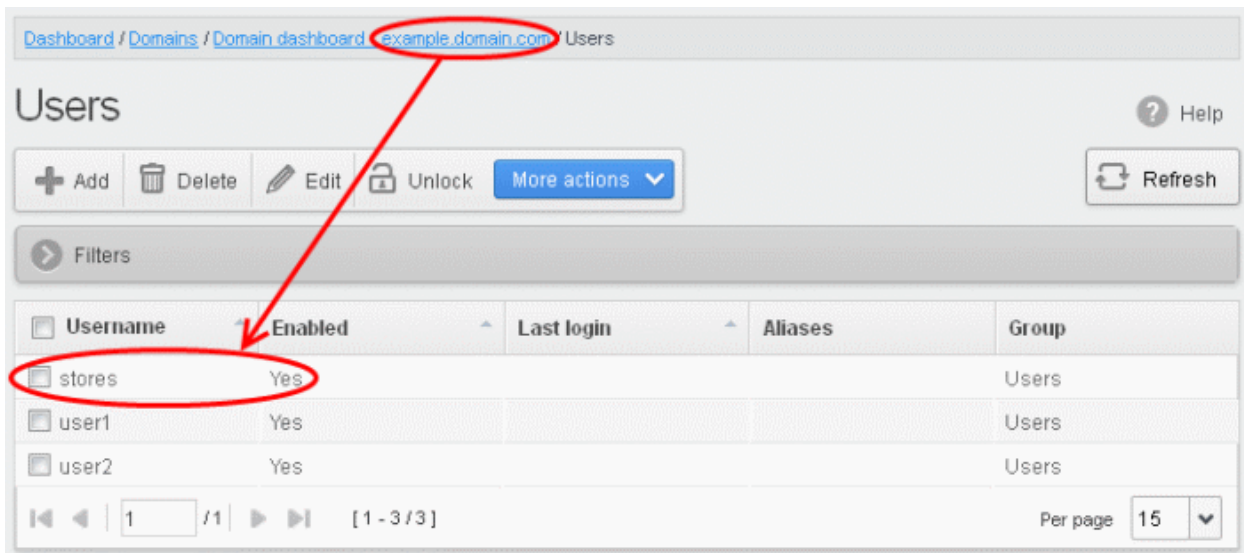
- Click the 'Extract as user' button.

The alias successfully moved message will be displayed.



- Click 'OK'

The user extracted from the 'User Aliases' dialog box will be added to list of users in the respective domain added as alias and will be placed in the default group.

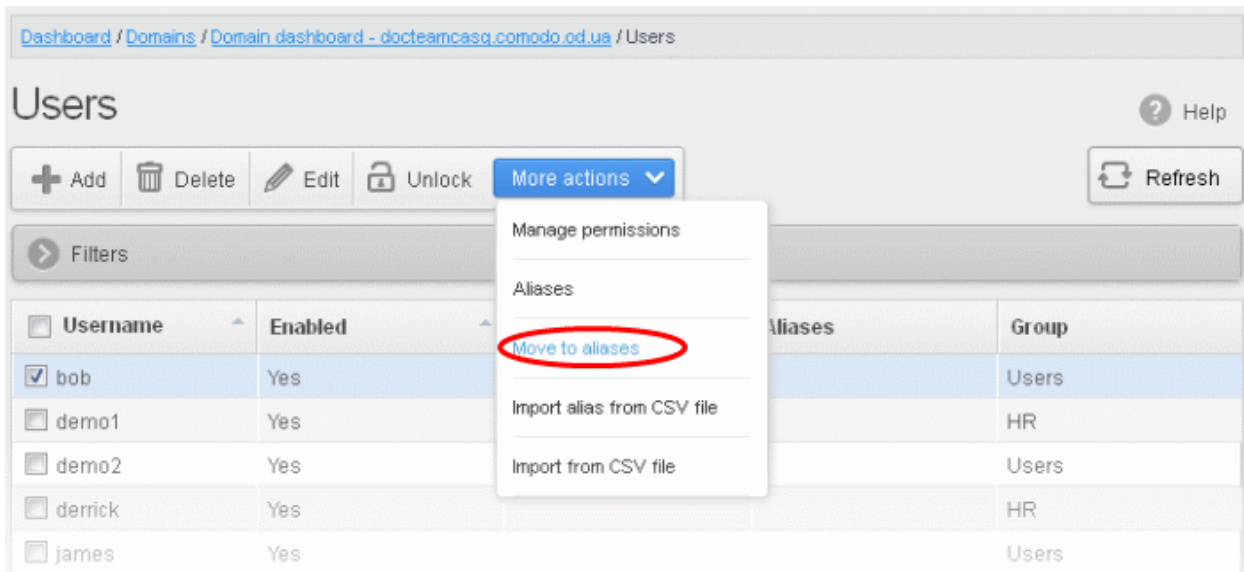


**Note:** The number of users that can be added for an account depends on the plan subscribed by you. When you exceed the limit of users, a warning will be displayed.

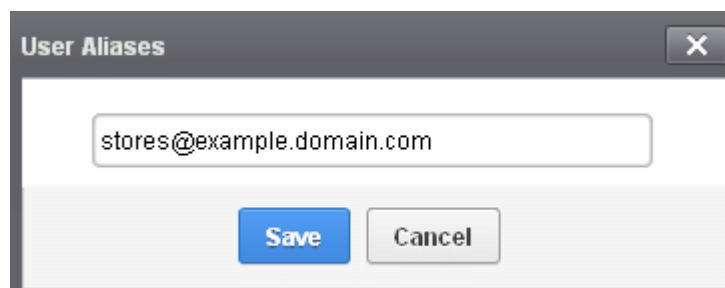
### Moving user account to aliases

CASG allows admins to move an existing user as an alias for another user for any domain available in your account.

- Select the user that has to be moved as an alias and then click 'More actions' > 'Move to aliases'



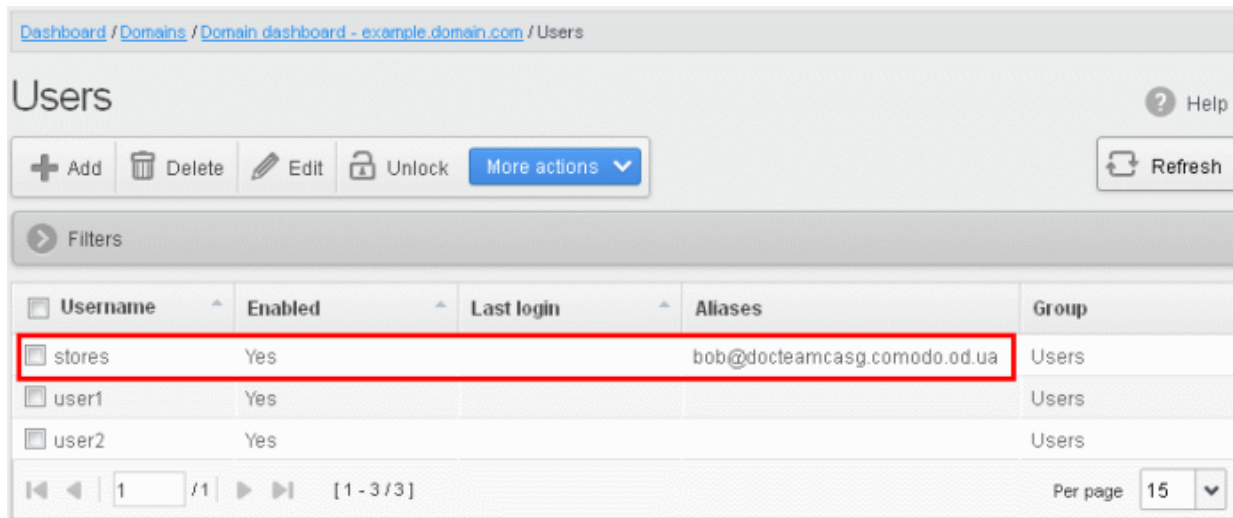
- Type the full email address of the user for whom the alias has to be added. Note: The user and domain should be valid and belong to your account.





- Click the 'Save' button.

Now, the selected user has become an alias of another user. (This could be for the same domain or another domain belonging to your account.)



## Importing alias from CSV file

You can add many aliases to existing user(s) at a time for the selected domain and / or for other domains available for your account by importing from a file. The aliases should be saved in 'comma separated value' (CSV) as shown below:

### Example 1

The following example shows how you can add alias for two users for the selected domain.

```
alias@domain.com username1, username2
```

### Example 2

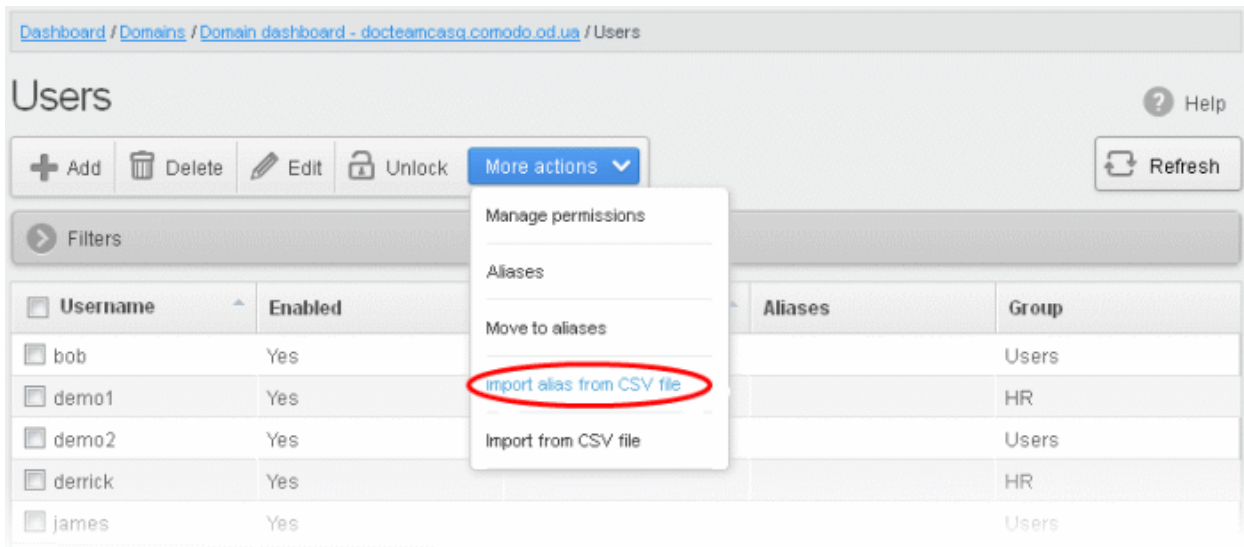
The following example shows how you can add alias for users for the selected domain and other domains available for your account.

```
alias@domain.com username1, username2, username3@domain2
```

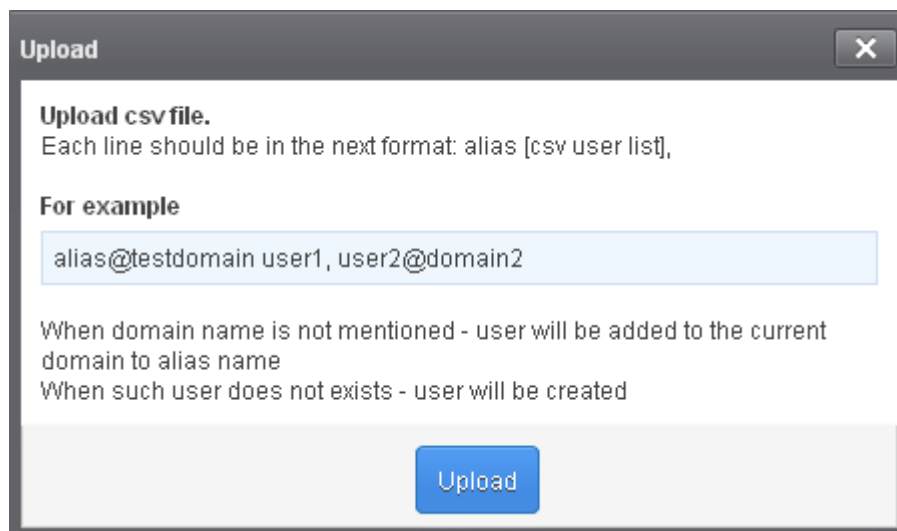
Please note that for adding many aliases at a time, each alias should be separated by a paragraph line. For example:

```
alias1@domain.com username1, username2
alias2@domain.com username1, username2, username3@domain2
```

- Click 'More actions' > 'Import alias from CSV file' to assign alias for users from a CSV file.

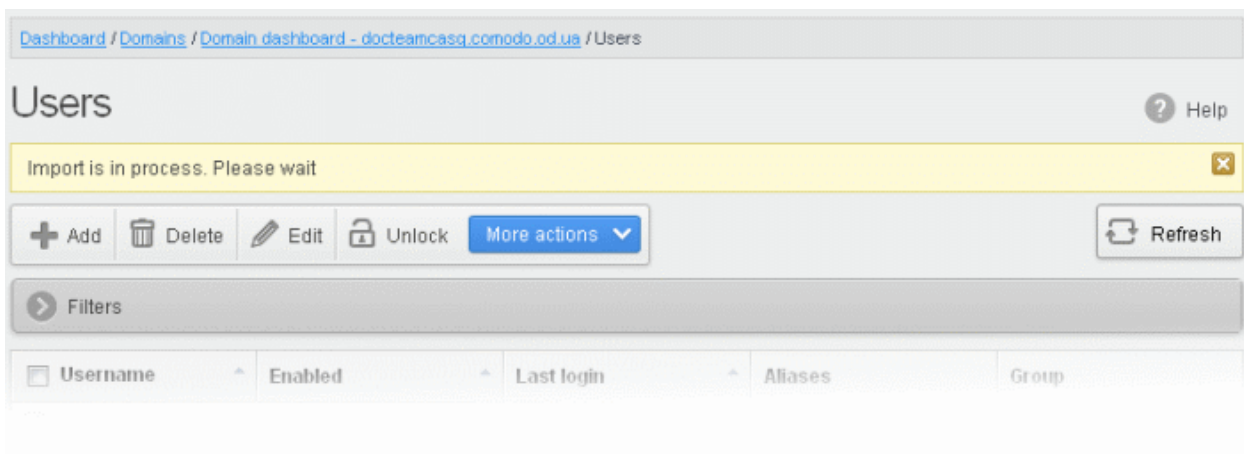


The Upload dialog will be displayed.

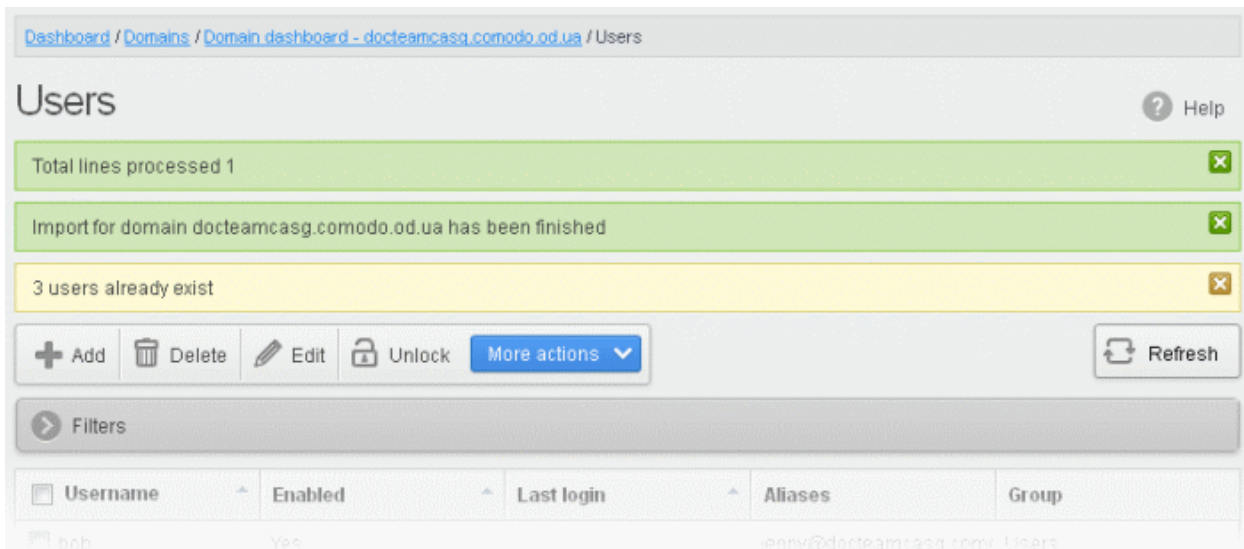


- Click the 'Upload' button and navigate to the location where the file is saved and click the 'Open' button.

The upload progress will be displayed...



...and when completed, the results will be displayed.



The administrator who carried out the task will receive a notification about the import task completion.

### 3.2.1.1.4.7.2 Viewing User History

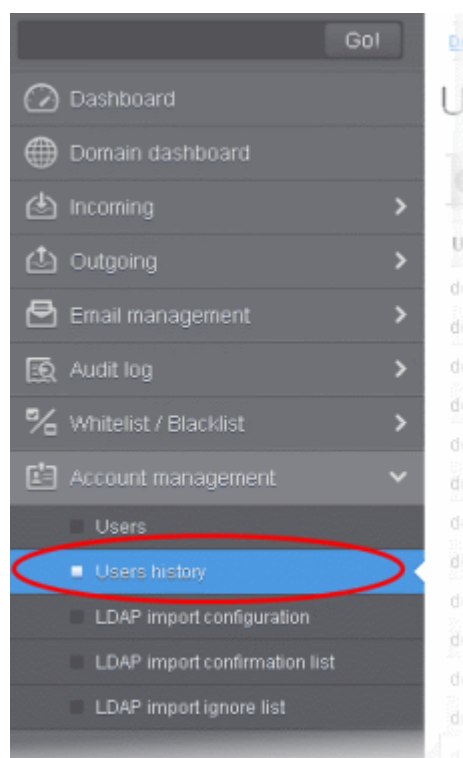
The 'Users History' area contains a record of user account connections within a particular date range. You can filter users by IP address, last login, Domain or User name.

**Note:** This interface will show user connections to the current domain only (the domain that is shown near the top of the interface). If required, you can view user connections for all domains in the **'Account Management section'** (click 'Dashboard' then in the 'Account Management' section, click 'User's History' sub tab).

The remainder of this page explains how to access the history interface and how to use filters to create custom searches.

#### Accessing the user history interface

- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'Users history' sub tab.



The 'Users history' interface of the selected domain will be displayed.

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Users history

## Users history Help

Filters

Username	Domain	IP	Last login	Login duration (min)
demo2	docteamcasg.comodo.od.ua	10.200.200.101	Apr 15, 2014 8:56:23 AM	Currently logged in
demo1	docteamcasg.comodo.od.ua	10.200.200.101	Apr 15, 2014 3:49:16 AM	<1
demo1	docteamcasg.comodo.od.ua	10.200.200.101	Apr 14, 2014 9:55:38 AM	2
demo1	docteamcasg.comodo.od.ua	10.200.200.101	Apr 14, 2014 4:46:19 AM	1
demo1	docteamcasg.comodo.od.ua	10.200.200.101	Apr 13, 2014 8:26:06 AM	1
demo1	docteamcasg.comodo.od.ua	10.200.200.101	Apr 13, 2014 7:08:03 AM	<1
demo1	docteamcasg.comodo.od.ua	10.200.200.101	Apr 13, 2014 7:06:13 AM	1
demo1	docteamcasg.comodo.od.ua	10.200.200.101	Apr 13, 2014 5:49:23 AM	<1

### 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. The sorting option is not available for 'Login duration' column.

### Using the filter option to search users

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

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / Users history

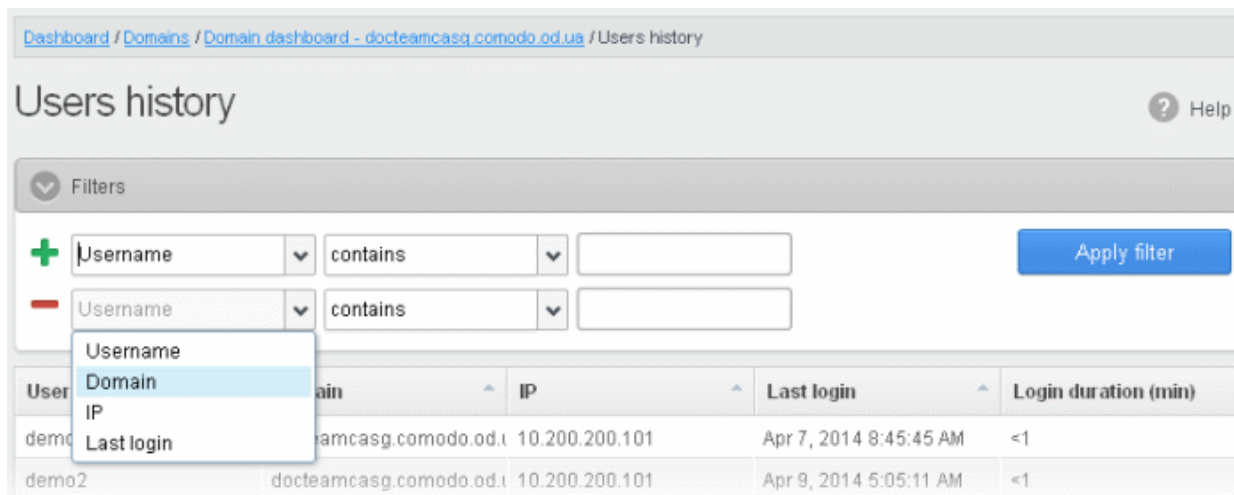
## Users history Help

Filters

+ Username  contains  Apply filter

Username	Domain	IP	Last login	Login duration (min)
demo2	docteamcasg.comodo.od.ua	10.200.200.101	Apr 7, 2014 8:45:45 AM	<1

You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Username:** Will execute a search of usernames according to the text in the text box (column 3) and the condition selected in column 2.
- **Domain:** Will execute a search of domains according to the text in the text box (column 3) and the condition selected in column 2.
- **IP:** Will execute a search of IP addresses according to the number in the text box (column 3) and the condition selected in column 2.

If any of the above options is selected in the first drop-down, the following conditions are available:

- **Equals:** Displays all entries that match the text entered in the text box.
- **Not Equals:** Displays all entries except the one entered in the text box.
- **Contains:** Displays all entries that contain the words entered in the text box.
- **Not Contains:** Displays all entries that do not contain the words entered in the text box.
- **Starts With:** Displays all entries that start with the words entered in the text box.
- **Ends With:** Displays all entries that end with the words entered in the text box.

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

- **Last Login:** Sorts the results based on the last login details of users.

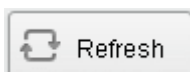
If 'Last Login' is selected, the following conditions are available:

- **Equals:** Displays the users whose last login is same as the selected date in the third box from the calendar
- **Less than:** Displays the users whose last login dates are less than the selected date in the third box from the calendar
- **Greater than:** Displays the users whose last login dates are greater than the selected date in the third box from the calendar

Click 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all the users.

**Note:** To display all the users 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.

#### 3.2.1.1.4.7.3 Importing Users from LDAP

In addition to adding users manually and importing users from CSV file, CASG enables the administrators to import the users from the Active Directory (AD) server of the domain. You can configure CASG to access your AD server through Lightweight Directory Access Protocol (LDAP) to import the email users and to periodically synchronize with the AD server for automatic addition or removal of the users based on the changes made to the AD server.

Click the following links for more details:

- [LDAP Import Configuration](#)
- [LDAP Import Confirmation List](#)
- [LDAP Import Ignore List](#)
- [Troubleshooting LDAP](#)

#### LDAP Import Configuration

The LDAP Import Configuration interface allows the administrators to configure CASG to import the email users from the Domains's Active Directory and to set for periodical synchronization. Once Active Directory has been configured, CASG imports the users into its interface and updates it periodically. For example if a new user is added in the Active Directory, CASG can automatically add the new user to CASG.

#### Accessing the LDAP import configuration interface

- Open the 'Domains' interface and select the domain into which you want to import users.
- Select the domain from the list, click the 'Manage Domain' button to open the 'Domain Management' interface.
- Click 'Account management' tab > 'LDAP import configuration' sub tab.

***Comodo strongly recommends that a separate LDAP/AD account be created for the purposes of the ASG login and that this user account should be allocated read-only permissions.***

The 'LDAP import configuration' interface will be displayed:

Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / LDAP import configuration

## LDAP import configuration Help

### Connection settings

Host (IP address or name):

Port: LDAP(389) | LDAPS(636)

Use SSL to connect?:  Yes

### Login/Query settings

LDAP login name:

Password:   Remember credentials

Synchronization interval:

BaseDN:

Filter:

Mail attribute:

### Override existing records

Allow CASG to create user accounts as found on LDAP server

Allow CASG to delete user accounts not found on LDAP server

### Information

Send reports:  Yes

Last synchronization time (GMT):

Notification area:

### Connection Settings

- **Host (IP Address or Name)** – Enter the external hostname or external IP address of the AD server. If your Organization uses the same physical server for AD server and the Mail Exchange server, then enter the host name or IP address of the mail server.
- **Port** - Enter the port number of Active Directory Server's LDAP port.
  - 389 is the default port for non-SSL connection ('Use SSL To Connect' box NOT checked)
  - 636 is the default port if SSL connection is active ('Use SSL To Connect' box checked)
- **Use SSL To Connect?** - Select the 'Yes' check box if you wish us to use secure LDAP. In order to use secure LDAP, you need to install an SSL certificate from a Certification Authority (CA) like Comodo CA in your AD server. Self Signed certificates are not allowed.

**Note:** SSL access should have been enabled for AD Server before opting for SSL usage.

### Login/Query Settings

- **LDAP login name:** - Enter the username of the user account using which CASG server can access the AD server. Preferably, a new user account can be created for the CASG server in the AD server with a new user name and password. The User account should have 'read' privileges to the AD server. The username can be of the format 'username' or 'username@domainname.com'
- **Password** - Enter the password of the LDAP user account.
- **Remember Credentials** - Enable this option if you wish CASG server to remember the username/password of the user account, in order to automatically login.

**Note:** If you are configuring for automatic periodic synchronization, CASG will store the username and password by default to connect to the AD server at the set time interval to update the user base, hence the option 'Remember Credentials' will not be visible. The option will be visible for you to enable or disable if 'Synchronization Interval' setting is set as 'no auto updates'.

- **Synchronization interval** - If you wish to configure CASG to automatically connect to the AD server and synchronize the user base, select the time interval for synchronization from the drop-down. Else, select 'No auto updates'.
- **BaseDN** - Distinguished Name of the user object in Active Directory. By default, the BaseDN field will contain the Domain Component (DC) values based on the domain name for which LDAP is configured. You can add/change the values of the strings 'Container Name (CN)', 'Organizational Unit (OU)' and 'domain name' depending on the users to be imported from the Active Directory.

Example: For adding users from Container 'Users', Organizational unit 'Organization' and domain 'example.com', the administrator has to enter the following:

CN=Users, OU = Organization, DC=example, DC=com

- **Filter** - Enables the Administrator to specify filter parameters users/addresses to be imported from the AD server. Each filter parameter should be defined within parentheses. Common filter parameters are explained below:

**(objectClass=<AD user type>)** - Specifies the user accounts to look for from the domain's Active Directory. (**Default = (objectClass=User)**)

**(mail=\*<domain name>)** - Instructs CASG to import only the users that have a defined SMTP account within the domain. By default, the filter is pre-added with the parameter (mail=\*@<current domain name>) to import the users that have email addresses on the current domain.

You can add any number of (mail=) filters if you wish to add several domain names

Example: (mail=\*@domainname1.com)(mail=\*@domainname2.com)

To import all email enabled users from the Active Directory irrespective of any specific domain name, enter the parameter as '(mail=\*)'.

To modify a filter parameter to be exclusive rather than inclusive, add an exclamation mark (!) before the opening parenthesis of any parameter. This will instruct the query to ignore any users which fall into that category. For example, if one wanted to configure a query to find users with mail enabled at any domain EXCEPT domainname.com, the filter should include the following: (mail=\*)!(mail=\*@domainname.com).

To import all email enabled users from the Active Directory irrespective of any specific domain name, enter the parameter as '(mail=\*)'.

#### Note:

- CASG can only import LDAP users that have email addresses on domains that you have added to CASG in the **Domains** interface.
- To successfully import users, you must make sure the domain of their email addresses has been added to CASG AND that the LDAP Import is configured for each individual domain from the **Domain Management Area** of the respective domain.

- **Mail attribute** – Enter the LDAP display name of the contact email address attribute of the AD Server. By default, this attribute name will be 'mail' for AD servers or the distinguished name (DN) or common user login name for the AD server. On other servers like Novel or OpenLDAP this attribute may be different and server specific.

#### Override existing records:

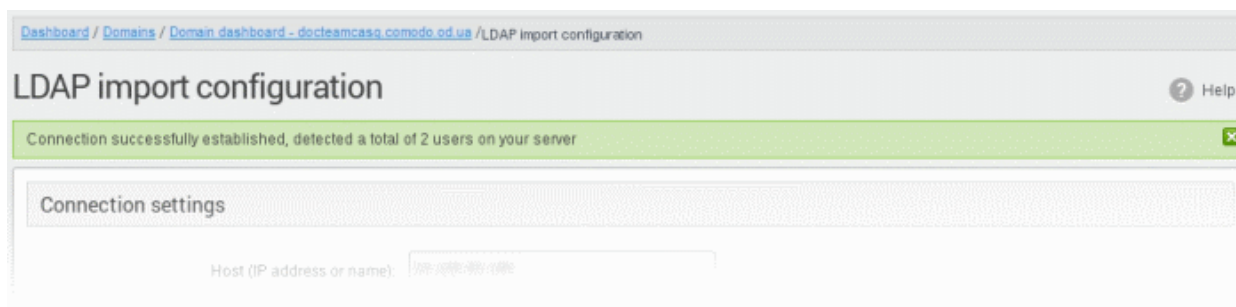
- **Allow CASG to create user accounts as found on LDAP server** - Select this checkbox if you wish new users added in the AD server to be automatically added to CASG during synchronization. If you do not select this option, you can manually import the new users from the **LDAP import confirmation page**.
- **Allow CASG to delete user accounts not found on LDAP server** - Select this checkbox if you wish users removed from AD server, to be automatically removed from CASG during synchronization. If you do not select this option, you can manually remove users from the **LDAP import confirmation page**.

#### Information Settings

- **Send Reports** - If enabled, CASG will send email notifications to the administrator whenever new users are created or users are removed either automatically, (if 'Allow to create users?'/ 'Allow to delete users?' are enabled) or manually from the LDAP import confirmation page.
- **Last synchronization time (GMT)** - Displays the date and time of last manual or scheduled synchronization with AD server, in GMT.



- **Notification area** - Contains information about errors that occurred during synchronization. In most cases, this will contain the same information that is provided with the "Test connection" feature. Note - this area is only visible if errors occur.
- To check the configuration and connectivity, click 'Test Connection'. If the connection is established successfully then the success message will be displayed with the total number of users detected from the AD server.



- To save your configuration, click 'Save'.
- To Save your configuration and run a manual synchronization of user base with the AD server instantly, click 'Save and run synchronization' now

## LDAP Import Confirmation List

The LDAP import confirmation list interface displays the list of:

- Users created at the AD server and not yet been imported into CASG
- Users not present on AD server and not yet been removed from CASG

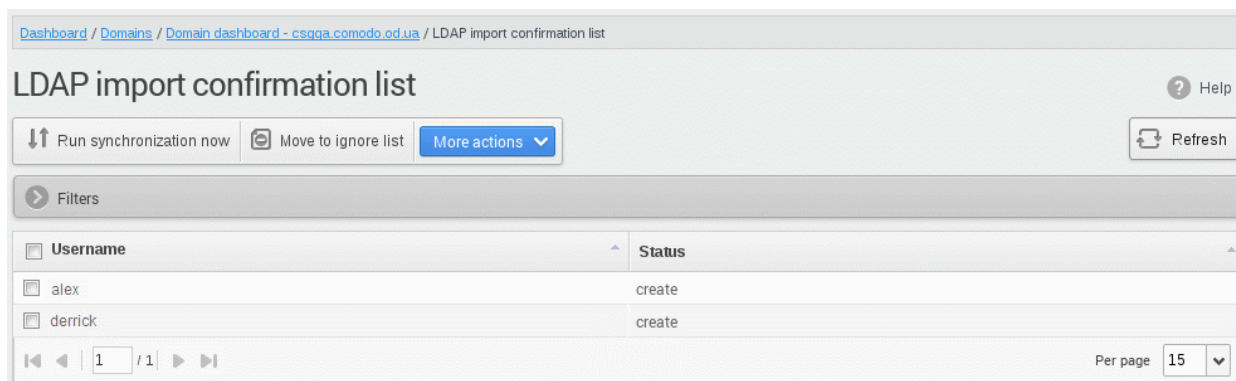
... if "**Allow to create users?**" / "**Allow to delete users?**" are not enabled in **LDAP import configuration interface**, along with the list of users created in CASG. The administrator can import the users created at AD server into CASG manually and remove existing users from this interface.

Also, the administrator can initiate an on-demand synchronization from this interface.

### Accessing the LDAP import confirmation list interface

- Open the 'Domains' interface and select the domain into which you want to import users.
- Select the domain from the list, click the 'Manage Domain' button to open the 'Domain Management' interface.
- Click 'Account management' tab > 'LDAP import confirmation list' sub tab.

The 'LDAP import confirmation list' interface will be displayed:

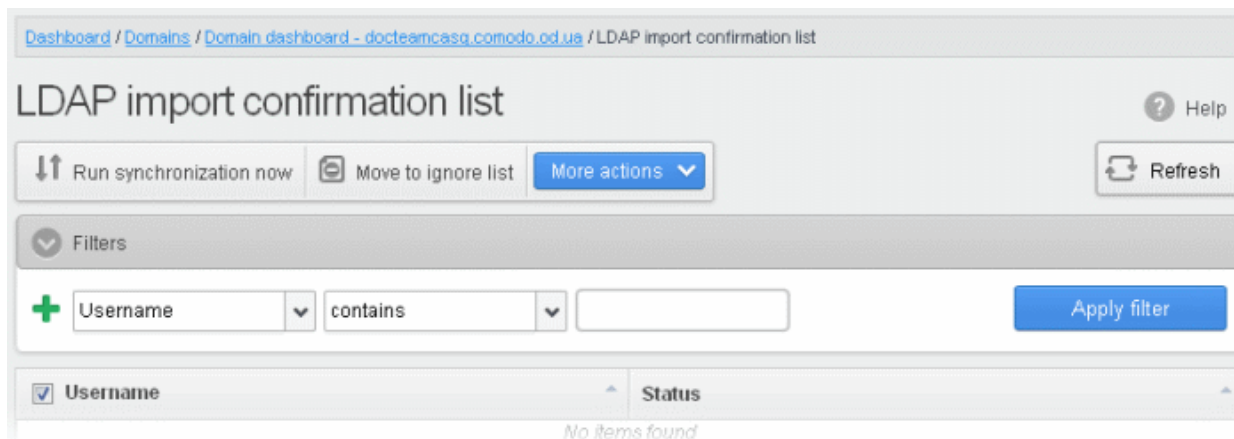


The list of users added to and deleted from the AD server with the existing users created at CASG will be displayed. This list reflects difference between CASG users and AD users, considering **LDAP ignore list**.

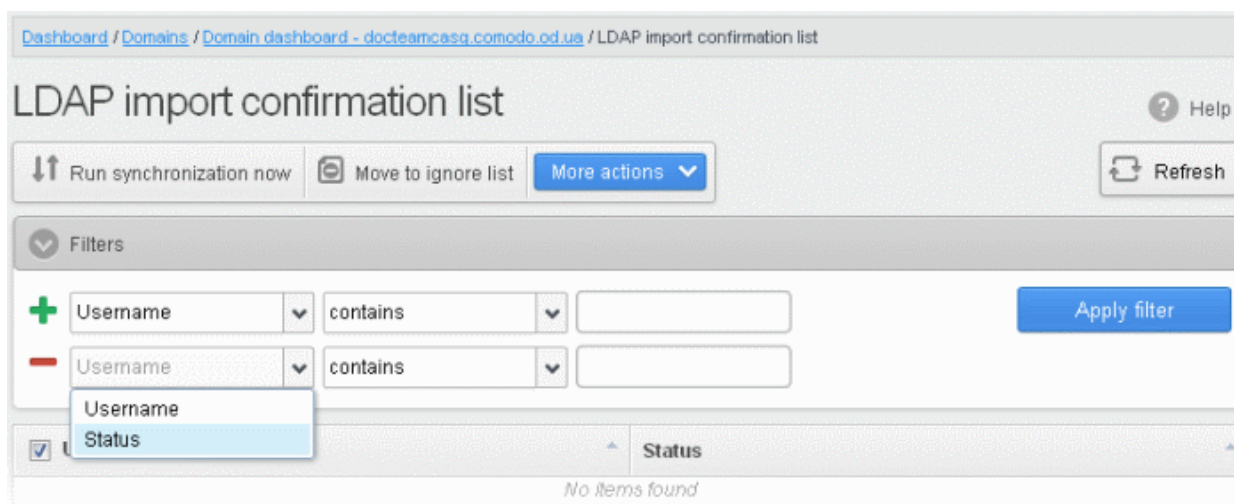
- Users created at the AD server and not present in CASG will be displayed with the status 'Create'
- Users not present on the AD server but present in CASG will be displayed with the status 'Delete'

## Using the filter option to search users

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



You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Username:** Will execute a search of usernames according to the text in the text box (column 3) and the condition selected in column 2.

If 'Username' is selected, the following conditions are available:

- **Equals:** Displays all usernames that match the text entered in the text box.
- **Not Equals:** Displays all users except the one entered in the text box.
- **Contains:** Displays all username(s) that contain the words entered in the text box.
- **Not Contains:** Displays all username(s) that do not contain the words entered in the text box.
- **Starts With:** Displays all username(s) that start with the words entered in the text box.
- **Ends With:** Displays all the username(s) that end with the words entered in the text box.

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

- **Status:** Sorts the results based on whether a user's status is 'Create' or 'Delete' selected from third column and condition selected from second column.

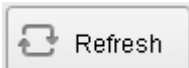
If 'Status' is selected, the following conditions are available:

- **Equals:** Displays the users whose status is as chosen in third column
- **Not Equals:** Displays the users whose status is opposite to that chosen in third column

Click 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all users.

**Note:** To display all the users 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.

- To run a manual on-demand synchronization, click 'Run synchronization now'

If you have not selected the option **Remember credentials** in **LDAP Import Configuration interface**, you will be asked to enter the username and password for CASG to access the AD server.

A dialog box titled 'Connection credentials' with a close button (X) in the top right corner. It contains two input fields: 'LDAP login name:' and 'Password:'. Below the fields are two buttons: 'OK' (blue) and 'Cancel' (grey).

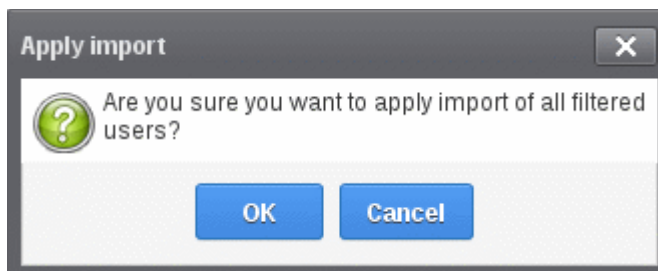
- Enter the LDAP login credentials and click 'OK'.

A screenshot of the 'LDAP import confirmation list' interface. The breadcrumb path is 'Dashboard / Domains / Domain dashboard - docteamcasg.comodo.od.ua / LDAP import confirmation list'. The main heading is 'LDAP import confirmation list' with a 'Help' icon. A yellow notification bar states 'Synchronization for domain docteamcasg.comodo.od.ua has been started'. Below this are buttons for 'Cancel synchronization', 'Move to ignore list', 'More actions' (dropdown), and 'Refresh'. A 'Filters' section is visible below. The table has columns for 'Username' and 'Status'.

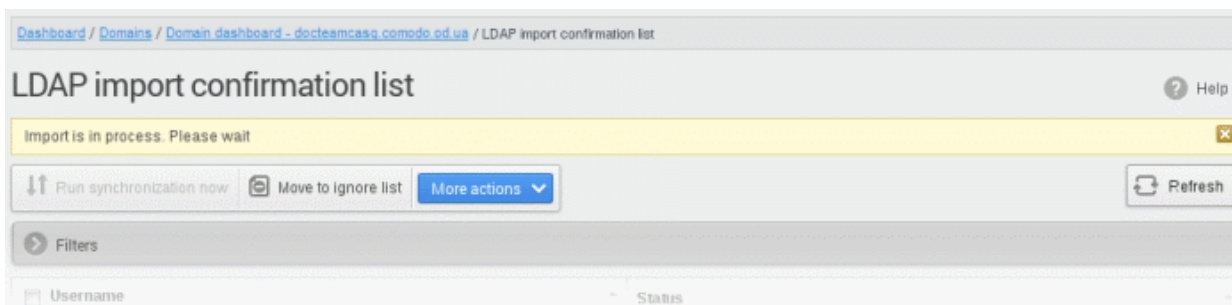
CASG server will connect to your AD server and start detecting the changes in the users in the AD server.

All the users added to the AD server will be displayed as a list.

- To import or delete users selected by applying filter, apply filters as described **above** and click 'More actions' > 'Apply import by filter'.
- To import or delete a set of selected users, select the users and click 'More actions' > 'Apply import by selection'.
- To import all users created at the AD server and to delete all the users removed from AD server at once, clear all the filters and click 'More actions' > 'Apply import by filter'. A confirmation dialog will be displayed.



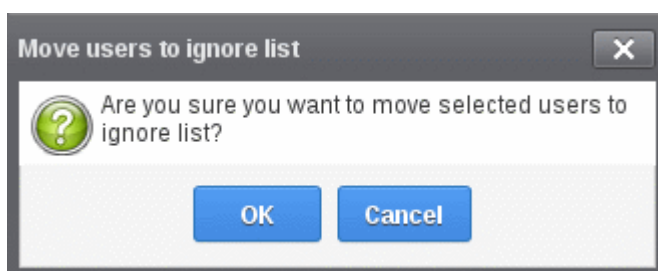
- Click OK. The import progress will be displayed.



On completion, the selected users will be imported or deleted in synchronization with the AD server.

**Note:** The number of users that you can add for all the domains belonging to your account depends on your subscription plan. For example, if the subscription plan for your account allows you to add 1000 users and you have three domains, then you can add 300 users for domain 1, 300 users for domain 2 and 400 users for domain 3. You can set any value between 0 and 999999 in the 'Max. number of users' field in the **Add Domains / Edit Domains / Domain Settings** interface, but CASG checks if the total number of users for all domains is within your license limit.

- To move selected users to Ignore List, select the users and click 'Move to Ignore list'



... and click OK in the confirmation dialog.

Users moved to **ignore list** will be skipped from next synchronization with the AD server.

## LDAP Import Ignore List

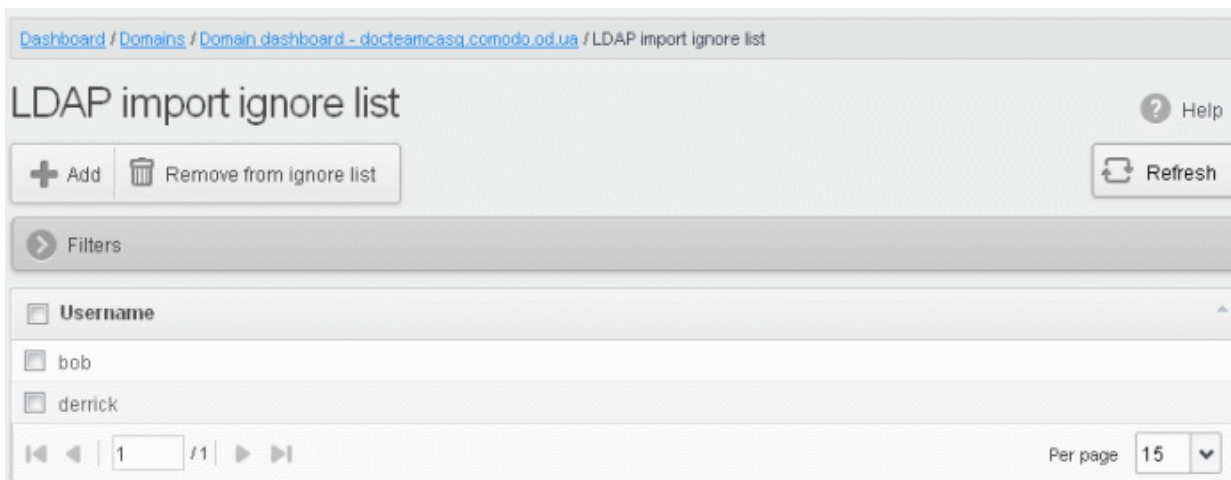
The LDAP import ignore list interface displays a list of users to be skipped from being created or deleted in CASG during synchronization with the AD server. Users can be moved to ignore list from the LDAP Import Confirmation List interface or manually added. Once added to the ignore list, the user will be skipped from the AD server from the next synchronization operation.

### Accessing the LDAP import ignore list interface

- Open the 'Domains' interface and select the domain into which you want to import users.
- Select the domain from the list, click the 'Manage Domain' button to open the 'Domain Management' interface.

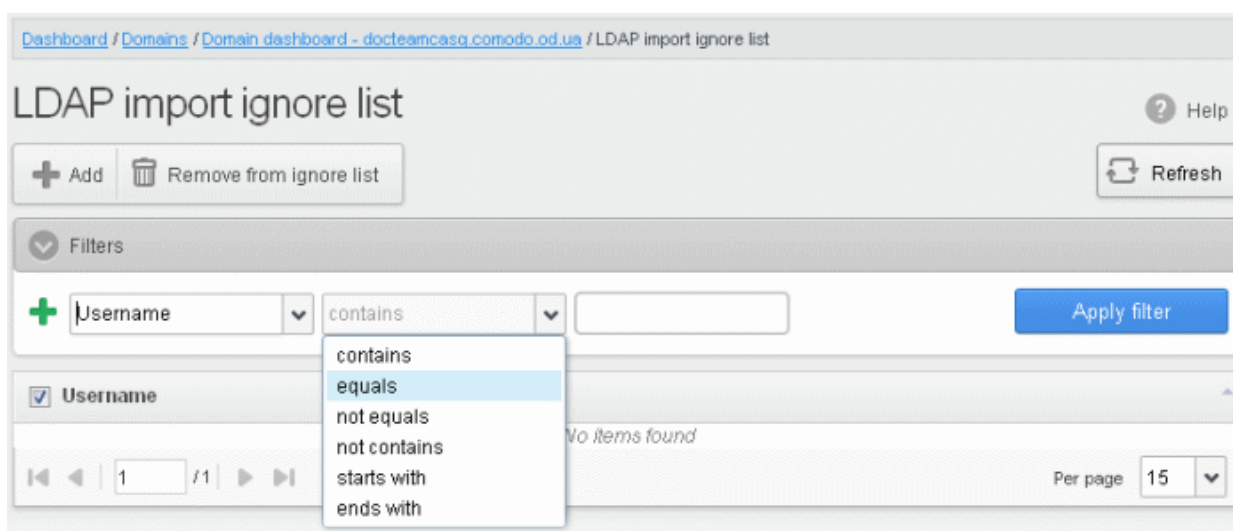
- Click 'Account management' tab > 'LDAP import ignore list' sub tab.

The 'LDAP import ignore list' interface will be displayed.



### Using the filter option to search users

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



Available filters are:

- **Username:** Will execute a search of usernames according to the text in the text box (column 3) and the condition selected in column 2.

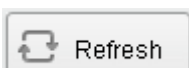
The following conditions are available:

- **Equals:** Displays all usernames that match the text entered in the text box.
- **Not Equals:** Displays all users except the one entered in the text box.
- **Contains:** Displays all username(s) that contain the words entered in the text box.
- **Not Contains:** Displays all username(s) that do not contain the words entered in the text box.
- **Starts With:** Displays all username(s) that start with the words entered in the text box.
- **Ends With:** Displays all the username(s) that end with the words entered in the text box.

Click 'Apply Filter' after selecting the filters.

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

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

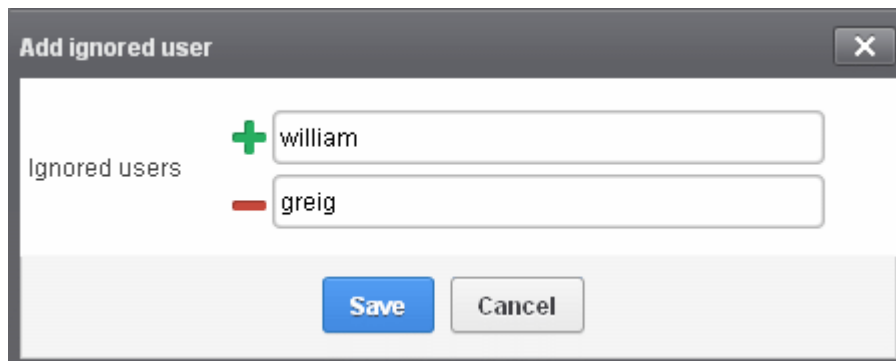



Click the  button to display all users.

**Note:** To display all the users 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.

#### To add users to ignore list

- Click 'Add'. The Add ignored user dialog will be displayed.

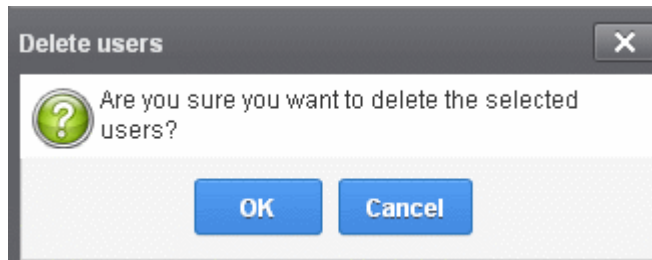


- Enter the user names to be added to the ignore list
- Click the  icon to add more users
- Click Save to add the users.

A 'Successfully added' message will be displayed at the top.

#### To remove the users from the ignore list

- Select the users and click 'Remove from ignore list'. A confirmation dialog will be displayed.



- Click OK.

The users will be removed from the list and a 'Successfully deleted' message will be displayed at the top.

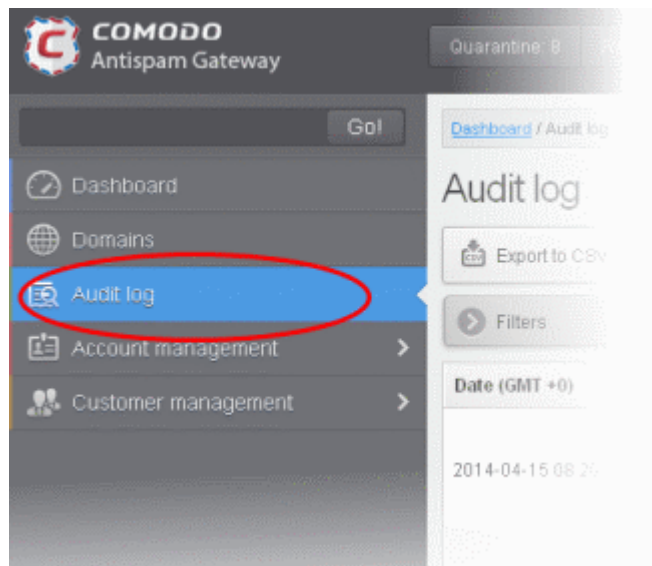
- Users removed from the ignore list will be imported to or deleted from CASG based on changes in the AD server, during the next synchronization if '**Allow to create users?'**/**'Allow to delete users?'** are enabled in **LDAP import configuration interface**.
- Users removed from the ignore list will be listed in the LDAP import confirmation list interface based on changes in the AD server, during the next synchronization if '**Allow to create users?'**/**'Allow to delete users?'** are not enabled in **LDAP import configuration interface**.

## 3.2.2 Audit Log

CASG keeps a record of actions initiated by users and administrators for all domains belonging to an account. The Audit Log area allow administrators with appropriate privileges to view these log reports. CASG also keeps logs of domains separately for each domain. For more details on selected domain audit log, refer to the section **Domain Audit Log**. This section explains about the consolidated log for all domains available in the account.

#### To view Audit Log

- Click the Audit Log tab in the Dashboard area.



The log details for all the domains will be displayed.

Dashboard / Audit log

## Audit log

Export to CSV by filter

Refresh

Filters

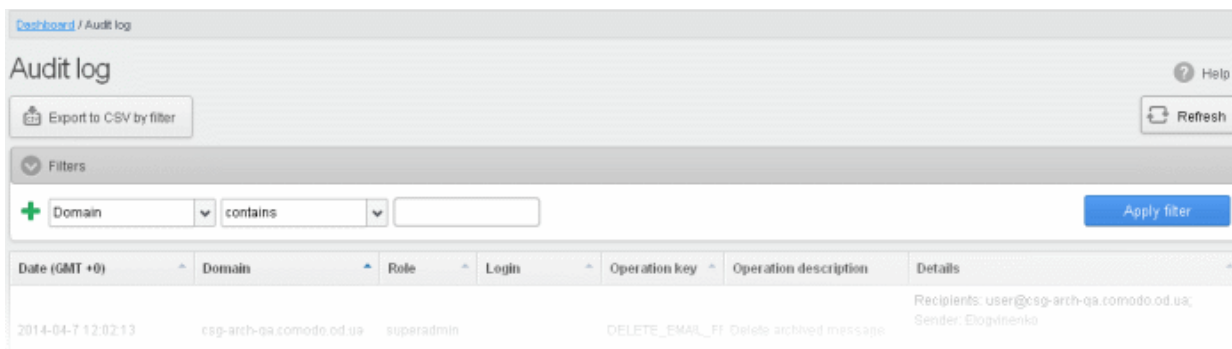
Date (GMT +0)	Domain	Role	Login	Operation key	Operation description	Details
2014-04-7 12:02:13	csg-arch-qa.comodo.od.ua	superadmin		DELETE_EMAIL_FF	Delete archived message	Recipients: user@csg-arch-qa.comodo.od.ua; Sender: Elogvinenko <evgeniy.logvinenko@comodo.com>; Date: Mon Apr 07 12:01:30 GMT 2014; Subject: 1
2014-04-13 08:38:21	csg-arch-qa.comodo.od.ua	admin	john@docteamcas	BLACKLIST_SEND	Blacklist sender	badguy@example.com
2014-04-7 12:01:59	csg-arch-qa.comodo.od.ua	system		ACCEPT_AND_ARCHIVE	Accept and archive message	Recipients: user@csg-arch-qa.comodo.od.ua; Sender: Elogvinenko <evgeniy.logvinenko@comodo.com>; Date: Mon Apr 07 12:01:30 GMT 2014; Subject: 1
2014-04-7 08:54:15	docteamcasg.comodo.od.ua	system		ACCEPT_AND_ARCHIVE	Accept and archive message	Recipients: demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua; Sender: Giri Anbazhagan <anbugindharan@yahoo.co.in>; Date: Mon Apr 07 08:51:22 GMT 2014; Subject: Fw: GOOD DAY
2014-04-8 11:11:54	docteamcasg.comodo.od.ua	admin	john@docteamcas	WHITELIST_SEND	Whitelist sender	fiatliena@gmail.com
2014-04-9 09:20:00	docteamcasg.comodo.od.ua	admin	john@docteamcas	DELETE_EMAIL_FF	Delete archived message	Recipients: john@docteamcasg.comodo.od.ua; Sender: sivakumard <sivakumar.dhanabalan@comodo.com>; Date: Wed Apr 09 07:25:11 GMT 2014; Subject: test
2014-04-9 10:36:30	docteamcasg.comodo.od.ua	admin	john@docteamcas	DELETE_EMAIL_FF	Delete archived message	Recipients: john@docteamcasg.comodo.od.ua; Sender: John <john@docteamcasg.comodo.od.ua>; Date: Wed Apr 09 10:18:52 GMT 2014; Subject: Re: test

## Sorting the Entries

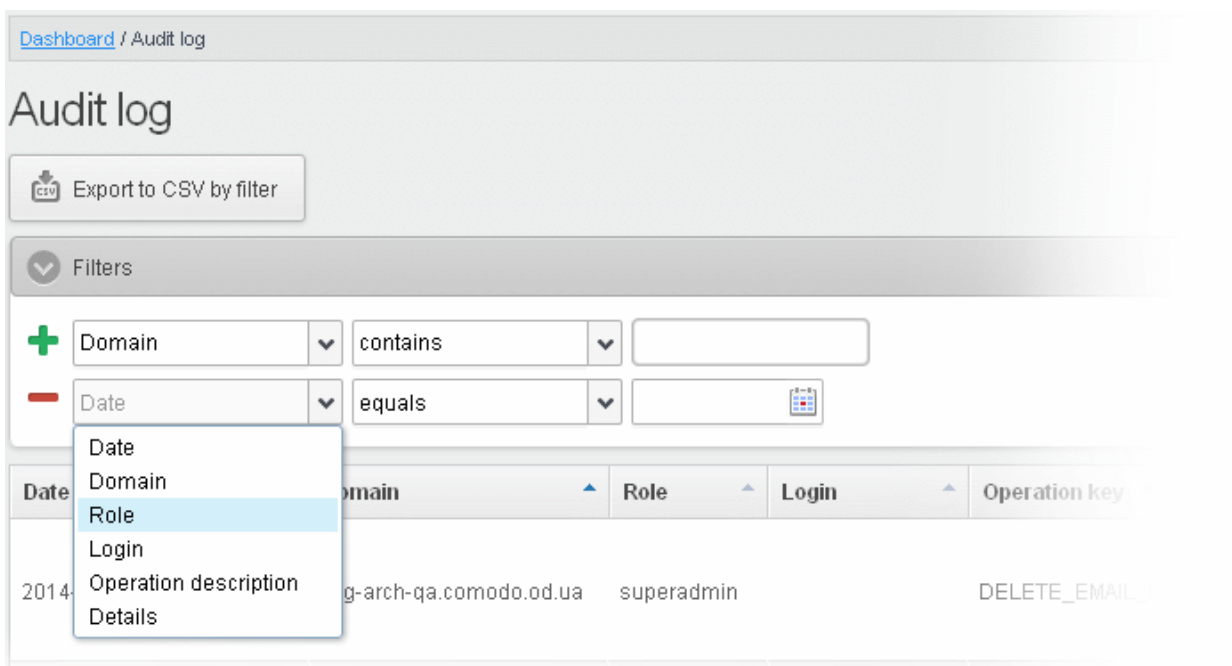
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column. The sorting option is not available for 'Operation description' column.

## Using Filter options to search particular event(s)

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



You can add more filters by clicking  for narrowing down your search.



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

Available filters are:

- **Domain:** Will execute a search of log entries according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Login:** Will execute a search of log entries according to the text entered in the text box (column 3) and the condition selected in column 2.
- **Details:** Will execute a search of log entries according to the text entered in the text box (column 3) and the condition selected in column 2.

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

- **Contains:** Displays all log entries that contain the words entered in the text box
- **Equals:** Displays all log entries that contain only the words entered in the text box
- **Not Equals:** Displays all log entries that do not contain only the words entered in the text box
- **Not Contains:** Displays all log entries that don't contain the words entered in the text box
- **Starts with:** Displays all log entries that starts with the words entered in the text box
- **Ends with:** Displays all log entries that ends with the words entered in the text box

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

- **Date:** Will execute a search of log entries according to the date selected in the calendar box (column 3) and the



condition selected in column 2.

- **Role:** Will execute a search of log entries according to the role selected in the third field (column 3) and the condition selected in column 2.
- **Operation Description:** Will execute a search of log entries according to the action selected in the third field (column 3) and the condition selected in column 2.

If 'Date' is selected, the following conditions are available:

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

If 'Role' is selected, the following conditions are available:

- **Equals:** Displays all log entries that is equal to the role selected in column 3.
- **Not Equals:** Displays all log entries that except the role selected in column 3.

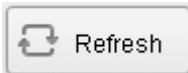
If 'Operative description' is selected, the following conditions are available:

- **Equals:** Displays all log entries that is equal to the event selected in column 3.
- **Not Equals:** Displays all log entries that except the event selected in column 3.

Click 'Apply Filter' after selecting the filters.

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

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



Click the  button to display all the entries.

The following table provides the details of actions initiated by user/administrator and shown under Operation Key and Operation Description columns in the log report:

S.No.	Operation Key	Operation Description
1	DELETE_EMAIL_FROM_QUARANTINE_BY_FILTER	Delete quarantined messages by filter
2	DELETE_EMAIL_FROM_QUARANTINE	Delete quarantined message
3	RELEASE_EMAIL_FROM_QUARANTINE	Release quarantined message
4	WHITELIST_RECIPIENT	Whitelist recipient
5	BLACKLIST_RECIPIENT	Blacklist recipient
6	UNWHITELIST_RECIPIENT	Remove recipient from the whitelist
7	UNBLACKLIST_RECIPIENT	Remove recipient from the blacklist
8	WHITELIST_SENDER	Whitelist sender
9	BLACKLIST_SENDER	Blacklist sender
10	UNWHITELIST_SENDER	Remove sender from the whitelist
11	UNBLACKLIST_SENDER	Remove sender from the blacklist
12	RESET_TO_DEFAULT_WHITELISTED_SENDERS	Reset senders whitelist
13	RESET_TO_DEFAULT_WHITELISTED_RECIPIENTS	Reset recipients whitelist

14	RESET_TO_DEFAULT_BLACKLISTED_SENDERS	Reset senders blacklist
15	RESET_TO_DEFAULT_BLACKLISTED_RECIPIENTS	Reset recipients blacklist
16	WHITELIST_SENDER_DOMAIN	Whitelist all senders of the domain
17	WHITELIST_RECIPIENT_DOMAIN	Whitelist all recipients of the domain
18	BLACKLIST_SENDER_DOMAIN	Blacklist all senders of the domain
19	BLACKLIST_RECIPIENT_DOMAIN	Blacklist all recipients of the domain
20	USER_WHITELIST_REQUEST_PER_USER	Request whitelist sender for user
21	USER_BLACKLIST_REQUEST_PER_USER	Request blacklist sender for user
22	USER_RELEASE_REQUEST	Release request
23	USER_CANCEL_WHITELIST_REQUEST_PER_USER	Cancel request whitelist sender for user
24	USER_CANCEL_BLACKLIST_REQUEST_PER_USER	Cancel request blacklist sender for user
25	USER_CANCEL_RELEASE_REQUEST	Cancel release request
26	ACCEPT_WHITELIST_REQUEST_PER_USER	Accept request whitelist sender for user
27	ACCEPT_BLACKLIST_REQUEST_PER_USER	Accept request blacklist sender for user
28	ACCEPT_RELEASE_REQUEST	Accept release request
29	REJECT_WHITELIST_REQUEST_PER_USER	Reject request whitelist sender for user
30	REJECT_BLACKLIST_REQUEST_PER_USER	Reject request blacklist sender for user
31	REJECT_RELEASE_REQUEST	Reject release request
32	SPAM_DETECTION_SETTINGS	Update spam detection settings
33	SPAM_DETECTION_SETTINGS_RESET_TO_DEFAULT	Reset spam detection settings
34	DELETE_EMAIL_FROM_ARCHIVE_BY_FILTER	Delete archived messages by filter
35	DELETE_EMAIL_FROM_ARCHIVE	Delete archived message
36	RESEND_EMAIL_FROM_ARCHIVE	Resend archived message
37	REPORTS_AS_SPAM	Reports archived message as a SPAM
38	QUARANTINE_EMAIL	Quarantine message
39	ACCEPT_AND_ARCHIVE_EMAIL	Accept and archive message
40	MARK_EMAIL_AS_SPAM	Mark message as spam
41	ACCEPT_EMAIL	Accept message
42	WHITELIST_USER_SENDER	Whitelist sender for user
43	BLACKLIST_USER_SENDER	Blacklist sender for user
44	UNWHITELIST_USER_SENDER	Remove sender from the user whitelist

45	UNBLACKLIST_USER_SENDER	Remove sender from the user blacklist
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## Export Log Report to CSV

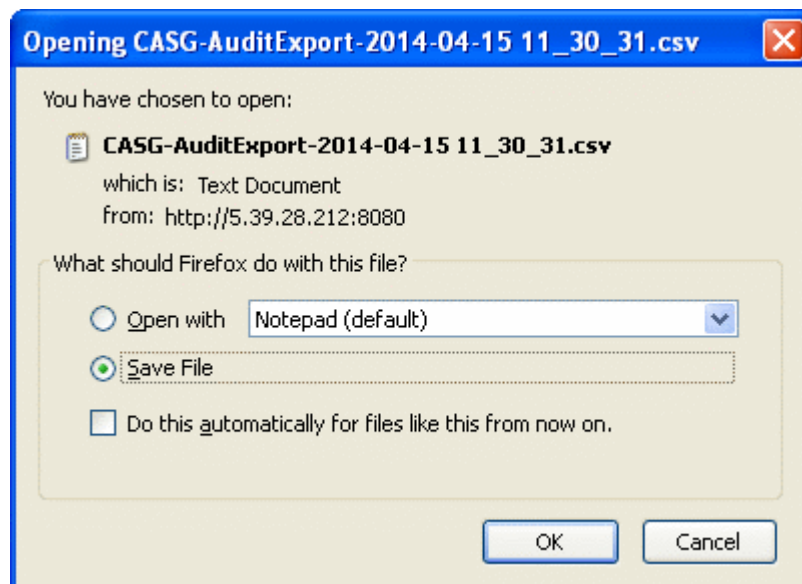
The log report can be exported to a comma separated value (CSV) file and is limited to 10,000 entries per file. If the entries exceed this value, exporting cannot be done and a warning will be displayed. Please note that exported file will display the entries in the same sorted order as in the interface.

### To export log report to csv file

- Click the 'Export to CSV by filter' button.



The 'File Download' dialog will be displayed.



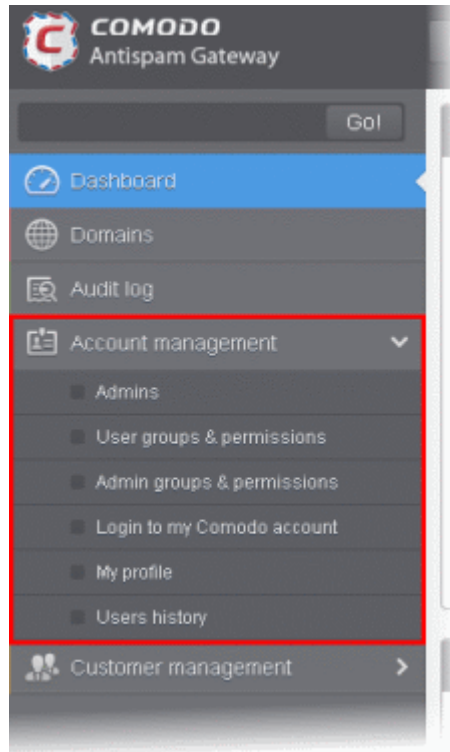
- Click 'Open' to view the file with an appropriate application or click 'OK' to save the file to your computer.

The values in the log report will be separated by commas and this file can be opened with appropriate application such as Excel or Openoffice Calc for easy analysis.

## 3.2.3 Administrator Account Management

The Account Management area of CASG allows an administrator with appropriate privileges to add new administrators for the

same account. This area also allows the administrator to configure permissions for users and administrators, reset passwords and change the login status from enabled to disabled and vice-versa. If you have logged in using the CAM credentials, this area will have an additional icon 'Login to my Comodo account' through which you can access your CAM account. If logged in as an administrator, the 'Account Management' area will differ depending on the privileges configured for the administrator. Refer to the section '[Admin Groups & Permissions](#)' for more details.



Click the following links for more details:

- [Managing Administrators](#)
- [User Groups & Permissions](#)
- [Admin Groups & Permissions](#)
- [Managing Comodo Account](#)
- [My Profile](#)
- [Users History](#)

### 3.2.3.1 Administrators

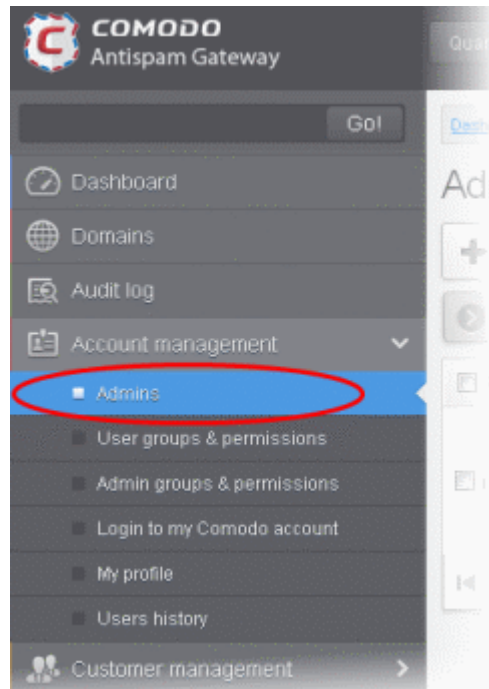
In this interface, an administrator with appropriate privileges can add new administrators, delete existing administrators, set permission levels as well as edit the login status and regenerate new password for existing administrators. Refer to the section '[Admin Groups & Permissions](#)' for more details on administrative privileges.

Click the following links for more details:

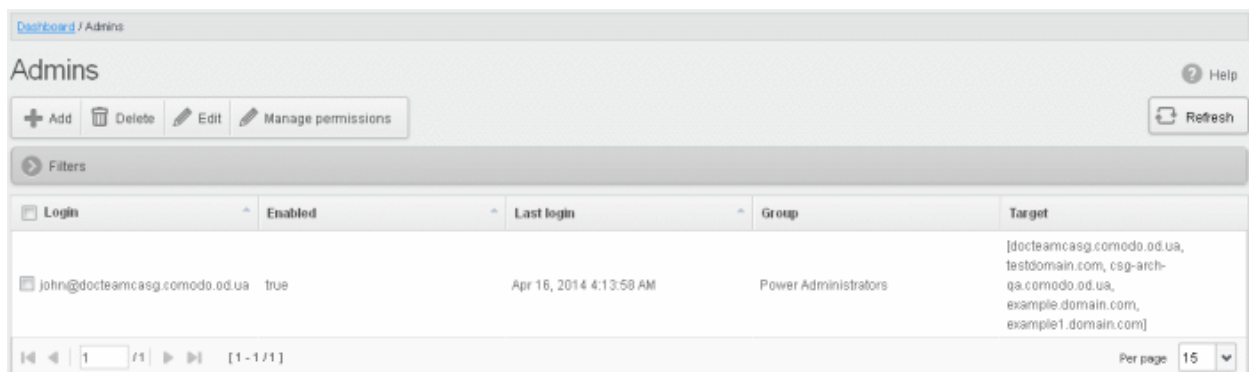
- [Managing Administrators](#)
- [Adding New Administrators](#)
- [Deleting Administrators](#)
- [Editing Administrators](#)
- [Managing Permissions for Administrators](#)

#### Managing Administrators

- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'Admins' sub tab.



The 'Admins' configuration interface will be displayed:



The 'Admins' interface displays a list of administrators with their CASG enabled/disabled status, their last login date and time, to which group they belong and the domains that they can manage. You can sort the entries in ascending or descending order based on the login, enabled status or last login time by clicking the up/down arrows in the respective column headers.

### Using the filter option to search administrators

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



You can add more filters by clicking **+** for narrowing down your search.

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

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

- **Login:** Will execute a search of admins according to the text in the text box (column 3) and the condition selected in column 2.

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

- **Equals:** Displays the results based on the administrator name that was entered in full in the text box.
- **Not Equals:** Displays all administrator(s), except the one entered in the text box.
- **Contains:** Displays all administrator(s) that contains the words entered in the text box.
- **Not Contains:** Displays all administrator(s) that does not contain the words entered in the text box.
- **Starts With:** Displays all administrator(s) that starts with the words entered in the text box.
- **Ends With:** Displays all administrator(s) that ends with the words entered in the text box.

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

- **Enabled:** Sorts the results based on administrators' enabled / disabled status.

When you select this option in the first drop-down, 'equals' is the only option available in the second drop-down:

- **Equals:** Displays the results of enabled administrator(s) when the checkbox beside it is selected. When the checkbox is not selected, it displays the list of administrator(s) who are not enabled.
- **Last Login:** Will execute a search of admins according to the date selected in the calendar (column 3) and the condition selected in column 2.

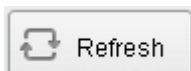
When you select this option in the first drop-down, the following filters are available:

- **Equals:** Displays the list of administrator(s) that has the last logged in on the same date as the selected date in the third box from the calendar.
- **Less than:** Displays the list of administrator(s) that has the last logged in on dates less than the selected date in the third box from the calendar.
- **Greater than:** Displays the list of administrator(s) that has the last logged in on dates greater than the selected date in the third box from the calendar.
- **Group:** Will execute a search of admins according to the group selected in last drop-down (column 3) and the condition selected in column 2.
  - **Equals:** Displays the results based on the group name that is selected in the drop down list from the third box.
  - **Not Equals:** Displays all administrator(s), except the one selected in the drop down list from the third box.

Click 'Apply Filter' after selecting the filters.

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

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

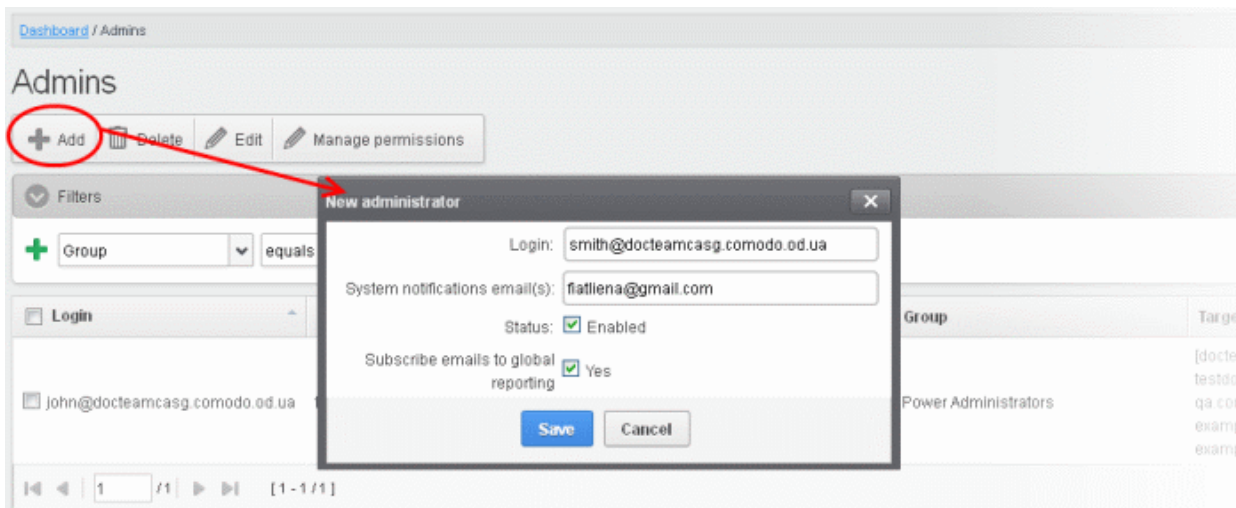


Click the  button to display all administrators.

**Note:** To display all the administrators 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.

## To add a new administrator

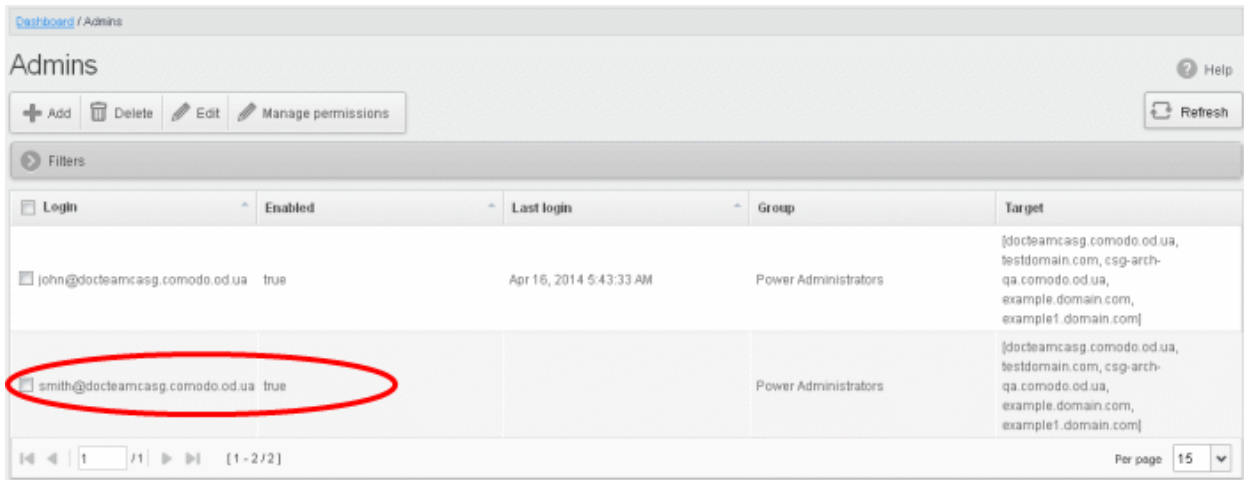
- Click the Add button.



The 'New administrator' dialog will be displayed.

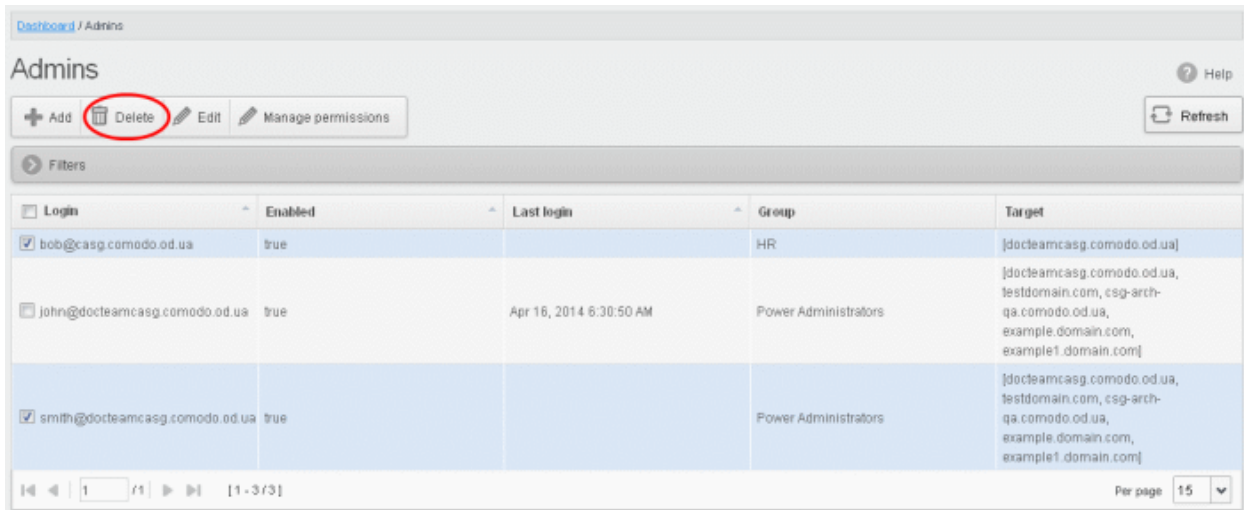
- **Login** - Enter the new administrator's valid email address as login username.
- **System notifications email(s)** - Enter the email addresses at which the new administrator should receive CASG notification emails. It can be the same email address as the login name and / or alternative email address(es) of up to a maximum of five. The quarantine requests from users, for blacklisting, whitelisting, or releasing quarantined emails and notifications such as of imports of users, local recipients and users via LDAP from CSV files will be sent to the email addresses specified in this field. Refer to the section **Email Management** for more details.
- **Status** - Enables to change the login status of the new administrator. By default, this box is selected, that is, the new administrator can access CASG interface.
- **Subscribe emails to global reporting** - Selecting this checkbox enables the new administrator to receive the periodical domain and quarantine summary reports of all domains belonging to the account at the email address specified as login user name. Refer to **CASG Reports - an Overview** for more details.
- Click the 'Save' button.

The administrator will be added to the list and be placed in the default group. The privileges to the administrator can be configured according to his/her role. Refer to the section '**Managing Permissions for Administrators**' for more details. An email to the added administrator will be sent automatically containing password to access CASG. The password can be reset in the **edit interface**. The added administrator will be displayed in the list.

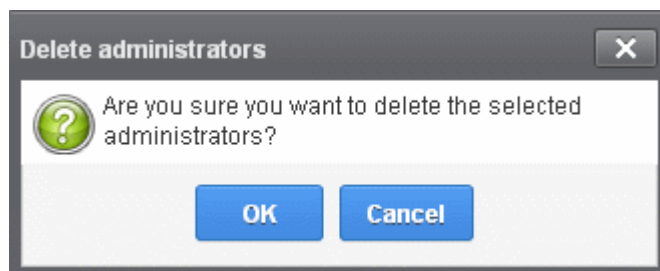


### To delete an administrator

- Select the administrator to be removed and click the 'Delete' button.



A confirm dialog will be displayed warning you that the selected administrators will be deleted.



- Click 'OK' to confirm the deletion.

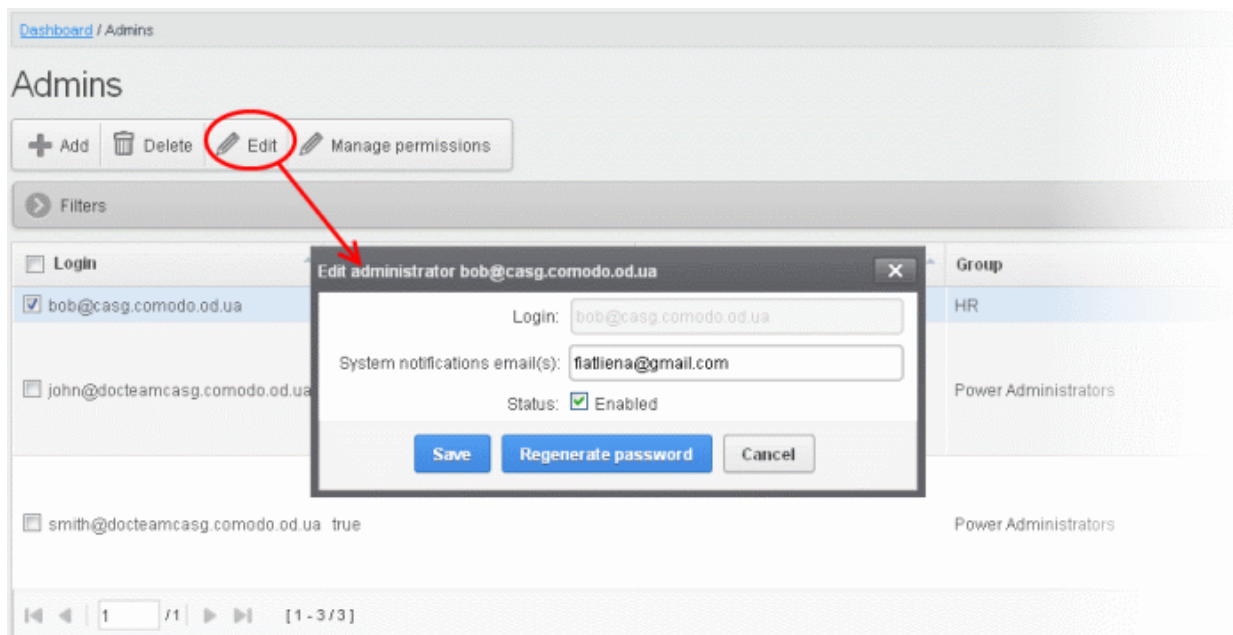
The selected administrator(s) will be deleted from the list.

### To edit an existing administrator

You can reset the password, change the CASG notification email address(es) and allow or deny permission for the administrators to access their CASG account in the edit interface.

- Select the administrator you want to edit from the list and click the 'Edit' button.





The 'Edit administrator' dialog box will be displayed.

- **System notifications email(s)** -Enter the email addresses at which the new administrator should receive CASG notification emails. It can be the same email address as the login name and / or alternative email address(es) of up to a maximum of five. The quarantine requests from users, for blacklisting, whitelisting, or releasing quarantined emails and notifications such as of imports of users, local recipients and users via LDAP from CSV files will be sent to the email addresses specified in this field. Refer to the section **Email Management** for more details.

**Tip:** The currently logged-in administrator can configure the Quarantine notification email address through **Dashboard > Account Management > My Profile > Change Settings** dialog.

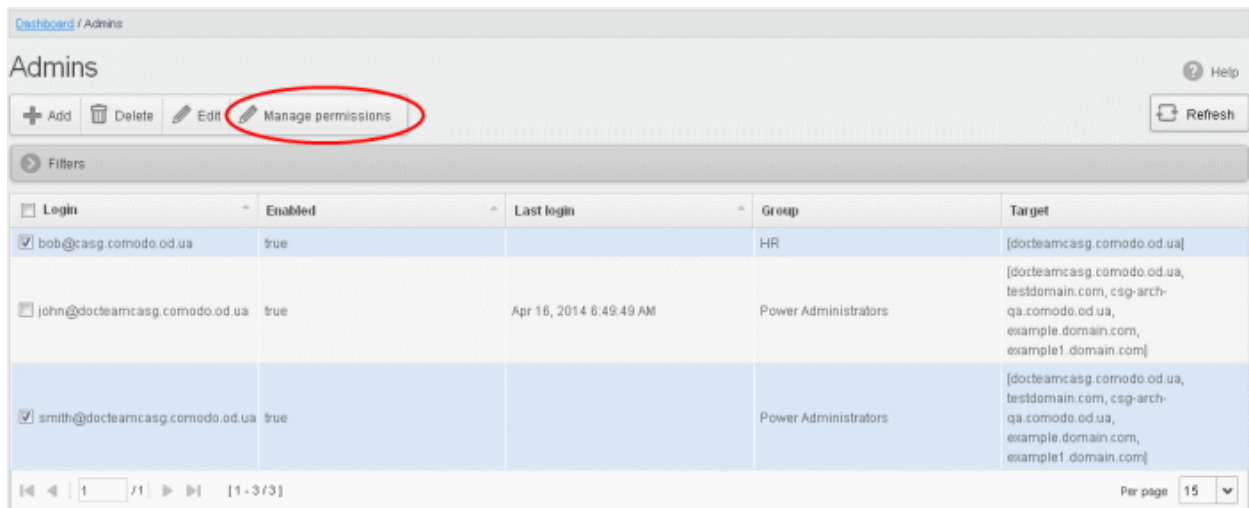
- **Status** - Enables to change the login status of the administrator.
- **Regenerate password** - Click this button to reset the password for the administrator in case it is forgotten. The new password will be sent to the administrator's email automatically. The administrator has to use this new password to access CASG.
- Click the 'Save' button to confirm your changes.

### Managing Permissions for Administrators

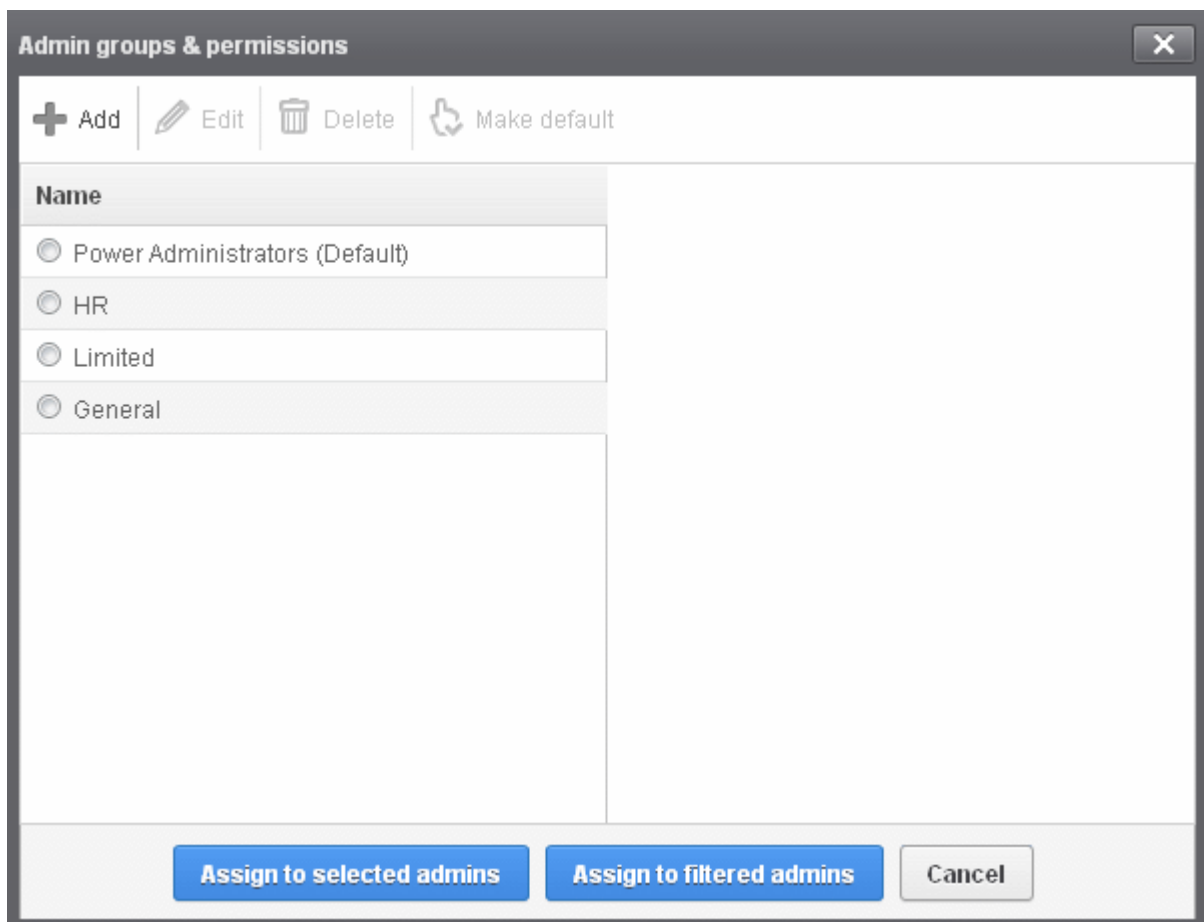
CASG allow administrators with appropriate privileges to assign permissions for other administrators that will determine what he/she can do and cannot do while logged into their respective CASG admin interface. The administrators can create policies and assign them to other administrators from this interface. See the section '**Admin Groups & Permissions**' for more details on how to create groups and policies for administrators. A new administrator will be automatically assigned default permission settings.

#### To assign permissions for an administrator

- Select the administrator or multiple administrators that you want assign permissions and click the 'Manage permissions' button.



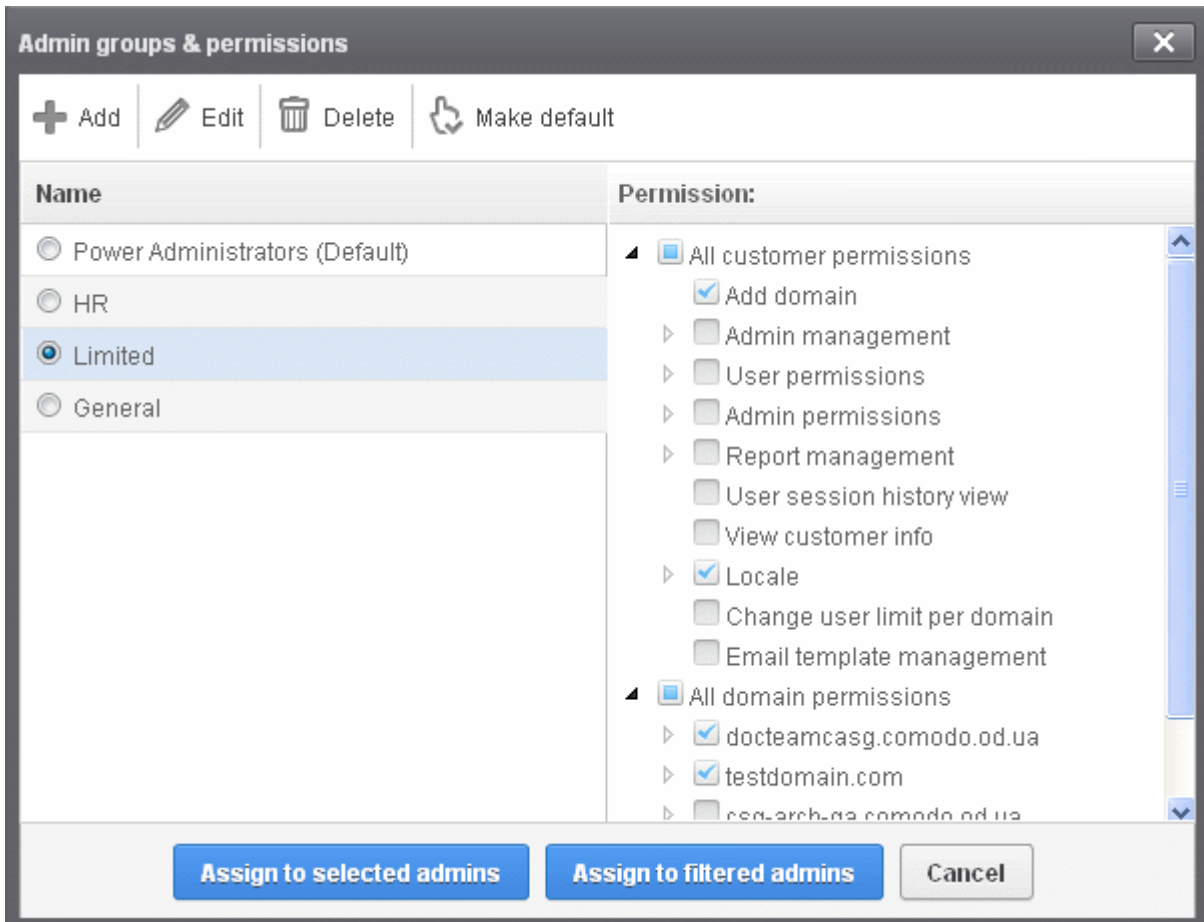
The 'Admin Groups & Permissions' interface will be displayed.



The interface displays the list of groups available with same or different permission levels for each group. By default, 'Power Administrators (Default)' group will be available and administrators can add, edit groups and assign permissions to other administrators. See the section '[Admin Groups & Permissions](#)' for more details.

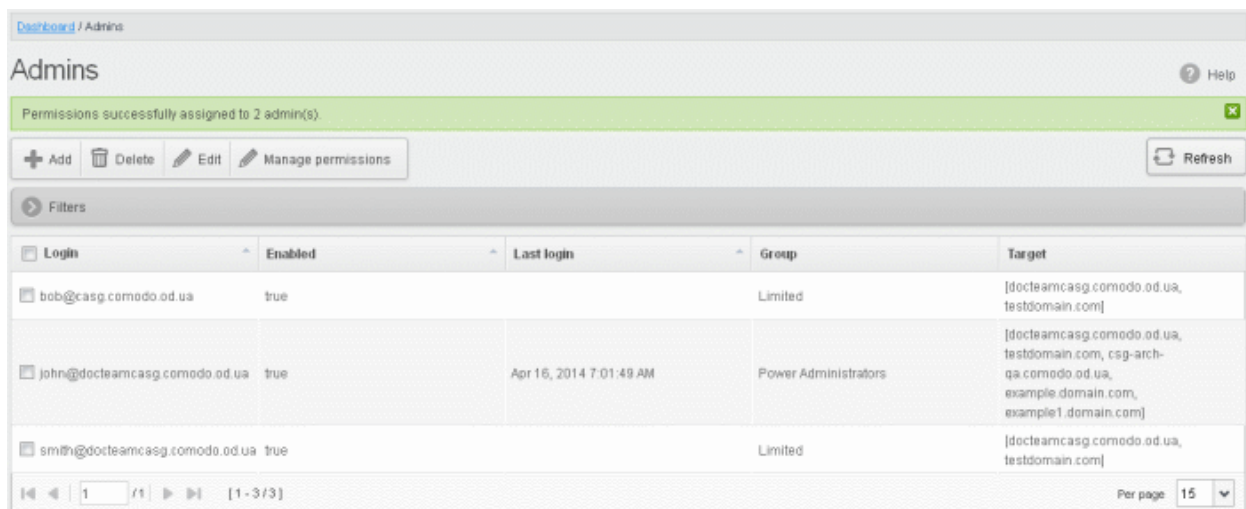
- Select the group from the list.

The permissions set for this group will be displayed on the right side.



- Click the 'Assign to selected admins' button to set permissions for selected admin(s).
- Click 'Assign to filtered admins' button to set permissions for administrators found by filter.
- Click 'OK' in the confirmation dialog.

The selected admin(s) will be added to the group and a confirmation message will be displayed.



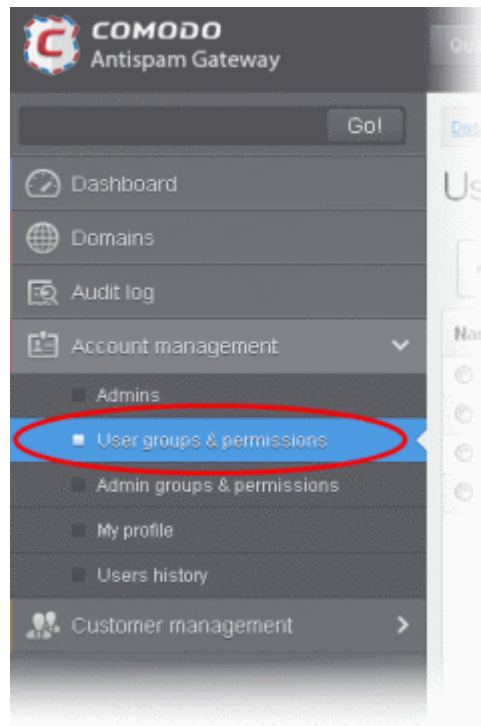
The interface also displays the new group assigned for the selected admin(s) under the 'Group' column.

## 3.2.3.2 User Groups & Permissions

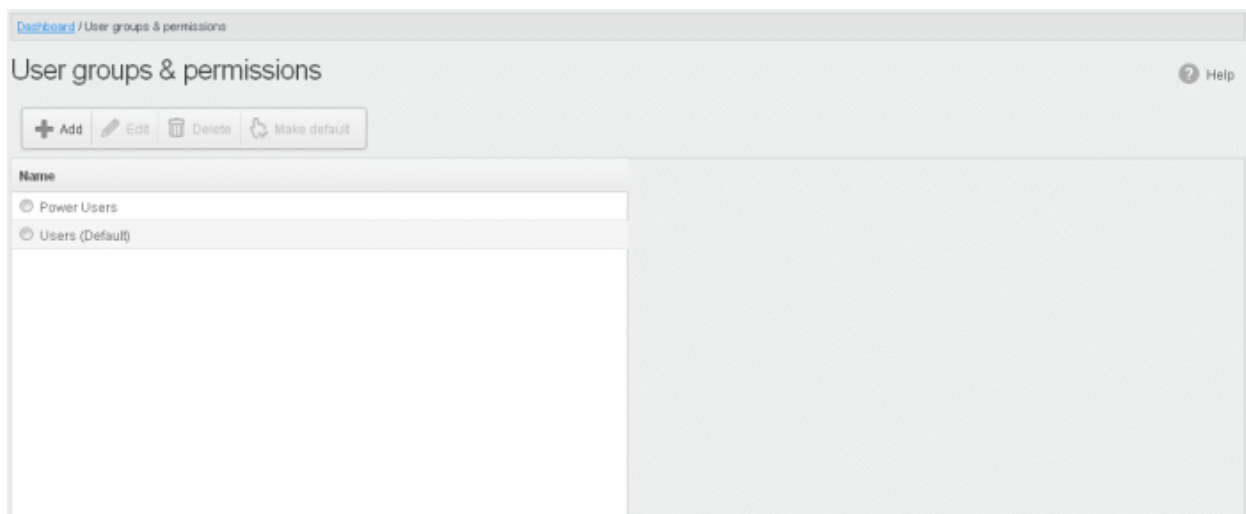
The User Groups & Permissions interface allows the administrators with appropriate privileges to create email user groups according to the needs of the organization. Each group can be configured with different permission levels. This simplifies the process of configuring permission levels for each user meaning new or existing users belonging to all domains for the account can be simply assigned a group with a preset policy. The user interface will vary according to his/her permission level. See the section **'Managing Permissions for Users'** in **'User Account Management'** on how to add users to predefined groups.

### To create user groups

- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'User groups & permissions' sub tab.

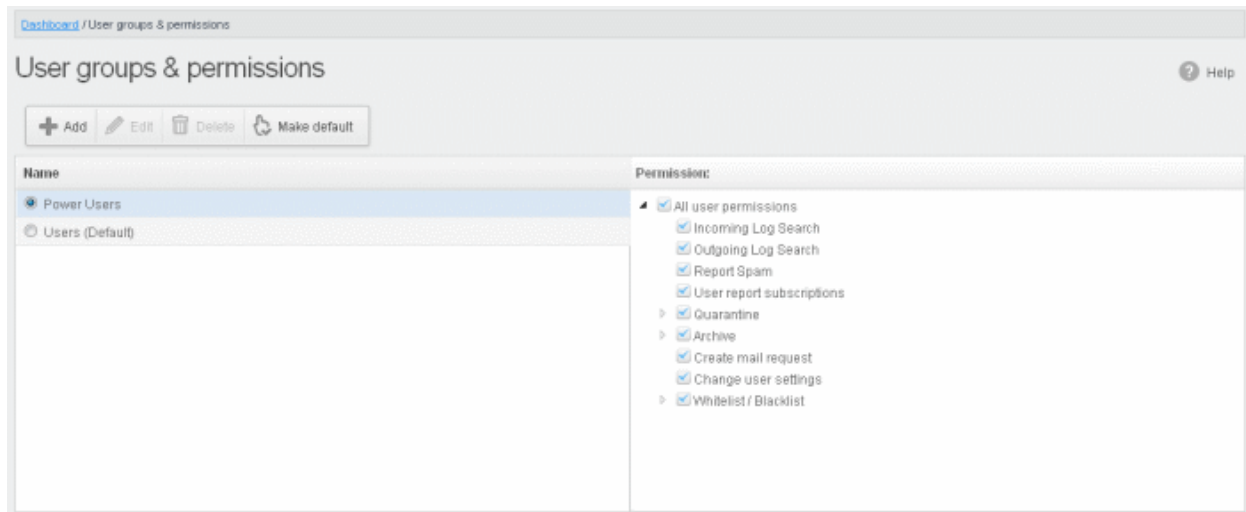


The 'User Groups & permissions' interface will be displayed.

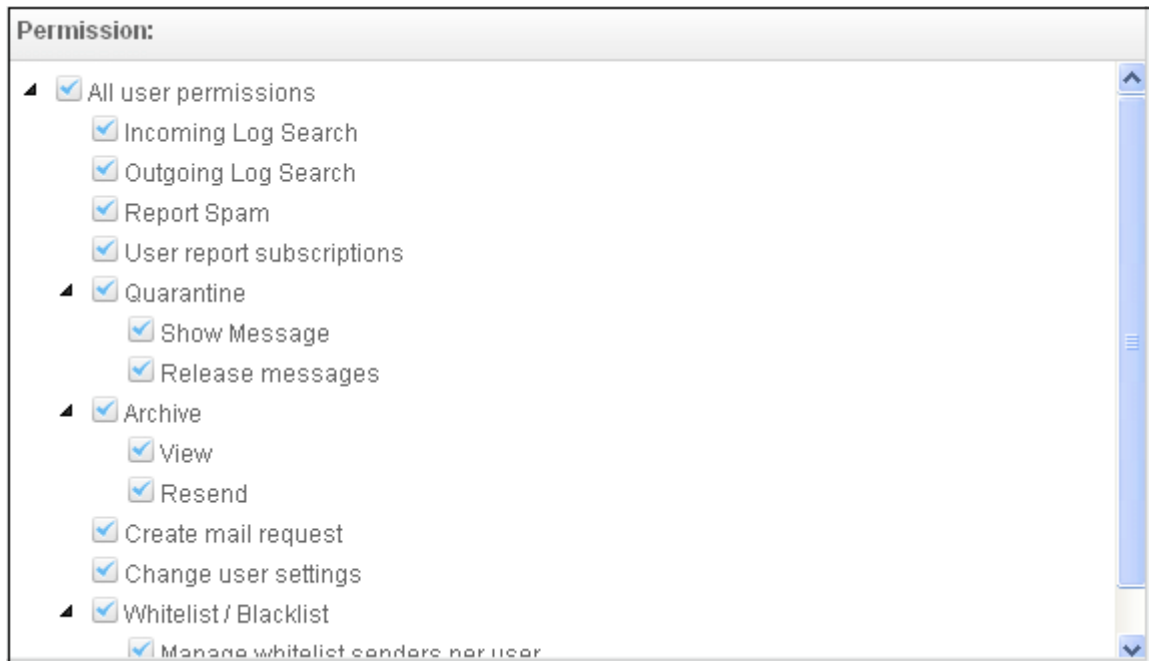


By default, two user groups, Power User and Users (Default), will be available. These two groups cannot be either edited nor

deleted. Clicking any one of them will display the permission levels assigned for the group in the right side.



Clicking on the arrow beside a permission will display the tree structure of second level of permissions, if available.



For users in the 'Power User' group, all permission levels will be enabled. The 'Release quarantine messages' option will not be available to users in the regular 'Users' group. This means that if a user is assigned to the 'Power User' group, he / she can release quarantined messages from the quarantined mails list without approval from the administrator. See the section **Released Requests** in **'Email Management'** for more details.

### Permission Levels

- **Incoming Log Search** - Allows a user to search and view the log of all incoming mails.
- **Outgoing Log Search** - Allows a user to search and view the log of all outgoing mails.
- **Report Spam** - Allows a user to report a mail as spam mail.
- **User report subscriptions** - Allows a user to configure periodical quarantine report generation.
- **Quarantine**
  - **Show Message** - Allows a user to view quarantined emails in same window or separate window.
  - **Release Message** - Allows a user to release a quarantined mail without approval from the administrator.

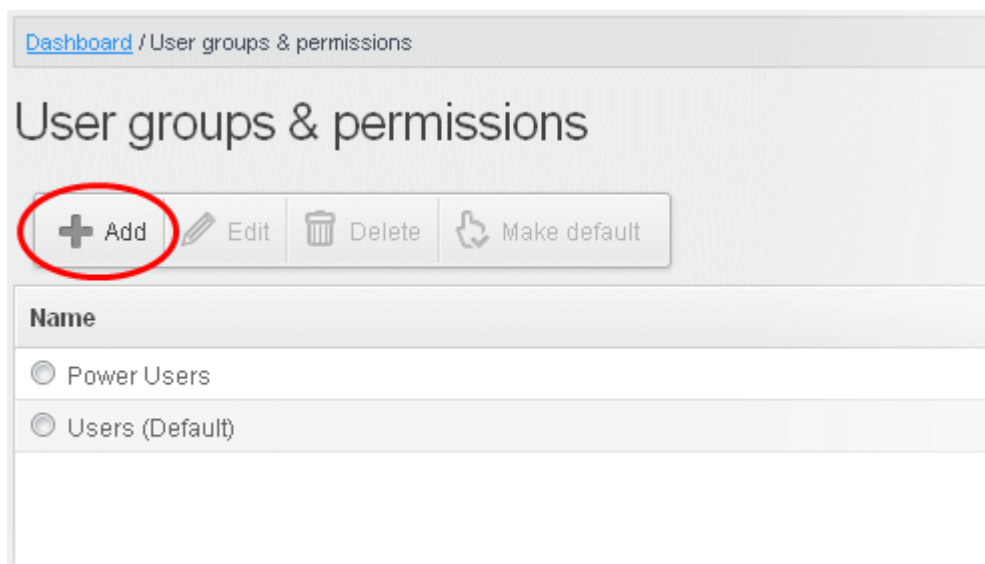
- **Archive**
  - **View** - Allows a user to view archived emails in same window or separate window.
  - **Resend** – Allows a user to resend archived emails to himself / herself.
- **Create mail request** - Allows a user to configure email request for CASG notifications.
- **Change user settings** - Allows a user to configure himself / herself as recipient whitelist.
- **Whitelist / Blacklist**
  - **Manage whitelist senders per user** – Allows a user to manage sender whitelist for his / her mail account
  - **Manage blacklist sender per user** – Allows a user to manage sender blacklist for his / her mail account

Click the following links for more details.

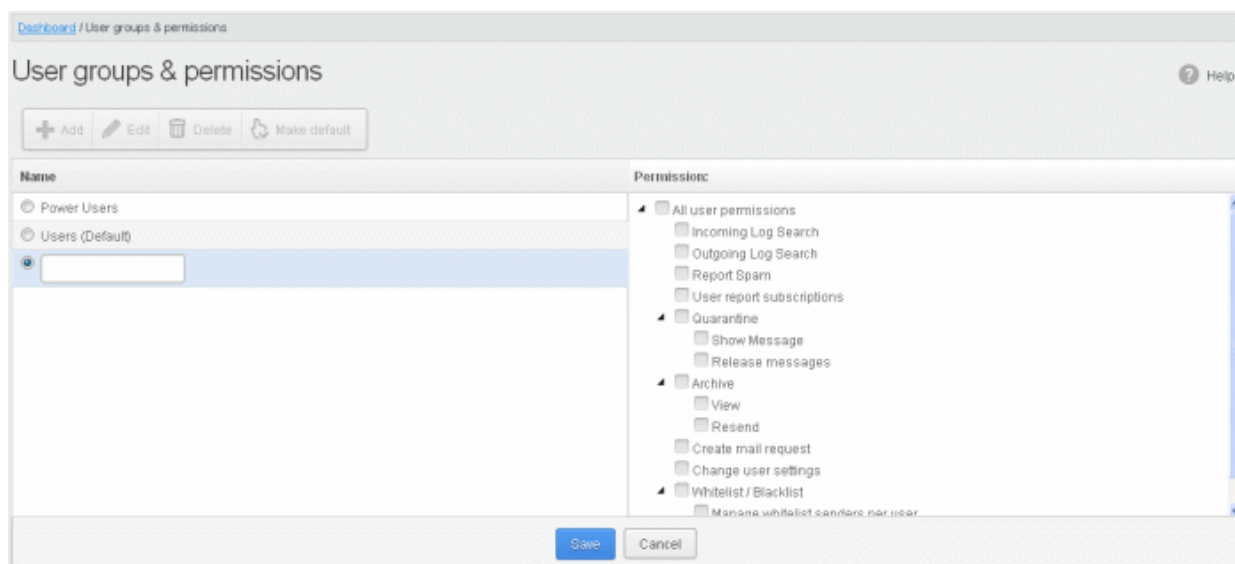
- [Adding a new group](#)
- [Editing a group](#)
- [Deleting a group](#)
- [Making a group as default](#)

## Adding a New Group

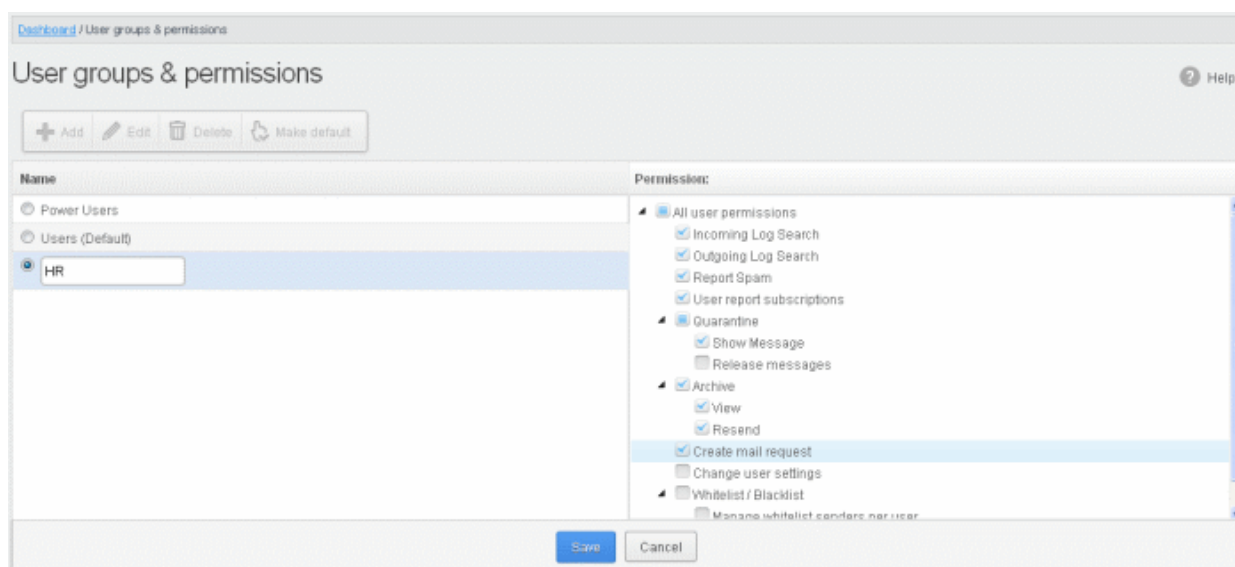
- To add a new group and configure permission levels, click the 'Add' button.



A new group creating page will be displayed.

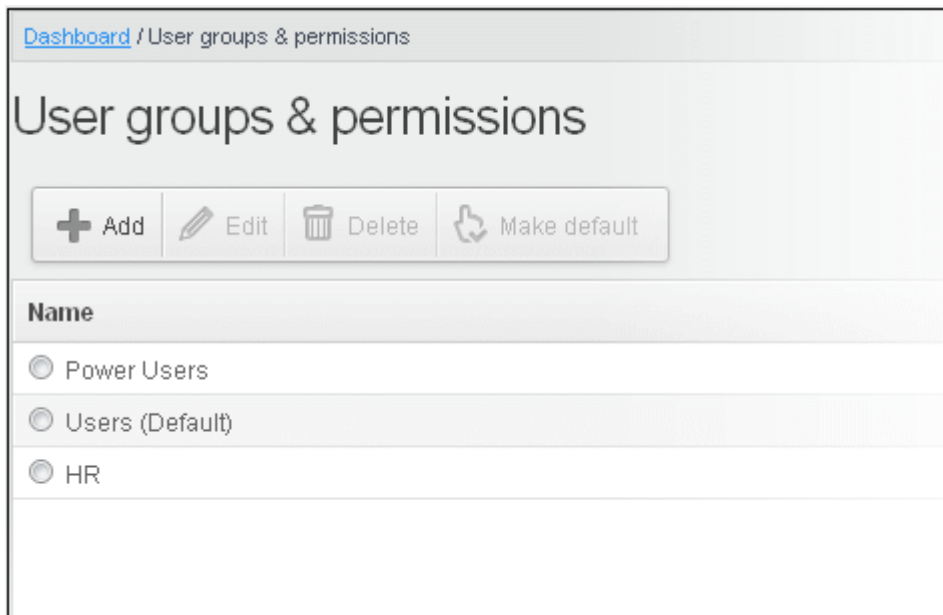


- Enter the name of the group in the text field under the 'Name' column and enable the permission levels in the right side required for that group.



- Click the 'Save' button.

The newly created group will be displayed in the interface.

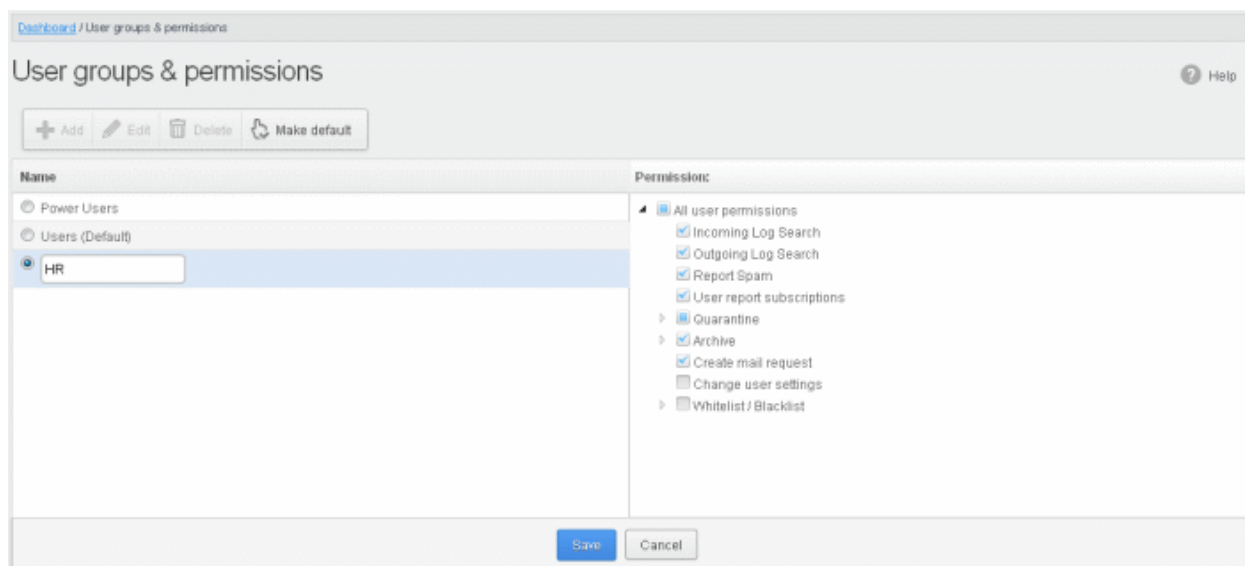


Now, users of domains belonging to the account can be assigned to this newly created group. See the section '**Managing Permissions for Users**' in '**User Account Management**' on how to add users to predefined groups.

## Editing a Group

You can edit the name of an existing group and / or change the permission levels.

- To edit an existing group, select the group from the list and click the 'Edit' button.



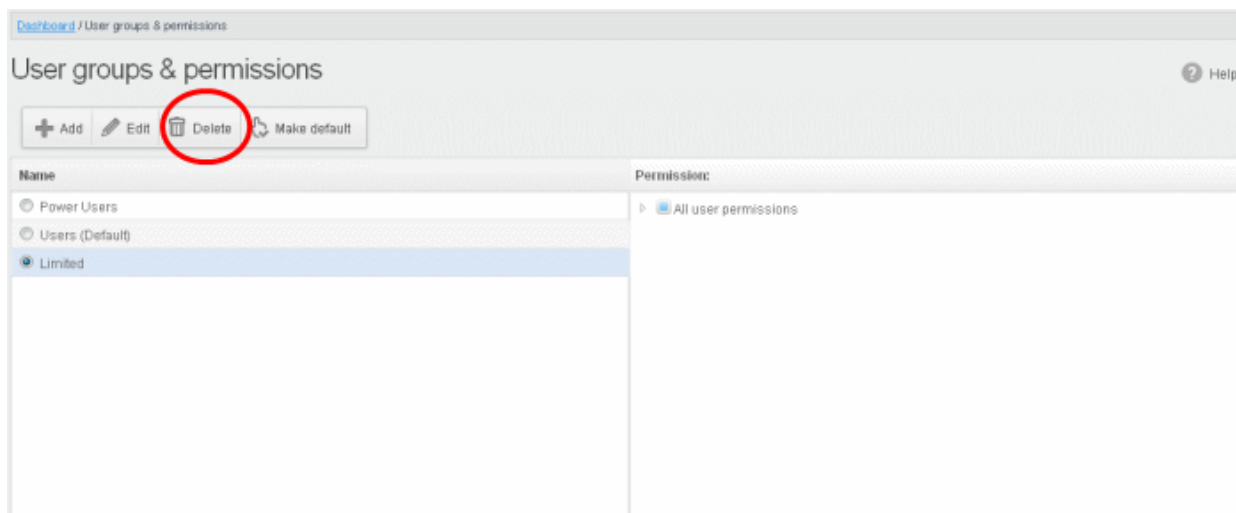
- Change the permission levels and / or the name of the group.
- Click the 'Save' button for the changes to take effect.

The users in the group that is edited will be automatically reassigned to the edited group.

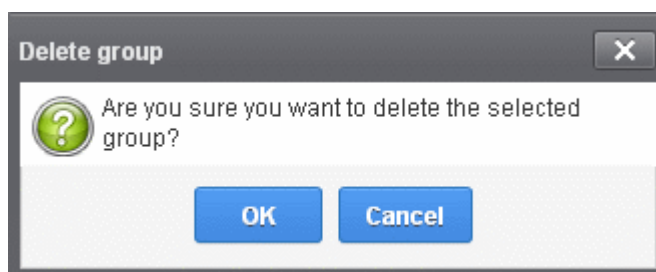
## Deleting a Group

- To delete a group, select it from the list and click the 'Delete' button.





- Click 'OK' in the confirmation dialog.



The selected group will be deleted from the list.

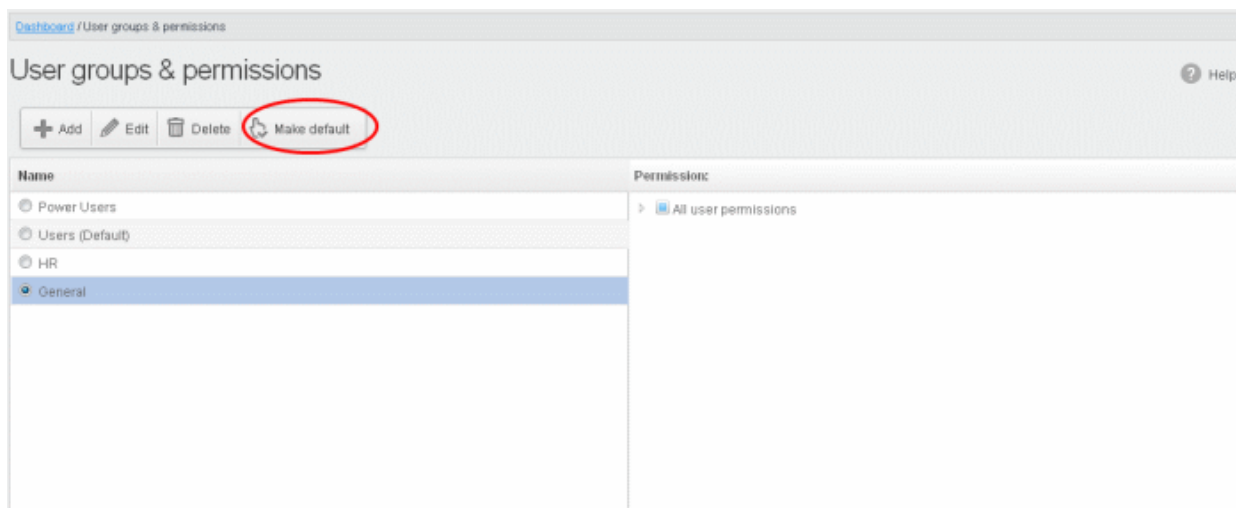
**Note 1:** If you delete a group, users assigned to that group will be automatically moved to default group. You have to reassign the users if required.

**Note 2:** If you delete a user group created by the administrator and marked as default, then the 'Users' group that was shipped with the product will be set as default. All the users from the deleted group will be automatically migrated to the 'Users' group.

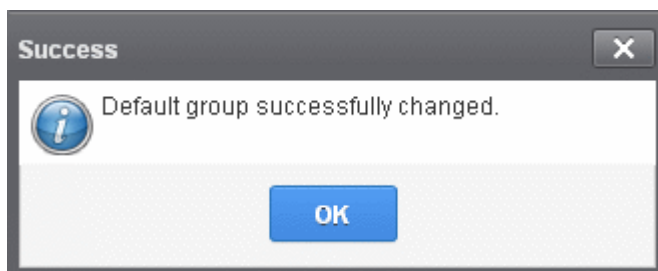
## Making a Group as Default

CASG allows administrators to make an existing group as default group. Newly added users and users belonging to an existing group whose name was deleted will be automatically moved to this default group.

- To make an existing group as a default group, select it from the list and click the 'Make default' button.

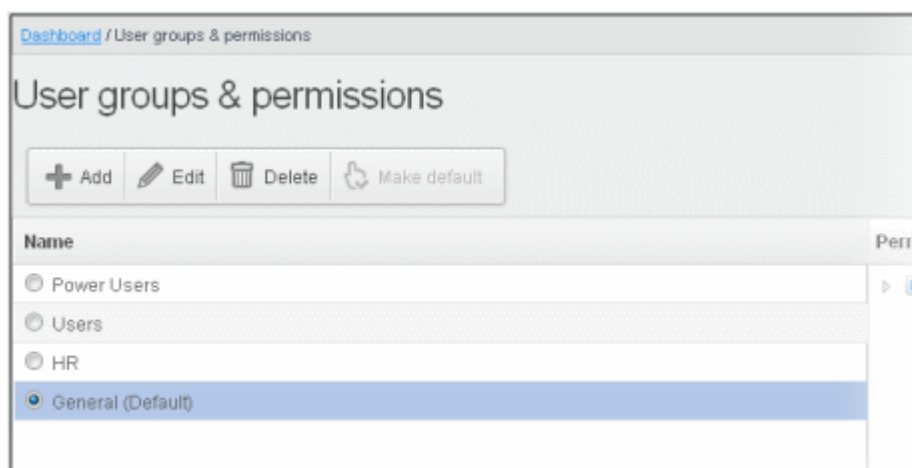


A success dialog will be displayed.



- Click 'OK'.

The selected group will be displayed as default group.



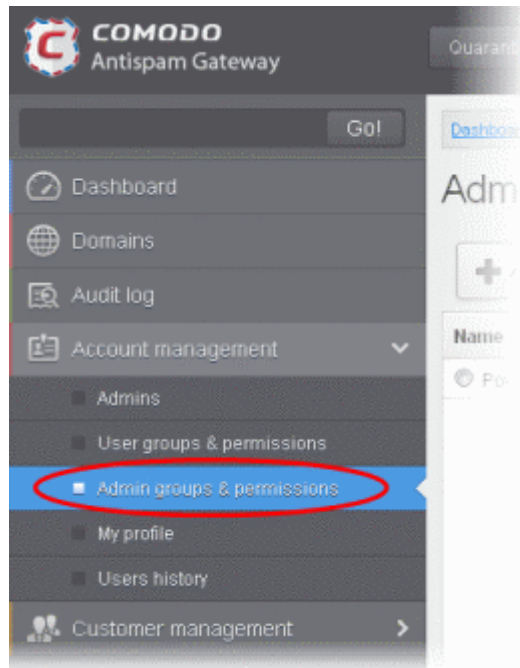
**Note:** If you delete a user group created by the administrator and marked as default, then the 'Users' group that was shipped with the product will be set as default. All the users from the deleted group will be automatically migrated to the 'Users' group.

### 3.2.3.3 Admin Groups & Permissions

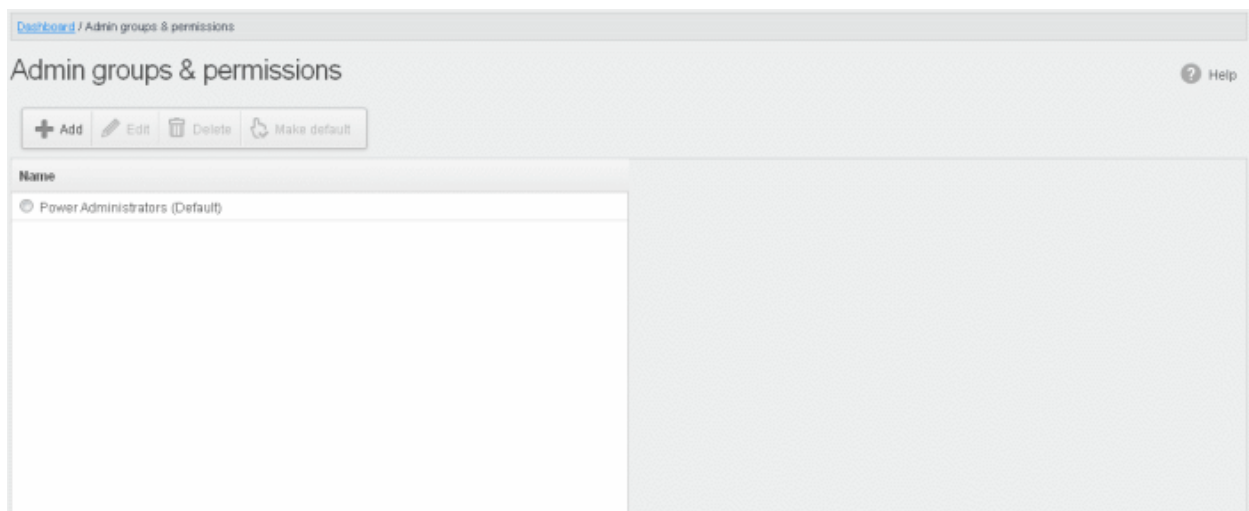
The Admin Groups & Permissions interface allows the administrators with appropriate privileges to create administrator groups according to the needs of the organization. Each group can be configured with different permission levels. This simplifies the process of configuring permission levels for each administrator meaning new or existing administrators belonging to the account can be simply assigned a group with a preset policy. The admin interface will vary according to his/her permission level. See the section '**Managing Permissions for Administrators**' in '**Administrators**' on how to add administrators to predefined groups.

#### To create admin groups

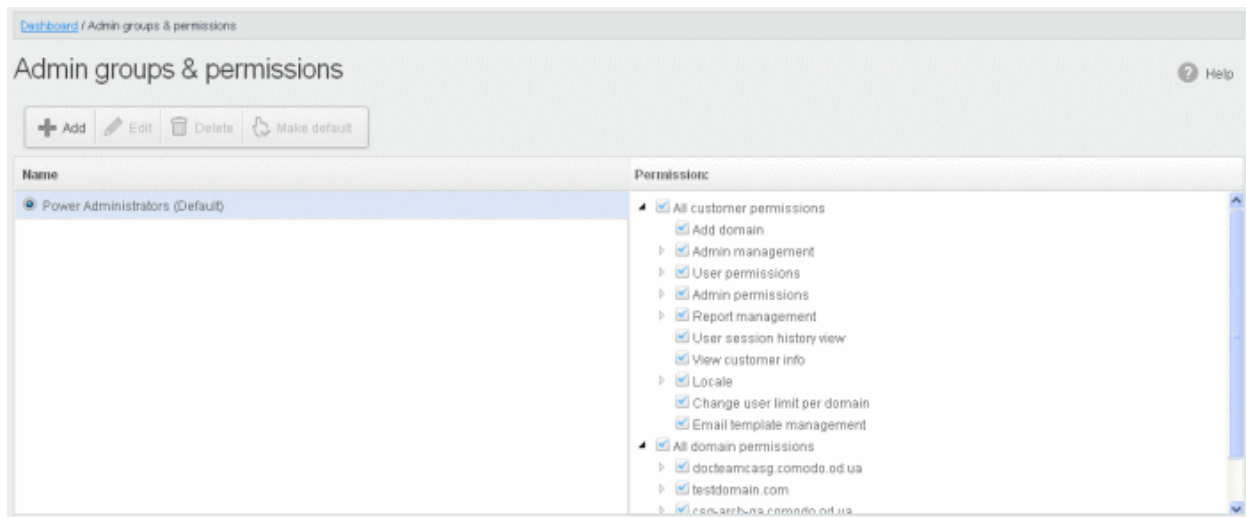
- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'Admin groups & permissions' sub tab.



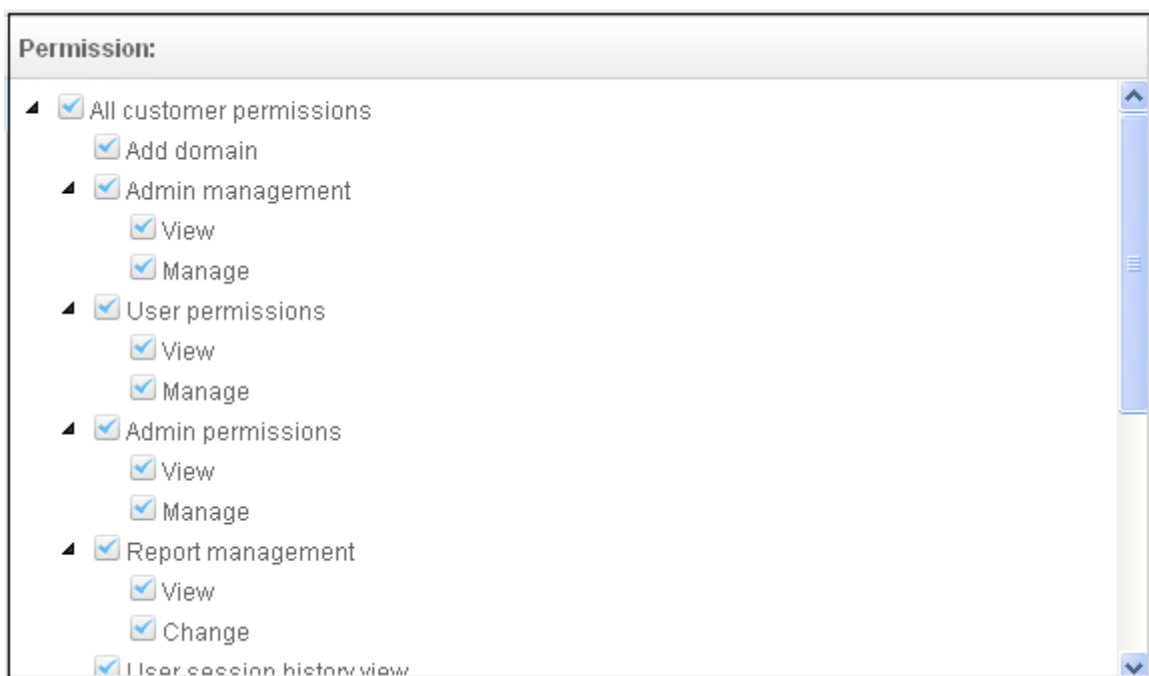
The 'Admin Groups & Permissions' interface will be displayed.



By default, Power Administrator group will be available. This default group cannot be either edited nor deleted. Clicking on it will display the permission levels assigned for the group in the right side.



Clicking on the arrow beside a permission will display the tree structure of second level of permissions, if available.



For administrators in the 'Power Administrators' group, all permission levels will be enabled. The Permission level is divided into two categories, 'All Customer permissions' and 'All domain permissions'. While the former deals with providing privileges for managing customer related tasks such as adding domains, configuring email user permissions, report management and so on, the domain permission level deals with providing access to particular domain(s). This is very useful if you want to restrict administrators to manage selected domains only.

## Permission Levels

- All customer permissions - View and manage all customer related tasks.
  - Add domain - Add new domain(s)
  - Admin management - View and manage administrators for the account.
    - View - Only view the list of administrators.
    - Manage - Manage administrators for the account.
  - User permissions - View and manage 'User Groups & Permissions'
    - View - Only view 'User Groups & Permissions'.
    - Manage - Manage 'User Groups & Permissions'
  - Admin permissions - View and manage 'Admin Groups & Permissions'

- View - Only view 'Admin Groups & Permissions'
- Manage - Manage 'Admin Groups & Permissions'
- Report management - View and manage report subscriptions
  - View - Only view report subscriptions
  - Change - View and manage report subscriptions
- User session history view - View user sessions history for all domains in the account.
- View customer info - View information about the customer.
- Change user limit per domain - Configure the number of users for each domain in the account.
- Email template management - Edit the email template for user's notification emails.
- All domain permissions - Assign domain(s) management.
  - Assigned Domain(s) – Manage domains, incoming and outgoing users, emails, audit log and reports.
    - View – Only view the assigned domains.
    - Change – Edit the assigned domain(s)
    - Remove – Remove the assigned domain(s).
  - User Management – View and manage incoming users, outgoing users, whitelist recipients and blacklist recipients.
    - Incoming user – View, manage and unlock incoming users.
      - View – Only view list of incoming users.
      - Manage – View and manage incoming users.
      - Unlock – Unlock users immediately without waiting for the timeout period to end.
    - Outgoing user – View, manage, lock/unlock and import from incoming users.
      - View – Only view list of outgoing users.
      - Manage – View and manage outgoing users.
      - Lock/Unlock – Lock or unlock outgoing users from sending out mails.
      - Import from incoming – Import outgoing users from the list of incoming users.
    - Whitelist recipients – View and manage whitelist recipients.
      - View – Only view list of whitelisted recipients.
      - Manage – View and manage whitelist recipients.
    - Blacklist recipients – View and manage whitelist recipients.
      - View – Only view list of blacklisted recipients.
      - Manage – View and manage blacklist recipients.
  - Domain management – View and manage all domain related tasks.
    - Local recipients – View and manage local recipients.
      - View – Only view list of local recipients.
      - Manage – View and manage local recipients.
    - Domain alias – View and manage domain aliases
      - View – Only view the list of domain aliases.
      - Manage – View and manage domain aliases.
    - Email filter settings – View and configure incoming spam detection settings.
      - View – Only view incoming spam detection settings.
      - Manage – View and configure incoming spam detection settings.
    - LDAP – View and configure LDAP settings for importing users.
      - View – Only view LDAP settings and list of imported users.
      - Change – View and configure LDAP settings for importing users.
    - Quarantine – View and manage quarantined mails.

- View – Only view the list of quarantined mails.
- Delete – Deleted quarantined mails from the list.
- Release – Release quarantined mails to the recipients.
- Archive – View and manage copy of incoming mails in archive.
  - View – Only view archived mails.
  - Resend – Resend archived mails to recipients.
  - Retain – Retains archived mails from being purged automatically.
  - Delete – Delete archived mails.
- Incoming delivery queue – View and manage queued mails.
  - View – Only view queued mails.
  - Retry – Retry to send queued mails to recipients.
- Incoming Log Search – Search incoming mails log.
- Outgoing Log Search – Search sent mails log.
- Clear incoming cache – Clear incoming callout cache.
- Clear outgoing cache – Clear outgoing callout cache.
- User session history view - View user sessions history for the assigned domain(s).
- Email Management – View and configure all Email management related settings and tasks.
  - Email size – View and configure email size settings.
    - View – Only view email size settings.
    - Change – View and configure email size settings.
  - Blocked extensions – View and manage blocked extensions.
    - View – Only view the list of blocked extensions.
    - Change – View and manage blocked extensions.
  - Whitelist senders – View and manage sender whitelist.
    - View – Only view sender whitelist.
    - Change – View and manage sender whitelist.
  - Blacklist senders – View and manage sender blacklist.
    - View – Only view sender blacklist.
    - Change – View and manage sender blacklist.
  - Release requests – View and manage requests from users for release of quarantined mails.
    - View – Only view the list of requests from users for release of quarantined mails.
    - Manage – View and manage requests from users for release of quarantined mails.
  - Whitelist requests – View and manage requests from users to whitelist senders.
    - View – Only view the list of requests from users for adding senders to whitelist.
    - Manage – View and manage requests from users to whitelist senders.
  - Blacklist requests – View and manage requests from users to blacklist senders.
    - View – Only view the list of requests from users for adding senders to blacklist.
    - Manage – View and manage requests from users to blacklist senders.
  - Report spam – Upload mails to CASG for reporting them as spam.
  - Whitelist senders per user – View and manage whitelisted senders per user.
    - View – Only view list of whitelisted senders per user.
    - Manage – View and manage whitelisted senders per user.
  - Blacklist senders per user – View and manage blacklisted senders per user.
    - View – Only view list of blacklisted senders per user.
    - Manage – View and manage blacklisted senders per user.

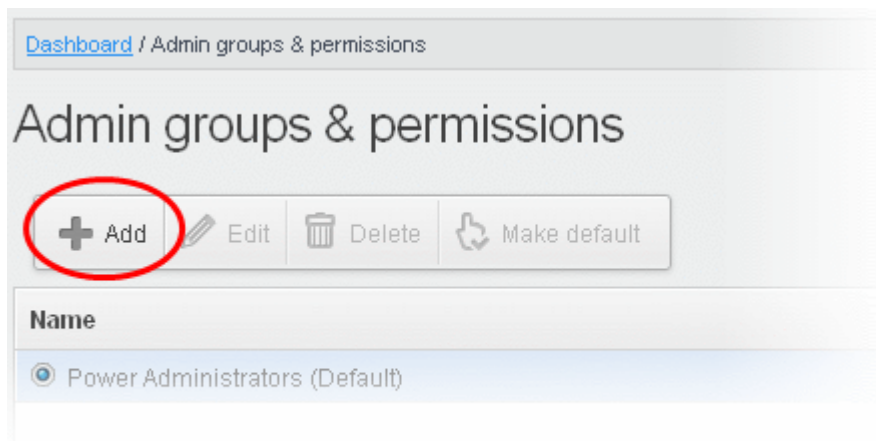
- Audit log – Configure and view log for the permitted domain.
  - Configuration – Configure the log settings for the permitted domain.
  - Log – View and export the log for the permitted domain.
- Report management – View and configure settings for periodical domain and quarantine summary reports for the permitted domain.
  - View – Only view the configured settings for periodical domain and quarantine summary reports for the permitted domain.
  - Change – View and configure settings for periodical domain and quarantine summary reports for the permitted domain.

Click the following links for more details.

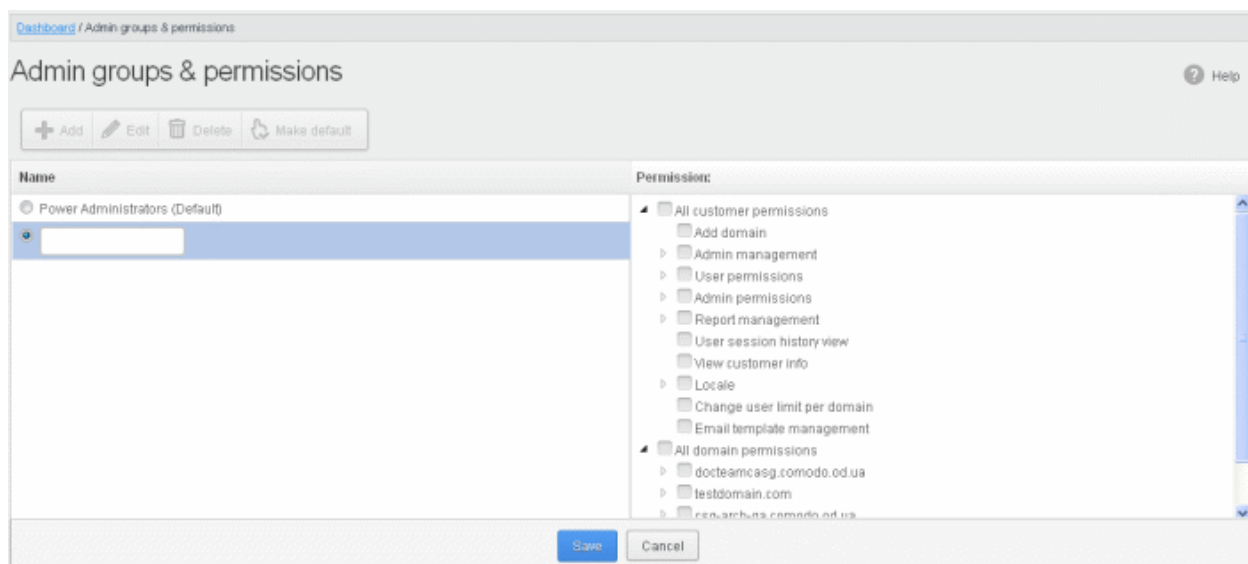
- [Adding a new admin group](#)
- [Editing a admin group](#)
- [Deleting a admin group](#)
- [Making a admin group as default](#)

## Adding a New Admin Group

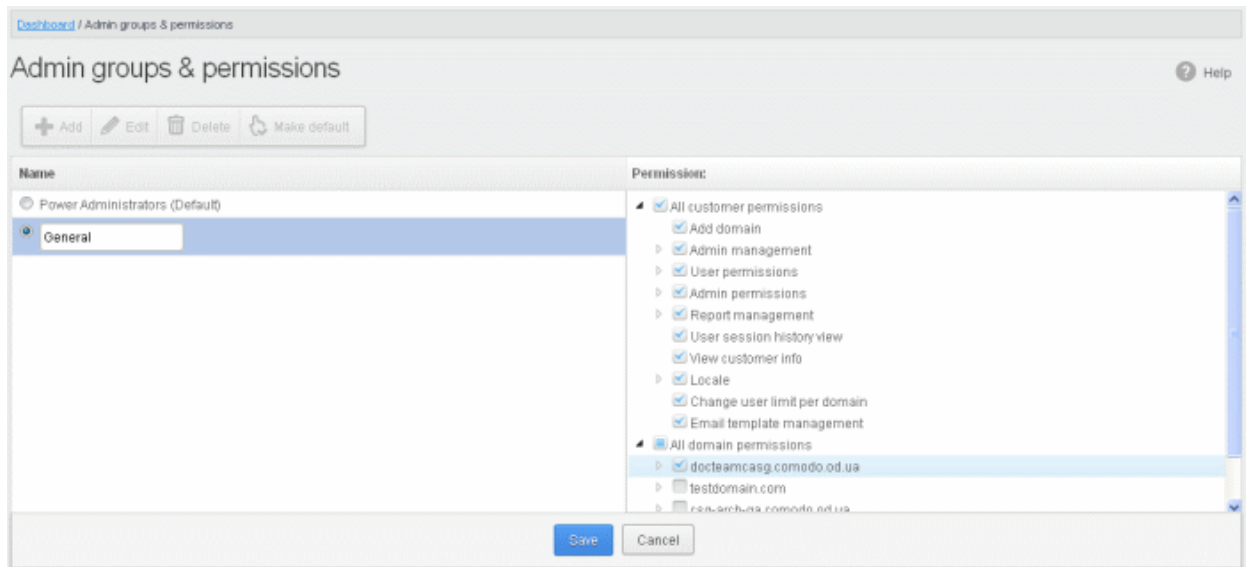
- To add a new admin group and configure permission levels, click the 'Add' button.



A new admin group creating page will be displayed.

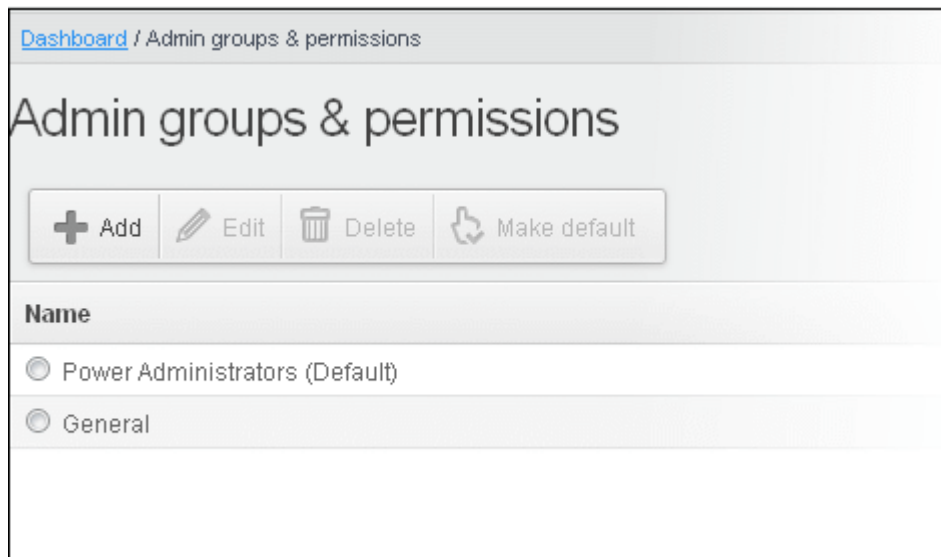


- Enter the name of the group in the text field under the 'Name' column and enable the permission levels in the right side required for that group.



- Click the 'Save' button.

The newly created group will be displayed in the interface.



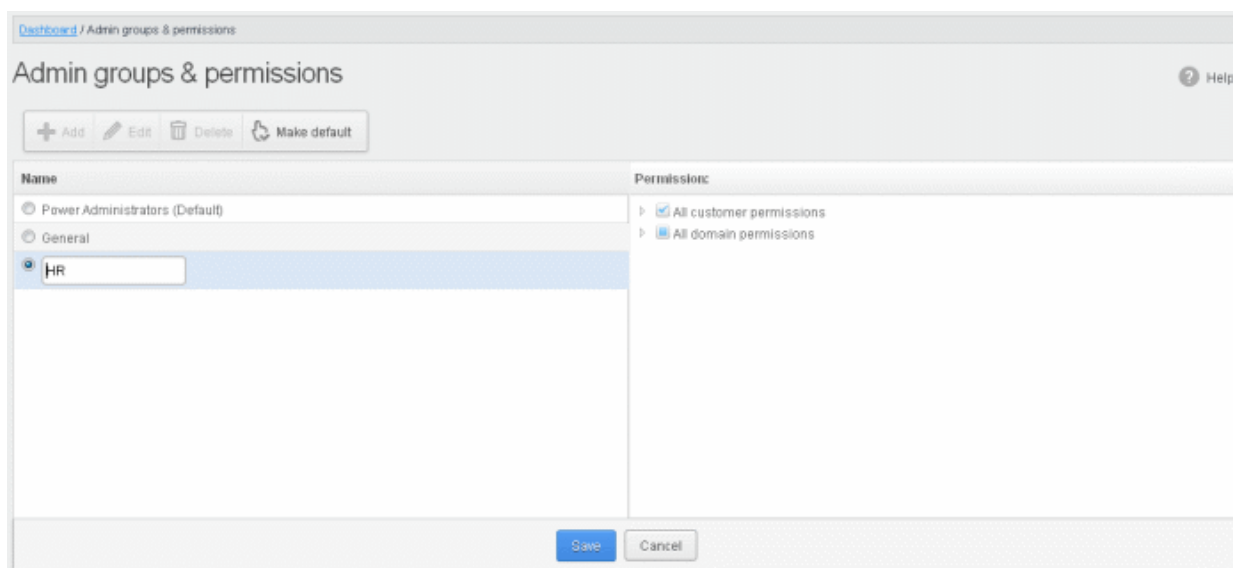
Now, administrators belonging to the account can be assigned to this newly created group. See the section '[Managing Permissions for Administrators](#)' in '[Administrators](#)' on how to add users to predefined groups.

## Editing a Admin Group

You can edit the name of an existing group and / or change the permission levels.

- To edit an existing group, select the group from the list and click the 'Edit' button.



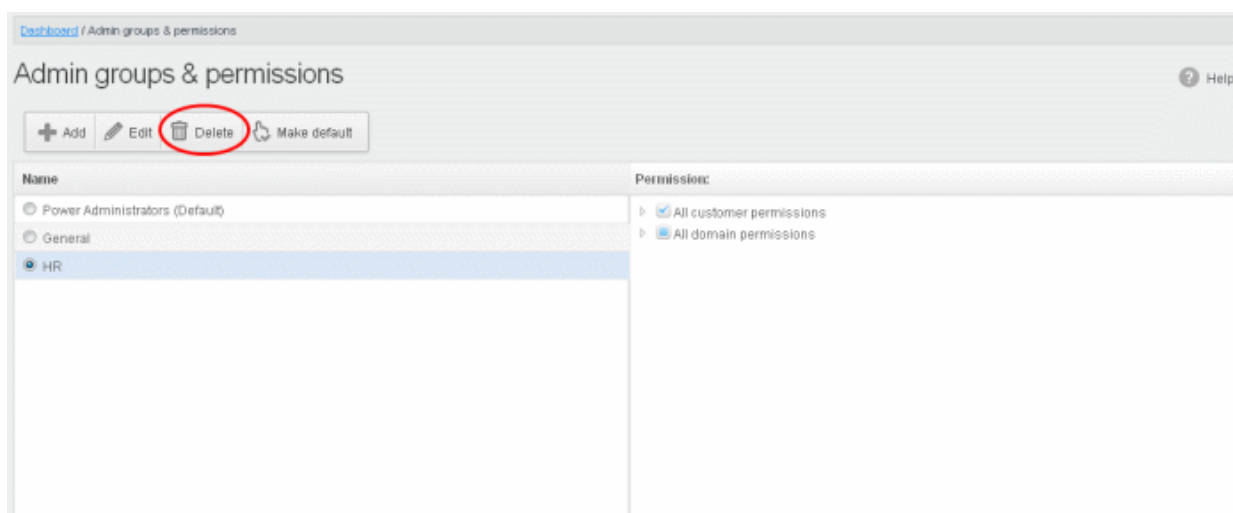


- Change the permission levels and / or the name of the group.
- Click the 'Save' button for the changes to take effect.

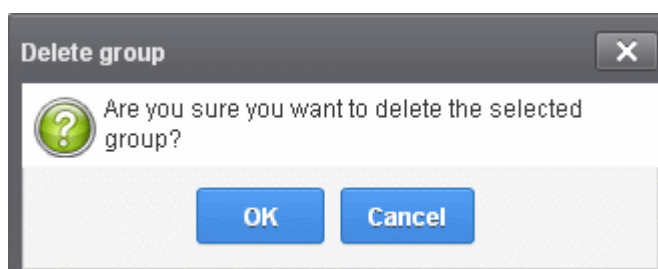
The admins in the group that is edited will be automatically reassigned to the edited group.

### Deleting a Admin Group

- To delete a group, select it from the list and click the 'Delete' button.



- Click 'OK' in the confirmation dialog.



The selected group will be deleted from the list.

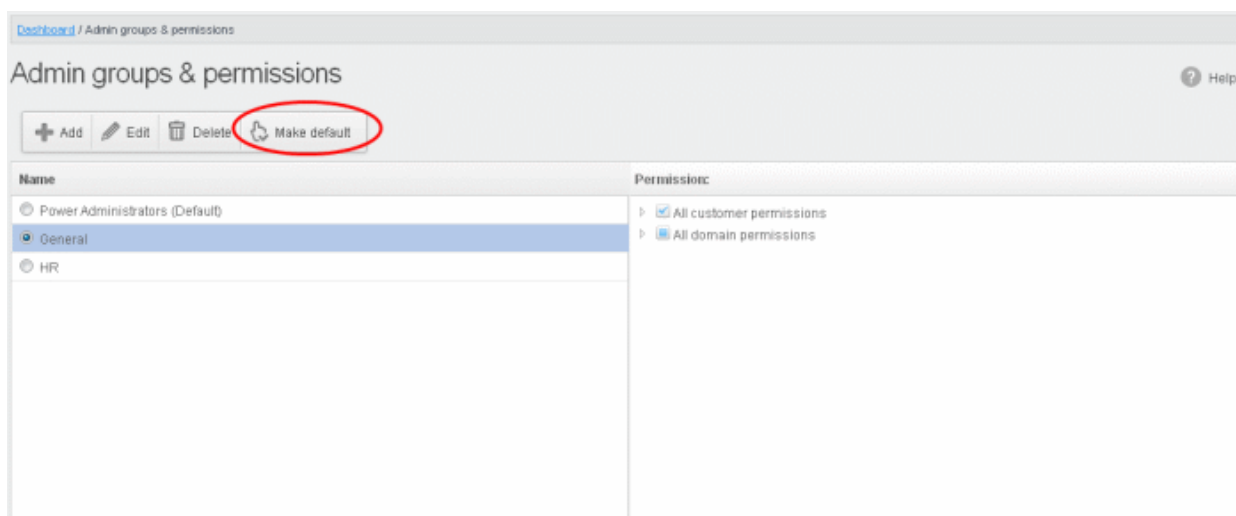
**Note 1:** If you delete a group, admins assigned to that group will be automatically moved to default group. You have to reassign the administrators if required.

**Note 2:** If you delete an admin group created by the administrator and marked as default, then the 'Power Administrator' group that was shipped with the product will be set as default. All the admins from the deleted group will be automatically migrated to the 'Power Administrator' group.

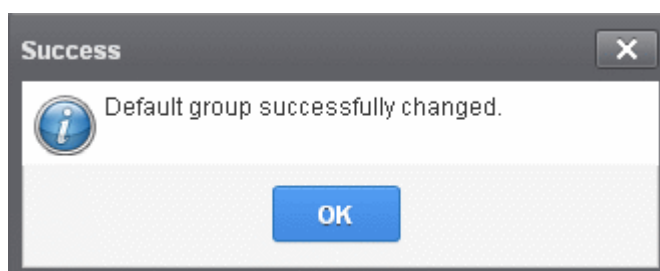
## Making an Admin Group as Default

CASG CASG allows administrators to make an existing group as a default group. Newly added administrators and administrators belonging to an existing group whose name was deleted will be automatically moved to this default group.

- To make an existing group as a default group, select it from the list and click the 'Make default' button.

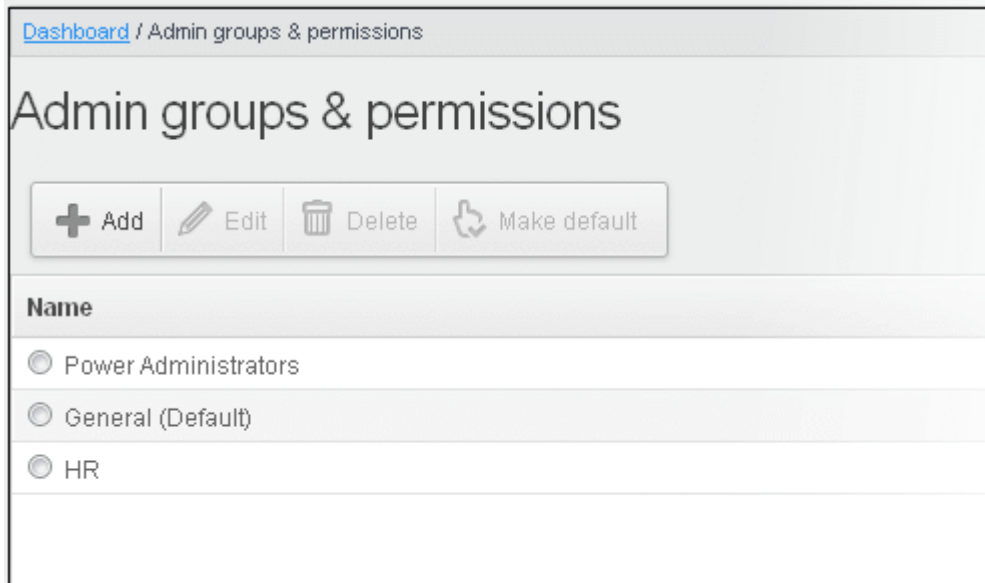


A success dialog will be displayed.



- Click 'OK'.

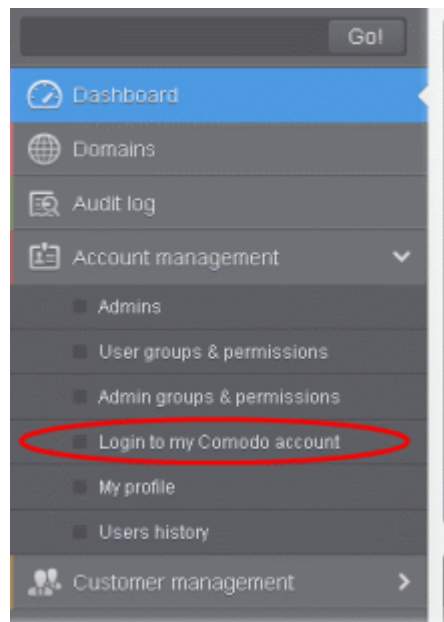
The selected group will be displayed as default group.



**Note:** If you delete an admin group created by the administrator and marked as default, then the 'Power Administrator' group that was shipped with the product will be set as default. All the admins from the deleted group will be automatically migrated to the 'Power Administrator' group.

### 3.2.3.4 My Comodo Account

This feature will be available in the 'Account management' tab if you have logged in to CASG using CAM account credentials.



Clicking the 'Login to my Comodo account' sub tab will take you to <https://accounts.comodo.com/login> page. From here you can...

- Add more subscriptions for CASG account
- Change your password
- Change contact information
- Sign up to other Comodo products

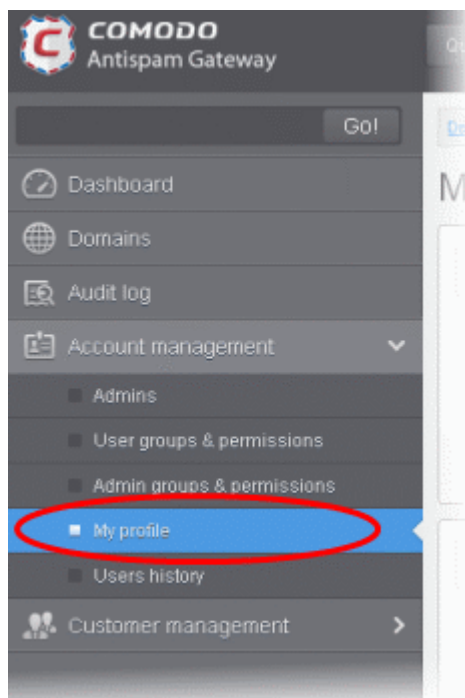
...and many more.

For more details on CAM account, visit our online website at [help.comodo.com/topic-211-1-513-5907—Introduction-To-Comodo-Accounts-Manager.html](http://help.comodo.com/topic-211-1-513-5907—Introduction-To-Comodo-Accounts-Manager.html)

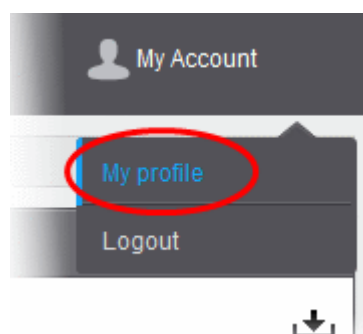
## 3.2.3.5 My Profile

The My Profile interface allows the currently logged-in administrator to change his / her login password to CASG as well as to change settings for idle session timeout and CASG notification email address.

- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'My profile' sub tab.



Alternatively, the My Profile interface can be accessed by clicking 'My Account' > 'My Profile' at the top right of the interface.



The My Profile interface will be displayed.

Dashboard / My profile

## My profile Help

### Change password

New password :

Confirm password :

### Change settings

Login: john@xdrteamcasg.comodo.od.ua

System notifications email(s): fatiena@gmail.com

Number of minutes before my session expires: 30

**Note:** The interface will vary depending on the login credential that you have used to access CASG. For administrators who have logged in using the CAM credentials, the 'Change password' feature will not be available. The password can be changed after logging in to the CAM account.

Click the following links for more details:

- [Changing Administrator's password](#)
- [Changing settings for idle session timeout and CASG notification emails](#)

### 3.2.3.5.1 Changing Password of the Administrator

The Change Password allows the currently logged-in administrator to change his/her login password.

#### To change the password

- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'My profile' sub tab.

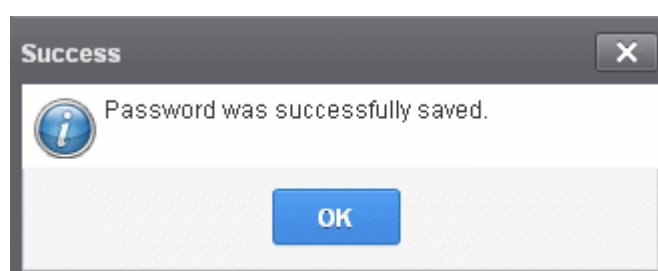
The My Profile interface will be displayed. In the 'Change password' section, enter the new password and confirm it in the respective text fields.

Change password

New password :

Confirm password :

- Click the 'Save' button.



- Click 'OK'.

The administrator has to use the new password to login into the CASG interface.


### 3.2.3.5.2 Change Settings

The 'Change settings' area in the My Profile interface allows the currently logged-in administrator to set his / her idle session timeout period as well as to change the CASG notifications emails.

#### To set idle session timeout and change system notifications email address

- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'My profile' sub tab.

The 'Change settings' section will be displayed in the lower portion of the My Profile interface.



- **System notifications email(s)** – Enter the email addresses at which the new administrator should receive CASG notification emails. It can be the same email address as the login name and / or alternative email address(es) of up to a maximum of five. The quarantine requests from users, for blacklisting, whitelisting, or releasing quarantined emails and notifications such as of imports of users, local recipients and users via LDAP from CSV files will be sent to the email addresses specified in this field. Refer to the section **Email Management** for more details.
- **Number of minutes before my session expires** - You can set the idle session timeout period in the box. Enter the period in minutes or increase / decrease the period by clicking the up / down arrow. The valid entry is between 1 minute and 120 minutes. Please note this feature will not be available if an administrator is logged into CASG using CAM credentials.
- Click Save for your changes to take effect.

### 3.2.3.6 Users History

The 'Users History' area in 'Administrator Account Management' allows the administrators to view user history for *all* domains within a particular date range. You can filter users by IP address, last login, Domain or User name. By default, the most recent 15 records will be displayed.

Use of filters to create custom searches is covered in more detail [here](#).

## 3.2.4 Customer Management

The Customer Management area of CASG allows an administrator to view the details of the account they are logged into. The administrator can configure subscriptions for the periodical Domain and Quarantine summary reports for domains; create an account; update the product and extend your license term. The administrator can also customize the 'support information' area in the notification emails that are generated for activities such as while adding a new user, password regeneration, quarantine request and quarantine report.

The screenshot shows the 'Customer info' page in the Comodo Antispam Gateway interface. The left sidebar contains navigation options: Dashboard, Domains, Audit log, Account management, Customer management (expanded), Customer info (selected), Manage report subscriptions, and Email template settings. The main content area displays the following information:

- Customer info** (Help icon)
- Name : test test
- CAM login : demo\_casg\_customer
- CAM email : demo\_casg@comodo.com
- Totals**
- Number of users : 13
- Max. number of users : 41
- Number of domains : 5
- Max. number of domains : 41
- Disk quota (GB) : 30
- Disk space : 1822.44 KB
- Subscriptions**
- Subscription :
- Max. number of users : 39
- Max. number of domains : 39

Click the links for more details:

- [Viewing Customer Information](#)
- [Managing subscriptions for reports](#)
- [Notification Email Settings](#)

### 3.2.4.1 Viewing Customer Information

The Customer Info interface provides the administrator with the details like maximum number of users, domains, license term and so on of the CASG account.

#### To view the account Information

- Click Customer Management tab from the left hand side navigation to expand it and then click the 'Customer Info' tab from the sub menu.

The 'Customer Info' interface will be displayed:

The image below shows an example of Customer Info who has purchased multiple licenses.

The screenshot shows the 'Customer info' panel in the Comodo Antispam Gateway interface. The panel is divided into several sections:

- Customer info:** Name: test test; CAM login: demo\_casg\_customer; CAM email: demo\_casg@comodo.com.
- Totals:**
  - Number of users: 13
  - Max. number of users: 41
  - Number of domains: 5
  - Max. number of domains: 41
  - Disk quota (GB): 30
  - Disk space: 1822.44 KB
- Subscriptions:**
  - Subscription 1:** Max. number of users: 39; Max. number of domains: 39; License expiration date: May 02, 2014; Disk quota (GB): 30; Enabled: true.
  - Subscription 2:** Max. number of users: 2; Max. number of domains: 2.

In the 'Customer Info' panel you will find the details of subscription(s) for your account. For multiple licenses, the number of users and domains that are allowed for all the licenses purchased will be added and displayed at the bottom most subscription column.

From the 'Customer Info' panel the administrator can get the the details of subscription(s) for the CASG account. For multiple licenses, the number of users and domains that are allowed for all the licenses purchased will be added and displayed at the bottom most subscription column.

## Name

- The name of the account is displayed at the Name title bar
- **CAM Login:** Displays the login user name for the account in Comodo Accounts Manager (CAM) at <https://accounts.comodo.com>. The administrator can use this login username to log in to CAM for purchasing additional licenses and renewal of existing licenses.
- **CAM email:** Displays the email address for the account as registered at CAM.

## Totals

- **Number of Users:** Displays the total number of enrolled users belonging to all the domains.
- **Max. Number of Users:** The total number of users that can be added as per all the subscriptions made for the account, that is, number of users cannot exceed the number given in this field for all domains included.
- **Number of Domains:** Displays the number of domains enrolled for account.
- **Max. Number of Domains:** The total number of domains that can be added as per all the subscriptions made for the account.



- **Disk quota:** Displays the total storage space allotted in CASG server for archiving incoming messages as per all the subscribed packages, in GB.
- **Disk space:** Displays the storage space used by the archived mails in the CASG server.

## Subscriptions

The following details are displayed for each subscription:

- **Max. Number of Users:** The maximum number of users that can be added to the account as per the subscription, that is, number of users cannot exceed the number given in this field for all domains included.
- **Max. Number of Domains:** The maximum number of domains that can be added as per the subscription.
- **License Expiration Date:** Displays the date till which the license is valid for the subscription.
- **Disk quota:** The maximum storage space allotted for mail archive in the CASG server, as per the subscription.
- **Enabled:** Displays whether the subscription is active or not.

## End-User License and Subscriber Agreements

- Displays the complete Comodo Antispam Gateway End-User License and Subscriber Agreement.

### 3.2.4.2 Manage Report Subscriptions

The Manage report subscriptions interface allows the administrator to configure the subscription to the periodical 'Domain' and 'Quarantine' summary reports of all the domains for the administrators enrolled for the account. Refer to [CASG Reports - an Overview](#) for more details.

#### To access Manage report subscriptions interface

- Click Customer Management tab from the left hand side navigation to expand it and then click the 'Manage report subscriptions' tab from the sub menu.

The 'Manage report subscriptions' interface will be displayed:

The 'Report recipients' field will be auto-populated with the email addresses of all the administrators available for the account and enabled for the same, at the time of **adding them**. The report recipients can be added or removed from this interface by entering the administrator's email address or deleting them and clicking the 'Save' button at the bottom.

The administrator can configure the subscription for two types of reports from this interface:

- **Quarantine Report** - The periodical report which can be configured to be received hourly, daily, weekly or monthly, will contain a detailed statistics of the mails that are identified as spam or containing malicious content and moved to Quarantine of the domain automatically by CASG. Refer to **CASG Reports - An Overview** for more details.
- **Domain Report** - The periodical report which can be configured to be received hourly, daily, weekly or monthly, will contain a detailed statistics of number of users, mails that have been received at and sent from the domain, number of spams identified and blocked and so on. Refer to **CASG Reports - An Overview** for more details.

### To configure the subscription of the reports

- If you want the administrators to receive the periodical reports, select the 'Enabled' checkbox in the row of the respective report type. If both the reports are required, you can select both the checkboxes.
- Leave the 'Send empty' checkbox unchecked if reports without any statistics need not to be sent to recipients.
- Select the frequency at which the reports are to be sent to the administrators.

## Quarantine Report

Quarantine report						
Hour	Day of month	Day of week	Send empty	Enabled	Start date (GMT)	Report length
<input type="radio"/> Every hour <input checked="" type="radio"/> Choose 0 <input checked="" type="checkbox"/> 1 2 <input checked="" type="checkbox"/> 3 4	<input checked="" type="radio"/> Every day <input type="radio"/> Choose 1 2 3 4 5	<input type="radio"/> Every week day <input checked="" type="radio"/> Choose <input type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input type="checkbox"/> Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Apr 21, 2014 01:00	Next report for 18 day(s) from last run (2014-04-02 14:24)

- **Hour** - The reports will be generated and sent to the administrators every hour or at the selected hour(s) 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 to the administrators 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 to the administrators 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.

## Domain Statistics Report

Domain statistics report							
Period	Hour	Day of month	Day of week	Send empty	Enabled	Start date (GMT)	Report length
Weekly	<input checked="" type="radio"/> Every hour <input type="radio"/> Choose 0 1 2 3 4	<input checked="" type="radio"/> Every day <input type="radio"/> Choose 1 2 3 4 5	<input type="radio"/> Every week day <input checked="" type="radio"/> Choose <input type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Apr 21, 2014 00:00	Next report for 2 week(s) from last run (2014-04-02 14:24)

- **Period** - Enables you to set the period to be covered in the report. The report will contain the statistics of all the domains in the account for the past one hour, one week, one month or one year, as selected from drop-down from the scheduled report time.
- **Hour** - The reports will be generated and sent to the administrators every hour or at the selected hour(s) 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 to the administrators 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 to the administrators 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.
- Clicking the 'Reset settings to default' button will disable both Quarantine and Domain statistics reports. The 'Report

Recipients' field will not be cleared.

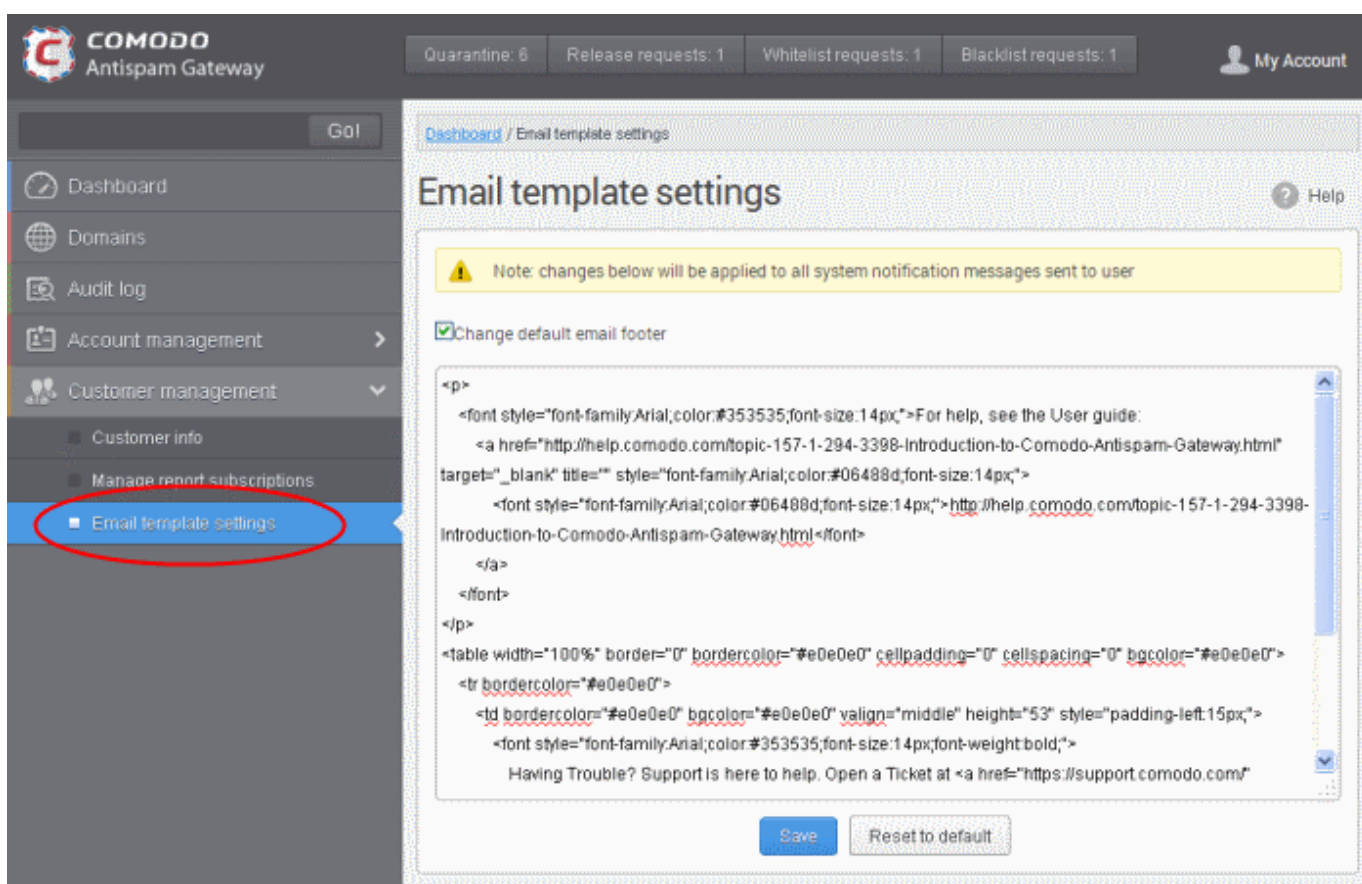
### 3.2.4.3 Notification Email Settings

By default, all the notification mails sent to administrators and users on various events like adding a new user, password regeneration, quarantine request or periodical report mails like quarantine report will contain the links to the online help guide and Comodo support in the footer. The administrator can customize the footer for adding their contact and support information, from the Email template settings area.

#### To customize the notification emails

- Click Customer Management tab from the left hand side navigation to expand it and then click the 'Email template settings' tab from the sub menu.

The 'Email template settings' interface will be displayed:



Please note the customization can be done only in html format.

- Select the check box 'Change default email footer' if you want to edit the details.
- Edit the details in html format as per your requirement and click the 'Save' button.
- Click the 'Reset to default' button to display Comodo support information in the notification emails.

## 4 CASG Reports - An Overview

Comodo Antispam Gateway can periodically generate quarantine and domain reports that are sent to administrators and users. CASG generates two types of report – a global report for all domains belonging to the account and another specific for a domain. See the section '**Managing Subscriptions for Reports**' in '**Customer Management**' for more details on customer level global reports and '**Manage Report Subscriptions for Selected Domain**' in '**Incoming**' section for reports on domain levels. The

reports for these types will be similar except the former will contain reports for all domains while the latter will contain reports for the selected domain. The reports will be sent routinely at the times selected in the language set for the account.

CASG can provide two types of reports:

- **Quarantine Report** - A statistical breakdown of mails identified as spam or malicious that were moved to quarantine by CASG. The report can be configured to be received hourly, daily, weekly or monthly.
- **Domain Statistics Report** - A comprehensive report which covers all mail activity for the domain. This includes information covering the number of users; mails that have been received at and sent from the domain; number of mail identified spam/malicious; number of mails blocked and so on. The report can be configured to be received hourly, daily, weekly or monthly by the administrator.
- Reports can be enabled or disabled per administrator in **Dashboard > Account Management > Admin > Add Administrators** or **Edit Administrators**.

## 4.1 Quarantine Report

The Quarantine Report contains a list of 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.

- **Administrator**
  - **Domain Level** - The Report generated for an administrator will contain the details of the mails moved to quarantine of the selected domain.
  - **Customer Level** - The Report generated for an administrator will contain the details of the mails moved to quarantine of all the domains belonging to the account.
- **User** - The Report generated for a user will contain the details of the mails moved to quarantine of the user.

The report can be subscribed to be received hourly, daily, weekly or monthly for an administrator and daily, weekly or monthly for a user.

- **Hourly** - The reports will be generated and sent every hour to the administrators through email.
- **Daily** - The reports will be generated and sent daily to the administrators/user through email.
- **Weekly** - The reports will be generated and sent to the administrators/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 administrators/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 report is shown below:



Here is the quarantine report for docteamcasg.comodo.od.ua from Apr 02, 2014 14:25 to Apr 11, 2014 00:00

Subject	From	To	CC (to docteamcasg.comodo.od.ua only)	Date	Size	
<a href="#">test_spam_email_1</a>	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua		Wed Apr 02 14:26:40 GMT 2014	8.16 KB	
<a href="#">test_spam_email_2</a>	John Smith <fiatlina@gmail.com>	demo2@docteamcasg.comodo.od.ua		Wed Apr 02 14:27:00 GMT 2014	8.18 KB	
<a href="#">Fw: We have free samples for you, now try before you buy @ your doorsteps!</a>	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua		Mon Apr 07 08:52:31 GMT 2014	3.02 KB	
<a href="#">Fw: We have free samples for you, now try before you buy @ your doorsteps!</a>	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua		Mon Apr 07 08:52:31 GMT 2014	3.02 KB	
<a href="#">Fw: FOLLOW THE INSTRUCTIONS !!</a>	John Smith <fiatlina@gmail.com>	demo2@docteamcasg.comodo.od.ua, demo1@docteamcasg.comodo.od.ua		Wed Apr 09 04:31:41 GMT 2014	231.0 KB	
<a href="#">Fw: FOLLOW THE INSTRUCTIONS !!</a>	John Smith <fiatlina@gmail.com>	demo2@docteamcasg.comodo.od.ua, demo1@docteamcasg.comodo.od.ua		Wed Apr 09 04:31:41 GMT 2014	231.0 KB	
<a href="#">Fw: Register and Get Rs. 5000 to Shop Now! Introducing Pepperfly.com - India's Largest Home and Furniture Online Store!</a>	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua		Wed Apr 09 04:32:36 GMT 2014	3.05 KB	
<a href="#">Fw: Register and Get Rs. 5000 to Shop Now! Introducing Pepperfly.com - India's Largest Home and Furniture Online Store!</a>	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua		Wed Apr 09 04:32:36 GMT 2014	3.05 KB	
<a href="#">Fw: Get Rs. 25 assured recharge + chance to win an IPOD.</a>	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua		Wed Apr 09 04:33:22 GMT 2014	3.98 KB	
<a href="#">Fw: Claim your exclusive rewards with the American Express Gold Card</a>	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua		Wed Apr 09 06:33:00 GMT 2014	26.5 KB	
<a href="#">Fwd Fw: Send UNLIMITED Emails/Newsletter in Just Rs. 2,500/mo. ZERO SETUP COST</a>	John Smith <fiatlina@gmail.com>	demo1@docteamcasg.comodo.od.ua, demo2@docteamcasg.comodo.od.ua		Wed Apr 09 06:40:43 GMT 2014	2.3 KB	

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

- 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.

## 4.2 Domain Statistics Report

The Domain Statistics Report provides details on all the mail activities on the domain. This includes information covering the number of users; mails that have been received at and sent from the domain; number of mail identified spam/malicious; number of mails blocked and so on. The report can be configured to be received hourly, daily, weekly, monthly or yearly by the administrator.

- **Domain Level** - The Report generated for an administrator will contain only the details of domain statistics of the selected domain.
- **Customer Level** - The Report generated for an administrator will contain the details of domain statistics of all the domains belonging to the account.

**Note:** The Domain Statistics Report is available only to the administrators .


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

- **Hourly** - The reports will be generated and sent every hour to the administrators through email.
- **Daily** - The reports will be generated and sent daily to the administrators through email.
- **Weekly** - The reports will be generated and sent to the administrators through email on every seventh day from the start date set in the 'Start date' field. The report will contain details of the mail activities for the domains 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 administrators through email on every 30th day from the start date set in the 'Start date' field. The report will contain details of the mail activities for the domains 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.

- **Yearly** - The reports will be generated and sent to the administrators through email on every 365th day from the start date set in the 'Start date' field. The report will contain details of the mail activities for the domains during the past 12 months. The first report will be sent on the start date and will contain the statistics for the remaining months of the year from the day of configuration and subsequently every 12 months.

An example of a Domain Statistics Report is shown below:



**Here is the daily Domain statistics report for docteamcasg.comodo.od.ua from Apr 09, 2014 23:00 to Apr 10, 2014 23:00**

Number of users	7
E-mail size limit	262144 KB
Spam ratio	0.0 %
Not spam messages	21
Not spam messages size	4656687
Unsure messages	0
Unsure messages size	0
Spam messages blocked	0
Spam messages size	0
Viruses blocked	0
Viruses size	0
Blacklisted messages	0
Blacklisted messages size	0
Total filtered messages	21
Total messages	21

**Having Trouble? Support is here to help. Open a Ticket at <https://support.comodo.com> or call 1.888.COMODO (266.6361)**

# Appendix 1 - CASG Error Codes

The most common error codes for CASG are given below:

Error Code	Description
1	Unknown error
100	Import exception
101	Wrong format
102	Wrong outgoing user format IP password. If 'password' is empty then 'username' must be IP address.
103	Communication exception
200	User limit exception
300	Spam engine exception
1000	Customer has no domains
1001	Domains mismatch
1002	Alias already exists
1003	User already exists



## Appendix 2 - CASG Comparison Table

Features	Paid Version	Free Version
Number of domains and incoming / outgoing users	Depends on the subscription	5 users and 1 domain
Number of domain aliases	5	Nil
Active Directory / LDAP Synchronization	✓	✗
Create / Modify User Groups	✓	✗
Assign permissions to User Groups	✓	✗
Number of user aliases per user	5	Nil
Incoming / Outgoing email filtering	✓	✓
View all quarantined emails	✓	✓
Release quarantined emails	✓	✓
Whitelist / Blacklist quarantined emails	✓	✓
Configure spam detection settings	✓	✓
Report spam emails	✓	✓
View queued emails in Delivery Queue	✓	✓
Force Retry (Force Deliver) selected or all queued emails in Delivery Queue	✓	✗
Create local recipients	✓	✗
Clear incoming / outgoing email cache	✓	✗
Log search incoming emails	✓	✓
Log search outgoing emails	✓	✗
Create domain aliases	✓	✗
Configure domain settings	✓	✗
Configure email size restrictions	✓	✗
Configure 'Blocked extensions' settings	✓	✗
View users' release requests	✓	✗
View users' whitelist / blacklist requests	✓	✗
Whitelist / Blacklist recipients	✓	✗
Whitelist / Blacklist senders	✓	✓
View users' login history	✓	✗
Email archive	✓	✗
Number of email administrator accounts	Unlimited	1

Report management	✓	✗
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## Appendix 3 - Troubleshooting LDAP

This section explains how to resolve some common problems that may arise when configuring LDAP.

For full details on working with LDAP, <http://help.comodo.com/topic-157-1-288-5720-Importing-Users-from-LDAP.html>

- **Problem: Unhandled Exception:**

Solution: The exception was not classified.

- **Problem: Size limit exceeded, unable to extract more then users from server. Size limit must be increased on server side or specify more strict query**

Solution: Active Directory server has limitation on the number of search entries which may be iterated during querying. By default, Microsoft Active Directory allows only 1000 search entries. If the server received more than that, the administrator should override the default LDAP search size limit in the Active Directory, or use more strict query

- **Problem: Incorrect filter settings: ....**

Solution: Filter settings contain incorrect format or AD server doesn't support it.

- **Problem: Incorrect BaseDN settings: ...**

Solution: BaseDN value has incorrect format.

- **Problem: Unable to connect with provided host in BaseDN settings: ...**

Solution: Provided domain name for BaseDN setting cannot be resolved in AD forest tree. Assure a domain name is correct.

- **Problem: Unable to resolve LDAP referral, host unreachable. Users had found before referral might be imported. Possible solution is to use Global Catalog server (port 3268/3269 as default) to avoid resolving referrals.**

Solution: CASG is trying to extract as much as possible information and following referrals to resolve all search entries in a query. If the URL in the referral is unreachable by CASG then the iteration will stop. Only partial result will be provided. That occurs when an administrator uses a private domain and it cannot be accessed with only domain name (the referral contains the list of URLs of the explicit domain names but the information about servers located in the private subnet is absent). To avoid the referrals occurrence in search entries use the Global Catalog server for querying. By default, the port for this server is 3268/3269 and that depends on whether the SSL enabled or not.

- **Problem: Unknown error. Users found before error might be imported. Original exception - ...**

Solution: Search entries has been terminated within the replication process. Please contact support to find a solution.

- **If you do not know your BaseDN, here's a step-by-step guide to determining your BaseDN.**

Most organizations follow a similar convention for their determined BaseDN when the organization sets up its Active Directory. For a company with the domain of example.com, the typically BaseDN is **cn=Users,dc=example,dc=com**

## Appendix 4 - Useful Links

This page contains links to external webpages which provide detailed explanations of LDAP features.

### What Is the Global Catalog?

<http://technet.microsoft.com/en-us/library/cc728188%28v=ws.10%29.aspx>

### Global Catalog and LDAP Searches

<http://technet.microsoft.com/en-us/library/cc978012.aspx>

### LDAP Referrals

<http://technet.microsoft.com/en-us/library/cc978014.aspx>

Click the following links for more details <http://help.comodo.com/topic-157-1-288-5720-Importing-Users-from-LDAP.html>

## 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.

### **Comodo Security Solutions, Inc.**

1255 Broad Street

STE 100

Clifton, NJ, 07013

United States

Tel: +1.888.256.2608

Tel: +1.703.637.9361

Email: [EnterpriseSolutions@Comodo.com](mailto:EnterpriseSolutions@Comodo.com)

For additional information on Comodo - visit <http://www.comodo.com>.