

COMODO
Creating Trust Online®



Comodo Antispam Gateway

Software Version 2.2

User Guide
Guide Version 2.2.012715

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1 Introduction to Comodo Antispam Gateway

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

Features and benefits include:

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

The screenshot shows the 'Quarantine' section of the Comodo Antispam Gateway interface. The top bar indicates 'Quarantine: 2' and 'My Account'. The left sidebar lists various management options. The main content area shows a table of quarantined emails:

Subject	From	To	Date (GMT)	Reason	Size	Action
demo spam email 2	admin <admin@csg.comodo.od.ua>	john@docteamcasg.c	Oct 29, 2014 2:55:03 PM	spam External pattern match (Sanesecurity.Jt)	110€ byte:	
demo spam email 1	admin <admin@csg.comodo.od.ua>	john@docteamcasg.c	Oct 29, 2014 2:54:46 PM	spam External pattern match (Sanesecurity.Jt)	110€ byte:	

Navigation and action buttons are visible at the bottom of the table, including page indicators and a 'Per page' dropdown set to 15.

Guide Structure

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

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

Quick Link to Online Help Guide

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

Access to various interfaces in the application depends on the permission levels set for you by the administrator. Contact your administrator if you need to access to features that have been blocked for you.

2 How to...Tutorials

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

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

2.1 How to Login to CASG

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



Email User Interface

Username

Password

Login

[Forgotten your password?](#)

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

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



Email User Interface

Your account is locked and will be unlocked in 30 minutes.

Username

Password

Login

[Forgotten your password?](#)

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

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

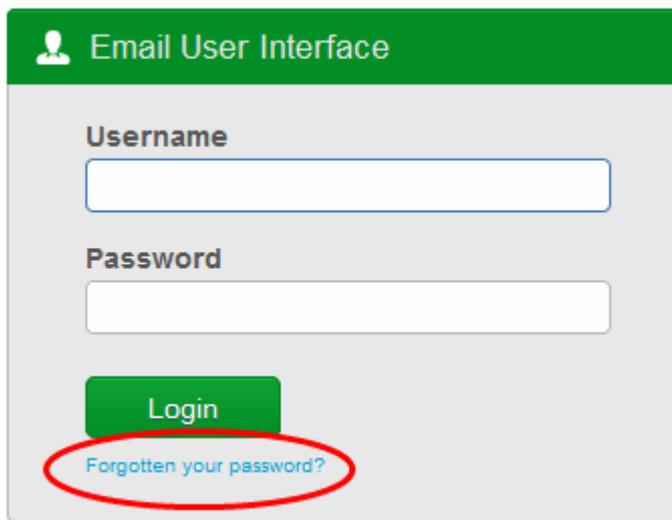
2.2 How to Get a New Password

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

To generate a new password from CASG login interface

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

The login interface of CASG will be displayed.



- Click the 'Forgot your password?' link.

The 'Forgotten your password?' interface will be displayed.

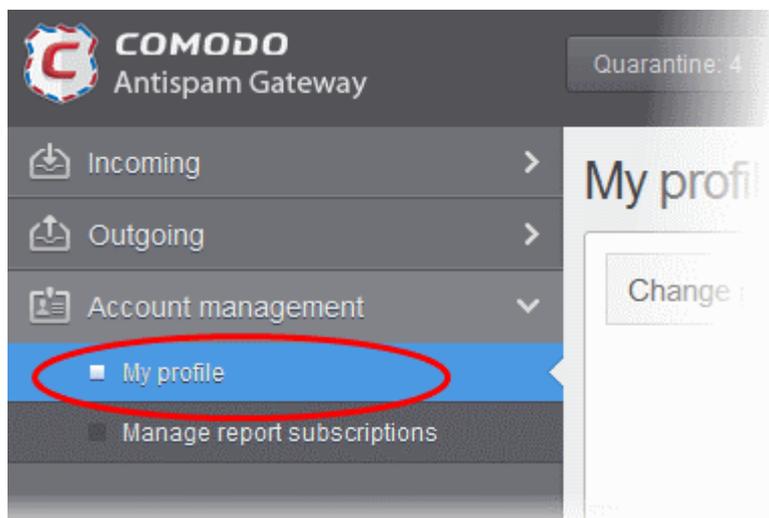
- Enter your full username including domain address, for example, 'johnsmith@example.com' in the 'Username' box and click the 'Send password' button.

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

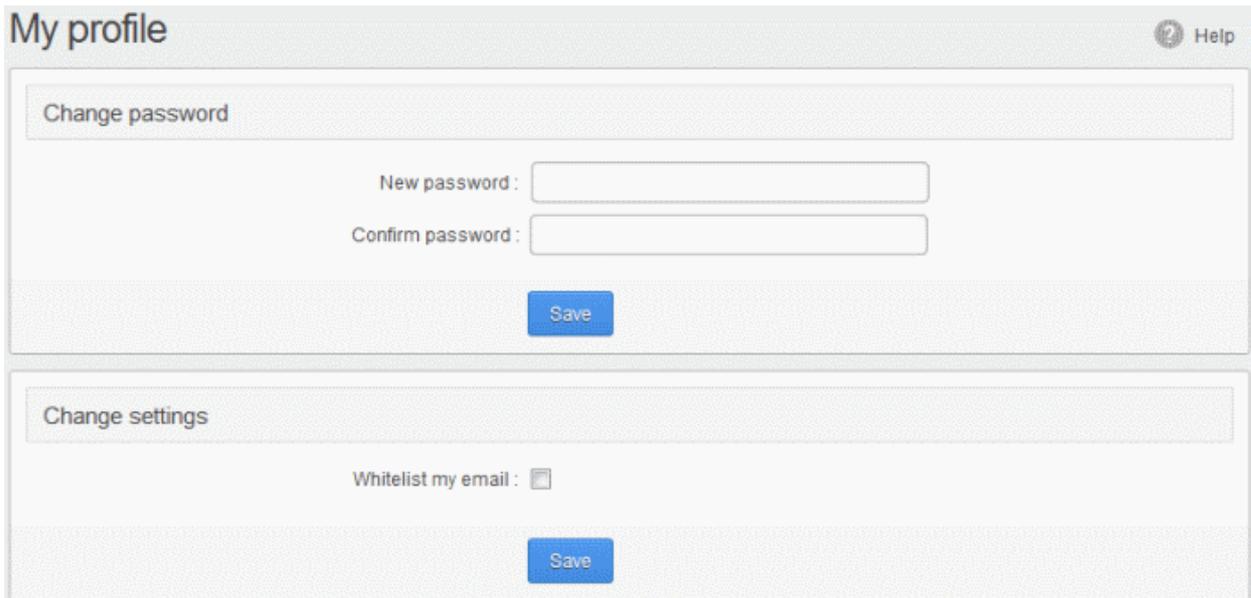
Note : You can use the above option if you are already a CASG user and forgotten your password. If you are a new user, contact your administrator to add you as a new user and get a password for accessing CASG.

To change the current password

- **Login** to the CASG interface.
- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'My profile' sub tab.

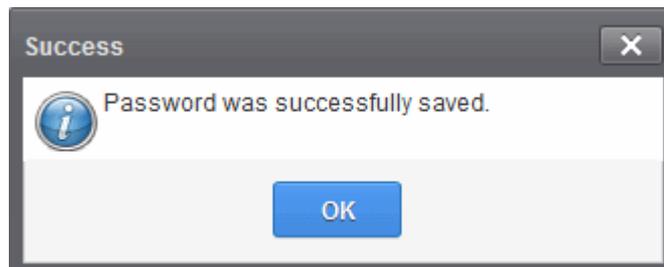


The 'My profile' interface will be displayed.



- In the 'Change password' section, enter the new password and confirm it in the respective boxes and click the 'Save' button.

Password successfully changed dialog will be displayed.



- Click 'OK'.

Now you can access CASG using the new password.

2.3 How to Manage your Quarantined Mails

You can view the mails addressed to you but identified as spam and quarantined by CASG in two ways:

- **From the Notification email**
- **From the CASG User Interface**

Quarantine Notification Email

If enabled by the administrator, CASG sends a notification email whenever an email addressed to you is identified as spam and moved to quarantine. The notification mail will contain a link to view the email content. The link will expire in 24 hours.

An example quarantine notification mail is shown below:



New email placed in quarantine.

Sender: bluto@pirateisland.com
Date: Wed Nov 12 12:55:04 EET 2014
Subject: You've got a treasure

To see the quarantined message, click [here](#)

For help, see the User guide: <http://help.comodo.com/topic-157-1-294-3398-Introduction-to-Comodo-Antispam-Gateway.html>

Having Trouble? Support is here to help. Open a Ticket at <https://support.comodo.com> or call 1.888.COMODO (256.2608)

Clicking the link enables you to view the email. But for other actions like releasing the mail, blacklist/whitelist the sender, you need to login to the CASG user interface and manage the mail as explained [below](#).

Note: The administrator of your email account should have enabled this feature for you. If you are not getting notification mails, contact your administrator for enabling it.

CASG Quarantine Interface

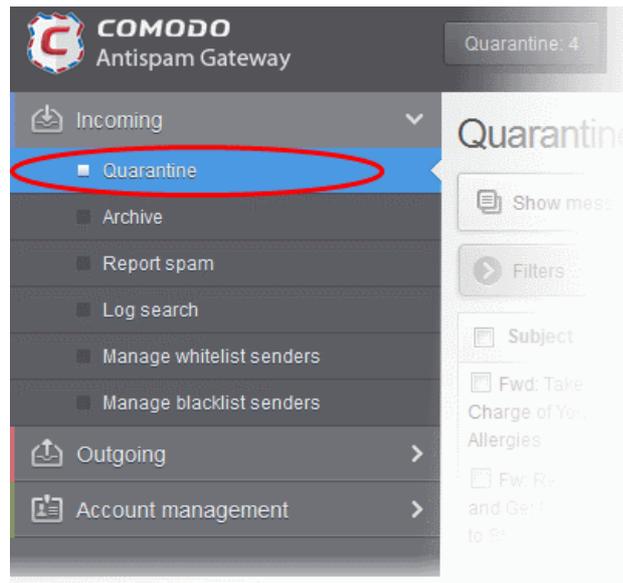
The 'Quarantine' area in CASG allows you to view all your quarantined emails. You can also send requests to administrator to release quarantined emails or add senders to either whitelist or blacklist. From this interface you can delete a selected or all the spam mails.

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

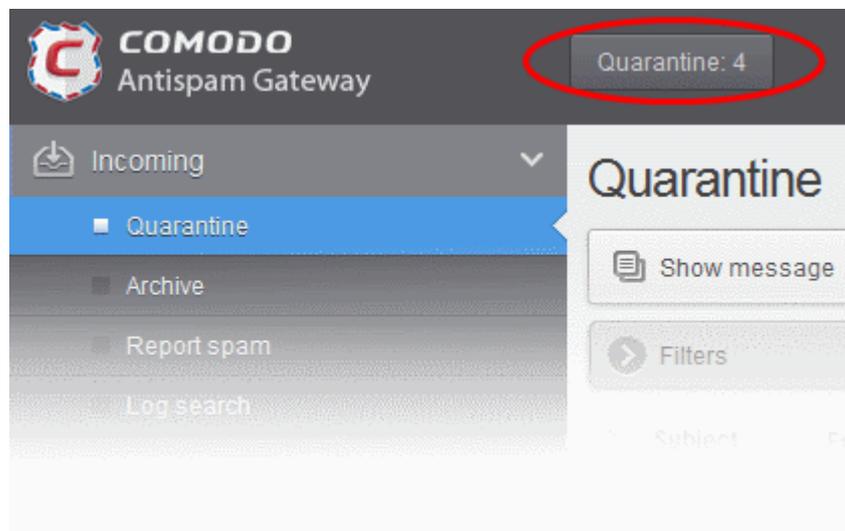
Tip: You can configure CASG to send Quarantine summary reports periodically to your email. The report will contain a list of mails identified as spam and were moved to Quarantine automatically by CASG. For more details, refer to [How to Subscribe for Periodical Quarantine Report Summary](#).

To open the quarantined email interface:

- **Login** to the CASG interface.
- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Quarantine' sub tab.



- Alternatively, click the 'Quarantine' button at the top.



The quarantined email area of the user will be displayed.

Quarantine ? Help

Filters

<input type="checkbox"/>	Subject	From	To	Date (GMT)	Reason	Size	<input type="checkbox"/>	Action
<input type="checkbox"/>	demo spam email 2	admin <admin@csg.comodo.od.ua>	john@docteamcas	Oct 29, 2014 2:55:03 PM	spam External pattern match (Sanesecurity.Jur	1108 bytes	<input type="checkbox"/>	
<input type="checkbox"/>	demo spam email 1	admin <admin@csg.comodo.od.ua>	john@docteamcas	Oct 29, 2014 2:54:46 PM	spam External pattern match (Sanesecurity.Jur	1108 bytes	<input type="checkbox"/>	

/ 1

Per page 15

The quarantined emails are displayed with eight columns providing information about the subject, the sender, details of the

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

Sorting the Entries

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

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

Viewing Quarantined Mails

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

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

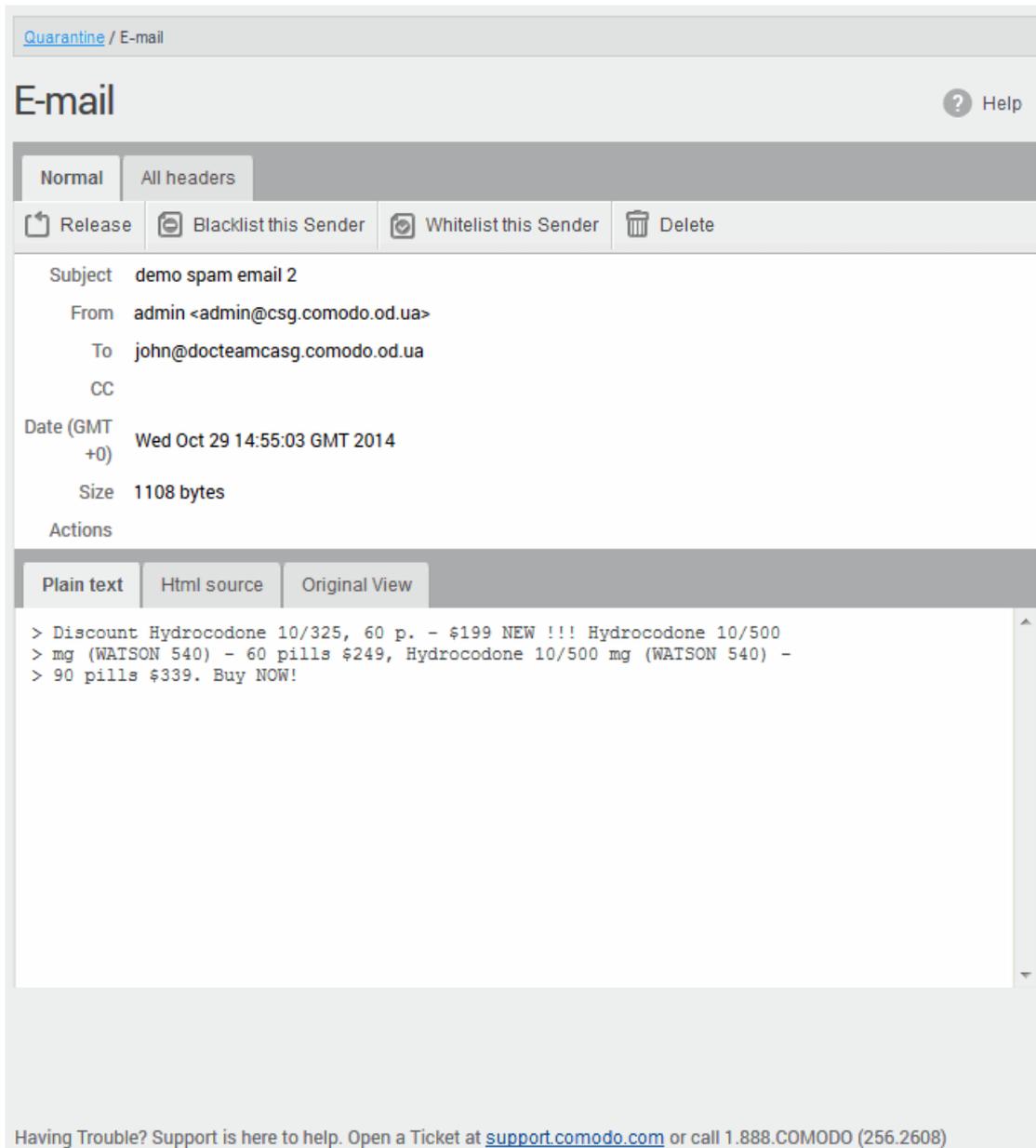
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Show message' button will be available in the interface.

To view quarantined mails in the same CASG window:

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

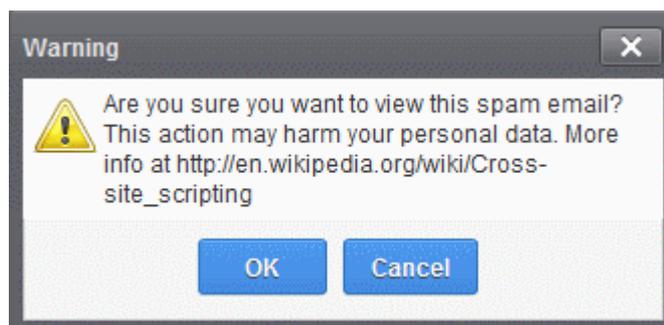
The screenshot shows the 'Quarantine' interface. At the top right is a 'Help' icon. Below it is a toolbar with buttons for 'Show message' (circled in red), 'Delete', 'Delete all', and 'More actions'. To the right of these is a 'Refresh' button. Below the toolbar is a 'Filters' section with a dropdown menu set to 'Subject', a search box containing 'contains', and an 'Apply filter' button. The main area is a table with columns: Subject, From, To, Date (GMT), Reason, Size, and Action. The first row is selected and shows a 'demo spam email 2' from 'admin <admin@csg.comodo.od.ua>' to 'john@docteamcas' on 'Oct 29, 2014 2:55:03 PM'. The reason is 'spam External pattern match (Sanesecurity.Junk)' and the size is '1108 bytes'. The second row is partially visible, showing another 'demo spam' email.

The selected mail will open.



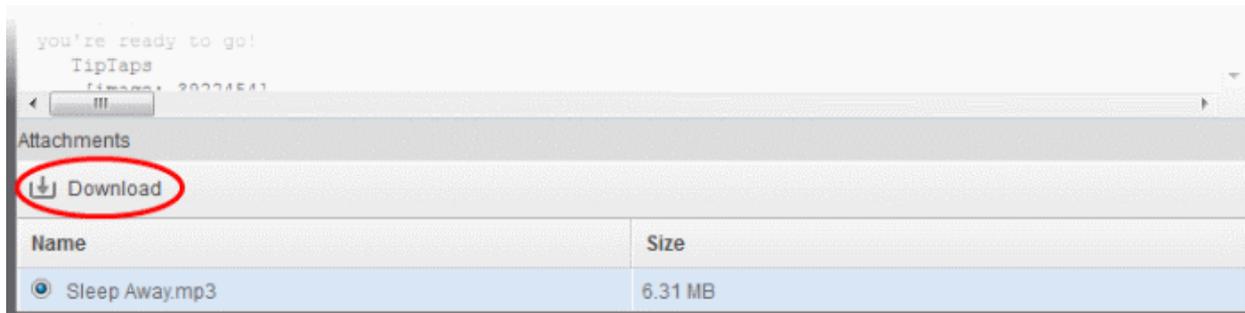
By default, the email will open in Normal view and will be displayed in Plain text, where the images, banners and links will not be displayed. Clicking the 'Html source' tab displays the email with all the html tags. To view images and links, click the 'Original View' tab. The user can also request the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

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



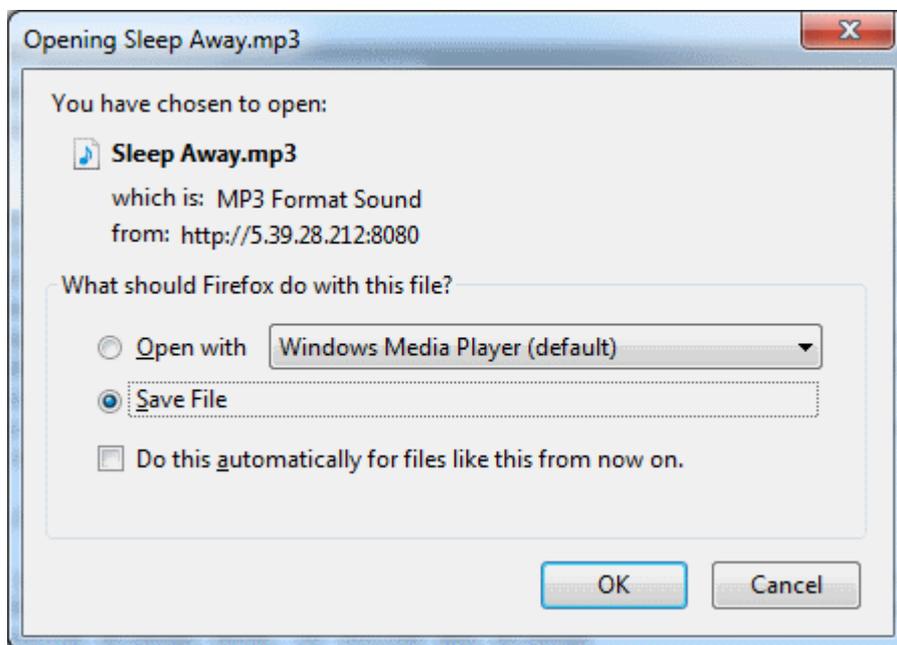
- Click 'OK' to view the email.

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



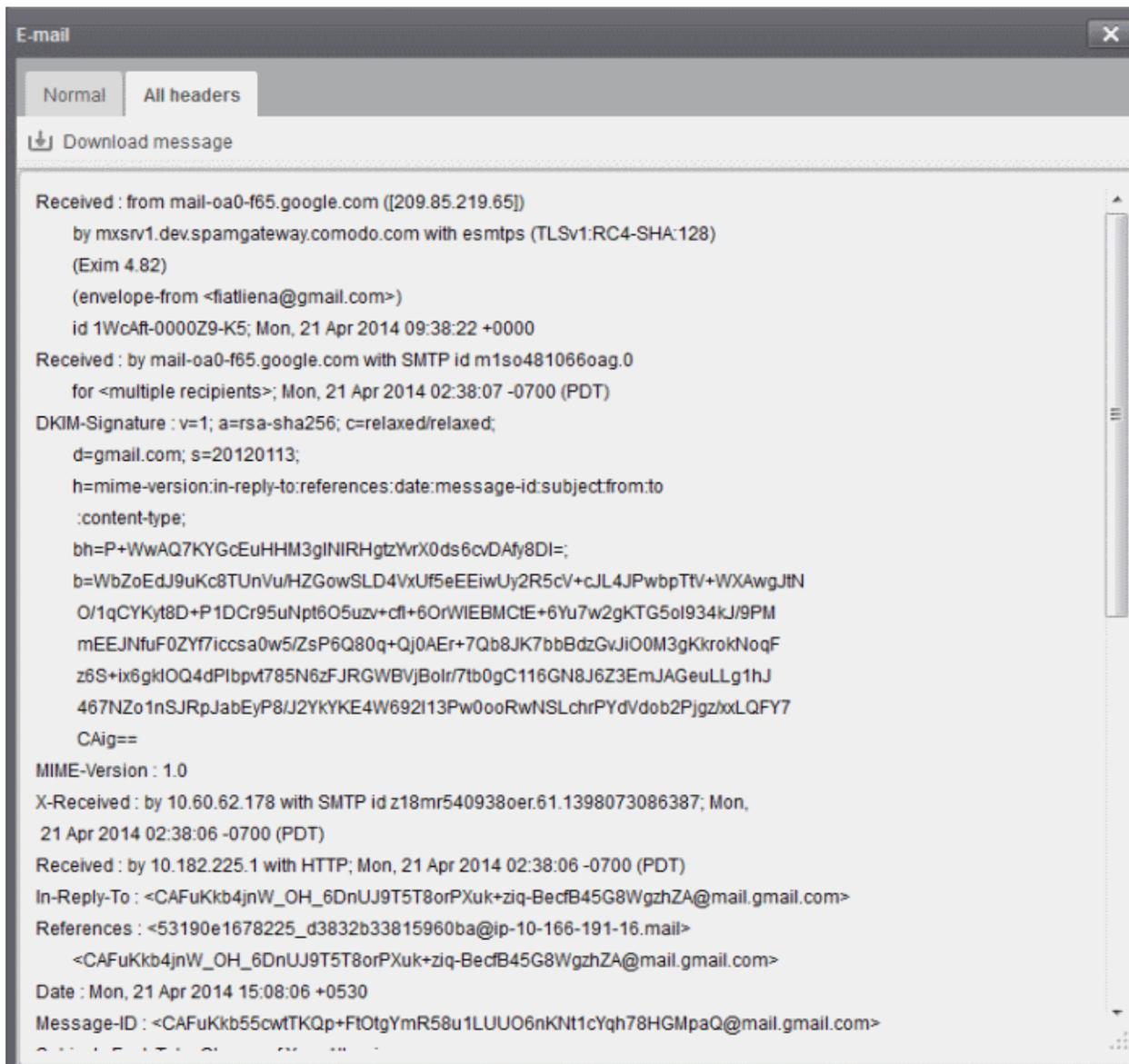
- Select the attachment and click the download button.

The download dialog will open.



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

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



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

To view a quarantined mail in a new CASG window

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

The screenshot shows the 'Quarantine' interface with a table of spam emails. A context menu is open over the first email, with the following options:

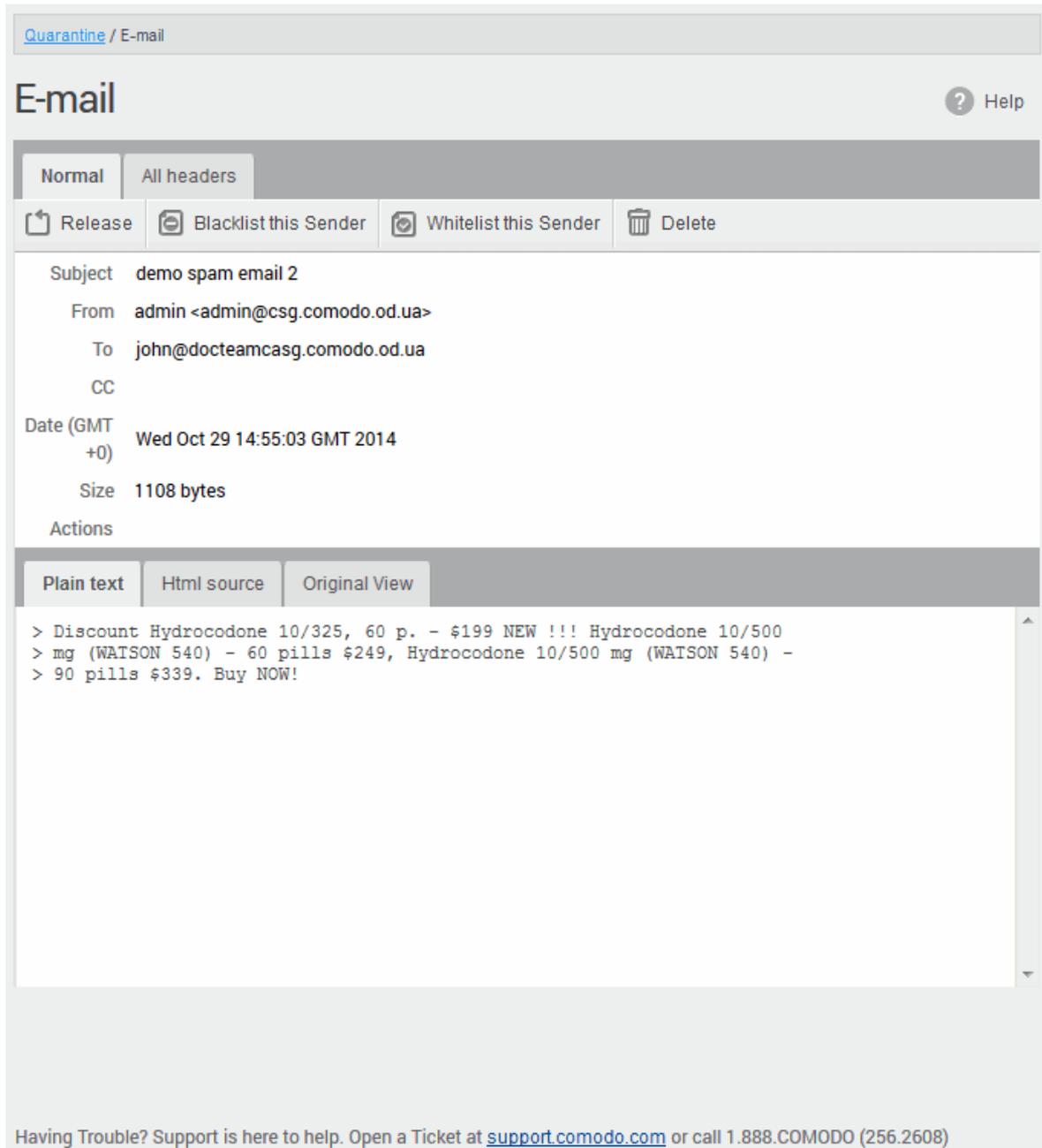
- Open Link in New **T**ab
- Open Link in New **W**indow
- Open Link in New **P**rivate Window
- Bookmark This **L**ink
- Save Link **A**s...
- Copy Link **L**ocation
- S**earch Google for "demo spam email..."
- Inspect Element (**Q**)

<input type="checkbox"/>	Subject	From	To	Date (GMT)	Reason	Size		Action
<input checked="" type="checkbox"/>	demo spam email 2	admin@csq.comodo.edu.us	john@docteamcasg.	Oct 29, 2014 2:55:03 PM	spam External pattern match (Sanesecurity.J	1108 byte		
<input type="checkbox"/>	demo spam email 1	admin@csq.comodo.edu.us	john@docteamcasg.	Oct 29, 2014 2:54:46 PM	spam External pattern match (Sanesecurity.J	1108 byte		

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 the 'Show message in new window'.



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

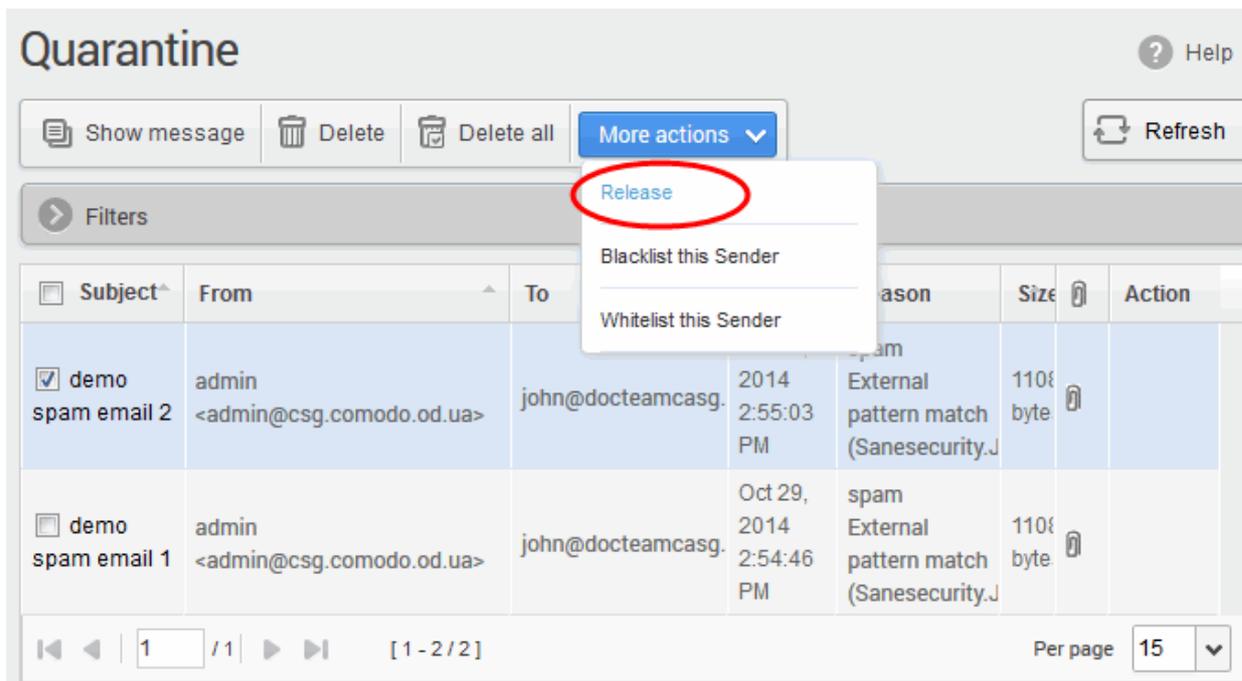


To request administrator for releasing quarantined mails:

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

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

- Select the mail that you want to be released and click 'More actions' > 'Release'.



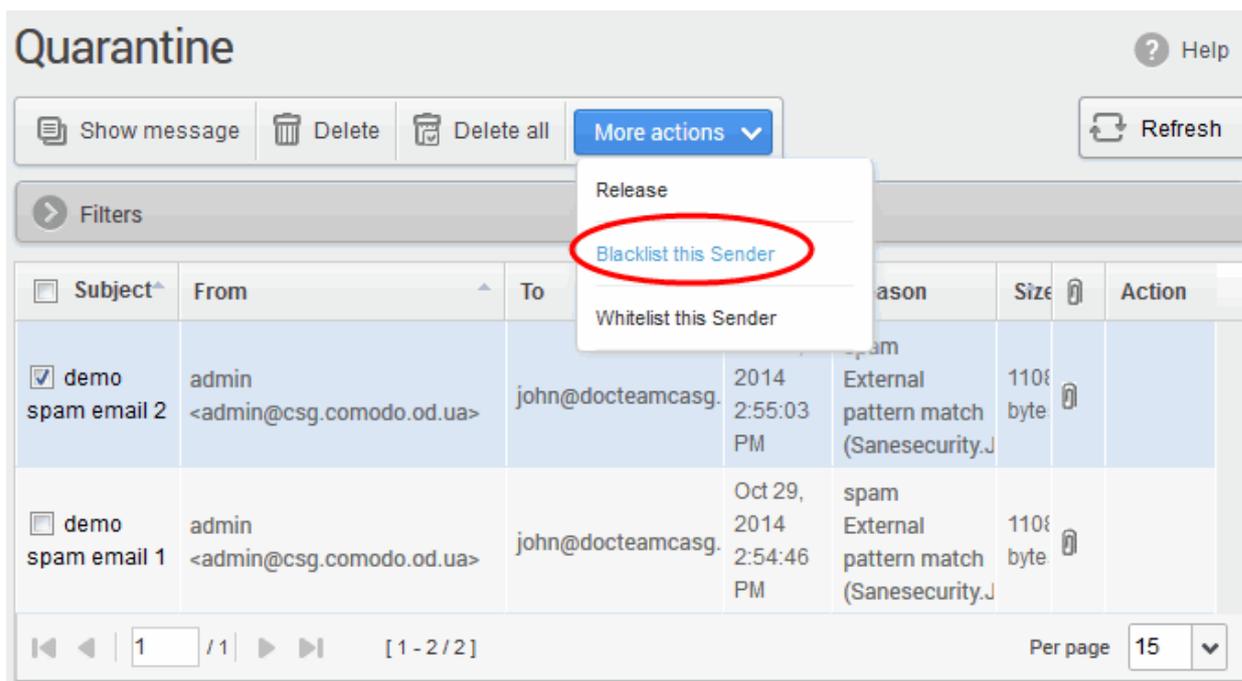
An email notification will be sent to your administrator for your request and you will also receive the request email. This request will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the user will receive the email and if it is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

To request administrator for adding senders to blacklist:

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

Note: Depending on the permission level configured for your email account by your administrator, the button for adding senders to blacklist will be 'Blacklist this Sender' or 'Request blacklist' in the 'More actions' drop-down button. If the interface displays 'Blacklist this Sender' button, you can add the sender to blacklist without approval from your administrator.

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



An email notification will be sent to your administrator for your request and you will also receive the request email. This request

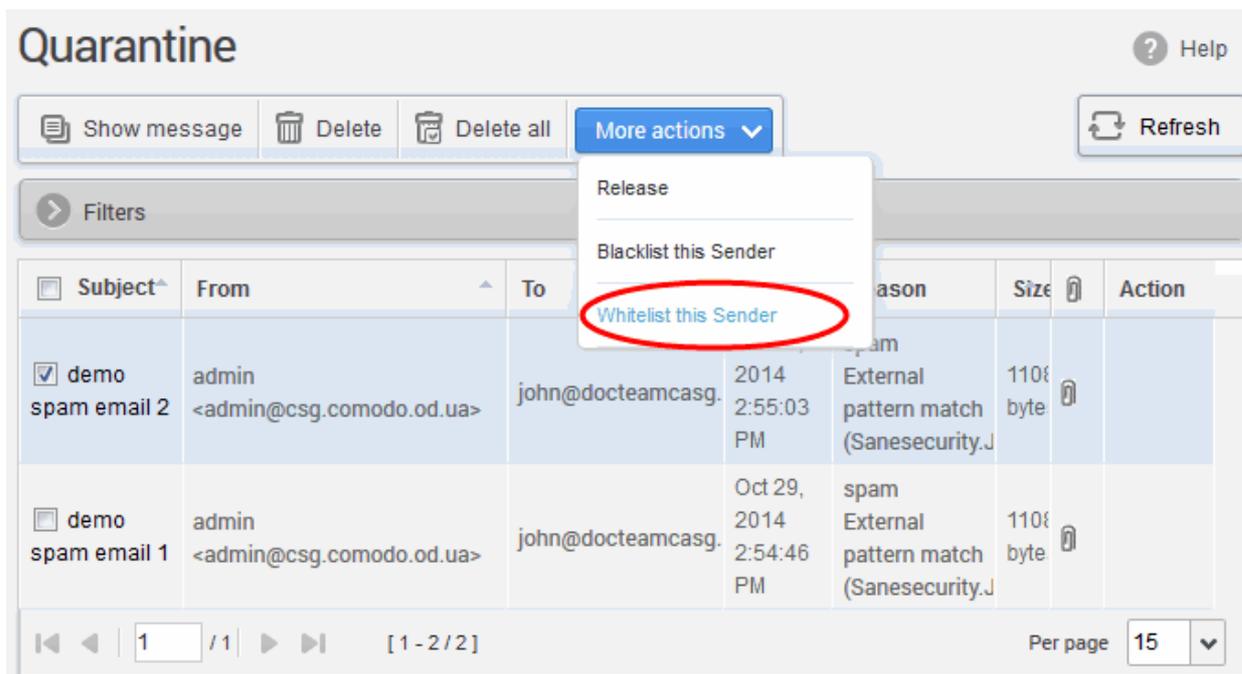
will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the sender will be added to blacklist and the user will no longer receive any mail from that sender. If the request is rejected, 'Blacklist this Sender' icon in the Action column will no longer be displayed.

To request administrator for adding senders to whitelist:

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

Note: Depending on the permission level configured for your email account by your administrator, the button for adding senders to whitelist will be 'Whitelist this Sender' or 'Request whitelist' in the 'More actions' drop-down button. If the interface displays 'Whitelist this Sender' button, you can add the sender to whitelist without approval from your administrator.

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



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

2.4 How to Use Filter Options in the Quarantined Emails Interface

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

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

The screenshot shows the 'Quarantine' interface. At the top, there are buttons for 'Show message', 'Delete', 'Delete all', and 'More actions', along with a 'Refresh' button. Below this is a 'Filters' section with a '+ Subject' dropdown, a 'contains' condition dropdown, and an 'Apply filter' button. The main area displays a table of messages:

Subject	From	To	Date (GMT)	Reason	Size	Action
demo spam email 2	admin <admin@csg.comodo.od.ua>	john@docteamcas	Oct 29, 2014 2:55:03 PM	spam External pattern match (Sanesecurity.Jur)	1108 bytes	[icon]
demo spam	admin		Oct 29, 2014	spam	1108	

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

This screenshot shows the same interface as above, but with the filter dropdown menu open. The menu options are:

- Subject
- From
- To
- Date
- Size (KB)

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:

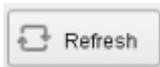
- **Equals:** Displays the quarantined emails that have the same date as the selected date in the third box from the calendar
- **Less than:** Displays the quarantined emails with dates less than the selected date in the third box from the calendar
- **Greater than:** Displays the quarantined emails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

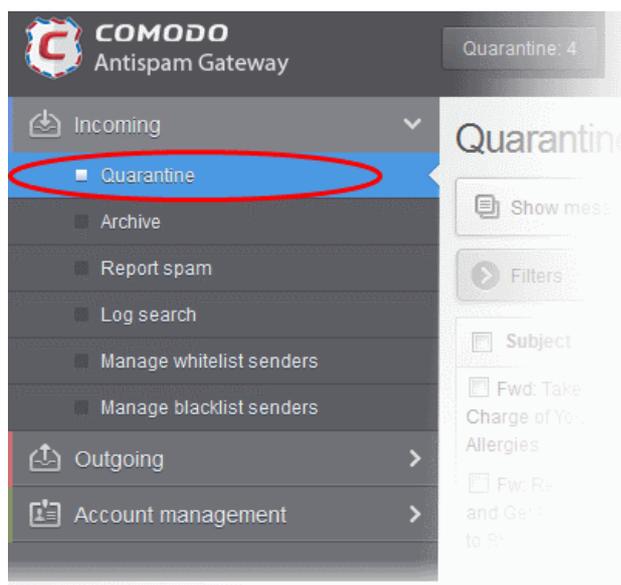
Note: To display all the quarantined emails after using the filters option, you have to first click anywhere on the Filters tab to close the filters area and then click the 'Refresh' button.

2.5 How to Check when an Expected Email is not Received

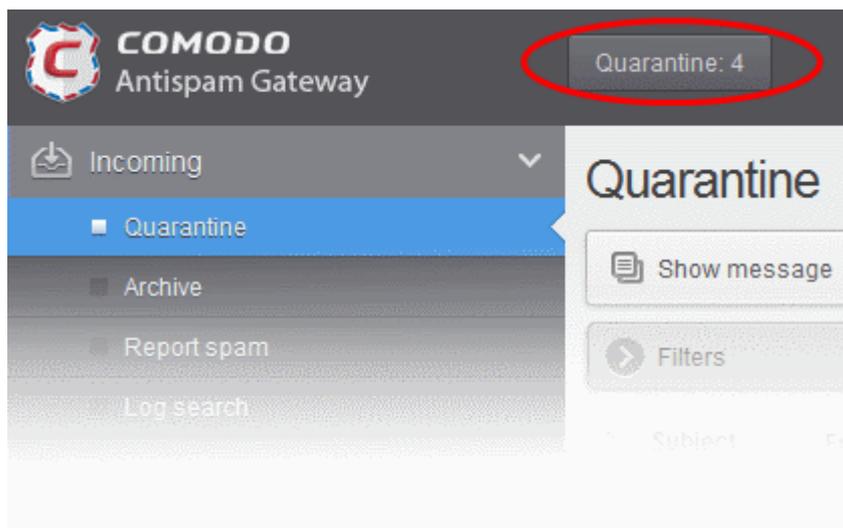
You are expecting an important email, but it is not in your inbox. The CASG filtering engine would have most probably classified it as spam and quarantined. Search for it in the 'email quarantined' area.

To search for a particular email in the quarantine interface

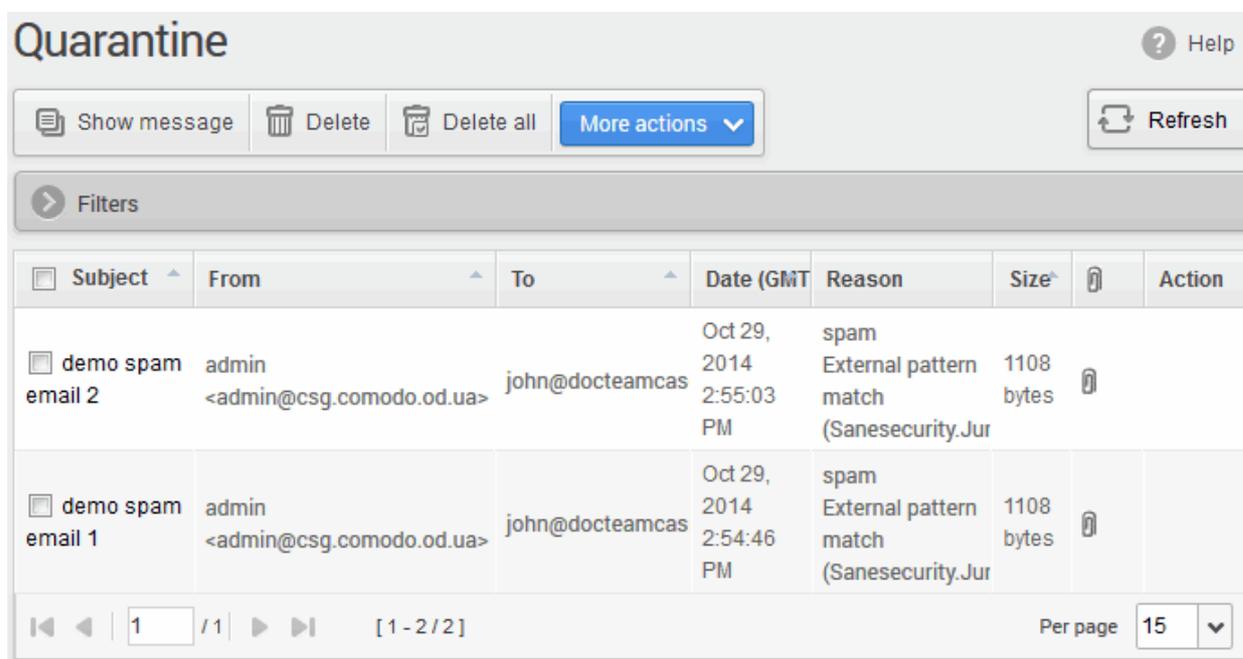
- **Login** to the CASG interface.
- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Quarantine' sub tab.



- Alternatively, click the 'Quarantine' button at the top.



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



Note: Depending on the permission level configured for your email account by your administrator, the buttons in the interface may vary. For example, 'Show message' button may not be available in the interface. In 'More actions' drop-down button, the 'Release' may appear as 'Release' button enabling you to release quarantined mail without approval from the administrator.

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

Sorting the Entries

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

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

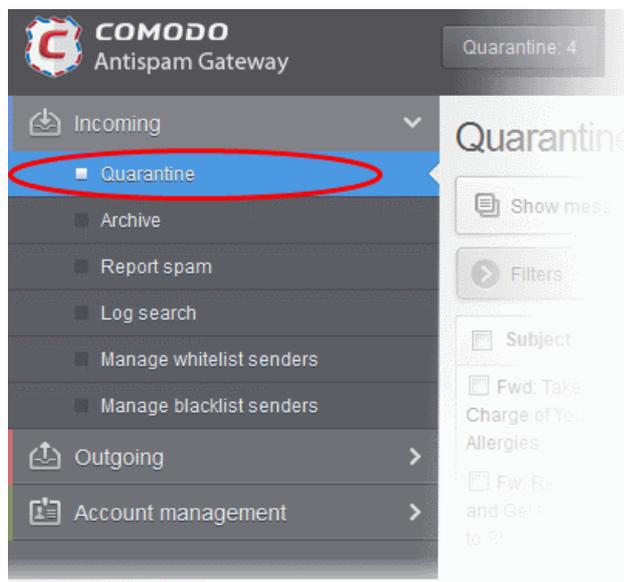
Tip: You can configure CASG to send Quarantine summary reports periodically to your email. The report will contain a list of mails identified as spam and were moved to Quarantine automatically by CASG. For more details, refer to [How to Subscribe for Periodical Quarantine Report Summary](#).

2.6 How to Retrieve an Email which had Virus Attachment

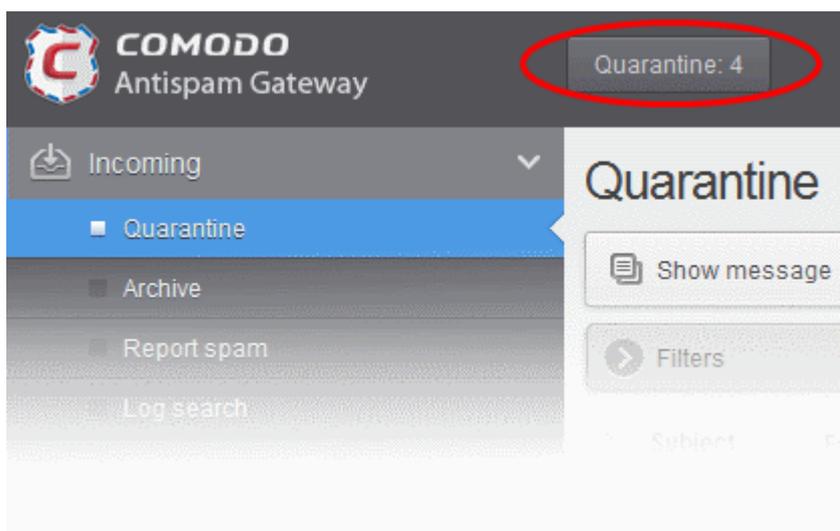
CASG will quarantine all your incoming emails that it has classified as spam or with virus or with any other suspicious attachment after the filtering process. You can retrieve your quarantined emails from the 'Quarantine' area in CASG.

To retrieve quarantined mails with attachments

- **Login** to the CASG interface.
- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Quarantine' sub tab.



- Alternatively, click the 'Quarantine' button at the top.



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

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

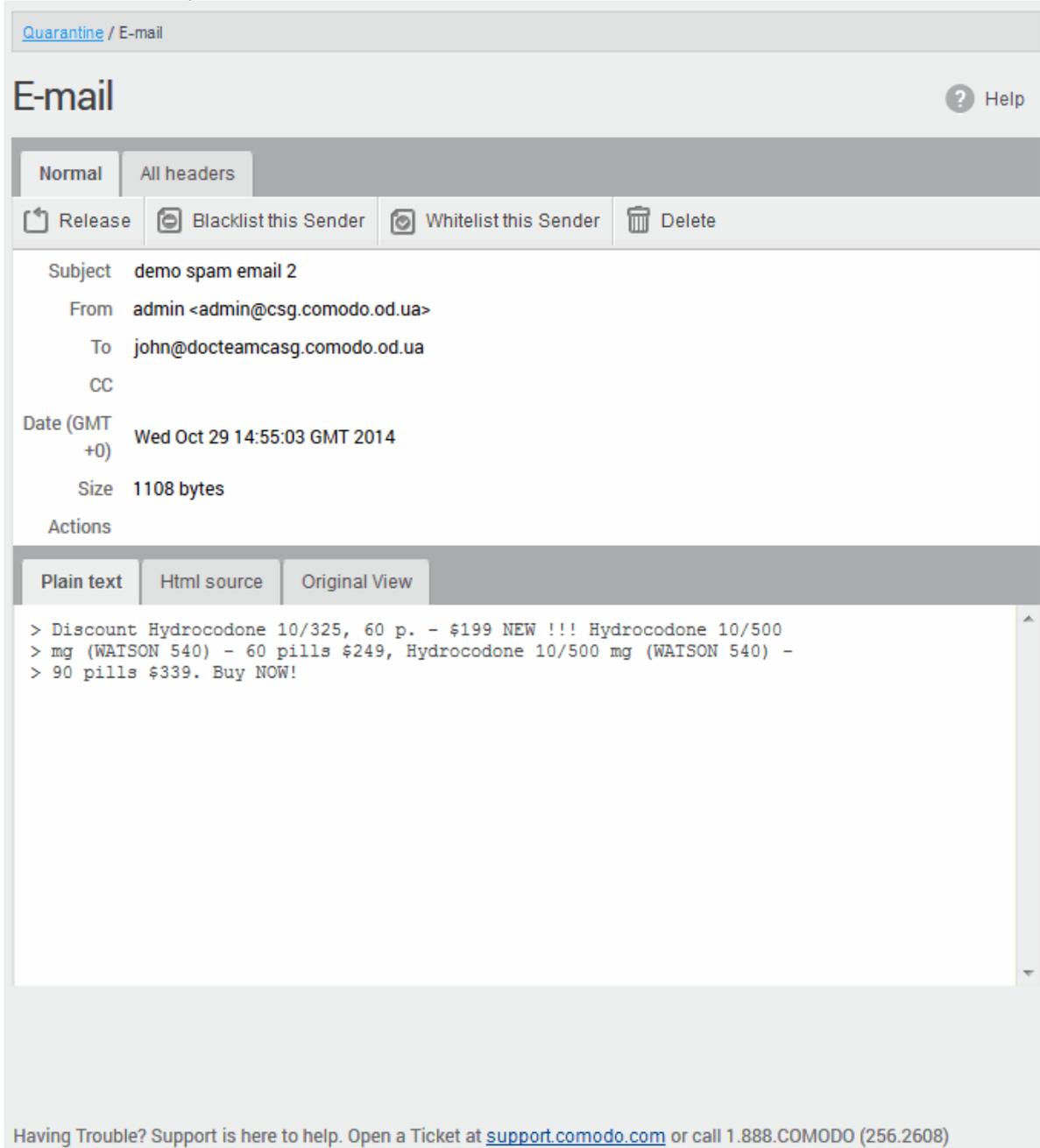
Sorting the Entries

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

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

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

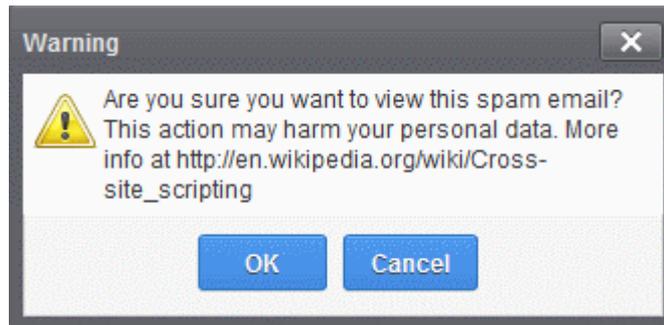
The selected email will open.



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

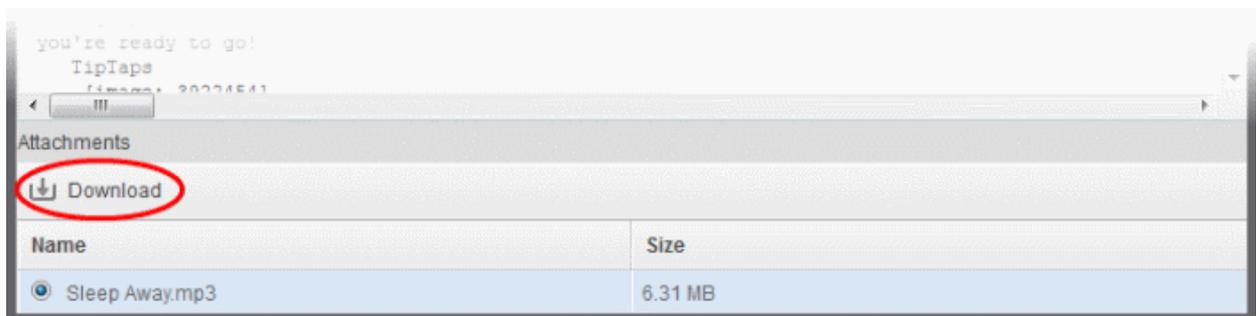
The user has to request the administrator to **release** the email for retrieving it and also to add the sender to **whitelist** or **blacklist**.

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



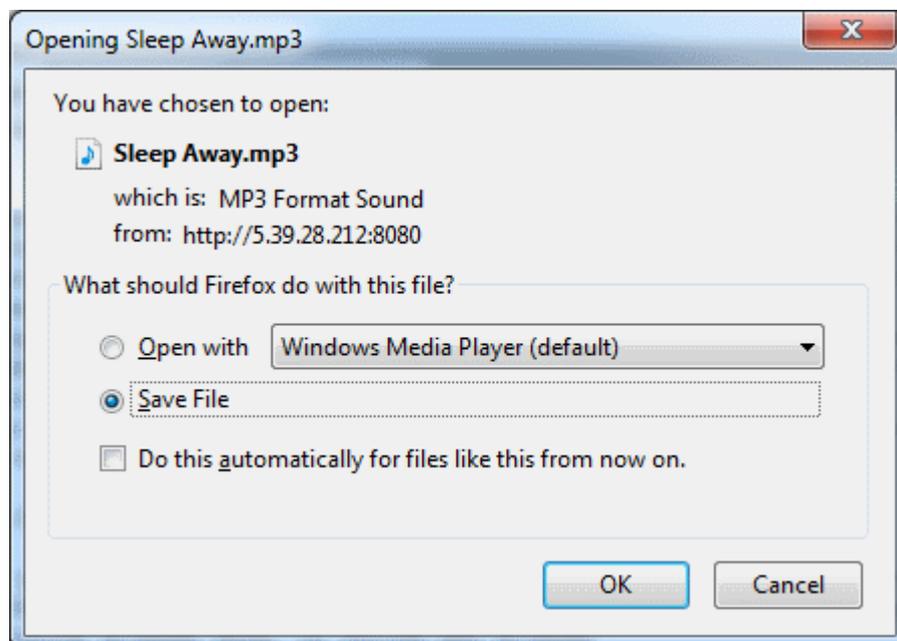
- Click 'OK' to view the email.

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



- Select the attachment and click the download button.

The download dialog will open.



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

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

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

2.7 How to Subscribe for Periodical Quarantine Report Summary

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

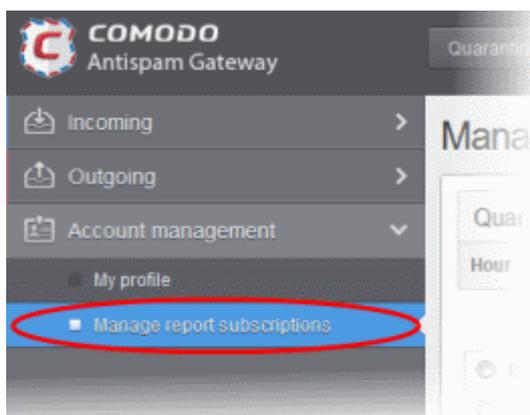
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Manage report subscriptions' sub tab will be available in the left hand side navigation area under the 'Account management' tab.

The Quarantine Report contains a statistical breakdown of the mails that were identified as spam or containing malicious content and were moved to Quarantine automatically by CASG, with the details of sender, receiver, date and attachments. Clicking the subject line in the list will open the respective mail in a new CASG window. Refer to [CASG Reports - An Overview](#) for more details.

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

To configure subscription of the report

- **Login** to the CASG interface
- Click the 'Account management' tab on the left hand side navigation to expand and then click the 'Manage report subscriptions' sub tab.



The 'Manage report subscriptions' interface will be displayed.

Manage report subscriptions ? Help

Quarantine report

Hour	Day of month	Day of week	Send empty	Enabled	Start date (GMT)	Report length
<input checked="" type="radio"/> Every day <input type="radio"/> Choose	<input checked="" type="radio"/> Every week day <input type="radio"/> Choose	<input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Oct 30, 2014 04:00	Next report for 1 day(s) from last run (2014-10-29 04:00)

- If you want to receive the periodical Quarantine summary reports, ensure that the 'Enabled' check box is selected.
- Leave the 'Send empty' checkbox unchecked if empty reports are not to be sent to recipients.

- Select the frequency of the report to be sent to you from the 'Hour', 'Day of month' or 'Day of week' columns.
 - **Hour** - The reports will be generated and sent at the selected hour of the day or date chosen from 'Day of month' or 'Day of week' columns.
 - **Day of month** - The reports will be generated and sent every day or on the specific day every month chosen at the hour selected from the 'Hour' column.
 - **Day of week** - The reports will be generated and sent every day or on the specific day every week chosen at the hour selected from the 'Hour' column.
 - **Start date** - Displays the start date of the report generation depending on the options chosen.
 - **Report length** - Displays the period of the report that will be generated depending on the options chosen.
- Click 'Save' for your settings to take effect.
- Click 'Reset settings to default' button to configure default report generation period. The report will be generated every 24 hours starting from last report generated time or from 00:00 hours.

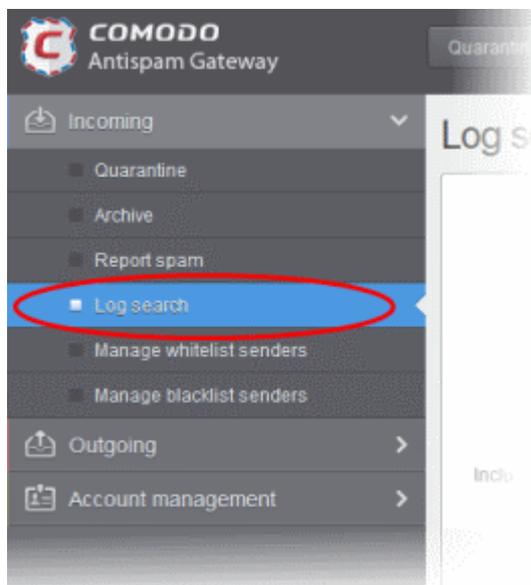
2.8 How to Perform a Log Search of your Incoming Emails

The Log Search option in CASG allows you to search for email messages based on the parameters entered or selected in the interface.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' sub tab will be available in the left hand side navigation area under the 'Incoming' tab.

To perform a log search of your incoming emails

- **Login** to the CASG interface.
- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Log search' sub tab.



The 'Log search (incoming)' interface of the user will be displayed.

Log search (incoming) ? Help

Date range: -

Message ID:

Sender:

Recipient: @docteamcasg.comodo.od.ua

Sender IP:

Sender host:

Include results from the last minutes:

[Search](#)

- **Date range:** Select the date range for which you want to search the log file.
- **Message ID** – Enter a unique message identifier (*optional*)
- **Sender:** Enter the sender email address in this field.
- **Recipient:** The currently logged in user name will be displayed in this field.
- **Sender IP:** Enter the IP address of the sender.
- **Sender Host:** Enter the sender host name.
- **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	Subject	Classification
2014-10-29 14:53:43	mxsrv3.spamgat 1XjUd0-0006V6-1	mxsrv3.spamgat 178.33.199.69	admin@csg.com	john	demo spam email 1	Rejected External pattern match
2014-10-29 14:45:07	mxsrv2.spamgat 1XjUUF- 0001RZ-B8	mxsrv2.spamgat 178.33.199.66	demo@csg.com	john	Spam email 1	Rejected Rejected by relay restriction for this recipient
2014-10-29 14:44:59	mxsrv1.spamgat 1XjUUX- 0006NV-Bj	mxsrv2.spamgat 178.33.199.66	demo@csg.com	john	Spam email 2	Rejected Rejected by relay restriction for this recipient

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Sorting the Entries

Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per

the information displayed in the respective column.

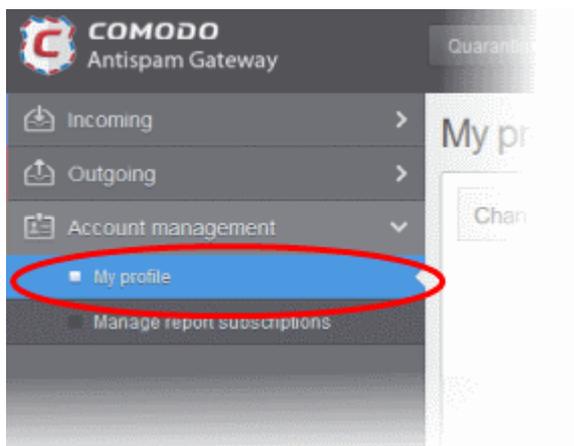
2.9 How to Add or Remove a User from Recipient Whitelist

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

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

To add or remove from recipient whitelist

- **Login** to the CASG interface.
- 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.

A screenshot of the 'My profile' interface. The page has a header with 'My profile' and a 'Help' icon. Below the header, there are two main sections: 'Change password' and 'Change settings'. The 'Change password' section contains two input fields for 'New password' and 'Confirm password', and a 'Save' button. The 'Change settings' section contains a checkbox labeled 'Whitelist my email' and a 'Save' button.

- In the 'Change settings' section, select or deselect the 'Whitelist my email' checkbox to add or remove yourself from the Recipient Whitelist.
- Click 'Save' to confirm your changes.

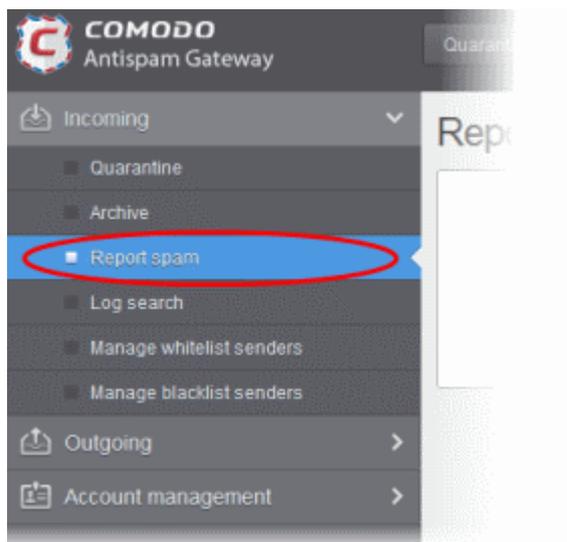
2.10 How to Report Spam Emails

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

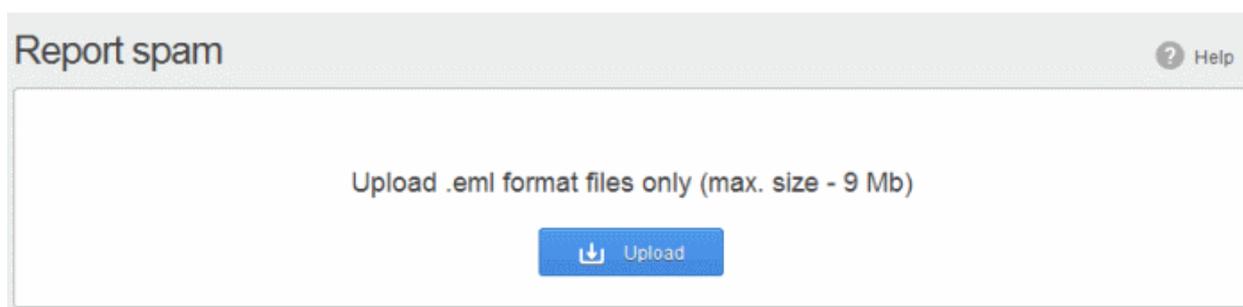
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Report spam' sub tab will be available in the left hand side navigation area under the 'Incoming' tab.

To report a spam mail

- **Login** to the CASG interface.
- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Report spam' sub tab.



The Report Spam interface will be displayed.

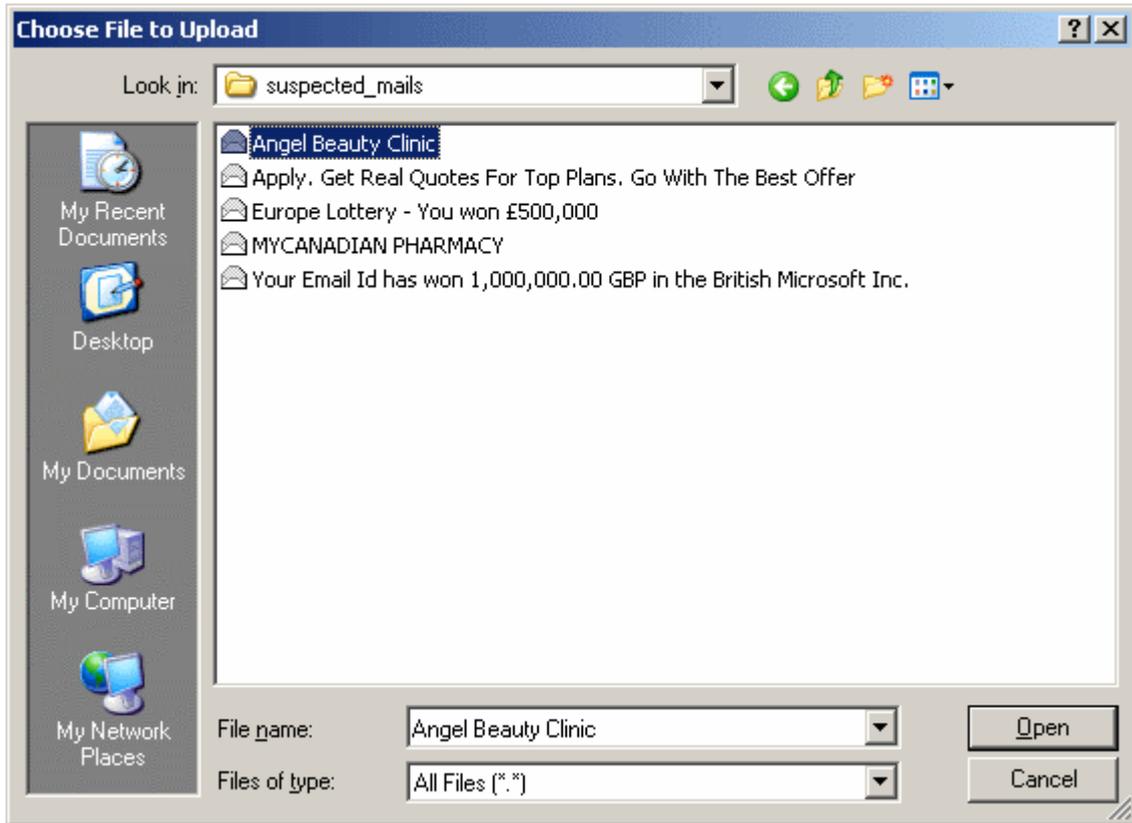


- Click the 'Upload' button.

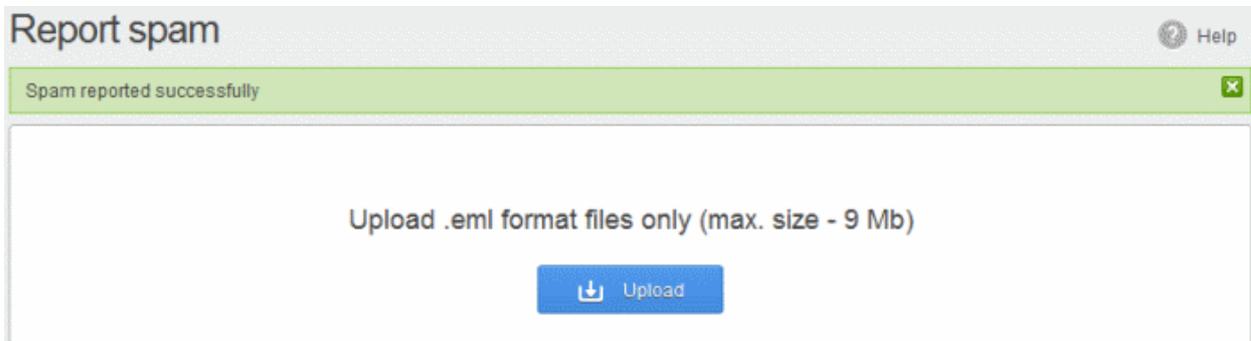
Note: The files should be email format (with .eml extension) and its size should not exceed 9 MB. The following error message will be displayed if any of the above is not complied with.

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

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



- The mail will be processed for uploading and success message will be displayed after the process is completed.



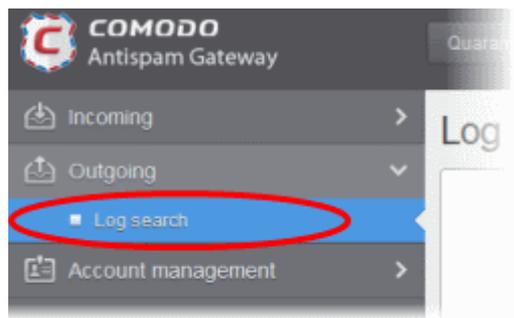
2.11 How to Perform a Log Search of your Outgoing Emails

In the outgoing Log Search interface, you can search sent email messages based on filters such as date range, recipient email address, sender IP and classification.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' sub tab will be available in the left hand side navigation area under the 'Outgoing' tab.

To perform a log search of your outgoing emails

- **Login** to the CASG interface.
- 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 user will be displayed.

Log search (outgoing) Help

Date range: 2014-10-28 PM 03:14:14 - 2014-10-29 PM 03:14:14

Message ID:

Sender: john @docteamcasg.comodo.od.ua

User: @docteamcasg.comodo.od.ua

Recipient:

Sender IP:

Sender host:

Classification: All

Include results from the last minutes:

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

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

- Click the 'Search' button.

CASG will search for the sent mails based on the filters entered and / or selected and display the results.

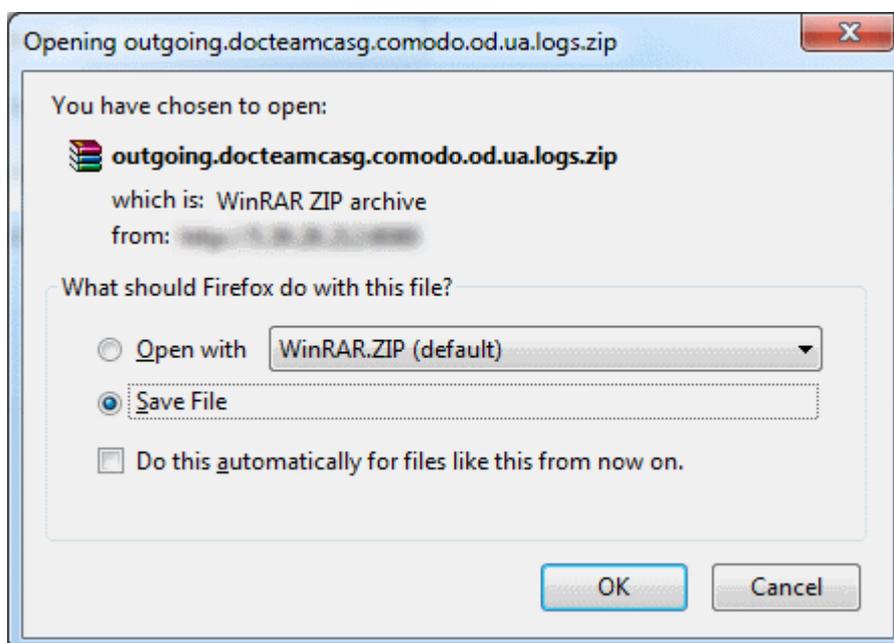
Date and time	Host (Exim id)	Sender host	User	Sender	Recipient	Subject	Classification
2014-10-29 14:49:16	mxsrv3.spamg 1XjUYS- 0005Ws-OH	mail2.comodo. 91.196.95.33	john	john@doctean	demo2@docte	outgoing subject 2	Accepted
2014-10-29 14:48:43	mxsrv2.spamg 1XjUYF- 0002Do-AU	mail2.comodo. 91.196.95.33	john	john@doctean	demo1@docte	outgoing subject	Accepted

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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.

Sorting the Entries

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

2.12 How to Manage Archived Mails

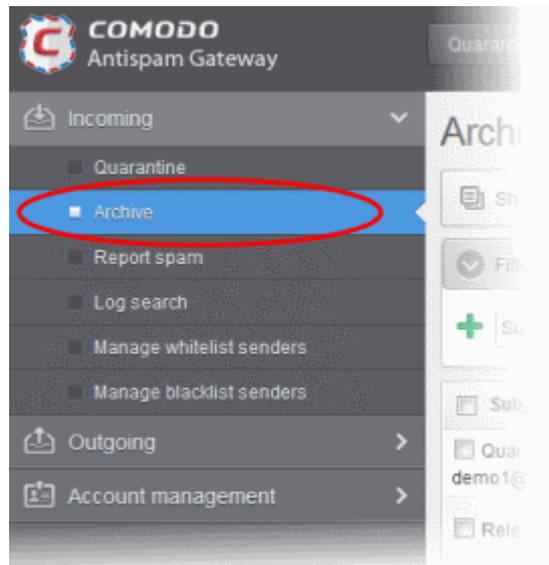
CASG is capable of storing a copy of all incoming mails for all users belonging to an account and allows you to:

- View the list of emails received at your email address
- Read your mails, download attachments and reply to them
- Resend mails to your mail box if the original mail was lost
- Report mails as spam

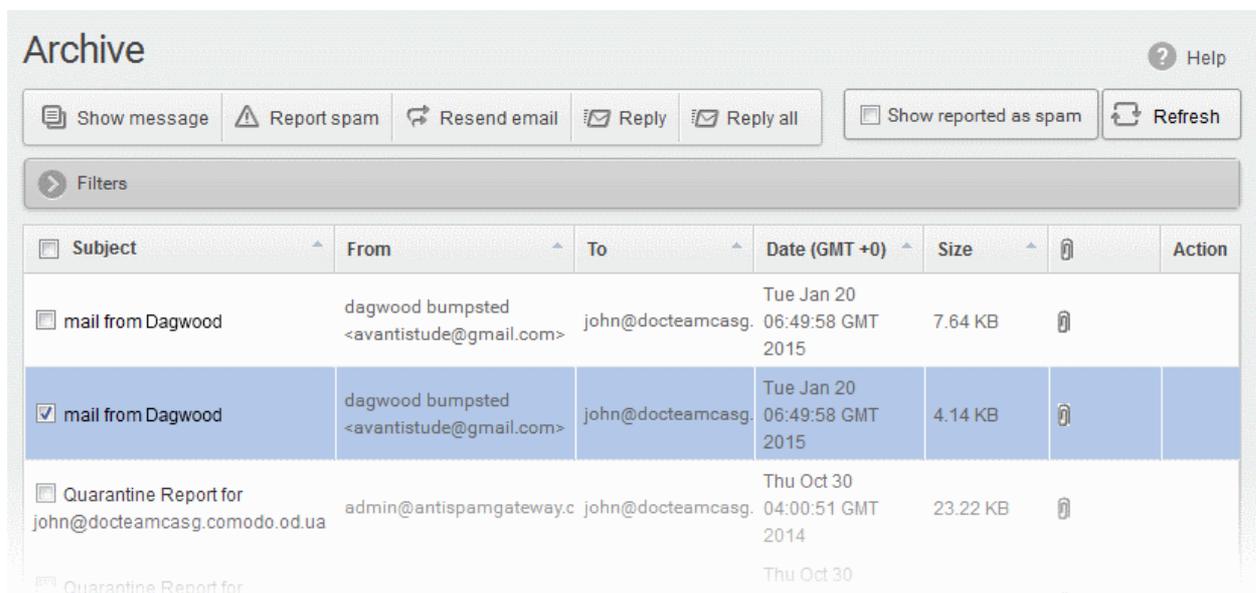
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Archive' sub tab will be available in the left hand side navigation area under the 'Incoming' tab.

To open the Archive interface

- Select the 'Incoming' tab from the left hand side navigation, then click the 'Archive' tab.



Your Email Archive interface will open with a list of emails received for your email address.

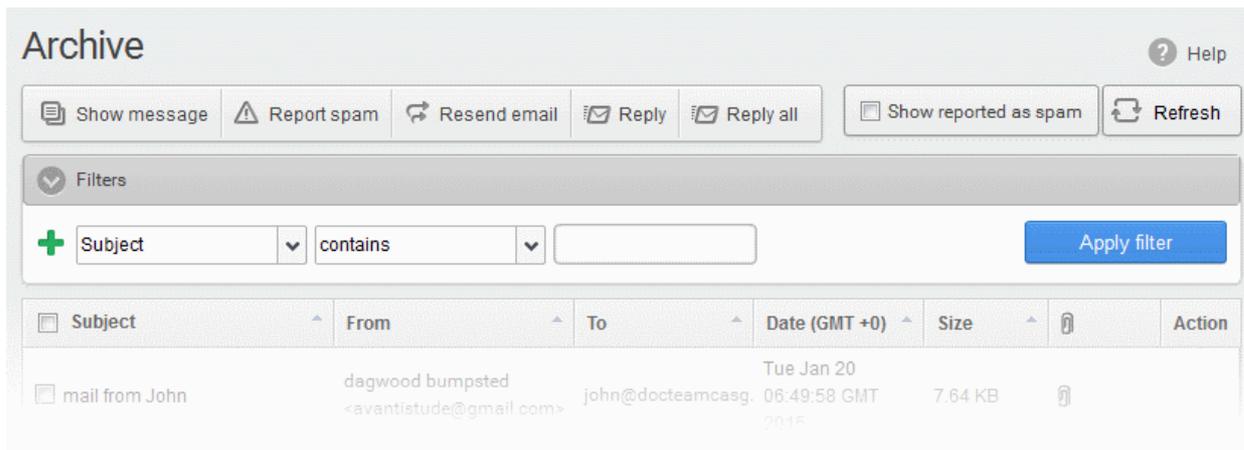


Sorting the Entries

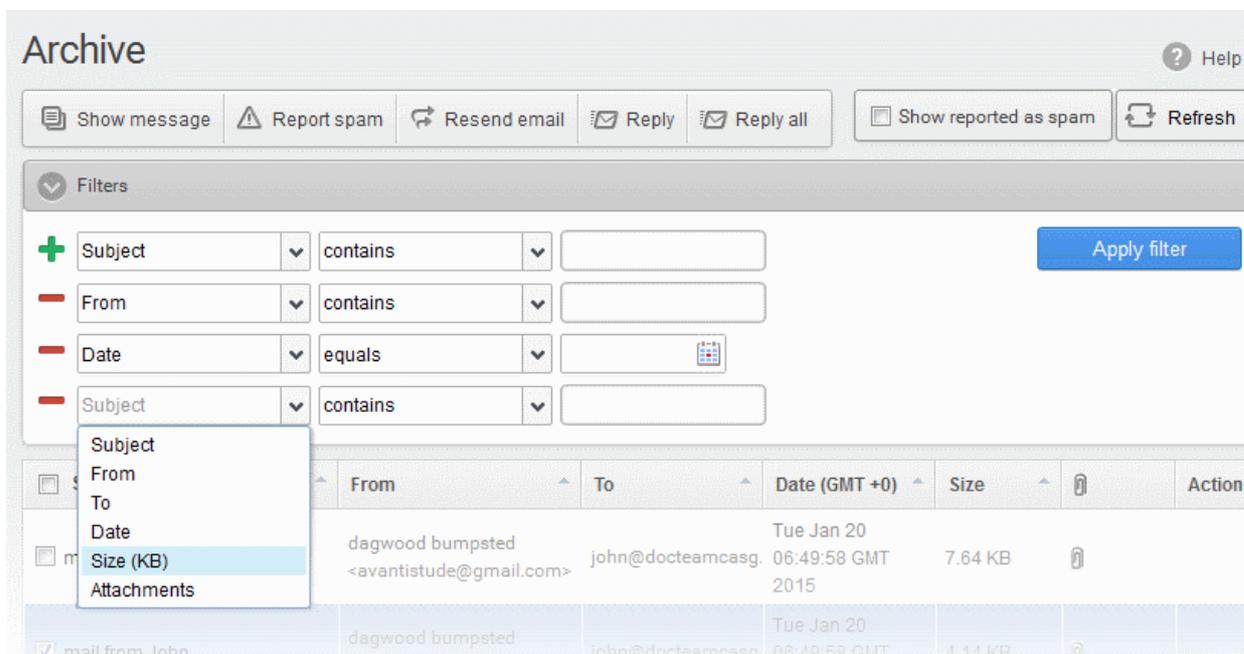
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

Using the Filter option to search archived 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 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:

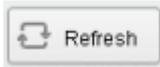
- **Less than:** Displays the archived emails with size less than the selected or entered size in the third box
- **Greater than:** Displays the archived emails with size greater than the selected or entered size in the third box

- 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.

The emails by accidentally have sent to spam might be displaced to Archive. Click the 'Show reported as spam' button to view all reported as spam emails. For data-intensive you can use Filters criteria.

- 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.

From this interface you can:

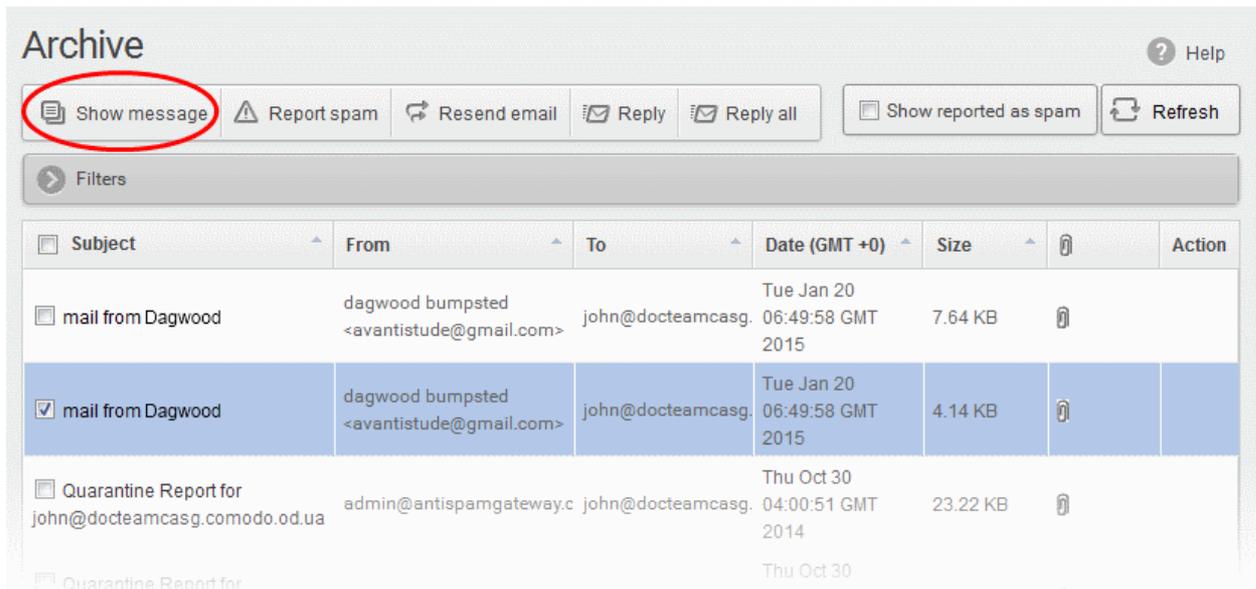
- **View mails**
- **Report mails as spam**
- **Resend mails**
- **Send Replies to mails**

Viewing Archived Mails

You can view the mails, download attachments, reply to them and more from the 'Archive' interface.

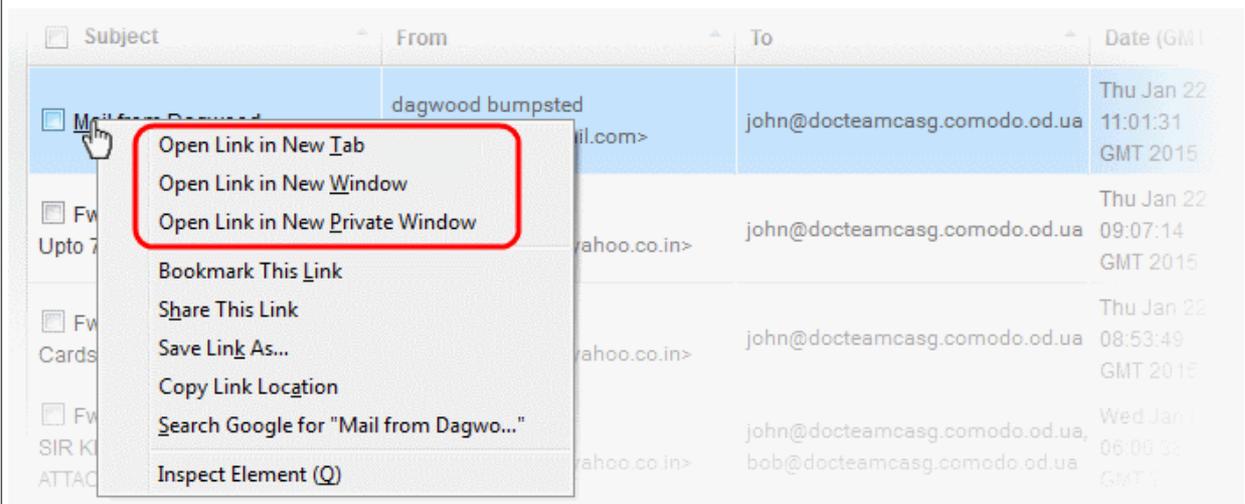
To view an archived mail

- 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.



The selected email will be displayed.

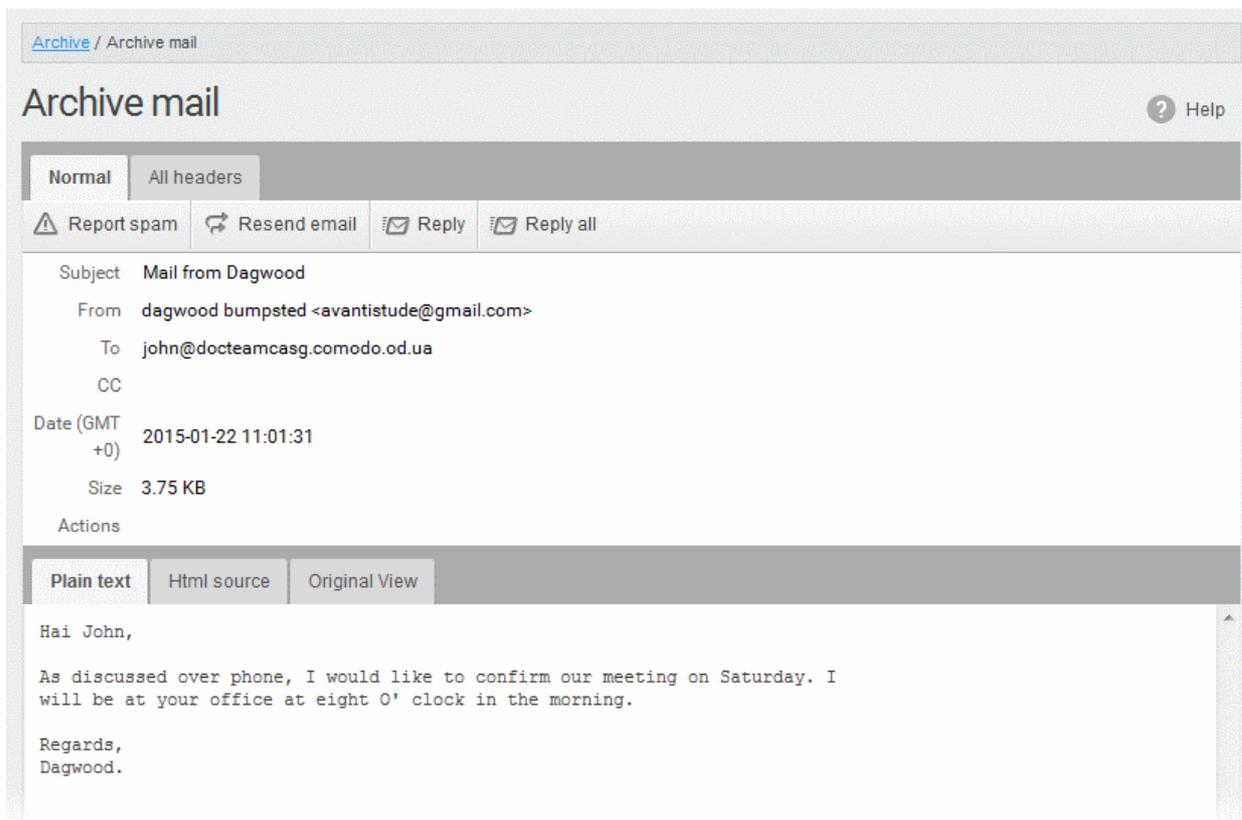
Tip: You can also choose to open the mail on a different browser tab or browser window. Right-click on the email link in the subject column and select to open it in a new tab or new window.



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'.

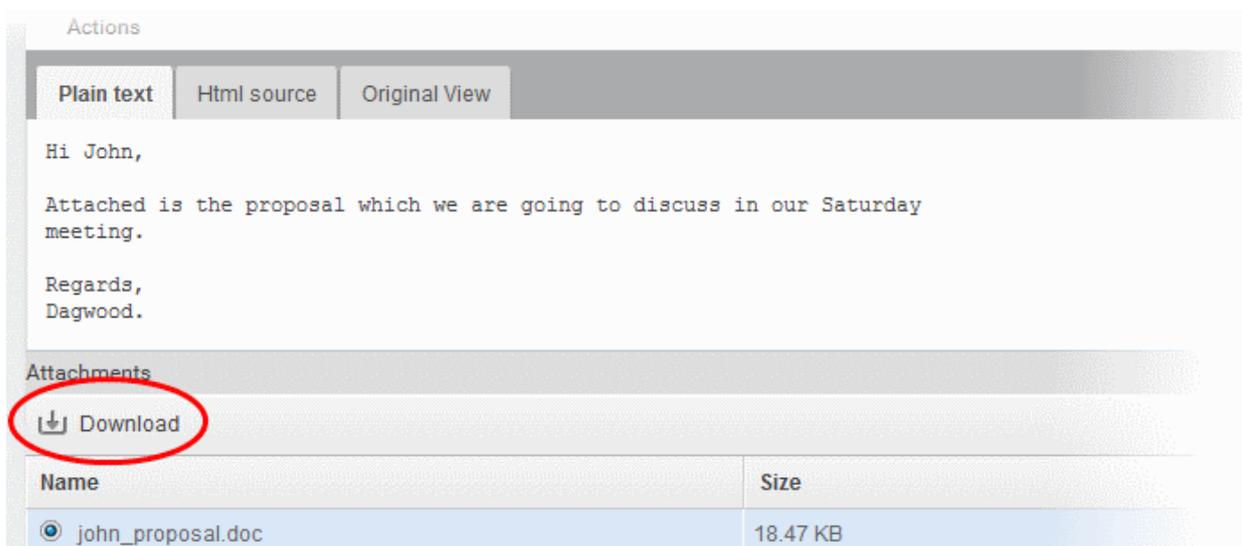


The selected mail will be displayed in a new CASG window.



By default, the email will open in 'Normal' view and will be displayed in Plain text, where the images, banners and links will not be displayed.

- To view images and links, click the 'Original View' tab.
- To view the mail with all HTML tags, click the 'Html source' tab.
- 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 in the upper pane. The headers give full details of the sender, route, recipient, sent date, mail type and so on.
- To download attachments, select the attachment from the lower pane and click 'Download'



The buttons at the upper pane enable you to:

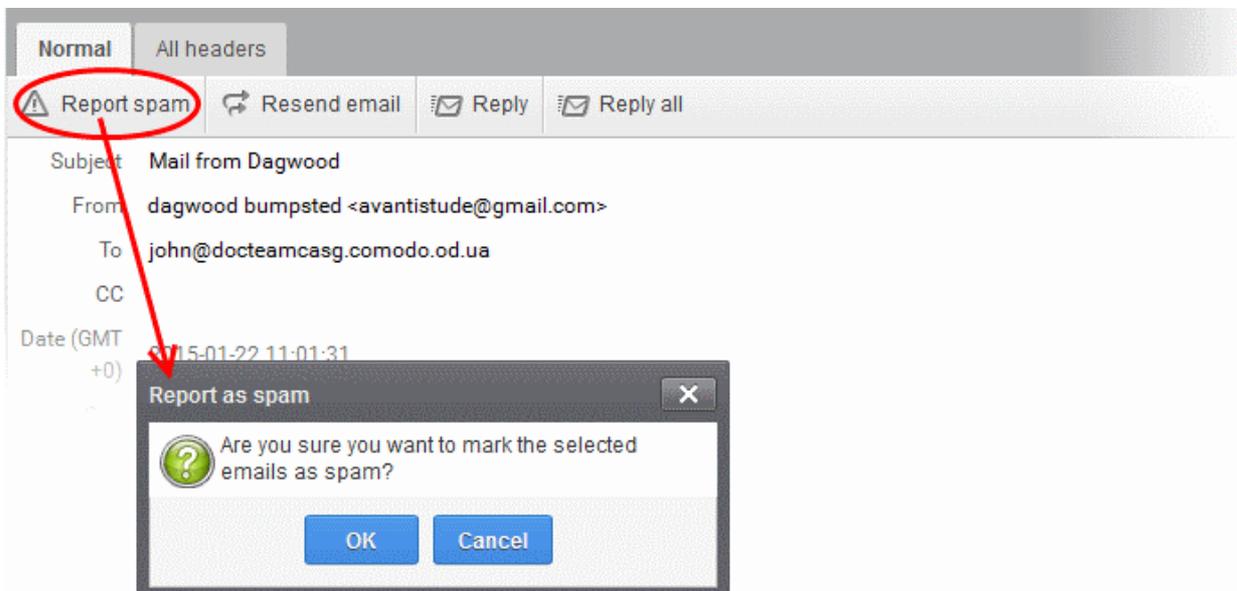
- **Report the mail as spam;**
- **Resend the mail to your mail box;** and

- **Reply to the mails.**

Report the mail as spam

If the mail appears to be a spam after reading it and viewing the details, you can choose to report it as a spam to CASG for quarantining such mails in future.

- To report the mail as a spam click the 'Report spam' button at the top left of the upper pane. A confirmation dialog will appear.



- Click 'OK' in the confirmation dialog.

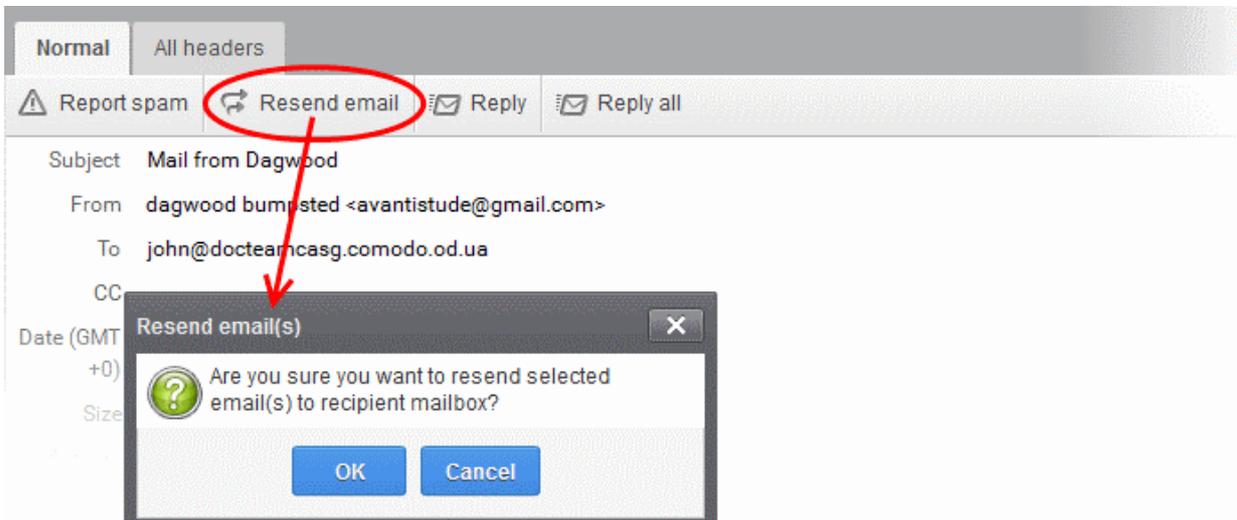
Tip: You can report several mails as spam at once from the Archive Mail interface. Refer to the explanation under **Reporting mails as spam** for more details.

Resend the mail to your mailbox

CASG allows you to restore your mails from its archive, in case the original mail was lost. You can forward the currently viewed mail your mail box.

Tip: You can resend several mails from the archive to your mailbox at once from the Archive Mail interface. Refer to the explanation under **Resending mails to your mailbox** for more details.

- To resend the mail click the 'Resend email' button from the upper pane. A confirmation dialog will appear.



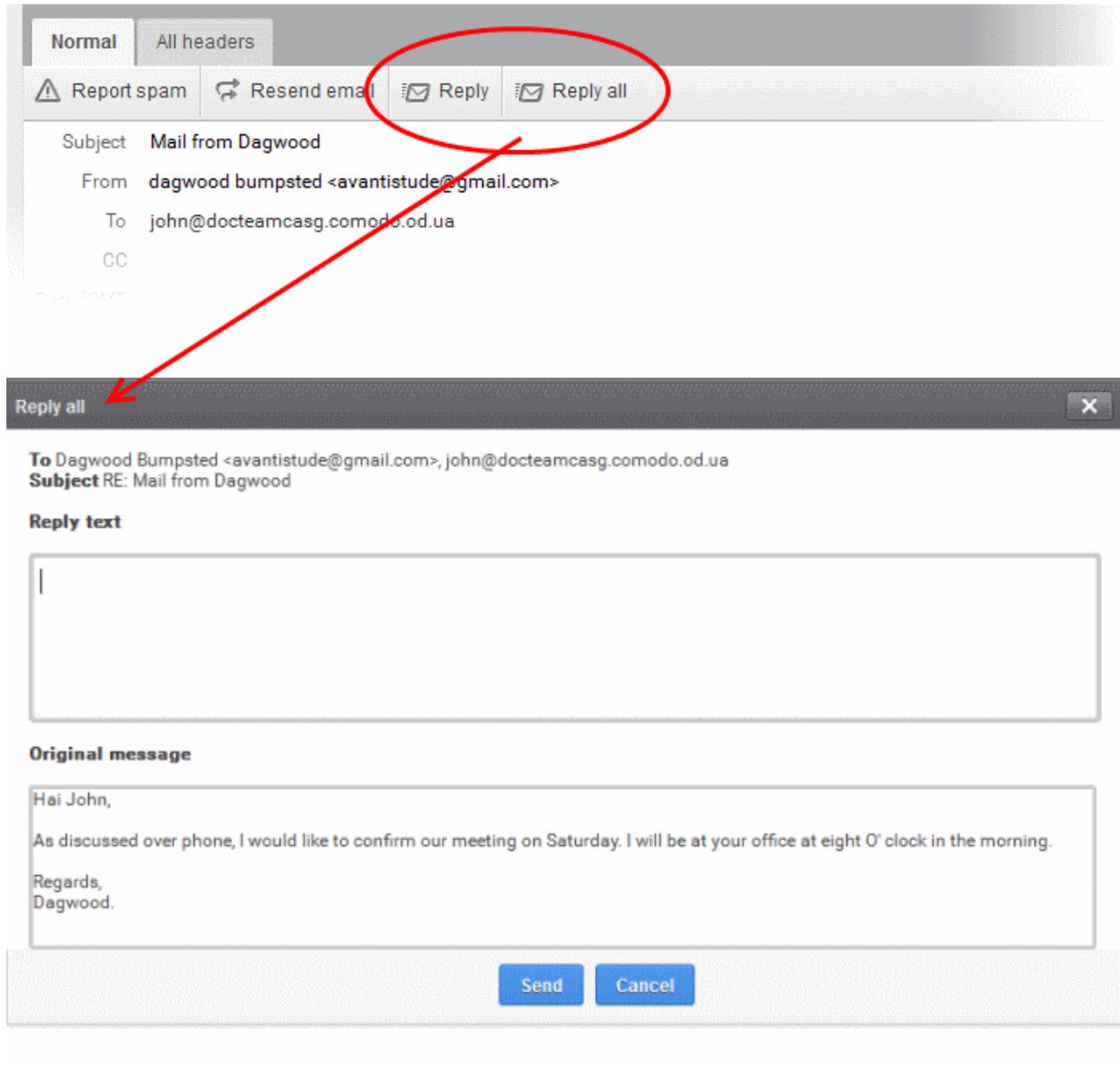
- Click 'OK' in the confirmation dialog.

The mail will be sent only to your mail box and NOT to other recipients in the TO or CC/BCC fields.

Reply to the mail

You can send reply to the currently viewed mail from the CASG interface, without having to open the mail from your mail client.

- To reply only to the sender, click the 'Reply' button from the upper pane
- To reply to all in the mailing list, including the recipients in the CC list, click the 'Reply all' from the upper pane



You can enter your text in the upper text box and click 'Send' to reply to the mail.

Reporting mails as spam

You can report the mails that you consider as spam from the Archive interface. CASG will process those mails and if found to be spam, will move them to quarantine.

To report mails as spam

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

Archive

Show message **Report spam** Resend email Reply Reply all Show reported as spam

Filters

Subject	From	To	Date (GMT +0)
<input type="checkbox"/> Fwd: test	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:15:10 GMT 2015
<input checked="" type="checkbox"/> Fwd: Case Study: How Epson uses EyeQuant to Boost Conversion Rates	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:14:27 GMT 2015
<input checked="" type="checkbox"/> Fwd: شارك الصور والتحديثات مع الرئيس الطائر	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:11:43 GMT 2015
<input type="checkbox"/> Client Meeting	dagwood bumpsted <avaantistude@gmail.com>	john@docteamcasg.comodo.od.ua, fiatliena@gmail.com	Fri Jan 23 07:06:14 GMT 2015
<input type="checkbox"/> Mail from Dagwood		g.comodo.od.ua	Thu Jan 22 11:01:22

Report as spam

Are you sure you want to mark the selected emails as spam?

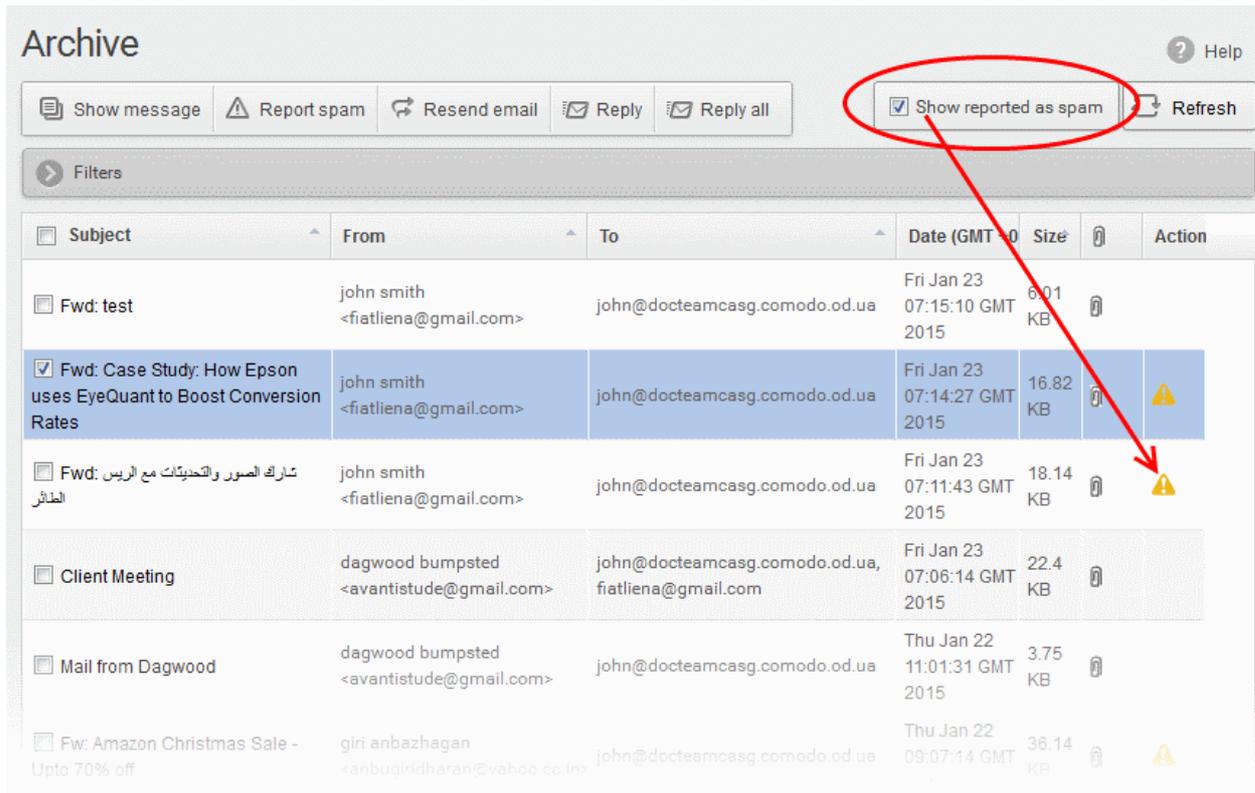
OK Cancel

Spam reported successfully

- Click 'OK' in the confirmation dialog.

Viewing the Mails You Reported as Spam

You can identify the emails that you reported as spam in the past from the 'Archive' interface by clicking the 'Show reported as spam checkbox' at the top right. The mails will be identified by the yellow icon ⚠ in the Action column in the right.



The screenshot shows the 'Archive' interface with a toolbar at the top containing buttons for 'Show message', 'Report spam', 'Resend email', 'Reply', 'Reply all', 'Show reported as spam' (circled in red), and 'Refresh'. Below the toolbar is a 'Filters' section and a table of email entries. The table has columns for 'Subject', 'From', 'To', 'Date (GMT+0)', 'Size', and 'Action'. One email is selected, and a yellow warning icon is visible in its 'Action' column, with a red arrow pointing to it from the 'Show reported as spam' button.

<input type="checkbox"/>	Subject	From	To	Date (GMT+0)	Size	Action
<input type="checkbox"/>	Fwd: test	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:15:10 GMT 2015	6.01 KB	
<input checked="" type="checkbox"/>	Fwd: Case Study: How Epson uses EyeQuant to Boost Conversion Rates	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:14:27 GMT 2015	16.82 KB	
<input type="checkbox"/>	Fwd: شارك الصور والتحديثات مع الرئيس الطائر	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:11:43 GMT 2015	18.14 KB	
<input type="checkbox"/>	Client Meeting	dagwood bumpsted <avantistude@gmail.com>	john@docteamcasg.comodo.od.ua, fiatliena@gmail.com	Fri Jan 23 07:06:14 GMT 2015	22.4 KB	
<input type="checkbox"/>	Mail from Dagwood	dagwood bumpsted <avantistude@gmail.com>	john@docteamcasg.comodo.od.ua	Thu Jan 22 11:01:31 GMT 2015	3.75 KB	
<input type="checkbox"/>	Fw: Amazon Christmas Sale - Upto 70% off	giri anbazhagan <anbugiridharan@yahoo.co.in>	john@docteamcasg.comodo.od.ua	Thu Jan 22 09:07:14 GMT 2015	36.14 KB	

Resending mails to your mail box

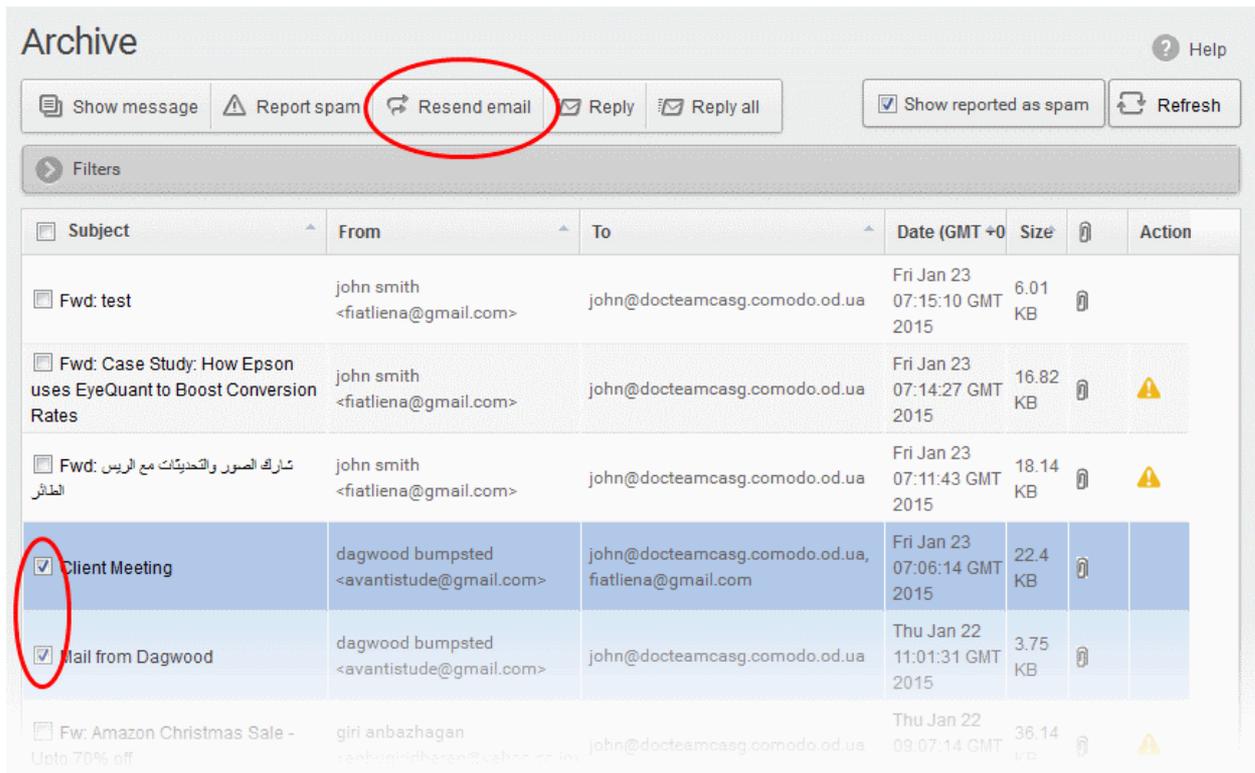
CASG saves a copy of all the mails received by all the users covered by your corporate account. You can restore your lost mails from the CASG archive. This is useful if some or all of your mails are lost due to reasons like accidental deletion or mail client crash.

To restore your mails

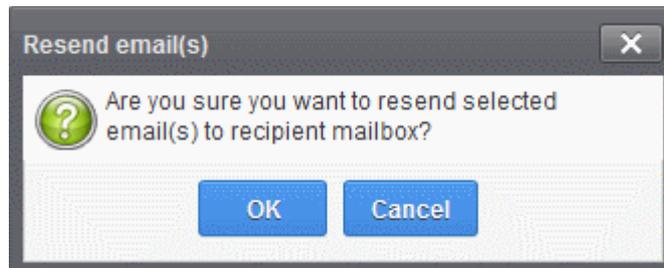
- Select the mails that you want to restore.

Tip: To select all the mails at once, select the checkbox beside 'Subject'

- Click the 'Resend email' button.

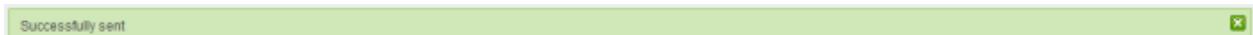


A confirmation dialog will be displayed.



- Click 'OK' to confirm.

A success message will be displayed.



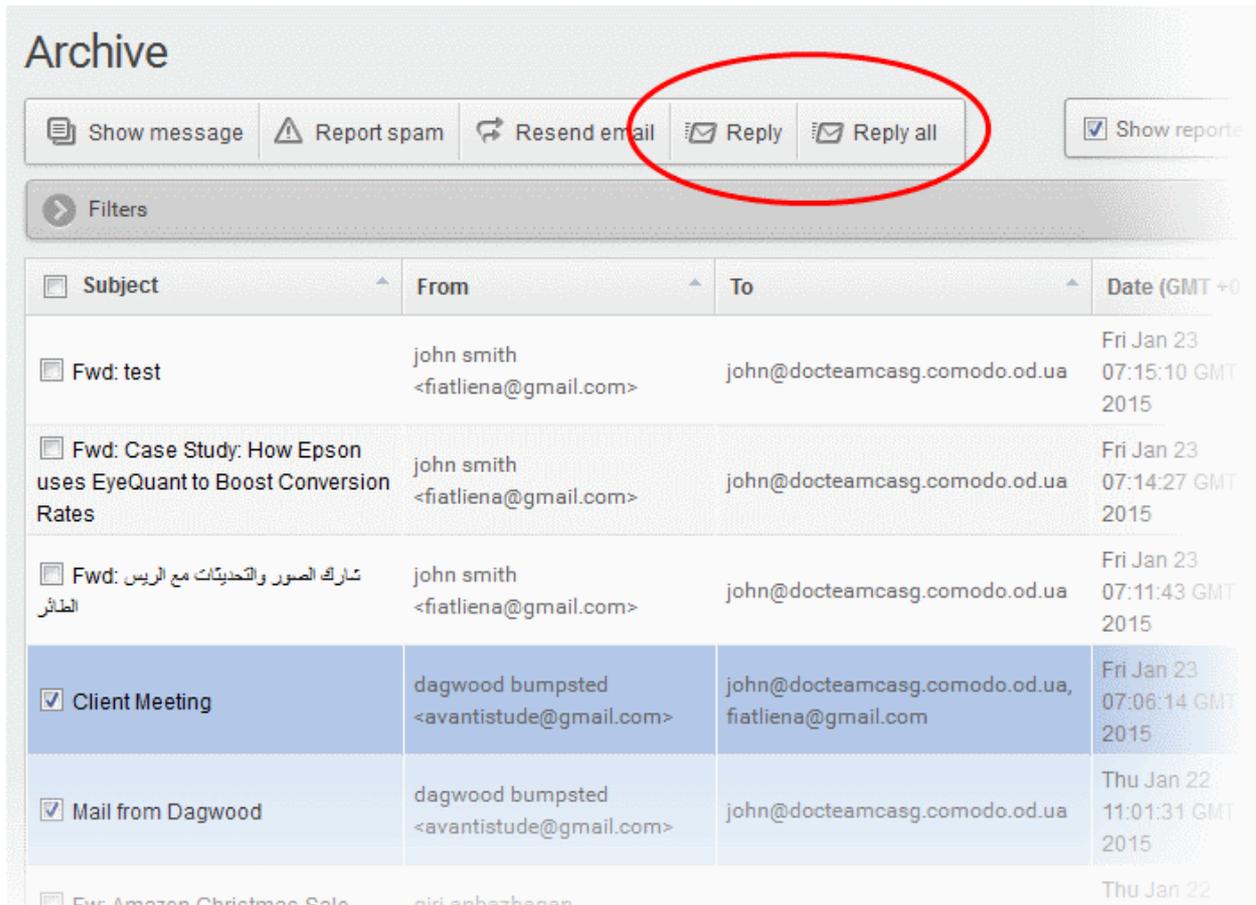
A copy of the email will still be retained in the archive.

Replying to Your Emails

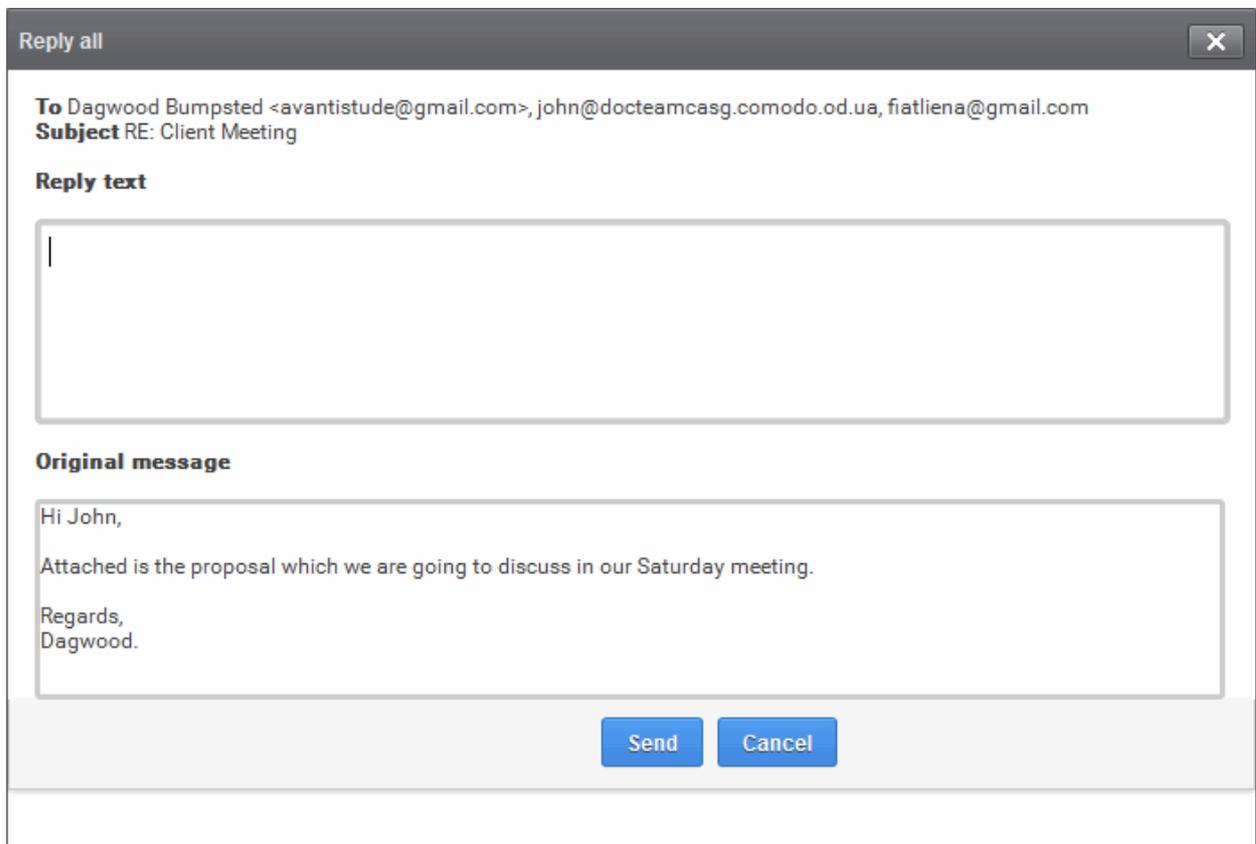
You can reply to your emails from the Archive interface of CASG, without having to open the mails in your email client.

To reply to an email

- Choose the email to be replied from the list of emails in the archive
- To reply only to the sender, click 'Reply'
- To send the reply to the sender and all the other recipients included in the 'TO' and 'CC' fields, click 'Reply all'



The 'Reply' or 'Reply all' window will open.



You can enter your text in the upper text box and click 'Send' to reply to the mail.

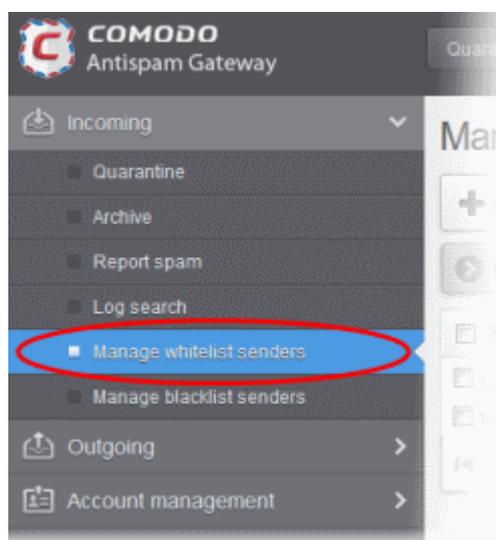
2.13 How to Manage Whitelisted Senders

CASG allows users to add senders to whitelist on per user basis. All the filtering checks for whitelisted senders are disabled. Comodo strongly recommends to use this option only after ascertaining the authenticity of the senders. Users can add senders to whitelist in two ways:

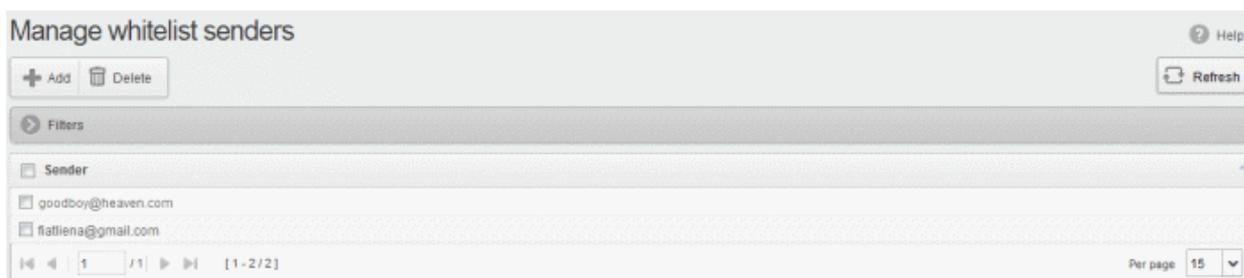
- From the **Quarantine** interface - By requesting the administrator of your account to whitelist senders or by adding them yourself to whitelist without approval from the administrator depending on the permissions configured. For more details refer to the **Quarantine** section.
- From the Manage whitelist senders interface – Users can add senders to whitelist manually or delete them. This section explains this option.

To manage whitelist senders

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Manage whitelist senders' sub tab.



The 'Manage whitelist senders' interface of the user will be displayed.



Note: The 'Add' and 'Delete' buttons will be available only if the administrator of your account has enabled this for you. If this is not enabled, you can just view the whitelisted senders in this interface.

Sorting the Entries

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

Using the Filter option to search senders

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



Available filter in column 1:

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

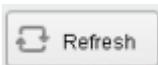
The following conditions are available in column 2:

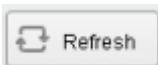
- **Equals:** Displays all senders that match the text entered in the text box.
- **Not Equals:** Displays all senders except the one entered in the text box.
- **Contains:** Displays all senders that contain the words entered in the text box.
- **Not Contains:** Displays all senders that do not contain the words entered in the text box.
- **Starts With:** Displays all senders that start with the words entered in the text box.
- **Ends With:** Displays all the senders 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 senders.

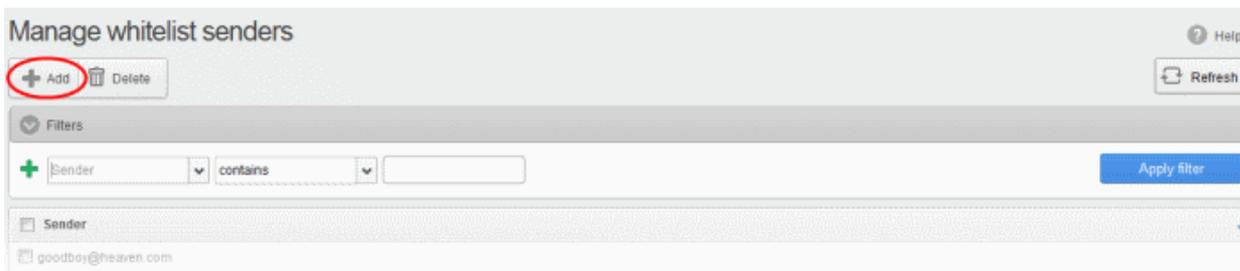
Note: To display all the Whitelist senders after using the filters option, you have to first click anywhere on the Filters tab to close the filters area and then click the 'Refresh' button.

From this interface users can:

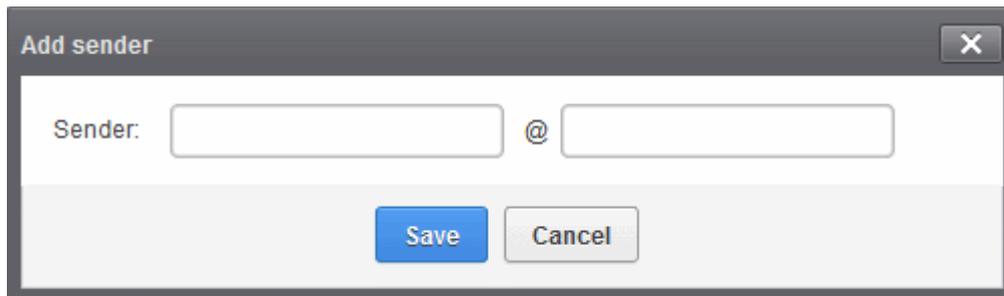
- **Add senders to whitelist manually**
- **Remove senders from whitelist**

To add senders to whitelist manually

- Click the 'Add' button at the top.

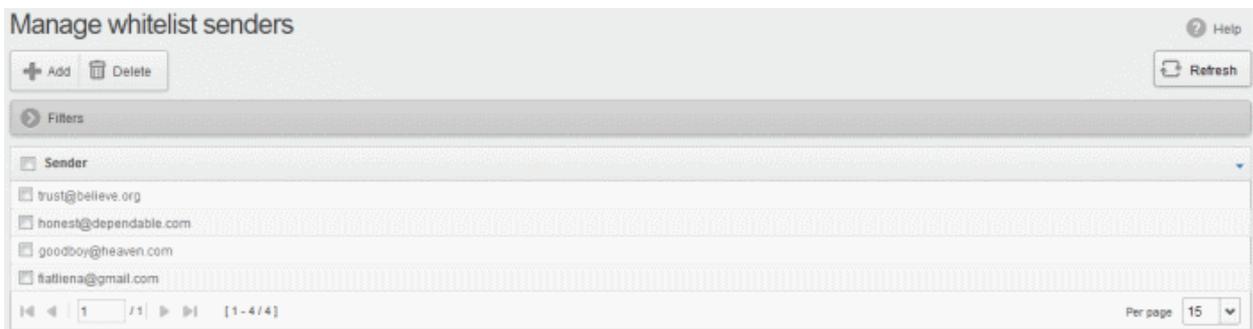


The 'Add sender' dialog will be displayed.



- Enter the sender's username in the first text box and sender's email domain name in the text box after the @ symbol.
- Click the 'Save' button. Repeat the process to add more senders to whitelist.

The list of whitelisted senders will be displayed.

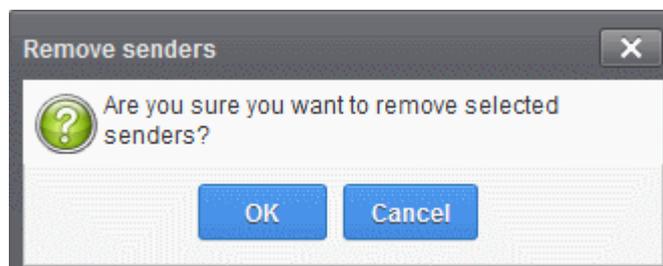


To remove senders from whitelist

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



- Click 'OK' to confirm.



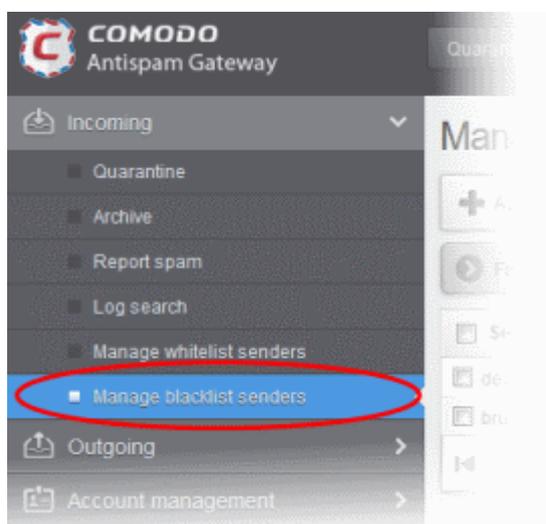
2.14 How to Manage Blacklisted Senders

CASG allows users to add senders to blacklist on per user basis. Please note that the messages will not be quarantined and legitimate email sending SMTP servers will send a bounce message to the sender. Users can add senders to blacklist in two ways:

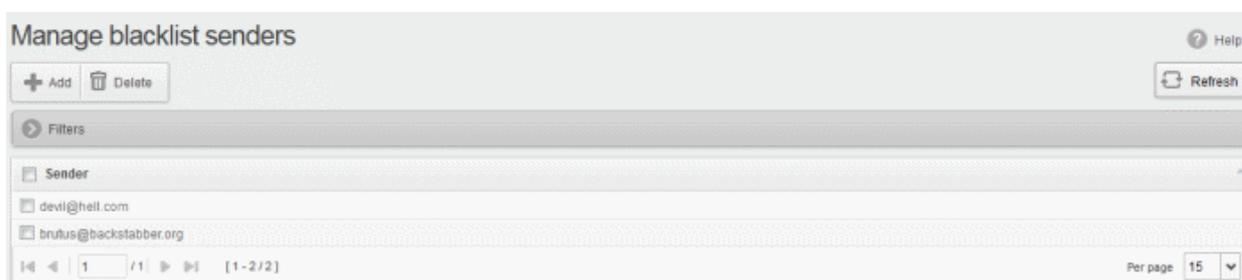
- From the **Quarantine** interface - By requesting the administrator of your account to blacklist senders or by adding them yourself to blacklist without approval from the administrator depending on the permissions configured. For more details refer to the **Quarantine** section.
- From the Manage blacklist senders interface – Users can add senders to blacklist manually or delete them. This section explains this option.

To manage blacklist senders

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Manage blacklist senders' sub tab.



The 'Manage blacklist senders' interface of the user will be displayed.



Note: The 'Add' and 'Delete' buttons will be available only if the administrator of your account has enabled this for you. If this is not enabled, you can just view the blacklisted senders in this interface.

Sorting the Entries

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

Using the Filter option to search senders

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



Available filter in column 1:

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

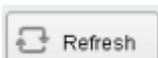
The following conditions are available in column 2:

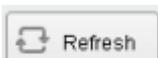
- **Equals:** Displays all senders that match the text entered in the text box.
- **Not Equals:** Displays all senders except the one entered in the text box.
- **Contains:** Displays all senders that contain the words entered in the text box.
- **Not Contains:** Displays all senders that do not contain the words entered in the text box.
- **Starts With:** Displays all senders that start with the words entered in the text box.
- **Ends With:** Displays all the senders 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 senders.

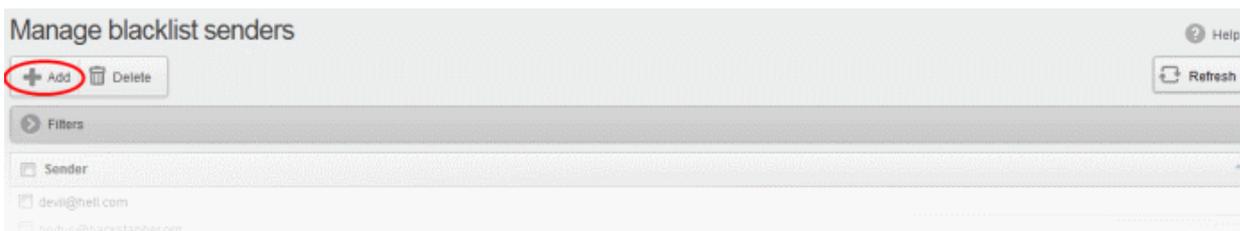
Note: To display all the Blacklist senders after using the filters option, you have to first click anywhere on the Filters tab to close the filters area and then click the 'Refresh' button.

From this interface users can:

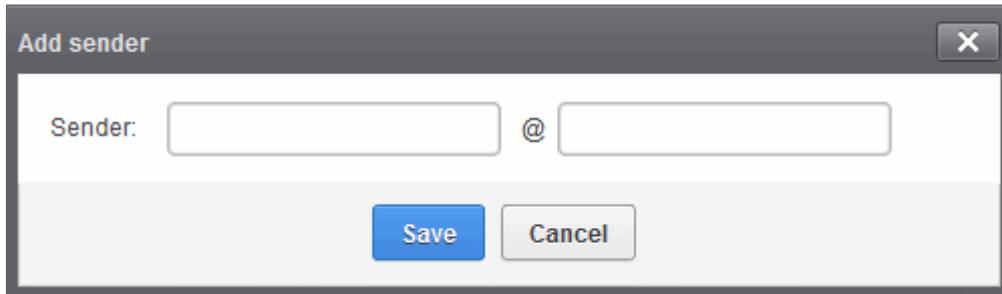
- **Add senders to blacklist manually**
- **Remove senders from blacklist**

To add senders to blacklist manually

- Click the 'Add' button at the top.



The 'Add sender' dialog will be displayed.



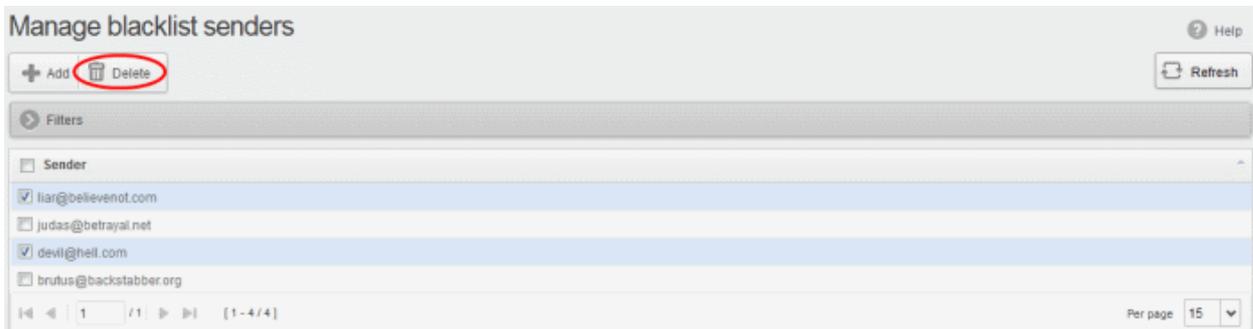
- Enter the sender's username in the first text box and sender's email domain name in the text box after the @ symbol.
- Click the 'Save' button. Repeat the process to add more senders to blacklist.

The list of blacklisted senders will be displayed.

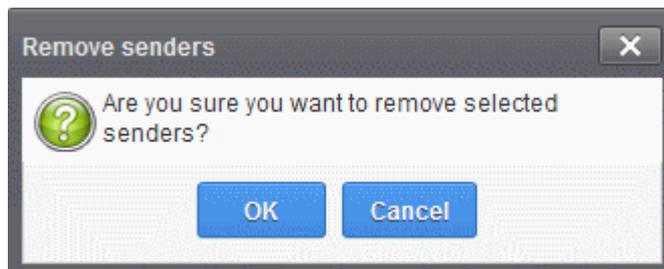


To remove senders from blacklist

- To delete sender(s) from the blacklist, select the sender(s) from the list and click the 'Delete' button.



- Click 'OK' to confirm.



3 The User Interface

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

The CASG web interface is divided into three main areas – Incoming, Outgoing and Account Management. Clicking on any of these main tabs in the left hand side navigation pane will display the sub tabs available under them, which allow users to a number of functionality such as manage quarantined emails, perform log search of incoming and outgoing emails and more. The image below shows the user interface after logging in.

The screenshot shows the Comodo Antispam Gateway (CASG) user interface. The top navigation bar includes the Comodo logo, 'Antispam Gateway', a 'Quarantine: 2' indicator, and a 'My Account' link. The left sidebar contains navigation options: Incoming (with a dropdown), Quarantine (selected), Archive, Report spam, Log search, Manage whitelist senders, and Manage blacklist senders. Below these are 'Outgoing' and 'Account management' sections. The main content area is titled 'Quarantine' and features a 'Help' icon, 'Show message', 'Delete', 'Delete all', and 'More actions' buttons, along with a 'Refresh' button. A 'Filters' section is visible above a table of quarantined emails. The table has columns for Subject, From, To, Date (GMT+), Reason, Size, and Action. Two entries are shown: 'demo spam email 2' and 'demo spam email 1', both from 'admin <admin@csg.comodo.od.ua>' to 'john@docteamcasp.comod'. The reason for quarantine is 'spam External pattern match (Sanesecurity.Junk.1)'. The size is 1108 bytes. The interface also includes a pagination control showing '1 / 1' and '[1 - 2 / 2]', and a 'Per page 15' dropdown. At the bottom, a support message reads: 'Having Trouble? Support is here to help. Open a Ticket at support.comodo.com or call 1.888.COMODO (256.2608)'.

Main Functional Areas

- **Incoming** - In this area, a user can manage his/her quarantined mails, perform log search of incoming mails, report spam, access archived incoming mails, manage whitelist and blacklist senders. See the **Incoming** section for more details.
- **Outgoing** - In this area, a user can perform log search of outgoing mails. See the **Outgoing** section for more details.
- **Account Management** - In this interface, a user can change his/her CASG login password and choose to add or remove in Recipient Whitelist and managing subscription to periodical quarantine summary reports. See the **Account Management** section for more details.
- **Support** - Clicking the 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.

3.1 Logging-in to the User Interface

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



Email User Interface

Username

Password

Login

[Forgotten your password?](#)

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

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



Email User Interface

Your account is locked and will be unlocked in 30 minutes.

Username

Password

Login

[Forgotten your password?](#)

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

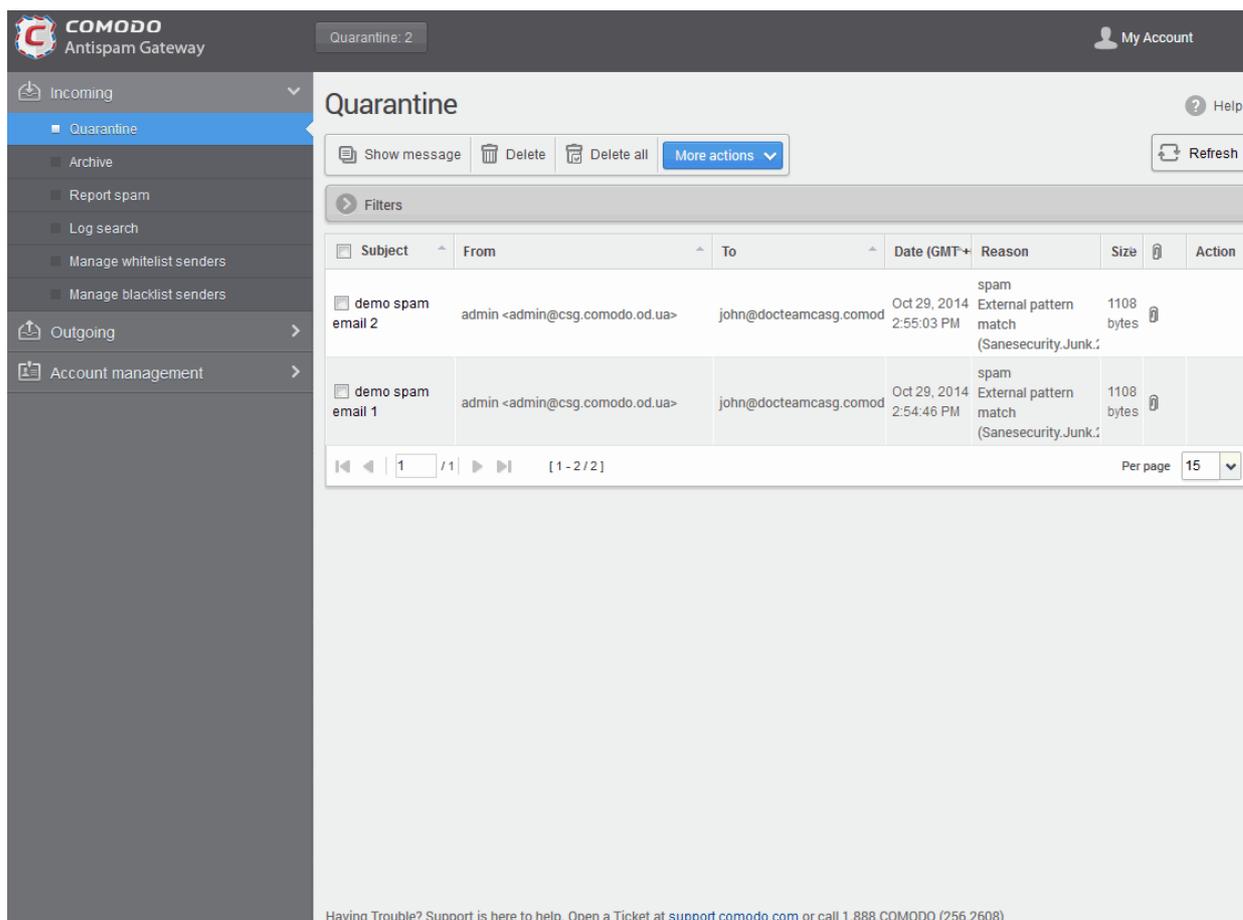
In case you have forgotten your login password, click the 'Forgot your password' link to generate a new password for accessing

CASG. [Click here](#) for more details.

3.2 The Dashboard Area

The Dashboard area of CASG has three main functional areas that can be accessed by clicking the 'Incoming', 'Outgoing' and 'Account management' tabs on the left hand side navigation pane. Click on the 'Incoming', 'Outgoing' and 'Account management' tabs to expand or close the sections in the interface.

Note: Depending on the permission level configured for your email account by your administrator, the areas that you can access in the interface may vary. For example, 'Quarantine', 'Archive', 'Report spam' under 'Incoming' tab, 'Log search' under 'Outgoing' tab and 'Manage report subscriptions' under 'Account management' tab may not be available in the interface.



- **Incoming** - In this area, a user can manage his/her quarantined mails, perform log search of incoming mails, report spam, access archived incoming mails, manage whitelist and blacklist senders. See the **Incoming** section for more details.
- **Outgoing** - In this area, a user can perform log search of outgoing mails. See the **Outgoing** section for more details.
- **Account Management** - In this interface, a user can change his/her CASG login password and choose to add or remove in Recipient Whitelist and managing subscription to periodical quarantine summary reports. See the **Account Management** section for more details.
- **Support** - Clicking the 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 will display a help button  at the top right side of the interface. Clicking on this help button will take you to the respective help page of CASG online help guide for more detailed explanation.

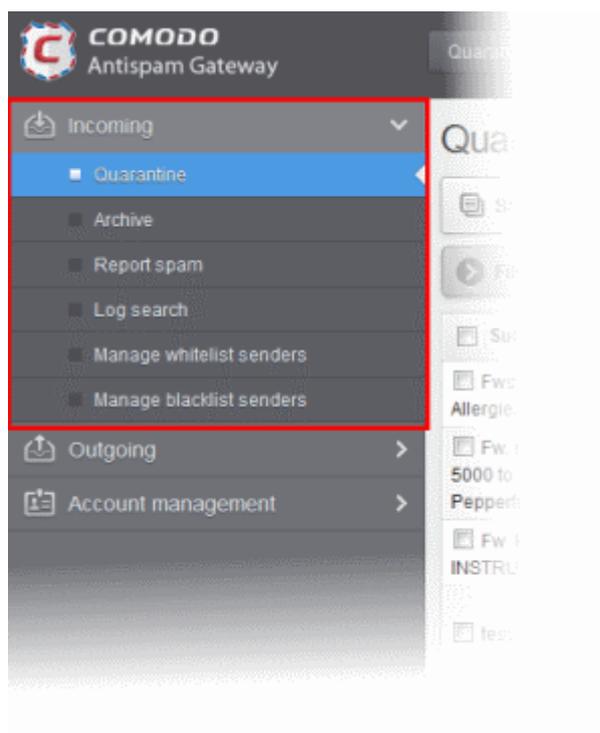
Click the following links for more details on the sections:

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

3.2.1 Incoming

In the 'Incoming' area, a user can view, release, request release quarantined emails, perform log search of incoming mails and add senders to whitelist and blacklist.

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



Click the following links for more details:

- [Quarantine](#)
- [Archive](#)
- [Report Spam](#)
- [Log Search](#)
- [Manage Whitelist Senders](#)
- [Manage Blacklist Senders](#)

3.2.1.1 Quarantine

CASG scans all the mails received on your mail server to identify spam and malicious mails depending on the spam detection levels set by your administrator. The mails identified as spam/malicious are moved to quarantine.

If enabled by your administrator, CASG sends notification mails to you whenever an email addressed to you is quarantined. The notification mail will contain a link to directly open the email. You can only read the mail by clicking the link. The link will expire after 24 hours.

An example quarantine notification mail is shown below:



New email placed in quarantine.

Sender: bluto@pirateisland.com
Date: Wed Nov 12 12:55:04 EET 2014
Subject: You've got a treasure

To see the quarantined message, click [here](#)

For help, see the User guide: <http://help.comodo.com/topic-157-1-294-3398-Introduction-to-Comodo-Antispam-Gateway.html>

Having Trouble? Support is here to help. Open a Ticket at <https://support.comodo.com> or call 1.888.COMODO (256.2608)

Note: The administrator of your email account should have enabled this feature for you. If you are getting the quarantine notification emails, contact your administrator.

But if you want to release the mail from quarantine or blacklist/whitelist the sender, you need to login to the CASG user interface and open the quarantine interface.

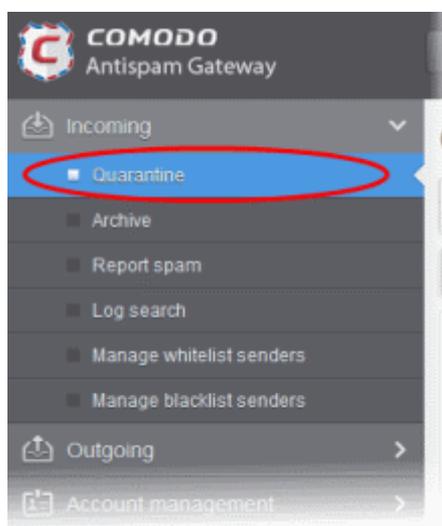
The Quarantine interface displays a list of mails addressed to you but quarantined by CASG before delivering to your mail client. You can view the mails and even download attachments from them, if you are sure they are safe. You can also send requests to administrator to release quarantined emails or add the senders to either whitelist or blacklist.

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

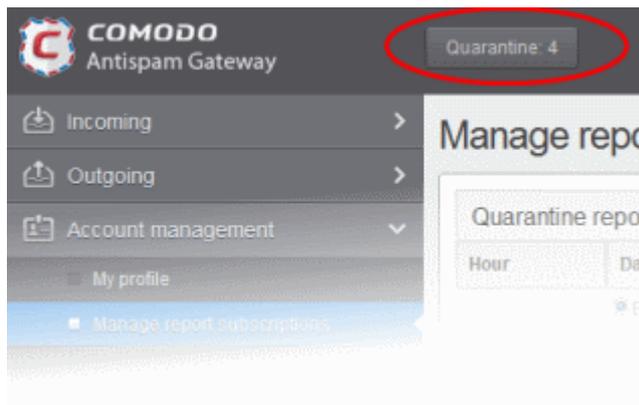
Tip: You can configure CASG to send Quarantine summary reports periodically to your email. The report will contain a list of mails identified as spam and were moved to Quarantine automatically by CASG. For more details, refer to [CASG Reports - An Overview](#) for more details.

To open the quarantined email interface:

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



- Alternatively, click the 'Quarantine' button at the top.



The quarantined email area of the user will be displayed.

Quarantine ? Help

Show message
Delete
Delete all
More actions

Refresh

Filters

<input type="checkbox"/>	Subject	From	To	Date (GMT)	Reason	Size		Action
<input type="checkbox"/>	demo spam email 2	admin <admin@csg.comodo.od.ua>	john@docteamcas	Oct 29, 2014 2:55:03 PM	spam External pattern match (Sanesecurity.Jur	1108 bytes		
<input type="checkbox"/>	demo spam email 1	admin <admin@csg.comodo.od.ua>	john@docteamcas	Oct 29, 2014 2:54:46 PM	spam External pattern match (Sanesecurity.Jur	1108 bytes		

1 / 1
[1 - 2 / 2]

Per page
15

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

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

Sorting the Entries

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

Using the Filter option to search quarantined emails

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

The screenshot shows the 'Quarantine' interface. At the top right is a 'Help' icon. Below it are buttons for 'Show message', 'Delete', 'Delete all', and 'More actions'. A 'Refresh' button is on the right. The 'Filters' section has a '+ Subject' dropdown, a 'contains' condition dropdown, and an empty text input box, followed by an 'Apply filter' button. Below the filters is a table of messages:

<input type="checkbox"/>	Subject	From	To	Date (GMT)	Reason	Size		Action
<input type="checkbox"/>	demo spam email 2	admin <admin@csg.comodo.od.ua>	john@docteamcas	Oct 29, 2014 2:55:03 PM	spam External pattern match (Sanesecurity.Jur	1108 bytes		
<input type="checkbox"/>	demo spam	admin		Oct 29, 2014	spam External pattern	1108		

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

This screenshot is similar to the previous one, but the filter dropdown menu is open, showing the following options: Subject, From, To, Date, and Size (KB). The rest of the interface remains the same.

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:

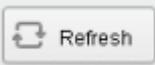
- **Date:** Will execute a search of mail received dates according to the date selected in the calendar box (column 3) and the condition selected in column 2.
- **Size (KB):** Will execute a search of mails according to the size selected or entered in third field (column 3) and the

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 Quarantined Mails

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

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

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

To view quarantined mails in the same CASG window:

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

Quarantine ? Help

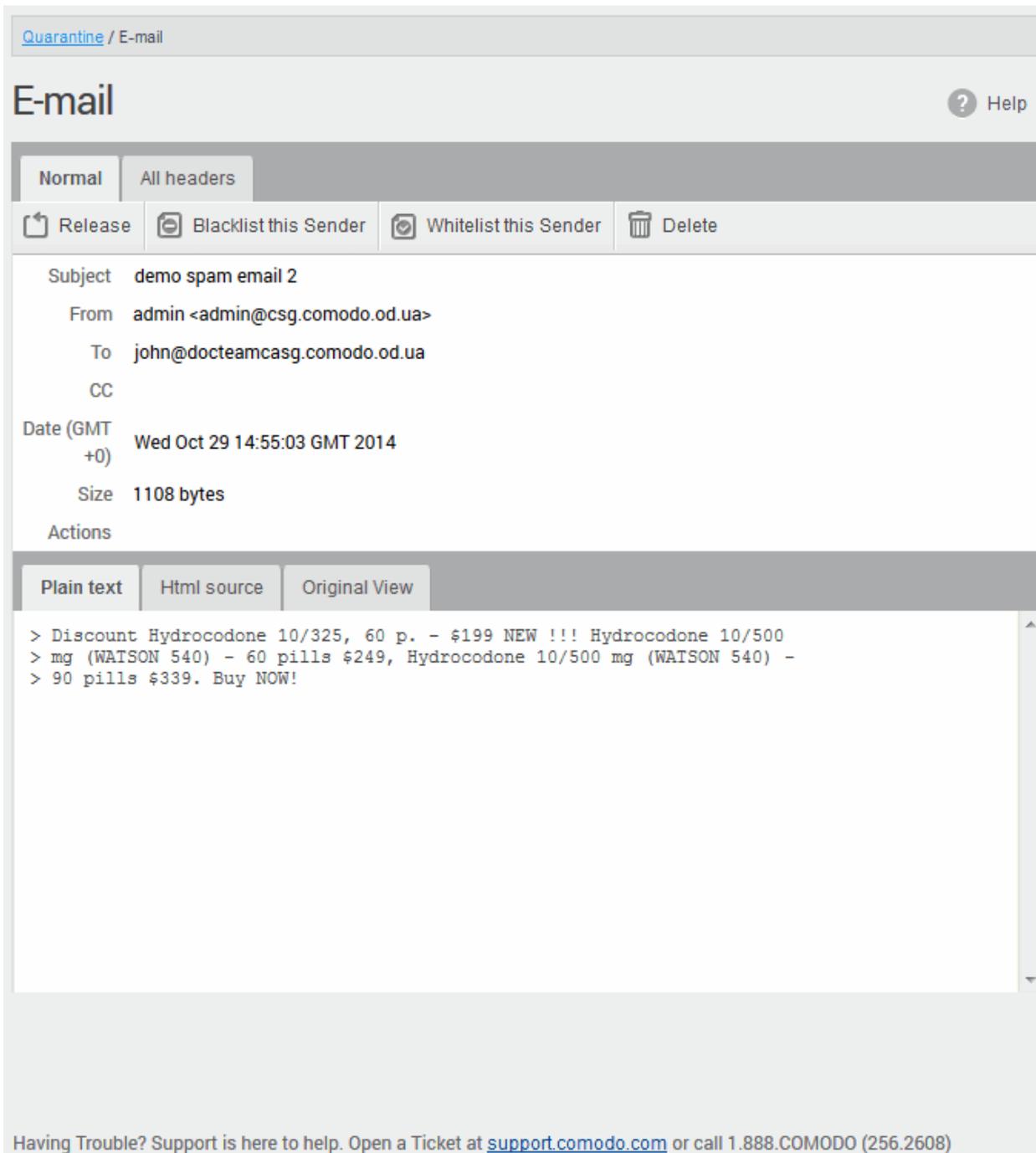
Show message Delete Delete all More actions Refresh

Filters

+ Subject contains Apply filter

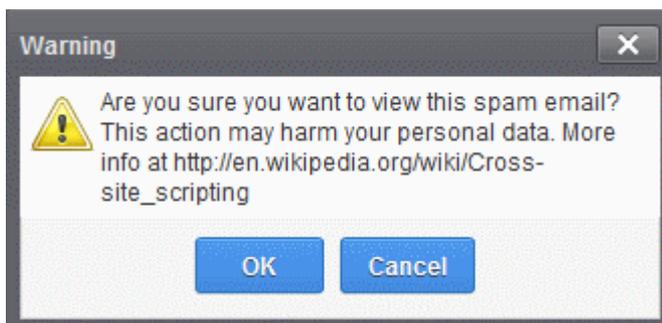
<input type="checkbox"/> Subject	From	To	Date (GMT)	Reason	Size		Action
<input checked="" type="checkbox"/> demo spam email 2	admin <admin@csg.comodo.od.ua>	john@docteamcas	Oct 29, 2014 2:55:03 PM	spam External pattern match (Sanesecurity.Junk	1108 bytes		
<input type="checkbox"/> demo spam	admin	john@docteamcas	Oct 29, 2014	spam External pattern	1108		

The selected mail will open.



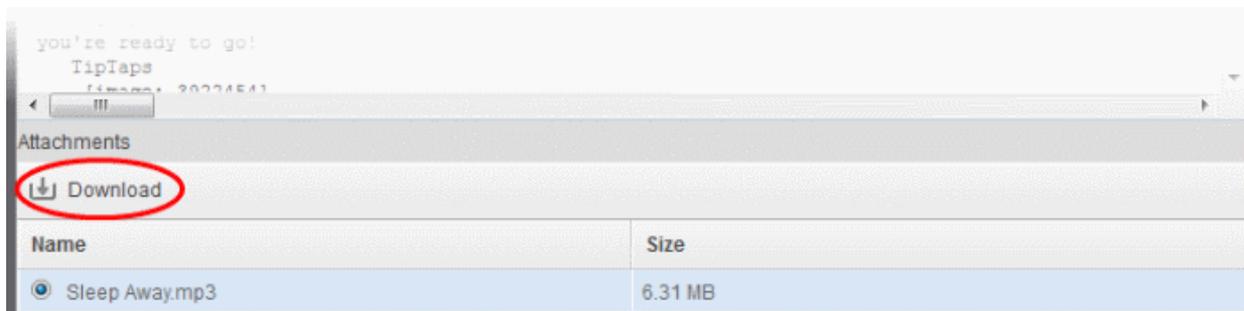
By default, the email will open in Normal view and will be displayed in Plain text, where the images, banners and links will not be displayed. Clicking the 'Html source' tab displays the email with all the html tags. To view images and links, click the 'Original View' tab. The user can also request the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

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



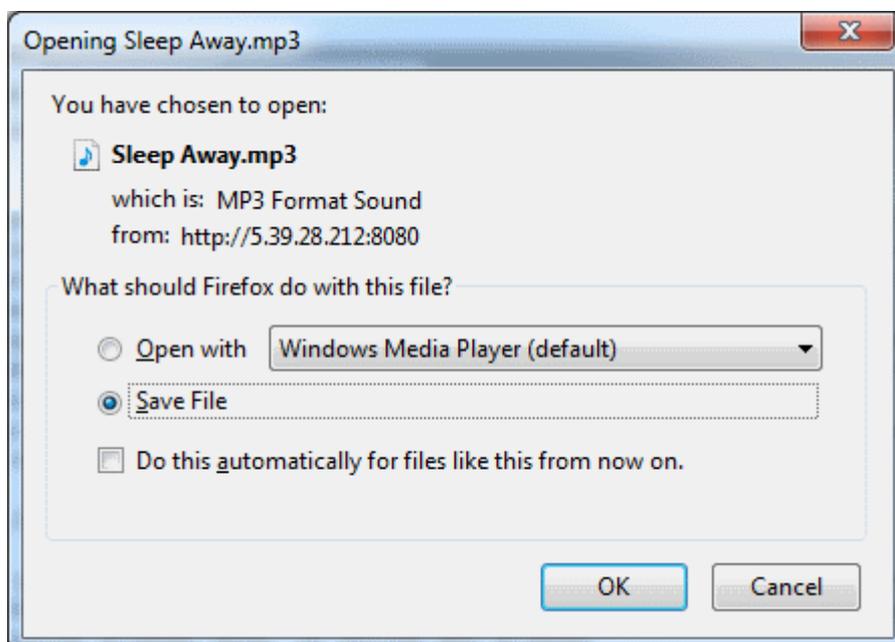
- Click 'OK' to view the email.

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



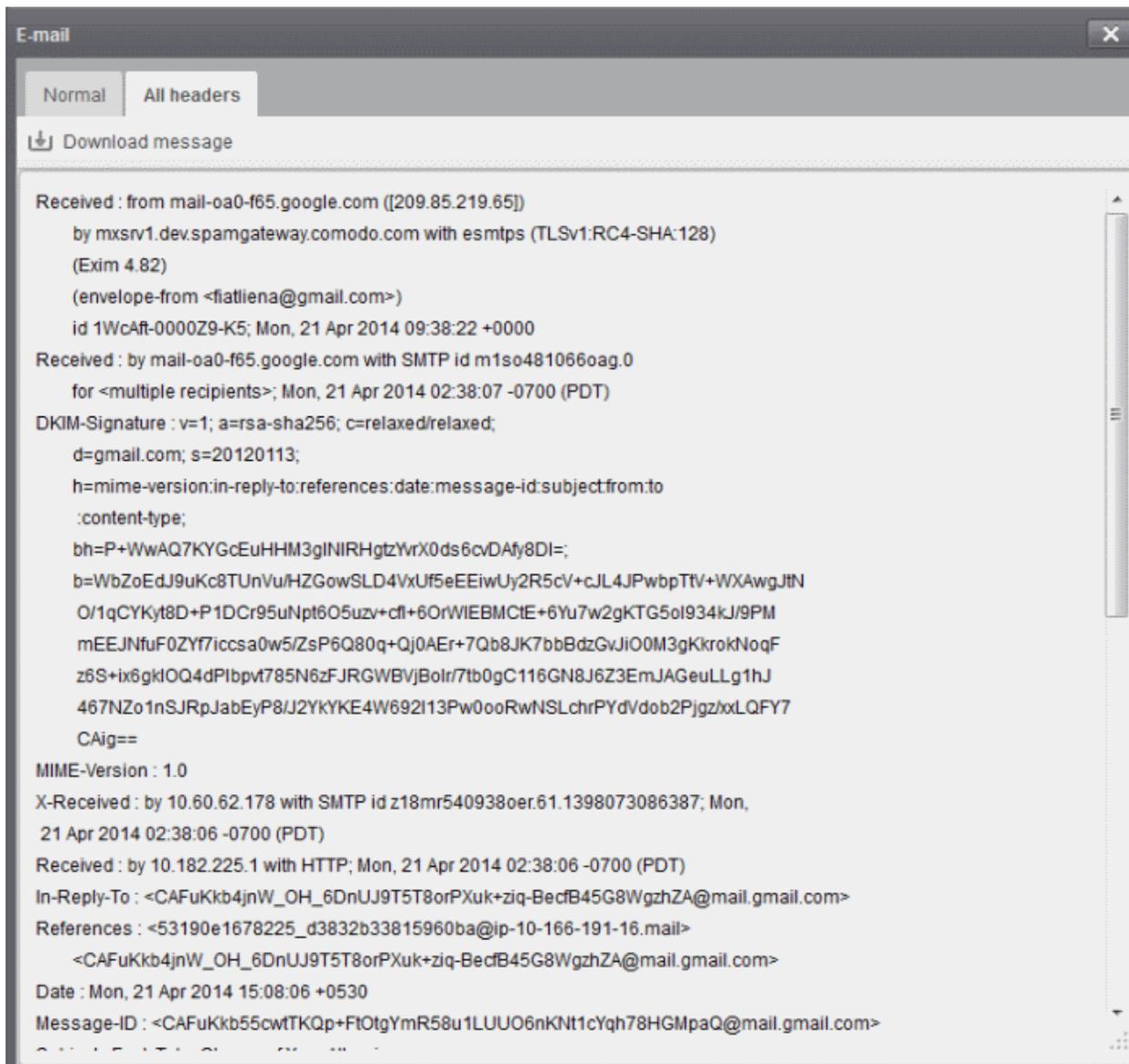
- Select the attachment and click the download button.

The download dialog will open.



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

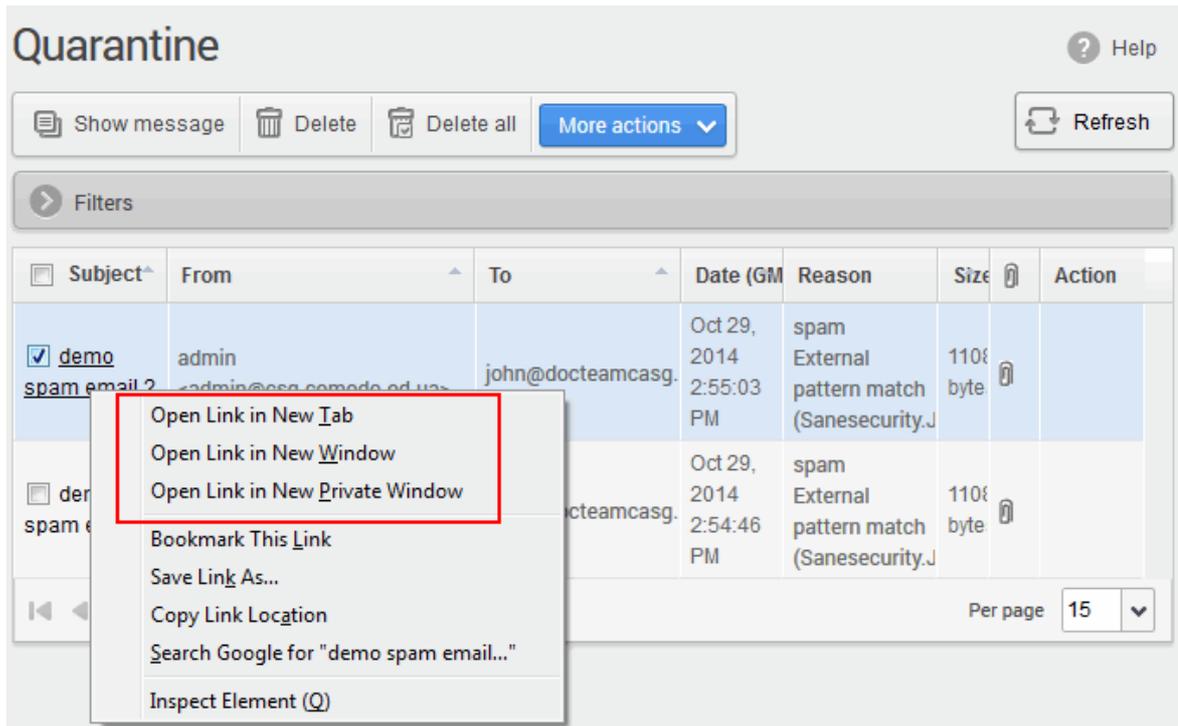
To view the email headers, which contain the tracking information of the mail detailing the path it has crossed before reaching the recipient, click 'All headers' tab. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity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



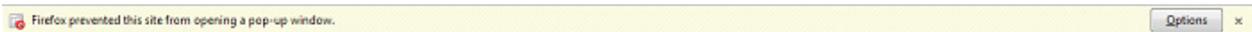
If you want to download the email, click 'Download message'. The file will be downloaded as .eml file and can be opened in any email client.

To view a quarantined mail in a new CASG window

- In the quarantined email area, select the mail that you want to view, 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 the 'Show message in new window'.



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

Quarantine / E-mail

E-mail ? Help

Normal All headers

Release Blacklist this Sender Whitelist this Sender Delete

Subject **demo spam email 2**

From **admin <admin@csg.comodo.od.ua>**

To **john@docteamcasg.comodo.od.ua**

CC

Date (GMT +0) **Wed Oct 29 14:55:03 GMT 2014**

Size **1108 bytes**

Actions

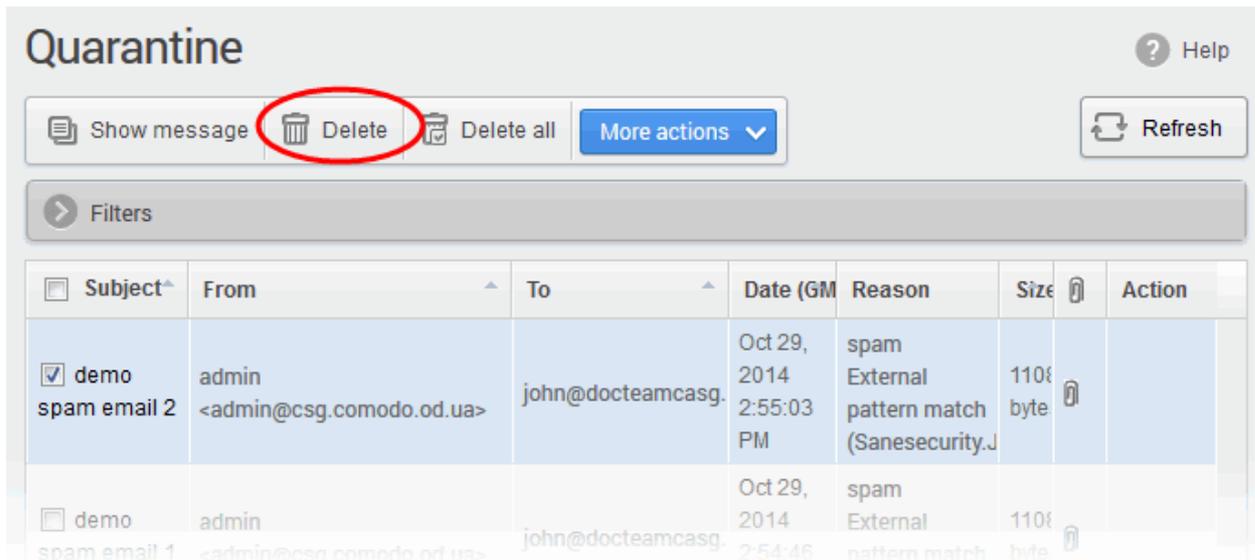
Plain text Html source Original View

```
> Discount Hydrocodone 10/325, 60 p. - $199 NEW !!! Hydrocodone 10/500
> mg (WATSON 540) - 60 pills $249, Hydrocodone 10/500 mg (WATSON 540) -
> 90 pills $339. Buy NOW!
```

Having Trouble? Support is here to help. Open a Ticket at support.comodo.com or call 1.888.COMODO (256.2608)

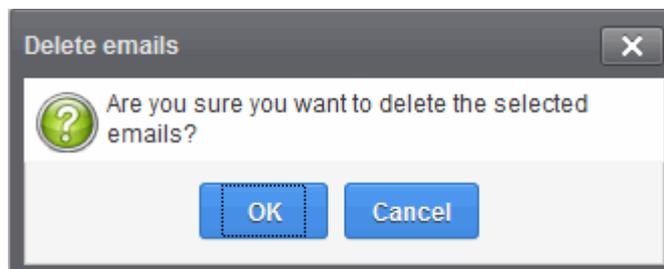
To delete a quarantined mail

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



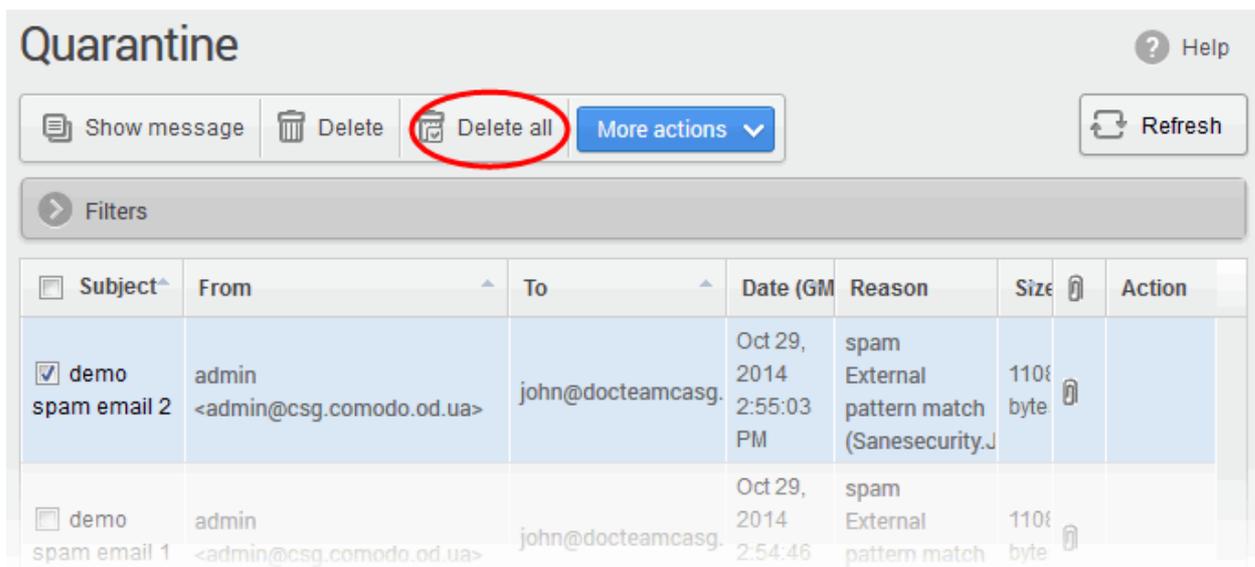
The screenshot shows the 'Quarantine' interface. At the top, there are buttons for 'Show message', 'Delete', 'Delete all', and 'More actions'. The 'Delete' button is circled in red. Below the buttons is a 'Filters' section and a table of quarantined emails. The table has columns for Subject, From, To, Date (GM), Reason, Size, and Action. Two emails are listed: 'demo spam email 2' and 'demo spam email 1'. The 'demo spam email 2' row is selected.

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



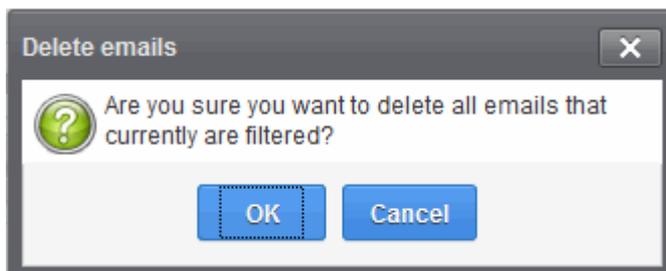
The selected mail will be deleted and will no longer be in the quarantined mail list.

- To delete all the quarantined mails click the 'Delete All' button.



The screenshot shows the 'Quarantine' interface. At the top, there are buttons for 'Show message', 'Delete', 'Delete all', and 'More actions'. The 'Delete all' button is circled in red. Below the buttons is a 'Filters' section and a table of quarantined emails. The table has columns for Subject, From, To, Date (GM), Reason, Size, and Action. Two emails are listed: 'demo spam email 2' and 'demo spam email 1'. The 'demo spam email 2' row is selected.

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



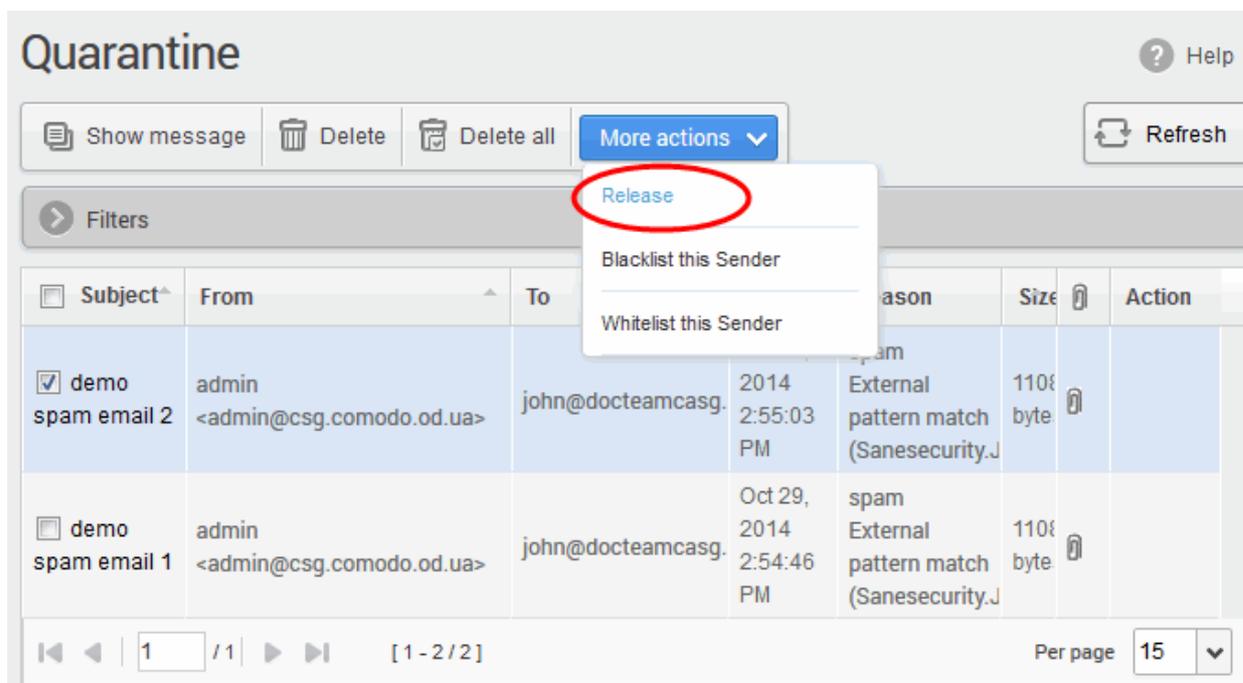
All the quarantined emails for the selected domain will be deleted.

To request administrator for releasing quarantined mails:

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

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

- Select the mail that you want to be released and click 'More actions' > 'Release'



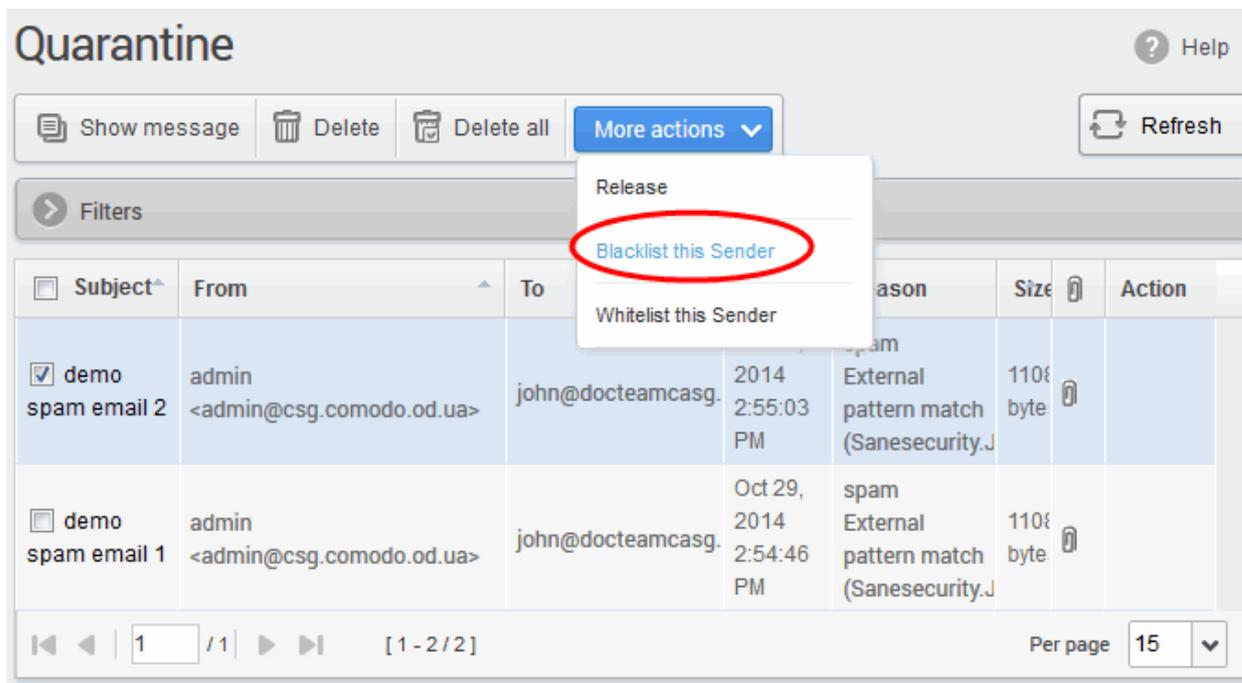
An email notification will be sent to your administrator for your request and you also will also receive the request email. This request will also be displayed in the 'Action' column of the users' Quarantined interface. If the administrator accepts the request, the user will receive the email and if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

To request administrator for adding senders to blacklist

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

Note: Depending on the permission level configured for your email account by your administrator, the button for adding senders to blacklist will be 'Blacklist this Sender' or 'Request blacklist' in the 'More actions' drop-down button. If the interface displays 'Blacklist this Sender' button, you can add the sender to blacklist without approval from your administrator.

- Select the mail that you want its sender to be added to blacklist and and click 'More actions' > 'Blacklist this Sender'



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

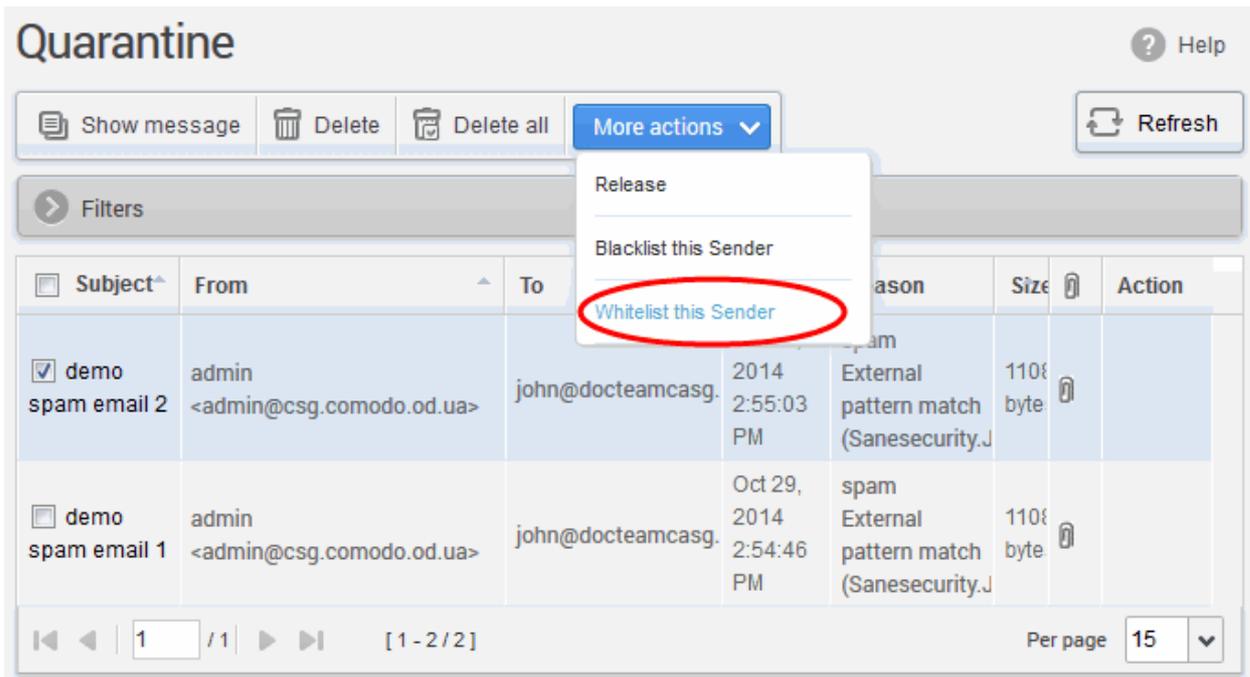
Senders added to blacklist will be displayed in the Manage blacklist senders interface. Refer to the section **Managing Blacklisted Senders** for more details.

To request administrator for adding senders to whitelist:

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

Note: Depending on the permission level configured for your email account by your administrator, the button for adding senders to whitelist will be 'Whitelist this Sender' or 'Request whitelist' in the 'More actions' drop-down button. If the interface displays 'Whitelist this Sender' button, you can add the sender to whitelist without approval from your administrator.

- Select the mail that you want its sender to be added to whitelist and click 'More actions' > 'Whitelist this Sender'



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

Senders added to whitelist will be displayed in the 'Manage whitelist senders' interface. Refer to the section **Managing Whitelisted Senders** for more details.

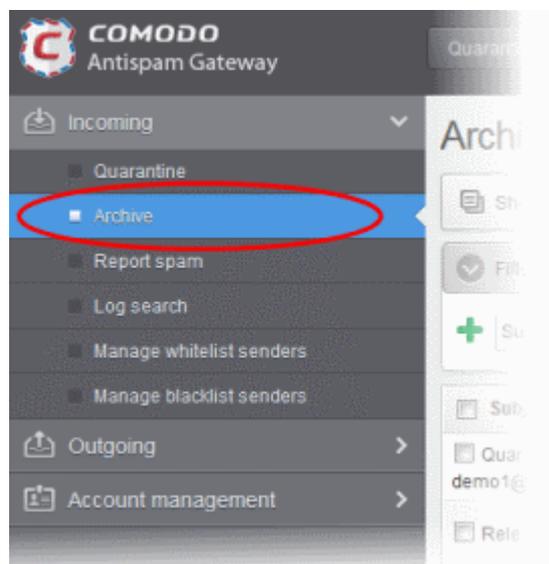
3.2.1.2 Managing Archived Mails

CASG is capable of storing a copy of all incoming mails for all users belonging to an account. The Archive interface allows you to view the messages, report spam and restore emails and reply to them.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Archive' sub tab will be available in the left hand side navigation area under the 'Incoming' tab.

To open the Archive interface

- Select the 'Incoming' tab from the left hand side navigation, then click the 'Archive' tab.



Your Email Archive interface will open with a list of emails received for your email address.

The screenshot shows the 'Archive' interface with a toolbar containing 'Show message', 'Report spam', 'Resend email', 'Reply', 'Reply all', 'Show reported as spam', and 'Refresh'. Below the toolbar is a 'Filters' section. The main area displays a table of email entries:

Subject	From	To	Date (GMT +0)	Size		Action
<input type="checkbox"/> mail from Dagwood	dagwood bumpsted <avantistude@gmail.com>	john@docteamcasg.	Tue Jan 20 06:49:58 GMT 2015	7.64 KB		
<input checked="" type="checkbox"/> mail from Dagwood	dagwood bumpsted <avantistude@gmail.com>	john@docteamcasg.	Tue Jan 20 06:49:58 GMT 2015	4.14 KB		
<input type="checkbox"/> Quarantine Report for john@docteamcasg.comodo.od.ua	admin@antispamgateway.c	john@docteamcasg.	Thu Oct 30 04:00:51 GMT 2014	23.22 KB		
<input type="checkbox"/> Quarantine Report for			Thu Oct 30			

From this interface you can:

- **View mails**
- **Report mails as spam**
- **Resend mails**
- **Send Replies to mails**

Sorting the Entries

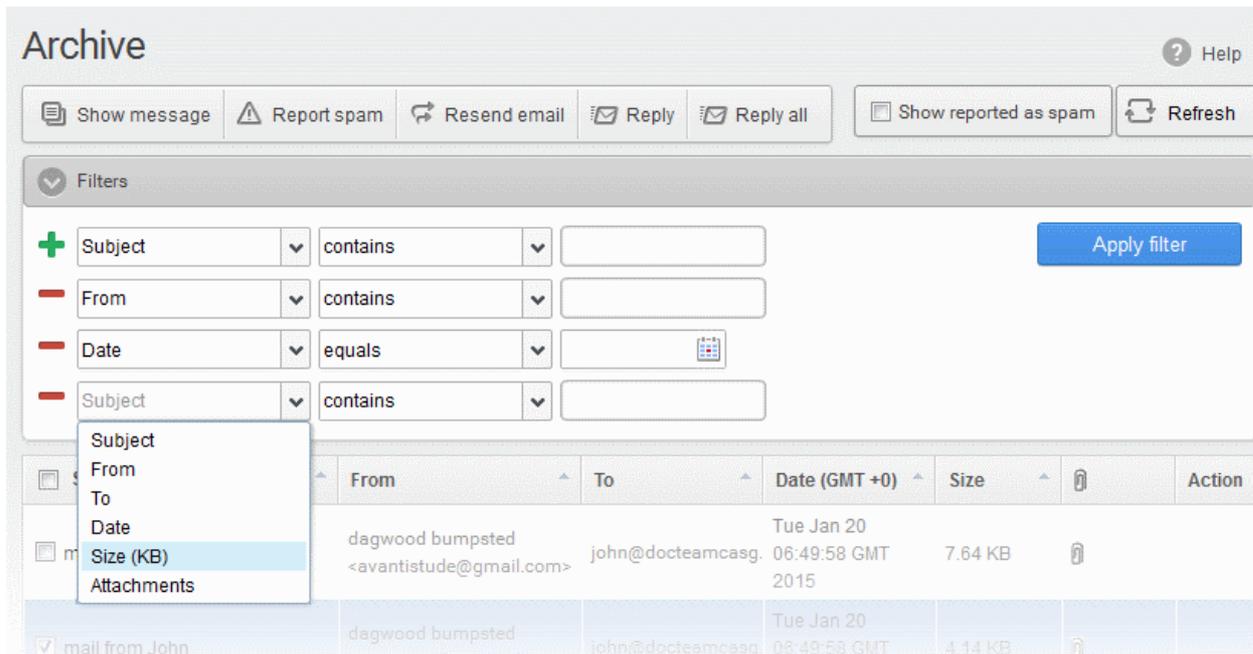
Clicking any column heading switches the sorting of the entries based on the ascending/descending order of the entries as per the information displayed in the respective column.

Using the Filter option to search archived emails

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

The screenshot shows the 'Archive' interface with the 'Filters' section expanded. It features a search bar with a dropdown menu set to 'Subject', a search operator dropdown set to 'contains', and an empty text input field. An 'Apply filter' button is visible to the right of the input field. Below the filter section, the email list is partially visible, showing an entry for 'mail from John'.

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

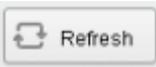
If 'Size' is selected, the following conditions are available:

- **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.

The emails by accidentally have sent to spam might be displaced to Archive. Click the 'Show reported as spam' button to view all reported as spam emails. For data-intensive you can use Filters criteria.

- Click the  button to display all the archived emails.

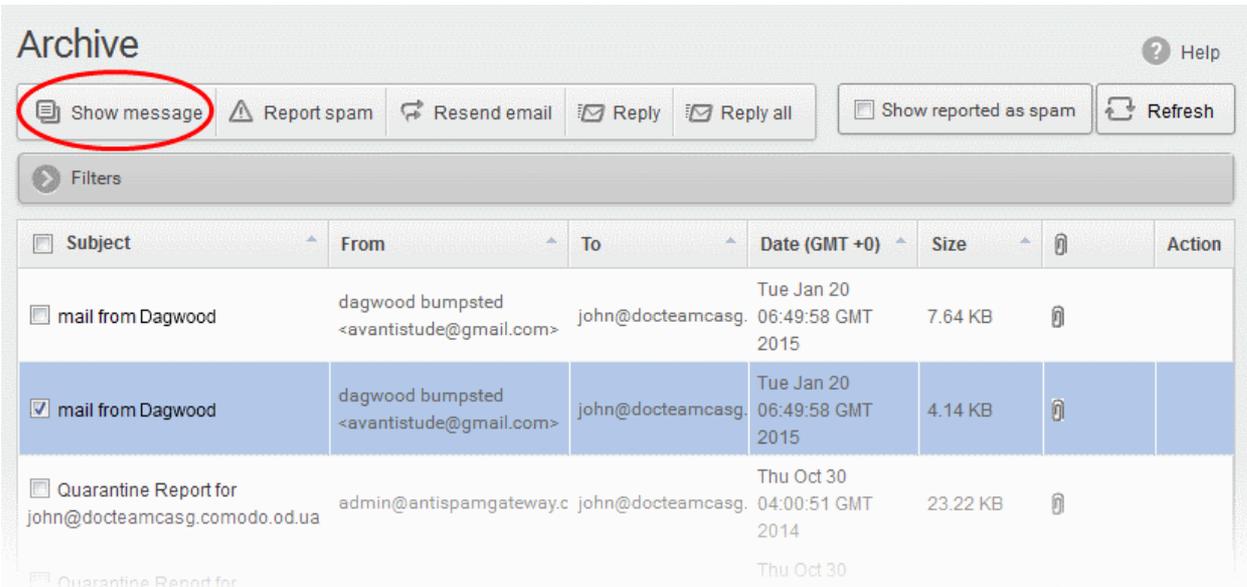
Note: To display all the archived emails after using the filters option, you have to first click anywhere on the Filters tab to close the filters area and then click the 'Refresh' button.

Viewing Archived Mails

You can view the mails, download attachments, reply to them and more from the 'Archive' interface.

To view an archived mail

- 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.

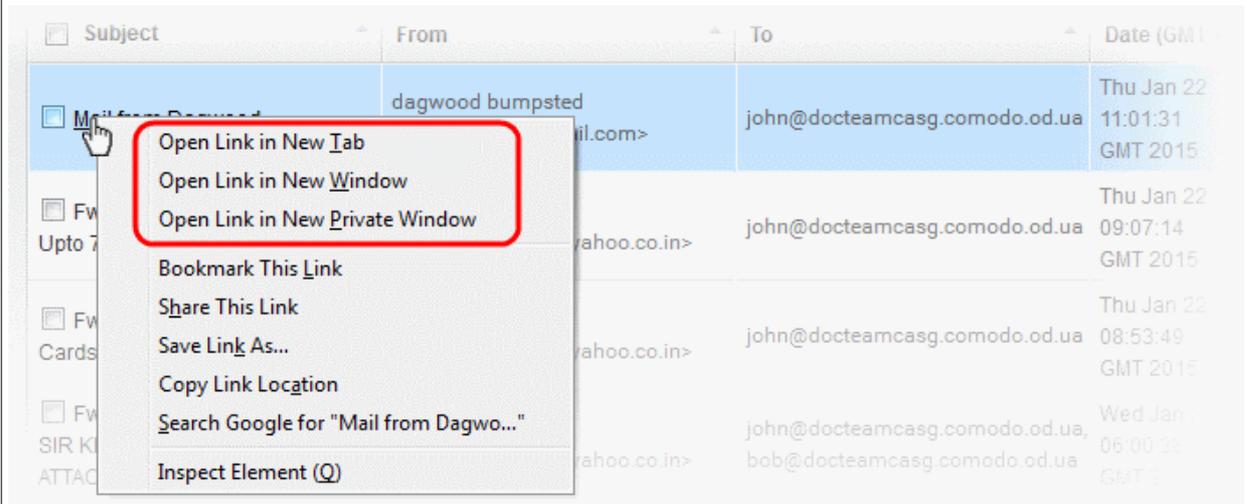


The screenshot shows the 'Archive' interface with a toolbar containing buttons for 'Show message', 'Report spam', 'Resend email', 'Reply', 'Reply all', 'Show reported as spam', and 'Refresh'. The 'Show message' button is circled in red. Below the toolbar is a 'Filters' section and a table of archived emails.

<input type="checkbox"/>	Subject	From	To	Date (GMT +0)	Size		Action
<input type="checkbox"/>	mail from Dagwood	dagwood bumpsted <avantistude@gmail.com>	john@docteamcasg.	Tue Jan 20 06:49:58 GMT 2015	7.64 KB		
<input checked="" type="checkbox"/>	mail from Dagwood	dagwood bumpsted <avantistude@gmail.com>	john@docteamcasg.	Tue Jan 20 06:49:58 GMT 2015	4.14 KB		
<input type="checkbox"/>	Quarantine Report for john@docteamcasg.comodo.od.ua	admin@antispamgateway.c	john@docteamcasg.	Thu Oct 30 04:00:51 GMT 2014	23.22 KB		
<input type="checkbox"/>	Quarantine Report for			Thu Oct 30			

The selected email will be displayed.

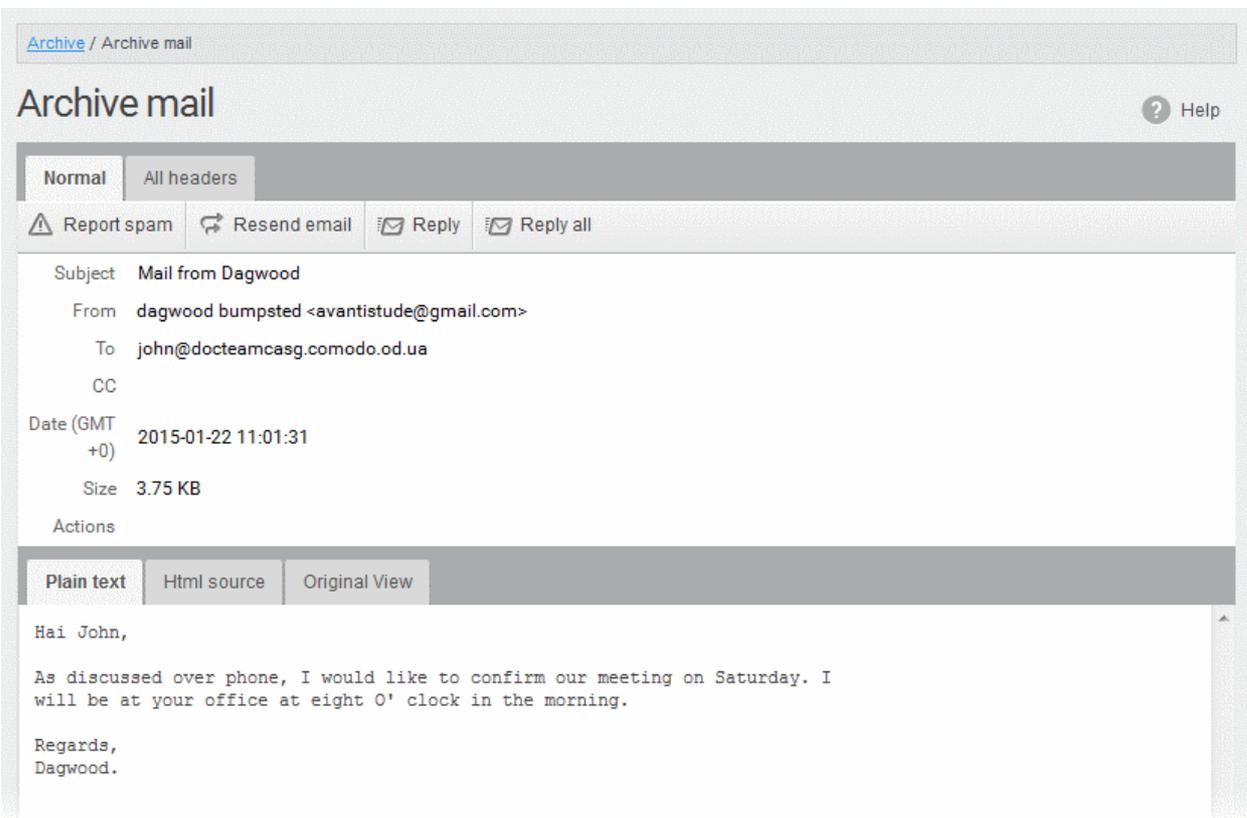
Tip: You can also choose to open the mail on a different browser tab or browser window. Right-click on the email link in the subject column and select to open it in a new tab or new window.



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 selected mail will be displayed in a new CASG window.

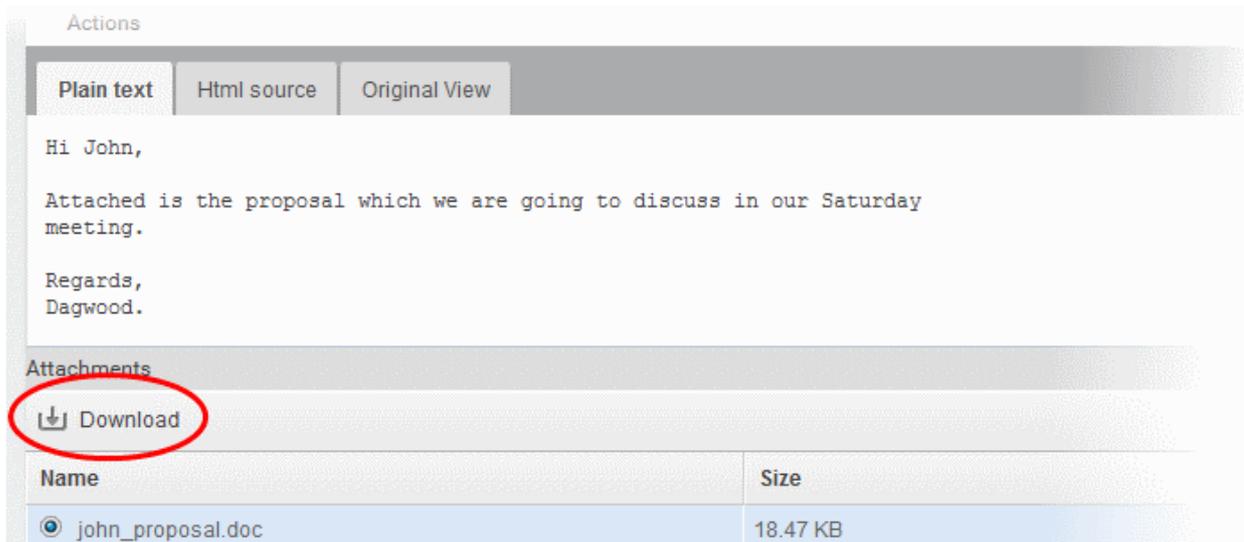


By default, the email will open in 'Normal' view and will be displayed in Plain text, where the images, banners and links will not be displayed.

- To view images and links, click the 'Original View' tab.
- To view the mail with all HTML tags, click the 'Html source' tab.
- 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 in the upper pane. The headers give full details of the sender, route, recipient, sent date, mail type and so on.

- To download attachments, select the attachment from the lower pane and click 'Download'



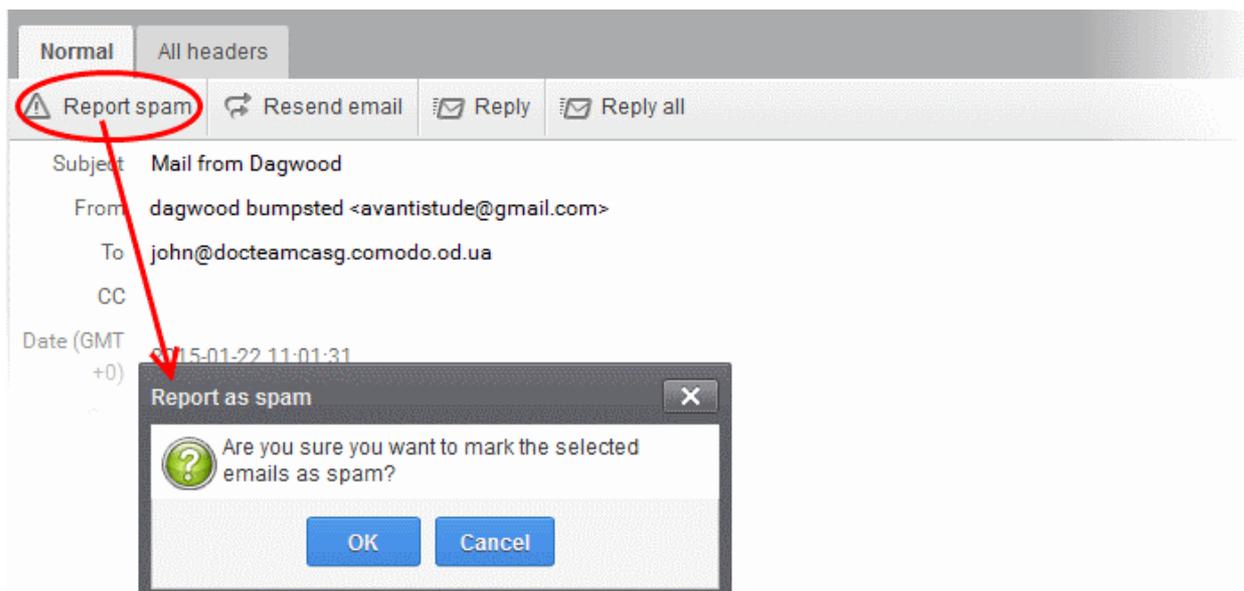
The buttons at the upper pane enable you to:

- **Report the mail as spam;**
- **Resend the mail to your mail box;** and
- **Reply to the mails.**

Report the mail as spam

If the mail appears to be a spam after reading it and viewing the details, you can choose to report it as a spam to CASG for quarantining such mails in future.

- To report the mail as a spam click the 'Report spam' button at the top left of the upper pane. A confirmation dialog will appear.



- Click 'OK' in the confirmation dialog.

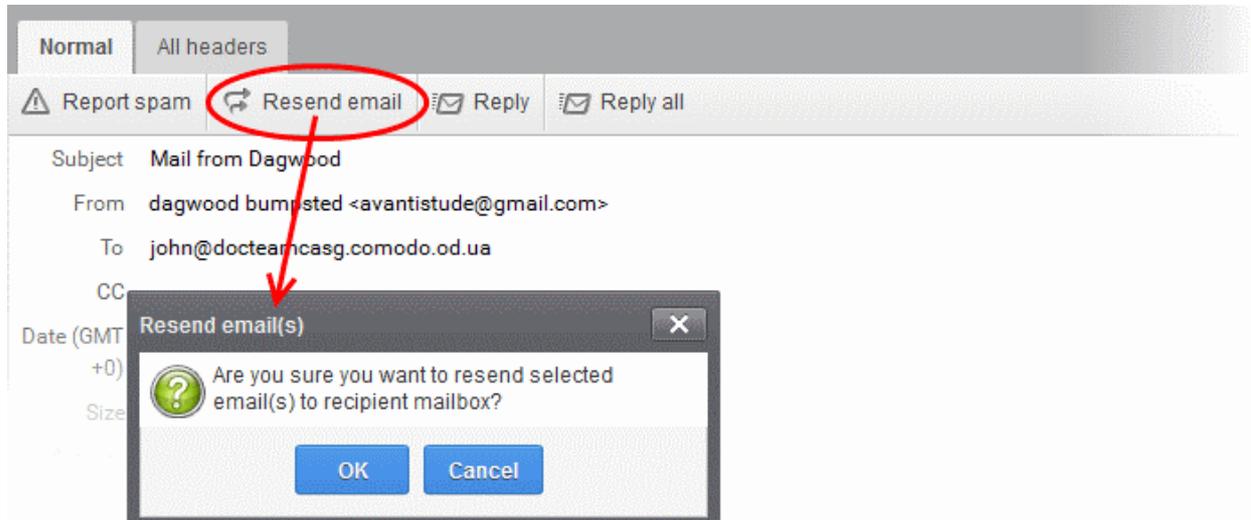
Tip: You can report several mails as spam at once from the Archive Mail interface. Refer to the explanation under **Reporting mails as spam** for more details.

Resend the mail to your mailbox

CASG allows you to restore your mails from its archive, in case the original mail was lost. You can forward the currently viewed mail your mail box.

Tip: You can resend several mails from the archive to your mailbox at once from the Archive Mail interface. Refer to the explanation under **Resending mails to your mail box** for more details.

- To resend the mail click the 'Resend email' button from the upper pane. A confirmation dialog will appear.



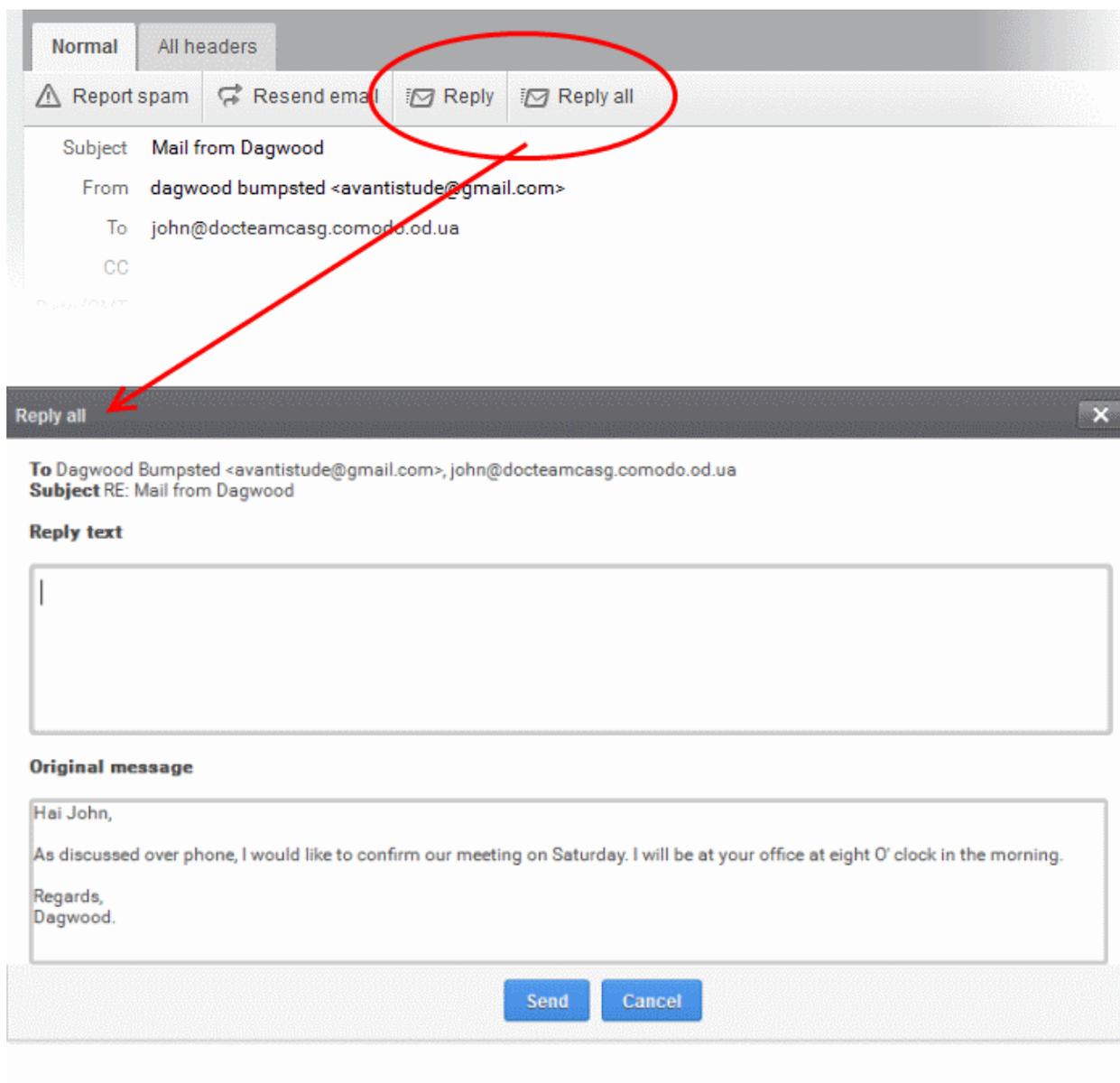
- Click 'OK' in the confirmation dialog.

The mail will be sent only to your mail box and NOT to other recipients in the TO or CC/BCC fields.

Reply to the mail

You can send reply to the currently viewed mail from the CASG interface, without having to open the mail from your mail client.

- To reply only to the sender, click the 'Reply' button from the upper pane
- To reply to all in the mailing list, including the recipients in the CC list, click the 'Reply all' from the upper pane



You can enter your text in the upper text box and click 'Send' to reply to the mail.

Reporting mails as spam

You can report the mails that you consider as spam from the Archive interface. CASG will process those mails and if found to be spam, will move them to quarantine.

To report mails as spam

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

Archive

Show message **Report spam** Resend email Reply Reply all Show reported as spam

Filters

Subject	From	To	Date (GMT +0)
<input type="checkbox"/> Fwd: test	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:15:10 GMT 2015
<input checked="" type="checkbox"/> Fwd: Case Study: How Epson uses EyeQuant to Boost Conversion Rates	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:14:27 GMT 2015
<input checked="" type="checkbox"/> Fwd: شارك الصور والتحديثات مع الرئيس الطائر	john smith <fiatliena@gmail.com>	john@docteamcasg.comodo.od.ua	Fri Jan 23 07:11:43 GMT 2015
<input type="checkbox"/> Client Meeting	dagwood bumpsted <avaantistude@gmail.com>	john@docteamcasg.comodo.od.ua, fiatliena@gmail.com	Fri Jan 23 07:06:14 GMT 2015
<input type="checkbox"/> Mail from Dagwood		g.comodo.od.ua	Thu Jan 22 11:01:22

Report as spam

Are you sure you want to mark the selected emails as spam?

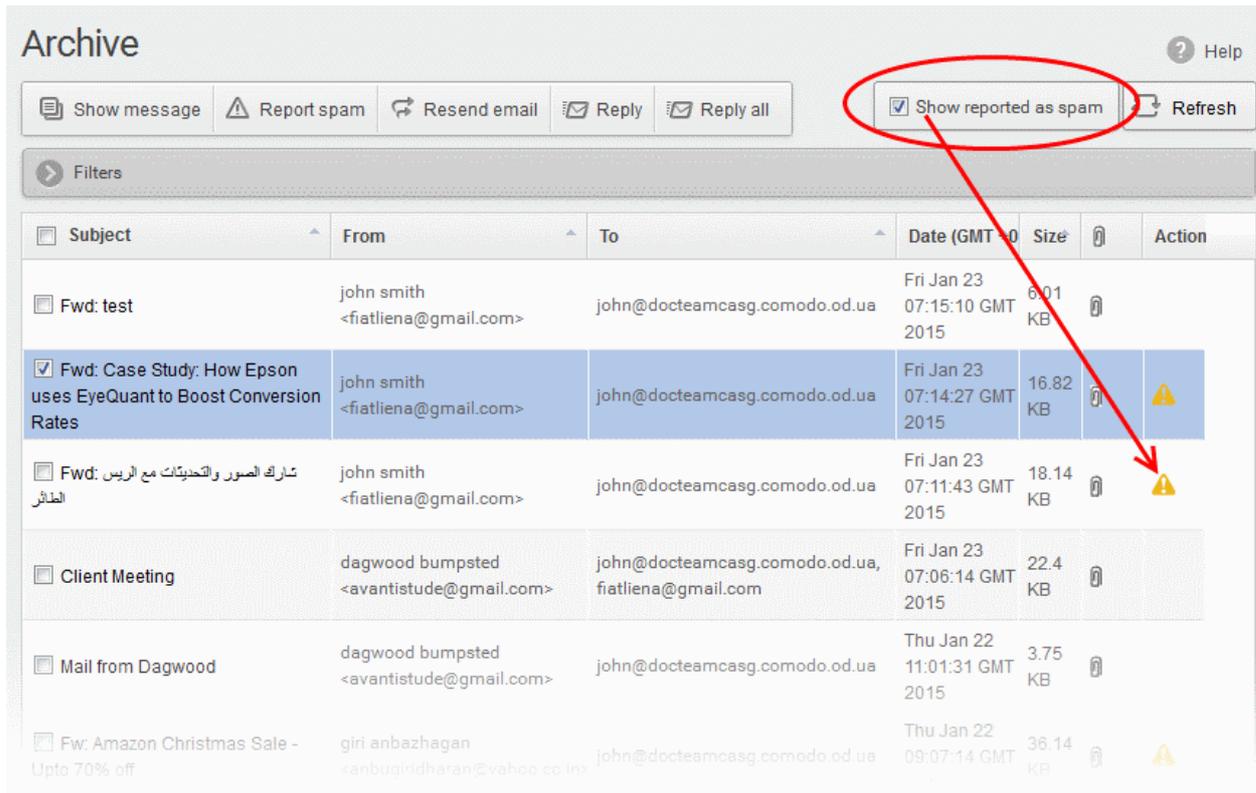
OK Cancel

Spam reported successfully

- Click 'OK' in the confirmation dialog.

Viewing the Mails You Reported as Spam

You can identify the emails that you reported as spam in the past from the 'Archive' interface by clicking the 'Show reported as spam checkbox' at the top right. The mails will be identified by the yellow icon ⚠ in the Action column in the right.



Resending mails to your mail box

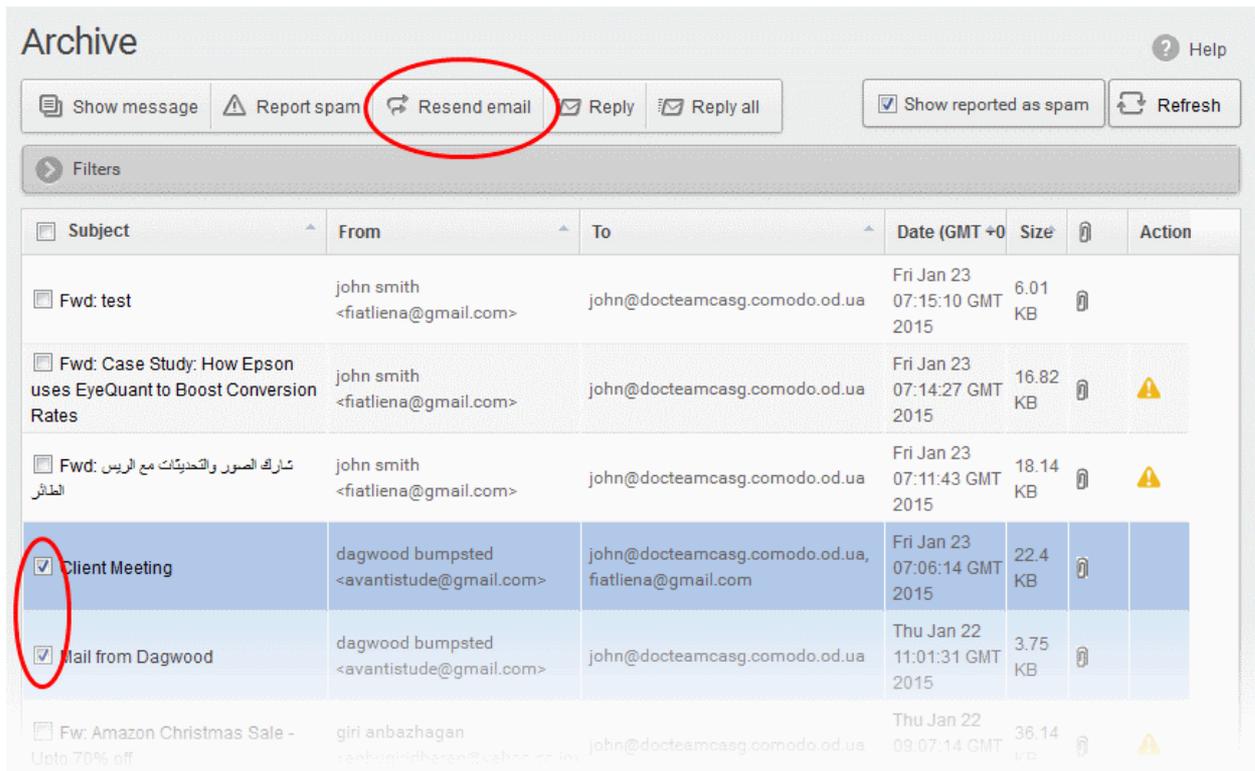
CASG saves a copy of all the mails received by all the users covered by your corporate account. You can restore your lost mails from the CASG archive. This is useful if some or all of your mails are lost due to reasons like accidental deletion or mail client crash.

To restore your mails

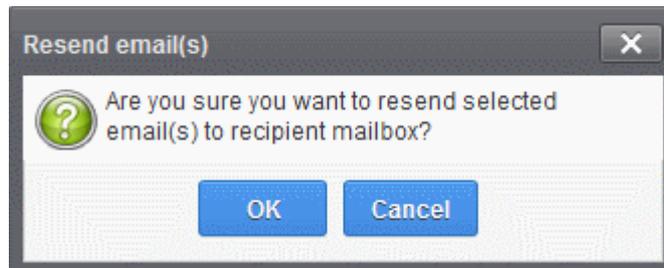
- Select the mails that you want to restore.

Tip: To select all the mails at once, select the checkbox beside 'Subject'

- Click the 'Resend email' button.



A confirmation dialog will be displayed.



- Click 'OK' to confirm.

A success message will be displayed.



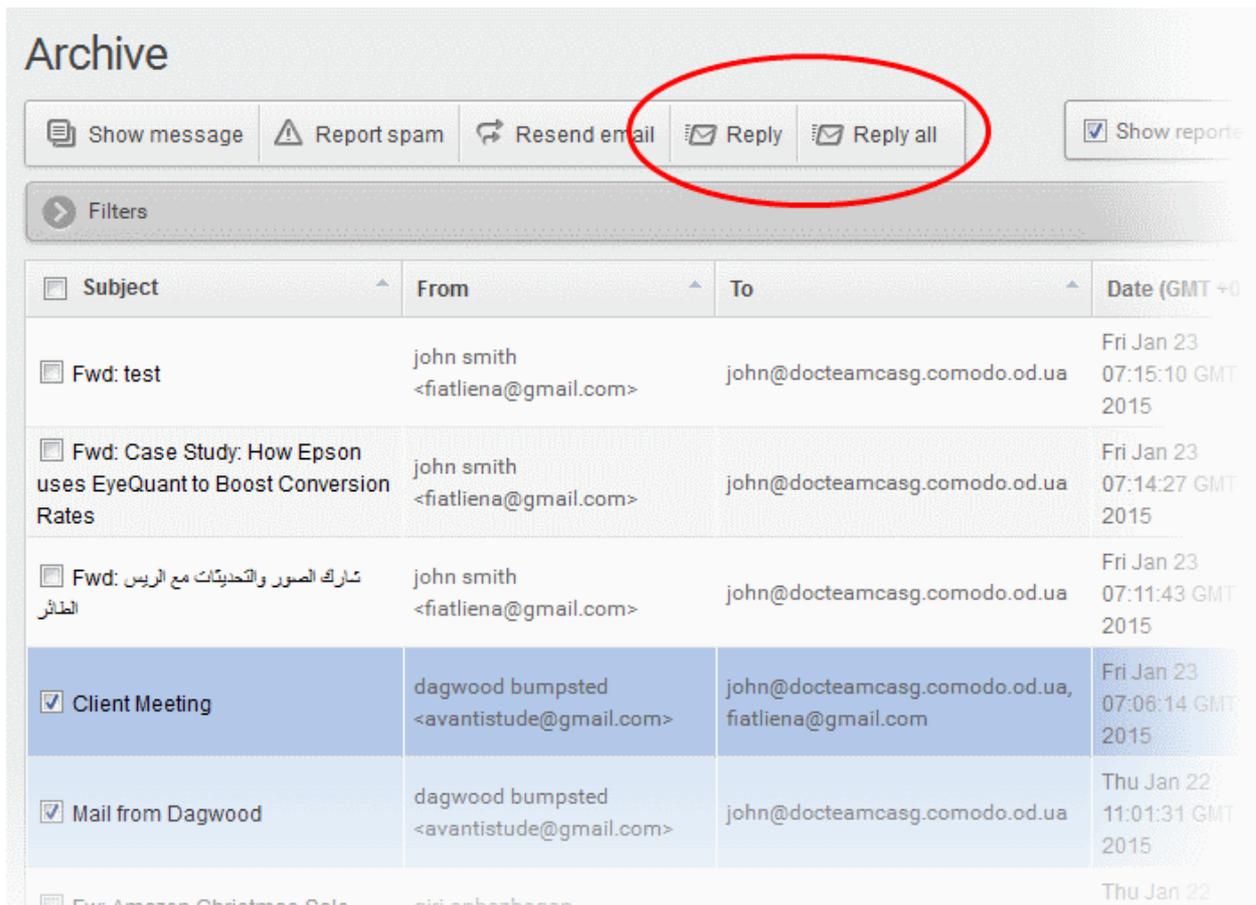
A copy of the email will still be retained in the archive.

Replying to Your Emails

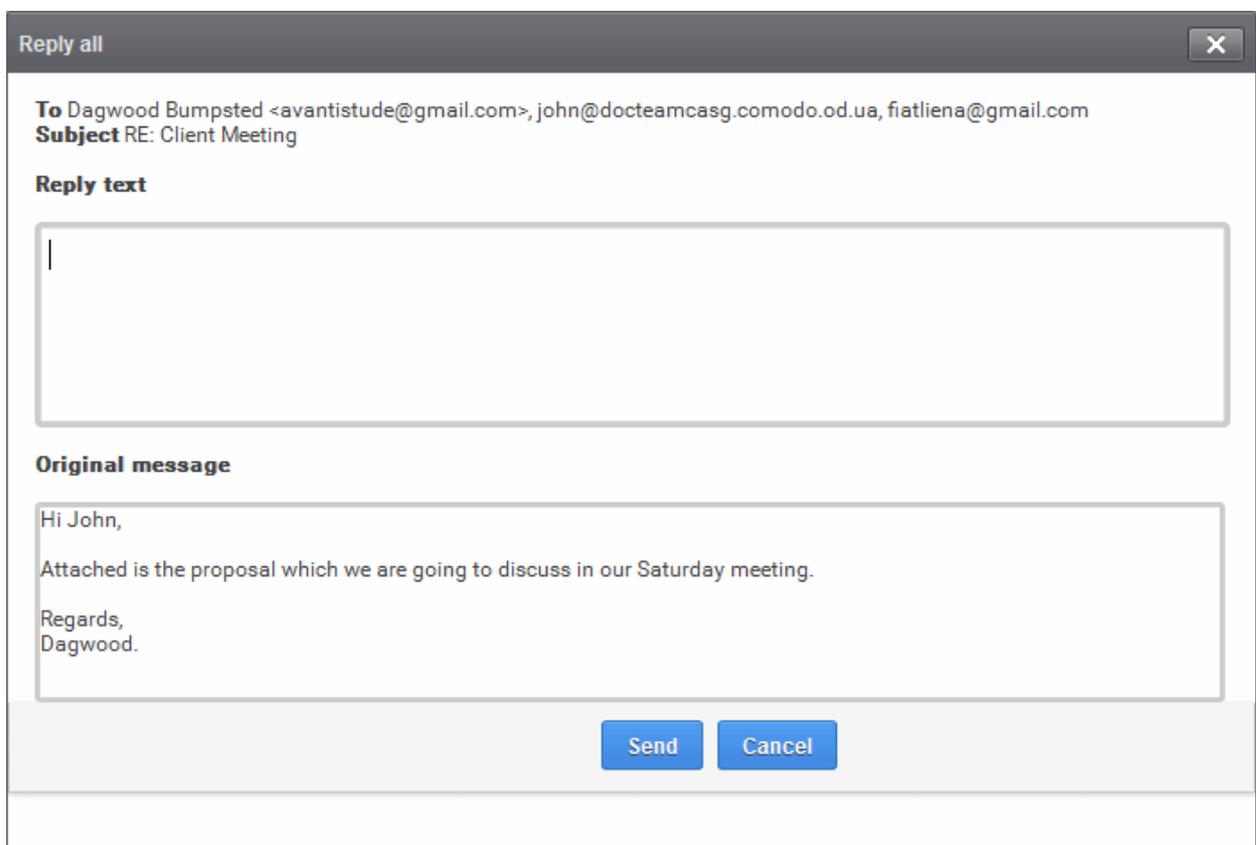
You can reply to your emails from the Archive interface of CASG, without having to open the mails in your email client.

To reply to an email

- Choose the email to be replied from the list of emails in the archive
- To reply only to the sender, click 'Reply'
- To send the reply to the sender and all the other recipients included in the 'TO' and 'CC' fields, click 'Reply all'



The 'Reply' or 'Reply all' window will open.



You can enter your text in the upper text box and click 'Send' to reply to the mail.

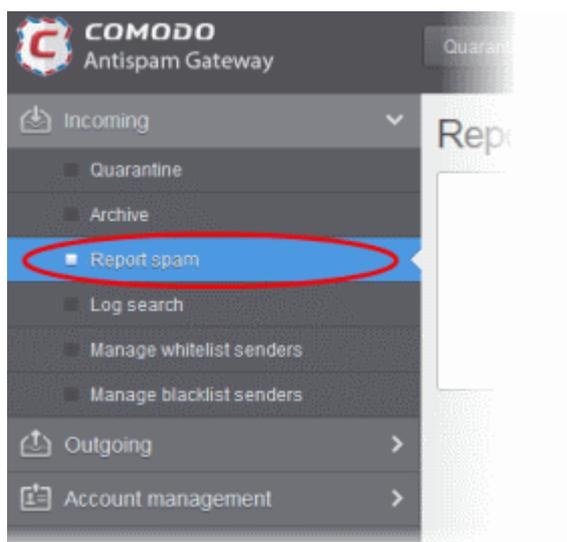
3.2.1.3 Report Spam

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.

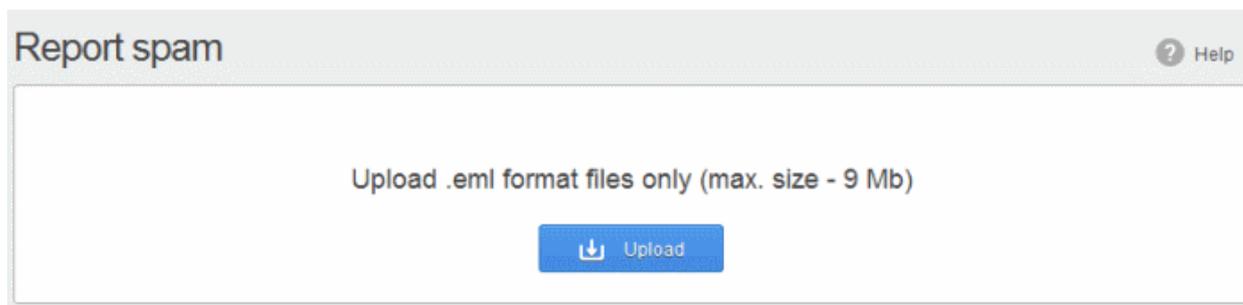
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Report spam' sub tab will be available in the left hand side navigation area under the 'Incoming' tab.

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 be displayed.

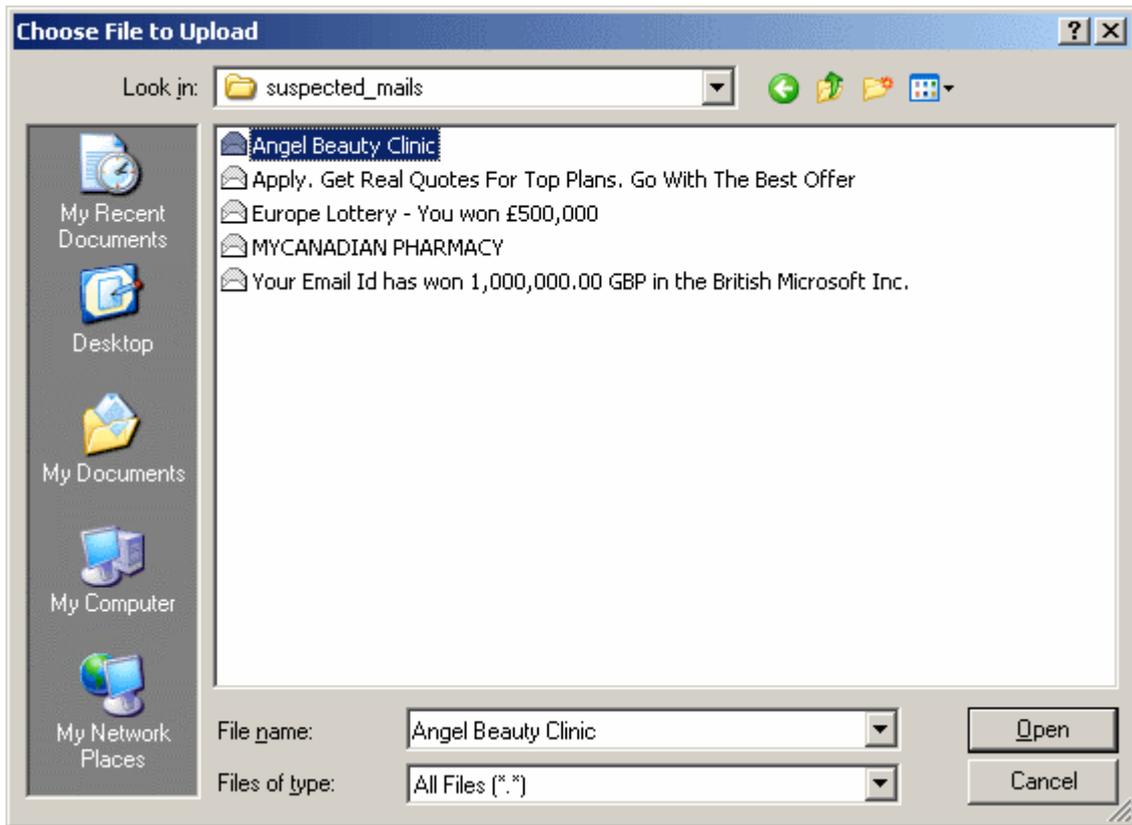


- Click the 'Upload' button.

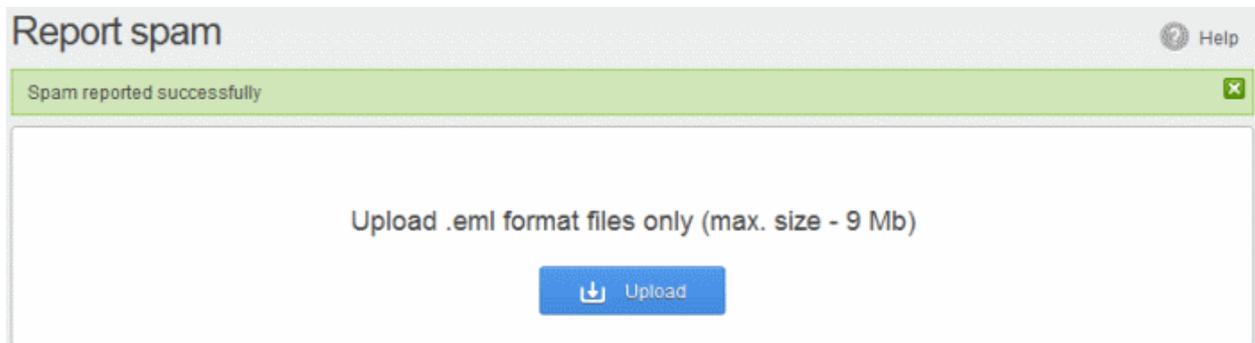
Note: The files should be email format (with .eml extension) and its size should not exceed 9 MB. The following error message will be displayed if any of the above is not complied with.

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

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



The mail will be processed for uploading and success message will be displayed after the process is completed.



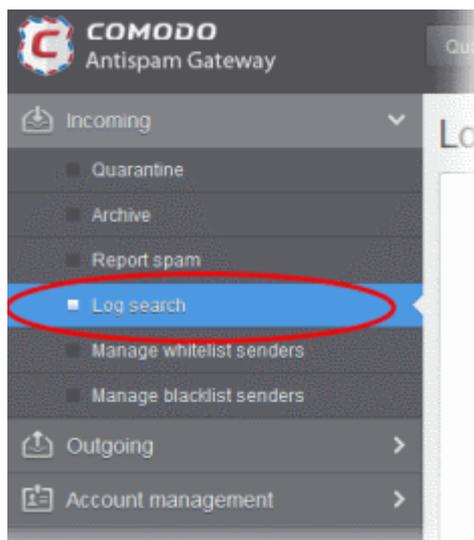
3.2.1.4 Log Search

The Log Search option in CASG allows you to search for email messages based on the parameters entered or selected in the interface.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' sub tab will be available in the left hand side navigation area under the 'Incoming' tab.

To perform a log search of your incoming emails

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



The 'Log search (incoming)' interface of the user will be displayed.

A screenshot of the 'Log search (incoming)' interface. The title 'Log search (incoming)' is at the top left, and a 'Help' icon is at the top right. The main area contains several search criteria fields: 'Date range' with two date-time pickers (2014-10-28 PM 03:08:06 and 2014-10-29 PM 03:08:06), 'Message ID', 'Sender', 'Recipient' (with 'john' entered and '@docteamcasg.comodo.od.ua' displayed), 'Sender IP', and 'Sender host'. There is a checkbox for 'Include results from the last minutes:'. A blue 'Search' button is at the bottom center.

- **Date range:** Select the date range for which you want to search the log file.
- **Message ID:** – Enter a unique message identifier (*optional*)
- **Sender:** Enter the sender email address in this field.
- **Recipient:** The currently logged in user name will be displayed in this field.
- **Sender IP:** Enter the IP address of the sender.
- **Sender Host:** Enter the sender host name.
- **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 host^n	Sender ^	Recipient ^	Subject ^	Classification^
2014-10-29 14:53:43	mxsrv3.spamgat 1XjUd0-0006V6-1	mxsrv3.spamgat 178.33.199.69	admin@csg.com	john	demo spam email 1	Rejected External pattern match
2014-10-29 14:45:07	mxsrv2.spamgat 1XjUUF- 0001RZ-B8	mxsrv2.spamgat 178.33.199.66	demo@csg.com	john	Spam email 1	Rejected Rejected by relay restriction for this recipient
2014-10-29 14:44:59	mxsrv1.spamgat 1XjUUX- 0006NV-Bj	mxsrv2.spamgat 178.33.199.66	demo@csg.com	john	Spam email 2	Rejected Rejected by relay restriction for this recipient

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Sorting the Entries

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

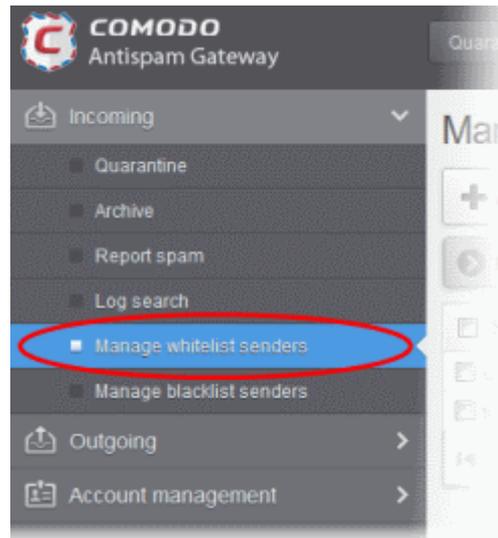
3.2.1.5 Managing Whitelist Senders

CASG allows users to add senders to whitelist on per user basis. All the filtering checks for whitelisted senders are disabled. Comodo strongly recommends to use this option only after ascertaining the authenticity of the senders. Users can add senders to whitelist in two ways:

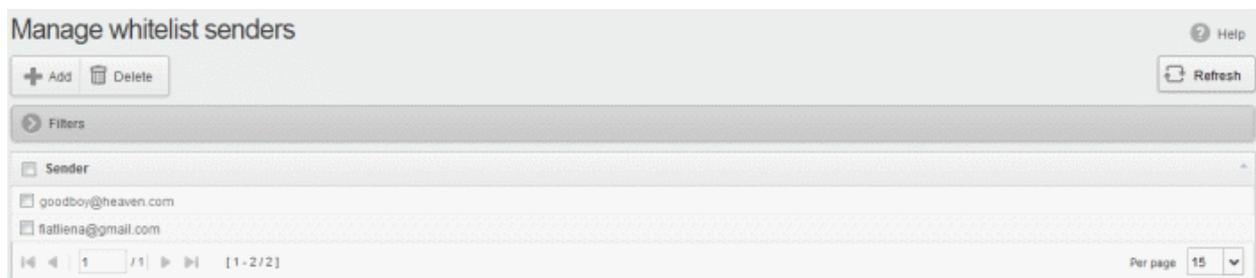
- From the **Quarantine** interface - By requesting the administrator of your account to whitelist senders or by adding them yourself to whitelist without approval from the administrator depending on the permissions configured. For more details refer to the **Quarantine** section.
- From the Manage whitelist senders interface – Users can add senders to whitelist manually or delete them. This section explains this option.

To manage whitelist senders

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Manage whitelist senders' sub tab.



The 'Manage whitelist senders' interface of the user will be displayed.



Note: The 'Add' and 'Delete' buttons will be available only if the administrator of your account has enabled this for you. If this is not enabled, you can just view the whitelisted senders in this interface.

Sorting the Entries

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

Using the Filter option to search senders

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



Available filter in column 1:

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

The following conditions are available in column 2:

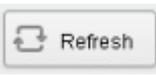
- **Equals:** Displays all senders that match the text entered in the text box.
- **Not Equals:** Displays all senders except the one entered in the text box.

- **Contains:** Displays all senders that contain the words entered in the text box.
- **Not Contains:** Displays all senders that do not contain the words entered in the text box.
- **Starts With:** Displays all senders that start with the words entered in the text box.
- **Ends With:** Displays all the senders 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 senders.

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 users can:

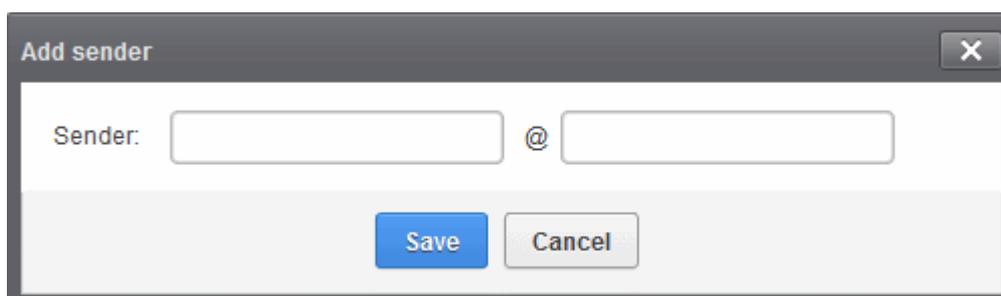
- **Add senders to whitelist manually**
- **Remove senders from whitelist**

To add senders to whitelist manually

- Click the 'Add' button at the top.

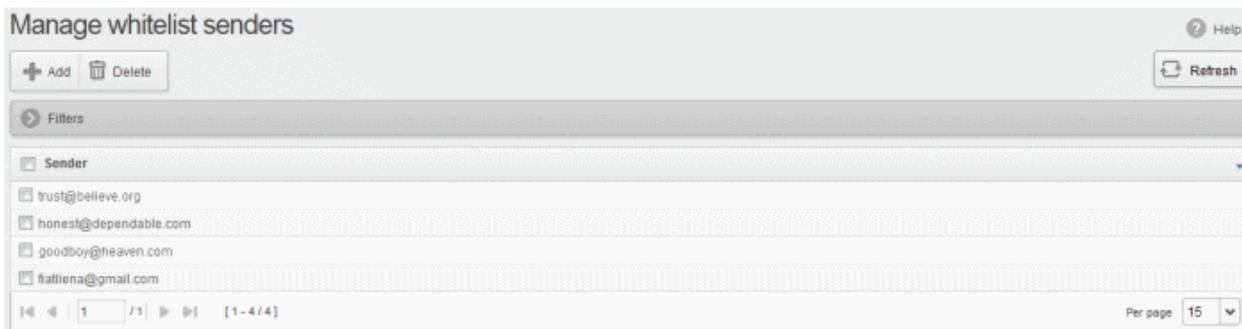


The 'Add sender' dialog will be displayed.



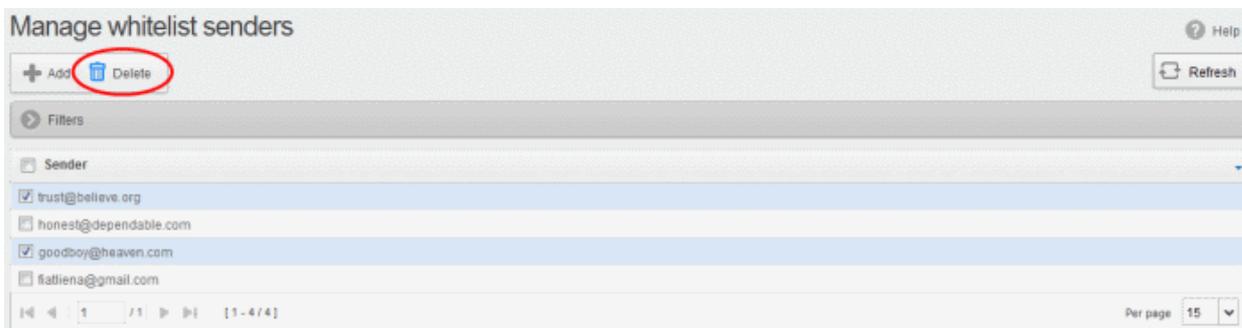
- Enter the sender's username in the first text box and sender's email domain name in the text box after the @ symbol.
- Click the 'Save' button. Repeat the process to add more senders to whitelist.

The list of whitelisted senders will be displayed.

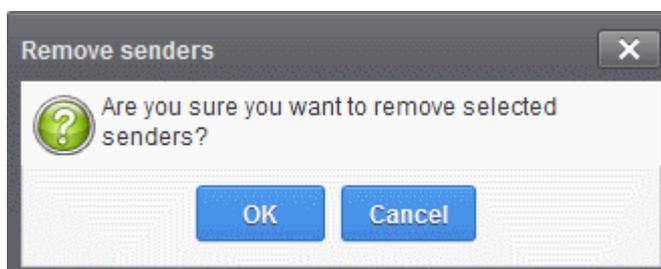


To remove senders from whitelist

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



- Click 'OK' to confirm.



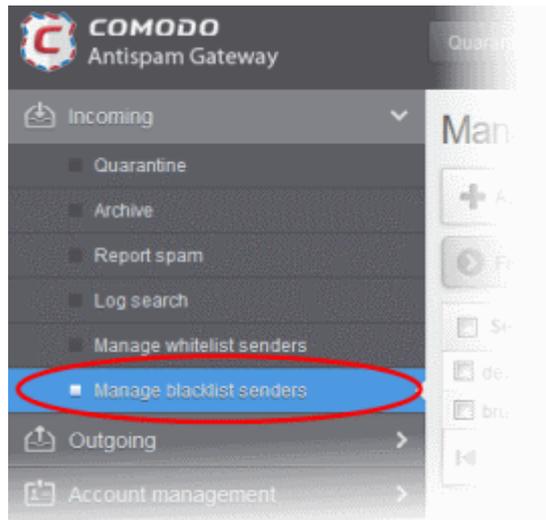
3.2.1.6 Managing Blacklist Senders

CASG allows users to add senders to blacklist on per user basis. Please note that the messages will not be quarantined and legitimate email sending SMTP servers will send a bounce message to the sender. Users can add senders to blacklist in two ways:

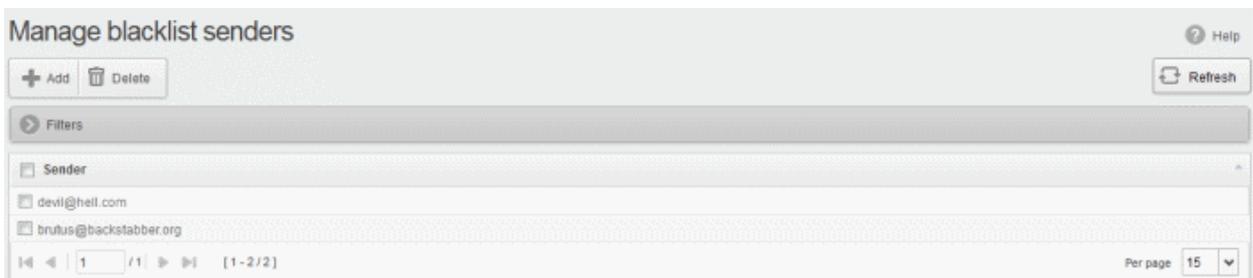
- From the **Quarantine** interface - By requesting the administrator of your account to blacklist senders or by adding them yourself to blacklist without approval from the administrator depending on the permissions configured. For more details refer to the **Quarantine** section.
- From the Manage blacklist senders interface – Users can add senders to blacklist manually or delete them. This section explains this option.

To manage blacklist senders

- Click the 'Incoming' tab on the left hand side navigation to expand and then click the 'Manage blacklist senders' sub tab.



The 'Manage blacklist senders' interface of the user will be displayed.



Note: The 'Add' and 'Delete' buttons will be available only if the administrator of your account has enabled this for you. If this is not enabled, you can just view the blacklisted senders in this interface.

Sorting the Entries

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

Using the Filter option to search senders

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



Available filter in column 1:

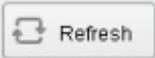
- **Sender:** Will execute a search of senders according to the text in the text box (column 3) and the condition selected in column 2.

The following conditions are available in column 2:

- **Equals:** Displays all senders that match the text entered in the text box.

- **Not Equals:** Displays all senders except the one entered in the text box.
 - **Contains:** Displays all senders that contain the words entered in the text box.
 - **Not Contains:** Displays all senders that do not contain the words entered in the text box.
 - **Starts With:** Displays all senders that start with the words entered in the text box.
 - **Ends With:** Displays all the senders 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 senders.

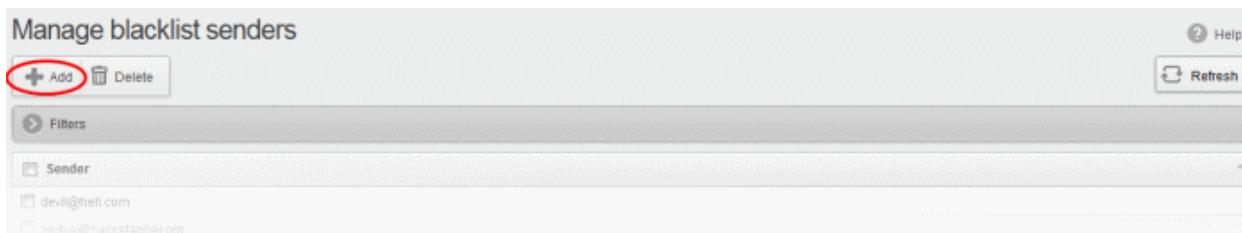
Note: To display all the Blacklist senders after using the filters option, you have to first click anywhere on the Filters tab to close the filters area and then click the 'Refresh' button.

From this interface users can:

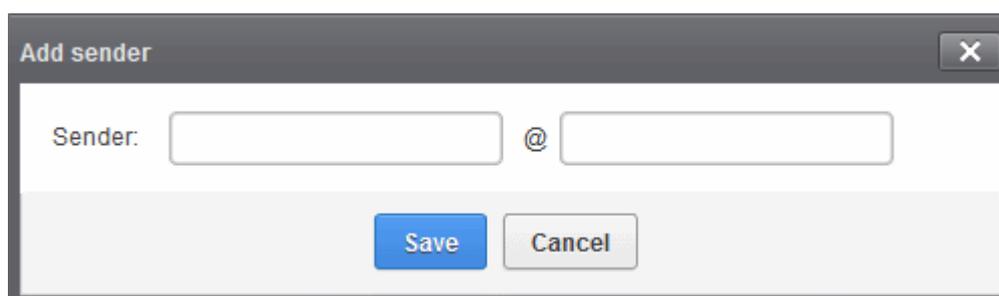
- **Add senders to blacklist manually**
- **Remove senders from blacklist**

To add senders to blacklist manually

- Click the 'Add' button at the top.

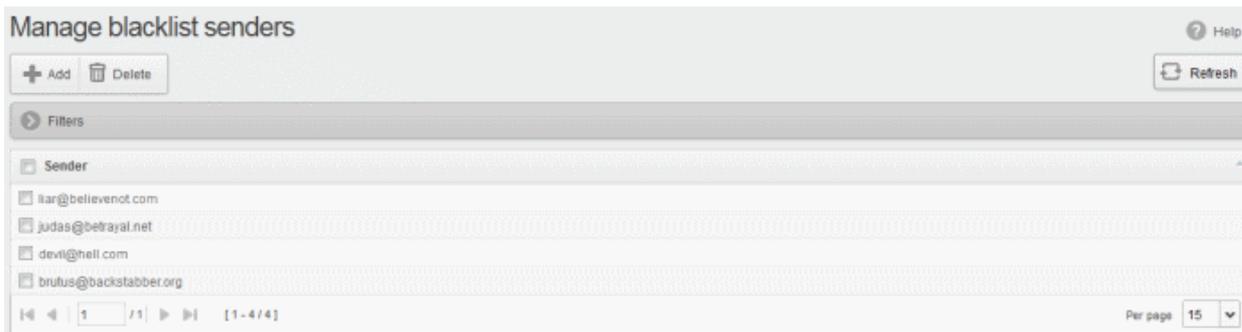


The 'Add sender' dialog will be displayed.

A screenshot of the 'Add sender' dialog box. It has a title bar with 'Add sender' and a close button (X). The main area contains the label 'Sender:' followed by two text input boxes separated by an '@' symbol. Below the input boxes are two buttons: 'Save' (blue) and 'Cancel' (grey).

- Enter the sender's username in the first text box and sender's email domain name in the text box after the @ symbol.
- Click the 'Save' button. Repeat the process to add more senders to blacklist.

The list of blacklisted senders will be displayed.

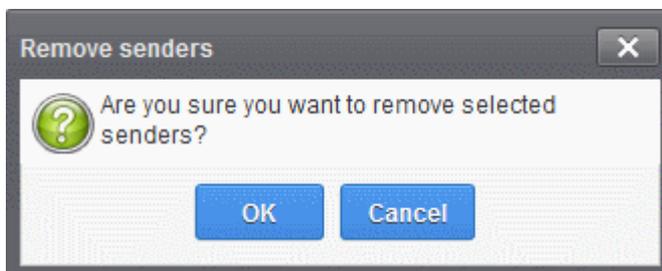


To remove senders from blacklist

- To delete sender(s) from the blacklist, select the sender(s) from the list and click the 'Delete' button.



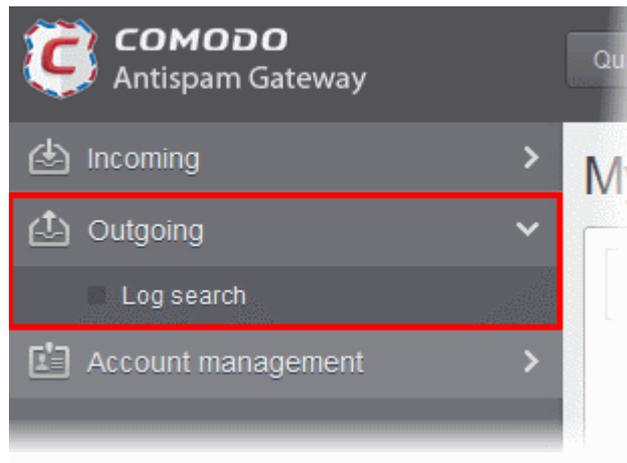
- Click 'OK' to confirm.



3.2.2 Outgoing

The Log Search feature in Outgoing section allows you to search for sent email messages such as mails with virus, spam mails or as per the filter criteria selected in the 'Classification' drop-down. You can also run a search based on other filters such as date range, recipient, sender IP and host.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' sub tab will be available in the left hand side navigation area under the 'Outgoing' tab.



Click the following link for more details:

- [Log search](#)

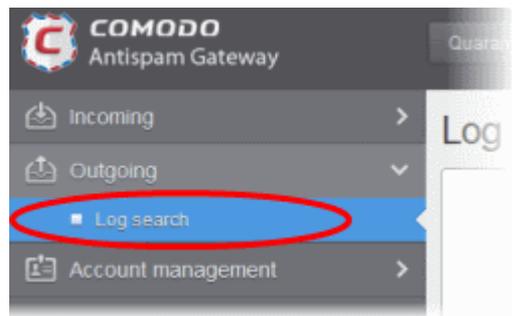
3.2.2.1 Log search

In the outgoing Log Search interface, you can search sent email messages based on filters such as date range, recipient email address, sender IP and classification.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' sub tab will be available in the left hand side navigation area under the 'Outgoing' tab.

To perform a log search of your outgoing emails

- 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 user will be displayed.

Log search (outgoing) ? Help

Date range: -

Message ID:

Sender: @docteamcasg.comodo.od.ua

User: @docteamcasg.comodo.od.ua

Recipient:

Sender IP:

Sender host:

Classification: ▼

Include results from the last minutes:

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

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

- Click the 'Search' button.

CASG will search for the sent mails based on the filters entered and / or selected and display the results.

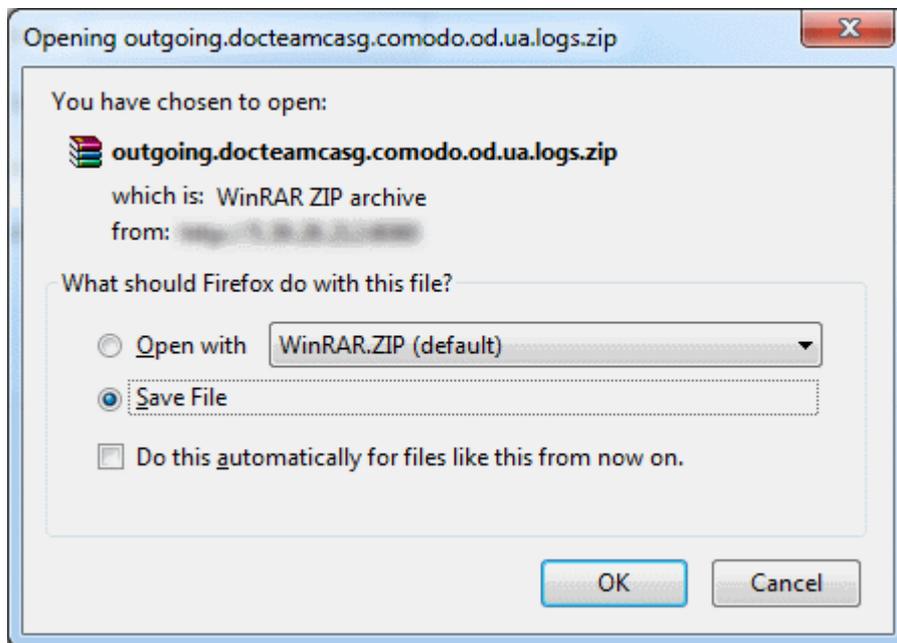
Date and time	Host (Exim id)	Sender host	User	Sender	Recipient	Subject	Classification
2014-10-29 14:49:16	mxsrv3.spamg 1XjUYS- 0005Ws-OH	mail2.comodo. 91.196.95.33	john	john@doctean	demo2@docte	outgoing subject 2	Accepted
2014-10-29 14:48:43	mxsrv2.spamg 1XjUYF- 0002Do-AU	mail2.comodo. 91.196.95.33	john	john@doctean	demo1@docte	outgoing subject	Accepted

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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.

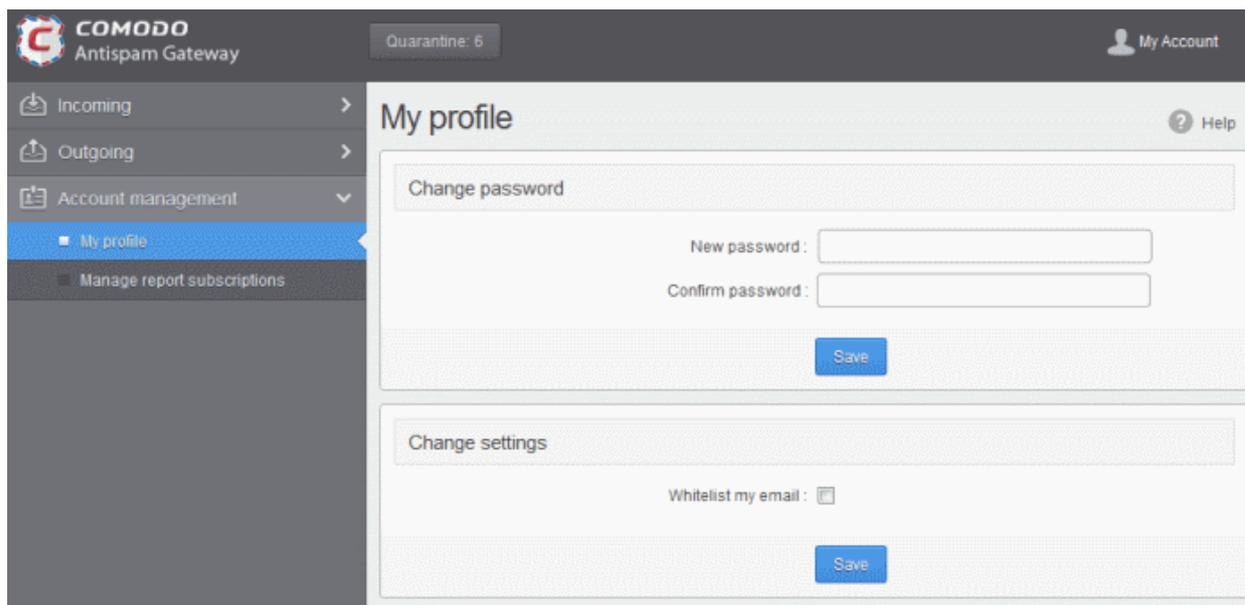
Sorting the Entries

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

3.2.3 User Account Management

The 'Account Management' configuration area of the dashboard allows the users to change their login password, whitelist settings and manage the subscription for periodical Quarantine summary report.

Note: You can access the 'Change settings' and 'Manage report subscriptions' screens only if these are enabled for your email account by your administrator. If these are enabled, then 'Change settings' section in My Profile sub tab and 'Manage report subscriptions' sub tab will be available in the left hand side navigation area under the 'Account management' tab.



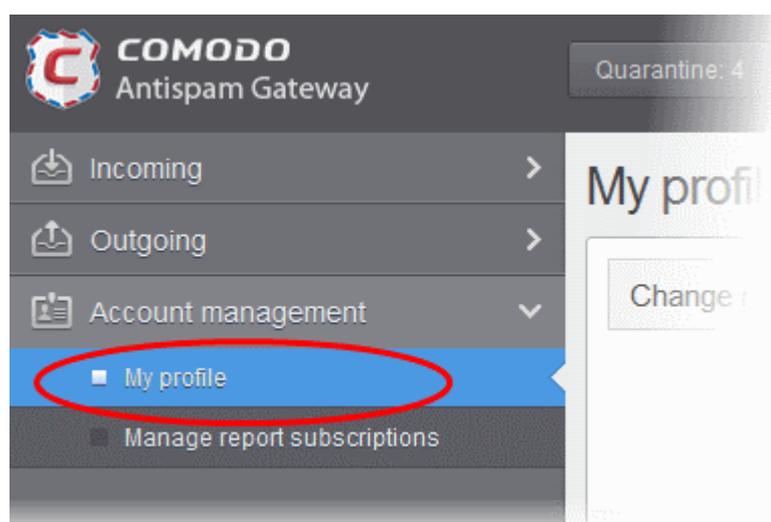
Click the following links for more details:

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

3.2.3.1 Managing Login Password and Whitelist settings

The 'My Profile' interface accessible from the 'Account management' tab in the left hand side navigation allows a user to change his/her login password and the whitelist status. All filtering checks in CASG are disabled for whitelisted recipients.

- 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.

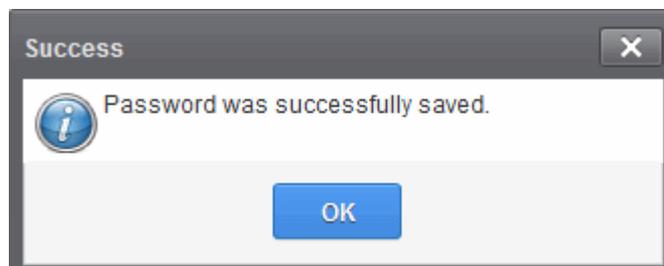
The screenshot shows the 'My profile' interface. At the top right, there is a 'Help' icon. Below the title, there are two main sections: 'Change password' and 'Change settings'. The 'Change password' section contains two input fields: 'New password:' and 'Confirm password:', followed by a blue 'Save' button. The 'Change settings' section contains a checkbox labeled 'Whitelist my email:' and a blue 'Save' button.

Note: The 'Change settings' section will be available in the 'My profile' interface only if the feature is enabled for you by your administrator.

To change the user's password

- In the 'Change password' section, enter the new password and confirm it in the respective boxes and click the 'Save' button.

Password successfully changed dialog will be displayed.



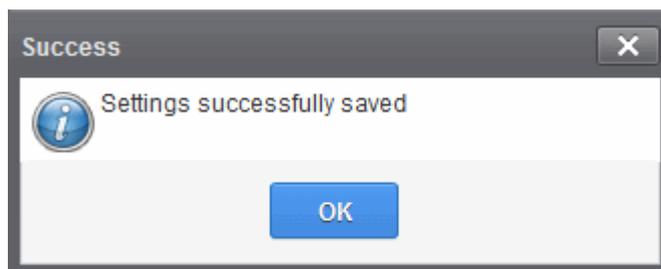
- Click 'OK'.

Now you can access CASG using the new password.

To add or remove from Recipient Whitelist

- In the 'Change settings' section, select or deselect the 'Whitelist my email' checkbox to add or remove yourself from the Recipient Whitelist.

Settings successfully changed dialog will be displayed.



- Click 'OK'.

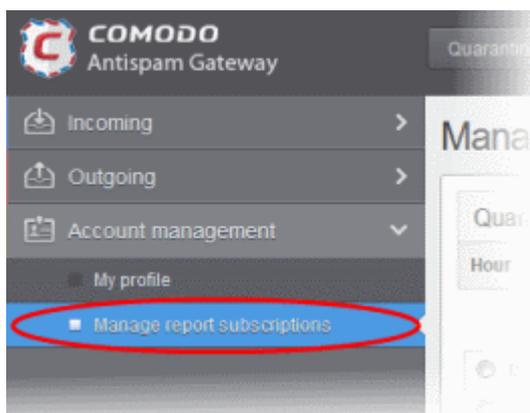
3.2.3.2 Managing User's Subscription for Periodical Summary Reports

The 'Manage report subscriptions' interface accessible from the 'Account management' tab in the left hand side navigation allows a user to configure subscription for periodical Quarantine summary reports. Refer to [CASG Reports - an Overview](#) for more details.

Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Manage report subscriptions' sub tab will be available in the left hand side navigation area under the 'Account management' tab.

To configure report subscription for the user

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



The 'Manage report subscriptions' interface will be displayed.

Manage report subscriptions ? Help

Quarantine report

Hour	Day of month	Day of week	Send empty	Enabled	Start date (GMT)	Report length
<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4	<input checked="" type="radio"/> Every day <input type="radio"/> Choose <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	<input checked="" type="radio"/> Every week day <input type="radio"/> Choose <input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Oct 30, 2014 04:00	Next report for 1 day(s) from last run (2014-10-29 04:00)

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

4 CASG Reports - An Overview

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

- By default, reports are disabled for new users. Reports can be enabled or disabled for a user in **Account management > Manage Report Subscriptions**.

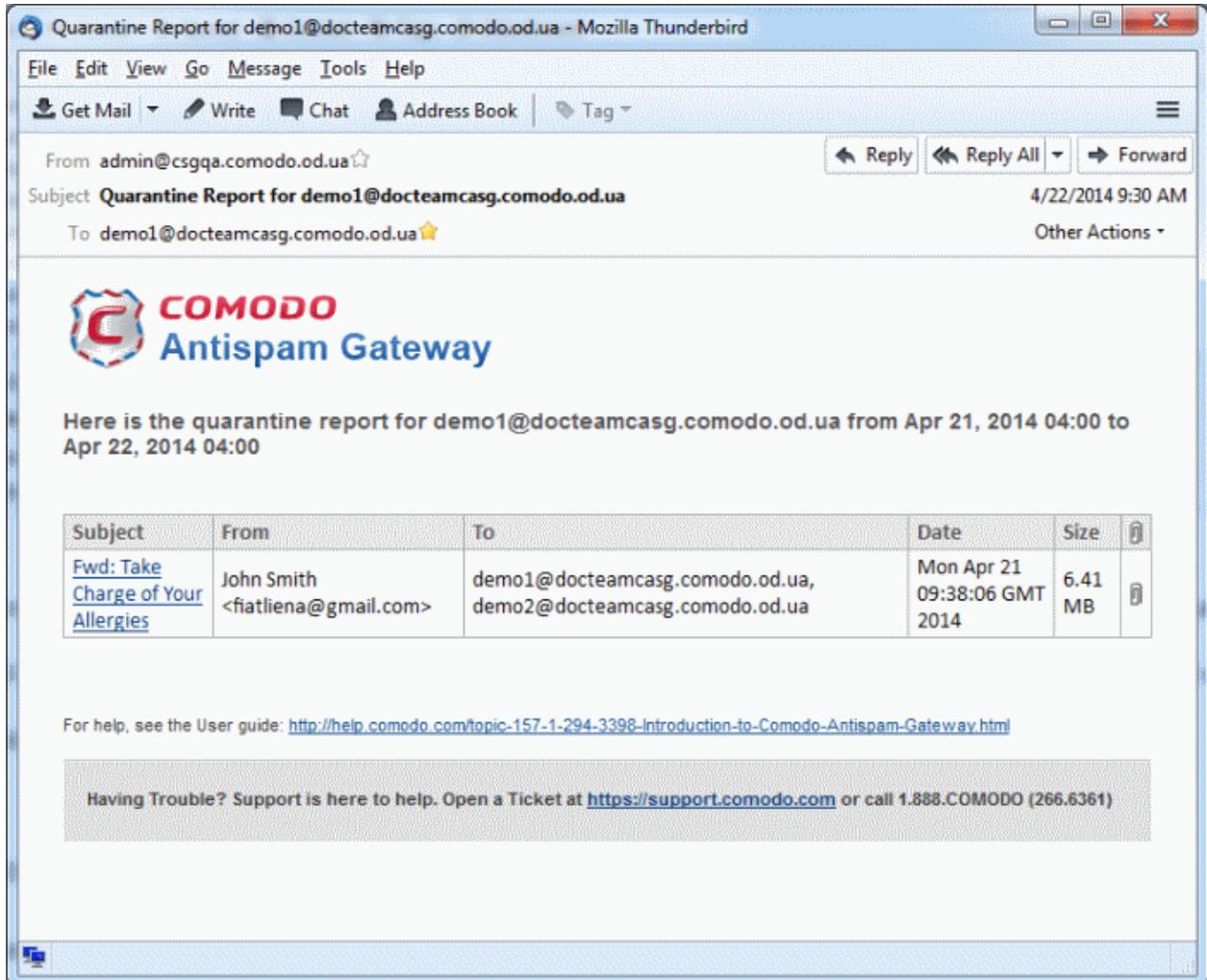
The Quarantine Report contains a statistical breakdown of the mails that were identified as spam or containing malicious content and were moved to Quarantine automatically by CASG, with the details on sender, receiver, date and attachments. Clicking the subject line in the list will open the respective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

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

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

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

An example of a Quarantine summary report is shown below:



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

Appendix - CASG Comparison Table

There are two versions of CASG, a paid version will all features and a free version with limited features. The table given below provides the details of features available for both the versions.

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	✓	✗

About Comodo

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

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

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