

## 2 Quick guide

### Take a couple of minutes to discover how MailCleaner works with your e-mail software.

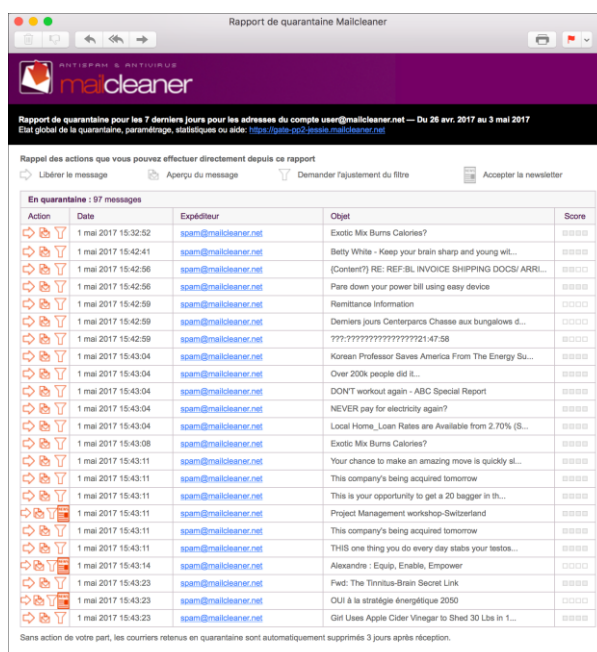
This chapter contains all the necessary information to help you master your new antivirus and anti-spam system in just a few minutes. The default configuration of the MailCleaner filter immediately provides you with maximum protection, so you can rely on MailCleaner from the very start.

MailCleaner requires only minimal attention on your part. It works autonomously to eradicate viruses, identify dangerous content, detect newsletters and remove spam from your e-mail 24 hours a day. MailCleaner works transparently, and you will receive regular *quarantine reports* that will tell you everything about its activity.

### Quarantine reports

As a MailCleaner user, you will be receiving a quarantine report for each e-mail address that is protected by the system. Quarantine reports may be sent to you daily, weekly, or monthly, depending on the configuration chosen by your e-mail administrator or your Internet Service Provider (ISP). A quarantine report lists all the messages received in a given period that are identified as spam or newsletters. These messages are *quarantined*, meaning that they are retained in a special zone outside of your e-mail system.

Figure 2-1 A typical quarantine report



Action	Date	Expéditeur	Objet	Score
	1 mai 2017 15:32:52	spam@mailcleaner.net	Exotic Mix Burns Calories?	000000
	1 mai 2017 15:42:41	spam@mailcleaner.net	Betty White - Keep your brain sharp and young wit...	000000
	1 mai 2017 15:42:56	spam@mailcleaner.net	[Content?] RE: REF-BL INVOICE SHIPPING DOCS/ ARR...	000000
	1 mai 2017 15:42:56	spam@mailcleaner.net	Pare down your power bill using easy device	000000
	1 mai 2017 15:42:59	spam@mailcleaner.net	Remittance Information	000000
	1 mai 2017 15:42:59	spam@mailcleaner.net	Derniers jours Centerparcs Chasse aux bungatows d...	000000
	1 mai 2017 15:42:59	spam@mailcleaner.net	???-????????????????21-47:58	000000
	1 mai 2017 15:43:04	spam@mailcleaner.net	Korean Professor Saves America From The Energy Su...	000000
	1 mai 2017 15:43:04	spam@mailcleaner.net	Over 200k people did it...	000000
	1 mai 2017 15:43:04	spam@mailcleaner.net	DON'T workout again - ABC Special Report	000000
	1 mai 2017 15:43:04	spam@mailcleaner.net	NEVER pay for electricity again?	000000
	1 mai 2017 15:43:04	spam@mailcleaner.net	Local Home_Loan Rates are Available from 2.70% (\$...	000000
	1 mai 2017 15:43:08	spam@mailcleaner.net	Exotic Mix Burns Calories?	000000
	1 mai 2017 15:43:11	spam@mailcleaner.net	Your chance to make an amazing move is quickly sl...	000000
	1 mai 2017 15:43:11	spam@mailcleaner.net	This company's being acquired tomorrow	000000
	1 mai 2017 15:43:11	spam@mailcleaner.net	This is your opportunity to get a 20 bagger in th...	000000
	1 mai 2017 15:43:11	spam@mailcleaner.net	Project Management workshop-Switzerland	000000
	1 mai 2017 15:43:11	spam@mailcleaner.net	This company's being acquired tomorrow	000000
	1 mai 2017 15:43:11	spam@mailcleaner.net	THIS one thing you do every day stabs your testos...	000000
	1 mai 2017 15:43:14	spam@mailcleaner.net	Alexandre - Equip, Enable, Empower	000000
	1 mai 2017 15:43:23	spam@mailcleaner.net	Fwd: The Trinitus-Brain Secret Link	000000
	1 mai 2017 15:43:23	spam@mailcleaner.net	OUJ à la stratégie énergétique 2050	000000
	1 mai 2017 15:43:23	spam@mailcleaner.net	Girl Uses Apple Cider Vinegar to Shed 30 Lbs in 1...	000000

During the first few weeks as a new MailCleaner user, you should examine your quarantine reports carefully to make sure that the system does not inadvertently block any legitimate e-mail message that should have been delivered to your mailbox. Such instances are very rare, but not impossible. After a test period, you will have the option to disable the delivery of quarantine reports, depending on whether or not you are interested in reviewing the activity of the filtering system.

## What to do if a message is blocked inadvertently

It is possible, although extremely rare, that a message that you want to receive is blocked by MailCleaner. This may be caused by different factors, such as a non-standard format of the e-mail message or a compromised reputation of the mail server used to send the message. It does not mean that MailCleaner is malfunctioning, but simply that the system acts cautiously when encountering an e-mail message with unusual characteristics that cannot be correctly interpreted by a simple scan of the message contents.

If you encounter such a situation, there are two things you should do:

- release the message from the quarantine to allow it to reach your mailbox;
- notify the MailCleaner Analysis Center so that the engineers may render the filter more tolerant towards the sender or format of the blocked message. This is referred to as filter adjustment in the MailCleaner vocabulary.

If you are unsure about the nature of the message that has been blocked, you can view its contents before deciding whether it should be released or not via the MailCleaner Management Center.

**Note:** The MailCleaner *Analysis Center*, located on our premises, is composed of a team of highly specialized engineers whose role is to guarantee the highest possible quality of filtering in response to global spam traffic, emergence of viruses and filter adjustment requests emanating from users worldwide.

### Viewing the contents of a message

- To view a message, click on the date, the subject or the preview icon.
- The contents of the message are displayed in a new window.

**Figure 2-2** Message preview icon



### Releasing a quarantined message

- Click on the message release icon next to the message of interest.
- A copy of the blocked message is sent to your mailbox.

**Figure 2-3** Message release icon



### Filter adjustment request

- Click on the filter adjustment request icon next to the message of interest.
- Confirm your request.
- A *filter adjustment request* is sent to the *Analysis Center* along with a copy of the blocked message. You will not be notified of any corrective measures taken by the MailCleaner *Analysis Center*.

**Figure 2-4** Filter adjustment request icon



### Accept this newsletter

- Click on the newsletter icon next to the message of interest.;
- A copy of the blocked message is sent to your mailbox and the newsletter is now accepted.

**Figure 2-5** Newsletter icon



**Note:** If you use any of the preceding tools available in the quarantine report, your browser will open a new window or a confirmation dialog box.

## What to do if a spam has not been blocked

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If a spam slips undetected through the MailCleaner system, the differences between this spam and a legitimate e-mail message are likely very small. In such a situation, MailCleaner chooses to deliver the message to your mailbox. It is better to receive spam on an exceptional basis than to miss a potentially important legitimate message.

If you receive a spam message, you should request a *filter adjustment* to fine tune MailCleaner detection rules.

To manually notify the MailCleaner *Analysis Center* received spam:

- Select the received spam in the list of messages.
- Resend the message using the resend function of your e-mail software.
- Type in or paste the e-mail address for *filter adjustment requests* obtained previously.
- A *filter adjustment request* is sent along with a copy of the unwanted message.
- You may then delete the spam.
- No confirmation will be sent to you, but your request will be taken into account in the continuous filter adjustment process.

**Important:** Do not forward the contents of the spam message using the copy and paste function. Doing so will prevent the transmission of the long header in the original message which is needed to properly analyze the spam. Regardless of your e-mail software or operating system (PC or Mac), you should only use the *Resend* function (or its equivalent) to send your *filter adjustment request*.

## Improving your knowledge of MailCleaner

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After mastering the basics, you will undoubtedly want to learn more about customizing MailCleaner to precisely fit your needs.

This manual will answer all of your questions

We wish you a pleasurable experience with MailCleaner.