Sophos Email Security Appliance\Spam Filter

Delaware Valley College is currently using Sophos Antivirus software for the protection of the school's computers. This includes all lab and classroom computers, as well as, Staff and Faculty computers. It is also available to all resident students free of charge. Along with the antivirus software, Sophos comes with an Email Security Appliance for the detection of Spam email.

Spam is the term widely used for unsolicited e-mail. It is also referred to as junk mail. Spam is usually sent indiscriminately to hundreds or even hundreds of thousands of inbox's simultaneously. In general terms spam could be described as unsolicited email that can fill up your inbox with nuisance advertisements or scams.

The Email Security Appliance will sometimes receive email for you that may or may not be spam. If the system is not sure about the true status of the message, it will be quarantined. You will receive emails from the system when this happens. You will then be able to log into the system and act accordingly.

The following is a guide for the use of this feature. If you have any difficulty understanding or using this software, please contact the Help Desk at Ext. 4357 (HELP).

Logging on to Sophos Email Appliance

To log on to the Sophos Email Security Appliance (ESA) go to the following link: https://mail.delval.edu. When you first log on, you may get the following error:

Chose Continue to this website (not recommended). It is SAFE. You will use your network/email username and password to access this.
Web Quarantine User Interface

The Web Quarantine gives ESA users access to email-filtering features. Users can view and manage messages that are quarantined (blocked) by the ESA, manage user-specific sender lists, and configure various email-filtering options.

The Web Quarantine is comprised of the following components:

- **Sidebar**: The menu located on the left side of the page.
- **Main Page**: The current page accessed through the sidebar. Links to additional pages include: **Blocked Messages, Deleted Messages, Approved Senders, Blocked Senders**, and **Options**.
- **Email Message Viewer**: A viewer that opens when a message's "Subject" link is clicked.

**Note**: Depending on administrator settings, you may not have access to all Web Quarantine pages and email-filtering functionality.
Blocked Messages

The Blocked Messages page displays all email messages that are quarantined by the Sophos ESA due to spam content. Using the Blocked Messages page, you can:

- View blocked messages
- Release misclassified legitimate messages from Quarantine and deliver them to your mailbox
- Delete and send messages to the Deleted Messages page
- Deliver and approve a sender
- Delete all messages in the list

You can sort quarantined messages based on the email address listed in the From header, the message’s Subject, or the Date the message was delivered. Note that the date column displays the time in hours and minutes for messages blocked in the last 24 hours. Both the time and date are shown for messages blocked more than 24 hours ago.
**View a Blocked Message**

To view a blocked message:

1. On the left sidebar, click **Blocked Messages**. The Blocked Messages page is displayed.
2. On the **Blocked Messages** page, click the subject of the message you want to view. The message opens in another browser window.
3. To close the message, click the "X" in the upper-right corner of the window.

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**Deliver Message**

Use the **Deliver Message** feature to release legitimate messages from the Quarantine and deliver them to your mailbox.

1. On the left sidebar, click **Blocked Messages**. The Blocked Messages page is displayed.
2. On the **Blocked Messages** page, under the **Score** column, select the check box(es) beside the message(s) that you want delivered to your mailbox.
3. Click **Deliver Message**. The selected messages are released from the Quarantine and delivered to your mailbox.

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**Delete Message**

Use the **Delete Message** feature to remove messages from the Blocked Messages page and send them to the Deleted Messages page.

1. On the left sidebar, click **Blocked Messages**. The Blocked Messages page is displayed.
2. On the Blocked Messages page, under the **Score** column, select the check box(es) beside the message(s) you want to remove.
3. Click **Delete Message**. The selected messages are removed from the Blocked Messages page and sent to the Deleted Messages page.
Deliver and Approve Sender

Use the Deliver and Approve Sender feature to send the selected message(s) to your mailbox and add the sender(s) of those messages to your Approved Senders list.

1. On the left sidebar, click Blocked Messages. The Blocked Messages page is displayed.

2. On the Blocked Messages page, under the Score column, select the check box(es) beside the message(s) that you want delivered to your inbox and whose senders you want added to your Approved Senders list.

3. Click the Deliver and Approve Sender button. The Approved Senders page is displayed.

4. On the Approved Senders page, select if you want to Approve just the sender or Approve all email from the sender's domain.

5. Click Approve. The selected messages are released and sent to your inbox. The selected sender(s) are added to your Approved Senders list.

Delete All

Use the Delete All feature to remove all messages from the Blocked Messages page and send them to the Deleted Messages page.

1. On the left sidebar, click Blocked Messages. The Blocked Messages page is displayed.

2. On the Blocked Messages page, click Delete Message. All messages are removed from the Blocked Messages page and sent to the Deleted Messages page.

Deleted Messages

The Deleted Messages page displays messages deleted from the Blocked Messages page. Sort deleted messages based on spam Score, the email address listed in the From header, the message's Subject, or the Date the message was blocked. Note that the date column displays the time in hours and minutes for messages blocked in the last 24 hours. Both the time and date are shown for messages blocked more than 24 hours ago.

Use the Delete Messages feature to view and undelete messages. Undeleted messages are sent back to the Blocked Messages page.

Undelete Messages

To undelete a message:

1. On the left sidebar, click Deleted Messages. The Deleted Messages page is displayed.

2. On the Deleted Messages page, under the Score column, select the check box(es) beside the message(s) you want to undelete.

3. Click Undelete Message. The selected message(s) are sent to the Blocked Messages page.
Approved Senders

The Approved Senders page lists email addresses that are known to be legitimate sources of email. By default, the Sophos ESA delivers email from approved senders and hosts without scanning it for spam. Use the **Approved Senders** feature to add or delete senders from the Approved Senders list.

Add an Approved Sender

1. On the left sidebar, click **Approved Senders**. The Approved Senders page is displayed.

2. On the Approved Senders page, in the **Add address** text box, enter the valid email address of the sender you wish to approve.  
   **Note:** Valid email addresses are of the form user@host.domain (for example, fooey@spammer.com).

3. Click **Add Sender**. The Approved Senders List page is displayed with the approved sender added.

Delete an Approved Sender

1. On the left sidebar, click **Approved Senders**. The Approved Senders page is displayed.

2. On the list of Approved Senders, under the **Sender** column, select the check box(es) beside the sender(s) you want to remove.

3. Click **Delete Sender**. The Approved Senders page is displayed with the sender(s) removed from the list.
Blocked Senders

The Blocked Senders page lists email addresses that are known to distribute spam or viruses. The Web Quarantine can be configured to block messages originating from addresses in this list. Use the Blocked Senders feature to add senders to or delete senders from the Blocked Senders list.

Add a Blocked Sender

1. On the left sidebar, click Blocked Senders. The Blocked Senders page is displayed.
2. On the Block Senders page, in the Add address text box, enter the valid email address of the sender you wish to block. Note: Valid email addresses are of the form user@host.domain (for example, fooey@spammer.com).
3. Click Add Sender. The Blocked Senders List page is displayed with the blocked sender(s) added.

Delete a Blocked Sender

1. On the left sidebar, click Blocked Senders. The Blocked Senders page is displayed.
2. In the list of Blocked Senders, under the Sender column, select the check box(es) beside the sender you want to remove from the list.
3. Click Delete Sender. The Blocked Senders page is displayed with the sender removed from the list.
Options
Use the Options page to set or modify individual email-filtering preferences.

Language Preference
Use the Language Preference option to change the language in which the Web Quarantine (and this documentation) is displayed.

1. Under Language Preference, select a language from the drop-down list.
2. Click Save. The Web Quarantine and the accompanying documentation are displayed in the specified language.