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COMODO DOME
ANTISPAM

Comodo
Comodo Dome Antispam MSP

Software Version 2.12

User Guide

Guide Version 2.12.111517

Comodo Security Solutions
1255 Broad Street
Clifton, NJ, 07013

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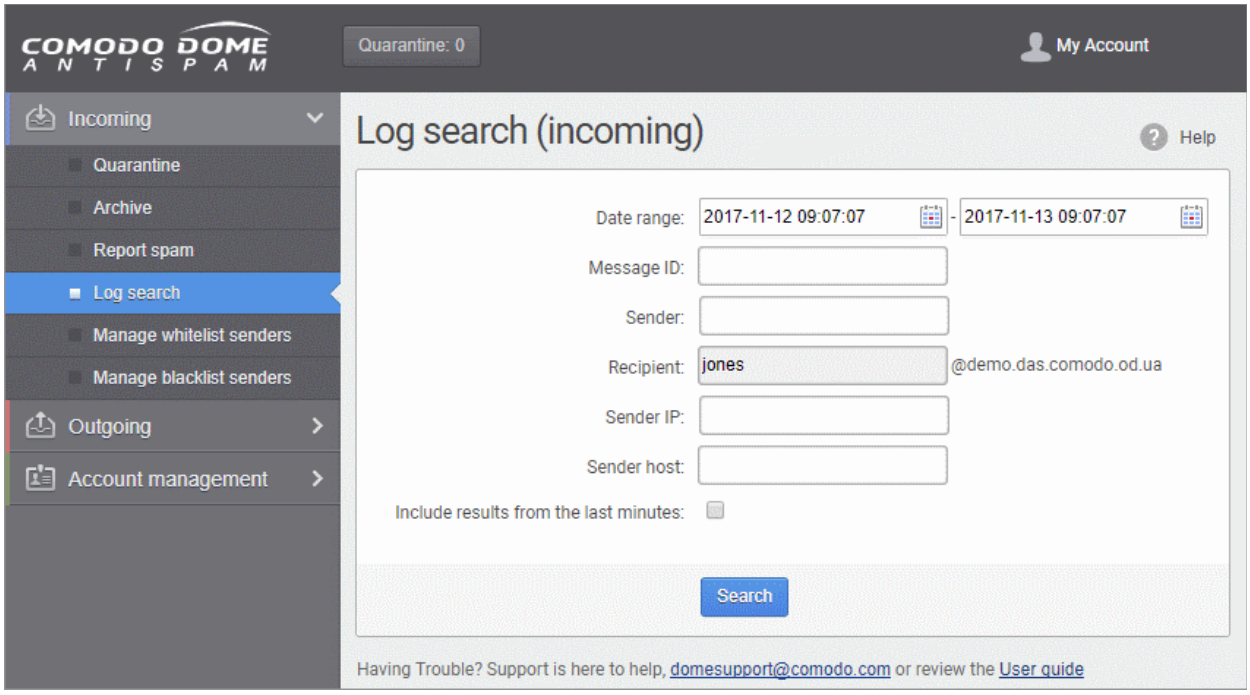
1 Introduction to Comodo Dome Antispam - MSP

Comodo Dome Antispam - MSP (CDAS) is an email filtering solution that blocks spam, email-borne viruses and other unwanted mail from reaching your inbox. It helps protects you from phishing and malware emails, and saves you the daily hassle of deleting spam. You can log into your CDAS user account to quickly check/release quarantined mails and search log files. You can also modify your account settings and change your password from this interface.

Features and benefits include:

- Complete Antispam protection for incoming mails
- Complete Antispam protection for outgoing mails
- Easy to use and configure
- Easy to manage quarantine
- Easy to manage recipient whitelist
- Easy to manage sender blacklist



Guide Structure

This guide is intended to take you through the use of Comodo Dome Antispam - MSP and is broken down to the following main sections.

- How to...- Explanations on how to use specific features.
- The User Interface - A snapshot of the main functional areas of CDAS.
  - Logging-in to the User Interface - How to login to the CDAS interface.
  - The Dashboard Area - Describes briefly about Quarantine management and Account management.
    - Incoming - How to manage quarantined mails and perform log searches of incoming emails.
    - Outgoing - How to to perform log searches of outgoing emails.
    - Account Management - How to change your password, update the recipient whitelist, manage

subscriptions to quarantine reports and configure notification language.

- CDAS Reports - An overview of quarantine reports generated and sent by CDAS.
- Appendix - List of CDAS Features

Quick Link to Online Help Guide

Various interfaces will display a help button at the top-right of the interface. Click the help button to visit the help page for the interface you have open.

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

2 How to...Tutorials

The 'How To...' section of the guide contains guidance on using CDAS effectively. Click the links below to view the section you need help with:

- How to login to CDAS
- 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 restore deleted mails
- How to reply to archive mails
- How to subscribe for Quarantine Reports
- How to configure language for messages from CDAS
- 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 whitelisted senders
- How to manage blacklisted senders

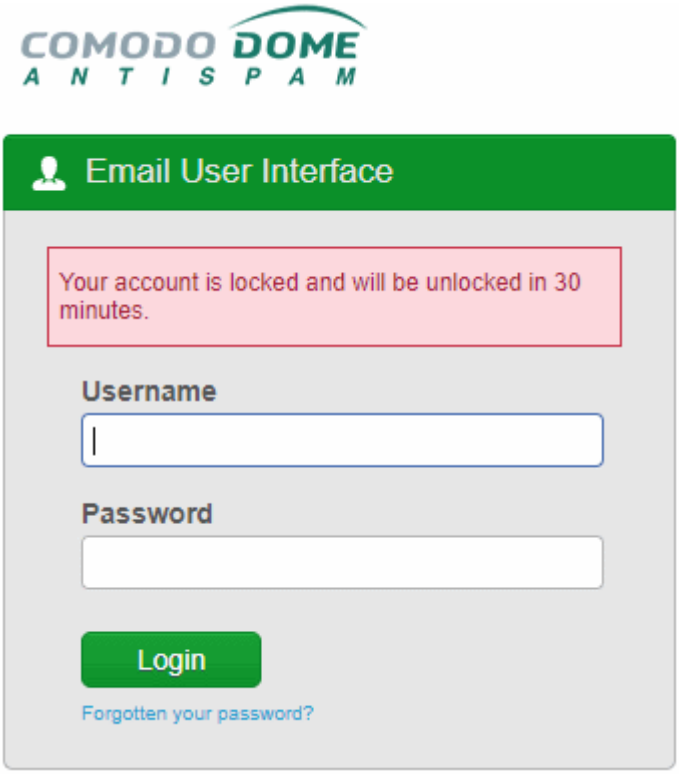
2.1 How to Login to CDAS

You can login into your account using any internet browser.

Enter https://us-domeasmsp.cdome.net/user/login.zul (USA users) or https://domeasmsp.cdome.net/user/login.zul (EU users) in the address bar of your browser. Your admin should let you know which to use.

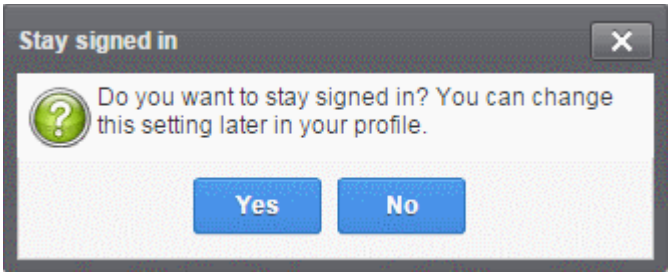
- Login to your account with the username and password that were sent to you via email after your CDAS account was created.

For safety reasons, CDAS will lock the account for 30 minutes after three failed login attempts. Please contact your administrator if you want to unlock the account immediately.



- The length of time that accounts are locked for can be customized by contacting your Comodo account Manager.
- If you have forgotten your login password, click 'Forgotten your password?' to generate a new password. Click here for more details.

After first login, you might be able to login on subsequent occasions without providing your credentials if so configured your administrator. A message will be shown after logging-in for the first time if this feature is enabled:



- Click 'Yes' to enable the feature.

You can change these settings anytime in 'My Profile' > 'Change settings'. The 'Stay signed in' check-box will only be available if your administrator has enabled the option for the domain. See 'Managing My Profile' for more details.

2.2 How to Get a New Password

If you have forgotten your password, you can reset it using one of the following methods:

- Click the 'Forgotten your password?' link under the login button
- Request your administrator to generate a new password for you.

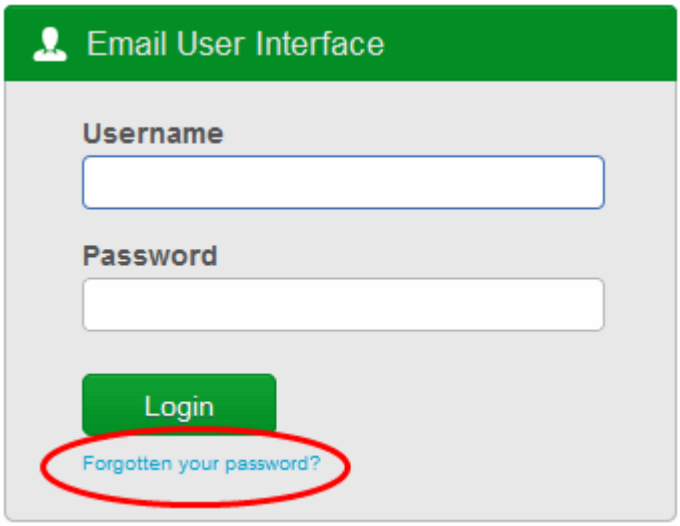
If you just want to change your password for other reasons then login, click 'My Profile' then 'Change Password'. Click here for more details.

Note. Only users that have successfully logged in at least once can reset their password using the 'Forgotten your password?' link. If you are a new user, contact your administrator to add you as a new user to get a password.

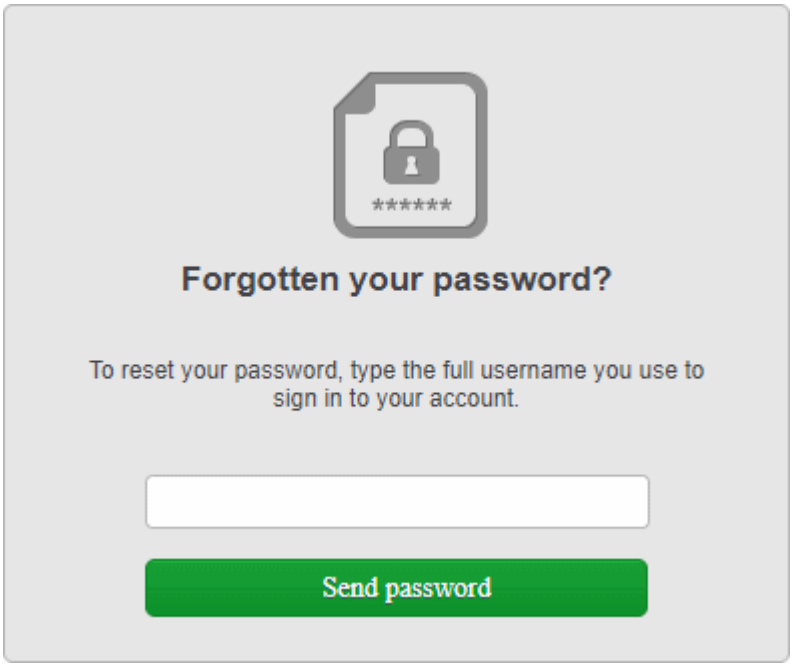
To generate a new password from CDAS login interface

- Enter https://domeasmsp.cdome.net/user/login.zul or https://us-domeasmsp.cdome.net/user/login.zul as appropriate in the address bar of any internet browser.

The login screen will be displayed:



- Click the 'Forgotten your password?' link to reset your password:

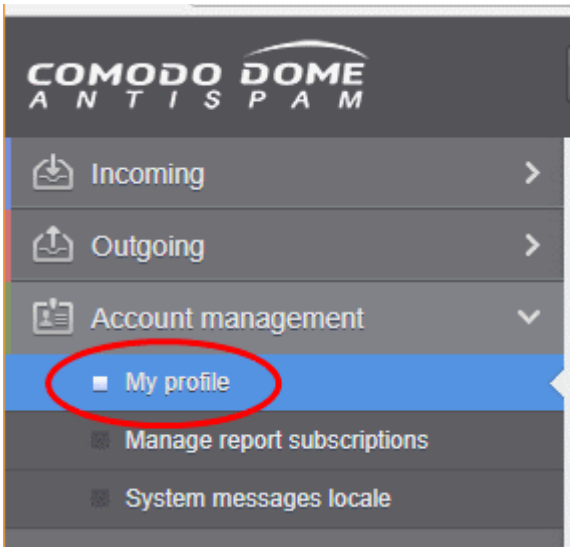


- Enter your full username, including domain address. For example, 'johnsmith@exampledomain.com'. Click the 'Send password' button.

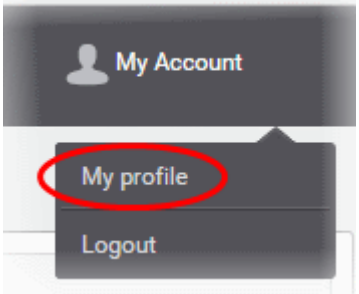
A new password will be generated and sent to your email address.

To change your current password

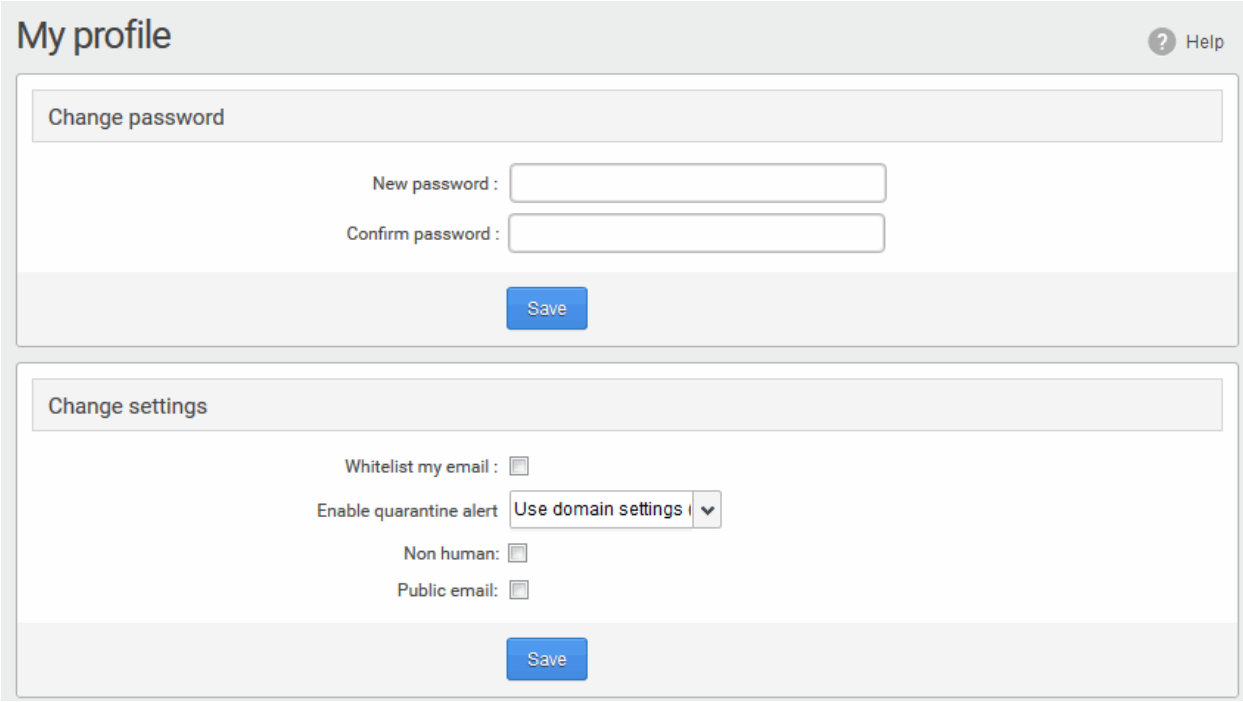
- Login to the CDAS interface.
- Click 'Account management' on the left then select 'My profile'.



Alternatively, click the 'My Account' at top-right then click 'My Profile'.

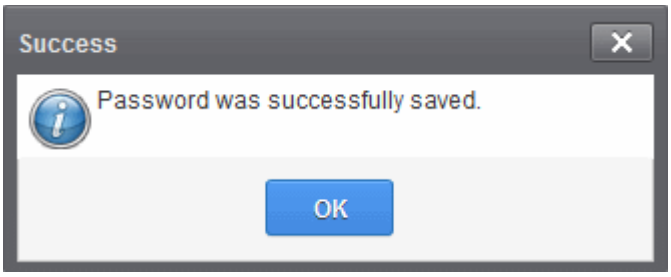


The 'My profile' interface will open:



- In the 'Change password' section, enter and confirm your new password then click 'Save'.

You will see a confirmation as follows:



- Click 'OK'.

You can now access the antispam interface with your new password.

2.3 How to Manage your Quarantined Mails

All spam, phishing and suspicious emails sent to your mailbox are quarantined by Comodo Antispam. The quarantine interface allows you manage those mails. You can read and even download attachments from them if you are sure they are safe.

You can access quarantined mails in two ways:

- From the Notification email
- From the CDAS User Interface

Quarantine Notification Email

All spam or mails containing malicious content or attachments, will be moved to quarantine. You will receive a notification mail when one of your emails is quarantined. The notification email will have a link to the CDAS user console to view the quarantined email.

- Clicking the link in the Subject field in the body of the email, takes you to the login page of CDAS user console.

If your administrator has enabled auto-login for your domain, the notification email will also contain links to request release, whitelist/blacklist the sender or delete the mail from quarantine.

CDAS Quarantine Interface

The 'Quarantine' interface in CDAS allows you to view all your quarantined emails. The interface also allows you to:

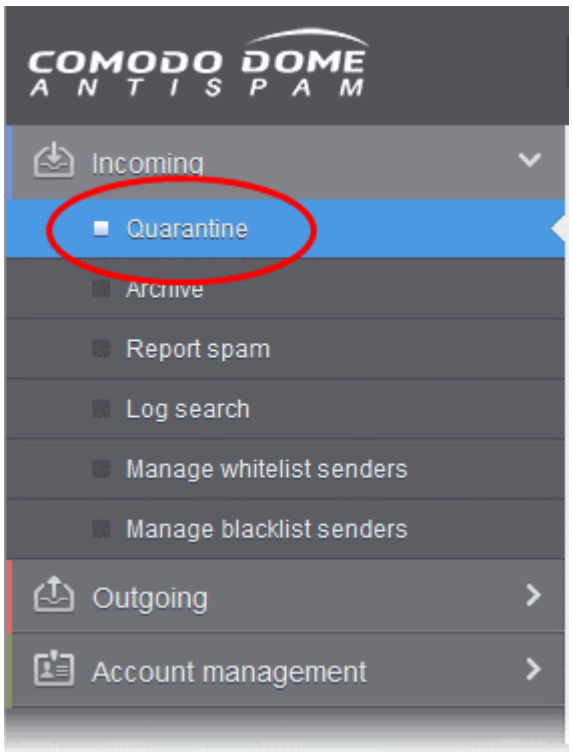
- Request your administrator to release quarantined emails
- Add senders to either whitelist or blacklist.
- Delete selected or all spam mails.

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, please contact your administrator.

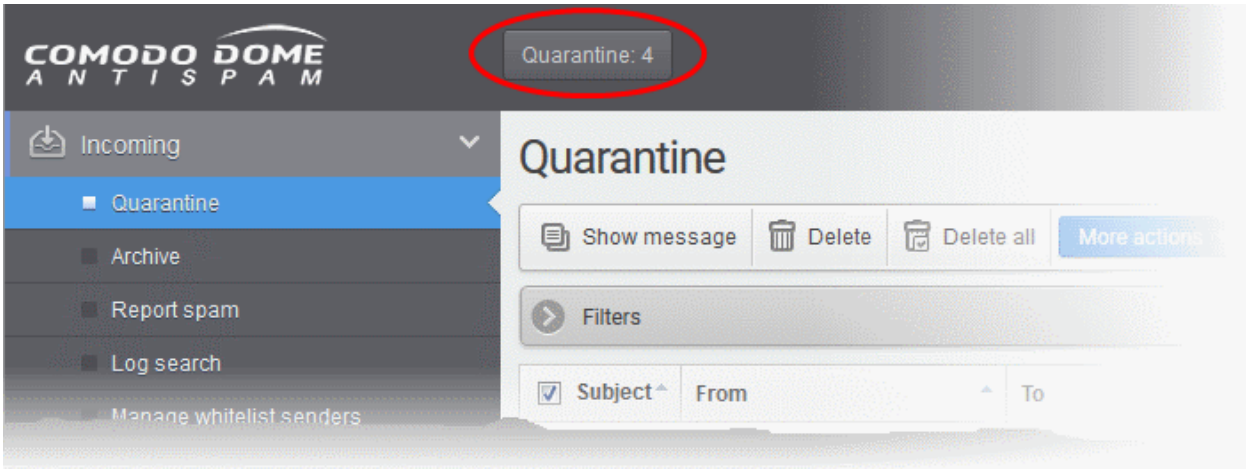
Tip: You can configure CDAS to send quarantine reports to your email. The report will contain a list of mails identified as spam and moved to quarantine. For more details, see How to Subscribe for Periodical Quarantine Report Summary.

To open the quarantine interface

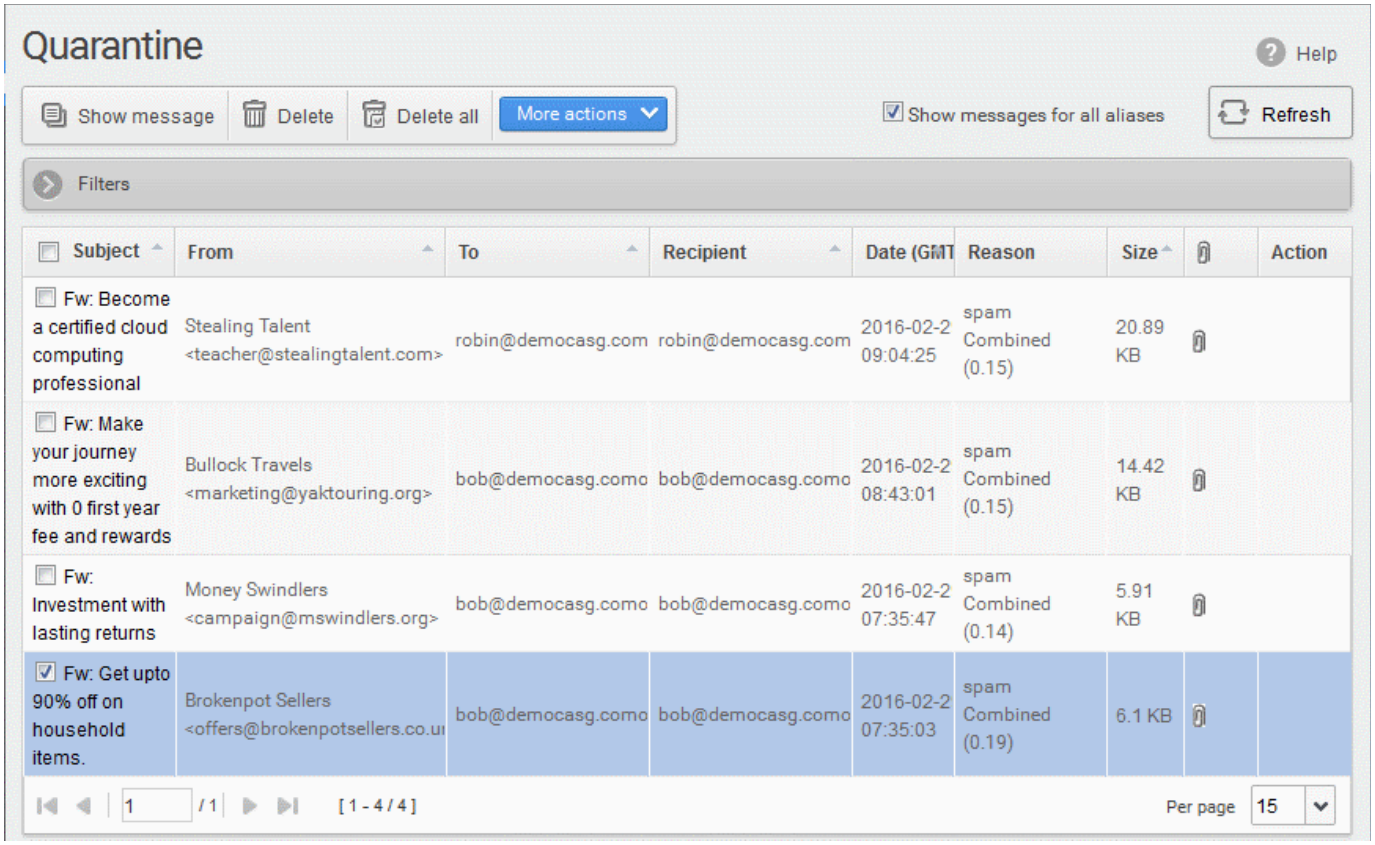
- Login to CDAS
- Click 'Incoming' on the left then 'Quarantine'



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



The 'Quarantine' interface will open.



Quarantine - Column Descriptions	
Column Header	**Description**
Subject	The subject line of the quarantined mail.
From	The name and email address of the sender.
To	The name/email addresses of all persons to whom the mail was addressed. The list contains all the intended recipients belonging to different email domains, added to the To and CC fields of the email.
Recipient	Your name/email addresses.
Date	The date and time at which the mail was received
Reason	The reason for which the mail was quarantined.
Size	The size of the email in KB.
Attachment	Indicates whether the mail has attachments or not.
Action	The action taken by the user. For example, to request the mail is released from quarantine or to add the sender to the blacklist or whitelist.

- **Show messages for all aliases** - By default, only the list of emails received at your primary email address will be displayed. If you want to view the mails that were received at your alias email addresses, select the 'Show messages for all aliases' checkbox.

From this interface you can:

- View quarantined mails

- Request administrator to release quarantined mails
- Request administrator to add sender to blacklist
- Request administrator to add sender to whitelist

Sort the Entries

- Click any column header to sort mails in ascending or descending order according to the column label.

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

View Quarantined Mails

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

- In the same CDAS window
- In a new CDAS window

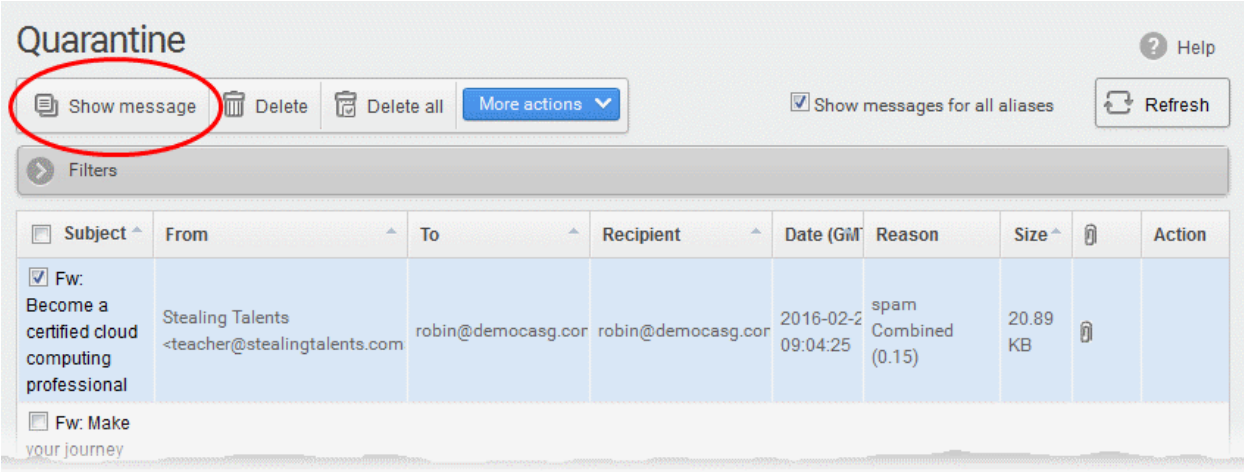
> Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Show message' button will be available in the interface.

To view quarantined mails in the same CDAS window

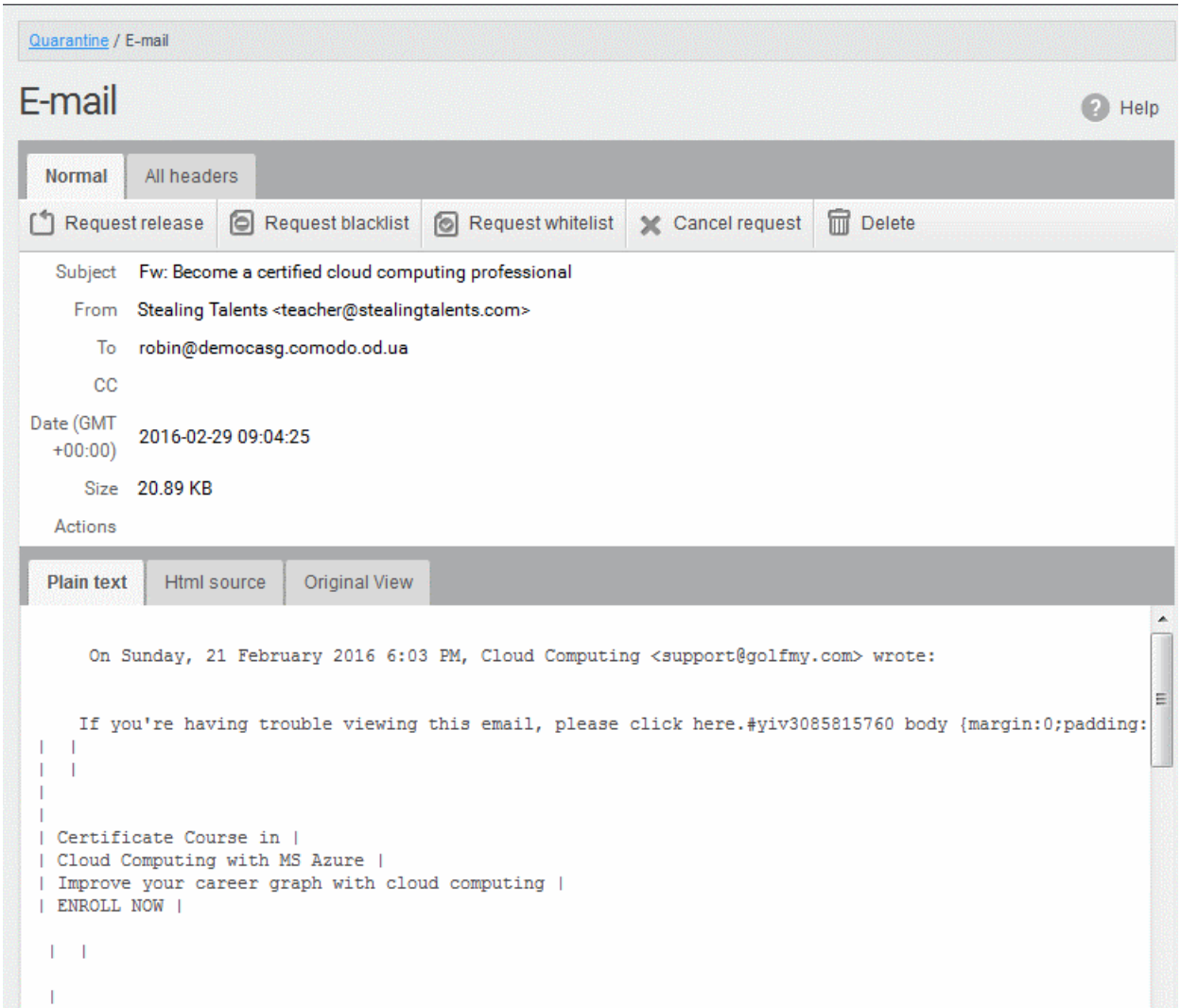
- Select the mail that you want to view and click the 'Show Message' button.

  OR

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

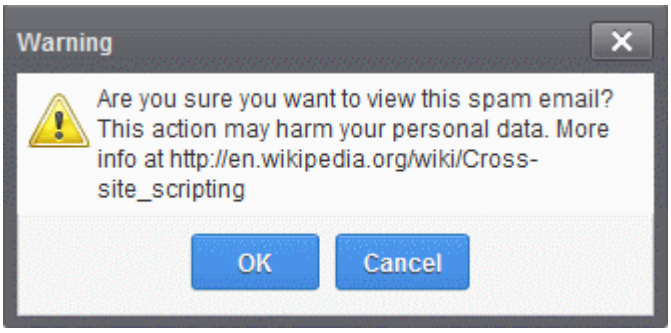


The selected mail will open:



By default, the email will open in plain text, so images, banners and links will be not be displayed.

- Click 'Html source' to view the source code of the mail.
- Click the 'Original View' tab. to view the mail with images and links

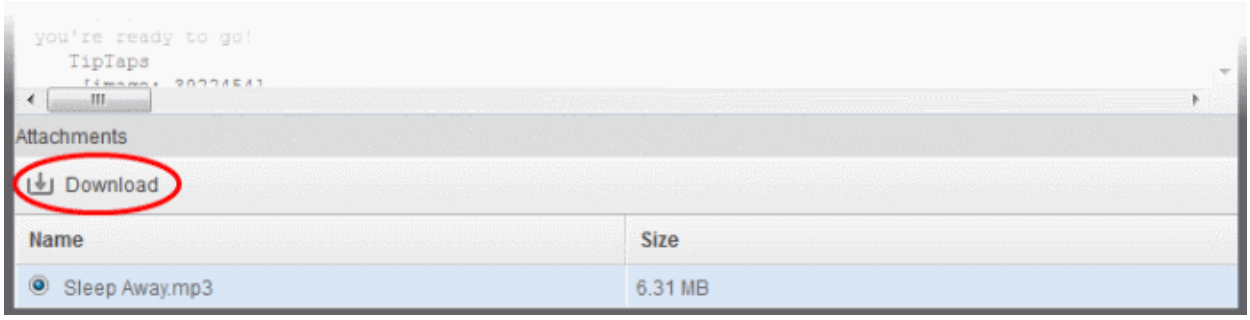


A warning will be displayed before you want to view the selected email in original.

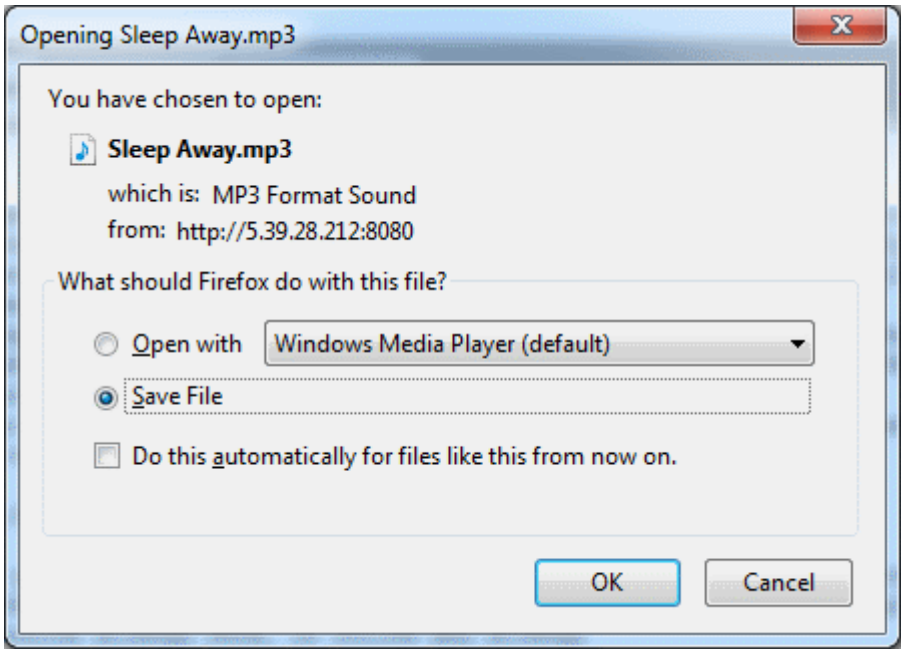
- Click 'OK' to view the email.

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 whtelist or blacklist.

If there is an attachment, you can download it from this dialog.

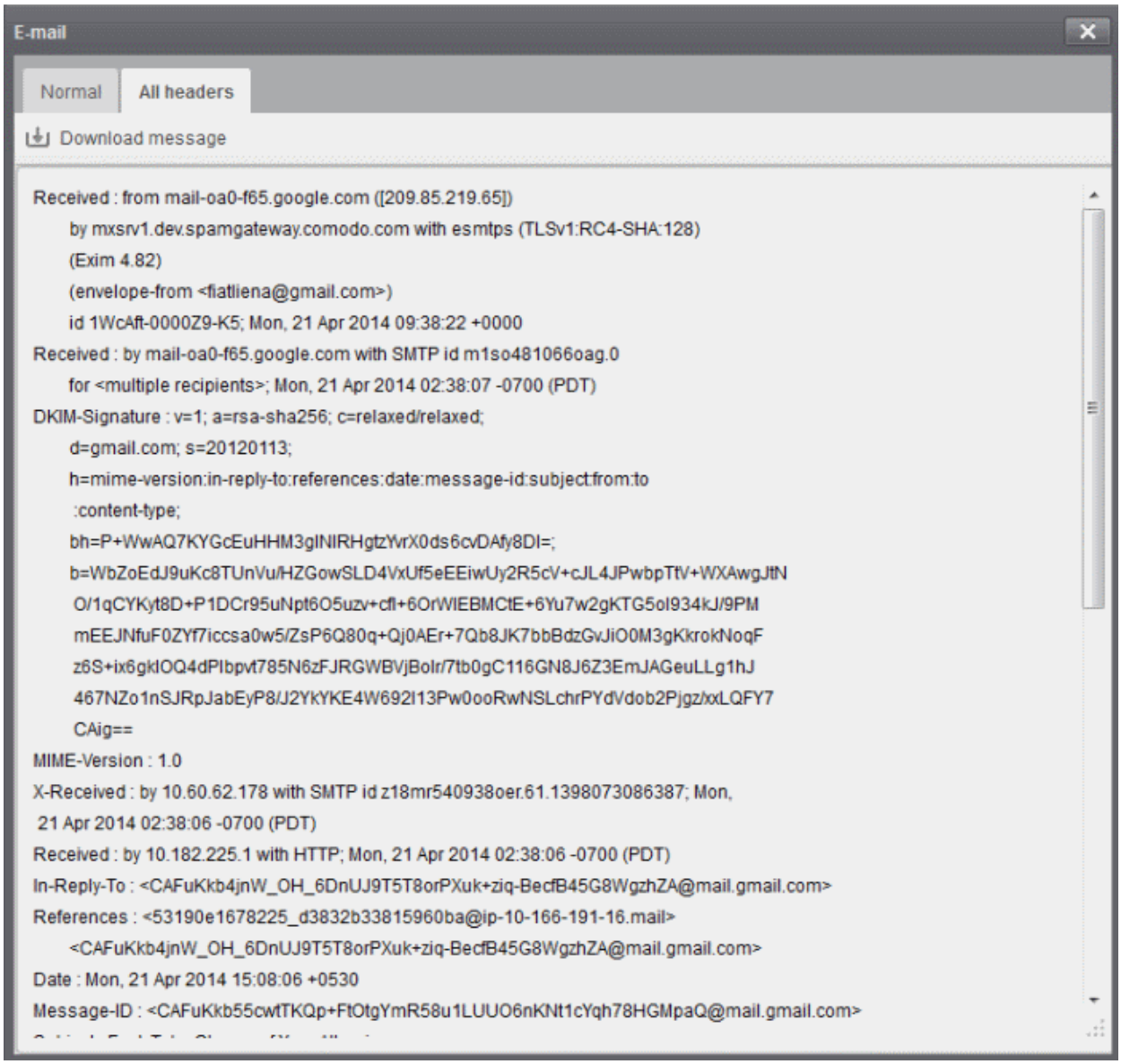


- Select the attachment and click 'Download'.



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

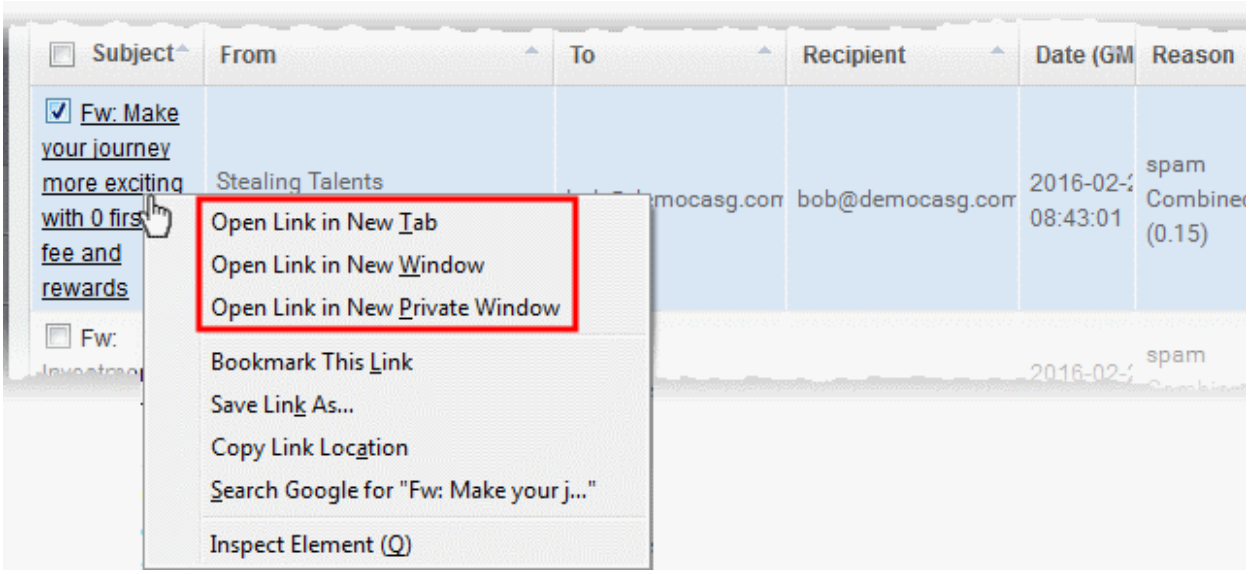
- Click 'All headers' to view the email headers, which contain information about the route taken by the mail before it reached your mailbox. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity of the mail.



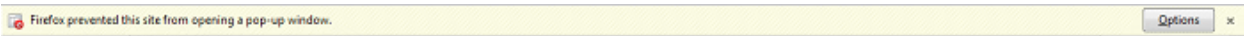
- To download the email as a HTML file, click 'Download' message.

To view a quarantined mail in a new window

- Right-click on the subject line of the mail you want to view and choose to open in a new tab or new window from the context sensitive menu.



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



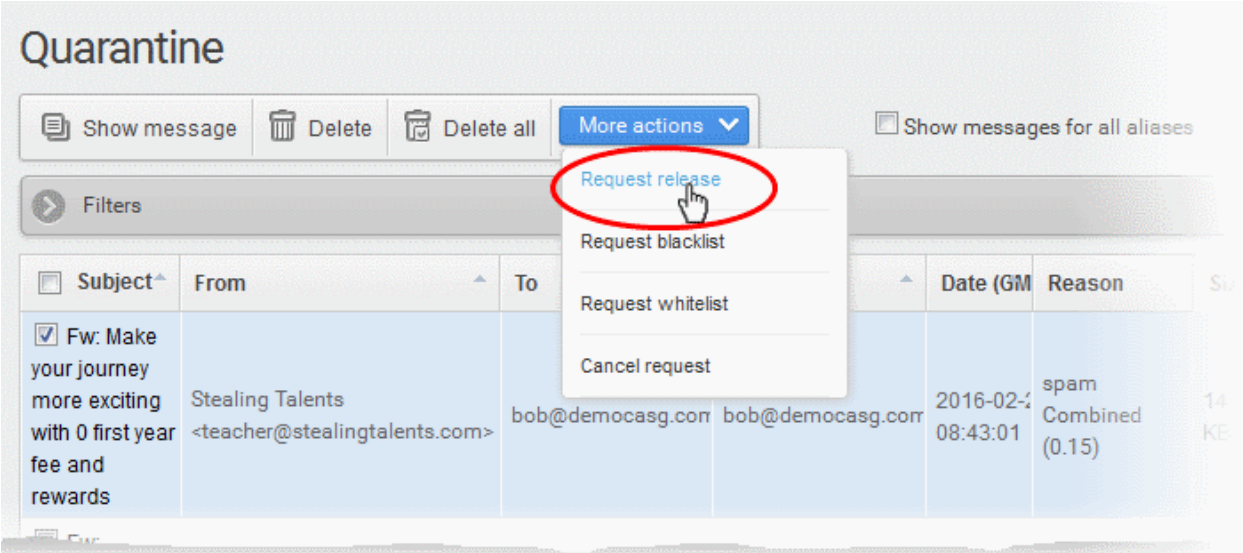
The details of the selected mail will be displayed in a new CDAS window

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 release and click 'More actions' > 'Request 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 be longer be displayed.

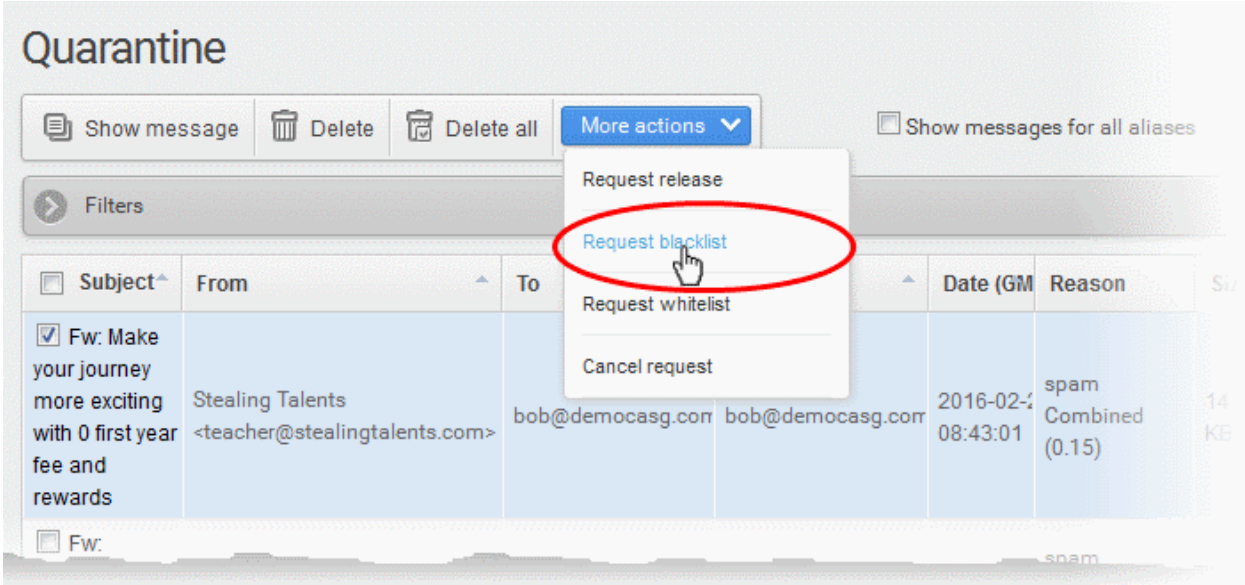
- Click 'More actions' then 'Cancel request' to cancel the request.

Request administrator to add 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 whose sender you want to add to the blacklist and click 'More actions' > 'Request Blacklist'



A 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.

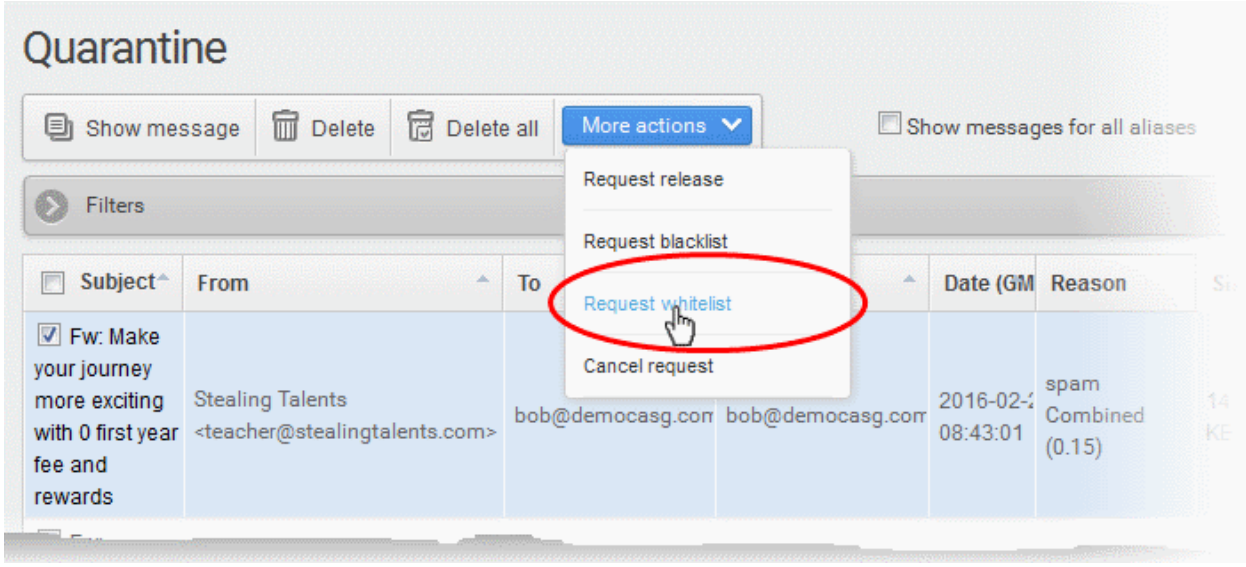
- If your administrator accepts the request, the sender will be added to blacklist and you will no longer receive any mail from that sender.
- If the request is rejected, the 'Blacklist this Sender' icon in the 'Action' column will no be longer be displayed.
- Senders added to blacklist will be displayed in the 'Manage blacklist senders' interface. See Managing Blacklisted Senders for more details.
- To cancel the request before the administrator accept the request, choose the mail > click 'More actions' then 'Cancel request'.

Request administrator to add senders to whitelist

If mail from a sender that you trust gets quarantined, you can request your administrator to add the sender to the whitelist.

Note: Depending on permissions set by your administrator, the link in the 'More Actions' drop-down will either be 'Whitelist this Sender' or 'Request whitelist'. 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' > 'Request Whitelist'



Your request will be sent to your administrator. You also will also receive the request email.

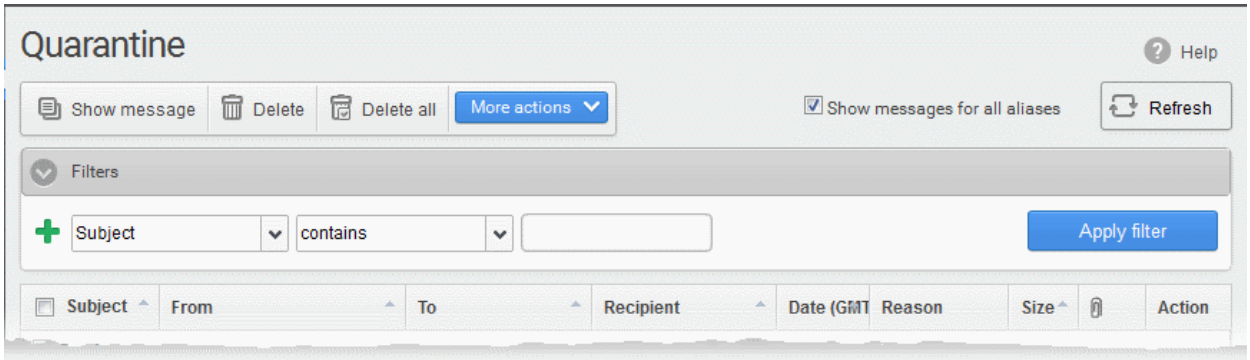
This request will also be displayed in the 'Action' column of the users' 'Quarantined' interface.

- 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.
- Click 'More actions' then 'Cancel request' to cancel the request.

2.4 How to Use Filter Options in the Quarantined Emails Interface

You can use the filtering option in the 'Quarantine' interface to optimize your search.

- Click anywhere on the 'Filters' stripe to open (or close) the filters area.



Available filters are:

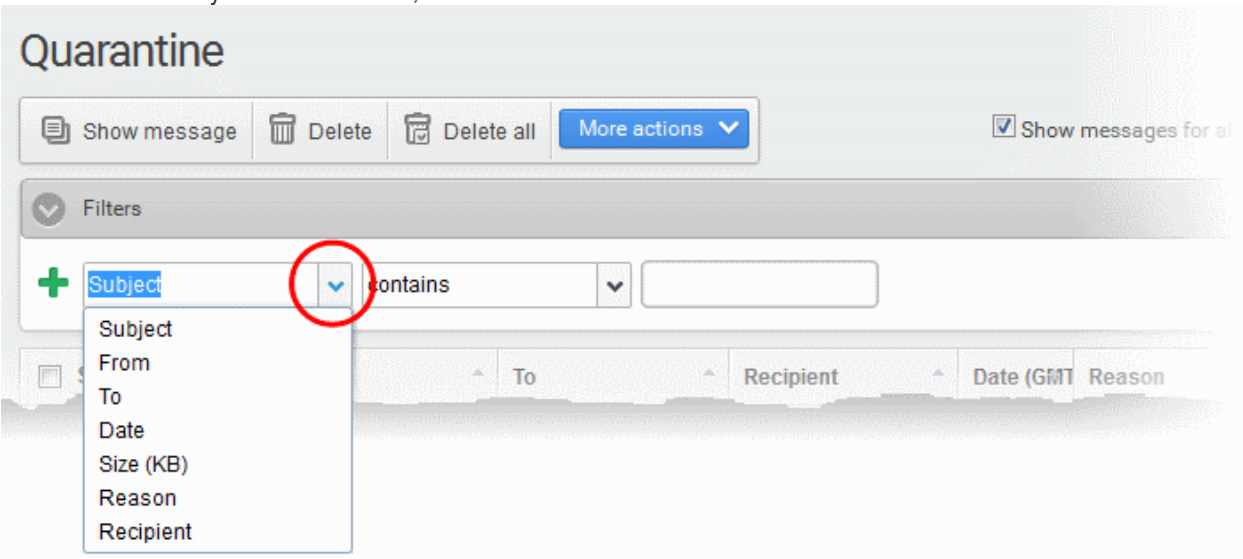
- **Subject**: Filter mails based on text found in the subject line. Type the text you wish to search for in the field on the right. Select a condition from middle drop-down.
- **From**: Filter mails based on the sender's name/email address. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.
- **To**: Filter mails based on the name or email address of the person(s) to which the mail was sent. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.
- **Date**: Filter mails based on the date entered in the right field using the calendar drop-down and the condition selected from middle drop-down.

- **Size (KB)**: Filter mails based on the size of the message. Enter the size in KB in the field on the right. Select a condition from middle drop-down.
- **Reason**: Filter mails based on the reason for which the mail was quarantined. Enter a reason in the right field. Select a condition from the middle drop-down.
- **Recipient**: Filters mails based on name or email address of the user in the same email domain to which the mail was sent. Enter the text you wish to search in the right field and select a condition from middle drop-down.

When you select any 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
- **Equals**: (Date) Displays archived emails that have the date specified on the right.
- **Less than**: (Date) Displays archived mails which arrived before the date specified in the calendar on the right.
- **Greater than**: (Date) Displays archived mails which arrived after the date specified in the calendar on the right.
- **Less than**: (Size) Displays archived mails smaller than the sized specified in the third box.
- **Greater than**: (Size) Displays archived mails larger than the sized specified in the third box.

- Click 'Apply Filter' to show mails meeting the criteria you selected.
- To narrow your search results, click



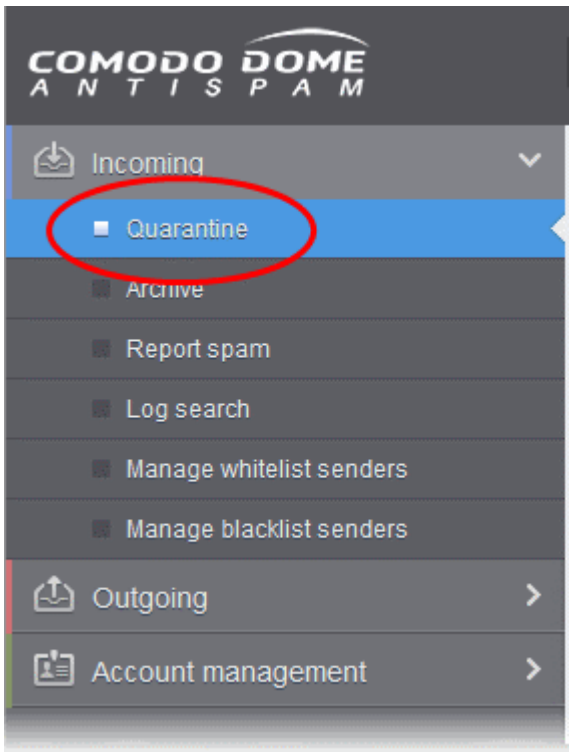
- Clicking to remove a filter.
- To remove all filters and return to the complete list, click anywhere on the filters to close the filters area then click the Refresh button.

2.5 How to Check when an Expected Email is not Received

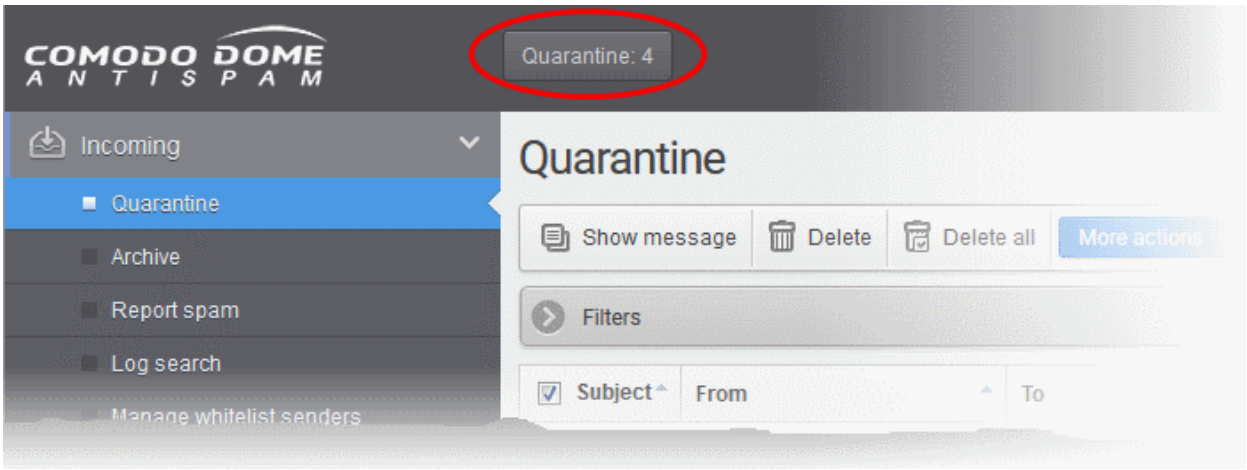
You are expecting an important email, but it is not in your inbox. The CDAS filtering engine would have most probably classified it as spam and quarantined. Search for it in the 'email quarantined' area.

To search for a particular email in the quarantine interface

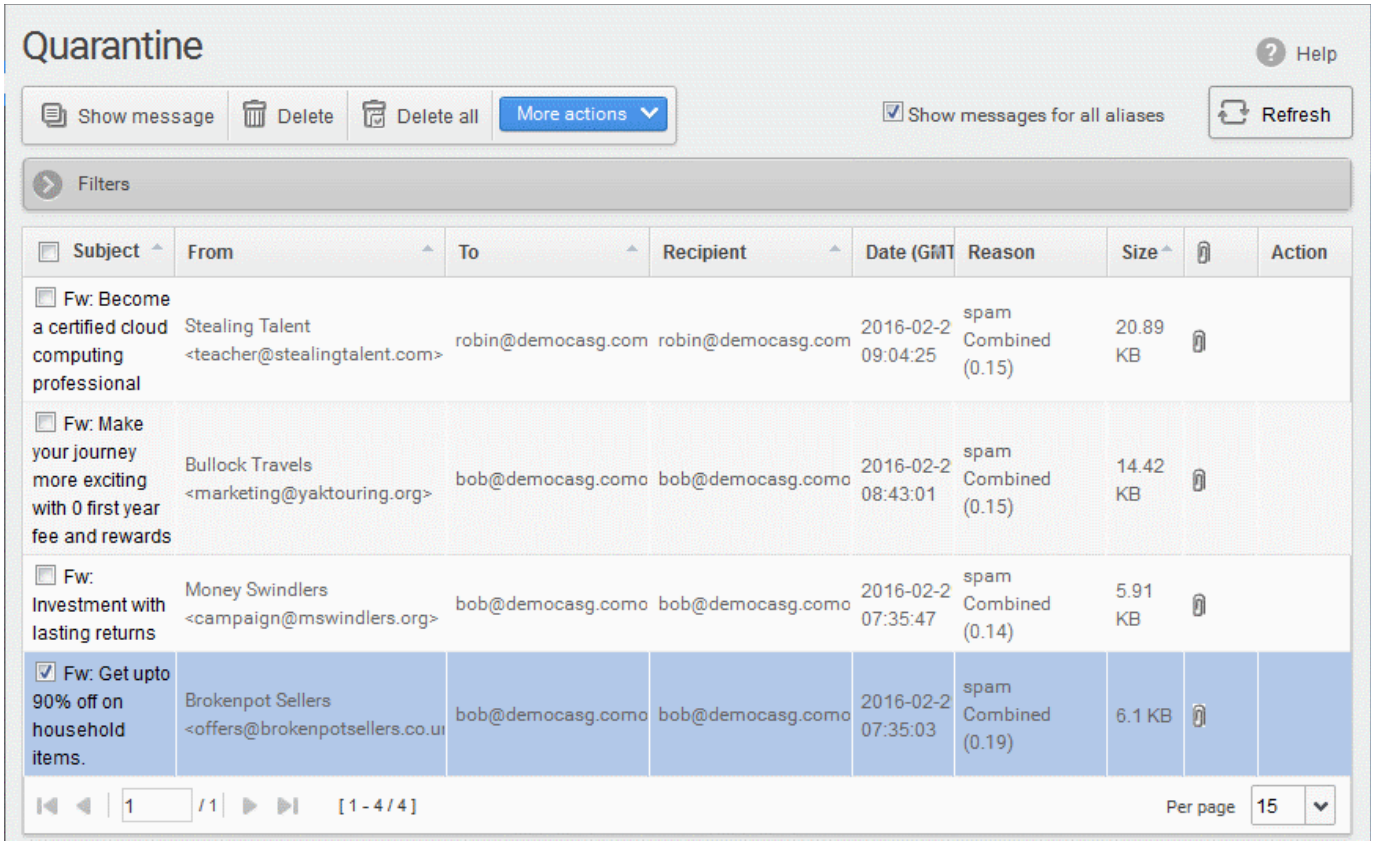
- Login to the CDAS interface.
- Click 'Incoming' on the left then choose 'Quarantine'



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



All your quarantined emails will be displayed as a list with their details.



Quarantine - Column Descriptions	
Column Header	**Description**
Subject	The subject line of the quarantined mail.
From	The name and email address of the sender.
To	The name/email addresses of all persons to whom the mail was addressed. The list contains all the intended recipients belonging to different email domains, added to the To and CC fields of the email.
Recipient	Your name/email addresses.
Date	The date and time at which the mail was received
Reason	The reason for which the mail was quarantined.
Size	The size of the email in KB.
Attachment	Indicates whether the mail has attachments or not.
Action	The action taken by the user. For example, to request the mail is released from quarantine or to add the sender to the blacklist or whitelist.

- **Show messages for all aliases** - By default, only the list of emails received at your primary email address will be displayed. If you want to view the mails that were received at your alias email addresses, select the 'Show messages for all aliases' checkbox.

Sort the Entries

- Click any column header to sort mails in ascending or descending order according to the column label.

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

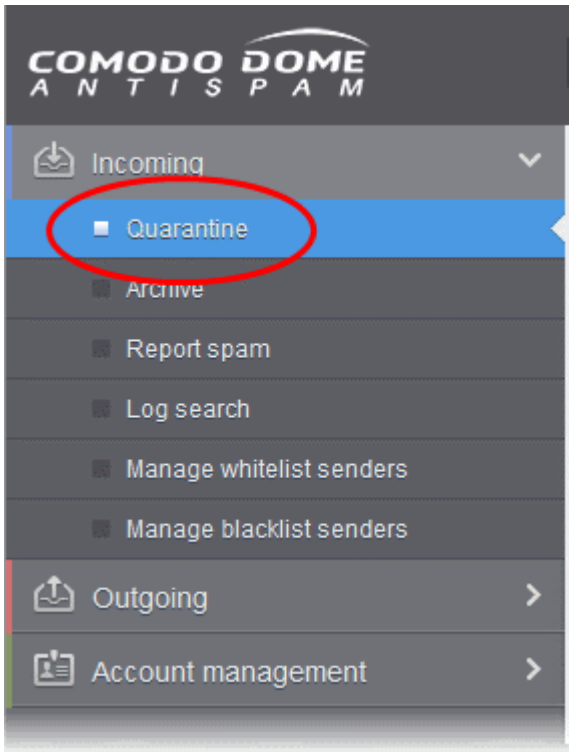
Tip: You can configure CDAS to send Quarantine summary reports periodically to your email. The report will contain a list of mails identified as spam and were moved to Quarantine automatically by CDAS. For more details, refer to How to Subscribe for Periodical Quarantine Report Summary.

2.6 How to Retrieve an Email which had Virus Attachment

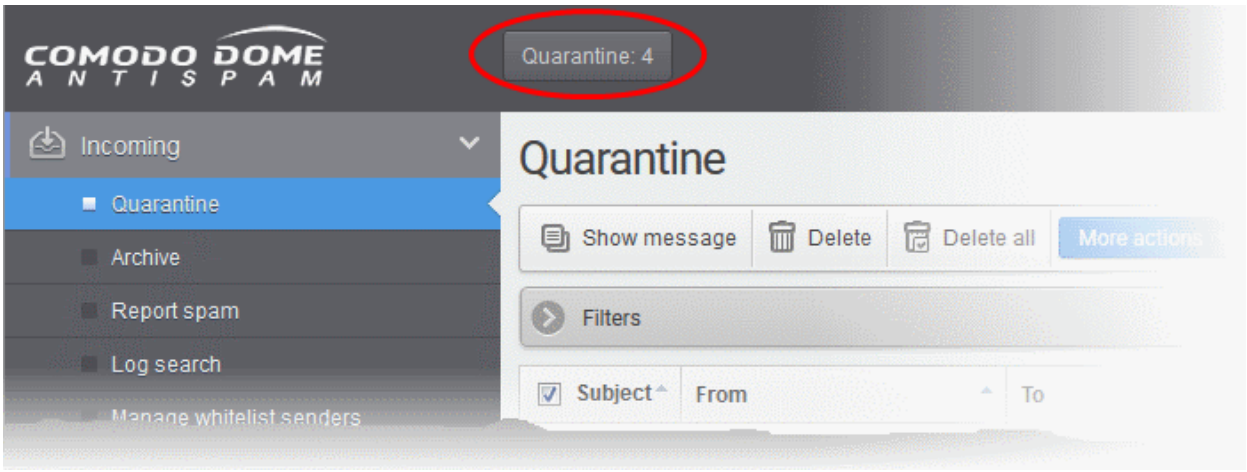
- CDAS moves all your incoming emails identified as spam or containing virus or with any other suspicious attachment to quarantine, after the filtering process.
- You will receive a notification whenever a mail addressed to you is quarantined.
- You can retrieve your quarantined emails from the 'Quarantine' area in CDAS.

To retrieve quarantined mails with attachments

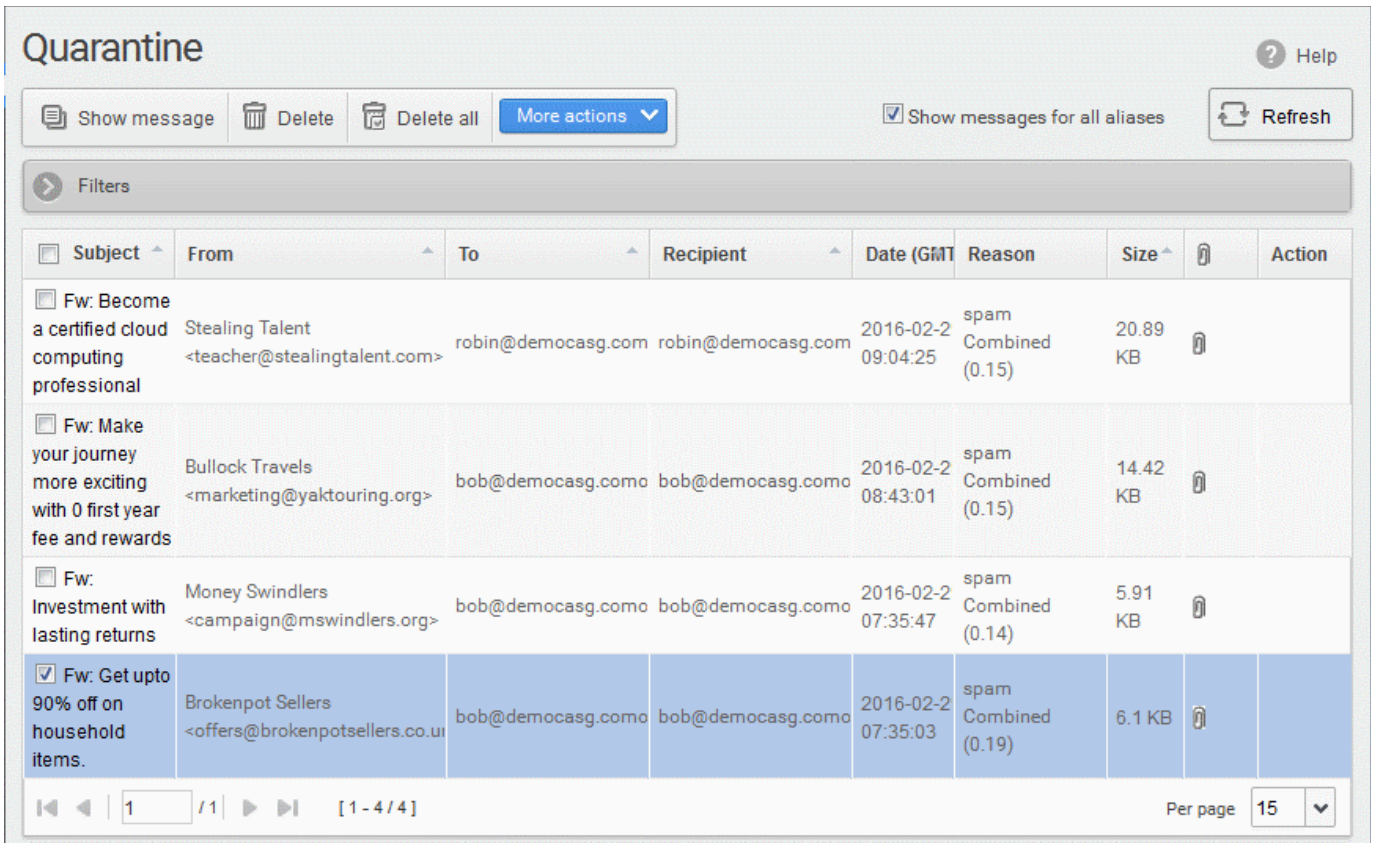
- Login to the CDAS interface.
- Click the 'Incoming' tab from the left and choose 'Quarantine'



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



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



Quarantine - Column Descriptions	
Column Header	**Description**
Subject	The subject line of the quarantined mail.
From	The name and email address of the sender.
To	The name/email addresses of all persons to whom the mail was addressed. The list contains all the intended recipients belonging to different email domains, added to the To and CC fields of the email.
Recipient	Your name/email addresses.
Date	The date and time at which the mail was received

Reason	The reason for which the mail was quarantined.
Size	The size of the email in KB.
Attachment	Indicates whether the mail has attachments or not.
Action	The action taken by the user. For example, to request the mail is released from quarantine or to add the sender to the blacklist or whitelist.

- **Show messages for all aliases** - By default, only the list of emails received at your primary email address will be displayed. If you want to view the mails that were received at your alias email addresses, select the 'Show messages for all aliases' checkbox.

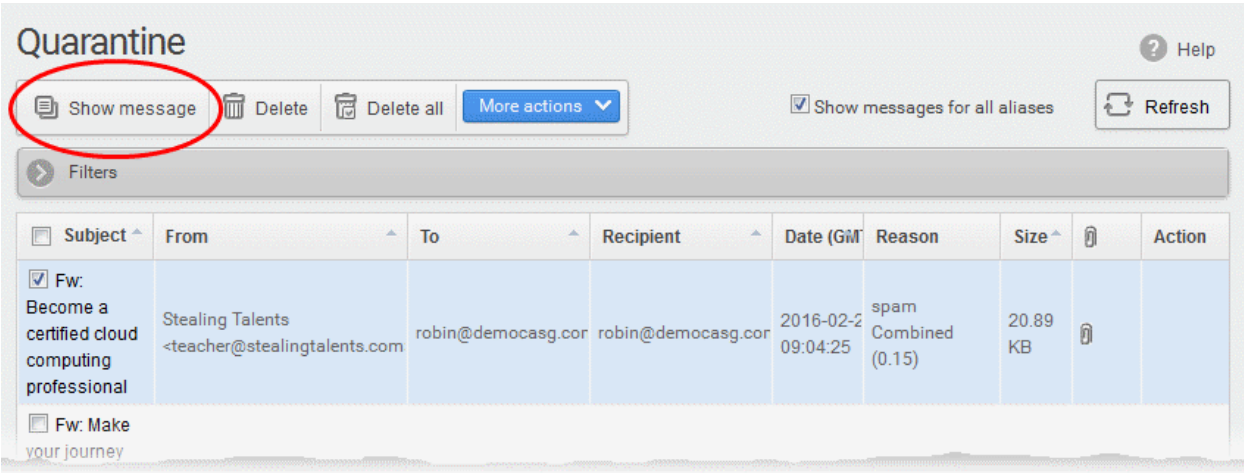
Sort the Entries

- Click any column header to sort mails in ascending or descending order according to the column label.
- Use the filter option to optimize your search. Click here for more details.

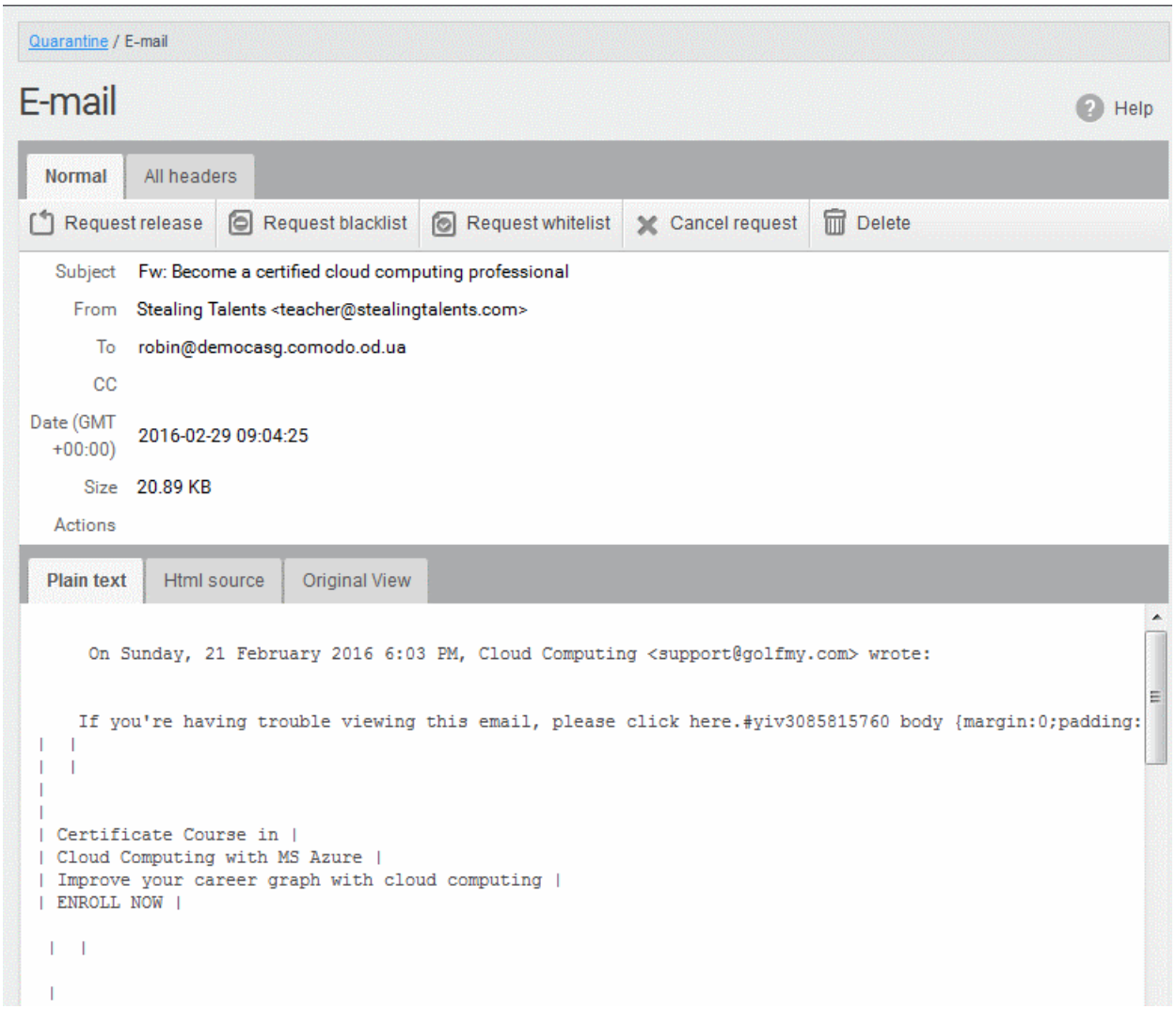
Read the Email

- 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 CDAS window or tab, right-click on the email link in the 'Subject' column and select from the context sensitive menu options.

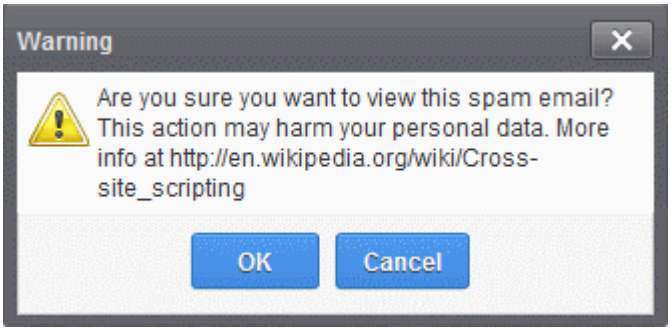
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Show message' button will be available in the interface.



The selected email will open.



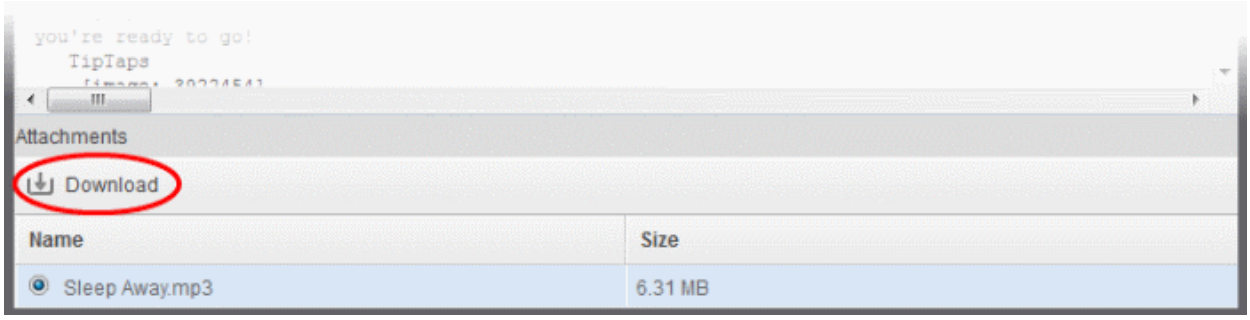
By default, the email will open in Normal view and will be displayed in Plain text, where the images, banners and links will be not be displayed. Click 'Html source' to view the source code of the mail. To view images and links, click the 'Original View' tab. A warning will be displayed before you want to view the selected email in original.



- Click 'OK' to view the email.

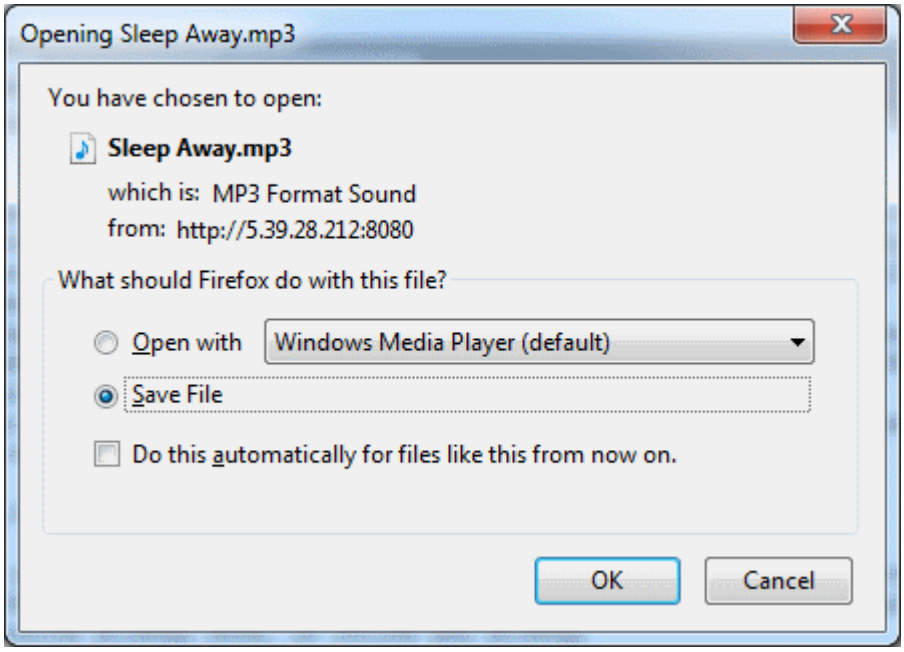
Check the details of the mail and ascertain whether it is a spam mail or not. You can choose to either release the email or to add the sender to whtelist or blacklist.

Note: Depending on the permission level configured for your email account by your administrator, the buttons in the 'E-mail' may vary. The 'Request release', 'Request blacklist' and 'Request whitelist' buttons may appear as 'Release', 'Blacklist this sender' and 'Whitelist this sender' buttons respectively enabling you to perform the desired action without approval from the administrator.



- 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.

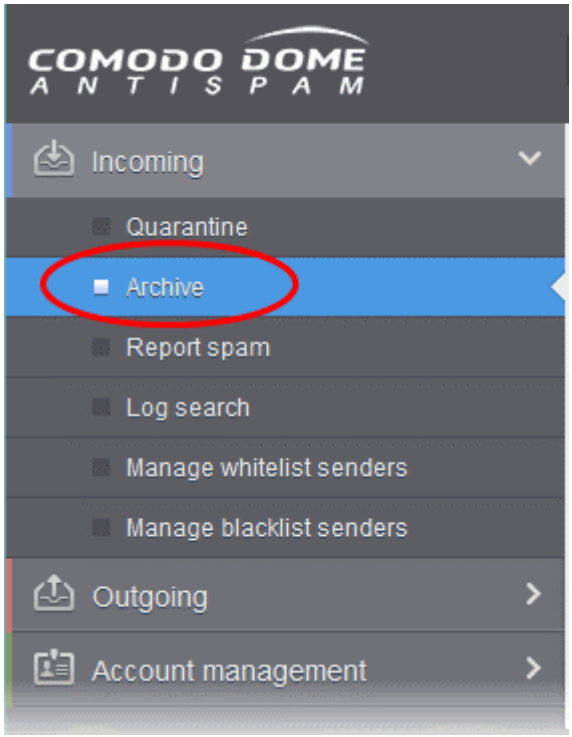
2.7 How to Restore Deleted Mails

CDAS is capable of maintaining a copy of your emails in the archive.

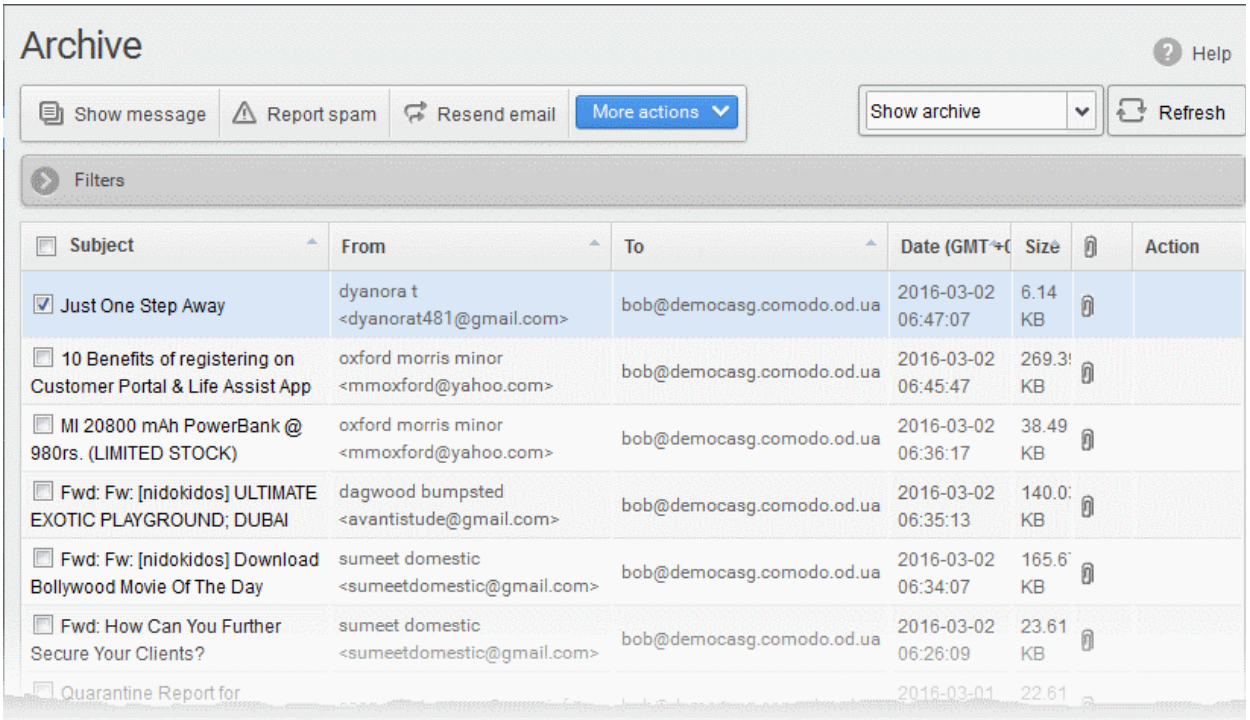
- The period for which mails are retained in the archive depends on the retention period configured by your administrator.
- The 'Archive' interface allows you to view the list of emails received at your email address.
- You can view stored messages, reply to mails, report spam, and resend mail to yourself from this interface.

To retrieve a deleted mail

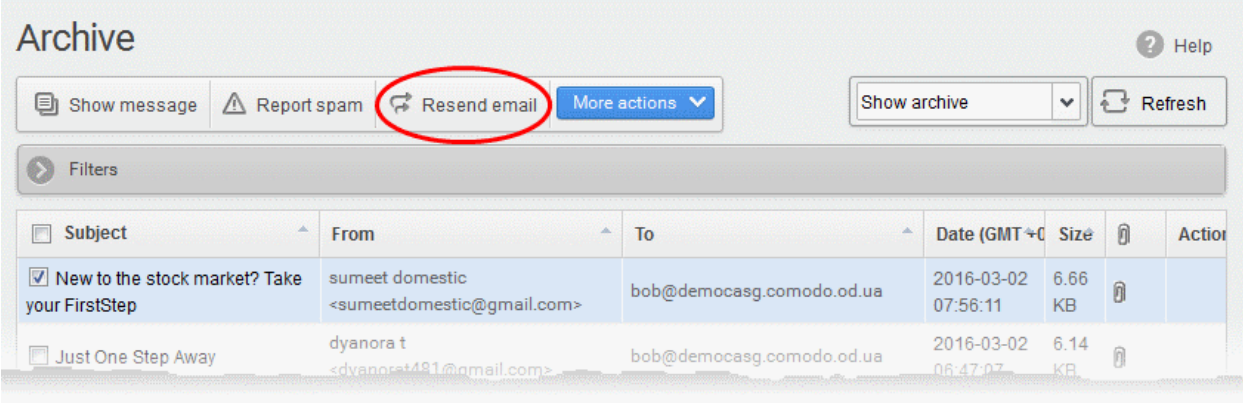
- Login to the CDAS interface.
- Click 'Incoming' on the left then choose 'Archive'



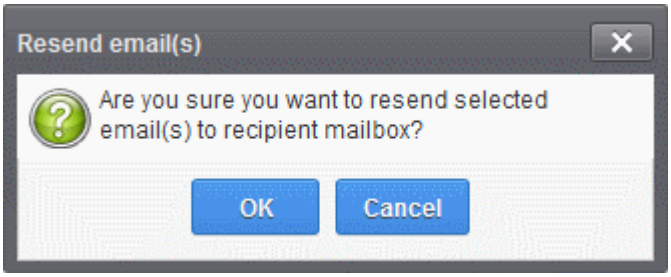
The Archive interface will open with the list of your stored mails.



- Locate the mail you wish to restore and click 'Resend Mail'. This will send the mail to your mailbox only, and not to any other recipients in the 'To', 'CC' and 'BCC' fields.



A confirmation dialog will appear.



- Click 'OK' to receive the mail(s) at your mail box

You can search for specific mails by clicking the 'Filters' bar. You can search by subject line, sender, date received or file size.

If you would like to know more about the mail archive area, see Mail Archive.

2.8 How to Reply to Archive Mails

CDAS allows you to reply to archived mails. This is useful if you have accidentally deleted a mail from your mail box but wish to send a reply to the sender. You can choose to send the reply only to the sender or to all for which the email was addressed.

To send a reply to a mail from archive

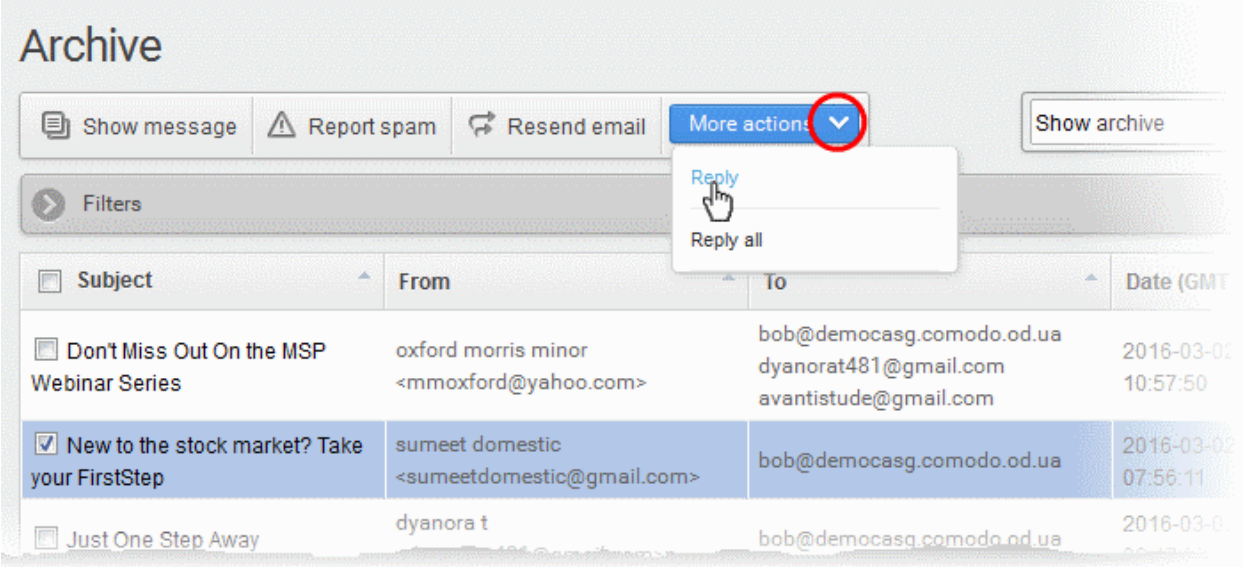
- Login to CDAS
- Click 'Incoming' on the left then choose 'Archive'

The 'Archive' interface will open with the list of your emails.

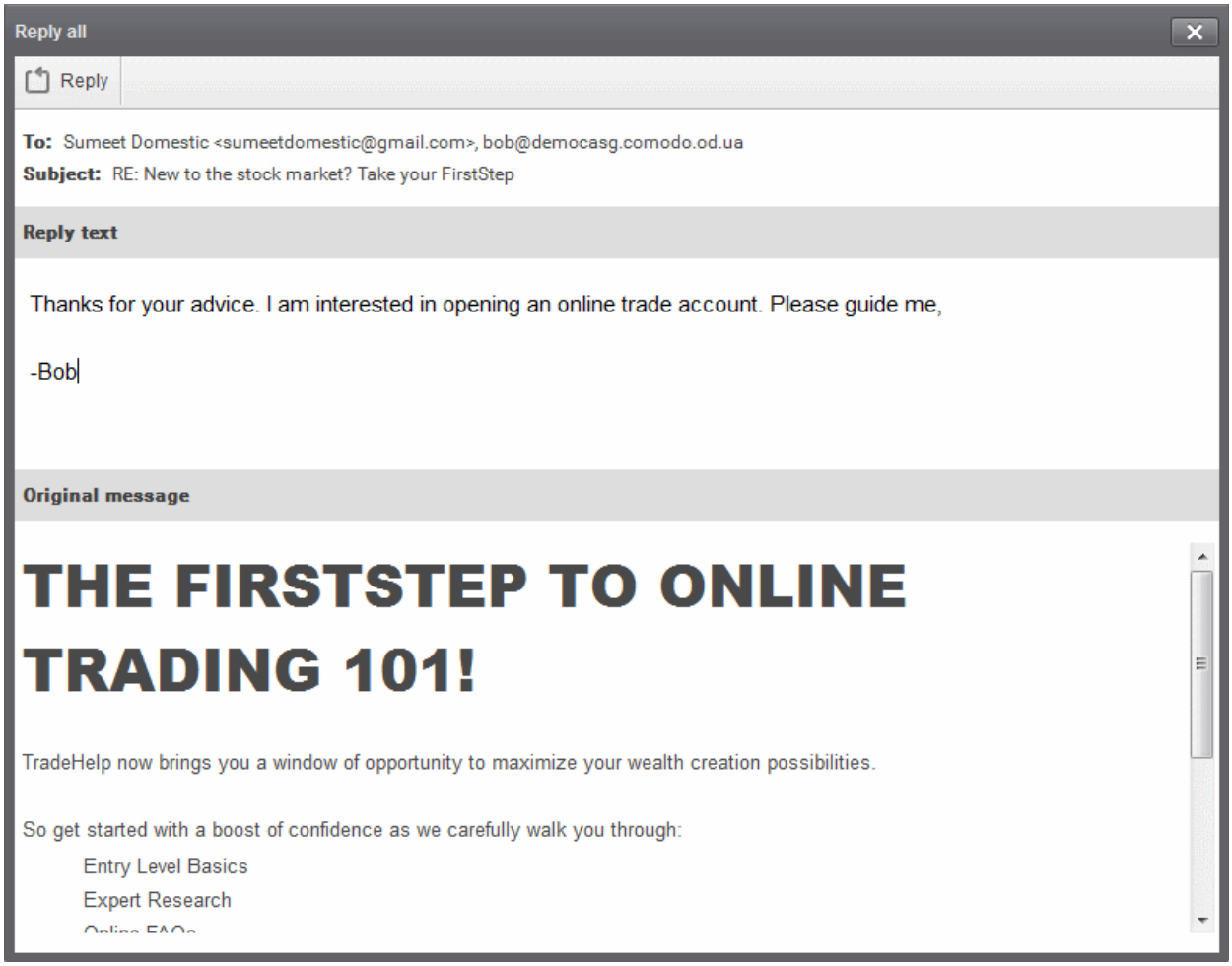
- Select the mail from the Archive interface

You can use sorting and search options to search for specific mails.

- Click 'More actions' and choose the option
  - Reply - The reply mail will be sent only to the sender email address
  - Reply all - The reply mail will be sent to all email addresses in the 'To' and 'CC' fields of the selected mail



The Reply/Reply all interface will open.



- Enter your reply message in the 'Reply text' field and click Reply from the top left

The message will be sent to the selected email addresses.

2.9 How to Subscribe for Quarantine Reports

Comodo Dome Antispam MSP can periodically generate quarantine reports. These reports will contains the details of emails addressed to your but moved to quarantine.

- You can subscribe for these reports to be periodically sent to your email from the 'Manage report subscriptions' interface.

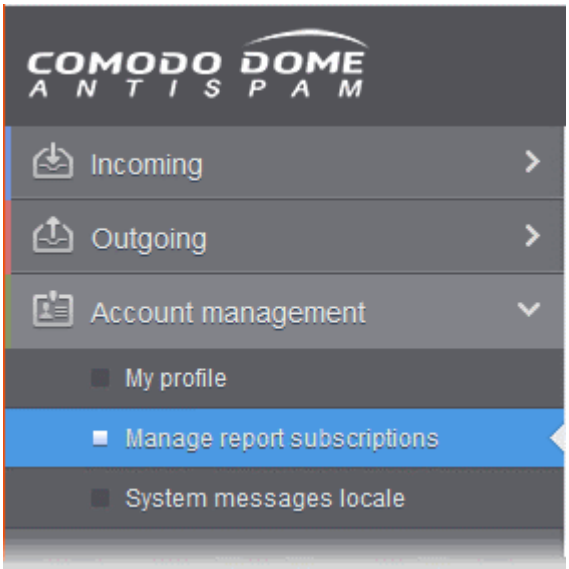
Note: The report subscription feature will be available for you only if the administrator has enabled this feature. If enabled, the 'Manage report subscriptions' sub tab will be available on the left under the 'Account management' tab.

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 CDAS, with the details of sender, receiver, date and attachments. Clicking the subject line in the list will open the respective mail in a new CDAS window. Refer to CDAS Reports for more details.

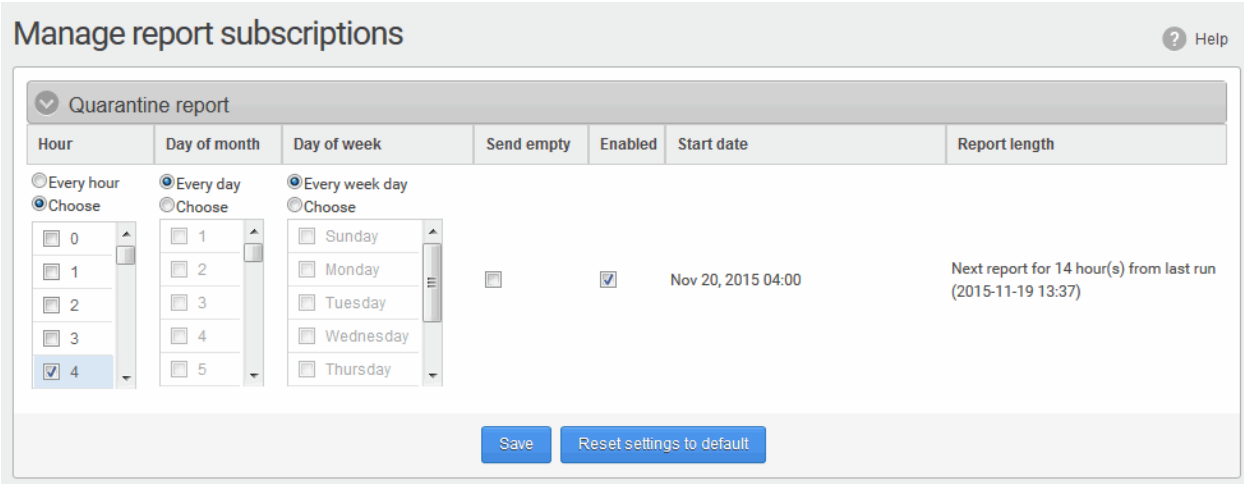
The report can be subscribed to be received daily, weekly or monthly.

To configure subscription of the report

- Login to CDAS
- Click 'Account management' on the left then select 'Manage report subscriptions'..



The 'Manage report subscriptions' interface will open:



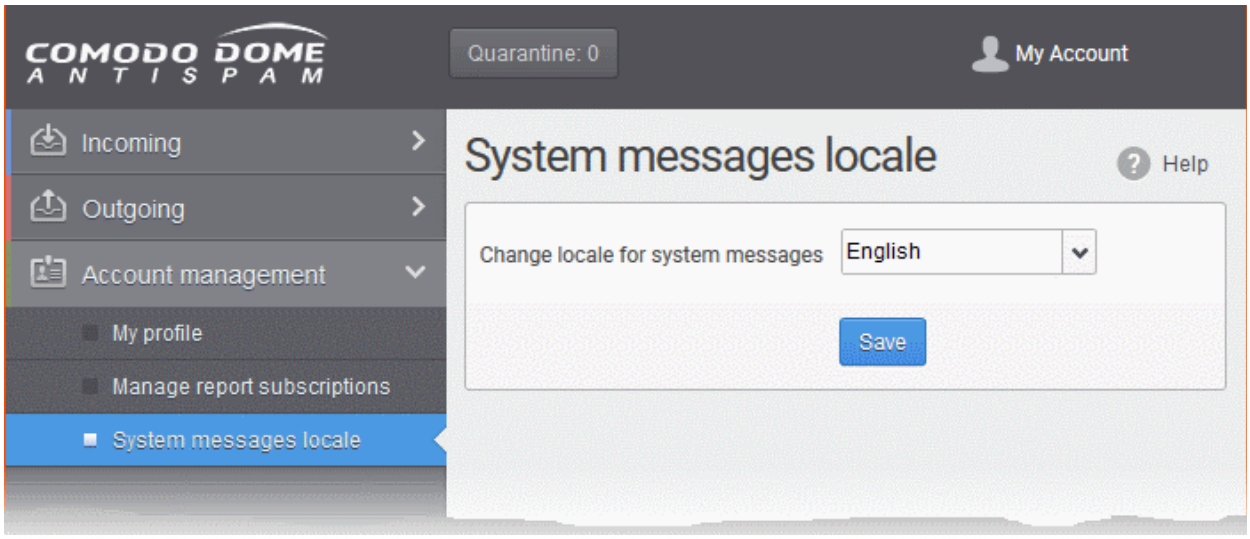
- If you want to receive the periodical Quarantine summary reports, ensure that the 'Enabled' check box is selected.
- Leave the 'Send empty' checkbox unchecked if empty reports are not to be sent to recipients.
- Select the frequency of the report to be sent to you from the 'Hour', 'Day of month' or '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.

2.10 How to Configure Language for Messages from CDAS

You can configure the language in which the messages from the CDAS are to be displayed and sent to you from the 'System messages locale' interface.

To configure the language for messages

- Click 'Account Management' on the left then select 'System messages locale'



- Select the language in which the messages are to be displayed/sent from the drop-down.
- Click 'Save' for your settings to take effect.

2.11 How to Perform a Log Search of your Incoming Emails

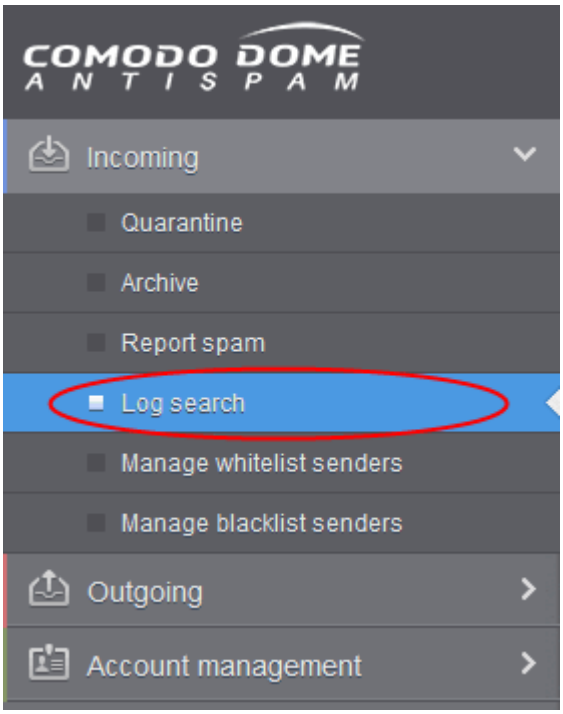
The 'Log search' area lets you search for specific email messages. You can modify your search according to multiple criteria, including date range, sender, recipient and IP address.

Note: The administrator of your email account should have enabled this feature for you. If enabled, the 'Log search'

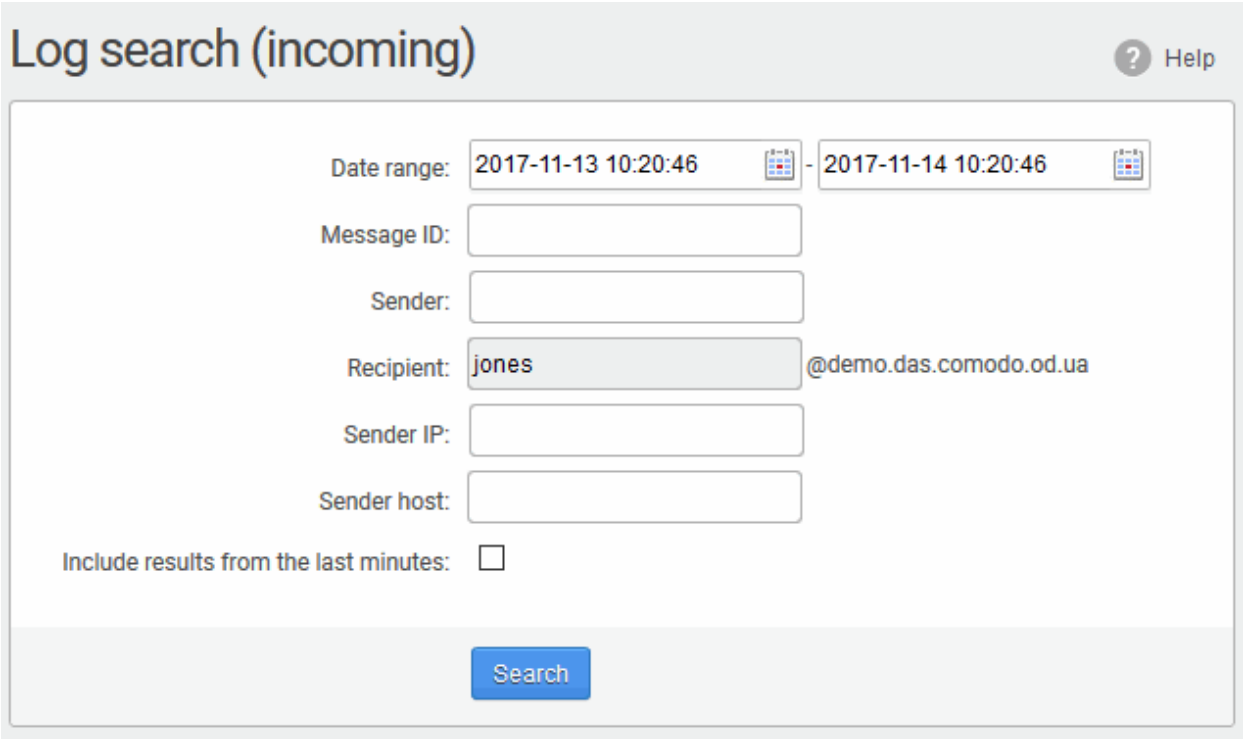
will be available on the left under the 'Incoming'.

To perform a log search of your incoming emails

- Login to the CDAS interface.
- Click 'Incoming' on the left then click the 'Log search'.



The 'Log search (incoming)' interface will open:



- **Date range**: The date range for which you want to search the log file.
- **Message ID**: A unique message identifier (*optional*).
- **Sender:** The sender email address in this field.

- **Recipient:** The currently logged in user name will be displayed in this field.
- **Sender IP**: The IP address of the sender.
- **Sender Host**: The sender host name.
- **Include results from the last minutes:** If selected, CDAS 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.

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

Date and time	Host (Exim id)	Sender hostnan	Sender	Recipient	Subject	Classification
2014-10-29 14:53:43	mxsrv3.spamgat 1XjUd0-0006V6-\	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

1 / 1 [1 - 3 / 3] Per page 15

Sort Entries

- Click any column heading switches the sorting of the entries based on the ascending/descending order

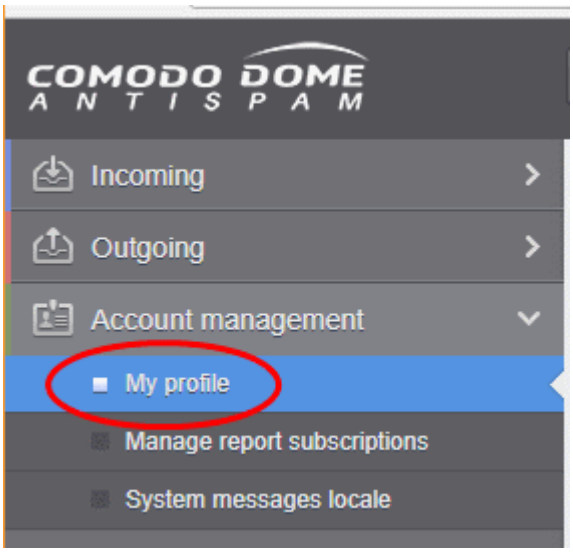
2.12 How to Add or Remove Yourself from Recipient Whitelist

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

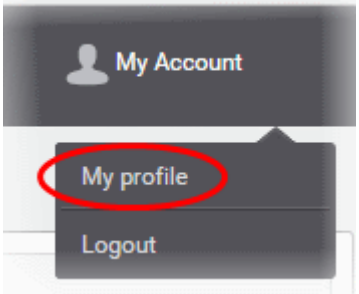
Note: The administrator of your email account should have enabled this feature for you. The 'Change settings' section will only be available in the 'My profile' interface if the feature is enabled.

To add or remove yourself from recipient whitelist

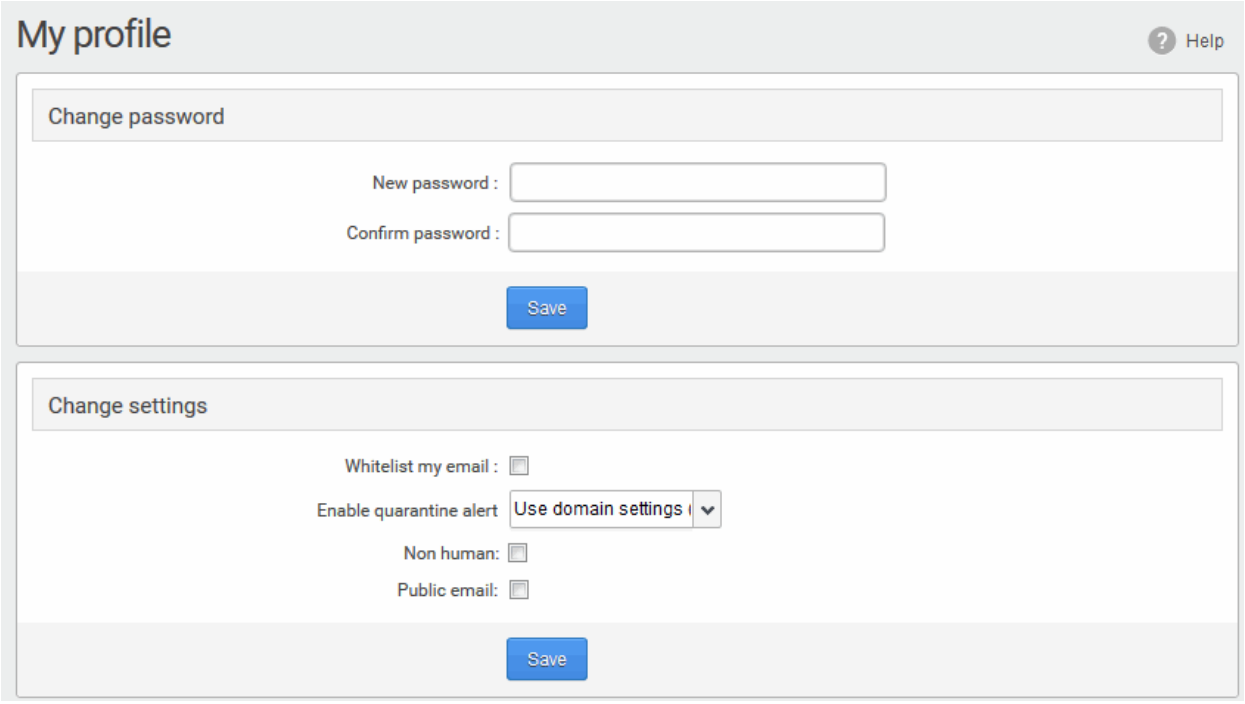
- Login to CDAS.
- Click 'Account management' on the left then select 'My profile'.



Alternatively, click the 'My Account' link at the top right side and then click 'My Profile'.



The 'My Profile' interface will be displayed.



- 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.

2.13 How to Report Spam Emails

You can upload and submit suspected junk emails that have got through our spam filters. Comodo will analyze reported mails and, if we confirm them as spam, will update our filters to quarantine similar mails in future.

CDAS allows you to report spam emails in two ways:

- Submit mails from your mail archive
- Manually upload emails in .eml and .msg.files

Users can also report spam by forwarding unsolicited messages to spam@antispamgateway.comodo.com.

To submit mails from your mail archive

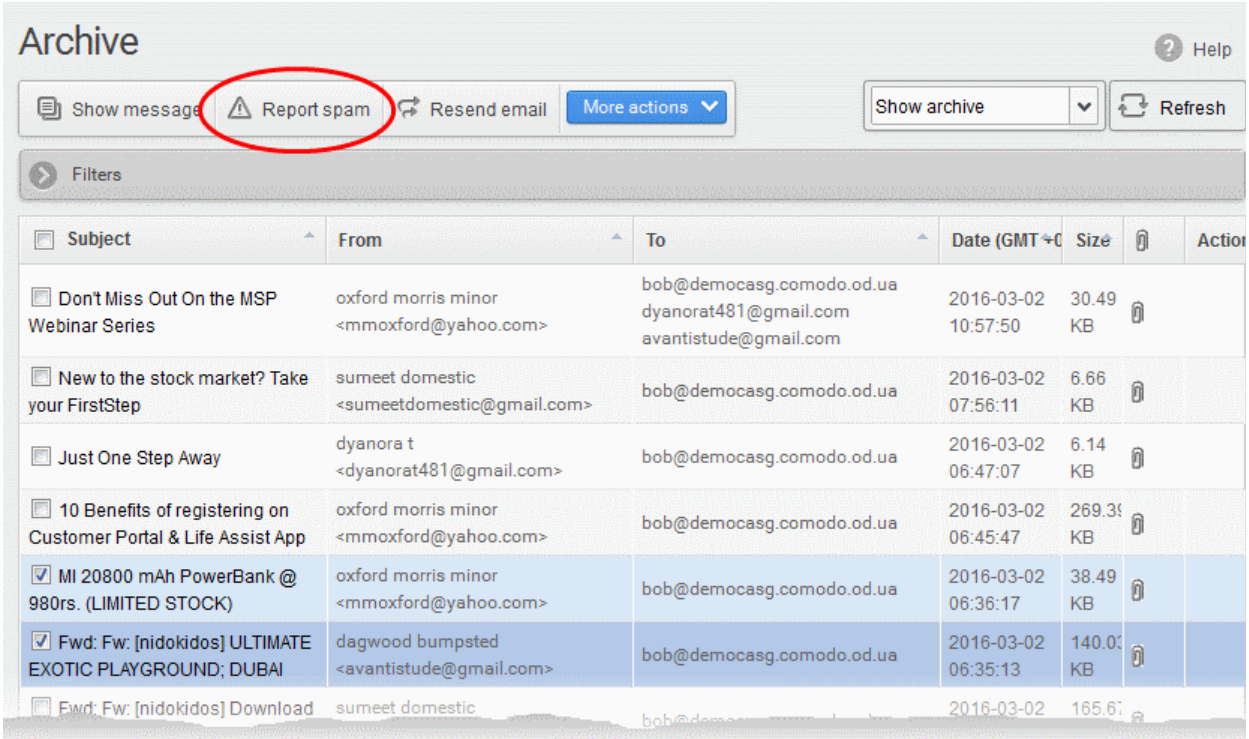
- Login to CDAS.
- Click 'Incoming' on the left then choose 'Archive'

The 'Archive' interface will open with the list of your emails.

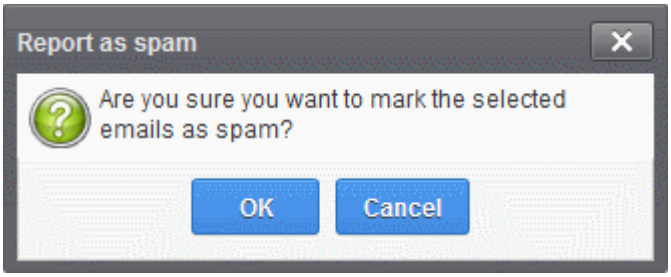
- Select the mail from the 'Archive' interface

You can use sorting and search options to search for specific mails.

- Click the 'Report Spam' button from the top



A confirmation dialog will be displayed.

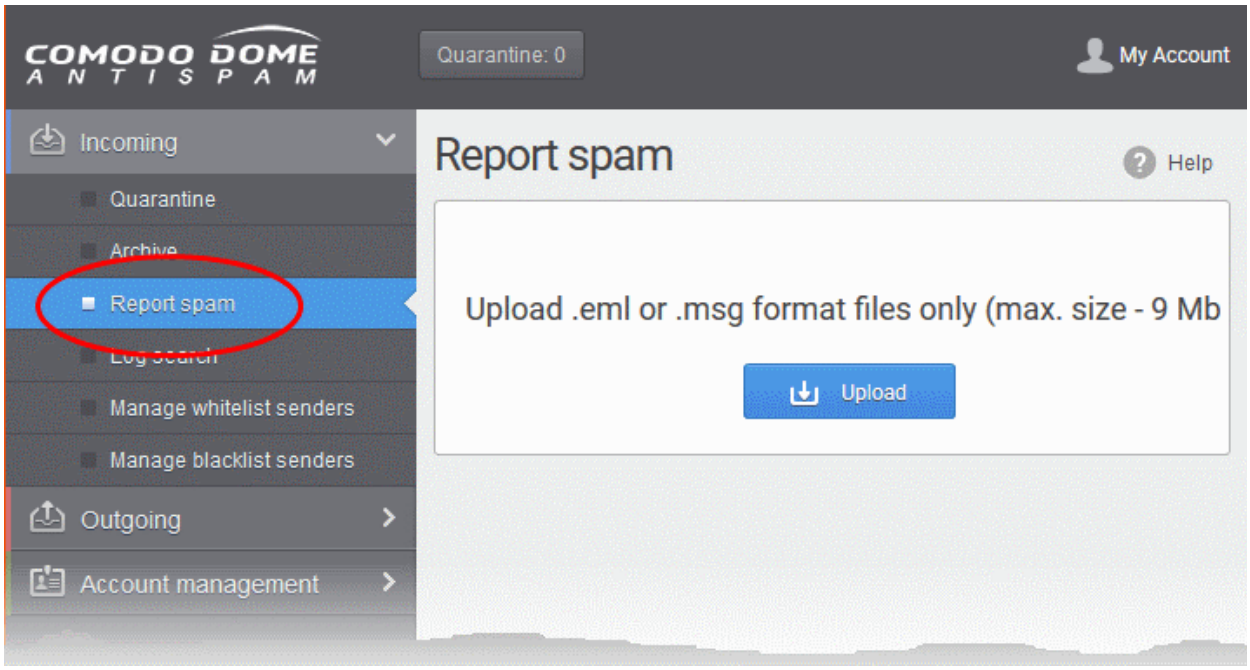


- Click 'OK' to upload the mails for analysis

To manually upload an email

- Login to CDAS.
- Click 'Incoming' on the left then select 'Report spam'.

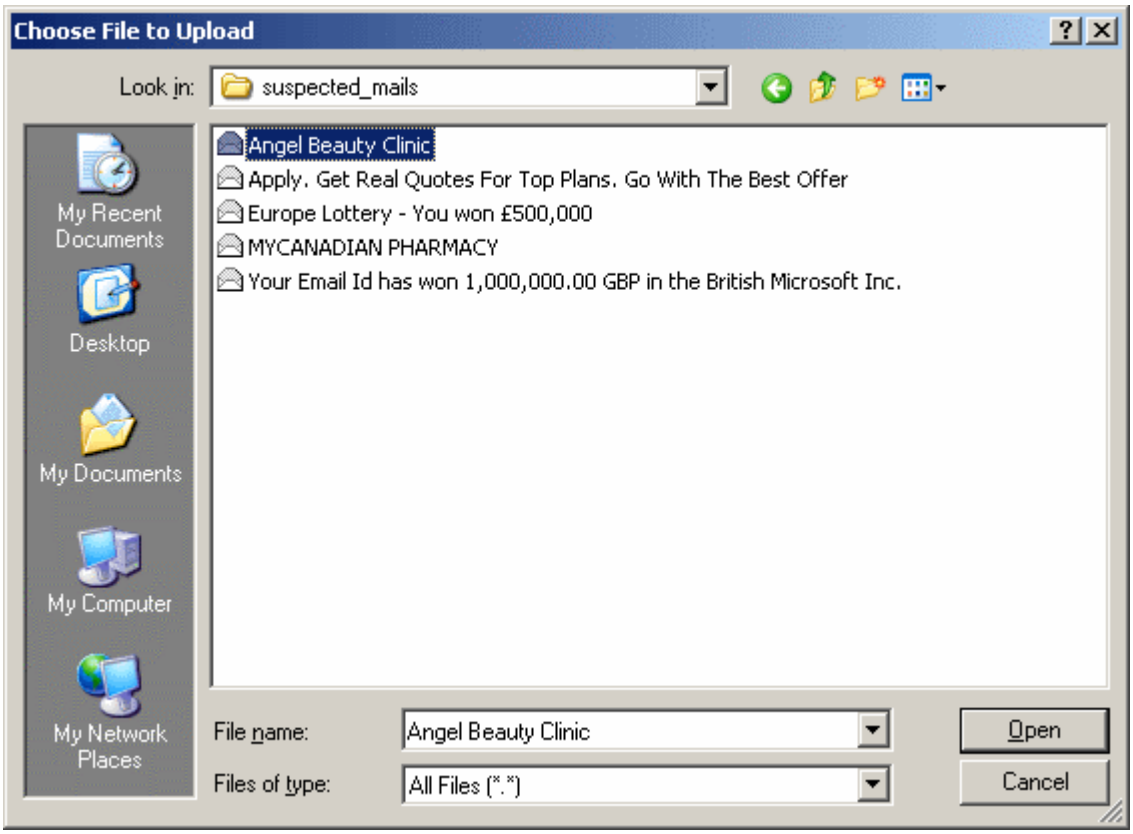
Note: The administrator of your email account should have enabled this feature for you. If enabled, the 'Report spam' sub tab will be available on the left under the 'Incoming' tab.



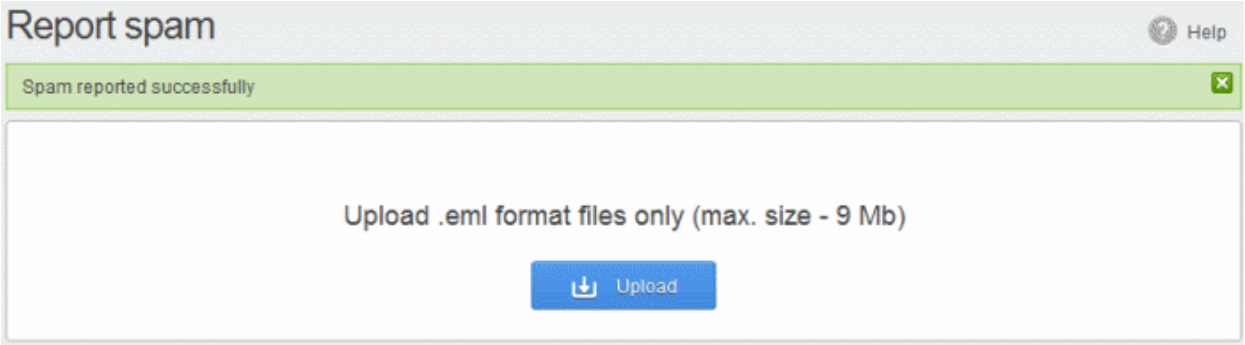
The 'Report Spam' interface will open.

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

Note: 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.



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



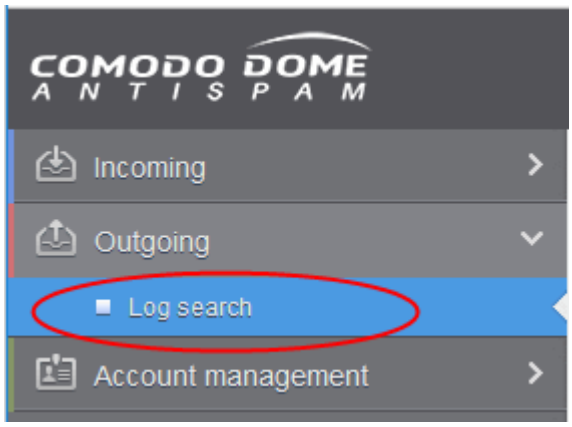
2.14 How to Perform a Log Search of your Outgoing Emails

The 'Log search' area lets you search sent emails based on filters such as date range, recipient email address, sender IP and classification.

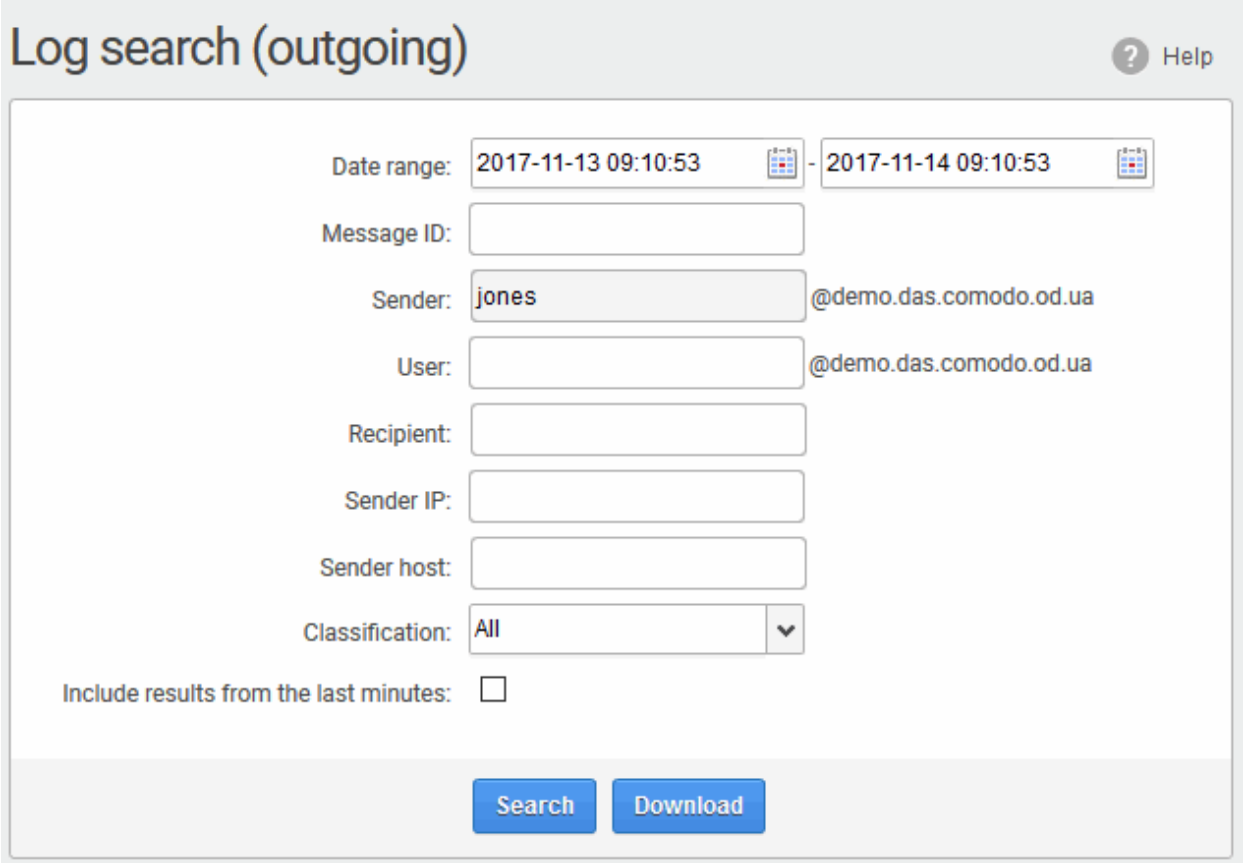
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' will be available in the under the 'Outgoing'.

To perform a log search of your outgoing emails

- Login to the CDAS interface.
- Click the 'Outgoing' on the left then click the 'Log search'.



The 'Log search (Outgoing)' interface will open:



- **Date range:** 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**: The username of the outgoing email address that was used for your outgoing mails. Please note that even though many users may be configured with the same username for their outgoing mails, only the mails sent by you will be displayed for the search.
- **Recipient:** The email address of the recipient (for example, 'testuser1@domain.in') that you want to search for sent mails.
- **Sender IP**: The IP address of the sender.
- **Sender host:** The sender host name.

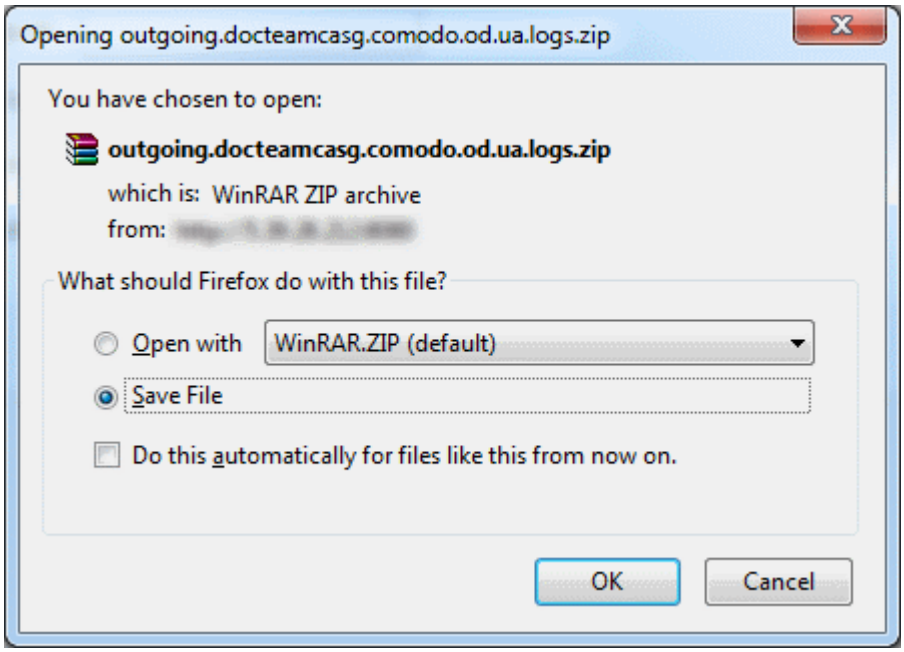
- **Classification**: The type of email that you want to search from the drop-down options.
- **Include results from the last minutes**: If selected, CDAS will include messages that are currently being migrated from the filtering server to the logging server in the search results.

- Click the 'Search' button.

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

- Click the 'Download' button to download the log report of sent mails for the filters entered and/or selected.

The download dialog will be displayed.



You can 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 application such as Excel or Openoffice Calc.

2.15 How to Manage Whitelisted Senders

CDAS lets you define a list of trusted senders known as a 'whitelist'.

- Mail from whitelisted senders will always reach your mailbox and will not be blocked by the antispam engine.

- Comodo strongly recommends you use this option only after ascertaining the authenticity of the senders.

You can add senders to the whitelist in two ways:

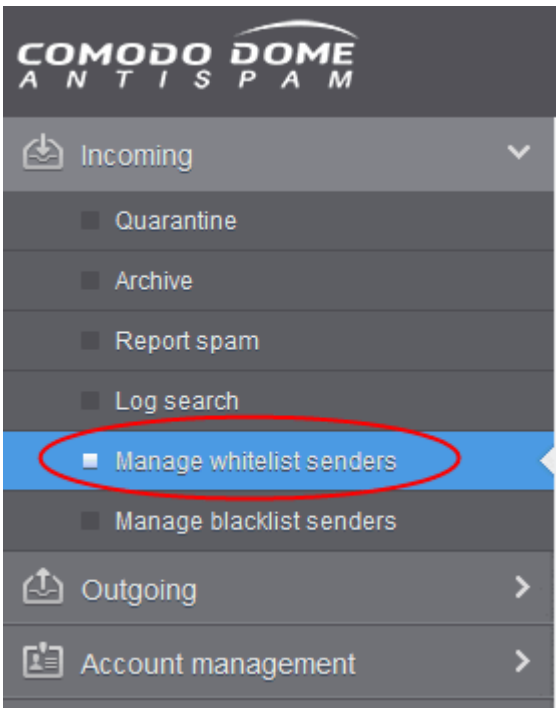
- From the Quarantine interface
  - Request the administrator of your account to whitelist senders

    OR
  - Add sender yourself to whitelist without approval from the administrator depending on the permissions configured. See Quarantine section.
- From the Manage whitelist senders interface
  - Manually add or delete senders to whitelist, depending on the permissions assigned to you by the administrator.

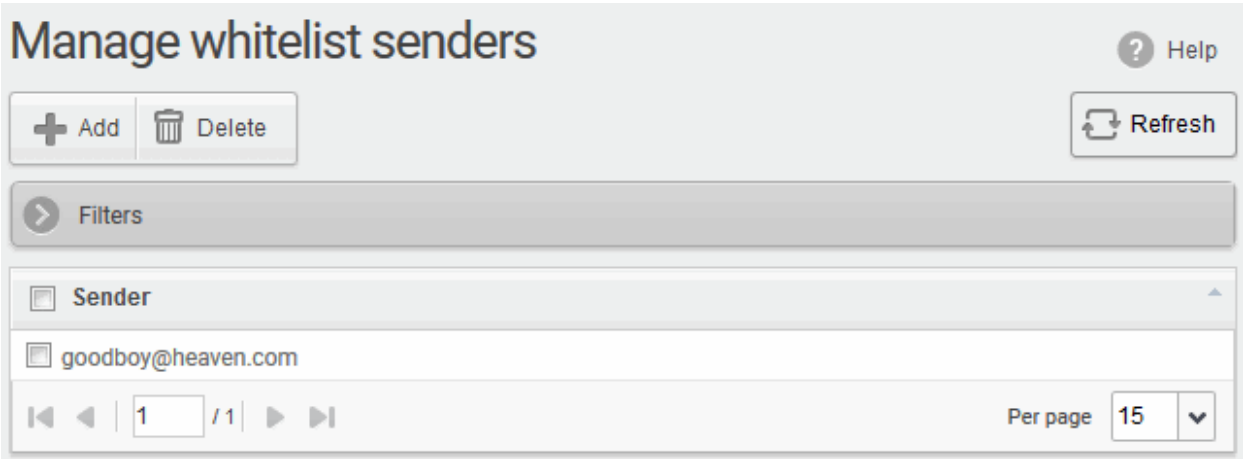
This section explains viewing the list of Whitelisted senders and adding/removing senders to the list.

To manage whitelist senders

- Click 'Incoming' on the left and choose 'Manage whitelist senders'



The 'Manage whitelist senders' interface will be displayed with a list of senders whitelisted for your mail account.



From this interface you can:

- Add senders to whitelist manually
- Remove senders from whitelist

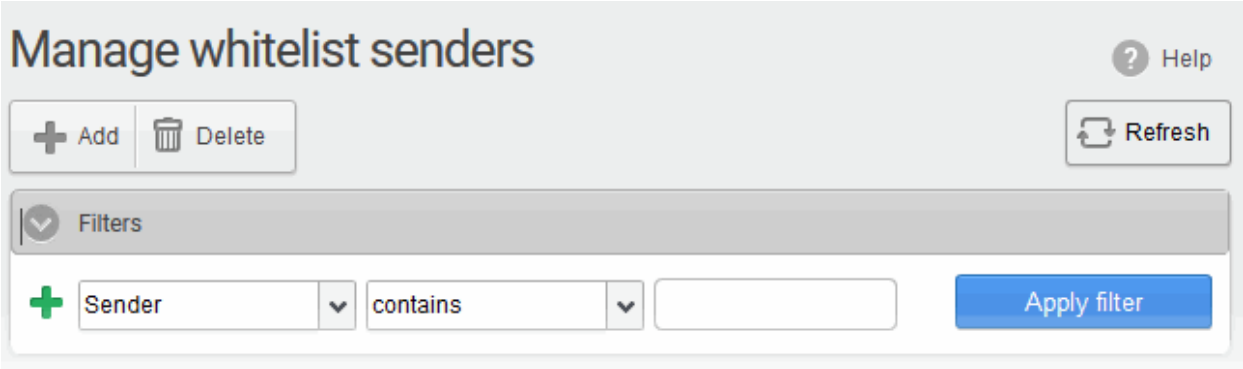
Note: The 'Add' and 'Delete' buttons will be available only if the administrator of your account has enabled this for you. If this is not enabled, you can just view the whitelisted senders in this interface.

Sort Entries

- Click the 'Sender' header to sort the entries in ascending or descending order of senders' names.

Use Filters to search senders

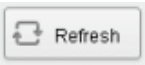
- Click anywhere on the 'Filters' stripe to open (or close) the filters area.



- **Sender**: Filter senders based on their name/email address. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.

The following conditions are available:

- **Equals**: Displays all senders with name/email address that match the text entered in the text box.
- **Not Equals**: Displays all senders with name/email address except the one entered in the text box.
- **Contains**: Displays all senders with name/email address that contain the text string entered in the text box.
- **Not Contains**: Displays all senders with name/email address that do not contain the text string entered in the text box.
- **Starts With**: Displays all senders with name/email address that start with the text string entered in the text box.
- **Ends With**: Displays all the senders with name/email address that end with the text string entered in the text box.

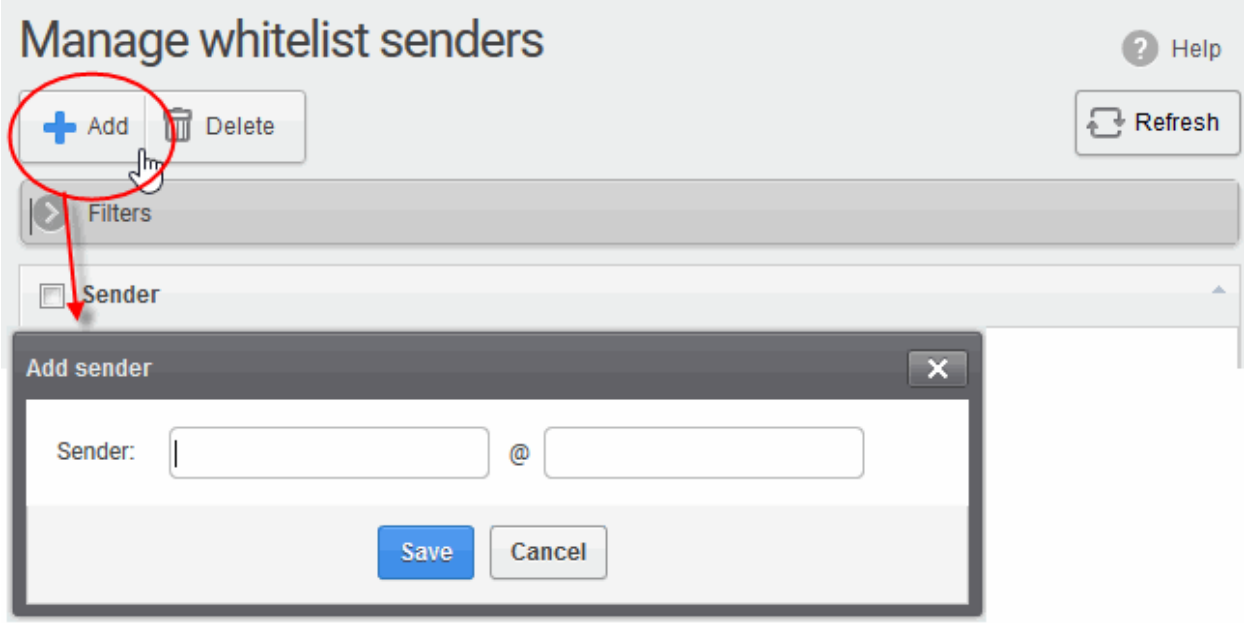
- Click 'Apply Filter' to show the senders meeting the criteria you selected.
- Click anywhere on the 'Filters' to close the filters area.
- To remove all filters and return to the complete list, click anywhere on the filters tab to close the filters area then click the 

button.

To add senders to whitelist manually

- Click the 'Add' button at the top.

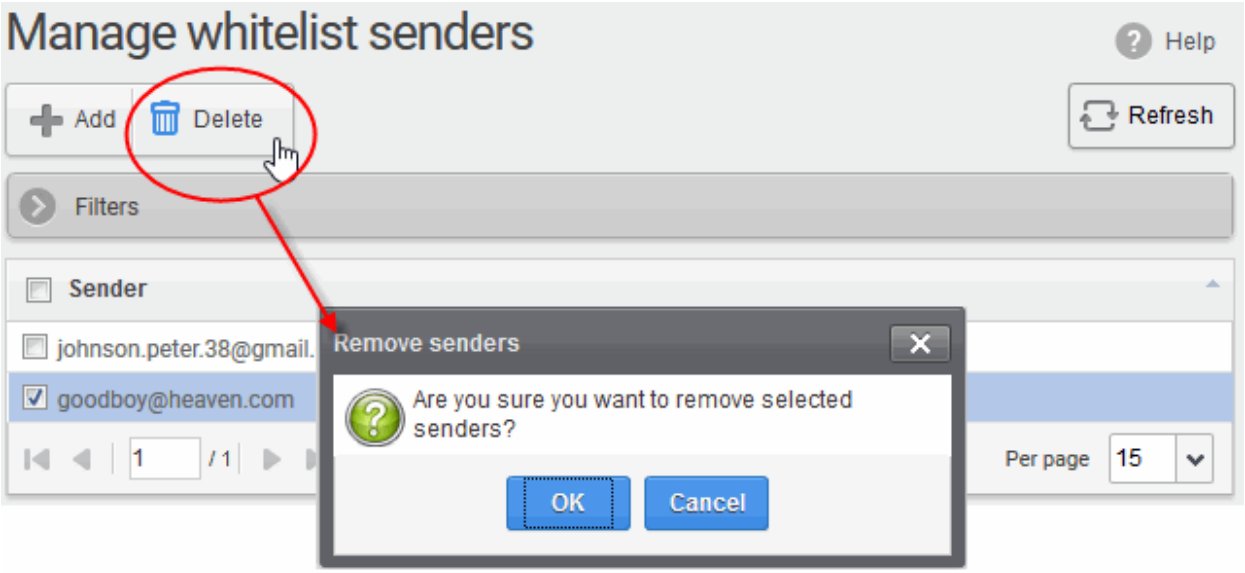
The 'Add sender' dialog will open:



- Enter the sender's username in the 'Sender' 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.

To remove senders from whitelist

- Select the sender(s) from the list and click the 'Delete' button.



- Click 'OK' in the confirmation dialog.

2.16 How to Manage Blacklisted Senders

- CDAS allows you to blacklist senders who frequently send unsolicited emails to you.
- The sender will be blocked only for you and not for other users in the domain.

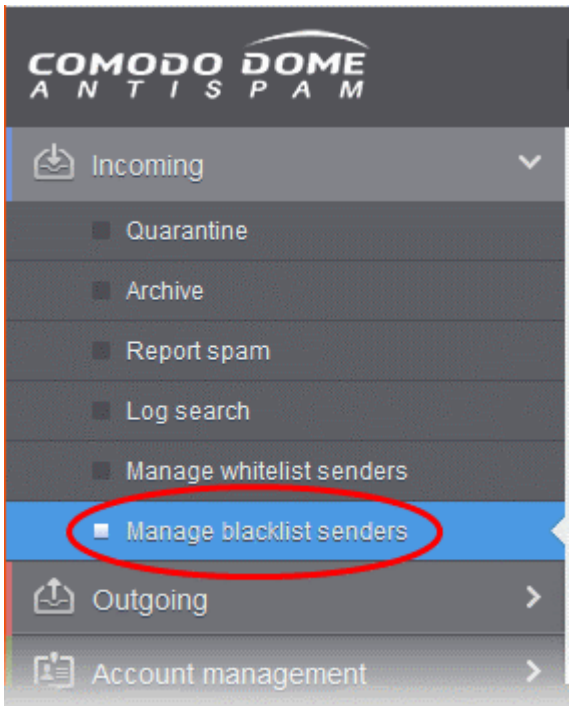
- Messages from blacklisted senders will not be quarantined.
- The sending SMTP server will send a 'bounce' message to the sender.

You can add senders to the blacklist in three ways:

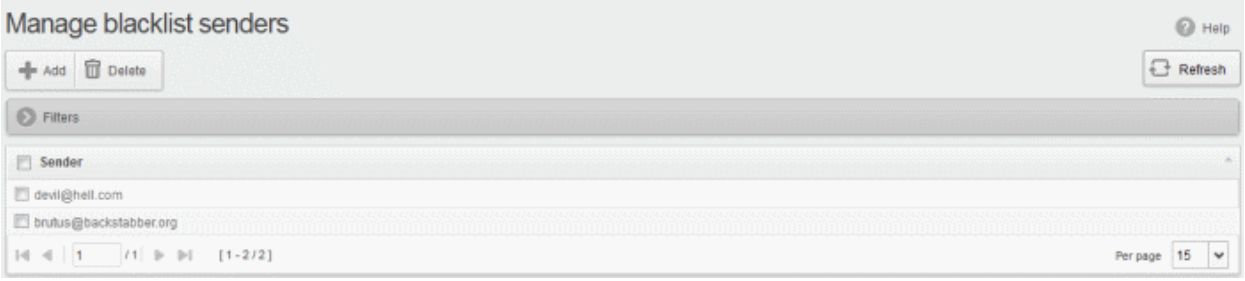
- From the Quarantine interface - By requesting your administrator to blacklist senders of selected quarantined emails. For more details see the Quarantine section.
- From the Archive interface - By requesting your administrator to blacklist the senders of selected mails. For more details see the Mail Archive section.
- From the 'Manage blacklist senders' interface - You can manually add or delete senders to blacklist, depending on the permissions assigned to you by the administrator.

To manage blacklist senders

- Click 'Incoming' on the left then choose 'Manage blacklist senders'



The 'Manage blacklist senders' interface will be displayed with a list of senders blacklisted for your mail account.



From this interface users can:

- Add senders to blacklist manually
- Remove senders from blacklist

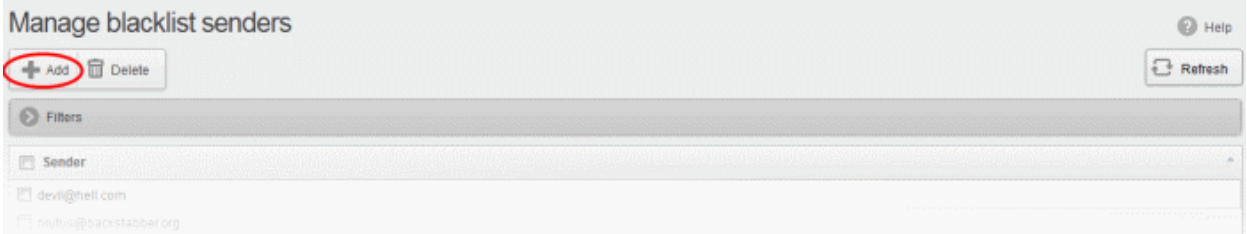
Note: The 'Add' and 'Delete' buttons will be available only if the administrator of your account has enabled this for you. If this is not enabled, you can just view the blacklisted senders in this interface.

Sort the Entries

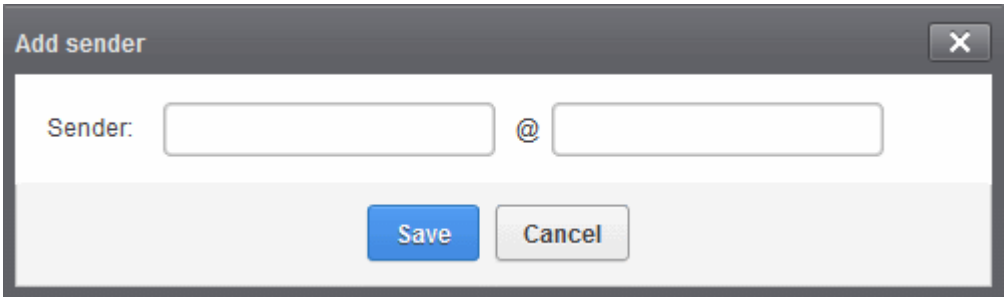
- Click on the 'Sender' column header to sort the entries in ascending or descending order of sender names.
- You can use the filter options to search for specific sender from this interface.

To add senders to blacklist manually

- Click the 'Add' button at the top.



The 'Add sender' dialog will be displayed.

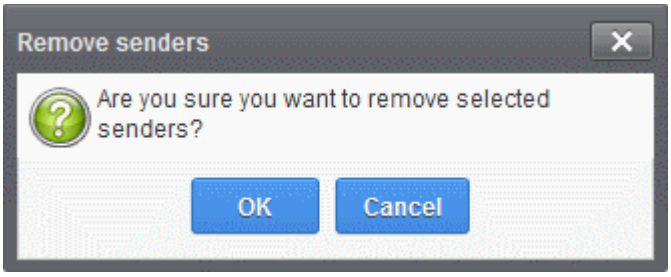


- Enter the sender's username in the first text box and sender's email domain name in the text box after the @ symbol.
- Click the 'Save' button. Repeat the process to add more senders to blacklist.

To remove senders from blacklist

- Select the sender(s) from the list and click the 'Delete' button.

- Click 'OK' in the confirmation dialog for your changes to take effect.

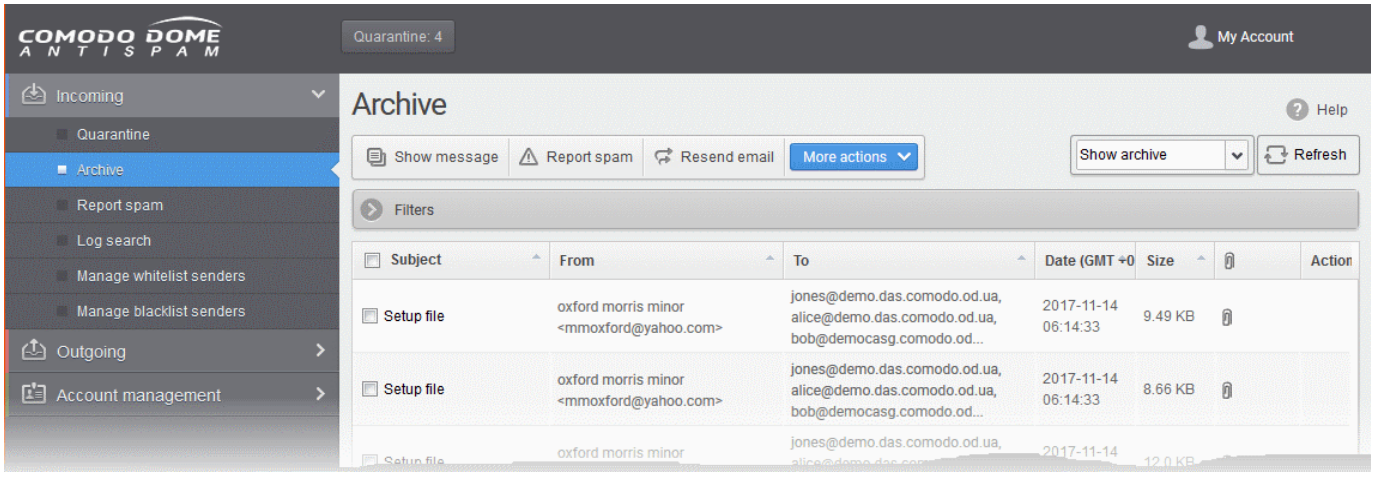


3 The CDAS User Console

The user console of Comodo Dome Antispam (CDAS) allows you to manage your incoming mails and account settings.

- The CDAS web interface is divided into three main areas - Incoming, Outgoing and Account Management. These can be accessed in the menu on the left.
- Each area has several sub-sections. The exact number of features available to you depends on the permissions set by your administrator.

The image below shows the user interface after logging in.



Main Functional Areas

- **Incoming** - In this area, a user can manage his/her quarantined mails, perform log search of incoming mails, report spam, 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 CDAS 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.

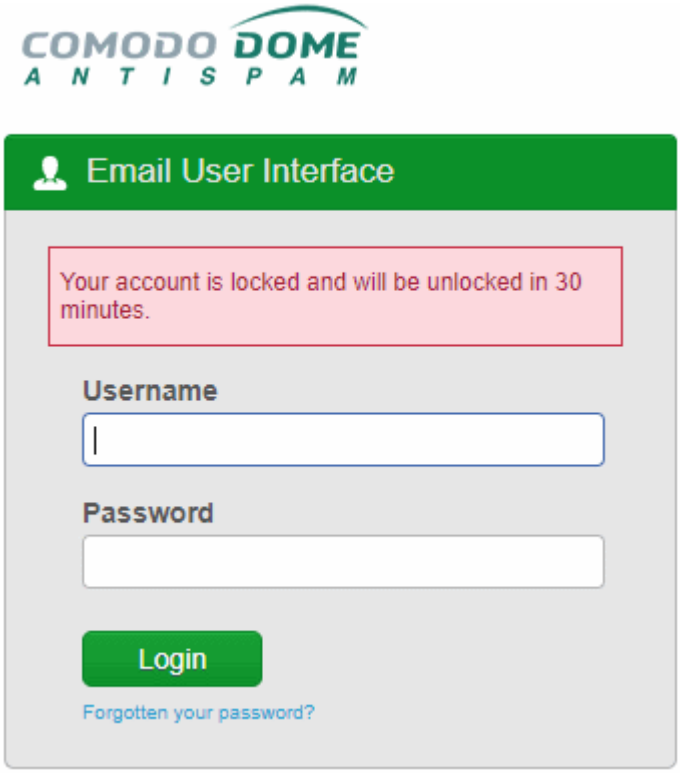
3.1 Logging-in to the User Interface

You can login into your account using any internet browser.

Enter https://us-domeasmsp.cdome.net/user/login.zul (USA users) or https://domeasmsp.cdome.net/user/login.zul (EU users) in the address bar of your browser. Your admin should let you know which to use.

- Login to your account with the username and password that were sent to you via email after your CDAS account was created.

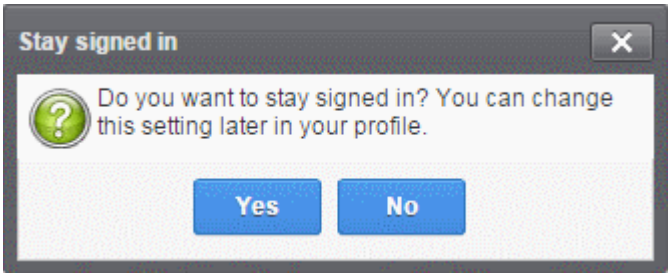
For safety reasons, CDAS will lock the account for 30 minutes after three failed login attempts. Please contact your administrator if you want to unlock the account immediately.



- The length of time that accounts are locked for can be customized by contacting your Comodo account Manager.
- If you have forgotten your login password, click 'Forgotten your password?' to generate a new password. Click here for more details.

After first login, you might be able to login on subsequent occasions without providing your credentials if so

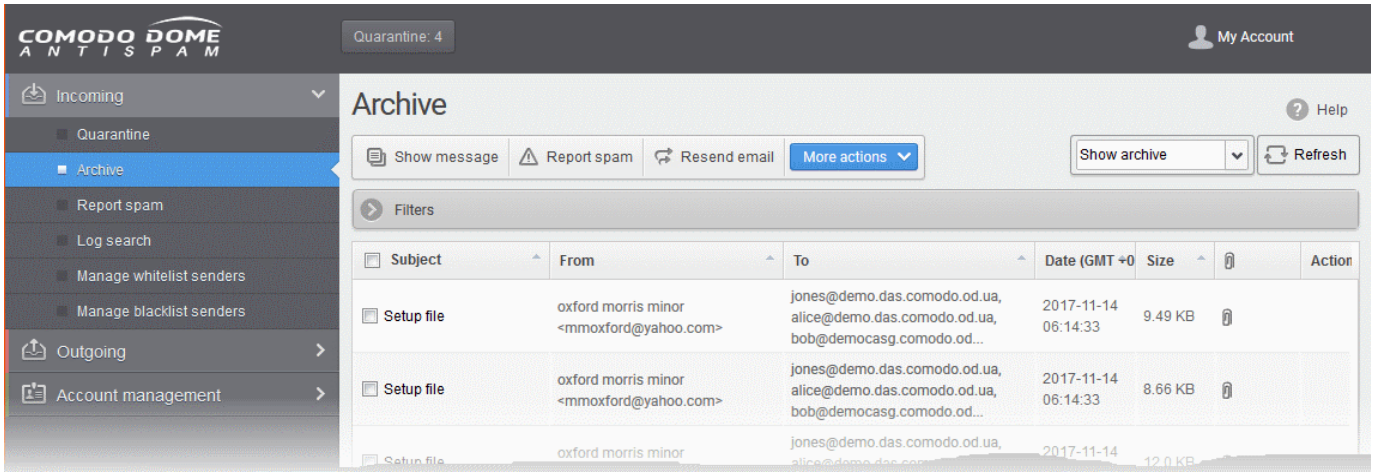
configured your administrator. A message will be shown after logging-in for the first time if this feature is enabled:



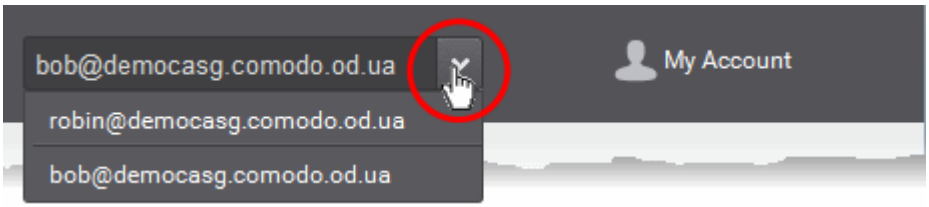
- Click 'Yes' to enable the feature.

You can change these settings anytime in 'My Profile' > 'Change settings'. The 'Stay signed in' check-box will only be available if your administrator has enabled the option for the domain. See 'Managing My Profile' for more details.

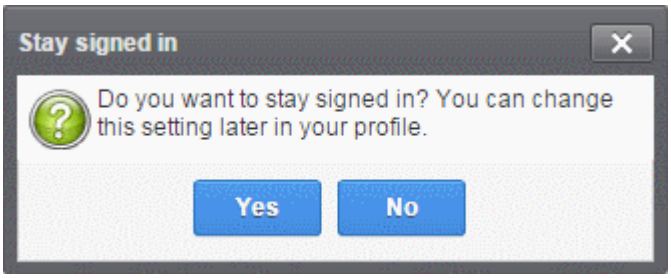
Once you have successfully logged-in, the CDAS dashboard for your email account will be displayed.



If you have aliases, you can choose any of your primary and alias email accounts from the drop-down at the top right. The CDAS dashboard for the chosen account will be displayed.



Depending on the settings configured by the administrator, you can access your CDAS account without providing your credentials each time after logging-in the first time. An alert will be displayed when you are logging-in for the first time in a browser after the auto-login feature is enabled by the administrator.



Clicking 'Yes' will enable the 'Stay signed in' check box in the 'My Profile' interface. You can change the settings anytime in the 'Change settings' section from the 'My Profile' interface. The 'Stay signed in' check box will be available only if the administrator has enabled this option for the domain. Refer to the section 'Managing Profile

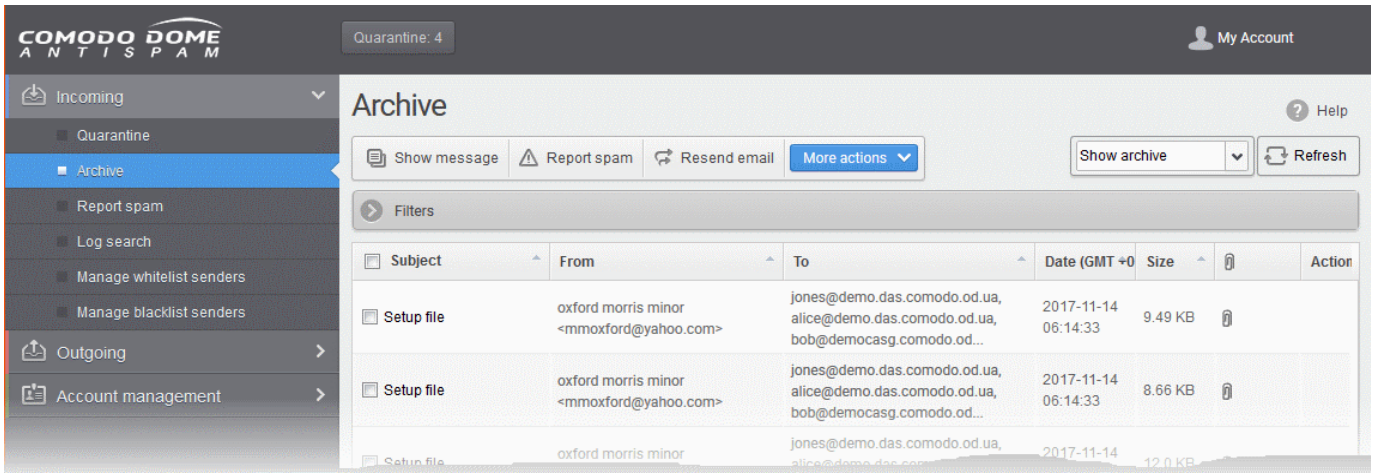
Settings' for more details.

Please note that this auto-login feature will work in the same browser that you used to access CDAS and opted for this feature. If you use another browser, you have to login again. The auto-login feature will be valid for a certain period only depending on the number of days configured by the administrator. If the period expires, then you have to login again.

3.2 The User Interface

- The user interface has three main functional areas - 'Incoming', 'Outgoing' and 'Account management'.
- You can access these areas using the links on the left. Each area has several sub-sections.

Note: Access to various interfaces depends on the permission levels set for you by your administrator. For example, 'Quarantine', 'Report spam', 'Log search' and 'Manage report subscriptions' may not be available to you. Please contact your administrator should you require access to them.



- **Incoming** - Manage quarantined mail, perform log searches of incoming mails, report spam, manage whitelisted and blacklisted senders. See the Incoming section for more details.
- **Outgoing** - Run log searches of outgoing mails. See the Outgoing section for more details.
- **Account Management** - Change password, update the recipient whitelist and manage subscriptions to quarantine reports. See Account Management for more details.
- **Support** - The support.comodo.com link at the bottom of interface opens the Comodo support portal, an online knowledge base and support ticketing system. This is the fastest way to get help with any issues you encounter.

Various interfaces will display a help button at the top-right of the interface. Click this button to view help on the interface you have open at the time.

Click the following links for more details on each of the sections:

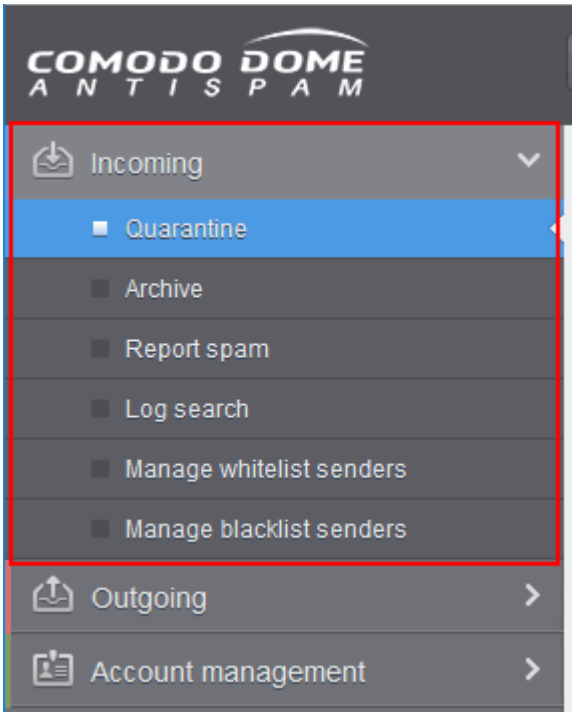
- Incoming
- Outgoing
- Account Management

3.2.1 Incoming

The 'Incoming' area lets you view/release quarantined emails, perform log searches of incoming mails and add senders to the whitelist or blacklist.

Note: Access to various interfaces depends on the permission levels set for you by your administrator. For

example, the 'Quarantine' screen may not be available if this feature is not enabled for you.

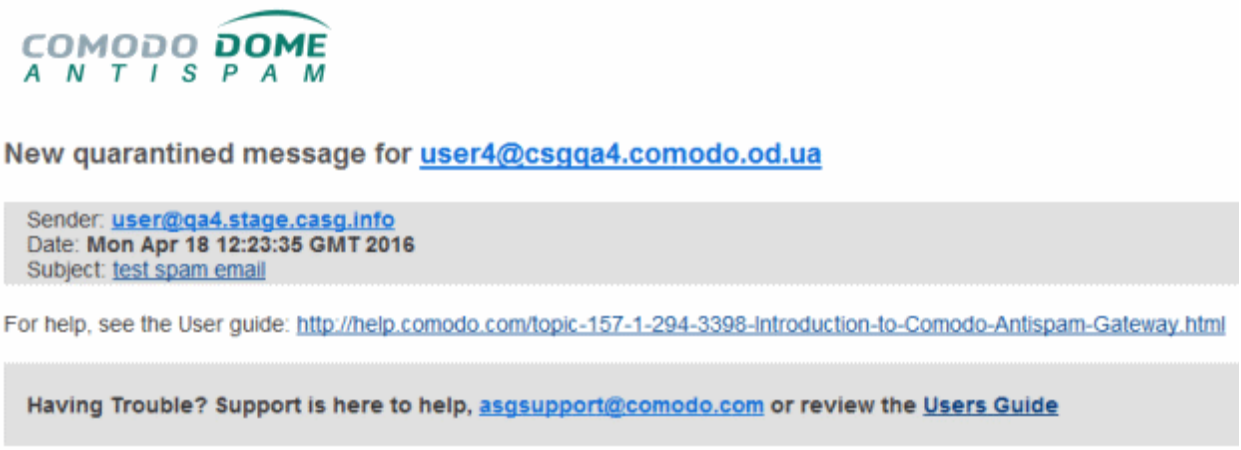


Click the following links for more details on each area in the 'incoming' section:

- Quarantine
- Archive
- Report Spam
- Log Search
- Manage Whitelist Senders
- Manage Blacklist Senders

3.2.1.1 Quarantine

- CDAS scans all messages received by your mail server to identify spam and malicious email.
- If enabled by your administrator or by yourself, CDAS will send you notifications whenever a mail sent to you or your aliases is quarantined.
- The notification mail will contain a link to view the email. The link will expire after 24 hours. See 'Managing Profile Settings' for more details about enabling/disabling quarantine mail alerts.



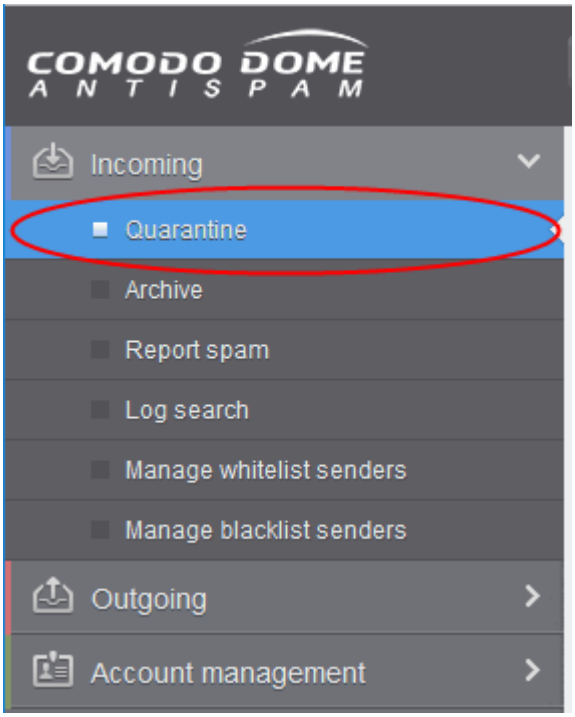
- The notification mail contains links to request the mail is released from quarantine, to whitelist/blacklist the sender or to delete the mail from quarantine.
- If you want to release the mail from quarantine or blacklist/whitelist the sender, you need to login to the CDAS user interface and open the quarantine interface.
- The 'Quarantine' interface shows mails addressed to you but quarantined by CDAS. You can view the mails and even download attachments from them if you are sure they are safe. You may also send requests to your administrator to release quarantined emails or add senders to the whitelist or blacklist.

Note: Please contact your administrator if you are not able to view and access your quarantined mails.

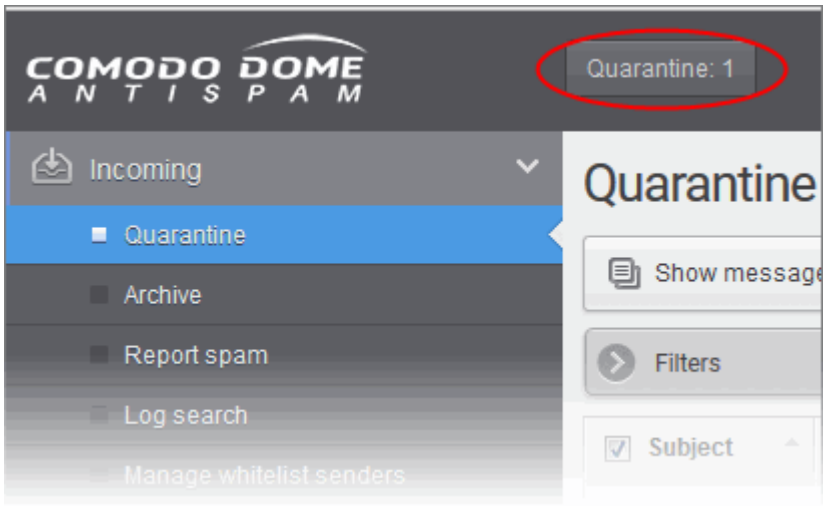
Tip: You can configure CDAS to send quarantine reports periodically to your email. The report will contain a list of mails identified as spam which were moved to quarantine by CDAS. For more details, see CDAS Reports - An Overview

To open the quarantined interface

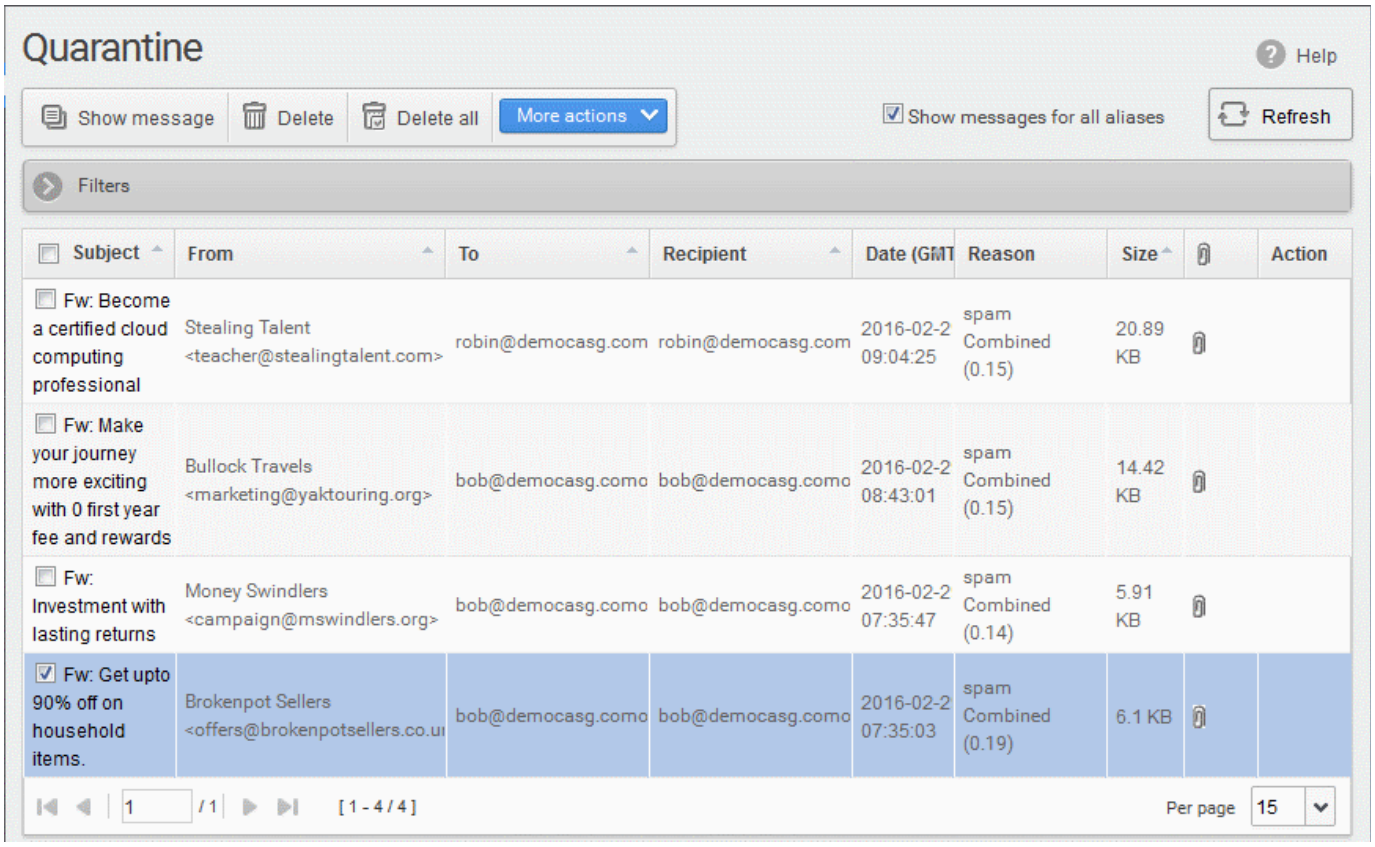
- Click 'Incoming' on the left then select 'Quarantine'



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



The quarantine area will open:



Note: Depending on the permission level configured for your email account by your administrator, the buttons in the interface may vary. For example, 'Show message' 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.

Quarantine - Column Descriptions	
Column Header	**Description**
Subject	The subject line of the quarantined mail.
From	The name and email address of the sender.

To	The name/email addresses of all persons to whom the mail was addressed. The list contains all the intended recipients belonging to different email domains, added to the To and CC fields of the email.
Recipient	Your name/email addresses.
Date	The date and time at which the mail was received
Reason	The reason for which the mail was quarantined.
Size	The size of the email in KB.
Attachment	Indicates whether the mail has attachments or not.
Action	The action taken by the user. For example, to request the mail is released from quarantine or to add the sender to the blacklist or whitelist.

- **Show messages for all aliases** - By default, only the list of emails received at your primary email address will be displayed. If you want to view the mails that were received at your alias email addresses, select the 'Show messages for all aliases' checkbox.

Note: The option 'Show messages for all aliases' will not be available if you have have switched to any of your alias accounts.

From this interface you can:

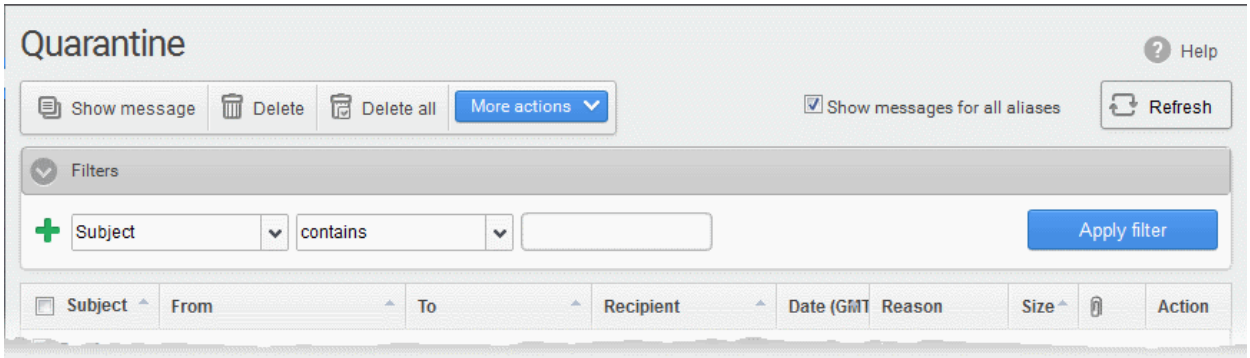
- View quarantined mails
- Delete quarantined mails
- Request administrator to release quarantined mails
- Request administrator to add senders to blacklist
- Request administrator to add senders to whitelist

Sort Entries

- Click any column header to sort mails in ascending or descending order

Use Filters to search quarantined emails

- Click anywhere on the 'Filters' stripe to open (or close) the filters area.



Available filters are:

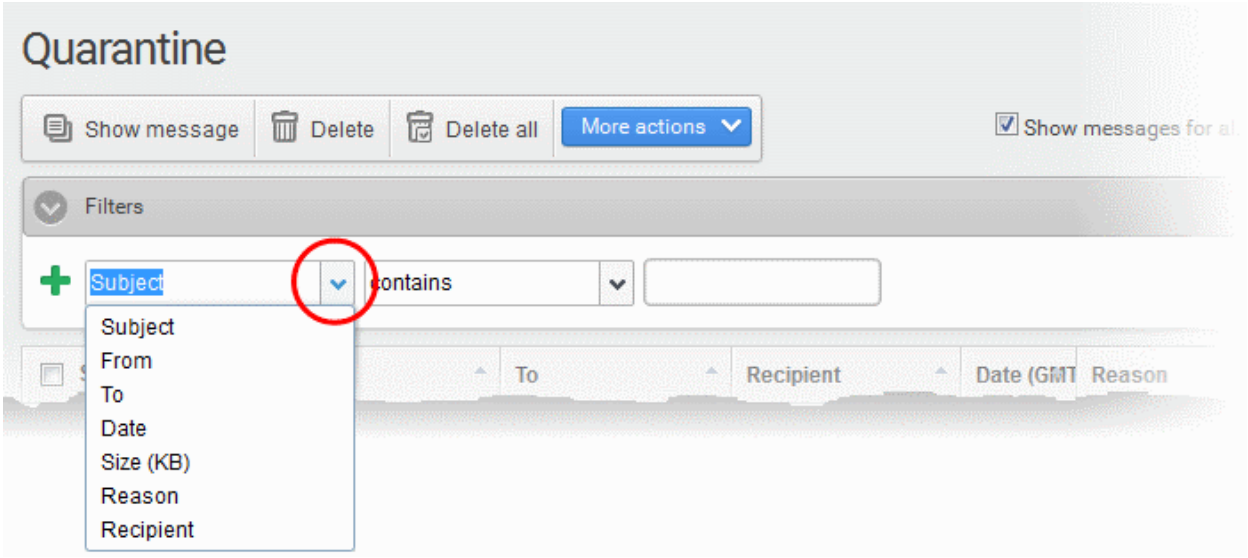
- **Subject**: Filter mails based on text found in the subject line. Type the text you wish to search for in the field on the right. Select a condition from middle drop-down.
- **From**: Filter mails based on the sender's name/email address. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.

- **To**: Filter mails based on the name or email address of the person(s) to which the mail was sent. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.
- **Date**: Filter mails based on the date entered in the right field using the calendar drop-down and the condition selected from middle drop-down.
- **Size (KB)**: Filter mails based on the size of the message. Enter the size in KB in the field on the right. Select a condition from middle drop-down.
- **Reason**: Filter mails based on the reason for which the mail was quarantined. Enter a reason in the right field. Select a condition from the middle drop-down.
- **Recipient**: Filters mails based on name or email address of the user(s) in the same email domain to which the mail was sent. Enter the text you wish to search in the right field and select a condition from middle drop-down.

When you select any 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
- **Equals**: (Date) Displays archived emails that have the date specified on the right.
- **Less than**: (Date) Displays archived mails which arrived before the date specified in the calendar on the right.
- **Greater than**: (Date) Displays archived mails which arrived after the date specified in the calendar on the right.
- **Less than**: (Size) Displays archived mails smaller than the sized specified in the third box.
- **Greater than**: (Size) Displays archived mails larger than the sized specified in the third box.

- Click 'Apply Filter' to show mails meeting the criteria you selected.
- To narrow your search results, click ✚



- To remove a filter, click ▬ icon.
- To remove all filters and return to the complete list, click anywhere on the filters to close the filters area then click the Refresh button.

View 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:

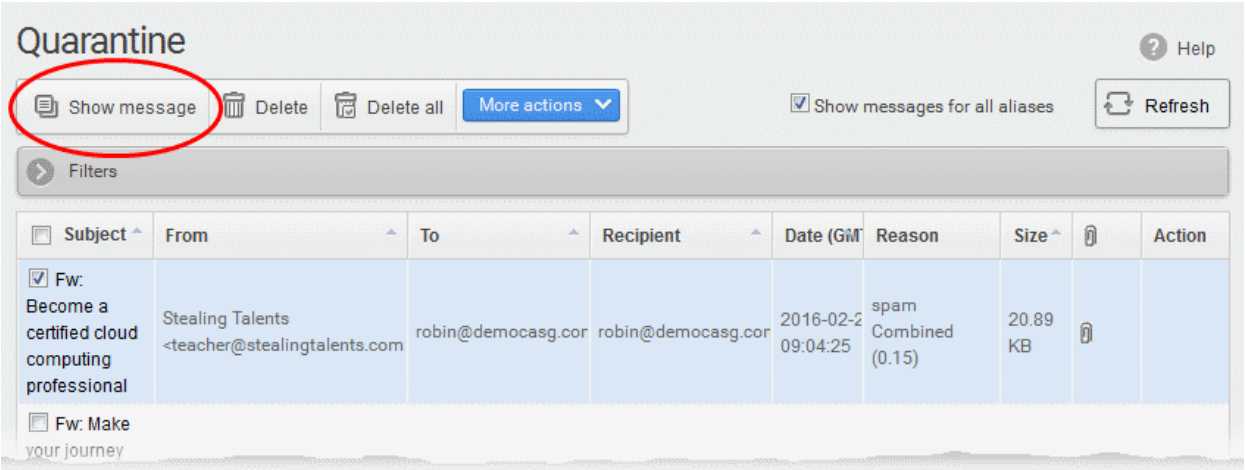
- In the same CDAS window
- In a new CDAS window

To view quarantined mails in the same CDAS window

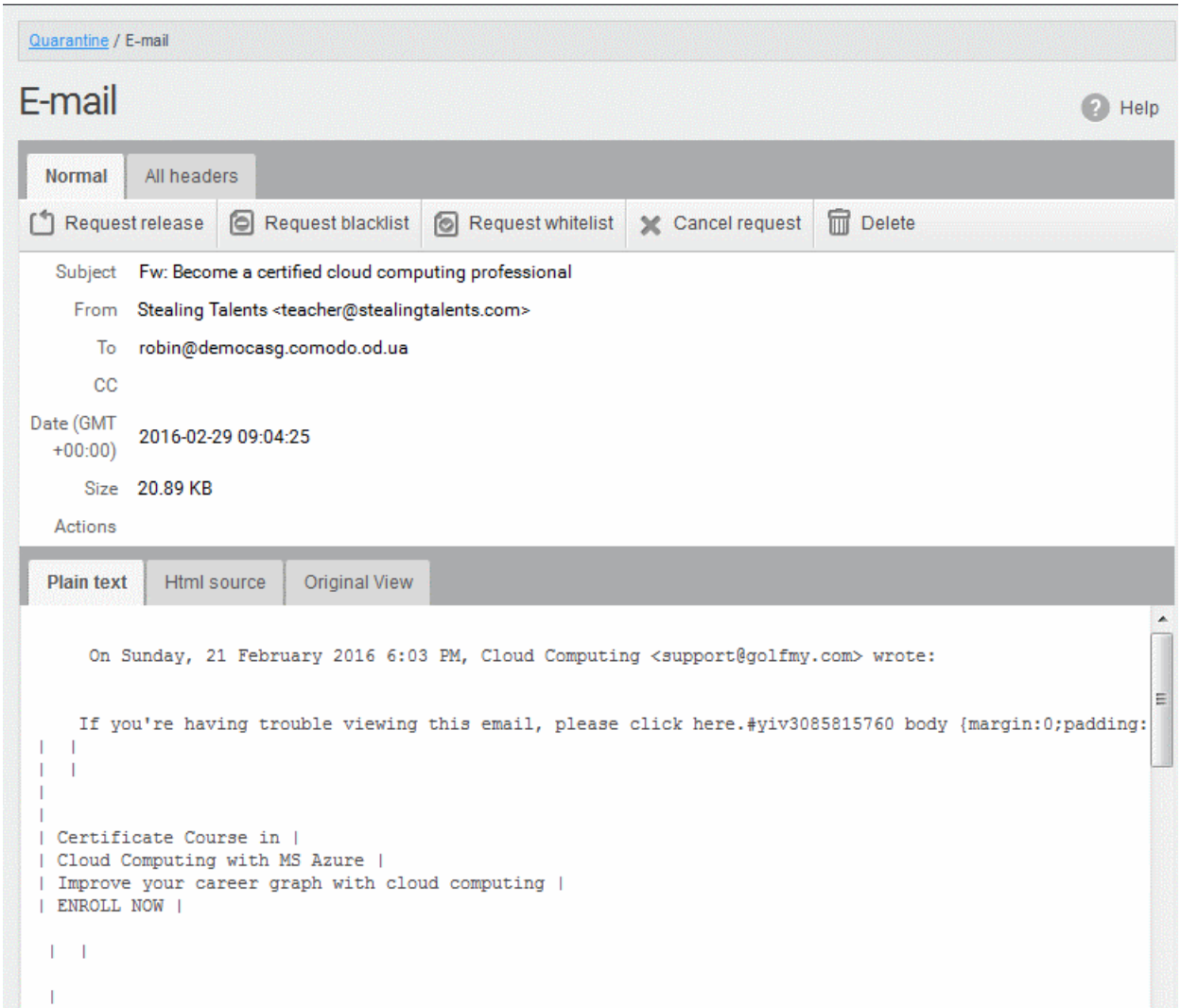
- Select the mail that you want to view and click the 'Show Message' button.

  OR

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

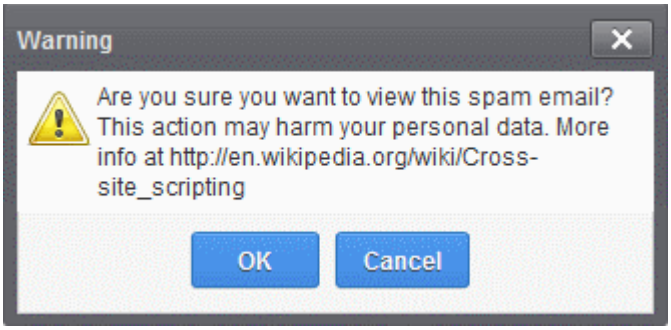


The selected mail will open:



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

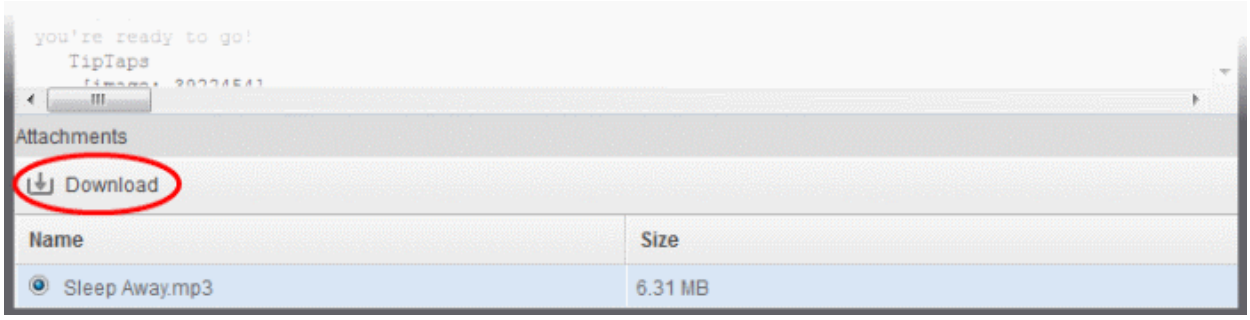
- Click 'Html source' to view the source code of the mail.
- Click the 'Original View' tab to view images and links. A warning message will be displayed as follows:



- Click 'OK' to view the email.

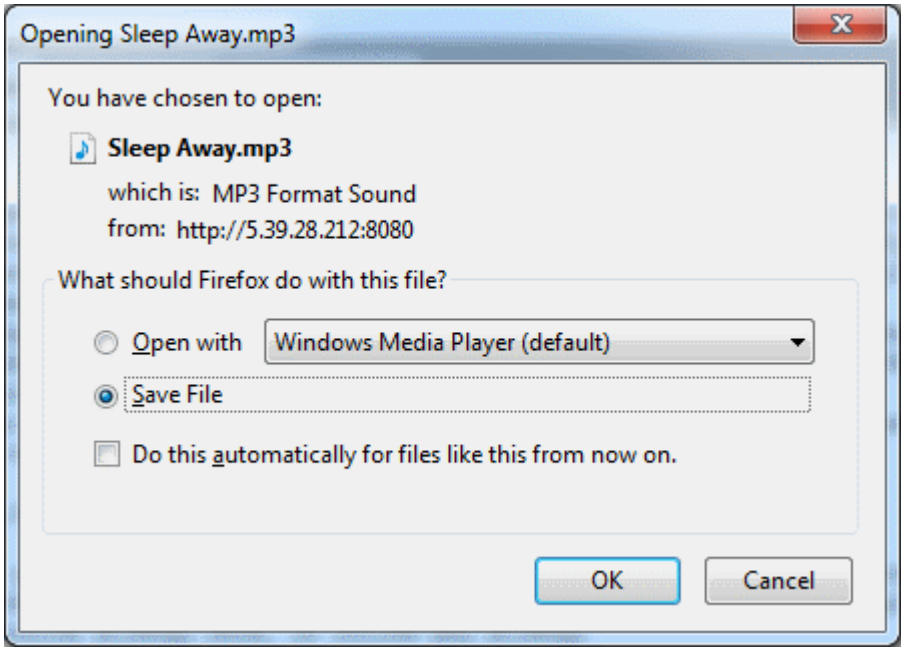
Check the details of the mail and ascertain whether it is a spam mail or not. You can choose to either release the email or to add the sender to whtelist or blacklist.

If there is an attachment, you can download it from this dialog.



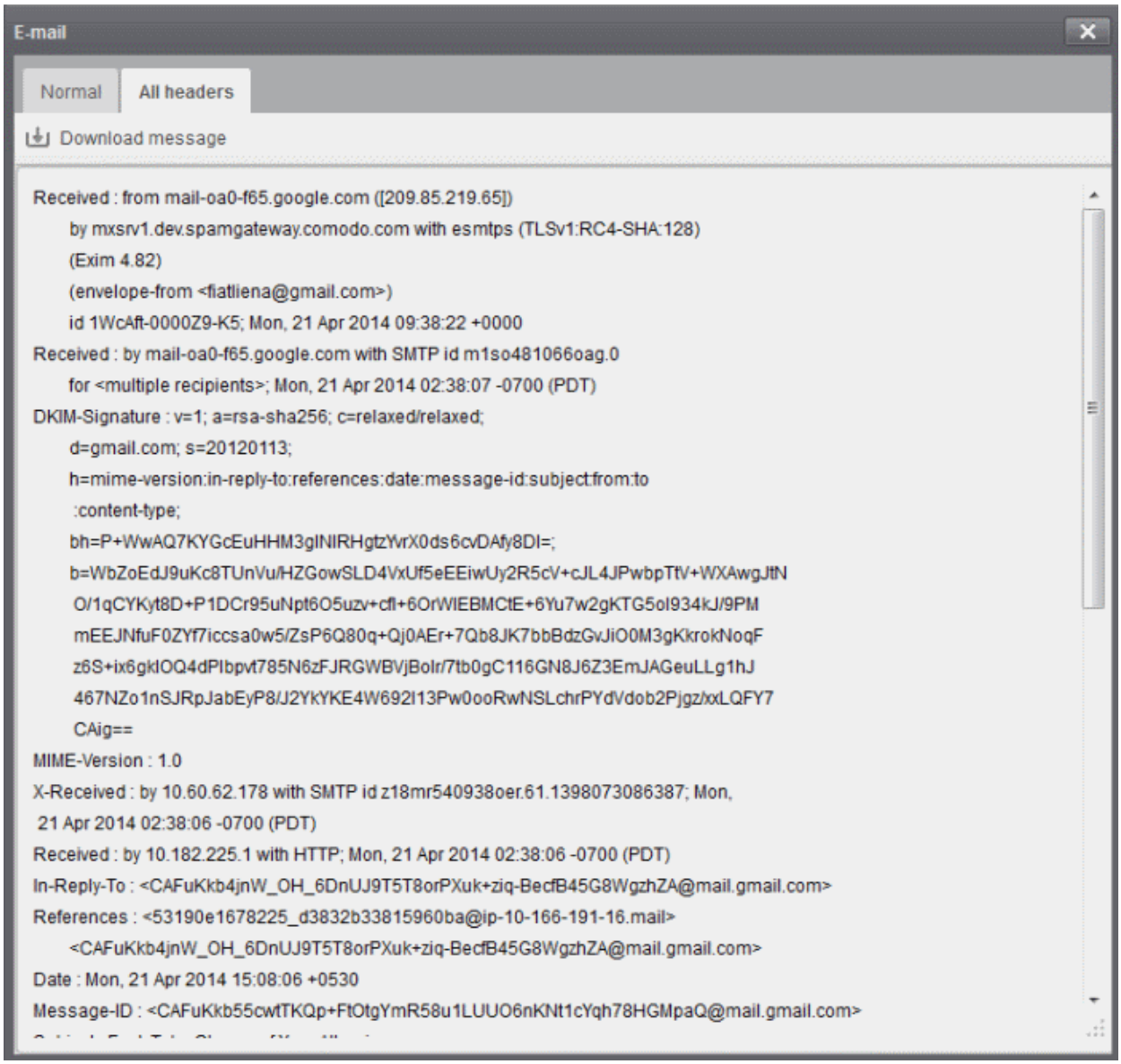
- Select the attachment and click 'Download':

The download dialog will open.



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

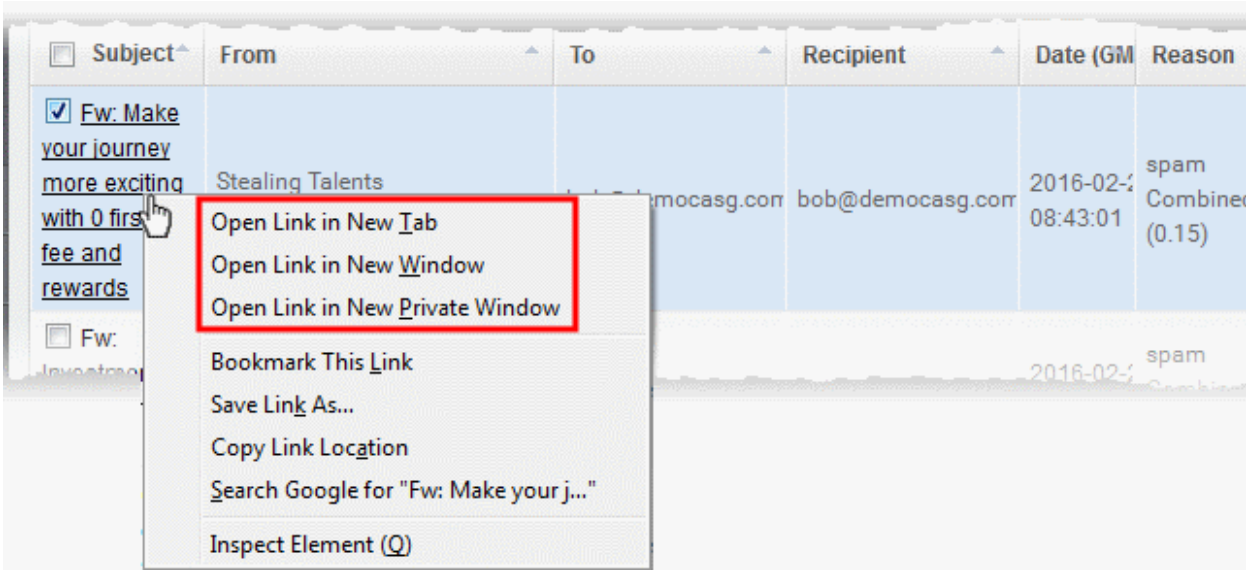
- Click 'All headers' to view the email headers, which contain information about the route taken by the mail before it reached your mailbox. The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity of the mail.



- To download the email as a HTML file, click 'Download' message.

To view a quarantined mail in a new window

- Right-click on the subject line of the mail you want to view and choose to open in a new tab or new window from the context sensitive menu.

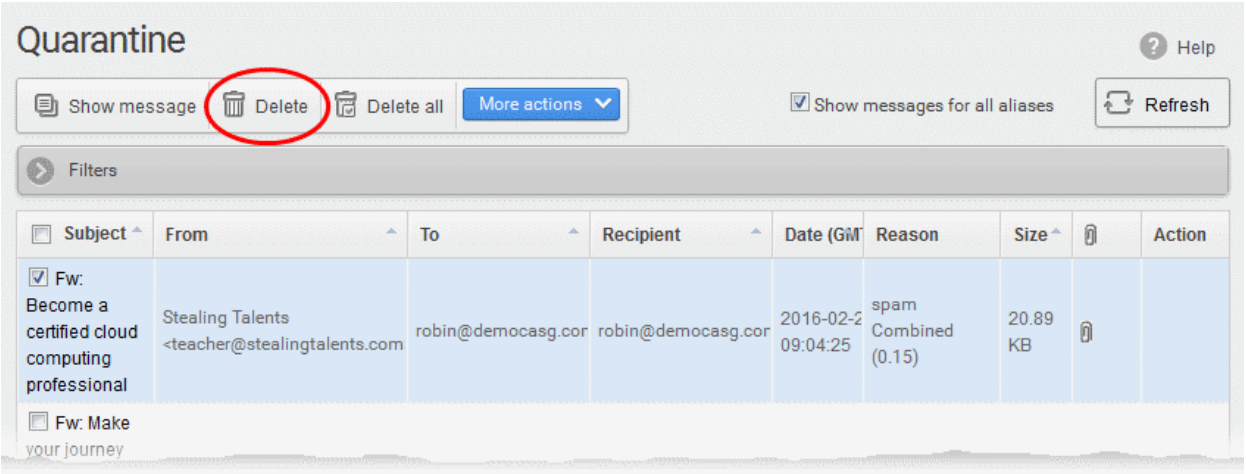


Your browser may display a warning pop-up window notification. Click 'Options'> then select 'Allow pop-ups for...' to allow the message to open in a new window. Click 'Show message in new window' again.

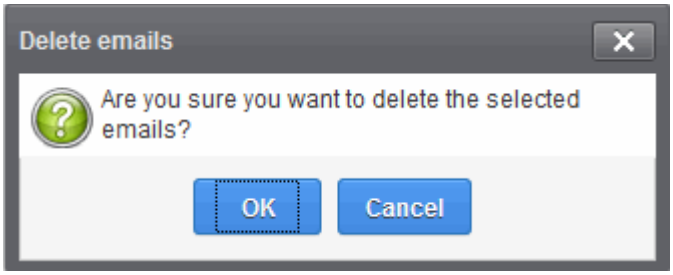
The details of the selected mail will be displayed in a new window or tab as chosen.

To delete a quarantined mail

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

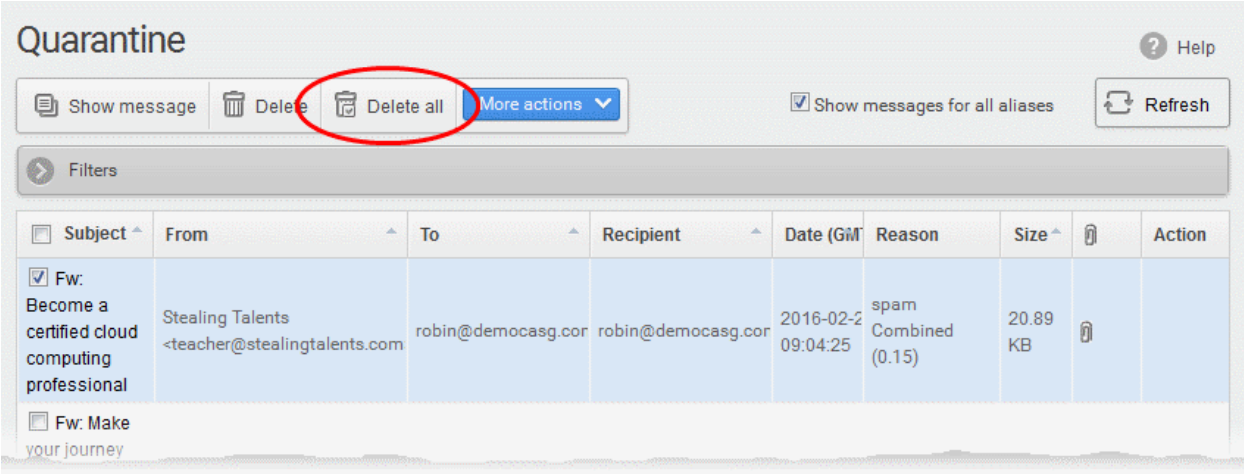


An alert will be displayed to confirm the deletion. Click 'OK' to delete the selection email.

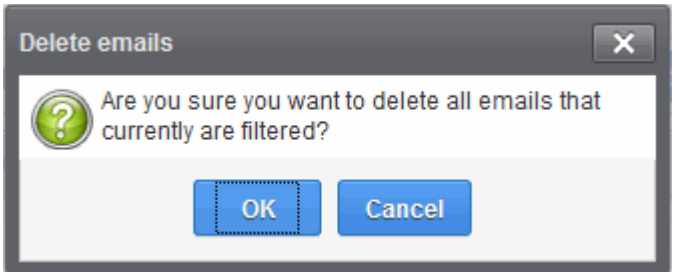


The selected mail will be deleted and will no longer be in the quarantined mail list.

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



An alert will be displayed to confirm the deletion.



- Click 'OK' to delete all quarantined emails.

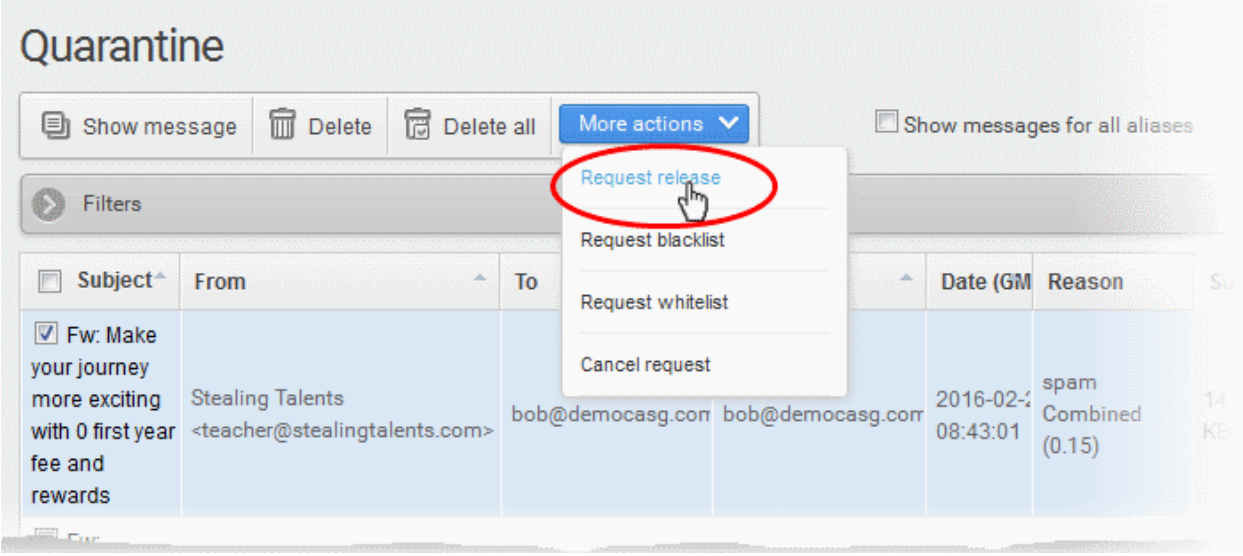
All the quarantined emails for the selected domain will be deleted.

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 release and click 'More actions' > 'Request 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 be longer be displayed.

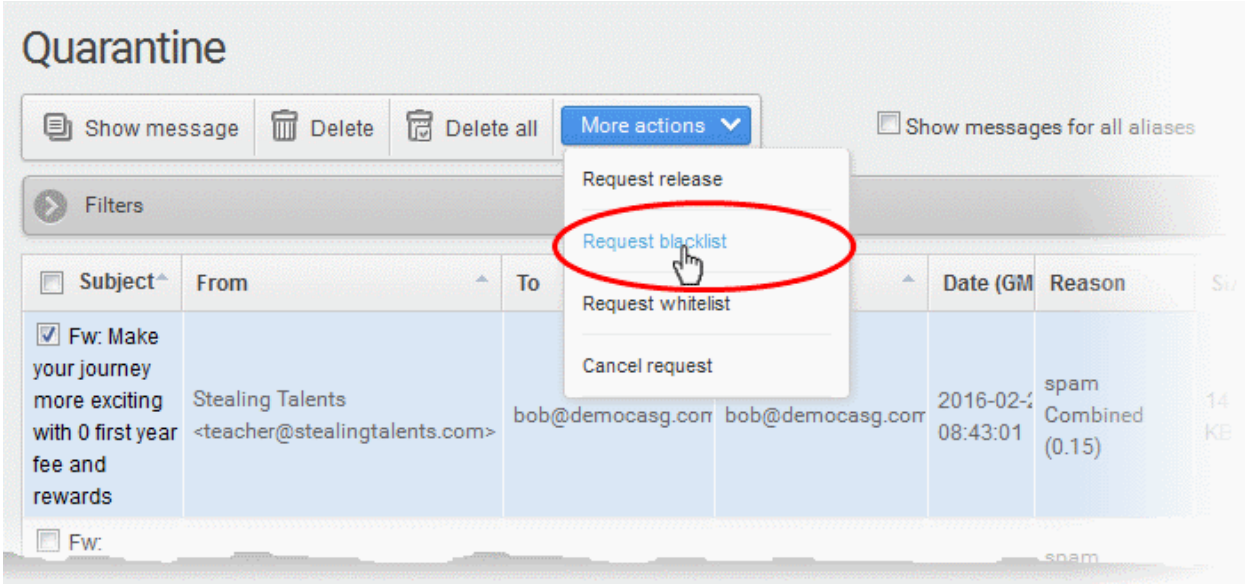
- Click 'More actions' then 'Cancel request' to cancel the request before the administrator accept the request

Request to add a sender to the 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 whose sender you want to add to the blacklist and click 'More actions' > 'Request Blacklist'



A 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.

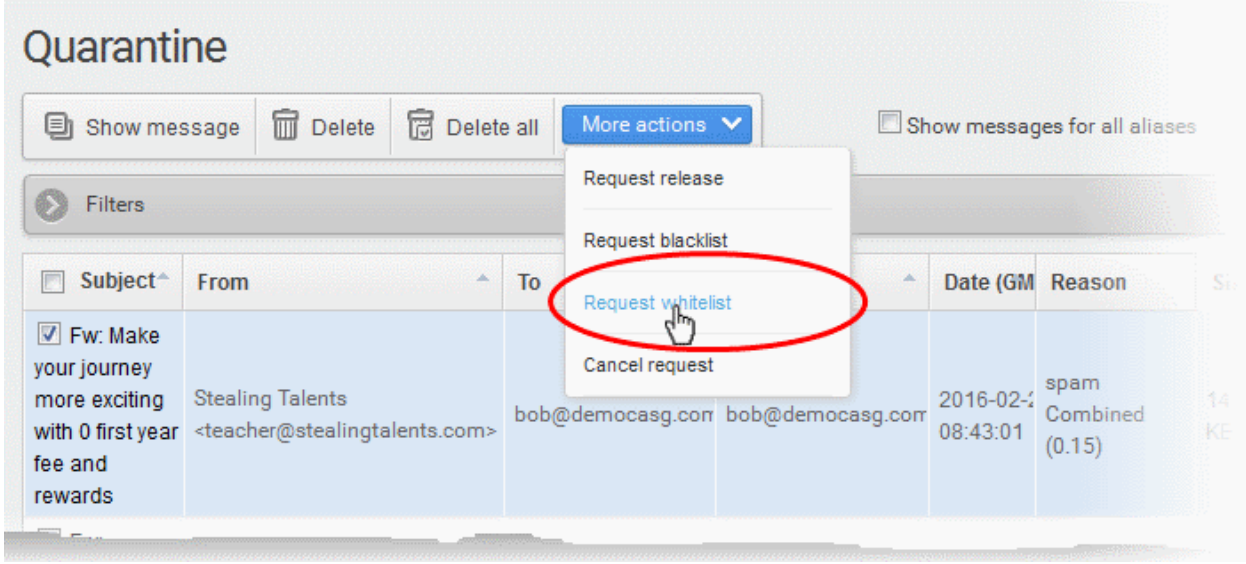
- If the request is rejected, 'Blacklist this Sender' icon in the Action column will no be longer be displayed.
- Senders added to blacklist will be displayed in the 'Manage blacklist senders' interface. See Managing Blacklisted Senders for more details.
- To cancel the request before the administrator accept the request, choose the mail > click 'More actions' then 'Cancel request'.

Request to add a sender to the whitelist

If mail from a sender that you trust gets quarantined, you can request your administrator to add the sender to the whitelist.

Note: Depending on permissions set by your administrator, the link in the 'More Actions' drop-down will either be 'Whitelist this Sender' or 'Request whitelist'. 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' > 'Request Whitelist'



An email notification will be sent to your administrator with your request. 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. See Managing Whitelisted Senders for more details.

- Click 'More actions' then 'Cancel request' to cancel the request.

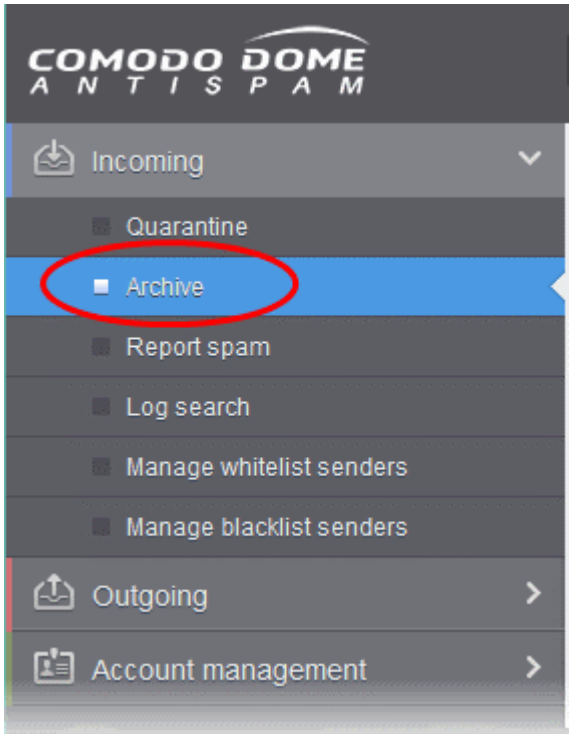
3.2.1.2 Mail Archive

CDAS is capable of maintaining a copy of your emails in the archive.

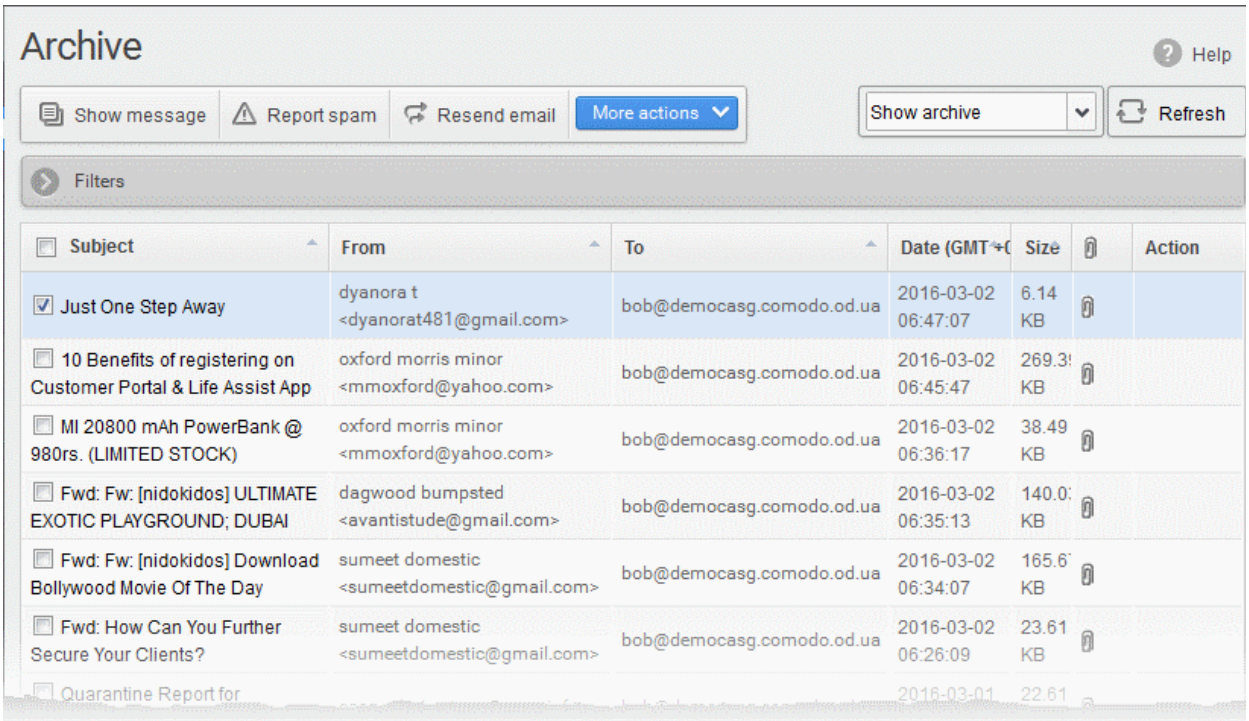
- The period for which mails are retained in the archive depends on the retention period configured by your administrator.
- The 'Archive' interface allows you to view the list of emails received at your email address.
- You can view stored messages, reply to mails, report spam, and resend mail to yourself from this interface.

To open the mail archive interface

- Click 'Incoming' on the left then choose 'Archive'



The Archive interface will open with the list of your archived emails.



From this interface, you can:

- View archived mails
- Resend selected mail to yourself
- Report spam mails
- Reply to a mail
- Forwarding archived emails

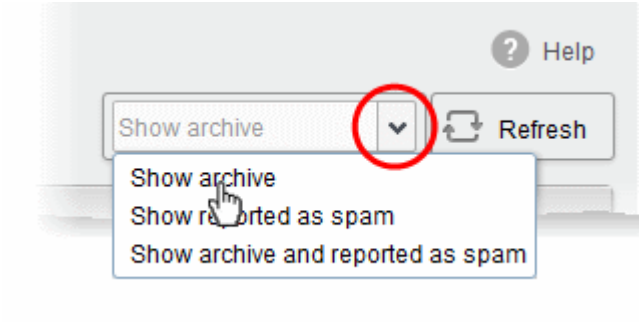
- Add senders to blacklist
- Add senders to whitelist
- Use 'Filters' to search for specific emails

Sort the Entries

- Click any column header to sort mails in ascending or descending order of entries in that column.

Page Filter

The page filter on the top right allows you to filter the mails depending on their spam reported status:



- **Show archive**: Displays all non-spam archived mails
- **Show reported as spam**: Displays archived mails that were reported as spam
- **Show archive and reported as spam**: Displays both spam and non-spam archived mails
- You can search for specific mails by using filters. See Use 'Filters' to search archived emails for more details.

View Archived Mails

The 'Archive' interface allows you to view the content of stored emails along with details such as subject, sender, recipient(s), date and size. The mails can be viewed in two ways:

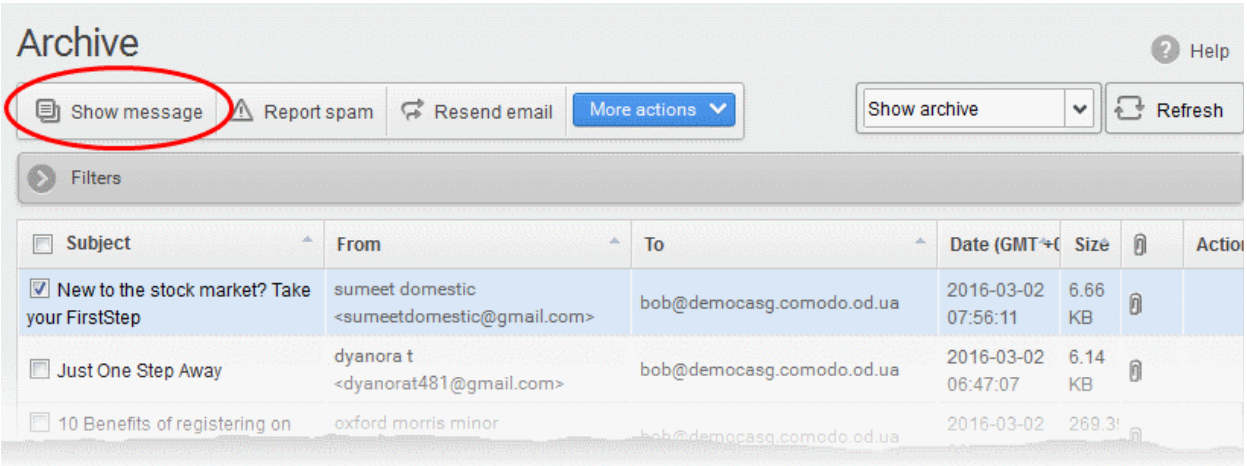
- In the same CDAS window
- In a new CDAS window

To view details of archived mails in the same CDAS window

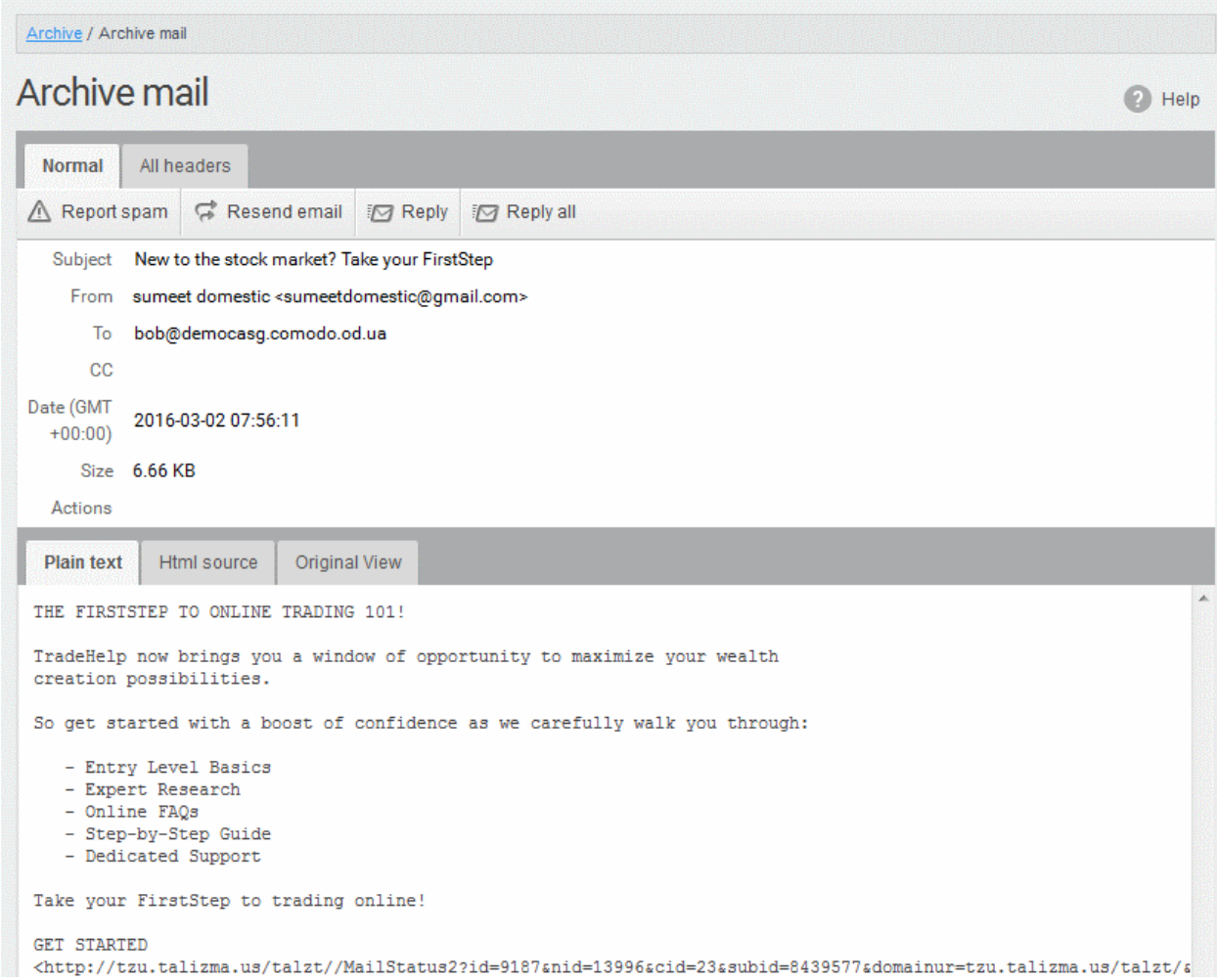
- Select the mail from the 'Archive' interface and click the 'Show Message' button.

  OR

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

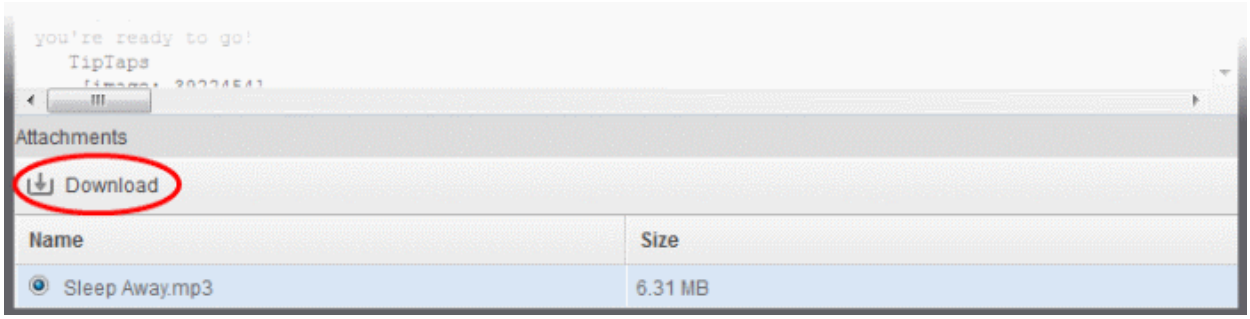


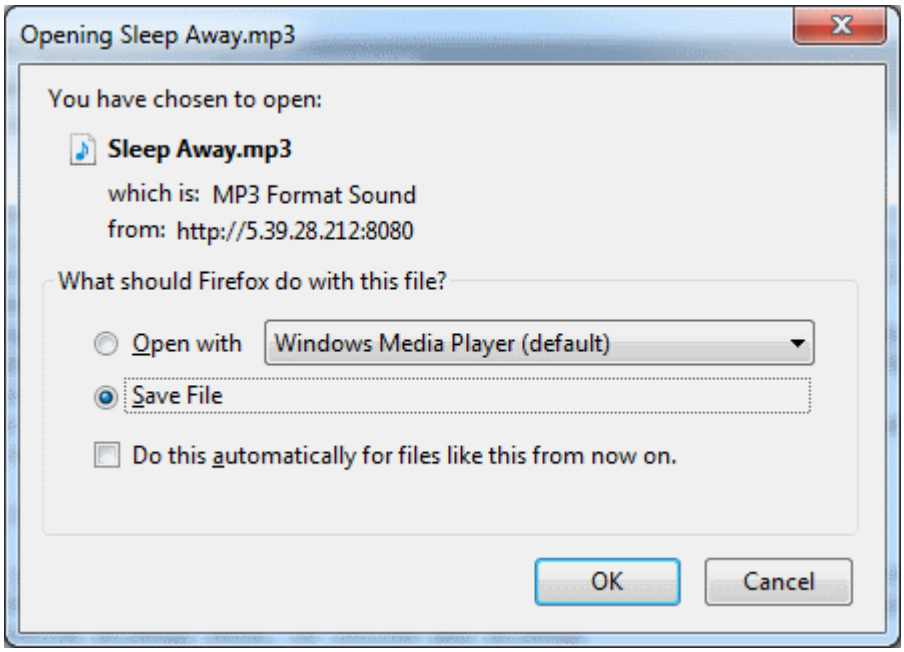
The selected mail will open.



By default, the email will open in Normal view and will be displayed in Plain text, where the images, banners and links will be not be displayed. Click 'Html source' to view the source code of the mail. To view images and links, click the 'Original View' tab.

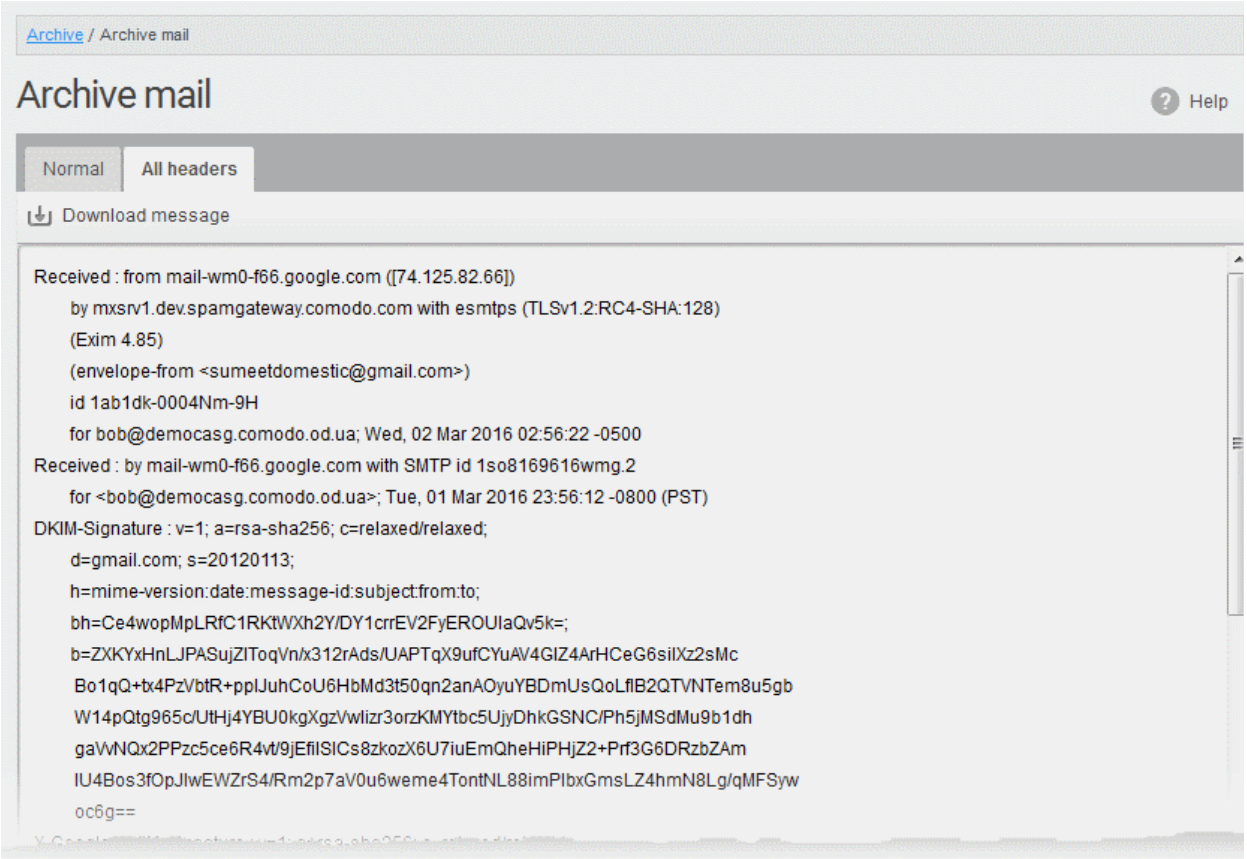
- If the mail has attachments, you will be able to download them by selecting them and clicking the 'Download' button.





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

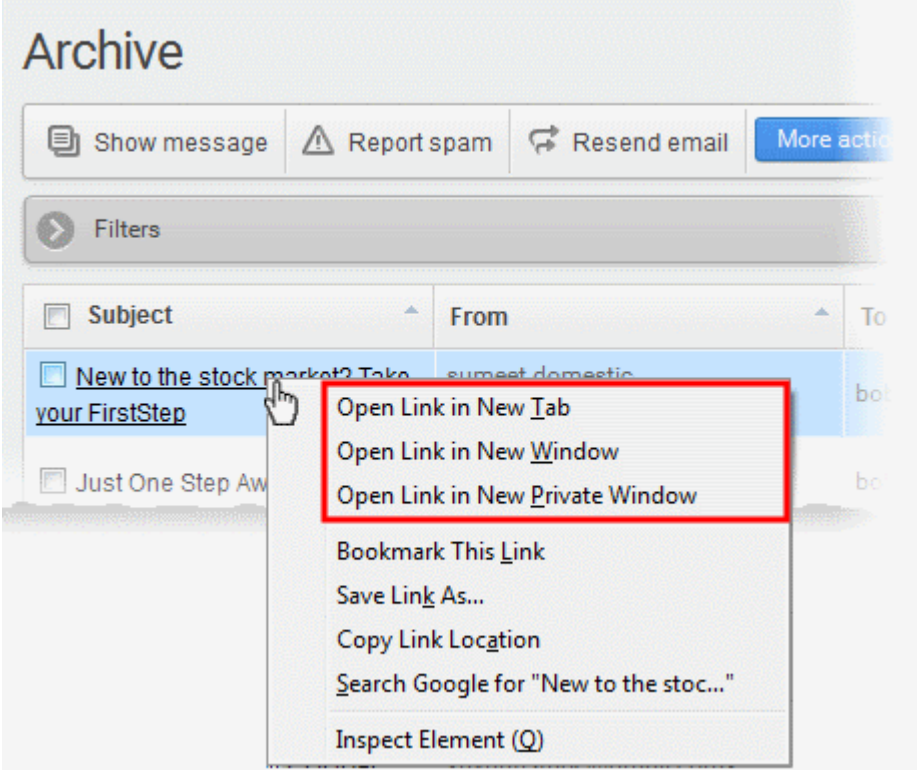
- To view the email headers, which contain information about the route taken by the mail before it reached your mailbox, click 'All headers' tab.
- The headers give full details of the sender, route, recipient, sent date, mail type and so on and enable you to check the authenticity of the mail.



- To download the email as a HTML file, click 'Download' message.

To view archived mail in a new window

- Right click on the subject line of the mail you want to view and choose to open in a new tab or new window from the context sensitive menu.



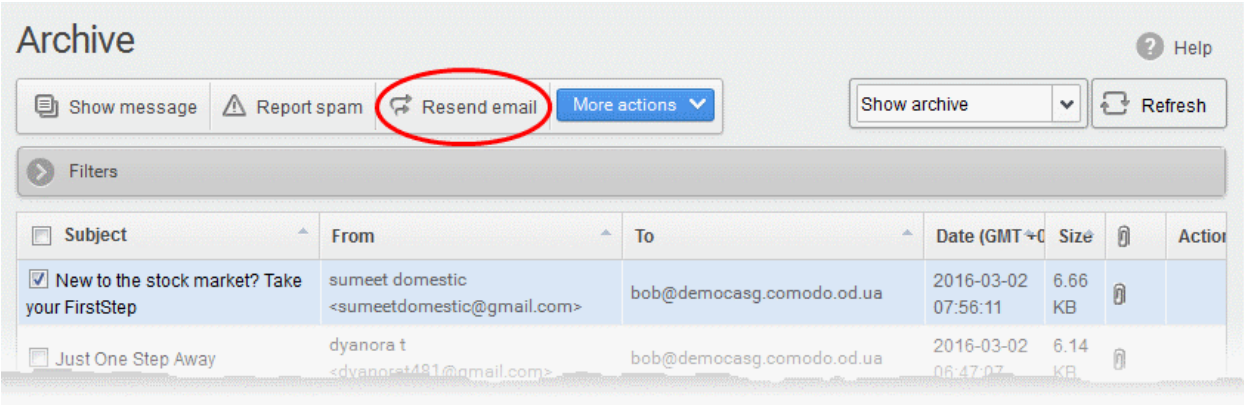
Your browser may display a warning pop-up window notification. Click 'Options'> then select 'Allow pop-ups for...' to allow the message to open in a new window. Click 'Show message in new window' again.

Resend mails from Archive to your inbox

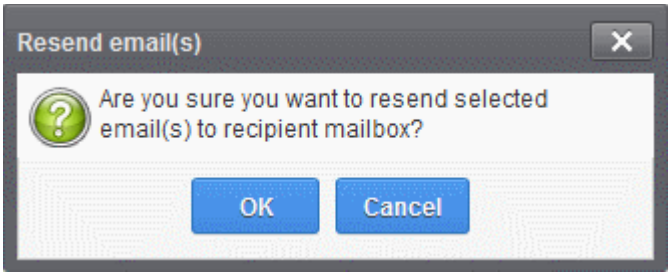
The 'Archive' interface allows you to re-send selected mails to yourself so that you can access them from your mail client. This is useful if you want to recover mails that you have deleted.

To resend a mail

- Select a mail(s) from and click the 'Resend' email button:



A confirmation dialog will appear.



- Click 'OK' to receive the mail(s) at your mail box

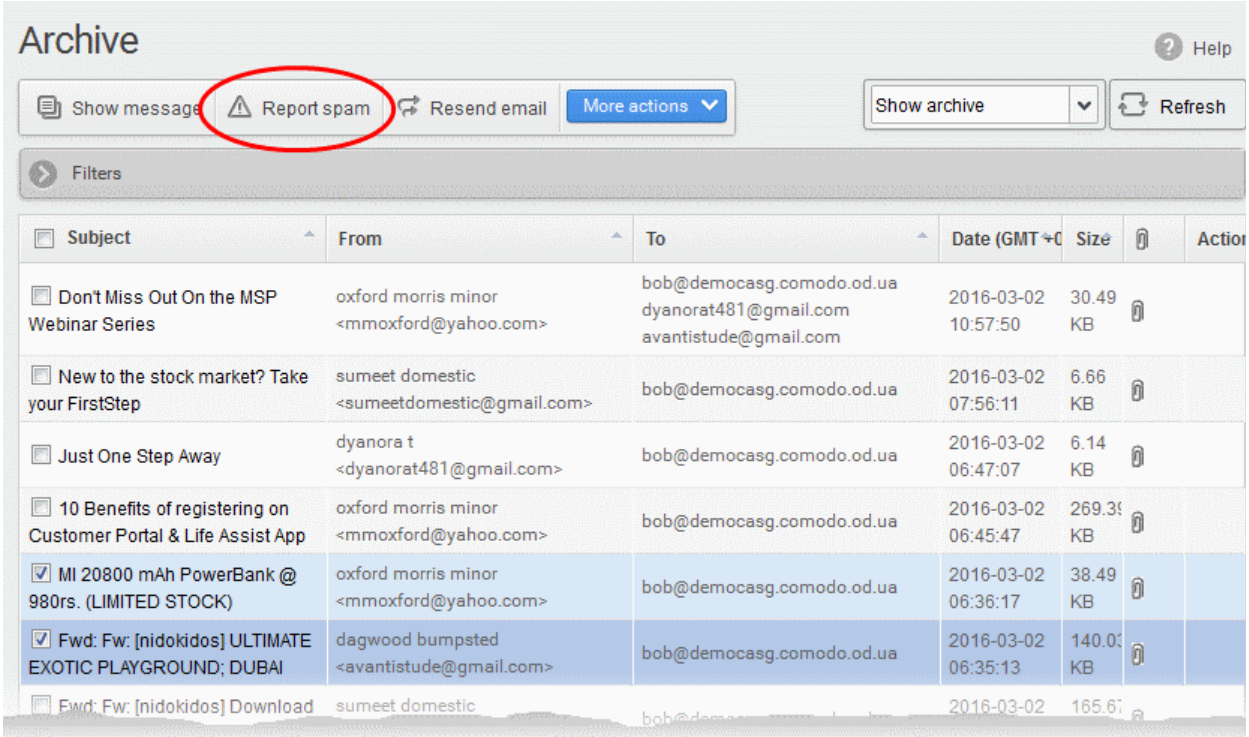
CDAS will only resend the mail to your mailbox, and not to any other recipients in the 'To', 'CC' and 'BCC' fields of the emails.

Report spam from the archived mails

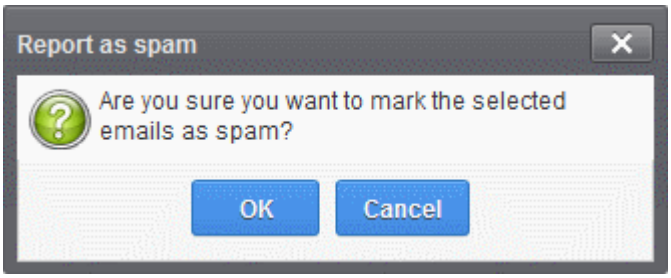
You can submit mails that you suspect are spam to Comodo for analysis. We will analyze reported mails and, if we confirm them as spam, will update our filters to quarantine similar mails in future.

To report spam emails

- Select the mail(s) to be submitted as spam, from the 'Archive' interface and click the 'Report Spam' button from the top



A confirmation dialog will be displayed.



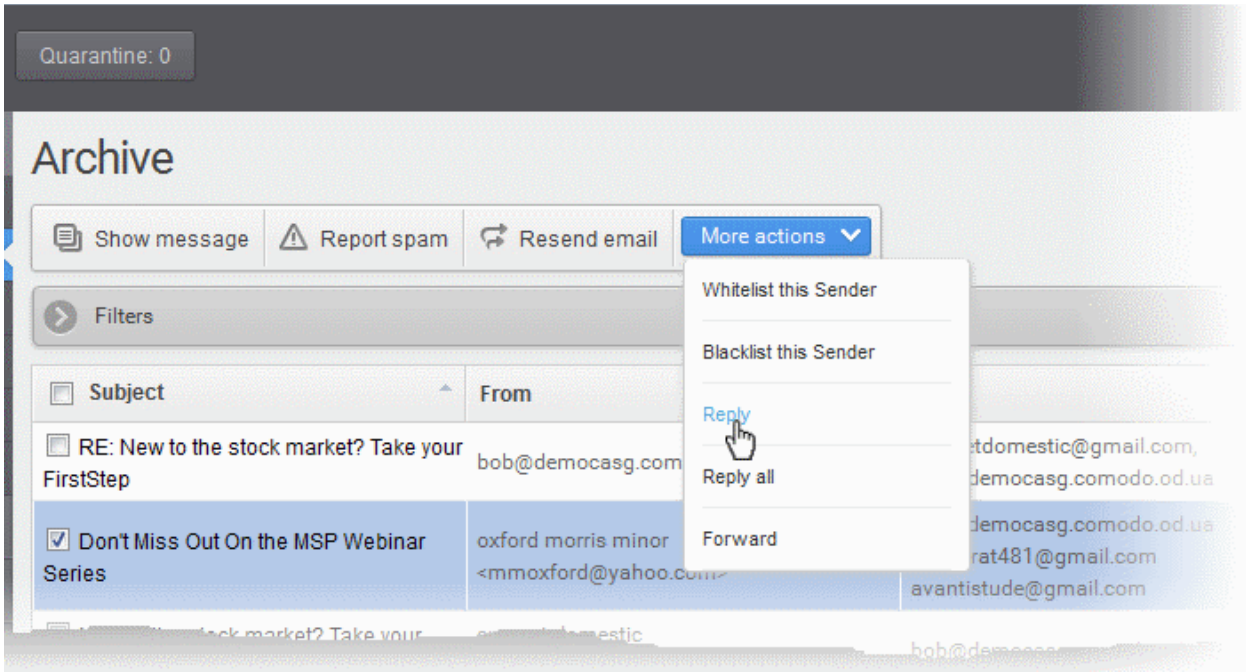
- Click 'OK' to upload the mails for analysis

Reply to Mails from Archive

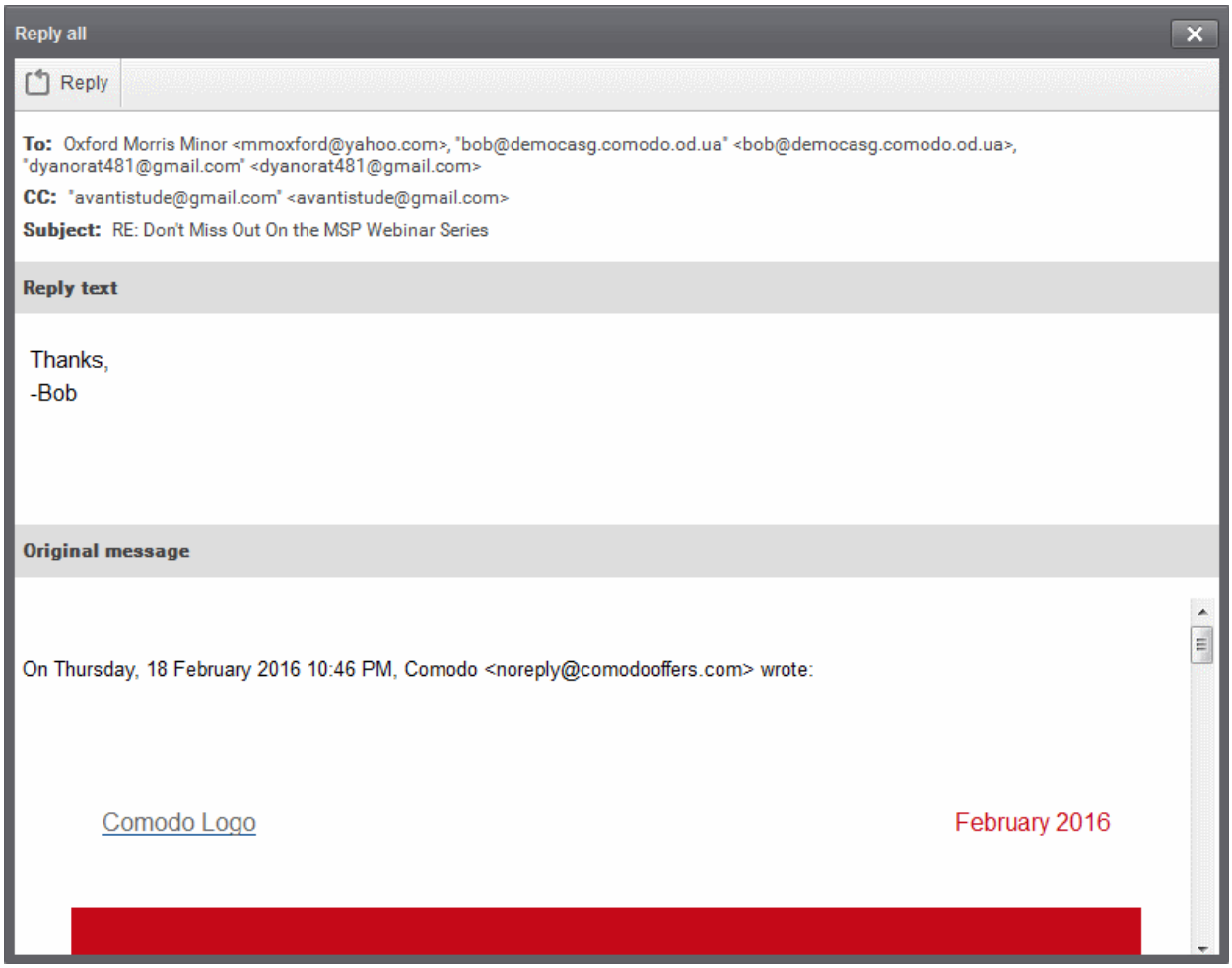
You can send replies to archived mails. This is useful if you have accidentally deleted a mail from your mail box but wish to send a reply to the sender. You can also choose to send the reply only to the sender or to all for which the email was addressed.

To send a reply to a mail from archive

- Select the mail from the 'Archive' interface
- Click 'More actions' and choose the reply option
  - Reply - The reply mail will be sent only to the sender email address
  - Reply all - The reply mail will be sent to all email addresses in the 'To' and 'CC' fields of the selected mail



The Reply/Reply all interface will open.



- Enter your reply message in the 'Reply text' field and click Reply from the top left

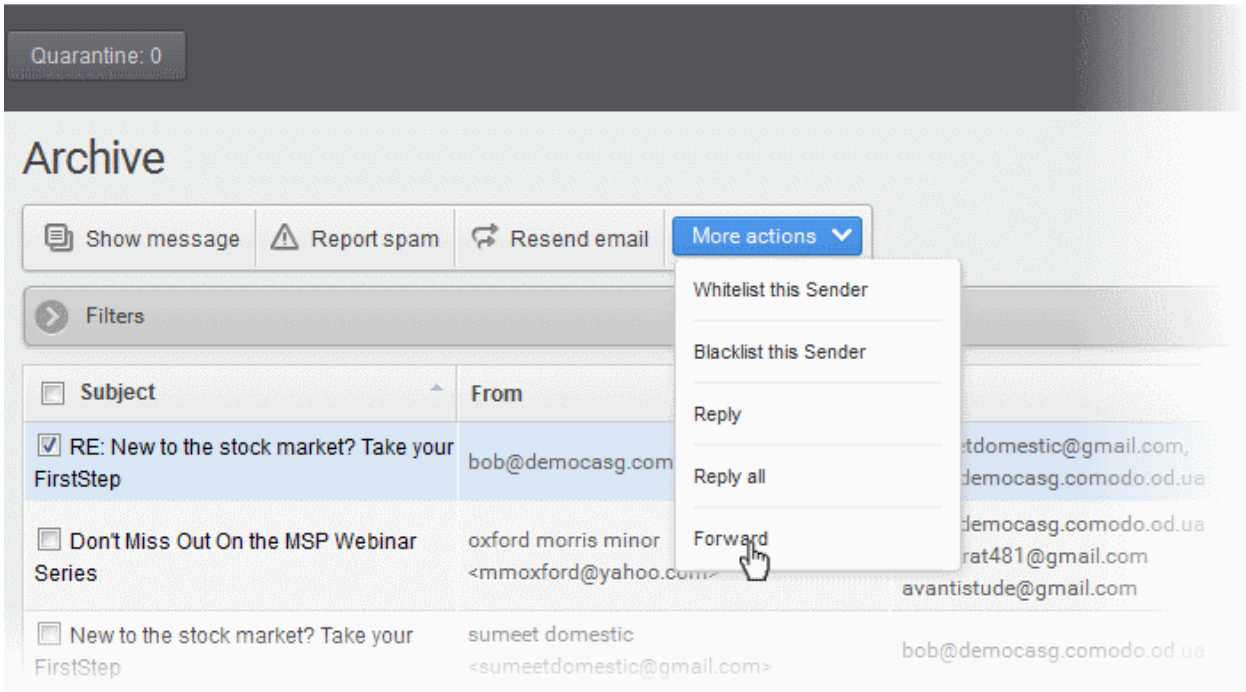
The message will be sent to the selected email addresses.

Forward archived emails

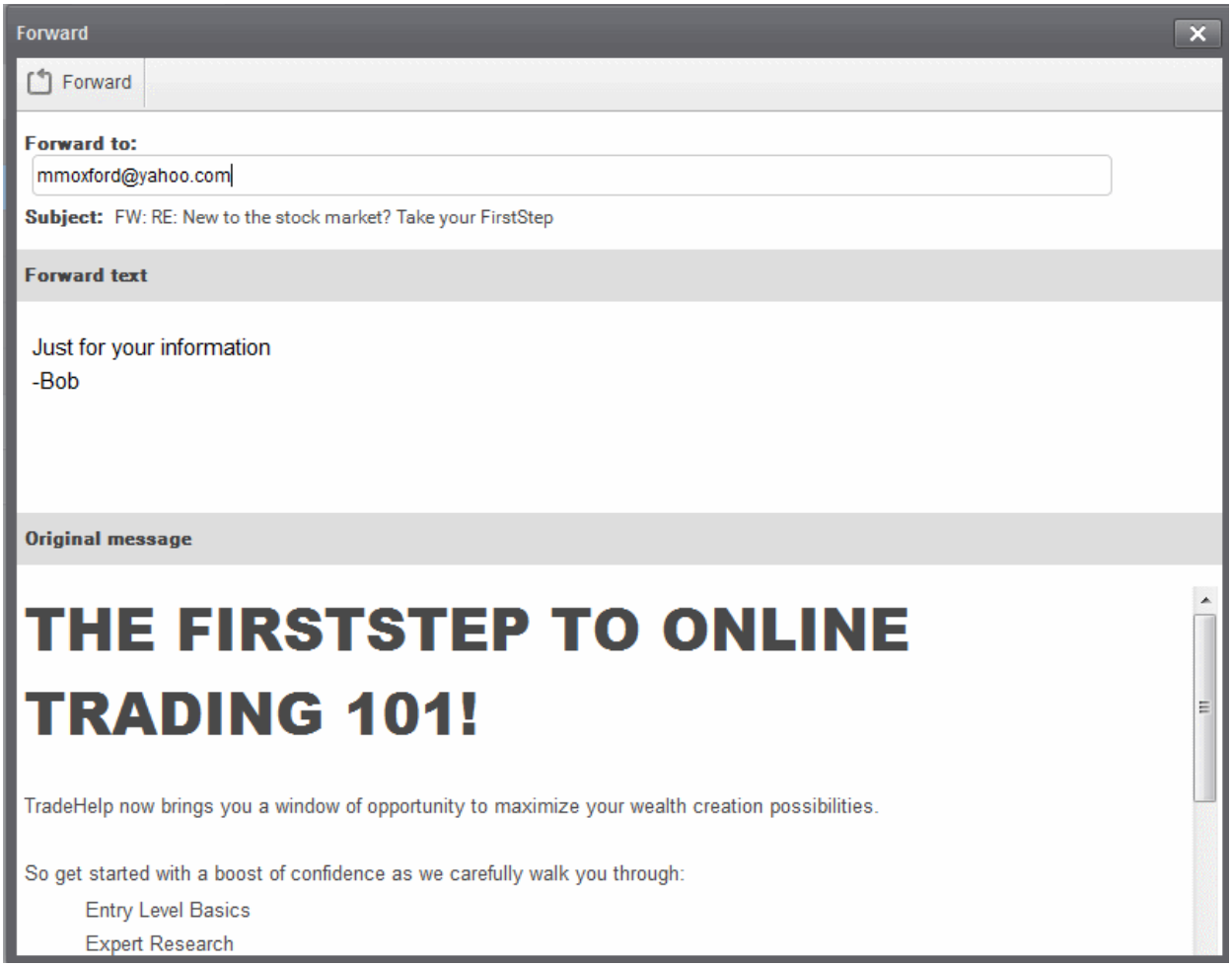
You can forward mails from your archive to different mail addresses. This is useful if you want to share an email with other people or to send the mail to your alternative email address.

To forward a mail from archive

- Select the mail from the Archive interface
- Click 'More actions' and choose 'Forward'



The 'Forward' interface will open.



- Enter your forward message in the 'Forward text' field, enter the email address to which the mail has to be forwarded and click 'Forward' from the top left

The message will be sent to the entered email addresses.

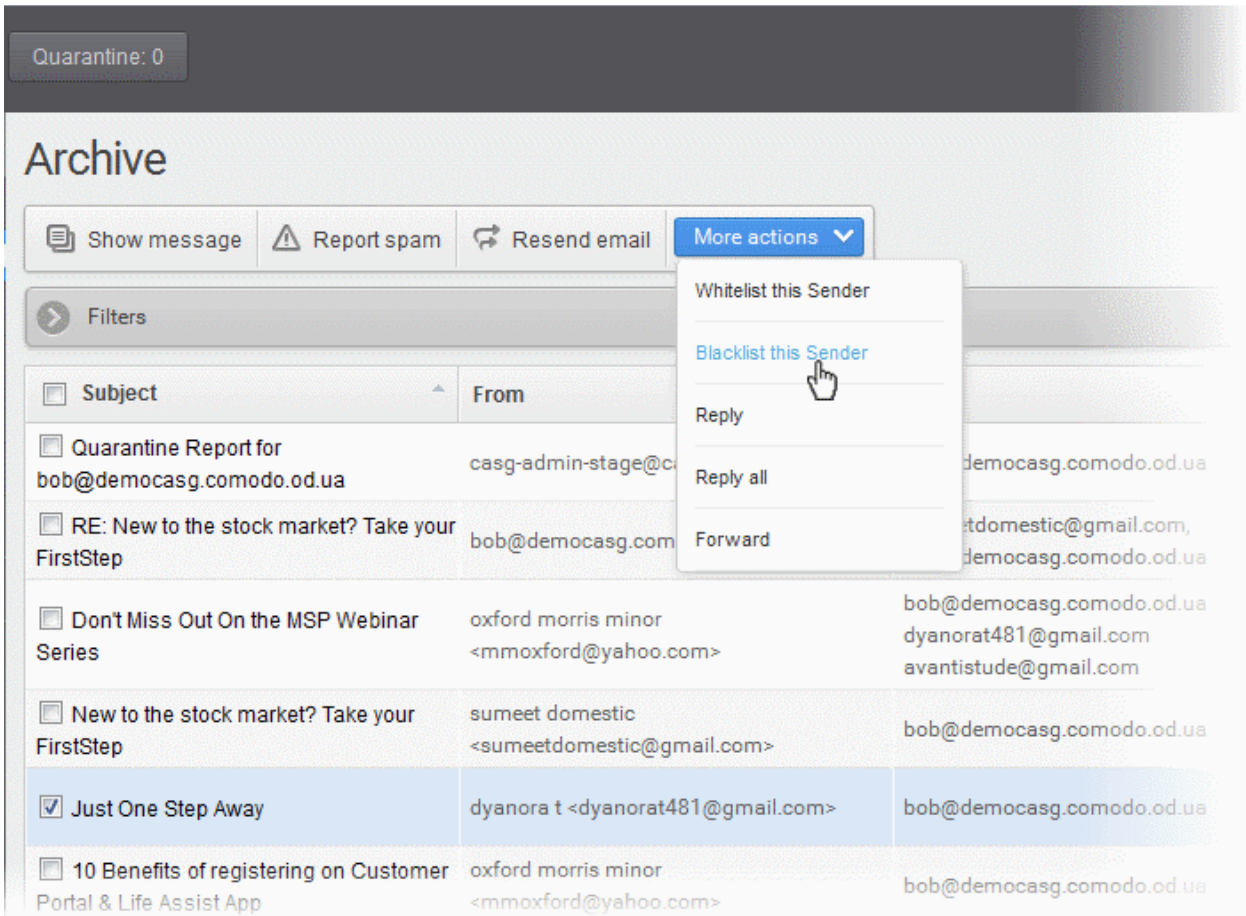
Successfully sent

Add senders to blacklist

To stop receiving emails from a specific senders whose mails are available in the archive, you can request the administrator to add those senders 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.

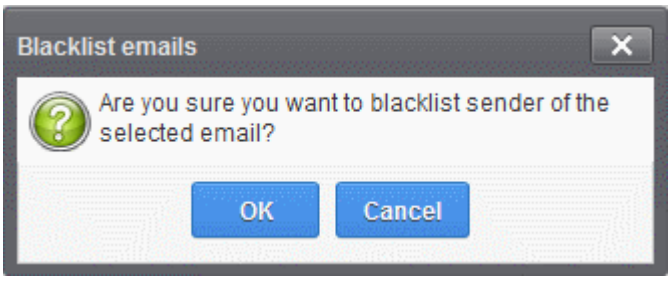
- Select the mail that you want its sender to be added to blacklist and and click 'More actions' > 'Request Blacklist' or 'Blacklist this sender'.



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

- If you want to cancel the request before the administrator accepting the request, choose the mail, click 'More actions' and choose 'Cancel request'.

If the administrator has provided the permission to blacklist a sender without approval, a confirmation dialog will be displayed on clicking 'Blacklist this Sender'.



- Click 'OK' for confirmation

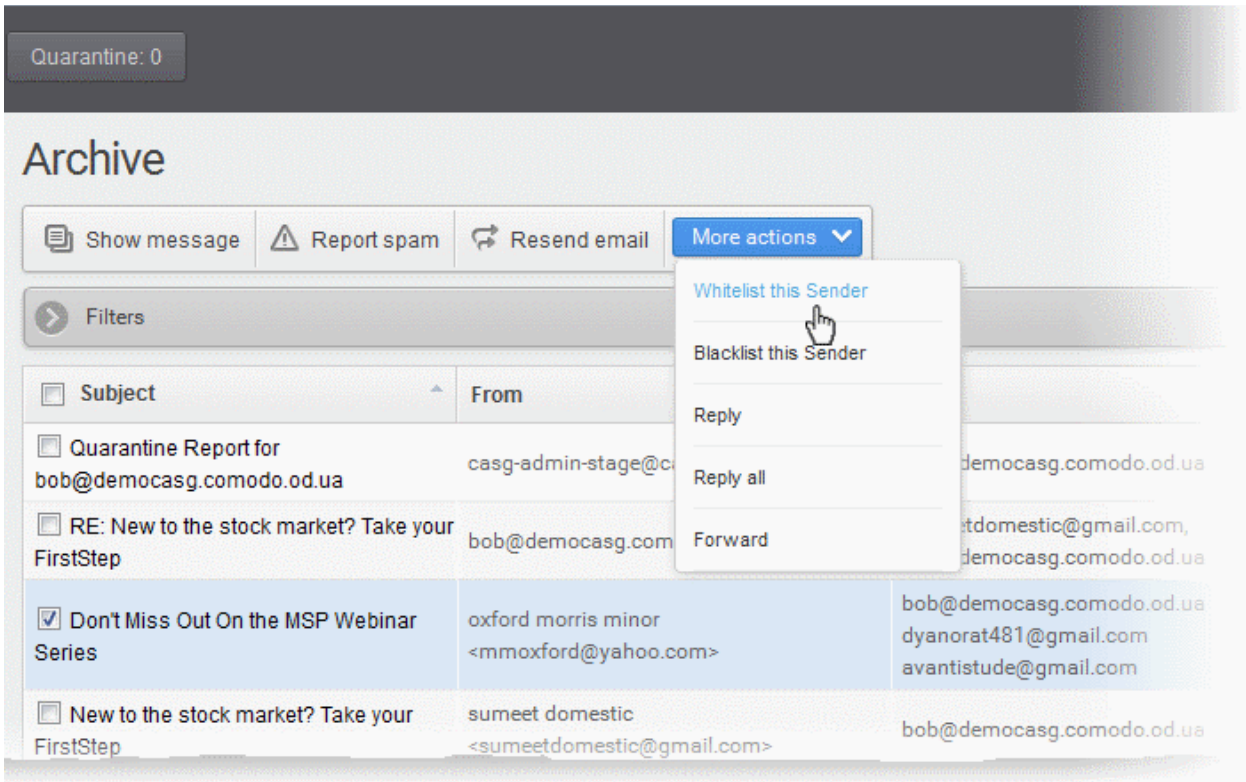
Senders added to blacklist will be displayed in the Manage blacklist senders interface. Refer to the section Managing Blacklisted Senders for more details.

Add senders to whitelist

You can add authenticated senders to whitelist from the Archive interface, so that the mails from those senders will not be subjected to security checks.

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' > 'Request Whitelist' or 'Whitelist Sender'.

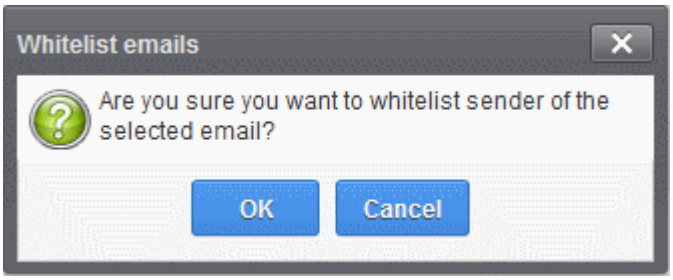


Upon request to the administrator, an email notification will be sent to your administrator and you also will also receive a copy. This request will also be displayed in the 'Action' column of the ' Archive' interface. If the administrator accepts the request, the sender will be added to whitelist and the mails from them will bypass security checks. If the request is rejected, the '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.

- If you want to cancel the request before the administrator accepting the request, choose the mail, click More actions and choose 'Cancel request'.

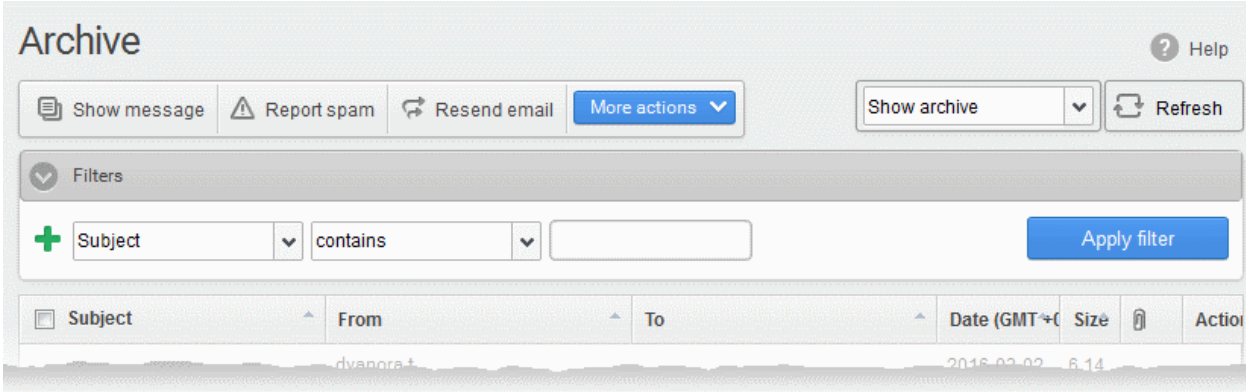
If the administrator has provided the permission to whitelist a sender without approval, a confirmation dialog will be displayed on clicking 'Whitelist this Sender'.



- Click 'OK' for confirmation

Use 'Filters' to search archived emails

- Click anywhere on the 'Filters' stripe to open (or close) the filters area.



Available filters are:

- **Subject**: Filter mail based on text found in the subject line. Type the text you wish to search for in the field on the right. Select a condition from middle drop-down.
- **From**: Filter mail based on the sender's name/email address. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.
- **To**: Filter mail based on the name or email address of the person to which the mail was sent. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.
- **Date**: Filter mail based on the date entered in the right field using the calendar drop-down and the condition selected from middle drop-down.
- **Size (KB)**: Filter mail based on the size of the message. Enter the size in KB in the field on the right. Select a condition from middle drop-down.
- **Attachments**: If selected, will filter mails according to whether they contain an attachment

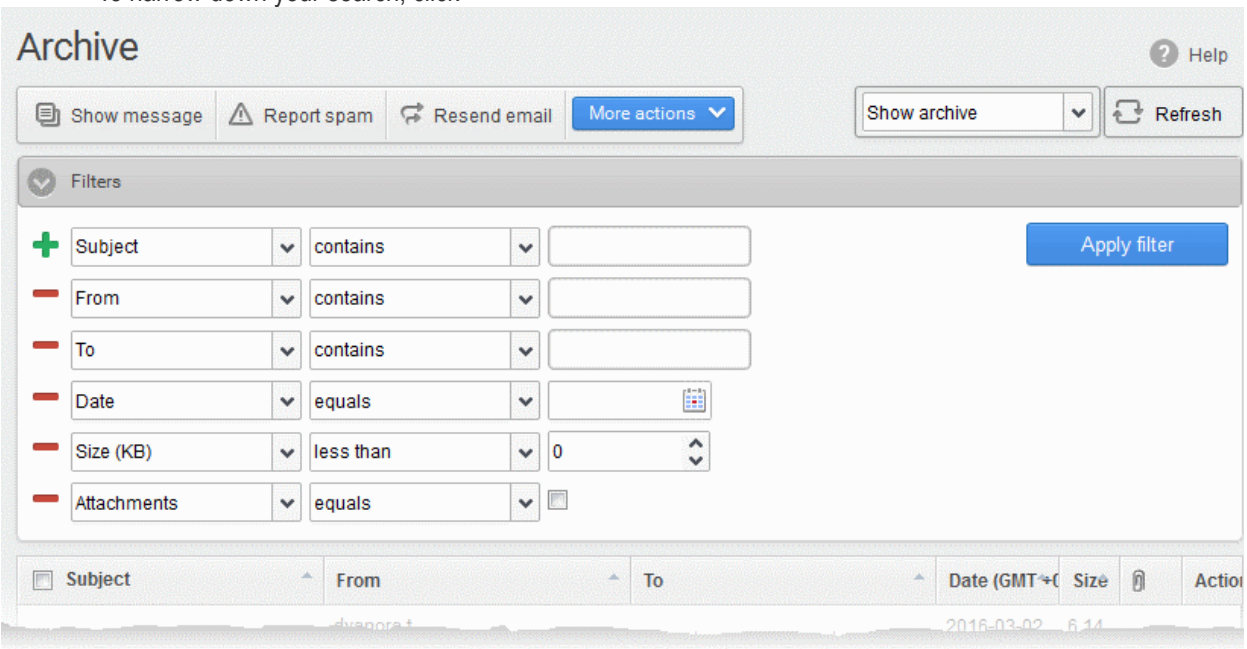
When you select any of the above options in the first drop-down, the following conditions are available:

- **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
- **Equals**: (Date) Displays archived emails that have the date specified on the right.
- **Less than**: (Date) Displays archived mails which arrived before the date specified in the calendar on the right.
- **Greater than**: (Date) Displays archived mails which arrived after the date specified in the calendar on the right.

- **Less than**: (Size) Displays archived mails smaller than the sized specified in the third box.
- **Greater than**: (Size) Displays archived mails larger than the sized specified in the third box.

- Click 'Apply Filter' to show mails meeting the criteria you selected.

- To narrow down your search, click



- Click to remove a filter.
- To remove all filters and return to the complete list, click anywhere on the filters to close the filters area then click the Refresh button.

3.2.1.3 Report Spam

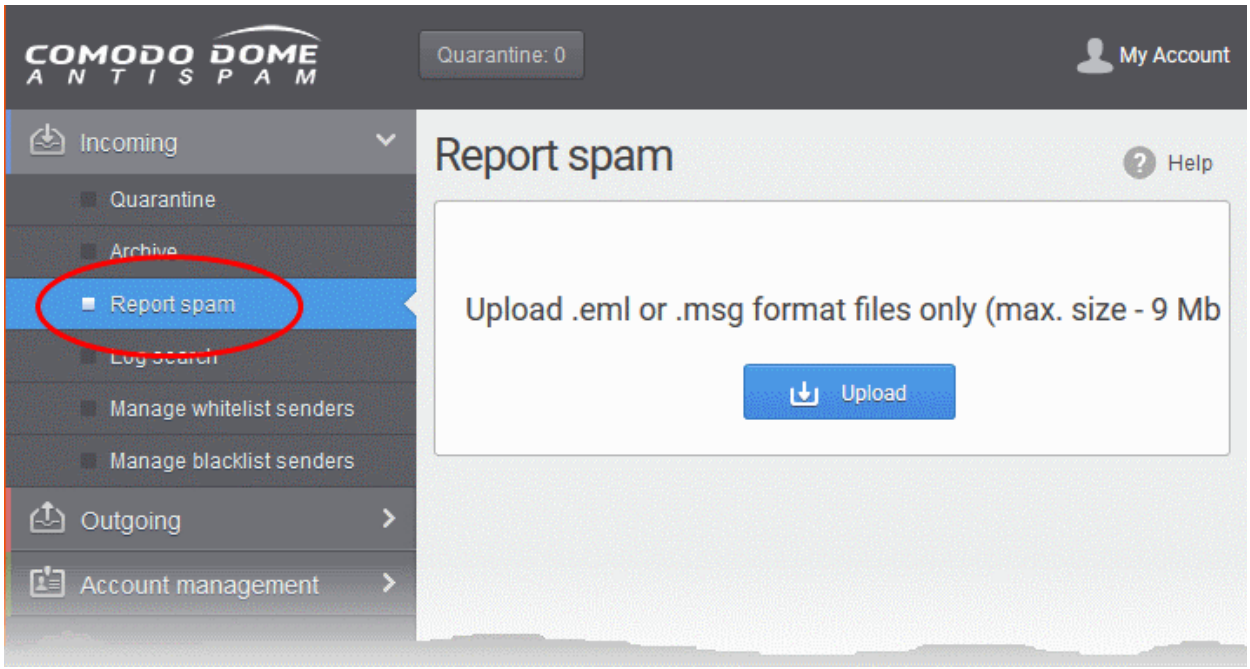
The 'Report Spam' feature allows you to upload and submit suspected junk emails that have got through our spam filters. Comodo will analyze reported mails and, if we confirm them as spam, will update our filters to quarantine similar mails in future. CDAS accepts a range of different mail formats including .eml and .msg.

Users can also report spam by forwarding unsolicited messages to spam@antispamgateway.comodo.com.

> **Note**: The administrator of your email account should have enabled this feature for you. If enabled, the 'Report spam' sub-tab will be available on the left under the 'Incoming' tab.

To report a spam mail

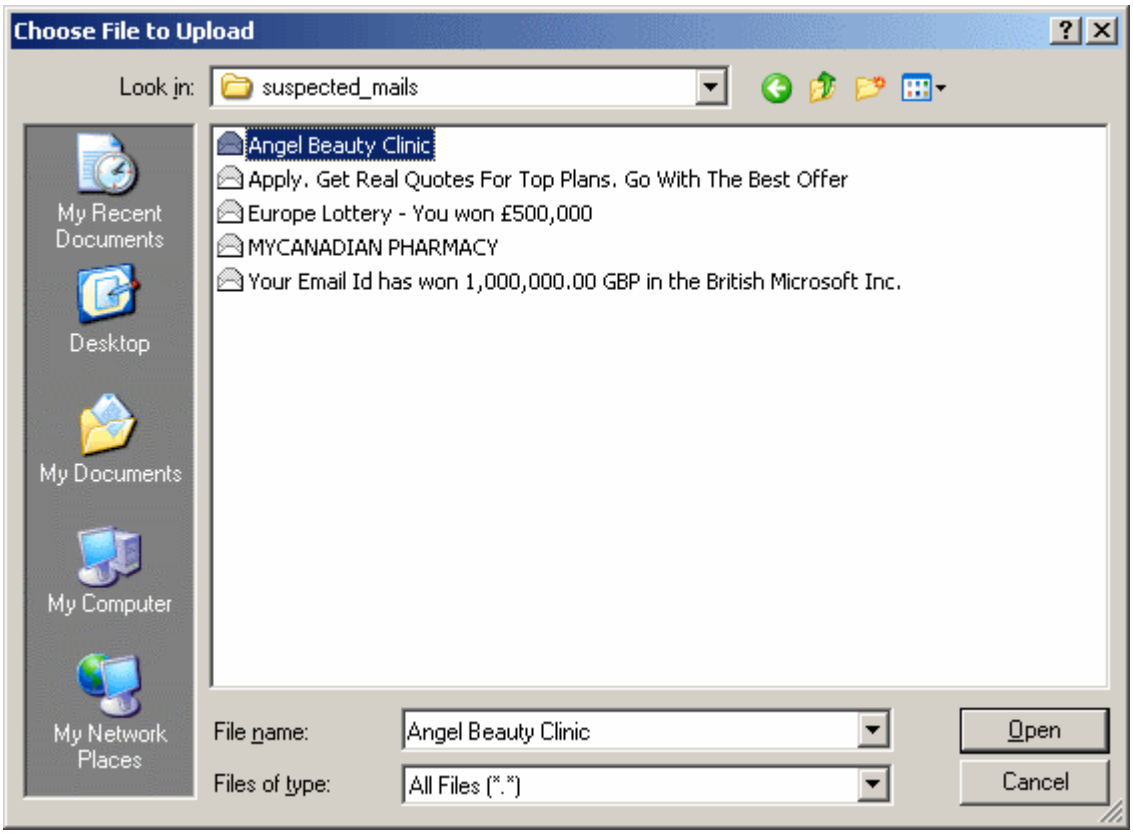
- Click 'Incoming' on the left then choose 'Report spam'



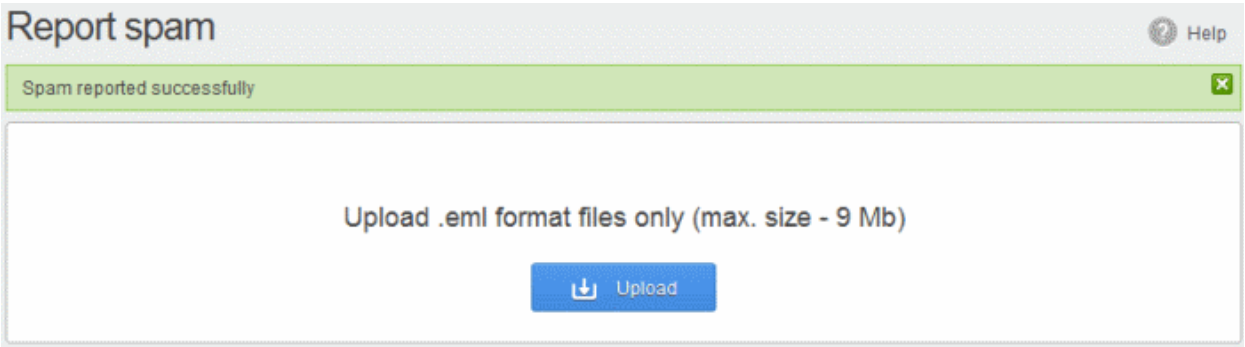
The 'Report Spam' interface will open.

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

Note: 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.



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



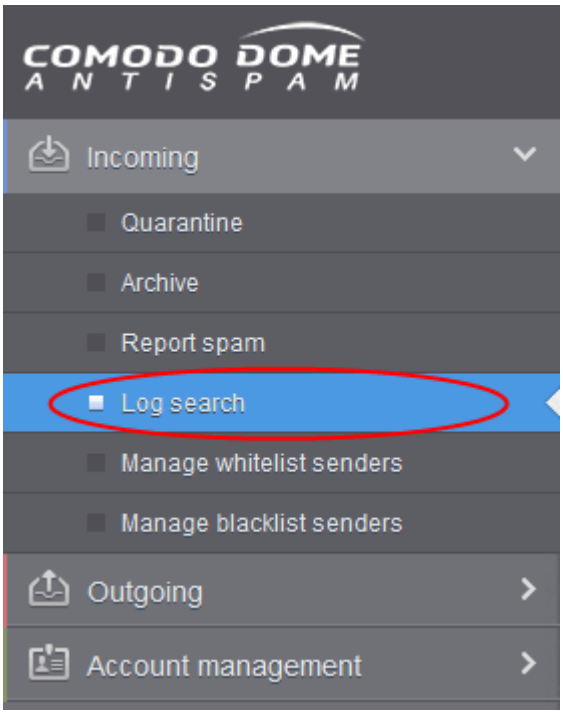
3.2.1.4 Log Search

- The 'Log search' area lets you search for specific email messages. You can modify your search according to multiple criteria, including date range, sender, recipient and IP address.

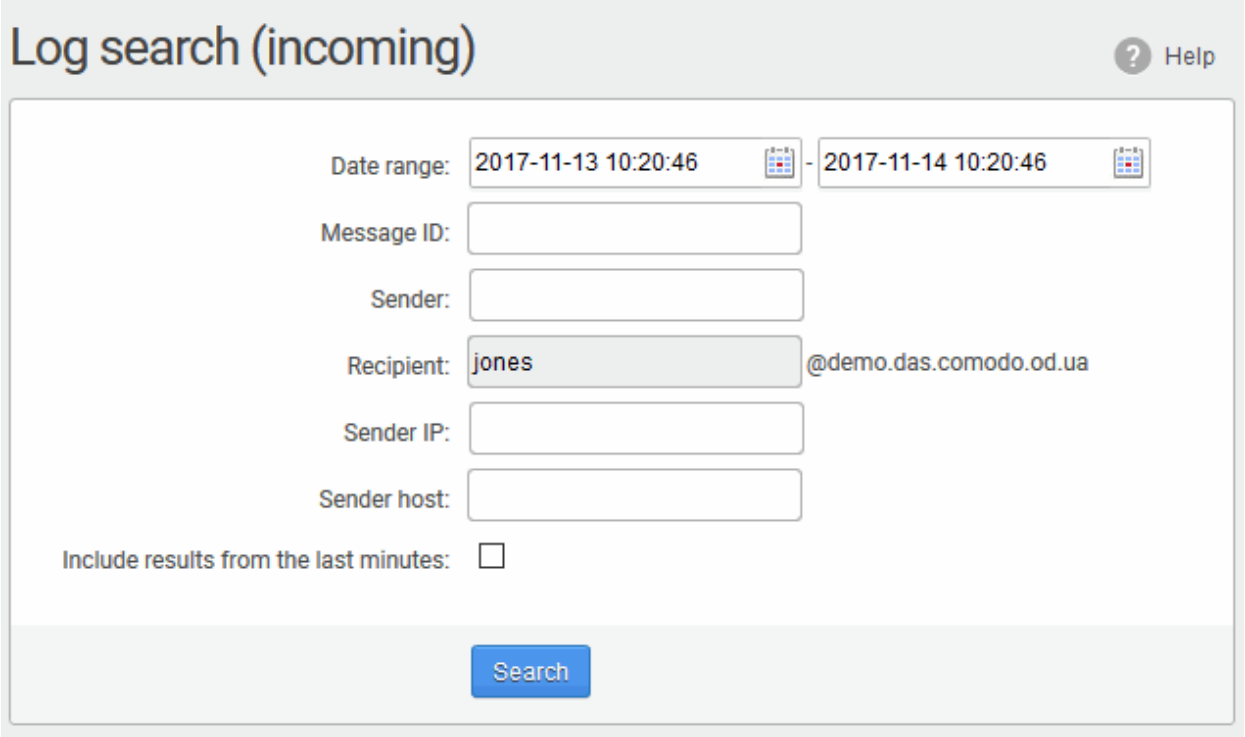
Note: The administrator of your email account should have enabled this feature for you. If enabled, the 'Log search' will be available on the left under 'Incoming'.

To view a log search of your incoming emails

- Click 'Incoming' on the left then click 'Log search'.



The 'Log search (incoming)' interface will open:



- **Date range**: The date range for which you want to search the log file.
- **Message ID**: A unique message identifier (*optional*).
- **Sender:** The sender email address in this field.
- **Recipient:** The currently logged in user name will be displayed in this field.
- **Sender IP**: The IP address of the sender.
- **Sender Host:** The sender host name.
- **Include results from the last minutes:** If selected, CDAS 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.

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

Date and time	Host (Exim id)	Sender hostnan	Sender	Recipient	Subject	Classification
2014-10-29 14:53:43	mxsrv3.spamgat 1XjUd0-0006V6-\	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

1 / 1 [1 - 3 / 3] Per page 15

Sort Entries

- Click any column heading switches the sorting of the entries based on the ascending/descending order

3.2.1.5 Manage Whitelist Senders

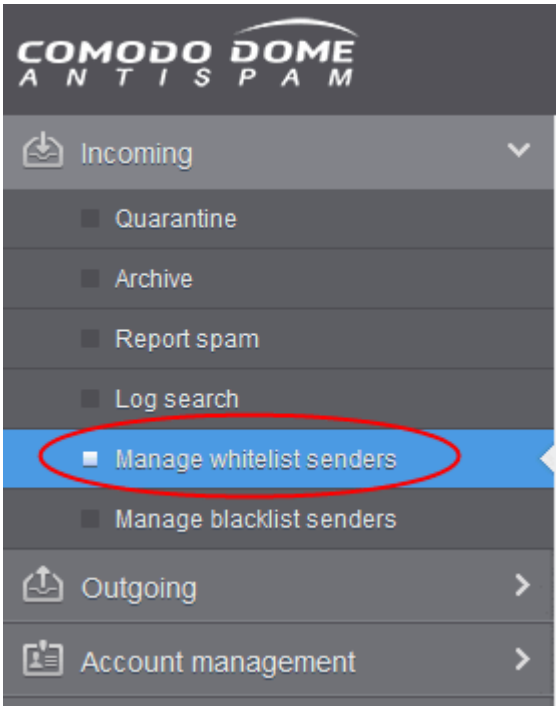
CDAS allows you to define a whitelist of senders on a per user basis.

- All filtering checks are disabled for whitelisted senders.
- Comodo recommends you use this option only if you are certain that the sender is trustworthy.
- You can add senders to the whitelist from both the 'Quarantine' and 'Manage Whitelisted Senders' interfaces.
- In either case, you can only add senders if you have the correct permissions to do so. If you do not have the permissions, please contact your administrator to add senders to the whitelist.

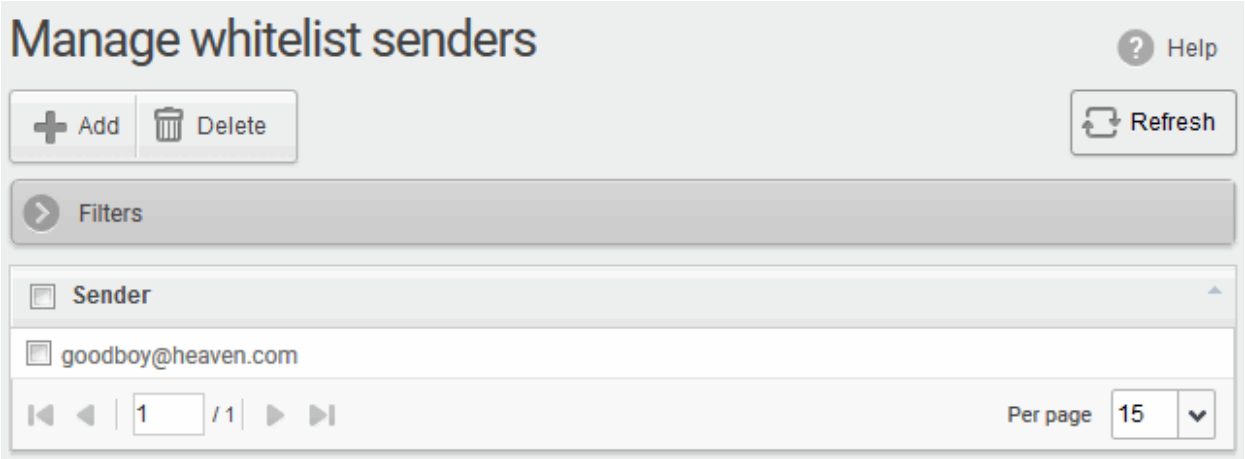
This section explains how to whitelist senders using the 'Manage Whitelisted Senders' interface.

To manage whitelist senders

- Click 'Incoming' on the left and choose 'Manage whitelist senders'



The 'Manage whitelist senders' interface will be displayed with a list of senders whitelisted for your mail account.



From this interface you can:

- Add senders to whitelist manually
- Remove senders from whitelist

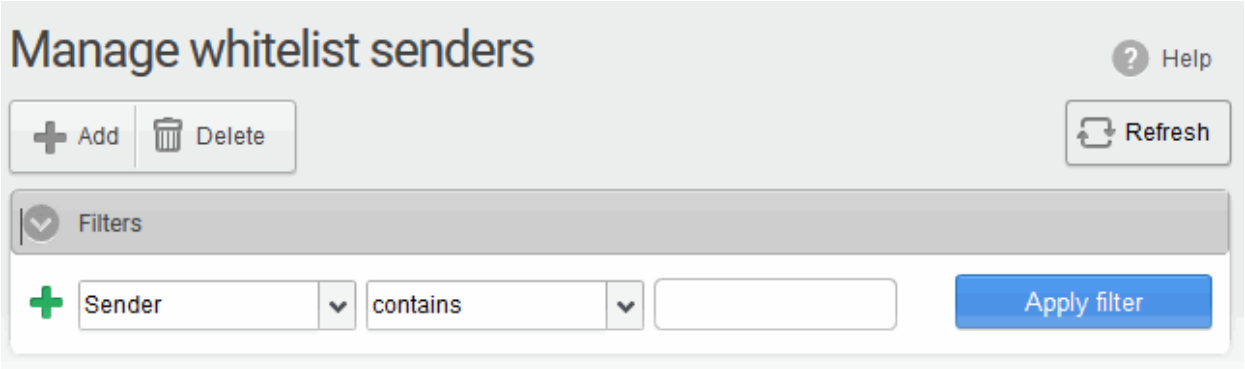
Note: The 'Add' and 'Delete' buttons will be available only if the administrator of your account has enabled this for you. If this is not enabled, you can just view the whitelisted senders in this interface.

Sort Entries

- Click the 'Sender' header to sort the entries in ascending or descending order of sender name.

Use Filters to search senders

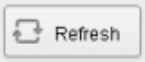
- Click anywhere on the 'Filters' stripe to open (or close) the filters area.



- **Sender**: Filter senders based on their name/email address. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.

The following conditions are available:

  - **Equals**: Displays all senders with name/email address that match the text entered in the text box.
  - **Not Equals**: Displays all senders with name/email address except the one entered in the text box.
  - **Contains**: Displays all senders with name/email address that contain the text string entered in the text box.
  - **Not Contains**: Displays all senders with name/email address that do not contain the text string entered in the text box.
  - **Starts With**: Displays all senders with name/email address that start with the text string entered in the text box.
  - **Ends With**: Displays all the senders with name/email address that end with the text string entered in the text box.

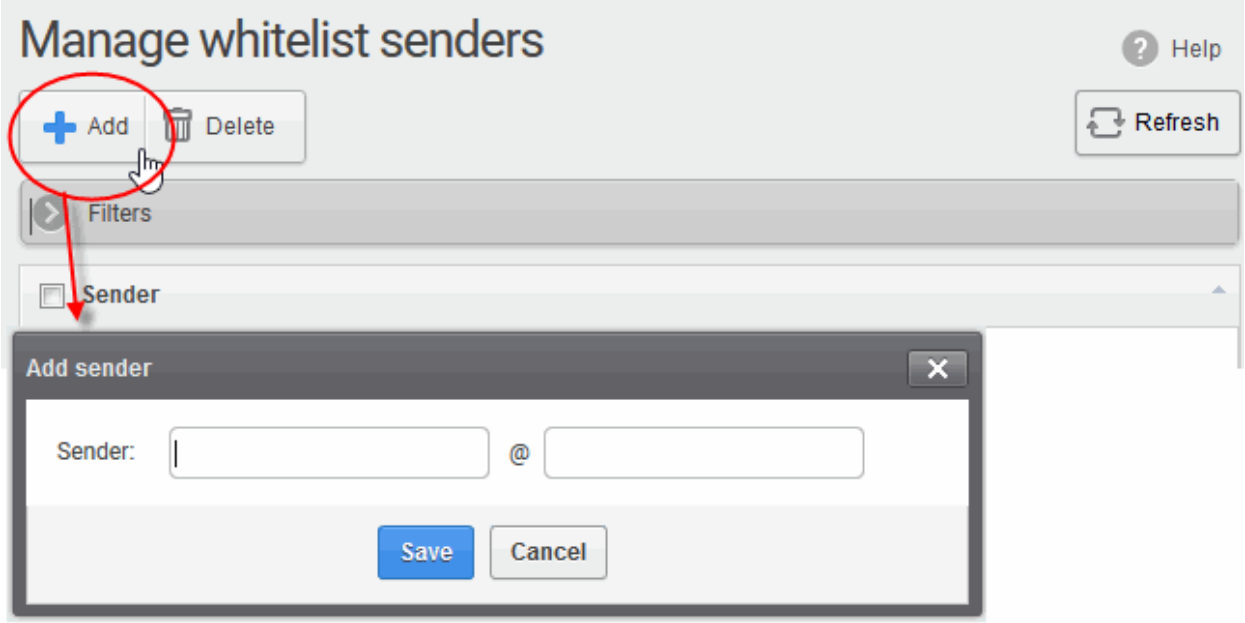
- Click 'Apply Filter' to show the senders meeting the criteria you selected.
- Click anywhere on the 'Filters' bar to close the filters area.
- To remove all filters and return to the complete list, click anywhere on the filters tab to close the filters area then click the 

button.

To add senders to whitelist manually

- Click the 'Add' button at the top.

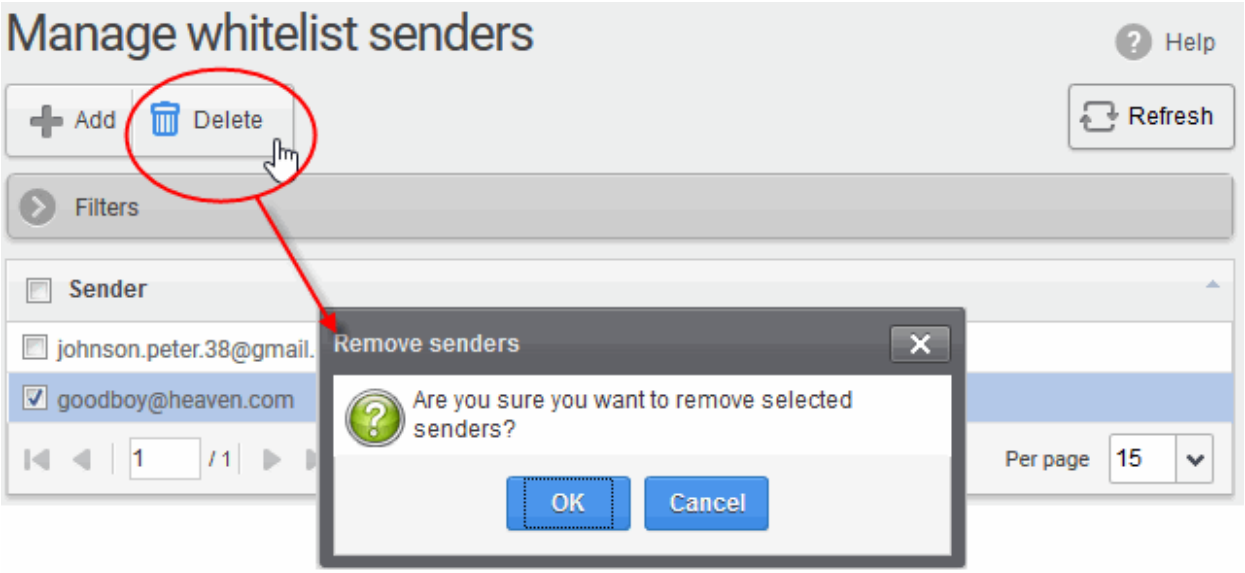
The 'Add sender' dialog will open:



- Enter the sender's username in the 'Sender' 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.

To remove senders from whitelist

- Select the sender(s) from the list and click the 'Delete' button.



- Click 'OK' in the confirmation dialog.

3.2.1.6 Manage Blacklisted Senders

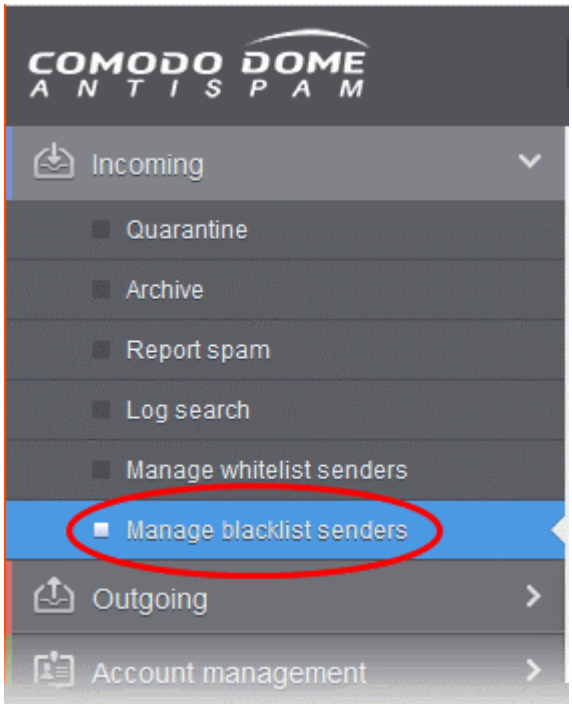
- CDAS allows you to blacklist senders who frequently send you unsolicited emails
- The sender will be blocked only for you and not for other users in the domain.
- The messages from blacklisted senders will not be quarantined.
- The sending SMTP server will send a 'bounce' message to the sender.

You can add senders to blacklist in three ways:

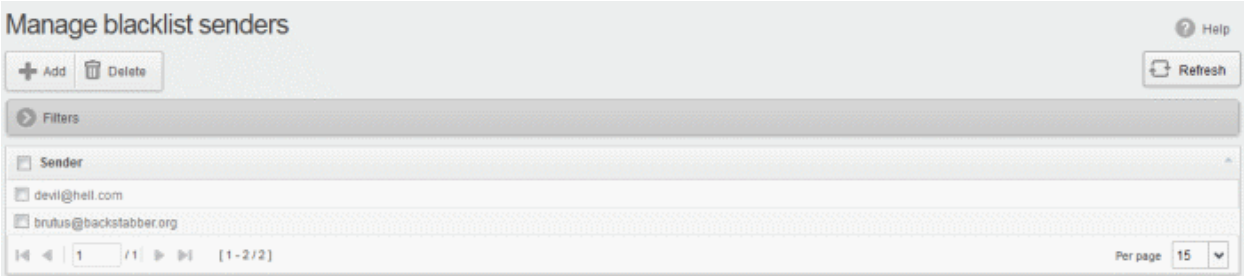
- From the 'Quarantine' interface - You can send requests to your administrator to blacklist senders by selecting the mails sent by then but added to the quarantine. For more details see the Quarantine section.
- From the 'Archive' interface - You can send requests to your administrator to blacklist senders by selecting mails sent by them, from the 'Archive' interface. For more details see the Mail Archive section.
- From the 'Manage whitelist senders' interface - You can manually add or or remove senders to blacklist if your administrator has granted you sufficient permissions.
- The reminder of this section contains more details on the items above.

To manage blacklisted senders

- Click 'Incoming' on the left then select 'Manage blacklist senders'



The 'Manage blacklist senders' interface will be displayed with a list of senders blacklisted for your mail account.



From this interface users can:

- Add senders to blacklist manually
- Remove senders from blacklist

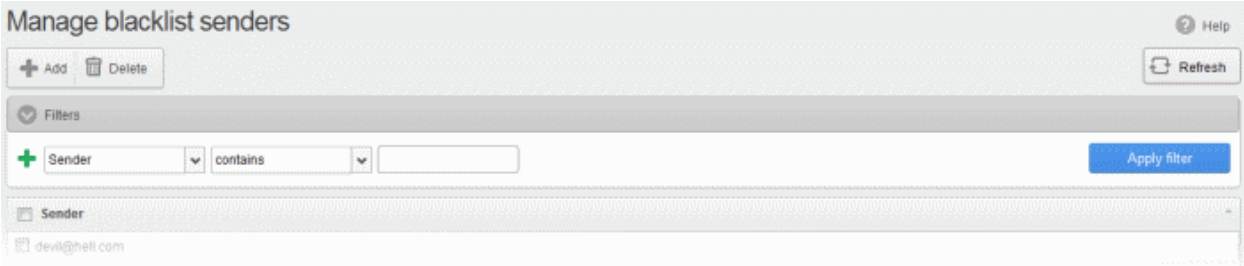
Note: The 'Add' and 'Delete' buttons will be available only if the administrator of your account has enabled this for you. If this is not enabled, you can just view the blacklisted senders in this interface.

Sort the Entries

- Click on the 'Sender' column header to sort the entries in ascending or descending order of sender names.

Use the Filter option to search senders

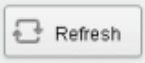
- Click anywhere on the 'Filters' tab to open (or close) the filters area.



- **Sender**: Filter senders based on their name/email address. Type the name or email address you wish to search for in the field on the right. Select a condition from middle drop-down.

The following conditions are available:

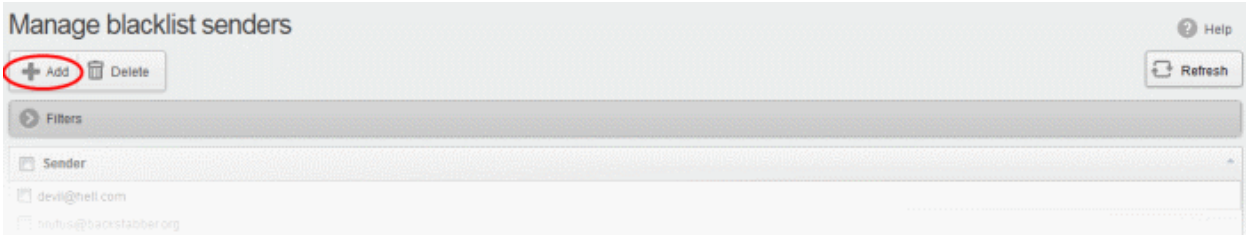
- **Equals**: Displays all senders with name/email address that match the text entered in the text box.
- **Not Equals**: Displays all senders with name/email address except the one entered in the text box.
- **Contains**: Displays all senders with name/email address that contain the text string entered in the text box.
- **Not Contains**: Displays all senders with name/email address that do not contain the text string entered in the text box.
- **Starts With**: Displays all senders with name/email address that start with the text string entered in the text box.
- **Ends With**: Displays all the senders with name/email address that end with the text string entered in the text box.

- Click 'Apply Filter' to show the senders meeting the criteria you selected.
- Click anywhere on the 'Filters' tab to close the filters area.
- To remove all filters and return to the complete list, close the filters area by clicking anywhere on the filters tab then click the 

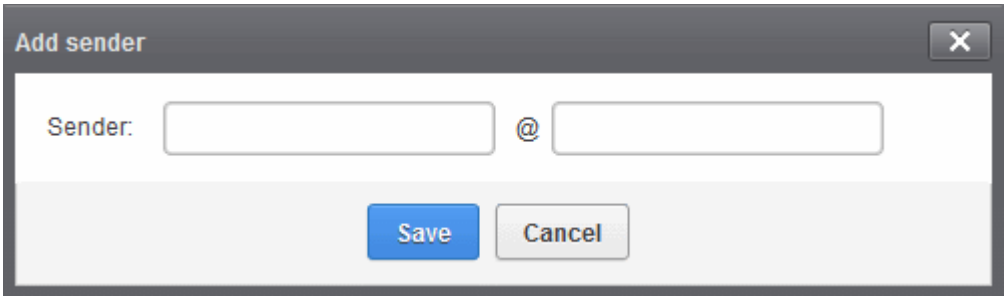
button.

To add senders to blacklist manually

- Click the 'Add' button at the top.



The 'Add sender' dialog will be displayed.

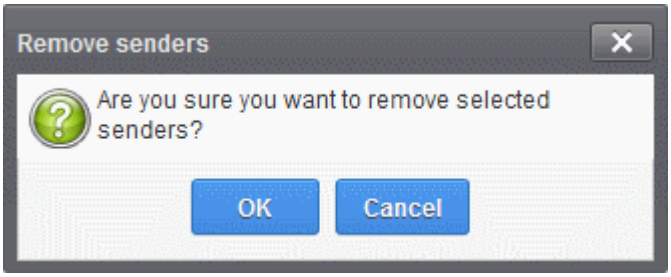


- Enter the sender's username in the first text box and sender's email domain name in the text box after the @ symbol.
- Click the 'Save' button. Repeat the process to add more senders to blacklist.

To remove senders from blacklist

- Select the sender(s) from the list and click the 'Delete' button.

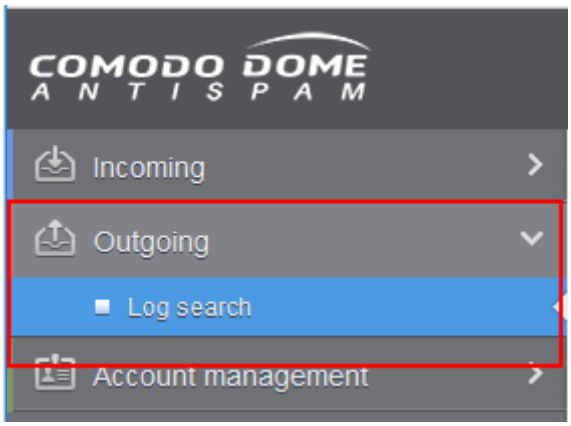
- Click 'OK' in the confirmation dialog for your changes to take effect.



3.2.2 Outgoing

- The 'Log search' feature lets 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.
- From here 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 enabled, the 'Log search' will be available in the left hand side navigation area under the 'Outgoing' tab.



Click the following links for more details in the 'Outgoing' section:

- Log search

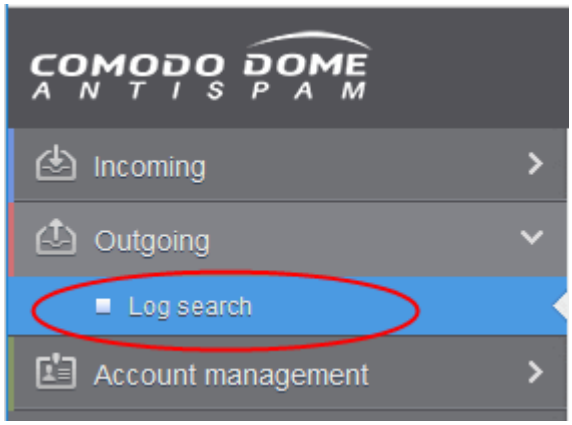
3.2.2.1 Log Search

The 'Log search' allows you to search for sent email messages based on filters such as date range, recipient email address, sender IP and classification.

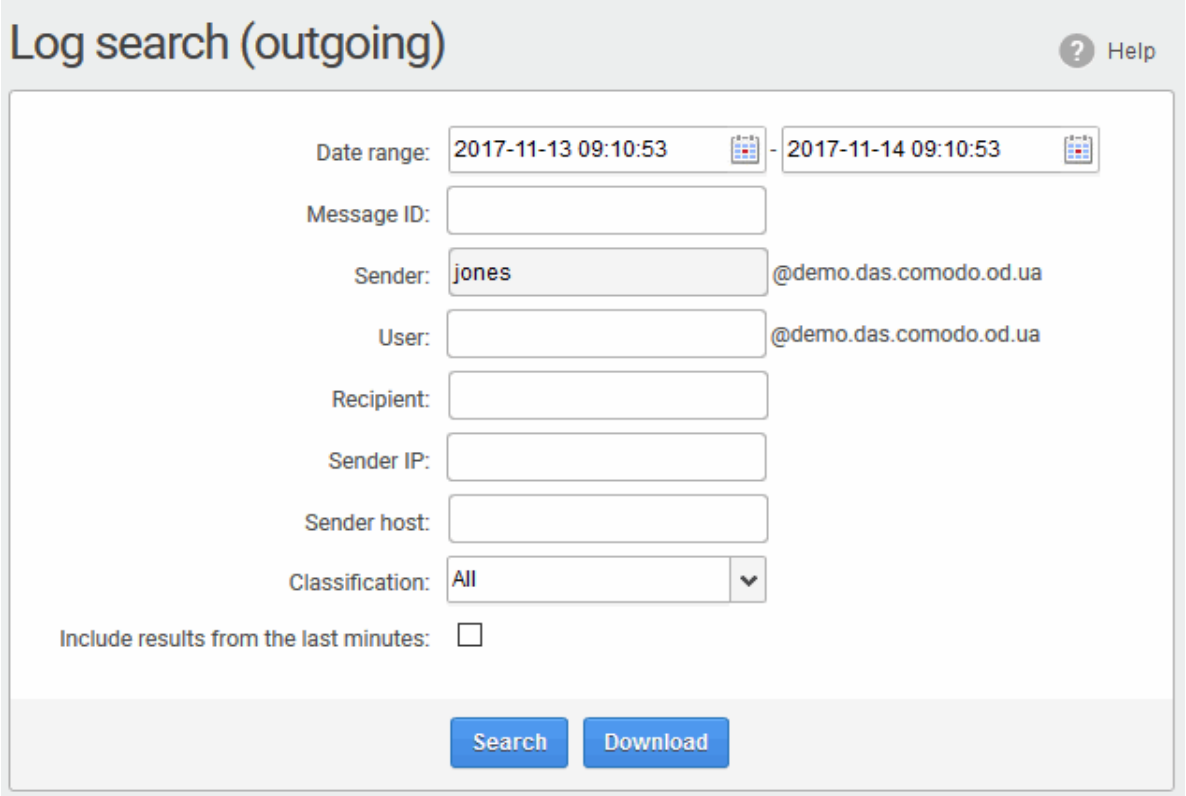
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Log search' will be available in the left hand side navigation area under the 'Outgoing' tab.

To perform a log search of your outgoing emails

- Click the 'Outgoing' on the left then 'Log search'



The 'Log search (Outgoing)' interface will open:



- **Date range**: 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**: The username of the outgoing email address that was used for your outgoing mails. Note, that even though many users may be configured with the same username for their outgoing mails, only the mails sent by you will be displayed for the search.
- **Recipient**: The email address of the recipient (for example, 'testuser1@domain.in') that you want to search for sent mails.
- **Sender IP**: The IP address of the sender.
- **Sender host:** 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, CDAS will include messages that are currently being migrated from the filtering server to the logging server in the search results.

- Click the 'Search' button.

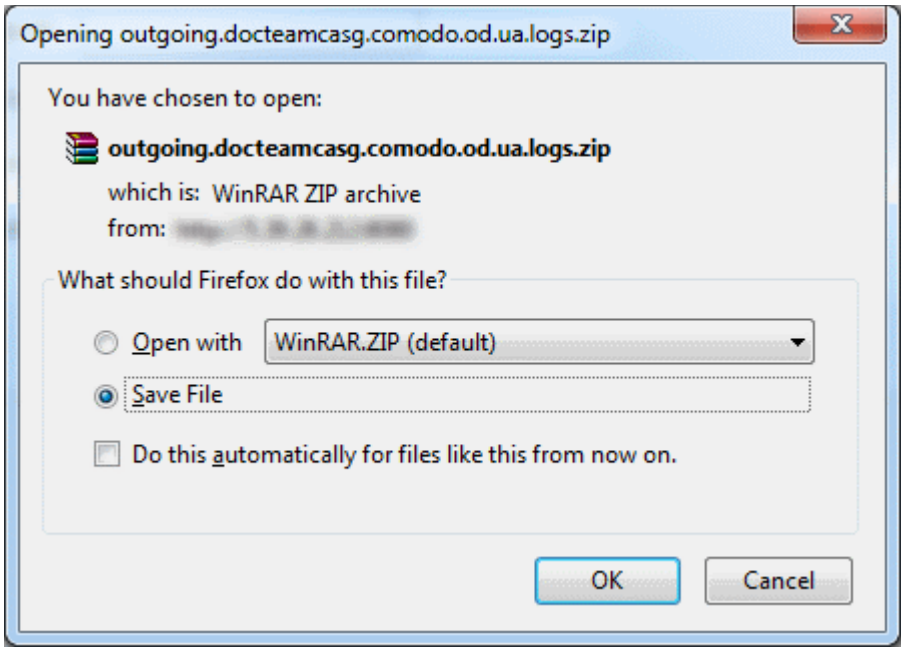
CDAS will search for the sent mails based on the filters entered and / or selected and display the results.

Date and time	Host (Exim id)	Sender hostn	User	Sender	Recipient	Subject	Classification
2014-10-29 14:49:16	mxsrv3.spamg 1XjUYS-0005Ws-0H	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

1 / 1 [1 - 2 / 2] Per page 15

- Click the 'Download' button to download the log report of sent mails for the filters entered and/or selected.

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 application such as Excel or Openoffice Calc for easy analysis.

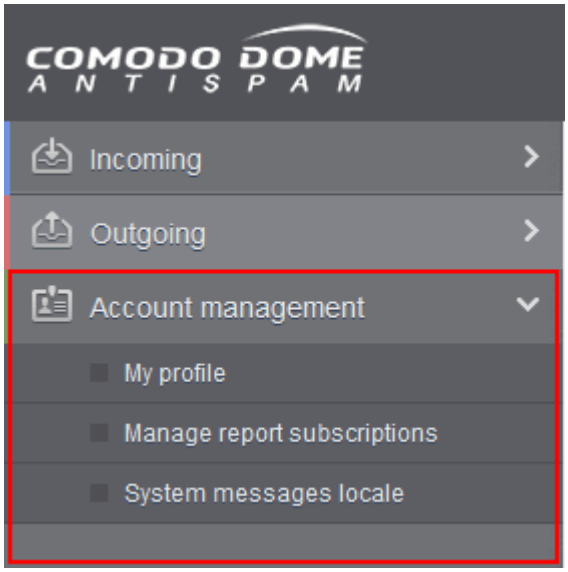
Sort Entries

- Click any column heading switches the sorting of the entries based on the ascending/descending order

3.2.3 User Account Management

The 'Account Management' area allows users to change their login password, whitelist settings, enable/disable quarantine alerts and manage subscriptions to quarantine summary reports.

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 enabled, they will be available under the 'Account management' on the left.



Click the following links for more details on each area:

- Managing profile settings
- Managing subscription for periodical summary reports
- Configure language for messages from CDAS

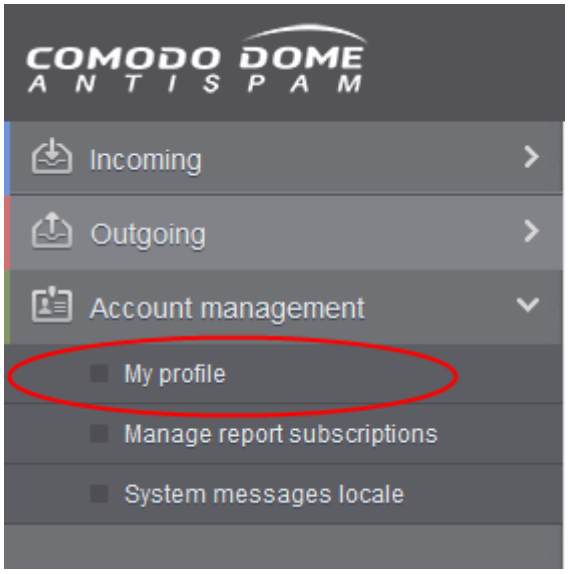
3.2.3.1 Managing Profile Settings

The 'My Profile' interface allows a user to change his password and the whitelist status of their email.

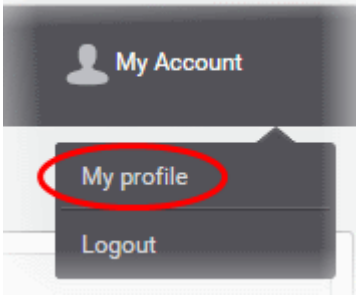
- All filtering checks in CDAS are disabled for whitelisted recipients.
- You can configure quarantine alerts and auto-login settings from this interface.

You can access to 'My profile' in two ways:

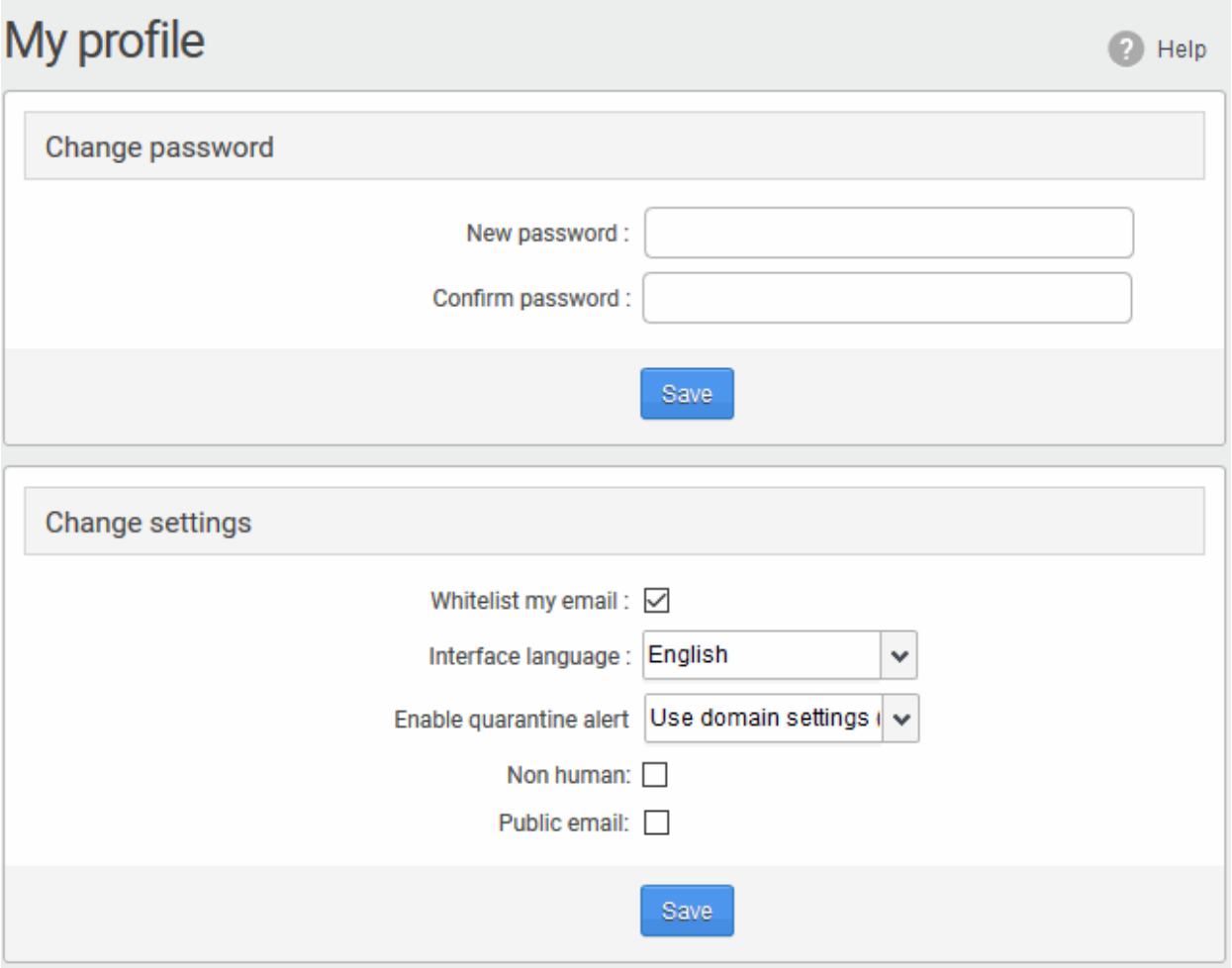
- Click the 'Account management' on the left then the 'My profile'



Alternatively, click the 'My Account' link at the top right then click 'My Profile'.



The 'My profile' interface will occur:



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

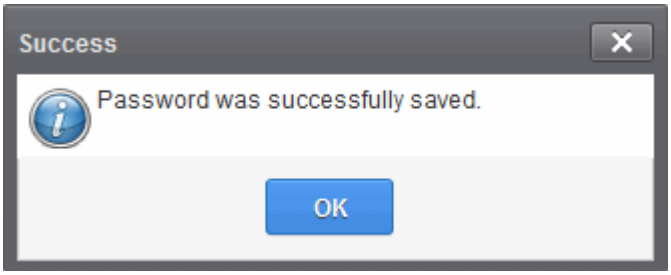
The interface allows you to:

- Change your current password
- Add or remove from recipient whitelist
- Enable or disable quarantine alerts
- Configure non human or public email

To change the user's password

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

Password successfully changed dialog will be displayed.



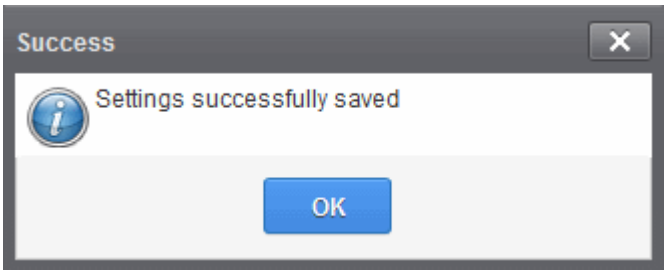
- Click 'OK'.

Now you can access CDAS using the new password.

To add or remove from a Recipient Whitelist

- In the 'Change settings' section
  - Select or deselect the 'Whitelist my email' checkbox to add or remove yourself from the recipient whitelist.
  - If checkbox is enabled, mail sent to your email address will not be filtered by Comodo Dome AntiSpam.

A confirmation dialog will open:



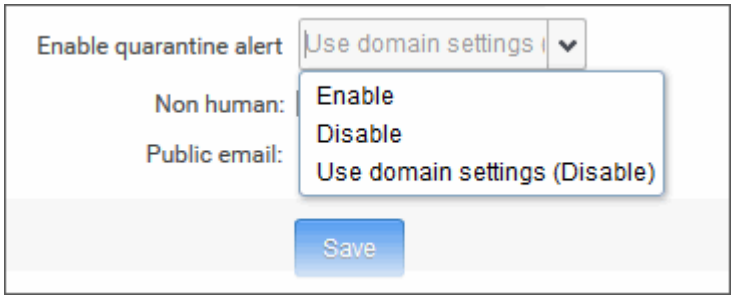
- Click 'OK'.

To enable/disable quarantine alerts

Depending on the settings done here, you will receive a notification email whenever an email addressed to you is identified as spam and moved to quarantine.

The default setting will be as configured by the administrator for the domain.

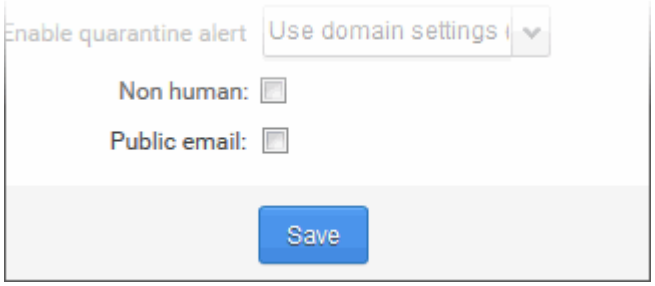
- Click the 'Enable quarantine alert' drop-down:



  - **Enable** - Notifications will be sent to you whenever your incoming mail is quarantined
  - **Disable** - No notifications will be sent whenever your incoming mail is quarantined
  - **Use domain settings** - Depends on the selection by the administrator. If enabled, you will receive email alerts whenever your incoming emails are quarantined. If disabled, you will not receive notifications for your quarantined emails.
- Click the 'Save' button to apply your changes.

To configure non human / public email

The 'Non human' or 'Public email' features determine whether the users will allow more accurately filter spam for this type of email address. By default, it is disabled.



- Check 'Non human' if the address is a no-reply or common mailing list such as 'sales@...'
- Check 'Public email' if the address is published somewhere, for example on a customer facing website.
- Click the 'Save' button to apply your changes.

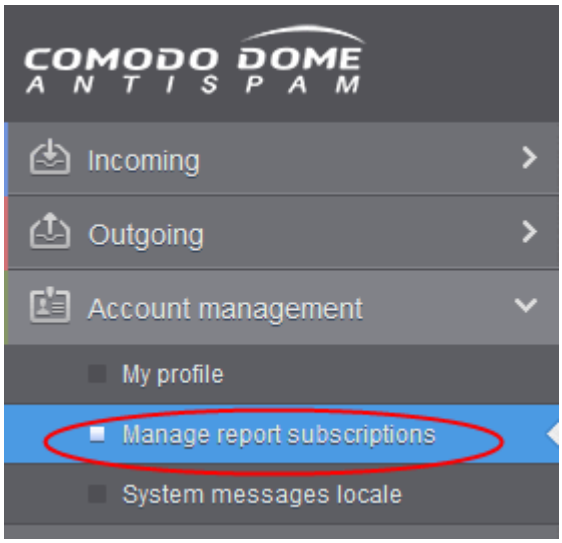
3.2.3.2 Managing User's Subscription for Periodical Summary Reports

The 'Manage report subscriptions' interface allows a user to configure subscription for periodical Quarantine summary reports. See CDAS Reports - an Overview for more details.

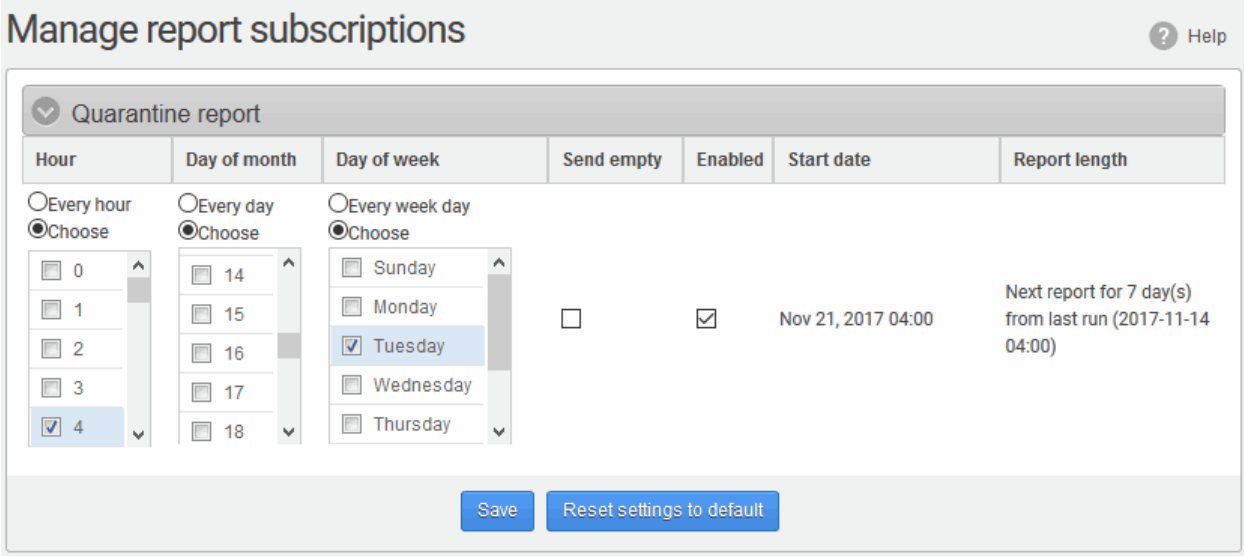
Note: The administrator of your email account should have enabled this feature for you. If this is enabled, the 'Manage report subscriptions' will be available on the left under the 'Account management'.

To configure report subscription for a user

- Click the 'Account management' on the left then click the 'Manage report subscriptions'.



The 'Manage report subscriptions' interface will open:



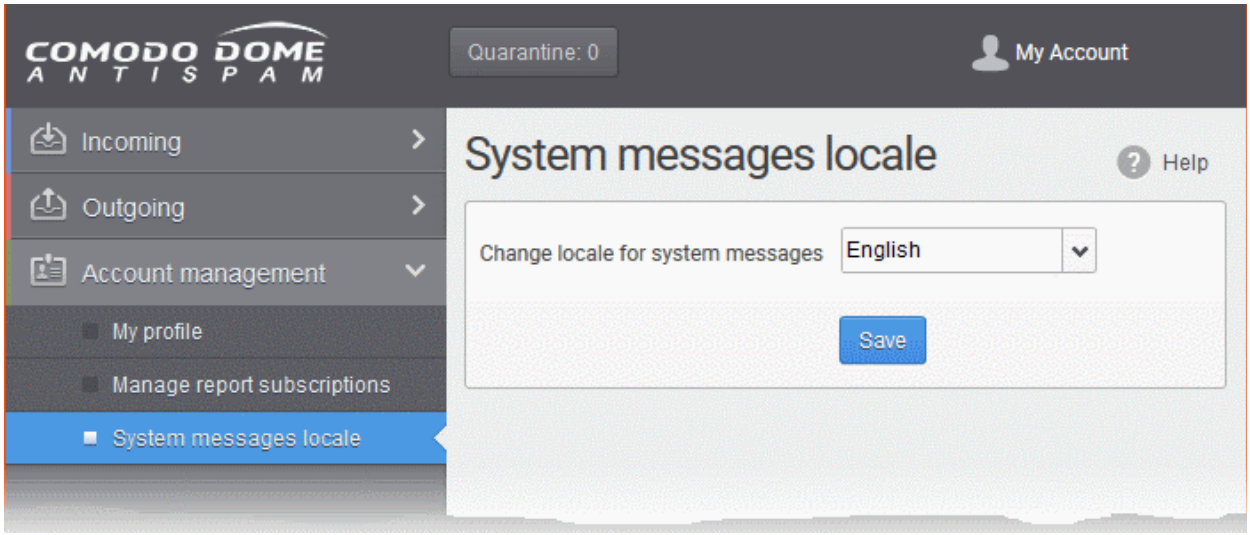
- Select 'Enabled' check-box if you want to receive the periodical Quarantine summary reports.
- Leave the 'Send empty' checkbox unchecked if empty reports are not to be sent to recipients.
- Select the frequency of the report to be sent to you from the 'Hour', 'Day of month' or 'Day of week' columns.
  - **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.

3.2.3.3 Configure Language of System Messages

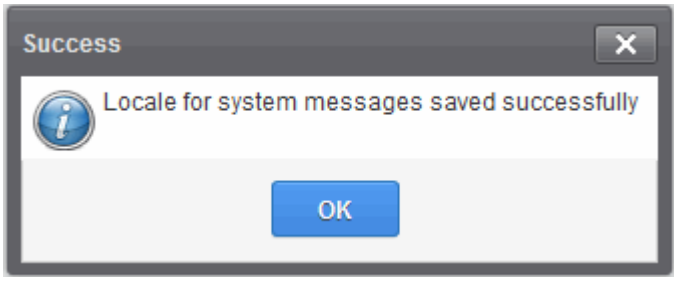
The system messages interface lets you configure the language of notifications that CDAS sends to you.

To configure the language

- Click 'Account Management' on the left then select 'System messages locale'



- Select the language in which the messages are to be displayed/sent from the drop-down.
- Click 'Save' for your settings to take effect.



4 CDAS Reports

Comodo Dome Antispam MSP allows you to subscribe to quarantine reports. You can choose to receive reports on a daily, weekly or monthly basis.

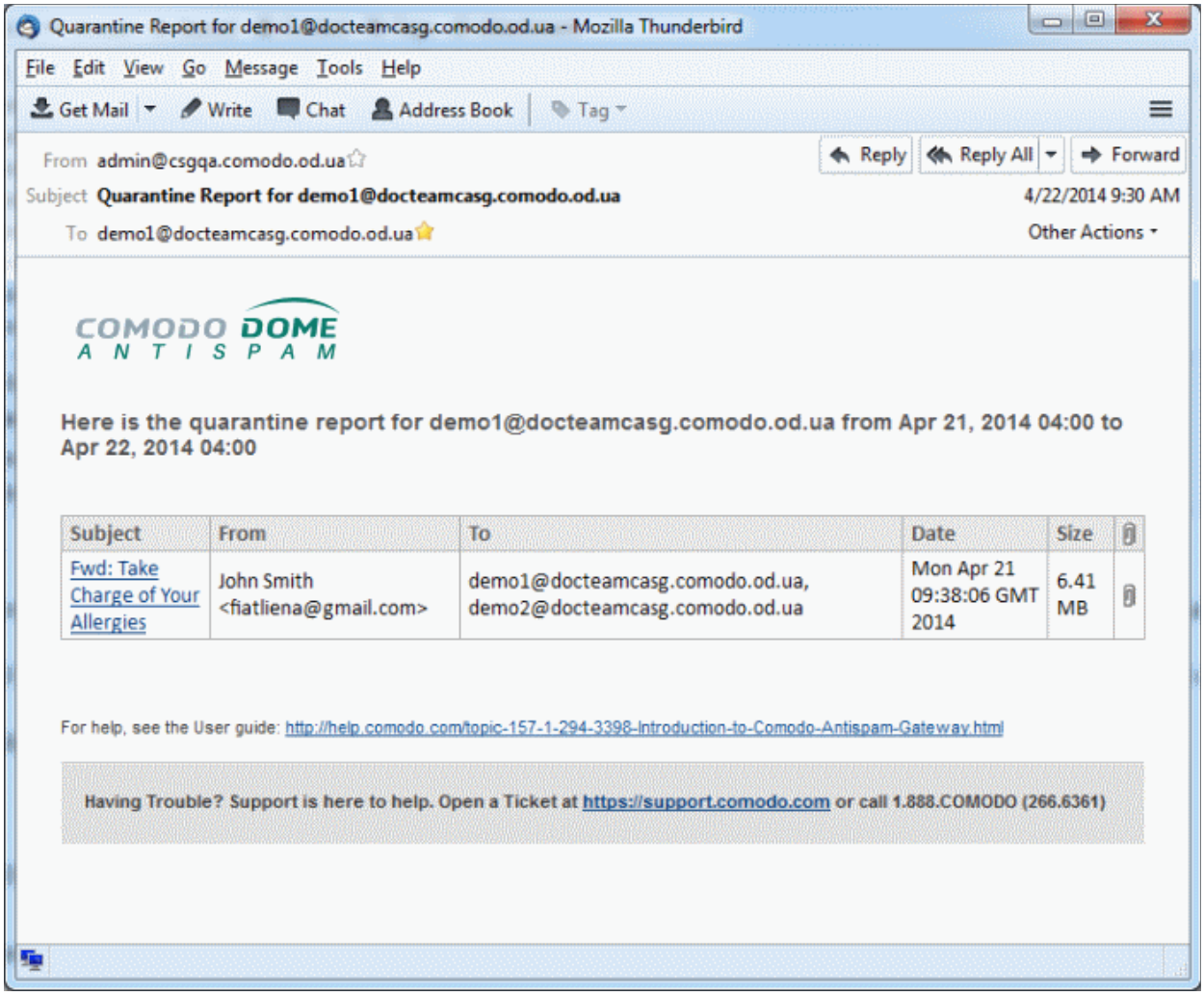
Each report contains statistics on mails that were sent to you, but instead moved to quarantine. The report also shows the sender, recipient, date and attachments of each mail. Click the subject line to open the mail in a new window.

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

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

- **Daily** -The report will be generated and emailed to you daily.
- **Weekly** - The report will be generated and emailed to you every seventh day from the date set in the 'Start date' field. The report will contain details of the mails quarantined during the past seven days.
- **Monthly** - The report will be generated and emailed to you 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.

An example of a Quarantine summary report is shown below:



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

Appendix - CDAS Feature List

Features	Availability
Number of domains and incoming / outgoing users	Depends on the subscription
Number of domain aliases	5
Active Directory / LDAP Synchronization	✓
Create / Modify User Groups	✓
Assign permissions to User Groups	✓
Number of user aliases per user	5
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
Report management	✓

About Comodo

The Comodo organization is a global innovator and developer of cyber security solutions, founded on the belief that every single digital transaction deserves and requires a unique layer of trust and security. Building on its deep history in SSL certificates, antivirus and endpoint security leadership, and true containment technology, individuals and enterprises rely on Comodo's proven solutions to authenticate, validate and secure their most critical information.

With data protection covering endpoint, network and mobile security, plus identity and access management, Comodo's proprietary technologies help solve the malware and cyber-attack challenges of today. Securing online transactions for thousands of businesses, and with more than 85 million desktop security software installations, Comodo is Creating Trust Online®. With United States headquarters in Clifton, New Jersey, the Comodo organization has offices in China, India, the Philippines, Romania, Turkey, Ukraine and the United Kingdom.

Comodo Security Solutions, Inc.

1255 Broad Street

Clifton, NJ, 07013

United States

Tel: +1.888.256.2608

Tel: +1.703.637.9361

Email: EnterpriseSolutions@Comodo.com

For additional information on Comodo - visit http://www.comodo.com.

EXTRALINK