

## Description and Instructions for Use of the MailPanel Application

### **Overview:**

MailPanel is a web-based application that allows you to manage your own email filtering in real-time. MailPanel gives you the ability to adjust your spam score on two levels, create and manage whitelists and blacklists, view a log of the processed messages, view any quarantined messages, and release any quarantined messages that are not deemed "dangerous". MailPanel is available from anywhere via a standard browser, there are no JavaScript tricks, no Flash movies, and no plug-in requirements.

### **MailPanel Login:**

You may login using your current email address as your MailPanel username, and your current email password as the MailPanel password. The login screen is available at <http://mailpanel.tls.net>. You may also login from your webmail, simply click on the "Options" link, then click on the "Spam Filter Configuration" link. You will be presented with an auto-login link to take you directly to MailPanel.

### **Using MailPanel:**

#### **"Overview"**

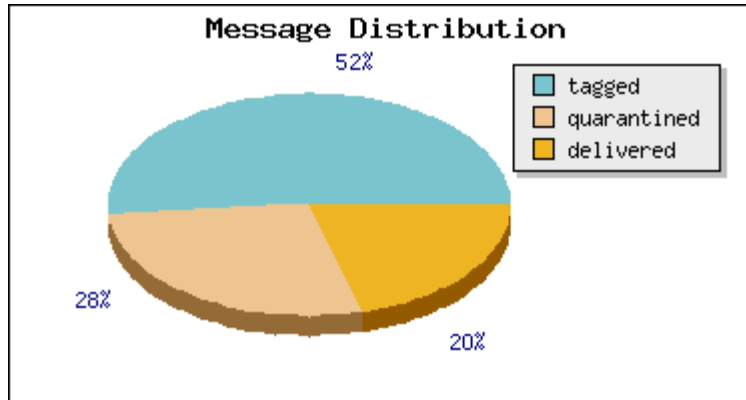
The first page you will see after logging in will be the Overview page. This page provides a snapshot of the your current mail processing stats. The overview consists of three graphs and a table. The top left object, the "Today's Totals" table, displays the current count and percentage of messages handled since midnight.

Today's Totals		
Processed:	246	2.9Mb
Clean:	128	52.0%
Viruses:	2	0.8%
Top Virus:	Worm.Mydoom.M	
Blocked files:	0	0.0%
Others:	0	0.0%
Spam:	48	19.5%
High Scoring Spam:	68	27.6%

The table is self explanatory. The first column is the label which identifies the data in the following columns. The second column gives the message count, and the third column displays the

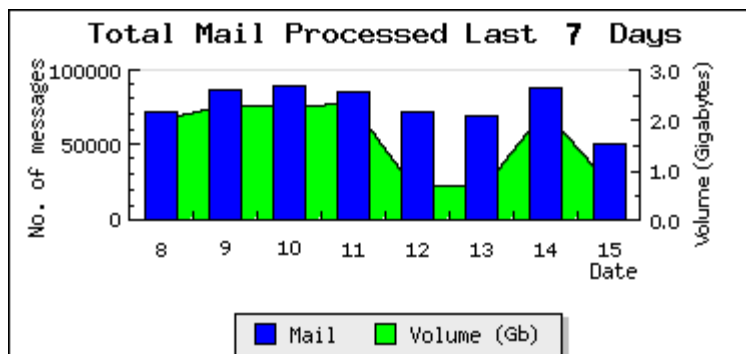
accumulated size of messages processed or the percentage of messages processed, depending on the label.

The second object, the "Message Distribution" graph displays the sum of all messages processed since midnight with the pie divided by how the message was handled.



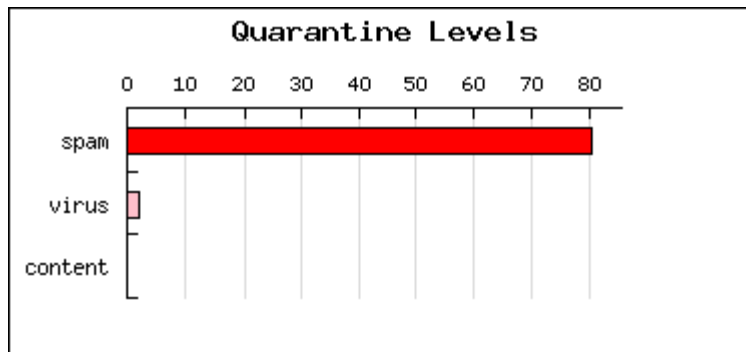
There are three labels. "Delivered" represents messages which passed through the system with no modification. "Quarantined" represents messages which were not delivered but held in quarantine. Messages may be held in quarantine for several reasons: a virus was discovered within the message, the message contained a phishing scam, or the message was marked as "high scoring" spam. The message will also be quarantined if it contained a file type we do not allow, such as \*.pif, \*.scr, and \*.com files. Finally, "tagged" messages are messages the spam filter has deemed spam. Tagged messages have headers inserted into the message to show the score the message received.

The third graph, "Total Mail Processed Last 7 Days", provides a broad snapshot of message processing for the last 7 days.



The graph displays two values: "Mail" and "Volume". "Mail" is the total message count for that day, and "Volume" is the accumulated size of messages that were processed.

The fourth graph, "Quarantine Levels", displays a breakdown of the number of each message type currently being quarantined.



The three message types are "Spam", "Virus", and "Content". "Spam" is the high-scoring spam. "Virus" is a message containing a virus. "Content" is a message containing disallowed content such as banned file types and phishing scams.

\*Note: We talk more about "High Scoring Spam" and how you can control it later in this document.

### **"Recent Messages"**

The second page available (working left to right) provides a real-time snapshot of messages as they are coming through the system. Only the last 50 messages are displayed, and the page refreshes every 30 seconds. Clicking on the small icon to the far left of a message will take you to the message details page. The details page breaks apart the email message in its raw format displaying all the details of the message's routing, origination, etc. Items of interest are the Virus/Dangerous Content/SpamAssassin areas near the bottom of the page. These clearly show the current status of the message. A green N shows no danger and a red Y shows the message has failed some test. Notice that nowhere is any personal information made available nor is there any message content displayed.

The recent messages list has 7 column headers. The first is the link to the details page. The rest are also self explanatory. Of interest is the last column which shows the current message status. Options are "Clean" (the message passed all tests), "W/L" (the message was not tested as the sender is whitelisted), "B/L" (the message will not be tested as the sender is blacklisted), "Spam" (the message failed the spam filter and has been tagged [Note: pink is low-scoring spam and red is high-scoring spam]), and "Virus" (the message has been found to contain a virus).

### **"Quarantine"**

Page three lists the quarantine folders by date. There will be 7 folders listed with the newest folder being today's quarantine. Clicking on the folder date will display the contents of the quarantine. Once the message listing for the quarantine is displayed you will see the page is much like the "Recent Messages" page with the exception that only quarantined messages are displayed. From the quarantine you may "release" any non-dangerous messages and the system will allow them to be delivered. Note that any messages deemed dangerous will have to be released by the TLS Support staff.

## "Lists"

Page four is the user interface for adding, updating, and deleting message whitelists /blacklists. Whitelists and blacklists use a different form than the previous lists in webmail. Wildcards are supported, but the use of "\*" is no longer required and will cause your lists to not work properly. You should follow two simple rules when creating lists.

First, when creating a blacklist, try blacklisting the entire domain. Generally, spams use a single domain and create random users. Simply blacklisting 'yyhzzzhgtr@hotmail.com' will only stop the one spam you have already received. 'ijuhygt@hotmail.com' and 'mknjbhvg@hotmail.com' will still get through. Blacklisting 'hotmail.com' will stop them all.

Second, when creating a whitelist, use the full email account. If you have family on AOL who send you email regularly, whitelist only their email address. Whitelisting the entire aol.com domain will only provide spammers a convenient open door to your mailbox.

Examples:

To blacklist mail from any Yahoo user, enter the "From" address as "yahoo.com".

To whitelist mail from a specific Yahoo user, enter the "From" address as "user@yahoo.com".

Add to Whitelist/Blacklist					
From:	<input type="text"/>				
To:	<input type="text" value="abc"/>	<input type="text" value="@tls.net"/>			
List:	<input type="radio"/> Whitelist <input type="radio"/> Blacklist				
Action:	<input type="button" value="Reset"/>	<input type="button" value="Add"/>			

Whitelist for abc@tls.net			Blacklist for abc@tls.net		
From	To	Action	From	To	Action
myfriend@aol.com	abc@tls.net	<a href="#">Delete</a>	hotcarsforsalebyme.com	abc@tls.net	<a href="#">Delete</a>

## "Setup"

Page five provides you the ability to customize your spam settings, passwords, and enable "Quarantine Reports".

There are two spam settings to be configured. "Spam Score" is the same as the previous spam score settings in webmail. The same rules apply: 5 is a good base, 4 is strict, 3 aggressive, and 2 and 1 are not recommended. The "High Spam Score" setting does not filter or test spam any differently. It does however determine at what level a spam message is no longer delivered but sent to the quarantine instead. 30 is a good starting point, though you can set it to any level you choose. Note that a setting of 0 (zero) will disable the score and the system will score your messages based on the system defaults which are Spam Score = 5 and High Spam Score = 50.



Active Filters	
From is equal to 'no-one@tls.net'	<a href="#">Remove</a>
Add Filter	
From	
is equal to	
no-one@tls.net	<input type="button" value="Add"/>
Load/Save Filter	
	<input type="button" value="Save"/>
no-one	<input type="button" value="Load"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>
None	
no-one	
Statistics (Filtered)	
Oldest record:	06/04/06
Newest record:	06/19/06
Message count:	2,403
Reports	
<ul style="list-style-type: none"> <li>• <a href="#">Message Listing</a></li> <li>• <a href="#">Total Messages by Date</a></li> <li>• <a href="#">Top Mail Relays</a></li> <li>• <a href="#">Top Viruses</a></li> <li>• <a href="#">Virus Report</a></li> <li>• <a href="#">Top Senders by Quantity</a></li> </ul>	

In the example above, a filter called "no-one" has been created and saved. It is now available in the "Load/Save" filter pull-down. By selecting this filter and clicking "Load", MailPanel is now filtering all reports to only display data that is sent from "no-one@tls.net". Using this filter, all reports run will only be created with email received from no-one@tls.net. This could easily be done to see all mail from AOL.com, or all mail received two days ago, or all mail that was spam. You have fine-grained control over exactly what you see.

### ***Wrapping Up:***

Please take the time to look through MailPanel. The provided reports give you an unprecedented view of your mail traffic, and the tools provide you with more control than most mail systems in deciding what ends up in your Inbox.

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 Let TLS take care of it!