

Panda Security

Email Protection

User's Guide

Version 4.5.1



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1. Introduction to Email Protection

What is Email Protection?

How it works

1.1. What is Email Protection?

Email Protection is an innovative security service which protects company domains and email servers from spam, viruses and phishing attempts (fraudulent email).

To use the service there is basically no maintenance activity required by the administrator. The update of external filters is transparent and executes without any interaction. The email service will continue even in case of a failure (fault tolerance)

Detailed statistical information and configurable reports about email activity are provided. End users can easily access their email from any connection device – no setup by end user required.

Email Protection operates as an external filter between the email recipient and sender. It collects/receives messages, filters them before they are delivered and grants email free of threats.

Main benefits:

- Email Protection does not slow down computers or mobile devices: filtering is performed via an external server, either as appliance or Email Protection's remote servers, and confidentiality is fully guaranteed (validated by "econfia").
- Mobility: It protects your email domain no matter from where you access your mail (your home PC, the office, an Internet cafe or other mobile device, etc.). The solution is continuously updated completely transparent to users (no intervention is required).
- It saves bandwidth by eliminating junk mail, and reduces other risks associated with email.
- It saves users time and effort by preventing them from having to delete unwanted messages that saturate their inboxes.

1.1.1 What makes Email Protection different?

Email Protection is an application that operates as an external email filter, with the following advantages for users:

- It blocks threats before they can reach your computers.
- It is not a drain on your computers resources: filtering is performed from Email Protection.
- It does not only protect computers but also your email accounts: Email Protection provides mobility.
- It uses its own trusted lists or dynamic white lists, which minimize the possibility of false positives.

1.1.2 Is it secure?

Email Protection operates as an appliance, setup in a company's data centre, fully independent from the email server or as an email service provider along with your current Internet service provider. Data confidentiality is fully guaranteed:

- All processes are fully automated, with no human intervention or access to the email filter needed.
- The organization is fully compliant with personal data protection legislation, and is subject to continuous external and independent audits.

1.2. How it works

1.2.1 How messages are classified

Email Protection runs all email messages through three separate checks to determine if they contain viruses or whether they are junk mail.

1. **Connection filters:** the source of every email received is analyzed to verify whether the sender is reliable or a known spammer.
2. **Antivirus filter:** Checks if a message is infected with a virus. The Message gets deleted and the user can request a detailed report about the infected email.
3. **List filter:** Checks if the sender is included in the valid email lists (white list), if so the message will be delivered to the recipient's inbox. If the sender is included in the non-valid email list (blacklists), the message is retained as spam.
4. **Anti-spam filter:** finally, and for all those messages whose senders are not included in any list, an anti-spam filter is applied, with two operational modes: Guaranteed and Automatic (default).

In Guaranteed mode, messages which are not included in any of the lists will remain pending validation until the sender or recipient validates that message. To make list management easier, Email Protection offers the possibility of importing the contact list from your email client. As this your contacts will automatically be white listed and for the future considered as valid.

2. Email Protection interface

Email Protection Control Panel - User
level

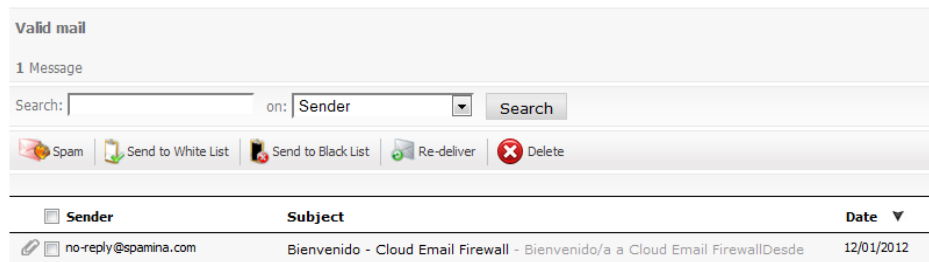
2.1. Email Protection Control Panel - User level

Panda Email Protection users can access a personal control panel via the URL provided by your company where it is possible to find all the information you need about the service provided.

It includes the sections:

- Messages
- Filtering
- Personalization
- Settings

Below screenshot shows filtering options available within the user interface:



To access the control panel, just enter your email account (user name) and password in the login section of the URL provided by your company or access from the Notifier.

2.1.1 Messages section

2.1.1.1 Spam

Emails are saved for as many days as the administrator decides. Once expired, they are sent to the "Trash can" and deleted. If you receive a false negative email in this folder, you can recover it by clicking "Not spam".

2.1.1.2 Valid mail

Valid email is saved in Email Protection for as many days as the administrator decides. Once this period has expired, they are sent to the "Trash can".

False negative messages must be confirmed as Spam so Email Protection can provide feedback to the Web.

2.1.1.3 Mail pending validation

These are emails from senders that have not been registered by the Email Protection sender validation system. This folder "Mail pending validation" for the guaranteed filtering mode is always displayed, regardless of user mode filtering.

2.1.1.4 Mailing lists

This email comes from automatic distribution systems (newsletters, news bulletins, sales) to which you may have subscribed. Email Protection detects these messages and stores them in this folder.

2.1.1.5 Virus warnings

These are notifications sent by Email Protection, reporting the presence of a virus in an email you have received in your email account.

2.1.1.6 Notifications

These emails are notifications automatically sent by email servers, related to mail which could not be delivered or recipients that did not exist. Email Protection places these messages in the "Notifications" folder.

2.1.1.7 Trash can

Contains messages that have been deleted by the user. This folder is emptied every day.

2.1.2 Filtering section

In order to avoid repetitions of valid and invalid senders and domains, a sender cannot be added if the domain the user belongs to already exists in the same list. Therefore, when adding a domain to a list, all the separate email addresses from that domain will be removed from the list.

2.1.2.1 White List

Email Protection classifies messages received from senders or domains registered in your White List as valid emails, immediately and without applying any filter.

Email addresses and email domains may be imported.

- The file to be imported must contain elements separated by , (comma), ; (semi-colon) or line break
- Each line of the file may contain several elements separated by the mentioned separators
- The file may be either .txt or .csv
- The maximum number of elements per file is 2000

2.1.2.2 Black List

Operates the same way as the White List but has the opposite effect. Every email send from a listed domain or email address will be considered a non-valid sender.

Email addresses and email domains may be imported.

- The file to be imported must contain elements separated by , (comma), ; (semi-colon) or line break
- Each line of the file may contain several elements separated by the mentioned separators
- The file may be either .txt or .csv
- The maximum number of elements per file is 2000

2.1.2.3 List of senders pending validation

The List of senders pending validation may contain email addresses.

In order to avoid redundancy in the black lists and white lists, a sender cannot be added if the domain already exists in any of the lists. Meanwhile, when a domain is added to the list, the senders belonging to that domain will be deleted.

2.1.2.4 Trusted lists

These are effectively automatic white lists. These lists are automatically created. If an error is detected and there is an invalid entry, it can be sent to the black list.

2.1.2.5 Filtering mode

Messages are filtered for spam to determine whether a message is valid or not. When Email Protection does not know where the message comes from (messages received from senders or email domains which are not registered in its lists) it applies one of below filtering modes

- Automatic filtering

When Email Protection receives an email, it analyzes it and gives it a score according to its characteristics to determine whether it is valid or spam (you can choose the protection level)

The filters applied to your mail can be customized at any time. A valid filter applied by one person may not be valid for another person.

If there is a message that has been mistakenly detected as spam, it can be recovered.

- Guaranteed filtering

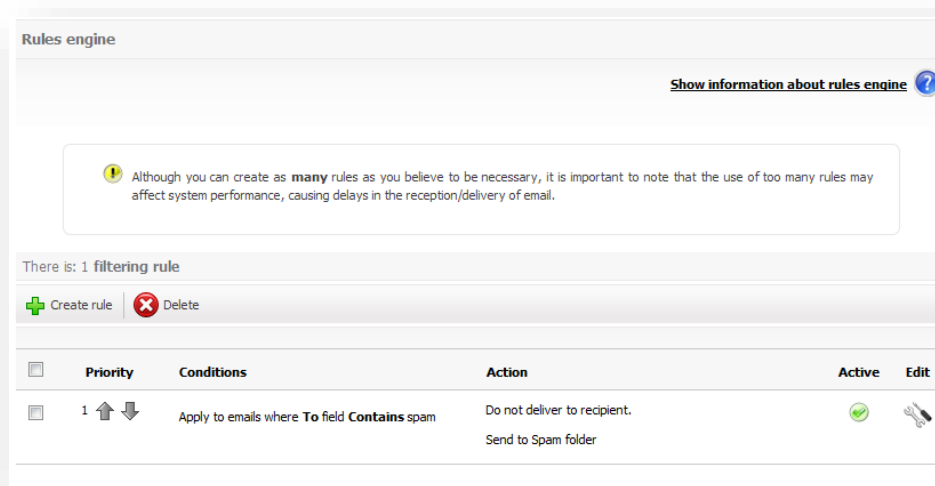
This checks and validates the source of messages, checking whether the senders are included in the valid senders' list (white list)

Any sender not included in the white list will receive a validation message. A simple click will add the sender to your white list and all their future messages will be automatically delivered. Email Protection has lists of valid senders and domains (whose messages will only go through the antivirus process) and the invalid ones (which will be considered as junk mail).

2.1.2.6 Rules engine

Panda has provided a rules engine panel for more advanced users where users may create customized rules that will affect email arriving at the User's Email Protection level.

Users may change priority for rules using the arrows within the priority column.



We recommend using the rules engine only if the other service options do not detect certain emails.

2.1.3 Personalization section

2.1.3.1 Language

From this menu you can change the language in which the control panel is setup.



2.1.3.2 Automated messages

Summaries

Email Protection sends a summary to all users whose emails are: blocked as spam, pending validation, senders added in the lists, etc. According to the settings of each account, this summary is sent daily, weekly, or never.

I agree to receive brief messages from my account protected by Panda Cloud Email Protection

Do not send report

Send daily report

Send weekly report


2.1.4 Settings section

2.1.4.1 Account data

Personal information

Here you will find the following account data: First and surname, telephone number, address, city and country (not required fields)

Account data

[Show information](#) 

* First name and surname:

Phone number:

Address:

City:

Country:

(*) Mandatory fields

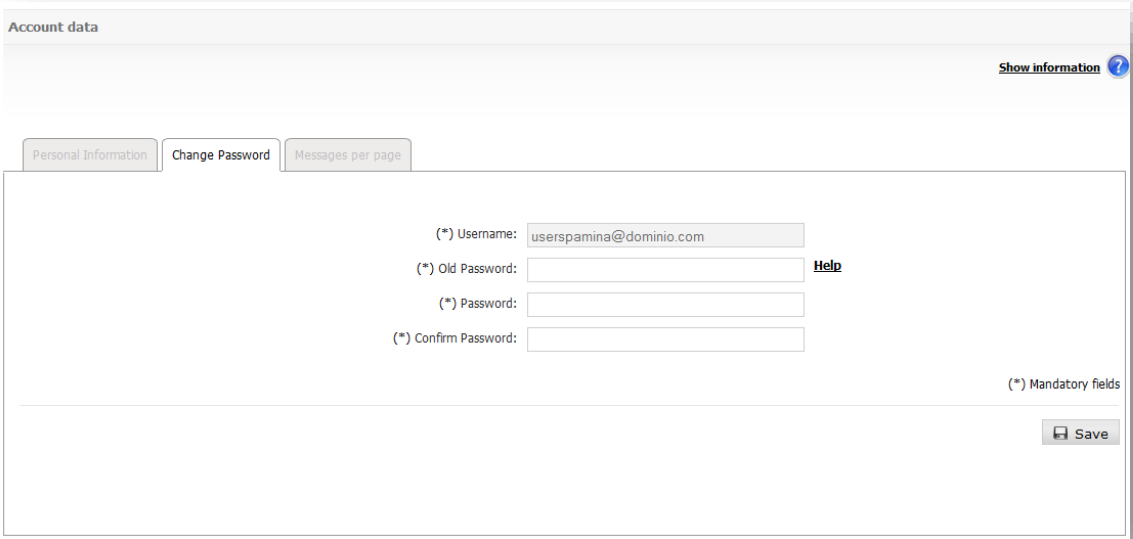
Password

If you want to change your password you will need to enter your previous password, enter your new password, and enter the new password again.

In order to help you to choose a secure password, this feature will allow you to check if the password is valid or not.

Tips for creating a secure password:

- Lowercase and uppercase letters "a" to "z", except "ñ"
- Numbers 0-9
- Symbols allowed: _ . -
- Minimum length of 8 characters and maximum of 64 characters



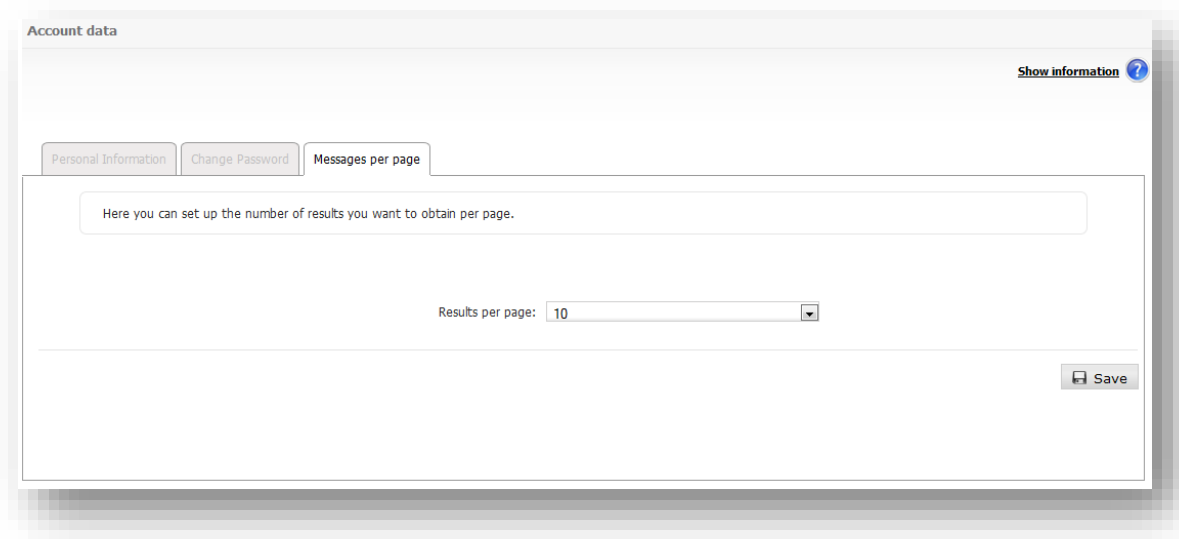
The screenshot shows a web interface titled "Account data". At the top right, there is a "Show information" link with a question mark icon. Below this, there are three tabs: "Personal Information", "Change Password", and "Messages per page". The "Change Password" tab is active. The form contains the following fields:

- (*) Username:
- (*) Old Password:
- (*) Password:
- (*) Confirm Password:

There is a "Help" link next to the "Old Password" field. At the bottom right, there is a "Save" button and a note "(*) Mandatory fields".

Messages per page

You can change the number of messages displayed per page in the panel, permitted values are:
10, 15, 20, 50, 75, 100, 200, 500.

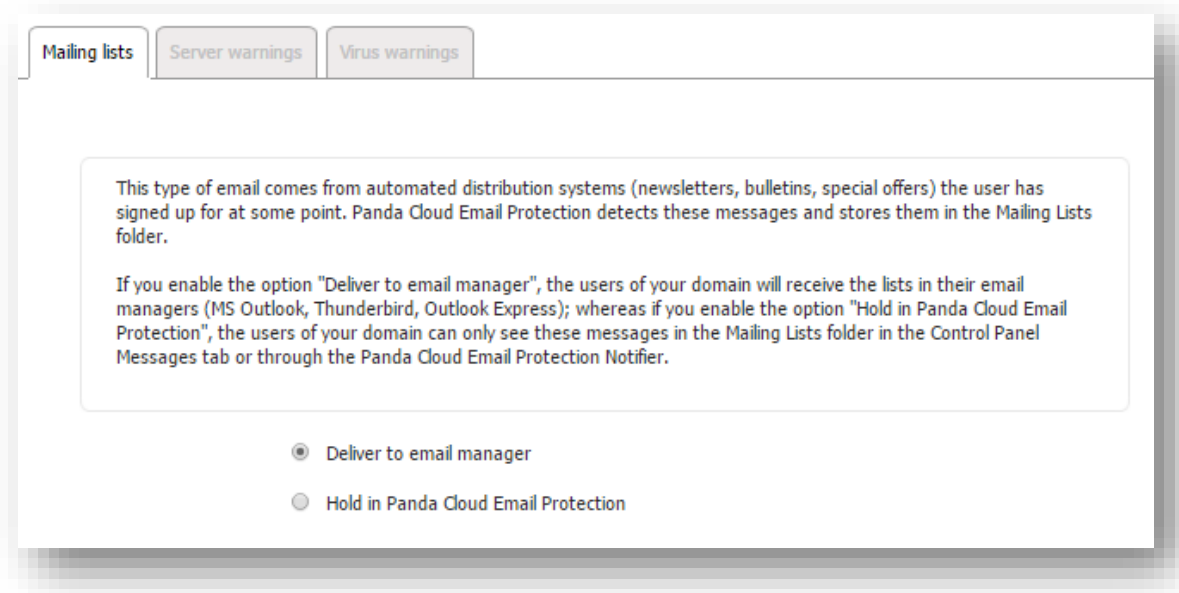


2.1.4.2 Lists and notices

Mailing lists

This kind of email comes from automated distribution system (newsletters, news bulletins, sales) to which user may have subscribed. Email Protection detects these messages, and considers them as valid mail. These emails are delivered to the user's inbox.

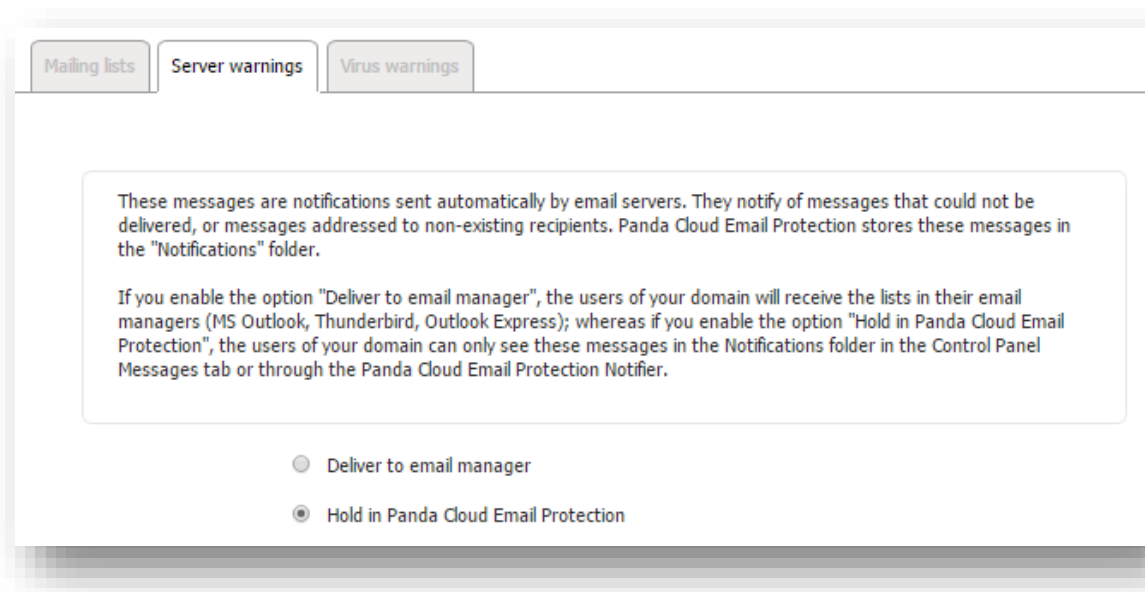
If you enable the option "Deliver to email manager", you will receive these messages in your inbox, while if you enable the option "Hold", you will only see these messages in the "Mailing list" folder within the Email Protection control panel.



Server warnings

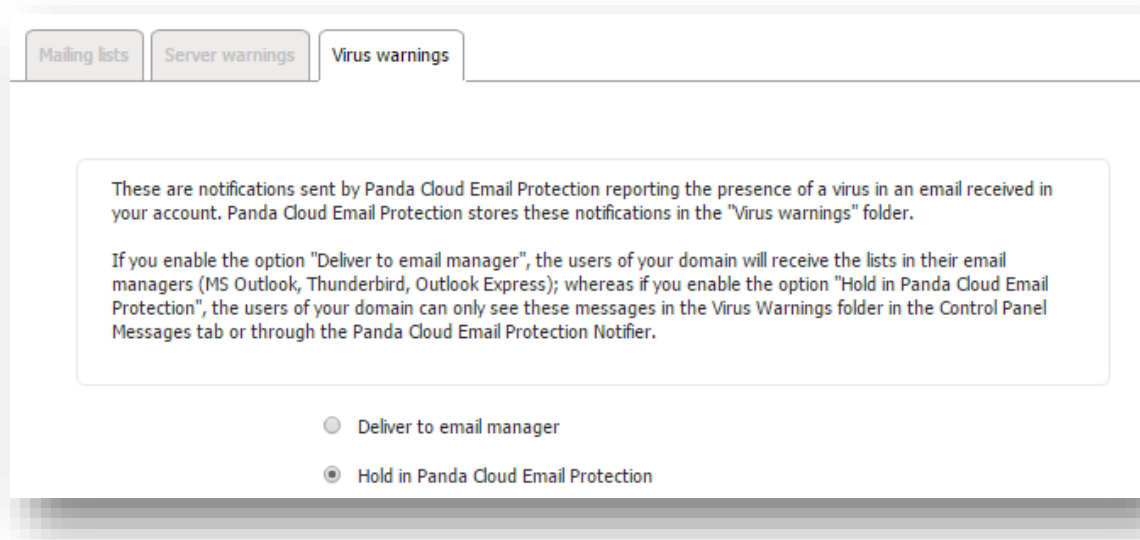
Email Protection sends out notifications for emails that could not be delivered or if emails were sent to recipients that are not registered within the product. Email Protection places these messages in the **Notifications** folder.

If you enable the option "Deliver to email manager", you will receive these messages in your inbox, while if you enable the option "Hold", you will only see these messages in the "Notifications" folder in the Email Protection control panel.



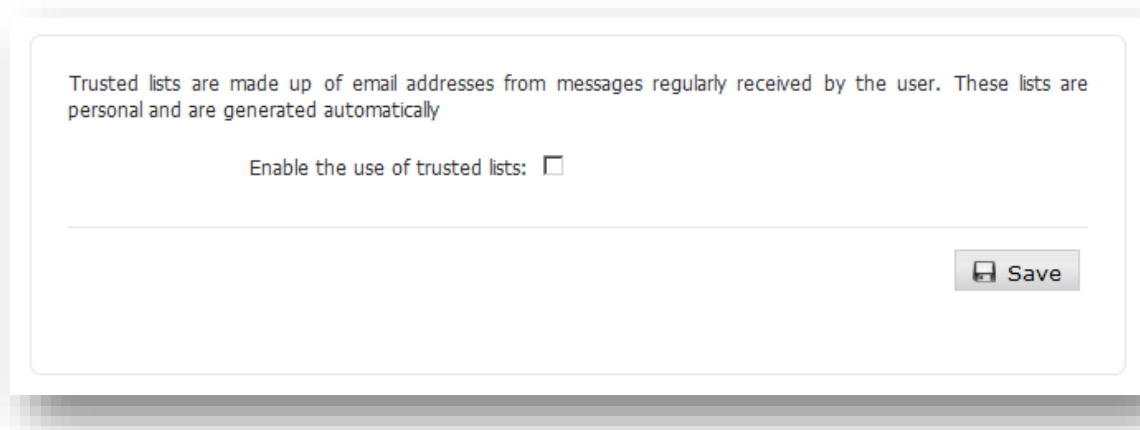
Virus warnings

When you receive a message that contains a virus, Email Protection deletes it and sends a notification message to the user mentioning the delivery attempt and the presence of a virus as well as the name of the virus detected.



2.1.4.3 Trusted lists

Trusted lists include valid email addresses which a user receives. This list is personal and it is automatically generated according to Email Protection's own protocol.



2.1.5 Archive Search

You may use the search interface to perform queries on the archived emails.

In the section «Conditions» you may indicate all the search criteria you wish to use. These criteria may include the fields and operations indicated in the following table:

Field	Operation	Value
To	- contains - does not contain	All or part of an email addresses.
From	- contains - does not contain	All or part of an email addresses.
Cc	- contains - does not contain	All or part of an email addresses.
Subject	- starts with - does not start with - ends with - does not end with - contains - does not contain - is equal to - is different than	Text to find in the email's subject line.
Body	- contains - does not contain	Text to find in the body of the email.
Emails with a date	- is equal to - is different than - is equal or higher than - is lower or equal to	Date in which the email was sent.

Finally, you may specify the logical operation that you wish to apply in order to combine the search conditions:

- **All the previous conditions:** The search results will be those that meet all the conditions indicated.
- **Some of the previous conditions:** The search results will be those that meet any of the conditions indicated.

Conditions

To	contains	user1@dom1.com	<input type="checkbox"/>	<input type="checkbox"/>
Body	contains	Test	<input type="checkbox"/>	<input type="checkbox"/>

The results must meet:

All the previous conditions Some of the previous conditions

3. Additional functions

Panda Notifier

3.1. Panda Notifier

The Email Protection Notifier is a utility¹ which can be installed that offers complete control of email management.

Once installed, a small icon is displayed in the system box which flickers when the service is enabled, and gives different notices: arrival of new emails, virus warnings and undelivered emails. The Notifier has intuitive menus and lets you access all the service options.

It lets you manage messages, by marking them as valid mail, invalid, or by deleting them, as well as considering the filtering mode (Automatic or Guaranteed), and the protection level you require, and let's you manage several mail accounts at the same time. You have access to the same options from within the Email Protection web console.

3.1.1 Technical Specifications

The Notifier works in Windows operating systems (XP, Vista and Windows 7), Mac OS X, Linux x86-64, Linux PowerPC and Linux i386; the operative system must support multiuser.

¹ It is an optional program to enhance the use of the external email filter, but it is not necessary to install it to protect an email account.



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