

Mail Assure

Quick Start Guide

Contents

- Introduction 1**
- Login Page 1**
- Dashboard 2**
- Spam Quarantine 3**
- E-Mail Scout Reports.....4**
- E-Mail Scout Reports - Message..... 5**
- Sender Whitelist 6**
- Sender Blacklist 7**

Introduction

Solarwinds Mail Assure is a **filtering and continuity service**.

Mail Assure provides SPAM, virus and junk mail filtering.

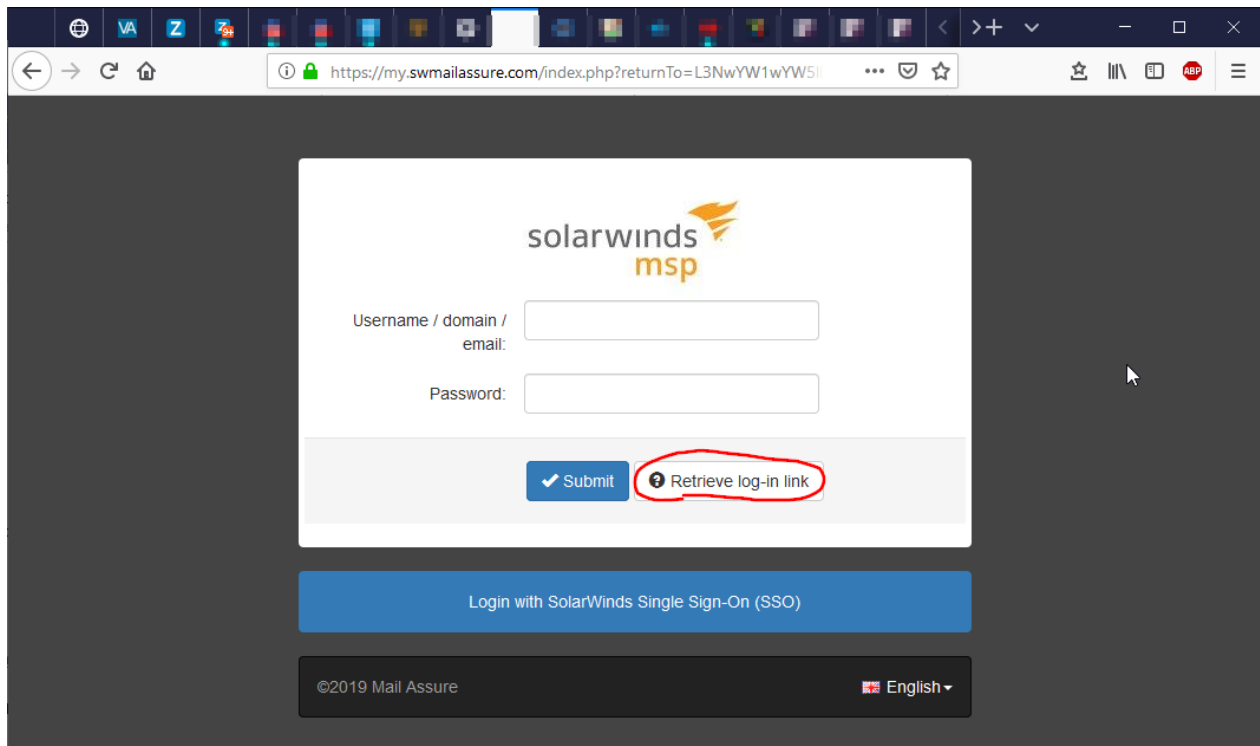
Mail Assure also provides a continuity feature that gives subscribers the ability to read, reply and send e-mail even if their own mail server is offline for any reason.

Login Page

Mail Assure login is accessible at <https://my.swmailassure.com>.

Please use your e-mail address as the username for access to Mail Assure.

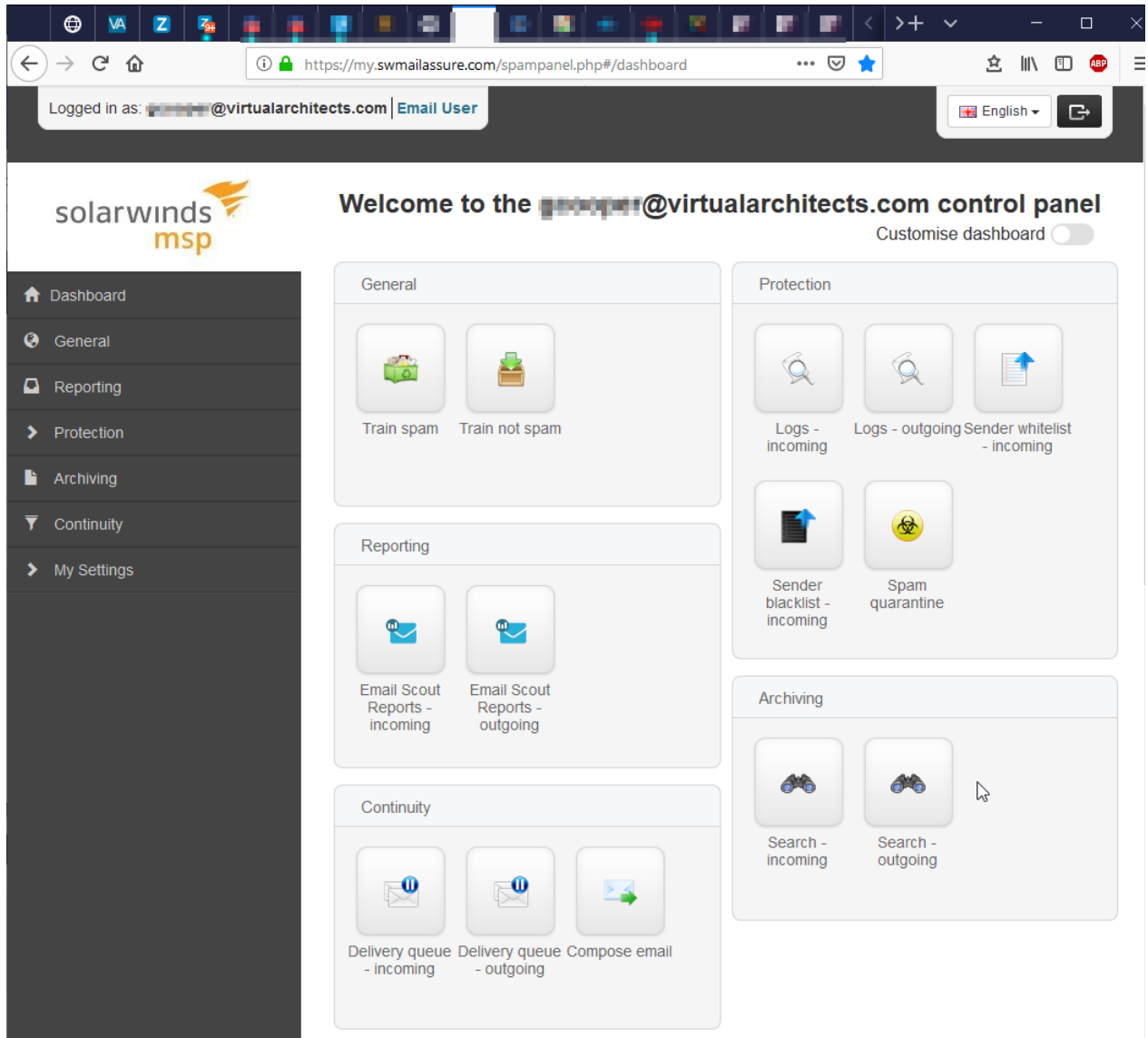
If you do not know your Mail Assure password, please click the 'Retrieve log-in link'.



The screenshot shows a web browser window displaying the login page for SolarWinds MSP Mail Assure. The browser's address bar shows the URL <https://my.swmailassure.com/index.php?returnTo=L3NwYW1wYW51>. The page content includes the SolarWinds MSP logo, a form with two input fields labeled 'Username / domain / email:' and 'Password:', and two buttons: 'Submit' and 'Retrieve log-in link'. The 'Retrieve log-in link' button is highlighted with a red circle. Below the form is a blue button for 'Login with SolarWinds Single Sign-On (SSO)'. The footer contains the text '©2019 Mail Assure' and a language dropdown menu set to 'English'.

Dashboard

Upon Logging in, you will be presented with the Mail Assure Dashboard.



From the dashboard, you may access all options, either on the left column or from the icons in the main body of the dashboard.

Spam Quarantine

In the SPAM Quarantine option, all the incoming messages to your email address that were quarantined by Mail Assure will be displayed.

The screenshot shows the SolarWinds MSP Spam Quarantine interface. The page title is "Log Search (@virtualarchitects.com)". The interface includes a sidebar with navigation options: Dashboard, General, Reporting, Protection, Archiving, Continuity, and My Settings. The main content area displays a search results table with columns for Timestep, From, To, and Subject. A search filter is applied: Status is "Accepted", and it is one of "Quarantined". A search icon is circled in red.

Log Search (@virtualarchitects.com)

All connections that are handled by the filter (other than when the filter is disabled, and those handled by denial of service protection) result in a log entry that records meta-data about the message, its classification, and what happened to it. This information is kept for a period of time controllable at the domain level, and is then purged. There is a short delay, typically well under 10 minutes, before log entries are available here.

For now, the deprecated quarantine page may still be used.

Export entries as CSV

Email this search

Query Rules

Status is one of Quarantined

Quick select: Accepted, Not accepted

+ New rule Reset rules

Group results by: Choose column

Columns to be displayed: Customise

Items per page: 50 1

	Timestep	From	To	Subject
	2019-04-2 1 08:20			
	2019-04-1 9 13:32			

On this page you can perform many functions, including:

- Search for a quarantined message
- View quarantined message content
- Reply to messages
- Release quarantined messages
- Remove/delete messages
- Blacklist/Whitelist messages/senders

E-Mail Scout Reports - Incoming

The E-Mail Scout Report option under Reporting provides an e-mailed message digest one or more times per day and provides a simple way for you to monitor your spam quarantine.

From this screen you can **enable/disable** the E-Mail Scout Reports and configure the **frequency** of the e-mailed reports.

Click the search button to see your current configuration.

Logged in as: gcooper@virtualarchitects.com | Email User

English

solarwinds msp

Email Scout Reports (gcooper@virtualarchitects.com)

Scheduled Email Scout Reports are emailed log search results that are executed and sent at a specified schedule. Reports may be manually created from the [log search](#) page, or automatically created via a domain level configuration.


[Export report configurations as CSV](#)

Query Rules

No query rules applied. To narrow down the results, add a new rule.

[+ New rule](#) [Reset rules](#)

Group results by:

Columns to be displayed: 

Page 1 of 1. Total items : 1. Items per page:

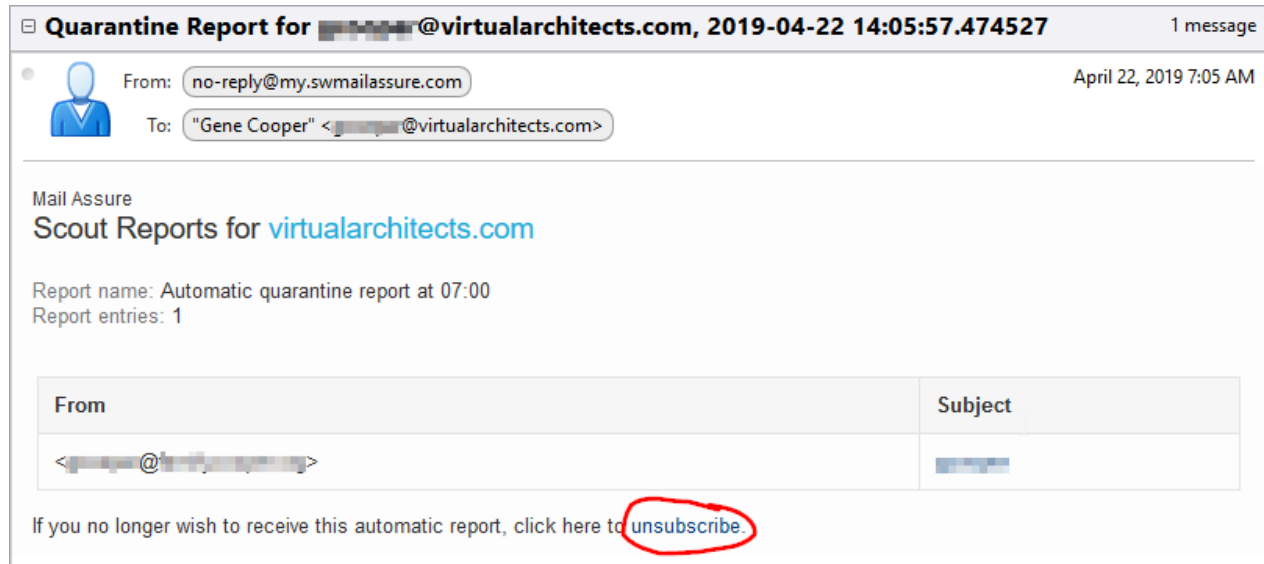
	Name ^	Template ↕	Destination ↕
<input type="checkbox"/>	Automatic quarantine report at 07:00	column	gcooper@virtualarchitects.com

E-Mail Scout Reports - Message

The e-mailed report will list your quarantined messages.

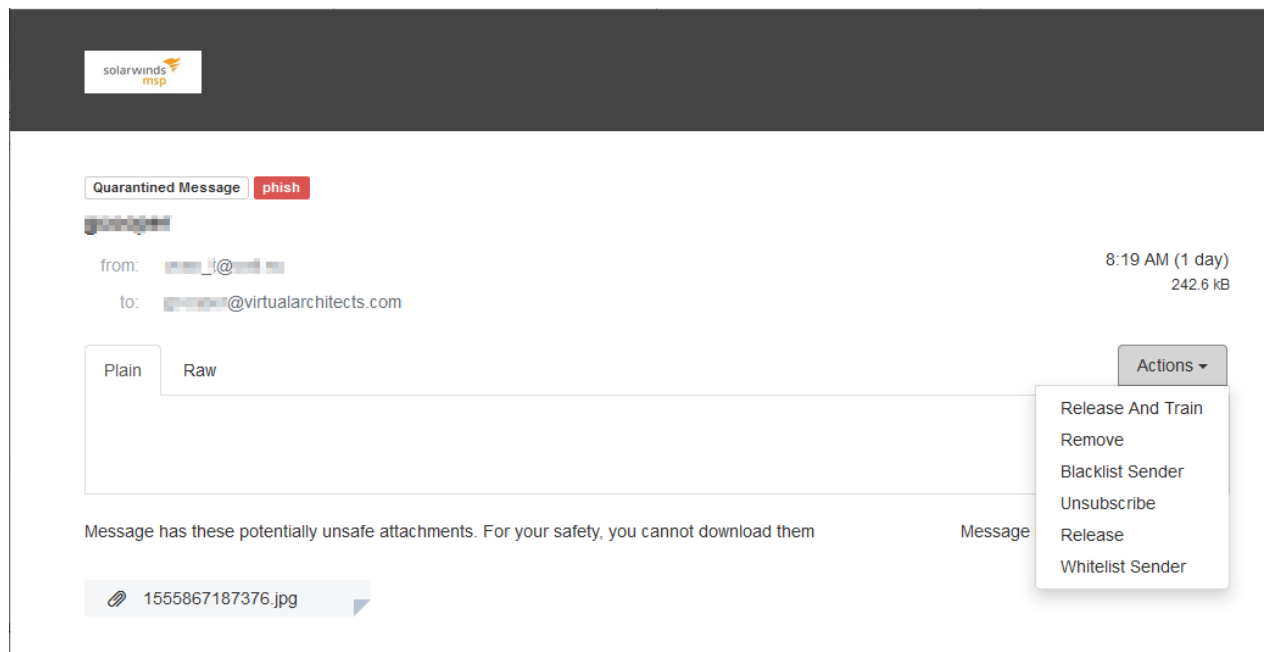
You can stop the delivery of E-Mail Scout Reports by clicking **unsubscribe**.

You can view a quarantined message by clicking the link under Subject.



The screenshot shows an email header for a quarantine report. The subject is "Quarantine Report for [redacted]@virtualarchitects.com, 2019-04-22 14:05:57.474527" with "1 message" indicated. The sender is "no-reply@my.swmailassure.com" and the recipient is "Gene Cooper" <[redacted]@virtualarchitects.com>". The email is dated "April 22, 2019 7:05 AM". The body of the email is from "Mail Assure" and titled "Scout Reports for virtualarchitects.com". It states "Report name: Automatic quarantine report at 07:00" and "Report entries: 1". Below this is a table with two columns: "From" and "Subject". The "From" cell contains a redacted email address. The "Subject" cell contains a redacted subject line. At the bottom of the email body, there is a link that says "If you no longer wish to receive this automatic report, click here to **unsubscribe**." The word "unsubscribe" is circled in red.

From the linked web page, you can perform various other functions, such as **blacklist/whitelist a sender** or **release a message for normal delivery**.



The screenshot shows a "Quarantined Message" interface. At the top left is the "solarwinds msp" logo. The message is labeled "Quarantined Message" and "phish". The sender is "from: [redacted]@[redacted]" and the recipient is "to: [redacted]@virtualarchitects.com". The message was received at "8:19 AM (1 day)" and is "242.6 kB" in size. There are two tabs: "Plain" and "Raw". An "Actions" dropdown menu is open, showing options: "Release And Train", "Remove", "Blacklist Sender", "Unsubscribe", "Release", and "Whitelist Sender". Below the message content, a warning states "Message has these potentially unsafe attachments. For your safety, you cannot download them". A message attachment is shown as "1555867187376.jpg".

Sender Whitelist - Incoming

Here is where you can whitelist sender email addresses or domains.

Click the search button to view all whitelisted email addresses.

Alternately, you may search for specific whitelisted addresses by using the Query Rules. For example, set Query Rules to Address contains gmail.com. The result will display all whitelisted email addresses from gmail.com

You may also Edit or Remove individual entries by selecting the dropdown menu beside each whitelisted address.

Logged in as: [redacted]@virtualarchitects.com | Email User

Sender Whitelist ([redacted]@virtualarchitects.com)

If you wish to receive mail from a particular sender regardless of the message content, you should whitelist it. You should only do this when you know that the sender will verify their address and will only ever send legitimate safe content

- You have the option to check only the "envelope" sender, the sender address that is in the "From" header, or both.
- To whitelist all addresses at a domain, add the domain name without a leading "@" (e.g. for all senders with addresses @example.com, add "example.com").
- To whitelist an entire top-level domain, use "*" as a wildcard (e.g. for anything from .nl, add "*.nl").

[+ Add whitelist sender](#) [Import senders from CSV](#) [Export senders as CSV](#)

Query Rules

Address contains

[+ New rule](#) [Reset rules](#)

Group results by: Columns to be displayed:

Page 1 of 1. Total items : 36. Items per page: 50

<input type="checkbox"/>	Sender Flag	Address
<input type="checkbox"/>	Check both	[redacted]
<input type="checkbox"/>	Check both	[redacted]

To add a new Whitelist Email Address, click on **Add Whitelist Sender**.

You can whitelist an entire sender domain by entering only the sender domain part (after the '@' symbol).

Sender Blacklist - Incoming

Here is where you can blacklist sender email addresses.

Click the search button to view all blacklisted email addresses.

Alternately, you may search for specific blacklisted addresses by using the Query Rules. For example, set Query Rules to Address contains gmail.com. The result will display all blacklisted email addresses from gmail.com.

You may also Edit or Remove individual entries by selecting the dropdown menu beside each whitelisted address.

The screenshot shows the SolarWinds MSP web interface for managing a sender blacklist. The browser address bar shows the URL: `https://my.swmailassure.com/spampanel.php#/blacklistsender`. The user is logged in as `[redacted]@virtualarchitects.com`. The page title is "Sender Blacklist ([redacted]@virtualarchitects.com)".

On the left is a navigation sidebar with the following items: Dashboard, General, Reporting, Protection, Archiving, Continuity, and My Settings.

The main content area includes:

- A header section with the SolarWinds MSP logo and the title "Sender Blacklist ([redacted]@virtualarchitects.com)".
- Explanatory text: "If you never wish to receive mail from a particular sender, you may blacklist it. These messages will be rejected regardless of the message classification."
- A bulleted list of instructions:
 - You have the option to check only the "envelope" sender, the sender address that is in the "From" header, or both. Messages that match the "envelope" sender will be rejected prior to the message content being received, so will not be available in the quarantine.
 - To blacklist all addresses at a domain, add the domain name without a leading "@" (e.g. for all senders with addresses @example.com, add "example.com").
 - To blacklist an entire top-level domain, use * as a wildcard (e.g. for anything from .nl, add "*.nl").
- Three action buttons: "+ Add blacklist sender", "Import senders from CSV", and "Export senders as CSV".
- A "Query Rules" section with a dropdown menu set to "Address", a dropdown set to "contains", and an empty input field with a clear button (X).
- Buttons for "+ New rule" and "Reset rules".
- Options for "Group results by:" (a dropdown set to "Choose column") and "Columns to be displayed:" (a dropdown set to "Customise"). A search icon (magnifying glass) is circled in red.
- A yellow banner at the bottom stating "No results found".

To add a new Blacklist Email Address, click on **Add Blacklist Sender**.

You can blacklist an entire sender domain by entering only the sender domain part (after the '@' symbol).