

## **What's new in Europa?**

Additional interface (2<sup>nd</sup> IP) on Europa, Virtual Domains/Virtual Users/virtual emails

Segregated Mail Delivery

Outbound Mail Filtering support

*Greylist, Sender White List, NDR*

NDR ( Non-delivery receipts )

Digital Watermarks

SMTP DOS Attack Protection

Quarantine Manager

Score Log size Reduction Configuration

New LDAP Capabilities

Reporting in PDF form.

CC on Europa

Wildcard blacklist

Vacation/Out-of-office reply

Virtual Mail Server Support

LDAP for multi-domain Auto LDAP sync, Alias domain support

Allowing user to override anti-spam score settings

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Illustration 1: The screen shot above shows the System Setup page

Note: for the field description in details, please refer to Appendix A.

### Setting up the IP on Europa for an additional interface

System > System Setup

1. Click on “add 2<sup>nd</sup> NIC” link. (An additional entry of “**Static IP 2**” will be expanded)

### Configuring Against the NDR (a.k.a. Non-delivery receipts) attacks

2. This **SMTP Level Unknown User Rejection** option, when enabled, will **drop** all the emails addressing to the users who are not on Europa. This option is **disabled** by default. Because initially, when Europa is first put in place, the users list on Europa may **NOT** be complete. **Enabling this option will cause Europa to reject every single inbound message for an unknown user on Europa.**

### Configuring the system with NO LOST emails

2. Disable the **SMTP Level Unknown User Rejection** option. Disabling this field will enable the “**Forward Unknown Domain Emails**” field.
3. Enable **Forward Unknown Domain Emails**.
4. Specify an email address in the **Unknown Domain Email Address** field.

## Forwarding Released Emails

Administrator may forward all the users' released emails to a specific centralized email account.

5. Enable **Forward Released Emails**.
6. Specify an email address in the **Forward Released Email Address** field.

## Configuring Against email bounce attacks

This feature is only available for domains with outbound enabled. For each email being sent out through our Outbound Mail Scanner, a *digital watermark* will be embedded into the email. By enabling the **Bounce Verification option** (7), your system will be protected from email bounce attacks.

## **CLP Setup ( Connection Level Protection )**

**Europa can now support Greylisting and Sender White List.** Greylisting is a method of blocking tremendous amount of spam at the mail server level. By defining Senders' domain names in the **Sender White List**, the mail server of the sender will not be checked at the client connection level.

Service Admin > CLP Setup

<b>Connection Level Protection</b> ?		
<u>Heuristic Connection Protection:</u>	<input type="radio"/> Yes	<input checked="" type="radio"/> No (Default: Yes)
<u>SMTP DOS Attack Protection:</u>	<input type="radio"/> Yes	<input checked="" type="radio"/> No (Default: Yes)
<u>Greylist:</u>	<input checked="" type="radio"/> Yes	<input type="radio"/> No (Default: Yes) — ①
<u>RBL Check:</u>	<input type="radio"/> Yes	<input checked="" type="radio"/> No (Default: Yes)
<u>SPF Check:</u>	<input type="radio"/> Yes	<input checked="" type="radio"/> No (Default: No)
<u>DNS Reverse Lookup:</u>	<input type="radio"/> Yes	<input checked="" type="radio"/> No (Default: No)
<u>IP Whitelist</u>		
<u>Sender Whitelist</u>	— ②	
<input type="button" value="Update"/> <input type="button" value="Reset"/>		

Illustration 2: The screen shot above shows the CLP page

## **Greylist Protection**

Europa supports greylisting, a method of defending email users against email spam.

## Turning on Greylisting

1. Set **Greylist** to *Yes*. (To turn off Greylist, set **Greylist** to *No*)

## Whitelisting sender domain

2. Click the **Sender Whitelist** link.

### Adding sender domain to the whitelist



*Illustration 3: The screen shot above shows the Sender Whitelist section from the CLP page*

- i) Click the **Add** button.
- ii) Enter the *sender's domain name* when prompted. (ie. testGrey.com in this example)
- iii) When the information is correctly entered, click **Save List** to implement the configuration.

## **SMTP DOS attack protection**

Europa analyzes the connection information from time to time. It has the capability to add the IP of idle connections over a specific threshold. Having this feature enable, Europa will be protected against SMTP DOS attacks. Administrator may enable and set a threshold for this feature as follows:

### Enabling DOS attack protection

1. Set **SMTP DOS Attack Protection** to *Yes*. (To turn off **SMTP DOS Attack Protection**, set **SMTP DOS Attack Protection** to *No*)

## Setting a threshold for SMTP DOS attack

2. Click the **SMTP DOS Attack Protection** link. (Or Service Admin > SMTP DOS Attacks)



Illustration 4: The screen shot above shows the SMTP DOS Attacks page

3. Select the threshold for this feature.
4. When the information is correctly entered, click update.

## **Score Log size Reduction Configuration**

Administrator may configure **when** to reduce the size of the score logs.

Appliance Admin > System Admin > Log

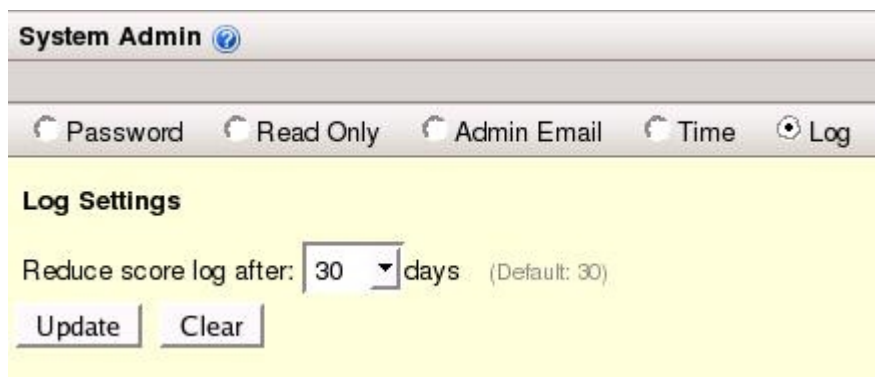


Illustration 5: The screen shot above shows the log settings page

## Keeping or carbon copying inbound email on Europa

This feature is only available when Europa is acting as a mail filter and is **NOT** a mail server. Note: **Enabling Email Service** will disable this CC on Europa feature. For each email being filtered through Europa, a email can be kept (CC) on Europa and can be accessed when Europa is configured to be a mail server.

Appliance Admin > Domain Admin > *Select the domain* > Fail-over Configuration

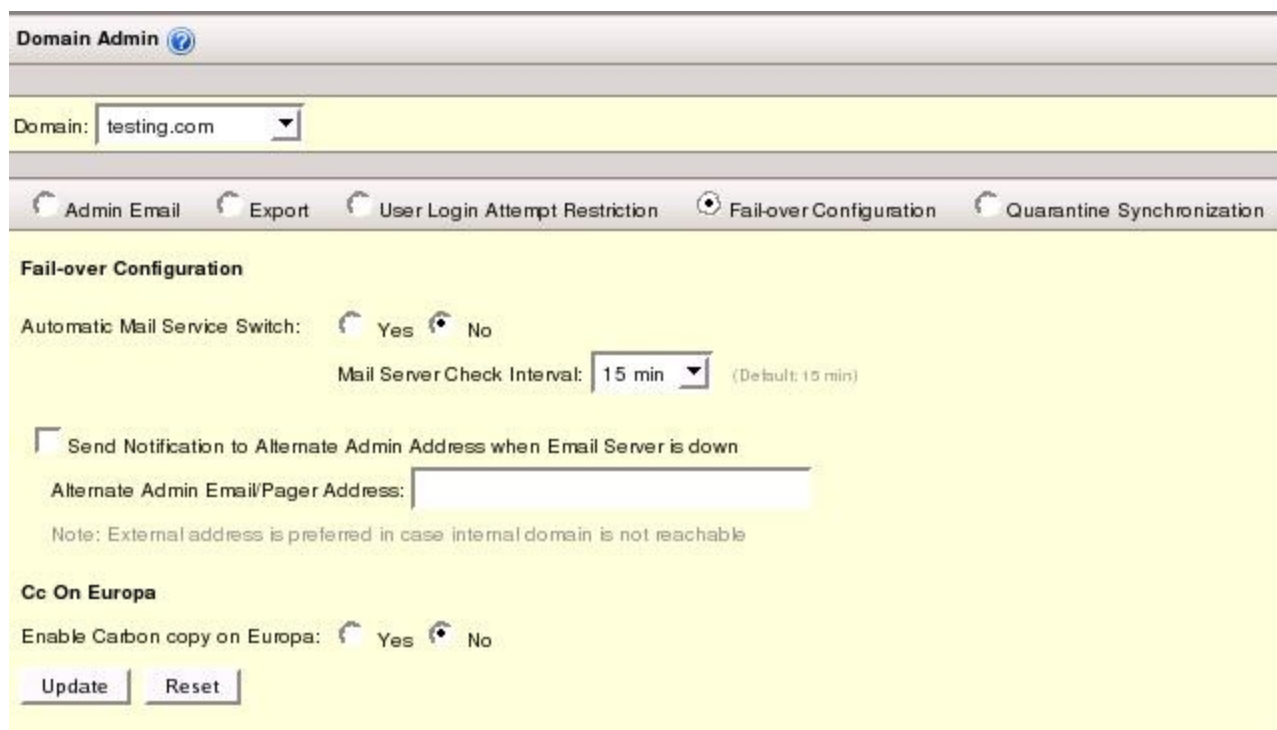


Illustration 6: The screen shot above shows the Cc on Europa section on Fail-over Configuration page

1. Set **Enable Carbon copy on Europa** to Yes.
2. Click “**Update**” button when ready.

## Quarantine Synchronization

Europa now offers a more convenient way for users to access their quarantined emails through **Quarantine Synchronization**. This feature is only available when Europa is acting as a mail filter and is **NOT** a mail server on the user account. Note: **Enabling** Email Service will disable this quarantine synchronization feature on Europa. For each email being quarantined by Europa, such quarantined email can be synchronized with the **Europa Junk** folder in user's email server account (ie. exchange server account) and can be accessed through the **Europa Junk** folder ( if not already exists, such folder will be created ) on user's email account at all times **without** logging into Europa Quarantine Manager.

### Synchronizing the items in Europa Junk for users

#### I. Turning on the master switch for Quarantine Synchronization

Only when the **Quarantine Synchronization** of the domain is **enabled**, quarantine synchronization for users under such domain can be done by Administrator.

**Appliance Admin > Domain Admin > Select Domain > Quarantine Synchronization**



Illustration 7: The screen shot above shows the Quarantine Synchronization section in Domain Admin page

1. Set **Enable synchronization** to **Yes**.

## II. Setting the Time Interval for Quarantine Synchronization

2. Set the **time** beside **Synchronize Europa Junk Folder every** .

Click **Update** when ready to apply changes.

## III. Enabling Quarantine Synchronization for user

**Email Policy > Mail Delivery > Select Domain**

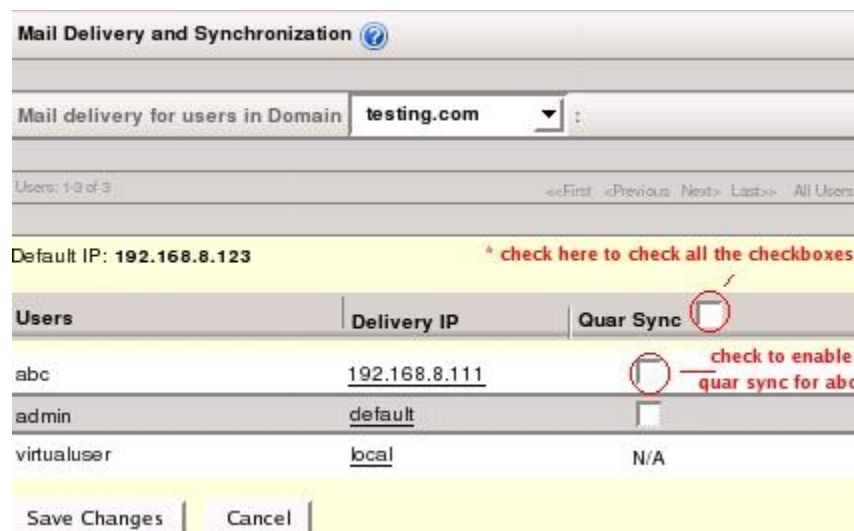


Illustration 8: The screen shot above shows the Mail Delivery and Synchronization page

As shown in the above illustration 8, Quarantine synchronization can be set for user as long as mail is not delivery locally on Europa. (ie. virtualuser has emails delivered locally on Europa, quar sync is not available to virtualuser, and hence, you see **N/A** under Quar Sync for virtualuser.)

For the field description in details, please refer to Appendix C.

1. Check the check box (under Quar Sync column) in the row of the user you want to enable Quarantine synchronization for.  
(Note: Check the check box beside Quar Sync at the top ( as shown \* in Illustration 8 )
2. Click **Save Changes** when done applying the change.

## Outbound Mail Filtering support

Europa offers an outbound filtering protection. Administrator may turn on the outbound mail filtering by:

System > Service Info > Domain Service Setup

Domain: testing.com

Enable Personalized Spam Management:  Yes  No

Enable Email Service:  Yes  No Email Server:

Enable MPOP:  Yes  No

Enable Forwarding Service:  Yes  No

Enable Outbound Mail Scan Service:  Yes  No

Update

*Illustration 9: The screen shot above shows the Outbound Mail Scan Service on Service Info page*

### Enabling Outbound Mail Filtering

1. Select the **Domain** that you want outbound filter to apply on.
2. Set **Enable Outbound Mail Scan Service** to Yes.

### Configuring the Outbound Mail Scanning Options (per domain based)

Service Admin > Outbound Scanner

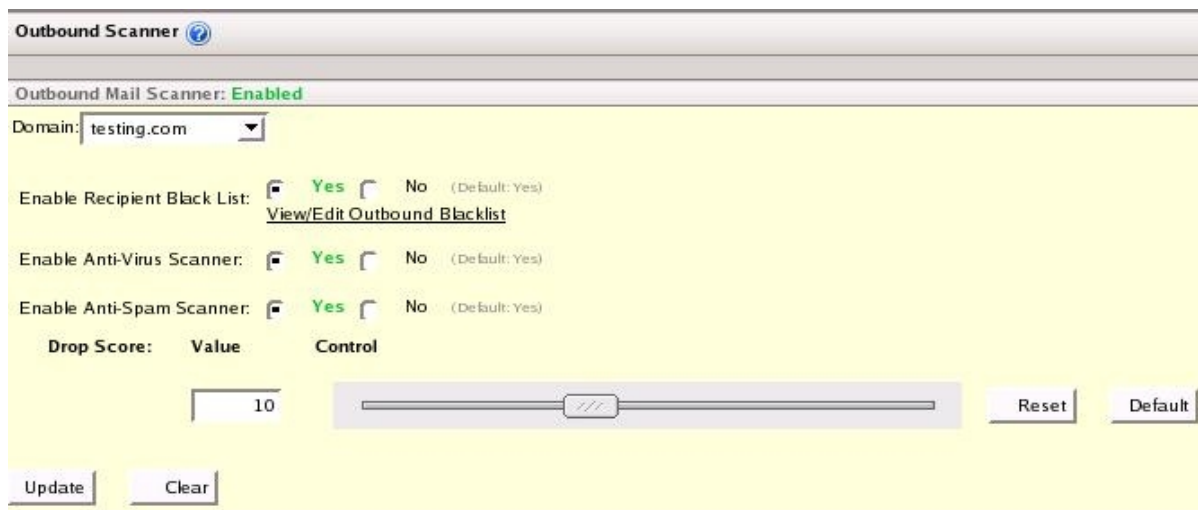


Illustration 10: The screen shot above shows the Outbound Scanner page

1. Select the **Domain** that you want outbound filter to apply on.

### **Recipient Black List**

With outbound **Recipient blacklist** enabled, Europa will bounce back email containing recipients in the outbound blacklist back to the sender. As long as one of the intended recipients is in the outbound blacklist, such email will be bounced back to the sender and will not be sent to any of the recipients (including the recipients not in the blacklist).

#### Enabling Recipients to the Outbound Blacklist

- i) Set Enable Recipient Black List to Yes.

#### Adding Recipients to the Outbound Blacklist

- ii) Click on the **View/Edit Outbound Blacklist** link.

For more information: please refer to Viewing and Editing Outbound Blacklist.

#### Enabling the Outbound Anti-Virus Scanner

- iii) Set **Enable Anti-Virus Scanner** to Yes.

#### Enabling the Outbound Anti-Spam Scanner

- iv) Set **Enable Anti-Spam Scanner** to Yes.

When enabling the outbound anti-spam scanner,

### Viewing and Editing Outbound Blacklist

Email Policy > Outbound Black List

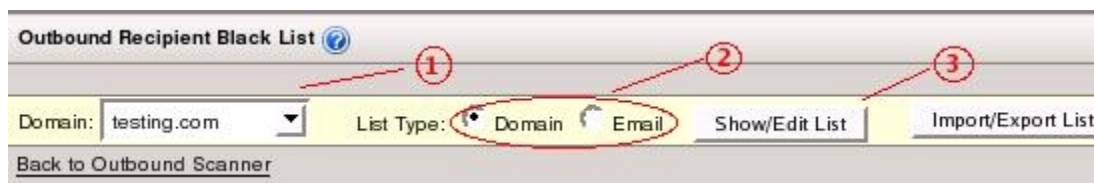


Illustration 11: The screen shot above shows the Outbound Recipient Black List page

1. Select the **Domain** for the outbound blacklist that you want to edit.
2. Select **List Type**.
3. Click the **Show/Edit List** button.

### Auto white-listing Outbound recipients

Once **Outbound Mail Filtering** is turned on, whenever a user sends out an email to recipients, those recipients will be white-listed automatically by default. Administrator may turn on/off auto-whiting by the following steps:

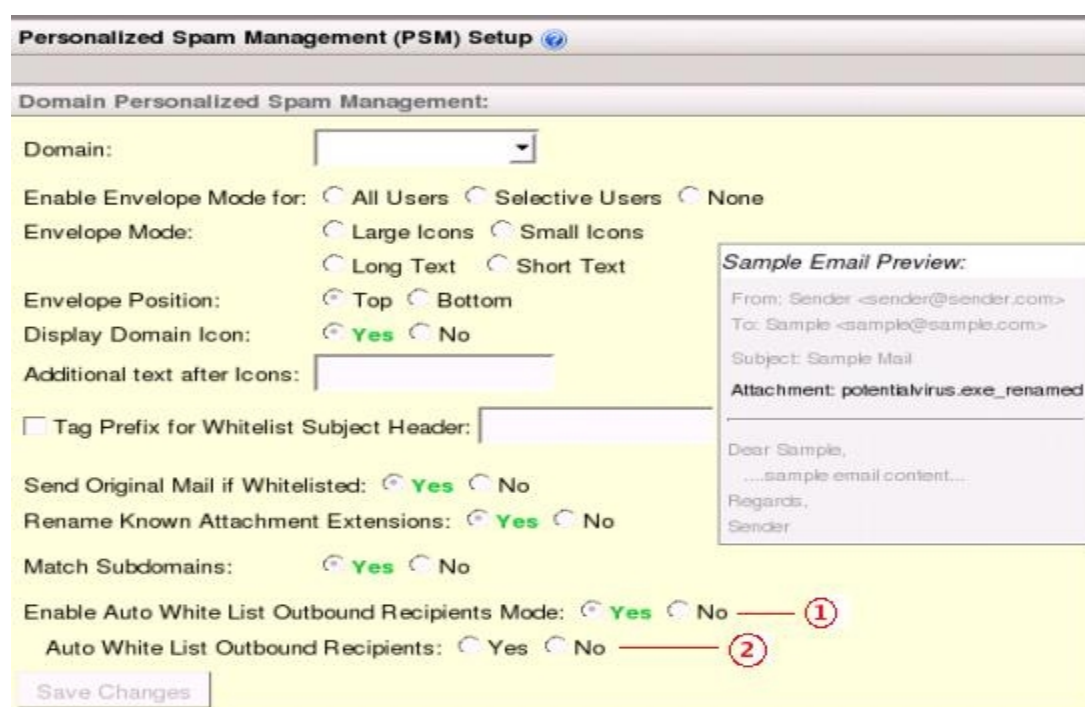


Illustration 12: The screen shot above shows the Outbound Auto-whitelist section in PSM Setup page

### *Email Policy > PSM*

1. Set **Enable Auto White List Outbound Recipients Mode** to **Yes** or **No**.

Europa also allow the administrator to configure whether or not to allow users to configure for auto-whitelisting.

2. Set **Auto White List Outbound Recipients** to **Yes** or **No**.

When the information is correctly entered, click **Save Changes** to implement the configuration.

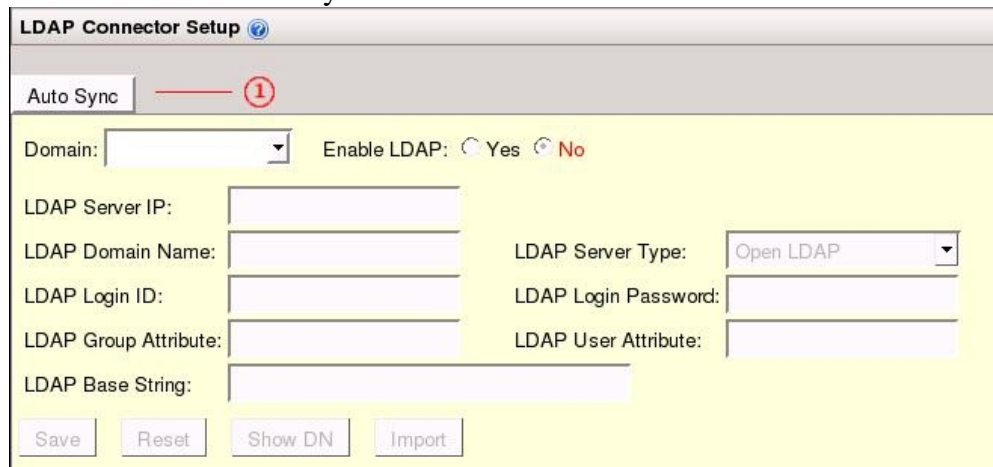
## LDAP Administration

In this section, you will find information about the following topics:

- Automatic LDAP Synchronization
- Displaying LDAP attributes
- Importing users
- Alias domain support

### The Auto LDAP Synchronization Scheduler

Administrator may set up a scheduler on when to synchronize the users on the Active Directory with Europa. The scheduler is on an hourly basis.



*Illustration 13: The screen shot above shows the LDAP Connector Setup page*

Email Policy > LDAP Connector

1. Click the **Auto Sync** button.

AM											PM												
1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	Midnight
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Update

Illustration 14: The screen shot above shows the Auto LDAP Sync Scheduler page

2. Check the checkbox under the time at which auto sync should be run.
3. Click the “**Update**” button when ready.

### Displaying LDAP Attributes

Europa can query and display the LDAP attributes such as *mail*, *userPrincipalName* and *sAMAccountName*, based on the search base *domain*, *cn* and *dc*.

(Refer to Illustration 11)

Click the **Show DN** button.

### Importing users

(Refer to Illustration 11)

Click the **Import** button.

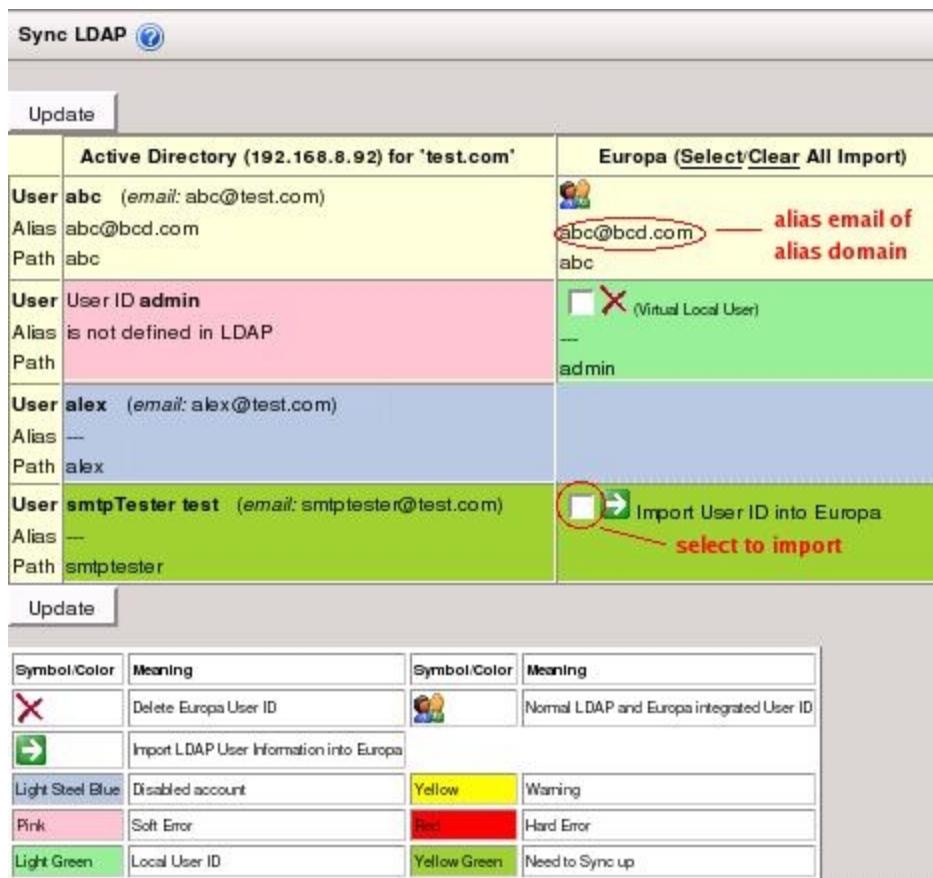


Illustration 15: The screen shot above shows the Sync LDAP page

In the **Sync LDAP** page, administrator will find users in Active Directory in the 2<sup>nd</sup> column and users on Europa in the 3<sup>rd</sup> column.

For the users or their aliases that **exist** on **Active Directory** but do not yet exist on **Europa**, you may reflect what you see on Active Directory onto Europa by checking the checkbox beside the user/alias/group. When done, click **Update**.

### Alias domain support

Europa can now support alias email of alias domain.

( Please refer to Illustration 13 )

For example:

Given: userID – user@domain.com

user@domain.com has alias email alias@aliasDomain.com

Result: Europa allows alias@aliasDomain.com to be defined as an alias under user@domain.com

Meaning: email being sent to alias@aliasDomain.com will also be delivered under user@domain.com

### Adding alias email of alias domain

*Method 1 (Domain is LDAP **enabled**):* You may add the alias email through the **Sync LDAP** page. Please see above for details.

*Method 2 (Domain is LDAP **disabled**):* You may add the alias email through the **User Administration** page. Please see **Adding user's alias** for details.

### **Virtual Mail Server Support ( Hybrid of LDAP and local users )**

Administrators can now have 2 types of users on Europa under the same domain. (**LDAP / Local users**) While serving all the LDAP users on Europa, Europa can now allow administrator to define **local** users on Europa. When both types of users exist under the same domain on Europa. LDAP users will always use the **external IP** for email delivery; and emails will *always* be delivered *locally* for the local users (unless user has his own self-defined IP, please refer to Segregated Mail Delivery for more information)

*Note: This option is only available when **Mail Server** is activated. If Mail Server is not activated, all the emails for the local users will be delivered to the external IP.*

### Adding the virtual local users

Email Policy > User

Same as how you add the non-LDAP users on Europa. ( Please refer to Adding user for details )

### **Allowing user to override anti-spam score settings**

#### Giving user privilege to override domain-wide default anti-spam score

Email Policy > Anti-Spam > Domain Anti-Spam

Domain Anti-Spam

Domain:  1

Control Level:

Type	Value	Control
<input checked="" type="checkbox"/> Drop	<input type="text" value="10"/>	<input type="range" value="10"/>
<input checked="" type="checkbox"/> Quarantine	<input type="text" value="6.4"/>	<input type="range" value="6.4"/>
<input checked="" type="checkbox"/> Tag	<input type="text" value="4"/>	<input type="range" value="4"/>

Tag Prefix for Subject Header:

Enable Per-User Configurable Control Level:  Yes  No 2

Quarantine Abnormal Emails:  Yes  No

Convert Abnormal Email into Attachment:  Yes  No

Illustration 16: The screen shot above shows the Anti-spam page

1. Select domain.
2. Set **Enable Per-User Configurable Control Level** to **Yes**.
3. Click the “**Save Changes**” button.

## Segregated Mail Delivery

Europa can now deliver emails to multiple mail servers for each domain. Administrator may define the mail delivery location for each user by:

Email Policy > Mail Delivery

**Mail Delivery** ⓘ

Mail delivery for users in Domain **testing.com** ▾ :

Users: 1-16 of 16 <<First <Previous Next> Last>> All Users

Default IP: **192.168.8.123**

Users	Delivery IP
abc	<a href="#">default</a>
administrator	<a href="#">192.168.8.111</a>
adtester	<a href="#">default</a>
virtualuser	<a href="#">local</a>

Save Changes Cancel

*Illustration 17: The screen shot above shows the Mail Delivery page*

### Customizing delivery IP for user

1. Select the domain of the user for which you want to customize the delivery IP.
2. Click on the link of the user in the **Delivery IP** column.
3. Enter delivery IP for user when prompted and press Enter when correctly entered the information.
4. When done defining the IPs for all users, click **Save Changes**.

### **Auto Vacation/Out-of-office reply**

Administrator may setup the auto reply for all users on Europa.

Email Policy > Auto Reply

The screenshot shows the 'Auto Reply Setup' interface. At the top, there is a title bar with a help icon. Below it, the form contains several fields: a 'Domain' dropdown menu (callout 1), a 'Username' dropdown menu (callout 2), an 'Auto Reply' checkbox (callout 3), and two date pickers for 'Start Date' and 'End Date' (callout 4). Below these are two radio buttons: 'Default' and 'Personalized Auto Reply Message' (callout 5). A large, empty text area for the message is in the center (callout 6). At the bottom left, there is an 'Update' button (callout 7).

Illustration 18: The screen shot above shows the Auto Reply page

1. Select **Domain** of which user belongs to.
2. Select user.

### Enabling Auto Reply

3. Check beside **Auto Reply**. (Uncheck to disable Auto Reply)
4. Select start and end date of when to apply **Auto Reply**.

### Defining Auto Reply Message

5. Select the radio button beside *Personalized Auto Reply Message*. (Select default otherwise)
6. Enter personalized message in the text box.
7. When done, click **Update**.

### Managing User's Quarantined Items

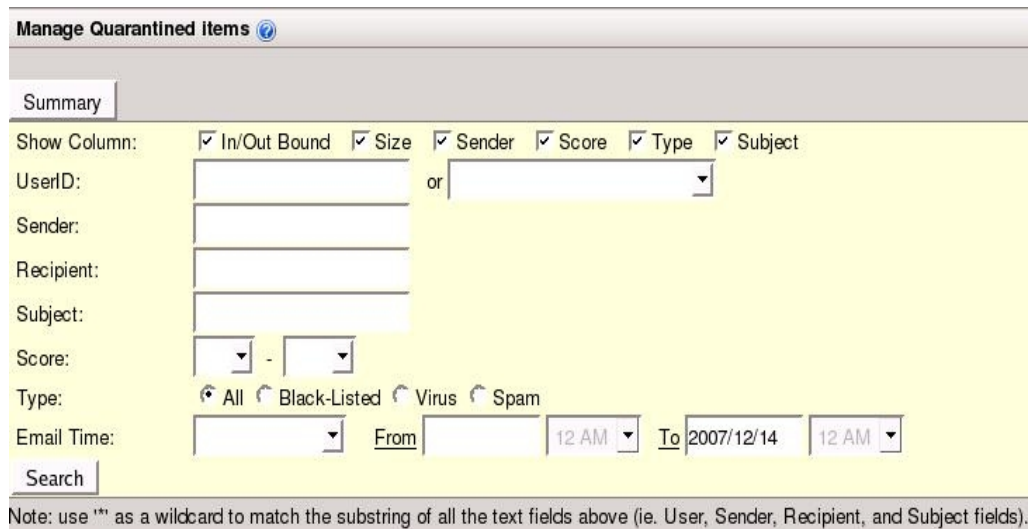
Europa allows the administrator to query and release all the quarantined emails (with content preview and whitelist capabilities) for all the users in Europa.

Email Policy > Quarantine Manager

## I) Viewing Quarantine Summary

Select '**Summary**' to list all the users' email IDs and the total # of their Quarantined Emails. For querying and releasing the quarantined emails, please refer to the subsections i)-iii) below:

## II) Searching for the quarantined items based on criteria



Manage Quarantined Items

Summary

Show Column:  In/Out Bound  Size  Sender  Score  Type  Subject

UserID:  or

Sender:

Recipient:

Subject:

Score:  -

Type:  All  Black-Listed  Virus  Spam

Email Time:  From  12 AM To 2007/12/14 12 AM

Search

Note: use "\*" as a wildcard to match the substring of all the text fields above (ie. User, Sender, Recipient, and Subject fields).

*Illustration 19: The screen shot above shows the quarantine manager page*

*Note: For the field description in details, please refer to Appendix B.*

### i) Querying User's Quarantined Items

Click on any entry of the row displaying the user's email ID (When prompted, click OK) to query all the quarantined emails of that user.

From the Quarantine Query Chart, the time, I/O (whether or not the email is inbound or outbound), size, sender, score, type, and the subject is displayed.

### ii) Viewing Quarantined Email

Click on any entry of the row displaying the email of interest (When prompted, click OK) to view the content of email in **text** form.

Note: Click on the "**Subject**" cell of the row displaying the email of interest (When prompted, click OK) to view the content of email in **HTML** form.

### iii) Releasing Quarantined Email

**Clicking** the check box beside the email that you want to release.

Click "**Release**".

## Blacklist

Europa can now support wild cards when blacklisting domains or emails.

## Troubleshooting / Analysis

Europa offers rich reporting for administrator to keep track of what's going on at all times. **PDF format** for all reports is now available for download. Additional reports are now available: Operation report, CLP report, Hourly Historical report, Trend report and Effectiveness report.

### Operation report

Europa offers historical reports for tracking on all the email server related activities for up to the past 15 days.

*Logs & Reports > Operation Report*

#### Troubleshooting on what happened on Europa during the past 15 days

Select the **Operation Historical Report** radio button.

Select the options you want to track down what has happened. (for further information on the option details, please refer to Appendix D)

When ready, click the **Show** button.

### CLP report

*Logs & Reports > Operation Report*

CLP Report can be queried by *type* or by *user*.

#### Querying CLP Report by Type

Select the *CLP Report – by Type* radio button.

Select the date, domain then the **type** option and click **Show** when ready.

( For further information on the option details, please refer to Appendix E)

#### Querying user-related CLP Report by User

*(this is useful if you want to troubleshoot for a particular user)*

Select the *CLP Report – by User* radio button.

Select the date, domain then the user name and click **Show** when ready.

## Hourly Historical report

Administrator may view the email activities ( Good/spam/virus mails, rDNS Domain/rDNS IP/SPF/AntiRelay/HCP/RBL rejections and Directory Attacks ) on an hourly basis in a graphical form.

### Tracking on email statistics on an hourly basis

Logs & Reports > Hourly Historical Report



*Illustration 20: The screen shot above shows the Hourly Email Statistics Report Summary page*

Click on the date link that you want to view the statistics for.

## Trend report

Administrator may view the system related statistics on a weekly basis for up to the past 8 days.

Logs & Reports > System Activity Report > Trend Report

## Effectiveness report

Administrator may view the email related statistics for up to a year.

Logs & Reports > System Activity Report > Effectiveness Report

## Appendix A System Setup

Field	Description	Req'd	Default Value
Host Name	host name of this appliance	Y	
Company Name	company name that this appliance belongs to		
Static IP	IP address of this appliance	Y	
add 2 <sup>nd</sup> NIC	IP address for the second network interface		
Netmask	netmask for the the domain that this appliance belongs to. This netmask is to be combined with the Static IP to form a subnet domain		
Gateway IP	IP address of the machine that this appliance uses as a gateway		
HTTPs Port	HTTPs port number in which the users will use to connect to the Web Management Interface of this appliance		
Primary DNS Server IP	primary IP address of the DNS Server that this appliance uses		
Secondary DNS Server IP	Optional		
Email Domain Names	The email domains that this appliance can be setup for activated europa services. By default, when you define a primary domain name, such primary domain name is automatically added to the email domain name list.		
	Add - Click on the Add button to add an email domain that you want to manage on this appliance. Delete - Click on the Delete button to remove the selected domain from the drop down box from this appliance.		
Behind Mail Gateway	Select Yes if this appliance is behind a mail gateway. (ie. this appliance gets emails from another intermediate machine within the network)		
Mail Gateway IP	The IP address of the mail gateway machine that this appliance points to. Note: When this appliance is behind a mail gateway, this entry must be filled as this appliance will only get emails from the machine of the Mail Gateway IP		
Mail Gateway Admin Email Address	The Admin Email Address of the mail gateway. Note: When this appliance is behind a mail gateway, this entry must be filled		
Mail Connection Time Limit	time limit for sending a Postfix SMTP server response and for receiving a remote SMTP client request		
Outbound Mail Port	port number used by clients to connect to this appliance for scanning the outbound emails		
Mail Size Limit	size limit for each individual email		
SMTP Banner	The text that follows the 220 status code in the SMTP greeting banner.		Postfix – Europa
Access Violation Notification	Yes – to have Access Violation Notification emails sent to Admin Email Address every night.		
Enable Login Remember Me	Yes – session will be remembered, user will not have to relogin.		
SMTP Level Unknown User Rejection	Reject the request when the RCPT TO address is not listed in the list of valid recipients for its domain class		N
Forward Unknown Domain Emails	Emails for user ID of unknown domain will be forwarded to 'Unknown Domain Email Address'		N
Unknown Domain Email Address	Must be defined if "Forward Unknown Domain Emails" is enabled.		
Forward Released Emails	Yes – Released emails will be forwarded to 'Forward Released Email Address'		N
Forward Released Email Address	Must be defined if "Forward Released Emails" is enabled.		
Bounce Verification	When enabled, undeliverable email will be sent to sender when outbound is enabled per domain on Europa. offers protection from e-mail bounce attacks		N

## Appendix B

### Quarantine Manager

Field	Description	Req'd	Default Value
Show Column	Check beside the column name that you want to see in the search result.		All columns are checked
UserID	You may select the user name from the drop down or you may specify a substring of userID using the asterisk (*) to match any substring of the text specified in the userID field. This is useful if you do not know the exact spelling of the userID that you are searching for.		Empty
Sender	Use the asterisk (*) to match any substring of the text specified in the recipient field. This is useful if you do not know the exact spelling of the sender that you are searching for.		Empty
Recipient	Use the asterisk (*) to match any substring of the text specified in the recipient field. This is useful if you do not know the exact spelling of the recipient that you are searching for.		Empty
Subject	Use the asterisk (*) to match any substring of the text specified in the subject field. ie. if the subject is test, you may specify *t to search for emails with subject line test		Empty
Score	Can just specify single value, range or score greater than 20. Min Score=0		Empty
Type	Type of quarantined emails.		All
Email Time	If nothing is selected from the drop down, all emails from the system will be considered.		Empty

## Appendix C

### Mail Delivery

Field	Description
Default IP	This is the external IP of the email server defined under the <b>Domain Service setup</b> section in the <b>Service Information</b> page
Users	User ID
Delivery IP	User's email delivery location
Quar Sync	Check if user has Quarantine Synchronization enabled

Value	Description
Local	Emails are delivery locally on Europa
Default	Default IP (defined above) is used for mail delivery

## Appendix D

### Operation Report

Field	Description	Default
Date	List of dates starting from <b>Today</b> to the past 15 days.	Today
Start Time	Search content will be based on the time <b>after</b> this <b>Start</b> time of selected date.	12:00:00 AM
End Time	Search content will be based on the time <b>before</b> this <b>End</b> time of selected date.	11:59:00 PM
Order	Search result content is listed in <b>ascending</b> order. If <b>Reversed</b> is checked, search result content is listed in <b>descending</b> order from the most recent time.	Reverse is unchecked
Detail Level	<b>Show all</b> – shows information of all the email activities on Europa including the connections, email deliveries, dropped unknown recipients, and reasons of dropped connections	Show all
	<b>Skip connection</b> - shows information of all the email activities but connection information on Europa including email deliveries and dropped unknown recipients	
	<b>Skip unknown recipient</b> - shows information of all the email activities but unknown recipient information on Europa including the connections, email deliveries, and reasons of dropped connections	
	<b>Skip HCP and CLP</b> - shows information of all the email activities but HCP and CLP related reasons of dropped information on Europa including the connections, email deliveries, and dropped unknown recipients	
Adv. Search	You may specify any string you know that you want to search about.	

## Appendix E

### Operation Report: CLP Report – By Type

Type	Description
HCP	Statistics on connection rejected by Heuristic Connection Protection, this is only available if HCP is enabled and Europa is not behind the mail gateway.
RBL	Statistics on connection rejected by Realtime Blackhole List, this is only available if HCP is enabled and Europa is not behind the mail gateway.
SPF	Statistics on connection rejected by Sender Policy Framework, this is only available if HCP is enabled and Europa is not behind the mail gateway.
RDNS	Statistics on connection rejected by Reverse DNS Lookup, this is only available if HCP is enabled and Europa is not behind the mail gateway.
Anti-relay	Statistics on connection rejected by Anti-Relay, this is only available if HCP is enabled and Europa is not behind the mail gateway.
Unknown	Statistics on connection rejected with Unknown Recipient email, this is only available if HCP is enabled and Europa is not behind the mail gateway.

