



## User's Guide Version 2.2+



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## Introduction

This guide is designed as a reference guide for Europa user, providing a set of instructions to manage spam and emails using the Quarantine Manager.

**Europa** is an anti-spam and anti-virus email server. It filters out spam and viruses from your inbox. Legitimate email messages are delivered to your inbox, while junk and virus-infected email messages are either routed to your quarantine folder or dropped. Europa provides each user with a *Quarantine Manager* where you may access to your quarantine folder. (For more details on what a *Quarantine Manager* is, please refer to the **Using the Quarantine Manager** section below.)

As a user, you are able to:

- Access your emails.
- Set up your MPOP account.
- Manage your false positive and spam.
- Change your password.
- View your configuration logs.

And much more...

## Login to Europa

There are several ways that you can login to Europa:

1. Use the summary icon in an enveloped email
2. Use the summary icon in a Daily Email Summary
3. Use Europa URL

To login to Europa, you must use one of the following web browsers - Internet Explorer(IE) 6.0 or greater / Firefox 1.0 or greater.

**Note:** To use *method 1 & 2*, you need to make IE/Firefox a default web browser. (Please refer to your web browser's documentation for more information on setting web browser as default.)

## Using the summary icon in an enveloped email when PSM is enabled



If you do not see the PSM icons in your email, your Europa user ID **does not** have the PSM feature enabled.

The following instruction is not applicable to you.

**Personal Spam Management (PSM)** is a (patent pending) feature unique to Europa. When an email is filtered through Europa, the email is enveloped by inserting the following *PSM* icons. The user can click the **email summary icon** to jump to Europa login page.



## Using the summary icon in a Daily Email Summary

By default, for each user ID, Europa will generate a **Daily Email Summary** report email. This **Daily Email Summary** report contains the information and status of all the emails being received by Europaemail for the previous day. This report is delivered to the user ID's mailbox every night at 3 A.M..



When you open this report email, you can click the **summary icon** to jump to the Europa login page.



## Using Europa URL

Enter your Europa URL into the web browser (For example: [http://your\\_europa\\_domain\\_name/europa](http://your_europa_domain_name/europa)).

The Europa login web page will appear.



Use your **email address** as user name and your **password** to login to Europa.

## Overview

There are 2 menu modes on Europa. You may change the mode under *preferences*.

- **Basic** menu - for beginners.
- **Advanced** menu - for experts.

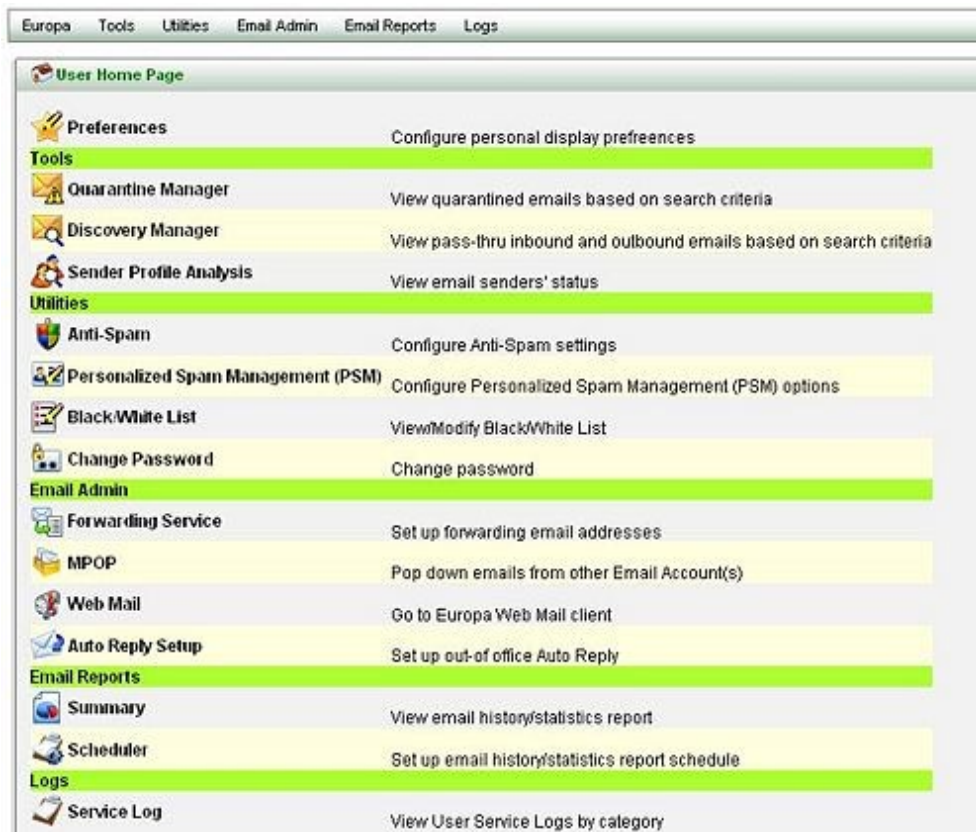
### Basic Menu

The basic menu has the minimal set of tools for you to manage Europa.



## Advanced Menu

The advanced menu has the full set of tools for you to manage Europa. From this menu, you may view your current configurations of Europa services; and you may even customize your own settings if permitted by your administrator.



## Accessing your Webmail



You can **only** access your webmail if Europa's mail server function is enabled.

Europa Webmail allows you to view, read, write, delete, move and search emails easily from anywhere as long as you have internet connection and a web browser.

There are several ways that you can access your webmail:

- From Europa login page
- From Quarantine manager menu
- From Webmail URL

### From Europa login page

By default, the Europa login page leads you to the *Quarantine Manager*. You need to switch from Quarantine manager to Webmail login page:

Click the **Europa Webmail** link to switch to Webmail login page.



### From Quarantine Manager

To switch from the *Quarantine Manager* to Webmail: Select **Email Admin** drop-down menu and click **Web Mail** menu item.



### From Webmail URL

Enter your Europa webmail URL into the web browser (For example: <http://your europa domain name/webmail>).

Here is a sample Europa webmail interface.



## Switching from Webmail to Europa's Quarantine Manager

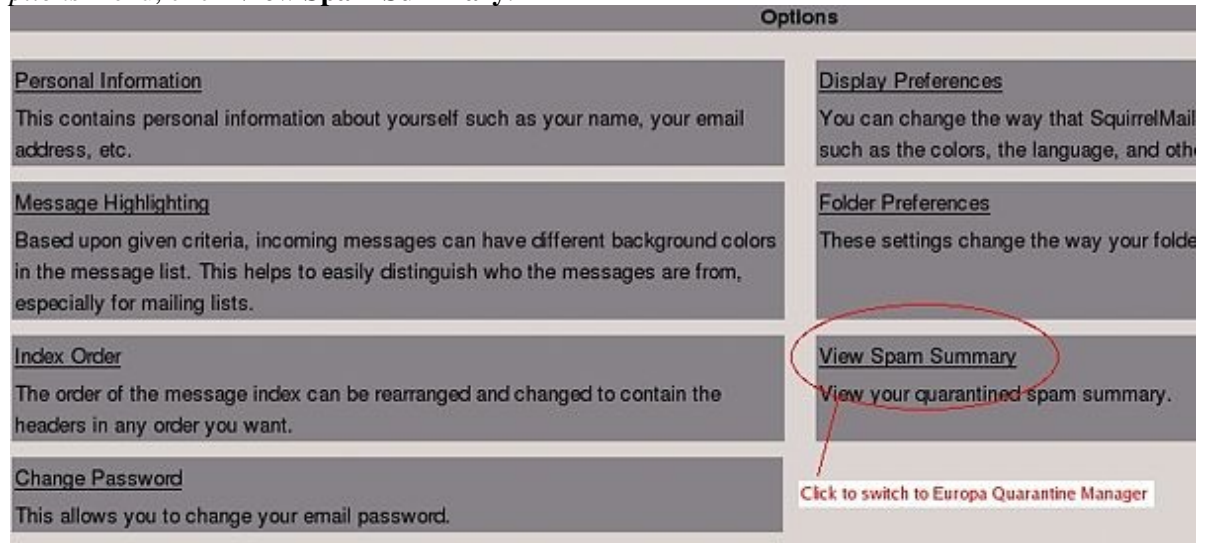
When Europa is both the email filter and the web server, you may need to switch from webmail to the quarantine manager.

### To switch from Webmail to *Quarantine Manager*

1. Select *Options*.



2. In the *Options* menu, click **View Spam Summary**.



## Setting up your MPOP Account



In the following section, the **domain** level MPOP service must be **enabled**. Otherwise, the user level MPOP service will not start.

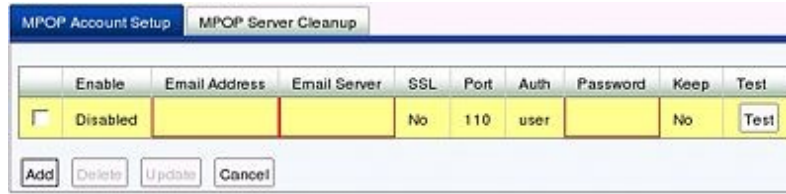
Europa user can setup an MPOP client that retrieves emails from other POP servers. Each user may add up to **5** MPOP accounts.

**Go to the MPOP Setup Page:** Select **Email Admin** drop-down menu and then click **MPOP** menu item.



### Add an MPOP account

1. Click the **Add** button.



2. Click on the **Email Address** cell, then enter your POP account address.
3. Click on the **Email Server** cell, then enter the IP/name of the POP server.  
**Note:** For more information on POP server, please consult your administrator or refer back to the documentation provided by your POP server.
4. Click on the **SSL** cell, then  
 select *Yes* if your POP server requires a **secure connection (SSL)**. The port will change to 995.  
 select *No* if your POP server does not require a **secure connection**. The port will automatically change to 110.
5. Click on the **Port** cell, then enter the port that your POP server allows you to pop emails from.
6. Click on the **Auth** cell, then select the authentication method supported by your POP server.  
**Note:** For the *SSL, port, and Auth* fields, please refer to your POP server documentation for details.
7. Click on the **Password** cell, then enter your POP account password in the **Password** and **Confirm Password** fields. Click the **Save** button.
8. Click on the **Keep** cell, then  
 select *Yes* if you want to keep the emails on the POP server after they are popped down to *Europa*.  
 select *No* if you want to remove the emails from the POP server they are popped down to *Europa*.  
**Note:** You are suggested to test the connectivity before saving your MPOP account.
9. Click the **Update** button.

### Test the connectivity to an MPOP account

Click the **Test** button to test: Europa uses the provided user ID and password to try to login the POP server.



### Enable an MPOP account to pop mail

1. Click on the **Disable** cell, then select **Enable** radio button. Click the **Save** button.
2. Click the **Update** button at the bottom of the **User Setup** page to save the changes.



**Note:** Please consult your administrator for the time interval between popped emails.

### Disable an MPOP account from pop mail

1. Click on the **Enable** cell, then select **Disable** radio button. Click the **Save** button.

2. Click the **Update** button at the bottom of the **User Setup** page to confirm the changes.

When the MPOP account is **Disabled**, even if the **domain** level MPOP service is enabled, your emails for that MPOP account will **not** be popped.

### Remove an MPOP account from pop mail

1. Click on the checkbox (located on the left-hand side) of any MPOP account you want to remove.
2. Click the **Delete** button to remove the MPOP account.



## How to manage false positive (if any)

**False positive** occurs when a legitimate email message is incorrectly classified as spam.

There are several ways that you can manage your false positive:

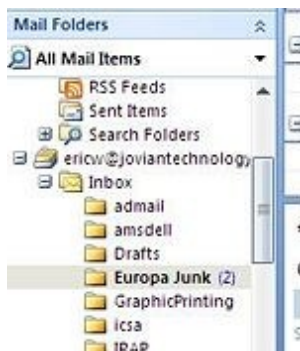
- Using the Europa Junk folder
- Using the Quarantine Manager
- Using the Email Summary Report

### Using the Europa Junk folder

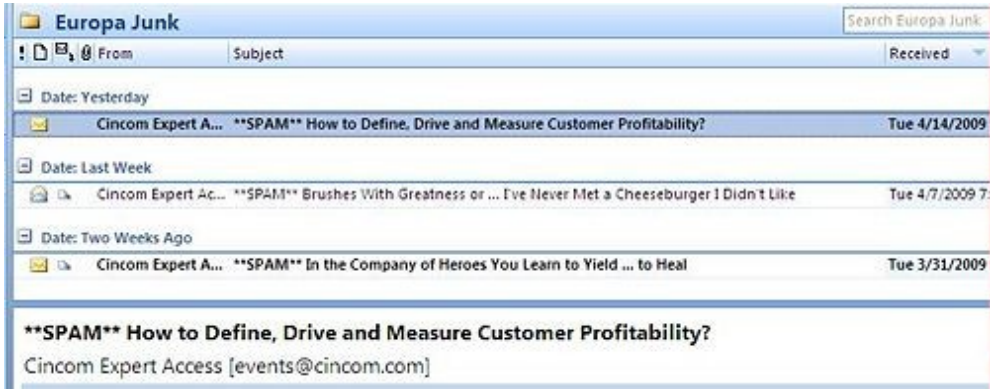


Europa Junk folder is only applicable when the domain level **Quarantine Sync folder** service is enabled on Europa.

When the **Quarantine Sync folder** service is enabled on Europa, you will see a **Europa Junk** folder in your Inbox. It has all the quarantined emails that were filtered by Europa.



All the quarantined emails will periodically synchronize with this **Europa Junk** folder. You can use any email client program (such as Outlook) to view the quarantined emails in that junk folder.



### Manage your quarantined emails

**Release email** - Drag the email from the Junk folder back to Inbox.

**BlackList / whiteList sender** - Click on the black/white list PSM icon in email accordingly (For more information, please refer to the **PSM** section. )

**Search / delete email** - Same step as Inbox. ( For more information, please refer to **your email client manual.** )

## Using the Quarantine Manager

**Quarantine Manager** is designed to make viewing, searching and releasing quarantined emails easier. With Quarantine Manager, you will be able to:

- Quickly find the quarantined messages you need.
- Release the emails back to your Inbox.

**Go to Quarantine Manager page:** Click **Tools** from the drop down menu and select **Quarantine Manager** menu item.



### Manage the quarantined emails in Quarantine Manager

When the Quarantine Manager panel is loaded, the quarantined email information is displayed as follows.



**Show All** - Click to list all the emails in Quarantine folder.

**Search Quarantined Emails** - Click to display the **Search Quarantined Emails** dialog box.

In the dialog box, fill out the appropriate information to quickly find the quarantined messages you need.

**Release** - Click to release all the checked emails in list to your Inbox.

**Release & Whitelist** - Click to release all the checked emails in list to your Inbox and whitelist the senders of those emails.

**Delete** - Click to delete checked emails in list from Europa.

**Delete and Black** - Click to delete checked emails in list from Europa and blacklist the senders of those email.

## Using the Email Summary Report

Please refer to **Using the Email Summary Report** under **How to increase your usability** section for details.

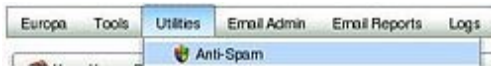
## How to control your spam filter

Every email being scanned and filtered by Europa is assigned a score based on the spam rules. How you want to handle the email at which score level is based on how you configure your email score control level.

### Set your spam score



**Set your spam score** is only applicable if Anti-Spam is set by admin to be user configurable.  
**Go to Anti-Spam page:** Click the **Utilities** drop-down menu and select **Anti-Spam** menu item.



There are **3** setting options in the user Anti-Spam setup page:

**My Domain** - The **Domain** settings of *Email Score Control Level* are used. Scores are displayed in READ-ONLY mode.

**Factory Default** - The **Factory Default** settings of *Email Score Control Level* are used. Factory Default scores are displayed in READ-ONLY mode.

**Custom** - *Email Score Control Level* section is in WRITE mode. You may configure to the level as desired.



To customize your own set of setting, select **Custom** radio button and select the scores accordingly.



In the example above:

**Drop** - Emails with score > **10** are dropped. (Uncheck, if you do not want your emails to be dropped)

**Quarantine** - Emails with score > **6.4** and score < **10** are quarantined in the **Europa Junk** folder. (Uncheck, if you do not want your emails to be quarantined)

**Tag** - Emails with score > **4** and score < **6.4** are tagged and sent to the Inbox. (Uncheck, if you do not want your emails to be tagged)

## Using the Email Summary Report

**Email Summary** report contains the information and status of all the emails being received by Europa during the report period. ( For more information about the report period, please refer to the **Setting up your Email Report schedule** section for more details. )

Here is the sample of the email summary report.



### Manage your black/white list from email summary

**To blacklist sender domain:** Click and confirm your action when prompted.

**To blacklist sender email:** Click and confirm your action when prompted.

**To white sender domain:** Click and confirm your action when prompted.

**To whitelist email:** Click and confirm your action when prompted.

Here's a sample confirmation panel.



## Manage your Black/Whitelist

There are several ways that you can black/whitelist a sender email or domain of received emails:

### Using Sender Profile Analysis



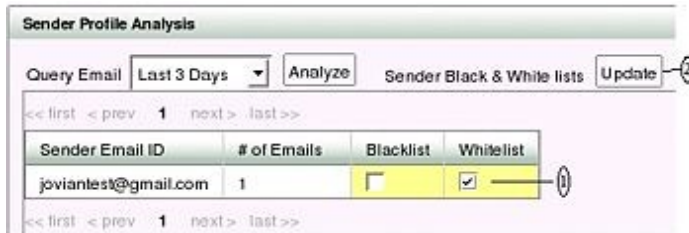
**Sender Profile Analysis** only applies when Europa is an email server.

**Sender Profile Analysis** scans emails for sender email addresses from your Europa Inbox. It shows the sender addresses and their statuses (whether or not the sender email address is whitelisted or blacklisted) accordingly. If a sender email address is neither blacklisted or whitelisted, both checkboxes are unchecked. This is an excellent tool for you to view, blacklist and whitelist any sender email addresses of the recent inbound emails.

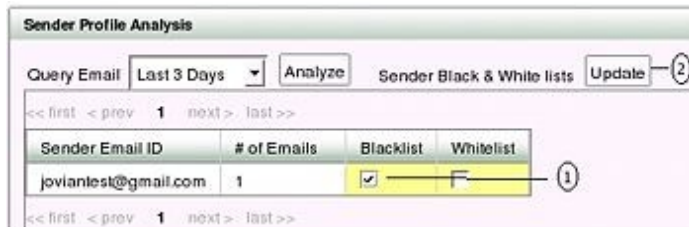
**Go to the Sender Profile Analysis:** Click the **Tools** drop-down menu and select **Sender Profile Analysis** menu item.



**Whitelist sender:** Check the checkbox in the whitelist column, for any sender email address you want to whitelist, then click the **Update** button at the top to save.



**Blacklist sender:** Check the checkbox in the blacklist column, for any sender email address you want to blacklist, then click the **Update** button at the top to save.



### Manually add an Black/White List entry

Europa allows you to add black and white list entry even before you receive any emails from sender.

**Note:** If you have an existing long list of black/whitelisted email address/domains to add, you may want to consider importing your list. (Please refer to **Import Black/White List** section for details).

**Go to Anti-Spam Page:** Click the **Utilities** drop-down menu and select **Black/White List**.



For whitelist, select the **My Whitelist** tab. For blacklist, select the **My Blacklist** tab.



### Add an entry

Click **Add**. In the dialog box, enter the email address or domain name and click **Save**.

In the example below, email **junk@spammer.net** will be added to the blacklist.



### Delete an entry

Select the entries that you want to remove and click **Delete**.

In the example below, **@test.com** will be removed from list.



### Move Entries between list

Select the entries that you want to move and click **Move Selected to Whitelist** or **Move Selected to Blacklist** accordingly.

In the example below, **@test.com** will be moved from **My Blacklist** to **My Whitelist**.



**View entries in the group level**

Select **Group Black/White List** tab and click on icon to view list.



As a user, you may only view the entries in the **Group Black/White** list. Please contact your administrator for further inquiry/action.



**Import Black/White List**

The Import Black/White List tool on Europa allows you to massively import a list of both black/white list.

**Go to Import Black/White List:** Click the **Utilities** drop-down menu and select **Black/White List**.



Select **Import/Export My Lists** tab.



**Import file:** Enter the path of the file or click **Browse...** and select file. Click **Import**.

### Import file format specification

- Each line contains only one entry.
- The line '-----' separates whitelist entries from blacklist entries.
- Whitelist entries are located above the '-----' line.
- Blacklist entries are located below the '-----' line.
- Any line starting with '#' is ignored.

### Example Import File

```
# This is an example import file
@gooddomain.com      # whitelist domain
tester@testing.com  # whitelist email
-----
@spam.net            # blacklist domain
@test.com            # blacklist domain
junk@spammer.net    # blacklist email
```

In the above example,

- **@gooddomain.com and tester@testing.com** are in the whitelist.
- **@spam.net, @test.com and junk@spammer.net** are in the blacklist.

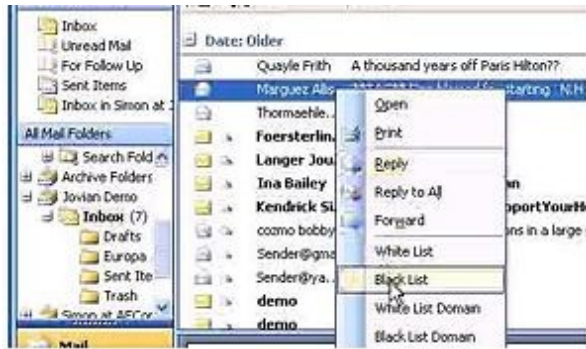
**Export file:** Click **Export**. Select *save location* and click **OK**.

### Using Right Mouse Click

The **Europa Plugin** allows you to blacklist/whitelist the sender/domain from your Outlook client.

### To install the Europa Plugin

1. Go to Europa Resource page: [\[1\]](#)
2. Scroll down to the Section: **Utilities Download**
3. Download and install **EuropaPluginInstall** ( For more information of installation, please refer to the Installation Document [\[2\]](#) )



4. Right click on the email in Outlook and select **option** accordingly.

For Quick Demo: [\[3\]](#)

### Using the Quarantine Manager

Please refer to the **Using the Quarantine Manager** section under how to manage false positive for details.

### Using the Email Summary Report

Please refer to the **Using the Email Summary Report** section under how to How to increase your usability for details.

### Setting up Auto Whitelist

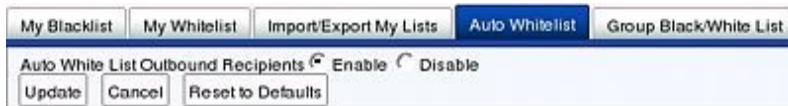
You may even whitelist the recipient when you send out the email.

When **Outbound Mail Scan Service** is enabled on Europa, you may also configure Europa to automatically add recipient to the whitelist.

**Go to Auto Whitelist:** Click the **Utilities** drop-down menu and select **Black/White List**.



Select **Auto Whitelist** tab.



**Enable Auto Whitelist:** Under option **Auto White List Outbound Recipients**, select **Enable** and click **Update**.

**Disable Auto Whitelist:** Under option **Auto White List Outbound Recipients**, select **Disable** and click **Update**.

# How to increase your usability

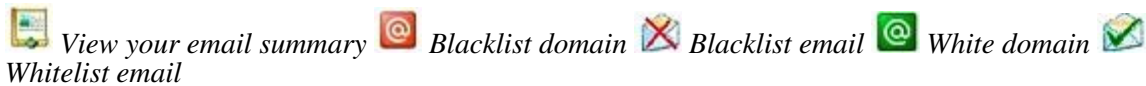
## PSM



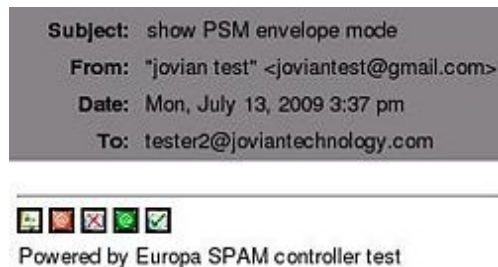
This feature is only applicable if PSM is enabled by your administrator.

**PSM** stands for Personalized Spam Management. With this feature, you can black/whitelist a sender directly from your email. Each email you receive is enveloped with a set of icons. Clicking on an icon allows you to perform the task represented by that icon.

The PSM envelope consists of the following 5 icons:



Here is an example of an enveloped email:



### Enable Envelope Mode and customize your own PSM configurations

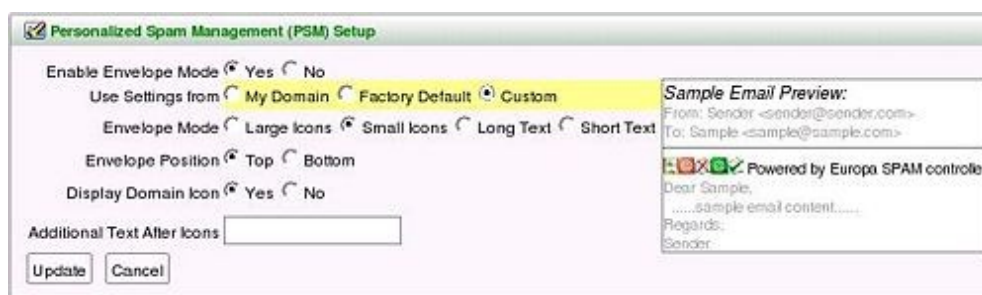
To receive PSM enveloped emails, you must enable **Envelope Mode**, the following steps explains how you can enable and configure **Envelope Mode**.

1. **Go to PSM Setup:** Click the **Utilities** drop-down menu and select **Personalized Spam Management(PSM)**.



2. Select **Yes** radio button for **Enable Envelope Mode**.
3. If you want to customize your envelope configurations, select **Custom** radio button for **Use Settings from**. Change configurations as desired.
 

**Note:** By default, the **My Domain** option is selected. If you can not select **Custom**, it means this feature is not user configurable, please consult your administrator.
4. Click **Update** to save changes.



## Discovery Manager

Discovery Manager is a discovery tool that makes viewing/searching/exporting archived emails easy and efficient.

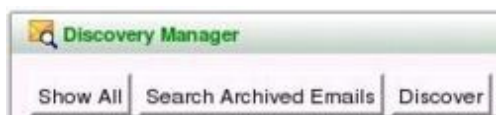
With Discovery Manager, you can:

- Quickly find the emails you need.
- Find emails that you have already removed from your Inbox.
- Click once to **export** email to your Inbox.

**Go to Discovery Manager page:** Click the **Tools** drop-down menu and select **Discovery Manager**.



You will see 3 buttons at the top of the Discovery Manager panel.



**Show All** - Display all the email messages archived on Europa.

**Search Archived Emails** - Search for email messages based on criteria.

**Discover** - Export the selected emails.

**Display all the email messages archived on Europa:** Click the **Show All** button.

**Search for email messages based on criteria**

1. Click the **Search Archived Emails** button.

2. Input the query information accordingly and Click **Search**.

<input type="checkbox"/>	Time	IO	Size	Sender	Subject
<input type="checkbox"/>	2009-07-13 13:37:19	In	1K	tester1@jovianttechnology.com	Test email
<input checked="" type="checkbox"/>	2009-07-13 13:42:49	In	1K	tester3@jovianttechnology.com	Last Chance to Beat This Summer's Email Threats
<input type="checkbox"/>	2009-07-13 13:44:29	In	1K	tester3@jovianttechnology.com	Last Chance to Beat This Summer's Email Threats
<input type="checkbox"/>	2009-07-13 13:45:03	In	1K	tester3@jovianttechnology.com	Last Chance to Beat This Summer's Email Threats

**View message on screen:** Double click on any cell of the message.

**Export emails:** Check the emails that you want to export and click the **Discover** button to have the emails exported to your Inbox.

## User preferences

You can switch from basic to advanced menu or vice versa and change the display settings from **User Preferences**.

**Go to User Preferences page:** Click the **Europa** drop-down menu and select **Preferences**.



You will see 3 sections in the **User preferences** page.

At the top, it shows the current mode of Europa. Followed by Basic display settings and Advanced display settings.



## Switch mode

There are 2 modes:

- **Basic mode** contains a minimal set of features for you to use Europa.
- **Advanced mode** contains all the features that you are entitled to use on Europa.

**Switch from basic to advanced mode:** Select **Advanced** for **Default Mode** and click **Update**.

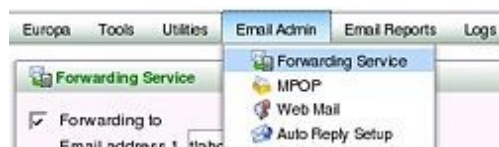
**Switch from advanced to basic mode:** Select **Basic** for **Default Mode** and click **Update**.

## Advanced Topics

### Forwarding your emails to multiple accounts

When forwarding email addresses are defined, Europa will forward your inbound emails to all the forwarding addresses. You also have the option to only forward emails from the whitelisted senders.

**Go to Forwarding Service:** Click the **Email Admin** drop-down menu and select **Forwarding Service**.



### Enable Forwarding Service

1. Check **Forwarding to** to enable all the forwarding email address fields below.

2. Enter the forwarding email addresses and click **Update**.

**Note:** You may define up to 5 forwarding email addresses.

**Forward emails only from the Whitelisted Senders:** Check **Forward Whitelisted Senders Only** and click **Update**.



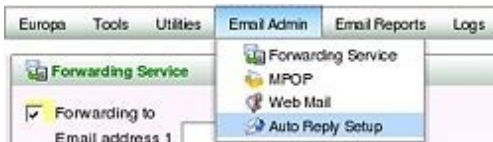
## Setting up Auto Reply



This feature is only applicable if Europa is an email server.

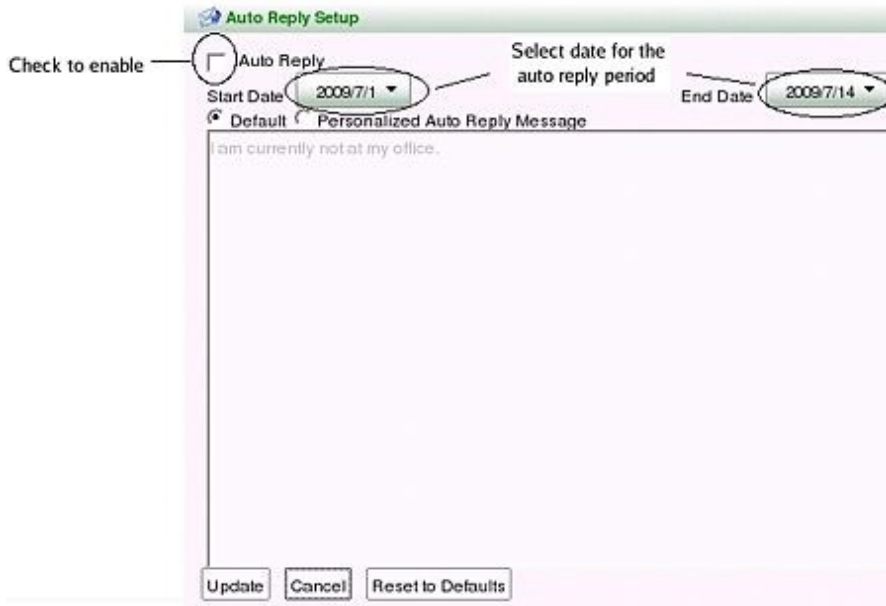
Similar to other email servers, Europa can automatically reply to new emails when you are out of office. Europa allows you to preset your auto-reply message content and out of office time period.

**Go to Auto Reply Setup:** Click the **Email Admin** drop-down menu and select **Auto Reply Setup**.



### Set up Auto Reply

1. Check **Auto Reply** to enable auto reply.
2. Select **Start Date** and **End Date** from calendar.
3. By default, **Default** is selected and used as the auto-reply message by Europa.  
Select **Personalized Auto Reply Message** if you want to handcraft your own message.  
Type in your personalized message in the textbox.
4. Click **Update**.



**Disable Auto Reply:** Uncheck **Auto Reply** and click **Update**.

## Changing password



This feature is **NOT** applicable for LDAP/Active Directory user.

This password is used to login to Europa. Your new password will take effect the next time you login.

**Go to Change Password:** Click the **Utilities** drop-down menu and select **Change Password**.



### Change Password

1. Enter **New Password** of at least 6 characters long.
2. Re-enter the password in **Confirm New Password** field, this must match the password in the **New Password** field.
3. Click **Update**.

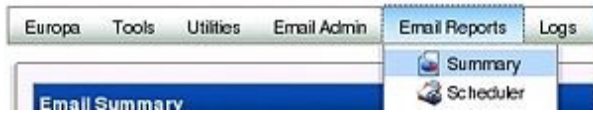


## Viewing Email Summary

Europa has a very rich set of reporting tools that allow you to view up-to-the-moment email summary. With this tool, you do not have to wait for scheduled summary reports to be emailed to you and no summary report emails

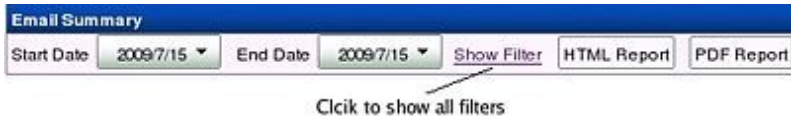
will pile up in your Inbox.

**Go to Email summary:** Click the **Email Reports** drop-down menu and select **Summary**.



**Make the query**

**Email Summary** allows you to choose the period of email status within the past two weeks and pick what exactly you want to see.



You may query about the emails within the last 2 weeks.

1. Select **Start Date** and **End Date** from calendar.
2. Click **HTML Report** to view report within page below in HTML format. Or Click **PDF Report** to view report in PDF format. Make sure you have Adobe PDF reader installed. ( For more information: [\[4\]](#) )

**Customize the filter**

By Default, Europa will show all the emails on the selected period. If you do not want to view everything, you may customize the filter.

Click **Show Filter**. Check the filter accordingly to your need. Enter the **Email Address Filter** if you need to search for a particular sender. This can be a substring of the email address.



**For example** - To view the pass-through email from sender 'ka@bitpipe.com', you can do the following:

**Email Summary**

Start Date: 2009/7/15 End Date: 2009/7/15 Hide Filter

Email Filter:  Black-Listed  White-Listed  Passed-Through  
 Spam/Virus Filter:  Dropped  Quarantined  Tagged  
 Outgoing Filter:  Sent  Black-Listed  Released  
 Email Address Filter: bitpipe.com

---

Searching Pattern: bitpipe.com

Wed Jul 15, 2009

User: peggyk@jovian.com

Time Stamp	Action	Reason
Jul 15 05:55:08	Pass	email from sender [ka@bitpipe.com] (score:0.93) ?
Jul 15 06:12:20	Pass	email from sender [ka@bitpipe.com] (score:1.18) ?
Jul 15 06:12:50	Pass	email from sender [ka@bitpipe.com] (score:4.50) ?
Jul 15 06:55:50	Pass	email from sender [ka@bitpipe.com] (score:4.93) ?
<b>Total: 4</b>		<b>Black Listed: 0 White Listed: 0 Pass-Through: 4</b>

## Setting up your Email Report schedule

Europa allows you to customize your summary report email delivery schedule.

The scheduler lets you specify:

1. where to send the email report to. ( Default: Europa sends to your email account. )
2. what to send. ( Default: Email report is sent in **HTML** format, and only sent if there is email activity within the report time. )
3. when to send. ( Default: Daily is checked )

**Go to Email Report Scheduler:** Click the **Email Reports** drop-down menu and select **Scheduler**.

Europa Tools Utilities Email Admin **Email Reports** Logs

**Email Report Scheduler** Summary Scheduler

**Set up a personal email report schedule:** Select options accordingly and click **Update**.

**Email Report Scheduler**

Where to send:  
Send To: test@jovian.ca

What to send:  
 Text based  No email activity summary  Quarantined emails only  
 Sort by: Time

When to send:  
 Daily (sent @ 3 A.M.)  
 Hourly

AM												PM											
0	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
<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 type="checkbox"/>	<input type="checkbox"/>

Schedule:

A.M.			P.M.		
Send At	Report Start Time	Report End Time	Send At	Report Start Time	Report End Time
9:00	0:00	8:59	18:00	9:00	14:59
3:00	0:00	23:59			

**Send To** - Email address of where email report is sent to.

**Text based** - Check if you want your email report in **text** format.

**No email activity summary** - Check if you want to receive an email report even when there is no email activities within the report time.

**Quarantined emails only** - Check if you **ONLY** want to receive any email report based on quarantined emails.

**Sort by** - Select the order of report entries.

**Time:** sort by time in ascending order

**Action Type:** sort by action type in ascending order

**Reverse order of action type:** sort by action type in descending order

**Daily** - Check if you want to get a daily summary of your emails of the previous day.

**Note:** The schedule at the bottom shows you when the report summary is being sent and the time frame of the inbound email status that is being covered.

In the above example,

- Email report is sent to **tester@jovian.ca**.
- Daily summary is sent @ 3 A.M. every night.
- Email summary for midnight - 8:59 is sent @ 9 A.M.
- Email summary for 9:00 - 14:59 is sent @ 3 P.M.

## Viewing logs

Europa keeps track of changes to the settings, it has a very rich set of log tools that allows you to view all the past settings being changed.

**Go to Service Log:** Click the **Logs** drop-down menu and select **Service Log**.



## Notes and references

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## Appendix

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