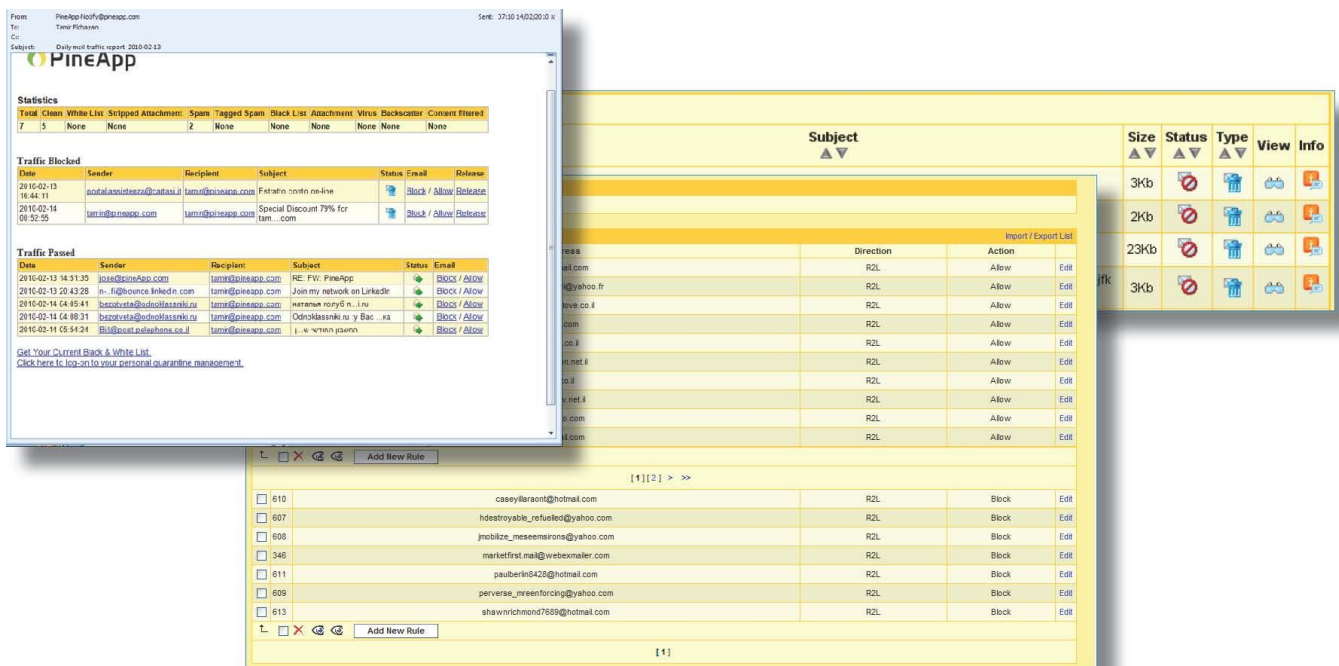


PineApp Daily Traffic Report

User Guide



The screenshots illustrate the PineApp interface for managing email traffic. The top window shows the 'PineApp' logo and a 'Statistics' section with a table of traffic metrics. Below this, there are sections for 'Traffic Blocked' and 'Traffic Passed', each with a table of email details. The bottom window shows a 'Subject' list with columns for 'Size', 'Status', 'Type', 'View', and 'Info'. The 'Status' column indicates whether an email is blocked or allowed, and the 'Type' column shows the email's content type. The 'View' column provides a link to view the email, and the 'Info' column provides a link to get more information. The bottom window also includes a 'Traffic Passed' section with a table of email details.

Statistics

Total	Client	White List	Skipped Attachment	Spam	Tagged Spam	Block List	Attachment	Virus	Blockcolor	Content Filtered
7	5	None	None	2	None	None	None	None	None	None

Traffic Blocked

Date	Sender	Recipient	Subject	Status	Email	Release
2010-02-13 16:44:11	anofal.assiste@catana.it	tamir@pineapp.com	Fattorio: confio ne-line	Block / Allow		
2010-02-14 09:52:55	tamir@pineapp.com	tamir@pineapp.com	Special Discount 79% for tam...	Block / Allow		

Traffic Passed

Date	Sender	Recipient	Subject	Status	Email
2010-02-13 14:51:35	joss@pineapp.com	tamir@pineapp.com	RE: FW: PineApp	Block / Allow	
2010-02-13 20:43:28	in_f@bounces.linkedin.com	tamir@pineapp.com	Join my network on LinkedIn	Block / Allow	
2010-02-14 04:05:41	hazvayta@odnoklassniki.ru	tamir@pineapp.com	venenav vavryd n... n...	Block / Allow	
2010-02-14 04:08:31	hazvayta@odnoklassniki.ru	tamir@pineapp.com	Odnoklassniki ru y Bac... ka	Block / Allow	
2010-02-11 05:51:24	Bili@post.pulshana.co.il	tamir@pineapp.com	י... ה... ה... ה...	Block / Allow	

Subject

Subject	Size	Status	Type	View	Info
3Kb	Block	Image			
2Kb	Block	Image			
23Kb	Block	Image			
3Kb	Block	Image			

Traffic Passed

Date	Sender	Recipient	Subject	Status	Email
2010-02-13 14:51:35	joss@pineapp.com	tamir@pineapp.com	RE: FW: PineApp	Block / Allow	
2010-02-13 20:43:28	in_f@bounces.linkedin.com	tamir@pineapp.com	Join my network on LinkedIn	Block / Allow	
2010-02-14 04:05:41	hazvayta@odnoklassniki.ru	tamir@pineapp.com	venenav vavryd n... n...	Block / Allow	
2010-02-14 04:08:31	hazvayta@odnoklassniki.ru	tamir@pineapp.com	Odnoklassniki ru y Bac... ka	Block / Allow	
2010-02-11 05:51:24	Bili@post.pulshana.co.il	tamir@pineapp.com	י... ה... ה... ה...	Block / Allow	

Subject

Subject	Size	Status	Type	View	Info
3Kb	Block	Image			
2Kb	Block	Image			
23Kb	Block	Image			
3Kb	Block	Image			

Traffic Passed

Date	Sender	Recipient	Subject	Status	Email
2010-02-13 14:51:35	joss@pineapp.com	tamir@pineapp.com	RE: FW: PineApp	Block / Allow	
2010-02-13 20:43:28	in_f@bounces.linkedin.com	tamir@pineapp.com	Join my network on LinkedIn	Block / Allow	
2010-02-14 04:05:41	hazvayta@odnoklassniki.ru	tamir@pineapp.com	venenav vavryd n... n...	Block / Allow	
2010-02-14 04:08:31	hazvayta@odnoklassniki.ru	tamir@pineapp.com	Odnoklassniki ru y Bac... ka	Block / Allow	
2010-02-11 05:51:24	Bili@post.pulshana.co.il	tamir@pineapp.com	י... ה... ה... ה...	Block / Allow	

PineApp daily traffic report is an Email message delivered to all registered users in the Mail-SeCure system. This report includes a list of all messages that were passed or blocked by the system since the last report's delivery interval. The daily report provides in-depth details as for the exact reasons of blocking as well as blocking/releasing features of specific senders addresses.

The daily report's format, frequency and amount of enabled features are determined by the system administrator.

Terminology:

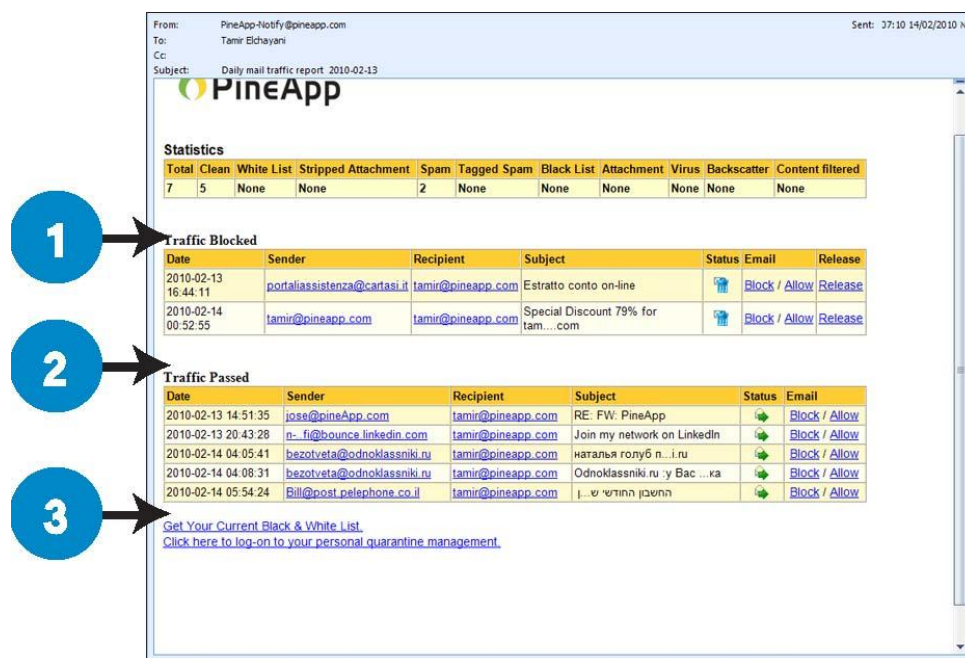
Backscatter -A Backscatter is a non-delivery notice received either from people whom no one in the organization has sent mail to or from an unknown source. Backscatter is caused by viruses that infect computers outside the network, forging the "From" line of an Email message by randomly selecting addresses from an infected machine's address book.

White list – A personal white list is a list of Email addresses from which all Emails are automatically moved to the user's mailbox, with no Spam-related inspections on behalf of the Mail-SeCure system.

Black list- A personal Black list is a list of Email addresses from which all Emails are automatically quarantined, with no Spam-related inspections on behalf of the Mail-SeCure system.

THE DAILY REPORT IS DIVIDED INTO 3 PARTS:

1. **Statistics** – A statistical summary of the overall number and classifications set for all Email messages that arrived for the recipient.
2. **Blocked Traffic** – Emails that were blocked due to system & organization's policy.
3. **Allowed traffic** – Emails that were classified as legitimate messages and were successfully passed to the organization's mail server.



From: PineApp-Info@pineapp.com
To: Tamir Eshayani
Cc:
Subject: Daily mail traffic report: 2010-02-13

Sent: 37:10 14/02/2010

PineApp

Statistics

Total	Clean	White List	Stripped Attachment	Spam	Tagged Spam	Black List	Attachment	Virus	Backscatter	Content filtered
7	5	None	None	2	None	None	None	None	None	None

Traffic Blocked

Date	Sender	Recipient	Subject	Status	Email	Release
2010-02-13 16:44:11	portaliassistenza@cartasi.it	tamir@pineapp.com	Estratto conto on-line	Block / Allow		Release
2010-02-14 00:52:55	tamir@pineapp.com	tamir@pineapp.com	Special Discount 79% for tam....com	Block / Allow		Release

Traffic Passed

Date	Sender	Recipient	Subject	Status	Email
2010-02-13 14:51:35	jose@pineapp.com	tamir@pineapp.com	RE: FW: PineApp	Block / Allow	
2010-02-13 20:43:28	n...fr@bounce.linkedin.com	tamir@pineapp.com	Join my network on LinkedIn	Block / Allow	
2010-02-14 04:05:41	bezotveta@odnoklassniki.ru	tamir@pineapp.com	наталья голуб н...и.ру	Block / Allow	
2010-02-14 04:08:31	bezotveta@odnoklassniki.ru	tamir@pineapp.com	Odnoklassniki.ru: у Ба...ка	Block / Allow	
2010-02-14 05:54:24	Rll@post.telephone.co.il	tamir@pineapp.com	הודעה חדשה	Block / Allow	

[Get Your Current Black & White List.](#)
[Click here to log-on to your personal quarantine management.](#)

STATISTICS

Summary - Overall number of messages that were received for the specific user.

Clean – Overall number of messages that were classified as legitimate or clean.

White list – Overall number of messages that were sent from an Email sender which is listed on the recipient's white list.

Black list - Overall number of messages that were sent from an Email sender which is listed on the recipient's white list.

Stripped Attachments – Overall number of messages that were passed to the user's mailbox, but without a forbidden attachment that was removed and quarantined.

Spam – Overall number of messages that were classified as Spam.

Spam Tag – Overall number of messages that were classified as potential Spam but were passed to the recipient's mailbox, including a special Spam Tag within the message's subject.

Attachment – Overall number of messages that were blocked for containing a forbidden attachment, according to the organization's policy.

Virus – Overall number of message that were blocked for containing a Virus .

Backscatter – Overall number of messages that were classified as Backscatter and blocked by the system.

Content filtered – Overall number of messages that were blocked for containing a forbidden textual content/subject.

TRAFFIC BLOCKED

Date - The exact date & time in which message was received on the Mail-SeCure system.

Sender -Sender's Email address

Recipient - Recipient's Email address

Subject - Message's subject

Status - The classification that was set for a specific message by the Mail-SeCure system.

ICON LEGEND

Message was classified as Spam



Message was classified as Virus



Message was classified as Backscatter



Message was blocked because sender's address is in the user's blacklist



Message was blocked due to a policy-forbidden attachment

Email- From within this section, it is possible to add sender's Email address to the black/white lists, by using Block/Allow options.

Domain – This section allows end-users to add a complete domain into their black-white lists.

TRAFFIC ALLOWED

Date - The exact date & time in which message was received on the Mail-SeCure system.

Sender -Sender's Email address

Recipient - Recipient's Email address

Subject - Message's subject

Status - The classification that was set for a specific message by the Mail-SeCure system.

ICON LEGEND

Message was classified as clean



Message was passed because sender's address is present at the user's white list.

Email- From within this section, it is possible to add sender's Email address to the black/white lists, by using Block/Allow options.

Domain – This section allows end-users to add a complete domain into their black-white lists.

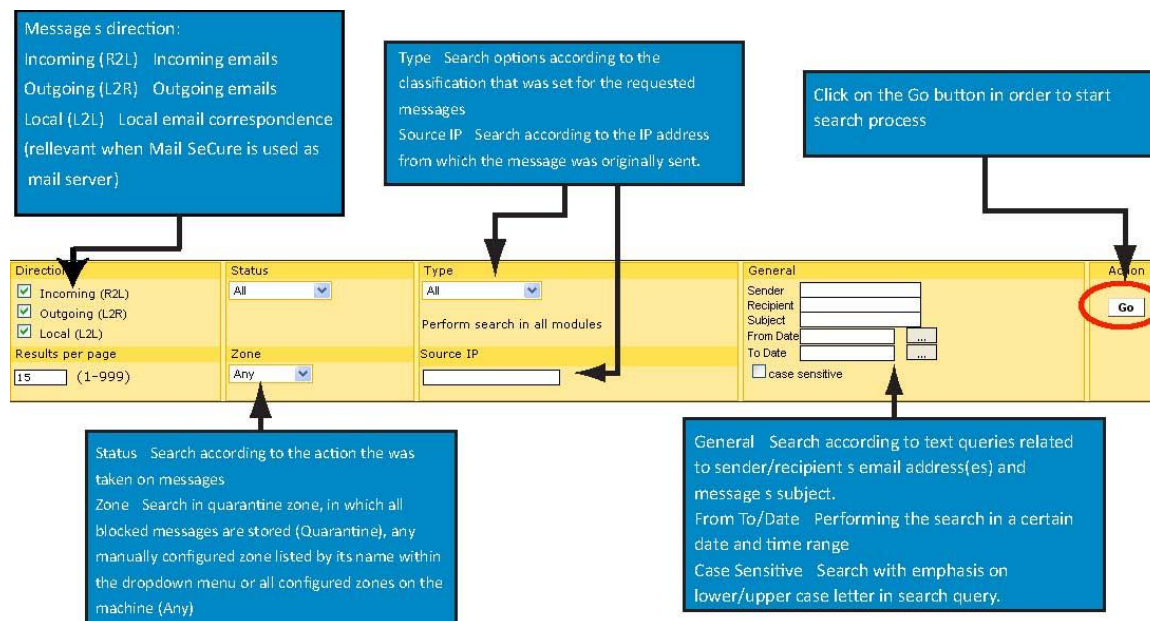
Release – This option allows releasing messages that were blocked and classified as Sam from quarantine, without any automatic addition to recipient's white list.

Get your current black/white list – click on this link in order to receive an Email message containing your personal black & white list records.

Direct Access to quarantine – Click on this link in order to log in to Mail-SeCure's personal quarantine management (mail traffic management tab).

MAIL TRAFFIC MANAGEMENT

Mail-SeCure contains a personal quarantine management interface, through which you will be able to view and manage all your Email messages (blocked and allowed altogether), check blocking reasons thoroughly and directly perform various release and blocking actions.



STATUS SEARCH OPTIONS

All – search with no Status related criterion.

Passed – Search only messages that were classified as legitimate and were passed to the user's mailbox.

Released – Search blocked messages that were released by the recipient/system administrator.

Blocked – search for messages that were blocked by the system for any reason.

Parked – search for messages that were delayed by the system due to organizational policy, but were delivered to the customer at a later time.

Tagged – search for Email messages that were tagged as potential Spam.

Stripped allow – search for messages that had a forbidden attached file which was removed and quarantined from them prior to being delivered to the recipient's mailbox.

Stripped HTML – search for messages that contained a forbidden HTML code which was removed and quarantined from them prior to being delivered to the recipient's mailbox.

Deleted – Search for messages that were deleted

Encrypted – search for messages that were forwarded for content encryption.

TYPE SEARCH OPTIONS

All - search with no classification related criterion.

Virus – Search for messages that were classified as containing a Virus.

Spam – Search for messages that were classified as Spam.

Non-Spam – Search for messages that were set with any other classification than Spam.

White list – Search for messages that were directly delivered to customer without any Spam related inspections, due to the sender address's presence in user's white list.

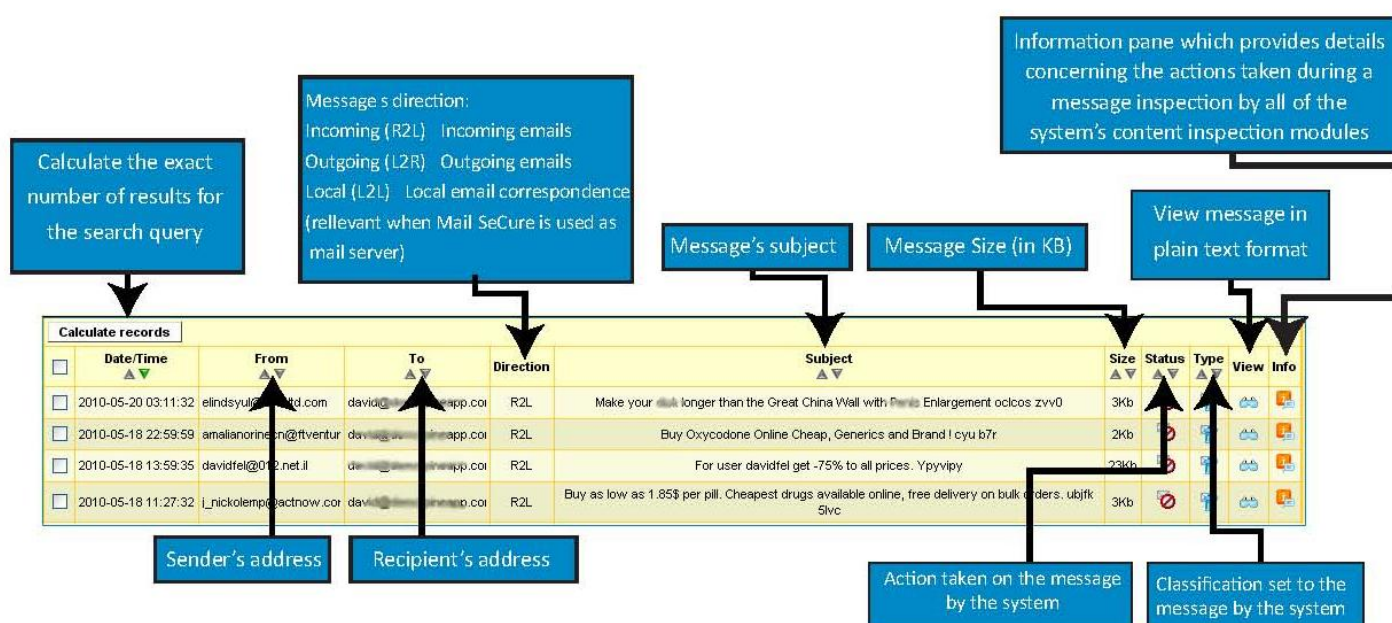
Black list – search for messages that were blocked without any Spam related inspections, due to sender address's presence in user's black list.

Attachment – search for messages that were blocked for containing a forbidden attachment, according to the organization's policy.

Backscatter – search for messages that were classified as backscatter.

Strip HTML – Search for Emails that were delivered to customer without a forbidden HTML code that was removed prior to delivery.

SEARCH RESULTS OPTIONS



MESSAGE/ADDRESS OPTIONS



Message ID	From	To	Subject	Size	Actions
2010-05-21 16:15:54	tamir@pineapp.com	R2L	Response	4Kb	[Icons]
	tamir@pineapp.com	L2L	blog	3Kb	[Icons]
	tamir@pineapp.com	R2L	PineApp Blog Action Plan	43Kb	[Icons]
	tamir@pineapp.com	R2L	Well well well,	1Kb	[Icons]
	tamir@pineapp.com	R2L	I suoi codici di accesso risultano bloccati.	1Kb	[Icons]
	tamir@pineapp.com	R2L	מסעדות בפריז, טיול בספרד, מסלולי מים בארץ ועוד - המלצות מאתר למטייל - פרסום לחברי האתר	78Kb	[Icons]
	tamir@pineapp.com	R2L	Daily mail traffic report 2010-05-21	15Kb	[Icons]
	tamir@pineapp.com	L2L	Birthday	1Kb	[Icons]

It is possible to perform several actions on message addresses via Mail Traffic Management pane, by checking the box next to the chosen message(s) and choosing the proper option from the dropdown list on the bottom left side of the screen (highlighted red in the below image)

Possible Actions: Release – Release blocked messages (it is possible to release only messages that were classified as Spam).

Release and Add Sender to recipient white list – Release blocked messages, in addition to adding sender's address to the recipient's personal white list.

Release and Add Sender to recipient black list – Release blocked messages, in addition to adding sender's address to the recipient's personal black list.

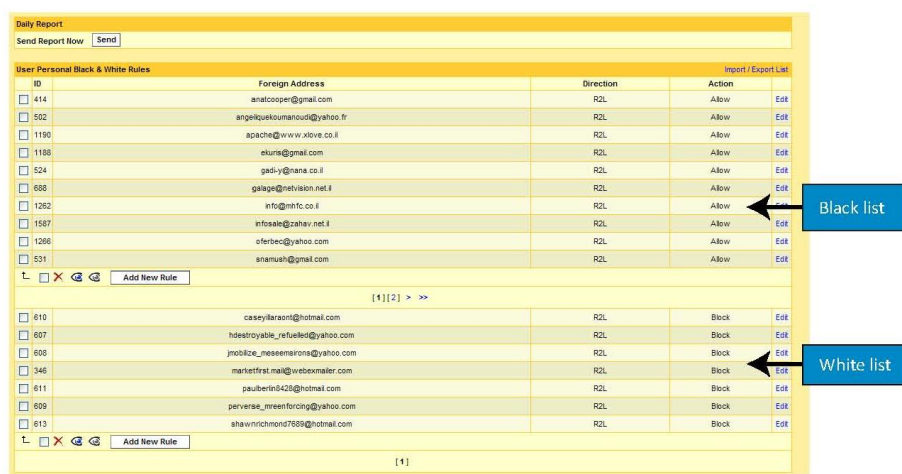
Forward – forward the message to a third party Email address. Type the Email address to which you wish to forward the message in the pane which will appear upon choosing this option.

Download – download the message (in a .zip format) to your personal computer.

Delete – delete the message

PERSONAL BLACK/WHITE LIST

Personal black/white list is the tab in which all user's blocked/allowed Email address records appear. It is possible to manually add/remove records to/ from both lists.

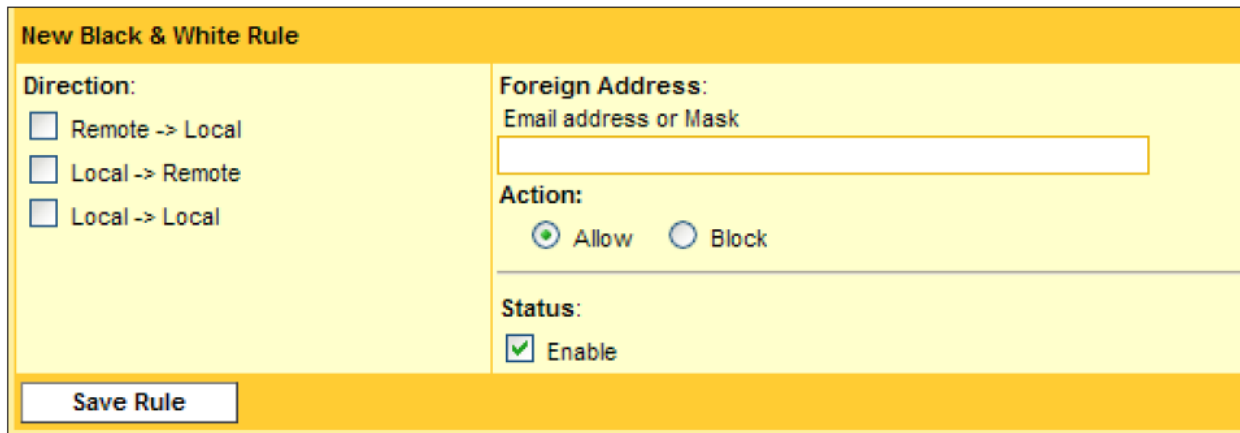


ID	Foreign Address	Direction	Action	Import / Export List
414	anatcooper@gmail.com	R2L	Allow	Edit
502	angeliquekounaroud@yahoo.fr	R2L	Allow	Edit
1190	apache@www.xlove.co.il	R2L	Allow	Edit
1188	ekurs@gmail.com	R2L	Allow	Edit
524	gadi-y@nana.co.il	R2L	Allow	Edit
686	galape@television.net.il	R2L	Allow	Edit
1262	info@mhfo.co.il	R2L	Allow	Edit
1587	info@ale@zahav.net.il	R2L	Allow	Edit
1266	oferbec@yahoo.com	R2L	Allow	Edit
531	snamuah@gmail.com	R2L	Allow	Edit
610	casey@arant@hotmail.com	R2L	Block	Edit
607	hdestryable_refueled@yahoo.com	R2L	Block	Edit
608	jncolize_naseensrons@yahoo.com	R2L	Block	Edit
346	marketfrst@mail@webexmail.com	R2L	Block	Edit
611	paulberin842@hotmail.com	R2L	Block	Edit
609	perverse_mreenforcong@yahoo.com	R2L	Block	Edit
613	ahawmrichmond7689@hotmail.com	R2L	Block	Edit

Send report now – Click on this button in order to receive a real-time updated traffic report to your mail box

ADDING NEW BLACK/WHITE LIST RECORDS

1. Click on the **Add new rule** button. The following pane will appear on screen:



New Black & White Rule

Direction:

☐ Remote -> Local

☐ Local -> Remote

☐ Local -> Local

Foreign Address:

Email address or Mask

Action:

☒ Allow ☐ Block

Status:

☒ Enable


Save Rule

2. **Direction** – choose Remote > Local.
3. **Email address/Mask** – type down the Email address domain you wish to add to your black/white list.

It is possible to add a domain to black/white lists by using the wildcard (*) character before the domain name itself. For example: in case we wish to add the domain Microsoft.com to black/white list, we should type *@microsoft.com in the text input field.

4. **Action** – Choose whether you wish to add the new record to your black (Block) or white (Allow) list.
5. Click on **Save Rule** button in order to finalize your settings.

DELETING RECORDS

In order to delete a record from both black and white lists, check the box next to the requested record and click on the  button.