

Manuel d'utilisation de votre antispam

GUIDE ANTISPAM



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I. Principe de fonctionnement

L'anti-spam INFO'MAINTENANCE est hébergé dans un datacenter sécurisé. Il fonctionne en mode « passerelle », tous les emails arrivent directement sur ce serveur, les emails sont traités et ensuite remis au serveur de messagerie de votre domaine si ils sont sains.



II. Rapport de Quarantaine

Par défaut, si vous avez des messages en Quarantaine, vous recevez un rapport **tous les jours à 8 heures**, ce rapport fait la liste de tous les courriels mis en quarantaine et permet de les débloquer s'il y a des faux positifs.

Si vous ne recevez pas de rapport, c'est que vous ne recevez pas de spam.

Spam Titan SPAM QUARANTINE REPORT						
 This is your Spam Quarantine Report. Spam Titan caught these spam and/or virus infected messages before they reached your inbox. User: cs@ttenhq.com Spam 1 Viruses 0 Attachments 0 Click on the <u>Deliver</u> link to have the message sent to your inbox. Click on the <u>Allow</u> to have the message delivered to your inbox and prevent future emails from the sender from being quarantined. Click on the <u>Delete</u> link to have the message permanently removed from your quarantine report. 						
SPAM MESSAGES (1)					
Date						
Tue 13 Feb 14:49	Brian Duelm <bduelm@processauto.ne t></bduelm@processauto.ne 	UNSUBSCRIBE: RE: SpamTitan Ask Me Anything	6.26	Deliver Delete Allow		
 Deliver this report every: <u>day</u> <u>weekday</u> <u>Friday</u> <u>month</u> <u>never</u> Include the following items in the report: <u>All quarantined items</u> <u>New items since last report only</u> To view your entire quarantine inbox or manage your preferences: <u>Click here</u> Send me a new report now containing: <u>All quarantined items</u> <u>New items since last report only</u> To delete all of the messages: <u>Click here</u> Messages will be automatically deleted from quarantine after 21 days. 						
Powered by TitanHQ						

Si vous cliquez sur **Deliver**, le courriel vous est remis, mais uniquement ce mail.

Si vous cliquez sur **Allow**, tous les courriels de cet expéditeur vous seront remis en permanence. Si vous cliquez sur **Delete**, le courriel est supprimé de la quarantaine.

La Quarantaine se vide automatiquement au bout de 21 Jours de stockage.

eu1-smtp2.titanhq.com/quarantine.php?secret_id=3Jwjp_7	$WCE7D\&mail_id=VVItEjj8fvb3\&action=release\&msgtype=S\&ver=3\&language=en_US\&email=cs\%40titanhq.comspace{-1.5}{C} and and and and a standard standard$	
	Release Quarantine Message	
Message ID:	VVItEjj8fvb3	
To:	cs@titanhq.com	
From:	Brian Duelm <bduelm@processauto.net></bduelm@processauto.net>	
Subject:	UNSUBSCRIBE: RE: SpamTitan Ask Me Anything	
Date:	2024-02-13 14:49:46+00	
Warning:	Error: Unable to release message(s) Message not found in the quarantine. This may be because of one of several reasons: • the message has passed the quarantines expiration period and been automatically deleted. • the message ID is invalid. • the message has already been released, allowed or deleted from quarantine.	
	@2004-2023 Copperfasten Tichnologies	

III. Gestion par l'interface web

Chaque utilisateur peut avoir un accès individuel à sa quarantaine / rapport en se rendant sur l'interface d'administration de l'anti-spam : <u>https://eu1-smtp-ui.titanhq.com</u>

Pour créer votre mot de passe, il faut cliquer sur **« Forgot your password ? »** sur la page d'authentification :



Il faut ensuite renseigner votre adresse email :

Password Reset					
Enter the email address associated with your account, and we'll send you a link to reset your password.					
jean@dupont.fr 📀					
	Continue				
	Return to sign in				

Vous recevez ensuite votre un email contenant un lien de réinitialisation de mot de passe :

SpamTitan				
	Hello!			
	You are receiving this email because we received a password reset request for your account.			
	Reset Password			
	This password reset link will expire in 60 minutes.			
	If you did not request a password reset, no further action is required.			
	Regards, SpamTitan			

- Vous arrivez directement sur votre Quarantaine, vous pouvez ainsi libérer des emails avant de recevoir le rapport de quarantaine.

	Aoconnell@titanhq.	com/Quarantine			٩
History History	Advanced S	Search			Refresh
© Quarantine	□ Date ↓	Client Address From	To Message Type	Subject Delivery Status	Message ID Actions
-\$ Filtering	Titan	ΗQ	Powered by Ti	tanHQ	
≡ 💉 TitanHQ ً 🗛	conneil@titanhq.com / Quara	ntine / Message Overview / Wdir Jekhnyn / Details	v 2.4.377	2	8
th acconnell@titanhq.com ✓	/lessage II	D: wDir_JeKhnyn			
Det	tails Message View View S	ource			
D History Quarantine Filtering Uir	Message Details ESSAGE RECEIVED to 28, 2024 13:28 OUNTRY OF ORIGIN nited States	RECIPIENT acconneli@ittanhq.com MAILFLOW Inbound	FROM ADDRESS bounces+38217448-30a9 DELIVERY STATUS Blocked SPAM	HOST eul-amtp2.titanhq.com SUBJECT Accepted: SpamTitan Skellig upgrade - Di	gital Domain
ି M ଏସ ସ୍ୟ ୨୯	Status Classification IESSAGE ID Dir_JekIhnyn UARANTINED	CONTENT CLASSIFICATION © Spam LAST STATUS UPDATE 2024-02-28 13:28:19+00	SCORE 6.568 CLIENT ADDRESS 167/89.55.1	VIRUS INFECTION No SMTP RESPONSE 544 5.70 Bounce, id=60242-05 - spam	
				Delete Release	Allow
	↔ Titan HQ		Powered by TitanHQ v 2.4.3772		

- Vous pouvez gérer les adresses sur listes blanches / noires :

Vous pouvez ici rajouter des adresses ou des domaines entiers en liste blanche ou en liste noire

Acconnet@Btanhg.com/Filtering/Allow Block List Acconnet@Btanhg.com/Filtering/Allow Block List				°		
In aoconnell@titanhq.com ∨						
② History	Q. Search				Add ~	
- Quarantine	Sender Email	Status	Last Modified	Comments	Actions	
G Filtering	aunuddin@rapidcompute.com	ALLOW	Feb 7, 2024 09:02		C	
Allow & Block List	john.oshea@datatrust.ie	ALLOW	Jan 31, 2024 15:28		Ľ	
Geoblocking	martijn@infield-ict.nl	ALLOW	Jan 23, 2024 09:08		Ľ	
	d.matt.8@mattnj.com	ALLOW	Jan 11, 2024 09:28		C	
	ryan@sanfer.biz	ALLOW	Dec 21, 2023 08:29		C	
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