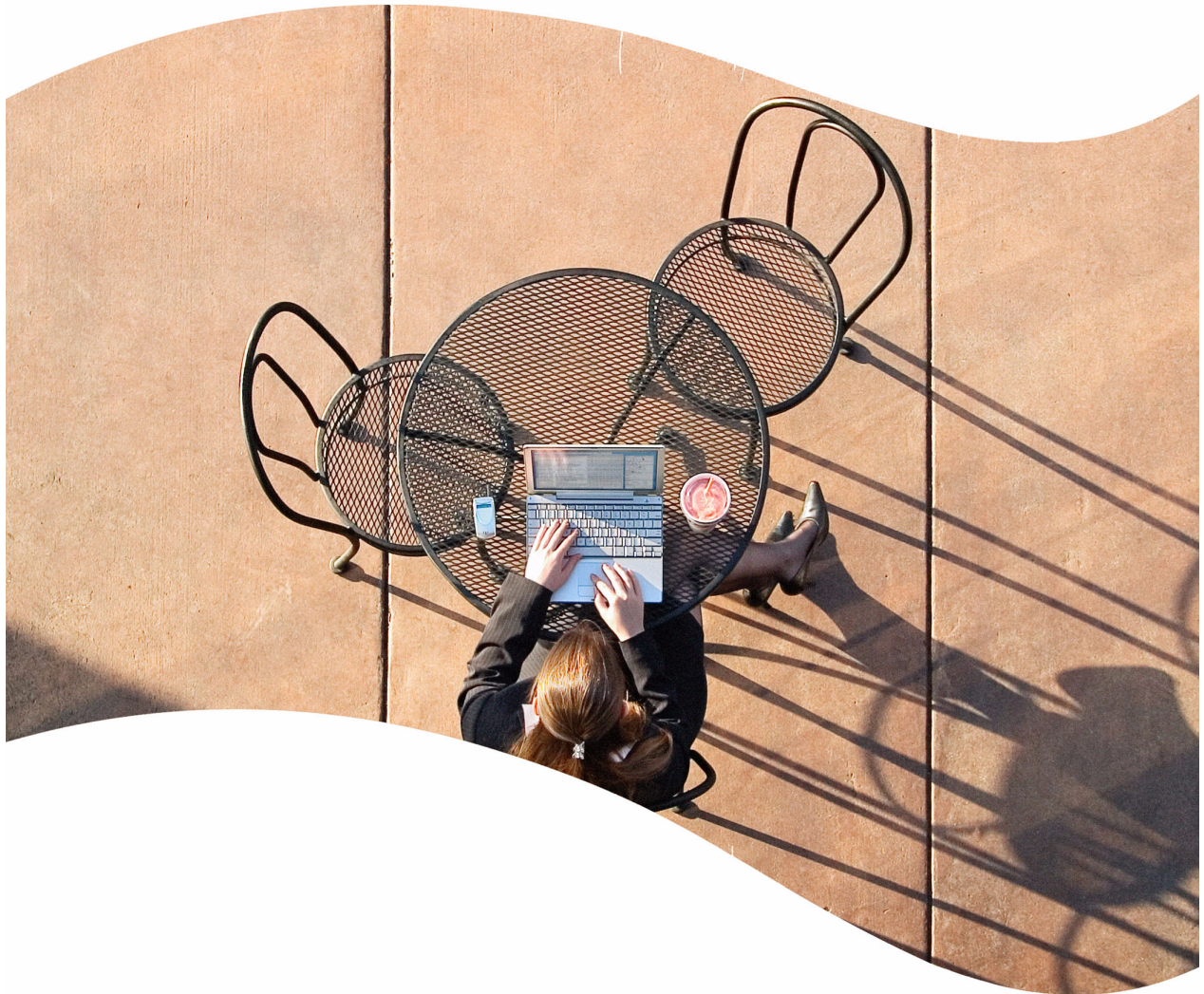


Endpoint Security

SonicWALL Anti-Spam Desktop

SonicWALL
Anti-Spam Desktop 5.0
User's Guide





SonicWALL[®] Anti-Spam Desktop User's Guide

Version **5.0**

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NOTE: The SonicWALL Email Security software service is an annual subscription which is subject to the terms and conditions of SonicWALL, Inc.'s applicable subscription agreement and includes:

Product updates, SonicWALL threat signature updates, and standard technical support for one (1) year from the date of purchase.

SonicWALL Email Security appliances are integrated hardware and software solutions, which include SonicWALL Email Security software. SonicWALL Email Security appliances are subject to the terms and conditions of SonicWALL, Inc.'s applicable license agreement. Updates to the SonicWALL Email Security software, SonicWALL Spam Signature Updates, and technical support may be purchased on an annual basis. AntiVirus support is optionally available.

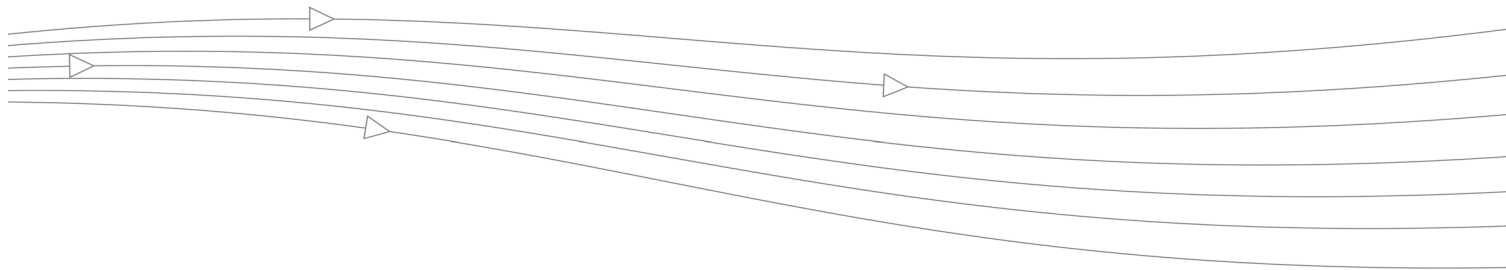


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Preface

SonicWALL Anti-Spam Desktop™ makes email good again. Before spammers invaded, the email you received was wanted email. No one sent you unwanted *spam* messages. Unfortunately, spam has increased exponentially over the last 10 years and shows no signs of stopping. In addition to clogging your Inbox, email today includes phishing, viruses, or other threats.

SonicWALL Anti-Spam Desktop, gives you the highest level of anti-spam protection and also protects you from email phishing. Advanced filtering and other technologies virtually eliminate all junk mail from your Inbox. SonicWALL Anti-Spam Desktop integrates with Outlook, and Outlook Express and can filter mail from POP, and Microsoft Exchange accounts. It can also be used with Hotmail and IMAP accounts, when used with Outlook Express.

Documentation Conventions

Font	Meaning
Bold	Terms you see in a SonicWALL Email Security window
<i>Italic</i>	Variable names

Chapter 1: About SonicWALL Anti-Spam Desktop

Overview

SonicWALL Anti-Spam Desktop™ is an innovative solution that keeps spam and phishing out of your Inbox.

Installation is easy. Once you download and install SonicWALL Anti-Spam Desktop, it instantly monitors your email. Good email goes to your Inbox; spam email is stored in your SonicWALL Junk Mail Folder. Once messages are placed in your SonicWALL Junk Mail Folder, you can optionally review junked messages to see if there is anything you want.

Supported Platforms

The following platform/email client combinations are currently supported for the ASD 5.0. ASD may operate on other platform/email client combinations, but such combinations are NOT supported.

Windows Vista (32-bit): Outlook 2003 and 2007 (The Winmail email client shipped with Vista is currently NOT supported)

Windows XP: Outlook 2003 and 2007, Outlook Express 6.0

Windows 2000: Outlook 2002 and 2003, Outlook Express 6.0

Why Junk Email

SonicWALL Anti-Spam Desktop makes email good again. Many people used email before spammers invaded. The email you received was wanted email. No one sent you *spam*, which SonicWALL defines as unwanted email messages. Unfortunately, spam has increased exponentially over the last 10 years and shows no signs of stopping. In addition to wasting your time, spam sometimes contains phishing, viruses, or other threats.

One person's unwanted email can be another person's pleasure. You might be delighted to know your favorite local restaurant or shop is offering a discount. However, people in your distant branch offices might consider that email a waste of time.

Everyone has a different definition and tolerance for unwanted email. SonicWALL enables you to optionally configure your individual preferences. If there is spam, SonicWALL Anti-Spam Desktop keeps it from your Inbox. SonicWALL enables you to determine how aggressively you want to filter email that might be junk and determine how aggressively you want to filter particular types of junk, such as advertisements, sexual content, and other unwanted email. If a junk email message does get into your Inbox, click the **Junk** button to move it to the Junk folder and contribute to the community fight against spam.

Feature List

Below are the features for SonicWALL Anti-Spyware Desktop.

Feature	Description
Phishing Protection	SonicWALL Anti-Spam Desktop contains sophisticated patent-pending Phishing Detection technology that identifies phishing emails designed to capture sensitive and confidential information, convince you to download or run malicious software, or convince you to act on seemingly important requests that can harm you.
Phishing Isolation	Phishing emails are sent directly to your SonicWALL Phishing Mail folder.
Integration with SonicWALL Email Security	SonicWALL Anti-Spam Desktop automatically detects and communicates with SonicWALL Email Security installations. SonicWALL Email Security is not required for Anti-Spam Desktop to operate and visa-versa.
Wireless Device Support	Mobile users who forward their email to pagers, cell phones, and other wireless devices can receive their email free from spam and phishing.
Language Blocking	You can choose to block email in languages you don't want to receive.
Spam Blocking Aggressiveness Sliders	Provides slider controls to determine how aggressively to block different flavors of spam
Automatic Junk Deletion	Lets you set how long junk is kept before it is moved to the Deleted Folder.
Email Server Authentication Support	Enables use of email servers that require authentication
Outlook and Outlook Express	Seamless integration with Outlook and Outlook Express
Automatic Setup	SonicWALL learns those people with whom you exchange email and those that you block. It adapts to your email characteristics, without complicated rules or settings.
Effective	Sophisticated recognition software and community-based reporting provide the most comprehensive and accurate spam blocking available.
Adjustable	Optionally, select your preferences by spam category for maximum personal effectiveness.
Supports Multiple Clients	Supports Exchange, IMAP and POP3 email clients Hotmail and MSN. Also includes Wireless Device support.

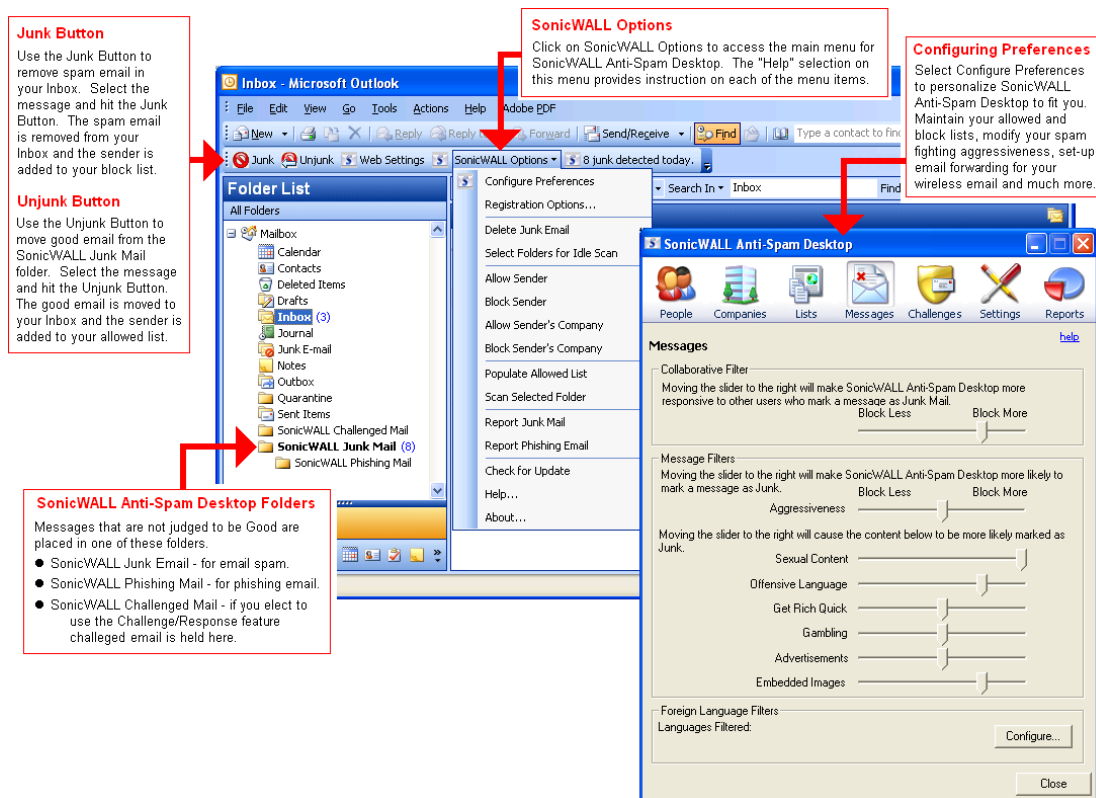
Using SonicWALL Anti-Spam Desktop is fast and easy. SonicWALL Anti-Spam Desktop protects your Inbox automatically. Once installed, you do not have to perform any configuration. Anti-Spam Desktop checks incoming messages, and automatically diverts junk mail to your SonicWALL Junk Mail folder based on your preferences.

SonicWALL Anti-Spam Desktop scans your outgoing mail to create a list of people with whom you want to exchange email. Those email addresses are placed on an *Allowed List*. SonicWALL does not scan email from people on the Allowed List.

SonicWALL is continuously gathering information on spam and other email threats. As new trends in email threats emerge, SonicWALL Anti-Spam Desktop is automatically updated.

SonicWALL integrates into your mail client, as shown in [Figure 1](#).

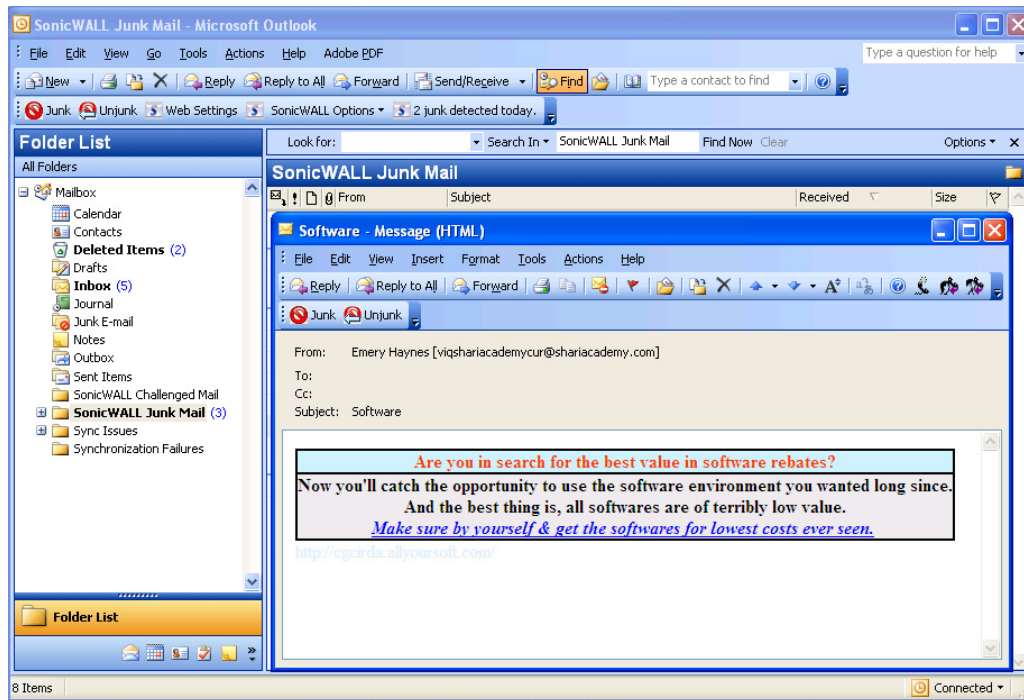
Figure 1 Conceptual Illustration of SonicWALL Anti-Spam Desktop and Outlook Express



When people send you email, SonicWALL Anti-Spam Desktop filters messages that contain spam and phishing, and prevents these messages from entering your Inbox. SonicWALL Anti-Spam Desktop examines all incoming email and uses an arsenal of analysis techniques to determine if it is good mail or junk, including checking what other users think.

If SonicWALL Anti-Spam Desktop determines that incoming email is junk, the message is placed in the SonicWALL Junk Mail folder. SonicWALL Anti-Spam Desktop also analyzes email messages to determine if they are phishing. If they are, SonicWALL Anti-Spam Desktop puts these messages in the SonicWALL phishing Mail folder. You can optionally configure SonicWALL Anti-Spam Desktop to challenge questionable email messages. When you challenge an email message, SonicWALL Anti-Spam Desktop places it the SonicWALL Challenged Mail folder, sends a message to the person who sent you the email, and waits for a response. If a response is received, the message is moved from the Challenged Mail to your Inbox and the Sender is added to your Allowed List. If the mail is spam, the challenge will not receive a response because spam is mass-mailed. This email message will eventually be moved from the Challenged folder to your Deleted folder based on your configuration preferences.

You can optionally open messages in the SonicWALL Junk Mail Folder, SonicWALL Challenged Mail Folder, and SonicWALL Phishing Folder and view these messages. If necessary, you can click the **UnJunk** button to move wanted messages these SonicWALL folders to your Inbox. Below is an example of a Junk email message in your mail client.



Chapter 2: Downloading and Installing Desktop

This chapter is a step-by-step guide for the registration, configuration, and deployment of SonicWALL Anti-Spam Desktop.

This is based on the following assumptions:

- You have a MySonicWALL.com account.
- You have already purchased SonicWALL Anti-Spam Desktop license.

Procedure

This section will describe the Registering, downloading, installing, and managing of the Anti-Spam Desktop.

Login to MySonicWALL.com

Login to your MySonicWALL.com account.

Registration of a New License

Select the **My Client Licenses** button in the left navigation bar.

The screenshot displays the 'My Client Licenses' page. On the left is a navigation menu with options like Home, My Products, My Client Licenses (selected), My Account, My Groups, My Orders, Reports, and Downloads. The main content area is titled 'My Client Licenses' and includes instructions to manage or register new groups. Below this is a table of 'Registered Client Distribution Groups' with columns for Name and Serial Number. One entry is visible: 'Test 123' with serial number 'C00000000003'. Below the table is a section for 'Add New Client Distribution Group' with a text input field for the Name (containing 'asd5.0') and 'REGISTER' and 'CANCEL' buttons.

	Name	Serial Number
1.	Test 123	C00000000003

- You will be prompted to enter a Distribution Group. A Distribution Group is a group of licenses that you want to organize in a logical group. (See definition below for more information.)
- Type the name of the distribution group into the field:

Installation of Anti-Spam Desktop Software on Clients:

To install the Anti-Virus software, perform the following steps:

Direct install via MySonicWALL:

Under “Enforced Client Anti-Virus & Anti-Spyware Installation”, select the “To Install Client” to initiate web-based installation for the current client.

The screenshot displays the SonicWALL management console interface. On the left is a navigation menu with items like Home, My Products, My Client Licenses, My Account, Personal Info, Preferences, My Orders, View Cart, Auto-Renewal, Co termination, Order History, Reports, Downloads, Download Center, My Downloads, Download Signatures, Support, Feedback, Service Requests, Forum, Knowledge Portal, and My Training. The main content area shows the user is logged in as 'school' and displays a status message: "Status - Enforced Client Anti-Virus and Anti-Spyware" with a green notification: "Your Enforced Client Anti-Virus and Anti-Spyware Service has been activated successfully." Below this, a table lists details: Activation Status: Enabled, Expiration Date: 19 Jun 2008, Number Of Licenses: 10, and Activation Date: 20 Jun 2007. A "BACK" button is visible. Further down, the "Enforced Client Anti-Virus and Anti-Spyware Installation" section provides instructions and a URL: "http://software.sonicwall.com?P=TVNXUKQqNi8yMC8yMDA3IDQ6MTQ6MzIgUE0qaHR0cCUzQSUyRiUY". The "Enforced Client Anti-Virus and Anti-Spyware Security Center" section offers access to reports and policies. The "Enforced Client Anti-Virus and Anti-Spyware Documentation" section provides a link for documentation.

Management & Reporting

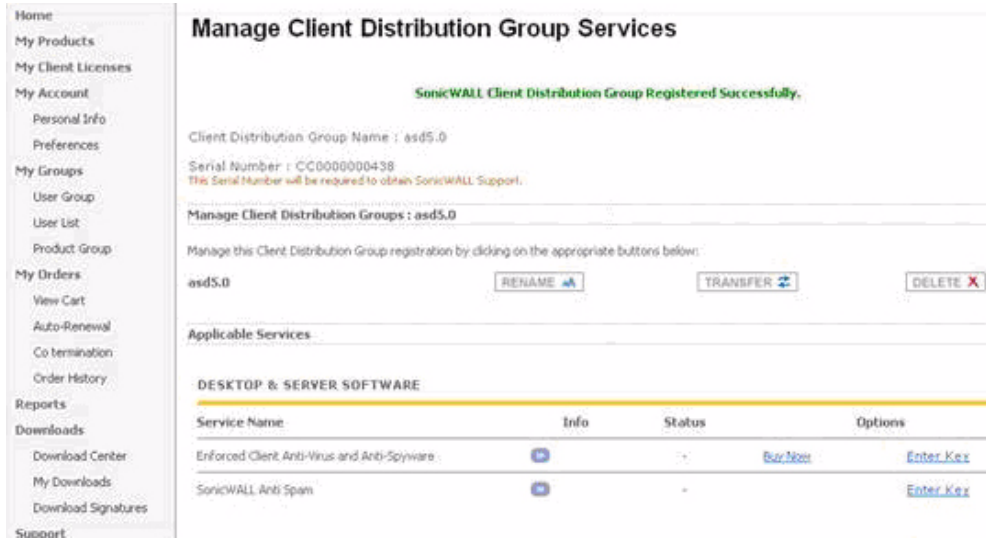
There are two options for accessing the SonicWALL Anti-Spam Desktop Security Center for management and reporting for all AV clients:

1. Via the Distribution Group menu
2. Via the License information web-page

Option 1: Via the Distribution Group menu:

DEFINITION: A Distribution Group is a group of Anti-Spam Desktop nodes (users) that you want to organize in a logical group. Each group has a logical serial number associated with it for contacting SonicWALL support. Distribution Groups can be used to create and logically segregate multiple departments within an organization. Multiple Distribution Groups can be created for multiple accounts. Multiple licenses can be applied to the same Distribution Group.

- Select the Enter Key button.



- Enter the activation key that you would like to apply this distribution group.
- Click **Submit** when completed.



A screen will appear that has a 24 digit Anti-Spam Desktop 5.0 key. Use this key to activate the Anti-Spam Desktop software.

Success! The activation key has been successfully applied to the distribution group.

Under “Registered Client Distribution Groups”, select **View Security Center** for the Distribution Group to be managed.

mySonicWALL 3.8.5.1

Home Logged in: schoon LOGOUT

My Products

My Client Licenses ?

Quick Register

Enter your Activation Key or Serial Number to activate your product.

My Client Licenses

Manage or register new Client Distribution Groups.

Registered Client Distribution Groups

Your Registered Client Distribution Groups are listed below:

To view associated Service Details or buy New Services, click on the Distribution Group Name.

Name	Serial Number	
1. Marketing Department	CC0000000008	View Security Center

Add New Client Distribution Group

Please enter a Name for the Client Distribution Group you wish to create.

Name:

May be up to 30 characters (Ex. "ABC Inc" or "Accounting Department") .

REGISTER CANCEL

Option 2: Via the License information web-page:

After applying an Activation Key to a Distribution Group, under “Enforced Client Anti-Virus and Anti-Spyware Security Center”, select **Click here for your Enforced Client Anti-Virus and Anti-Spyware Security Center**.

Home Logged in: schoon LOGOUT

My Products

Status - Enforced Client Anti-Virus and Anti-Spyware ?

Your Enforced Client Anti-Virus and Anti-Spyware Service has been activated successfully.

Activation Status: Enabled

Expiration Date: 19 Jun 2008

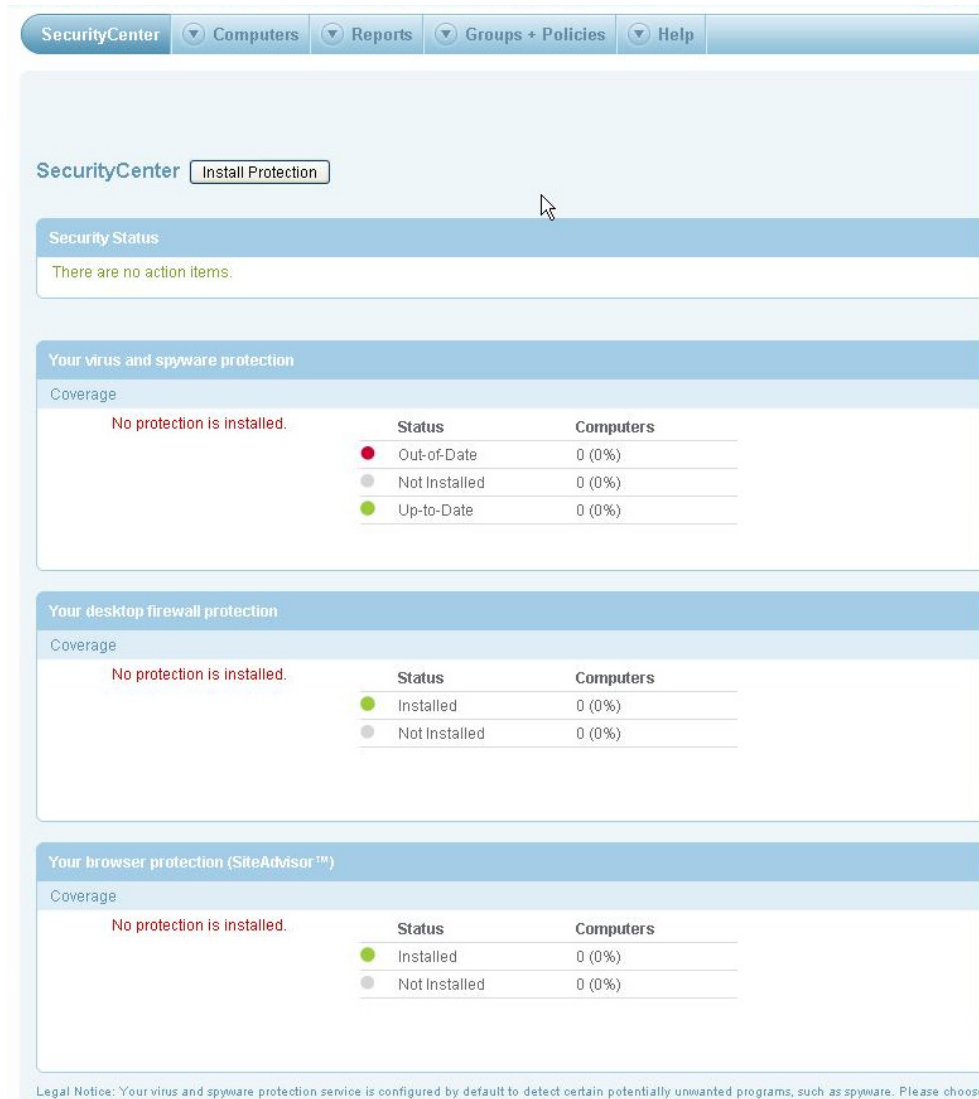
Number Of Licenses: 10

Activation Date: 20 Jun 2007

BACK

Success! The SonicWALL Anti-Spam Desktop Security Center will appear in a new window:

SonicWALL Anti-Spam Desktop Security Center



Downloading SonicWALL Anti-Spam Desktop from the SonicWALL Web Site

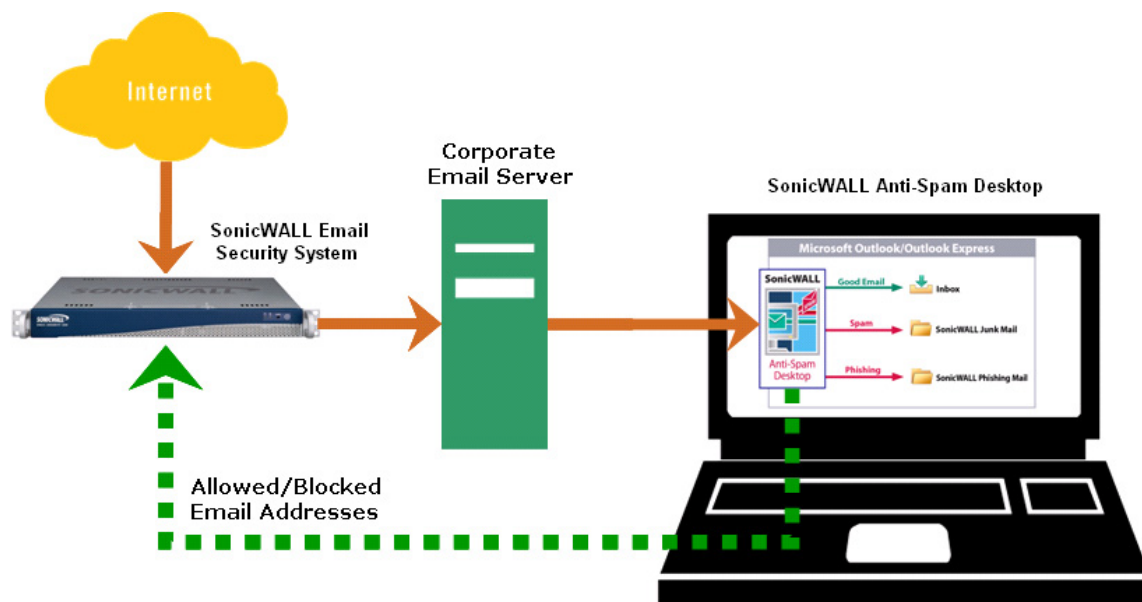
SonicWALL Anti-Spam Desktop software can be obtained the by the following:

Type of User	Where to get the SonicWALL Anti-Spam Desktop Application	See
Home Office or Personal SonicWALL Anti-Spam Desktop User	/sonicwall.com/anti-spam desktop	Downloading SonicWALL Anti-Spam from the Web site

SonicWALL Anti-Spam Desktop Integration with SonicWALL Email Security

If you use SonicWALL Anti-Spam Desktop inside an Email Security environment, SonicWALL Anti-Spam Desktop will automatically integrate with SonicWALL. Figure 2 shows how SonicWALL Anti-Spam Desktop and SonicWALL Email Security work together .

Figure 2 Integration Process Flow Diagram



Installing SonicWALL Anti-Spam Desktop on Your Computer

Downloading and installing SonicWALL Anti-Spam Desktop takes only a few minutes.

You *do not need to* configure SonicWALL Anti-Spam Desktop. While you can configure SonicWALL Anti-Spam Desktop, it automatically adapts to your preferences. On first use, SonicWALL Anti-Spam Desktop scans your Sent Items folder to include those people to whom you send email in your Allowed List. As you junk email messages that you do not want, SonicWALL Anti-Spam Desktop places these people's email addresses in your Blocked List.

Once you have installed SonicWALL Anti-Spam Desktop, you see the SonicWALL logo in the system tray and in your mail application tool bar.

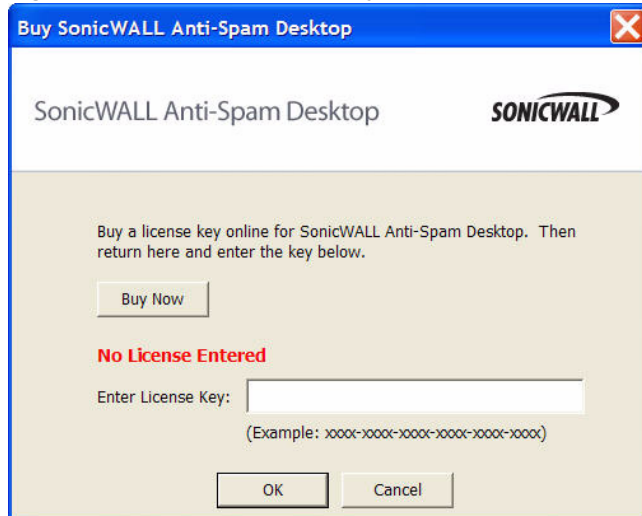
Inserting Your License Key

SonicWALL Anti-Spam Desktop looks for a License Key to determine if you are a licensed user. Users who purchase SonicWALL Anti-Spam Desktop from the web receive their license key via email at the address entered at the time of purchase.

To enter the license key, perform the following steps:

1. Open the License window by selecting the **Registration Options** button from the Windows System Tray or the Toolbar menu. The Buy SonicWALL Anti-Spam Desktop dialog box displays.

Figure 3 Enter a License Key



2. Enter the license key to SonicWALL Anti-Spam Desktop in the space provided. License keys are a sequence of 24 letters in groups of four, and look like: `aaaa-bbbb-cccc-dddd-eeee-ffff`.



Note

These keys are case sensitive.

Once you have entered the key, you have completed SonicWALL Anti-Spam Desktop activation.

When SonicWALL Anti-Spam Desktop Trial Expires

You can download a free trial version of SonicWALL Anti-Spam Desktop for 30 days. After 30 days, SonicWALL displays an alert that it is time to purchase SonicWALL Anti-Spam Desktop.

When SonicWALL Anti-Spam Desktop Subscription Expires

SonicWALL Anti-Spam Desktop is licensed for a year after you purchase it.

Pricing includes spam signature file updates, product upgrades, and email support for one year at no additional charge. Each year thereafter, you can choose to receive an additional year of the above services by paying an annual maintenance fee.

Chapter 3: Configuring SonicWALL Anti-Spam Desktop

Although SonicWALL Anti-Spam Desktop takes immediate effect after you install it, you can configure it to further to suit your preferences. Configure your preferences through the Tool Bar and System Tray (right-click mouse option) or by clicking the SonicWALL Anti-Spam Desktop logo in your mail client window.

Listed below are common terms used in SonicWALL Anti-Spam Desktop:

Term	Definition
Allowed List	A dynamic list of people who can freely send you email, sometimes called <i>whitelist</i> . The addresses of people to whom you have sent email are automatically added to the Allowed List. Once you use SonicWALL Anti-Spam Desktop, anyone to whom you send email is also added to your Allowed List. You can also add companies (domains) and mailing lists to your Allowed List.
Blocked List	A dynamic list of people from whom you do not want to receive email messages, sometimes called <i>blacklist</i> . Each time you junk an email message, the message is sent to the Junk Folder and the address is added to the Blocked List. Email from these email addresses is blocked in the future. You can also add companies (domains) and mailing lists to the Blocked list.
GRID Network	A community of Anti-Spam Desktop users who junk their unwanted email messages. Thumbprints of unwanted messages are combined in a database and analyzed to fight new types of email threats, such as spam and phishing.
Email Phishing	Messages that are designed to deceive in order to achieve malicious intent. Phishing emails harm their victims through loss of funds and identity theft, and also infect computers with viruses, Trojans, and spyware.
Junk	Email you do not want to receive. When you click the Junk button, your email is placed in the Junk folder. Desktop automatically filters your email and places suspicious or known junk and phishing in your Junk folder.
SonicWALL Junk Mail folder	The storage place for mail that fails Anti-Spam Desktop's filtering process. You can open the Junk folder to view junked mail and to unjunk anything you want moved back to your Inbox.
Thumbprint	A way of identifying junked email so that it can be analyzed and prevented in the future. Thumbprints uniquely identify email from junk messages. The thumbprint contains absolutely no readable information. Thumbprints are sent to the SonicWALL data center, where they are used to block new types of junk.
Unjunk	Removing email from the Junk folder. Open the Junk folder to view Junked mail and Unjunk wanted email messages.

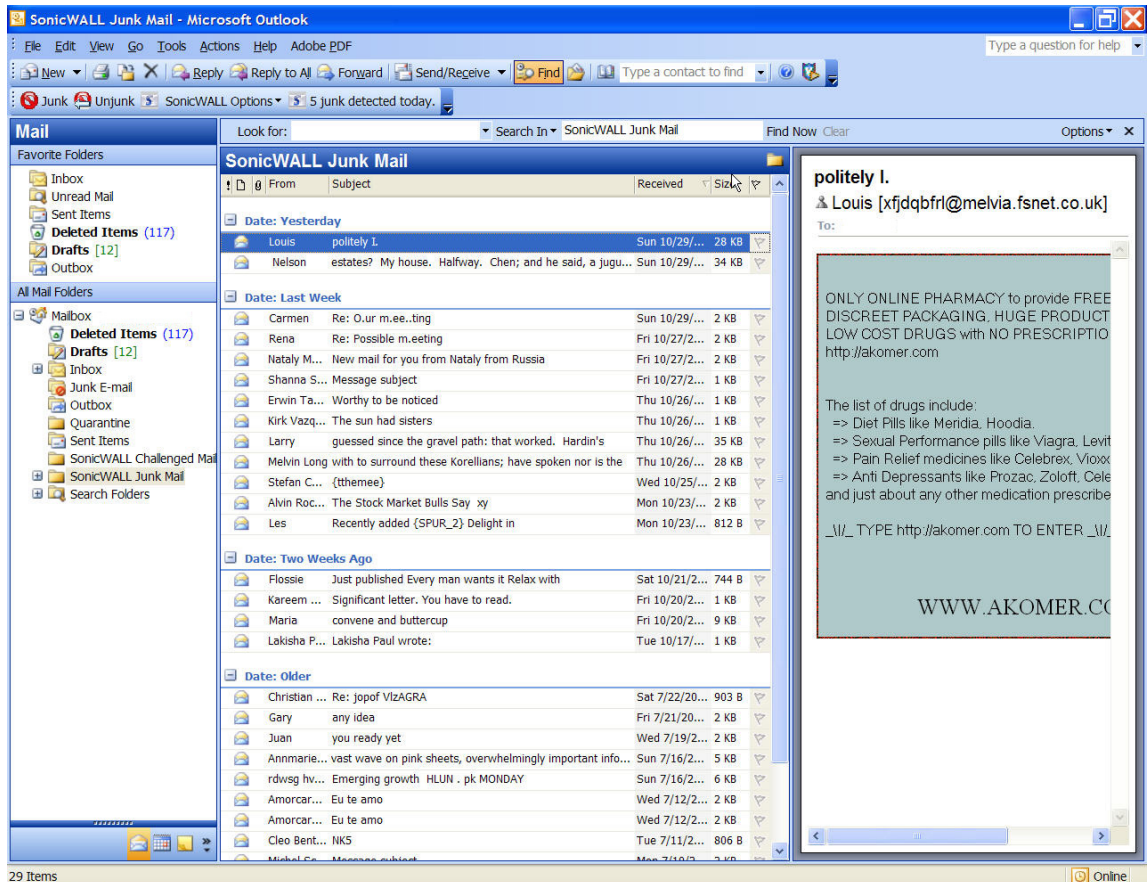
Configuring Settings

To open SonicWALL Anti-Spam Desktop:

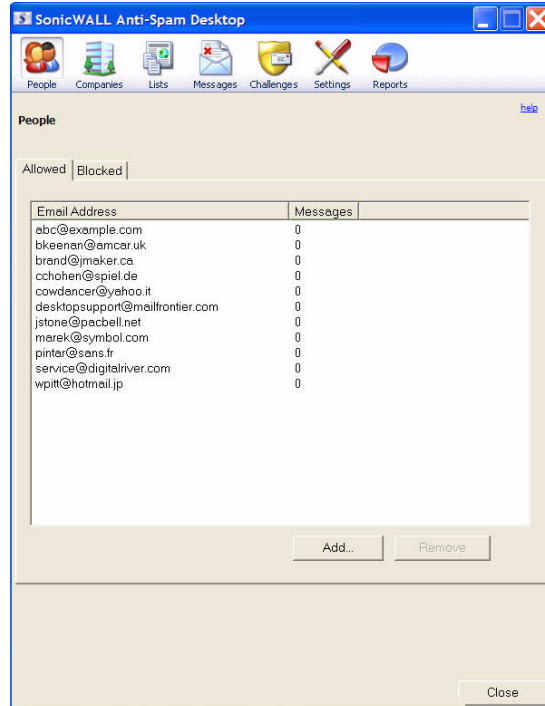
1. Click the SonicWALL Anti-Spam Desktop logo on your toolbar in Microsoft Outlook or Outlook Express, as shown in [Figure 3](#).
2. Select **Configure Preferences** from SonicWALL Anti-Spam Desktop.

You can also access SonicWALL Anti-Spam Desktop by clicking the icon the System Tray or by clicking the Desktop menu from the triangle in the toolbar next to Desktop.

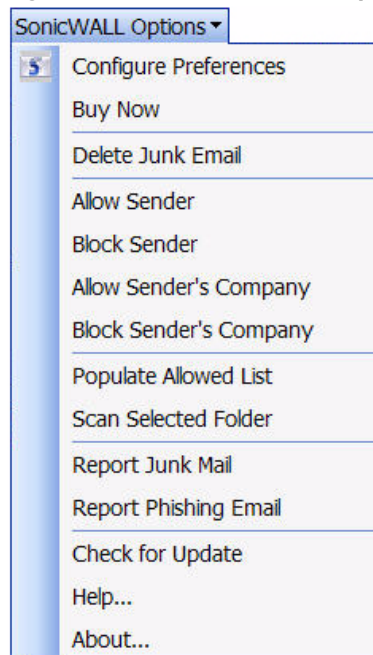
SonicWALL Anti-Spam Desktop Toolbar



The Desktop Settings screen appears the first time you click the SonicWALL Anti-Spam Desktop icon, as shown in [Figure 4](#).

Figure 4 SonicWALL Anti-Spam Desktop Settings

SonicWALL Anti-Spam Desktop's People window on your Allowed list is shown in [Figure 4](#). People to whom you have sent email are automatically placed in your Allowed list. You can access some of the same functionality from the SonicWALL Anti-Spam Desktop menu, as shown in [Figure 5](#).

Figure 5 SonicWALL Anti-Spam Desktop Menu

Adding People to Your Allowed or Blocked Lists

People to whom you have sent email are automatically placed in your Allowed list. You can also optionally add and delete people in your Allowed list.

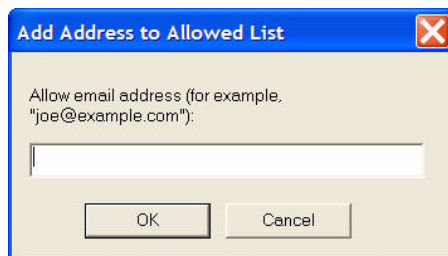
**Note**

The difference between a Junked item and blocked sender is as follows: If you block a sender, the person's address goes on the Blocked list, and any future mail sent to you goes in your Junk Folder. If you click the **Junk** button on a message, the person's address goes to the blocked list and the mail gets junked. A thumbprint of the Junked message goes to SonicWALL's Junk database for analysis to prevent similar types of junk mail.

To add people to your Allowed list from the Desktop window:

1. Click the **Add** button. The window in [Figure 6](#) appears.

Figure 6 Add People to Allowed List



2. Type the email address of the person, for example: [abc@example.com](#)
3. Click **OK**.

To add people to the Allowed list from the Desktop menu:

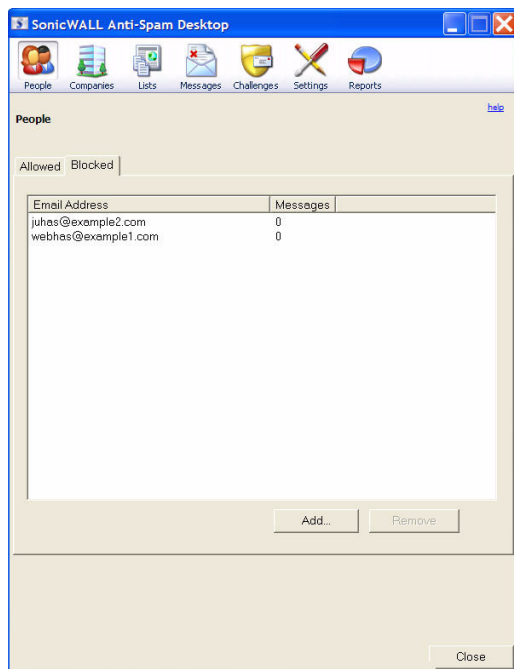
1. Click the line with the person's name in it.
2. Select **Allow Sender** from the Desktop menu, as shown in [Figure 10](#).

The email address is added to the Allowed list.

Preventing People From Sending You Email

SonicWALL Anti-Spam Desktop automatically blocks senders of email that you have junked. You can also explicitly block email addresses, as shown in [Figure 7](#). For example, you might receive unwanted email from a sender and want to block email from them in the future.

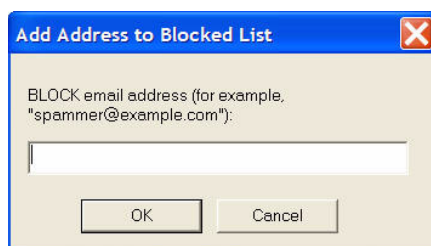
Figure 7 List of Blocked People



To block an email address:

1. Click **People > Blocked** from the SonicWALL Anti-Spam Desktop settings.
2. Click **Add**.

Figure 8 Add Address to Blocked List



3. Enter the email address of the person you want to block.
4. Click **OK**.

To add people to the Blocked list from the Desktop menu:

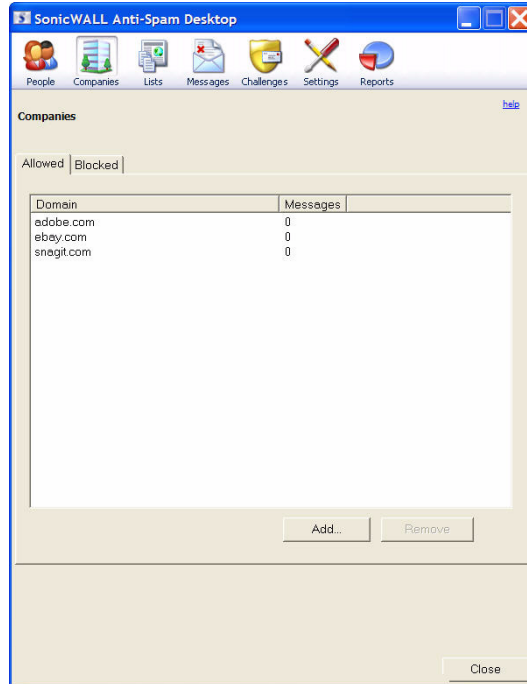
1. Click the line with the person's name in it.
2. Select **Block Sender** from the Desktop menu.

The address is added to the Blocked list.

Adding Companies to Allowed and Blocked Lists

To add companies or domains to the Allowed or Blocked lists, click the Company tab on the SonicWALL Anti-Spam Desktop Settings window. The Company settings window appears, as shown in [Figure 9](#).

Figure 9 Allowed and Blocked Companies



Adding Companies to Your Allowed or Blocked List

To add a company or domain to the Allowed or Blocked list:

1. Click **Allowed** or **Blocked** from the Companies setting.
2. Click **Add**. The Add window appears, as shown in [Figure 10](#).

Figure 10 Add Company to Allowed List



3. Type the fully qualified domain name of the company to be added, for example: *example.com*.
4. Click **OK**.

To remove a company from the Allowed or Blocked lists:

1. Select the name of the company.
2. Click the **Remove** button.

To allow or block a **Sender's Company** using the Desktop menu:

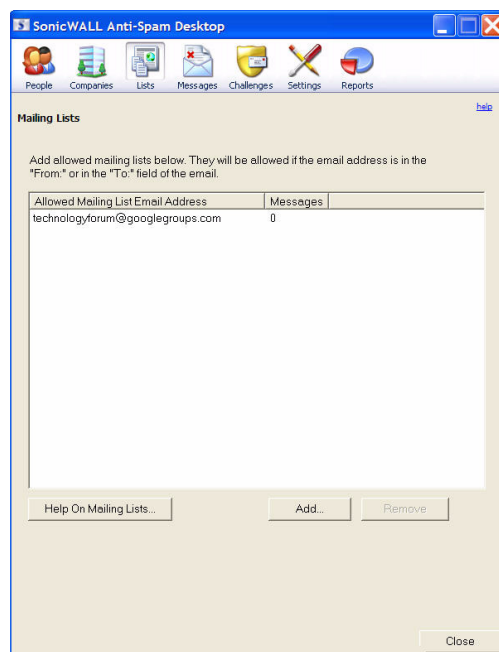
1. Select the line in your Inbox with company name in it.
2. Click **Allow Sender's Company** or **Block Sender's Company**.

Mailing Lists

Mailing lists are group email lists, such as special interest groups. You can add or remove mailing lists. SonicWALL Anti-Spam Desktop also scans the Recipient: field of the email to see if it is on the Allowed List.

Click **Lists** on the SonicWALL Anti-Spam Desktop Settings window to view mailing lists.

Figure 11 Mailing Lists



Adding Mailing Lists

To add a mailing list to SonicWALL Anti-Spam Desktop:

1. Click **Add**.
The window is shown in [Figure 12](#).

Figure 12 Add Mailing List to Allowed List



2. Type the name of the mailing list that you want to add, for example: climbinghomes@yahoo.com.
3. Click **OK**.

Removing a Mailing List

To remove a mailing list:

1. Select the name of the list you want to remove.
2. Click **Remove**.

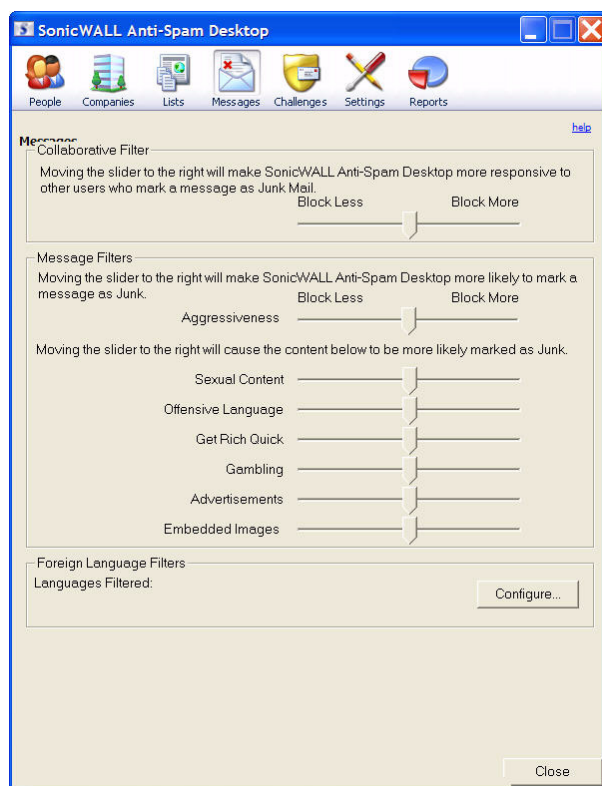
Managing Messages

To manage the messages you receive, use the SonicWALL Anti-Spam Desktop window to customize your settings.

The Messages Panel lets you personalize your filter settings. Turning any of the filters all the way to **Block More** tells SonicWALL Anti-Spam Desktop to rigorously filter messages for content. For example, you can turn the Collaborative Filter to **Block More** to filter more aggressively those messages that the SonicWALL community deems Junk. Turn the Gambling slider to **Block Less** if you do not mind receiving information about online casinos.

You can filter messages based on GRID Network, Message Filters, and Languages.

Figure 13 Message Filter Settings



Collaborative Filter

Move the slider to the right to block more messages and to the left to block fewer messages.

Message Filters

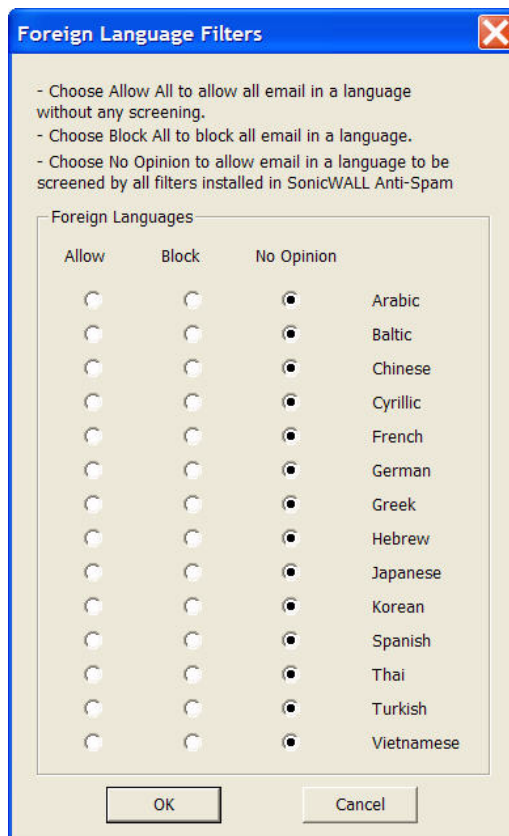
Move the slider to the right to increase the impact of the messages you junk. Move the slider bar more towards **Block More** to make SonicWALL Anti-Spam Desktop more aggressive in blocking spam. However, you can filter each the following flavors of spam according to your personal preferences:

- Sexual Content
- Offensive Language
- Get Rich Quick
- Gambling
- Advertisements
- Embedded Images

Language Filters

You can block email messages in any of the languages shown in the figure below.

Figure 14 Languages



To block email in any of these languages:

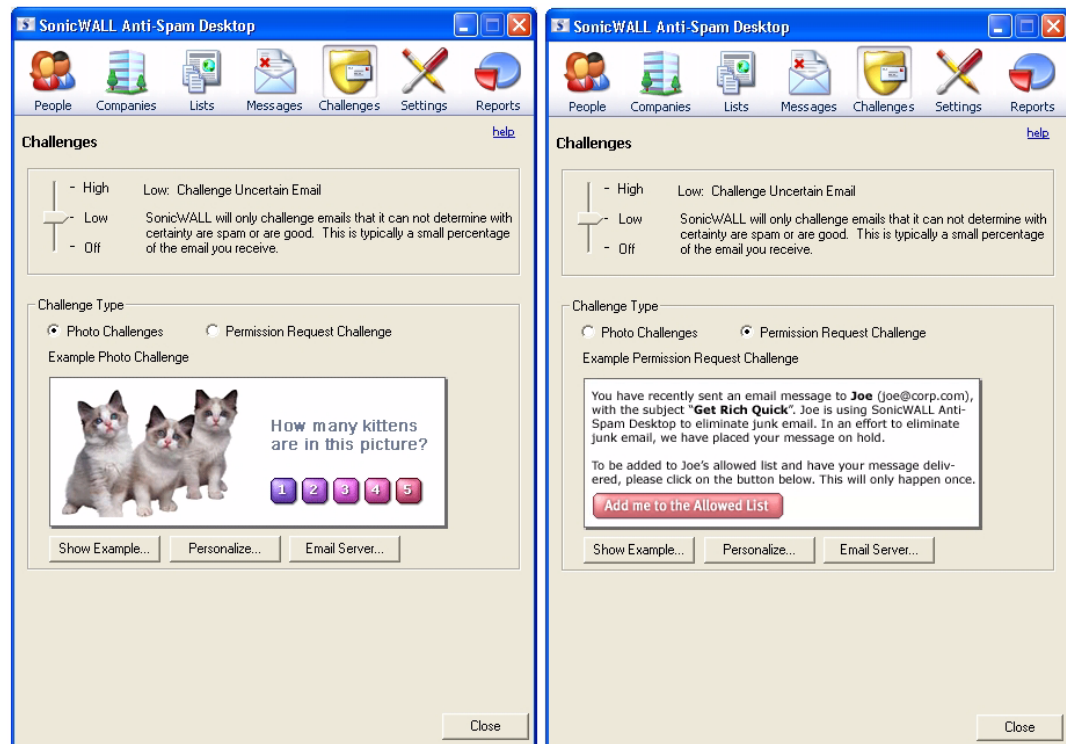
1. Click the checkbox adjacent to any languages in which you do *not* want to receive email.
2. Click **OK**.

Configuring Challenges for Spammers

You can optionally configure a challenge for email that appears to be from spammers. When an email arrives from a sender who is not on your Allowed People or Companies lists, you can configure SonicWALL Anti-Spam Desktop to send an Email Challenge to the sender, which challenges the sender to answer a question in real time. Email Challenges are randomly selected questions that are very easy for people to answer, as shown in [Figure 15](#). You can decide when to send a challenge and personalize the challenge to convey the message that you want.

After the sender responds accurately to the Email Challenge, SonicWALL Anti-Spam Desktop delivers the email to your Inbox.

Figure 15 Configure Challenge to Email Senders



Preventing Spam Messages

Most junk email is sent from invalid email addresses, and is mass-mailed. To ensure that you are not receiving mass-mailed junk messages, SonicWALL Anti-Spam Desktop presents an Email challenge. Mass-email senders cannot answer the Email Challenge, so their junk email is kept from your SonicWALL Challenged Mail folder. Senders are challenged only one time; after a sender successfully answers a challenge, they are placed on the Allowed list.

Send Challenges to Suspicious Mail

SonicWALL Anti-Spam Desktop uses a variety of tests for incoming email to determine if it is spam. Use the slider bar to determine how often you want to challenge mail that might be spam. You can choose **High**, **Low**, or **Off** setting.

- To challenge each message, push the slider bar towards **High**.
- To never challenge a message, push the slider bar towards **Off**.
- To cause challenges to be sent to any email where the sender is not on your Allowed list and appears to be suspicious, choose the **High** setting.

Choose a Challenge Type

You can choose a means to challenge your sender to prove that they are sending the email in real time:

- **Visual Challenge**: ask the sender how many objects are in the picture.
- **Permission Request Challenge**: you can personalize your challenge to senders. To surmount this challenge, senders must click **Add me to the Allowed List**.



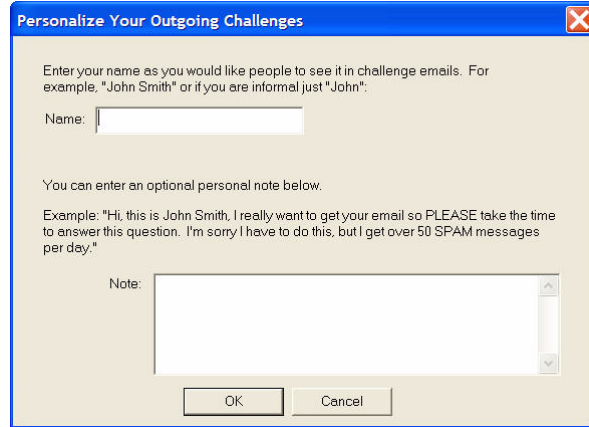
Note

You can configure a permission request challenge text after you have purchased SonicWALL Anti-Spam Desktop.

Personalizing the Text in the Permission Challenge Box

You can personalize the message that appears in this box. Click the **Personalize** button shown in [Figure 15](#). The window shown in [Figure 16](#) appears.

Figure 16 Personalize Your Outgoing Challenge



To personalize your challenge:

1. Enter your name as you would like it to appear in the **Name** text box.
2. Enter any text you would like to appear in the **Note** text box.
3. Click **OK**.



Note

This message is included at the bottom of the already formatted challenge that is sent out. It is not in place of the default message, which cannot be changed.

Changing Your Email Server

If you click the **Email Server** button, SonicWALL Anti-Spam Desktop displays the Advanced SMTP window, as shown in [Figure 17](#). SonicWALL Anti-Spam Desktop requires SMTP server information so that we can send challenge email independently. If not, SonicWALL relies on the email client such as Outlook or Outlook Express to send out the message.

Figure 17 Advance SMTP Settings

1. If it does not automatically appear, type the name of your SMTP server as a fully qualified domain name, for example: smtp-server@example.com.
2. If your server requires authentication, which requires you to log on and enter a password, click the checkbox and enter your account name and password.
3. Click the **Send Test Email** button to test that the email is to the SMTP server that you just configured.



Note

If you need to restore the default SMTP server, click the **Restore Default Setting** button.

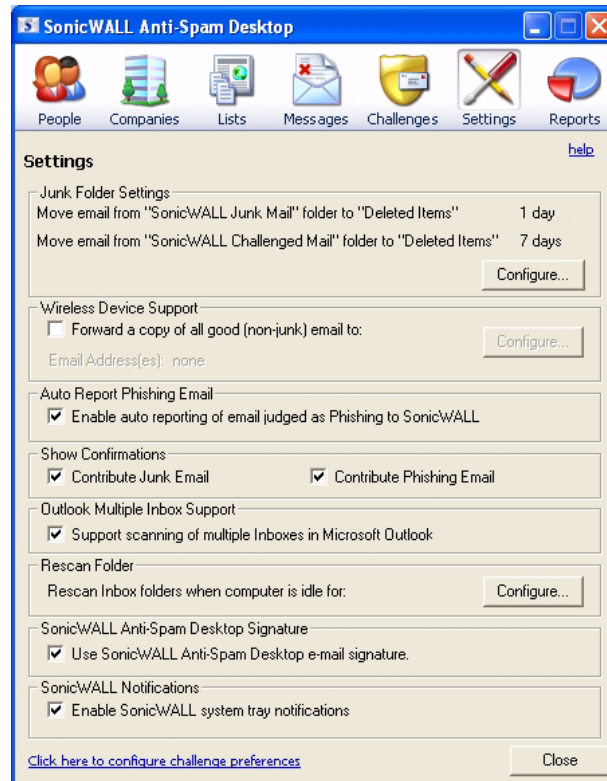
4. Click **OK**.

Personalizing Your Settings

To personalize the SonicWALL Anti-Spam Desktop settings, refer to the following sections.

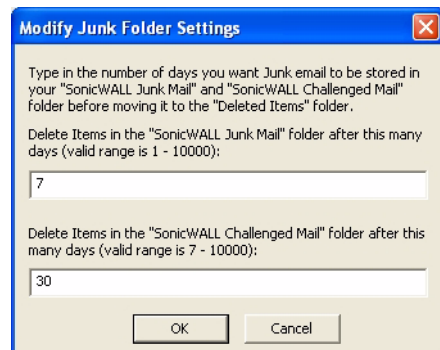
Settings

Clicking on the “Settings” icon provides access to the Settings window shown below. This window allows you to set-up the Anti-Spam Desktop to optimize how it works for you. Each option will be discussed below.



Junk Folder Settings

The Junk Folder Settings section allows you to configure how long you will keep email that is located in the SonicWALL Junk Mail folder (including the SonicWALL Phishing Mail folder) and the SonicWALL Challenged Mail folder. If you press the “Configure” button in this section you are allowed to change these settings as shown below.



In this window you can change the number of days that junk mail (spam and phishing mail) or challenged mail is kept before it is moved to your deleted items folder. The number entered must be a whole number and fall within the specified range for each folder: 1 to 10,000 days for junk mail and 7 to 10,000 days for challenged mail. The default is 180 days for each. Typical settings are 7 days for Junk Mail and 30 days for Challenged Mail. Keeping mail in the junk mail or challenged mail folders does not impact the performance of SonicWALL Anti-Spam Desktop.

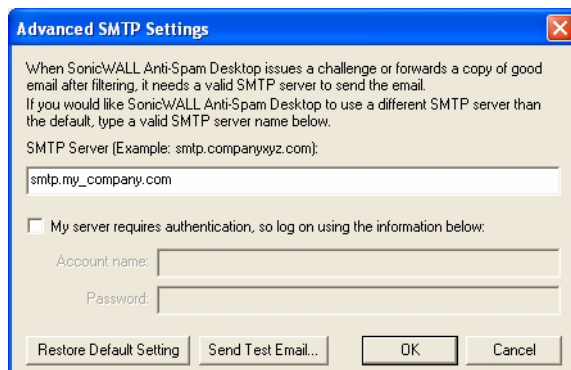
Wireless Device Support (Email Forwarding)

Selecting this option allows you set-up your system to forward a copy of all good email to another valid email address, including, but not limited to Blackberry, Palm, and other PDA devices. To set-up this option, click “Configure” in the Wireless Device Support section. This will display the following window.



Configuring Email Forwarding

- Enter the email address of where the email will be forwarded. Remember this can be any device with a valid email address. SonicWALL will forward all good email messages to this address. More than one email address can be entered, separated by a space.
- Check the next box if only headers are to be forwarded and not the entire message.
- Please enter the maximum number of email messages (or headers) that should be forwarded in any 24 hour period. The default is 50.
- Click on “Email Server” if you need to configure the outgoing SMTP server. This is only needed if you are not using the default SMTP server to forward your email. You may need to discuss this setting with the administrator of your email system to determine if a value is needed here and what that value needs to be. Once you have set-up this option you can use the “Send Test Email” to determine if it is working correctly.

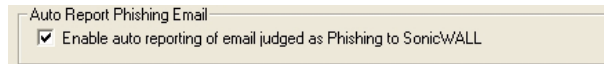


Important Notes on Email Forwarding

- The email forwarding feature within SonicWALL Anti-Spam Desktop will not work if the email application is not open / accessible (i.e. if you are not logged in to your email). This means that the client system that is forwarding your email must be operational and receiving email so it can be forwarded.
- Messages cannot be forwarded through the SMTP server if it requires authentication and no authentication is configured, or if the authentication is not configured correctly or has changed. Please verify that your SMTP settings are correct.

- Attachments are never forwarded – only the email itself is forwarded. The original email with any attachment remains on the client system after a copy is forwarded.
- The “Forward Email Headers Only” option may be useful if any of the following is true;
 - If you are forwarding email to a device that only shows a small amount of data
 - You do not wish to use up expensive bandwidth by forwarding the entire email
 - You only want to be notified of new messages

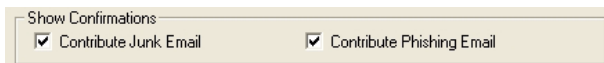
Auto Report Phishing Email



Placing a checkmark in this box will cause all phishing email you receive to be automatically sent to SonicWALL for analysis. This helps SonicWALL ensure that phishing email is correctly identified and removed from your inbox.

The first time a phishing email is detected and queued to be sent to SonicWALL for analysis a confirmation window will pop up to confirm that you really want this email to be sent. Selecting “Yes” will send the email and selecting “No” will stop the email from being sent. Email sent from your system using this option will be placed in your “Outbox” and will be sent just like any other email you send.

Show Confirmations

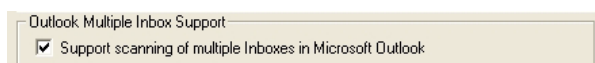


Placing a checkmark in the box next to either Contribute Junk Email or Contribute Phishing Email will cause a confirmation window to appear (see figure below) each time you select “Report Junk Mail” or “Report Phishing Email” from the “SonicWALL Options” menu on the Anti-Spam Desktop toolbar. If, for example, you check the Contribute Junk Email box, then you will receive the confirmation window, shown below, when you select “Report Junk Mail” from the SonicWALL Options menu.



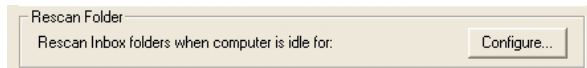
This option is provided to allow you to have complete control over the email messages that are leaving your system, even if they are Junk or Phishing messages.

Outlook Multiple Inbox Support

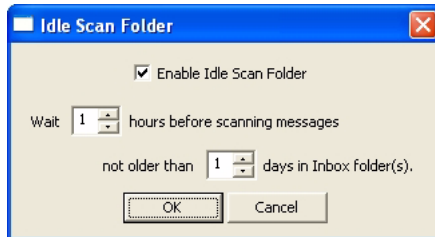


By default, SonicWALL Anti-Spam Desktop will only scan the default Outlook Mailbox for spam and phishing. Enable this checkbox to scan “Inbox” messages for other IMAP or POP3 accounts or Exchange mailboxes. This option applies to Outlook only.

Rescan Folder

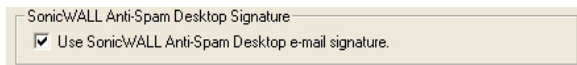


SonicWALL Anti-Spam Desktop can “rescan” your inbox for spam or phishing email. This allows the system to potentially remove junk email from your inbox based on the latest email protection information received from the SonicWALL GRID.



If you enable the rescan option (idle scan) you can specify how often you wish to rescan your inbox and how many days to go back in the rescan process. The rescan will scan the unread email messages in all of your mailboxes (including multiple Outlook mailboxes if specified) to remove any newly discovered spam and phishing messages. The rescan will only be done when the system is idle so as not to interfere with your use of the computer system.

SonicWALL Anti-Spam Desktop Signature



Placing a checkmark in this box will enable the following signature block to appear at the bottom of all email you send:

"This mailbox protected from junk email by SonicWALL Anti-Spam Desktop from SonicWALL, Inc. <http://www.sonicwall.com>".

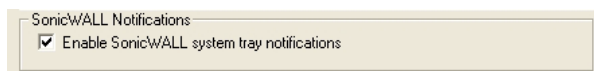
This signature appears only if you are not using another default signature.



Note

NOTE: The SonicWALL signature block is automatically inserted when the application is in “trial” mode. When the application is purchased and converted to a registered version, the signature block is deactivated.

SonicWALL Notifications



If you enable SonicWALL Notifications by placing a checkmark in this box it will allow SonicWALL Anti-Spam Desktop to alert you with a popup window in the lower right corner of your screen when new, highly aggressive, spam and phishing threats are discovered. A sample notification is shown below:

**Note**

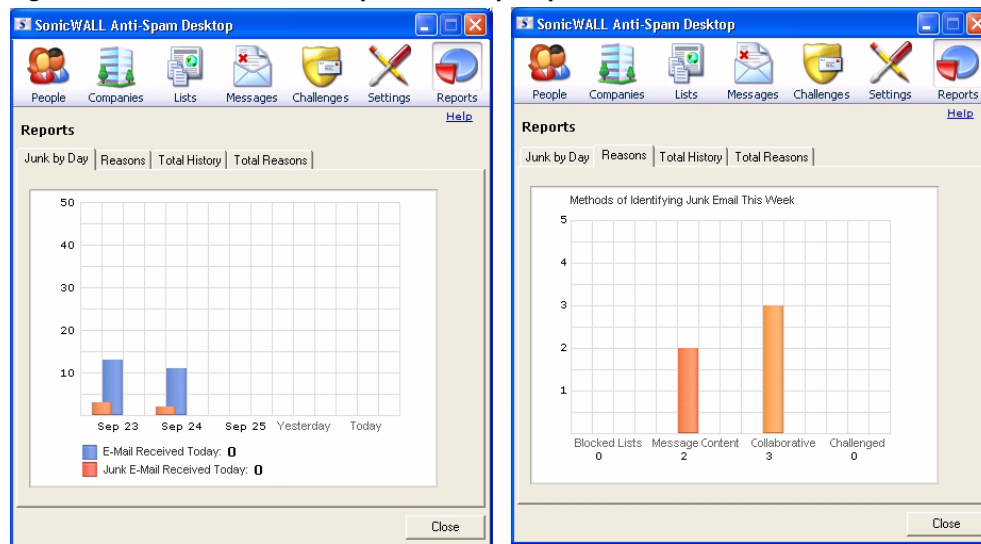
When you receive a notification such as this, be aware that you may or may not have been exposed to this type of spam or phishing email. This is a general warning issued to everyone in the SonicWALL Anti-Spam Desktop community.

Viewing SonicWALL Anti-Spam Desktop Reports

SonicWALL Anti-Spam Desktop reports provide the following types of information:

- The number of Junk messages received by day
- The reasons email was junked (if you have purchased SonicWALL Anti-Spam Desktop)
- The total history of all junked email messages (if you have purchased SonicWALL Anti-Spam Desktop)
- The total reasons email was junked

Figure 18 SonicWALL Anti-Spam Desktop Reports



SonicWALL Anti-Spam Desktop Reports window displays the junked email that you receive by day by default. You can click on the other tabs to view the reasons for junking email, the total number of email junked, and the total reasons for junking email over the time SonicWALL Anti-Spam Desktop is running.

Reporting Phishing

SonicWALL Anti-Spam Desktop lets you selectively report email phishing to SonicWALL, and gives you the double opt-in option to automatically report email identified as phishing to SonicWALL. When email phishing is reported through either of these methods, the reported email is forwarded in its complete and original form to SonicWALL. Your email address, name, and other personal information that might be contained in emails reported as phishing are never released, except as necessary, to investigate and prosecute reported email phishing.

Chapter 4: Troubleshooting

This chapter includes information on troubleshooting issues with SonicWALL Anti-Spam Desktop.

Information to Have Before Contacting Technical Support

SonicWALL Technical Support is likely to ask you for the following information. To expedite solving your issues, please have this information available before contacting Technical Support.

Virtual Serial Number

Before contacting Technical Support, you will need to have your virtual serial number. This number was provided to you when you registered your copy of SonicWALL Anti-Spam Desktop on mysonicwall.com. Login to your mysonicwall.com account to obtain your virtual serial number.



Note

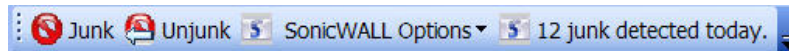
If you purchased MailFrontier Desktop, you may not have a virtual serial number. Instead when you contact Technical Support, please supply your license key for the product. If your subscription is current you will be provided support.

Determine your SonicWALL Anti-Spam Desktop System Information

1. Right-click the SonicWALL Anti-Spam Desktop icon.
2. Click **About...** and **System Info...** to bring up the dialog box that displays information about your computer.

Determine if SonicWALL Anti-Spam Desktop Toolbar is Visible

When using Outlook or Outlook Express, the following toolbar is displayed.



If this is not visible, close the mail client and go to **Start>Programs>SonicWALL**.

Outlook Express-Specific Issues

Here are some issues that you might encounter while using Outlook Express and SonicWALL Anti-Spam Desktop.

Change in Outlook Express DBX store directory

The default directory for the Outlook Express DBX file is
 C:\Documents and Settings\user_id\Local Settings\Application Data\Identities\product-id-number\Microsoft\Outlook Express

Encrypted Hard Disk Drive

You cannot encrypt the hard drive and use SonicWALL Anti-Spam Desktop. If you encrypted your hard drive SonicWALL Anti-Spam Desktop cannot read SonicWALL Anti-Spam Desktop files. You must unencrypt your hard drive and reload SonicWALL Anti-Spam Desktop.

Viewing Folders

When using SonicWALL Anti-Spam Desktop and Outlook Express, the Outlook Express folders must be open and visible on the left side of the window.

SonicWALL Continues to Ask Me to Buy Now

Once you purchase SonicWALL Anti-Spam Desktop you must enter your license key or serial number into your software to activate it. Your license key is sent via email to the email address you supplied at the time of purchase. The serial number is 24 letters broken in to groups of 4 and looks like aaaa-bbbb-cccc-dddd-eeee-ffff.

Once you have entered the key and activated your software, the Buy Now screen no longer appears.

Advanced Troubleshooting



Note

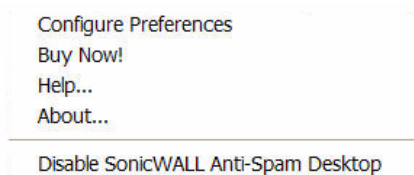
Only use these functions if SonicWALL Technical Support asks you to. Using these options impacts performance.

To disable SonicWALL Anti-Spam Desktop for diagnostic purposes:

1. Go to the System Tray.
2. Right-click the SonicWALL icon.

The following menu appears, as shown in [Figure 19](#).

Figure 19 SonicWALL Anti-Spam Desktop System Tray Menu



3. Click to toggle the **Enable** and **Disable** settings.

SonicWALL Anti-Spam Desktop is disabled after you close the mail client.

Uninstalling SonicWALL Anti-Spam Desktop

To uninstall SonicWALL Anti-Spam Desktop:

1. Go the Control Panel.
2. Click **Add or Remove Programs**.
3. Click **SonicWALL Anti-Spam Desktop**.

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