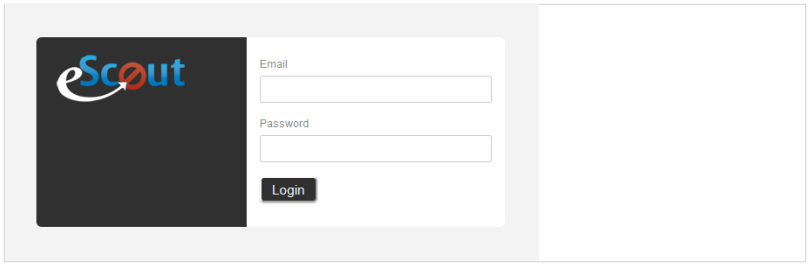
eScout Guide

Accessing your eScout quarantined mail and settings

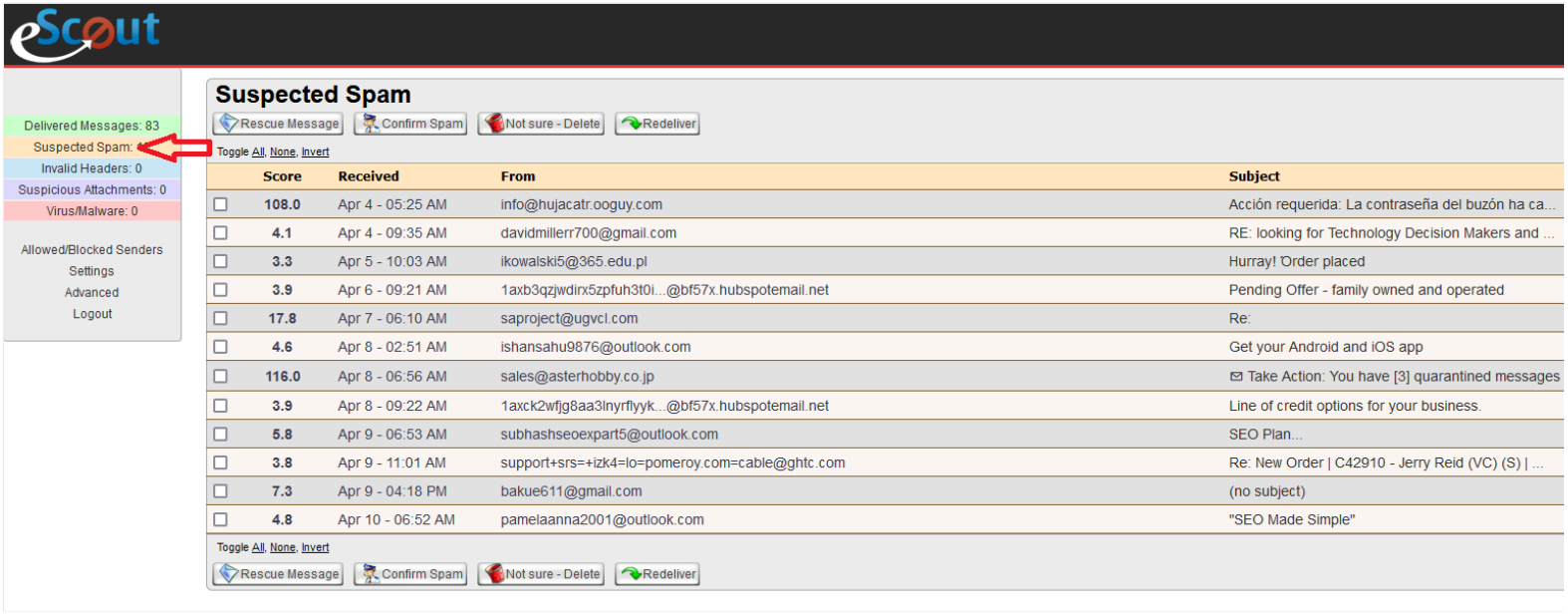
To access your eScout mail quarantine, please login at https://e-scout.domain.com with your standard email address and password. Once there, you will see options to view and manage your spam quarantine as v



Delivered Messages / Suspected Spam / Invalid Headers / Suspicious Attachments / Virus/Malware

eScout is a learning filter that improves its accuracy over time, and one way to help train it is by confirming known good mail, known spam/virus messages or rescuing messages that have been quarantined incorre

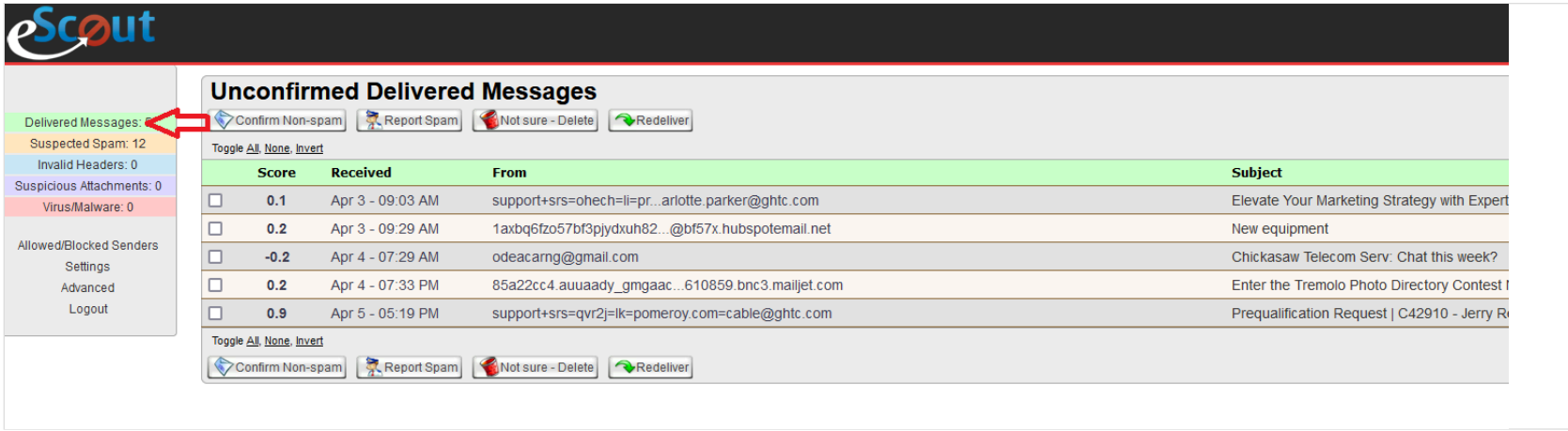
Once logged in, you will be brought to the **Suspected Spam** section. These are emails that have been quarantined for possible spam. Messages here will be available for a period of **7 days**.



The available options are:

- Rescue Message: Immediately delivers the message to your Inbox and removes it from the spam quarantine. Also informs eScout that the message is legitimate.
- Confirm Spam: Immediately deletes the message permanently and confirms to eScout that the message is spam/junk mail.
- Not sure - Delete: Simply deletes the message permanently.
- Redeliver: Immediately delivers a copy of the message to your Inbox, but does not remove it from the spam quarantine or provide any confirmation to train the filter.

Delivered Messages section: To report spam that eScout may have missed, or to recover any lost messages you may have already received, Unconfirmed Delivered Messages will display all messages sent in the

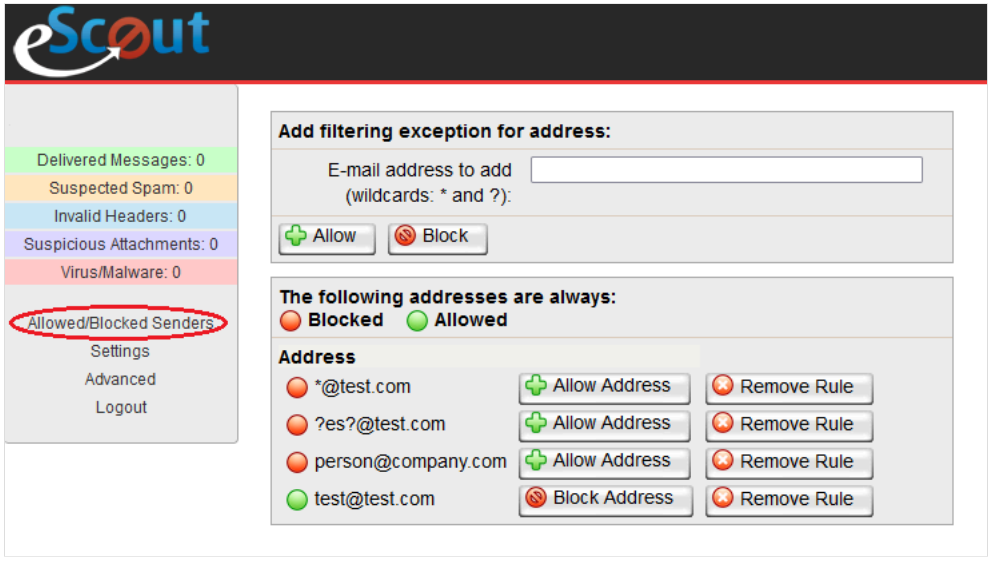


The available options are:

- Confirm Non-spam: Confirms the message as legitimate to eScout and removes it from the list of delivered messages.
- Report Spam: Used to report spam/junk mail messages that eScout may have missed.
- Not sure - Delete: Deletes the message from the list.
- Redeliver: Immediately redelivers a copy of the message to your Inbox, but does not remove it from the list.

The same options are available for the **Invalid Headers** and **Suspicious Attachments** sections. Messages with **Virus/Malware** content cannot be delivered.

Editing Allowed/Blocked Senders Lists



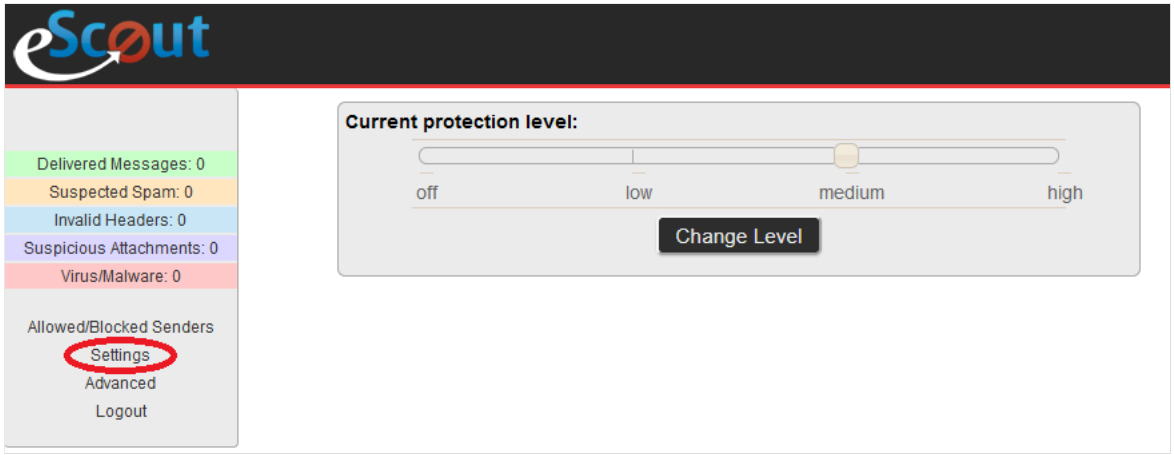
If you are experiencing repeat problems with known domains or senders, you can add them to your **Allowed Senders** list to ensure that all messages are promptly delivered to your Inbox, regardless of its spam sc addresses, or partial matches, i.e. @domain.com.

Wildcard characters are available for wider reaching filtering :

? = single character wildcard
* = multiple character wildcard

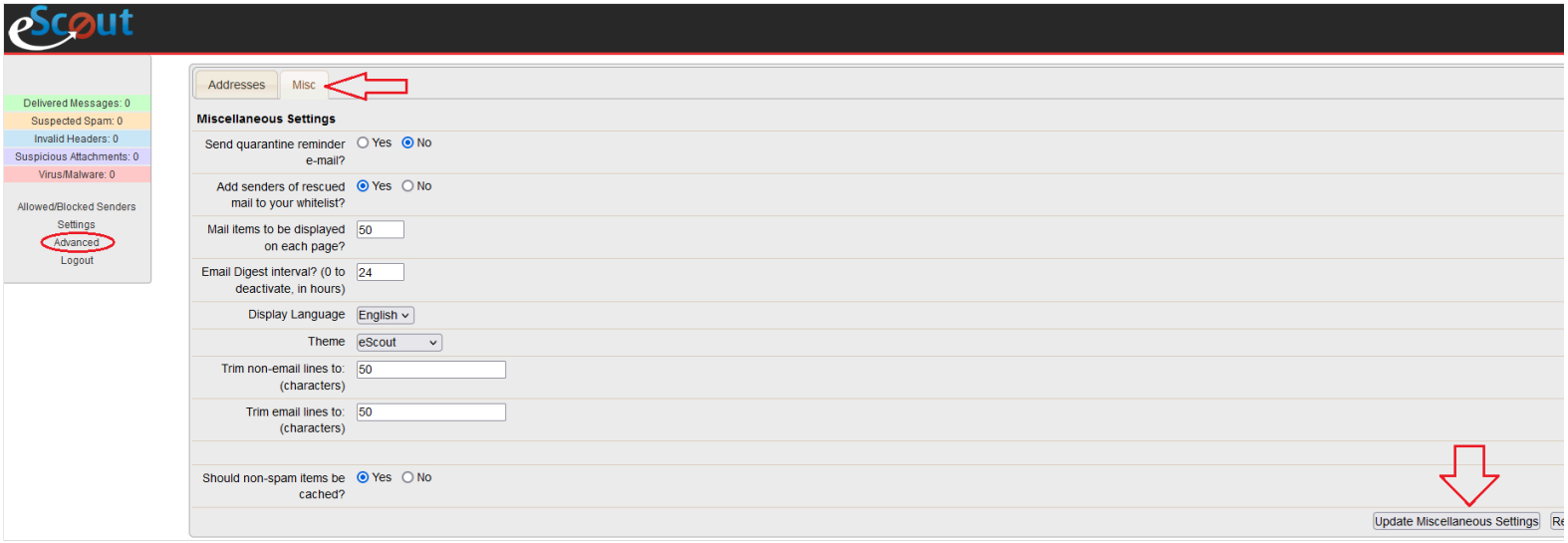
The same holds true for adding senders/domains to the **Blocked Senders** list to ensure that no messages from these sources are delivered to your Inbox.

Accessing and modifying settings



eScout filtering strength is automatically preset to a moderate level. You can, however, adjust the spam protection level slider bar to your preferences. Simply click and drag the bar to the desired setting and then c

Changing Advanced options



You can adjust eScout via the **Advanced - Misc** options to enable or disable a reminder of your quarantined email, or to receive a periodical digest of eScout's filtering activity.

NOTE: To deactivate the digest, enter 0 under Email Digest interval.

Be sure to click the 'Update Miscellaneous Settings' button at the bottom right when done to set the changes.

eScout Digest

Overview of eScout Quarantine Digest

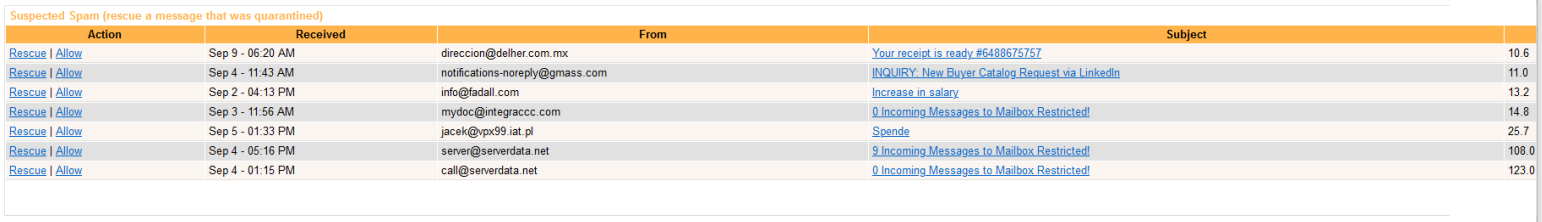
If the Email Digest interval is activated per the above, eScout will send a Quarantine Digest consisting of a breakdown of any email messages that have been delivered and/or quarantined over the duration specified, with convenient shortcuts that can be used in place of the eScout web interface for a variety of tasks related to any email messages received, including confirming items that have been labeled as Suspected Spam, reporting any Delivered Messages as Spam, allowing or blocking specific senders, etc. See the example below for reference:



Clicking the **Log in** link will allow you easily to log into the eScout web interface with a single click, without the need to enter your email address and password. (This link can only be utilized once per digest message, for security purposes.)

Suspected Spam (rescue a message that was quarantined)

This section contains a list of any messages that eScout suspects are Spam/Junk mail, sorted by Score in order of least likely to most likely to be Spam (the higher the number, the higher the chances that the message is Spam).



Suspected Spam (rescue a message that was quarantined)

Action	Received	From	Subject	
Rescue | Allow	Sep 9 - 06:20 AM	direccion@delher.com.mx	Your receipt is ready #6488675757	10.6
Rescue | Allow	Sep 4 - 11:43 AM	notifications-noreply@gmass.com	INQUIRY: New Buyer Catalog Request via LinkedIn	11.0
Rescue | Allow	Sep 2 - 04:13 PM	info@fadall.com	Increase in salary	13.2
Rescue | Allow	Sep 3 - 11:56 AM	mydoc@integraccc.com	0 Incoming Messages to Mailbox Restricted!	14.8
Rescue | Allow	Sep 5 - 01:33 PM	jacek@vpx99.iat.pl	Spende	25.7
Rescue | Allow	Sep 4 - 05:16 PM	server@serverdata.net	9 Incoming Messages to Mailbox Restricted!	108.0
Rescue | Allow	Sep 4 - 01:15 PM	call@serverdata.net	0 Incoming Messages to Mailbox Restricted!	123.0

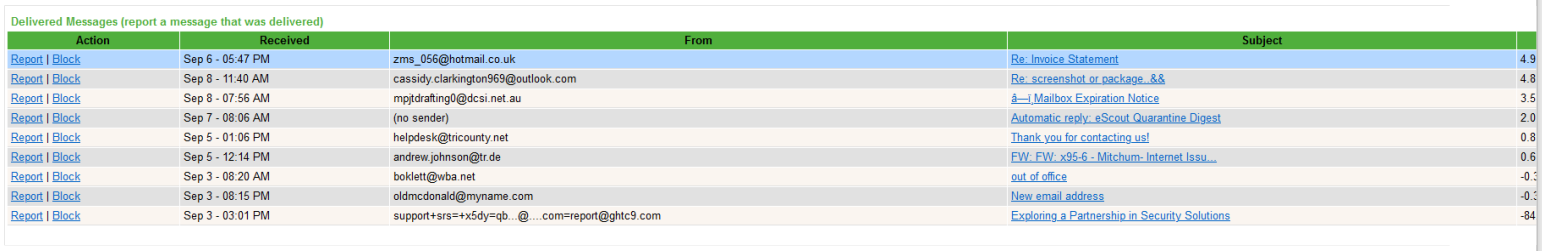
The **Rescue** and **Allow** links to the left of each message allow you to Rescue any specific messages that may have been quarantined that you wish to receive. Clicking on Rescue will immediately deliver the message to your mailbox and remove it from quarantine.

Clicking on Allow will automatically add the sender's email address to your list of Allowed Senders so that any messages from this sender in the future will be whitelisted and allowed through.

Clicking on the Subject line will automatically log you into the eScout web interface to allow you to review the message more closely if needed.

Delivered Messages (report a message that was delivered)

This section will list all messages that have been allowed through the filter and which have therefore *already been delivered to your mailbox*, sorted by Score in order of most likely to least likely to be Spam.



Delivered Messages (report a message that was delivered)

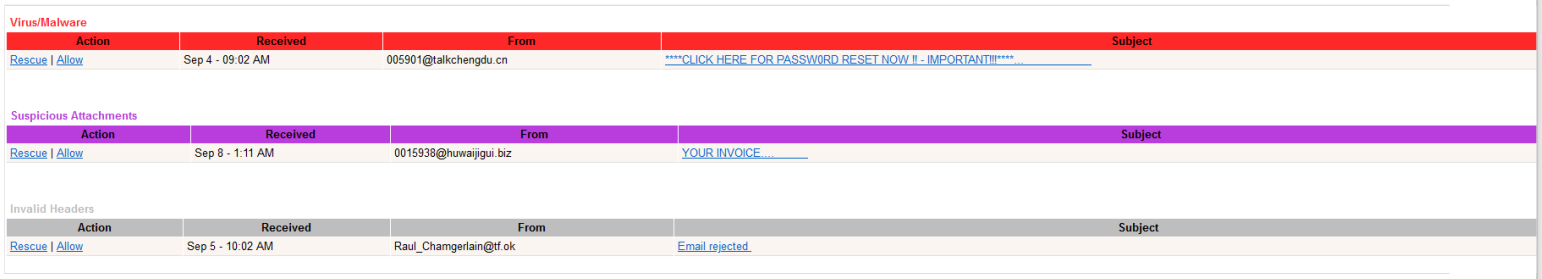
Action	Received	From	Subject	
Report | Block	Sep 6 - 05:47 PM	zms_056@hotmail.co.uk	Re: Invoice Statement	4.9
Report | Block	Sep 8 - 11:40 AM	cassidy.clarkington969@outlook.com	Re: screenshot or package..&&	4.8
Report | Block	Sep 8 - 07:56 AM	mpjtdrafting0@dcsi.net.au	â—¦ Mailbox Expiration Notice	3.5
Report | Block	Sep 7 - 08:06 AM	(no sender)	Automatic reply: eScout Quarantine Digest	2.0
Report | Block	Sep 5 - 01:06 PM	helpdesk@tricounty.net	Thank you for contacting us!	0.8
Report | Block	Sep 5 - 12:14 PM	andrew.johnson@tr.de	FW: FW: x95-6 - Mitchum- Internet Issu...	0.6
Report | Block	Sep 3 - 08:20 AM	boklett@wba.net	out of office	-0.3
Report | Block	Sep 3 - 08:15 PM	oldmcdonald@myname.com	New email address	-0.3
Report | Block	Sep 3 - 03:01 PM	support+srs=+x5dy=qb...@....com=report@ghtc9.com	Exploring a Partnership in Security Solutions	-84

The **Report** and **Block** links will alllow you to Report a Spam/Junk email message that eScout may have missed, which will act as training information and allow eScout to more effectively filter out any similar messages in the future.

Clicking on Block will automatically add the sender's email address to your list of Blocked Senders so that any messages from this sender will be blacklisted. (Please note that this is most effective when used to block messages from a specific person or company, as senders of Spam/Junk mail will frequently obscure or change their origin and/or servers that theese messages are sent from in an attempt to evade blacklisting.)

Virus/Malware, Suspicious Attachments and Invalid Headers

Though it is typically less common that you will see any messages in these sections, caution should always be taken with any messages located in any of the below sections of the eScout quarantine as they are potentially dangerous or harmful!



Virus/Malware

Action	Received	From	Subject
Rescue | Allow	Sep 4 - 09:02 AM	005901@talkchengdu.cn	****CLICK HERE FOR PASSW0RD RESET NOW !! - IMPORTANT!!!****...

Suspicious Attachments

Action	Received	From	Subject
Rescue | Allow	Sep 8 - 1:11 AM	0015938@huwaijigui.biz	YOUR INVOICE....

Invalid Headers

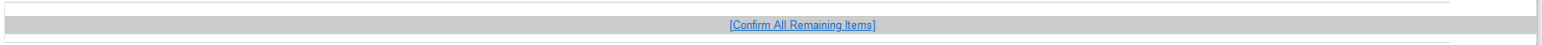
Action	Received	From	Subject
Rescue | Allow	Sep 5 - 10:02 AM	Raul_Chamgerlain@tf.ok	Email rejected.

Virus/Malware: Any messages here match known virus or malware signatures. Attempts to **Rescue** any messages here will fail as they cannot be released from the quarantine. Clicking **Allow** will add the sender to your list of Allowed Senders, which is possible but not typically recommended.

Suspicous Attachments: Messages listed here have suspicious or potentially harmful file attachments, which are generally quarantined for containing executable files, system files or other file types known to generate unwanted behavior. These messages can be **Rescued** as needed, however, and the sender can also be **Allowed** in case of a false positive.

Invalid Headers: Messages here have been quarantined for containing invalid, corrupted or malformed headers, common with Spam/Junk mail and other types of suspicious email messages. Messages here can again be **Rescued** or **Allowed** if needed.

Confirm All Remaining Items



[Confirm All Remaining Items]

This is very similar to the inital **Log In** link at the beginning of the digest, placed here simply for convenience to allow you to access the eScout web interface directly if any more action is needed there.