



## Email Security Datasheet

### On the Surface

- No additional hardware or software required to achieve 99.9%+ spam and malware filtering effectiveness
- Initiate service by changing MX Record to point to the Email Security service
- Automated daily configuration check to ensure optimized protection
- Office 365-compatible
- Outbound filtering included
- Full security management for administrators through a consolidated portal with Two-Factor Authentication (2FA)
- Integrated Mobile First web design for the Dashboard and Impersonation Protection sections
- Modern dashboard that spotlights phishing and malware threats

## Functional Benefit

### Impersonation Protection Technology

- Flags the message with a customizable indicator “Suspected Impersonation” or quarantines the message
- Verifies source against email addresses provided for key display names
- Checks incoming display names against the associated email addresses

### Quarantine – categorized by Spam, Malware, Released Mail and Trash

- Searchable by date range, from/to, subject, country, attachment
- Retention period from 14 to 30 days, depending on domain settings
- Easily release valid messages to inbox
- Safely view and analyze captured emails, including the ability to show raw messages, view header information, check against RBLs, check the IP address, download message for further analysis and more
- Quarantined Alerts – A smart filter that analyzes your email history to ensure a potentially valid message doesn't become quarantined without your knowledge

### Daily Held Spam Report

- Provides listing of all quarantined mail with an option to hide known sources of junk from your quarantined list with the Declutter feature
- Configurable by end-user

- Selectable receipt interval (from none up to multiple times daily)
- Sent to each end-user's inbox
- Allows message viewing/analysis and release directly from within the report

### Domain Statistics Report

- Sent weekly to administrator and any other chosen recipient(s)
- Contains domain-specific statistics, including allowed list requests, message type counts, spam categories, spam and virus frequency by email address and more

### Outbound service that scans and filters outgoing messages for spam and malware

### Integrated Lightweight Directory Access Protocol (LDAP)

- Allows your active directory to be automatically synced on a set schedule with Email Security, ensuring your spam and malware service is always available to your current user base
- Promotes active directory health, which is beneficial to system efficiency
- Eliminates effort on part of administrator to keep up with company turnover in regards to active directory
- Works with multiple server types and can schedule automatic imports in intervals from 1- to 24-hour increments
- Does not transfer password information

### **Convenient Scan options**

- Certain file extensions, link extensions and document macros can be globally blocked from reaching your network
- Messages from unknown sources or with unknown URLs can undergo more stringent analysis before being delivered to your network

### **Customizable mail rules**

- Easily configured and set through a simplified interface
- Processed and applied based on conditional criteria set by administrator
- Includes conditions, such as recipient, sender, subject, body, headers, country and more with multiple parameter types to ensure valid and effective rule processing
- Contains many actions if conditions are met, including hold, allow, delete, bounce, copy, forward and more

### **Disclaimer feature allows administrator to assign a set statement on all inbound and outbound messages**

#### **Log search function for administrators**

- Provides an efficient method for administrator to easily trace a message path through the network
- Viewable and searchable in the Customer Portal up to 14 days and 2,500 messages
- Inbound and outbound messages included
- Logs color-coded according to filtering result for ease of review

- Quickly export up to 50,000 messages to CSV for offline analysis
- Utilizes real-time country-to-IP mapping
- Ability for administrator to view logs according to time zone of specific user

### **Bulk Add Users to quickly and easily add up to 100 users at a time**

#### **Delivery Queue**

- Shows status of any message(s) that has not been accepted by your mail server
- Provides the ability to reject or release any problem message, as well as greater visibility to troubleshoot mail server issues on either end of the delivery

#### **Export Email Addresses**

- Easily export all email addresses associated with the domain into a CSV file
- Useful to verify completeness after import process
- Lists all types, whether as Public Folder, Resource, User, Alias, etc.

### **Filtering Expertise**

#### **Contains several customizable filter settings to give more granularity in regards to the effectiveness and efficiency towards your domain(s)**

- Allowed Lists can be easily submitted by end-users and managed by administrator
- Bulk Add filters can simplify adding multiple email or IP addresses, domains, file names, text or specific countries to allowed or blocked list

- Also can individually add allowed or blocked email or IP addresses, domains, filenames, text or specific countries
- Quick summary of domain filter settings is also available to the admin, as well as CSV settings export

### **Tiered filter permissions easily configured and managed by admin**

- Four tiers: Domain Blocked List, User's Blocked List, Domain Allowed List, User's Allowed List
- User permissions may be set to supersede domain permissions if necessary and approved by administrator

### **Open, Closed, and Controlled Domain mode options, based on specific needs**

#### **Open mode**

- Accepts mail for all users, regardless of whether or not they exist on user list for the domain
- Supported with a 14-day quarantine retention period
- New mode that provides admins with more user alias management flexibility

#### **Closed mode**

- Holds email received from unknown addresses and keeps from entering the system if not on user list for the domain
- Supported with a 30-day quarantine retention period if Closed mode is set to delete messages from invalid users

- New mode that provides admins with more user alias management flexibility

### **Over sixty different filtering tests, including:**

- Bulkmailer (gray mail) – allows mail received as a bulk mail campaign to be sorted into a more convenient folder than the inbox
- Spearphishing – one of the industry's first tests, designed to avoid Business Email Compromise (BEC) by utilizing AppRiver's proprietary detection technology.
- Additional content tests designed to identify scams, adult phrases, header issues, bounced messages, encoded subjects, byte signature scanning, forged mailers and/or routes, client side scripts in HTML, redirects, suspicious URLs, maximum invalid users, no legitimate content, phishing, all forms of message obfuscation, spam phrases, tracking bugs and more
- Sender Policy Framework (SPF) verification – set to either hard or soft rules
- DomainKeys Identified Mail (DKIM) protocol verification – checks the DKIM signature with a public key
- Domain-Based Message Authentication Reporting & Conformance (DMARC) verification – checks SPF and DKIM authentication and alignment
- Additional sender verification checks including ISP, return path domain, HELO, reverse DNS, forged domains and more
- Profiles that check for specific regional dialects and characters

- Weight checks that can be dialed up or down to filter more or less aggressively

## Situational Awareness

Domain-level statistics provided for previous 30 days to assist with identifying issues before they become trends

- Message count
- Message size
- Message type
- Countries (of message origin)
- Recent users on domain
- Export quarantine logs to CSV file

## Behind the Curtain

- Phish Finder Advanced Threat Intelligence that identifies and addresses brand-spoofing, phishing attacks
- Proprietary technology that is highly effective against conversation hijacking
- Utilizes five anti-virus engines (two proprietary)
- Reaches beyond typical machine-learning algorithms with real-time dynamic behavioral analysis, automation, sandboxing and link detonation
- Increases effectiveness with more than 8 million rules written by AppRiver technicians, who monitor and proactively adjust Email Security defenses 24 hours a day, 365 days a year against emerging threats

- Continuously engages with several threat intelligence feeds (including our own) to help improve situational awareness
- Uses integrated blocked list feeds, both proprietary and 3rd party

### **AppRiver's Email Security Solution**

is a cloud-based Anti Phishing and malware filter that's designed to keep your inbox clean and your network safe. A simple MX Record change routes your mail through the Email Security servers before it ever reaches your network, which ensures that the mail that reaches your network doesn't pose a threat. While our solution contains numerous adjustable settings, it is designed to work efficiently and optimally with little or no interaction from administrators. Please consult our Phenomenal Care<sup>®</sup> team with any specific questions you may have about our Email Security solution and your specific situation.

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