



Abaca Cloud™ User Guide

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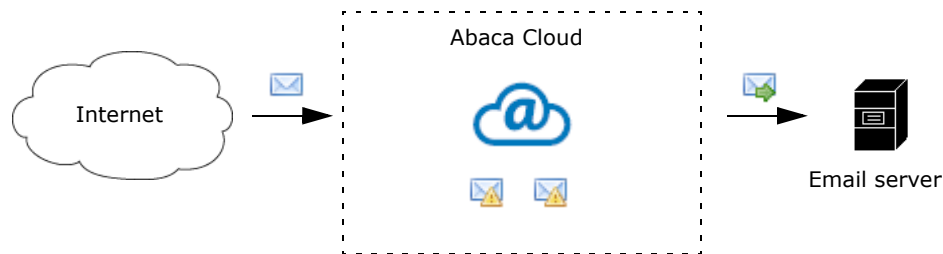
Chapter 1

Getting started

Abaca Cloud provides defense against spam, targeted malicious attacks, viruses, phishing, and junk mail. Abaca Cloud delivers only email that it considers 100% safe to your inbox. All other email is held in the cloud until you decide whether those messages are spam or legitimate mail.

You can think of Abaca Cloud as a firewall for email in the cloud, as shown in Figure 1 on page 5. Email is filtered in the cloud before any messages are delivered to your email server. Legitimate messages are delivered to your mail server, and suspicious messages are held in the cloud. If you decide a message is spam, you reject the message, and it is removed from the cloud and never makes it to your inbox. If the message is legitimate, you allow the message, and it is delivered to your inbox.

Figure 1: Mail flow through Abaca Cloud



You can use the Abaca Cloud Outlook Add-In to easily mark messages as spam from Microsoft Outlook. Marking messages as spam is important because it allows Abaca Cloud to identify spam better.

You access your held mail in Abaca Cloud by using a Web browser

System requirements

Before you start using Abaca Cloud, make sure that you have the following installed and configured on your computer:

- The latest version of one of the following Web browsers:
 - Mozilla Firefox
 - Microsoft Internet Explorer
 - Apple Safari
- Cookies are enabled for your browser. For information about how to enable cookies, see your browser documentation.
- JavaScript is enabled for your browser. For information about how to enable JavaScript, see your browser documentation.
- Adobe Flash Player 9.0.45 or later is installed as a plug-in for your browser.

Accessing your personal Held Mail area

To access your personal Held Mail area, go to the Held Mail URL that is provided in your welcome message from Abaca.

To access the your Held Mail area:

- 1 Using a Web browser, enter the URL for your organization in the address bar, using the following format:

`https://your_assigned_company_name.abacamail.com`

- 2 Type the email address and password.

At the login prompt, type the email address and password provided in the welcome message.

Note: Your email address and password are case-sensitive. Make sure to use the exact case when you enter your email address and password.

If you have any questions, contact your system administrator.

- 3 Click **Sign In**.

The Abaca Cloud administration area appears:

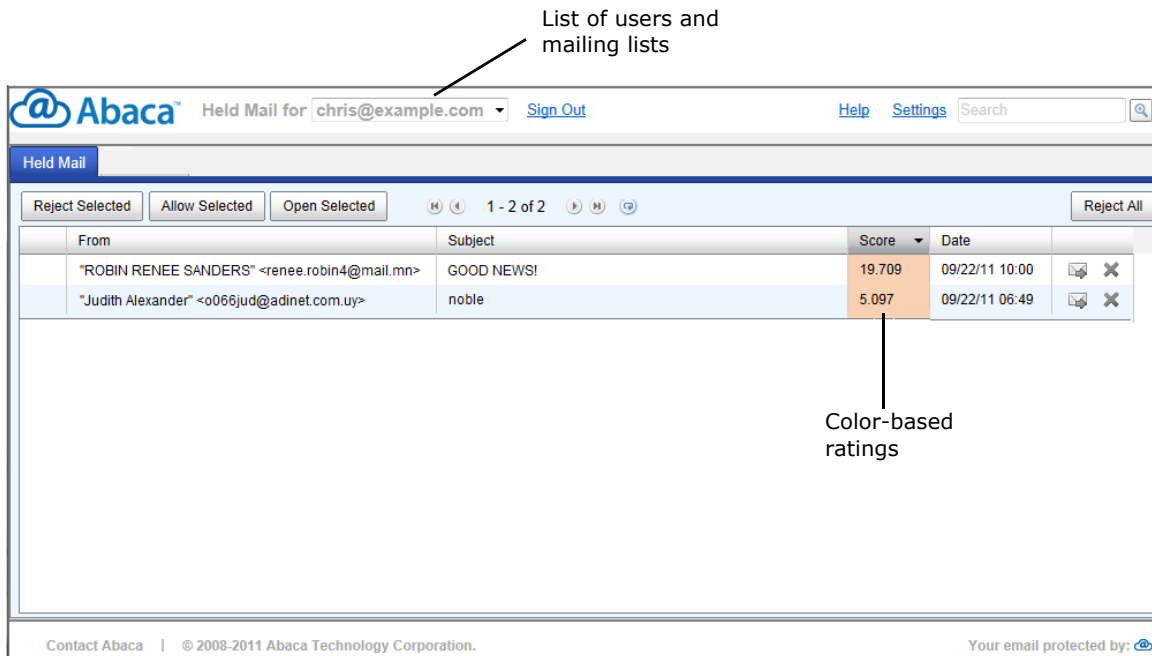
After you sign in, your Held Mail area appears, as shown in Figure 2.

If you use Microsoft Outlook for Windows and have the Abaca Cloud Outlook Add-In installed, you can also access your personal Held Mail area by clicking **View Held Mail**.

After signing in for the first time, change your Abaca Cloud password to one that you can easily remember. For information about how to change your password, see “Changing your Held Mail password” on page 8. If you forget your password, you can reset your password. For more information, see “Resetting your password” on page 8.

Working with the Held Mail user interface


After you sign in to Abaca Cloud, the Held Mail area for the user you signed in as appears. If you are a member of an email list, you can select it from the list of users and mailing lists at the top of the Held Mail area, as shown in Figure 2. This allows you to manage the held mail for the list. If your administrator has given you permission to manage another user’s held mail, you can select the other user from the list.


Figure 2: Held Mail area

About message colors and scores

If Abaca Cloud has identified messages that might be spam, they are listed in your Held Mail area, as shown in Figure 2. Messages with a score shown in green are messages that you should pay close attention to, as they are messages that are more likely to be legitimate email rather than spam. Messages with a score shown in red are messages that are more likely to be spam. The score is a value from 0 through 100, with 0 indicating high confidence of being spam and 100 indicating high confidence of being legitimate email. Use the red and green colors to quickly identify the messages that you should look at first.

About viruses and junk mail

Abaca Cloud quarantines messages with viruses in your Held Mail area. If Abaca Cloud quarantines a message with a virus, a virus icon () appears to the left of the From column for the message. Use the virus icon to easily identify a message with a virus.

If Abaca Cloud is especially confident that a message is spam, a junk icon () appears to the left of the From column for the message. Use the junk icon to easily identify messages that are very likely to be spam.

Managing Held Mail messages

You can manage Held Mail messages in the following ways:

- **Reject messages**

If you determine that some messages are spam, you reject them so that they are not sent to your inbox.

- **Allow messages**

If there are messages that you want to have delivered to your inbox, you allow those messages. If you allow a message, all messages from the sender are delivered to your inbox in the future. Messages that contain viruses are not delivered to your inbox and are quarantined in your Held Mail area.

- **Open messages**

If you are not sure whether some messages are spam, you can safely open them in your Held Mail area so that you can examine them more thoroughly. You can then reject or allow those messages.

Changing your Held Mail password

Your system administrator has assigned your Held Mail password, which you used to initially sign in. You can change the password to something that you can remember.

To change your Held Mail password:

- 1 Sign in to your Held Mail area, as described in “Accessing your personal Held Mail area” on page 6.
- 2 Click the **Settings link** at the top of the page.
- 3 In the Password area, click the **Change** link.
- 4 In the Change Password dialog box, provide the following information:
 - In the Old Password box, type your current Held Mail password.
 - In the New Password box, type your new Held Mail password.
 - In the Confirm Password box, type your new Held Mail password.
- 5 Click **OK**.

Your Held Mail password is now changed to the new password that you specified.

Resetting your password

If you forget your Held Mail password, you can reset it so that you are able to sign in to the Held Mail area. When you reset your password, you provide your email address so that your temporary password can be sent to you. After signing in with the temporary password, you can then change your password in the Held Mail area, as described in “Changing your Held Mail password” on page 8.

To reset your password:

- 1 Access your Held Mail area, as described in “Accessing your personal Held Mail area” on page 6.
- 2 Click **I forgot my password**.
- 3 In the Reset Password dialog box, type your email address.
The temporary password will be sent to this email address.
- 4 Click **Reset Password**.
Check your email for your temporary password.
- 5 Check your inbox for mail from Abaca for the temporary password.
- 6 Sign in using the temporary password.
- 7 Change your password, as described in “Changing your Held Mail password” on page 8.

Signing out of your Held Mail area

After you have finished working in your Held Mail area, sign out so that no one can make unauthorized changes.

To sign out, click **Sign Out** in your Held Mail area.

How Abaca Cloud protects email that you send

In addition to monitoring incoming email messages, Abaca Cloud monitors email messages that you send. If you try to send a message that contains a virus, Abaca Cloud prevents the message from being delivered to the recipient. You also receive a message from Abaca Cloud informing you that the message was not delivered because it contained a virus.

Chapter 2

Managing your held mail

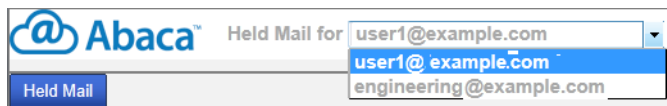
All messages that are filtered and considered suspicious by Abaca Cloud are placed in your Held Mail area. These messages are safely held in the cloud for 30 days. Make sure to regularly access your Held Mail area and make decisions about which messages to allow or reject.

This chapter contains the following topics:

- Managing email aliases and mailing lists on page 11
- Sorting messages on page 11
- Opening messages on page 12
- Allowing messages on page 12
- Rejecting messages on page 13
- Searching messages on page 13

Managing email aliases and mailing lists

If you have email aliases or are a member of mailing lists, you can access the held mail for them as well as your primary e-mail account, as shown in the following graphic.



In this example, `user1@example.com` is the primary email address, and this user is a member of the `engineering@example.com` mailing list. This user can access held mail for the primary email account and the mailing list. Select the email address or mailing list whose held mail you want to review.

If an email alias or mailing list does not appear in your Held Mail area, contact your system administrator.

Sorting messages

The list of messages in your Held Mail area uses the following columns:

- From
- Subject
- Score
- Date

To sort messages, click one of the columns. For example, to sort messages by sender, click the From column. Sorting messages with the Score column allows you to easily identify which held messages are spam. Legitimate messages have a higher score. For information about scores, see “About message colors and scores” on page 7.

Opening messages

If you are not sure if a message is spam, you can safely open it in your Held Mail area to determine if the message is spam or legitimate. You can then reject or allow those messages.

To open a message in your Held Mail area, do one of the following:

- Double-click the message that you want to open.
- Select the message(s) that you want to open, and click **Open Selected**. To select multiple contiguous messages, hold the Shift key while selecting the messages. To select multiple noncontiguous messages, hold the Ctrl key while selecting the messages.

The message appears in a separate tab in your Held Mail area. Review the content of the message to determine whether to allow or reject the message. When you open a message in the Held Mail area, no images are loaded in the message, and functionality that allows potentially unsafe actions is disabled.

You can perform the following tasks in the open message tab.:

- To see all the headers of the message, click **Show Raw Message**.
- To have the message delivered to your inbox, click **Allow Message**. A confirmation message briefly appears, and the message appears in your inbox.
- To delete the message from your Held Mail area (with no delivery to your inbox), click **Reject Message**. A confirmation message briefly appears

Allowing messages


If there are messages in your Held Mail area that you want to have delivered to your inbox, you allow those messages. If you allow a message, all future messages from the sender are delivered to your inbox (unless a message contains a virus), so make sure that this sender is someone whose messages you want delivered to your inbox. If you accidentally allow a message, you can mark the message as spam to update Abaca Cloud. You can mark the message as spam with the Abaca Cloud Outlook Add-In or by forwarding the message as an attachment to spam@abaca.com. For more information about marking messages as spam, see “Reporting spam” on page 19.

When you send someone a message, Abaca Cloud automatically allows messages from that person. If a message has been quarantined in your Held Mail area, and you send a message to the sender of the quarantined message, you will automatically receive messages from that sender even if you do not manually allow the message.

To allow messages:

- 1 In your Held Mail area, select the message that you want to allow.

You can select multiple messages to release. To select multiple contiguous messages, hold the Shift key while selecting the messages. To select multiple noncontiguous messages, hold the Ctrl key while selecting the messages.

- 2 Click the **Allow Selected** button or the Allow icon ().

A message stating that the operation was successful appears.


Rejecting messages

If you determine that a message is spam, you reject the message so that it is removed from your Held Mail area and not delivered to your inbox. All messages in your Held Mail area are automatically removed after 30 days.

To reject messages from the Held Mail area:

- 1 In your Held Mail area, select the message that you want to delete.

You can select multiple messages to delete. To select multiple contiguous messages, hold the Shift key while selecting the messages. To select multiple noncontiguous messages, hold the Ctrl key while selecting the messages.

- 2 Click the **Reject Selected** button or the reject icon ().

A message stating that the operation was successful appears.

To reject all messages in your Held Mail area, click **Reject All** on the right side of the page.

Searching messages

You can search the From and Subject text of messages in your Held Mail area by typing a full or partial phrase in the Search box (in the upper right corner of the Held Mail area page). The search does not include body text of the messages. If you type more than one word, Abaca Cloud considers the words as part of one word. For example, if you type “look work,” “outlook work for” is one of the search results but “look for work” would not be in the search results.

Working with Held Mail reports

By default, if Abaca Cloud has identified and held messages that you should review, you receive an email message with a Held Mail report. A report is sent when a new message that Abaca Cloud considers worthy of your review has been quarantined in your Held Mail area and includes statistics since the last Held Report was sent.

The following is an example of a Held Mail report.

From: Abaca Cloud [do.not.reply@abaca.com]
Sent: Tuesday, October 04, 2011 3:05 PM
To: user@example.com
Subject: user@example.com has 2 messages to review (2 blocked)

Your email (user@example.com) is protected by Abaca Cloud.

Abaca Cloud is your defense against spam, targeted malicious attacks, phishing and junk mail. Abaca Cloud will only allow mail that it believes to be 100% safe in to you inbox. All other mail will be held in the cloud waiting for your permission to allow it to flow.

Abaca Cloud works best if you help teach it your likes and dislikes by using the [Outlook Add-In](#).

Abaca Cloud held mail report for [user@example.com](#)

[View All Held Mail](#) [Help](#)

Potentially Useful Messages

	From	Subject	Overall Score	Date
Allow	Judith Alexander <o066jud@adinet.com.uy>	noble	43.136	10/4/11 9:37 AM

Probable Spam Messages

	From	Subject	Overall Score	Date
Allow	ROBIN RENEE SANDERS <renee.robin4@mail.mn>	GOOD NEWS!	3.136	10/4/11 9:37 AM

There were 0 messages excluded from this report due to a very low score or suspected Phish. Click to [view all held messages](#)
 You have 2 held messages.

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The report has two sections:

- Potentially Useful Messages: Messages with the highest likelihood of being legitimate
- Probable Spam Messages: Messages that are most likely spam

If a message is legitimate and you want to allow the message, click the **Allow** link for the message. The message is delivered to your inbox, and future messages from the message's sender (except messages that contain viruses) are delivered to your inbox rather than quarantined in your Held Mail area. After allowing a message, a confirmation message appears.

If you cannot determine whether a message is spam by the sender and subject, you can click the link in the Subject column to access your Held Mail area and review the message. If you are not already signed in to Abaca Cloud, you are prompted to sign in. You can also click the View All Held Mail link.

Managing Abaca Cloud Outlook Add-In

If you are using Microsoft Outlook for Windows, Abaca recommends installing the Abaca Cloud Outlook Add-In, which allows you to quickly mark spam in your inbox and send that feedback directly to Abaca. It is important that you provide feedback about spam so that Abaca Cloud can learn from the feedback.

Installing the Abaca Cloud Outlook Add-In

Abaca Cloud Outlook Add-In supports Microsoft Outlook 2007 and Outlook 2010 (32-bit and 64-bit) on the following Windows platforms:

- Windows XP
- Windows Vista
- Windows 7

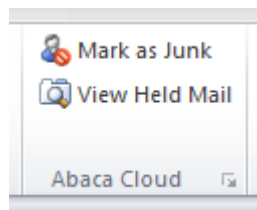
Note: Abaca recommends that you have the latest updates installed for your version of Windows.

If you have a previous version of the Outlook add-in installed, you must exit Outlook and uninstall the add-in before installing the Abaca Cloud Outlook Add-In.

To install Abaca Cloud Outlook Add-In:



- 1 Exit Microsoft Outlook.
- 2 In a Web browser, go to <http://support.abaca.com>.
- 3 Find the Abaca Cloud Outlook Add-In version for your version of Microsoft Outlook and Windows.
- 4 Click the appropriate link.
- 5 When prompted, specify whether to run the installer or save it to your local hard drive.
- 6 Do one of the following:
 - If you chose to run the installer, follow the instructions in the installation wizard.
 - If you saved the installer file, go to the directory in which you installed the file, and double-click it. Then follow the instructions in the installation wizard.
- 7 After you have completed the steps in the installation wizard, start Microsoft Outlook.
- 8 When prompted to install the add-in as a customization, click **Install**.

After the add-in has been installed, you see the Abaca Cloud Outlook Add-In toolbar (Outlook 2007) or ribbon (Outlook 2010) in Microsoft Outlook, as seen in Figure 3.

Figure 3: Abaca Cloud Outlook Add-In toolbar and ribbonOutlook Add-In ribbon
(Outlook 2010)Outlook Add-In toolbar
(Outlook 2007)

Using the Abaca Cloud Outlook Add-In

The Abaca Cloud Outlook Add-In toolbar (Outlook 2007) and ribbon (Outlook 2010) consists of the following:

- **Mark as Junk button:** Click to mark one or more messages as junk. For more information, see “Reporting junk using the Abaca Cloud Outlook Add-In” on page 19.
- **View Held Mail button:** Click to access your Held Mail area.
- **Add-In settings button:** Click to open the Abaca Cloud Outlook Add-In Settings dialog box. For more information, click **Help** in the Settings dialog box.
 - Outlook 2007: 
 - Outlook 2010: 

Accessing your Held Mail area

You can easily access your Held Mail area by clicking the View Held Mail button in the Abaca Cloud Outlook Add-In toolbar or ribbon. When you click the View Held Mail button for the first time, Abaca Cloud automatically searches your inbox to try to detect the URL of your Held Mail area. If the URL is found, the URL is automatically added to your add-in settings, and the Held Mail area is opened in a Web browser. If you click the Settings button and have not yet clicked the View Held Mail button, Abaca Cloud tries to detect the Held Mail area URL.

If Abaca Cloud cannot automatically detect the Held Mail area URL, you will need to manually specify the URL in the Settings dialog box. Contact your system administrator if you cannot access your Held Mail area using the Outlook add-in.

Uninstalling the Outlook add-in

To uninstall the Outlook add-in, open the Control Panel. Depending on your version of Microsoft Windows, remove or uninstall the add-in. For more information about removing or uninstalling programs using the Control Panel, see the documentation for your OS.

Chapter 4

Reporting spam

Abaca Cloud identifies and quarantines suspicious messages in your Held Mail area. Junk is defined as spam, unwanted messages, and malicious messages (such as phishing messages). If you receive a message that you consider junk, it is important that you report that message as junk to Abaca so that Abaca Cloud can identify and quarantine future messages more effectively.

This chapter contains the following topics:

- Reporting junk using the Abaca Cloud Outlook Add-In on page 19
- Reporting spam using other email clients on page 20

Reporting junk using the Abaca Cloud Outlook Add-In

If you have not already installed the Abaca Outlook Add-In, see “Installing the Abaca Cloud Outlook Add-In” on page 15 for instructions on how to install the Abaca Outlook Add-In.

To report spam using the Abaca Outlook Add-In:

- 1 In your inbox, select the message that you consider junk.

You can select multiple messages. To select multiple contiguous messages, hold the Shift key while selecting the messages. To select multiple noncontiguous messages, hold the Ctrl key while selecting the messages.

- 2 Click **Mark as Junk**.
- 3 When prompted to confirm whether to mark the message as junk, click **Yes**.

If you do not want to mark the message as junk, click **No**.

When you mark a message as junk, the following happens:

- The messages are automatically removed from the Outlook Mailbox.
- The Abaca server or service is notified that the messages are junk.
- Future messages from the sender(s) of the junk messages are quarantined in your Held Mail area.

Reporting spam using other email clients

If you use a mail client other than Microsoft Outlook for Windows, you can manually report spam by forwarding the spam message as an attachment to spam@abaca.com.

Important: When forwarding the spam message, make sure to forward it as an attachment rather than as an inline message. If you do not forward the spam message as an attachment, the message cannot be processed correctly. For information about forwarding a message as an attachment, see your email client documentation.

Chapter 5

Managing Held Mail settings

You can manage the following Held Mail settings:

- Enabling of spam filtering
- Enabling of Held Mail area
- Changing your Held Mail password
- Enabling of Held Mail reports
- Changing the time zone for the Held Mail area

To change your Held Mail settings:

- 1 In the Held Mail area, click the **Settings** link at the top of the page.
- 2 To enable spam filtering for your email account and email aliases, select the **True** option for Filter Active.

By default, spam filtering is enabled for your account. You should not disable spam filtering unless directed by your system administrator. If you disable spam filtering, all mail messages are delivered to your inbox without any filtering.

- 3 To enable the delivery of messages marked as spam by the Abaca Cloud to your quarantine, select the **True** option for Hold Mail.

By default, messages that are marked as spam by Abaca Cloud are delivered to your Held Mail area. If you select False, all messages marked as spam are delivered to your inbox. You should not disable the Held mail option unless directed by your system administrator.

- 4 To change your password, click the **Change** link.
- 5 To enable a Held Mail report to be generated, select the **True** option for Send Daily Report.

By default, a Held Mail report is sent to you if you have new held messages to review. The report lists messages that have a greater likelihood of being legitimate. You can use the report to quickly allow any legitimate messages or access your Held Mail area to review or reject messages.

- 6 In the Time Zone list, select the time zone in which you are located.

Make sure that the time zone selection reflects the time zone of your location. This ensures that the timestamp of messages in your Held Mail area are accurate.

- 7 To save your changes, click **OK**. To discard your changes, click **Cancel**.

Chapter 6

Troubleshooting

This chapter contains the following topics:

- I cannot sign in to Abaca Cloud.
- I cannot mark a message as junk with Abaca Cloud Outlook Add-In.
- I am expecting a message, and it is not in my inbox.
- I allowed a message from my Held Mail area, and it was not delivered to my inbox.

I cannot sign in to Abaca Cloud.

Make sure that you have done the following:

- Sign in using a case-sensitive email address and password. Use the exact case for the email address specified in the welcome message from Abaca.
- Verify that there are no extra spaces before or after your email address and password.
- Verify that cookies are enabled for your browser.

If you still cannot sign in, contact your system administrator.

I cannot mark a message as junk with Abaca Cloud Outlook Add-In.

Verify the following:

- You have not specified the domain of the message's sender as a protected domain in Abaca Cloud Outlook Add-In in the Settings dialog box.
- Verify that the message is filtered by Abaca Cloud. If you manage multiple accounts with Outlook, make sure that the message was sent to your email account that is protected by Abaca Cloud. For example, if you receive messages for your organization's email account and a personal account in Outlook, only messages for your organization's account can be marked as junk.

It is possible that messages for your organization's account are not being filtered by Abaca Cloud yet. Contact your system administrator to verify that your Abaca Cloud account is active and being filtered.

I am expecting a message, and it is not in my inbox.

If you are expecting a message, and it has not arrived in your inbox, go to your Held Mail area and look for the message. If the message is in your Held Mail area, select it, and click Allow to have the message delivered to your inbox. If the message is not in your Held Mail area, check your the spam or junk folder in your email client.

I allowed a message from my Held Mail area, and it was not delivered to my inbox.

If you allowed a message from your Held Mail area, and it has not appeared in your inbox, check the junk or spam folder in your email client. For example, if you use Microsoft Outlook, check the Junk E-Mail folder. If you have the Junk E-Mail Filter enabled in Outlook, it is possible that Outlook has filtered the message.

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