



# Email Threat Prevention (ETP) Guide

Management of Quarantined Emails & Allow/Block Senders

## About The Solution

Email presents a critical vulnerability to businesses of all sizes in any industry. CyberFin™ integrates best-in-class tools to create a comprehensive cybersecurity solution. That's why we selected Email Threat Prevention powered by FireEye to protect your company.

## How does it work?

- **Prevention:** Handling of incoming email inline, meaning that ALL email must pass through filtering BEFORE being delivered to your Inbox.
- **Remediation:** Active removal of malicious emails and any associated files even if they pass through the filter.
- **Optimization:** Constant learning of SPAM patterns to make filtering more efficient.


CyberFin email protection will occasionally prevent needed emails from going to your Inbox. If an email is quarantined, you will receive an email notification twice daily.\*

If you do not wish to receive the quarantined emails in your Inbox, no action is needed.

\*During the calibration stage, there may be a high volume of mislabeled emails as ETP learns what you consider Spam.

Ostra - Quarantine Notification for claudia.madriral@ostra.net

CyberFin Email Protector <noreply@cyberfin.net>  
Wed 11/10/2021 11:05 AM  
To: Claudia Madrigal



### CyberFin Quarantine Notification

There are 1 message(s) currently in Quarantine. These very likely contain spam, viruses, or worse.  
Occasionally an email looks like SPAM but could be needed to do your job. Those messages can be RELEASED.  
----- TO RELEASE EMAIL(S) -----  
To release any known or non-threatening emails, click the Release link below to have them sent to your Inbox. When releasing, you may mark messages to be considered as "Not Spam" in future (if they were marked as spam).

Quarantined Messages

From	Subject	Reason	Date	Action
msprvs118049mgoviruv@bounce-280172-59@spmltechnolo.com	The US states that get the most venture investment, per ca...	Spam	Nov 10, 2021 14:03 UTC	<a href="#">Release</a> <a href="#">Release And Allow Sender</a>

If you have received any other messages that you consider spam, you can report them to 'ostra\_spam@ostra.net' by using the 'Forward as Attachment' option from your email client.  
If need assistance, please reach out to the Ostra Support team at support@ostra.net.  
Link to access your Quarantine Report ad-hoc:  
<https://etp.us.fireeye.com/public/quarantine/2111ecc1cbb4448daedcd876c87479e883c10d0d8fc7406d4bbb3dc3aac063>

Note: This message has been sent by a notification only system. Please do not reply.

Reply | Forward

## Quarantine Actions In Notification Email

You may access emails that have been labeled as Spam.\*

- Click **Release** and the email will be delivered to your Inbox.
- Click **Release and Allow Sender** to allow that email to be delivered and whitelist future emails from that sender.

\* Emails quarantined for non-Spam reasons do not have a release option. This is to prevent accidental exposure.

## Other Actions In Notification Email

- To report a Spam email that passed through the filter, forward it as an attachment to **ostra\_spam@ostra.net**. Future emails from that sender will be quarantined.
- To manage all quarantined emails, senders, and more, click on the URL provided at the bottom of a quarantine notification email.

If you have received any other messages that you consider spam, you can report them to [ostra\\_spam@ostra.net](mailto:ostra_spam@ostra.net) by using the "Forward as Attachment" option from your email client.

If need assistance, please reach out to the Ostra Support team at [support@ostra.net](mailto:support@ostra.net).

Link to access your Quarantine Report ad-hoc:

<https://efp.us.fireeye.com/public/quarantine/>

Note: This message has been sent by a notification only system. Please do not reply.

Reply | Forward

## Your Quarantine Center

The Email Quarantine tab will list all emails that have not been delivered to your Inbox. Check this page if you have not received an expected email. Use filters to narrow the list as needed.

EMAIL SECURITY **EMAIL QUARANTINE** ALLOWED AND BLOCKED SENDERS

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### Email Quarantine

Review and manage email messages in your quarantine. Messages are held in the quarantine for 14 days, after which they are permanently deleted. To release a message, check the box next to the appropriate message(s) and click the envelope button. To permanently delete a message, check the box next to the appropriate message(s) and click the trashcan button. If a message was mistakenly quarantined as spam, you will have the ability to report it during the release action.

Total number of Emails within the Quarantine: 1

INBOUND Filter: **Date** Reason CLEAR Show From (SMTP)

Search [ ] [ ] Show 20 | 50 | 100 entries

<input type="checkbox"/>	Releasable	Date & Time	From (SMTP)	From (Header)	Subject	Email Server	Reason [?]	Age
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Nov 10 2021 02:03:23 PM	msprvs1+18948ngvrvv@bounce28017259@...more	"Crunchbase Daily" <newsletter@email...more	The US states that get the most venture ...more	192.174.84.250	SPAM	6 days

Showing 1 to 1 of 1 entries Page 1 / 1

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## Quarantine Reasons

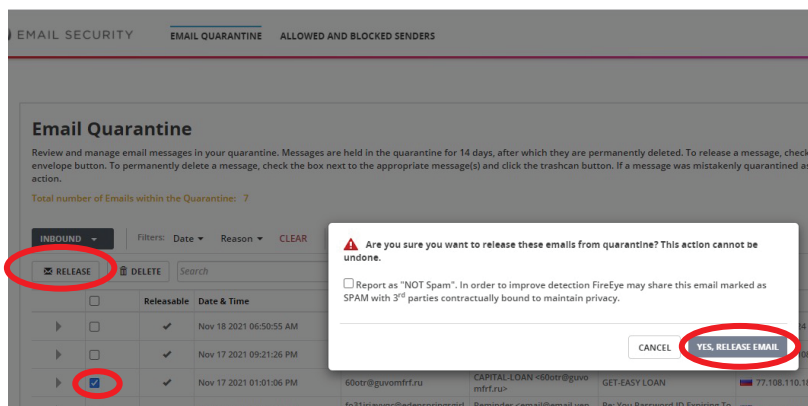
Click ? to learn more about the reason for quarantining and status of the email.

Email Server	Reason [?]	Age	
et the m			
Explanation of icons used in the reason			
	Not Analyzed	Violation	Success
Policy Violation	PA	PA	PA
Spam	S	S	S
Virus	V	V	V
Advanced Threats	AT	AT	

## Release From Quatantine

To release emails from quarantine:

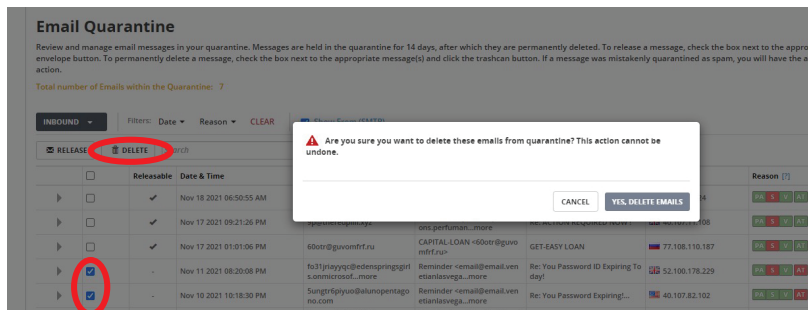
1. Check the boxes for all emails you wish to release to your Inbox.
2. Click the **RELEASE** button.
3. Optional: Check the box to report as "NOT Spam".
3. Click **YES, RELEASE EMAIL**.



## Delete From Quatantine

To delete emails from quarantine:

1. Check the boxes for all emails you wish to delete permanently.
2. Click the **DELETE** button.
3. Click **YES, DELETE EMAILS**.



## Allowed And Blocked Senders

Click on the **ALLOWED AND BLOCKED SENDERS** tab to view and manage permissions for specific senders and domains.

To view only allowed or only blocked senders, click on the drop-menu in **SHOW ALL**.

**Allowed and Blocked Senders**

Review and manage sender domains and email addresses that you would like to block or bypass from spam filtering.

Total number of Allowed Senders: 5  
Total number of Blocked Senders: 3

Search [?] Filter: **SHOW ALL** Show 20 | 50 | 100 entries

<input type="checkbox"/>	Sender	Status	Last Update
<input type="checkbox"/>	advdiscreative.com	Blocked	2021-11-16T21:07:16+0000Z
<input type="checkbox"/>	vertisystem.net	Blocked	2021-11-16T21:08:15+0000Z
<input type="checkbox"/>	theclearprospects.com	Blocked	2021-11-16T21:08:58+0000Z
<input type="checkbox"/>	automation@app.smartsheet.com	Allowed	2021-11-02T17:41:36+0000Z
<input type="checkbox"/>	demand@info.adobe.com	Allowed	2021-11-16T20:57:42+0000Z
<input type="checkbox"/>	Events@pax8.com	Allowed	2021-11-16T20:58:40+0000Z
<input type="checkbox"/>	Securefiles@fireeye.com	Allowed	2021-11-16T21:00:01+0000Z
<input type="checkbox"/>	crunchbase.com	Allowed	2021-11-16T21:06:20+0000Z

Showing 1 to 8 of 8 entries Page 1 / 1

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## Add Allowed/Blocked Entries

- Click on **ADD ENTRIES** to create a new rule to allow or block a sender.
- Enter an email address, then select **BLOCK** or **ALLOW**. You may also enter a domain name, which will apply the action to any sender in that domain.

**Allowed and Blocked Senders**

Review and manage sender domains and email addresses that you would like to block or bypass from spam filtering.

Search [?] Filter: **SHOW ALL** Show 20 | 50 | 100 entries

<input type="checkbox"/>	Status	Last Update
<input type="checkbox"/>	Blocked	2021-11-16T21:07:16+0000Z

**Add Entries**

Senders to add

newsletter@email.crunchbase.com  
crunchbase.com

Enter valid sender domains or email addresses one line at a time — e.g.  
clientdomain.com  
client@clientdomain.com

CANCEL **BLOCK** **ALLOW**


## Delete Allowed/Blocked Entries

- Check the box for the rule you want to delete and click the **TRASH** icon.
- Click **YES, DELETE SENDER**.

### Allowed and Blocked Senders

Review and manage sender domains and email addresses that you would like to block or bypass from spam filtering.

Total number of Allowed Senders: 5  
Total number of Blocked Senders: 3

 Search  [?] Filters: SHOW ALL ▾

<input type="checkbox"/>	Sender	Status
<input checked="" type="checkbox"/>	advidscreative.com	Blocked
<input type="checkbox"/>	vertisystem.net	Blocked
<input type="checkbox"/>	theclearprospects.com	Blocked
<input type="checkbox"/>	automation@app.smartsheet.com	Allowed

Are you sure you want to delete this sender? This action cannot be undone.

CANCEL **YES, DELETE SENDER**

domains and email addresses that you would like to block or bypass from spam filtering.

Senders: 5  
Blocked Senders: 3

Sender	Status	Last Update
advidscreative.com	Blocked	2021-11-16T21:07:16+0000
vertisystem.net	Blocked	2021-11-16T21:08:15+0000

Need help?

Email us at

**support@cyberfin.net**