

# Message History

Hermes SEG keeps a log and a copy of each email message it sends and receives for archiving purposes. The number of log entries and actual messages the system keeps depends on the amount of storage space available on the system. The system automatically starts purging the oldest email logs and email messages once the internal storage reaches 95% capacity.

For a low to medium traffic system, an email archive of up to 5 years is possible assuming that no Email Archive job has been setup in order to free up space. If an email Archive job has been setup, the email archive can become virtually unlimited since the email messages will be stored off the local storage.

## Message History Date/Time Range and Message Results Limit

- By default, Message History displays the latest **1000** messages from the day before to the current day. Please note that if your system has processed more than 1000 messages during that time period, the displayed messages will not necessarily encompass that entire date/time range. The date/time range as well as the number of messages to be displayed can be adjusted by setting the **Start Date/Time**, **End Date/Time**, **Search Results Limit** fields and clicking the **Fetch Messages** button (**Figure 1**). Please note setting the Search Results Limit to 10000 or 15000 messages will **significantly** increase the page loading time. It's best to have approximate dates and times if you wish to search for specific messages.

**Figure 1**

Start Date/Time

2023-03-04 00:00:00

End Date/Time

2023-03-05 23:59:59

Search Results Limit

⚠ Setting Search Results Limit to 10000 or 15000 will **significantly** increase the page loading time

1000

Fetch Messages

## Sort Messages

- You can sort messages by ascending or descending values by simply clicking the **Archived**, **Date/Time**, **Sender IP**, **Return-Path**, **From**, **To**, **Subject**, **Score**, **Type** and **Action** headers of the message results (**Figure 2**).

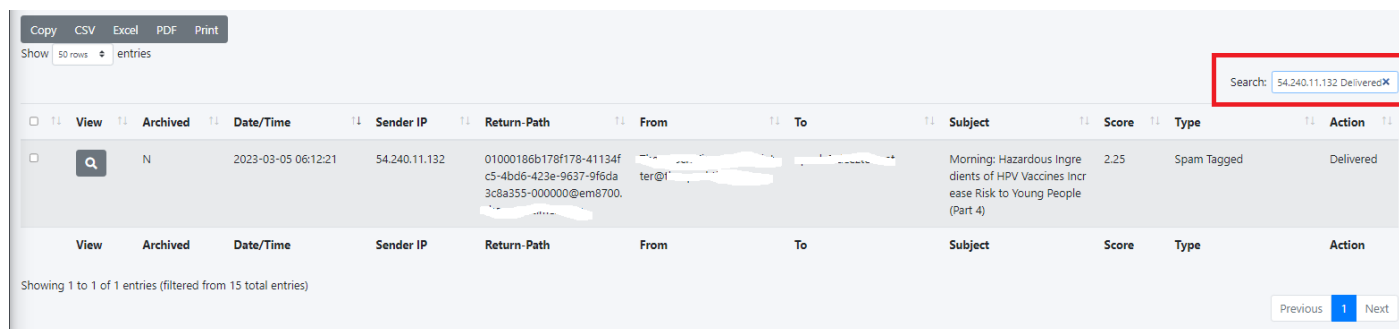
Figure 2

|                          |      |          |                     |                |                                                       |                                              |    |                                                                                                |       |             |           |
|--------------------------|------|----------|---------------------|----------------|-------------------------------------------------------|----------------------------------------------|----|------------------------------------------------------------------------------------------------|-------|-------------|-----------|
| Copy CSV Excel PDF Print |      |          |                     |                |                                                       |                                              |    |                                                                                                |       |             |           |
| Show 50 rows entries     |      |          |                     |                |                                                       |                                              |    |                                                                                                |       |             |           |
| Search:                  |      |          |                     |                |                                                       |                                              |    |                                                                                                |       |             |           |
| <input type="checkbox"/> | View | Archived | Date/Time           | Sender IP      | Return-Path                                           | From                                         | To | Subject                                                                                        | Score | Type        | Action    |
| <input type="checkbox"/> |      | N        | 2023-03-05 06:12:21 | 54.240.11.132  | c5-4bd6-423e-9637-9f6da3c8a355-000000@em8700.t...     | The "newsletter@t...                         |    | Morning: Hazardous Ingredients of HPV Vaccines Increase Risk to Young People (Part 4)          | 2.25  | Spam Tagged | Delivered |
| <input type="checkbox"/> |      | N        | 2023-03-05 06:07:55 | 69.171.81.50   | service@uhaul.com                                     |                                              |    | Your U-Haul Order                                                                              | 1.40  | Clean       | Delivered |
| <input type="checkbox"/> |      | N        | 2023-03-04 20:38:16 | 8.219.33.17    | exclusive03@mail.aliexpress.com                       | AliExpress <exclusive03@mail.aliexpress.com> |    | To pair with what you purchased                                                                | 2.88  | Spam Tagged | Delivered |
| <input type="checkbox"/> |      | N        | 2023-03-04 20:07:18 | 192.30.252.201 | noreply@github.com                                    |                                              |    | I.3: [deeztek/Hermes-Secure-Email-Gateway] Error when adding message to block list (Issue #48) | -0.90 | Clean       | Delivered |
| <input type="checkbox"/> |      | N        | 2023-03-04 17:11:15 | 13.111.103.70  | bounce-152_html-234980941-829083-100029084-11040@h... | Watch what's new                             |    |                                                                                                | 3.10  | Spam Tagged | Delivered |

## Search Messages

- Enter a search term in the **Search** field and the system will automatically filter messages matching the term you entered. You can enter multiple search terms separated by a space (**Figure 3**).

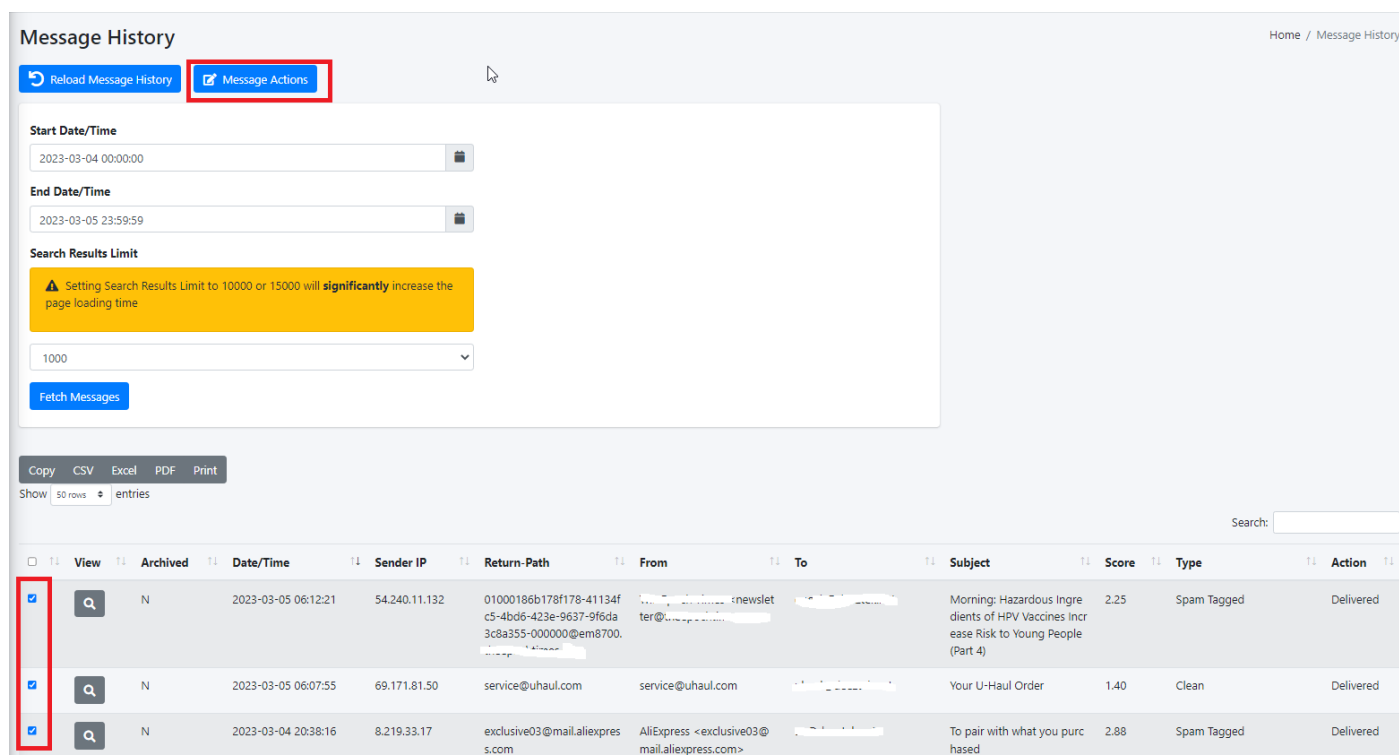
**Figure 3**



## Message Actions

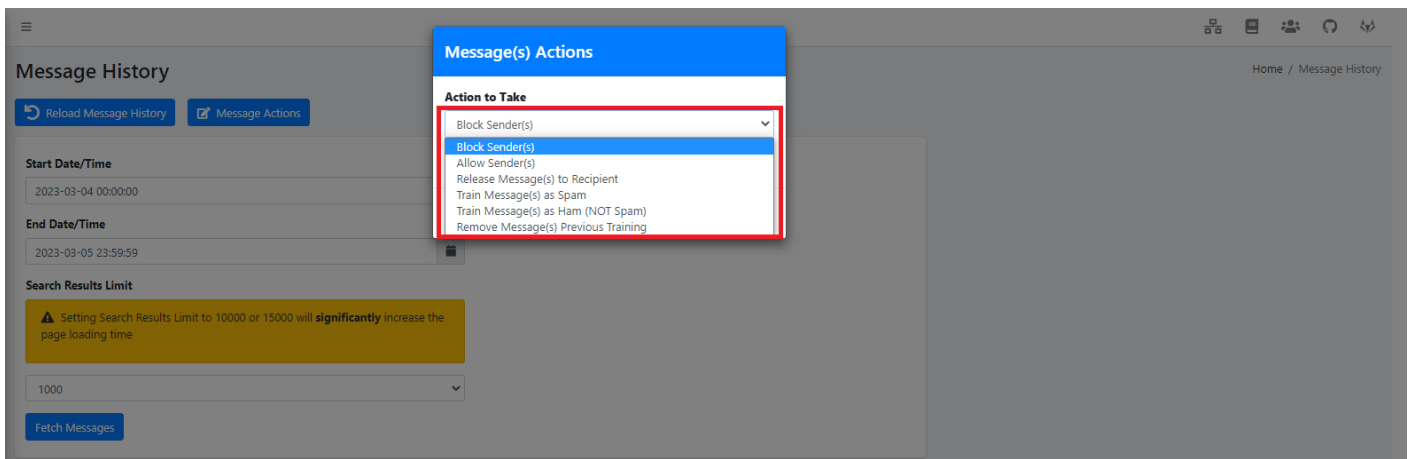
- You can perform actions on messages by placing a checkmark on the checkbox field to left of each message(s) you wish and click on the **Message Actions** button on top of the page (**Figure 4**).

**Figure 4**



- On the resultant menu, select the **Action to Take** from the drop-down (**Figure 5**).

**Figure 5**



**Block Sender(s) and Allow Sender(s) actions do NOT work for Virtual Recipients.**

## Block Senders

This action will create a mapping between the **Return-Path** and the **To** fields and will block (blacklist) any future messages that match that mapping.

## Allow Senders

This action will create a mapping between the **Return-Path** and the **To** fields and bypass **Antispam** checks for any future messages that match that mapping. **Please note that this action will NOT bypass Antivirus, Banned Attachment or Bad-Header checks.** If you wish to completely bypass any type of check for a sender, use **Content Checks --> Global Sender Block/Allow**.

## Release Message(s) to Recipient

This action will force the delivery the selected message(s) to the recipient specified in the **To** field of the message. This is useful for messages that have been quarantined by the system or for message restoration purposes.

## Train Message(s) as Spam

This action will train as Spam the selected message(s) on the Bayes antispam database.

## Train Message(s) as Ham

This action will train as Ham (NOT Spam) the selected message(s) on the Bayes antispam database.

## Remove Message(s) Previous Training

This action will un-train the selected message(s) from the Bayes antispam database. This is useful for undoing any training you may have performed with those messages previously on the Bayes

antispam database.

## View Message

All links in the **View Message** window are active. Clicking on malicious links can infect your computer with malware.


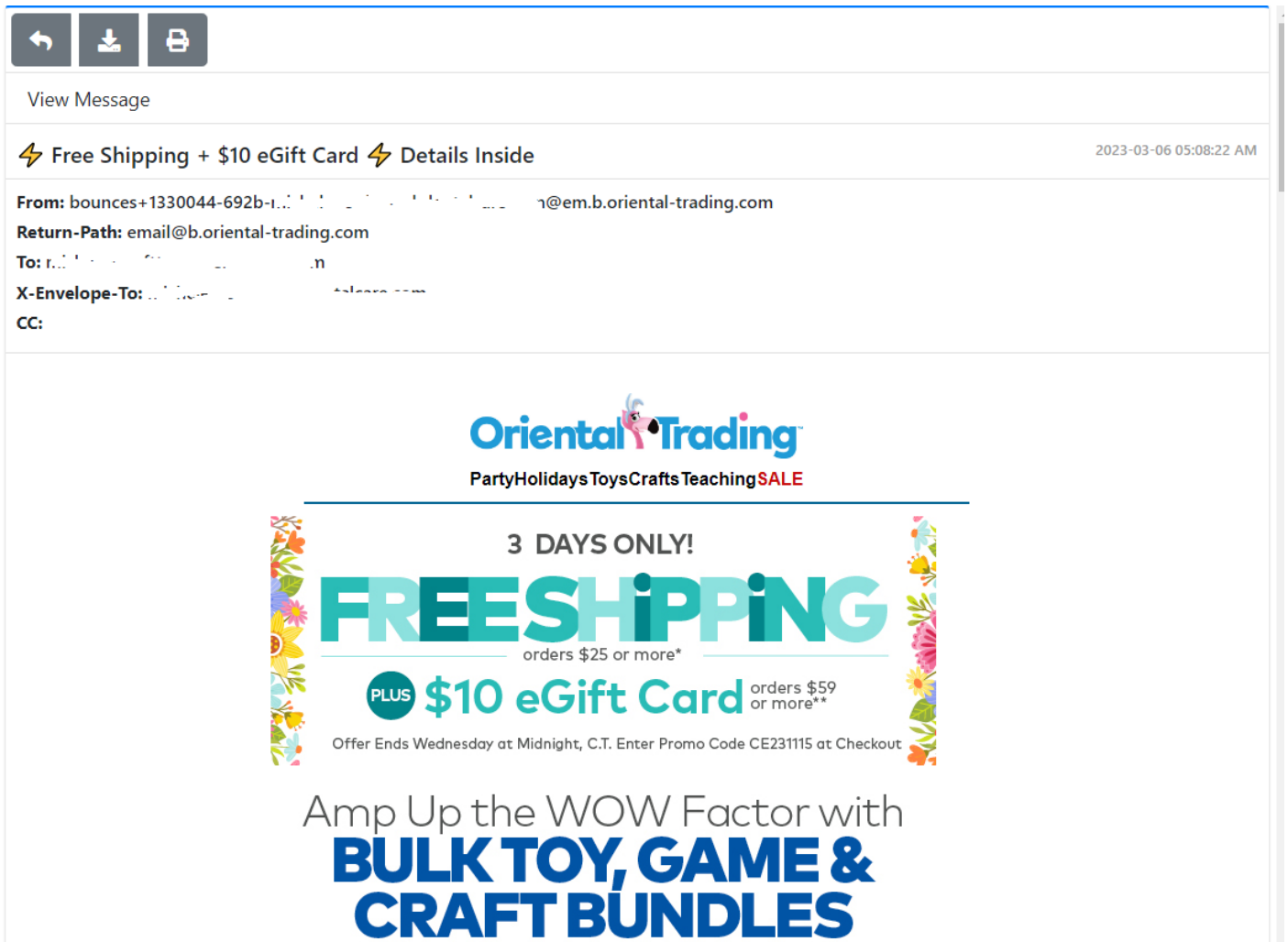
Click the  icon on the left of a message to view the message contents. In the **View Message** screen, you will be able to **Print** or **Download** the message as an .eml file which can then be opened with an e-mail client such as Outlook. Additionally, you can view the message contents (From, Return-Path, To, CC, Subject, Body) as well as all the message headers (**Figure 6**).

Figure 6



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