

# SVF Policies

SVF (Spam/Virus/File) Policies contain settings that determine the behavior of Hermes SEG in terms of spam, viruses and attached files of incoming email. SVF Policies get assigned on a per Internal Recipient basis.










Hermes SEG already comes pre-configured with five System SVF policies.

By default, the **Default** SVF System Policy is the policy which automatically gets assigned to newly added **Internal Recipients** (**Figure 1**). This behavior can be changed by editing an existing System Policy or by creating a Custom Policy and assigning that policy as the Default Policy.

All SVF System policies exist as templates. The SVF System Policies cannot be edited, they can only be viewed or copied in order to be used as a starting point in creating SVF Custom Policies (**Figure 1**).

Figure 1

SVF Policies?  
SVF System Policies

Policy Name	System Policy	Default Policy	Spam Tag Score	Spam Quarantine Score	File Rule	Actions
Antispam & Antivirus	Yes	No	4.00	10.00	Default	 
Antispam Only	Yes	No	999.00	999.00	Default	 
Antivirus Only	Yes	No	999.00	999.00	Default	 
Default	Yes	Yes	2.00	5.00	Default	 
No Antispam & No Antivirus	Yes	No	1000.00	10000.00	Default	 

## View Default SVF System Policy


- Under the **SVF System Policies** section click on the  icon under the **Actions** column of the **Default** SVF System Policy.
- On the **View SVF Policy** page, you will see all the settings can be set with a SVF policy. Note, the that the **Default File Rule** is associated with the **Default SVF Policy** (**Figure 2**):

Figure 2

## View SVF Policy

Policy Name

Default

Accept Viruses?

- ☐ Yes  
☒ No (Default)

Accept Spam?

- ☐ Yes  
☒ No (Default)

Accept Banned Files?

- ☐ Yes  
☒ No (Default)

Accept Bad E-mail Headers?

- ☐ Yes  
☒ No (Default)

Bypass Virus Scanning?

- ☐ Yes  
☒ No (Default)

Bypass Spam Checking?

- ☐ Yes  
☒ No (Default)

Bypass Banned Files Checking?

- ☐ Yes  
☒ No (Default)

Bypass Bad E-mail Header Checking?

- ☐ Yes  
☒ No (Default)

Notify Recipient of Banned File Quarantine?

- ☐ Yes  
☒ No (Default)

Notify Recipient of Virus Quarantine?

- ☐ Yes  
☒ No (Default)

Notify Recipient of Bad Header Quarantine?

- ☐ Yes  
☒ No (Default)

Score Required for E-mail to be tagged as Spam (Default 5 - Range is -999 to 999)

2

Score Required before e-mail is Quarantined (Default 12 - Range is -999 to 999)

5

File Rule

Default ▾

Default Policy to be Assigned to New Internal Recipients

- ☒ Yes  
☐ No

Back to Spam/Virus/File Policies


- Click on the **Back to Spam/Virus/file Policies** button on the bottom of the page to return to the **SVF Policies** page (**Figure 3**).

**Figure 3**

Back to Spam/Virus/File Policies

# Create SVF Custom Policy by copying the Default SVF Policy or any SVF Custom Policy

This method will allow you to copy the **Default SVF Policy** or any **SVF Custom Policy** (assuming there are existing custom SVF Policies) and using it as a starting point for a new custom SVF policy.






















1. Under the **SVF System Policies** section or the **SVF Custom Policies** (if there are already existing SVF custom policies) section, click on the  icon under the **Actions** column of the policy you wish to copy. You will be redirected to the **Copy SVF Policy** page in order to create and customize a new SVF Custom Policy based on the existing SVF Policy you choose.
2. Under the **Policy Name** field enter a unique name.
3. Under the **Accept Viruses** field, select **Yes** to accept virus infected email or **No** if you do not want to accept virus infected email. **The default setting for this field is No.**
4. Under the **Accept Spam** field, select **Yes** to accept spam email or **No** if you do not want to accept spam email. **The default setting for this field is No.**
5. Under the **Accept Banned Files** field, select **Yes** to accept email with banned file attachments or **No** if you do not want to accept email with banned file attachments. **The default setting for this field is No.**
6. Under the **Accept Bad Headers** field, select **Yes** to accept email with bad headers or **No** if you do not want to accept email with bad headers. **The default setting for this field is No.**
7. Under the **Bypass Virus Checks** field, select **Yes** to bypass checks for virus email attachments or **No** if you do not want to bypass checks for virus email attachments. Note that if this setting is set to Yes, the **Accept Viruses** setting from **Step 3** will not have any effect. **The default setting for this field is No.**
8. Under the **Bypass Spam Checks** field, select **Yes** to bypass checks for spam email or **No** if you do not want to bypass checks for spam email. Note that if this setting is set to Yes, the **Accept Spam** setting from **Step 4** will not have any effect. **The default setting for this field is No.**
9. Under the **Bypass Banned Files Checks** field, select **Yes** to bypass checks for banned file attachments in email or **No** if you do not want to bypass checks for banned file attachments in email. Note that if this setting is set to Yes, the **Accept Banned Files** setting from **Step 5** will not have any effect. **The default setting for this field is No.**
10. Under the **Bypass Bad Header Checks** field, select **Yes** to bypass checks for bad headers in email or **No** if you do not want to bypass checks for bad headers in email. Note that if this setting is set to Yes, the **Accept Bad Headers** setting from **Step 6** will not have any effect. **The default setting for this field is No.**
11. Under the **Notify Recipient of Banned File Quarantine** field, select **Yes** to to configure the system to send a notification to the intended recipient every time an email with a

banned file attachment is quarantined or **No** if you do not want a notification sent. **The default setting for this field is No.**

12. Under the **Notify Recipient of Virus Quarantine** field, select **Yes** to to configure the system to send a notification to the intended recipient every time an email with a virus is quarantined or **No** if you do not want a notification sent. **The default setting for this field is No.**
13. Under the **Notify Recipient of Bad Header Quarantine** field, select **Yes** to to configure the system to send a notification to the intended recipient every time an email with a bad header is quarantined or **No** if you do not want a notification sent. **The default setting for this field is No.**
14. Under the **Score Required for E-mail to be tagged as Spam** field, enter the score that an incoming email needs to hit in order for the system to tag it as spam and still deliver to the user . **The default setting for this field is 5.**
15. Under the **Score Required before e-mail is Quarantined** field, enter the score that an incoming email needs to hit in order for the system to tag it as spam but NOT deliver to the user and instead quarantine it . **The default setting for this field is 12.**
16. Under the **File Rule** drop-down field, select an existing file rule that you want to associate with this SVF policy.
17. Under the **Default Policy to be Assigned to New Internal Recipients** field, select **Yes** or **No** depending on your requirements.
18. Click the **Submit** button on the bottom of the page to create your new policy.
19. You will be redirected back to the **SVF Policies** page. Your new policy will now be listed under the **SVF Custom Policies** section . **(Figure 4).**


**Figure 4**

#### SVF Custom Policies

Policy Name	System Policy	Default Policy	Spam Tag Score	Spam Quarantine Score	File Rule	Actions
Default-3-6-12	No	No	3.00	12.00	Default-3-2-2016	  
Default-3-6-12	No	Yes	3.00	12.00	Default-3-2-2016	  
Default-3-6-12	No	No	5.00	12.00	Default-3-2-2016	  
Default-3-6-12	No	No	3.00	12.00	Default-3-2-2016	  
MyNewPolicy	No	No	2.00	5.00	Default	  
No Antispam	No	No	999.00	999.00	Default	  
test	No	No	3.00	12.00	test	  

## Edit SVF Custom Policy

**Note: ONLY SVF Custom Policies can be edited.**


1. Under the **SVF Custom Policies** section, click on the  icon under the **Actions** column of the policy you wish to edit. You will be redirected to the **Edit SVF Policy** page.
2. Under the **Policy Name** field change the policy name as required.

3. Under the **Accept Viruses** field, select **Yes** to accept virus infected email or **No** if you do not want to accept virus infected email. **The default setting for this field is No.**
4. Under the **Accept Spam** field, select **Yes** to accept spam email or **No** if you do not want to accept spam email. **The default setting for this field is No.**
5. Under the **Accept Banned Files** field, select **Yes** to accept email with banned file attachments or **No** if you do not want to accept email with banned file attachments. **The default setting for this field is No.**
6. Under the **Accept Bad Headers** field, select **Yes** to accept email with bad headers or **No** if you do not want to accept email with bad headers. **The default setting for this field is No.**
7. Under the **Bypass Virus Checks** field, select **Yes** to bypass checks for virus email attachments or **No** if you do not want to bypass checks for virus email attachments. Note that if this setting is set to Yes, the **Accept Viruses** setting from **Step 3** will not have any effect. **The default setting for this field is No.**
8. Under the **Bypass Spam Checks** field, select **Yes** to bypass checks for spam email or **No** if you do not want to bypass checks for spam email. Note that if this setting is set to Yes, the **Accept Spam** setting from **Step 4** will not have any effect. **The default setting for this field is No.**
9. Under the **Bypass Banned Files Checks** field, select **Yes** to bypass checks for banned file attachments in email or **No** if you do not want to bypass checks for banned file attachments in email. Note that if this setting is set to Yes, the **Accept Banned Files** setting from **Step 5** will not have any effect. **The default setting for this field is No.**
10. Under the **Bypass Bad Header Checks** field, select **Yes** to bypass checks for bad headers in email or **No** if you do not want to bypass checks for bad headers in email. Note that if this setting is set to Yes, the **Accept Bad Headers** setting from **Step 6** will not have any effect. **The default setting for this field is No.**
11. Under the **Notify Recipient of Banned File Quarantine** field, select **Yes** to to configure the system to send a notification to the intended recipient every time an email with a banned file attachment is quarantined or **No** if you do not want a notification sent. **The default setting for this field is No.**
12. Under the **Notify Recipient of Virus Quarantine** field, select **Yes** to to configure the system to send a notification to the intended recipient every time an email with a virus is quarantined or **No** if you do not want a notification sent. **The default setting for this field is No.**
13. Under the **Notify Recipient of Bad Header Quarantine** field, select **Yes** to to configure the system to send a notification to the intended recipient every time an email with a bad header is quarantined or **No** if you do not want a notification sent. **The default setting for this field is No.**
14. Under the **Score Required for E-mail to be tagged as Spam** field, enter the score that an incoming email needs to hit in order for the system to tag it as spam and still deliver to the user . **The default setting for this field is 5.**
15. Under the **Score Required before e-mail is Quarantined** field, enter the score that an incoming email needs to hit in order for the system to tag it as spam but NOT deliver to the user and instead quarantine it . **The default setting for this field is 12.**

- Under the **File Rule** drop-down field, select an existing file rule that you want to associate with this SVF policy.
- Under the **Default Policy to be Assigned to New Internal Recipients** field, select **Yes** or **No** depending on your requirements.
- Click the **Save Changes** button on the bottom of the page to save the policy.
- If you are done making changes to the policy, click the **Back to SpamVirus/File Policies** button to return to the **SVF Policies** page.

## Delete SVF Custom Policy











**Note: ONLY SVF Custom Policies that are NOT associated with with Internal Recipients can be deleted. When deleting a SVF Custom Policy, the system will NOT prompt you to confirm, it will be deleted immediately.**

- Under the **SVF Custom Policies** section, click on the  icon under the **Actions** column of the policy you wish to delete.
- The system will delete the SVF Custom Policy and re-direct you back to the SVF Policies page (**Figure 5**) .

**Figure 5**

**SVF Policies**  
SVF System Policies



Policy Name	System Policy	Default Policy	Spam Tag Score	Spam Quarantine Score	File Rule	Actions
Antispam & Antivirus	Yes	No	4.00	10.00	Default	 
Antispam Only	Yes	No	999.00	999.00	Default	 
Antivirus Only	Yes	No	999.00	999.00	Default	 
Default	Yes	No	2.00	5.00	Default	 
No Antispam & No Antivirus	Yes	No	1000.00	10000.00	Default	 

 **Policy Successfully Deleted!!**

## Filter Internal Recipients to Policies Mappings

Setting a filter will assist you in narrowing down specific recipients by email address or domain in order to manage the assigned policies easily.

- In the **Filter By** field, enter a complete or partial email address or domain and click the **Set Filter** button. If any matches are found, the **Recipients to Policies Mappings** listing will be populated with **only the entries matching the filter you set** (**Figure 6**).

**Figure 6**

Filter By

## Recipients to Policies Mappings

Displaying 1 through 11 out of 11 total internal recipients

E-mail Address	Assigned Policy
george@mydomain.tld	Default ▼
info@mydomain.tld	Default ▼
jay@mydomain.tld	Default ▼
joe@domain.tld	Default ▼
joe@mydomain.tld	Default ▼
mary@domain.tld	Default ▼
mary@mydomain.tld	Default ▼
roland@mydomain.tld	Default ▼
rufus@mydomain.tld	Default ▼
someone@domain.tld	Default ▼
someoneelse@domain.tld	Default ▼

2. You can clear a filter you set by clicking the **Clear Filter** button at any time.

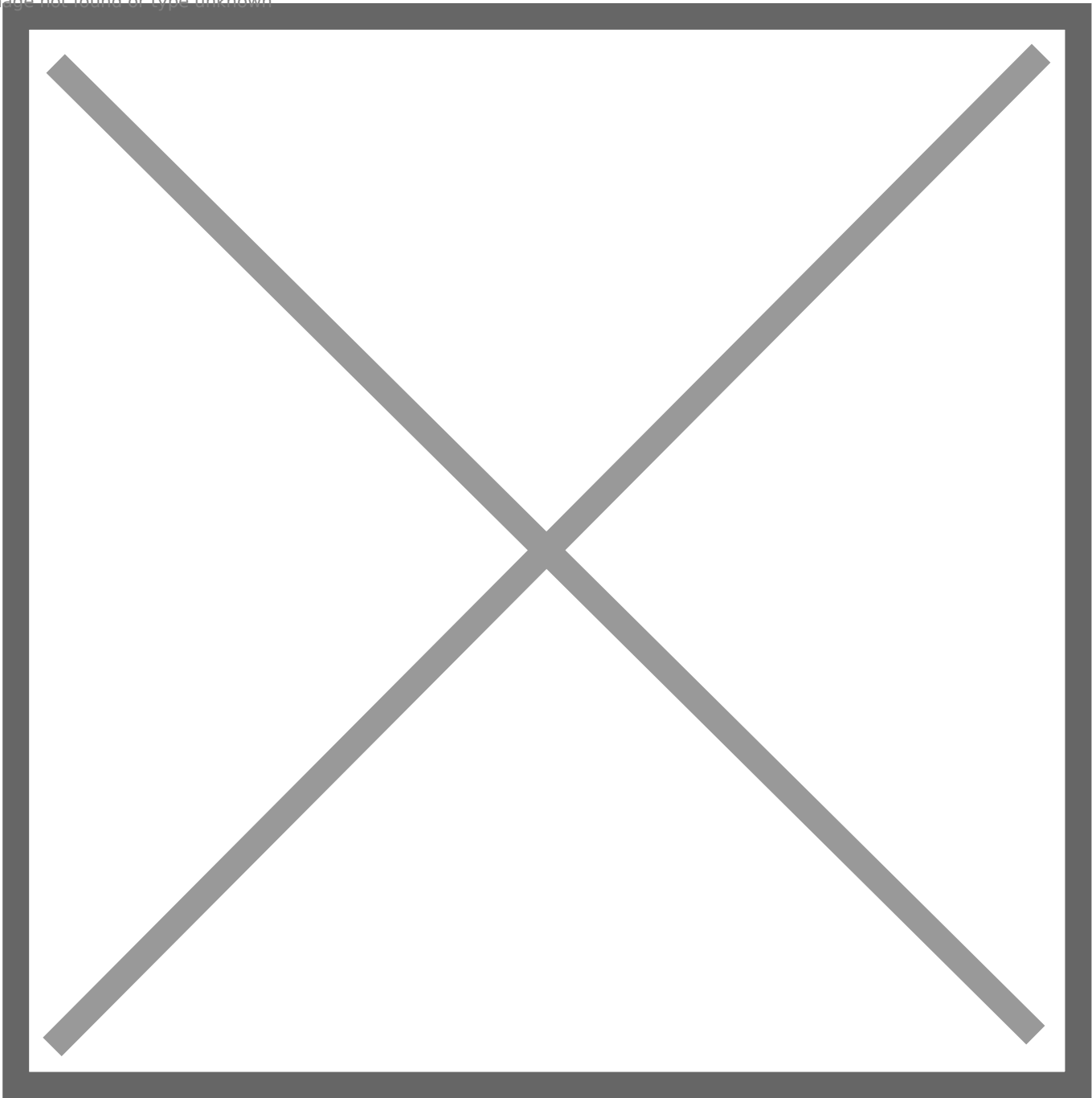
# Assign Internal Recipients to Policies

**Note:** The Default SVF System Policy is the policy which automatically gets assigned to newly added Internal Recipients. SVF Policies whether System or Custom can be assigned on a per Internal Recipient basis. Additionally, if the Recipients to Policies Mappings listing contains more than 50 entries, the system will paginate the listings automatically. However, if you assign policies to recipients on a specific page and then click either on the Next 50 Recipients or the Previous 50 Recipients links on that page without clicking the Submit button on the bottom of the page, your changes will be lost.

1. Under the **Recipients to Policies Mappings** section, you will see a listing of all the Internal Recipients and the assigned policy assigned to each recipient (**Figure 7**).

**Figure 7**

Image not found or type unknown



Recipients to Policies Mappings

[Next 50 Recipients >>](#)

Displaying 1 through 50 out of 173 total internal recipients

E-mail Address	Assigned Policy
admin@xxxxxxxxxxxxxx	Default
xxxxx@xxxxxxxxxxxxxx	Default
xxxx@xxxxxxxxxxxxxx	Default
ange...@f...xxxxxxxxxxxxxx	Default
appointments@f...xxxxxxxxxxxxxx	Default
...l@...xxxxxxxxxxxxxx	Default



2. Under the **Assigned Policy** column of the recipient you wish to modify, select the new policy you wish to assign from the drop-down box (**Figure 8**).

**Figure 8**

Recipients to Policies Mappings

Displaying 1 through 11 out of 11 total internal recipients

E-mail Address	Assigned Policy
george@mydomain.tld	<div>MyNewPolicy ▼</div> <div>Default</div> <div>No Antispam &amp; No Antivirus</div> <div>Antispam &amp; Antivirus</div> <div>Antispam Only</div> <div>Antivirus Only</div> <div>No Antispam</div> <div>... policy</div> <div>test</div> <div>Default-3.6-12</div> <div>... policy</div> <div>MyNewPolicy</div>
info@mydomain.tld	<div>Default ▼</div>
jay@mydomain.tld	<div>Default ▼</div>
joe@domain.tld	<div>Default ▼</div>
joe@mydomain.tld	<div>Default ▼</div>
mary@domain.tld	<div>Default ▼</div>
mary@mydomain.tld	<div>Default ▼</div>
roland@mydomain.tld	<div>Default ▼</div>
rufus@mydomain.tld	<div>Default ▼</div>
someone@domain.tld	<div>Default ▼</div>
someoneelse@domain.tld	<div>Default ▼</div>

Submit

3. Continue modifying recipient policies as needed. When finished, click on the **Submit** button to save your changes.

