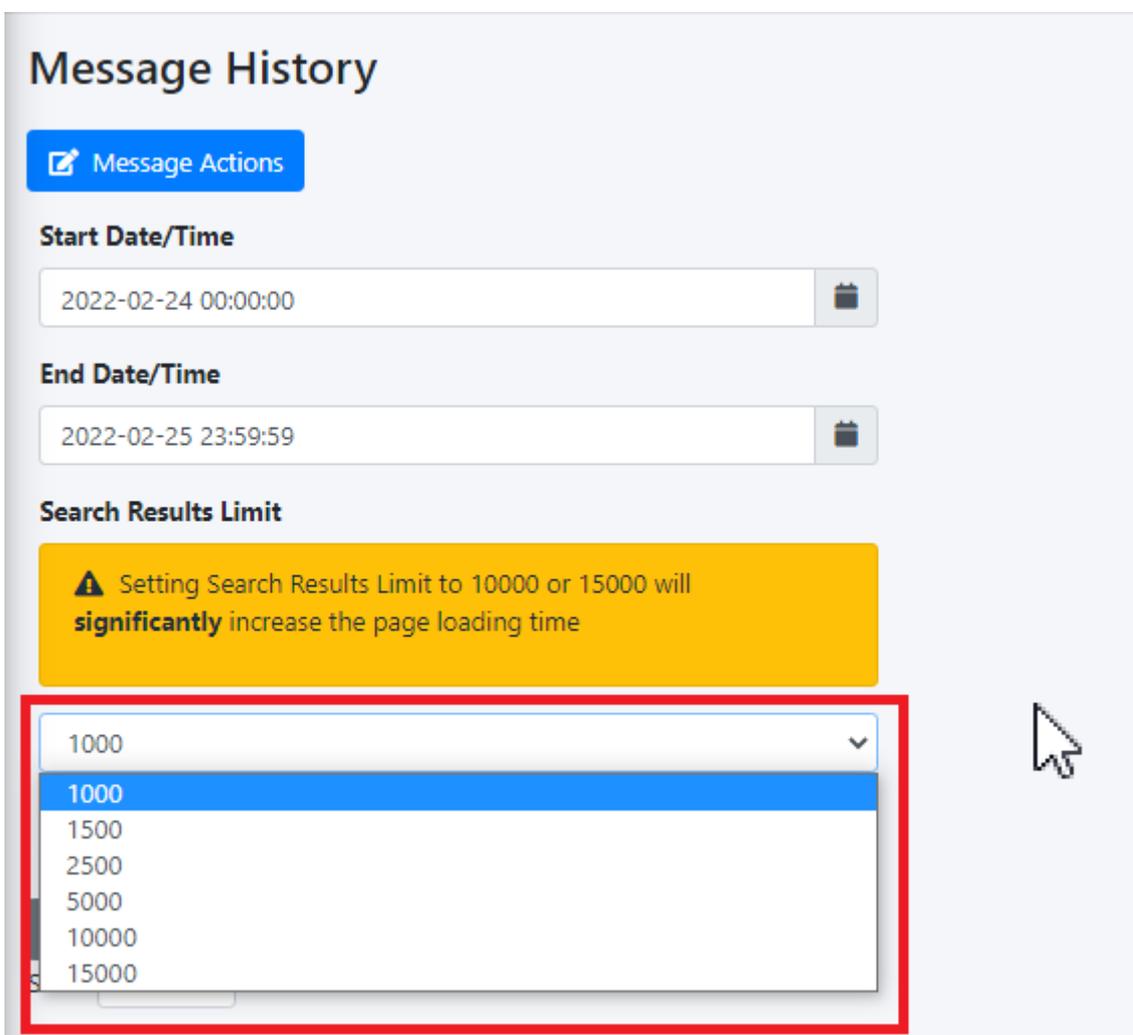


# Message History

Message History allows you to search, view, release messages to your mailbox as well as block/allow senders.

By default, Message History shows a maximum of **1000** messages sent to your e-mail address over the past **24 hours**. The maximum messages limit can be increased by adjusting the **Search Results Limit** drop-down to **1500, 2500, 5000, 10000 or 15000** messages. Be aware that limits of 10000 or 15000 will significantly increase page loading time (**Figure 1**):

**Figure 1**



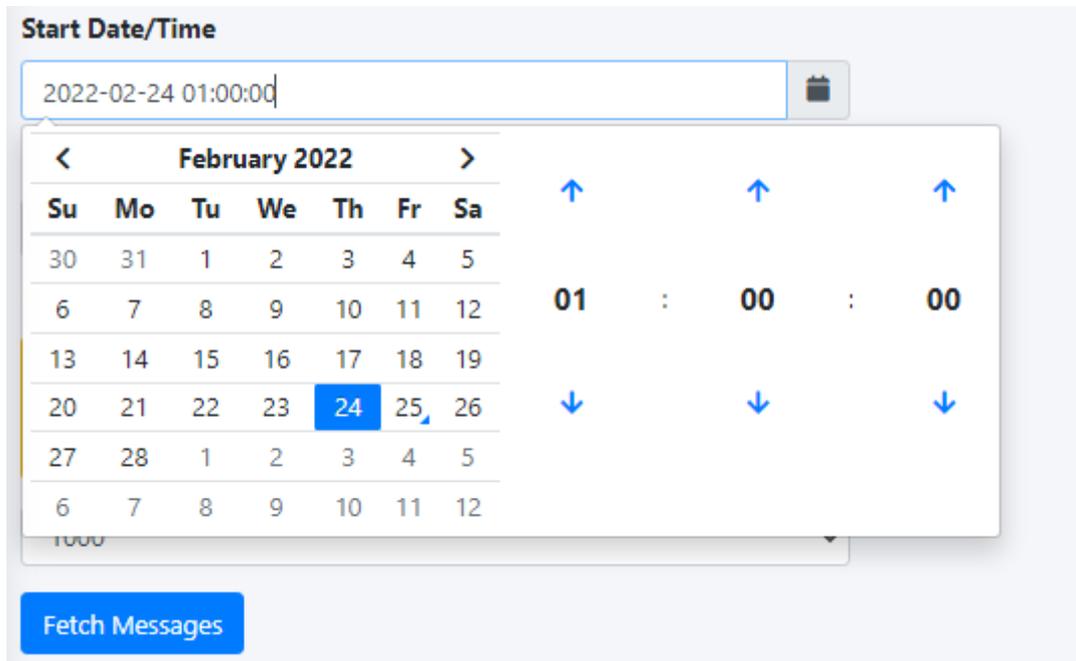
The screenshot displays the 'Message History' interface. At the top left, there is a blue button labeled 'Message Actions' with a document icon. Below this, there are two date/time selection fields. The 'Start Date/Time' field is set to '2022-02-24 00:00:00' and the 'End Date/Time' field is set to '2022-02-25 23:59:59'. Below these fields is a 'Search Results Limit' section. A yellow warning box contains the text: '⚠ Setting Search Results Limit to 10000 or 15000 will significantly increase the page loading time'. Below the warning box is a dropdown menu for 'Search Results Limit'. The dropdown menu is open, showing a list of options: 1000, 1000, 1500, 2500, 5000, 10000, and 15000. The first '1000' option is highlighted in blue. A red rectangular box highlights the entire dropdown menu area. A mouse cursor is visible to the right of the dropdown menu.

## Search Messages

Message History relies on **Start Date/Time** and the **End Date/Time** to quickly locate messages. It's important that you have an approximate date and time of the message you are searching for best results.

- Adjust the **Start Date/Time** and the **End Date/Time** fields by clicking on the  icons and adjust the date and time as desired and then click the **Fetch Messages** button. You can also manually enter the desired date and time (**Figure 1**):

**Figure 1**



Start Date/Time

February 2022						
Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

01 : 00 : 00

Fetch Messages

- Once you have a listing of messages in the desired date/time period, search for the actual message(s) by entering a string or multiple strings separated by a space (E-mail Address, Sender IP Address, Subject, Score, Type or Action) in the **Search:** field. The system will quickly locate any message(s) that match the string(s) you entered (**Figure 2**):

**Figure 2**

Message History Home / Message History

[Message Actions](#)

**Start Date/Time**  
2022-02-24 01:00:00

**End Date/Time**  
2022-02-25 23:59:59

**Search Results Limit**

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

1000

[Fetch Messages](#)

Copy CSV Excel PDF Print

Show 50 rows entries

Search: gmail.com

<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Archived</a>	<a href="#">Date/Time</a>	<a href="#">Sender IP</a>	<a href="#">Return-Path</a>	<a href="#">From</a>	<a href="#">To</a>	<a href="#">Subject</a>	<a href="#">Score</a>	<a href="#">Type</a>	<a href="#">Action</a>
<input type="checkbox"/>	<a href="#">Q</a>	N	2022-02-25 07:15:07	141.42.206.35	[Redacted]	[Redacted] <[Redacted]@gmail.com>	[Redacted]	Excluding locking ma [Redacted]	1.80	Clean	Delivered
<input type="checkbox"/>	<a href="#">Q</a>	N	2022-02-24 20:24:43	141.42.206.35	[Redacted]	[Redacted] <[Redacted]@gmail.com>	[Redacted]	Re: [Redacted] limit [Redacted]	2.24	Clean	Delivered

## Set the Number of Messages to Display

By default the **Message History** page displays **50** messages at a time. You can select to display **50**, **75** or **100** or **Show all** messages by clicking the **Show entries** drop-down field (**Figure 1**).

**Figure 1**

Copy CSV Excel PDF Print

Show 50 rows entries

- 50 rows
- 75 rows
- 100 rows
- Show all

## Sort Messages

All the Column titles in the Message History page can be clicked to sort the messages **Ascending** (Small to Big) or **Descending** (Big to Small). Click on the corresponding Column title to sort by the following fields: **Archived**, **Date/Time**, **Sender IP**, **Return-Path**, **From**, **To**, **Subject**, **Score**, **type** or **Action** (**Figure 1**):

**Figure 1**

<input type="checkbox"/>	View	Archived	Date/Time	Sender IP	Return-Path	From	To	Subject	Score	Type	Action
<input type="checkbox"/>		N	2022-02-24 16:03:21	15.235.29.5 1				The message has been encrypted	0.00	Clean	Delivered
<input type="checkbox"/>		N	2022-02-24 16:00:23	209.85.167.54				Re: How to update	0.75	Clean	Delivered
<input type="checkbox"/>		N	2022-02-24 15:59:37	209.85.216.66		Family Shirts		Re: Mary, don't miss our new personalized shirts!	6.31	Spam Tagged	Delivered

## Release Email Messages to your Mailbox

Releasing messages will instruct the system to deliver the messages selected to your mailbox. This action can be performed for any type of message regardless if the message was initially quarantined. This is useful for releasing lost email or releasing quarantined messages that were never delivered to your mailbox.

The system can **ONLY** release messages that are not archived. Messages that have been archived cannot be released. They can only be viewed and/or downloaded. You can easily see if a message has been archived by looking at the **Archived** column in the message listing. If it's set to **N**, then the message has NOT been archived thus it can be released. If it's set to **Y** then the message has been archived thus it cannot be released. It can only be viewed or downloaded (provided your administrator has allowed you the capability to download messages).

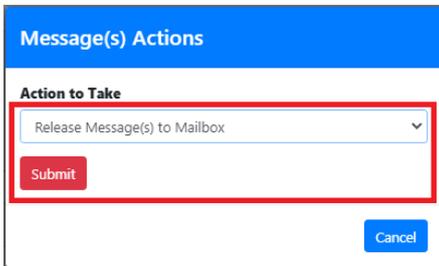
- Place a checkmark the message(s) you wish to release to your Mailbox (**Figure 1**).

**Figure 1**

<input type="checkbox"/>	View	Archived	Date/Time	Sender IP	Return-Path	From	To	Subject	Score	Type	Action
<input checked="" type="checkbox"/>		N	2022-02-24 16:03:21	15.235.29.5 1				The message has been encrypted	0.00	Clean	Delivered
<input checked="" type="checkbox"/>		N	2022-02-24 16:00:23	209.85.167.54				Re: How to update	0.75	Clean	Delivered
<input type="checkbox"/>		N	2022-02-24 15:59:37	209.85.216.66		Family Shirts		Re: Mary, don't miss our new personalized shirts!	6.31	Spam Tagged	Delivered

- Click on the **Message Actions** button on the top-left and on the resultant **Message(s) Actions** window, select **Release Message(s) to Mailbox** in the **Action to Take** drop-down and click the **Submit** button (**Figure 2**):

**Figure 2**



## Block & Allow Senders

Block/Allow rules should NOT be used as a method of spam control. Legitimate mass marketing email campaigns should be handled by unsubscribing from those campaigns.

Setting an action of ALLOW will only bypass the sender in the Spam filter. E-mails with banned files or malware will still be blocked. Only your Hermes SEG Administrator can set to allow for those types of e-mails.

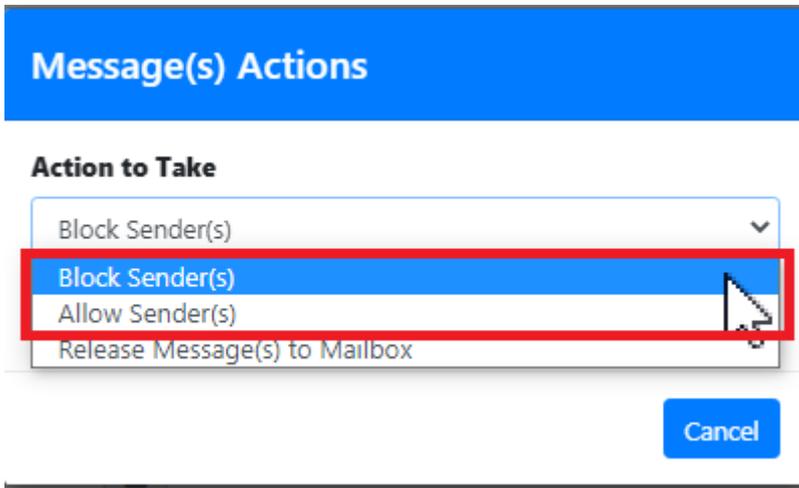
- Place a checkmark the message(s) you wish to block/allow (**Figure 1**).

**Figure 1**

	View	Archived	Date/Time	Sender IP	Return-Path	From	To	Subject	Score	Type	Action
<input checked="" type="checkbox"/>		N	2022-02-24 16:03:21	15.235.29.5 1		<[redacted]>	[redacted]	The message has been encrypted	0.00	Clean	Delivered
<input checked="" type="checkbox"/>		N	2022-02-24 16:00:23	209.85.167.54	[redacted]	[redacted]@[redacted].com>	[redacted]	Re: Ho [redacted]	0.75	Clean	Delivered
<input type="checkbox"/>		N	2022-02-24 15:59:37	209.85.216.66	[redacted].il.com	Family Shirts <vudanhvietcdhd@gmail.com>	[redacted]	Re: M [redacted] un [redacted] persc [redacted] hu [redacted]!	6.31	Spam Tagged	Delivered

- Click on the **Message Actions** button on the top-left and on the resultant **Message(s) Actions** window, select either **Block Sender** to block any future incoming e-mails or **Allow Sender** to allow any future incoming e-mails in the **Action to Take** drop-down and click the **Submit** button (**Figure 2**):

**Figure 2**



- This will automatically create rules with either a Block or Allow action under the **Sender Filters** section using the the email address displayed in the **Return-Path** column as the Sender.

Most marketing/spam email campaigns will auto generate the **From** email address each time they send out emails. An auto generated email address will look similar to the example below:

d-3-2492042-40004013-2-1-us2-c2bf84fa@aflac-onlineservices.com

In this example, each time an email goes out from this email campaign, the string before the @ (d-3-2492042-40004013-2-1-us2-c2bf84fa) will always be different while the domain string after the @ (aflac-onlineservices.com) will remain the same. Therefore, creating a block/allow rule using the **Return-Path** email address is pointless since the Block/Allow rule you previously created will not fire next time an email from this marketing campaign gets received since the string before the @ will be different. In these cases, it's recommended to navigate to the **Sender Filters** part of the documentation and follow the instructions under the **Add Domain** section in order to create a rule by using the domain string after the @ (aflac-onlineservices.com).

## Train the Bayes Database

The ability to Train the Bayes Database is disabled by default and can only be enabled and available for your use if your system Administrator has enabled it for your e-mail address.

NEVER use legitimate mass marketing emails to train the Bayes Database as Spam. Inversely, you should NEVER use spam emails to train the Bayes Database as non-spam. These actions will corrupt the Bayes Database and lead to the system misidentifying spam and non-spam emails. Additionally, you should avoid training the Bayes Database with forwarded spam emails.

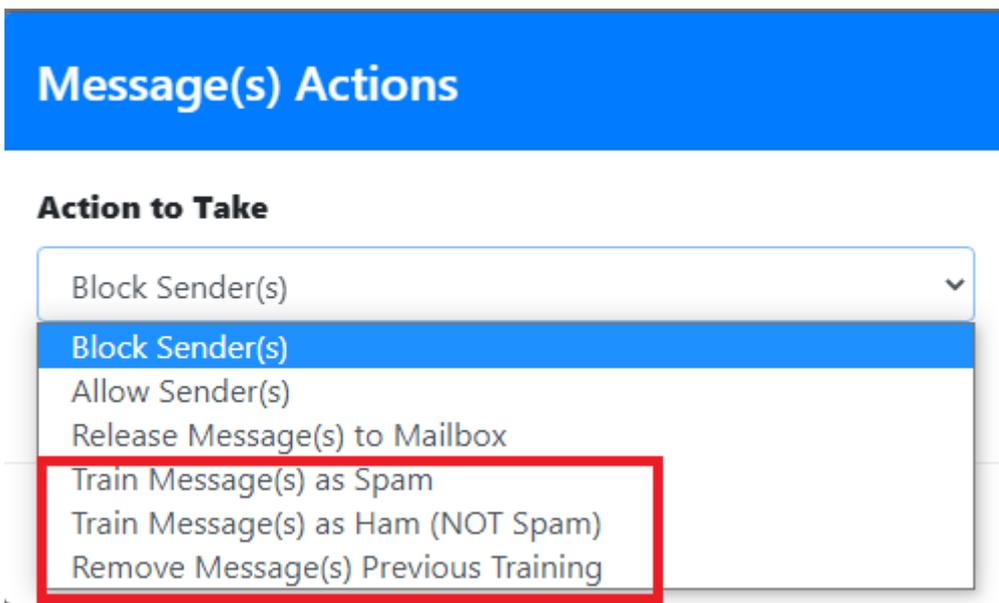
- Place a checkmark the message(s) you wish to train the Bayes Database with (**Figure 1**).

**Figure 1**

<input type="checkbox"/>	View	Archived	Date/Time	Sender IP	Return-Path	From	To	Subject	Score	Type	Action
<input checked="" type="checkbox"/>		N	2022-02-24 16:03:21	15.235.29.51				The message has been encrypted	0.00	Clean	Delivered
<input checked="" type="checkbox"/>		N	2022-02-24 16:00:23	209.85.167.54				Re: Ho...	0.75	Clean	Delivered
<input type="checkbox"/>		N	2022-02-24 15:59:37	209.85.216.66		Family Shirts <vudanhvietcdhd@gmail.com>		Re: M...	6.31	Spam Tagged	Delivered

- Click on the **Message Actions** button on the top-left and on the resultant **Message(s) Actions** window, select either **Train As Spam**, **Train as Ham** or **Remove Message(s) Previous Training** to train the Bayes database as desired in the **Action to Take** dropdown and click the **Submit** button (**Figure 2**):

**Figure 2**



## View & Download Email Messages

When viewing messages, links and other malicious content is NOT disabled. Ensure you exercise proper caution to prevent any infection on your computer.

- Click on the icon of the message you wish to view and/or download. You will be redirected to the **View Message** page (**Figure 1**):

**Figure 1**

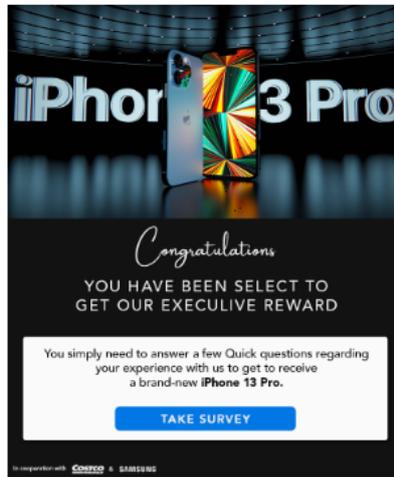


View Message

Open Immediately!\_We have a surprise for our shoppers!

2022-02-25 11:14:21 AM

From:  
Return-Path: team\_number\_93i35aGwST3UK6a@ICQ18iyhk.com  
To:  
X-Envelope-To: c  
CC:



We hope you enjoy receiving this message. However, if you'd rather not receive future emails, please opt-out [here](#)

#### Headers

```
Return-Path: <>
Delivered-To: clean-quarantine
X-Envelope-From: <>
X-Envelope-To: <dino.edwards@mydirectmail.net>
X-Envelope-To-Blocked:
X-Quarantine-ID: <CKVY_vR9KW-h>
X-Spam-Flag: YES
X-Spam-Score: 9.456
X-Spam-Level: *****
X-Spam-Status: Yes, score=9.456 tag=-999 tag2=5 kill=12 tests=[BAYES_999=0.2,
BAYES_99=3.5, DCC_CHECK=1.1, DIGEST_MULTIPLE=0.293,
DKIM_ADSP_NXDOMAIN=0.9, HTML_IMAGE_ONLY_32=0.001, HTML_MESSAGE=0.001,
MIME_HTML_ONLY=0.723, PYZOR_CHECK=1.392, RCVD_IN_BL_SPAMCOP_NET=1.347,
SPF_HELO_PASS=0.001] autospam: no complaint from:

```

- Click the  button to return to the Message History
- If your system Administrator has enabled it, click on the  button to download the message to your computer as .eml file
- Click on the  button to print the message.

Revision #10

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