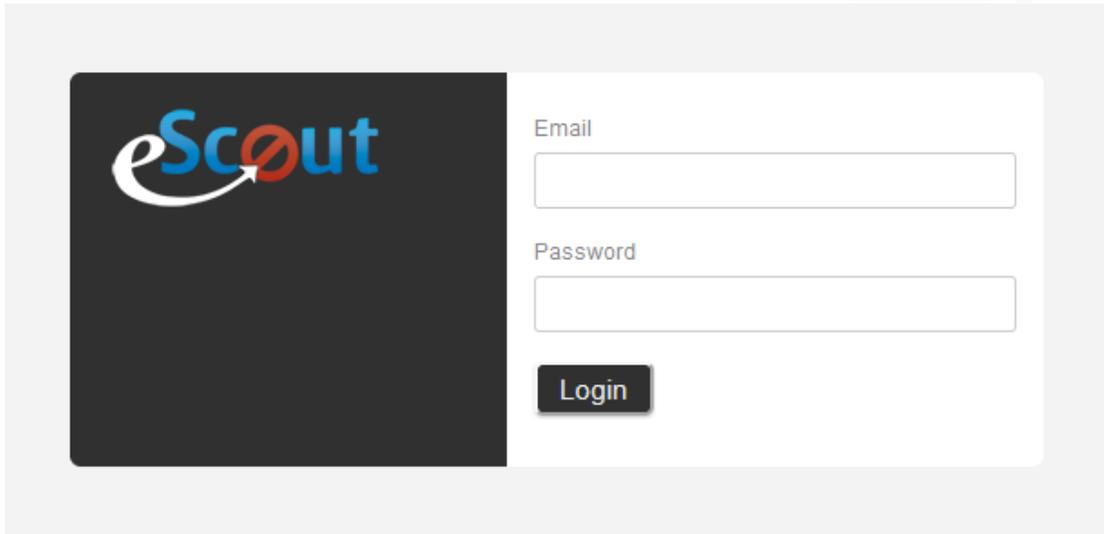


Managing eScout Spam and Virus Filtering

How do I access eScout?

To open your dedicated eScout mail quarantine:

1. Open <https://e-scout.cvctx.com> in your preferred web browser.



The image shows a screenshot of the eScout login page. On the left side, there is a black rectangular area containing the eScout logo, which consists of the word 'eScout' in a stylized font with a white arrow pointing from the 'e' to the 'o'. To the right of this is a white rectangular login form. The form has two input fields: the top one is labeled 'Email' and the bottom one is labeled 'Password'. Below these fields is a dark grey button with the word 'Login' in white text.

2. Log in with the email address and password associated with your mail account. Once logged in, the Suspected Spam section displays, showing emails that have been quarantined as possible spam.

What categories does eScout use to filter spam?

Email messages delivered to your mailbox are cached in the Delivered Messages section of eScout, while quarantined messages will be sorted into one of the following categories:

Suspected Spam, Invalid Headers, Suspicious Attachments, or Virus/Malware. At any time, you can log in and manage the quarantined messages.

Delivered Messages

This section lists all email messages that have been allowed through the filter and delivered to your Hosted Email mailbox. A higher Score represents a higher likelihood that an email message is spam.

eScout
ispntest@demo.ispn.net

Delivered Messages: 22
Suspected Spam: 21
Invalid Headers: 1
Suspicious Attachments: 2
Virus/Malware: 1

Allowed/Blocked Senders
Settings
Advanced
Logout

Unconfirmed Delivered Messages

Confirm Non-spam Report Spam Not sure - Delete Redeliver

Toggle All None Invert

	Score	Received	From	Subject
<input type="checkbox"/>	-1.0	May 13 - 06:59 AM	users-bounces@lists.fedoraproject.org	Re: F42 live hangs at boot
<input type="checkbox"/>	-0.9	Mar 27 - 04:36 PM	users-bounces@lists.fedoraproject.org	Re: RAT program for Fedora?
<input type="checkbox"/>	-0.9	Mar 27 - 04:35 PM	users-bounces@lists.fedoraproject.org	Re: RAT program for Fedora?
<input type="checkbox"/>	-1.1	Mar 27 - 03:53 PM	users-bounces@lists.fedoraproject.org	RAT program for Fedoras?
<input type="checkbox"/>	-0.9	Mar 27 - 02:48 PM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
<input type="checkbox"/>	-1.1	Mar 27 - 02:29 PM	users-bounces@lists.fedoraproject.org	Re: Re: Dongle USB
<input type="checkbox"/>	-1.1	Mar 27 - 01:20 PM	users-bounces@lists.fedoraproject.org	Re: Re: Re: Dongle USB
<input type="checkbox"/>	-0.9	Mar 27 - 12:41 PM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
<input type="checkbox"/>	-1.1	Mar 27 - 12:26 PM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
<input type="checkbox"/>	-1.1	Mar 27 - 12:17 PM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
<input type="checkbox"/>	-0.9	Mar 27 - 11:52 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
<input type="checkbox"/>	-1.1	Mar 27 - 10:57 AM	users-bounces@lists.fedoraproject.org	Re: Re: Dongle USB
<input type="checkbox"/>	-1.1	Mar 27 - 10:06 AM	users-bounces@lists.fedoraproject.org	Re: Re: Dongle USB
<input type="checkbox"/>	-1.1	Mar 27 - 10:01 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
<input type="checkbox"/>	-0.9	Mar 27 - 08:20 AM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
<input type="checkbox"/>	-1.0	Mar 27 - 07:45 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
<input type="checkbox"/>	-0.9	Mar 27 - 07:05 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
<input type="checkbox"/>	-1.1	Mar 27 - 06:16 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
<input type="checkbox"/>	-0.9	Mar 27 - 06:03 AM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
<input type="checkbox"/>	-0.9	Mar 27 - 05:46 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
<input type="checkbox"/>	-0.9	Mar 27 - 05:30 AM	users-bounces@lists.fedoraproject.org	Re: searching a directory sub-tree.
<input type="checkbox"/>	-1.6	Mar 26 - 11:38 PM	users-bounces@lists.fedoraproject.org	Re: Managing dual boot

Toggle All None Invert

Confirm Non-spam Report Spam Not sure - Delete Redeliver

Suspected Spam

The Suspected Spam section displays email messages that have been quarantined as possible spam. You can access the email messages in this view for a period of 7 days after their initial quarantine. A higher Score number represents a higher likelihood that an email message is spam.

The screenshot shows the eScout interface with the following sidebar items: Delivered Messages: 22, Suspected Spam: 21, Invalid Headers: 1, Suspicious Attachments: 2, Virus/Malware: 1, Allowed/Blocked Senders, Settings, Advanced, and Logout. The main content area is titled "Suspected Spam" and contains a table of email messages. The table has columns for Score, Received, From, and Subject. The messages are sorted by score, with the highest score (3.0) at the top. The table also includes checkboxes for each message and buttons for "Rescue Message", "Confirm Spam", "Not sure - Delete", and "Redeliver".

	Score	Received	From	Subject
<input type="checkbox"/>	3.0	May 13 - 04:42 AM	users-bounces@lists.fedoraproject.org	Audio not working after updates F42
<input type="checkbox"/>	-1.0	May 10 - 08:59 AM	users-bounces@lists.fedoraproject.org	Re: is xroach safe?
<input type="checkbox"/>	-2.5	May 10 - 01:21 AM	users-bounces@lists.fedoraproject.org	Re: sub for dump/restore?
<input type="checkbox"/>	-2.5	May 6 - 07:31 PM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.
<input type="checkbox"/>	-2.5	May 6 - 05:58 PM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.
<input type="checkbox"/>	-2.5	May 5 - 10:35 PM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.
<input type="checkbox"/>	-1.7	May 2 - 11:49 AM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.
<input type="checkbox"/>	-1.0	Apr 28 - 12:38 AM	users-bounces@lists.fedoraproject.org	Re: Curse the login screen!
<input type="checkbox"/>	-1.0	Apr 27 - 05:47 AM	users-bounces@lists.fedoraproject.org	Re: about system-resolved
<input type="checkbox"/>	-1.8	Apr 26 - 05:25 PM	users-bounces@lists.fedoraproject.org	Re: securing this workstation.
<input type="checkbox"/>	-1.0	Apr 26 - 03:54 PM	users-bounces@lists.fedoraproject.org	Re: why is a reboot needed before upgrading?
<input type="checkbox"/>	-2.2	Apr 18 - 10:47 AM	users-bounces@lists.fedoraproject.org	Re: F40 -> F42?
<input type="checkbox"/>	-1.0	Apr 16 - 05:25 PM	users-bounces@lists.fedoraproject.org	Re: The answer is here: Fedora Linux 42!
<input type="checkbox"/>	-1.0	Apr 15 - 03:36 PM	users-bounces@lists.fedoraproject.org	Re: Fedora 42 Desktop Options: XFCE is not offered
<input type="checkbox"/>	-1.1	Apr 13 - 05:47 PM	users-bounces@lists.fedoraproject.org	Re: thunderbird/browser problem
<input type="checkbox"/>	0.7	Apr 12 - 07:20 PM	users-bounces@lists.fedoraproject.org	Re: unable to get Fedora login screen.
<input type="checkbox"/>	-1.8	Apr 11 - 07:47 PM	users-bounces@lists.fedoraproject.org	Re: unable to get Fedora login screen.
<input type="checkbox"/>	-1.0	Apr 11 - 10:24 AM	users-bounces@lists.fedoraproject.org	Re: code diagonalize
<input type="checkbox"/>	-1.7	Apr 10 - 08:00 PM	users-bounces@lists.fedoraproject.org	Re: unable to get Fedora login screen.
<input type="checkbox"/>	-1.0	Apr 2 - 07:37 PM	users-bounces@lists.fedoraproject.org	Re: Access the serial console on Fedora
<input type="checkbox"/>	-1.0	Mar 31 - 07:32 AM	users-bounces@lists.fedoraproject.org	Re: problems adding a new printer to HP Device ...

Invalid Headers

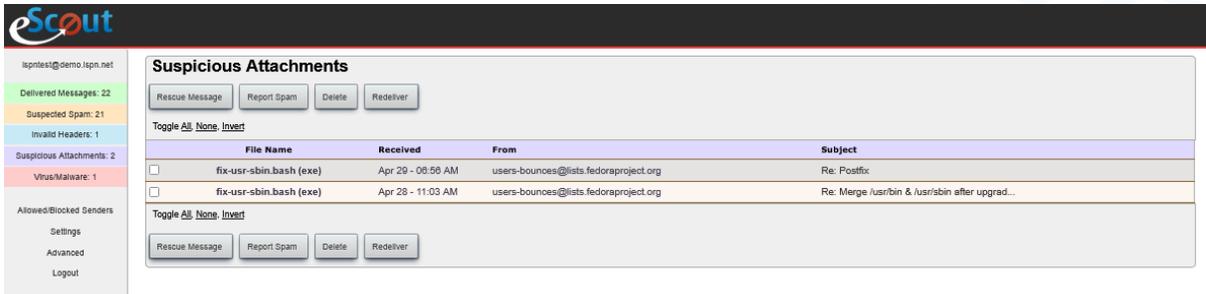
Email messages here have been quarantined for containing invalid, corrupted or malformed headers – a common trait of Spam/Junk mail and other types of suspicious email messages.

The screenshot shows the eScout interface with the following sidebar items: Delivered Messages: 22, Suspected Spam: 21, Invalid Headers: 1, Suspicious Attachments: 2, Virus/Malware: 1, Allowed/Blocked Senders, Settings, Advanced, and Logout. The main content area is titled "Invalid Mail Headers" and contains a table of email messages. The table has columns for Score, Received, From, and Subject. There is one message with a score of -1.7. The table also includes checkboxes for each message and buttons for "Rescue Message", "Report Spam", "Not sure - Delete", and "Redeliver".

	Score	Received	From	Subject
<input type="checkbox"/>	-1.7	May 2 - 05:58 PM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.

Suspicious Attachments

Email messages listed here have suspicious or potentially harmful file attachments. Attachments that are generally quarantined contain executable files, system files, or other file types known to generate unwanted behavior.

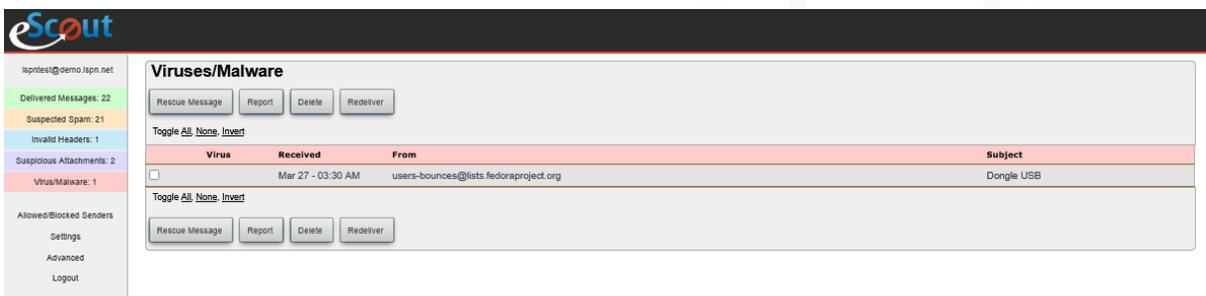


The screenshot shows the eScout interface for 'Suspicious Attachments'. On the left is a navigation menu with the following items: 'ispntest@demo.ispn.net', 'Delivered Messages: 22', 'Suspected Spam: 21', 'Invalid Headers: 1', 'Suspicious Attachments: 2', 'Virus/Malware: 1', 'Allowed/Blocked Senders', 'Settings', 'Advanced', and 'Logout'. The main content area is titled 'Suspicious Attachments' and contains a table with columns: File Name, Received, From, and Subject. There are two rows of data, both with checkboxes in the first column. Below the table are 'Toggle All', 'None', and 'Invert' options, and buttons for 'Rescue Message', 'Report Spam', 'Delete', and 'Redeliver'.

	File Name	Received	From	Subject
<input type="checkbox"/>	fix-usr-sbin.bash (exe)	Apr 29 - 08:56 AM	users-bounces@lists.fedoraproject.org	Re: Postfix
<input type="checkbox"/>	fix-usr-sbin.bash (exe)	Apr 28 - 11:03 AM	users-bounces@lists.fedoraproject.org	Re: Merge /usr/bin & /usr/sbin after upgrad...

Virus/Malware

Any email messages here match known virus or malware signatures. Attempts to Rescue any email messages here will fail as they cannot be released from the quarantine.



The screenshot shows the eScout interface for 'Viruses/Malware'. The navigation menu on the left is identical to the previous screenshot. The main content area is titled 'Viruses/Malware' and contains a table with columns: Virus, Received, From, and Subject. There is one row of data with a checkbox in the first column. Below the table are 'Toggle All', 'None', and 'Invert' options, and buttons for 'Rescue Message', 'Report', 'Delete', and 'Redeliver'.

	Virus	Received	From	Subject
<input type="checkbox"/>		Mar 27 - 03:30 AM	users-bounces@lists.fedoraproject.org	Dongle USB

How do I manage my spam messages?

eScout is a learning filter that improves its accuracy over time, and one way to help train it is by confirming known good email messages, known spam or virus messages, and rescuing email messages that have been quarantined incorrectly.

The Suspected Spam section displays emails that have been quarantined as possible spam. You can access the emails in this view for a period of 7 days after their initial quarantine. A higher Score number represents a higher likelihood that a message is spam.

Score	Received	From	Subject
3.0	May 13 - 04:42 AM	users-bounces@lists.fedoraproject.org	Audio not working after updates F42
-1.0	May 10 - 08:59 AM	users-bounces@lists.fedoraproject.org	Re: is xroach safe?
-2.5	May 10 - 01:21 AM	users-bounces@lists.fedoraproject.org	Re: sub for dump/restore?
-2.5	May 6 - 07:31 PM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.
-2.5	May 6 - 05:58 PM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.
-2.5	May 5 - 10:35 PM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.
-1.7	May 2 - 11:49 AM	users-bounces@lists.fedoraproject.org	Re: recovering back-up.
-1.0	Apr 28 - 12:38 AM	users-bounces@lists.fedoraproject.org	Re: Curse the login screen!
-1.0	Apr 27 - 05:47 AM	users-bounces@lists.fedoraproject.org	Re: about systemd-resolved
-1.8	Apr 28 - 05:25 PM	users-bounces@lists.fedoraproject.org	Re: securing this workstation.
-1.0	Apr 28 - 03:54 PM	users-bounces@lists.fedoraproject.org	Re: why is a reboot needed before upgrading?
-2.2	Apr 18 - 10:47 AM	users-bounces@lists.fedoraproject.org	Re: F40 -> F42?
-1.0	Apr 18 - 05:25 PM	users-bounces@lists.fedoraproject.org	Re: The answer is here: Fedora Linux 42!
-1.0	Apr 15 - 03:38 PM	users-bounces@lists.fedoraproject.org	Re: Fedora 42 Desktop Options: Xfce is not offered
-1.1	Apr 13 - 05:47 PM	users-bounces@lists.fedoraproject.org	Re: thunderbird/browser problem
0.7	Apr 12 - 07:20 PM	users-bounces@lists.fedoraproject.org	Re: unable to get Fedora login screen.
-1.8	Apr 11 - 07:47 PM	users-bounces@lists.fedoraproject.org	Re: unable to get Fedora login screen.
-1.0	Apr 11 - 10:24 AM	users-bounces@lists.fedoraproject.org	Re: code diagnostize
-1.7	Apr 10 - 08:00 PM	users-bounces@lists.fedoraproject.org	Re: unable to get Fedora login screen.
-1.0	Apr 2 - 07:37 PM	users-bounces@lists.fedoraproject.org	Re: Access the serial console on Fedora
-1.0	Mar 31 - 07:32 AM	users-bounces@lists.fedoraproject.org	Re: problems adding a new printer to HP Device ...

To manage emails in the **Suspected Spam** section:

1. Log in to eScout and ensure **Suspected Spam** is displayed. If not, on the left pane, select **Suspected Spam**.
2. Use one of the following options to select the emails you want to manage.
 - Select one or more individual checkboxes.
 - To select all checkboxes, select the **All** option.
 - To deselect all checkboxes, select the **None** option.
 - To change any selected checkboxes to unselected and any unselected checkboxes to selected, select the **Invert** option.
3. Complete one of the following actions to manage the selected emails.
 - **Rescue Message:** Immediately delivers the message to your inbox and removes it from the spam quarantine, and informs eScout that the message is legitimate.
 - **Confirm Spam:** Immediately and permanently deletes the message and confirms to eScout that the message is spam/junk mail.
 - **Not sure - Delete:** Deletes the message permanently.
 - **Redeliver:** Immediately delivers a copy of the message to your inbox but does not remove it from the spam quarantine or provide any confirmation to train the filter.

Note: These same four options are available for the Invalid Headers and Suspicious Attachments sections, which you can also select on the left pane. Messages with Virus/Malware content cannot be moved out of quarantine.

How do I manage Unconfirmed Delivered Messages?

The Unconfirmed Delivered Messages section displays all messages you received in your inbox in the last 7 days. Here, you can report spam that eScout may have missed or recover any mistakenly deleted or lost messages from the past week.

Score	Received	From	Subject
-1.0	May 13 - 06:59 AM	users-bounces@lists.fedoraproject.org	Re: F42 live hangs at boot
-0.9	Mar 27 - 04:36 PM	users-bounces@lists.fedoraproject.org	Re: RAT program for Fedora?
-0.9	Mar 27 - 04:35 PM	users-bounces@lists.fedoraproject.org	Re: RAT program for Fedora?
-1.1	Mar 27 - 03:53 PM	users-bounces@lists.fedoraproject.org	RAT program for Fedora?
-0.9	Mar 27 - 02:48 PM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
-1.1	Mar 27 - 02:29 PM	users-bounces@lists.fedoraproject.org	Re: Re: Dongle USB
-1.1	Mar 27 - 01:20 PM	users-bounces@lists.fedoraproject.org	Re: Re: Dongle USB
-0.9	Mar 27 - 12:41 PM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
-1.1	Mar 27 - 12:26 PM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
-1.1	Mar 27 - 12:17 PM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
-0.9	Mar 27 - 11:52 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
-1.1	Mar 27 - 10:57 AM	users-bounces@lists.fedoraproject.org	Re: Re: Dongle USB
-1.1	Mar 27 - 10:06 AM	users-bounces@lists.fedoraproject.org	Re: Re: Dongle USB
-1.1	Mar 27 - 10:01 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
-0.9	Mar 27 - 08:20 AM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
-1.0	Mar 27 - 07:45 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
-0.9	Mar 27 - 07:05 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
-1.1	Mar 27 - 06:16 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
-0.9	Mar 27 - 06:03 AM	users-bounces@lists.fedoraproject.org	Re: SOLVED - Re: follow-up: searching a directo...
-0.9	Mar 27 - 05:46 AM	users-bounces@lists.fedoraproject.org	Re: Dongle USB
-0.9	Mar 27 - 05:30 AM	users-bounces@lists.fedoraproject.org	Re: searching a directory sub-tree.
-1.6	Mar 26 - 11:38 PM	users-bounces@lists.fedoraproject.org	Re: Managing dual boot

To manage emails in the **Delivered Messages** section:

1. Log in to eScout and, on the left pane, select **Delivered Messages**.
2. Use one of the following options to select the emails you want to manage
 - Select one or more individual checkboxes
 - To select all checkboxes, select the **All** option.
 - To deselect all checkboxes, select the **None** option
 - To change any selected checkboxes to unselected and any unselected checkboxes to selected, select the **Invert** option.
3. Complete one of the following actions to manage the selected emails.
 - **Confirm Non-spam:** Confirms the message as legitimate to eScout and removes it from this list.
 - **Report Spam:** Immediately and permanently deletes the message and confirms to eScout that the message is spam/junk mail.
 - **Not sure - Delete:** Deletes the message permanently from eScout without learning that the message is spam or non-spam.
 - **Redeliver:** Immediately redelivers a copy of the message to your inbox but does not remove it from the list or provide any confirmation to train the filter.

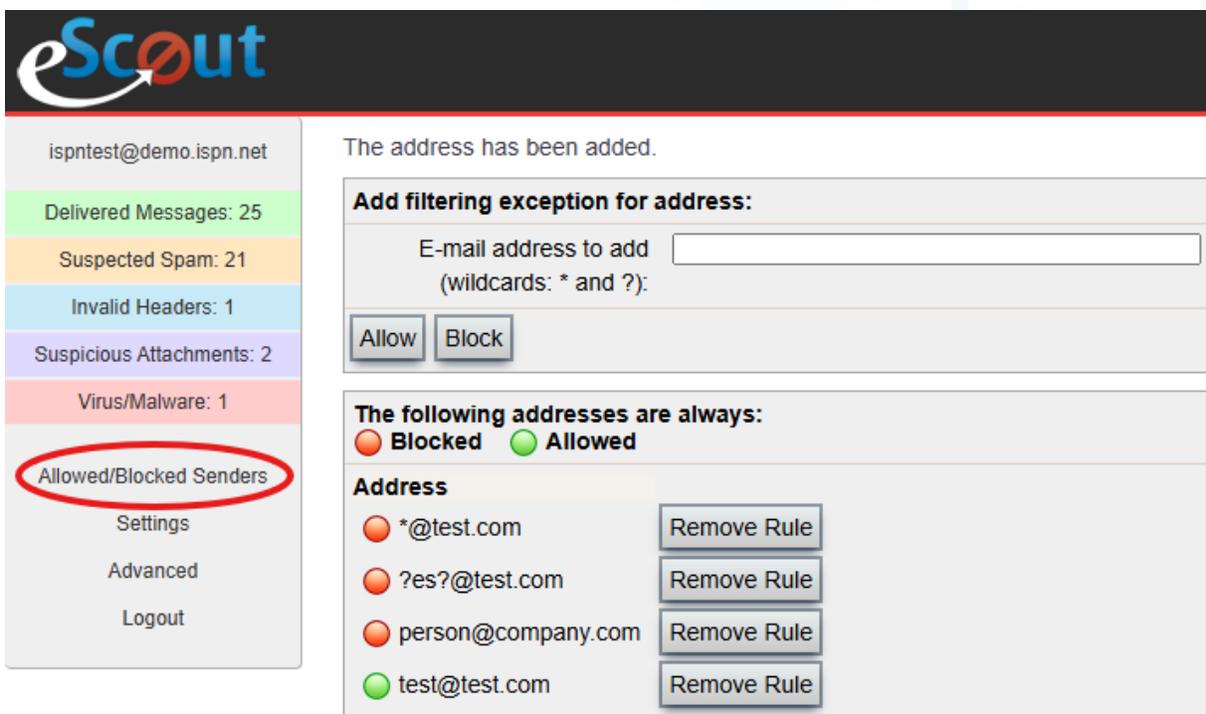
How do I allow and block senders?

If eScout is repeatedly and mistakenly quarantining messages from known domains or senders, you can add them to your Allowed Senders list to ensure that all messages are promptly delivered to your Inbox, regardless of its spam score. You can add complete email addresses, or partial matches, such as “@domain.com.”

Alternately, if you receive spam in your inbox from known domains or senders, you can add them to your Blocked Senders list to ensure that no messages from these sources are delivered to your inbox.

To add an allowed or blocked sender or domain to eScout’s filtering:

1. Log in to eScout and, on the left pane, select **Allowed/Blocked Senders**.



The screenshot displays the eScout web interface. On the left, a navigation menu includes 'Allowed/Blocked Senders' (highlighted with a red circle), 'Settings', 'Advanced', and 'Logout'. The main content area shows a confirmation message: 'The address has been added.' Below this is a form titled 'Add filtering exception for address:' with an input field for 'E-mail address to add (wildcards: * and ?)' and 'Allow' and 'Block' buttons. A section titled 'The following addresses are always:' shows a legend for 'Blocked' (red circle) and 'Allowed' (green circle). A list of addresses follows, each with a 'Remove Rule' button: '*@test.com' (Blocked), '?es?@test.com' (Blocked), 'person@company.com' (Blocked), and 'test@test.com' (Allowed).

2. For **Add filtering exception for address**, enter all or part of the domain or sender you want eScout to filter.

You can add complete email addresses or partial matches, such as “@yourdomain.com”. Refer to the example image above.

You can also include one of the following wildcard characters to broaden your filtering:

- ? = single character wildcard
- * = multiple character wildcard

3. Complete one of the following actions:

- To ensure that eScout always delivers messages from this sender, select **Allow**.
- To ensure that eScout never delivers messages from this sender, select **Block**.

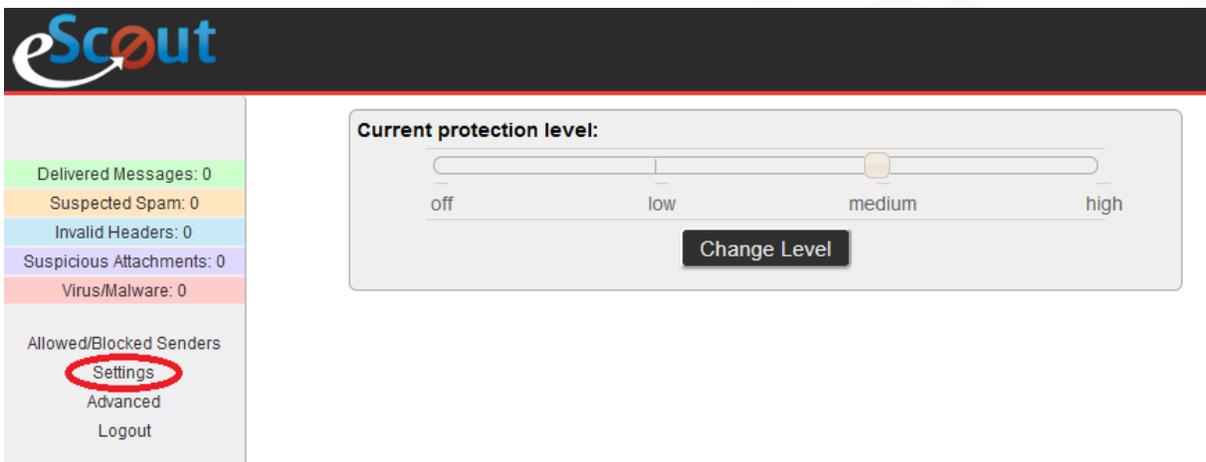
How do I change my protection level?

By default, eScout's filtering strength is set to a moderate level. However, you can adjust the spam protection level slider bar to your suit your preferences.

For the safety of your data and identifying information, we do not recommend setting this slider bar to **Off**.

To edit your current protection level:

1. Log in to eScout, on the left pane, select **Settings**.



2. For **Current protection level**, click and drag the bar to the desired setting and then click the **Change Level** button when done.