

FAQ 3: Black-list the sender e-mail address (case: Outlook running on Citrix)

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Our Mail on Demand solution includes a standard Anti-Spam engine to protect you from incoming SPAM messages. The Anti-Spam engine is a standard 'as-is' service filtering incoming mails against several conditions such as : Denied IP addresses, SPF records, sender reputations, antivirus....

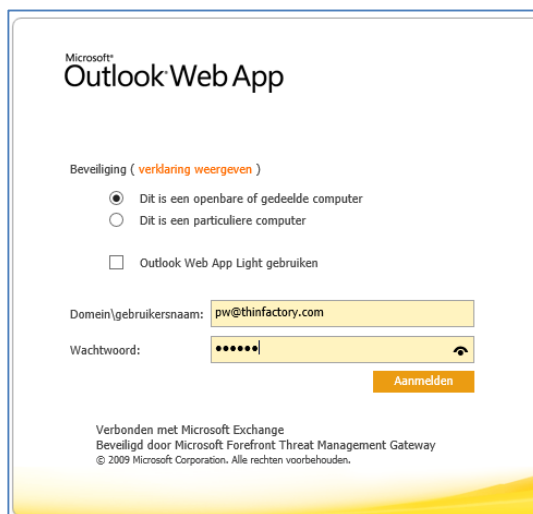
The Standard Anti-Spam Service cannot be adapted to the preferences of each individual Customer.

Black-list the sender e-mail address.

Via the webmail:

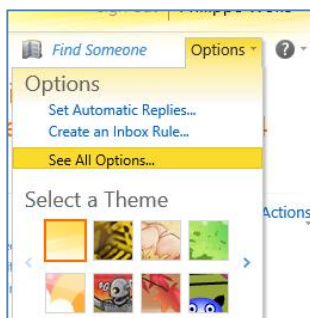
With your web browser go to <http://mail.cloudplaza.eu>

- Use your credentials to logon

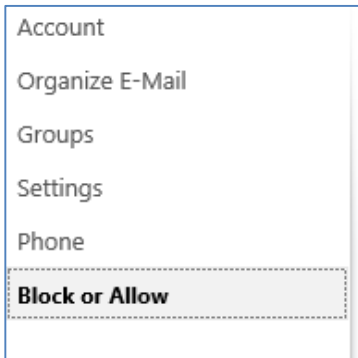


The screenshot shows the Microsoft Outlook Web App login interface. At the top, it says "Microsoft Outlook Web App". Below that, there is a security notice: "Beveiliging (verklaring weergeven)". There are three radio buttons: "Dit is een openbare of gedeelde computer" (selected), "Dit is een particuliere computer", and "Outlook Web App Light gebruiken". Below the radio buttons are two input fields: "Domein/gebruikersnaam:" with the value "pw@thinfactory.com" and "Wachtwoord:" with masked characters. An "Aanmelden" button is located to the right of the password field. At the bottom, there is a footer: "Verbonden met Microsoft Exchange. Beveiligd door Microsoft Forefront Threat Management Gateway. © 2009 Microsoft Corporation. Alle rechten voorbehouden."

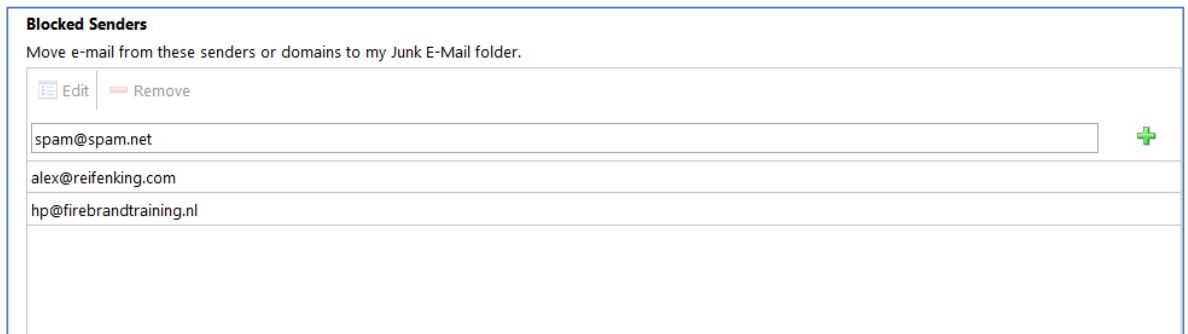
- In the upper-right corner, select option / see all options



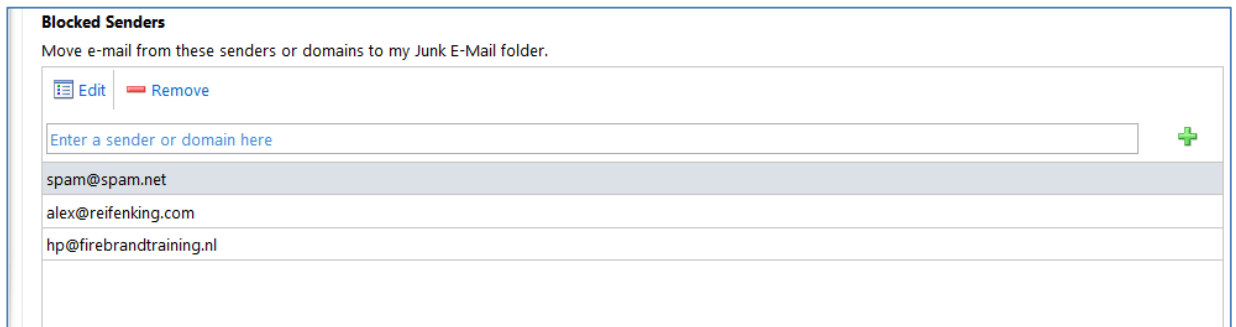
- Select Block or allow.



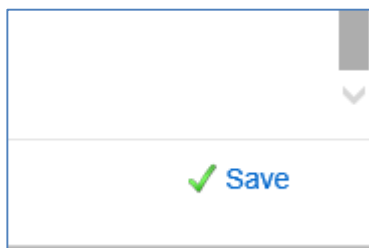
- add the originator email address you want to block




- Click on the “+” sign to add a blocked sender email address.



- click save to save your change



This configuration will be applied on the frond-end servers within 30 min.
Wait 30 min before testing your change.



Note: The Cloudplaza anti-spam engine contains several filters which check incoming mails against several conditions:

Denied IP addresses, SPF records, sender reputations, antivirus.... The mail content's check is only 1 of those checks. Putting an email address in the safe sender list only bypasses the content filtering. The other checks will be applied & can reject the incoming mail.