



Spam and Virus Reports

Help Documentation

Spam and Virus Reports

Incoming Spam

This report tells you the number of spam messages which were received at different tolerance levels for all users of a domain (at the domain admin level) or all domains on your server (at the system admin level). Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Rank - The order in which users or domains are listed within the report.
- Domain - For system admins, the specific domain on the server.
- User - For domain admins, the specific user on the domain.
- Account Type - For domain admins, the type of account the email address is associated with (user, domain administrator, or system administrator).
- Low Spam Messages - The total number of messages received with a low spam tolerance level.
- Medium Spam Messages - The total number of messages received with a medium spam tolerance level.
- High Spam Messages - The total number of messages received with a high spam tolerance level.
- Total Spam Messages - The total number of messages received with any spam tolerance level assigned to it.

Outgoing Spam

This report tells you the number of outgoing messages that were blocked due to spam for all users of a domain (at the domain admin level) or all domains on your server (at the system admin level). Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Rank - The order in which users or domains are listed within the report.
- Domain - For system admins, the specific domain on a server.
- User - For domain admin, the specific user on the domain.
- Account Type - For domain admins, the type of account the email address is associated with

(user, domain administrator, or system administrator).

- Blocked Messages - The total number of messages that were sent and blocked as spam.

Greylisting

This report tells you the number of connections which were allowed and delayed due to greylisting for all users of a domain (at the domain admin level) or all domains on your server (at the system admin level). Clicking on individual domains, or individual users, will display a more detailed view of each.

Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Rank - The order in which users or domains are listed within the report.
- Domain - For system admins, the specific domain on the server.
- User - For domain admins, the specific user on the domain.
- Account Type - For domain admins, the type of account the email address is associated with (user, domain administrator, or system administrator).
- Allowed Connections - The total number of messages that passed greylisting and were delivered to the mailbox.
- Delayed Connections - The total number of messages that were delayed due to greylisting.
- Total Connections - The total number of connections made to a particular server (i.e., SMTP, POP, IMAP, etc.)

Viruses

This report tells you the number of viruses which were received through email for a specific domain (at the domain admin level) or all domains on your server (at the system admin level). Note: Not all reports are available for users and/or domains. Consult your system or domain administrator for report availability.

The following report items are available:

- Day - The day of the week covered by the report.
- Viruses - The total number of viruses detected from incoming mail.