

Navajo Nation

Icebox - Sendio SPAM Filter

Sendio Icebox

The Navajo Department of Information Technology (DIT) installed and implemented a SPAM filter in 2008 to capture unwanted mail before it gets to your email inbox.

This SPAM filter called Sendio Icebox is very efficient at catching unwanted email. However, it can capture mail that you do want and should be check periodically.

How does it work?

- Virus Check
- Silverlisting
- Whitelisting
- Sender Address Verification (SAV).

Virus Check

- Traditional signature-based scanning for “known” viruses.
- Zero-hour scan that helps identify outbreaks of previously unknown viruses.

Silverlisting

- Validates a remote email server by deferring the original message and waiting for a resend-the-request from the remote server. Most spam-sending systems will not resend the request and will simply move on to send the next spam message.
- Once the sending e-mail server resends it will not be checked again for 30 days.

Whitelists

- A whitelist is a list of trusted senders that need not be checked. Whitelists can be manually added to Personal and System whitelists.
- You can also import contacts from your email program (i.e. Microsoft Outlook) to specify a list of “trusted” senders that need not be verified.

Sender Address Verification

When a new contact sends email the message is held in the user's pending queue and a Sender Address Verification (SAV) email is sent to the new contact sender. This step ensures the sender is a real person and not a machine that is generating spam. When the sender replies to the SAV (REPLY and SEND) it is received by Sendio and:

- The original message is immediately delivered to the inbox.
- The sender's email address is automatically added to your personal whitelist (Contacts). All future messages are immediately delivered.

Checking the Icebox

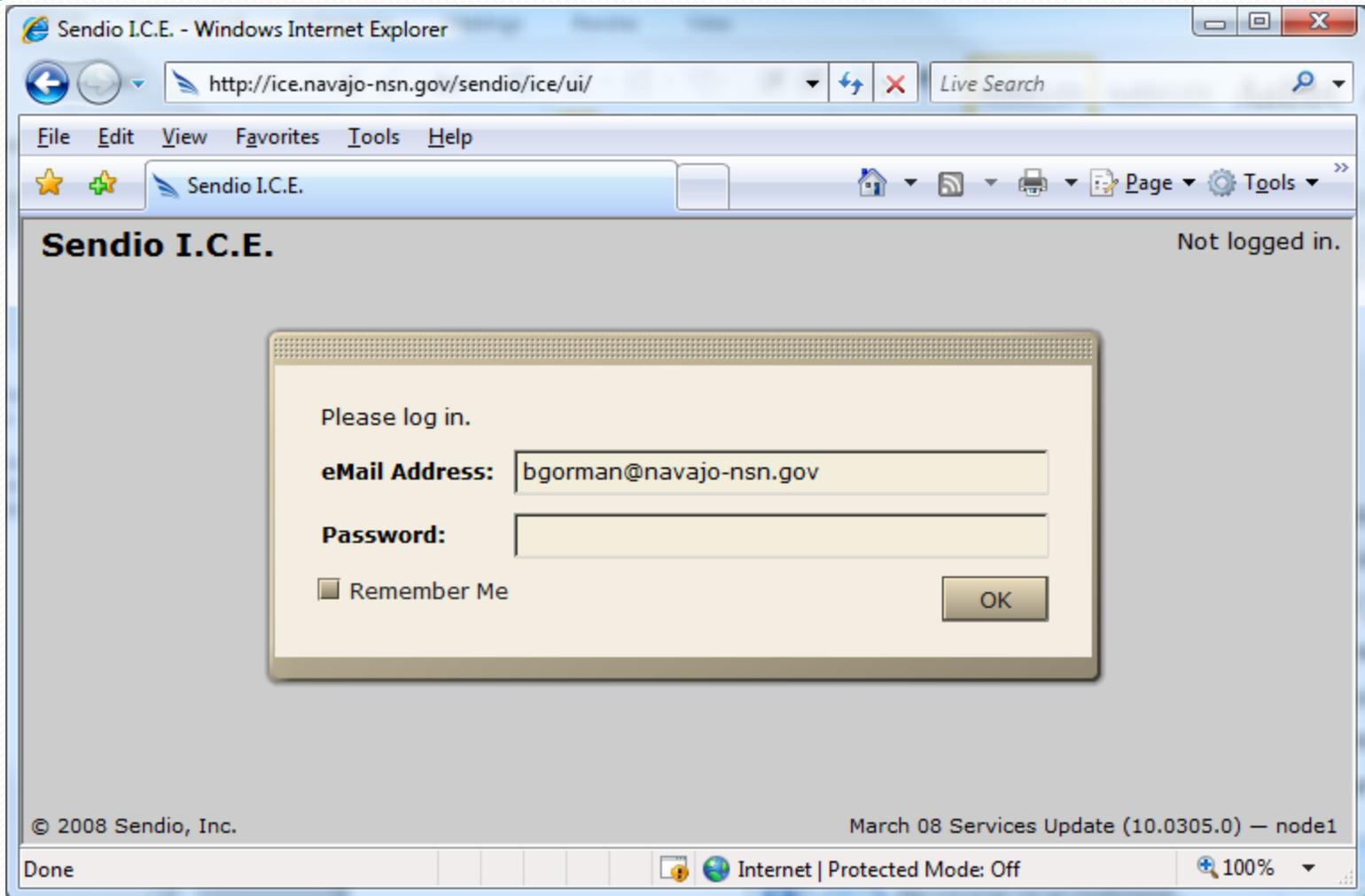
You should check the Sendio Icebox at least once per day to check your pending queue when you first get a navajo-nsn.gov account. You can check the pending queue less frequently as Sendio learns you contacts.

If you are expecting an email from someone outside of navajo-nsn.gov for the first time check the Sendio pending queue for that message or add the contact to your whitelist.

Accessing Sendio Icebox

It is important to check the email that is pending delivery (pending queue) on the Sendio Icebox. To do this you must log onto your account using an internet browser. In the web URL address field, type in <http://ice.navajo-nsn.gov> and press enter.

You can access Sendio from outside navajo-nsn.gov by using the web URL shown above.



You will see a logon window. Type in your navajo-nsn.gov email address and password and click OK.

Sendio I.C.E. - Windows Internet Explorer

http://ice.navajo-nsn.gov/sendio/ice/ui/

File Edit View Favorites Tools Help

Sendio I.C.E.

Sendio I.C.E. Logged in as Benneke Gorman

User

- Messages
- Contacts
- Account Info
- Logout

Admin

Inbound Messages Outbound Messages

Refresh View... Actions... Messages 1 to 50 of 125 (found)

		Sender Name	Sender Addr	Subject	Date	Size
1	<input type="checkbox"/>	Iron Mountain	donotreply@ironmo	CORRECTION: Webinar w/Randy	11/10/10 1:37 PM	24 KB
2	<input type="checkbox"/>	Enterprise Connect	enterpriseconnect@	We've Got SIP Trunking Covered	11/10/10 12:00 PM	29 KB
3	<input type="checkbox"/>	IDG Connect	IDGConnect@idgcor	Improve Network Management w	11/10/10 11:07 AM	13 KB
4	<input type="checkbox"/>	Dell and Microsoft	dell@ec.ubm.com	November 23rd Invitation for THE	11/10/10 10:51 AM	9 KB
5	<input type="checkbox"/>	Notification Services	notifications@metas	Regular message received	11/10/10 10:24 AM	1 KB
6	<input type="checkbox"/>	TechRepublic News	newsletters@techre	Prevent Security Threats in The V	11/10/10 9:48 AM	10 KB
7	<input type="checkbox"/>	TechRepublic News	newsletters@techre	MacBook Air 11-inch: The Merced	11/10/10 9:42 AM	37 KB
8	<input type="checkbox"/>	TechRepublic Daily E	newsletters@techre	[TechRepublic] 10 applications yo	11/10/10 9:11 AM	27 KB
9	<input type="checkbox"/>	Mike Mansbach, Citr	mmansbach@citrixo	How to Create a Winning Formul	11/10/10 9:11 AM	16 KB
10	<input type="checkbox"/>	Network Administrat	newsletters@techre	[TechRepublic] Bandwidth allocat	11/10/10 8:59 AM	30 KB
11	<input type="checkbox"/>	SearchExchange.cor	DataCenterVirtualiz	Hosted email service simplifies ar	11/10/10 8:46 AM	10 KB
12	<input type="checkbox"/>	Marriott	Marriott@marriott-e	Plan your next getaway with gre	11/10/10 12:07 AM	53 KB
13	<input type="checkbox"/>	HP Support	HPSupport_AMS@m	Your recent HP support experien	11/9/10 10:13 PM	4 KB
14	<input type="checkbox"/>	Notification Services	notifications@metas	Regular message received	11/9/10 4:05 PM	1 KB
15	<input type="checkbox"/>	Iron Mountain	donotreply@ironmo	Gain a Competitive Edge. Don't M	11/9/10 1:42 PM	18 KB
16	<input type="checkbox"/>	Intelligent Energy P	IEP@pbinews.com c	Whence 'Negawatt?'	11/9/10 12:00 PM	41 KB
17	<input type="checkbox"/>	Notification Services	notifications@metas	Regular message received	11/9/10 11:07 AM	1 KB
18	<input type="checkbox"/>	Notification Services	notifications@metas	Regular message received	11/9/10 8:36 AM	1 KB

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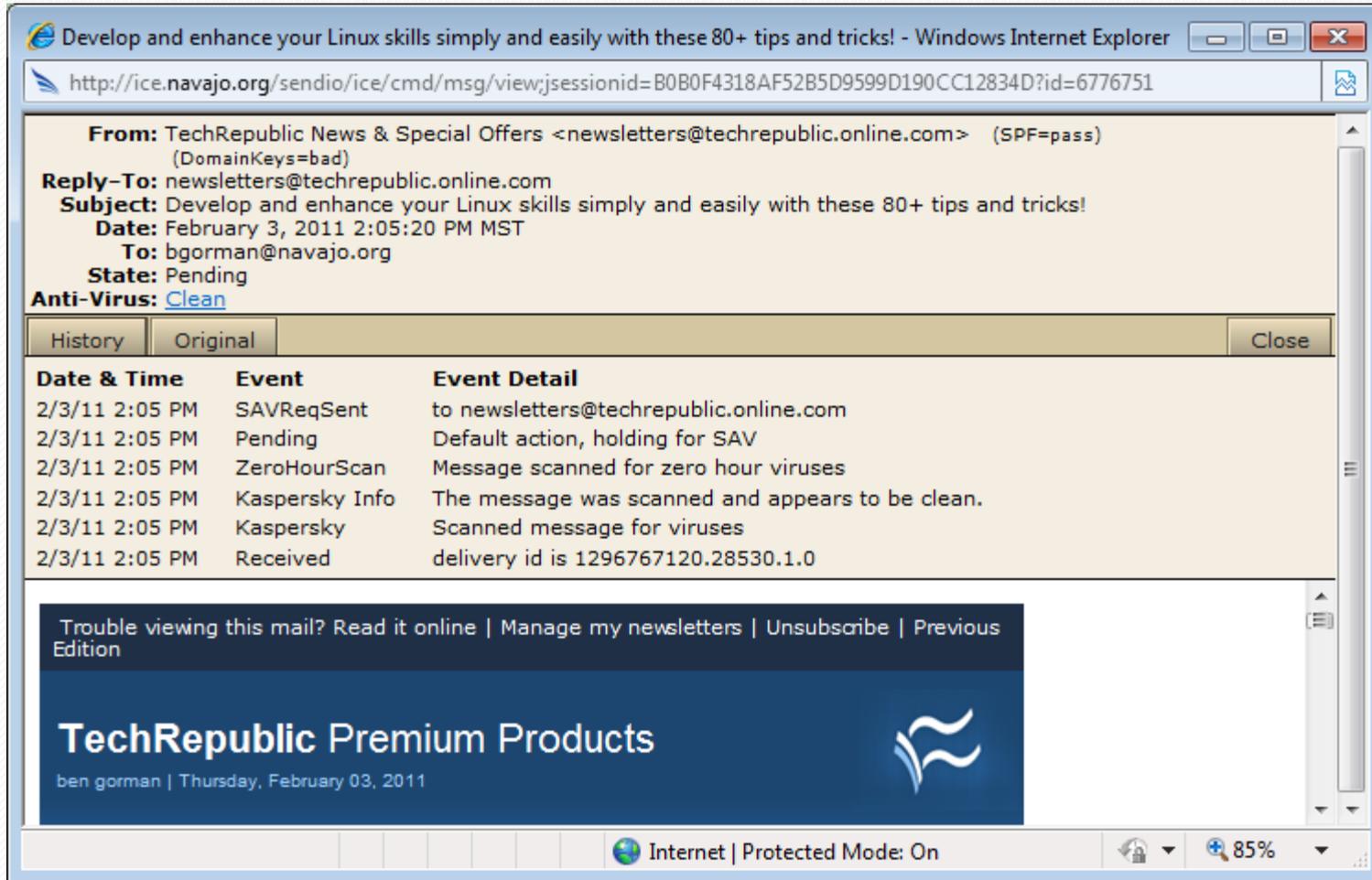
Done Internet | Protected Mode: Off 100%

The first window you see is the pending queue that contains a listing of your email that needs to be acted upon. In the screen shot above there are several pending messages.

Message Controls

- Inbound tab shows messages that someone has sent to you.
- Outbound tab shows messages that have been sent by you.
- Refresh button– allows user to refresh the screen.
- View button–makes the message queue easier to manage.
- Action Button –performs actions on messages in the pending queue.

Open a Message



The screenshot shows a Windows Internet Explorer browser window displaying an email message. The address bar shows the URL: <http://ice.navajo.org/sendio/ice/cmd/msg/view;jsessionid=B0B0F4318AF52B5D9599D190CC12834D?id=6776751>. The email header information is as follows:

From: TechRepublic News & Special Offers <newsletters@techrepublic.online.com> (SPF=pass)
(DomainKeys=bad)
Reply-To: newsletters@techrepublic.online.com
Subject: Develop and enhance your Linux skills simply and easily with these 80+ tips and tricks!
Date: February 3, 2011 2:05:20 PM MST
To: bgorman@navajo.org
State: Pending
Anti-Virus: [Clean](#)

Below the header is a table showing the message's history:

Date & Time	Event	Event Detail
2/3/11 2:05 PM	SAVReqSent	to newsletters@techrepublic.online.com
2/3/11 2:05 PM	Pending	Default action, holding for SAV
2/3/11 2:05 PM	ZeroHourScan	Message scanned for zero hour viruses
2/3/11 2:05 PM	Kaspersky Info	The message was scanned and appears to be clean.
2/3/11 2:05 PM	Kaspersky	Scanned message for viruses
2/3/11 2:05 PM	Received	delivery id is 1296767120.28530.1.0

At the bottom of the email content, there is a dark blue banner with the text: "Trouble viewing this mail? Read it online | Manage my newsletters | Unsubscribe | Previous Edition". Below this is the "TechRepublic Premium Products" logo and the text "ben gorman | Thursday, February 03, 2011". The browser's status bar at the bottom shows "Internet | Protected Mode: On" and a zoom level of "85%".

- Double click on a message to see its contents and check its history.

Sendio I.C.E. - Windows Internet Explorer

http://ice.navajo-nsn.gov/sendio/ice/ui/

File Edit View Favorites Tools Help

Sendio I.C.E.

Sendio I.C.E. Logged in as Benneke Gorman

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Contacts

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Inbound Messages Outbound Messages

Refresh View... Actions...

Messages 1 to 50 of 125 (found)

		Sender Name	Sender Addr	Subject	Date	Size
1	<input checked="" type="checkbox"/>	Iron Mountain	donotreply@ironmoi	CORRECTION: Webinar w/Randy	11/10/10 1:37 PM	24 KB
2	<input checked="" type="checkbox"/>	Enterprise Connect	enterpriseconnect@	We've Got SIP Trunking Covered	11/10/10 12:00 PM	29 KB
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4	<input type="checkbox"/>	Dell and Microsoft	dell@ec.ubm.com	November 23rd Invitation for THE	11/10/10 10:51 AM	9 KB
5	<input type="checkbox"/>	Notification Services	notifications@metas	Regular message received	11/10/10 10:24 AM	1 KB
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11	<input type="checkbox"/>	SearchExchange.cor	DataCenterVirtualiz	Hosted email service simplifies ar	11/10/10 8:46 AM	10 KB
12	<input type="checkbox"/>	Marriott	Marriott@marriott-e	Plan your next getaway with gre	11/10/10 12:07 AM	53 KB
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Done Internet | Protected Mode: Off 100%

To act upon a message click its checkbox. You may check more than one checkbox to perform the same action on each one.

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Messages 1 to 50 of 125 (found)

				Date	Size
1	<input checked="" type="checkbox"/>	Accept Messages	Ctrl+Shift+A		
2	<input checked="" type="checkbox"/>	Add Message Senders to Accept List	Ctrl+Shift+S		
3	<input checked="" type="checkbox"/>	Drop Messages	Ctrl+Shift+D		
4	<input type="checkbox"/>	Delete Messages	Ctrl+Shift+F		
4	<input type="checkbox"/>	Dell and Microsoft	dell@ec.ubm.com	November 23rd Invitation for THE	11/10/10 10:51 AM 9 KB
5	<input type="checkbox"/>	Notification Services	notifications@metas	Regular message received	11/10/10 10:24 AM 1 KB
6	<input type="checkbox"/>	TechRepublic News	newsletters@techre	Prevent Security Threats in The V	11/10/10 9:48 AM 10 KB
7	<input type="checkbox"/>	TechRepublic News	newsletters@techre	MacBook Air 11-inch: The Merced	11/10/10 9:42 AM 37 KB
8	<input type="checkbox"/>	TechRepublic Daily C	newsletters@techre	[TechRepublic] 10 applications yo	11/10/10 9:11 AM 27 KB
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12	<input type="checkbox"/>	Marriott	Marriott@marriott-e	Plan your next getaway with gre	11/10/10 12:07 AM 53 KB
13	<input type="checkbox"/>	HP Support	HPSupport_AMS@nv	Your recent HP support experien	11/9/10 10:13 PM 4 KB
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Click on the Actions button to see the options that are available. There are four options that you can choose.

Accept Messages

If you wish to receive the selected message(s), choose this option and the message(s) will be delivered to the top of your inbox. The history of this message(s) will now indicate that it was released by user request. This option will not add the sender to your trusted contacts whitelist.

Add Message Senders to Accept List

If you wish to accept the message(s) into your email inbox and accept the sender as an acceptable sender then choose the second option “Add Message Senders to Accept List.” Next, click OK on the confirmation box to accept the message(s) into your email inbox. Then click OK again to the box that confirms that the action was done. The released messages will be put at the top of your inbox. Sendio will always accept messages from these senders from this point forward.

Drop Messages

Selecting Drop Messages removes the selected message(s) from the Pending Queue, but they are still viewable via the Messages > Inbound Messages > View... Dropped Messages option.

Delete Messages

The *Delete Messages* menu option immediately deletes the selected message(s) from your *Message Queue*. Deleted messages are not recoverable.

Working with Contacts

The Contacts button is the second item on the user navigation menu.

Selecting this button displays a view of the Account Contacts page. This view displays your Sendio whitelist.

These addresses represent individuals or organizations whose emails are to be either accepted, held or dropped if they are received by Sendio.

Account Contacts

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http://ice.navajo-nsn.gov/sendio/ice/ui/

Sendio I.C.E. Logged in as Benneke Gorman

User

- Messages
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Account Contacts System Contacts

Refresh New View... Actions... Contacts 1 to 50 of 353

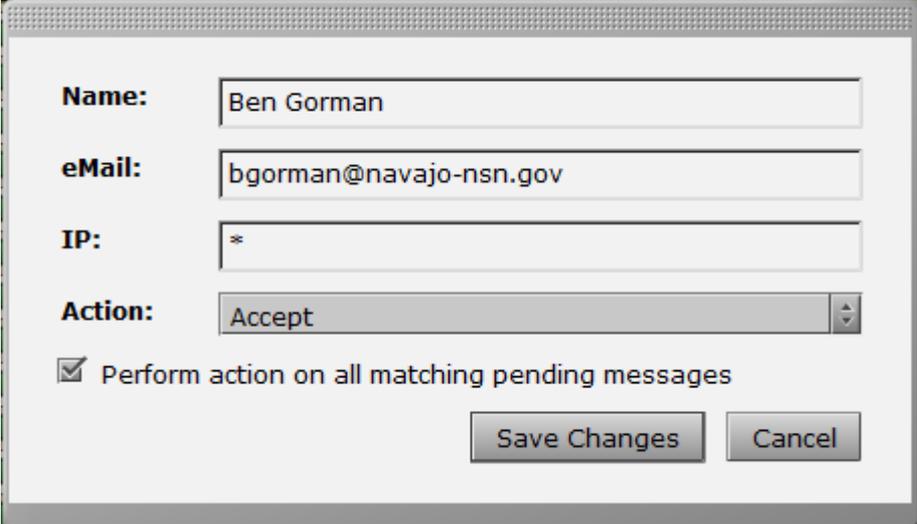
	Name		Added
1	Tom Pisarczyk	New Contact	
2	Ben Gorman	Import Contacts	11/12/10 12:19 PM
3	Lavern Dennison	Export All Contacts	11/11/10 2:25 PM
4		Edit Selected Contact	11/11/10 12:33 PM
5	Conlan, Ben	Accept All Messages From Selected Contacts	11/2/10 1:04 PM
6	Cecelia Largo-Nez	Delete Selected Contacts	11/2/10 12:22 PM
7	HPSupport_Global		10/29/10 10:26 AM
8	Keith Franklin		10/28/10 2:05 PM
9	robbin preston		10/28/10 2:05 PM
10	Vernon L. Davis		10/27/10 3:49 PM
11	Sandy		10/22/10 4:49 PM
12	Shawn MacArthur		10/21/10 12:22 PM
13	Elan Wellitzer		10/12/10 5:11 PM

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Done Internet | Protected Mode: On 100%

Adding a new Contact

To add a new contact, click on the Contact tab and choose Actions and select New Contact from the drop down list.



A screenshot of a contact form window. The form contains the following fields and options:

- Name:** Text input field containing "Ben Gorman".
- eMail:** Text input field containing "bgorman@navajo-nsn.gov".
- IP:** Text input field containing "*".
- Action:** Dropdown menu with "Accept" selected.
- Perform action on all matching pending messages
- Buttons: "Save Changes" and "Cancel".

Enter Name, email address and Actions for the new contact. Enter * in IP field.

Editing Contacts

To edit a contact click on the Contact tab and choose Actions and select Edit Contact from the drop down list. Name, email address and Actions can be edited.

Viewing Contacts

Contacts pages are sorted by the date that the contact was added to the system. The data is resorted by clicking on any of the column headings at the top of the table.

To search for a contact click on the View button and select Custom Contact search. Fill in the appropriate fields and click the Set Search button.

Contact Icons

On the left side of the page is a column with a square two-color icon in the header:

A green icon means this “sender” is on your Accept-List and messages from this sender are to be immediately delivered.

A red icon indicates that the address of this “sender” is on your Drop-List and that messages from this sender are to be immediately discarded and not delivered.

A white/gray icon indicates that the address of this “sender” is on a Hold-List and that messages from this sender are to be held in a user’s Pending Queue, and either manually released to the inbox or simply allowed to “age out” of the queue.

Import Contacts

The Import Contacts action opens a window which walks you through the process of importing a set of contacts from an external source.

Please review the full Sendio User Guide for details on importing existing contacts.

Account Info

The Account Info > Details page is the default display, showing a summary of your account information. It contains a summary of account information and access to Local and Directory passwords.

The Account Info > Addresses page displays all email addresses that are associated with your account.

Outbound Messages

- Lists Email that is sent by you to recipients outside of Navajo-nsn.gov. These recipients are automatically put into your trusted contacts list.
- Actions Tab lets you delete outbound mail.
- View lets you see outbound mail by category.
- Double clicking a message opens the Email and lets you see the History and the Original Email.

Resource Guide

This is a brief tutorial for accessing Sendio to check your pending queue. For more information on using the Sendio web interface there is a downloadable user's guide at

<http://www.sendio.com/supportfiles/documentation/v5/ESP-UserQuickStartGuide-SENDIO5-09092010.pdf>

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