



Avira Managed Email Security

-AMES-

User Guide

Version 1.0

www.avira.com

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AMES User Guide

Welcome

Thank you for taking a look at the Avira Managed Email Security (AMES) user guide. We are convinced you have chosen the most reliable email filtering solution available today. This manual will help you get started with AMES as well as customizing AMES to your specific needs. You will get peace in your inbox in no time.

How does AMES work?

Avira Managed Email Security, or AMES for short, is a service dedicated to stopping spam or viruses before they reach the your company network. This is achieved by routing email to our AMES server cluster. AMES then scans and delivers the spam- and virus-free email to your server.

The most accurate spam scanning technology

For intercepting spam we use a combination of technologies proven to be extremely effective. Since spammers and virus makers become more skilled every day, we constantly test and implement new methods to keep our lead position in email scanning, and you enjoy the benefits of this without any effort or costs.

Configuring AMES

Because we stop spam and viruses 'in the cloud', that is also the place where the configuration is done. You can find the AMES interface on <https://ames.avira.com>.

Licensing in AMES

When you let your Avira Partner purchases a license for AMES, you need to choose the number of users you need. These users correspond with the total number of people in your organization that are going to use AMES filtered email. AMES gives you total freedom to freely distribute these users across multiple domains, create aliases for them and more, but always keep your license up to par with the actual users. For more information see the AMES terms and conditions on our [website](#).

Getting started with AMES

You'll find that once your **Avira Partner** has set up a license for your domain, the rest of the configuration is surprisingly easy. If you don't have an Avira Partner yet, please take a look at the [Partner Locator](#) on our [website](#).

Adding a new domain to AMES

When you'd like to add a new domain to AMES, please call your **Avira Partner**. He or she will take your details, request a license and add the domain in AMES. Your partner will receive an **order confirmation** email with details such as **MX records**.

Once done, one user will be created, with a catch-all [alias](#), and the **mail delivery** will be set to the **currently used mail server**. This means, you could go to the next step without any further configuration and your mail flow will not be interrupted.

Configuring your DNS server

Normally this is something your partner does for you, but if for some reason you need to do this yourself, we'll guide you in the process. To activate the scanning and filtering of your email you have to change the so called **MX-settings** in the DNS server for your domain. The correct records are in the **order confirmation** emailed to your partner. Example of an email to your domain registrar:

Dear Registrar,

Please change the MX records of our domain [www.demo.domain](#) to:

10 mx1.c01.avira.com

20 mx2.c01.avira.com

Please make sure that our old MX records are completely removed.

Thanks in advance.

Kind regards,

Demo Customer



Make sure there is no MX-record with a priority below 10; otherwise emails from your organization will not be scanned and filtered by AMES.



Depending on the Time-To-Live (TTL) settings of your MX records it might take up to 24 hours before DNS changes become active.

After directing the MX record to Avira the managed service is active and will scan and filter your emails. The filtered and scanned emails will be delivered to your regular mailbox.

Configuring your security and firewall

When DNS changes are complete and propagated correctly, make sure your receiving mail server only accepts emails from AMES. This can be done through settings in the firewall or mail server itself.

Scanning your outbound emails (optional)

To also scan your domains outbound emails you have to point your outbound mail server – or the mail client(s) – to send through the mail server(s) mentioned in the **order confirmation**.

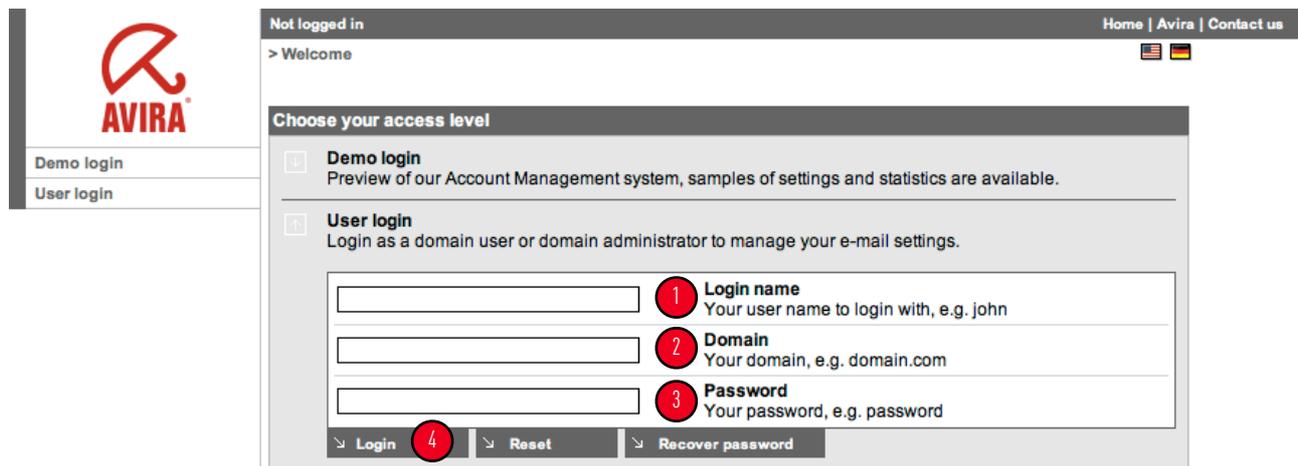


Depending on your network setup you might also need to change your firewall settings to allow outbound traffic to the AMES SMTP server.

Changing settings for your AMES domains

Logging in to AMES

Please visit <https://ames.avira.com> where you'll find the login screen:



Please fill in your **login name** (1), the **domain** (2) you want to access, and your **password** (3). These can all be found in the **order confirmation** your partner received. Then click **login** (4). You will be presented with the AMES **Service License Agreement** (SLA), which you will need to agree with to continue.

Adding a new user to a domain

When AMES is configured for your domain, it needs users to operate properly. When an email is sent to the email address **info@demo.domain**, the user **info** has to exist, or mail will be bounced back to the sender. By default, AMES has one **catch-all user**. A catch-all user is convenient because it receives email for all users on your domain. The recommended approach though, is to create a separate user account in AMES for every user you have. Please read our [catch all warning](#) to see why. This may seem like a tedious job when having a lot of users, but the [LDAP feature](#) can really cut the time spent on this task.

Adding a new user by hand can be done when you are in the users tab.

home > Domain overview



Domain	Services	Users	Relay	Banner	Statistics	
Users of domain name domain.demo						
All domain users are listed below. Click on user name to go to user settings.						
user name	services			deliver	admin	delete
	AV	AS	CF			
★ domain_demo (catch-all) *@domain.demo	★	★	★			
Shown 1-1 (total: 1)						
Add 1		Search: <input type="text"/>		 Search		

Click **Add** (1) to show the Add user dialog:

home > Domain overview > Add user



domain.demo

Add user to domain	
item	value
User name (2-63 characters) 1	<input type="text"/>
Password (4-20 characters) 2	<input type="password"/>
Password again	<input type="password"/>
Domain admin 3	<input type="checkbox"/>
Copy settings from: 4	<input type="text" value="New user.."/>
<input type="button" value="Save"/> 5	<input type="button" value="Reset"/> <input type="button" value="Back"/>

Select a **username** (1) and **password** (2) for your new user. If you'd like this user to be able to manage his own domain settings, through <https://ames.avira.com>, check **domain admin** (3). You can choose to **copy settings from** (4) an existing user. When finished click **Save** (5). You will be warned that the user is disabled by default. This is done so you can review the settings before they take effect.

Adding a user alias

An alias can be used to let one user accept multiple email addresses.

home > Domain overview > Edit user : domain_demo 1



User	Services 2	Quarantine	Banner	Report	Statistics
Email Status					domain_demo
<input checked="" type="checkbox"/>	Status	Only active when enabled			
E-mail aliases (one alias on every line)					
This domain (this user) is using a catch-all setting (*@domain.demo), this makes SPAM-filtering less effective, please remove the * (catch-all) and configure aliases for one or more users. For example: yourname@domain.demo					
<input type="text" value="*@domain.demo"/> 3					

If you'd like to create an alias, select a **user** (1) . Go to the **Services** (2) tab and add one or more email addresses in the **alias field** (3). Each of them should go on a new line, and should not be separated by other characters. Click **save** on the bottom of the page when done.

If you'd like to use a catch-all address, please use the form mentioned in the image above: *@domain.demo, but please read the following remark.



The use of a so called catch-all setting, where every combination of characters in front of the domain name is accepted as an email (@example.com) makes your domain extra vulnerable to spam and viruses. This is why AMES enables **advanced greylisting** for all catch-all enables users. This technique bounces emails from unknown senders the first time, and will accept only the second or later attempt. Because a lot of spam servers will not try to resend email, this significantly reduces the amount of emails that must be filtered and scanned. Since the time it takes for the emails to be redelivered depends on the sender's mail server thus delaying the email delivery, **Avira discourages the use of a "catch-all" setting**. The best approach is to create a separate user account in AMES for every user you have. The [LDAP feature](#) can really cut the time spent on this task.*

Configuring LDAP

This setting is only available to Avira Partners, because of the possible consequences of misconfiguration. Please contact your partner for more information.

Changing mail delivery-options

home > Domain overview > Edit user : domain_demo 1



User
2 Services

Quarantine
Banner
Report
Statistics

Email Status domain_demo

Status Only active when enabled

E-mail aliases (one alias on every line)

Services

status	services	description	
<input checked="" type="checkbox"/>	VirusScan	Scan your e-mail for viruses	
<input checked="" type="checkbox"/>	SpamFilter	Filter spam e-mails	Advanced settings
<input checked="" type="checkbox"/>	ContentFilter	Filter e-mails based on content	Advanced settings
<input type="checkbox"/>	Auto-reply	Send reply message to all e-mail received	

Mail deliver options

select	option	description
<input checked="" style="border: 1px solid red; border-radius: 50%; padding: 2px;" type="radio"/> 3	SMTP Deliver	Deliver to your SMTP mail server (Default)
<input style="border: 1px solid red; border-radius: 50%; padding: 2px;" type="radio"/> 4	Mail forward	Forward all your e-mail to another e-mail address

SMTP Deliver server(s)

(one HOSTNAME or IP on every line) (SMTP Check)

mailserver.domain.demo 5

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Mail delivery settings can be changed when you select a **user** (1) and go to the **services** (2) tab. You can choose between **SMTP deliver** (3), where you can add one or more **servers** (5) to deliver AMES mail to. Another option is to deliver mail to one or more email address, by choosing the **mail forward** (4) option. The **servers** (5) field will now change to an email field. Press **Save** (6) when done.

Customizing banners

Adding a banner to incoming mail

home > Domain overview > Edit user : domain_demo 1  

User	Services	Quarantine	Banner 2	Report	Statistics
Mail banner/footer					domain_demo
Below you can select if and what type of banner you want to have inserted into the bottom of every e-mail					
select	options	description			
<input checked="" style="border: 1px solid red; border-radius: 50%; padding: 2px;" type="radio"/> 3	No banner	Do NOT add banner to e-mail			
<input type="radio"/>	Default banner	Use the default banner			
<input type="radio"/>	Custom banner	Specify custom banner, use field below			
Note: please only use standard European characters in your text, e.g. Chinese might not be received correctly by the recipient of your message.					
<div style="border: 1px solid gray; padding: 5px; min-height: 50px;"> 4 </div>					
Save 5		Reset			

Adding a banner to incoming mail is done on a per-user basis. Select the **user** (1) you'd like to add a banner for and go to the **banner tab** (2). Then select a banner **option** (3), create a **text** (4) and **save** (5).

Adding a banner to outgoing mail

home > Domain overview 1  

Domain	Services	Users	Relay	Banner 2	Statistics
Mail banner (for outgoing e-mail)					domain.demo
Below you can select if and what type of banner you want to have inserted into the bottom of every e-mail					
select	options	description			
<input checked="" style="border: 1px solid red; border-radius: 50%; padding: 2px;" type="radio"/> 3	No banner	Do NOT add banner to e-mail			
<input type="radio"/>	Default banner	Use the default banner			
<input type="radio"/>	Custom banner	Specify custom banner, use field below			
Custom banner:					
<div style="border: 1px solid gray; padding: 5px; min-height: 50px;"> 4 </div>					
Save 5		Reset			

Adding a banner to outgoing mail is done on a per-domain basis. Go back to the **domain** (1) and select the **banner tab** (2). Then select a **banner option** (3), create a **text** (4) and **save** (5).

Email filtering and statistics

AMES has a variety of tools to adjust how the internal filtering of email works, as well as analyze its workings. In this chapter we'll explain the way these work.

What to do with intercepted spam or viruses

When mail is filtered by AMES, the intercepted mail is put in [quarantine](#) by default. When you'd like different behavior, there's the option to tag email and send it, or even remove it immediately.

home > Domain overview > Edit user : domain_demo 1  

User	Services	Quarantine 2	Banner	Report	Statistics
Browse and release quarantined messages (unit 28) domain_demo					
	Virus quarantine Intercepted messages containing a virus	Total items: 0	Last 24 hours: 0		
	Spam quarantine Intercepted messages detected as spam	Total items: 0	Last 24 hours: 0		
	ContentFilter quarantine Intercepted messages blocked by content filter	Total items: 0	Last 24 hours: 0		
What has to be done with intercepted viruses, spam, and content filter messages.					
handle viruses 3		description			
<input type="radio"/>	Quarantine	Intercepted viruses stored in quarantine for 14 days			
<input checked="" type="radio"/>	Remove (default)	Immediately remove viruses			
handle spam 4		description			
<input checked="" type="radio"/>	Quarantine (default)	Intercepted spam stored in quarantine for 30 days			
<input type="radio"/>	Tag subject	Add *****[SPAM]***** to subject of e-mails			
<input type="radio"/>	Remove	Immediately remove spam e-mails			
content filter 5		description			
<input checked="" type="radio"/>	Quarantine (default)	Messages intercepted stored in quarantine for 30 days			
<input type="radio"/>	Tag subject	Add *****[CF]***** to subject of e-mails			
<input type="radio"/>	Remove	Immediately remove e-mails			
<input 1px="" 2px;"="" 50%;="" border-radius:="" border:="" padding:="" red;="" solid="" type="button" value="Save 6"/>		<input type="button" value="Reset"/>			

Choose a **user** (1) which you'd like to configure the spam and virus handling for and select the **quarantine tab** (2). The **viruses** (3) can only be quarantined and removed, but the **spam** (4) and **content filter** (5) can also be tagged. This way, the subject of the email is tagged with *****[SPAM]***** or *****[CF]***** . Press **Save** (6) to save the settings.

Managing the quarantine

home > Domain overview > Edit user : domain_demo 1



User	Services	Quarantine 2	Banner	Report	Statistics
Browse and release quarantined messages (unit 28)					domain_demo
 3	Virus quarantine	Intercepted messages containing a virus	Total items: 0	Last 24 hours: 0	
 4	Spam quarantine	Intercepted messages detected as spam	Total items: 0	Last 24 hours: 0	
 5	ContentFilter quarantine	Intercepted messages blocked by content filter	Total items: 0	Last 24 hours: 0	

When you'd like to go to the quarantine, first select a **user** (1) and go to the **quarantine tab** (2).

AMES has three different quarantines, for different types of filtering. The basic principles of operation are the same.

Virus quarantine (1)

Here you will find all emails with virus signatures. You can either select emails to remove, or to release. Email older than 14 days will be removed automatically.



If you doubt whether a specific email contains a virus, do not release it. The virus filtering in AMES is almost never wrong.

Spam quarantine (2)

In the spam quarantine is where all spam is stored. AMES does a pretty good job using its default settings, but when needed it can be [customized](#). When making the spam filter more strict, you could end up with ham (see remark) in your quarantine. To release emails from the quarantine, select "Release", which will release this specific email only, or "Release and remember as Not Spam", which releases spam and will no longer recognize emails from this sender as spam. Note, that this last option will reduce spam filtering effectiveness. You can also choose to delete specific emails, or delete all messages in the quarantine. AMES will automatically delete spam after 30 days.



'Ham' is email falsely identified as spam. If you get much ham in your quarantine, or mail falsely tagged as spam in your email client, you might want to take a look at the [advanced settings of the spam filter](#).

Content filter quarantine (3)

In the Content filter quarantine you will find all emails blocked based on size, attachment or your own customized rules. You can choose between releasing or deleting these messages. AMES will automatically delete content-blocked emails after 30 days.

Adjusting the spam- and content-filter

home > Domain overview > Edit user : domain_demo 1



User
Services 2
Quarantine
Banner
Report
Statistics

Email Status domain_demo

Status Only active when enabled

E-mail aliases (one alias on every line)

Services

status	services	description	
<input checked="" type="checkbox"/>	VirusScan	Scan your e-mail for viruses	
<input checked="" type="checkbox"/>	SpamFilter	Filter spam e-mails	Advanced settings 3
<input checked="" type="checkbox"/>	ContentFilter	Filter e-mails based on content	Advanced settings 4
<input type="checkbox"/>	Auto-reply	Send reply message to all e-mail received	

When you'd like to adjust the spam- and/or content-filter, please select a **user** (1), go to the **services** (2) tab and click on **advanced settings** (3 or 4) of the filter you'd like to adjust.

Adjusting the Spam-Filter

On the presented page for advanced settings there are four tabs:

ProTAG

Here you can set the spam control blocking level. The default setting is "Normal". You can either choose less or more severe spam blocking by changing the level.



For organizations with a normal rate of spam we recommend the "Normal" setting. As a result of setting the SpamFilter to Severe or Very Severe, legitimate email with spam properties might be blocked. That is why we advise that you monitor your spam Quarantine on a regular basis, and to generate a spam report on a daily basis.

Adjusting the Content-Filter

For the content-filter you can change the default settings for certain types of attachments. AMES uses the following types of recommendations for attachments:

The **Block Attachment** recommendation blocks these extensions by default. If you want to receive attachments with this certain extension you should deactivate the blocking.

Block if unsure: If you are not sure whether you want to allow this kind of attachment we recommend that you block it.

Do not block attachments are accepted by default; you can block them if you want.

By using **Custom** you can create your own rules for blocking or allowing email by using:

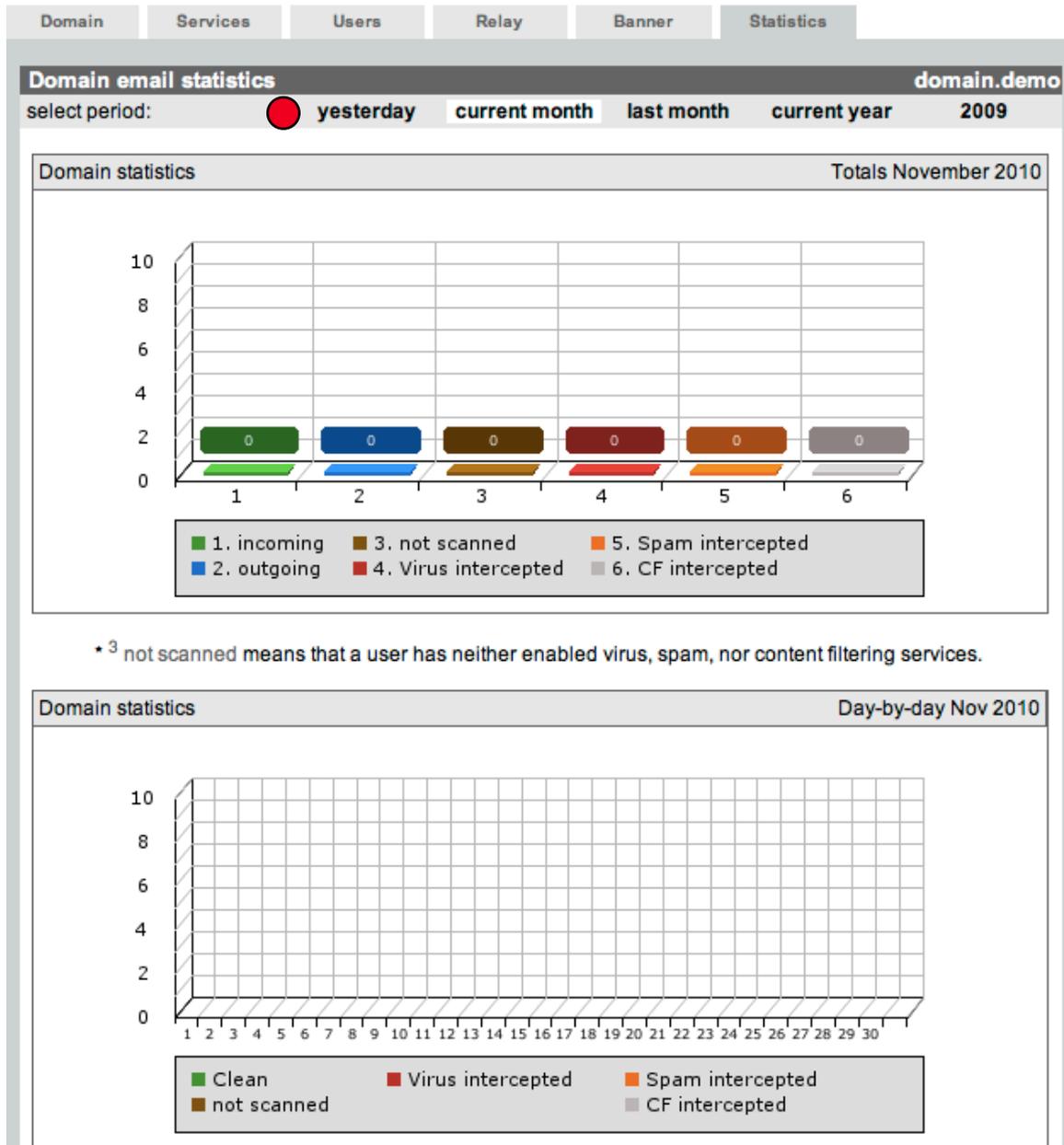
Subject contains allows or blocks if an email contains a certain subject.

Message contains allows or blocks an email containing a certain combination of characters.

Block if is where you can set a maximum to the message size in Kb.

Looking at statistics

home > Domain overview



The info screen shows you all sorts of statistics about your reseller account. This tab is available for a user or for your domain, showing statistics for either of them. You can change the time-period on which the statistics apply by **clicking on a period** in the **select period** (1) menu. Here you can find significant information on the quantity of emails that AMES has processed. The information about the processed emails is divided into incoming, outgoing, not scanned, spam, virus- and content filter intercepted emails. You can choose to make overviews for the current month, the current year, or the previous day.

You will also find a report on the top 10 of viruses that have been intercepted by AMES, and a list of the top 25 senders and recipients of emails in your organization.

Creating reports

home > Domain overview > Edit user : domain_demo 1



User	Services	Quarantine	Banner	Report 2	Statistics
Notification options					domain_demo
options		description		status	
Virus notification 3		If enabled you will receive an alert notification, when a virus is intercepted.		<input type="checkbox"/>	
Reporting options					
options		description		status	
Spam quarantine 4		Daily spam quarantine summary		<input type="checkbox"/>	
Report language		Language for report		English (default) ▾	
Report address		Email address to send reports to		<input type="text"/>	
Report Times 5		Report times		--:-- ▾ - --:-- ▾ : Last report 10 ▾	
Blacklist		Do not show blacklisted items in the report		<input type="checkbox"/>	
Obvious Spam		Do not show obvious spam in the report		<input type="checkbox"/>	
Sort by		time, sender, subject, score, tld		Time ▾	
Charset block		Do not show the selected charsets in the report		Russian: <input type="checkbox"/> Chinese: <input type="checkbox"/>	
<input type="button" value="Save"/> 6		<input type="button" value="Reset"/>			

To schedule sending a report, select a **user** (1) and select the **report tab** (2). Click on either **virus notification** (3) or **spam quarantine** (4). The first will be sent every time a virus is found, and the spam quarantine will be sent according to **schedule** (5). When done press **save** (6).

If you would like to release emails, you can use the release and remember (RR) link to **whitelist** (approve) a specific email sender, or **release only** (RO) in the spam report email.



We advise that you let AMES generate a report on a daily basis especially when you have just started using AMES, or if you use strict filtering settings for spam.



AMES User Guide

Need more help?

We've done our best to try to cover as much as possible about AMES, but maybe you have a question that isn't answered in this guide. We recommend you look at the [F.A.Q.](#) on our website. If that doesn't help, please contact your Avira Partner, he or she will be more than willing to help you with any questions regarding Avira products.



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