

CLOUD CALLING™



# 4PSA Clean Server 5.0.0 for Plesk 10 and newer versions User's Guide

For more information about 4PSA Clean Server, check:  
<http://www.4psa.com>  
Copyright © 2009 - 2011 4PSA.

# User's Guide

Manual Version 84558.22 at 2011/10/18 09:55:58

For suggestions regarding this manual contact:

[docs@4psa.com](mailto:docs@4psa.com)

Copyright © 2009 - 2011 4PSA.

All rights reserved.

Distribution of this work or derivative of this work is prohibited unless prior written permission is obtained from the copyright holder.

Plesk is a Registered Trademark of Parallels, Inc.

Linux is a Registered Trademark of Linus Torvalds.

RedHat is a Registered Trademark of Red Hat Software, Inc.

FreeBSD is a Registered Trademark of FreeBSD, Inc.

All other trademarks and copyrights are the property of their respective owners.

# Table of Contents

<b>Preface</b> .....	5
Who Should Read This Guide .....	5
 <b>Chapter 1. The Administrator Module</b> .....	6
Protecting Domains Globally .....	6
Global Settings for Domains .....	7
Protecting the Entire Domain .....	8
Domain Statistics .....	9
Domain Settings .....	11
Protecting Individual Mailboxes .....	12
Global Settings for Mailboxes .....	13
Antivirus Settings for Mailbox .....	14
Mailbox Statistics .....	14
Statistics .....	16
Server Statistics Graph .....	16
Customize .....	16
Server Statistics .....	17
Reporting .....	18
Nodes .....	19
Add Scanning Nodes .....	19
View Scanning Nodes List .....	20
Delete Scanning Nodes .....	20
Settings .....	20
4PSA Clean Server Reports .....	20
Email Templates .....	21
Antivirus Settings .....	22
Antivirus Service Management .....	23
Interface Settings .....	24
License Management .....	24
 <b>Chapter 2. The Reseller Module</b> .....	26
Protecting Domains Globally .....	26
Protecting the Entire Domain .....	27
Global Settings for Domains .....	28
Domain Statistics .....	29
Domain Settings .....	31
Protecting Individual Mailboxes .....	31
Global Settings for Mailboxes .....	32

Antivirus Settings for Mailbox .....	33
Mailbox Statistics .....	33
Reporting .....	35
Settings .....	36
Antivirus Settings .....	36
Interface Settings .....	37
<b>Chapter 3. The Customer or the Control Panel User Module .....</b>	<b>38</b>
Protecting the Entire Domain .....	38
Protecting Individual Mailboxes .....	40
Global Settings for Domains .....	41
Global Settings for Mailboxes .....	42
Antivirus Settings for Mailbox .....	43
Domain Statistics .....	43
Mailbox Statistics .....	45
<b>Chapter 4. Contact and Support .....</b>	<b>48</b>

# Preface

## Who Should Read This Guide

The administrator of the Plesk server must read this User's Guide. The hosting service user, be it Plesk reseller, customer/subscriber or Control Panel user, will also find useful certain sections of this User's Guide. The manual is structured in such a way that needed information can be easily found in its sections.

# The Administrator Module

The 4PSA Clean Server administrator module can be accessed as soon as you log in to Plesk using the admin account. To open the 4PSA Clean Server interface, simply click the [4PSA Clean Server](#) link under the Links to Additional Services navigation menu located on the left side of the Plesk interface.

4PSA Clean Server is installed as an Additional Service in the Service Plans area. As long the Plesk administrator keeps this service available, all resellers will be allowed to access it and set protection for their domains.



## Note

If you are installing the product for the first time, you should probably know that only the administrator and the resellers will be allowed to access 4PSA Clean Server using the access link in the navigation menu. In order to give access rights to resellers and lower-level users that belong to the resellers, 4PSA Clean Server should be kept available in the Additional Services list from the Service Plans area.

The access of other level accounts (customers and Control Panel users) to 4PSA Clean Server can be managed if this Additional Service is available in the Hosting Plans used when the subscription was created.

The 4PSA Clean Server toolbar is available on top of the application interface. The toolbar makes it easy for the server administrator to setup domains and mailbox protection, to check server-wide statistics and reports, to view various maintenance and operating reports, to handle server-wide settings for 4PSA Clean Server, to change interface settings, and to manage the 4PSA Clean Server license key.

## Protecting Domains Globally

The server administrator can protect entire domains against virus-infected messages in the Domains area.

To access this area, click the Domains button available in the toolbar.

In this area, the server administrator can view a list of all the domains hosted on server. Every domain has four columns displaying the following information:

- Protected mailboxes - The number of protected mailboxes on the domain.
- Total mailboxes - The total number of mailboxes on the domain.
- Infected - The number of email messages received by the protected mailboxes of the corresponding domain and detected by 4PSA Clean Server to be virus-infected.

- Total - The total number of email messages processed by the 4PSA Clean Server on that domain.



#### Note

These statistics are available for a domain only if the domain has at least one mailbox protected by 4PSA Clean Server and if the **Save statistics** option is enabled in the Settings area.



#### Note

Starting with version 4.0.0 mail groups and email addresses that are not mailboxes can also be protected. In this document the term mailbox define all types of email addresses that 4PSA Clean Server can manage.

Next to these columns, the 📊 Stats icon is available for each domain in the list. By clicking on this icon, the server administrator will be able to view the statistics available for the chosen domain.

## Global Settings for Domains

You can make the same changes to several domains:

- Please select the domains in question from the list of domains.
- Click Global changes
- Make all the necessary changes. Here are your options:
  - Reset domain statistics - To clear the statistics of the anti-virus detection engine for the domain, please select this check box and click Update.
  - Toggle domain protection - The administrator has the following options:
    - protect selected domains - all selected domains will have anti-virus protection.
    - remove protection for selected domains - the anti-virus protection will be removed from all selected domains.
    - do not change - leave the anti-virus protection option for the selected domains as is.
  - Send daily statistics report - The administrator has the following options:

- send report - in the Domain statistics graph for <domain page> page, enable the Send daily statistics email option for all selected domains.
  - do not send report - in the Domain statistics graph for <domain page> page, disable the Send daily statistics email option for all selected domains.
  - do not change - leave the Send daily statistics email option for the selected domains as is.
- Click Update to save the changes you have just made.



#### Note

If you do not wish to modify a setting, please select the **do not change** option.

## Protecting the Entire Domain

Protecting a domain implies protecting all the mailboxes available under this domain against virus-infected messages. 4PSA Clean Server will automatically protect any new mailbox that is added to a protected domain.

There are several ways in which you can protect a domain:

1. One domain at once, from the Domains list - To protect an entire domain, go to the Domains table and, in the Protected column, click the Enable link corresponding to the selected domain.

Later, you can cancel domain protection by clicking the Disable link under the same Protected column.

2. Protect the domain, from the Domain Settings page - To protect an entire domain, go to the Domains table and, in the Domain column, click the link corresponding to the selected domain.

You will be redirected to the Domain Settings page, where you can enable the Protect the entire domain checkbox and press the Update button.

Later, you can disable domain protection by deselecting the Protect the entire domain option.


3. Protect several domains at once, from the Domains list - To protect several domains at the same time, go to the Domains table, select the checkboxes corresponding to the domains in question, and click the Global changes button.



You will be redirected to a new page displaying a Toggle domain protection area, where you need to select the protect the selected domains option and press the Update button.

Later, you can disable domain protection by selecting the desired domains and clicking on Global changes button. You will be redirected to a new page displaying the Toggle domain protection area, where you need to select the remove protection for the selected domains option and press the Update button.

## Domain Statistics

To view the statistics for an entire domain, the server administrator must click the  Stats icon corresponding to the chosen domain. A graphic with the domain statistics is available in this area. These statistics are based on the total number of emails received for the protected mailboxes of the selected domain and the number of infected messages received on those mailboxes.



### Note


The domain statistics are available for a domain only if the domain has at least one mailbox protected by 4PSA Clean Server and if the **Save statistics** option is enabled in the Settings area.

## Domain Statistics Graph

In this graph, one curve represents the total number of emails received by the protected mailboxes of the selected domain and the other curve represents the number of infected messages received by these protected mailboxes. The server administrator can change the look of this graph in the Customize section below. The horizontal oX axis displays the selected time interval and the vertical oY axis the total number of emails received by the protected mailboxes of the selected domain.

### Customize

In this section, the server administrator can change the time interval displayed in the graph and the graph's look. These are the available options:

- Start and End date - The start and the end dates of the time interval for the graph. To select a date, the server administrator must click the  calendar icon.

- Infected color - The color for the curve that displays the number of infected email messages received by the protected mailboxes of the selected domain.
- Totals color - The color for the curve that displays the total number of emails received by the protected mailboxes of the selected domain.
- Dots color - The color of the dotted lines across the graph.
- Label color - The color of the graph axis' labels.
- Axis color - The color of the oX and oY axis.
- Arrow color - The color of the arrows at the end of the axis.
- Graph background color - The background color for the plotted region.
- Canvas background color - The background color for the entire canvas (surrounding the plotted region).



#### Note

You can change any graph color by clicking on the colored rectangle for the desired curve.

## Domain Statistics

In this section, 4PSA Clean Server displays the following information about the domain statistics:

- Total - The total number of emails received by the protected mailboxes of the selected domain.
- Infected - The number of infected email messages received by the protected mailboxes of the domain.
- Average processed - The average number of email messages received by the protected mailboxes of the domain and processed every day.
- Average infected - The average number of infected email messages received per day by the protected mailboxes of the domain.
- Average scan time - The average scan time for received emails message.
- Minimum processed - The number of emails and the date when the minimum number of messages was received by the protected mailboxes of the domain.
- Minimum infected - The number of infected emails and the date when the minimum number of virus infected messages was received by the protected mailboxes of the domain.

- Maximum processed - The number of emails and the date when the maximum number of messages was received by the protected mailboxes of the selected domain.
- Maximum infected - The number of infected emails and the date when the maximum number of virus infected messages was received by the protected mailboxes of the domain.
- Percent infected - The percentage of infected emails from the total number of emails received by the protected mailboxes of the domain.
- Best day - The percentage of infected emails and the date with the smallest percentage of infected emails received by the protected mailboxes of the domain.
- Worst day - The percentage of infected emails and the date with the biggest percentage of infected emails received by the protected mailboxes of the domain.

To clear statistics for the selected domain, the server administrator must click the Reset button. Both infected and total statistics for the domain will be reset. The global statistics available in the Settings area will be updated by this reset.

#### Email preferences


4PSA Clean Server will email daily reports to the domain owner as long as the option Save email scanning statistics is enabled in Settings page.


Please click on Send daily statistics email to activate report emailing for this domain.

## Domain Settings

The server administrator can manage domain specific settings.

To access this area, in the Domains table, click on the link corresponding to your chosen domain. A new page will appear containing the following options:

- Protect entire Domain - When this option is enabled, all mailboxes available under this domain will be protected against virus-infected messages. All the new mailboxes added to a protected domain will be automatically protected by 4PSA Clean Server.
- Use server settings - When this option is enabled, the server wide settings will be used for the selected domain.
- Alert email Recipient - When this option is enabled, the recipient of the infected email receives a warning message with the text contained in the text area. To edit the warning message, click on the corresponding  icon.

- Alert email Sender - When this option is enabled, the sender of the infected email receives a warning message with the text contained in the text area. To edit the warning message, click on the corresponding  icon.
- Sender of alert email - The email address in this field will appear in the From field of any alert email.
- Virus alert subject - The text in this field will appear in the subject of any alert email message.

## Protecting Individual Mailboxes

The server administrator can protect individual mailboxes from virus-infected messages. To view the number of protected mailboxes for a specific domain, in the Domains table, see the Protected Mailboxes column.

In this section, the server administrator can view a list of all mailboxes that belong to the selected domain. Every mailbox has five columns displaying the following information:

- Protected - To activate mailbox protection, click the Enable link next to the corresponding mailbox; the Yes status under the Protected column confirms that mailbox protection is enabled. To cancel mailbox protection, click the Disable link next to the corresponding mailbox; the No status under the Protected column confirms that mailbox protection is disabled. Mailbox protection can be enabled or disabled for several mailboxes at the same time. To do this, please follow the steps below:
  1. Select the checkboxes on the right corresponding to the mailboxes in question.
  2. Click the Toggle protection button in the upper page, next to the Global changes button.

The mailboxes that were not protected will be protected and the mailboxes that were protected will be unprotected.



### Note




When a domain is protected, all its mailboxes are protected and the **Enable** link is no longer available.

- Infected - The number of email messages that 4PSA Clean Server detected as virus-infected for that mailbox.
- Total - The total number of email messages processed by the 4PSA Clean Server for that mailbox.



#### Note

These statistics are available only if the corresponding mailbox is protected by 4PSA Clean Server and if the **Save statistics** option is enabled in the Settings area. When no messages are processed, the Infected and Total columns will display '-' on the corresponding mailbox row.

- S - By clicking the  icon, the server administrator will be able to manage the antivirus settings for the corresponding mailbox.
- Stats - By clicking the  icon, the server administrator will be able to view the statistics available for the chosen mailbox.
- R - By clicking the  icon, the server administrator will reset the statistics available in the Infected and Total columns for the corresponding mailbox. The global statistics available in the Settings area will be updated by this reset.

## Global Settings for Mailboxes

The administrator can make same changes to several mailbox.

Please select the mailboxes in question from the list.

Click Global changes.

Make all the necessary changes. Here are your options:

- Quarantine virus messages to IMAP folder - The administrator has the following options:
  - save - the virus-infected emails will be stored to a folder; this applies to all selected mailboxes.
  - do not save - the virus-infected emails will not be stored to a folder; this applies to all selected mailboxes.
  - do not change - the virus-infected emails will remain as is and will not be stored to a folder; this applies to all selected mailboxes.

IMAP Folder to the virus quarantine - set the name of the folder storing the virus-infected emails.



#### Note

If there is no IMAP folder, then 4PSA Clean Server will create one.

Emails with forbidden file extension or attachments with double extension will not be sent to the quarantine folder.

## Antivirus Settings for Mailbox

The administrator can choose to use a folder storing all the virus-infected emails received by the selected mailbox.

- Quarantine virus messages to I MAP folder - Select this checkbox if you want the virus-infected emails to be stored to a folder.

I MAP Folder to the virus quarantine - Set the name of the folder storing the virus-infected emails.




### Note

If there is no IMAP folder, then 4PSA Clean Server will create one.

Emails with forbidden file extension or attachments with double extension will not be sent to the quarantine folder.

## Mailbox Statistics

To view the statistics for a selected mailbox, the server administrator must click the  Stats icon corresponding to the chosen mailbox. A graphic with the mailbox statistics is available in this area. These statistics are based on the total number of emails received for the selected mailbox and the number of infected messages received on that mailbox.



### Note


These statistics are available only if the mailbox is protected by 4PSA Clean Server and if the **Save statistics** option is enabled in the Settings area.

### Mailbox Statistics Graph

In this graph, one curve represents the total number of emails received by the selected mailbox and the other curve represents the number of infected messages received by this mailbox. The server administrator can change the look of this graph in the Customize section below. The horizontal oX axis displays the selected time interval and the vertical oY axis the total number of emails received by the selected mailbox.

### Customize

In this section, the server administrator can change the time interval displayed in the graph and the graph's look. These are the available options:

- Start and End date - The start and the end dates of the time interval for the graph. To select a date, the server administrator must click on the calendar  icon.
- Infected color - The color for the curve that displays the number of infected email messages received by the selected mailbox.
- Totals color - The color for the curve that displays the total number of emails received by the selected mailbox.
- Dots color - The color of the dotted lines across the graph.
- Label color - The color of the graph axis' labels.
- Axis color - The color of the oX and oY axis.
- Arrow color - The color of the arrows at the end of the axis.
- Graph background color - The background color for the plotted region.
- Canvas background color - The background color for the entire canvas (surrounding the plotted region).



#### Note

You can change any graph color by clicking on the colored rectangle for the desired curve.

### Mailbox Statistics

In this section, 4PSA Clean Server displays the following information about the mailbox statistics:

- Total - The total number of emails received by the selected mailbox.
- Infected - The number of infected email messages received by the selected mailbox.
- Average processed - The average number of email messages received by the selected mailbox and processed per day.
- Average infected - The average number of infected email messages received per day by the selected mailbox.
- Average scan time - The average scan time for received emails message.
- Minimum processed - The number of emails and the date when the minimum number of messages was received by the selected mailbox.
- Minimum infected - The number of infected emails and the date when the minimum number of virus infected messages was received by the selected mailbox.

- Maximum processed - The number of emails and the date when the maximum number of messages was received by the selected mailbox.
- Maximum infected - The number of infected emails and the date when the maximum number of virus infected messages was received by the selected mailbox.
- Percent infected - The percentage of infected emails from the total number of emails received by the selected mailbox.
- Best day - The percentage of infected emails and the date with the smallest percentage of infected emails received by the selected mailbox.
- Worst day - The percentage of infected emails and the date with the biggest percentage of infected received by the selected mailbox.

To clear statistics for the selected domain, the server administrator must click the Reset button. Both infected and total statistics for the mailbox will be reset. The global statistics available in the Settings area will be updated by this reset.

## Statistics

In this area, the server administrator can view a graph and information about server wide statistics. These statistics are based on the total number of emails received for the protected mailboxes and the number of infected messages received by these protected mailboxes on the server.

To access this area, in the toolbar, click the Statistics button.


## Server Statistics Graph

On this graph, one curve represents the total number of emails received by the protected mailboxes on the server and the other curve represents the number of infected messages received by these protected mailboxes. The server administrator can change the look of this graph in the Customize section below. The horizontal oX axis displays the selected time period and the vertical oY axis the total number of emails received by the protected mailboxes on the server.

## Customize

In this section, the server administrator can change the time interval displayed in the graph and the graph's look. These are the available options:



- Start and End date - The start and the end dates of the time interval for which the graph is plotted. In order to select a date the server administrator must click the  calendar icon.
- Infected color - The color for the curve that displays the number of infected email messages received by the protected mailboxes on the server.
- Totals color - The color for the curve that displays the total number of emails received by the protected domains and mailboxes on the server.
- Dots color - The color of the dotted lines across the graph.
- Label color - The color of the graph axis' labels.
- Axis color - The color of the oX and oY axis.
- Arrow color - The color of the arrows at the end of the axis.
- Graph background color - The background color for the plotted region.
- Canvas background color - The background color for the entire canvas (surrounding the plotted region).



#### Note

You can change any graph color by clicking on the colored rectangle for the desired curve.

## Server Statistics

In this section, 4PSA Clean Server displays the following server wide statistics:

- Total - The total number of emails received by the protected mailboxes on the server.
- Infected - The number of infected email messages received by the protected mailboxes on the server.
- Average processed - The average number of email messages processed per day and received by the protected mailboxes on the server.
- Average infected - The average number of infected email messages received per day by the protected mailboxes on the server.
- Average scan time - The average scan time for received emails message.
- Minimum processed - The number of emails and the date when the minimum number of messages was received by the protected mailboxes on the server.

- Minimum infected - The number of infected emails and the date when the minimum number of virus-infected messages was received by the protected mailboxes on the server.
- Maximum processed - The number of emails and the date when the maximum number of messages was received by the protected mailboxes on the server.
- Maximum infected - The number of infected emails and the date when the maximum number of virus infected messages was received by the protected mailboxes on the server.
- Percent infected - The percentage of infected emails from the total number of emails received by the protected mailboxes on the server.
- Best day - The percentage of infected emails and the date with the smallest percentage of infected emails received by the protected mailboxes on the server.
- Worst day - The percentage of infected emails and the date with the biggest percentage of infected emails received by the protected mailboxes on the server.

To clear statistics for the selected domain, the server administrator must click the Reset button. Both infected and total statistics for the entire server will be reset.

## Reporting

In this area, the server administrator can obtain and export statistics reports about the domains and mailboxes protected by 4PSA Clean Server on each user level.

The page displays reports for resellers or customers.

Click on Export to Excel link to save the selected report in a CSV (comma separated value) file.

The resellers report is displayed under the form of a table containing the following data:

- Reseller - The name of the reseller; click the reseller name and the report of the reseller's customer will be displayed.
- Total Domains - This column displays the total number of domains owned by the reseller and all their customers.
- Protected Domains - This column displays the total number of protected domains owned by the reseller and all their customers.

- Total Mailboxes - This column displays the total number of mailboxes created for all the domains owned by the reseller and all their customers.
- Protected Mailboxes - This column displays the total number of protected mailboxes created for all the domains owned by the reseller and all their customers.

The customers report is displayed under the form of a table containing the following data:

- Customer - The name of the customer.
- Total Domains - This column displays the total number of domains owned by the customer.
- Protected Domains - This column displays the total number of protected domains owned by the customer.
- Total Mailboxes - This column displays the total number of mailboxes created for all the domains owned by the customer.
- Protected Mailboxes - This column displays the total number of protected mailboxes created for all the domains owned by the customer.



## Nodes

In this area, the server administrator can manage scanning nodes. A scanning node is a server that 4PSA Clean Server uses for scanning emails. In other words, an incoming email for a mailbox on this server can use the anti-virus of the node to check the email. The scanning node can be either the local server or an external server.

In order to set the local server as the scanning node, you can use the internal or external IP/hostname:Port (e.g. 127.0.0.1:3310 or localhost:3310 or 192.168.1.10:3310) or the anti-virus socket (e.g. /tmp/clamd.socket).

4PSA Clean Server will randomly choose one of the nodes available for scanning emails.

## Add Scanning Nodes

In this area the user can add scanning Nodes. Multiple scanning nodes can be set at same time using  /  buttons. For every scanning ode the user must fill the fields:



- Node type: The type of Node - IP/Hostname or Socket.

- IP/hostname or socket: The IP/Hostname of the server used for scanning or the local path to the anti-virus socket file.
- Port: The port used to connect to the external server anti-virus; this field is available only for Nodes defined by the IP/Hostname.

## View Scanning Nodes List

In this area, all scanning nodes registered to the system are displayed.

4PSA Clean Server displays the following information on each scanning node:

- S: The status of the scanning node displayed using an icon:  Enabled or  Disabled. Click this icon to change the status of the scanning node. Only enabled scanning nodes are used to verify the emails.
- Hostname: The scanning node hostname.
- Added: The date and time when this node was added.

## Delete Scanning Nodes

To delete scanning nodes from the system, follow these steps:

1. Choose the scanning nodes you want to delete by selecting their corresponding checkboxes in the Scanning nodes page.
2. Click the [Remove selected](#) link and confirm the removal.

## Settings

In this area, the server administrator can view details about the 4PSA Clean Server installation, define alert messages, enable/disable options that reduce the administration effort, and change interface settings.

To access this area, in the toolbar, click the Settings button.

## 4PSA Clean Server Reports

This section provides the following information about 4PSA Clean Server:

- Product version - The version of the 4PSA Clean Server installed on the server.
- Virus definitions last successful update - The date and time when the virus definitions were last updated. To update now the available virus definitions, the server administrator must click on the 🌐 icon.



#### Note

4PSA Clean Server automatically downloads the latest virus definition daily .

- Total number of protected mailboxes - The total number of protected mailboxes on the server.
- Total number of scanned/infected emails - The report between the total number of email messages scanned and the total number of email messages identified as infected by 4PSA Clean Server.

## Email Templates


In this section, the server administrator can edit the alert messages that are sent to the email recipient, email sender and server administrator. When a message is detected as virus-infected, the following warning messages can be sent automatically by 4PSA Clean Server:

- Alert email Recipient - When this option is enabled, the recipient of the infected email receives a warning message with the text contained in the text area. To edit the warning message according to the hosting business policy, click on the corresponding 🖋 icon. You can discard the changes by pressing the Default button in Edit mail template for Alert email Recipient page.
- Alert email Sender - When this option is enabled, the sender of the infected email receives a warning message with the text contained in the text area. To edit the warning message according to the hosting business policy, click on the corresponding 🖋 icon. You can discard the changes by pressing the Default button in Edit mail template for Alert email Sender page.
- Alert server Administrator - When this option is enabled, a warning message with the text contained in the text area is sent to the email address specified in the Server administrator email field. To edit the warning message according to the hosting business policy, click on the corresponding 🖋 icon.



#### Note

These alerts require additional server resources. To minimize system load and increase efficiency is recommended to enable only the **Alert email Recipient** option.

- Statistics email report - If Save statistics is enabled each protected mailbox and Plesk reseller or client that owns a protected domain will receive a daily report of 4PSA Clean Server activity. The statistics message can be edited to suit your needs, by clicking on the corresponding  icon. You can discard the changes by pressing the Default button in Edit mail template for Statistics email report page.

## Antivirus Settings

In this section, the following options are available:

- Server administrator email - This field contains the email address of the server administrator. Warning messages will be sent to this address when the Alert server Administrator option is enabled.
- Sender of alert email - The email address in this field will appear in the From field of any alert email.
- Forbidden file extensions - In this field, you can add file extensions separated by comma. Received email messages containing files with these extensions are automatically considered virus-infected.
- Daily local filesystem scan - When this option is enabled, the entire file system will be daily scanned against viruses, not only the emails messages for protected mailboxes.



#### Note

This option cannot be enabled unless ClamAV anti-virus has been installed on the local machine: the nodes list **MUST** include one of the following scanning nodes: localhost:port, 127.0.0.1:port or <external\_ip>:port

- Drop emails that contain attachments with double extension - When this option is enabled, emails that contain attachments with double extension like `file.pif.exe` are dropped.
- Maximum file size for scanning - Email attachments that are bigger than the specified value (in Kb) will not be scanned. These are not considered to be virus-infected.



#### Note

When the files included in these attachments have extensions specified in the **Forbidden file extension** field, the messages are automatically considered virus-infected.

- Save email scanning statistics - When enabled, this option allows usage statistics to be saved for every domain with at least one mailbox protected by 4PSA Clean Server. Statistics can be found in the Domains area in the Infected and Total columns.

## Antivirus Service Management

In this area, the server administrator can set the 4PSA Clean Server behavior with regard to the newly added domains.

- Automatically protect new domains - The administrator may choose among the following options:
  - Never - The administrator decides that the newly added domains will not be automatically protected against virus-infected messages.
  - If their service plan includes 4PSA Clean Server - The administrator decides that the newly added domains will not be automatically protected against virus-infected messages unless they were created with Service Plans featuring an activated 4PSA Clean Server Additional Service.
  - No matter their service plan - The administrator decides that the newly added domains will be automatically protected against virus-infected messages, even if they were created with Service Plans featuring an activated 4PSA Clean Server Additional Service.
- Allow resellers to manage the "Automatically protect new domain" permission for their customers - The administrator allows resellers to manage protection for their newly added domains. The administrator grants resellers access to the following options:
  - Never enable protection
  - If their service plan includes 4PSA Clean Server
  - No matter their service plan

## Interface Settings

In this area, the server administrator can edit the following interface settings:

- **Installed languages** - Here all installed language packs are displayed. The interface will use the language pack setup in your account preference in Plesk. If this language pack is not available, the system will default to English. You can use only languages that have been installed in the Plesk interface.
- **Display message to reseller** - When enabled, this option will have the text in the Message for resellers field displayed under the form of an Info box in all the 4PSA Clean Server pages, at Reseller level.
- **Message for resellers** - The text in this field will be displayed in all the 4PSA Clean Server pages, at Reseller level. Such messages can accept HTML tags and have both an advertising and informative purpose.
- **Display message to customers** - When enabled, this option will have the text in the Message for customers field displayed under the form of an Info box, in all the 4PSA Clean Server pages, at both Customer and User level.
- **Message for customers** - The text in this field will be displayed in all the 4PSA Clean Server pages, at both Customer and User level. Such messages can accept HTML tags and have both an advertising and informative purpose.
- **Allow resellers to display their own message to their customers** - When enabled, this option will allow resellers to manage messages for customers in their own Settings area.

## License Management

In this area, you can manage the 4PSA Clean Server license. The product requires a license key in order to work. The license key will be generated by 4PSA based on the server IP and Plesk version installed on the server.

You can use the following fields and controls to update or monitor your license:

- **License key status**
  - **Your server IP** - This is the main IP address of your server. The license key must be specifically issued for this IP otherwise it will not work.



- License key status - The status of the currently loaded license key.
- Upload license key
  - License file - You can use this form to upload the license key to the server.



#### Note

If you can access other pages in 4PSA Clean Server, this means that your license is valid and you do not have to upload a new one.

- Get license key from licensing server - This form can be used to query the licensing server, using the activation code for your license key. This function can only be used when a license key is loaded on the server. The first time you install the product you will be required to upload the license key.
- License by activation code - This form can be used to query the licensing server, using the activation code of your license key.
- License key properties - This section contains details about the current license.
  - Key number - The number of the license key
  - Key ownership - The type of the license key ownership
  - Maximum number of domains - The maximum number of allowed domains
  - License key must autorenew before - The date when the license key expires and must be renewed
  - Key renewed on - Last key renewal date



#### Note

The Owned and Leased licenses automatically renew before the **License expire date**.

## The Reseller Module

The 4PSA Clean Server Reseller module can be accessed after logging in to Plesk from a Reseller level account. To open the 4PSA Clean Server interface, simply click the [4PSA Clean Server](#) link under the Links to Additional Services navigation menu on the left side of the Plesk interface.



### Note

The reseller cannot access the 4PSA Clean Server unless the Additional Service is made available by the server administrator.



### Note

In order to provide customers or Control Panel users with access to the 4PSA Clean Server, the reseller should enable the Additional Service application in their hosting Service Plans. Customers with a subscription created using a Service Plan with an active Additional Service will be allowed to access 4PSA Clean Server.

The 4PSA Clean Server toolbar is available on top of the application interface. The toolbar makes it easy for the reseller to protect domains and mailboxes.

## Protecting Domains Globally

From the Domains area, the reseller can protect entire domains against virus-infected messages. To access this area, click the Domains button available in the toolbar.


In this area, the reseller can view a list of their domains hosted on server. Every domain has four columns displaying the following information:

- Protected mailboxes - The number of protected mailboxes on the domain.
- Total mailboxes - The total number of mailboxes on the domain.
- Infected - The number of email messages received by the protected mailboxes of the corresponding domain and detected by 4PSA Clean Server as virus-infected.
- Total - The total number of email messages received by the protected mailboxes of the corresponding domain and processed by the 4PSA Clean Server on that domain.



#### Note

These statistics are not available unless at least one mailbox that belongs to that domain is protected by 4PSA Clean Server and the server administrator enables this setting.

Next to these columns, the  Stats icon is available for each domain in the list. By clicking on this icon, the reseller will be able to view the statistics available for the chosen domain.

## Protecting the Entire Domain

Protecting a domain implies protecting all the mailboxes available under this domain against virus-infected messages. 4PSA Clean Server will automatically protect any new mailbox that is added to a protected domain.

There are several ways in which you can protect a domain:

1. One domain at once, from the Domains list - To protect an entire domain, go to the Domains table and, in the Protected column, click the Enable link corresponding to the selected domain.

Later, you can cancel domain protection by clicking the Disable link under the same Protected column.

2. Protect the domain, from the Domain Settings page - To protect an entire domain, go to the Domains table and, in the Domain column of the table, click the link corresponding to the selected domain.

You will be redirected to the Domain Settings page, where you need to select the Protect the entire domain checkbox and press the Update button.

Later, you can disable domain protection by deselecting the Protect the entire domain checkbox.

3. Protect several domains at once, from the Domains list - To protect several domains at the same time, go to the Domains table, enable the checkboxes corresponding to the selected domains, then click the Global changes button.

You will be redirected to a new page displaying the Toggle domain protection area, where you need to select the protect the selected domains option, then press the Update button.

Later, you can disable domain protection by selecting the desired domains and clicking the Global changes button. You will be redirected to a new page displaying the Toggle domain protection area, where you need to select the remove protection for the selected domains option and then press the Update button.

## Global Settings for Domains

You can apply the same changes to several domains:


- Please select the domains in question from the list of domains.
- Click Global changes.
- Make all the necessary changes. Here are your options:
  - Reset domain statistics - To clear the statistics of the anti-virus detection engine for the domain, please select this checkbox and click Update.
  - Toggle domain protection - The reseller has the following options:
    - protect selected domains - all selected domains will have anti-virus protection.
    - remove protection for selected domains - the anti-virus protection will be removed from all selected domains.
    - do not change - leave the anti-virus protection option for the selected domains as is.
  - Send daily statistics report - The reseller has the following options:
    - send report - in the Domain statistics graph for <domain page> page, enable the Send daily statistics email option for all selected domains.
    - do not send report - in the Domain statistics graph for <domain page> page, disable the Send daily statistics email option for all selected domains.
    - do not change - leave the Send daily statistics email option for the selected domains as is.
- Click Update to save the changes you have just made.



### Note

If you do not wish to modify any setting, please select the **do not change** option.

## Domain Statistics

To view the statistics for an entire domain, the reseller must click the  Stats icon corresponding to the chosen domain. A graphic with the domain statistics is available in this area. These statistics are based on the total number of emails received for the protected mailboxes of the selected domain and the number of infected messages received on those mailboxes.



### Note


The domain statistics are available for a domain only if the domain has at least one mailbox protected by 4PSA Clean Server and if the **Save statistics** option is enabled in the Settings area.

### Domain Statistics Graph

In this graph, one curve represents the total number of emails received by the protected mailboxes of the selected domain and the other curve represents the number of infected messages received by these protected mailboxes. The reseller can change the look of this graph in the Customize section below. The horizontal oX axis displays the selected time period and the vertical oY axis the total number of emails received by the protected mailboxes of the selected domain.

### Customize

In this section, the reseller can change the time interval displayed in the graph and the way the graph looks. These are the available options:

- Start and End date - The start and the end dates of the time interval for the graph. To select a date, the reseller must click on the  calendar icon.
- Infected color - The color for the curve that displays the number of infected email messages received by the protected mailboxes of the selected domain.
- Totals color - The color for the curve that displays the total number of emails received by the protected mailboxes of the selected domain.
- Dots color - The color of the dotted lines across the graph.
- Label color - The color of the graph axis' labels.
- Axis color - The color of the oX and oY axis.
- Arrow color - The color of the arrows at the end of the axis.
- Graph background color - The background color for the plotted region.
- Canvas background color - The background color for the entire canvas (surrounding the plotted region).



#### Note

You can change any graph color by clicking on the colored rectangle for the desired curve.

### Domain Statistics

In this section, 4PSA Clean Server displays the following information about the domain statistics:

- Total - The total number of emails received by the protected mailboxes of the selected domain.
- Infected - The number of infected email messages received by the protected mailboxes of the domain.
- Average processed - The average number of email messages received by the protected mailboxes of the domain and processed every day.
- Average infected - The average number of infected email messages received by the protected mailboxes of the domain received every day.
- Average scan time - The average scan time for received emails message.
- Minimum processed - The number of emails and the date when the minimum number of messages was received by the protected mailboxes of the domain.
- Minimum infected - The number of infected emails and the date when the minimum number of virus infected messages was received by the protected mailboxes of the domain.
- Maximum processed - The number of emails and the date when the maximum number of messages was received by the protected mailboxes of the selected domain.
- Maximum infected - The number of infected emails and the date when the maximum number of virus infected messages was received by the protected mailboxes of the domain.
- Percent infected - The percentage of infected emails from the total number of emails received by the protected mailboxes of the domain.
- Best day - The percentage of infected emails and the date with the smallest percentage of infected emails received by the protected mailboxes of the domain.
- Worst day - The percentage of infected emails and the date with the biggest percentage of infected emails received by the protected mailboxes of the domain.

To clear statistics for the selected domain, the reseller must click the Reset button. Both infected and total statistics for the domain will be reset. The global statistics available in the Settings area will be updated by this reset.

## Domain Settings

The reseller can manage specific domain settings.

To access this area, in the Domains table, click on the name link of your chosen domain. A new page will appear containing the following options:

- **Protect entire Domain** - When this option is enabled, all mailboxes available under this domain will be protected against virus-infected messages. All the new mailboxes added to a protected domain will be automatically protected by 4PSA Clean Server.

## Protecting Individual Mailboxes

The reseller can protect individual mailboxes from virus-infected messages.

In this section, the reseller can view a list of all mailboxes that belong to the selected domain. Every mailbox has five columns displaying the following information:

- **Protected** - To activate mailbox protection, click the Enable link next to the corresponding mailbox; the Yes status under the Protected column confirms that mailbox protection is enabled. To cancel mailbox protection, click the Disable link next to the corresponding mailbox; the No status under the Protected column confirms that mailbox protection is disabled. Mailbox protection can be enabled or disabled for several mailboxes at the same time. To do this, please follow the steps below:
  1. Select the checkboxes on the right corresponding to the mailboxes in question.
  2. Click the Toggle protection button in the upper page, next to the Global changes button.

The mailboxes that were not protected will be protected and the mailboxes that were protected will be unprotected.



### Note

When a domain is protected, all its mailboxes are protected and the **Enable** link is no longer available.

- Infected - The number of email messages received on the corresponding mailbox and detected by 4PSA Clean Server to be virus-infected
- Total - The total number of email messages received on the corresponding mailbox and processed by the 4PSA Clean Server



#### Note

These statistics are only available if the corresponding mailbox is protected by 4PSA Clean Server and if the server administrator enabled this setting. When no messages are processed, "-" will be displayed in the Infected and Total columns on the corresponding mailbox row.

- Stats - By clicking the 📊 Stats icon, the reseller will be able to view the statistics available for the chosen mailbox.
- S - By clicking the 🔧 icon, the reseller will be able to manage the antivirus settings for the corresponding mailbox.
- R - By clicking the 🔄 Reset icon, the reseller will reset the statistics available in the Infected and Total columns for the corresponding mailbox.

## Global Settings for Mailboxes

The reseller can make same changes to several mailbox.

Please select the mailboxes in question from the list.

Click Global changes.

Make all the necessary changes. Here are your options:

- Quarantine virus messages to IMAP folder - The reseller has the following options:
  - save - the virus-infected emails will be stored to a folder; this applies to all selected mailboxes.
  - do not save - the virus-infected emails will not be stored to a folder; this applies to all selected mailboxes.
  - do not change - the virus-infected emails will remain as is and will not be stored to a folder; this applies to all selected mailboxes.

IMAP Folder to the virus quarantine - set the name of the folder storing the virus-infected emails.



#### Note

If there is no IMAP folder, then 4PSA Clean Server will create one.



Emails with forbidden file extension or attachments with double extension will not be sent to the quarantine folder.

## Antivirus Settings for Mailbox

The reseller can choose to use a folder storing all the virus-infected emails received by the selected mailbox.

- Quarantine virus messages to I MAP folder - Select this checkbox if you want the virus-infected emails to be stored to a folder.
- I MAP Folder to the virus quarantine - Set the name of the folder storing the virus-infected emails.



### Note

If there is no I MAP folder, then 4PSA Clean Server will create one.

Emails with forbidden file extension or attachments with double extension will not be sent to the quarantine folder.

## Mailbox Statistics

To view statistics for a selected mailbox, the reseller must click the Stats icon corresponding to the chosen mailbox. A graphic with the mailbox statistics is available in this area. These statistics are based on the total number of emails received for the selected mailbox and the number of infected messages received on that mailbox.



### Note

These statistics are available only if the mailbox is protected by 4PSA Clean Server and if the server administrator enabled **Save Statistics** setting.

### Mailbox Statistics Graph

In this graph, one curve stands the total number of emails received by the selected mailbox, whereas the other curve represents the number of infected messages received by this mailbox. The reseller can change the way this graph looks in the Customize section below. The horizontal oX axis displays the selected time interval and the vertical oY axis the total number of emails received by the selected mailbox.

## Customize

In this section, the reseller can change the time interval displayed in the graph and the way the graph looks. Here are the options available:

- Start and End date - The start and the end dates of the time interval for which the graph is plotted. In order to select a date, the reseller must click on the 📅 calendar icon.
- Infected color - The color for the curve that displays the number of infected email messages received by the selected mailbox
- Totals color - The color for the curve that displays the total number of emails received by the selected mailbox
- Dots color - The color of the dotted lines across the graph
- Label color - The color of the graph axis' labels.
- Axis color - The color of the oX and oY axis
- Arrow color - The color of the arrows at the end of the axis
- Graph background color - The background color for the plotted region
- Canvas background color - The background color for the entire canvas (surrounding the plotted region)



### Note

You can change any graph color by clicking on the colored rectangle for the desired curve.

## Mailbox Statistics

In this area 4PSA Clean Server displays information about the selected mailbox statistics.

- Total - The total number of emails received by the selected mailbox
- Infected - The number of infected email messages received by the selected mailbox
- Average processed - The average number of email messages received by the selected mailbox and processed every day
- Average infected - The average number of infected email messages received every day by the selected mailbox
- Average scan time - The average scan time for received emails message.
- Minimum processed - The number of emails and the date when the minimum number of messages was received by the selected mailbox

- Minimum infected - The number of infected emails and the date when the minimum number of virus infected messages was received by the selected mailbox
- Maximum processed - The number of emails and the date when the maximum number of messages was received by the selected mailbox
- Maximum infected - The number of infected emails and the date when the maximum number of virus infected messages was received by the selected mailbox.
- Percent infected - The percentage of infected emails from the total number of emails received by the selected mailbox.
- Best day - The percentage of infected emails and the date with the smallest percentage of infected emails received by the selected mailbox.
- Worst day - The percentage of infected emails and the date with the biggest percentage of infected received by the selected mailbox.

The Reset button available in this area allows the reseller to clear statistics for the selected mailbox. Both infected and total statistics for the mailbox will be reset.

## Reporting

In this area, the reseller can obtain and export statistics reports about the domains and mailboxes protected by 4PSA Clean Server.

This page displays detailed reports for each of the reseller's customers.

Use the Export to Excel link to save the selected report in a CSV (comma separated value) file.

The customer's report is displayed in a table containing the following data:

- Customer - The name of the customer.
- Total Domains - This column displays the total number of domains owned by the customer.
- Protected Domains - This column displays the total number of protected domains owned by the customer.
- Total Mailboxes - This column displays the total number of mailboxes created for all the domains owned by the customer.
- Protected Mailboxes - This column displays the total number of protected mailboxes created for all the domains owned by the customer.

## Settings

In this area, the reseller can set the behaviour of 4PSA Clean Server with regard to the newly added domains.

To access this area, simply click the Settings button in the toolbar.



### Note

This area will not be displayed unless the administrator has set at least one option under the **Allow resellers to manage the "Automatically protect new domain" permission for their customers** area.

Furthermore, the administrator can restrict the options available for the reseller.

## Antivirus Settings

If the administrator allows the reseller to manage protection of newly created domains, according to the administrator settings, the reseller can use one of the following options for Automatically protect new domains:

- Use global value - With the help of this setting, the reseller delegates the administrator to manage the protection of their new domains against virus-infected messages.
- Never - According to this setting, the reseller's newly added domains (their own or their customers' domains or subscriptions) will not be automatically protected against virus-infected messages.
- If their service plan includes 4PSA Clean Server - According to this setting, the reseller's newly added domains (their own or their customers' domains or subscriptions) will not be automatically protected against virus-infected messages unless they were created with Service Plans featuring an activated 4PSA Clean Server Additional Service.
- No matter their service plan - According to this setting, the reseller's newly added domains (their own or their customers' domains or subscriptions) will be automatically protected against virus-infected messages, even if they were created with Service Plans featuring an activated 4PSA Clean Server Additional Service.

Global value - This option is set by the administrator for the protection of all newly added domains.

## Interface Settings



### Note

This area will not be displayed unless the administrator has enabled the **Allow resellers to display their own message to their customers** option.

- Display message to customers - When enabled, this option will have the text written in the Message for customers field displayed under the form of an Info box in all the pages of the 4PSA Clean Server for the reseller's customers and users.
- Message for customers - When enabled, this option will display the text field in all the pages of 4PSA Clean Server at both customer and user level. Such messages can accept HTML tags and have an advertising or an informative role.

The value set for Message for customers will overwrite the administrator settings.



### Note

Once the reseller decides to manage the customer's messages, the administrator will no longer be able to handle them. Therefore, any value the reseller sets for **Message for customers** will always overwrite the messages previously set by the administrator.

# The Customer or the Control Panel User Module

This chapter is dedicated to customers and Control Panel users with access to the Plesk Small Business Panel (smb). The 4PSA Clean Server can be accessed as soon as you log in to Plesk using a customer or a control panel user account. To open the 4PSA Clean Server interface, please select the Websites & Domains link from the toolbar and then click the [4PSA Clean Server](#) button.



## Note

A Customer or a Control Panel user cannot access the 4PSA Clean Server interface unless the selected subscription is created based on a Hosting Service Plan and its 4PSA Clean Server additional service is enabled.

The 4PSA Clean Server toolbar is available on top of the application interface. The toolbar makes it easy for the customer to protect their domain and mailboxes.

In the Domains list, the customer will only be able to see the domains created under the current subscription. If the customer owns several subscriptions, they should switch between subscriptions in order to configure 4PSA Clean Server for all their domains.

## Protecting the Entire Domain

The customer can protect the entire domain against virus-infected email messages.

To access this area, simply click the Domains button in the toolbar.

In this area, the customer or the Control Panel user gains access to a list of all the domains created under the current subscription. Every domain features four columns displaying the following information:

- Protected mailboxes - The number of protected mailboxes on the domain.
- Total mailboxes - The total number of mailboxes on the domain.
- Infected - The number of email messages received by the protected mailboxes of the corresponding domain and detected by 4PSA Clean Server to be virus-infected.
- Total - The total number of email messages processed by the 4PSA Clean Server on that domain.




#### Note

These statistics are only available for a domain if the domain in question has at least one mailbox protected by 4PSA Clean Server and the **Save statistics** option has been enabled in the Settings area.



#### Note

Starting with version 4.0.0 mail groups and email addresses that are not mailboxes can also be protected. In this document, the term mailbox defines all the types of email addresses that 4PSA Clean Server can manage.

Next to these columns, the  Stats icon is available for each domain in the list. By clicking this icon, the customer or Control Panel user will be able to view the statistics available for the selected domain.

Protecting a domain implies protecting all mailboxes available under this domain against virus-infected messages. 4PSA Clean Server will automatically protect all the mailboxes newly added to a protected domain.

There are several ways in which you can protect the entire domain:

- One domain at once, from the Domains list - To protect an entire domain, go to the Domains table and, in the Protected column, click the Enable link corresponding to the selected domain.

Later, you can cancel domain protection by clicking the Disable link under the same Protected column.

- Protect the domain, from the Domain Settings page - To protect an entire domain, go to the Domains table and, in the Domain column of the table, click the link corresponding to the selected domain.

You will be redirected to the Domain Settings page, where you need to select the Protect the entire domain checkbox and press the Update button.

Later, you can disable domain protection by deselecting the Protect the entire domain checkbox.

- Protect several domains at once, from the Domains list - To protect several domains at the same time, go to the Domains table, enable the checkboxes corresponding to the selected domains, then click the Global changes button.

You will be redirected to a new page displaying the Toggle domain protection area, where you need to select the protect the selected domains option, then press the Update button.

Later, you can disable domain protection by selecting the desired domains and clicking the Global changes button. You will be redirected to a new page displaying the Toggle domain protection area, where you need to select the remove protection for the selected domains option and then press the Update button.

## Protecting Individual Mailboxes

The customer or the Control Panel user can protect individual mailboxes against virus-infected messages.

In this section, the customer or the Control Panel user has access to a list of all the mailboxes that belong to their domain. Every mailbox has five columns containing the following data:

- Protected - To activate mailbox protection, click the Enable link next to the corresponding mailbox; the Yes status under the Protected column confirms that mailbox protection is enabled. To cancel mailbox protection, click the Disable link next to the corresponding mailbox; the No status under the Protected column confirms that mailbox protection is disabled. Mailbox protection can be enabled or disabled for several mailboxes at the same time. To do this, please follow the steps below:
  1. Select the checkboxes on the right corresponding to the mailboxes in question.
  2. Click the Toggle protection button in the upper page, next to the Global changes button.

The mailboxes that were not protected will be protected and the mailboxes that were protected will be unprotected.



### Note

When a domain is protected, all its mailboxes are protected and the **Enable** link is no longer available.

- Infected - This info refers to the number of email messages received on the corresponding mailbox and detected by 4PSA Clean Server to be virus-infected.
- Total - This info refers to the total number of email messages received on the corresponding mailbox and processed by 4PSA Clean Server.





#### Note

These statistics are only available if the corresponding mailbox is protected by 4PSA Clean Server and the server administrator has enabled this setting. If there are no processed messages, the Infected and Total columns will display '-' next to the corresponding mailbox.

- S - By clicking the icon, the customer or the Control Panel user will be able to manage the antivirus settings for the corresponding mailbox.
- Stats - By clicking the Stats icon, the customer will be able to view the statistics available for the selected mailbox.
- Reset Stats - By clicking the Reset icon, the customer will reset the statistics available in the Infected and Total columns for the corresponding mailbox.

## Global Settings for Domains

You can apply the same changes to several domains:

- Please select the domains in question from the list of domains.
- Click Global changes.
- Make all the necessary changes. Here are your options:
  - Reset domain statistics - To clear the statistics of the anti-virus detection engine for the domain, please select this checkbox and click Update.
  - Toggle domain protection - The customer has the following options:
    - protect selected domains - all selected domains will have anti-virus protection.
    - remove protection for selected domains - the anti-virus protection will be removed from all selected domains.
    - do not change - leave the anti-virus protection option for the selected domains as is.
  - Send daily statistics report - The customer has the following options:
    - send report - in the Domain statistics graph for <domain page> page, enable the Send daily statistics email option for all selected domains.

- do not send report - in the Domain statistics graph for <domain page> page, disable the Send daily statistics email option for all selected domains.
- do not change - leave the Send daily statistics email option for the selected domains as is.
- Click Update to save the changes you have just made.



#### Note

If you do not wish to modify any setting, please select the **do not change** option.

## Global Settings for Mailboxes

The customer or the Control Panel can make same changes to several mailbox.

Please select the mailboxes in question from the list.

Click Global changes.

Make all the necessary changes. Here are your options:

- Quarantine virus messages to IMAP folder - The customer or the Control Panel has the following options:
  - save - the virus-infected emails will be stored to a folder; this applies to all selected mailboxes.
  - do not save - the virus-infected emails will not be stored to a folder; this applies to all selected mailboxes.
  - do not change - the virus-infected emails will remain as is and will not be stored to a folder; this applies to all selected mailboxes.

IMAP Folder to the virus quarantine - set the name of the folder storing the virus-infected emails.



#### Note

If there is no IMAP folder, then 4PSA Clean Server will create one.

Emails with forbidden file extension or attachments with double extension will not be sent to the quarantine folder.

## Antivirus Settings for Mailbox

The customer or the Control Panel user can choose to use a folder storing all the virus-infected emails received by the selected mailbox.

- Quarantine virus messages to IMAP folder - Select this checkbox if you want the virus-infected emails to be stored to a folder.
- IMAP Folder to the virus quarantine - Set the folder name storing the virus-infected emails.




### Note

If there is no IMAP folder, then 4PSA Clean Server will create one.

Emails with forbidden file extension or attachments with double extension will not be sent to the quarantine folder.

## Domain Statistics

To view the statistics for an entire domain, the customer must click the  Stats icon corresponding to the selected domain. A graphic with the domain statistics is available in this area. These statistics are based on the total number of emails received by the protected mailboxes of the selected domain and the number of infected messages received in those mailboxes.



### Note


Domain statistics will only become available for a specific domain if the domain in question has at least one mailbox protected by 4PSA Clean Server and the **Save statistics** option has been enabled in the Settings area.

### Domain Statistics Graph

In this graph, one curve stands for the total number of emails received by the protected mailboxes of the selected domain, whereas the other curve represents the number of infected messages received by these protected mailboxes. The customer can change the look of this graph in the Customize section below. The horizontal oX axis displays the selected time interval and the vertical oY axis the total number of emails received by the protected mailboxes of the selected domain.

### Customize

In this section, the customer can change the time interval displayed in the graph as well as the way the graph looks. Here are the options available:

- Start and End date - The start and the end dates of the time interval for the graph. To select a date, the customer must click the  calendar icon.
- Infected color - The color for the curve displaying the number of infected email messages received by the protected mailboxes of the selected domain.
- Totals color - The color for the curve displaying the total number of emails received by the protected mailboxes of the selected domain.
- Dots color - The color of the dotted lines across the graph.
- Label color - The color of the graph axis labels.
- Axis color - The color of the oX and oY axis.
- Arrow color - The color of the arrows at the end of the axis.
- Graph background color - The background color for the plotted region.
- Canvas background color - The background color for the entire canvas (surrounding the plotted region).



#### Note

You can change any graph color by clicking the colored rectangle for the desired curve.

### Domain Statistics

In this section, 4PSA Clean Server displays the following information about the domain statistics:

- Total - The total number of emails received by the protected mailboxes of the selected domain.
- Infected - The number of infected email messages received by the protected mailboxes of the domain.
- Average processed - The average number of email messages received by the protected mailboxes of the domain and processed on a daily basis.
- Average infected - The average number of infected email messages received by the protected mailboxes of the domain on a daily basis.
- Average scan time - The average scan time for the email messages received.

- Minimum processed - The number of emails and the date the minimum number of messages were received by the protected mailboxes of the domain.
- Minimum infected - The number of infected emails and the date the minimum number of virus-infected messages were received by the protected mailboxes of the domain.
- Maximum processed - The number of emails and the date the maximum number of messages was received by the protected mailboxes of the selected domain.
- Maximum infected - The number of infected emails and the date the maximum number of virus-infected messages were received by the protected mailboxes of the domain.
- Percent infected - The percentage of infected emails from the total number of emails received by the protected mailboxes of the domain.
- Best day - The percentage of infected emails and the date with the smallest percentage of infected emails received by the protected mailboxes of the domain.
- Worst day - The percentage of infected emails and the date with the biggest percentage of infected emails received by the protected mailboxes of the domain.


To clear statistics for the selected domain, the server administrator must click the Reset button. Both infected and total statistics for the domain in question will be reset. The global statistics available in the Settings area will be updated after this reset.

#### Email preferences

4PSA Clean Server will email reports to the domain owner on a daily basis as long as the Save email scanning statistics option is enabled in the Settings page.

Please click the Send daily statistics email option to activate report emailing for this domain.

## Mailbox Statistics

To view the statistics for a selected mailbox, the customer must click the  Stats icon corresponding to the selected mailbox. A graphic with the mailbox statistics is available in this area. These statistics are based on the total number of emails received for the selected mailbox and the number of infected messages received on that mailbox.



#### Note

These statistics are available only if the mailbox is protected by 4PSA Clean Server and if the server administrator enabled **Save Statistics** setting.

### Mailbox Statistics Graph

In this graph, one curve stands for the total number of emails received by the selected mailbox, whereas the other curve represents the number of infected messages received by this mailbox. The customer can change the look of this graph in the Customize section below. The horizontal oX axis displays the selected time interval and the vertical oY axis the total number of emails received by the selected mailbox.

#### Customize

In this section, the customer can change the time interval displayed in the graph as well as the way the graph looks. Here are the options available:

- Start and End date - The start and the end dates of the time interval for which the graph is plotted. In order to select a date, the customer must click on the 📅 calendar icon.
- Infected color - The color for the curve displaying the number of infected email messages received by the selected mailbox.
- Totals color - The color for the curve displaying the total number of emails received by the selected mailbox.
- Dots color - The color of the dotted lines across the graph.
- Label color - The color of the graph axis labels.
- Axis color - The color of the oX and oY axis.
- Arrow color - The color of the arrows at the end of the axis.
- Graph background color - The background color for the plotted region.
- Canvas background color - The background color for the entire canvas (surrounding the plotted region).



#### Note

You can change any graph color by clicking the colored rectangle for the desired curve.

### Mailbox Statistics

In this section, 4PSA Clean Server displays the following information about the selected mailbox statistics:

- Total - The total number of emails received by the selected mailbox.
- Infected - The number of infected email messages received by the selected mailbox.
- Average processed - The average number of email messages received by the selected mailbox and processed on a daily basis.
- Average infected - The average number of infected email messages received by the selected mailbox on a daily basis.
- Average scan time - The average scan time for the email messages received.
- Minimum processed - The number of emails and the date the minimum number of messages were received by the selected mailbox.
- Minimum infected - The number of infected emails and the date the minimum number of virus infected messages were received by the selected mailbox.
- Maximum processed - The number of emails and the date the maximum number of messages were received by the selected mailbox.
- Maximum infected - The number of infected emails and the date the maximum number of virus infected messages were received by the selected mailbox.
- Percent infected - The percentage of infected emails from the total number of emails received by the selected mailbox.
- Best day - The percentage of infected emails and the date with the smallest percentage of infected emails received by the selected mailbox.
- Worst day - The percentage of infected emails and the date with the biggest percentage of infected emails received by the selected mailbox.

To clear statistics for the selected domain, the customer must click the Reset button. Both infected and total statistics for the domain will be reset.

## Contact and Support

For online help and support please visit:

- Support Zone: <https://help.4psa.com>
- Knowledge Base: <http://kb.4psa.com>
- Documentation: <http://help.4psa.com/docs/>

For mailing addresses and phone numbers from our offices:

<http://www.4psa.com/contactus>

If you have any question, do not hesitate to contact us.