

## M86 MailMarshal™ Service Provider Edition 2.3

M86 Security is pleased to announce the release of M86 MailMarshal Service Provider Edition (SPE) 2.3. This release boasts an assortment of new features and enhancements, including end-user spam quarantine management, modular licensing, reseller administration login, and customer initiated password reset via email.

### FAQs

#### Q. Do I have to offer my customers Spam Quarantine Management?

A. No. M86 MailMarshal Service Provider Edition is designed to allow you – the service provider – to offer the services and features that you want to offer.

#### Q. Why would customers want to give their users the ability to release quarantined messages? Isn't quarantine for their protection?

A. Quarantining messages is not only about security. If you want to provide customers with more advanced policy management services, you can control all sorts of content. Jokes, oversize emails, messages with multimedia attachments, offensive language and more. Some customers want to be able to protect their users from offensive or non-business content, but they also do not want filtering to become intrusive or a hindrance. Offering customers the option of end-user message release means that they have the best of both worlds: consistent policy enforcement and empowered, trusted employees. Any message released from quarantine can be reported on, so customers can see if individual users are abusing this privilege and releasing messages that they should not. Those privileges can then be revoked for individuals who breach company policy.

#### Q. I just want to provide managed spam filtering services. Do I have to pay for all the other features M86 MailMarshal offers?

A. No. If you just want to provide spam filtering, we offer licensing options and competitive pricing plans to allow you to do just that. If you wish to add additional services at a later stage, then this can be easily arranged. Marshal is committed to help you grow your business.

### WHAT'S NEW AT-A-GLANCE

- **Spam Quarantine Management** – End users can be given optional access to manage their own personal spam quarantine folder. Users receive summary email reports with a digest of spam messages that have been blocked for them. They can quickly and easily release messages from quarantine on their own authority, minimizing instances of false positives and alleviating administrative burden.
- **Customer Defined Anti-Spam Whitelists** – Whitelists help to reduce instances of false positives (legitimate emails mistakenly blocked as spam) in spam filtering by identifying known email contacts from whom messages should not be classified as spam. Updated whitelist support in M86 MailMarshal SPE 2.3 allows easier implementation and direct customer control over whitelist administration.
- **External Command Interface** – M86 MailMarshal SPE can interface with external tools related to monitoring or identifying forms of email traffic and content via an external command. This enables the use of additional content analysis tools and custom policy implementation. Examples of external commands include triggering email-based pager alerts or performing custom regular expression searches within messages and attachments.
- **'Reply' Message Release Function** – End users can be granted the ability to authorize the release of messages from quarantine or take other policy-based actions on messages by simply replying to a notification message.
- **Hierarchical Administration** – New administration tiers enable you to create levels of administration rights such as top-level service provider admin, service partner, VAR or reseller admin, and customer admin.
- **Modular Service Licensing** – M86 MailMarshal SPE 2.3 provides modular licensing so you can select components of the total M86 MailMarshal SPE solution to just focus on the services you want to offer. You can choose any combination of anti-spam, anti-spam with fingerprint matching (SpamProfiler module), anti-virus, content analysis and custom policies, or the complete M86 MailMarshal SPE system.
- **Password Email Reset** – Password management has been made easier through the implementation of an autonomous password reset facility. Customers who have forgotten their password can request their password be reset and a new auto-generated password be emailed to them directly.
- **Improvements to Underlying Components** – Numerous improvements and enhancements have been made to underlying technologies in M86 MailMarshal SPE 2.3. Faster report runtimes, more efficient and economical database entries and the ability to group messages and perform a single action on multiple messages are just a few of these improvements.

## NEW FEATURES AND BENEFITS EXPLAINED

### ANTI-SPAM | Spam Quarantine Management

When it comes to building a successful and effective spam filtering service, false positives are the biggest potential threat to that achievement. It is unacceptable for a customer to lose a legitimate email through a spam filtering service. Scrubbing incoming email for spam means that you need to get as close to 100% spam detection as possible with near zero false positives. However, some level of false positives are unavoidable. What one user considers to be spam is occasionally something that another user wants to receive. The critical issue is ensuring that customers have the ability to identify false positives and retrieve the message in the easiest and most convenient manner possible. This is where M86 MailMarshal Spam Quarantine Management (SQM) applies.

With SQM individual users can be sent a periodic, personalized summary email notification with details of each spam message quarantined for them. This enables end users to see the volume of spam being filtered for them and identify potential false positives that they wish to release from quarantine to be delivered to their inbox. With SQM users can delegate their spam administration to another person such as an assistant. An enduser can also identify 'Safe Senders' who are then added to a user's personal whitelist of email contacts who should not have messages blocked as spam.

SQM makes spam filtering more accurate and reliable, removes the needs for system administrators to be involved in releasing messages from quarantine, and raises the customer's awareness and appreciation of the benefits your spam filtering service provides.



The new Spam Quarantine Management interface in M86 MailMarshal SPE 2.3 provides users with personalized reports showing how much spam has been blocked for them, along with the ability to release messages from quarantine and identify safe senders who should not be blocked as spammers.

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## **ANTI-SPAM | Customer Defined Anti-Spam Whitelists**

Whitelists are a powerful spam filtering tool. They help avoid false positives and provide a higher degree of confidence in anti-spam accuracy. M86 MailMarshal SPE 2.3 introduces native, granular whitelist support for each customer without the need for special setup or administration. Customers can define their own specific whitelist directly in their M86 MailMarshal SPE Web console without the need for any intervention or support from the service provider.

Customer-defined whitelists are different from the per-user whitelist system provided through the Spam Quarantine Management facility. Customer-defined whitelists apply to all users within the customer's organization (unless explicitly defined as an exception) while the SQM whitelist only applies to individual users as part of their personal preferences.

## **SECURITY | External Command Interface**

M86 MailMarshal SPE can now integrate with external tools for assessing email content via an external command interface. This interface enables the use of additional content analysis tools for custom policy implementation. Examples of external commands include custom scripts to trigger pager alerts or performing custom, regular expression searches for credit card numbers or social security numbers. External Commands give service providers the flexibility to support advanced custom email policies for clients easily and without the need for special development effort.

## **ADMINISTRATION | 'Reply' Message Release Function**

The reply message release function is an external command tool especially developed to allow the recipient of a blocked email notification to quickly release a message from quarantine by merely replying to the notification. This means endusers can be granted the ability to authorize the release of messages from quarantine or take other policy-based actions on messages with a simple reply. Actions are highly flexible: overwrite the subject line, append a message stamp, or strip an offending attachment are just some of the many possible policies that can be automatically applied with a simple click of the reply button.

## **ADMINISTRATION | Hierarchical Administration**

New administration tiers enable you to create levels of administration rights such as a top-level service provider administrator, service partner, VAR or reseller administrator, and customer administrator. Each level of administration can be granted different access rights and privileges relevant to the administration role. This enables more intuitive and appropriate delegation of rights.

## **LICENSING | Modular Service Licensing**

M86 MailMarshal SPE 2.3 provides modular licensing so you can select components of the total M86 MailMarshal SPE solution to focus on the services you want to offer. You can choose any combination of anti-spam, anti-spam with fingerprint matching (SpamProfiler module), anti-virus, content analysis and custom policies, or the complete M86 MailMarshal SPE system.

Billing is tiered as you would expect, to match the components you wish to license and offer to customers. You can also license additional components at any time, enabling you can expand your service offering as you grow and customers demand more advanced services.

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## ADMINISTRATION | Password Email Reset

Password management has been made easier through the implementation of an autonomous password reset facility. Customers who have forgotten their password can request their password be reset and a new auto-generated password emailed to them directly. This cuts down on helpdesk support requests and customer frustration when not able to recall their password and access their administration console.

## ADMINISTRATION | Improvements to Underlying Components

Numerous improvements and enhancements have been made 'under-the-hood' in M86 MailMarshal SPE 2.3. Optimizations to the database have improved efficiency. Service reload times have been reduced. Report enhancements have improved the runtime for reports. Administrative enhancements enable bulk mail actions (release, delete multiple messages with one mouse click).

## ABOUT M86 SECURITY

M86 Security is the global expert in real-time threat protection and the industry's leading Secure Web Gateway provider. The company's appliance, software, and Software as a Service (SaaS) solutions for Web and email security protect more than 24,000 customers and over 17 million users worldwide. M86 products use patented real-time code analysis and behavior-based malware detection technologies as well as threat intelligence from M86 Security Labs to protect networks against new and advance threats, secure confidential information, and ensure regulatory compliance. The company is based in Orange, California with international headquarters in London and development centers in California, Israel, and New Zealand.

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