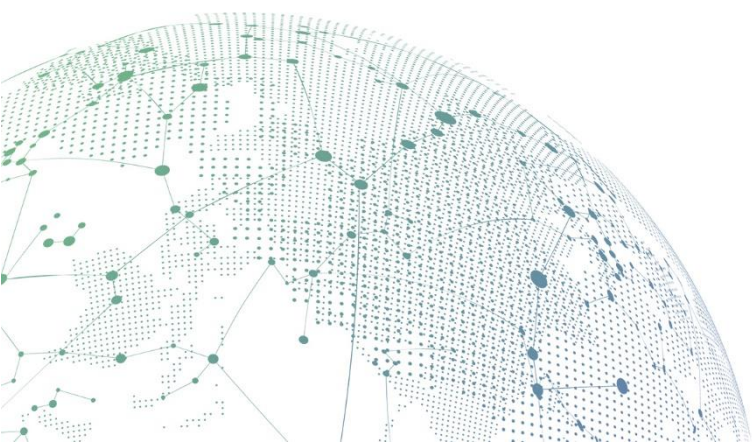




IAM

Email Filtering Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
April 22, 2019	Version 12.0.18 document release.

CONTENT

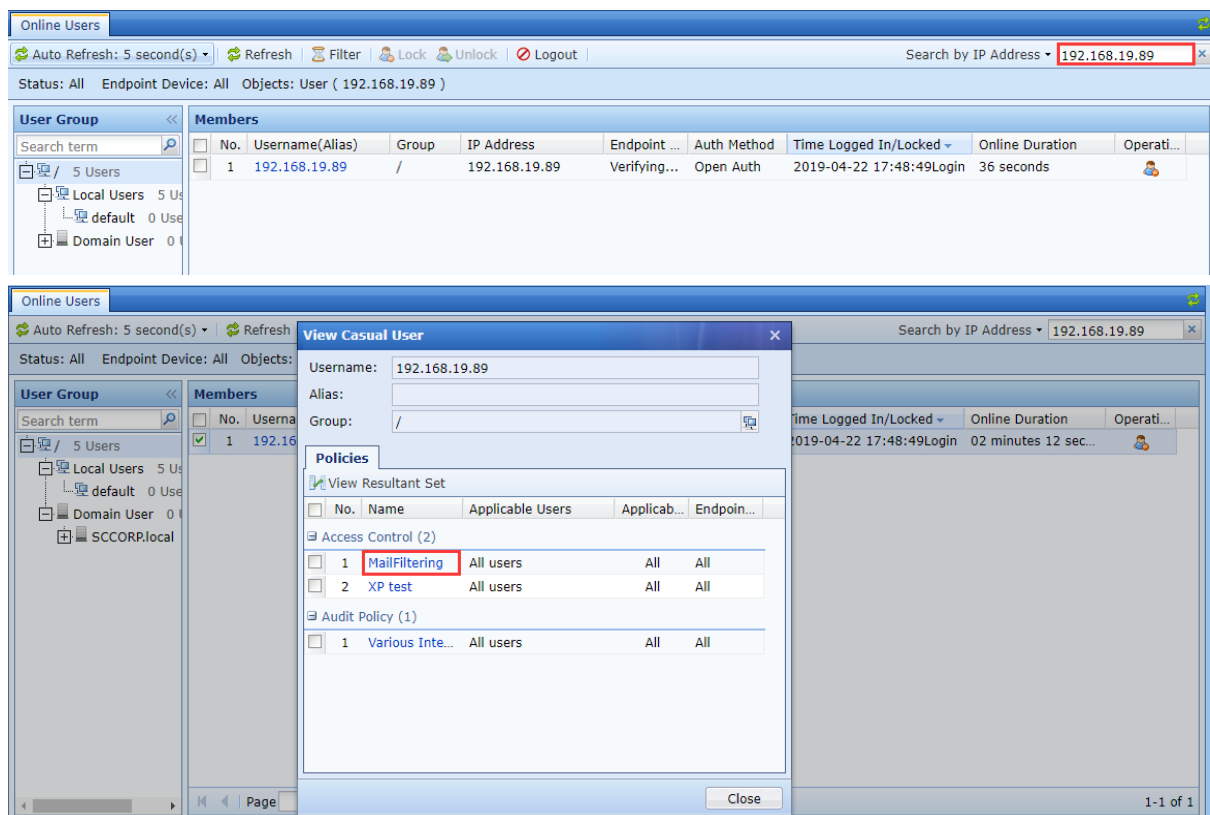
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1 Some concepts

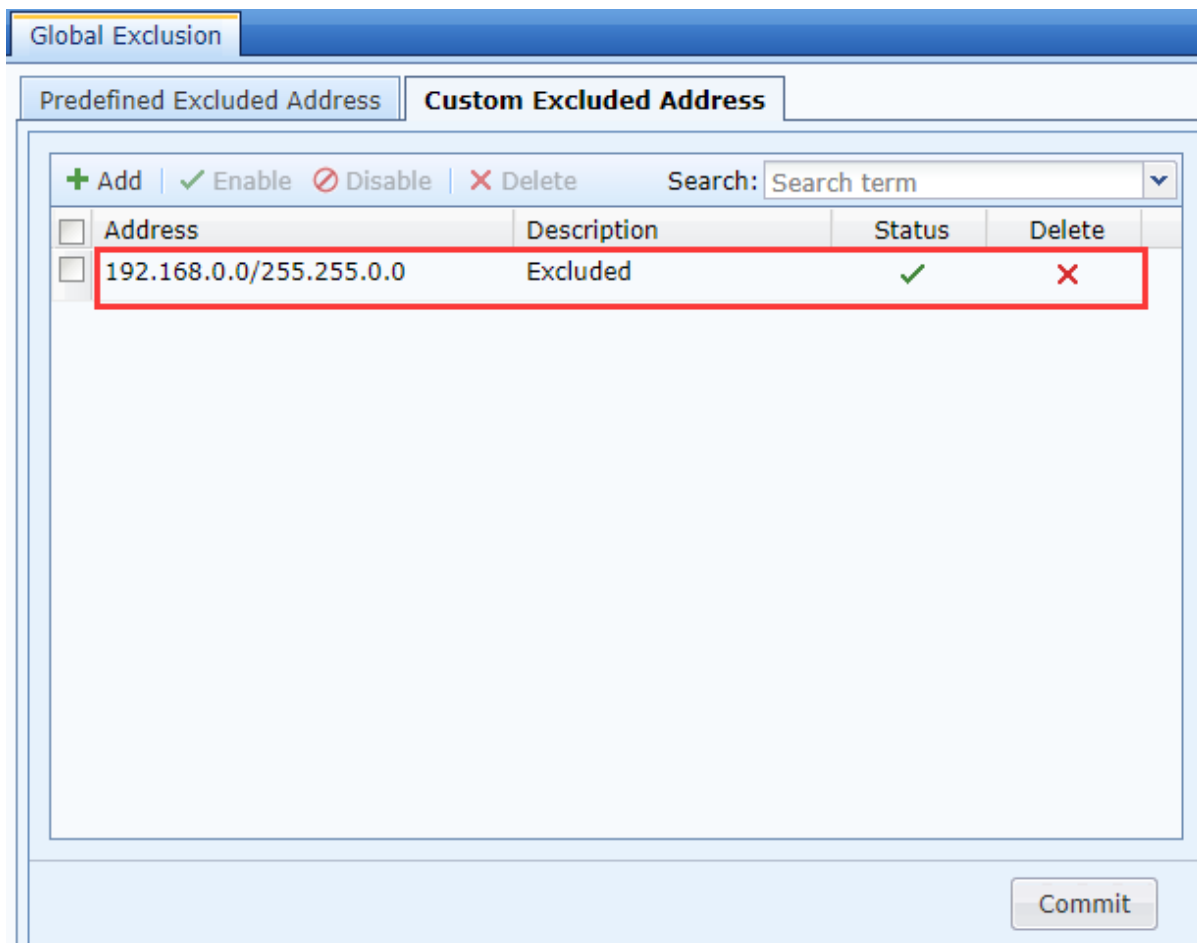
- IAM's **Mail Filtering** function is used to filter sent and received emails by intranet clients via standard SMTP and POP3 protocols.
- Mail filtering is only effective for emails that are sent by the mail client. It doesn't work for webmail. Webmail recommends filtering with the **Search Keyword** function.
- Confirm the deployment mode and version of the device. Bypass deployment does not support SSL Contents.

2 Check configuration

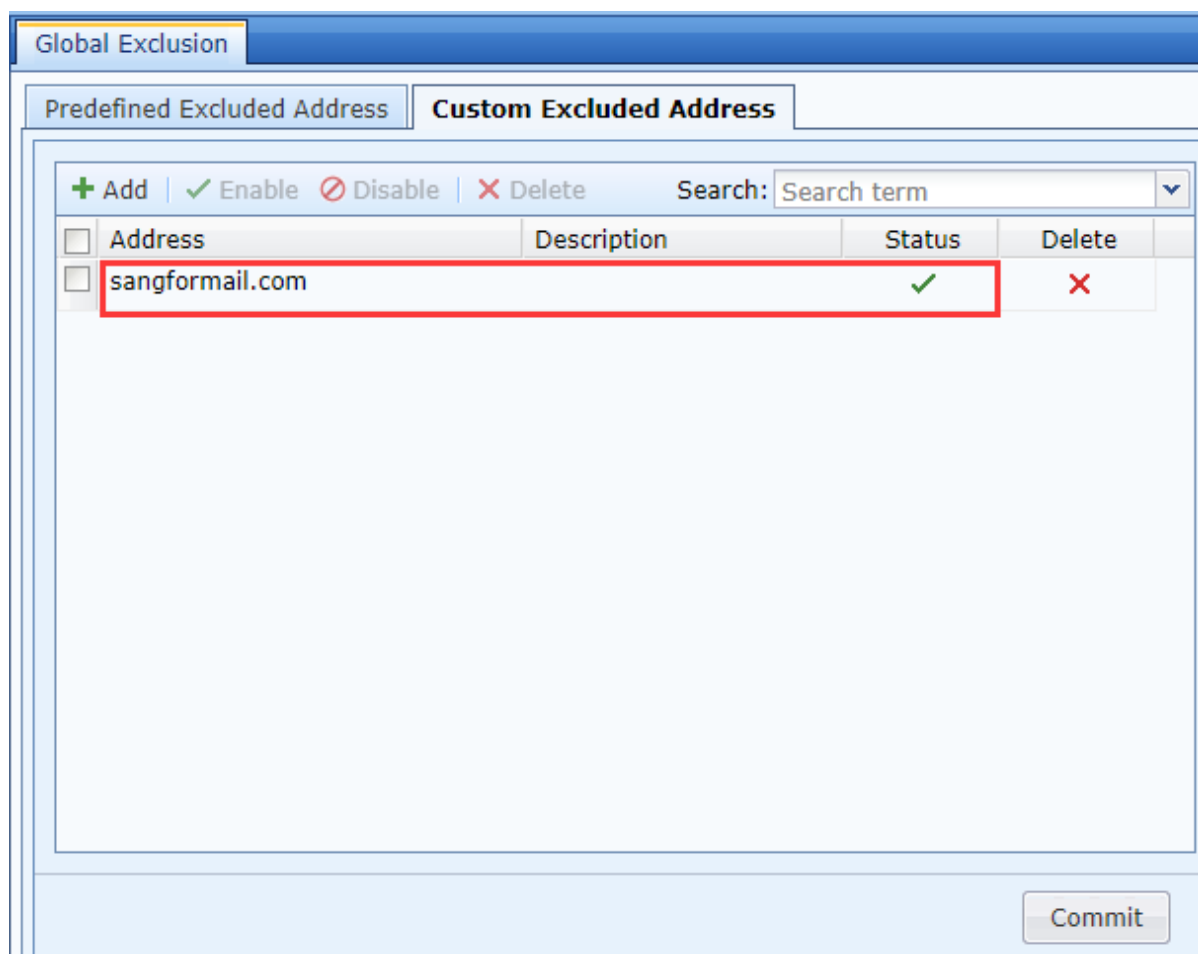
- Check whether the user successfully go online on the IAM and check whether the user matches the policy.



- Check if IP or network segment address is added to **Global Exclusion**.

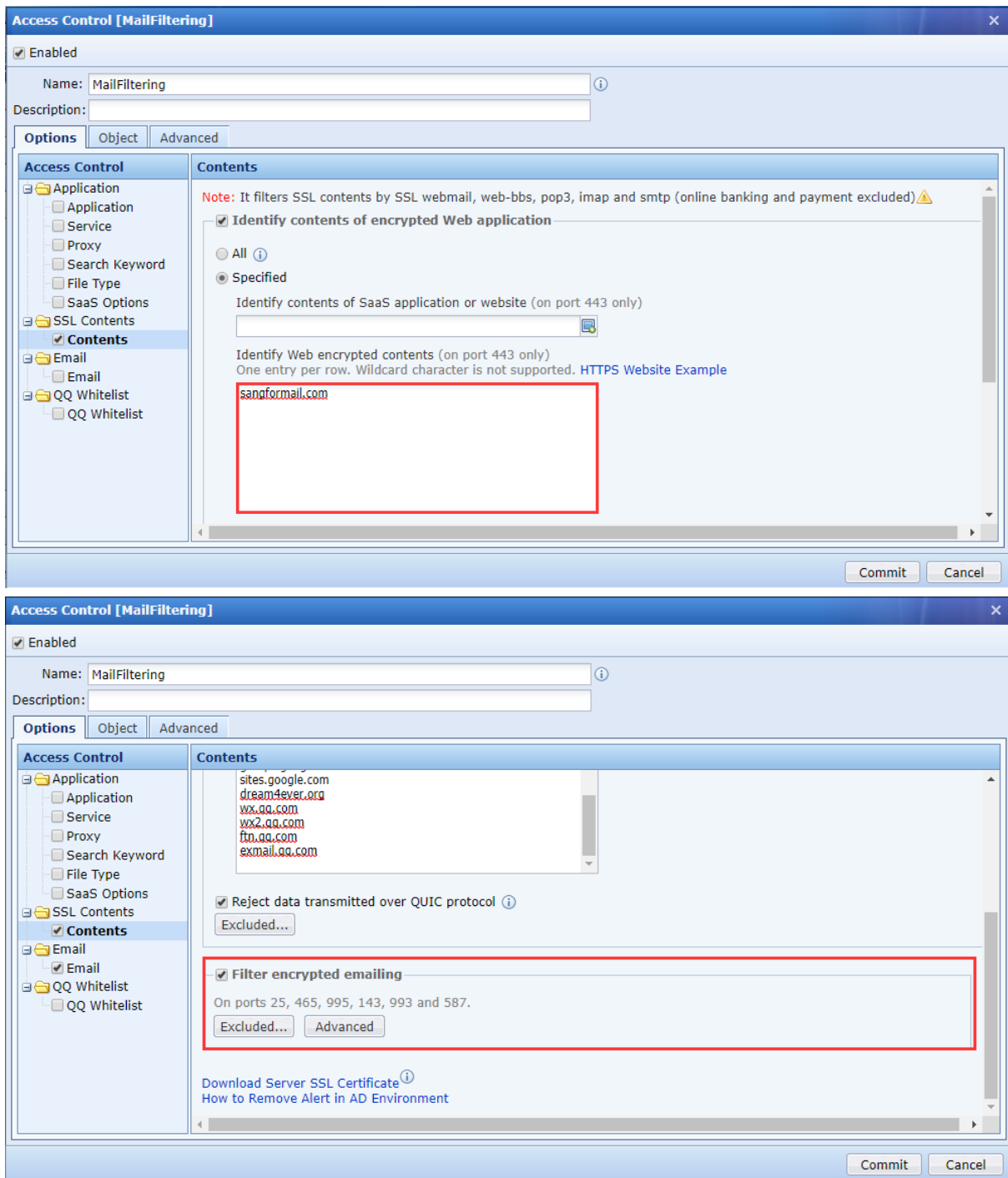


- Check if the domain name of the message is added to **Global Exclusion**.

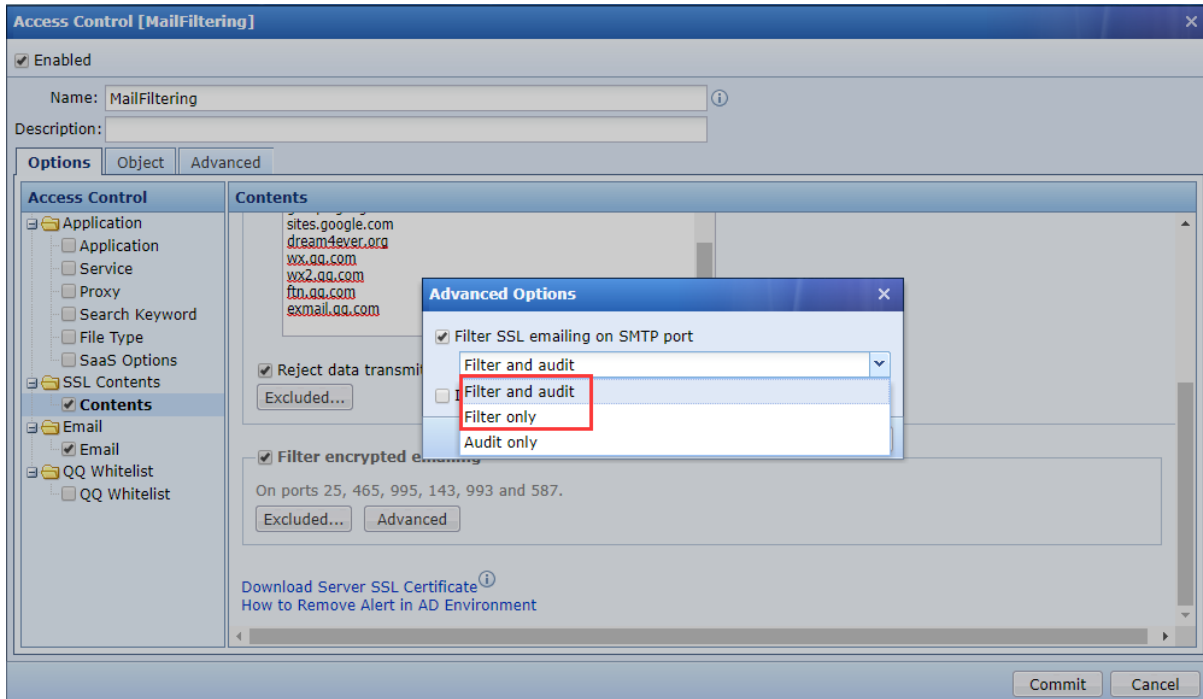


3 Advanced troubleshooting

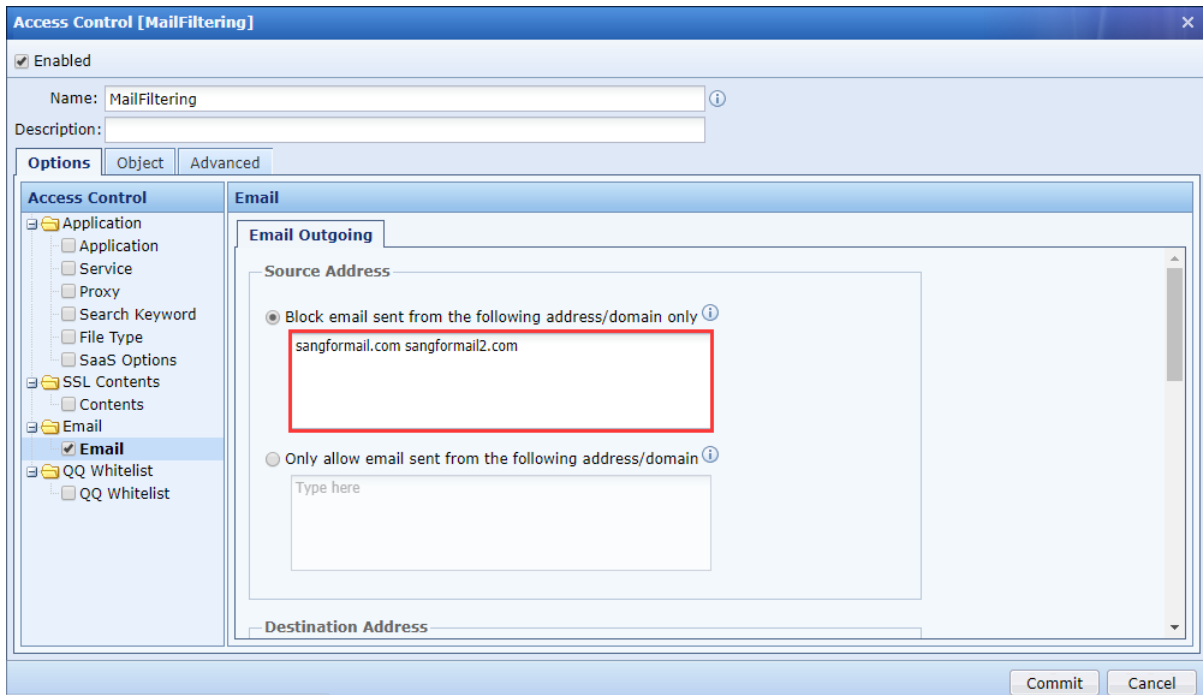
- Capture the packet to analyze whether the standard SMTP and POP3 protocols are used for sending and receiving emails. The standard port of the SMTP protocol for sending mail is the TCP25 port. If the mail is sent with non-standard port, mail filtering will not take effect.
- Find the network administrator to get the location of the mail server in the network. If the mail server is in the intranet, you need to match the mail server with the corresponding **Mail Filtering** policy.
- If the mailbox uses SSL encryption, you need to enable SSL Contents, import the root certificate on the PC, and enable "**Filter encrypted emailing**" and only support ports 25, 465, 995, 143, 993, 587.



- Check if filtering is enabled in "Filter encrypted emailing"



- For all email addresses, you can fill in the full email address, such as xxx@abc.com, or fill in the suffix of the email, such as @abc.com or abc.com. Fill in the format as one email address per line. So you can't write multiple domain names in one line



Note: Fill in abc.com and match both abc.com and abc.com.cn suffixes.



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