



## TotalBlock User Guide

Version 2.5

## REVISION NOTICE

This is the User Guide for TotalBlock version 2 for the Windows platform.

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# 1 Administration

## 1.1 Welcome

TotalBlock has been designed to block SPAM for commercial E-mail users.

Many SPAM blockers are designed to interpret the E-mail content and to filter based on rules. This means that the filters must be continually enhanced and encourages competition between SPAM generators and E-mail users. TotalBlock works differently.

TotalBlock works at three levels. The first is that TotalBlock requires senders of E-mail to be authorized. It does this by providing simple mechanisms that are people oriented to enable senders to be authorized. The majority of SPAM is computer generated and computers won't be able to respond to a request for authorization. The second is that the site manager will know of certain IP addresses and servers (domains) that generate unacceptable mail and the Site Manager can maintain these super-level blocks. The third is that users are in the best position to manage the quality of their own mail and can determine what they do and don't want to receive.

TotalBlock's process is quite simple. The site will run TotalBlock for a period of time. (The period depends on the volume of E-mail, but would typically be a week. ) The user can then select E-mail actions for their own E-mail from the history that has been established for them. Thereafter, any E-mail from an unknown source generates a response to the sender requesting authorization to a particular E-mail address. In the case of SPAM, the computer will be unable to handle the request and the computer will not respond. A genuine sender will request authorization and the user can authorize the new sender, or not, as the case may be. A user can simplify their authorization process by choosing options for automatic authorization for:

- all requests for authorization, and
- for all outgoing E-mail.

A user is able to "short circuit" the learning period by submitting their address book.

## 1.2 Getting Started

### 1.2.1 Background

TotalBlock is a program that enables you to decide what E-mail you wish to receive. You will do this by three activities.

First your Site Administrator will make TotalBlock active for the Site, but not for you as a user. TotalBlock will now start monitoring your E-mail. Of course, none of your E-mail will be rejected, but you will be building up some very useful history of E-mail behaviour. (If you wish to "short cut" this procedure, you may request your administrator to load your address book. Contact your administrator if you wish to do this.)

Second, when you are ready to start blocking E-mail and this time is usually determined by the gathered history, you will set up the rules that you want TotalBlock to follow to manage E-mail. You do this by accessing the Client Configuration Web Page. (Your Site Administrator will provide you with this address.) You can select the rules from the history that has been gathered, or you can enter your own. If you wish to enter your own, the rules are pre-set and you select the ones that you want to use from a drop-down list. You can have as many or as few of these rules as you want. The simplest rule is to allow E-mail from a specific E-mail address. For example, you wish to receive E-mail from `julius.caesar@forum.com` who has already sent you an E-mail. You set this rule in TotalBlock and you will then receive E-mail from Julius Caesar; all other E-mail will be rejected and the sender of any other E-mail will be asked to request authorization.

Third, you set some simple TotalBlock choices. For example, you may allow all senders who request authorization to be automatically authorized. (You will do this on the basis that a computer sending SPAM will not be capable of responding to the request for authorization.) You may also decide that no-one will send you E-mail without your specific approval and elect to not use this feature.

TotalBlock is now working with you to manage your E-mail.

TotalBlock is also administered by the Site Administrator in addition to by each User. Site rules are applied after user rules. Your history will show where a site rule has been applied. If you wish to discuss any of the Site settings, please contact your Site Administrator.

### 1.3 How To

#### 1.3.1 How To - Add, Edit or Delete User Allowable E-mail Sources

Your E-mail can come from many sources. Your task is to define what you want TotalBlock to do with E-mail that you receive. You do this by using TotalBlock's rules combined with the E-mail address, IP address and Domain of the source E-mail. The Allowable E-mail sources table can hold both address that you allow and addresses that you disallow. Allowed addresses are commonly referred to as "white lists" and "disallowed addresses" are referred to as "black lists".

#### ▼ Allowable E-mail sources

Access User Administration. Go to the "Allowable email sources table". Note that the table may be hidden. If it is, then you will need to un-hide it.

#### **Add.**

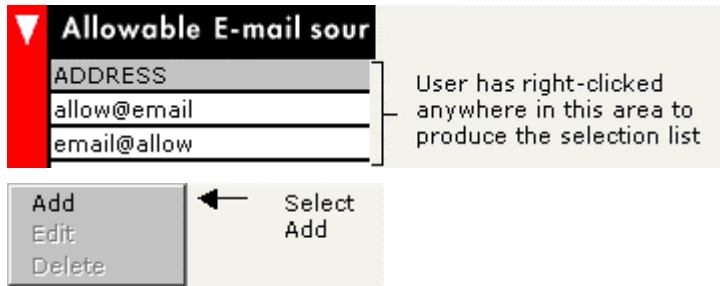
Use either method below to enable Add. If you wish to see the contents of the table, you must first search the table.

When you have done this, a new window appears.

Complete the following information in the window:



OR



Select the rule from the drop down list that you want to apply.

RULE

Type the E-mail or Domain address. Note that the address in this example is a Domain address, since the rule chosen is a rule that applies to a Domain.

ADDRESS

Type the IP address.

IP ADDRESS

Click Active if you want the rule to be active, leave it un-ticked if you don't want the rule to apply yet.

ACTIVE	<input checked="" type="checkbox"/>
--------	-------------------------------------

Click Submit (to create the TotalBlock action) or Cancel (to not proceed).

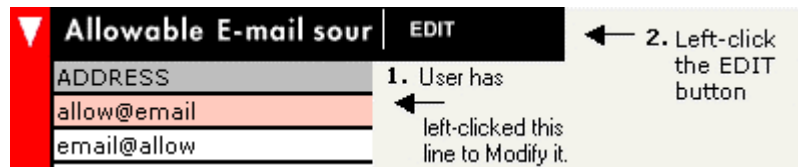
SUBMIT	CANCEL
--------	--------

### **Edit.**

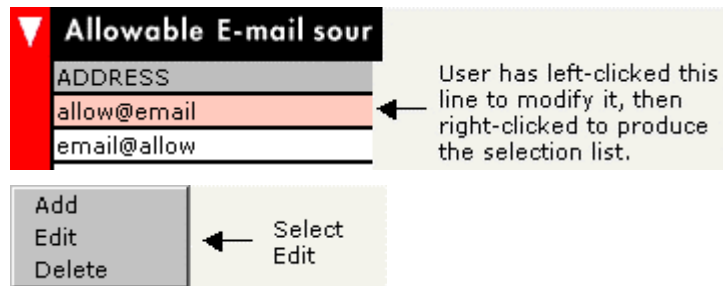
You must search to display Allowable Sources. Once you have found the rule that you wish to edit, you can left-click (highlight) the Allowable source (Rule) that you wish to modify.

Then use either method at the right to enable Edit.

When you have done this, a new window appears.



OR



Continue now as for the Add process. Make any changes to the data that you wish. Click Submit (to create the TotalBlock action) or Cancel (to not proceed).

SUBMIT	CANCEL
--------	--------

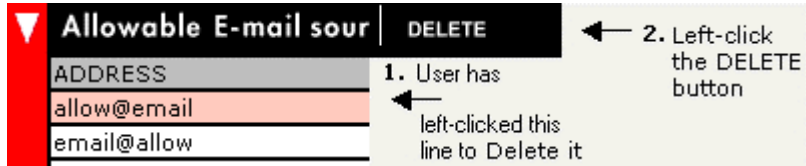
### **Delete.**

You must search to display Allowable Sources. Once you have found the rule that you wish to delete, left-click (highlight) the Allowable source (Rule) that you wish to delete.

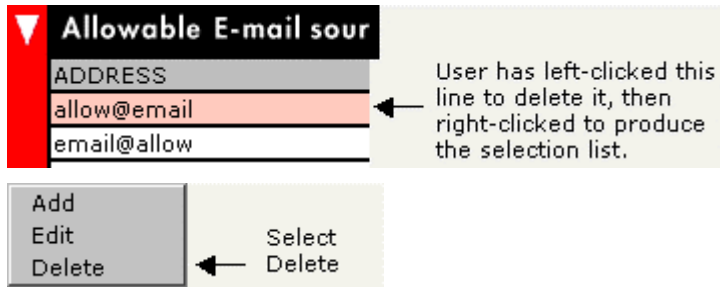
Then use either method at the right to enable Delete.

When you have done this, a new window appears.

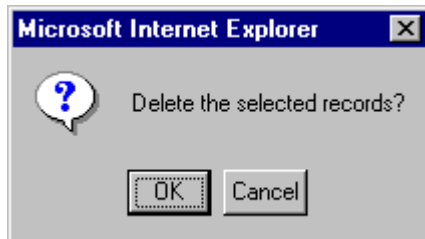
Note: Selecting Records. You may select one record by left clicking, several records by holding the Ctrl key and left clicking the records you want, or a group of records by holding the Shift key and left clicking the first and last record.



OR



Click OK to delete the record or records you have chosen, or Cancel to not proceed.



### 1.3.2 How To - Automatically Accept Authorization Requests

It is highly unlikely that SPAM senders will request authorization. On this basis, you may choose to automatically authorize anyone who requests authorization. This will simplify the authorization process for you. Nevertheless, you may still choose to manually authorize senders to ensure that you have control over who is authorized to send you E-mail.

Access User Administration. Go to the User Information table.



Tick the Auto authorization box. Anyone who now requests authorization will automatically be authorized. You may turn this off at any time by un-ticking the box.



Note: if blocking is turned off, then Auto Authorization is not available and the box cannot be ticked.



### 1.3.3 How To - Automatically Authorize Recipients of Outgoing E-mail

It is often convenient to automatically authorize anyone to whom you send E-mail (for the first time). This means that you don't have to concern yourself with the authorization process if you initiate E-mail dialog.

Access User Administration. Select the User table.



Tick the Learn box. This means that TotalBlock will add anyone to whom you send an E-mail to the allowed lists.



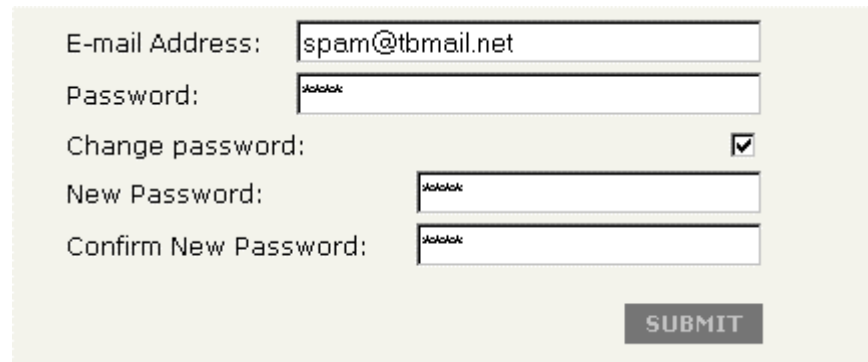
You can turn this feature off at any time by un-ticking the box.

### 1.3.4 How To - Change Password

Go to the Logon Screen

Complete your E-mail Address and your current password. Tick the "Change Password" box. The "New Password" and "Confirm New Password" fields will appear. Type your new password and confirm it. Click "SUBMIT".

The first time you use TotalBlock it will ask you to set your password. If you are unsure of the password to use, contact your Administrator.



The image shows a web form for changing a password. It is set against a light beige background. The form contains the following elements:

- E-mail Address:** A text input field containing the email address "spam@tmail.net".
- Password:** A password input field with masked characters "\*\*\*\*\*".
- Change password:** A label followed by a checked checkbox.
- New Password:** A password input field with masked characters "\*\*\*\*\*".
- Confirm New Password:** A password input field with masked characters "\*\*\*\*\*".
- SUBMIT:** A dark grey button with the word "SUBMIT" in white capital letters.

### 1.3.5 How To - Change the History Retention Period

You may retain history to assist you with E-mail authorization. It is also very useful when you wish to determine what has happened to E-mail. Your Site Administrator will set a global figure for history retention; you may choose any number of days that is equal to or less than this number.

Access User Administration. Go to the User information table.



Set the number of days.



You may reset this number whenever you like to any number that is equal to or less than the Site default.

### 1.3.6 How To - Choose a Rule

## Background

TotalBlock uses rules that you select to allow or block E-mail addresses, Domain addresses and IP addresses. You may use these individually, or combine them. Note that these rules exist in TotalBlock; you don't need to define them, you need only to use them and it is quite simple to use them from TotalBlock's history, or you may also create rules directly. Use whichever process suits your needs best.

In any event, you will always get mail from sources that are specifically allowed, you won't get any E-mail from any source that is specifically blocked; all other E-mail is subject to authorization.

## E-mail, Domain and IP addresses

You can think of an E-mail address as a specific person, a domain address as a group of people and an IP address as an Internet server that can have several groups of people. Hopefully, this will help you to determine which rule to use to block or allow E-mail. Of course, this simple view doesn't always work; large corporations can have one domain address and many IP addresses.

- To block or allow a person, use an E-mail address e.g. julius.caesar@forum.com.
- To block or allow a group, use a domain address e.g. forum.com
- To block or allow a generic group, use a wild card (\*) domain address e.g. \*um.com. A wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* for this symbol. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. can apply only to domains and can only be pre-fixed i.e., you cannot use for\*.com, you may only use \*um.com.
- To block or allow several groups, use an IP address e.g. 12.123.124.250

All addresses are supplied in the history table for each E-mail and by viewing that table, you can determine the blocking or allowing level that is appropriate.

Domains are very useful when you expect to receive E-mail from a company, but don't have a specific E-mail address; several people might send you E-mail.

A wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* for this symbol. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. can be very useful when you are dealing with groups of organizations that have similar domain names e.g. \*.gov.com would allow all mail from any domain name that ends with .gov.com.

IP addresses are quite useful when you are getting SPAM E-mail from a particular IP address and you wish to block all of them. It is quite normal for there to be many domains sending SPAM E-mail from a single IP address. Similarly, a large company can have a single domain address and have many IP addresses, so blocking or allowing an IP address is ineffective in this instance.

## Rule Hierarchy

In order to determine its action for an E-mail, TotalBlock uses the rules on a hierarchical basis. A rule in the table defining action that is higher in the table will always override a rule that is lower e.g. "block julius.caesar@forum.com" will override "allow forum.com".

Level	Blocking	Allowing
1	"block E-mail address & IP address"	"allow E-mail address & IP address"
2	"block domain address & IP address"	"allow domain address & IP address"
3	"block wild card is a symbol that stands for one or more unspecified characters"	"allow wild card is a symbol that stands for one or more unspecified characters"

	<p>for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an * or a ? for this symbol where the * represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use an * in front and behind the search term e.g. the search string is *abc* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the * and the ? if you wish ie you may search on *b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. domain address and IP address"</p>	<p>for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an * or a ? for this symbol where the * represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use an * in front and behind the search term e.g. the search string is *abc* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the * and the ? if you wish ie you may search on *b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. domain address and IP address"</p>
4	"block E-mail address"	"allow E-mail address"
5	"block IP address"	"allow IP address"
6	"block domain address"	"allow domain address"
7	<p>"block wild card is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an * or a ? for this symbol where the * represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use an * in front and behind the search term e.g. the search string is *abc* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the * and the ? if you wish ie you may search on *b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. domain address"</p>	<p>"allow wild card is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an * or a ? for this symbol where the * represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use an * in front and behind the search term e.g. the search string is *abc* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the * and the ? if you wish ie you may search on *b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. domain address"</p>

The table also applies left to right i.e. Blocking will override Allowing

## **Rule Examples**

1. The simplest rule is to allow an E-mail address. You have a friend called julius.caesar@forum.com. A single rule can block ("block E-mail address") or allow ("allow E-mail address") this E-mail address. (If your friend has already sent you an E-mail, you can go to TotalBlock's history and select that E-mail address and allow it. The converse is also true; you may want to block E-mail from that E-mail address, in which case you can go to TotalBlock's history and select that E-mail address and block it.)
2. You may receive E-mail from several people in Forum Inc. A single rule would allow forum.com ("allow domain address").
3. You may want to disallow all E-mail from forum.com, but accept E-mail from your friend Julius, in which case you would apply two rules. The first would allow julius.caesar@forum.com ("allow E-mail address") and the second would block forum.com ("block domain address").
4. You may receive E-mail from several people in Forum Inc., but don't want to receive mail from one particular person, Marcus Brutus. One rule will allow forum.com ("allow domain address"), a second rule will block marcus.brutus@forum.com ("block E-mail address").
5. You may have inadvertently added two rules e.g. "allow forum.com" and "block forum.com". The blocking rule will apply.
6. You may receive E-mail from a large corporation. If you have a rule "block IP address" and "allow domain address" and the corporation uses that IP address, then E-mail with that IP address will be blocked.
7. You wish to allow all mail from all Australian NSW Government departments. A single rule using a wild card is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* or a ? for this symbol where the \* represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use an \* in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the \* and the ? if you wish ie you may search on \*b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. would allow \*.nsw.gov.au ("allow domain address")

### 1.3.7 How To - Hide and Un-hide a Table

The default for the Allowable sources and History tables is that they are hidden; the User information table is visible. You may choose to leave the User information table always visible, but the Allowable sources and History tables are always hidden until you do a search to populate them. The hide and visible feature is a toggle switch i.e. if the table is visible, you may hide it; if it is hidden, you may make it visible.

Access User Administration. Select the table you wish to hide. In this example, the User information table has been chosen. If the arrow is pointing to the right, then the table is already invisible.



If the table is visible, click the arrow to hide it.



If it is hidden, click the arrow to make it visible.

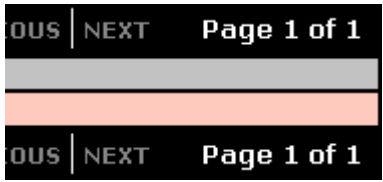
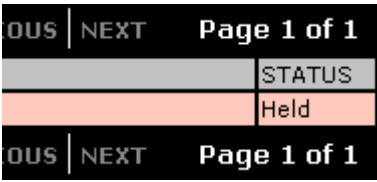


### 1.3.8 How To - Hold and Free E-mail

Your site can choose to "hold" E-mail that comes from unknown sources. If the Hold feature is enabled, then any E-mail from an unknown source that has a valid IP or domain address will be Held as long as History is retained. A held mail can subsequently be freed and be made available for viewing. While freeing an E-mail, you may also choose to authorize the sender.

An E-mail can be in three states ;the state is shown in the STATUS column in History. (See figures at right. Go to the History Table to view the Status.)

The E-mail can be Held (Held Held Status means that an E-mail has been received from an unauthorized sender. You may leave the E-mail, Free the E-mail to your in-box, or authorize the sender. E-mail is held as long as history is held. ), FreeS or FreeR ( Freed FreeS means that an E-mail was received from an unknown source and has now been released to the user by the sender ie the sender has successfully responded to the challenge message. FreeR means that the user (receiver) has released the E-mail from history. ) or always Freed (-). An E-mail is always Freed if the sender is authorized.

Hold Feature Disabled	Hold Feature Enabled
	

If the Hold Feature is enabled, then you can Free E-mail and/or Authorize a Sender from History.

### 1.3.9 How To - Implement Rules from History

You may wish to Authorize E-mail directly from your History. Note that TotalBlock will behave differently depending on the "E-mail Hold" feature. To see if your Hold Feature is ON, check the right hand side of the History table. If there is a STATUS column, then the feature is turned ON.

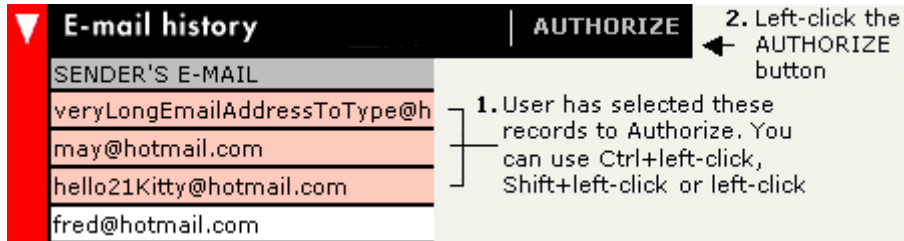
#### ***E-mail Hold Feature is OFF.***

Access User Administration. Go to the History table. To access history, you will need to search the history table. Select the E-mail that you wish to Authorize.

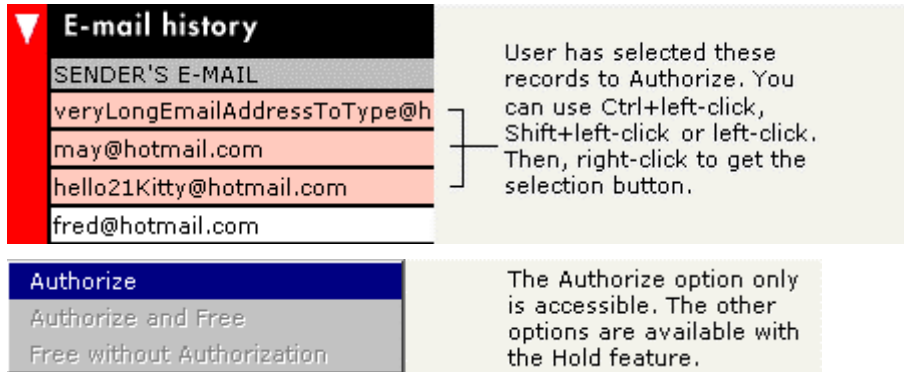
Use either of the methods below.

A new window appears.

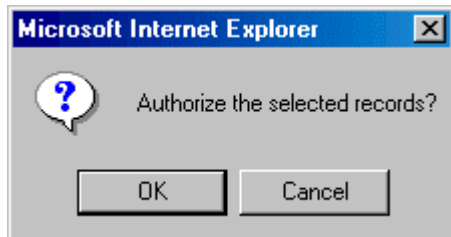
Note: you can select E-mail by a left click, Ctrl and left click, or Shift and left click.



OR



Click OK to Authorize the E-mail, Cancel to discontinue.



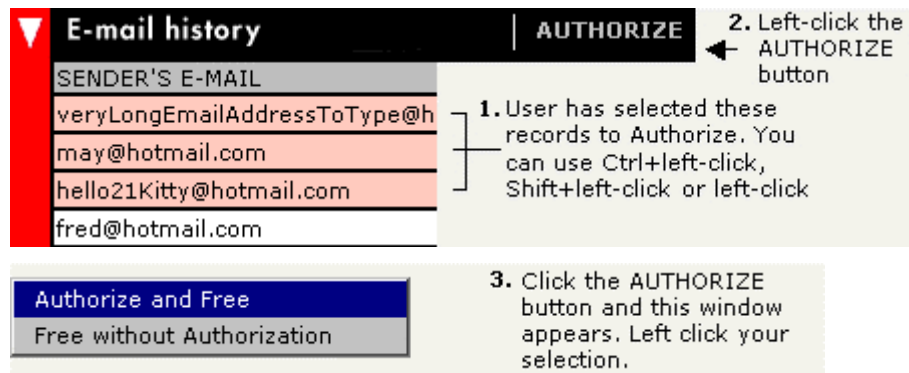
#### ***E-mail Hold Feature is ON.***

Access User Administration. Go to the History table. You will need to search history to access history information. Select the E-mail that you wish to Authorize.

Use either of the methods below.

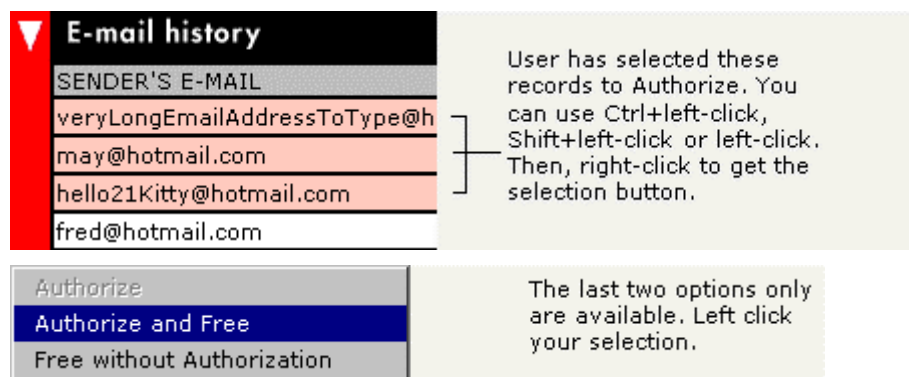
A new window appears.

Note: you can select E-mail by a left click, Ctrl and left click, or Shift and left click.



The screenshot shows the 'E-mail history' window with a list of sender addresses. The 'AUTHORIZE' button is highlighted in black. A red arrow points to the button with the text '2. Left-click the AUTHORIZE button'. A bracket on the right side of the list of addresses is labeled '1. User has selected these records to Authorize. You can use Ctrl+left-click, Shift+left-click or left-click'. Below the list, the 'Authorize and Free' button is highlighted in blue, and the 'Free without Authorization' button is highlighted in grey. A text box on the right says '3. Click the AUTHORIZE button and this window appears. Left click your selection.'

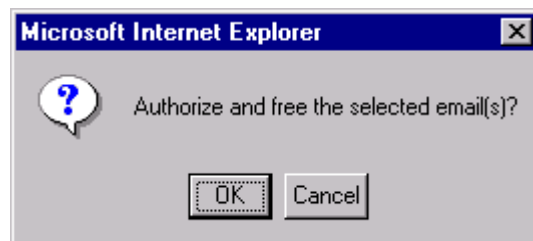
OR



The screenshot shows the 'E-mail history' window with the same list of sender addresses. The 'Authorize' button is highlighted in blue. A bracket on the right side of the list of addresses is labeled 'User has selected these records to Authorize. You can use Ctrl+left-click, Shift+left-click or left-click. Then, right-click to get the selection button.'. Below the list, the 'Authorize' button is highlighted in blue, and the 'Free without Authorization' button is highlighted in grey. A text box on the right says 'The last two options only are available. Left click your selection.'

**Authorize and Free** will authorize the sender and send the E-mail to your in-box.

Click OK to action the E-mail, Cancel to discontinue.



**Free without Authorization** will send the E-mail to your in-box, but will not authorize the sender.

Click OK to action the E-mail, Cancel to discontinue.



If you try to Free an E-mail that is already freed Freed means that an E-mail was received from an unknown source and has now been released to the user by the user. , or was not held Held Status

means that an E-mail has been received from an unauthorized sender. You may leave the E-mail, Free the E-mail to your in-box, or authorize the sender for further E-mail. E-mail is held as long as history is held. , you will get this message. An E-mail will be not held Held Status means that an E-mail has been received from an unauthorized sender. You may leave the E-mail, Free the E-mail to your in-box, or authorize the sender for further E-mail. E-mail is held as long as history is held. if its IP and Domain addresses are invalid, or if the sender was authorized and the E-mail has already been sent to your in-box.



See also [Advanced Options](#)

### 1.3.10 How To - Logon

Your TotalBlock information is held Held Status means that an E-mail has been received from an unauthorized sender. You may leave the E-mail, Free the E-mail to your in-box, or authorize the sender for further E-mail. E-mail is held as long as history is held. on a secure web site. Your administrator will tell you the URL address to use to log on. The first time you log in , you will be required to type your E-mail address and to create a password; after the first time, TotalBlock will remember your E-mail address and you will only be required to type your password. You can change your password if you wish.

The first time you log in, you will see a request for an E-mail address only. Once you type and submit your E-mail address, you will then be required to create and submit a password.

**Please enter your e-mail address to sign in.**

E-mail Address:

When you are required to create a password, you will see the screen below. Create your password and confirm it. If you are unsure of what to use as a password, consult your administrator.

E-mail Address:

Password:

Confirm Password:

To access TotalBlock after the first time, TotalBlock will remember and use your E-mail address and you type the password that you created; if you are unsure of your password, consult your administrator.

You may change your password by clicking the "change password" box and clicking SUBMIT.

**Please enter your e-mail address and password to sign in.**

E-mail Address:

Password:

Change password:

If you have clicked the "Change Password" box, you will receive the message below. Complete your new password and confirm it. You must also complete your old password.

E-mail Address:

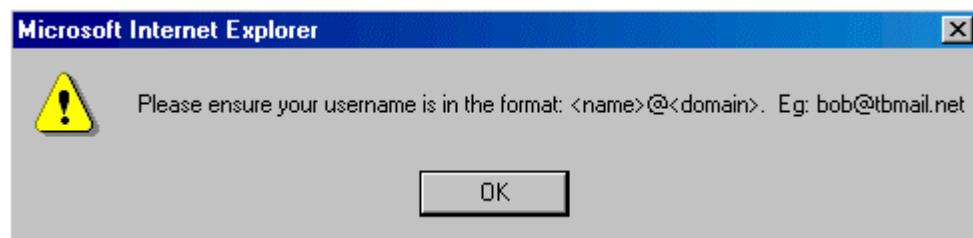
Password:

Change password:

New Password:

Confirm New Password:

If you make a format error in the E-mail Address, then you will receive the message below. Simply try again.



If you make an error in any of E-mail Address or Password, then you will receive the message below. Simply try again.

**Error: Attempting to logon to TotalBlock failed.  
Please check your e-mail address and password  
and try again.**

If your TotalBlock session times out i.e., you have taken a phone call, or left the screen in the course of a session, then you will receive the error message below. Simply re-enter your details to be re-connected. Your TotalBlock information will be up to date to the last submit. For example, if you were in the process of adding a rule and had not yet clicked submit when you were diverted, then that information will not be in TotalBlock.

**Your TotalBlock session has timed out.  
Please re-enter your user details to  
continue using TotalBlock.**

If you log out of TotalBlock (click the  button), you will be presented with the screen below. You can log on to TotalBlock again if you wish.

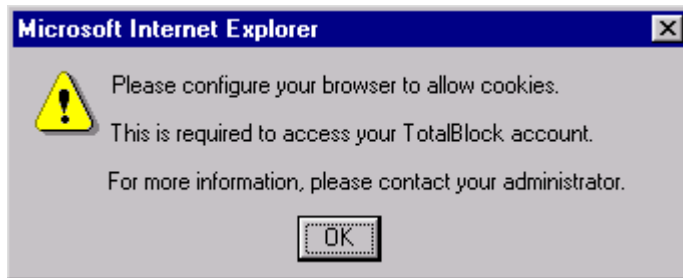
**Thank you for using TotalBlock. You have successfully logged out.**

**Return to TotalBlock:**

E-mail Address:

Password:


If you have cookies disabled, then you will receive the message below. TotalBlock cookies will remember your log in settings. If you don't enable cookies, then you will need to re-enter your log on information each time you use TotalBlock. You can enable cookies through your browser; if you have a systems administrator, don't enable cookies without contacting the administrator.




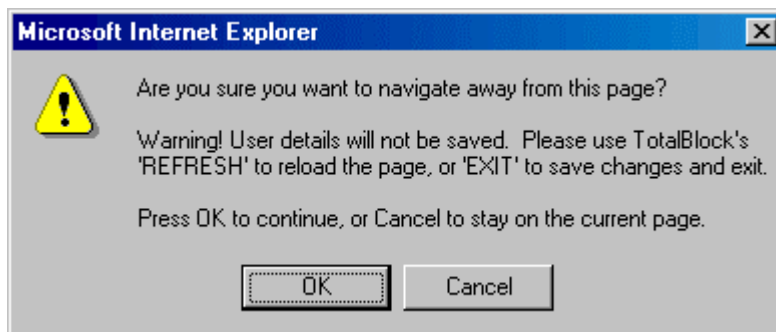
If you are in a TotalBlock session and click **EXIT**, you will be logged out of TotalBlock. If you then click the browser "Back" button, you will return to TotalBlock. However, you have not logged in properly and none of the TotalBlock functions will work. You will receive the message below. You should log in again as shown above.

**You have previously logged out of TotalBlock.  
Please re-enter your logon details.**

### 1.3.11 How To - Log out

If you wish to log out of a TotalBlock session, click the  button. You will be logged out and details of your session will be saved.

If you click the window close icon , the message at right will appear. If you click OK, then any amendments that you made during the TotalBlock session will not be saved. Click Cancel if you want to save the changes. This will return you to your TotalBlock session and you can then log out properly using the EXIT button.



### 1.3.12 How To - Make Blocking Active or Inactive

You may wish to turn blocking off from time to time. For example, you may be expecting an important E-mail and you are not sure of the sender's E-mail details (any of the E-mail address, domain or IP address). Of course if you turn blocking off, then you will once again receive SPAM until you turn blocking on again. ( Note also that any E-mail received during this time will be marked as "allowed".)

Access User Administration.



Tick the Blocking switch to make it active, or un-tick it to turn blocking off.



### 1.3.13 How To - Search

You may access the allowable sources and history tables only by searching. You use the appropriate button for each search i.e. allowable sources and history.

TotalBlock will keep details of your last search and will default to these criteria:

- and populate any tables on log in left open when you last exited TotalBlock
- when you open a search window

The first time you open the window, the system defaults will be displayed; there after, your defaults i.e. the criteria you used the last time you searched, will be displayed.

The results of searches are displayed in windows of 100 items each window. If your search produces all of history or all your allowable sources for example, then you may get quite a number of pages. You may want this, of course, but you may find it annoying to page backwards and forwards through a number of pages. It would be more likely that if you get more than a page of information that you refine your search to produce a maximum of a screen full of items e.g. 30. This may be unavoidable if you are choosing to see all of history since your last log in which may be after you return from an absence from TotalBlock!

You will see an option at the top of your search window. Use the button to match ALL or ANY of the criteria.

MATCH  ALL  ANY OF THE FOLLOWING

**Fields to use:** Select as many or as few of the fields as you want for the search. If the field is blank, it is ignored for the search e.g., if senders email address is blank, the search ignores the senders email address in the table.

**Free form fields** e.g. SENDERS E-MAIL ADDRESS in the history table You may use a wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* for this symbol. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. i.e. an \* or ? to designate any information in that part of the field.

For example, \*fred will retrieve all items with fred at the end; fred\* will retrieve all items with fred at the beginning and \*fred\* will retrieve all items with fred anywhere in the field.

\*f?ed will retrieve all items with the string f?ed at the end where ? is any character.

If you search on part of the address, then you must use the wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* for this symbol. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. . If you don't use it then the search will try to match the exact string, not as a part, but as a whole. For example, if you search an email address using julius and no \*, the search will find mails where the complete address is julius, and will not find julius.ceasar@forum.com

Where the item has a **drop down box**, select the search element that you want by clicking on the down arrow at the right of the box and then by clicking your selection. The example at right shows the selection list for ACTION in the history table. Note that a blank is a valid option; a blank means that the field will be ignored in the search.

ACTION	<input type="text"/>
STATUS	Allowed
DATE AND TIME	Blocked
	Blocked sender advised
	Blocked sender not advised

## **ALL.**

Only items matching all of the criteria.

If you choose ALL then only if ALL of the information you have included in the search matches an item in the table you are searching, the search will retrieve that item.

For example, if you choose ALL for the history table and have:

Senders email address	julius*
Action	Blocked
Date and Time	Last 2 days

then email in history that:

- has julius in the beginning of the senders email address AND
- is blocked AND
- has been received in the last 2 days

will be retrieved by the search.

## **ANY.**

Any Items matching any of the criteria.

If you choose ANY then if ANY of the information you have included in the search matches an item in the table you are searching, the search will retrieve that item.

For example, if you choose ANY for the history table and have:

Senders email address	julius*
Action	Blocked
Date and Time	Last 2 days

then email in history that:

- has julius in the beginning of the senders email address OR
- is blocked OR
- has been received in the last 2 days

will be retrieved by the search.

## Buttons

RESET. Left click this button if you wish to reset your selections.

RESET

SUBMIT. Left click this button when you wish to start the search.

SUBMIT

CANCEL. Left click this button when you wish to cancel this function.

CANCEL

### 1.3.14 How To - Search - Allowable Sources

The Allowable sources table is hidden when you first open TotalBlock; you may make it visible if you wish, but there is no data until you search..

Table is hidden. Click the arrow to make it visible.  **Allowable E-mail sources**

You populate the table by doing a search. Click the search button. If you add or edit items found in the search, then the search criteria will change.

 **Allowable E-mail sources** | **SEARCH** |

The search form appears. You may search on any or all of:

Rule

Address. (\* Either Email or Domain. Not shown if you select a rule type.)

Email Address (\* Shown if you select a rule type for email address.)

Domain Address (\* Shown if you select a rule type for domain address.)

IP address

Active

If you are not sure how to use the fields, or want to read about searching in TotalBlock, click here.

\* If you select an item and others are incompatible as additional search criteria, they will disappear from the selection screen.



**RULE.** Select the rule type from the drop down box by clicking the down arrow. If you don't specify a rule type, then the search will use any information supplied in ADDRESS to search both email and domain addresses in allowable sources rules.



Left click your selection and it will appear in the selection box.



ADDRESS. If a rule type is not selected, then you complete one only address field and the search will scan both email and domain addresses with the information provided. You may search on all or part of an address. A wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* or a ? for this symbol where the \* represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the \* and the ? if you wish ie you may search on \*b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. is permissible.

If the address is julius.ceasar@forum.com, then you may search on:

julius\*

OR

\*caesar\*

OR

\*forum.com

all of which will find the address, although the last will find all mails from the domain forum.com.

EMAIL ADDRESS. You may search on all or part of the email address; a wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* or a ? for this symbol where the \* represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the \* and the ? if you wish ie you may search on \*b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. is permissible.

See search details for ADDRESS.

DOMAIN ADDRESS. You may search on all or part of the domain address; a wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* or a ? for this symbol where the \* represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the \* and the ? if you wish ie you may search on \*b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. is permissible.

See search details for ADDRESS.

IP ADDRESS. You may search on all or part of the address; a wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* or a ? for this symbol where the \* represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the \* and the ? if you wish ie you may search on \*b?

and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. is permissible.

If the IP address is 110.120.130.140, then you may search on:

OR

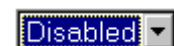
OR

all of which will find the address. The second example will find all IP addresses with 130 anywhere in the address.

ACTIVE. Select the rule status from the drop down box by clicking the down arrow.

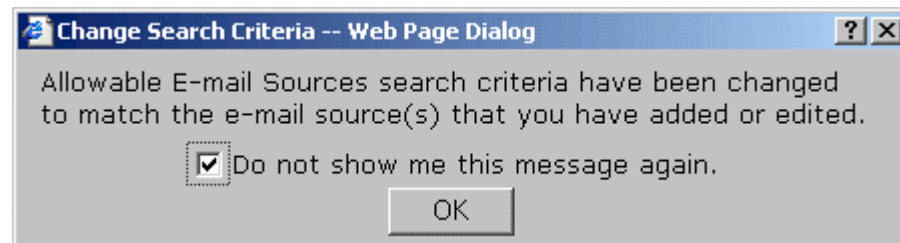


Left click your selection and it will appear in the selection box.



### ***Changing an item found by search will change the search criteria.***

Once you have found an item with your search, if you add or edit from the search then the message at right will appear. Once you understand what has happened, then you may remove the message for further changes by clicking the tick box.



### 1.3.15 How To - Search - History

You can view History only by searching it. The table is hidden when first you open TotalBlock; the table is populated by doing a search. To access the search panel, click the search button. If you add allowable sources from history, or free email then the search criteria will change. Note that there are display options to help you to determine the legitimacy of mail from unknown senders.

**Search.** Click the search button (shown at right) at the top of the history table. You will find the button on both the header and footer rows of the table. When you click the button, you will get the search form. When you SUBMIT the search, the table will be populated with the information that you have retrieved with the search.



The search form is shown at right. Search one of, any number of or all of:

Senders email address

Destination email address

Action

Status

Date and Time.

If you are not sure how to use the fields, or want to read about searching in TotalBlock, click [here](#).

Note: if you have "Advanced options" ticked in the User settings, you may also search on SENDERS IP ADDRESS

Senders email address.

Destination email address.

You may search on all or part of the address. Type your search information in the box.

If the address is julius.ceasar@forum.com, then you may search on:

OR

OR

\*forum.com

all of which will find the address, although the last will find all mails from the domain forum.com.

Action.

Drop down box, leave blank or make a selection (click here for an explanation of Action).

Status.

Drop down box, leave blank or make a selection (click here for an explanation of Status). Note that you may search on "Freed Freed means that an E-mail was received from an unknown source and has now been released to the user by the user or the sender. Its status will show as FreeR (the E-mail was released by the receiver or the Administrator) or FreeS (the E-mail was released by the sender i.e. the sender successfully responded to the challenge message). ", in which case you want E-mail that have been Freed by either the sender ("FreeS") or the receiver ("FreeR").

Date and Time. There are three option. Choose your option from the drop down box. Options are as follows:

Drop down box; leave blank or make a selection:

- Since last log out
- Last x days
- From... To...

Date and Time: Since last log out

TotalBlock remembers the date and time of your last log out. You may use this criterion on its own, or use it in conjunction with one or more of the others. If you use it on its own, then it will retrieve all history since the date and time of your last log out. You may choose this option with "Action - Blocked Sender Advised", for example.

Since last logout

Date and Time: Last x days

You may choose to retrieve history for the last x days where x is 1 to the number of days that history is retained. The default is the number days that history is retained. In the example at right, the history retention is 14 days. The days are calculated from the time displayed today (hh:mm) to the same time yesterday being one day.

Last X days  
LAST 14 DAYS TIME 00:00 (hh:mm)


Date and Time: From...To...

You may choose to retrieve history in a date-time range.


If you choose this option, the dates and times for the from - to range are displayed. The formats are:


- dd/mm/yyyy The format of this date depends on the date format in your computer. On a Microsoft computer, this is Control Panel, Regional Options, Short Date. Hence, the format in this help may not be the same as the format in your computer. e.g. 02/12/2005 being 2 December 2005
- hh:mm e.g. 17:15 being 15 minutes past 5pm.

The fields are checked and invalid dates and times are not accepted. The time defaults to the current time.

A calendar is displayed for convenience. Click the calendar button to use it.  If you decide to not use it after clicking it, click anywhere away from it for it to disappear.

From ... To ...

FROM: DATE  (dd/mm/yyyy) TIME 14 : 55 (hh:mm)

TO: DATE  (dd/mm/yyyy) TIME 14 : 55 (hh:mm)

Senders IP address. You may enter all or part of the IP address. A wild card "Wild card" is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* or a ? for this symbol where the \* represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use a wild card (an \*) in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the \* and the ? if you wish ie you may search on \*b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b. is permissible.

SENDERS IP ADDRESS  .  .  .

Search Display Options. The display options are there to help you determine the legitimacy of mail from unknown senders. Click the Display button at right.

 E-mail history | DISPLAY |

Options: Two options will appear. You may choose one, neither or both options.

E-mail Subject  
 Senders E-mail Address

If the options are ticked, then the options will display as below. (If the options are not ticked and you wish to tick, them, simply click your mouse of the tick space to the left of the description.)

E-mail Subject  
 Senders E-mail Address

Bubble Subject. Place your mouse over the Destination Email Address for any line on the history display. The subject will appear as a bubble. Choose this option carefully; there will be offensive information in some mail.

Subject: when i want Nadine

Bubble Sender's Email Address. Place your mouse over the Sender's Email (address) for any line on the history display. The two possible sender's addresses - the email header ("Head") and the email body ("Body") - will appear as a bubble. The two addresses should be the same - but are not always - for legitimate mail.

Head: presleydew@%CLEARDOMAINS  
Body: "Mr. sjaak" <germainfarnjeng@%CLEARDOMAINS>

Note that the bubble display will remain for about 5 seconds only. Simply move the mouse away and back again for it to re-appear.

### 1.3.16 How To - Sort Allowable sources table

Allowable sources can be sorted by column i.e. ADDRESS, IP ADDRESS, RULE and ACTIVE .

Access User Administration. Go to the Allowable sources table. Use the search to create some entries.

#### Allowable E-mail sources

Click in the header area above the column that you want to sort. When you click in this area, TotalBlock will reverse the existing sorting order. For example, if you choose ADDRESS and the column is sorted in ascending sequence of ADDRESS, then it will be sorted in descending sequence. You may sort any column in the History table by clicking in the column title area.



Note: if you wish to sort IP ADDRESS within ADDRESS, then sort ADDRESS first, then sort IP ADDRESS.

### 1.3.17 How To - Sort History table

History can be sorted by column i.e., SENDER'S E-MAIL, SENDER'S IP, DATE/TIME, DESTINATION E-MAIL and ACTION .

Access User Administration. Go to the History table. Use the search to create some entries.



Click in the header area above the column that you want to sort. When you click in this area, TotalBlock will reverse the existing sorting order. For example, if you choose SENDER'S E-MAIL and the column is sorted in ascending sequence of SENDER'S E-MAIL, then it will be sorted in descending sequence. You may sort any column in the History table by clicking in the column title area.



Note: if you wish to sort SENDER'S IP within SENDER'S E-MAIL, then sort SENDER'S E-MAIL first, then sort SENDER'S IP.

### 1.3.18 How To - Remove or Reset Suspended Blocking

You may have suspended blocking to enable receipt of an E-mail from an unauthorized source. If you don't remove the suspension, TotalBlock will reset blocking automatically when the suspension period expires. However, while the suspension is active, you may remove it or reset the suspension period.

Click the SUSPEND button. If blocking is suspended, the button will be flashing red. ( If it is not flashing, you will not be able to remove or reset the suspension. The button will allow you only to set a suspension.) A new window appears. If suspension is active, the window will tell you how long the suspension will remain active.

SUSPEND

Use the window to:

Remove the suspension. Simply click the tick box to remove the suspension.

Remove suspension

Reset the suspension. Simply put a new period for suspension in the text box.

Period for new suspension (whole hours only: 1-24)

Exit without action. Click Cancel

Click Submit (to create the TotalBlock action) or Cancel (to not proceed).

SUBMIT

CANCEL

### 1.3.19 How To - Suspend Blocking

TotalBlock allows you to suspend blocking for a period. You may be expecting an E-mail and you don't know accurate details for the sender. For example, you may have ordered an item from the Internet and you are expecting a confirmation E-mail.

Click the SUSPEND button, located above User Information. A new window appears.

**SUSPEND**

The new window enables you to remove blocking for a period i.e. suspend it. The period is in hours and is from 1 to 24. You must click both the "Suspend Blocking" tick box and set the time period for the suspension.

**Suspend blocking**

**Period for suspension (whole hours only: 1-24)**

Click Submit (to create the TotalBlock action) or Cancel (to not proceed).

**SUBMIT**

**CANCEL**

### 1.3.20 How To - Use Advanced Options

You may wish to use all the features of TotalBlock. If the Advanced Options are not used, any E-mail authorized directly from History will always use only the E-mail address.

Access User Administration. Go to the User information table.



Tick the Advanced Options box.



Go to the History table.



These options appear and are used when you wish to authorize an E-mail sender directly from the History table.

E-mail. If ticked, the senders E-mail address is transferred to the rule.

IP address. If ticked, the senders IP address is transferred to the rule.



Note:

The following table shows what will happen when Advanced Options is used.

E-mail address	IP address	Rule
On	Off	"allow E-mail address"
On	On	"allow E-mail address & IP address"
Off	On	"allow IP address"
Off	Off	"allow E-mail address"

### 1.3.21 How To - View History

If History is activated, then The History table contains a complete list of all the actions taken by TotalBlock with respect to your E-mail. Note that if History is activated, then History for any day is kept only for the number of days that you have defined.

Access User Administration. Go to the History table. Use the search to view history entries.

#### E-mail history

History will display 100 records at a time. To view more records, use the previous and next buttons. The buttons are repeated at the top and bottom for your convenience.

PREVIOUS

NEXT

If there are no previous or next records (e.g., you are at the beginning or the end of the pages), the buttons will be disabled. The buttons are repeated at the top and bottom for your convenience.

PREVIOUS

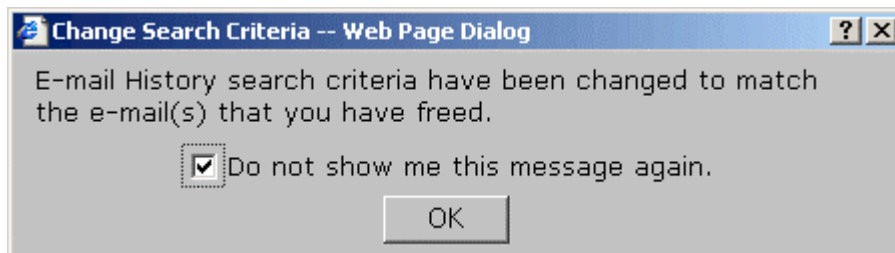
NEXT

The display will show the Page status. For example, if you have 200 records in history and you are on the first page, then the display will show Page 1 of 2.

Page 1 of 2

### ***Change to items alters search criteria.***

If you free an email, then the search criteria will change for the items that you have retrieved i.e. in order to see again the email that you have freed, then the status of the mails that you want to view will now be "freed" rather than "held". You will see the message at right. Once you understand what is happening, then you may choose to no longer see the message by clicking the tick box.




If you authorize and free an email, then the search criteria will change for the items that you have retrieved i.e. in order to see again the email that you have freed, then the allowable source has changed as has the status of the mail to be "freed" rather than "held". You will see the message at right. Once you understand what is happening, then you may choose to no longer see the message by clicking the tick box.




In addition to details of the incoming mail, the display contains information as to what TotalBlock has done with all incoming mail. Symbols and icons at the right of the history table show TotalBlock actions which can be as follows:

There are a number of "allowed" messages e.g. IP address, site rule etc. The most common is that the user has a rule that matches and hence allows the sender email address.


 Allowed by user rule; E-mail address match.

The "blocked by default" symbol means that the sender is not authorized to send mail to this user.


 Blocked by default.

TotalBlock also keeps history for the action that is taken in relation to the authorization message by the senders mail system.

The "sender not advised" symbol Means that the authorization-required message was not accepted by the senders server. This could be because the sender is invalid, the sender does not exist or the senders mail system did not accept the message.

 Sender not advised.

The "sender advised" symbol means that the senders mail system has accepted the authorization-required message.

 Sender advised.

The "-" means that no action was required in relation to the sender's mail system; for example, the mail has been accepted by the receiving system e.g. allowed by user rule.

-

TotalBlock keeps information on the status of the incoming message. It may be Held, FreeS, FreeR or may have no status (-) i.e. it has been allowed.

<b>Held.</b>	The message will be held by TotalBlock for the term of history, unless another action is taken.
<b>FreeS</b>	The message has been Freed by the sender i.e. the sender has successfully responded to the challenge.



<b>FreeR</b>	The message may have been Freed by the receiver i.e. either you or your Administrator has Freed the E-mail from history.
-	The message is not held; it may have been allowed, or may have been one of a group of messages that are viewed as "storming" or "harvesting" by TotalBlock in which case none of the messages are held.

### ***Common examples found in history.***


The "blocked by default sender not advised" symbol is usual for mail that has been blocked and TotalBlock has failed to notify the sender. The sender is mostly invalid. In the case of unwanted mail, so TotalBlock will usually fail to notify the sender that authorization is required. This message is important in the case of a sender that you know to be valid; the message means that the sender does not know that they require authorization to send a message.

 Blocked by default.  Sender not advised.

The "blocked by default sender advised" symbol is usual where the mail server has accepted the authorization-required mail which will usually happen in the case of a legitimate sender. This doesn't mean that the sender has received the authorization-required mail, it means only that their mail server has identified the sender as valid and has received the message on their behalf. The mail can be incorrectly identified as SPAM by the server, or there can be some other reason that the mail server has failed to deliver.

 Blocked by default.  Sender advised.




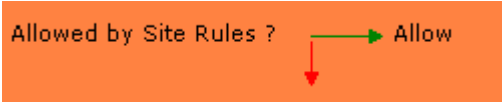
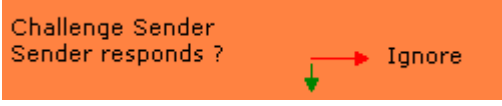
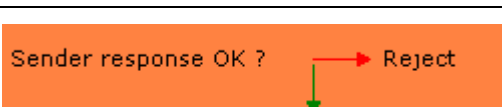
The "allowed by user rule; E-mail address match" symbol means that incoming mail is allowed and no authorization message has been sent.

 Allowed by user rule; E-mail address match. -

## 2 Process Flow

### 2.1 Process Flow - Blocking On

The following diagram and table shows the processes for TotalBlock when Blocking is On.


Sequence	Flow	Action	Result													
			Yes	No												
1	<table border="1"> <tr> <td>System Allow</td> <td>User Block</td> <td>User Allow</td> </tr> <tr> <td>System Block</td> <td>Allow</td> <td>Allow</td> </tr> <tr> <td>System User</td> <td>Rules</td> <td>Rules</td> </tr> <tr> <td></td> <td>Rules</td> <td>Allow</td> </tr> </table>	System Allow	User Block	User Allow	System Block	Allow	Allow	System User	Rules	Rules		Rules	Allow	Is a blocking combination of System and/or User Blocking On?	Rules will apply. Go to next sequence	Allow the E-mail. Add the action to history.
System Allow	User Block	User Allow														
System Block	Allow	Allow														
System User	Rules	Rules														
	Rules	Allow														
2	Blocked by User Rules ? 	Blocked by User Rule?	Reject the E-mail. Add action to history.	Go to next sequence												
3	Allowed by User Rules ? 	Allowed by User Rule?	Allow the E-mail. Add action to history.	Go to next sequence												
4	Blocked by Site Rules ? 	Blocked by Site Rule?	Reject the E-mail. Add action to history.	Go to next sequence												
5	Allowed by Site Rules ? 	Allowed by Site Rule?	Allow the E-mail. Add action to history.	Go to next sequence												
6	Challenge Sender Sender responds ? 	Challenge the Sender	If the sender responds, go to the next sequence.	Ignore the sender.												
7	Sender response OK ? 	Sender responds	If the sender responds correctly, go to the next sequence.	Reject the sender.												

8	<p>Auto Authorization On ?</p> <p>Authorize</p> <p>Reject</p> <p>Detailed description: A flowchart on an orange background. It starts with the text 'Auto Authorization On ?'. A green arrow points right to the word 'Authorize'. A red arrow points down from the question, then right to the word 'Reject'.</p>	Auto Authorizati on On?	Ask sender to re-send E-mail. Add a User Rule.	Go to next sequen ce
9	<p>User Authorizes Sender ?</p> <p>Authorize</p> <p>Reject</p> <p>Detailed description: A flowchart on an orange background. It starts with the text 'User Authorizes Sender ?'. A green arrow points right to the word 'Authorize'. A red arrow points down from the question, then right to the word 'Reject'.</p>	User authorizes sender?	Ask sender to re-send E-mail. Add a User Rule.	Reject the sender.

System and User Settings. TotalBlock uses a combination of the System and User settings to determine if blocking rules apply. The grid shows how TotalBlock uses these combinations to determine its action. **Allow** means that the E-mail is allowed; **Rules** means that TotalBlock will check against Site and User Rules depending on the Site and User settings.

## 2.2 Process Flow - Suspend On

The following diagram and table shows the processes for TotalBlock when Suspend Blocking is On.

Sequence	Flow	Action	Result	
			Yes	No
1	 <p> <span style="color: red;">No</span> → Proceed as usual  <span style="color: green;">Yes</span> → Allow all E-mail         </p>	Is Suspend On?	Allow all E-mail	Proceed as usual. If the user has Blocking On, then follow the Blocking On Process; otherwise, allow all E-mail.

### 3 Glossary

#### F

**Freed:** means that an E-mail was received from an unknown source and has now been released to the user by the user or the sender. Its status will show as FreeR (the E-mail was released by the receiver or the Administrator) or FreeS (the E-mail was released by the sender i.e. the sender successfully responded to the challenge message).

#### H

**Held:** Status means that an E-mail has been received from an unauthorized sender. You may leave the E-mail, Free the E-mail to your in-box, or authorize the sender for further E-mail. E-mail is held as long as history is held.

#### W

**wild card:** is a symbol that stands for one or more unspecified characters, used frequently in searching text and in selecting multiple files or directories. TotalBlock uses an \* or a ? for this symbol where the \* represents any number of characters and the ? represents a single character. For example, if you want to find any sender's email address that contains abc, use an \* in front and behind the search term e.g. the search string is \*abc\* and the search will retrieve all items with abc anywhere in the sender's email address. If you want to search for a string that has an a at the front, a c at the end and you don't care what's in the middle, you can search for a?c and TotalBlock will retrieve all strings having no regard for the middle character. You can mix the \* and the ? if you wish ie you may search on \*b? and TotalBlock will retrieve all strings that have any number of characters at the front, but end in two characters, the second last one of which is a b.



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