



Spam Soap Console Enhancements October 15

Spam Soap will deploy the advancements over the weekend of October 12-13. Customers will see the advancements on the Spam Soap Console on Monday, October 15.

As part of our commitment to provide customers with the most effective and easy-to-use managed email service in the industry, on October 15 Spam Soap will introduce the following service advancements:

User Status Designation

The ability to designate user status will enhance user management functionality. Domain, Customer and Reseller Administrators will be able to assign (one user at a time) a status to all primary users and their associated aliases. Each user can be designated as Active, Inactive or Protected.

- Active designation will enable all features for their account according to their policy set for that user
- Designating users as Protected will prevent them from being inadvertently deleted from the system using the Batch Delete function within the Spam Soap Console
- An Inactive designation will suspend access to the Spam Soap Console, and Spam Quarantine Reports

Viewing User Status

User status can be viewed in the new Status field within User Management>General Settings, giving Administrators the option to view Inactive users.

Non-Local Email Accounts

Administrators will have an easy way to view email messages for all email addresses that are not currently created within the Spam Soap Console (Non-local email accounts).

When a customer is in Disaster Recovery Mode with Message Continuity, messages may be sent to a user in the customer's domain that doesn't currently have a User Account. If the customer has SMTP Discovery as their User Creation Mode, these messages are stored in 'Non local email accounts'.

Inbound messages sent to these non-local accounts while in Spam Soap Message Continuity mode are filtered, quarantined if found to be spam, and delivered to a 'Non-local email accounts' inbox.

These service advancements are designed to improve overall User Management for the Spam Soap Email Defense Service. All advancements are a result of user feedback and our on-going system and service evaluations. Prior to the deployment, Spam Soap will post information on <http://www.spamsoap.com/support> about any affects it will have on access to the Spam Soap Console and/or Reports.

If you have questions about this service update, contact Spam Soap Customer Support at <http://www.spamsoap.com/support> or via 866.772.6688.