

## **Doteasy KB**

### **What do the fields on the Trap Contents tables (Message Summary Display) mean?**

The Doteasy Email Protection System presents messages in a table called the Message Summary Display.

- a) Date – The date and time the message was first received.
- b) Subject – The message subject.
- c) Sender – The sender of the message. Technically, the information in the Sender column is the Envelope Sender Address, which may not be the same as the value in the From: header of the email.
- d) Relay – The SMTP relay host that transmitted the message.
- e) Score – the spam score assigned by the spam-scanning rules. The higher the score, the more spam-like the message appears. Any message scoring higher than your Spam Threshold will be held by your Doteasy Email Protection System.

Note: A message may be held even if it scores lower than your Spam Threshold. If this is the case, a Hold Reason will appear below the score. Possible hold reasons are:

- i) HoldSender – You have asked Doteasy Email Protection System to always hold messages from the sender.
- ii) HoldDomain – You have asked Doteasy Email Protection System to always hold messages from the sender's domain.
- iii) HoldRBL – The sending host is in a real-time blacklist, and you have asked Doteasy Email Protection System to hold mail from hosts in the blacklist.
- iv) HoldVirus – A virus was detected in the message, and you have asked Doteasy Email Protection System to hold messages containing viruses.
- v) HoldEXT – The message was held because of a filename extension rule.
- f) Status and Action – shows the current status of a message and lets you determine the fate of pending messages.

