SRC365 (version 1.3) Manual

Overview

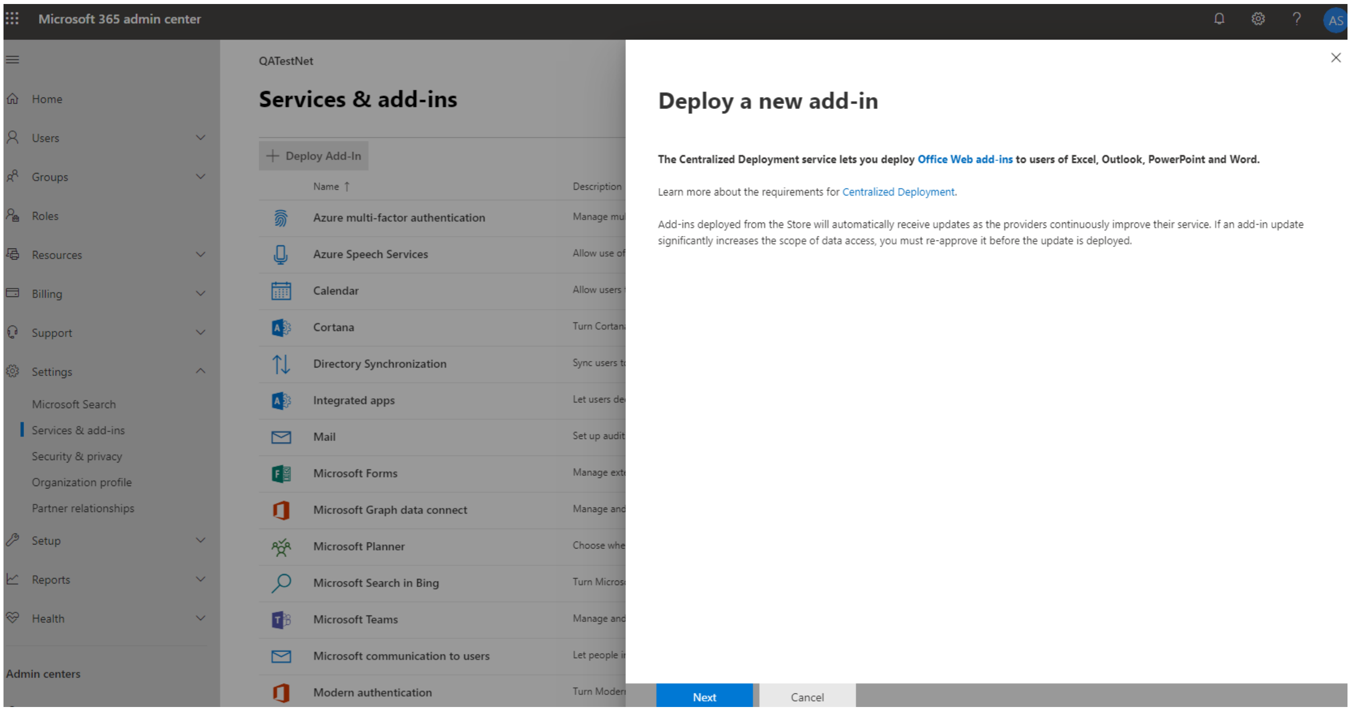
Spam Reporter Cloud 365 (SRC365) is an office 365 Add-In that allows an end user on modusCloud to block and trust sender email addresses, as well as a quarantine access shortcut and an ability to report spam back to us. All the actions can be performed from within *Microsoft Outlook* and *Microsoft Outlook app* (iOs and Android) connected to Office 365 and also *Outlook Web Access*. The requirements to use this add-in are to have an Office 365 account protected by modusCloud. Note that Outlook connected to an on premise Exchange server is not supported by this add-in.

Installation

Once you have obtained the add-in file from Vircom (for example the *manifest-professional.xml* file), save it in a location such as *C:\Vircom\manifest-professional.xml*.

Please note that different manifest xml files exist for the different license packages: Beginner, Business, Advanced and Professional.

You will need to log in to your Microsoft 365 admin center as an admin and deploy it from there. Log into https://www.office.com/ and click *Admin*. On the left hand side click *Settings* then *Services & add-ins*. You might have to click *Show All* to see the *Settings* option. Once there, click the *Deploy Add-in* button at the top on the second blade. See the screen shot below for clarification.



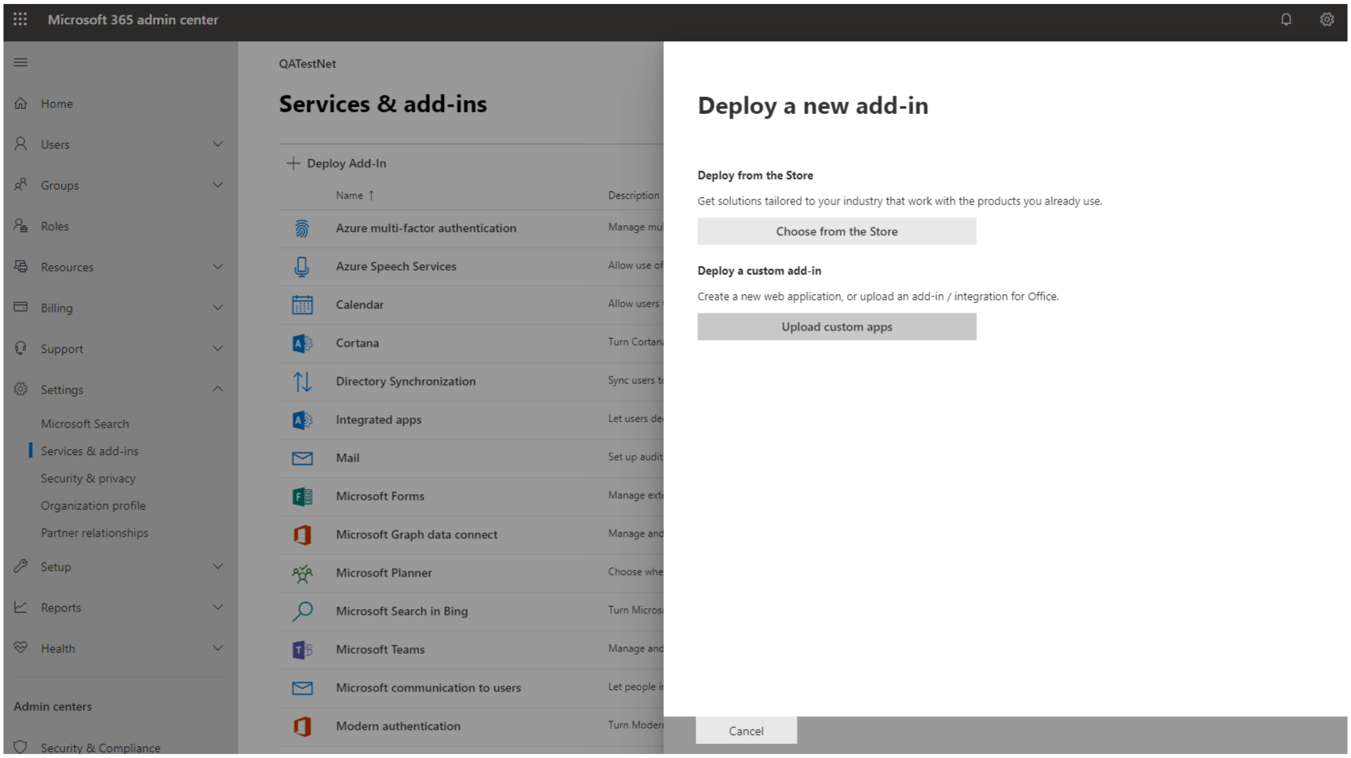
Deploy a new add-in

The Centralized Deployment service lets you deploy Office Web add-ins to users of Excel, Outlook, PowerPoint and Word.

Learn more about the requirements for Centralized Deployment.

Add-ins deployed from the Store will automatically receive updates as the providers continuously improve their service. If an add-in update significantly increases the scope of data access, you must re-approve it before the update is deployed.

Click *Next* at the bottom on the third blade then click *Upload custom app* (from within the *Deploy a Custom add-in* section). Click *Choose File* (as opposed to a URL) and then navigate to the *manifest xml* file that was given to you by Vircom, e.g. *c:\Vircom\manifest-professional.xml*. The two screenshots below detail this.



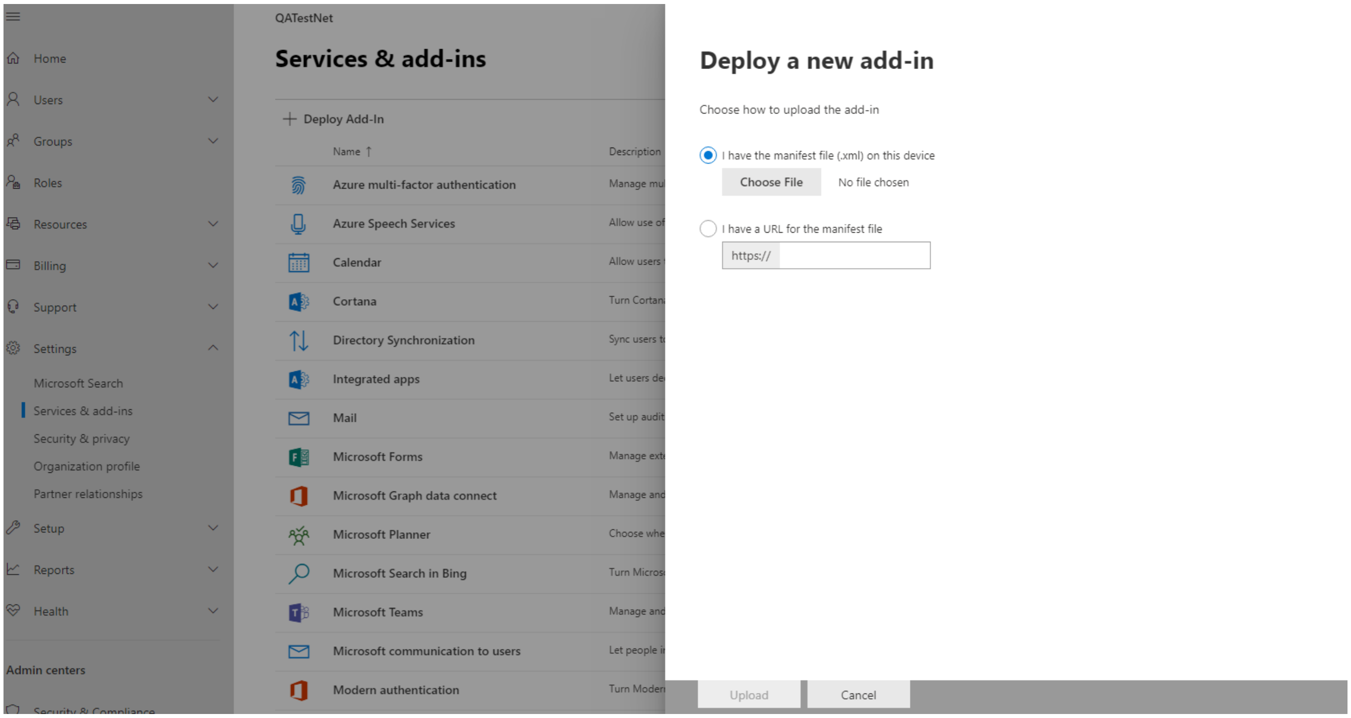
Deploy a new add-in

Deploy from the Store

Get solutions tailored to your industry that work with the products you already use.

Deploy a custom add-in

Create a new web application, or upload an add-in / integration for Office.



Deploy a new add-in

Choose how to upload the add-in

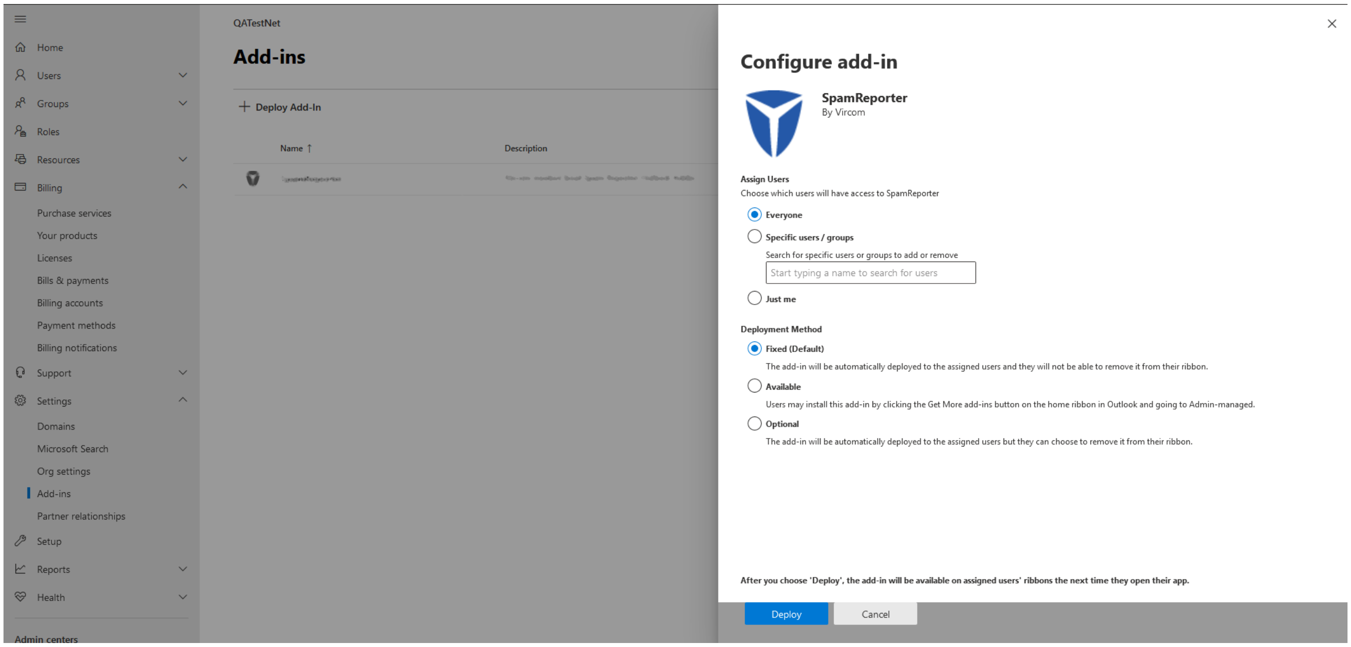
● I have the manifest file (.xml) on this device

No file chosen

○ I have a URL for the manifest file

https://

Once selected, you can chose who you want it to be deployed to. The screenshot below is a deployment for everyone. Note that you should use the *Fixed (Default)* deployment method.



Configure add-in

SpamReporter
By Vircom

Assign Users
Choose which users will have access to SpamReporter

● Everyone
○ Specific users / groups
Search for specific users or groups to add or remove
Start typing a name to search for users
○ Just me

Deployment Method

● Fixed (Default)
The add-in will be automatically deployed to the assigned users and they will not be able to remove it from their ribbon.
○ Available
Users may install this add-in by clicking the Get More add-ins button on the home ribbon in Outlook and going to Admin-managed.
○ Optional
The add-in will be automatically deployed to the assigned users but they can choose to remove it from their ribbon.

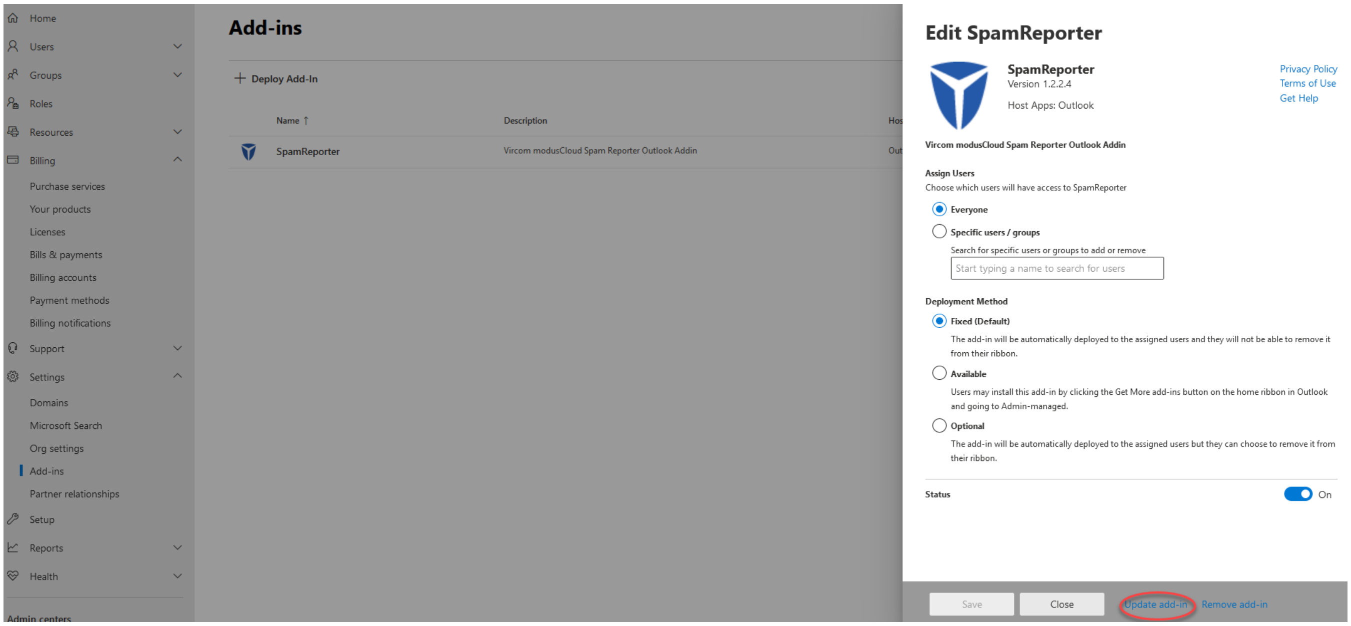
After you choose 'Deploy', the add-in will be available on assigned users' ribbons the next time they open their app.

Click *Deploy* at the bottom of the third blade to finish the installation. The add-in will now be available from within Outlook (on windows and mac environments) as well as Outlook on the Web. Note that this can take up to 12 hours to appear for all users it has been deployed for.

Update

Once you have obtained a new version of the add-in file from Vircom (a *manifest xml* file), save it in a location such as *C:|Vircom|manifest-professional.xml*. Again, please note that different *manifest xml* files exist for the different license packages: Beginner, Business, Advanced and Professional.

Next, you will need to log in to your Microsoft 365 admin center as an admin and update to the new version from there. Log into https://www.office.com/ and click *Admin.* On the left hand side click *Settings* then *Services & add-ins*. You might have to click *Show All* to see the *Settings* option. Once there, open the *Vircom add-in* and then click on *Update add-in*.



SpamReporter — Vircom modusCloud Spam Reporter Outlook Addin — Out

Edit SpamReporter

SpamReporter
Version 1.2.2.4
Host Apps: Outlook

Vircom modusCloud Spam Reporter Outlook Addin

Assign Users
Choose which users will have access to SpamReporter

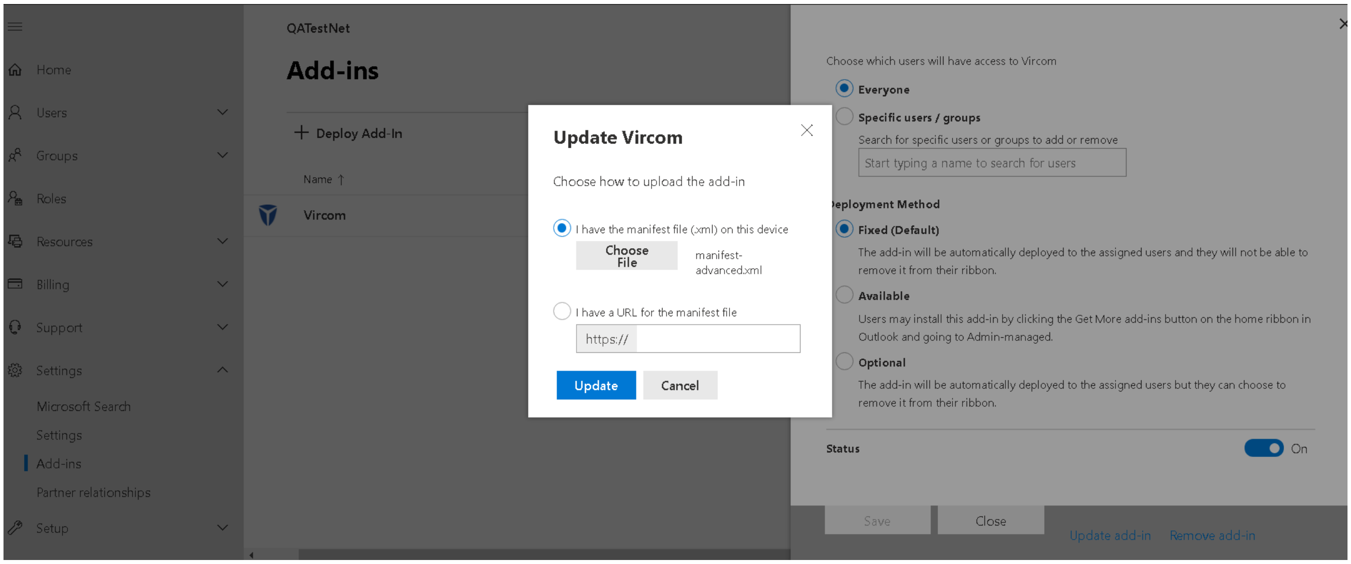
● Everyone
○ Specific users / groups
Search for specific users or groups to add or remove
Start typing a name to search for users

Deployment Method

● Fixed (Default)
The add-in will be automatically deployed to the assigned users and they will not be able to remove it from their ribbon.
○ Available
Users may install this add-in by clicking the Get More add-ins button on the home ribbon in Outlook and going to Admin-managed.
○ Optional
The add-in will be automatically deployed to the assigned users but they can choose to remove it from their ribbon.

Status On

Click *Choose File* (as opposed to a URL) and then navigate to the *manifest xml* file that was given to you by Vircom, e.g. *c:|Vircom|manifest-professional.xml.* When completed click *Update* The screenshots below details this



Update Vircom

Choose how to upload the add-in

● I have the manifest file (.xml) on this device

Choose File manifest-advanced.xml

○ I have a URL for the manifest file

https://

Update Cancel

Choose which users will have access to Vircom

● Everyone

○ Specific users / groups

Search for specific users or groups to add or remove

Start typing a name to search for users

Deployment Method

● Fixed (Default)

The add-in will be automatically deployed to the assigned users and they will not be able to remove it from their ribbon.

○ Available

Users may install this add-in by clicking the Get More add-ins button on the home ribbon in Outlook and going to Admin-managed.

○ Optional

The add-in will be automatically deployed to the assigned users but they can choose to remove it from their ribbon.

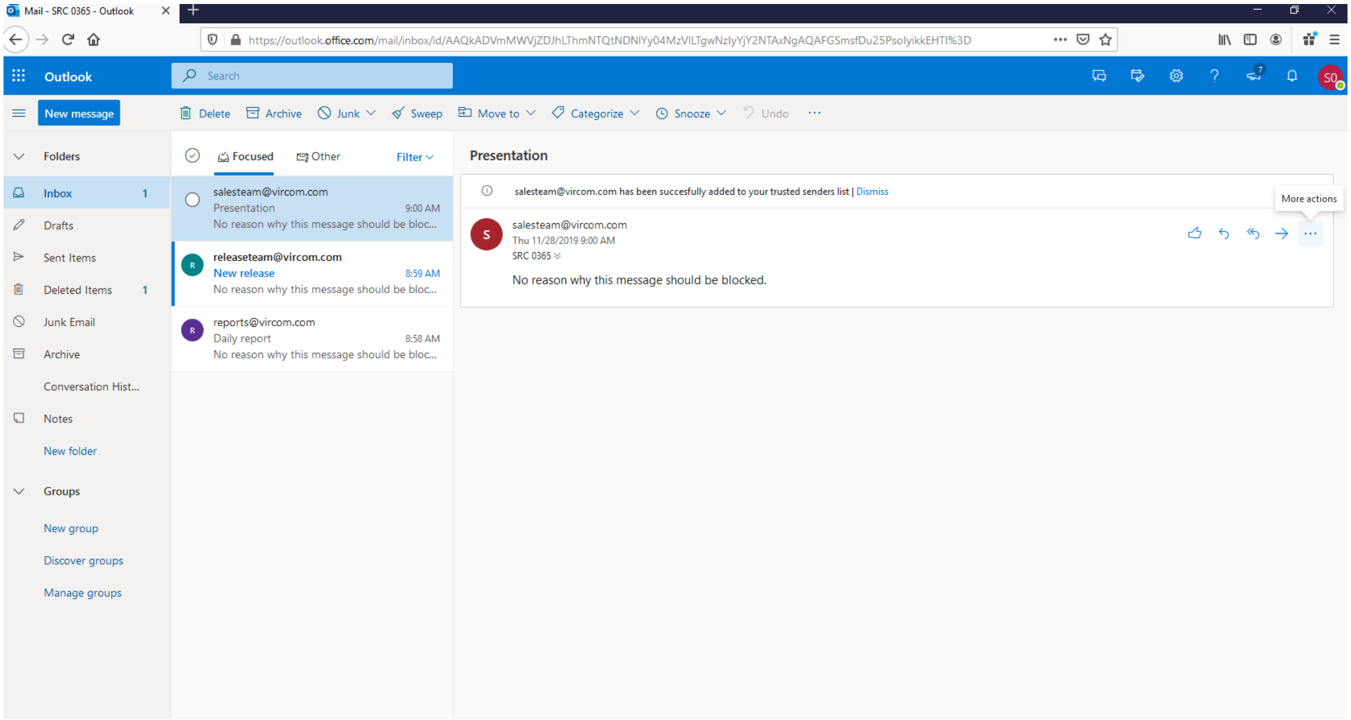
Status On

After updating to the new version it can take several hours until new version of plug-in is displayed in Outlook.

Please note that in order to downgrade from a higher license package to a lower one (for example, from *manifest-advanced.xml* to *manifest-business.xml*) the add-in should be removed and reinstalled.

Usage

The add-in is supported on *Outlook*, *Outlook Mobile* (iOs and Android) and *Outlook Web Access* when connected to Office 365. The first time the add-in is used, it will trigger an authentication mechanism regardless of the action selected. The available actions are *Go To Quarantine*, *Spam*, *Trust* and *Block*. T he screenshot below shows the available actions from within Outlook Web Access (OWA). Click More actions on the right to see the actions available:



salesteam@vircom.com
Presentation 9:00 AM
No reason why this message should be bloc...

releaseteam@vircom.com
New release 8:59 AM
No reason why this message should be bloc...

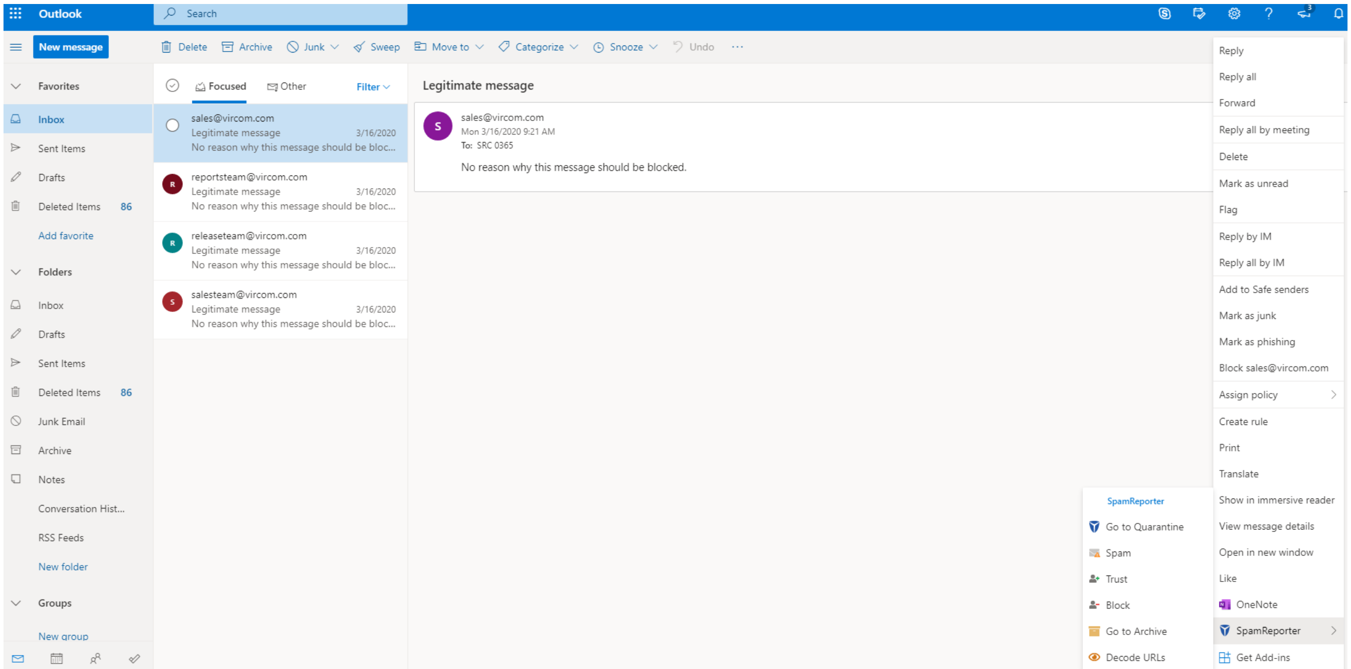
reports@vircom.com
Daily report 8:58 AM
No reason why this message should be bloc...

Presentation

salesteam@vircom.com has been succesfully added to your trusted senders list | Dismiss

salesteam@vircom.com
Thu 11/28/2019 9:00 AM
SRC 0365

No reason why this message should be blocked.



sales@vircom.com
Legitimate message 3/16/2020
No reason why this message should be bloc...

reportsteam@vircom.com
Legitimate message 3/16/2020
No reason why this message should be bloc...

releaseteam@vircom.com
Legitimate message 3/16/2020
No reason why this message should be bloc...

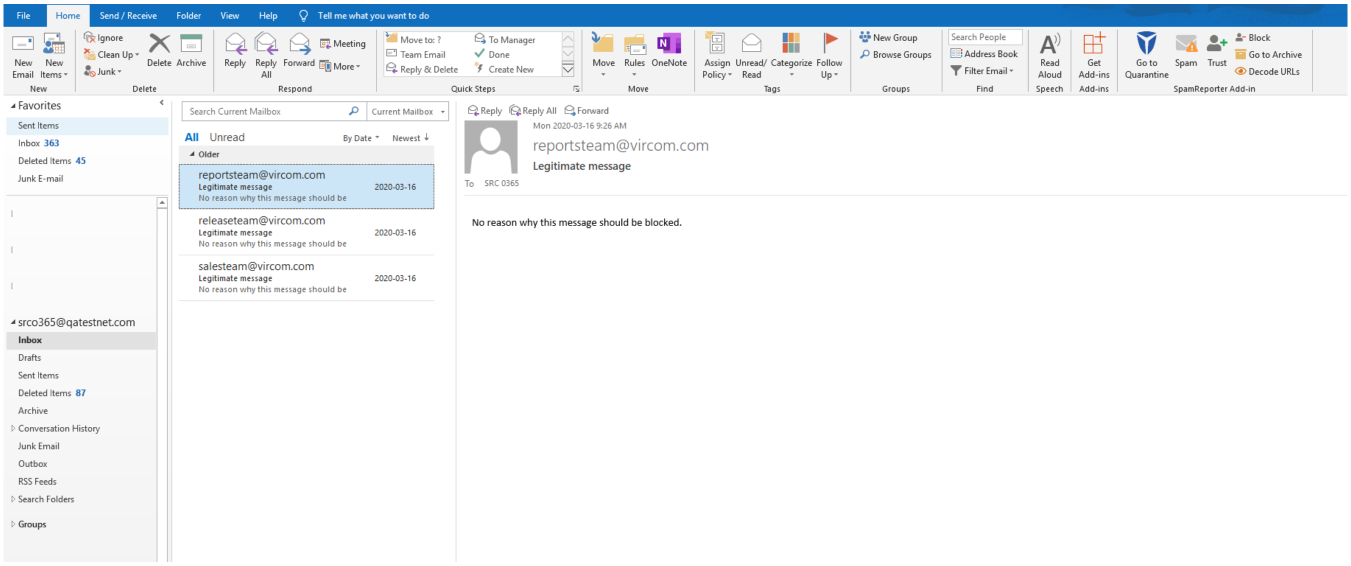
salesteam@vircom.com
Legitimate message 3/16/2020
No reason why this message should be bloc...

Legitimate message

sales@vircom.com
Mon 3/16/2020 9:21 AM
To: SRC 0365

No reason why this message should be blocked.

When using Outlook, your actions are available on the ribbon on the right. If you do not see them the first time, you need to select a message first.



reportsteam@vircom.com
Legitimate message 2020-03-16
No reason why this message should be

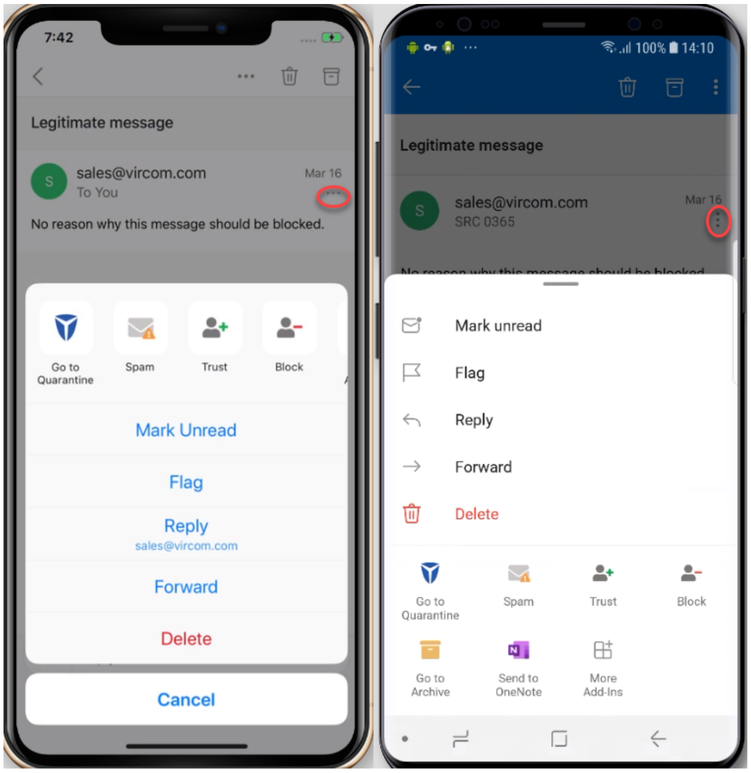
releaseteam@vircom.com
Legitimate message 2020-03-16
No reason why this message should be

salesteam@vircom.com
Legitimate message 2020-03-16
No reason why this message should be

Mon 2020-03-16 9:26 AM
reportsteam@vircom.com
Legitimate message
To SRC 0365

No reason why this message should be blocked.

On Mobile (iOs and Android), you need to click the ellipses to see the available actions:



Click *Go To Quarantine* to trigger a first time authentication. This will result in an email being sent to your Inbox via modusCloud. If you have working mail flow, you will receive the email which will be processed to complete the authentication loop. Once authenticated, you will be able to use the add-in.

Actions

Go To Quarantine: This will open your default web browser and take you to the modusCloud quarantine. You will have to log into modusCloud to see the quarantine.

Spam: This will report the selected message to Vircom as a spam message. Vircom uses these reported messages to improve our anti-spam engine.

Trust: This will add the sender of the selected message to your Trust list on modusCloud. Future messages from this sender will be trusted and not scanned. Note that you should never Trust a sender that is unknown or from within your own domain. Trusting senders from within your own domain is not permitted by modusCloud as it makes you vulnerable to phishing messages.

Block: This will add the sender of the selected message to your Blocked list on modusCloud. Future messages from that sender will be sent to the quarantine.

Decode URLs (only available to customers with a Business, Advanced or Professional license package): This will launch a new view for the selected email where hovering over existing links will display the decoded link instead of the encoded one. This action is not available on mobile.

Go To Archive (only available to customers with a Professional license package): This will open your default web browser and take you to the modusCloud archive screen. You will have to log into modusCloud to see the archive screen.

Troubleshooting

Issues can arise when authenticating. In such cases:

1. Make sure that you do not have any rules that move messages from vircom.com to a custom folder. If this is the case, disable the rule then delete all messages with the subject "Authentication email". Click an action to trigger the authentication again.
2. Sometimes a timeout can occur. If this occurs, delete all messages with the subject "Authentication email". Click an action to trigger the authentication again.