

McAfee Customer Spam Submission Tool

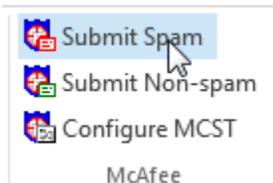
Once installed, the Customer Submission Tool adds toolbar buttons and menu entries to the Microsoft Outlook client, which enable you to:

- *Submit messages that should have been categorized as spam or phishing.
- *Submit messages that have been wrongly categorized as spam or phishing.

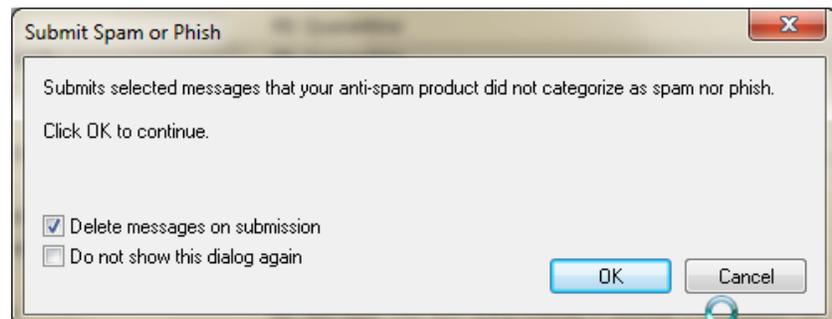
Submitting your first spam or phish sample

When you first submit an email sample, you can configure the tool as you prefer. To submit a spam or phish sample:

1. In Microsoft Outlook, view the message or select the subject line of the message.
2. Click the Submit spam or phish sample button on the toolbar.



A dialog box opens:



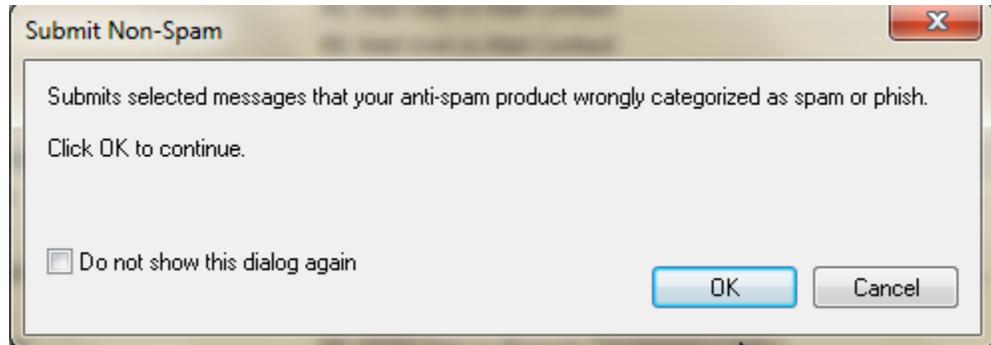
3. At the dialog box, select the feature you want:
 - Delete messages on submission** -- Delete each selected spam or phish sample, after it is submitted.
 - Do not show this dialog again** -- Prevent this dialog box appearing again. In future, you can SHIFT-click the Submit spam or phish sample button to show this dialog box again.
4. If you are submitting the sample to McAfee Quarantine Manager, you may be prompted for your logon name and password.
5. When you see a message box stating that the sample was submitted successfully, click OK.

The tool does not submit samples that are too large (over 1MB), so McAfee recommend that you delete such files.

Submitting your first wrongly categorized sample

When you first submit a sample, you can configure the tool as you prefer. To submit a sample that was wrongly categorized as spam or phish:

1. In Microsoft Outlook, view the message or select the subject line of the message.
2. Click the Submit non-spam sample button on the toolbar. A dialog box opens:



3. Click OK to close the dialog box. The sample is submitted.
4. If you are submitting the sample to McAfee Quarantine Manager, you may be prompted for your logon name and password.
5. When you see a message box stating that the sample was submitted successfully. Click OK.

The tool does not submit samples that are too large (over 1MB), so McAfee recommend that you delete such files.