

SOPHOS

simple + secure

PureMessage Help

Contents

Welcome to PureMessage.....	4
About the GUI.....	4
Known Issues.....	4
Configuring PureMessage.....	5
Viewing Group Options.....	5
Using Group Templates.....	5
Setting Policy Options.....	5
Lists.....	6
Viewing Lists.....	6
Editing Lists.....	6
Viewing and Managing Reports.....	6
Viewing a Report	7
Generating a Report.....	7
Exporting a Report.....	8
Viewing and Managing Search Results.....	8
Quarantine Search.....	8
Searching the Quarantine.....	9
Viewing Quarantine Search Results.....	9
Managing Quarantine Search Results.....	11
Log Search.....	12
Searching the Logs.....	12
Viewing Log Search Results.....	13
Changing the Password.....	14
About Sophos.....	14

Welcome to PureMessage

PureMessage is a highly effective email filtering system that analyzes email messages at the network gateway. It protects organizations against spam and viruses and enforces corporate communication policies.

PureMessage self-adjusts its range of detection techniques as necessary to prevent protection failures. The software is automatically updated with the latest anti-virus definitions and spam rules created by Sophos analysts.

PureMessage contains several hundred spam tests that analyze individual characteristics of each message. Each of these tests has a numerical weight. When a message is analyzed by PureMessage, the weights from all the spam tests that matched the message are added up and converted to a spam score that expresses the message's "spam probability".

PureMessage handles incoming email as follows:

1. The mail transfer agent passes a message to PureMessage.
2. PureMessage applies the policy filter to the message to test for viruses, spam indicators, or other message characteristics.
3. Depending on the results of these tests, messages are either delivered to the original recipient, redirected, quarantined or discarded.
4. PureMessage processes the quarantined messages. End users can release messages from the quarantine via emailed quarantine digests or PureMessage's End User Web Interface.
5. Remaining messages are usually automatically archived and deleted from the quarantine. Administrators are also able to manage quarantined messages via a web-based GUI.

About the GUI

The contents of the PureMessage graphical user interface (GUI) are determined by the global administrator. Depending on what access rights the global administrator has granted, certain features, or entire feature sets, described in the documentation may not be visible. For example, your access to the **Configuration** tab may be limited to a single list, or the **Configuration** tab may be excluded from the GUI altogether.

Known Issues

- Pages in the **Message Details** dialog box may load slowly if the associated message has a large attachment.
- Input validation is not strictly enforced for the text boxes on the **Search Parameters** and **Report Parameters** sidebars.
- When entering the hour portion of start or end times in the date range fields of the **Report Parameters** sidebar, you must add two zeros after the hour value in order to return the correct results. For example enter "23:00", not "23". Other irregularities with the date range fields have also been noted. For example, entering start and end times that fall on the same day of the month returns no result.
- Search strings entered in the **Subject** and **Relay** text boxes of the **Search Parameters** sidebar are case-sensitive.
- Under certain conditions, clicking the **Delete All** button on the quarantine **Search Results** page does not cause the status icon to immediately turn red.
- The page count displayed with the paging controls at the top right of the **Search Results** page (for example, **1 of 49**) is only approximate. For instance, clicking the >> button may not display the last page of results, or it may display a blank page that is beyond what is actually the last page.
- Even if a group administrator has not been granted permission for the **Save** button in the **Message Details** dialog box, the button is always visible. If permission for this button has not been granted, clicking it will have no effect. The same is true of the **Forward** button that appears at the bottom of each Search Results page.

- When searching the quarantine, you can select the number of messages to be displayed per page. When selecting **500** or **1000** from the **Results to Display** drop-down list, the search results are not returned immediately. During the delay, PureMessage does not display a message indicating that results are being retrieved.

Configuring PureMessage

When available, the **Configuration** tab provides access to options for viewing and changing PureMessage settings. Depending on the options made available by your global administrator, you may be able to view a description of the PureMessage policy, specify content for a message banner, access basic policy settings, and edit "allow" and "block" lists.

Viewing Group Options

If you manage multiple groups, the available options for a particular group can be displayed on the **Configuration** sidebar by selecting the group name from the drop-down list.

 **Note:** If you only manage one group, the group name is displayed near the top of the **Configuration** sidebar.

To view options for a group:

1. On the **Current Group** drop-down list, click the name of the group that you want to view.
The available options are displayed on the **Configuration** sidebar.

Using Group Templates

The global administrator may choose to provide you with group-specific documents and banners via links on the sidebar of the **Configuration** tab. For example, you may be given access to an outline of the PureMessage policy, or a form used to enter content for a banner that is appended to messages for recipients belonging to a particular group. When available, these links are displayed under **Banners** and **Documents** headings on the **Configuration** sidebar.

- *To view a document:* Under **Documents** on the **Configuration** sidebar, select the document to view.
The document is displayed in the content panel.
- To create/edit a banner:
 - a) On the **Configuration** sidebar, under **Banners**, click the link for the banner that you want to view.
The **Banners: Edit** text box is displayed in the content panel.
 - b) In the text box, enter or edit the text that will appear in the banner.
 - c) Click **Save**.
The banner will be applied to email for that group, as specified in the PureMessage policy.

Setting Policy Options

If any custom policy options have been made available by the global administrator, clicking **Policy Settings** opens a page containing policy controls, which appear in the form of check boxes. Enabling/disabling the check boxes alters the way in which the PureMessage policy filters mail.

Lists

Lists can be used to customize the way the PureMessage policy filters email. Addresses, domains, keywords etc that are specified in these lists are used to help define policy rules. The global administrator determines which lists are available for configuration. In addition to any custom lists created by the global administrator, the **Lists** section of the **Configuration** sidebar may include links to one or more of the following lists:

- **Allowed Relays:** Contains the IP addresses of servers from which you want to receive messages.
- **Allowed Senders:** Contains the IP addresses, domains or email addresses from which you want to receive mail.
- **Blocked Relays:** Contains the IP addresses of servers from which you do not want to receive messages.
- **Blocked Senders:** Contains the IP addresses, domains or email addresses from which you do not want to receive mail.

Viewing Lists

To view the contents of a list:

1. On the **Configuration** sidebar, click the name of the list that you want to view.
The Edit page for that list is displayed in the content pane.

Editing Lists


The contents of an available list can be edited using the Edit page for that list. When adding entries to a list, ensure that each line contains only one entry.

To edit a list:

1. On the **Configuration** sidebar, click the name of the list that you want to edit.
2. Modify the list contents.
3. Click **Save**. A message is displayed indicating that the changes were saved.

Viewing and Managing Reports

PureMessage offers pre-defined reports that provide graphical and tabular representations of key performance statistics.

 **Note:** The contents of the PureMessage graphical user interface (GUI) are determined by the global administrator. Depending on what access rights the global administrator has granted, certain reports, or the entire **Reports** tab, may not be visible.

Report Types

The names of all available PureMessage reports are displayed on the sidebar of the **Reports** tab. The following reports may be available:

Mail Trends

- **Message Categories:** Shows the number of messages detected as blocked, spam, virus, delivered, or other (neither virus nor spam). If PureMessage determines that a message contains spam and also contains a virus, the message counts toward the virus total only. By default, a message is marked as being spam if its spam probability score is 50% or greater.
- **Message Categories per Group:** Shows the number of messages (per group) detected as blocked, spam, virus, delivered, or other (neither virus nor spam).

- **Top Virus Types:** Shows the virus types (categorized by virus ID) found in messages. For details on recent viruses by ID, see the “Latest virus identities” page on the Sophos website.
- **Top Virus Types:** Shows the virus types (categorized by virus ID) found in messages. For details on recent viruses by ID, see the [Latest virus identities](#) page on the Sophos website.
- **IP Blocked Messages:** Shows the number of messages blocked and not blocked at the policy level on the basis of IP address.
- **Rejected MTA Connections:** Shows the number of connections rejected due to MTA-level IP blocking.
- **Policy Mark Hits:** Shows a count of keys in the message log. If log-marking actions have been added to specific policy rules, this report can be used to monitor the number of times those rules are triggered.

Relays

- **Top Relays:** Shows the top relays by number of messages.
- **Top Spam Relays:** Shows the top spam relays by number of detected spam messages.
- **Top Virus Relays:** Shows the virus types (categorized by virus ID) found in messages. For details on recent viruses by ID, see the [Latest virus identities](#) page on the Sophos website.
- **Top Other Relays:** Shows the top spam relays by number of other messages (those that are classified as neither spam nor virus). This report can help you fine-tune your spam filtering performance by highlighting other relays (e.g. partners) you may want to add to your approved hosts.

Senders/Recipients

- **Top Spam Senders:** Shows the top spam senders by number of detected spam messages.
- **Top Virus Senders:** Shows the top virus senders by number of detected virus messages.
- **Top Spam Recipients:** Shows the top spam recipients by number of detected spam messages. This report can help you understand which users receive large volumes of spam, allowing you to create custom policy rules to more aggressively filter spam for a group of users or a specific individual.

Viewing a Report

The **Report Types** sidebar provides access to the individual report pages, where you can define the content and format of the report, and the time period covered by the report.

To view a report:

1. On the **Report Type** sidebar, click the name of the report that you want to view.
The report is displayed in its default format in the content panel, along with the **Report Parameters** sidebar.

Generating a Report

Use the **Report Parameters** sidebar to set the time period, format and content for a report and to generate a report.

To generate a report:

1. Define the report using the options on the **Report Parameters** sidebar:
 - **Period:** Select a predefined time range from the drop-down list (for example, **Last 24 hours** or **Last 30 days**). Each time range in this list refers to complete increments only, and does not include partially elapsed time increments. For instance, **Last 12 hours** defines the 12 most recently complete hours, not including any time that has elapsed in the current hour.

If you select **Today**, the report will cover the period starting at midnight of the current calendar day and ending at the time the report is run.

Alternatively, select **Custom values** if you prefer to specify a custom date range using the text boxes below.

- **Start Date:** Type the date and time in YYYY-MM-DD [hh:mm] format. If you do not specify hours and minutes, the start time is 0:00.
- **End Date:** Type the date and time in YYYY-MM-DD [hh:mm] format. If you do not specify hours and minutes, the end time is 23:59.

Regardless of whether you selected a predefined period or a custom time frame, the report data will be displayed in set increments, according to the length of the period. The following restrictions apply:

- Periods up to 24 hours are shown in hours
- Periods up to 31 days are shown in days
- Periods up to one year are shown in months
- Periods greater than one year are shown in years
- **Format:** Select the format the report will use to display data (for example, **Bar** or **Table**). The options vary depending on the report, and this option cannot be configured for certain reports.
- **Traffic:** If applicable, select whether the report will display data for **Inbound** mail, **Outbound** mail, or **Both**.
- **Groups:** This drop-down list is only displayed if you are a member of multiple groups. Select the specific group for which you want to generate report data, or select **All groups** to generate aggregate data from the various groups.

2. Click **Generate**.

A report with your specified criteria is displayed in the content pane.

Exporting a Report


By default, all reports have an **Export** button that is used to export reports in comma-separated value (CSV) format to other programs for viewing and printing. If a report does not have an **Export** button it is because the global administrator has not made this option available.

To export a report:

1. Click the **Export** button (located beneath the generated report).
2. Use your web browser's file download feature to specify the export location.

Viewing and Managing Search Results

You can view the results for quarantine and logs searches in the **Search Results** pane. The quarantine **Search Results** pane has additional options for approving, forwarding, saving, and deleting messages.

 **Note:** The contents of the PureMessage graphical user interface (GUI) are determined by the global administrator. Depending on what access rights the global administrator has granted, certain search options, or the entire **Search** tab, may not be visible.

Quarantine Search


Quarantine is the default search type displayed on the **Search Parameters** sidebar. The quarantine contains messages whose delivery has been suspended, typically because they were identified as spam or they have violated content rules. After searching the quarantine, you can examine the results, and release, forward, save, or delete messages.

Searching the Quarantine

Search the quarantine by building queries with the options available on the **Search Parameters** sidebar. Results are displayed in the **Search Results** pane, where they can be viewed, approved, forwarded, saved, deleted, or reported to SophosLabs as false positives.

To search the quarantine:

1. Define the parameters for your quarantined message search by setting one or more of the following:

-  **Note:** The text boxes support string-based searches. All text boxes except **ID** support the “*” and “%” wildcards. When using wildcards to find all or part of a domain, all search terms must be preceded by the “@” symbol. Searches are case-insensitive.
- **Sender:** Enter a full or partial sender's email address.
- **Recipient:** Enter a full or partial recipient's email address.
- **Subject:** Enter the full subject or keywords contained in an email's subject line.
- **Start Date Range:** Type the date and time in YYYY-MM-DD hh:mm format. If you do not specify hours and minutes, the start time is 0:00.
- **End Date Range:** Type the date and time in YYYY-MM-DD hh:mm format. If you do not specify hours and minutes, the end time is 23:59.
- **Relay:** Enter a full or partial hostname or IP address of an internal mail relay.
- **ID:** Enter an identification number assigned to a message during processing. You can use this text box to search for the following types of message ID numbers:
 - **Queue ID:** PureMessage assigns a unique Queue ID to each message in the quarantine. To view a message's Queue ID, click the message subject, and then click **Info**.
 - **Quarantine Digest ID:** When PureMessage generates quarantine digests, each message listed in the digest is assigned an ID code.
 - **Header Message ID:** If the format of the search string resembles a header message ID (for example, by containing an “@” separator), the contents of this field are tested against the value in the Message-ID header. To view a message's Message-ID header, click the message subject, and then click **Source**.
- **Reason:** From the drop-down list, select the reason that the email was quarantined. The available options include Spam, Blacklisted, Virus, and Suspect. The default is to search for any of these reasons.
- **Results to Display:** From the drop-down list, select the number of results rows to display at one time. The minimum is 20 and the maximum is 1,000.

2. Click **Search**.

Matches for the search are displayed in a table in the **Search Results** pane. The total number of results is displayed at the bottom left of the pane.

Viewing Quarantine Search Results

The following general options are available for viewing search results:

- Click the “up/down” arrow next to a search results column heading to order the displayed results alphanumerically in that column. Click the “up/down” arrow button again to toggle the results between ascending and descending order.
- If multiple pages of search results are available, use the controls at the top right of the Content pane to view the additional pages.
- Click the hyperlinked text in a message row to view further details of that message.

Viewing Message Details

You can view additional information about a specific message in the **Message Details** dialog box.

To view message details:

1. In the **Search Results** panel, click the message subject.
2. Click one of the following buttons:
 - **Content:** Displays the body of the message.
 - **Source:** Displays the raw source of the message.
 - **Attach:** Displays the name, file extension, file type and size of any message attachments. For more information, see [Downloading Attachments](#) (page 10).
 - **Info:** Displays summary information for the message, including the quarantine ID, the message size, the message's spam probability, envelope from and to values, and the message's queue id.
 - **Status:** Indicates what actions have been performed on the message. For more information, see [Viewing Status Details](#) (page 10).

The selected information is displayed in the **Message Details** dialog box.

Downloading Attachments

You can download message attachments via the **Attach** tab of the **Message Details** dialog box.



Caution: Attachments may have malicious or viral content. Always take appropriate precautions when downloading attachments, especially those associated with messages identified as viruses, suspicious attachments and spam.

To download attachment details:

1. In the **Search Results** panel, click the message subject.
The **Message Details** dialog box is displayed.
2. Click the **Attach** tab.
3. Click the attachment name.
The download management dialog box for your default browser is displayed.
4. Use your web browser's "download file" feature to specify the download location.






Viewing Status Details

The icon in the **Status** column of the **Search Results** panel represents a summary of the actions, if any, that have been performed on a message. The **Status** page of the **Message Details** dialog box shows, in detail, the actions that have been taken for each recipient of the message. For example, the **Status** page may indicate that one recipient has deleted the message, a second recipient has approved the message, and a third recipient has taken no action. The status is a record of actions taken by administrators and end users.

For each recipient listed on the **Status** page, there is an **Approve** button that can be used to "force-approve" the message for an individual recipient. For example, this permits you to re-release a message to a recipient for which the message has already been approved. This is different from approving a message on the **Search Results** pane, where messages can only be approved for recipients for which the message has not already been approved or deleted.

You can also save, forward or delete a message or multiple messages from within the **Message Details** dialog box.

A message is displayed in the **Search Results** panel with one of the following status icons:

	The message has been approved for all recipients.
	The message has been approved for some recipients.
	The message has been deleted for all recipients.
	The message has been deleted for some recipients.
	The message has been approved or deleted for all recipients.



The message has been approved or deleted for some recipients but no action has been taken for other recipients.



No action has been taken for any of the recipients.


- To view status details for a specific message:
 - a) Click the status icon for that message.
The **Status** page is displayed, which shows the address, group and status for each recipient.
- To approve a message:
 - a) Click the **Approve** button next the recipient that you want to approve.
The message is approved for that recipient regardless of the current status.
- To save, forward or delete a message:
 - a) Select one or more check boxes, and click the appropriate button at the bottom of the page to approve, forward, save or delete the message(s).

Managing Quarantine Search Results

A row of buttons at the bottom of the **Search Results** pane allows you to perform a variety of actions on a selected message or group of messages. You can report misclassified messages to Sophos, approve messages for delivery, forward messages to one or more recipients, save local copies of messages, and delete messages.

Approving a Message

Approving messages releases them for delivery to the intended recipients. A copy is sent to the approved recipient, and another copy is held in the quarantine. Quarantined messages are eventually deleted (or archived) by a scheduled service.

 **Note:** If this message is addressed to multiple recipients, and the status of actions performed differs for the various recipients, the message will only be approved for recipients for which the message has yet to be approved or deleted. To “force-approve” a message for a recipient, you must click the **Approve** button next to the recipient's address on the **Status** page of the **Message Details** dialog box. See “Viewing Status Details” for more information.

To approve a message:

1. Select the check box for the message that you want to approve.
2. Click **Approve**.
The message is released to its intended recipient(s).

Forwarding a Message

When you forward a message, a copy is sent to one or more specified recipients, and another copy remains in the quarantine. Clicking **Forward** beneath the quarantine **Search Results** panel launches a dialog box with options for reporting mis-classified messages to Sophos or specifying recipient email addresses.

To forward a message:

1. Select the check box for the message(s) that you want to forward.
2. Click **Forward**.
The **Forward** dialog box is displayed, prompting you to either report the message(s) to SophosLabs or specify recipient email addresses.
3. In the **Forward** dialog box, choose one of the following forward options:
 - Select the appropriate option button to report a message as a false positive, false negative or potential virus.
 - Type the email addresses of recipients (one per line), and, optionally, type a brief explanation in the **Comments** text box.

4. Click **Forward**.

Saving a Message

The “Save” feature allows you to save a copy of the message on your local machine in mbox format using your default web browser.

To save a message:

1. Select the check box for the message(s) that you want to save.
2. Click **Save**.
3. Use your web browser's file download feature to specify where the file is saved.

Deleting Messages

The **Delete** and **Delete All** commands permanently remove messages from the quarantine. Deleted messages are eventually deleted (or archived) via a scheduled job.

To delete a message:

1. Select the check box for the message that you want to delete.
2. Click **Delete**.

To delete all messages returned by the current query, click **Delete All**.

Log Search

Select **Logs** from the drop-down list at the top of the **Search Parameters** sidebar to view search options. The log search allows you to search for records of past messages. The mail and message logs maintain data about how the mail transfer agent (MTA) and PureMessage have dealt with specific messages, providing a means for evaluating the effectiveness of the current mail-filtering policy. Messages listed in the logs can be searched and examined. For example, you might search and analyze the logs for the following reasons:


- A user has reported that a message has not been delivered and wants to know why.
- You want to confirm that the policy options you have set are working as expected.

Searching the Logs

Search the logs by building queries with the options available on the **Search Parameters** sidebar. Results are displayed in the **Search Results** pane, where they can be viewed.

To search the logs:

1. Define the parameters for your logs search by setting one or more of the following:

 **Note:** The text boxes support string-based searches. All text boxes except **ID** support the “*” wildcard. Searches are case-insensitive

- **Sender:** Enter a full or partial sender's email address.
- **Recipient:** Enter a full or partial recipient's email address.
- **Start Date Range:** Type the date and time in YYYY-MM-DD hh:mm format. If you do not specify hours and minutes, the start time is 0:00.
- **End Date Range:** Type the date and time in YYYY-MM-DD hh:mm format. If you do not specify hours and minutes, the end time is 23:59.
- **Host:** Enter a full or partial hostname or IP address of a host involved in the transmission of a message.

- **ID:** Enter an identification number assigned to a message during processing. You can use this text box to search for the following types of message ID numbers:
 - **Queue ID:** PureMessage assigns a unique Queue ID to each message in the quarantine. To view a message's Queue ID, click the message subject, and then click **Info**.
 - **Quarantine Digest ID:** When PureMessage generates quarantine digests, each message listed in the digest is assigned an ID code.
 - **Header Message ID:** If the format of the search string resembles a header message ID (for example, by containing an "@" separator), the contents of this field are tested against the value in the Message-ID header. To view a message's Message-ID header, click the message subject, and then click **Source**.
- **Action:** From the drop-down list, select the action that caused the message to be logged. The available options include **Deliver**, **Discard**, and **Quarantine**. In addition, you can either search for messages logged with the action **Bounced** or **Deferred** to see a list of messages logged with one of those actions, or you can select **Reject** to see all messages that were either bounced or deferred. The default is to search for any of these actions.
- **Reason:** From the drop-down list, select the reason that the email was logged. The available options include Allow List, Block List, Blocked, Offensive, Spam and Virus. The default is to search for any of these reasons.
- **Results to Return:** From the drop-down list, select the number of results rows to display at one time. The maximum is 1,000.

2. Click **Search**.

Matches for the search are displayed in a table in the **Search Results** pane. The total number of results is displayed at the bottom left of the pane. Any warnings or errors are also displayed here.

Viewing Log Search Results

Search results are displayed in a series of columns in the Content pane. For each message, the **Date/Time**, **Sender**, **Recipient**, **Subject**, **Action** and **Reason** are shown. If the message is addressed to multiple recipients, resulting in PureMessage performing different actions for each recipient, the **Action** and/or **Reason** displayed is "Multi". Processing details for the individual recipients are shown in the **Activity** section of the **Info** tab in the **Message Details** dialog box.

The following general options are available for viewing search results:

- Click the "up/down" arrow next to a search results column heading to order the displayed results alphanumerically in that column. Click the "up/down" arrow button again to toggle the results between ascending and descending order.
- Click the hyperlinked **Subject** text in any log entry row to view further details of that entry. Messages blocked on the basis of their IP address are rejected before PureMessage receives any details other than the sender and the recipient. These messages are displayed with the hyperlink "No Subject", which links to the available details.

Viewing Message Details

You can view additional information about a specific log entry in the **Message Details** dialog box. This dialog box contains two tabs: **Info** and **Raw logs**. The **Info** tab is displayed by default.

The following basic details are shown on the **Info** tab:

- **Mapped:** The email address the message was sent to, along with any alias addresses. If the recipient address has no aliases, then it is the only address shown.
- **Connecting Relay:** The IP address of the last recognized relay involved in the transmission of the message.
- **Downstream Relay:** The IP address of the internal server to which the message was routed.
- **Filter Host:** The IP address of the server that is home to the PureMessage mail filter.
- **Message ID:** The message's ID header.
- **Action:** The action performed by PureMessage (for example, "Deliver" or "Quarantine"). If the message is addressed to multiple recipients for which different actions are required, details of how the message was processed for each recipient are shown in the **Activity** section of the **Info** tab.

- **Reason:** The reason that the specified action was performed (for example, "Spam" or "Offensive"). If the message is addressed to multiple recipients for which different actions are required, details of how the message was processed for each recipient are shown in the **Activity** section of the **Info** tab.

Activity

The **Activity** section of the **Info** tab contains a summary of the message-processing actions. If the message is addressed to multiple recipients, the activity for each recipient is shown in its own numbered "Results" section.

Raw Logs

Further details may be available on the **Raw logs** tab, which includes raw text from the mail transfer agent (MTA) log and PureMessage's `message_log`. The **Raw logs** tab can contain one or all of the following sections (depending on what actions were taken on the message):

- **MTA Incoming:** The MTA routing actions executed to receive the message.
- **Message Log:** The complete message log entry for this message.
- **MTA Outgoing:** The MTA routing actions executed to deliver the message.

Changing the Password

The password you use to access PureMessage is assigned by the global administrator. However, the global administrator may make an option available that allows you to create a different password.

To change the password:

1. At the top right of the PureMessage GUI, click **Change Password**.
The **Change Password** dialog box is displayed.
2. In the text boxes provided, type your old password, type a new password, and re-type the new password to confirm it.
3. Click **Change**.
A message is displayed, indicating whether the change was successful.

About Sophos

Sophos is the world leader in integrated threat management solutions purpose-built for business, education, government and service providers. Our reliably engineered, easy-to-operate products protect over 35 million users in more than 150 countries from viruses, spyware, adware, Trojans, intrusion, spam, and policy abuse.

Sophos is a privately owned company, based in Abingdon, close to Oxford, in the UK. We have subsidiaries in the USA, Australia, Canada, France, Germany, Italy, Japan and Singapore.

Support

With 20 years' experience and consolidated anti-virus, anti-spyware and anti-spam expertise, we respond rapidly to emerging threats, no matter how complex they are. Matched by business-focused, 24/7 technical support, our instant response to new threats has led to the highest levels of customer satisfaction in the industry.

SophosLabs

With worldwide visibility of emerging threats, SophosLabs (our global network of high-security threat research centers) carries out 24-hour analysis to provide proactive, effective protection from any new virus, spyware or spam threat anywhere in the world, irrespective of origin.