

IIJ Secure MX Service Daily Operation Guide



Internet Initiative Japan Inc.

Purpose of this Document

- This document includes operations that are used frequently when using Secure MX.
- Tasks can be performed by referring to this manual, even if person in charge changes.
※ Please refer to Service Manual for detailed procedures.

Service Online

1. How to Register/Delete an Account (Gateway) ...P.3
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Secure MX Portal

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Log Checking

1. How to Check Delivery Logs ...P.36
2. How to Check Threat Mail Filter Logs ...P.44

Service Online

How to Register/Delete an Account (Gateway)

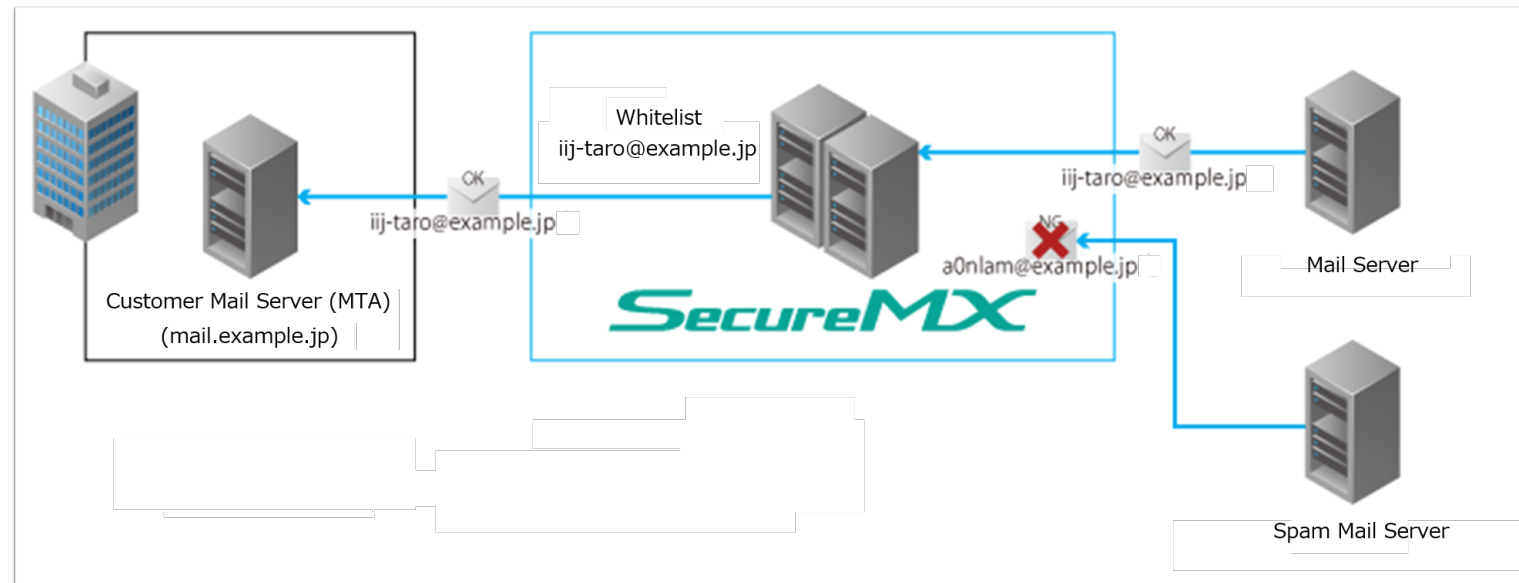
[Manual]

IIJ Secure MX Service – Basic Functions Manual

Usage Method of Each Functions > Managing Email Addresses Used with This Service > Registering New Email Addresses

❖ What This Operation Allows You to Do

- ◆ To receive emails in Secure MX, **it is necessary to register the email address on the whitelist.**
- ◆ Secure MX will deliver to email addresses on the whitelist, then it is delivered to the customer's MTA.
- ◆ If the address is not registered via whitelist, Secure MX will reject the email.



❖ What to learn from this section

- ◆ Register email addresses on the whitelist.
- ◆ Registration can be done by one address at a time, or by multiple addresses at once.
- ◆ Deletion can also be done by one address at a time, or by multiple addresses at once.

- ① Log into Service Online, select **Configuration**, then select **Service Management**.

The screenshot displays the IJ Service Online gateway interface. At the top left is the logo "IJ Service Online" with the Japanese text "IJ サービスオンライン" below it. To the right of the logo are links for "Contact Us" and "Sitemap", and a user profile icon with a dropdown arrow. Below the logo is a navigation bar with "Home", "Configuration", "Services Guide", and "Logout" (with a right arrow icon). The "Configuration" link is circled in red. Below the navigation bar is a breadcrumb trail: "Service Management", "Manuals/Downloads", and "Service Details". The main content area shows a breadcrumb "Home > Configuration" and a heading "Configuration". Underneath is a section titled "Selections" with three items: "Service Management", "Manuals/Downloads", and "Service Details". The "Service Management" item is circled in red, and a red arrow points from the circled "Configuration" link in the navigation bar to the circled "Service Management" item. At the bottom right of the main content area is a red "UP" button with an upward arrow icon. At the bottom of the page, there is a link for "Acceptable Use Policy" and a copyright notice "© Internet Initiative Japan Inc."

Account Registration/Deletion – Base Operation – (Gateway)

- ② From **Service Management**, select **IJ Secure MX**.
- ③ Click on the corresponding service code (**mx#####**).

The image shows two screenshots of the IJ Service Online portal. The left screenshot displays the 'Service Management' page with a sidebar menu. The 'Mail' section is highlighted, and the 'IJ Secure MX' link is circled in red. A large red arrow points from this link to the right screenshot. The right screenshot shows the 'Secure MX Service' page, where the 'Service Code : mx' field is circled in red. Below this field, there is a 'Label : Desired Name' field with a 'Create Label' button and a 'Domain :' field. The breadcrumb navigation at the top of the right screenshot reads 'Home > Configuration > Service Management > Secure MX Service'. The footer of the page includes a link to the 'Acceptable Use Policy' and the copyright notice '© Internet Initiative Japan Inc.'

Account Registration/Deletion – Base Operation – (Gateway)

- ④ Click on **Mail Address Management**.
- ⑤ It should display mail address management page consisting of registration section.

The screenshot displays the 'Secure MX Service' web interface. On the left, a navigation menu includes 'Mail Address Management', 'Mail Server', 'Registration History', and 'Manage Email Delivery'. The 'Mail Address Management' item is circled in red, with a red arrow pointing to the main content area. The main content area is titled 'Secure MX Service' and contains several sections: '[Registered Whitelist Domain]', '[Download Email List]', '[Registering New Email Address(es)]', and '[Deleting Email Address(es)]'. The '[Registering New Email Address(es)]' section is circled in red and contains a sub-section '- Register a New Email Address' with a form for 'Email Addresses' and a 'Confirm' button. A yellow callout box labeled 'Registration section' points to the 'Confirm' button. The page also includes a breadcrumb trail 'IIJ SecureMX Service > Service Top > Manage Email Address' and a top navigation bar with links for 'Manual Download', 'Service Details', and 'Manage Your Information'.

✂ Please refer to the corresponding page below, depending on what operation you want to perform:

- Account Registration - Single address registration - ...P.9
- Account Registration – Multiple address registration - ...P.10 - 11
- Account Deletion - Single address deletion - ...P.12
- Account Deletion - Multiple address deletion - ...P.13 - 14

*Important Notice

For companies who are enrolled under pay-per-use billing, Secure MX charges based on the maximum number of accounts registered within the month. When performing registration and deletion at the same time, be sure to Delete first, then Register. This is to avoid being billed for excessive number of active accounts.

Account Registration – Single address registration (Gateway)

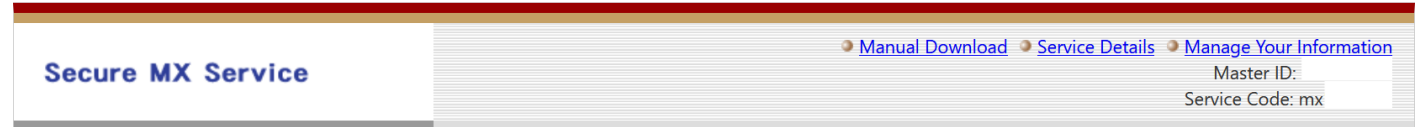
- ⑥ Under **Registering New Email Address(es)**, enter email address you want to add to whitelist.
- ⑦ Click **Confirm**.
- ⑧ After making final verification of email address to be added to whitelist, click **Register**.

The screenshot displays the 'Secure MX Service' web interface. At the top, there are navigation links: 'Manual Download', 'Service Details', and 'Manage Your Information'. Below these are input fields for 'Master ID:' and 'Service Code: mx'. The main content area is titled 'Manage Email Address' and contains several sections:

- [Registered Whitelist Domain]**: A text box showing a domain ending in '.com'.
- [Download Email List]**: A section with the text 'Download a list of registered emails' and a 'Download' button.
- [Registering New Email Address(es)]**: A section titled '- Register a New Email Address' with the instruction 'Enter an new email address and click Confirm.' It features an 'Email Addresses' input field (circled in red) and a 'Confirm' button (circled in red). A yellow callout box with red text points to the input field, stating 'Enter the email address to register on the whitelist.'
- Register Multiple Email Addresses**: A section with the text 'Register multiple email addresses.' and a link '→ Register multiple email addresses'.
- [Deleting Email Address(es)]**: A section titled '- Deleting an Email Address' with the instruction 'Enter an email address and click Delete' and an 'Email Address' input field.

Account Registration – Multiple address registration (Gateway)

- ⑥ Under **Registering New Email Address(es)**, select **Register multiple email addresses**.
- ⑦ Prepare by creating a separate file consisting list of addresses to be registered, then import the list file by clicking **Browse....**
- ⑧ Click **Confirm**.



[IJJ SecureMX Service](#) > [Service Top](#) > [Manage Email Address](#) > Specify an Email Address Information File

[Specify Information File]

An information file is required to register multiple email addresses. Email addresses listed one time.

Please create an Email Address Information File with the format listed below. To register information file, then click Confirm.

- Note: Creating an Email Address Information File

- Enter an email address with US/Euro characters.
- For the email address, please include @ followed by the contracted domain.
- You cannot use files created with UTF-8 (with BOM) encoding.

- Information File Format for Email Addresses

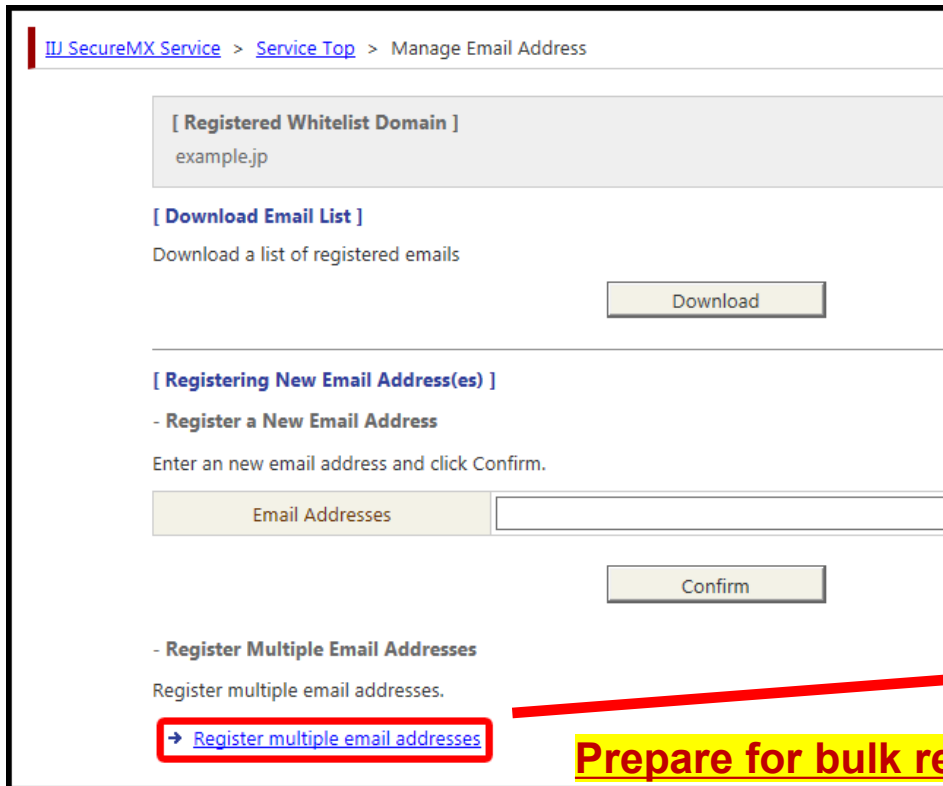
Enter email addresses separated by a new line, such as the example below.

[Example]
ijj-taro01@example.jp
ijj-taro02@example.jp

Information File for Email Addresses No file selected.

Example of Description

```
ijj-taro01@example.jp  
ijj-taro02@example.jp  
ijj-taro03@example.jp  
ijj-taro04@example.jp  
ijj-taro05@example.jp
```



Prepare for bulk registration by creating a separate email address information file, then import it.

[Manage Email Address](#) [Go to Service Page Top](#)

[UP](#)

- ⑨ Review the number of accounts that will be registered and click **Register**.

[IJ SecureMX Service](#) > [Service Top](#) > [Manage Email Address](#) > Confirmation for Multiple Email Address Registration

[Confirm Registration]

After confirming the following information, click Register.

Number of Current Email Addresses	12Email Address
Number of Email Addresses that can be Registered.	3Email Address
Number of Specified Email Addresses	(5Email Address)
Number of Registered Email Addresses	(0Email Address)
Number of Email Addresses that cannot be Registered	(2Email Address)
Total Number of Registered Email Addresses	15Email Address

[→ Manage Email Address](#) [→ Go to Service Page Top](#)

- ⑥ Under **Deleting Email Address(es)**, enter the email address you want to remove from the whitelist.
- ⑦ Click **Delete**.
- ⑧ A confirmation message will appear, proceed to click **Delete**.

[Deleting Email Address(es)]

- Deleting an Email Address

Enter an email address and click Delete

Enter the email address to remove from the whitelist

Email Address	<input type="text"/>
<input type="button" value="Delete"/>	

- Delete Multiple Email Addresses

Multiple email addresses can be deleted all at once.

→ [Delete Multiple Email Addresses](#)

Account Deletion – Multiple address deletion (Gateway)

- ⑥ Under **Deleting Email Address(es)**, select **Delete Multiple Email Addresses**.
- ⑦ Prepare by creating a separate file consisting list of addresses to be deleted, then import that list file by clicking **Browse....**
- ⑧ Click **Confirm**.

[Deleting Email Address(es)]

- Deleting an Email Address

Enter an email address and click Delete

Email Address

- Delete Multiple Email Addresses

Multiple email addresses can be deleted all at once.

[→ Delete Multiple Email Addresses](#)

[Search Email Address]

- Note: Creating an Email Address Information File

- Enter email address with US/Euro characters.
- For the email address, please include @ followed by the contracted domain.
- You cannot use files created with UTF-8 (with BOM) encoding.

- File Format for Email Address Information File

Type the email addresses in the file such as below, separated by new lines.

[Example]

```
ijj-taro01@example.jp[newline]
ijj-taro02@example.jp
```

Information File for Email Addresses

Browse...

Confirm

Prepare for bulk deletion by creating a separate email address information file, then import it.

Example of Description

※Only include the email addresses you want to delete in the file.

```
ijj-taro01@example.jp
ijj-taro02@example.jp
ijj-taro03@example.jp
ijj-taro04@example.jp
ijj-taro05@example.jp
```

- ⑨ Review the number of accounts that will be deleted and click **Delete**.

[SecureMX Service](#) > [Service Top](#) > [Manage Email Address](#) > Confirm Deletion for Multiple Email Addresses

[Confirm Deletion for Multiple Email Addresses]

After confirming the following information, click the Delete.

Number of Current Email Addresses	14Email Address
Number of Specified Email Addresses	(3Email Address)
Number of Email Address that cannot be Deleted.	(1Email Address)
Total Number of Email Addresses (after deletion)	12Email Address

Delete

Back

→ [Manage Email Address](#) → [Go to Service Page Top](#)

Service Online

Account Creation / Deletion (Mailbox Plus Option)

[Manual]

IIJ Secure MX Service Mailbox Plus Option Manual [for Admin]

Account management > Managing users' accounts

❖ What This Operation Allows You to Do

- ◆ In order to use Secure MX and Mailbox Plus Option, **you must create user account.**
- ◆ Secure MX will deliver to email addresses that are already created.
- ◆ If the user account is not created yet it will be rejected by Secure MX.

❖ What to learn from this section

- ◆ How to register / delete User Account.
- ◆ Registration can be done one at a time, or multiple user accounts at once.
- ◆ Deletion can also be done one at a time, or multiple user accounts at once.

- ① Log into Service Online, select **Configuration**, then select **Service Management**.

The screenshot displays the IJ Service Online web interface. At the top left is the logo "IJ Service Online" with the tagline "IJ サービスオンライン". To the right are links for "Contact Us" and "Sitemap", and a user profile icon. Below the header is a navigation bar with "Home", "Configuration", "Services Guide", and "Logout". The "Configuration" menu is highlighted with a red circle, and a red arrow points from it to the "Service Management" option in the "Selections" list below. The "Service Management" option is also circled in red. Other options in the list include "Manuals/Downloads" and "Service Details". A red "UP" button is visible at the bottom right of the main content area.

- ② From **Service Management**, select **IJ Secure MX**.
- ③ Click on the corresponding service code (**mx#####**).

The image shows two screenshots of the IJ Service Online web interface. The left screenshot displays the 'Service Management' page with a sidebar menu. The 'Mail' section is highlighted, and the 'IJ Secure MX' link is circled in red. A large red arrow points from this link to the right screenshot. The right screenshot shows the 'Secure MX Service' page, where the 'Service Code : mx' field is circled in red. Below this field, there is a 'Label : Desired Name' field with a 'Create Label' button and a 'Domain :' field. The breadcrumb navigation at the top of the right screenshot reads 'Home > Configuration > Service Management > Secure MX Service'. The footer of the page includes a link to the 'Acceptable Use Policy' and the copyright notice '© Internet Initiative Japan Inc.'

- ④ Select **Mailbox Plus Management**. Setting screen should appear.
- ⑤ Select either **Individual User Creation**, **Batch User Creation**, or **Batch User Deletion**, depending on objective.
- ⑥ Refer to next slide to jump to each procedure.

[Service](#) > [Service Top](#) > Mailbox Plus Management

Configure Mailbox Plus settings.

[About the User Support Page](#)

[\[Mailbox Plus Information \]](#)

The number of email addresses has reached the number of subscriptions. Please delete your email addresses or contact your sales representative to add email ad

Used Space	██████████ (Usage:27.7%)	
Contracted Space	██████████ GB	
Total Number of Email Addresses	██████████	Users:██████████ Groups:0
Number of Email Addresses by Domain	██████████	Users:██████████ Groups:0

Secure MX Service

[\[Contract Domain\]](#)
██████████

- Mailbox Plus Management**
 - User List
 - Download a list of registered users. [Download User List](#)
 - Display a list of users, and configure settings such as the memo field, max capacity, and email password for each user. You can also delete individual users. [Display User List](#)
 - Create New User
 - Create users individually. [Individual User Creation](#)
 - Use a Mailbox Plus user information file to register multiple users in a batch. [Batch User Creation](#)
 - Batch User Setting Change / Deletion
 - Use a Mailbox Plus user information file to change settings for multiple users in a batch. [Batch User Setting Change](#)
 - Use a Mailbox Plus user information file to delete multiple users in a batch. [Batch User Deletion](#)
 - List of Mailbox Usage Percentage/Usage Capacity
 - Download list of mailbox usage percentage/capacities for all users. [Download Mailbox Usage List](#)
 - Display list of mailbox usage percentage/capacities. [Display Usage Statistics](#)
- [Registration History](#)
- [Manage Email Delivery](#)
- [Configure DKIM Signature](#)
- [Filtering for Antivirus and Spam Mail](#)

Please refer to page below, depending on objective of task.

- Account Creation – Individual User Creation: ...P.21
- Account Creation – Batch User Creation: ...P.22
- Account Deletion – Batch User Deletion: ...P.23

***Important Notice**

For companies who are enrolled under pay-per-use billing, Secure MX charges based on the maximum number of accounts registered within the month. When performing registration and deletion at the same time, be sure to Delete first, then Register. This is to avoid being billed for excessive number of active accounts.

Account Creation – Individual User Creation (Mailbox Plus)

- ⑦ Enter Email Address and Email Password.
- ⑧ Set the Mailbox limit for this user.
- ⑨ Click **Register**.

Registry Info

Email Address *Required	<small>*Up to 80 characters, or 90 characters including the domain name</small> <input type="text"/> @ <input type="text"/> .com Account username
Email Password *Required	<small>* Not less than 8 and not more than 64 US/Euro characters</small> <input type="password"/> <input type="password"/> Account password <small>(Type the password again)</small>
Memo Field	<small>*Up to 80 characters</small> <input type="text"/>
Time Zone	GMT+09:00 (JST) ▼
Max Capacity	<small>*Specify a number between 1 and 25</small> <input type="text" value="10"/> GB Mailbox limit for this user account
Forward Setting	Forwarding Email Address: <small>(Example: iij-taro@example.jp)</small> Forwarding Address 1: <input type="text"/> Forwarding Address 2: <input type="text"/> Forwarding Address 3: <input type="text"/> Forwarding Address 4: <input type="text"/> Forwarding Address 5: <input type="text"/> Forwarded Mail: <input type="radio"/> Leave on server <input checked="" type="radio"/> Do not leave on server
login MailTAP	<input checked="" type="radio"/> Allow <input type="radio"/> Deny

Account Creation – Batch User Creation (Mailbox Plus)

- ⑦ Prepare a separate file that consists of list of user information to be created.
- ⑧ Select **Choose File** and upload that file.
- ⑨ Click **Confirm**.

[Batch User Creation]

Use a Mailbox Plus user information file to create users in a batch.

- Notes regarding the creation of Mailbox Plus user information files

- You cannot use files created with UTF-8 (with BOM) encoding.

- Mailbox Plus user information file format

Specify the user's email address (required), email password (required), memo field, forwarding address, ma

[Example]

```
ijj-taro01@example.jp[tab]password01[tab]memo01[tab][tab]10[tab]-0500
ijj-taro02@example.jp[tab]password02[tab]memo02
ijj-taro03@example.jp[tab]password03[tab]memo03[tab]*,ijj-taro31@example.jp[tab]10[tab]+0000
ijj-taro03@example.jp[tab]password03[tab]memo03[tab]*,ijj-taro31@example.jp[tab]10[tab]+0000[tab]y
```

- [User email address]: A mail account of up to 80 characters, or up to 90 characters including the domain name.
- [Email password]:
The following characters can be used in passwords.
 - Alphabet: a-z,A-Z
 - Number: 0-9
 - Symbols: " # \$ % & ' * + , - . / : ; = < > () [] ? @ ^ _ ` | ~ !
Spaces cannot be used in passwords.Passwords need to meet the following conditions.
 - From 8 to 64 characters
 - Local part not included (case-insensitive)
 - Domain not included (case-insensitive)
- [Memo field]: Up to 80 characters.
- [Forwarding address]: Specify an email address. To specify multiple email addresses, separate them with a "," (comma). To leave forwarded mail on the original server, specify *.
- [Max capacity]: Enter 10 for 10GB. Enter a number between 1 and 25. If no value is entered, the max capacity will be 10GB.
- [Time zone]: Specify in +hh00 or -hh00 format. The hh part can be defined as anything between +12 and -12. For 0, enter +00 using a plus sign. When no value is entered, +0900 will be used.
- [Approval for MailTAP Login] If end user is allowed to login to MailTAP, enter Y. To deny the user from logging into MailTAP, enter N.

Input example

User address (mandatory), password (mandatory), memo, forward-to, capacity info, time zone, MailTAP login info, Include Tab spacing, or move to next line for new info,

```
ijj-taro01@example.jp[Tab]password01[Tab]memo01[Tab][Tab]10[Tab]-0500
```

```
ijj-taro02@example.jp[Tab]password02[Tab]memo02
```

```
ijj-taro03@example.jp[Tab]password03[Tab]memo03[Tab]*,ijj-taro31@example.jp[Tab]10[Tab]+0000
```

```
ijj-taro03@example.jp[Tab]password03[Tab]memo03[Tab]*,ijj-taro31@example.jp[Tab]10[Tab]+0000[Tab]y
```

Create multiple accounts at once

by importing user list file

Mailbox Plus User Information File

Choose File

No file chosen

Confirm

Account Deletion – Batch User Deletion (Mailbox Plus)

- ⑦ Prepare a separate file that consists of list of user information to be deleted.
- ⑧ Select **Choose File** and upload the file.
- ⑨ Click **Confirm**.

[Batch User Deletion]

Use a Mailbox Plus user information file to delete multiple users in a batch. Select a Mailbox Plus user information file, and then click the "Verification" button.

- Notes regarding the creation of Mailbox Plus user information files

- You cannot use files created with UTF-8 (with BOM) encoding.

- Mailbox Plus user information file format

Specify the users you want to delete in the file, using line breaks to separate entries.

[Example]

```
ijj-taro@example.jp[line break]
ijj-taro02@example.jp
```

- [User email address]: A mail account of up to 80 characters.

Input example

Be sure to include only the email addresses to be deleted:

ijj-taro01@example.jp

ijj-taro02@example.jp

ijj-taro03@example.jp

ijj-taro03@example.jp

Mailbox Plus User Information File No file chosen

**Delete multiple accounts at once
by importing list of specified user**

Service Online

Reviewing number of Accounts registered

[Manual]

IIJA Secure MX Service Basic function manual

Using Service Online feature > reviewing number of accounts registered

❖ **What you can do with this operation:**

- ◆ You can check the number of registered email addresses and user accounts.
- ◆ Make sure to check the registered numbers periodically since it will be charged as registered numbers.

❖ **Overview of operation:**

- ◆ To check the registered numbers on Service Online

Log records linked to the registered email address

- ① Log into Service Online, select **Configuration**, then select **Service Management**.

The screenshot displays the IJ Service Online web interface. At the top left is the logo "IJ Service Online" with the Japanese text "IJ サービスオンライン" below it. To the right of the logo are links for "Contact Us" and "Sitemap", and a user profile icon with a dropdown arrow. Below the logo is a navigation bar with "Home", "Configuration", "Services Guide", and "Logout" (with a right arrow icon). The "Configuration" link is circled in red. Below the navigation bar is a breadcrumb trail: "Service Management", "Manuals/Downloads", and "Service Details". Below the breadcrumb trail is a breadcrumb path: "Home > Configuration". The main content area is titled "Configuration" and contains a section labeled "Selections" with a blue square icon. Under "Selections", there are three menu items: "→ Service Management", "→ Manuals/Downloads", and "→ Service Details". The "Service Management" item is circled in red. A red arrow points from the circled "Configuration" link in the navigation bar to the circled "Service Management" link in the Selections menu. At the bottom right of the main content area is a red "UP" button with an upward arrow icon. At the bottom of the page, there is a footer with the text "Acceptable Use Policy" and "© Internet Initiative Japan Inc."

Log records linked to the registered email address:

- ② From **Service Management**, select **IJ Secure MX**.
- ③ Click on the corresponding service code (**mx#####**).

The screenshot shows the 'Service Management' page in the IJ Service Online portal. The breadcrumb trail is 'Home > Configuration > Service Management'. Under the 'Mail' category, the link 'IJ Secure MX' is circled in red. A red arrow points from this link to the right-hand screenshot.

The screenshot shows the 'Secure MX Service' configuration page. The breadcrumb trail is 'Home > Configuration > Service Management > Secure MX Service'. There are two identical forms, each with the following fields: 'Service Code : mx' (circled in red), 'Label : Desired Name' with a 'Create Label' button, and 'Domain :'. A red arrow from the left screenshot points to the top form.

Log records linked to the registered email address:

④ Select **Registration History** from Service Top

The screenshot displays the 'Secure MX Service' interface. At the top, there is a breadcrumb trail: 'SecureMX Service > Service Top'. Below this, the title 'Secure MX Service' is centered. A list of menu items is presented, each with a circular icon to its left. The 'Registration History' item is highlighted with a red rectangular box. The other items in the list are: '[Contract Domain]', 'Mail Address Management', 'Mail Server', 'Manage Email Delivery', 'Configure DKIM Signature', 'Filtering for Antivirus and Spam Mail', 'SecureMX Portal (A new window will be opened.)', 'SecureMX Portal Administrator Reset', 'Email Delivery Records', 'SMTP Authentication Relay Settings', 'External Cloud Link Settings', 'Microsoft 365 Email Address Link', and 'Password policy management'.

SecureMX Service > Service Top

Secure MX Service

- [Contract Domain]
- Mail Address Management
- Mail Server
- Registration History**
- Manage Email Delivery
- Configure DKIM Signature
- Filtering for Antivirus and Spam Mail
- SecureMX Portal (A new window will be opened.)
- SecureMX Portal Administrator Reset
- Email Delivery Records
- SMTP Authentication Relay Settings
- External Cloud Link Settings
- Microsoft 365 Email Address Link
- Password policy management

Log records linked to the registered email address:

⑤ You can view the registered email address for the month in question by checking the history list.

*The maximum number of email address queries per month is shown in yellow.

*The number of email addresses highlighted in yellow represents your billable usage.

[IJJ SecureMX Service](#) > [Service Top](#) > Registration History for Email Addresses

Number of email addresses Whitelisted

[Registration History for Email Addresses]

The history chart listed below displays email addresses in the order of the date and time they were registered.

- Search Criteria

List History of Addresses (by month and year)

Number of Email addresses in Mailbox Plus

- History List

The maximum number of email addresses for the selected month appears highlighted in yellow. Refer to [IJJ Secure MX Service Basic Functions Manual] for more information.

Date and Time Registered	Number of Registered Email Addresses (A+B+C)	Number of Email Addresses Whitelisted (A)	Number of Email Addresses in Mailbox Plus (B)	Number of Mailing Lists (C)
--------------------------	--	---	---	-----------------------------

- Number of Email Addresses on the First day of the Month

Date and Time Referred	Number of Registered Email Addresses (A+B+C)	Number of Email Addresses Whitelisted (A)	Number of Email Addresses in Mailbox Plus (B)	Number of Mailing Lists (C)
December 01, 2025 00:00:00 (JST)	12	12	0	0

Total number of registered email addresses

[→ Go to Service Page Top](#)

Secure MX Portal Operation for Quarantined Emails

[Manual]
Threat Mail Filter Manual [For Administrators]
Managing Quarantined Email Messages

❖ **What you can do with this operation:**

- ◆ Suspicious or spam emails are detected and quarantined by the threat email filter.
- ◆ The threat filter allows you to review quarantined emails and take actions such as releasing and deleting them.
- ◆ This function is restricted to administrators, with visibility into quarantined emails determined by user permissions.

❖ **Overview of operation:**

- ◆ Operate (release/delete) quarantined emails in Secure MX portal

How to operate the quarantined emails:

① Log in to **SecureMX Portal**.

※Viewable menu changes depending on the role

The image shows the SecureMX Portal interface. On the left is the login page with the SecureMX Portal logo, a language dropdown set to English, and input fields for Account and Password. A red box highlights these fields. A blue arrow points from the Account field to the 'Accounts' menu item in the dashboard. The dashboard on the right features a green header with 'SecureMX Portal' and a user profile. Below the header is a navigation menu with items: Home, Accounts, Policies, Attachment Encryption, List/Notification, Quarantines, Statistics, DMARC, and Portal. The main content area displays 'Account Information' with user details and a 'Login History' section, and a 'Shortcuts' section with three links: 'Set up Group Policy', 'Set up Filter Using Registered Lists', and 'Set up Filter Using Notify Lists'.

How to operate the quarantined emails:

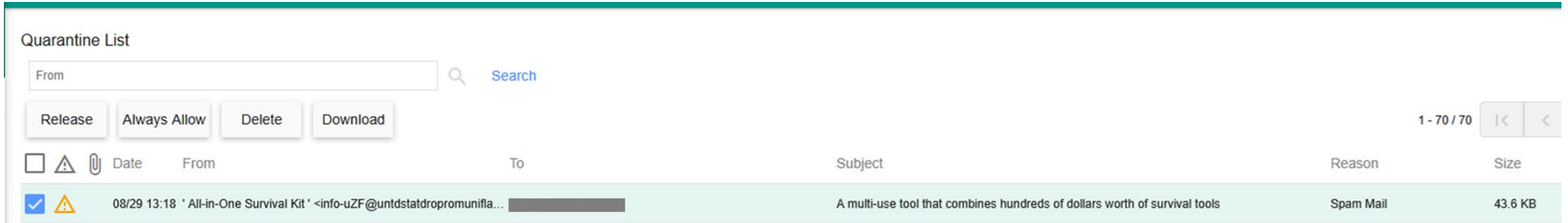
② To check quarantined emails for managed users, navigate to the **Quarantine List** in SecureMX portal

The screenshot displays the SecureMX Portal interface. The sidebar on the left contains navigation options: Home, Accounts, Policies, Attachment Encryption, List/Notification, and Quarantines. The 'Quarantine List' option under Quarantines is highlighted with a red box. The main content area shows the 'Quarantine List' page with a search bar and action buttons (Release, Always Allow, Delete, Download). Below the search bar is a table of quarantined emails.

<input type="checkbox"/>			Date	From	To	Subject	Reason	Size
<input type="checkbox"/>			08/29 13:18	'All-in-One Survival Kit' <info-uZF@untdstatdropromunifla...		A multi-use tool that combines hundreds of dollars worth of survival tools	Spam Mail	43.6 KB
<input type="checkbox"/>			08/29 10:48	'Costco Pyrex Container Set Shipment' <info-N9V@untd...		Time's running out! Claim your exclusive reward	Spam Mail	37.7 KB
<input type="checkbox"/>			08/29 09:43	ChatGPT Product Manager <info@campaign.ittrainingsonl...		ChatGPT for Project Managers: From Basics to Advanced	Spam Mail	32.4 KB
<input type="checkbox"/>			08/28 17:22	'Today's Reward' <info-Jon@untdstatdropromuniflamtionX...		We have a surprise from the Lowe's	Spam Mail	20.7 KB
<input type="checkbox"/>			08/28 17:20	'Today's Reward' <info-dfB@untdstatdropromuniflamtion...		We have a surprise from the Lowe's	Spam Mail	20.7 KB
<input type="checkbox"/>			08/28 17:06	'Today's Reward' <info-5N7@untdstatdropromuniflamtion...		We have a surprise from the Lowe's	Spam Mail	20.7 KB
<input type="checkbox"/>			08/28 14:26	'Today's Reward' <info-Z2z@untdstatdropromuniflamtion...		We have a surprise for you	Spam Mail	25.5 KB

How to operate the quarantined emails:

- ③ Check the box next to the quarantined email you want to manage.
- ④ Once selected, choose the action you want to perform.



The screenshot shows the 'Quarantine List' interface. At the top, there is a search bar with the text 'From' and a 'Search' button. Below the search bar are four buttons: 'Release', 'Always Allow', 'Delete', and 'Download'. To the right of these buttons, it says '1 - 70 / 70' and has navigation arrows. Below the buttons is a table with columns: 'Date', 'From', 'To', 'Subject', 'Reason', and 'Size'. The table contains one row of data:

Date	From	To	Subject	Reason	Size
08/29 13:18	'All-in-One Survival Kit' <info-uZF@untdstatdropromunifla...>	[Redacted]	A multi-use tool that combines hundreds of dollars worth of survival tools	Spam Mail	43.6 KB

Parameter	Description
Release	The email will be delivered to its destination once released from quarantine.
Always Allow	Add the sender's email address from the quarantined message to the allowed recipients list in the user filter for the account shown in the recipient field. *Always Allow only works if the user filter is set to Threat Email Filter *Registration will not be allowed unless the user filter is configured.
Delete	Delete it from the quarantine area.
Download	Download the quarantined email as an .eml file.

How to operate the quarantined emails:

- ⑤ After selecting action, a confirmation pop-up will appear. Confirm to proceed the selected action.

Release

Confirm

Are you sure you want to release the selected email messages to the recipient email addresses?

Delete

Confirm

Are you sure you want to permanently delete the selected email messages?

Quarantine List

From Search

1 - 70 / 70 |< <

<input type="checkbox"/>			Date	From	To	Subject	Reason	Size
<input checked="" type="checkbox"/>			08/29 13:18	'All-in-One Survival Kit' <info-uZF@untdstatdropmunifla...>		A multi-use tool that combines hundreds of dollars worth of survival tools	Spam Mail	43.6 KB

Checking the logs

How to check the delivery logs

[Manual]

IIJ Secure MX Service Basic Functions Manual

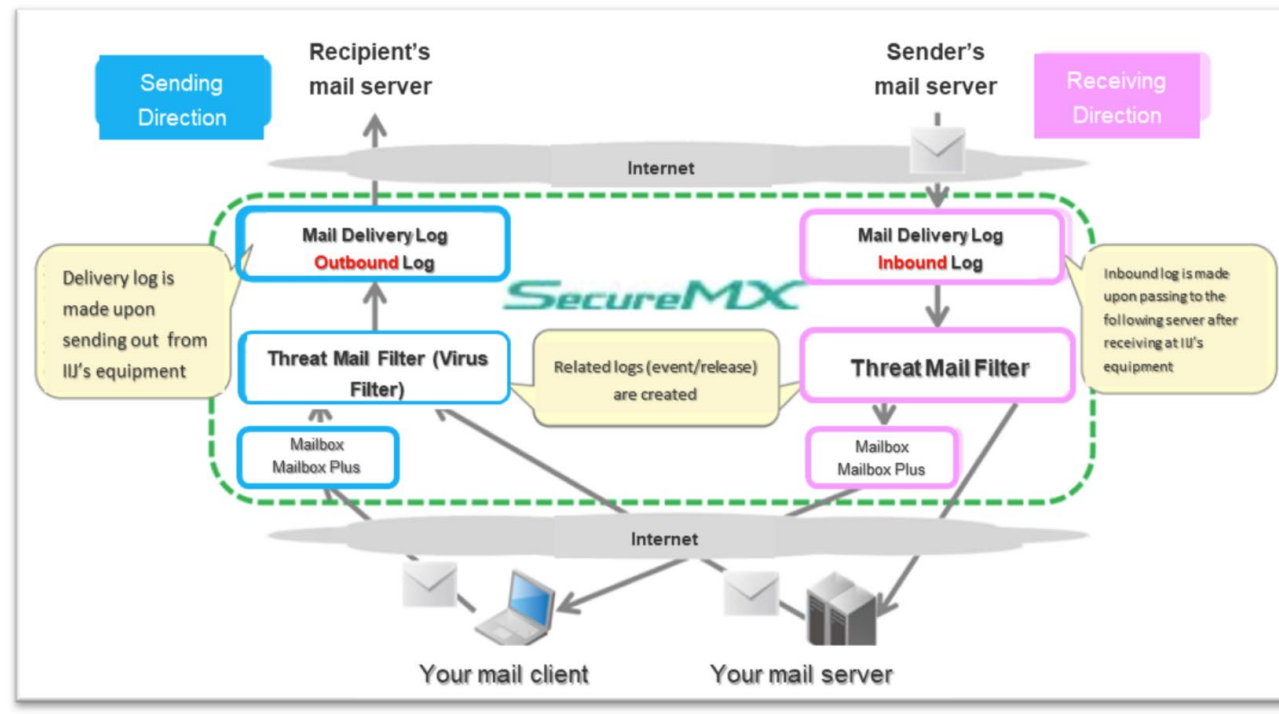
Usage Method of Each Functions > Confirming Inbound & Outbound Email Delivery Records and Mail Count

❖ What you can do with this operation:

- ◆ Checking the logs can help identify why the email wasn't delivered.
- ◆ By checking the delivery log, you can check the emails delivered from the Internet to the Secure MX device.

❖ Overview of operation:

- ◆ Use Service Online to check the logs of specific emails sent and received.



❖ In case the emails are not received, please follow the below check flow.

[Service Online]
Check email delivery log

Check using IJ Service Online (<https://help.ij.ad.jp/>)



[Secure MX Portal]
Check event log

Check using Secure MX Portal (<https://portal.securemx.jp/>)



**Request investigation to
IJ America Customer
Support**

Request investigation to IJ America Customer Support



In case emails are not received: Check flow

① Log into Service Online, select **Configuration**, then select **Service Management**.



The screenshot displays the IJ Service Online web interface. At the top left is the logo "IJ Service Online" with the Japanese text "IJ サービスオンライン" below it. To the right of the logo are links for "Contact Us" and "Sitemap", and a user profile icon with a dropdown arrow. Below the logo is a navigation bar with "Home", "Configuration", "Services Guide", and "Logout" (with a right arrow icon). The "Configuration" link is circled in red. Below the navigation bar is a breadcrumb trail: "Home > Configuration". The main content area is titled "Configuration" and contains a section labeled "Selections" with a blue square icon. Under "Selections", there are three menu items: "Service Management", "Manuals/Downloads", and "Service Details". The "Service Management" item is circled in red, and a red arrow points from the circled "Configuration" link in the navigation bar to the circled "Service Management" item. At the bottom right of the page is a red "UP" button with an upward arrow icon.

| [Acceptable Use Policy](#) |

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In case emails are not received: Check flow

- ② From **Service Management**, select **IJ Secure MX**.
- ③ Click on the corresponding service code (**mx#####**).

The image shows two screenshots of the IJ Service Online web interface. The left screenshot displays the 'Service Management' page with a sidebar menu. The 'Mail' section is highlighted, and the 'IJ Secure MX' link is circled in red. A large red arrow points from this link to the right screenshot. The right screenshot shows the 'Secure MX Service' page. The 'Service Code : mx' field is circled in red, and a 'Create Label' button is visible next to it. The breadcrumb navigation at the top of the right screenshot reads: Home > Configuration > Service Management > Secure MX Service.

Left Screenshot: Service Management

- Selections
- ID Management
 - IJ ID Service
- Mail
 - IJ Secure MX**
- Online Storage
 - IJ Document Exchange
- DNS Service
 - IJ DNS Platform Service
- Domain Management
 - Domain Registration(JP domain)
- Network Security
 - IJ DDoS Protection

Right Screenshot: Secure MX Service

Home > Configuration > Service Management > Secure MX Service

Service Code : **mx**

Label : Desired Name [Create Label](#)

Domain :

Operation: Mail delivery log check

- ④ Select **Email Delivery Records** from Service Top
- ⑤ Email Delivery Records screen should appear

• [SecureMX Portal](#) (A new window will be opened.)

• [SecureMX Portal Administrator Reset](#)

• [Email Delivery Records](#)

SecureMX Service > Service Top > Email Delivery Records

[Email Delivery Records]

Logs that keep track of emails sent/received within 90 days are available for download. The logs include records of received email (regardless of domain), along with sent mail do not contain viruses.

Item	Mail Log	Mail Count	Top 50 Accounts (Sent and Received Emails)
Sent Mail	-> Show All Statistics	-> Show All Statistics	-> Show All Statistics
Received Mail()	-> Show All Statistics	-> Show All Statistics	-> Show All Statistics

Operation: Mail delivery log check

- ⑥ Click on **Mail Log** category, depending on your search (Sent Mail = outbound, Received Mail = inbound mails)

SecureMX Service > Service Top > Email Delivery Records

[Email Delivery Records]

Logs that keep track of emails sent/received within 90 days are available for download. The logs include records of received email (regardless of domain), along with sent mail do not contain viruses.

Item	Mail Log	Mail Count	Top 50 Accounts (Sent and Received Emails)
Sent Mail	-> Show All Statistics	-> Show All Statistics	-> Show All Statistics
Received Mail()	-> Show All Statistics	-> Show All Statistics	-> Show All Statistics

Sent or Received Mails can be checked

Operation: Mail delivery log check

- ⑦ Select on the date you would like to check, and click **Confirm**
- ⑧ After clicking **Download** the zip file will start downloading

The screenshot displays the 'Mail Log' interface. At the top, there are tabs for 'Mail Log', 'Mail Count', and 'Top 50 Accounts (Sent and Received Emails)'. Below the tabs, there is a confirmation dialog box with the text '[Confirm download]' and 'Confirm the contents below, and click Download.' The dialog shows a summary table:

Number of Downloaded Logs	1 Items
Format of Downloaded File	ZIP file format
File Size (before compression)	4KB

Below the summary table are 'Download' and 'Back' buttons. The 'Download' button is highlighted with a red box. A blue arrow points from the 'Confirm' button at the bottom of the page to the 'Download' button in the dialog.

Below the dialog, there is a table of mail logs. The table has columns for 'Selection', 'Date', and 'Size of Log'. The 'Selection' column contains checkboxes, which are highlighted with a red box. The 'Date' column shows dates from 'Thu, July 10, 2025 00:00-04:59 (JST)' down to 'Tue, July 01, 2025 (JST)'. The 'Size of Log' column shows '1KB' for each entry. Below the table, there is a pagination control showing 'Displaying 1-10 of 91 Results:' and page numbers 1, 2, 3, 4, 5, and navigation arrows.

Past 90 days delivery log can be checked

Confirm

Log Check

How to check Threat Mail Filter Log

[Manual]

**Threat Mail Filter Manual [For Administrators]
Checking and Downloading Statistics and Logs**

❖ How to check log

- ◆ By checking log, we can narrow down the cause of why the emails are not delivered.
- ◆ By checking delivery log, we can check emails which were sent to Secure-MX equipment via the internet.

2 Lines (Lines with same Qid) shows 1 email session

Date	Qid	ToFrom	Address	Size	Msgid	Relay	DSN	Status				
8/12/2025 0:10	xxxxxxxxxxxx	from	iij-jiro@example	280645	xxxx@123456.xxx.prod.outlook.com							
8/12/2025 0:11	xxxxxxxxxxxx	to	iij-taro@example			mx-009	2.0.0,	Sent (48ejqtstyd-1 Message accepted for delivery)				

- ◆ By checking DSN, Status columns, we can determine mail delivery status.
- ◆ If it is showing 2.x.x
Status row shows “Sent” the mail was successfully sent/received at IJ’s equipment.
- ◆ If it is showing 5.x.x
If the status row shows “user unknown”, double-check email address for any typo.
If sent log shows other than “user unknown”, receiver may be having reason why unable to receive.

❖ In case the emails are not received, please follow the below check flow.

[Service Online]
Check email delivery log

Check using IJ Service Online (<https://help.ij.ad.jp/>)



[Secure MX Portal]
Check event log

Check using Secure MX Portal (<https://portal.securemx.jp/>)



**Request investigation to
IJ America Customer
Support**

Request investigation to IJ America Customer Support



Event Logs Check Operation

① Log in to **SecureMX Portal**.

※Viewable menu changes depending on the role

The image shows the SecureMX Portal interface. On the left is the login page with the SecureMX Portal logo, a language dropdown set to English, and input fields for Account and Password. A red box highlights the Account and Password fields. A blue arrow points from the Account field to the 'Accounts' menu item in the dashboard. The dashboard on the right features a top navigation bar with 'Home', a user profile section with account information and login history, and a sidebar menu with items like Accounts, Policies, Attachment Encryption, List/Notification, Quarantines, Statistics, DMARC, and Portal. Below the user profile is a 'Shortcuts' section with three links: 'Set up Group Policy', 'Set up Filter Using Registered Lists', and 'Set up Filter Using Notify Lists'.

Event Logs Check Operation

- ② Select **Statistics > Statistics Information**
- ③ Select the **Report Type** pull-down menu on top-right, and select **Event Logs**

The screenshot shows the SecureMX Portal interface. The left sidebar has a red box around the 'Statistics' menu, with 'Statistics Information' selected. The main content area is titled 'Statistics Information' and shows a 'Traffic Overview' report. A red box highlights the 'Report Type' dropdown menu in the top right, which is currently set to 'Traffic Overview'. A blue arrow points from this dropdown to a secondary menu on the right, where 'Event Logs' is highlighted.

Report Type

- Traffic Overview
- Threats: Overview
- Threats: Viruses
- Threats: Spam
- Attachments Statistics
- Keywords Statistics
- Allowed Inbound Message Summary
- User Activity
- Release Statistics
- Release Logs
- Event Logs

Statistics Information

Period: 1 day | Start Date: 2018-02-21

Traffic Overview

Email Messages Chart

Time	Inbound	Outbound
00:00	3000	2000
04:00	2000	1500
08:00	7500	5000
12:00	9500	6000
16:00	9000	5500
20:00	3000	2000
00:00	2000	1500

Bandwidth Chart

Time	Inbound	Outbound
00:00	10 MB	5 MB
04:00	5 MB	2 MB
08:00	15 MB	8 MB
12:00	35 MB	10 MB
16:00	30 MB	8 MB
20:00	10 MB	5 MB
00:00	5 MB	2 MB

Inbound Summary

Inbound Email Messages	102173
Email Messages per Hour	4085
Bandwidth	378958.1 KB
Bandwidth per Hour	15154.7 KB

Outbound Summary

Outbound Email Messages	2467
Email Messages per Hour	98
Bandwidth	12308.4 KB
Bandwidth per Hour	492.3 KB

Event Logs Check Operation

- ④ Specify **Period** of your search
- ⑤ Select the subject email from the search result of the list.

Period: 1 day | Start Date: 2025-06-29 | Start Time: 00:00 | End Time: 24:00

Event Logs

Simple Details

No.	Filter Type	Memo	Condition	Delivery Action	Action	Action Details
1	Spam Filter	Spam Filter (medium likelihood)	MEDIUM	Quarantine	-	-

By double-clicking on the list, more detailed information can be viewed like this.

From the list, you can check when/which filter/how the subject mail was processed

❖ How to read the event logs

- ◆ It is possible to see the reason the filter blocked the email through checking event logs.

Event Logs							Simple Details <input type="checkbox"/> X
BASIC INFORMATION		SENDER AUTHENTICATION INFORMATION		ATTACHMENT FILE (1)		EVENT HISTORY (1)	
No.	Filter Type	Memo	Condition	Delivery Action	Action	Action Details	
1	Security Filter	-	Troj/Krypt-AQM	Discard	-	-	

- ◆ We can check each filter process by looking at **Filter Type** and **Delivery Action**.
- ◆ If **Delivery Action** column shows **Quarantined**
The email is quarantined following the filter rule showing under filter type.
You can release or discard upon checking the content.
- ◆ If **Delivery Action** column shows **Rejected** or **Discard**
The email is rejected or discarded following the filter rule showing under **Filter Type** column.
Please review detailed rule and make necessary changes in the rule to be able to receive it if needed.



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