

# Threat Remediation

Libraesva ESG since version 4.6 supports Email Threat Remediation, a feature to recall delivered messages from user's mailboxes. It supports Microsoft Office 365, Exchange and Zimbra backend mailbox servers.

- Zimbra Threat Remediation Settings
- Google Threat Remediation Settings
- Office 365 Threat Remediation Settings
- Exchange Threat Remediation Settings

Once you have a valid connector configuration associated to a domain you can recall messages from user's inbox. You can recall a single message or multiple messages at a time.

To recall a single message open the **Message Details**, select **Delivery Information** and click on **"Recall Message"**:

The screenshot displays the Libraesva Email Security web interface. At the top, the logo 'LIBRAESVA EMAIL SECURITY' is visible. Below the navigation bar (Home, System, Reports, Quarantine, Search), the 'Message Technical Details' section is active. It shows the following information:

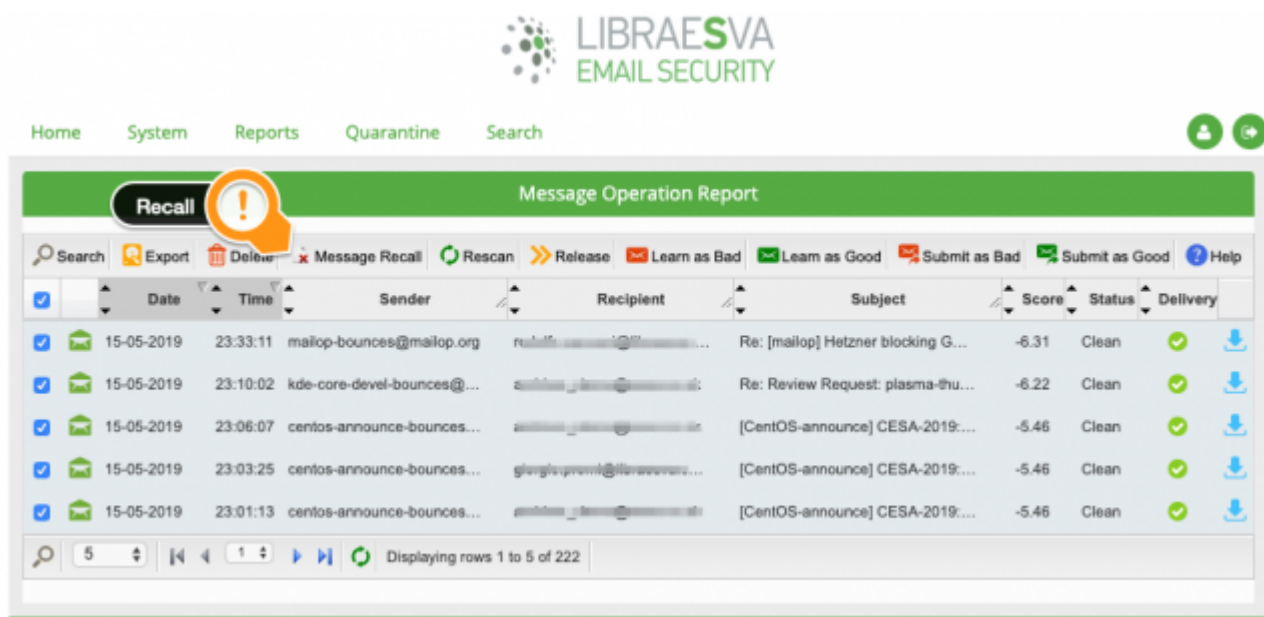
- Sender:** [redacted]
- Recipient:** paolo.frizzi@libraesva.com
- Subject:** SPS 2019: entra per primo
- SPAM SCORE:** -2.81 (CLEAN)
- SENT** button

Below this, a tabbed interface shows 'Delivery Information' selected. A 'Recall Message' button with an exclamation mark icon is present. The table below shows the delivery details:

| Status | Relayed to      | Recipient                  | Message  | Date/Time           | Delay    |
|--------|-----------------|----------------------------|--|---------------------|----------|
| ✓      | 100.000.000.000 | paolo.frizzi@libraesva.com | sent (250 2.6.0 <5fd451abd020eefe3f0cdb730a3bc8fc@localhost.localdomain> [Inter nallid=21002390077477, Hostname=server-ex16.libra.srl] 42760 bytes in 0.118, 351,3 38 KB/sec Queued mail for delivery) | 2019-05-15 06:48:56 | 00:00:14 |

To recall multiple messages in batch, click on **Reports**, apply the filter needed to select the

messages you want to recall, run the **Message Operation** report under Message Listing Section, and click "**Message Recall**" button on the toolbar as shown:



A confirmation message will pop up.

×**NOTE:** The Threat Remediation feature can only recall messages located in the user's Inbox folder. Messages moved in a different folder or already deleted cannot be recalled!