DISARM Content Security for MS Exchange Online User Manual

DISARM Content Security

for MS Exchange Online

Used by hundreds of thousands of users worldwide, DISARM is specially-built for securing content.
It provides a multi-layered security pipeline, combining traditional threat analysis with the market's most advanced sandbox and Content Disarm and Reconstruction (CDR) technologies. This combination ensures all content is fully sanitized before it even reaches user devices -- no matter if it contains yet unknown or evasive malware.
DISARM allows you to do so faster and with lower cost and complexity.

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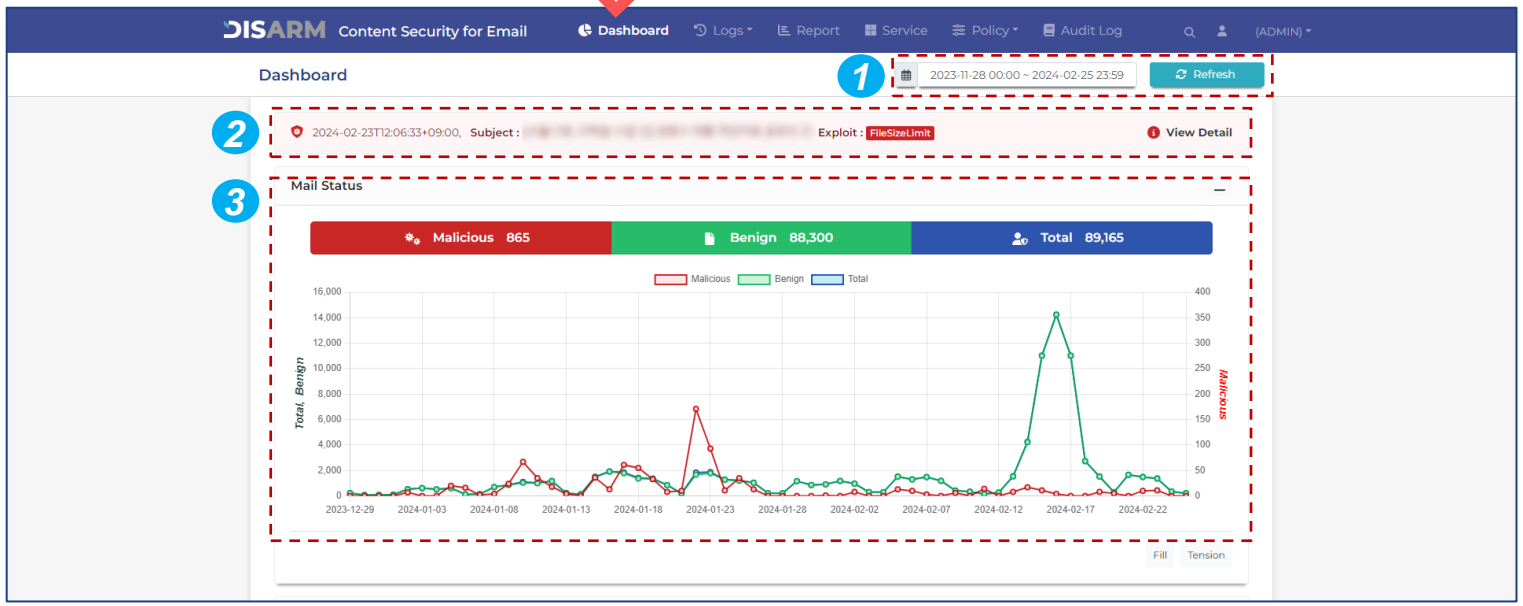
DISARM

1. Features

Feature 1 “Dashboard”

Check your company’s email status at a glance. Simply set the date range and get the information you need.

1. Dashboard - Top page



1. Set the period you want to check the overview status of email flow.

2. The most recent detected email information.

3. Check email status overview of the period you set.

Feature 1 “Dashboard”

Check your company’s email status at a glance. Simply set the date range and get the information you need.

1. Dashboard - Attachment, Malicious Mail

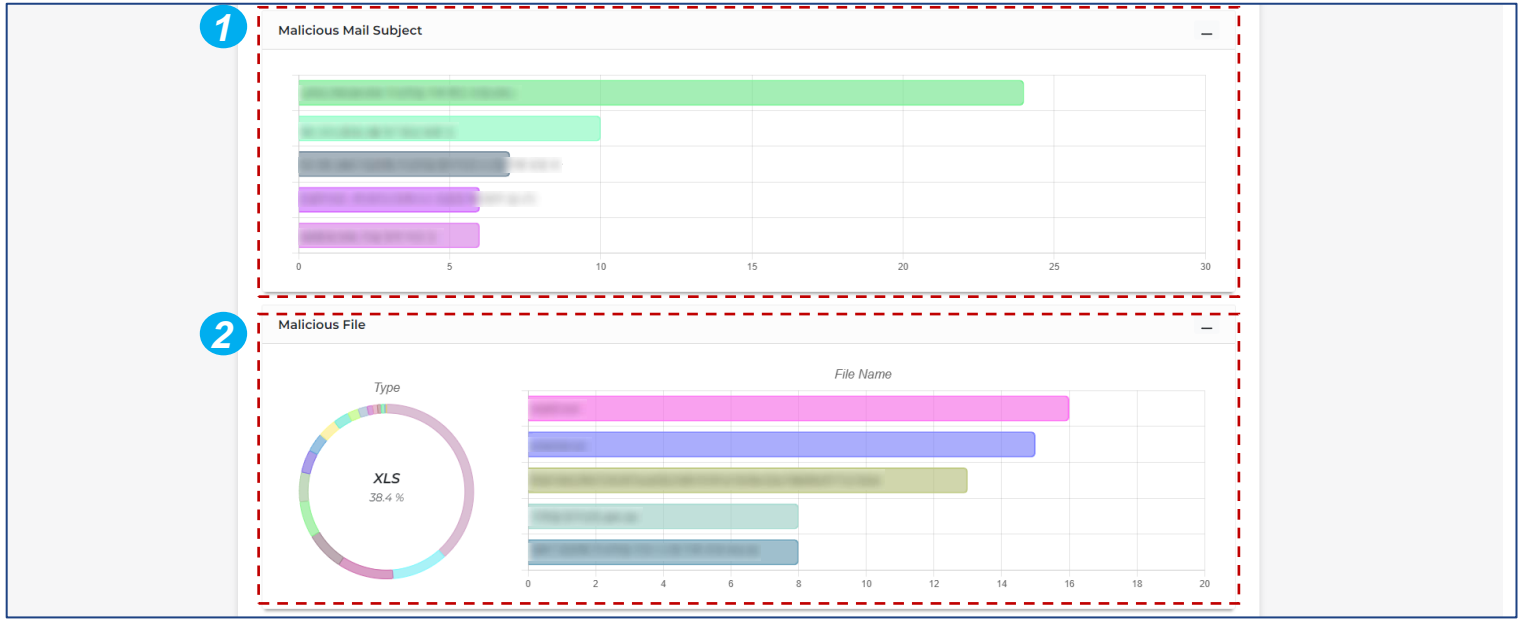
1 Check email status of the period you set by attachment types.

2 Check email status of the period you set by malicious email type.
You can also check Top 5 malicious email sender and recipient list.

Feature 1 “Dashboard”

Check your company’s email status at a glance. Simply set the date range and get the information you need.

1. Dashboard - Malicious Mail Subject, Malicious File



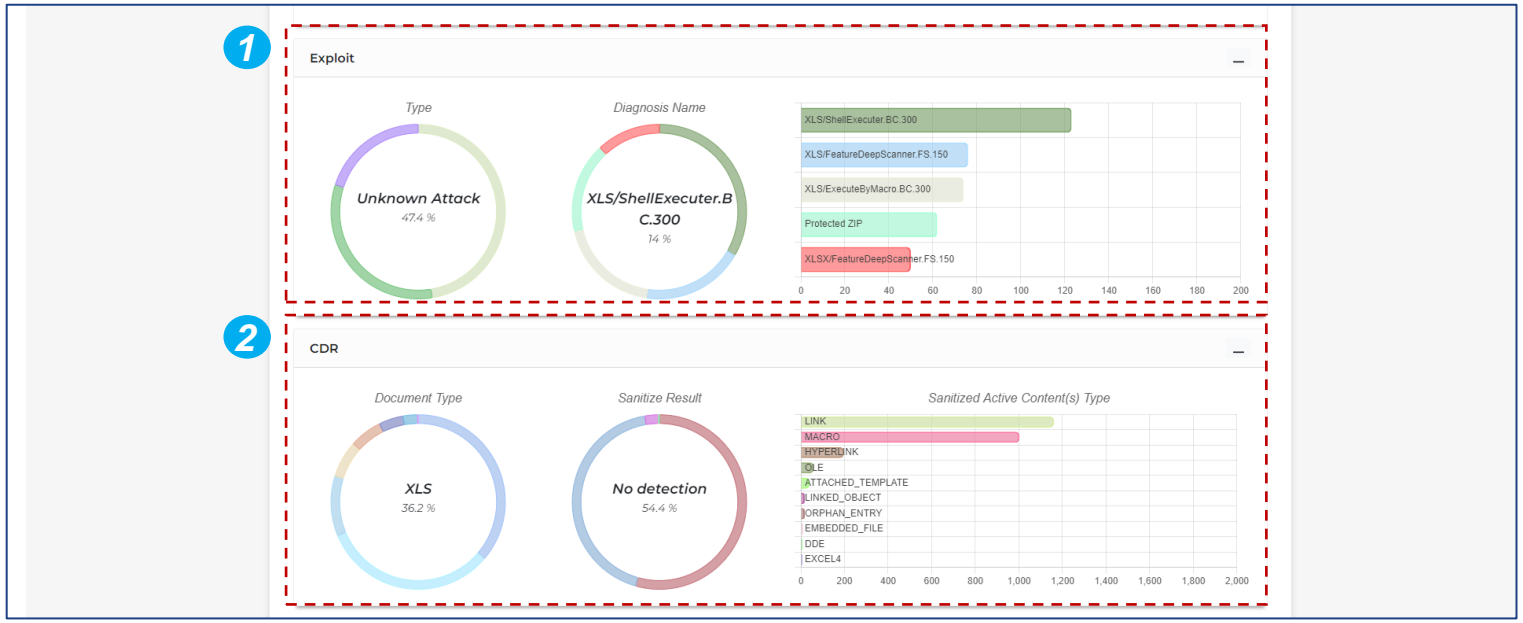
1. Check Top 5 malicious email subject of the period you set.

2. Check email status of the period you set by malicious file type.

Feature 1 “Dashboard”

Check your company’s email status at a glance. Simply set the date range and get the information you need.

1. Dashboard - Exploit, CDR



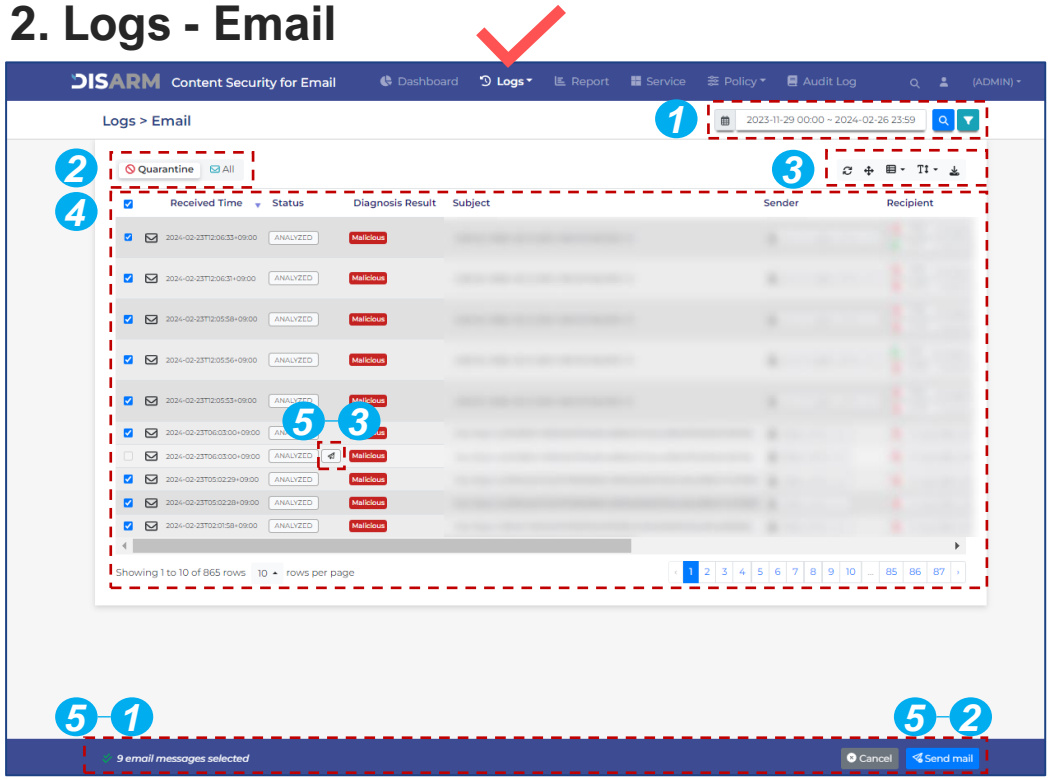
1 Check email status of the period you set by exploit type.

2 Check CDR (Content Disarm and Reconstruction) result statics of the attached document files.

Feature 2
“Logs - Email”

DISARM provides detailed analysis result. Via this log page, you can see all the incoming emails by each email, file or URL. For user’s privacy, email body contents are ONLY available for detected as ‘Malicious’.

2. Logs - Email

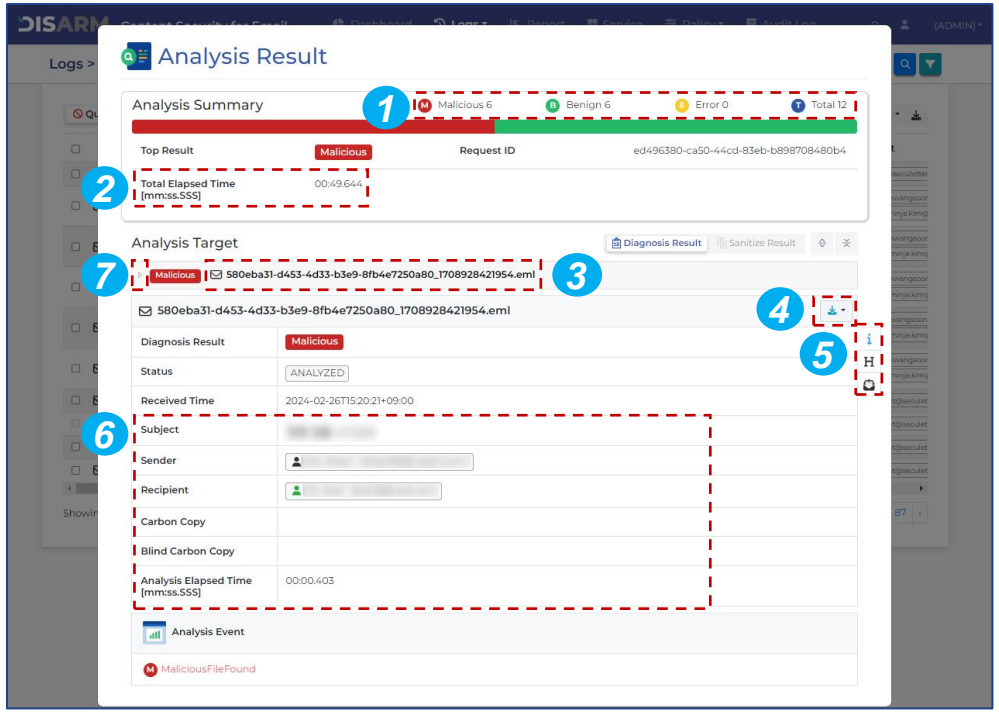


1. Set the period or filters you want to see the logs.
   *Filter: Sender, Recipient, Subject and Diagnosis Name
2. 'Quarantine’ displays only for ‘Malicious Email’. Click ‘All’ will show the all-diagnosis result.
3. Use these buttons to ‘Refresh page’, 'Fullscreen view’, 'Select log list columns’, 'Change text size’, and ‘Export the list as CSV’.
4. Click each email log to see the detailed diagnosis result.
5. Check the emails and click ‘Send mail’ to release to recipient’s inbox.
   *Paper plane icon is appeared for released mail.

Feature 2
“Logs - Email”

By clicking one of the email from the log list, you can check the detailed diagnosis result information.

2. Logs - Email (Result Popup Page for Email)

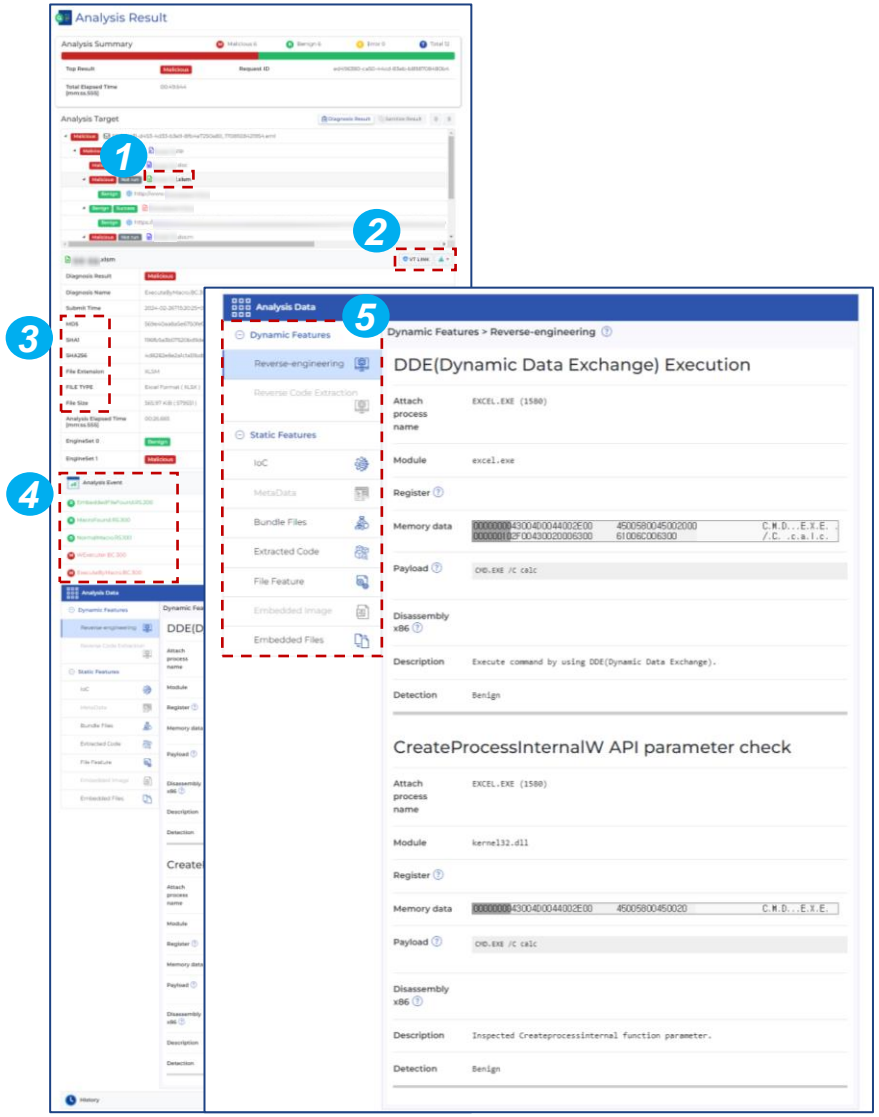


1. The number indicates the diagnostic result of the targeted analysis component.
2. The total time taken by DISARM to receive the email to send it to the mail server.
3. Unique ID given by MTA.
4. Download the EML file as a file or zip.
5. Check EML info, headers and body.
6. Check email subject, sender, recipient and analysis time for the EML.
7. Click the little arrow to see the attached files and its results.
(Continue in the next page)

Feature 2
“Logs - Email”

For attached document files, DISARM provides very detailed information. Check out **'Assembly Instruction Analysis'** for dynamic features and the experience of having your own malware analyst.

2. Logs - Email (Result Popup Page for Attachment)



1. Click on the file name or URL to view the detailed analysis results.
2. Click ‘VT LINK’ to compare the diagnosis result with VirusTotal or download the attached file.
3. View various file information.
4. Click on each analysis event to see what component of the file is performing what behavior.
5. DISARM provides even more detailed analysis data extracted by its dynamic and static engines. Dynamic features are from ‘Assembly Instruction Analysis’ technique.

*Each feature is enabled only if the analyzed file has the relevant component.

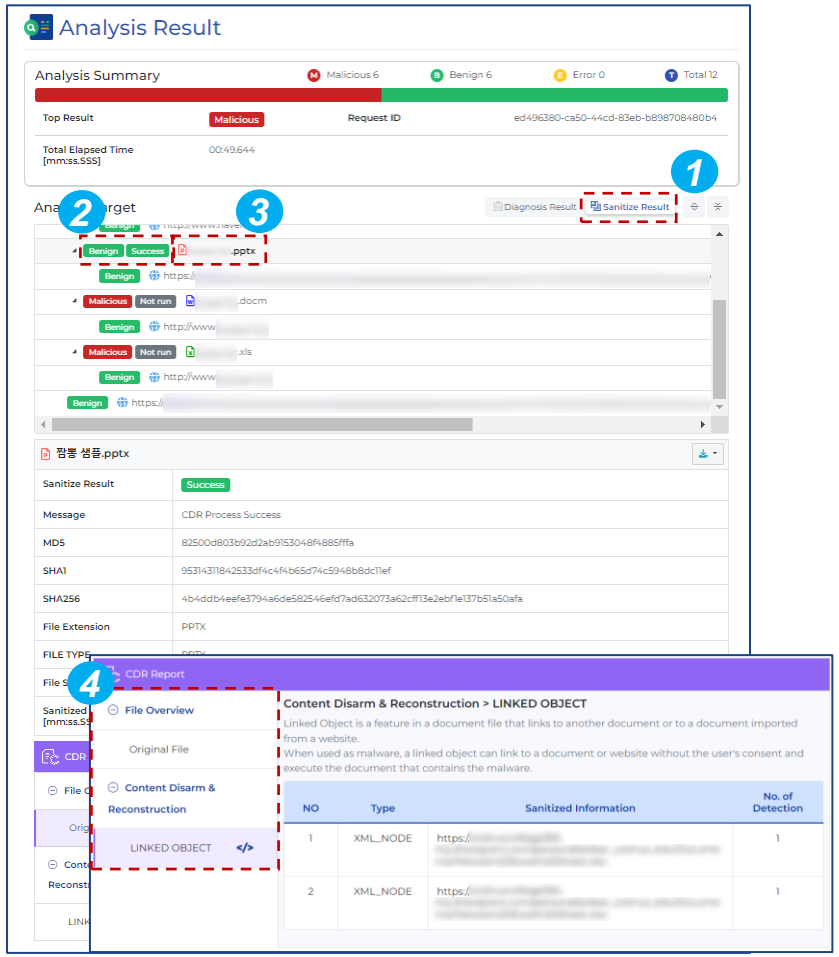
Feature 2
“Logs - Email”

CDR (Content Disarm and Reconstruction) is one of the great advantages of DISARM to make your business communication better and more secure.

DISARM CDR removes any suspicious or potential threats inside the files such as Hyperlink, Visual Basic Macro, JavaScript, Dynamic Data Exchange, etc.

With DISARM CDR, you can open the file with confidence!

2. Logs - Email (Result Popup Page for Sanitize Result)



1 Click on ‘Sanitize Result’ to check CDR result of each file.

2 The left button shows ‘Diagnosis Result’ and the right button shows ‘Sanitize Result'.

Status	Description
Success	CDR processing is finished.
Not run	File(s) is not of a supported extension type.
No detection	File(s) there is no active content to be removed.
Failure	Mainly means that the file(s) is incorrect format file(s).
No support	Mainly means that the file(s)’ format is too old version to process CDR.
Recompress	Only displayed for compressed file(s) after CDR success. All recompressed files’ extension will be modified as ‘.zip’.

*For more details, please see the ‘Sanitize Result’ log.

3 Click on the file name to view the detailed CDR results.

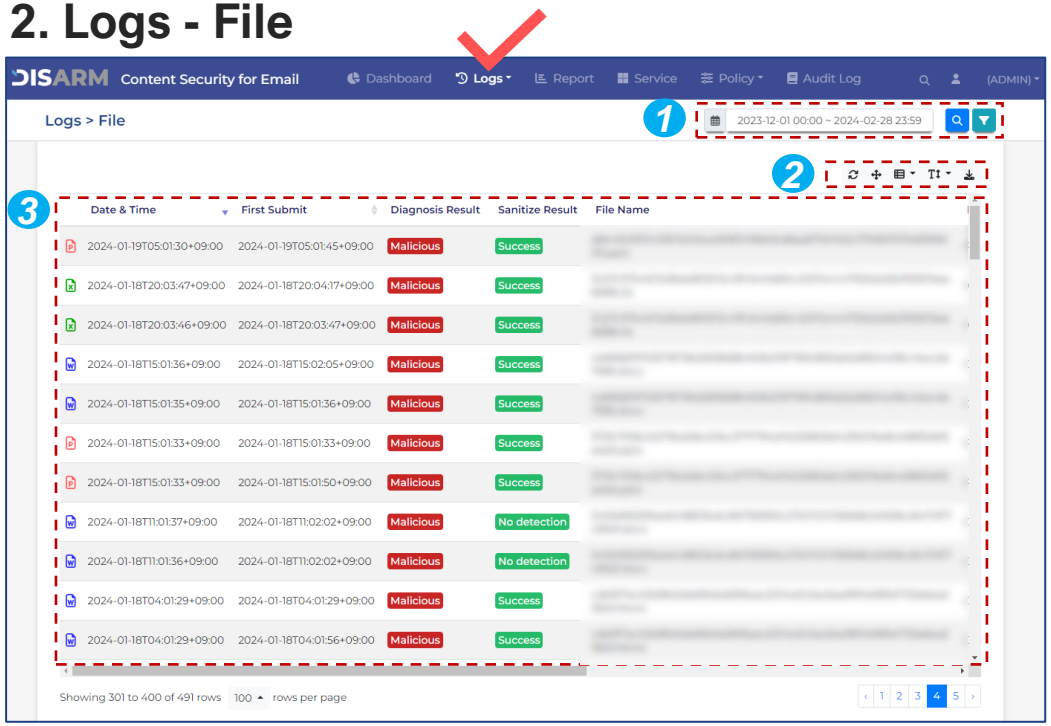
4 View the detailed CDR report. It shows what DISARM CDR removed from the original file.

Feature 2
“Logs - File”

DISARM provides detailed analysis result.

Via this log page, you can see all the incoming attached files.

2. Logs - File



1. Set the period or filters you want to check the logs.
   *Filter: Analysis Result, File Type, CDR Status, File Name, Diagnosis Name

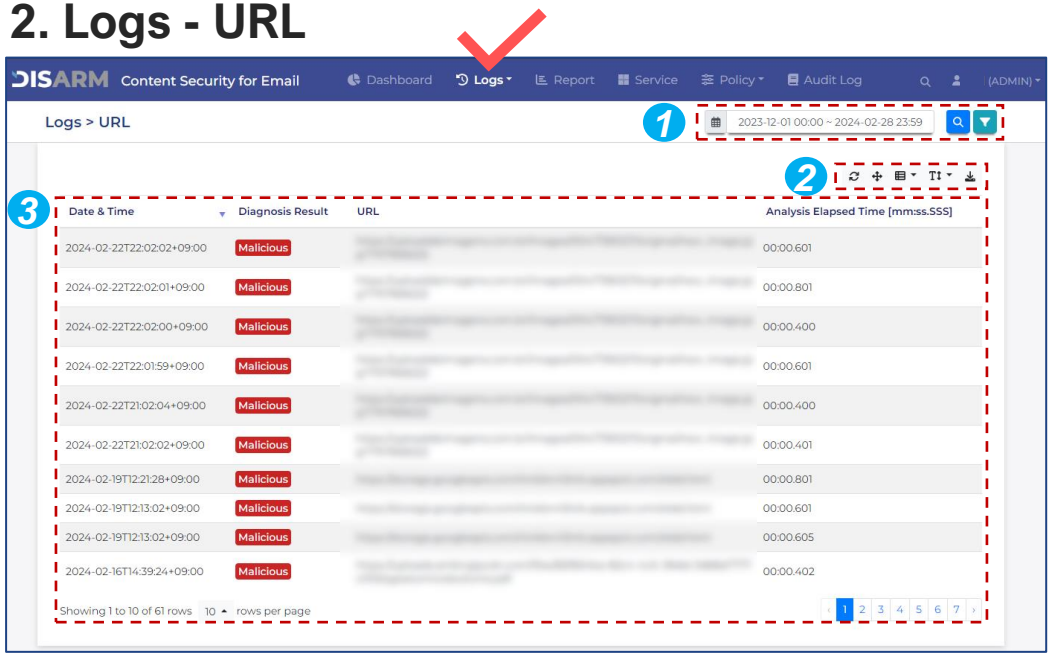
2. Use this buttons to ‘Refresh page’, 'Fullscreen view’, 'Select log list columns’, 'Change text size, and ‘Export the list as CSV’.

3. Click each file log to see the detailed diagnosis result.
   *Result page is same as p.20.

Feature 2
“Logs - URL”

DISARM provides detailed analysis result. Via this log page, you can see all the URL inside the email body or attached files.

2. Logs - URL



1. Set the period or filters you want to check the logs.
   *Filter: Analysis Result, URL, Diagnosis Name

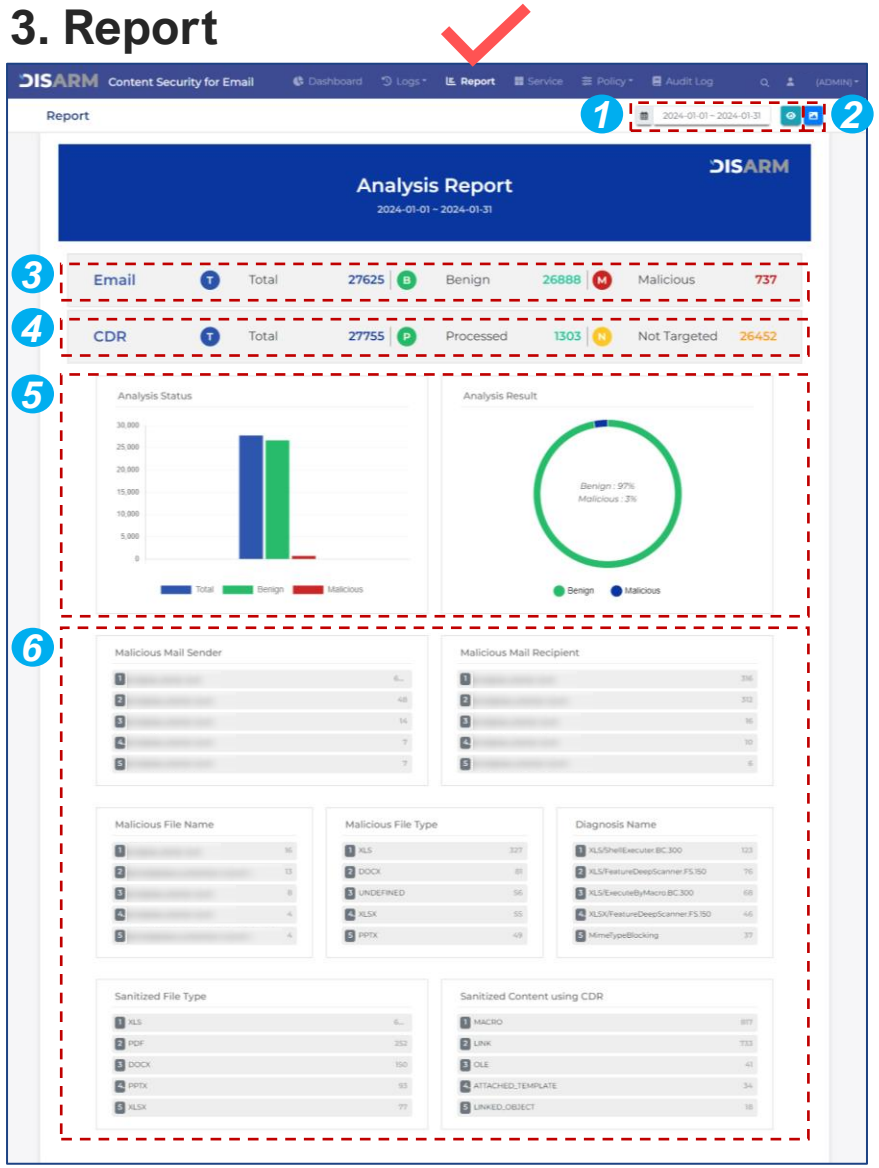
2. Use this buttons to ‘Refresh page’, 'Fullscreen view’, 'Select log list columns’, 'Change text size, and ‘Export the list as CSV’.

3. Click each URL log to see the detailed diagnosis result.
   *Result page is same as p.20.

Feature 3 “Report”

Need help creating an email security status report? Just come to report page and easily create your exclusive report!

3. Report

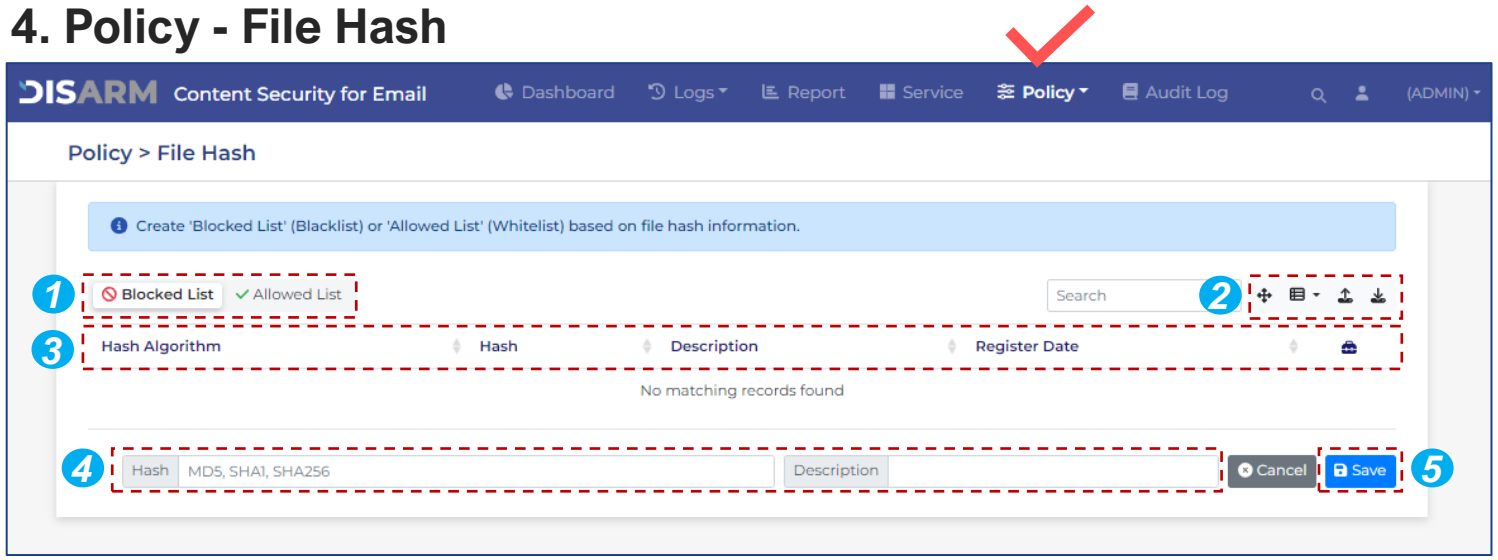


1. Specify the date range and click the button to the right to generate a report. (Max. 31 days)
2. Click the button to open the report in a new window and save it as a PDF or print it as a hard copy.
3. Summary of detection and analysis result.
4. Summary of CDR process result.
5. Statistic chart of detection and analysis result.
6. Top 5 malicious and CDR information by categories.

Feature 4
“Policy”

Create your own blacklist and whitelist based on certain file hash.

4. Policy - File Hash



1. Select ‘Blocked List’ to add file hash to block email with the blacklisted file. And select ‘Allowed List’ to add file hash to pass email with the whitelisted file.

2. Use these buttons to ‘Refresh page’, 'Fullscreen view’, 'Select columns’, 'Upload a List of File Hash as CSV', and ‘Export the list as CSV’.

3. Displays the file hash information that entered in 4 below.
*Hash Algorithm is filled automatically.

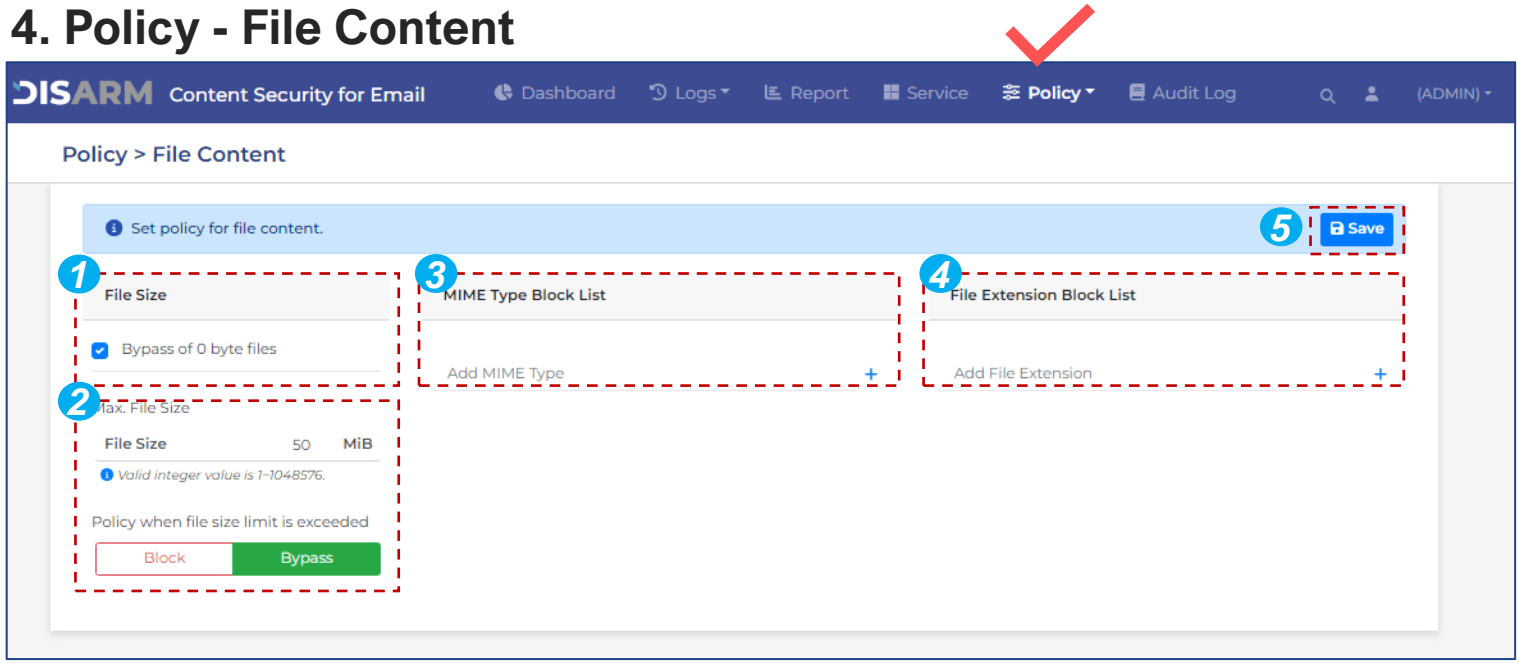
4. Insert MD5, SHA1, SHA256 and also leave the description to figure out what it is.

5. Don’t forget to click ‘Save’ button to reflect the file hash information in the list.

Feature 4
“Policy”

Set up detailed policy based on various file information.

4. Policy - File Content

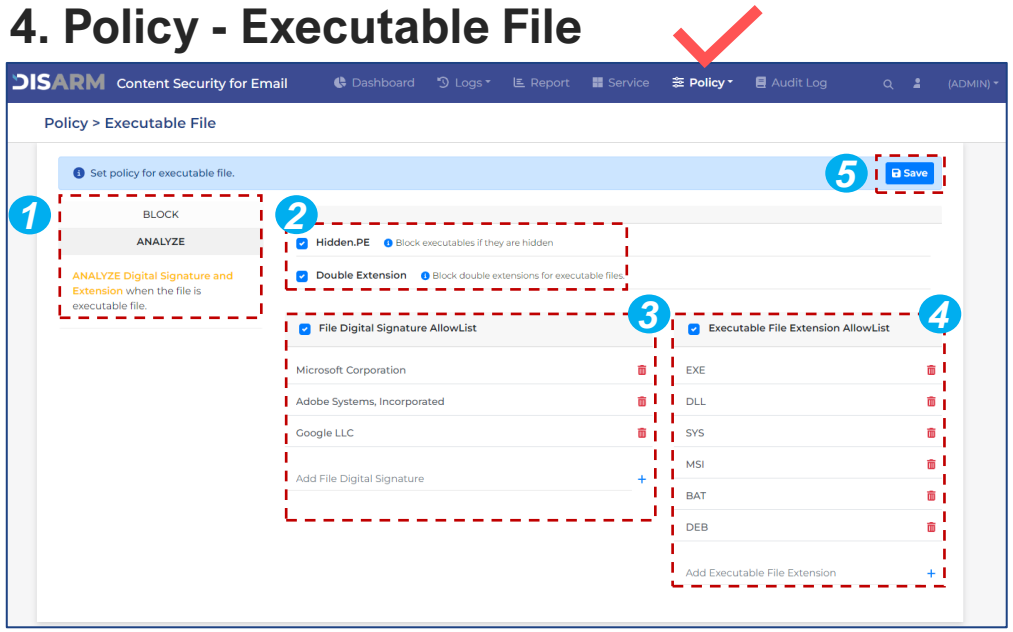


1. Check the box to bypass 0-byte files.
2. Set the maximum file size to analyze. You can also decide to block or bypass all files that exceed the maximum file size.
3. Add certain MIME type to block.
4. Add certain file extension to block.
5. Don't forget to click the 'Save' button whenever you make any changes to the page.

Feature 4
“Policy”

To analyze executable files such as EXE or DLL, DISARM offers various setting upon your preference.

4. Policy - Executable File



1. Select whether to block the executable file or analyze it for bypass/blocking.
2. Check the box if you want to block hidden executable files.
   Check the box if you want to block double extensions for executable files.
3. Create whitelist to bypass certain file digital signature by inserting signature and click the ‘+’ button. This means that you block all other signatures that are NOT registered in this list.
4. Created whitelist to bypass certain executable file extensions signature by inserting extension and click the ‘+’ button. This means that you block all other executable file extensions that are NOT registered in this list.
5. Don't forget to click the 'Save' button whenever you make any changes to the page.

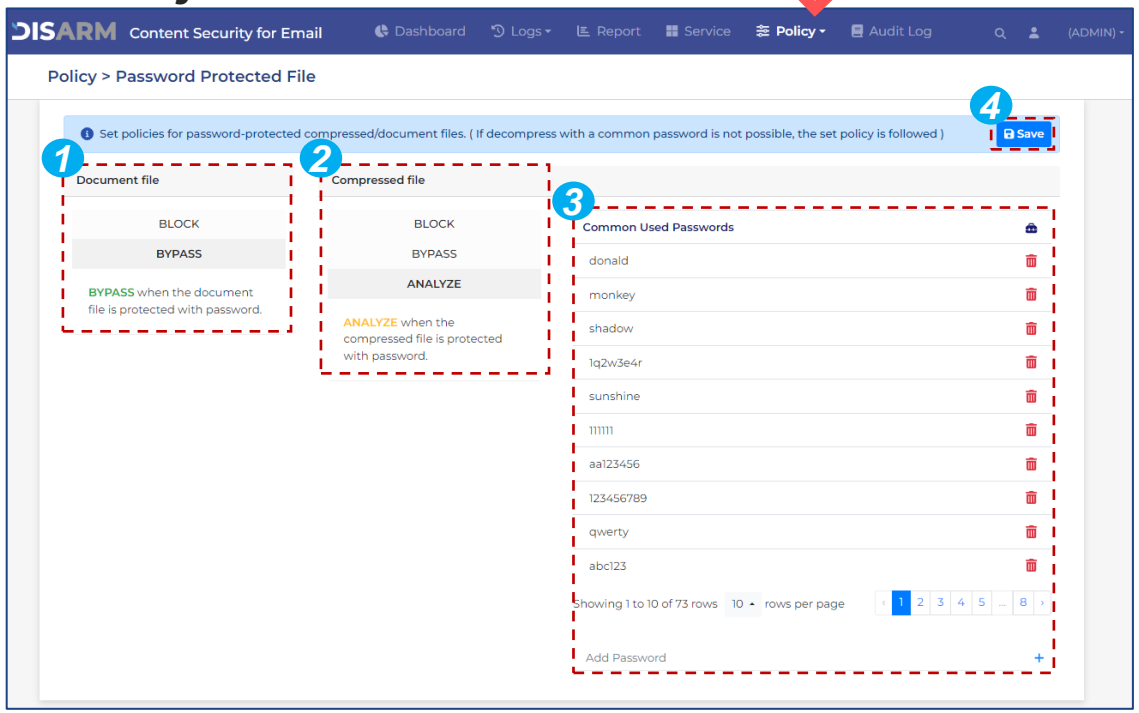
Feature 4
“Policy”

When an email containing encrypted compressed file(s) is received, DISARM attempts to decrypt the files using a pre-registered ‘Common Used Password’ dictionary. If there is no matching password, DISARM sends a password request email to the recipient.

*See page 27 for password request email.

*To proceed above, the Compressed File policy must be set to ‘**BLOCK**’.

4. Policy - Password Protected File

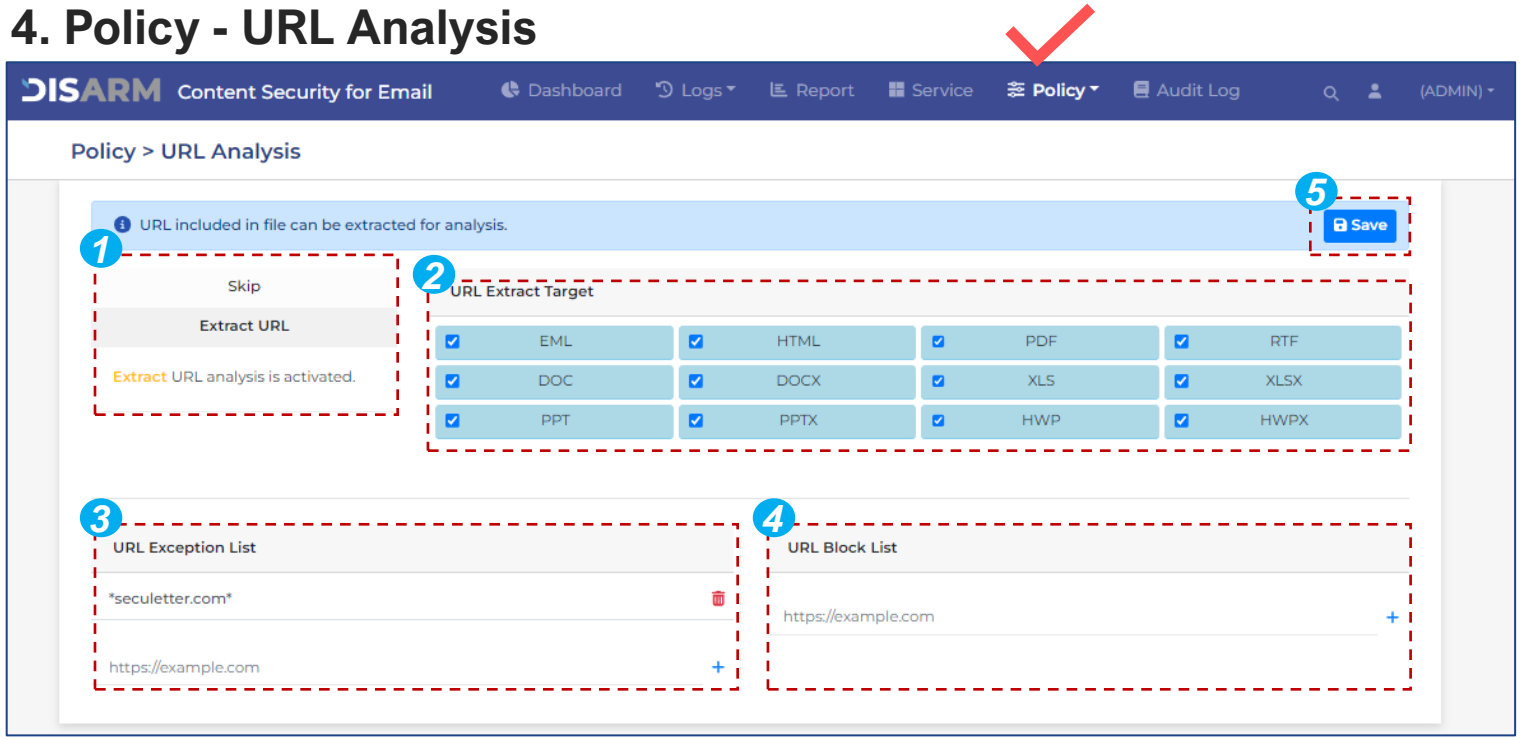


1. Select whether to block or bypass password protected document files.
   *Feature for analyzing password protected document files will be available in 2024 Q2.
2. Select one of the options for password protected compressed files such as ZIP, EGG,7Z, etc.
3. Register commonly used password and make DISARM automatically unzip the file for analysis.
   *Around 70 passwords are initially given.
4. Don't forget to click the 'Save' button whenever you make any changes to the page.

Feature 4
“Policy”

Don't be bothered by phishing URLs. DISARM thoroughly scans not only URLs in the email body, but also URLs in attachments.

4. Policy - URL Analysis



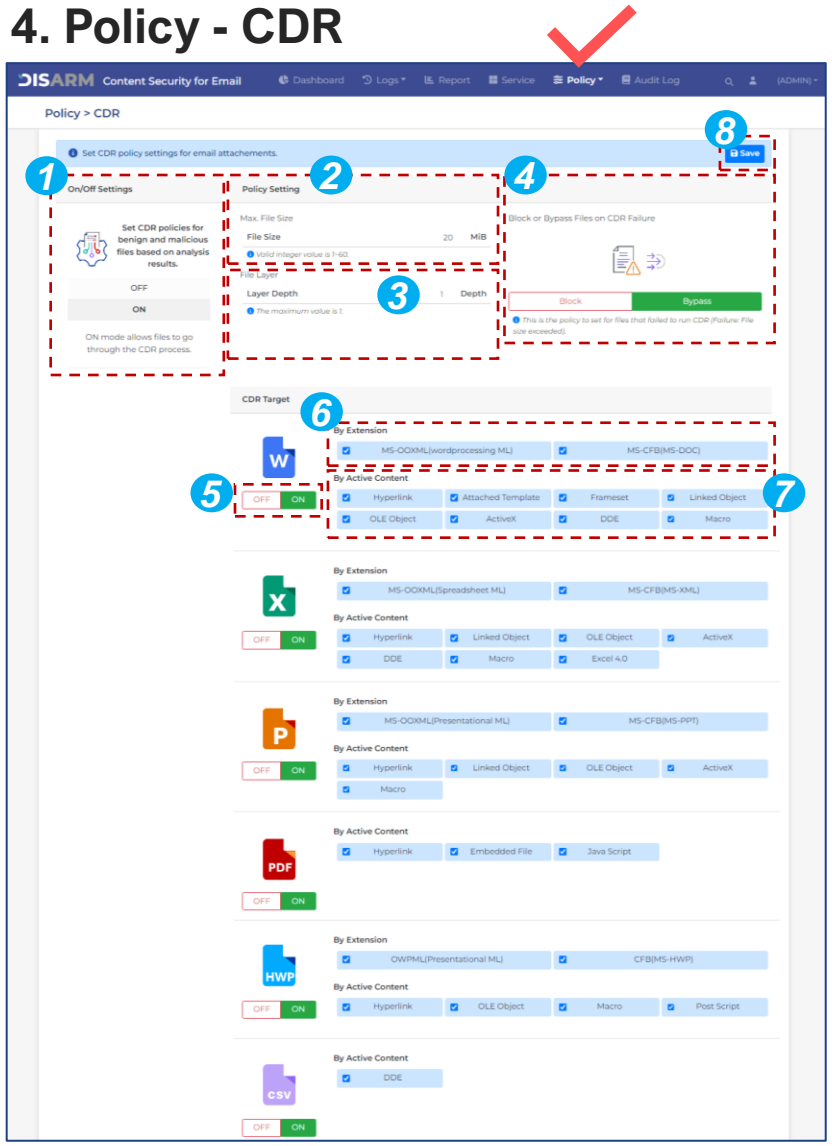
1. Select one of the options to activate or not the URL analysis.
   *Skip: Deactivate / Extract URL: Activate
2. Select one of the target file type options for URL extraction.
3. Add URL(s) to skip analysis process.
4. Add URL(s) to block. Emails containing block listed URL(s) will be blocked.
5. Don't forget to click the 'Save' button whenever you make any changes to the page.

Feature 4
“Policy”

Experience the lowest document reconstruction failure rate with DISARM's CDR.

With DISARM CDR, you can confidently open document files without the potential threats they contain.

4. Policy - CDR

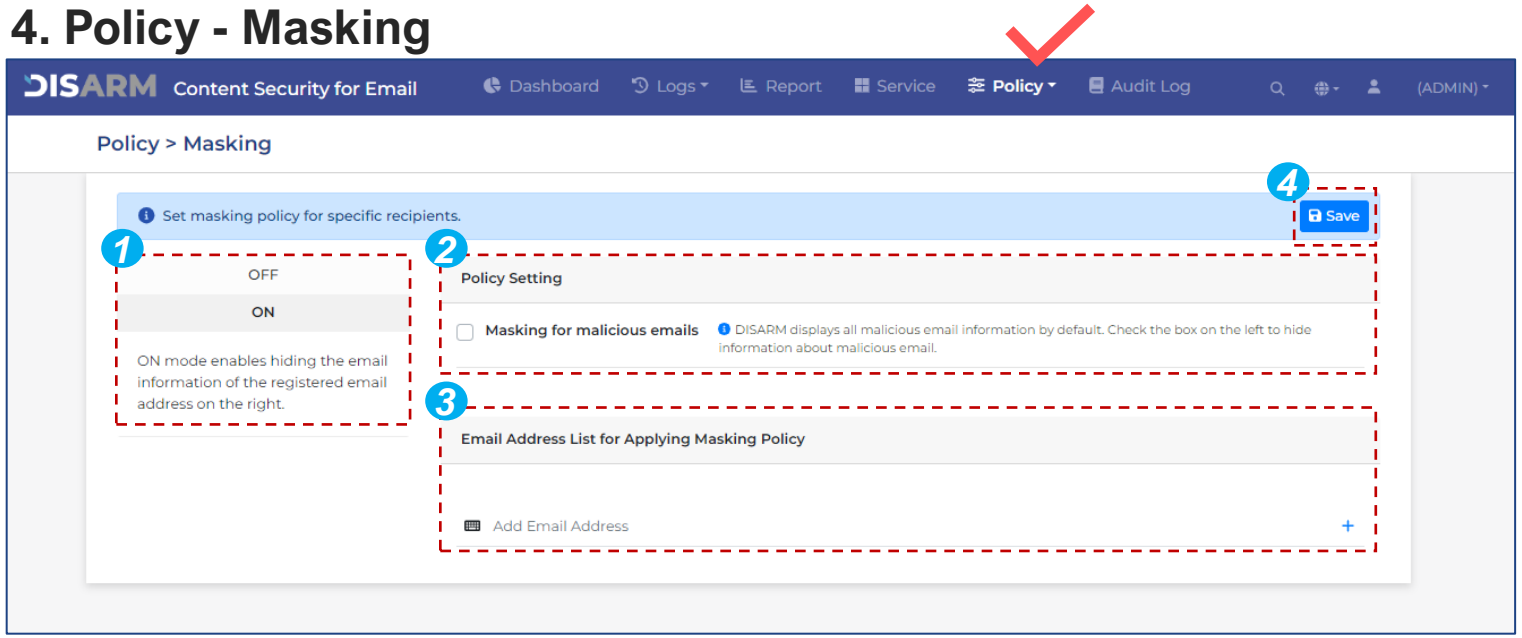


1. Select one of the options to activate or not the CDR feature.
   *OFF: Deactivate / ON: Activate
2. Set the maximum file size to sanitize.
3. Set the maximum file depth to sanitize.
   *This is for embedded or OLE files.
4. Set the policy for files that could not be sanitized.
   *CDR Failure mainly occurs when the file(s) is incorrect format file(s).
5. Set CDR policy per file extension.
   *OFF: Deactivate / ON: Activate
6. Set CDR policy per file version.
   *To see the exact file extensions, hover over the extension category.
7. Select active content to remove.
8. Don't forget to click the 'Save' button whenever you make any changes to the page.

Feature 4
“Policy”

DISARM provides very detailed incoming email information for admin, but sometimes there are email users who handle your company's confidential information, like your CEO, CFO and more.
Keep everyone’s inbox secure but hide confidential information for VIPs!

4. Policy - Masking

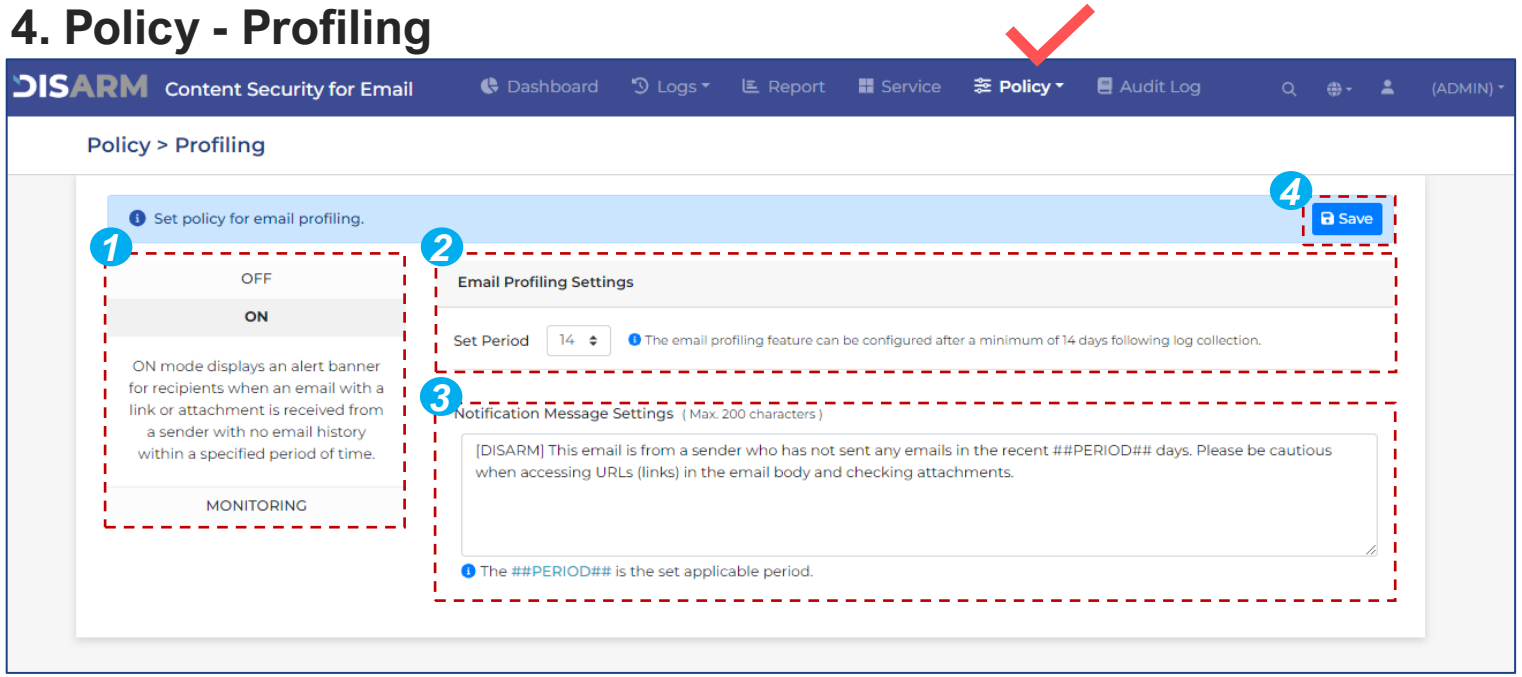


1. Select one of the options to activate or not the Masking feature.
   *OFF: Deactivate / ON: Activate
2. Check the box on the left to also hide information from malicious emails.
3. Register the email address to which you want to apply the masking policy.
4. Don't forget to click the 'Save' button whenever you make any changes to the page.

Feature 4
“Policy”

Be suspicious of senders you haven't heard from before or in a long time. Especially if the email contains URLs or attachments.
DISARM provides profiling banner feature to alert recipients to new emails.

4. Policy - Profiling



1. Select one of the options to activate or not the Masking feature.
   *OFF: Deactivate / ON: Activate / MONITORING: Keep logs for profiling feature, but do not display banner to users.

2. Select period to apply for profiling policy.
   *The first time you use DISARM, even if you enable profiling, the banner will not be displayed until after the time period you select on the left.

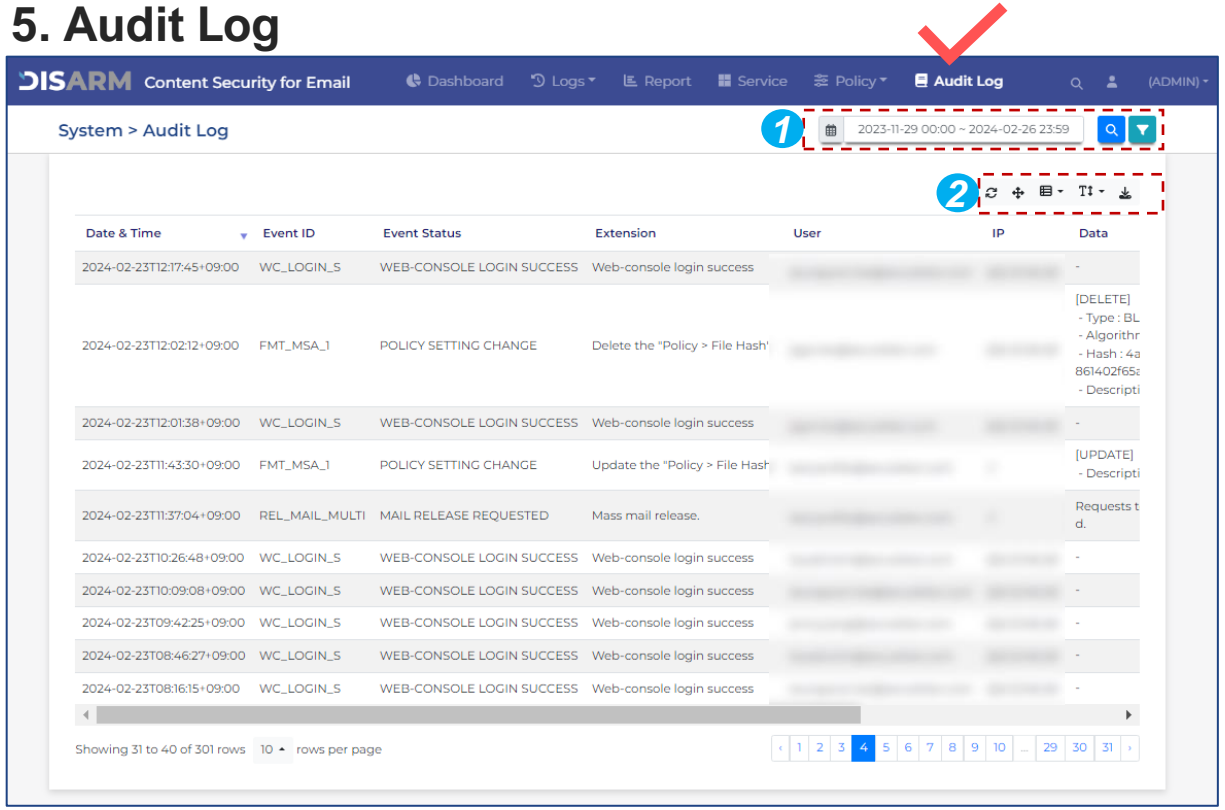
3. Write a sentence that you want to appear in the top banner of the user's email.

4. Don't forget to click the 'Save' button whenever you make any changes to the page.

Feature 5 “Audit Log”

It displays logs of what has been done in this admin console during the specified time period. You can see all console activity by who and when in detail.

5. Audit Log



1. Set the period or filters you want to check the logs.
   *Filter: Event ID, Event Status, Extension, User, IP

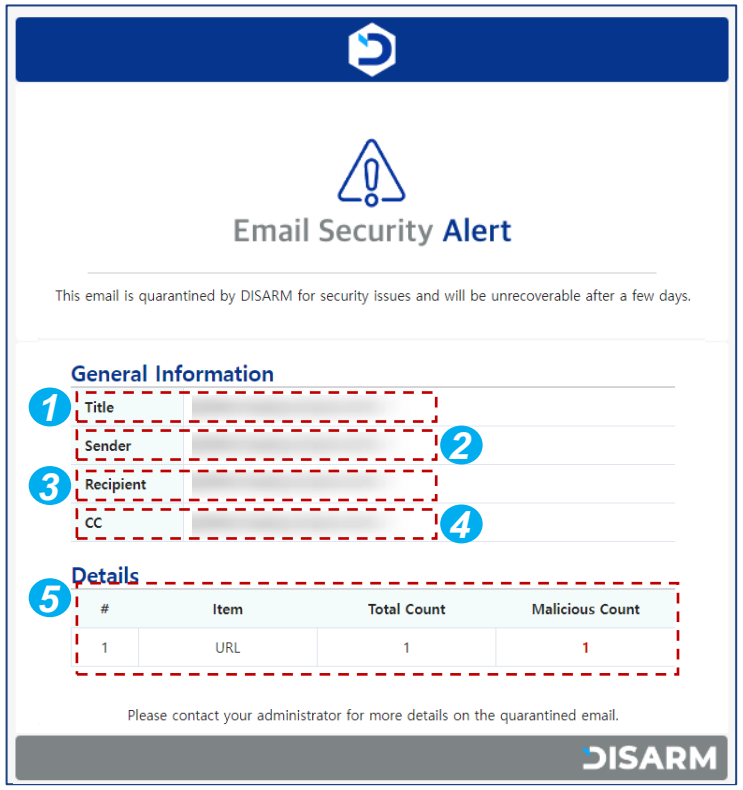
2. Use this buttons to ‘Refresh page’, 'Fullscreen view’, 'Select log list columns’, 'Change text size, and ‘Export the list as CSV’.

2. Alert Emails

Alert Email 1 “Malicious Mail”

"You are protected!" Your users receive this email when malicious emails are proactively blocked before they reach the recipient's inbox.

1. Malicious Mail Detection for Recipients

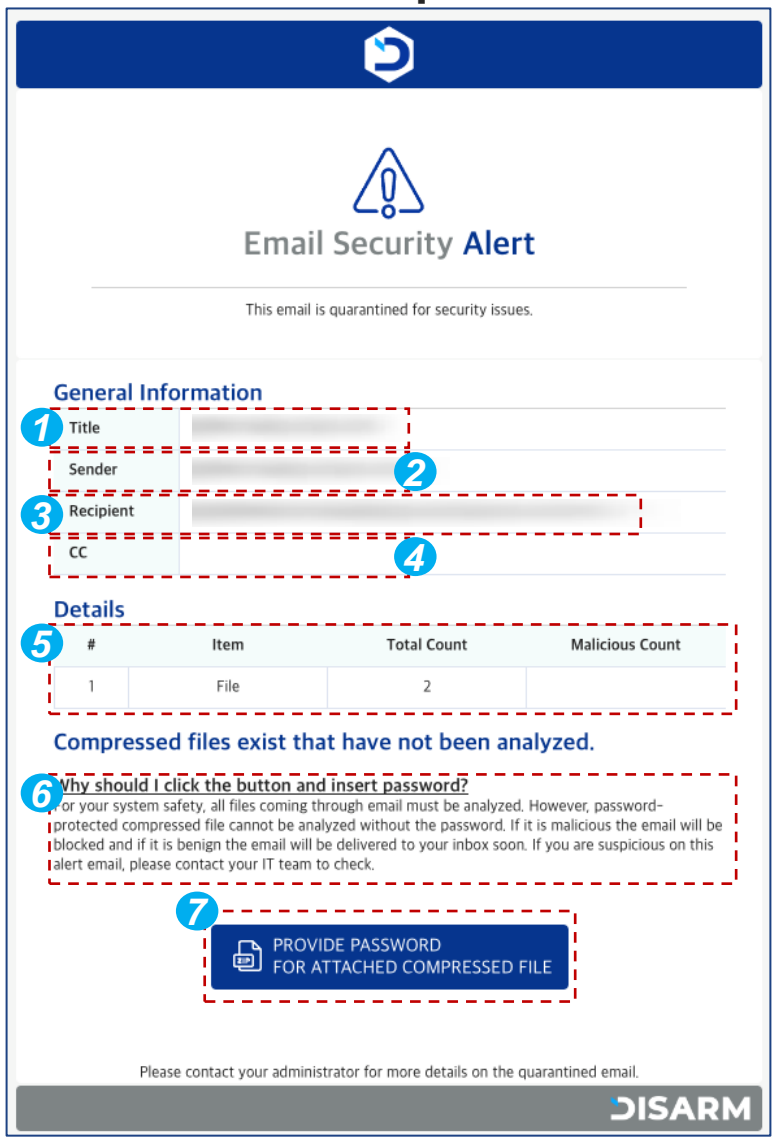


1. The title of the malicious email.
2. Sender of the malicious email.
3. Recipient of the malicious email.
4. Carbon copy recipient(s) of the malicious email.
5. Summary of the malicious content(s) in the email.

Alert Email 2 “Password Request”

Recipients will receive this email to submit the appropriate password for the protected compressed file(s) that DISARM is holding for analysis. Once the password is submitted, DISARM will begin the analysis process to determine whether or not the compressed file(s) are malicious.

2-1. Password Request Email

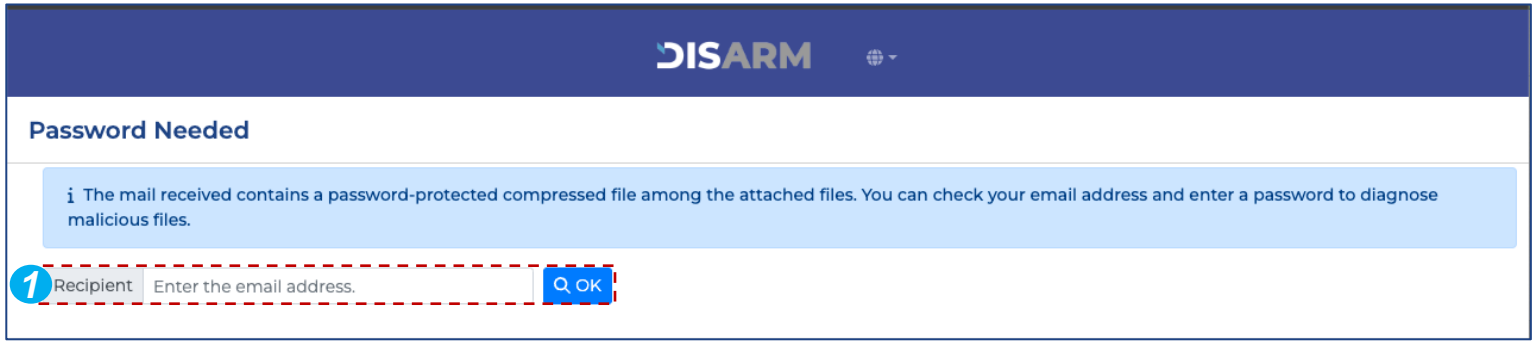


1. The title of the malicious email.
2. Sender of the malicious email.
3. Recipient of the malicious email.
4. Carbon copy recipient(s) of the malicious email.
5. Summary of the malicious content(s) in the email.
6. Description of the need for and process of providing a password.
7. Button to open a new page to enter the password.

Alert Email 2 “Password Request”

Recipients will receive this email to submit the appropriate password for the protected compressed file(s) that DISARM is holding for analysis. Once the password is submitted, DISARM will begin the analysis process to determine whether or not the compressed file(s) are malicious.

2-2. Malicious Mail Detection for Recipients

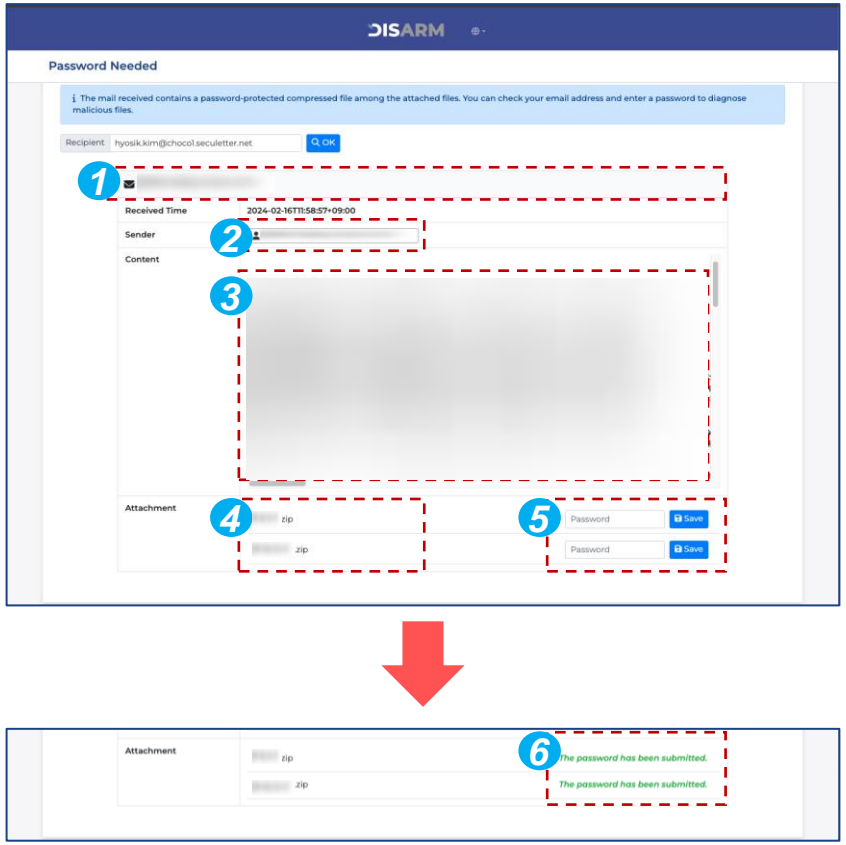


1 Verify the recipient’s email address, then click 'OK'.

Alert Email 2 “Password Request”

Recipients will receive this email to submit the appropriate password for the protected compressed file(s) that DISARM is holding for analysis. Once the password is submitted, DISARM will begin the analysis process to determine whether or not the compressed file(s) are malicious.

2-3. Malicious Mail Detection for Recipients



1. The title of the email.
2. Sender of the email.
3. Email body content.
4. Attached compressed file’s name.
5. Password submit area.
6. After entering the password, section 5 changes to show the message.

3. FAQ & Contact Info

FAQ

Q. How does installing the DISARM Content Security service apply Zero Trust CDR to Microsoft 365?

A: The email received by the subscriber is sent to the DISARM Content Security service, which analyzes the email body and attachments, and then performs the content disarming for malicious content.
Once the process is complete, the safe email is forwarded to the subscriber with a notification bar at the top of the email body.

Q. What if my organization already has Microsoft security in place?

A: Even if you have a security feature provided by Microsoft 365, we recommend adopting DISARM Content Security to enhance your organization’s security. Because Microsoft 365 security features provide signature-based security, it is difficult to detect and block unknown new and variant malicious code and ransomware that bypasses security features. In comparison, the DISARM Content Security service detects and proactively blocks both known and unknown security threats, making Microsoft 365 more secure.

FAQ

Q. Why should I choose DISARM when I can solve my security issues by subscribing to additional security services offered by Microsoft 365?

A: Although Microsoft 365 offers additional security features such as Microsoft Defender Plan 1 and Plan 2, it is limited to blocking the latest variants of hacking attacks. DISARM extends the coverage of Microsoft 365's existing security layer to detect file-borne and unknown threats. If you have many digital file transactions in your Microsoft 365, DISARM will be the right solution to proactively prevent these threats.

Q. Are there any cases that are not detected by Microsoft 365, but are detected only by DISARM?

A: As shown in the figure below, DISARM exclusively detected a recent malicious phishing email that attempted to take over an account that passed as legitimate in Microsoft 365. See the relevant figures