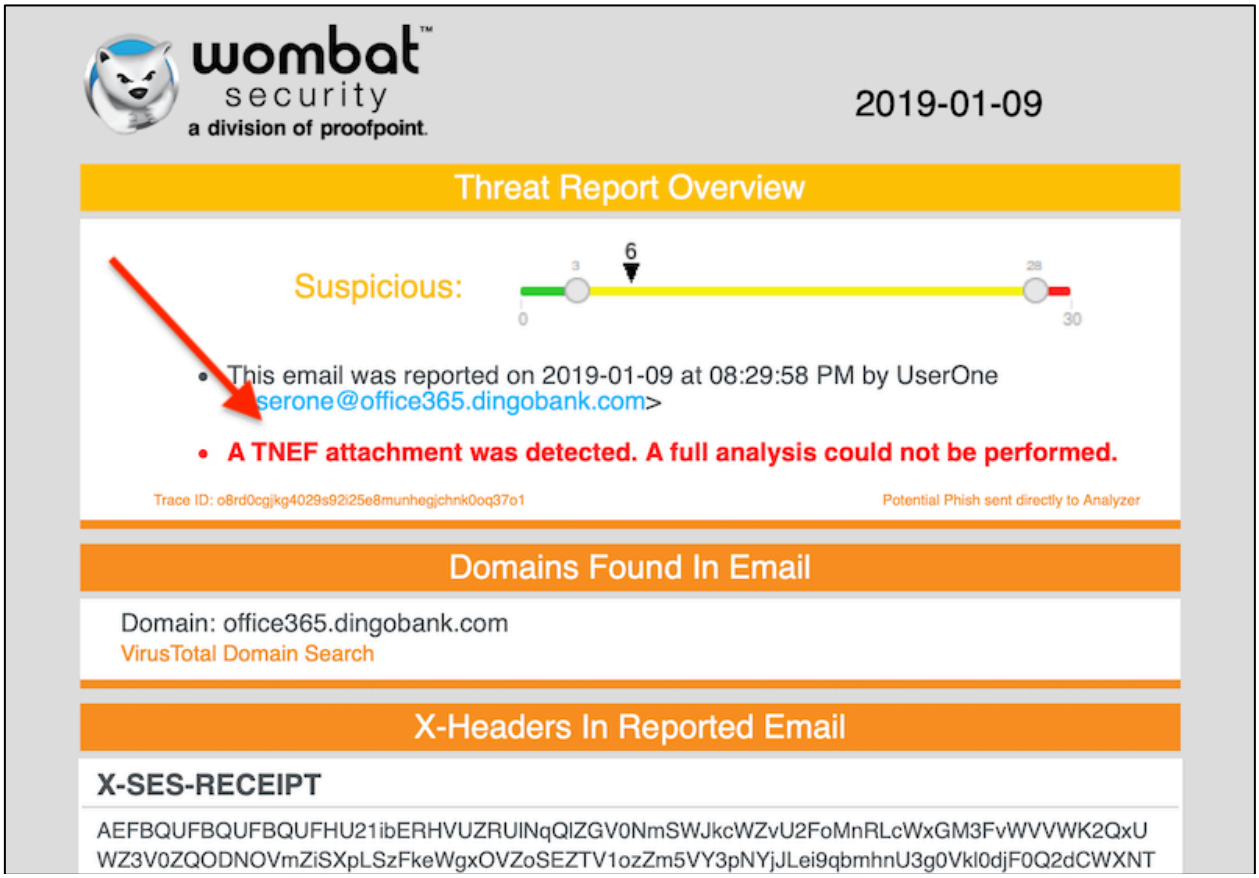
If PhishAlarm Analyzer receives an email via the PhishAlarm Add-in that includes a TNEF attachment or a Disclaimer, Analyzer will not be able to process or score the reported email accurately. This can result in Analyzer artificially inflating the score and will inhibit TRAP from pulling the email correctly from the designated Abuse box.

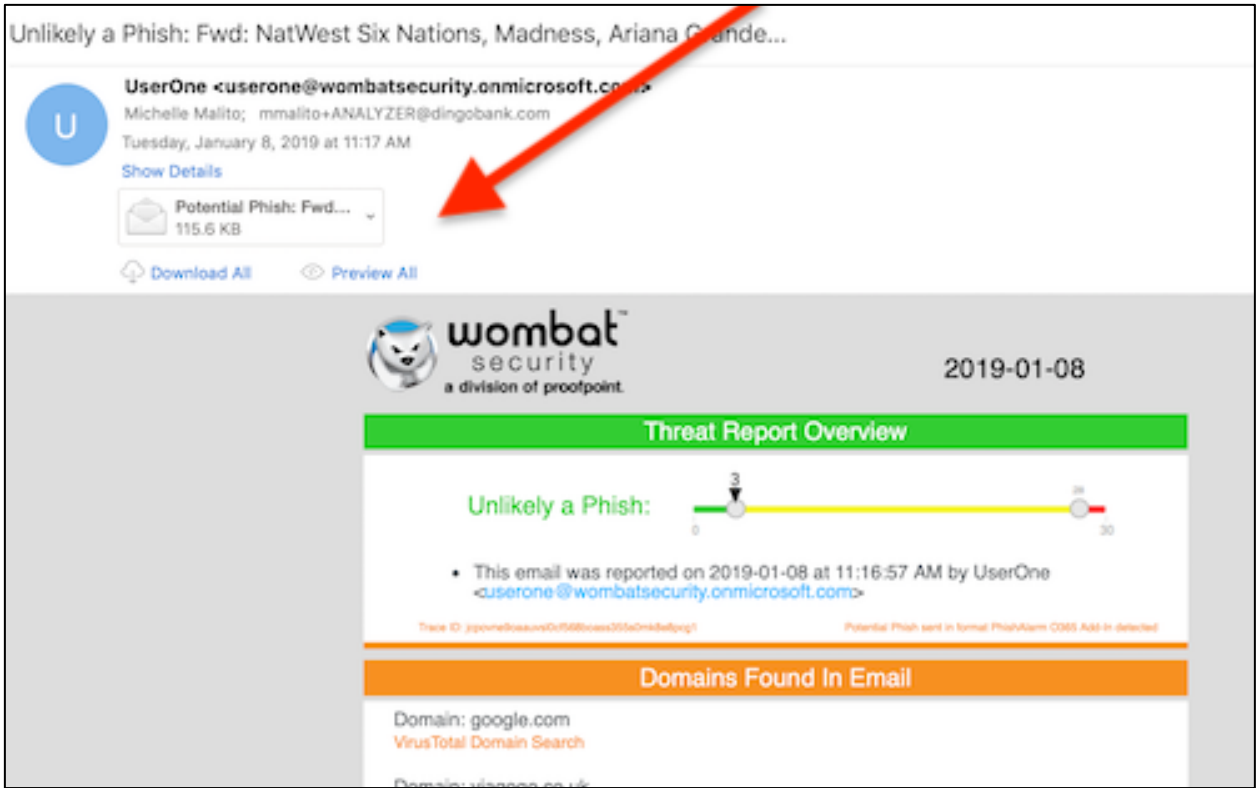
Q. How do I know if an email is sent in TNEF?

A. The PhishAlarm Analyzer Threat Report Overview (TRO) will alert the administrator that TNEF was detected.

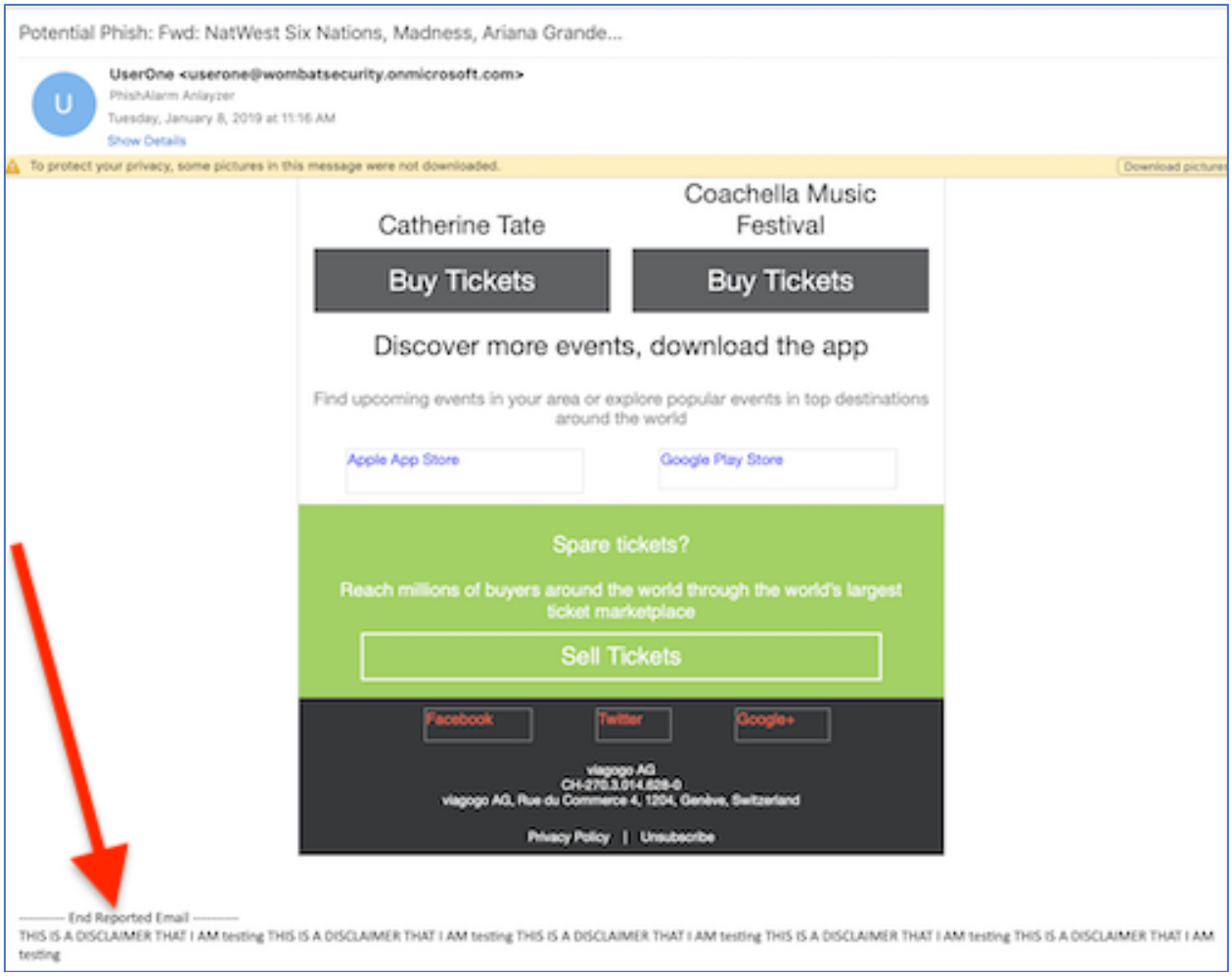


Q. How do I now if a Disclaimer is attached to the email sent to Analyzer?

A. You can check the attached email in the TRO report. Depending if the email was reported with PhishAlarm for Outlook or PhishAlarm for Exchange, you may only see the Disclaimer or you will see the Disclaimer at the bottom of the email as in the example below.



You can check the attached email in the TRO report. Depending if the email was reported with PhishAlarm for Outlook or PhishAlarm for Exchange, you may only see the Disclaimer or you will see the Disclaimer at the bottom of the email as in the example below.



Q. How do I disable TNEF for only email sent to PhishAlarm Analyzer?

A. Disable TNEF for outbound email to PhishAlarm Analyzer. See "Disable TNEF for only email sent to PhishAlarm Analyzer" guide @ https://community.securityeducation.com/s/article/PhishAlarm-Analyzer-A-TNEF-attachment-was-detected

Q. How do I disable the organization's Disclaimer for only those emails sent to PhishAlarm Analyzer?

A. Add an exception to the Disclaimer mail flow rules that exclude the Disclaimer on emails sent to PhishAlarm Analyzer. See "Exclude Disclaimer from emails sent to PhishAlarm Analyzer" guide @ https://community.securityeducation.com/s/article/PhishAlarm-Analyzer-Exclude-Disclaimer-from-Sent-Emails