Address Book Utility

https://campus.barracuda.com/doc/77399259/

The **Address Book Utility** enables you to perform various operations on Address Books. The operations are listed in Step 2 below

Note that you can only run a utility on a campaign that is past its cutoff date. You cannot run a utility on a live campaign.

To perform an operation:

1. Navigate to **System > Address Book Utility** and click **New**.
2. Select one of the action types.
   Additional steps needed for each action is described in Step 3 below.
   - **Activate Email Addresses** – In the target Address Book, activates addresses that also exist in the source Address Book.
   - **Create a Copy** – Creates an exact copy of an existing Address Book.
   - **Deactivate Email Addresses** – Deactivates addresses in the target Address Book that also exist in the source Address Book.
   - **Merge (2) Address Books** – Merges data from a source address book into a target Address Book.
   - **Update Adhoc Click Count** ‡ – Counts the number of clicks in a specified time frame for all addresses in a single Address Book.
   - **Update Columns** – Remaps fields and/or applies static values to fields in a single Address Book.
   - **Update Repeat Offender Status** – Applies Offender or Non-Offender status to all addresses in a single Address Book, based on historical click count.

     The following actions manipulate data in a single Campaign, not within the Address Book. For these actions, you will likely create a separate Address Book, containing only information for the users you want to act on for a specific campaign.
   - **Add Incident Responses per Source Address Book** – Adds Phish Reporting Button responses for emails listed in the source Address Book for the campaign(s) specified.
   - **Add Training Completed per Source Address Book** – Marks Training as Complete for emails listed in the source Address Book for the campaign(s) specified.
   - **Remove Body, Subject, and Attachments from Email Inbox** – Removes potentially sensitive data received when a user reports a campaign email as a phishing attempt.
   - **Remove Clicks per IP Address** – Removes clicks for IP addresses you list in the IP Address Block for the campaign(s) specified.
   - **Remove Clicks by IP Organization** – Removes clicks for the selected IP Organization for the campaign(s) specified. The IP Organization is the organization subletting the IP address range from the ISP.
   - **Remove Clicks by ISP** – Removes clicks for the selected ISP (Internet Service Provider) for the campaign(s) specified. The ISP is the organization to which the Regional Internet

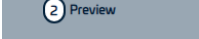Registry (RIR) directly assigned the IP address range.
- **Remove Clicks by Machine Click Score** – Removes clicks determined to most likely have been made by a machine or software, and not by a human. For example, a click might be registered to a campaign when email security software is scanning the campaign email to identify malicious links. A click is registered, but a human campaign participant did not physically click a link. Removing machine clicks enables you to focus on results for human campaign participants. For more information on machine clicks, refer to Understanding Clicks.
- **Remove Clicks per Source Address Book** – Removes clicks for emails listed in the source Address Book for the campaign(s) specified.
- **Remove Logins per Source Address Book** – Removes logins for emails listed in the source Address Book for the campaign(s) specified.
- **Restore Previously Removed Clicks** – Restores any clicks you removed with the **Remove Clicks** actions above for the campaign(s) specified.

3. Click **Save**. On the **General Settings** page, verify the information you already entered and specify additional information, if needed.
   - **Activate Email Addresses**
     - Source Address Book Name – Specify the source Address Book, containing the email addresses you want to activate.
     - Target Address Book Name – Specify the target Address Book, where the action will be taken.
   - **Deactivate Email Addresses**
     - Source Address Book Name – Specify the source Address Book, containing the email addresses you want to activate.
     - Target Address Book Name – Specify the target Address Book, where the action will be taken.
   - **Create a Copy**
     - Source Address Book Name – Specify the source Address Book, containing the email addresses you want to copy.
     - New Address Book – Specify the name of the new Address Book to create.
     - Duplicate Elimination From Source – Select the check box to include only the first active email address found in the source Address Book into the target Address Book.
     - Column Mapping – Click to change column mapping from the source Address Book to the new Address Book.
   - **Merge (2) Address Books**
     - Source Address Book Name – Specify the source Address Book, containing the email addresses you want to include in the merge.
     - Target Address Book Name – Specify the target Address Book where the action will be taken.
     - Duplicate Elimination From Source – Select the check box to include only the first active email address found in the source Address Book into the target Address Book.
     - Ignore New Rows – Select the check box to prevent new rows from being added to the target Address Book.

- Column Mapping – Click to change column mapping from the source Address Book to the new Address Book.
  - **Update ad hock click count‡**
    - Source Address Book Name – Specify the source Address Book, containing the email addresses for which you want to update the click count.
    - Ad hoc Click Earliest Send Time   – Specify the   earliest send time of a phishing exercise where the user clicked the provided link.
    - Ad hoc Click Latest Send Time   – Specify the   latest send time of a phishing exercise where the user clicked the provided link.
  - **Update Columns**
    - Target Address Book Name – Specify the target Address Book where the action will be taken.
    - Column Mapping – Click to remap fields and/or apply static values to fields.
  - **Update Repeat Offender Status**
    - Plan Name – Select the plan to use for updating the Address Book.
    - Target Address Book Name – Specify the target Address Book where the action will be taken.
  - **Add Incident Responses per Source Address Book**
    - Source Address Book – Select the Address Book containing the users for which you want to remove clicks. This Address Book likely created solely for the purpose of this action.
    - Campaign Name(s) – Select one or more Campaigns in which you want to add incident responses for these users.
  - **Add Training Completed per Source Address Book**
    - Source Address Book Name – Select the Address Book containing the users for which you want to remove clicks. This Address Book likely created solely for the purpose of this action.
    - Campaign Name(s)– Select one or more Campaigns in which you want to mark training as complete for these users.
  - **Remove Body, Subject, and Attachments from Email Inbox**
    - Campaign Name(s) – Select one or more Campaigns for which, if a user reports a campaign email as a phishing attempt, you want to remove potentially sensitive data you receive.
  - **Remove Clicks per IP Address**
    - Campaign Name(s) – Select one or more Campaigns in which you want to remove clicks for users in the Source Address Book.
    - IP Address Block – Enter the IPv4 address or IPv4 Address block filter. Only class C IPv4 blocks are allowed. To specify a IPv4 block enter the first three octets and end with `.*` , for example, `192.168.1.*` You can enter multiple IP Address / Blocks by separating each with a comma.
  - **Remove Clicks by IP Organization**
    - Campaign Name(s) – Select one or more campaigns in which you want to remove clicks made by the IP organization specified.
    - IP Organization – Select one or more IP organizations for which you want to remove clicks.

- ○ **Remove Clicks by ISP**
  - Campaign Name(s)– Select one or more campaigns in which you want to remove clicks made by the IP organization specified.
  - IP Organization – Select one or more IP organizations for which you want to remove clicks.
- ○ **Remove Clicks by Machine Click Score**
  - Campaign Name(s)– Select one or more campaigns in which you want to remove clicks that were most likely made by a machine or software, and not by a human. See Step 2 above for additional information.
  - Machine Click Score Threshold – Enter a numeric value to remove clicks with a Machine Click Score greater than or equal to that value. A Machine Click Score of **3 or greater** indicates that a click was most likely made by a machine.
- ○ **Remove Clicks per Source Address Book**
  - Source Address Book Name – Select the Address Book containing the users for which you want to remove clicks. This Address Book likely created solely for the purpose of this action.
  - Campaign Name(s) – Select the Campaign in which you want to remove clicks for users in the Source Address Book.
- ○ **Remove Logins per Source Address Book**
  - Source Address Book Name – Select the Address Book containing the users for which you want to remove clicks. This Address Book likely created solely for the purpose of this action.
  - Campaign Name(s) – Select the Campaign in which you want to remove logins for these users.

4. In the **Stage** area, click **Preview** [②Preview] . Confirm that you want to advance to the **Preview** stage. Depending on the actions and number of records, it might take a few moments.
5. Click **Change Log** to view the proposed changes.

> Change Log
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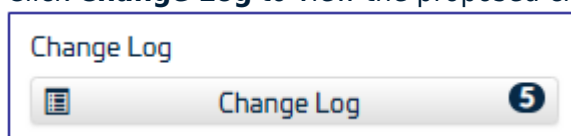
1. If you are satisfied with the proposed changes, click **Return to the Address Book Utility** ← Return to the Address Book Utility .
2. If you are dissatisfied, click **Return to the Address Book Utility** ← Return to the Address Book Utility . Return to the **Configure** stage and make any necessary changes.

6. In the **Stage** area, click **Commit** .

‡ **Note**: Ad hoc clicks are not counted for campaigns where the Campaign Intent starts with the word `Testing`.

Campaign clicks with a Machine Click Score of 3 or greater are considered to be made by machines and not by humans.

Remove these clicks to focus on results from human campaign participants.

Figures

1. preview.png
2. changeLog.png
3. ReturntoAButility.png
4. ReturntoAButility.png