

LUCY Manual v. 2.04

INSTALLATION PREREQUISITES

- [Supported Operating Systems](#)
- [Hardware](#)
- [Network Design - where to setup LUCY](#)
- [On-Premise installation checklist](#)

INITIAL INSTALLATION

- [Installing LUCY on LINUX](#)
- [Installing LUCY in Virtualbox](#)
- [Installing LUCY in Vmware](#)
- [Installing LUCY in Amazon](#)
- [Installing LUCY in Azure](#)
- [Installing LUCY on Windows](#)
- [Converting LUCY from VMware ESX to Hyper-V](#)

INITIAL SETUP SCRIPT

- [Setup Script Tutorial](#)

POST INSTALLATION STEPS

- [LUCY Weblogin](#)
- [Setting up a LUCY MASTER & SLAVE](#)
- [Using an External Mail Server or Web Proxy](#)
- [Set Hostname for SMTP Communication](#)
- [Mail Delivery Methods in LUCY](#)
- [User Management](#)
- [Advanced Settings](#)
- [White label LUCY - custom branding](#)

PREPARING YOUR CAMPAIGN

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- [Performance Tests](#)

SECURITY SETTINGS

- [Create custom firewall rules \(iptables\) in LUCY](#)
- [SSL Configuration](#)
- [Custom Admin URL & Title](#)
- [Confidentiality of Campaign Data](#)
- [Security Considerations](#)
- [Firewall & Security Settings](#)
- [Password Policies, Login Protection & Strong Authentication](#)
- [2-Factor Authentication \(2FA\)](#)
- [Single sign-on authentication \(SSO\)](#)
- [Deleting sensitive data](#)

GET STARTED WITH YOUR CAMPAIGN

- [Create your first Phishing Campaign with Campaign Wizard](#)
- [Create a Phishing Campaign in Expert Mode](#)
- [Create a Phishing Campaign with Malware Simulations](#)
- [Create a Phishing Campaign with only a Hyperlink in Mail \(no Landing Page\)](#)
- [Create a Purely Technical Test with the Malware Testing Suite](#)
- [Create a Phishing Campaign with a Word Macro](#)
- [Create a Smishing Campaign](#)
- [Create a Campaign with USB Sticks or any Portable Media](#)
- [Create a Phishing Campaign with a Java Dropper \(Applet\)](#)
- [Create an awareness only campaign \(no phishing\)](#)
- [Create a Voice Phishing Campaign](#)
- [Technical tests without involving employees](#)

MONITOR AND TRACK YOUR CAMPAIGN

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- [Track Opened Mails](#)
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- [Benchmark](#)
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- [Collecting Data](#)

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- [Create an e-learning template using the ADAPT authoring tool](#)
- [Automated Awareness Delay](#)
- [Interactive eLearning Pages](#)
- [Create an interactive e-learning template](#)
- [Upload your own awareness video](#)
- [Create a custom e-learning video](#)
- [End User e-learning portal](#)
- [Creating your own e-learning using ADAPT in LUCY](#)
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- [Special Landing Page that redirects user before submitting a password](#)
- [Edit Landing Page](#)
- [Copy Web Page](#)
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- [Variables you can use in LUCY](#)
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- [Success Actions](#)
- [Scheduler](#)
- [Mail Settings](#)
- [Scenario Types](#)
- [Domain Configuration](#)
- [Add Mail Recipients](#)
- [Embed Image in Mail](#)
- [Scenario activation](#)
- [Pinned scenario](#)
- [Anonymisation](#)

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- [Not Found Pages \(404\)](#)
- [Download Templates](#)
- [Copy Templates](#)
- [Create a custom e-learning video](#)

- [Create a POSTER](#)

FILE BASED ATTACK SETTINGS (MALWARESIMULATION)

- [Commands that can be executed in file based malware simulations](#)
- [Interactive Reverse HTTP/S Sessions](#)
- [File based GUI options](#)
- [Set a password for the archive in file based attacks or change the file name](#)

DETAILS OTHER SETTINGS

- [Test Mail](#)
- [Start a Campaign \(Campaign Checks\)](#)
- [Automatically stop a campaign](#)
- [Dealing with multiple languages in your recipient group](#)
- [Backup & Restore Your Campaign](#)
- [SPAM Check](#)
- [Links in Preview Mode](#)
- [Advanced Information Gathering](#)
- [Configuration for Clients that Cannot Click on Links in Mails](#)
- [Smishing](#)
- [DKIM Support](#)
- [Scan for Mail Addresses](#)
- [Predefined Campaigns \(Sample Campaign\)](#)
- [Pagination and sorting options for any list based view](#)
- [Campaign Supervision Workflow](#)
- [LDAP Integration](#)
- [Outlook Plugin & Phishing Incidents](#)
- [Antivirus & SPAM Protection Interval Setting](#)
- [Victim Reminder](#)
- [Test Run](#)
- [API](#)
- [User reputation](#)
- [Incident auto responder](#)
- [Threat mitigation](#)
- [Risk Assessment](#)
- [Campaign statistics - vulnerable plugins](#)
- [Threat Analyzer - Mail Plugin](#)
- [Mail and Webfilter Test](#)
- [Training Library](#)
- [PDF Attacks](#)
- [Awareness Diploma](#)
- [Mail Spoofing Test](#)
- [URL Shortening](#)
- [Client setup](#)
- [Mail manager](#)

GENERAL SUPPORT

- Requesting support from LUCY Security
- Extending a logical volume in VMWare machine
- Resend mails that previously generated an error
- Remote SSH Support
- Reboot LUCY
- Send us Logs through LUCY
- Network Communication - LUCY <--> Internet
- Virus Alert
- Avoid SPAM issues
- Password recovery options
- Recover your root password
- System Performance Monitoring
- Log files in LUCY
- Updating LUCY
- Upgrade from Lucy 4.2 to 4.3 or newer using Migration Tool
- Factory Reset
- Some buttons or certain features don't work
- Some buttons are greyed out and I cannot use them
- LUCY error messages
- Gateway timeout when doing a backup/restore, import etc.
- We use a proxy to connect to the internet
- LUCY does not get an IP address
- When you perform a test run with your campaign the SPAM check hangs
- Deleting Status Log Files manually
- Updating Issues
- SMTP Status Codes
- The Malware sample gets "detected/blocked" by my Antivirus
- The awareness website is not working
- I stopped a campaign accidentally - how can I start it without re-sending all mails
- Running LUCY without access to the Internet
- SMISHING Issues
- Scheduler is not working
- The landing page within a campaign does not get displayed correctly
- USB Attack - download button greyed out
- USB Attack error message saying that there are no new recipients
- Update does not work (clicking on the update message does not update the system)
- The Start Button within the Awareness Message Template is not visible
- Stop all campaigns manually

CAMPAIGN SPECIFIC TROUBLESHOOTING: MAIL ISSUES

- I started my campaign - but no mails get send and I see no error
- E-Mails do not arrive
- LUCY says "mail test failed" when I start a campaign
- Mails may arrive delayed
- Mail communication issues - Mails do not get send at all
- Not all mails are send after a campaign is started

CAMPAIGN SPECIFIC TROUBLESHOOTING: ACCESSIBILITY ISSUES

- [I cannot reach LUCY Web gui](#)
- [I changed the admin port for the user interface but my firewall blocks access to that port](#)
- [I can reach LUCY via HTTP/S - but I only see the pink LUCY 404 not found page](#)

CAMPAIGN SPECIFIC TROUBLESHOOTING: ISSUES WITH LINKS AND STATISTICS

- [The clients browser statistics are not accurate \(e.g. shows IE instead of safari\)](#)
- [I see way more page views in the statistics than send out mails](#)
- [The statistics show that all links get "clicked" within first minutes](#)
- [The link in the campaign does not work anymore](#)
- [It takes me automatically to the "authenticated" account page when I click on the URL in the mail](#)
- [Links in mails in my company cannot be opened](#)
- [Lucy cannot see any data from users that clicked on the executable](#)
- [Collected Data got corrupted after update to 4.x](#)

CAMPAIGN SPECIFIC TROUBLESHOOTING: ISSUES WITH RECIPIENTS

- [Recipient Import and Syntax Issues](#)
- [I updated the recipient group used in a campaign - but new mails are not being processed in the campaign](#)
- [I want to add a few extra mails into a running campaign](#)

LUCY TECHNICAL BACKGROUND INFO

- [Technical Information](#)
- [Release Notes](#)

LICENSE

- [Differences between Community & Commercial Edition](#)
- [How to Purchase LUCY](#)
- [How to Activate LUCY](#)
- [LUCY Reseller Conditions](#)
- [Data Center Info's](#)
- [Terms and Conditions](#)
- [Advantage of Using Our VPS](#)
- [Request free access to a LUCY demo server](#)

- [Transfer License](#)
- [LUCY Partner selling process](#)
- [EULA](#)

LEGAL

- [Legal aspects of Phishing, Spoofing etc.](#)
- [Privacy, Data Protection and GDPR](#)
- [Company, Application, Data Security and Privacy](#)

VIDEO TUTORIALS

- [VMware Setup](#)
- [Create a Data Entry Phishing Campaign](#)
- [Create a Campaign with Interactive Sessions](#)

LUCY CAMPAIGN CHECKS HELP

- [SSL check](#)
- [Accessibility check](#)
- [IP check](#)
- [MX check](#)
- [Email Delivery check](#)
- [Settings check](#)
- [Schedule check](#)
- [Sender email check](#)
- [Spamming check](#)
- [Language check](#)

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