IronPort Spam Quarantine

Outlook Overview

Should you receive a Positive or Suspected spam email, the spam email(s) will be sent to the IronPort Spam Quarantine. Positive spam is an email that has been identified as malicious. Suspected spam is an email that has been identified as potentially malicious and has been routed to quarantine for safety purposes. It is important to check Suspected spam, as they may be from known senders.

You will receive an email via your UHD email inbox, indicating that you have spam emails for your review.

Below is an example of the spam quarantine email notification.

From the email in your inbox, you can do the following functions:

1. Go directly to the spam email quarantine messages
2. Release messages from quarantine (Deliver)
3. Review a particular message

*Please note: If you release a spam email from your inbox and you later reference the same email to view the released message, you will be routed to your spam quarantine and receive a message stating that this email has already been released. Check your email inbox for the message.

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Spam Quarantine Overview

Once in the IronPort Spam Quarantine, you will see a screen like the one below.

You will be able to perform the following functions:

1. Read message
2. Selection Action menu
   a. Release messages from quarantine (deliver) or release message and add user to Safelist
   b. Delete message (select individual, or delete all messages)
3. Search messages (Quick & Advanced)
4. Options (Safelists / Blocklists) and Help
5. Customizing Item View per page

To learn about each item, click the link to be taken to that section in the training document.

Reading a message in spam quarantine

1. Click the message's subject (located in the subject column)

	From	Subject	Date ▾	Size
☐	Sheryl Sensat <d...	[POSITIVE SPAM] john	08 Dec 2012 00:36 (GMT -06:00)	8.0K
☐	"Bernardi, Jenni...	[SUSPECTED SPAM] {HuMBUG...	06 Dec 2012 14:17 (GMT -06:00)	96.0K
☐	John Floyd <john...	[SUSPECTED SPAM] Re: {Hu...	05 Dec 2012 12:36 (GMT -06:00)	88.0K
☐	"Sells, Martha" ...	[POSITIVE SPAM] {HuMBUG}...	05 Dec 2012 12:30 (GMT -06:00)	488.0K

Messages — Items per page 25

Displaying 1 — 4 of 4 items.

Select Action... Submit

Hover over truncated fields to see the complete text.

2. The message will now populate in the Messages Details page. See below.

<<Back to messages   < Previous Message | Next Message >

Message Details

Select Action... Submit

From:	"Bernardi, Jennifer" <jbernardi@Central.UH.EDU>
Envelope Recipient:	pfaris@uhd.edu, devllog@uhd.edu, lanej@uhd.edu, hervey@uhd.edu, esquivelv@uhd.edu, cisneros@uhd.edu, birkheads@uhd.edu
To:	"humbugroup@googlegroups.com" <humbugroup@googlegroups.com>
Subject:	[SUSPECTED SPAM] {HuMBUG} RE: HuMBUG Meeting - San Jacinto College
Date:	06 Dec 2012 14:17 (GMT -06:00)

Once I've selected and opened a message to read/review, what can I do in the Messages Details page?

From the Select Action drop-down menu, you can select one of the functions below.
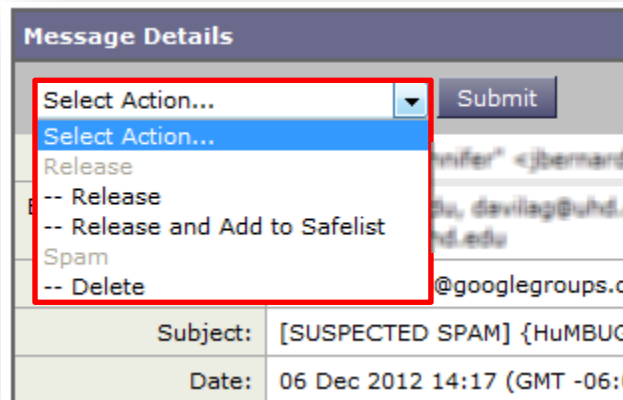
a. Release
   • Removes a message from quarantine and delivers it to your email inbox
b. Release and Add to Safelist
   • Removes a message from quarantine and delivers it to your email inbox
   • Adds the sender of the message to your safelist so future messages are not flagged as spam
c. Delete
   • Deletes/removes message

Once selected, click the submit button to execute the action.

Please note, once you select one of the above options and click submit, you will receive an additional pop-up which will prompt you to release (confirm) or cancel your action.

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Select Action Menu Functionality

From the main Spam Quarantine page, you can: Release, Release and Add to Safelist, or Delete a spam message.

1. Simply check the box next to the message(s) you would like to perform an action for.
   a. To select all messages, select the check box next to From

2. Choose the option you wish to perform from the Select Action Menu.

3. Click the Submit button.

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Search Messages Functionality

The search field allows you to search your quarantined messages for a specific term or phrase in the 'From' or 'Subject' area. There are two ways you can search: basic and advanced.

Basic Quick Search allows you to simply type in your criteria and click the Search button.

Advanced Search allows you to:

1. Modify when to search for Messages Received: today, last 7 days, or a particular date range
2. Where:
    o   Select Where to search: From or Subject
    o   And whether the search message type either: contains, is, begins with, ends with or does not contain
3. Type in search message text box

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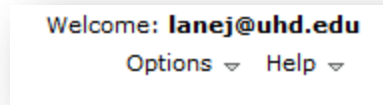
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Options (Safelist, Blocklist, & Languages) and Help

At the top, right side of the screen you will see the Options and Help menus.

Welcome: **lanej@uhd.edu**
Options ⤳ Help ⤳

Options menu

Welcome: **lanej@uhd.edu**
Options ⤳ Help ⤳

1. Safelist:

Safelist
Blocklist

The options menu allows you to add or delete users from a safelist.
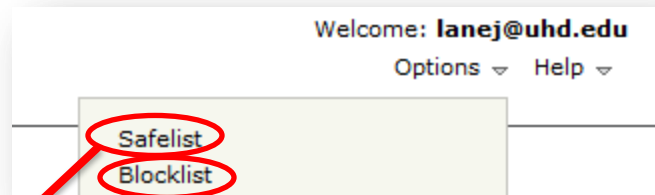
Email addresses or domains added to this list will not be identified as Spam.

SafeList

[   ] Add to List

4 items in list

amy.l.gilbert@uth.tmc.edu 🗑

sangster@stthom.edu 🗑

The following formats can be used:
user@domain.com
server.domain.com
domain.com

2. Blocklist:

Users that are added to this list will not be delivered to your inbox.

Email addresses or domains added to this list will always be identified as Spam.

Blocklist

[   ] Add to List

No items in list

The following formats can be used:
user@domain.com
server.domain.com
domain.com

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Help menu

The Online help option provides basic information regarding the Spam Quarantine; topics covered include: Overview, Working with Messages, & Using Safelists and Blocklists.
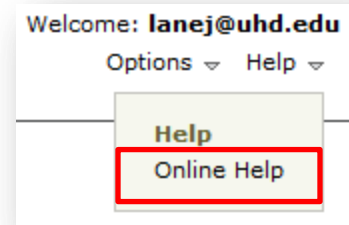
Customizing Item View per page

In your Spam Quarantine, you have the option to customize the items viewed per page.

In the Messages box, you will see an 'Items per Page' drop down menu. You can view anywhere from 25 to 250 messages per page. Simply select the desired number for your view and the page will repopulate with the chosen amount.