

# 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

**From:** UHD Spam Admin  
**Sent:** Thursday, December 06, 2012 3:01 PM  
**To:** Lane, John  
**Subject:** Spam Quarantine Notification

## Spam Quarantine Notification

The message(s) below have been blocked by the UHD Spam administrator as suspected spam.

There are 2 new messages in your Email Quarantine since you received your last Spam Quarantine Notification. If the messages below are spam, you do not need to take any action. Messages will be automatically removed from the quarantine after 30 day(s).

If any of the messages below are not spam, click the release link to have them sent to your Inbox. To see all quarantined messages view [your email quarantine](#).

Quarantined Email			
	From	Subject	Date
<a href="#">Release</a>	Juan Marie Talbert <juan.talbert@gn...	[SUSPECTED SPAM] Re: {HuMBUG} RE: HuMBUG Meeting - San Jacin...	06 Dec 2012
<a href="#">Release</a>	"Bernard, Jennifer" <jbernard@Cen...	[SUSPECTED SPAM] {HuMBUG} RE: HuMBUG Meeting - San Jacinto C...	06 Dec 2012

[View All Quarantined Messages\(5\)](#)

*Note: This message has been sent by a notification only system. Please do not reply*

If the above links do not work, please copy and paste the following URL into a Web browser:  
<https://qcentral.uhd.edu:83/Search?h=191f3364b50485040652825630eafe7c&email=lanej%40uhd.edu>

\*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.

## 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.

The screenshot shows the IronPort Spam Quarantine interface. At the top right, a 'Welcome' message for 'lanej@uhd.edu' is displayed with 'Options' and 'Help' links (callout 4). Below this is the 'Spam Quarantine' header with a 'Quick Search' section containing a search box and 'Search' and 'Advanced Search' buttons (callout 3). The main area is titled 'Messages' and shows 'Items per page' set to 25. A table of messages is displayed with columns for 'From', 'Subject', 'Date', and 'Size'. A 'Select Action...' dropdown menu is open, showing options like 'Release', 'Release and Add to Safelist', 'Spam', and 'Delete' (callout 2). A 'Submit' button is next to the dropdown. A red arrow points from callout 1 to the 'Subject' column of the first message row. Another red arrow points from callout 5 to the 'Advanced Search' button.

From	Subject	Date	Size
Sheryl Bennett <dl...>	[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
'Tells, Martha' ...>	[POSITIVE SPAM] {HuMBUG}...	05 Dec 2012 12:30 (GMT -06:00)	488.0K

## Reading a message in spam quarantine

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

Messages Items per page 25

Displaying 1 — 4 of 4 items.

Select Action...

<input type="checkbox"/>	From	Subject	Date	Size
<input type="checkbox"/>	Sheryl Bennett <sh...>	[POSITIVE SPAM] john	08 Dec 2012 00:36 (GMT -06:00)	8.0K
<input type="checkbox"/>	"Bernard, Jenni..."	[SUSPECTED SPAM] {HuBUG...	06 Dec 2012 14:17 (GMT -06:00)	96.0K
<input type="checkbox"/>	John Floyd <john...>	[SUSPECTED SPAM] Re: {Hu...	05 Dec 2012 12:36 (GMT -06:00)	88.0K
<input type="checkbox"/>	"Sells, Martha" ...	[POSITIVE SPAM] {HuBUG}...	05 Dec 2012 12:30 (GMT -06:00)	488.0K

Select Action...

Displaying 1 — 4 of 4 items.

*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...

**From:** "Bernard, Jennifer" <jbernard@Central.UH.edu>

**Envelope Recipient:** sheryl@uhd.edu, sheryl@uhd.edu, jenn@uhd.edu, jenn@uhd.edu, wquinn@uhd.edu, comarow@uhd.edu, br@houston@uhd.edu

**To:** "humbugroup@googlegroups.com" <humbugroup@googlegroups.com>

**Subject:** [SUSPECTED SPAM] {HuBUG} RE: HuBUG Meeting - San Jacinto College

**Date:** 06 Dec 2012 14:17 (GMT -06:00)

We've had something come up, so we'll only be bringing 3 from UH Main Campus.

Jennifer Bernard, Instructional Designer  
Faculty Development and Instructional Support  
University of Houston

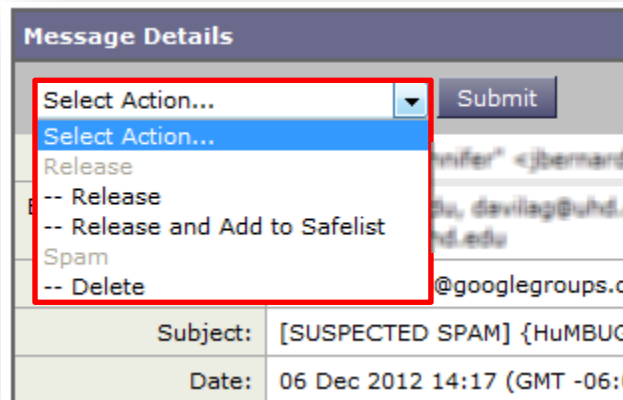
bernard@uh.edu - mailto:bernard@Central.UH.edu  
432-842-2143  
2048 Classroom and Bauer Building (CBB)

From: humbugroup@googlegroups.com [mailto:humbugroup@googlegroups.com] On Behalf Of Sells, Martha  
Sent: Wednesday, December 05, 2012 12:30 PM  
To: humbugroup@googlegroups.com  
Subject: {HuBUG} HuBUG Meeting - San Jacinto College

Reminder of this quarter's HuBUG meeting... I need a final head count, so please respond with how many people will be attending from your institution. No need to let me know about vehicles, as we do not charge for parking.

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.

## 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.

The screenshot shows a 'Messages' interface with a table of spam messages. The table has columns for 'From' and 'Subject'. The messages listed are:

From	Subject
Sheryl Sensat <d...>	[POSITIVE SPAM] john
"Bernardi, Jenni..."	[SUSPECTED SPAM] {HuMBUG...
John Floyd <john...>	[SUSPECTED SPAM] Re: {Hu...
"Sells, Martha" ...	[POSITIVE SPAM] {HuMBUG}...

Annotations on the screenshot:

- 1**: Points to the checked checkbox next to the message from "Sells, Martha".
- a**: Points to the checkbox next to the 'From' header.
- 2**: Points to the 'Select Action...' dropdown menu.
- 3**: Points to the 'Submit' button.

The 'Select Action...' dropdown menu is open, showing the following options:

- Select Action...
- Release
- Release
- Release and Add to Safelist
- Spam
- Delete

## 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.

**Quick Search**

Search Messages:   [Advanced Search](#)

[ Clear Search ] 3 items found for **humbug**

Advanced Search allows you to:

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

**Advanced Search**

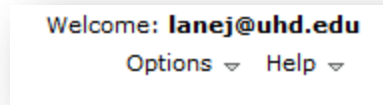
Messages Received:  Today  Last 7 days  Date Range:  and

Where:   :

[ Clear Search ] 3 items found for **humbug**

## Options (Safelist, Blocklist, & Languages) and Help

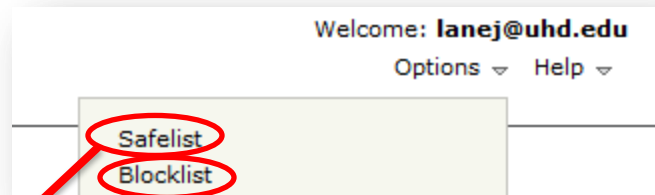
At the top, right side of the screen you will see the Options and Help menus.



### Options menu

#### 1. Safelist:

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	
<input type="text"/>	Add to List
4 items in list	
amy.l.gilbert@uth.tmc.edu	
sangster@ssthom.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.

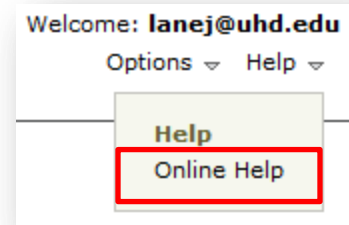
Blocklist	
<input type="text"/>	Add to List
No items in list	

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



### 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.

