

Manage IronPort E-mail Spam Quarantine

Cisco IronPort automatically filters and quarantines suspected spam e-mail from the ECU mail server before these unsafe and inappropriate messages fill your Exchange inbox.

You will receive a daily **e-mail digest** listing these quarantined spam messages. If you do nothing, the messages are deleted after 14 days. However, in some cases, legitimate communications may be quarantined, and occasionally, e-mail you send will be blocked. Therefore, IronPort allows you the option to:

- Search for specific quarantined e-mails (must log in)
- Read a quarantined message (either log in or read from the digest)
- Release a quarantined message to your inbox (either log in or release from the digest)
- Release your sent quarantined mail to the recipient (must log in)
- Delete quarantined messages (must log in)
- Add an e-mail address to the **Safelist** so that those messages are never quarantined (must log in)
- Add an e-mail address to the **Blocklist** so that those message are always quarantined (must log in)

LOGIN TO VIEW ALL QUARANTINED MESSAGES

You will receive a **Message Digest** e-mail like the one below listing the latest quarantined spam messages.

IronPort Spam Quarantine Notification

The message(s) below have been blocked by your administrator as suspected spam.

There are 3 new messages in your Email Quarantine since you received your last IronPort 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 14 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
Release	senderone@domain1.com	first test message	15 Jan 1970
Release	sendertwo@domain2.com	second test message	23 May 1970
Release	senderthree@domain3.com	third test message	29 Nov 1973
View All Quarantined Messages(50)			

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

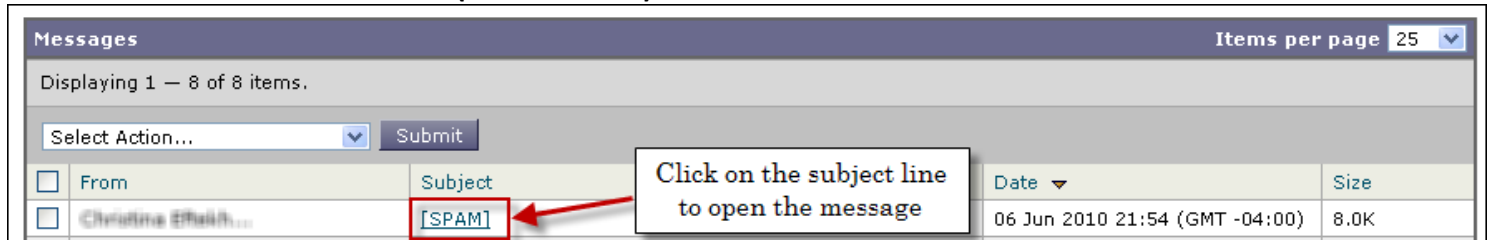
Enter your login information below. If you are unsure what to enter, please contact your administrator.

Login	
Username:	<input type="text"/>
Password:	<input type="password"/>
	<input type="button" value="Login"/>

**Log in with your
PirateID and
Passphrase**

To view all quarantined messages within the last 14 days, click the **View All Quarantined Messages** link.

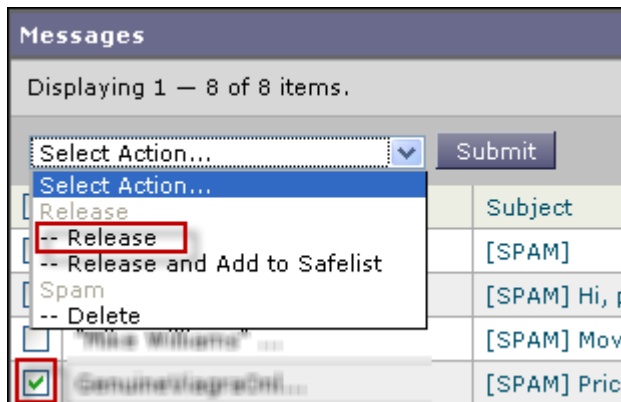
Log in to the IronPort **Quarantine Page** using your PirateID and passphrase.

READ A QUARANTINED MESSAGE (two methods)

1. From the **Message Digest** e-mail in your inbox, click the subject line of the message to read it.
2. Log in to the IronPort **Quarantine Page**, and click the subject line link of a message to open it.

RELEASE A QUARANTINED MESSAGE (two methods)

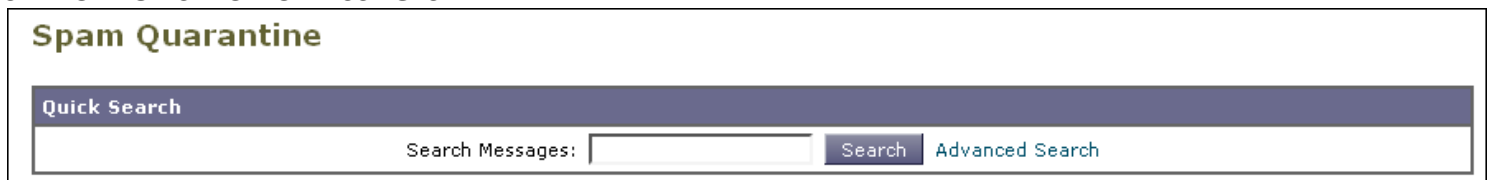
1. Release a quarantined e-mail—either your own sent message (happens occasionally) or a message sent to you from outside ECU—through the **Message Digest** e-mail by selecting **Release** to the left of the message.



2. Log in to the IronPort **Quarantine Page**, click the checkbox next to the message and choose **Release** from the **Select Action...** drop-down menu.

DELETE A QUARANTINED MESSAGE

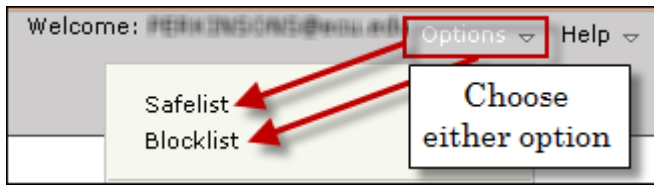
This is the same as releasing a message (Step 2), except choose **Delete** from the **Select Action...** drop-down menu.

SEARCH FOR SPECIFIC MESSAGES

This option is only available after logging in to the IronPort spam quarantine. Type a specific term listed in the **FROM** or **SUBJECT** lines of an e-mail into the search field.

Entering a group of words separated by a space searches for all those terms in that specific order. There can be other terms in the actual subject line, and the search feature is not case-sensitive. The **Advanced Search** link allows you to search messages within a date range.

ADDING AN ADDRESS TO A SAFELIST OR BLOCKLIST



NOTE:

An address added to the **SAFELIST** is always sent to your inbox.

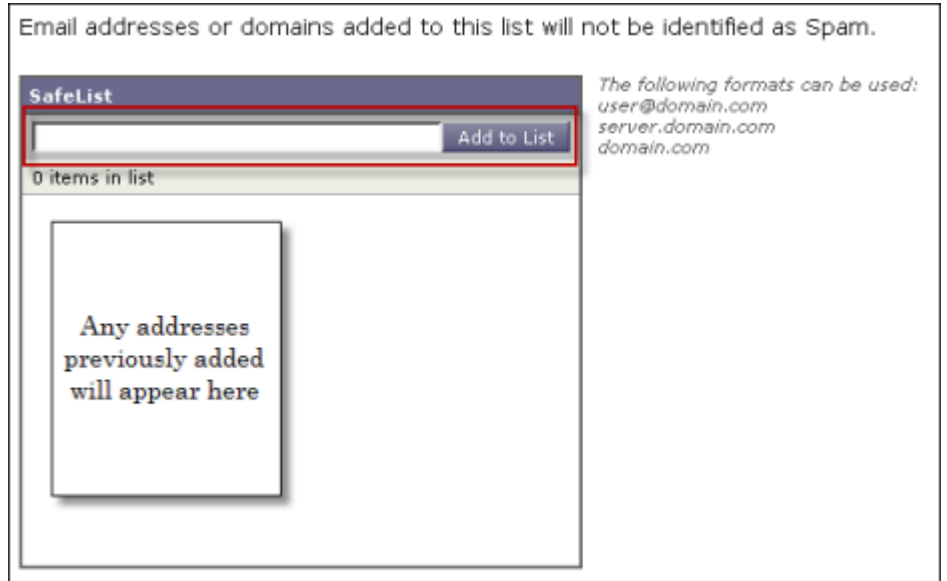
An address added to the **BLOCKLIST** is never delivered to your inbox.

You must always log in to the IronPort **Quarantine Page** to work with a **Safelist** or **Blocklist**.

SAFELIST (two methods)

Occasionally, legitimate messages are quarantined. Add the address to the Safelist so it is always sent to your inbox.

1. To release a message and simultaneously add it to the Safelist, check the box beside the e-mail and choose **Release and Add to Safelist** from the **Select Action...** drop-down menu.



2. From the upper right corner of the Quarantine Page's screen, click the **Options** drop-down menu and choose **Safelist** (see above). Add the address and click the **Add to List** button.



BLOCKLIST

Log in to the IronPort **Quarantine Page**.

From the upper right corner of the page, click **Options** and choose **Blocklist**.

Add the e-mail address and click the **Add to List** button.