Manage IronPort Quarantined Messages

IronPort filters spam and marketing messages to help manage your inbox.

Cisco IronPort automatically quarantines suspected spam and marketing email from the ECU Exchange server before these unsafe and inappropriate messages overwhelm your inbox.

Users receive periodic Quarantine Notifications listing spam and marketing messages. Take no action, and the messages are deleted after 14 days. However, legitimate communications may sometimes be quarantined or messages you send may be blocked. Therefore, IronPort allows you the option to:

- Search for specific quarantined emails (must log in)
- Read a quarantined message (either log in or read from the digest email)
- 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 email address to the Safelist so that those messages are never quarantined (must log in)
- Add an email address to the Blocklist so that those message are always quarantined (must log in)

Log in to View all Quarantined Messages

Navigate to http://ironport.ecu.edu or click the link, your email quarantine, from the quarantine notification.

To view all quarantined messages within the last 14 days, click the View All Quarantined Messages link.
Read a Quarantined Message (two methods)

Method 1. From the Quarantine Notification message, click the subject line of the message to read it.

Method 2. Log in to http://ironPort.ecu.edu and click the subject line link of a message to open it.

Release a Quarantined Message (two methods)

Method 1. Release a quarantined email back to your inbox from the Quarantine Notification email by selecting Release to the left of the message.

Method 2. Log in to IronPort, 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 (Method 2), except choose Delete from the Select Action drop-down menu.

Search for Specific Messages

This option is not available from the quarantine notification; you must log in to your quarantine site. Type a specific term listed in the FROM or SUBJECT lines of an email 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 always sends messages from that address to your inbox.
An address added to the Blocklist always quarantines messages with that address which are never delivered to your inbox.

You must always log in to the IronPort Quarantine page (http://ironport.ecu.edu) to work with a safelist or blocklist.

Safelist (two methods)
Occasionally, a legitimate message or marketing newsletter is quarantined. Add the address to the safelist so it is no longer captured but always sent to your inbox.

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

Method 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 (One Method)
From the quarantine email, copy the email address you wish to block. Log in to the IronPort quarantine page (http://ironport.ecu.edu) and click Options (upper right of the screen). Choose Blocklist. The blocklist dialog box opens. Paste the email address and click the Add to List button.