5 Quarantine section

## To avoid polluting your mailbox, spam messages are held in the quarantine zone.

Every address filtered by MailCleaner has an associated *quarantine* which contains messages identified as spam.

If you have only one e-mail address, MailCleaner provides you with a single *quarantine*.

If you have several e-mail addresses, *quarantines* are managed by MailCleaner for each address. (However, It is possible to group them in an *address group*.)

Quarantined spam messages are automatically and irreversibly deleted after a *retention period* determined by your e-mail administrator. You can release a quarantined message at any point prior to the end of the retention period.

Figure 5-1   The quarantine list in the Management Center
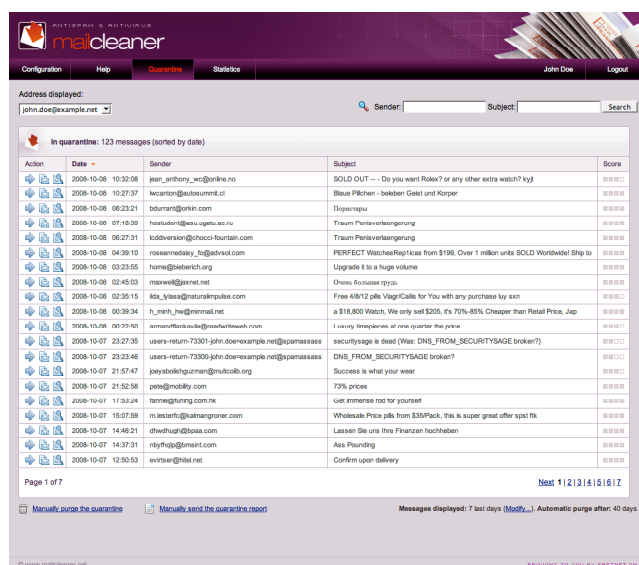
Note: If you configure MailCleaner to operate in flag mode or delete mode, your quarantine list will remain empty.

Selecting the address to be examined

If you have only one e-mail address that is protected by MailCleaner, its corresponding *quarantine* is displayed by default.

However, if several addresses have been grouped in the same Management Center, the selection menu located above the list of messages allows you to examine the quarantines for each address.

To choose a quarantine associated with a particular address:

- Select the address in the menu.
- The quarantine pages are immediately updated to reflect your choice.

Figure 5-2   *The menu to select the address to be examined*

Address displayed:

john.doe@example.net ▼
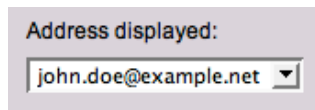
★*Customization*

Configuring an address group – P. 32

Reviewing the quarantine

During the first weeks of using MailCleaner, carefully inspect the quarantine to make sure that no legitimate messages that should have reached you have been blocked by the system.

After these initial checks, it is useful to inspect the quarantine if only to verify that an expected message that has not reached you has not been blocked by MailCleaner.

Such verification can be accomplished in two ways:

- by accessing the *Quarantine section* in the Management Center;
- by examining the *Quarantine reports* that are automatically sent to you at a predefined frequency for each e-mail address that is filtered by MailCleaner.

- The two types of quarantine lists are similar. If you feel comfortable managing one of the lists, you will also feel comfortable managing the other.

★ *Customization*

Configuring report delivery and format – P. 29

Listing quarantined messages

The list of quarantined messages resembles a classic e-mail software interface. The reception date, the sender address and the subject are displayed for each message.

Two columns are specific to MailCleaner:

- the *Score* column;
- the *Action* column which contains three different processing tools.

Score Column

The *Score* column contains visual representations of the weighted mean scores of the different analyses carried out by MailCleaner (on a scale of 1 to 4). A higher number of filled squares indicates a higher number of spam criteria.
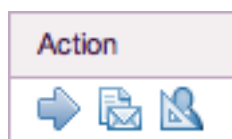
Action Column

The *Action* column presents the three quarantine processing tools described below.

Quarantine processing tools

Three quarantine processing tools offer the following actions:

- releasing a message;
- displaying the content of a message;
- requesting a filter adjustment.

Figure 5-3   *Processing tools icons*

Releasing a message

In rare cases, you may wish to receive a legitimate message that has been wrongfully quarantined. Releasing such a message results in immediate delivery to your mailbox. A copy of the message is kept in the quarantine should you need to release it again.

> **Important**: The fact that a message is released does not affect the future behavior of the filter. In order to alter a rule, you must make a *filter adjustment request*.

To release a message:

- Click on the corresponding icon.
- The blocked message is sent to your mailbox.

Figure 5-4   Icon to release a message

> **Note**: Unless you decide to hide released messages in the quarantine list, they are displayed in italics.

★*Customization*

Hiding user-released messages – P. 32

## *Displaying the contents of a message*

To display the contents of a message:

- Click on the date, the message subject or the preview icon.
- The contents of the message are displayed in a new window.

Figure 5-5   Message preview icon

Additional information is available for advanced users, including the long header (extended information about the sender and the outgoing mail server), the applied filter rules, and the associated scores. This information, which is initially hidden, is displayed by clicking on the corresponding triangular buttons.

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Figure 5-6   *Preview window*
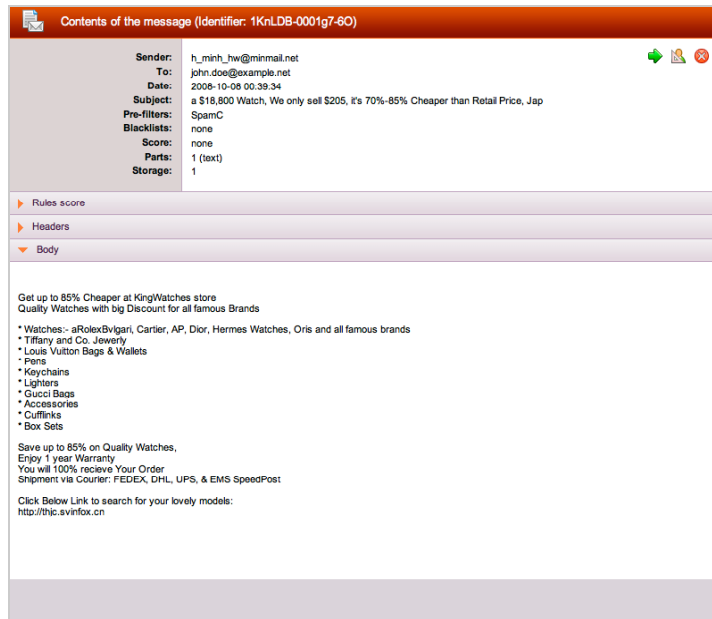
Requesting a filter adjustment

On very rare occasions, MailCleaner may block a message that you wish to receive. If this occurs, it is imperative to send a *filter adjustment request* to the MailCleaner *Analysis Center.*

Figure 5-7   *Filter adjustment request icon*

A *filter adjustment* request is processed by the engineers at the MailCleaner Analysis Center within one working day. The rules that were applied to the message are analyzed and modified to render the filter more tolerant towards the sender or format of the blocked message. This procedure is implemented in small incremental steps to prevent creating weak zones in the MailCleaner filter. It is therefore possible that subsequent messages from the same sender are still blocked. In such situations, it may be necessary to repeat the *filter adjustment request* procedure two or three times to obtain the desired outcome.

> **Important**: It is possible that a particular spam or unsolicited message has attracted your attention and that you wish to start receiving future messages from its sender (for example, this may be a newsletter that you did not subscribe to but found to be of interest). In such a case you should also make an *adjustment request*. The *Analysis Center* engineers will examine this request and may ask you to create a *warn list* entry instead of implementing a specific exception in MailCleaner.

To make a *filter adjustment request* :

- Click on the corresponding icon.
- Confirm your request.
- You will be notified within one working day about the corrective measures taken by the MailCleaner *Analysis Center.*

Sorting, selecting and searching messages

Note: These tools are not available in quarantine reports.

In order to locate a quarantined message that matches specific criteria, MailCleaner includes efficient tools to sort, select and search quarantines.

Navigating through the quarantine

If your quarantine contains a large number of spam messages, the list is paginated using the chosen number of lines per page. To avoid displaying a large number of pages, only the most recent messages are visible by default.

Figure 5-8 *Quarantine page links*

Page 1 of 7	Next **1**	2	3	4	5	6	7

To navigate through the quarantine:

- Simply click on the page links located at the bottom of the list, a display which is similar to a search engine.

★ *Customization*
....
Configuring the quarantine display – P. 31

Sorting the quarantine

By default messages are sorted by date, with the most recent messages appearing first.

If you click on the title of a column, the messages are sorted accordingly. An orange triangle next to the title indicates that the corresponding column is used to sort the quarantine. If the triangle points downwards, the sorting order is decreasing. If the triangle points upwards, the sorting order is increasing. The order may be changed by clicking on the triangle.
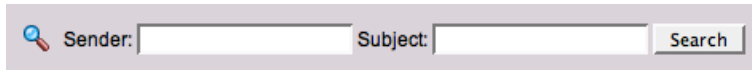
Figure 5-9 *The active sorting column displays a triangle*

Date ▾
2008-10-08 10:32:08

Searching for messages

To search for messages sent by a specific sender or containing specific terms in the subject, use the fields displayed on top of the list. The search results take into account the <u>combination</u> of both fields, the sender <u>and</u> the subject (and not the sender <u>or</u> the subject).

Figure 5-10   *Search fields*

To search for a message:

- Enter your criteria in the *Sender* and *Subject* fields (one of the two fields may remain empty) ;
- click on the Search button.
- The list of messages is updated.

To reinitialize the list, click on the link *Display the full quarantine list.*

Maintenance tools

> **Note**: These tools are not available in quarantine reports.

To help with occasional maintenance of your quarantine, MailCleaner includes specific tools to purge the quarantine and manually send quarantine reports.

Manual purge

This option lets you purge a quarantine linked to a specific address. The quarantine is emptied and all blocked messages are deleted. It is not necessary to use this option on a regular basis because messages are deleted automatically after a *retention period* defined by your e-mail administrator.

This option is only useful if there is a very large number of blocked messages and you wish to remove all spam in a particular quarantine.

Figure 5-11   *Manual purge of the quarantine*
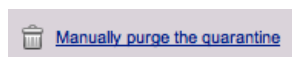
To manually purge the quarantine:

- Click on the corresponding icon.
- Confirm your request.
- All blocked messages are irreversibly deleted.

Manual quarantine report transmission

MailCleaner sends quarantine reports to your mailbox(es) on a regular basis, provided that you have not disabled this function. In either case, you may generate a quarantine report manually at any time.

This function also allows you to generate a replacement report if you have mistakenly deleted a report that was sent to your mailbox.

Figure 5-12 *Manual quarantine report transmission*

To request a quarantine report transmission:

- Click on the corresponding icon.
- Confirm your request.
- A quarantine report is sent to the selected address.