

# GSD. Outlook - Spam Messages and Suspicious E-mails

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General Information:

Possible symptoms/errors:

User wants to know where to find spam messages and suspicious e-mails and how to take action

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

In order to protect user from spam messages, dangerous e-mails and malicious links and attachments, the Microsoft Defender provides a system for analyzing suspicious contents. This article offers information regarding where to find spam messages and suspicious e-mails as well as how to take action. If user wants to find out more about safe links, safe attachments and first contact safety tips click [here](#).

NOTE: If user wants to always allow emails from a sender or a domain, advise them to read [How to Request for Email Security Exception](#) to know how to raise this request. Inform user to be aware that these requests require significant business justification and specific security considerations to be accepted.

Junk-E-Mail-Folder

The Microsoft Defender moves suspicious spam messages automatically in the folder "Junk E-Mail", so user has a clean inbox. Advise user to take a look at their junk e-mail folder regularly in case they can't find certain e-mails in their inbox. User finds this folder on the left side of their Outlook in their folder bar.

E-Mail Quarantine

The email messages that were quarantined because they were classified as malware, spam, phishing, or bulk email are automatically isolated in the Quarantine environment. Find out more about phishing [here](#).

Spam notifications

If there are any e-mails in the quarantine environment, user will receive spam notifications. A spam notification contains the following information for each quarantined message:

Sender: The send name and email address of the quarantined message. Subject: The subject line text of the quarantined message. Date: The date and time (in UTC) that the message was quarantined. Block Sender: To add the sender to user's Blocked Senders list. For more information, see Block a mail sender. Release: For spam (not phishing) messages, user can release the message here. Review: To go to Quarantine in the Security & Compliance Center, where user can (depending on why the message was quarantined) view, release, delete or report their quarantined messages.

#### View quarantined e-mails and take actions

User can view e-mails and decide if user wants to release them. In order to view their isolated messages, user must click on Review on one of the prevented spam messages in the e-mail above or go to the following site: <https://protection.office.com/quarantine>.

#### View quarantined message details

When user selects an email message in the list, the following message details appear in the Details flyout pane:

Message ID: The globally unique identifier for the message. Sender address: Received: The date/time when the message was received. Subject: Quarantine reason: Shows if a message has been identified as Spam, Bulk or Phish. Recipients: If the message contains multiple recipients, user needs to click Preview message or View message header to see the complete list of recipients. Expires: The date/time when the message will be automatically and permanently deleted from quarantine. Released to: All email addresses (if any) to which the message has been released. Not yet released to: All email addresses (if any) to which the message has not yet been released.

Learn more about how to filter quarantines e-mails to find specific messages faster and how to export message results.

#### Take action on quarantined email

After selecting a message, user has options for what to do with the messages in the Details flyout pane:

Release message: In the flyout pane that appears, choose whether to Report messages to Microsoft for analysis. This is selected by default and reports the erroneously quarantined message to Microsoft as a false positive. When user's finished, they must click Release messages.

View message header: To see the message header text. Preview message: In the flyout pane that appears, user must choose one of the following options:

Source view: Shows the HTML version of the message body with all links disabled. Text view: Shows the message body in plain text.

Remove from quarantine: After user clicks Yes in the warning that appears, the message is immediately deleted. Block sender: A blocked sender can still send e-mails. Any messages from this sender that make it to their mailbox will be immediately moved to the Junk Email folder. Future messages from this sender will go to their Junk Email folder or to the end-user quarantine. If user would like to delete these messages on arrival instead of quarantining them, user must use mail flow Rules (also known as transport rules) to delete the messages on arrival.

When they're finished, advise user to click Close.

If they don't release or remove the message, it will be deleted after the default quarantine retention period expires.

#### Take action on multiple quarantined email messages

When user selects multiple quarantined messages in the list (up to 100), the Bulk actions flyout pane appears where they can take the following actions:

Release messages: The options are the same as when user releases a single message, except they can't select Release messages to specific recipients; they can only select Release message to all recipients or Release messages to other people. Delete messages: After they click Yes in the warning that appears, the message is immediately deleted without being sent to the original recipients.

When they're finished, user must click Close.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

Mail flow Rules

<https://docs.microsoft.com/en-us/exchange/security-and-compliance/mail-flow-rules/mail-flow-rules>

How to filter quarantines e-mails to find specific messages faster and how to export ...