

Plummer, Dale

From: Plummer, Dale
Sent: Thursday, January 14, 2021 1:42 PM
To: Vandekar, Simon
Subject: RE: Outlook quarantine

I assume you mean quarantined message you are told about like this:

The screenshot shows an Outlook interface with a message titled "Spam Notification: 2 New Messages - Message (HTML)". The message is from "quarantine@messaging.microsoft.com" to "Plummer, Dale", dated "Wed 1/6/2021 7:13 PM".

The message content includes the Office 365 logo and the heading "Review These Messages". It states: "2 messages are being held for you to review as of 1/7/2021 12:00:00 AM (UTC). Review them within 30 days of the received date by going to the Quarantine page in the Security & Compliance Center."

Below this, there is a section titled "Prevented spam messages" listing two messages:

- Message 1:**
 - Sender: info@cyagenbiosci.com
 - Subject: Support for Research Funding Applications
 - Date: 1/6/2021 12:10:37 PM
 - Buttons: Block Sender, Release, Review
- Message 2:**
 - Sender: connorboyd@getvastdata.co
 - Subject: Yoda to the dark side?
 - Date: 1/6/2021 12:44:58 PM
 - Buttons: Block Sender, Release, Review

At the bottom, there is a copyright notice: "© 2021 Microsoft Corporation. All rights reserved." and links to "Privacy Statement" and "Acceptable Use Policy".

... I've gotten it to work by clicking on the "Review" button. That takes me to a message like this:

The screenshot shows the Office 365 Security & Compliance Quarantine interface. The left sidebar contains navigation links: Home, Records management, Threat management, and Service assurance. The main content area is titled "Quarantine" and shows a list of messages. The "Details" pane on the right displays information for a selected message.

Quarantine

The email messages here were decided whether you want to release or delete them.

Sort results by: Message ID (dropdown), Enter exact ID (input field)

<input type="checkbox"/> Received (UTC -06:00)
<input type="checkbox"/> 1/14/21 11:28 AM
<input type="checkbox"/> 1/13/21 6:10 AM
<input type="checkbox"/> 1/11/21 7:08 AM
<input type="checkbox"/> 1/8/21 6:10 AM
<input type="checkbox"/> 1/6/21 6:44 AM
<input type="checkbox"/> 1/6/21 6:10 AM
<input type="checkbox"/> 1/1/21 8:30 PM
<input type="checkbox"/> 12/30/20 8:34 AM
<input type="checkbox"/> 12/23/20 2:03 PM
<input type="checkbox"/> 12/22/20 7:00 AM

10 item(s) loaded. More items

Details

[Release message](#) [View message header](#) [Preview message](#)
[Remove from quarantine](#)

Message ID
<DM6PR08MB4075EA549727814217F07F72AFD00@DM6PR08MB4075.namprd08.prod.outlook.co>

Sender address
connorboyd@getvastdata.co

Received (UTC -06:00)
1/6/21 6:44 AM

Subject
Yoda to the dark side?

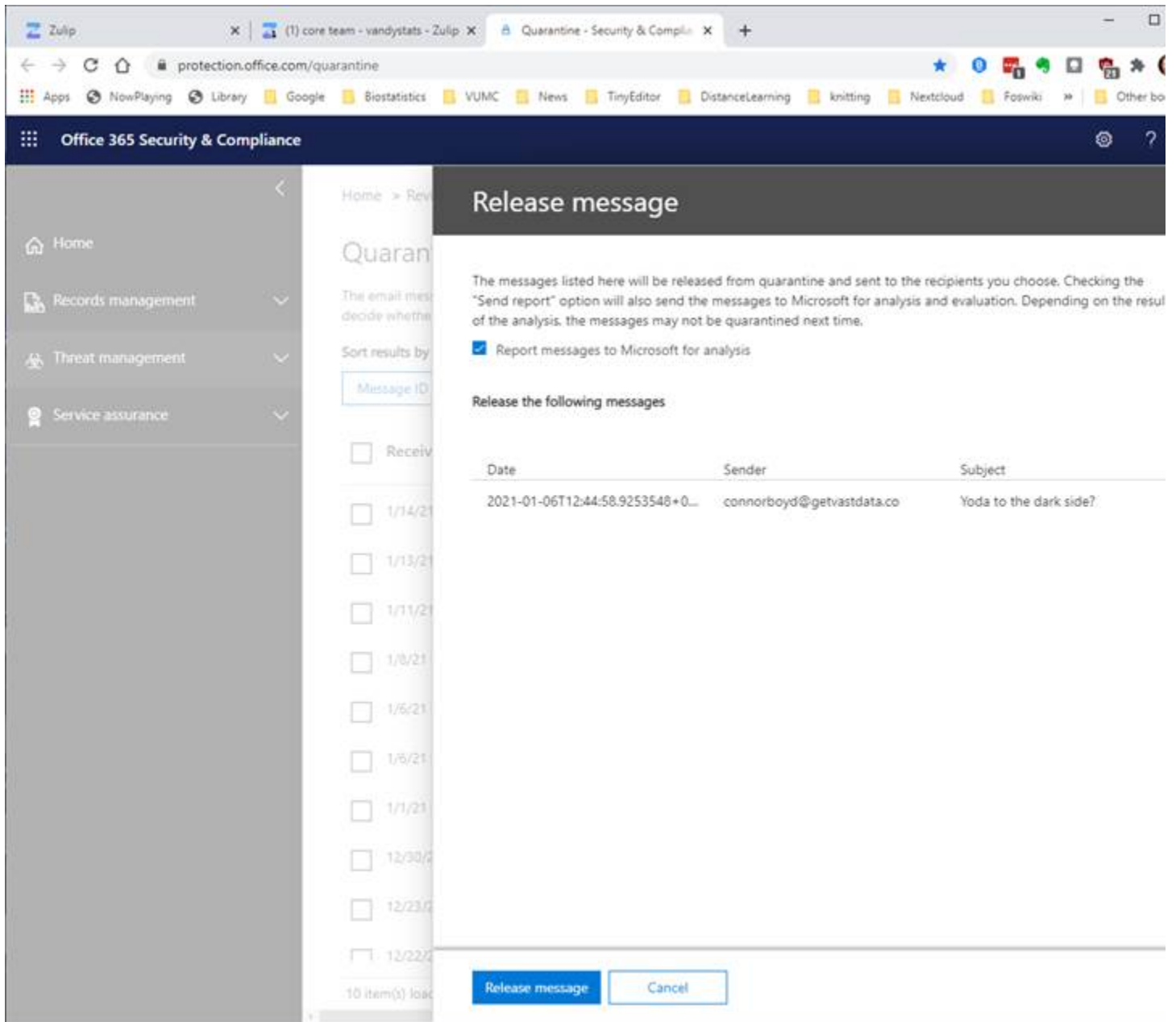
Quarantine reason
Spam

Policy type

Policy name

[Close](#)

If I click on "Release message" here, I get this ...



There is a check box for “Report message to Microsoft for analysis” that will hopefully, eventually lessen the false positives. Don’t forget to click the “Release message” button (again!) at the bottom to actually release the message to your inbox.

Hope that helps.

Dale

From: Vandekar, Simon <simon.vandekar@vumc.org>

Sent: Thursday, January 14, 2021 12:12 PM

To: Plummer, Dale <dale.plummer@vumc.org>

Subject: Outlook quarantine

Hi Dale,

Happy new year! I am having an issue where outlook is quarantining emails from vumc or vanderbilt addresses. When I click release from quarantine it still does not send the message to my inbox. Do you know how to stop it from quarantining certain email addresses and how to recover things from quarantine?

Thanks,
Simon