

Individual Quarantine Interactive Report.

Document for users of the Messaging Filtering Service.

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I. Preamble and Definitions:

Preamble:

To respond effectively to the problem of viruses and unsolicited messages (SPAM), an efficient system for filtering, security and management of incoming and / or outgoing e-mails was set up.

Operations of this service are transparent for you, and require no intervention on your workstation. Usually (please check your configuration with your IT Manager):

- considered valid messages are delivered normally,
- suspicious messages are marked [SPAM],
- messages considered spam (unsolicited email) are quarantined (they are not delivered to your Mailbox),
- and totally inappropriate and dangerous messages are destroyed.

It may nevertheless be a fraction of messages that are sent are actually improperly classified put in Quarantine, these messages are also called « **false positives** ».

A system of individual quarantine was set up to allow you to list and retrieve these messages blocked by mistake.

This document is intended to introduce you to the different operations you can carry from your Individual Quarantine Report Interactive.

Quarantine: Area in which messages representing a threat (spam, virus, bombing ...) for corporate email are stored. The messages are stored in quarantine for a period of 30 days.

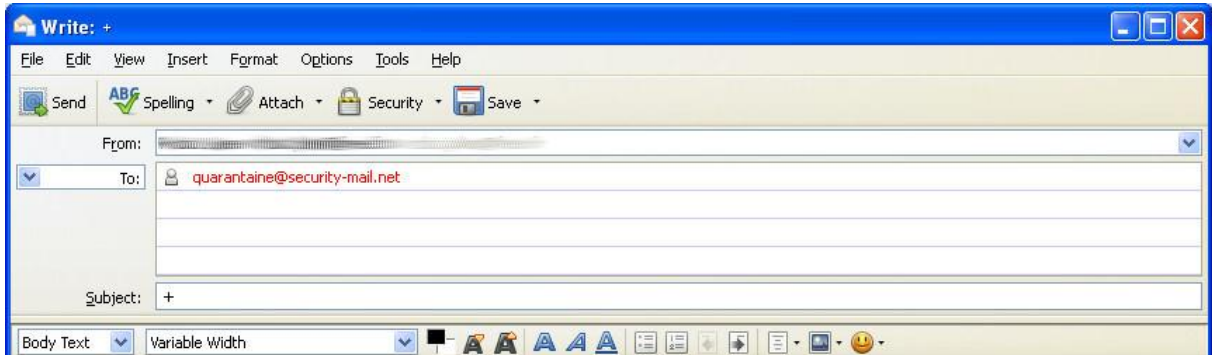
False positives: Message legitimate or valid, wrongly considered as a spam by the filtering service.

Whitelist: List containing addresses or Internet domains which are considered healthy and respecting the security policy of the company or the user.

Blacklist: List containing addresses which can not write to you.

II. Subscribe to your Individual Quarantine:

To subscribe to the daily Quarantine service, simply send an email to quarantaine@security-mail.net with is: "+" in the subject.



Example of sending e-mail subscription.

You will receive individual quarantine report every day (including all blocked messages in the Quarantine standby).

III. Individual Quarantine Interactive Report:

The interactive report of individual quarantine is an e-mail that is sent every day with the information contained in e-mails quarantine area.

In this report, you will find an array containing all quarantined messages according to the security settings defined by the administrator. If your message reading media can not read HTML report, you can click on the link « quarantine of... ».

If this message does not display properly, you may access the online quarantines using the following links:
[quarantine for demonstration@pur-mail.net](mailto:quarantine_for_demonstration@pur-mail.net)

You will find below the recently quarantined messages list for **demonstration@pur-mail.net** from 07-10-2012 17:45 to 07-10-2012 20:44
You may release these messages, without any aparent risk. You will not receive your daily quarantine whenever it is empty.

[Online help.](#)

sender	subject	time	verdict	score	status	register the sender in
zachpettis@traderinasia.com	It could explode	07 18:57	Spam.A	309 %	release	whitelist blacklist

To stop receiving quarantine report, click here: [unsubscribe link](#)

Example quarantine report.

In order to make judicious release the quarantine report received by the user contains many information about email:

- Address of sender (forged by the outgoing SMTP server).
- The subject of the e-mail.
- Date and Time of receipt of email.
- Verdict (type of email).
- Score obtained by the message (it is more than 100%, the message is considered SPAM).

To release the messages, just click on "release" in the column "status". It is also possible to white or black list the addresses of your contacts.

Messages listed in the individual quarantine report are classified by color, each color corresponds to a threat:

Spam	SPAM	Contents	Banned or suspect attachments.
Size	Message Voluminous.	Undetermined	E-mail does not fit with SMTP standards.

The messages released from the quarantine report will be delivered to your mailbox within a few minutes.

IV. Release from the quarantine report:

When you click on the link “Release” in your quarantine report, you will be redirected to the page of release in your web browser.

sender	recipient	subject	status release	status report
demonstration@nothing.com	demonstration@pur-mail.net	Demonstration mail	This message was successfully released	-

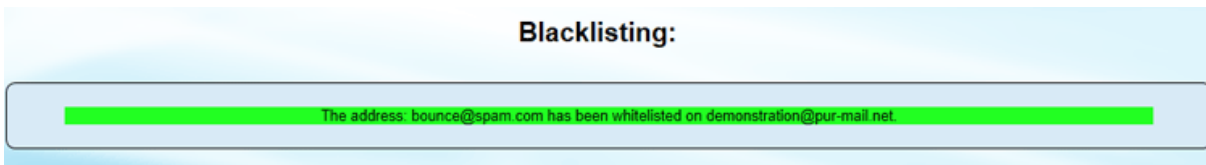
Content of the page to releasing.

There is no confirmation message, click any causes release if applicable. Following the display of this page will be released in the mail a few minutes.

Messages can be released only once if you try to release a second time or if another person has released it before you, you will get a warning message that the mail has been released.

V. Insert an email address in White or Black List from the Quarantine Report:

Just click on “WhiteList” (approved address) or “BlackList” (refused address), to add an email address in the list.



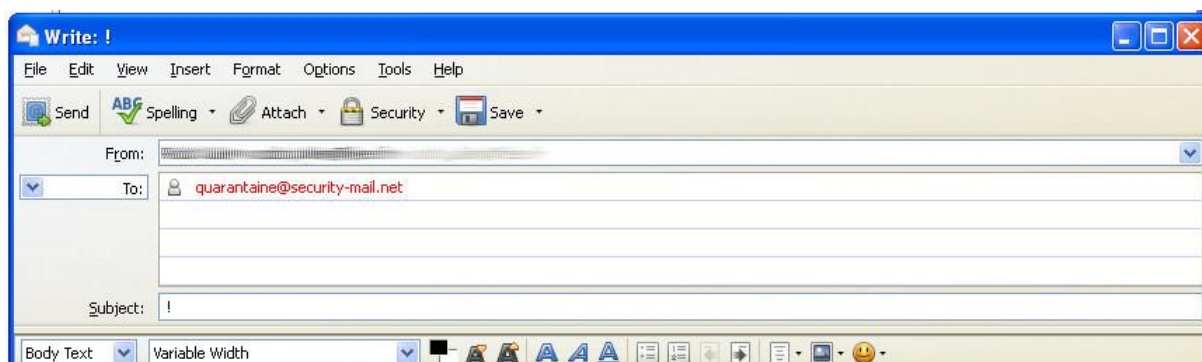
If you accidentally add an address, you can change the list by clicking on the link of the other list (WhiteList after BlackList or vice-versa), but you can not delete it. You must contact your administrator to delete an address from a White or BlackList.

VI. Instantly receive quarantine report:

Each user can request to receive instantly (within a period of 15 minutes) the quarantine report.

To do so:

- 1) Before that, the user must subscribe to Individual Quarantine Report (see part II).
- 2) Then, the user (from his address) must send a message to "quarantaine@security-mail.net" with the subject "! ". The report is automatically sent to the sender of these request.



Example of sending e-mail to receive instant report individual quarantine.