

Austin Peay State University

Your Email System's "End User Quarantine Release" and "Request for End User Whitelisting" Features

This document explains two capabilities of our email system:

1. Periodically, you may receive an auto-generated email notifying you that an email message addressed to you was quarantined because our mail system thought it was spam. From within this notification, you may release messages that you believe are valid business or personal email.
2. From these periodic notifications, you can also request that our email system "whitelist" particular message senders so his or her emails are not stopped as spam in the future.

When you receive an End User Quarantine Release notification (EUQR) such as in the example below and discover that a legitimate email has been quarantined, you may click its Message ID hyperlink in the left column of the table within your email.

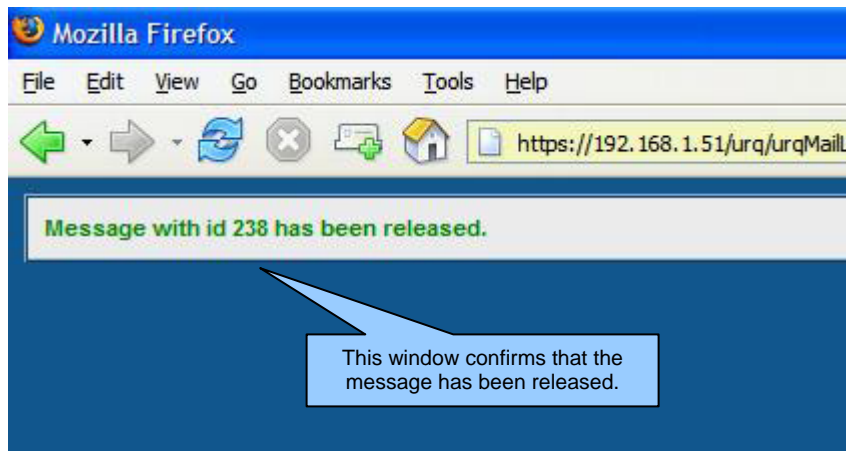
This URL is now "persistent." Click the link every few hours and view additional email quarantined since the last time you viewed your quarantined mail.

The URL opens a browser displaying ALL your quarantined email, from which you may release, delete or request that a "whitelist rule" be created.

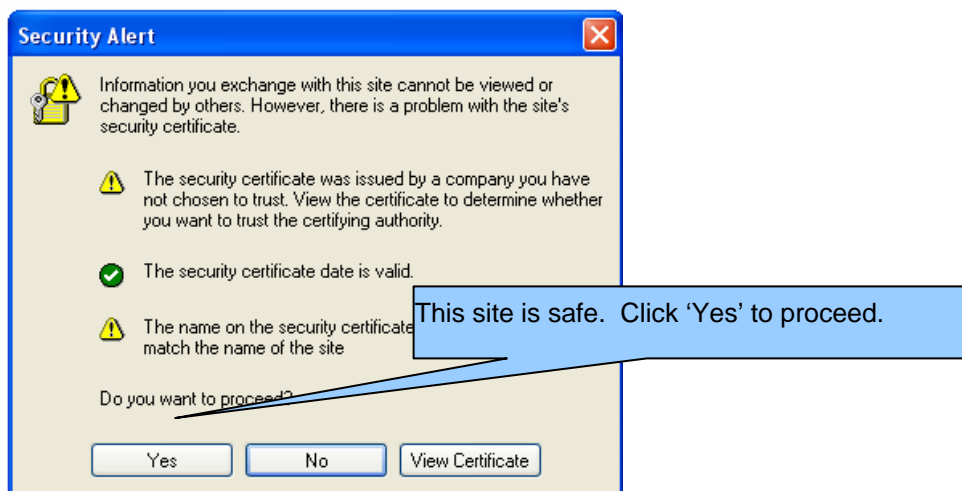
This Message ID hyperlink immediately releases an individual message from quarantine.

Message ID	Sender	Subject	Size (Bytes)	Date	Info	Multiple Recipient
238	fctiu@cros.net		755	2006-05-24 23:57:20	SPAMQ TRU ESP300	N
241	eagleeyes@lavawrld.net	Can these sunglasses save your life?	7155	2006-05-00:26:02	SPAMQ TRU ESP200	N
242	ke...@marketingfastnoc.com	Get rid of dark under eye circles with HydroxEye	3434	2006-05-00:36:24	SPAMQ TRU ESP200	N
243		Valuable insider info to boost your trading revenues "HYW I" come and see	3912	2006-05-00:45:34	SPAMQ TRU ESP100	N
244	info@hotdailyperks.com	Your Gas Card is ready to be shipped	2690	2006-05-01:25:20	SPAMQ TRU ESP200	N
245	superpowered@shovelight.com	Free \$500 Gas Card	2095	2006-05-01:25:20	SPAMQ TRU ESP200	N

Doing so causes the message to be released from quarantine—you will receive the message in your inbox within a couple of minutes. A small browser window will open, offering confirmation that the message was released.



An alternate option is available to you, however. Clicking the long URL at the top of your EUQR notification opens a browser displaying ALL your quarantined messages that have not yet been deleted from our email system.



Since the security certificate used for the quarantine site is an internal certificate, you will receive the above warning. Please disregard the warning, and select "Yes" to proceed.

The web page that displays in your browser will look something like the following:

The screenshot shows a Mozilla Firefox browser window displaying an email quarantine interface. The interface features a table with columns: Message Id, From, Subject, Date, Size, Info, Multiple Recipients, Release, Delete, and Whitelist. Several callout boxes provide instructions:

- "Select any message you want to release from quarantine." points to the Release column.
- "Delete these messages so you don't have to view them again in this browser." points to the Delete column.
- "Request for Whitelist (Whitelisting is available for business related addresses only. Your selections **are not automatically** whitelisted. They will be submitted to a request list for manual review and approval.)" points to the Whitelist column.
- "Click SUBMIT at the bottom of the page when you're done." points to the Submit button.
- "Scroll page-by-page through all your mail that you have not deleted." points to the pagination controls (Page 1 of 20).

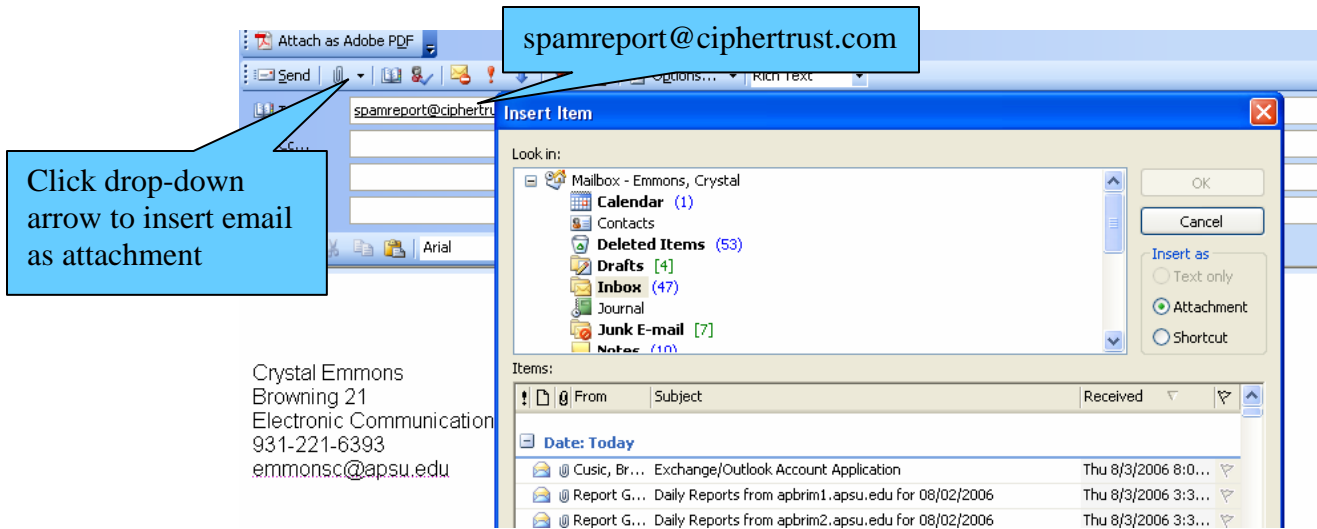
It is expected that you will select both the "Release" and "Whitelist" check boxes for the message(s) you want to release. After clicking Submit, your requests for whitelisting will be processed by our email administrators.

Request for Whitelist

Occasionally, legitimate email may be quarantined due to exhibiting characteristics that the filter finds indicative of spam. Likely categories in this group are emails that are mailed to large groups, such as newsletters, messages from list servers, or press releases. Please check the whitelist checkbox for any business-related email incorrectly quarantined. These emails will then be added to a whitelist in the filters that will allow them to bypass the spam screening process. Please feel free to proactively forward any business-related addresses that would fall into these groups to emmonsc@apsu.edu and I will add to these to the university spam filter's whitelist. Please do not request whitelisting, either directly or through the interface, for personal email addresses. Lastly, please note that requesting whitelisting for an address does not guarantee that the request will be granted. Only business-related addresses previously incorrectly quarantined, or characteristic of those types more likely to be incorrectly quarantined will be considered for whitelisting.

Report SPAM

Occasionally despite the filter's best efforts, some SPAM will flow undetected through the filters. If you wish to report this SPAM to the CipherTrust company, you may send the SPAM as an *attachment* to spamreport@ciphitrust.com. Only mail sent as an *attachment* may be evaluated.



After reviewing your quarantined email and releasing legitimate messages, you may wish to select the “Delete” check box for the remaining messages so you don’t have to review those on a future visit to this web page.

Contact the helpdesk if you have additional questions.