

OVERVIEW / PROCEDURE DESCRIPTIONS

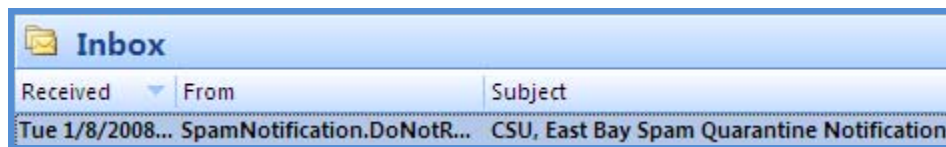
Spam is commonly identified as unsolicited commercial email (UCE). Spam includes, but is not limited to:

- Advertising email, pyramid schemes, chain letters, and propaganda.
- Unwanted questionable subject matter, abusive or threatening email.
- Email that contains a false or misleading header, subject line, sender, return address, routing or transmission path.
- Email that uses a third party domain name without permission.

IronPort Spam Quarantine program has been installed to the CSU East Bay Email system to minimize the impact of Spam on the campus community by implementing appropriate policies and technology. Emails that have been identified as Spam are quarantined. Users can decide to remove the email(s) from quarantine and add the sender to the safe list or take no action if the Email is deemed as Spam. Quarantined Email is not calculated into the user's mailbox capacity limit and is automatically deleted after thirty days.

GETTING STARTED

The IronPort Spam Quarantine program is implemented through the users' e-mail. No special hardware, software, or security authorization is required. Users will receive an IronPort Spam Quarantine Notification Spam Notification message every morning from SpamNotification@csueastbay.edu.



STEPS

A. Email Spam Quarantine Notification

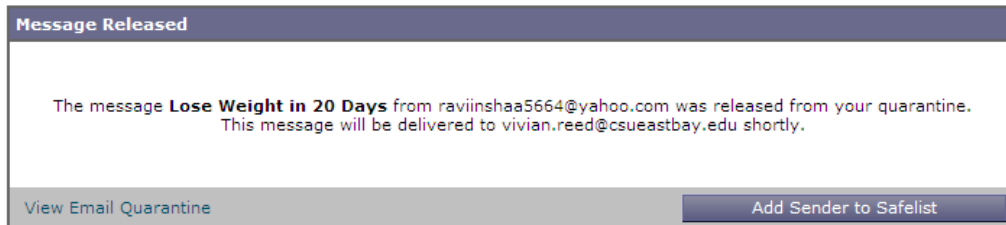
The Spam Notification provides the name of the Email Sender and Subject. With just this information, users can often determine whether the Email is Spam or not.

Email is Spam

If the message is Spam, no action is required. The message is kept in quarantine for thirty days and then automatically deleted. Quarantined Spam emails are not calculated into users' Email box quota.

Email is Not Spam – Release Message to Inbox

1. Click on “Not Spam” to release the Email from quarantine and have the message delivered to your Inbox.
2. You will receive a confirmation message.



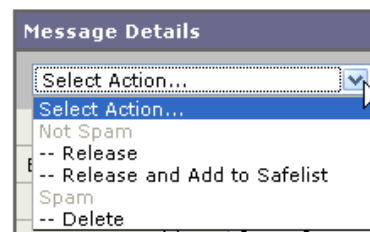
3. Click “Add Sender to Safelist” to prevent future messages from this sender from being quarantined. If you release the Email and do not add the sender to the safelist, future emails from the sender may be quarantined.

Message Details

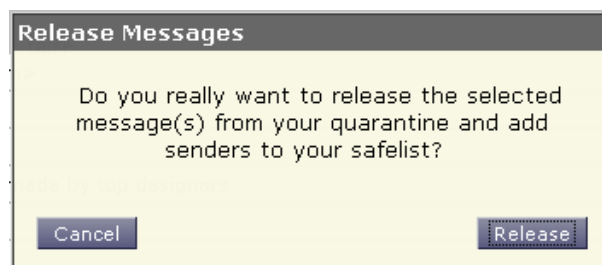
If you require more than the Email Sender and Subject before you take action, you can view the entire message.

1. Click the message's Subject hyperlink. The Message Details page appears.
 - If the message you intend to read has already been deleted, the Message Not Found page is displayed. This may occur if you are looking at an Email Notification that you had previously reviewed and taken action.

2. From the Message Details page, use the drop down to select the action you want to take.
 - If you take no action, the Email will be deleted from quarantine in thirty days.



3. Click Submit.
4. You will receive a confirmation message for your intended action, to release or delete.



B. Quarantined Email

You do not have to wait for an Email Spam Quarantine Notification to view quarantined Email. View current and quarantined Email for the past thirty days that have not been deleted at any time at: <https://icleanm.csueastbay.edu> Email addresses which do not have a directly associated NetID or known password (non-person 'group' addresses and other forwarding csueastbay.edu domain aliases) cannot directly access their quarantine in this manner.

You can also reach your Email quarantine by clicking the hyperlinks found within the body of the Quarantine Notification. *This is the only access method available to 'group' and other domain alias addresses (see above).*

IronPort Spam Quarantine Notification

The message(s) below have been blocked by California State University, East Bay ITS Administration as suspected spam.

There are 3 new messages in this Email Quarantine since you received your last IronPort Quarantine Notification. You may receive more than one notification per day from separate Quarantine sites.

If any of the messages below are not spam, click the Not Spam link to have them sent to your Inbox. To see all quarantined messages view [your email quarantine.](#)

If the messages below are spam, you do not need to take any action. Messages will be automatically removed from the quarantine after 30 day(s).

Quarantined Email	From	Subject	Date
Not Spam	Hans Solo < hanssolo5664@yahoo.com >	Too much sodiom	18 Jan 2008
Not Spam	Johnny Quest < johnnyquest5664@yahoo.com >	Lower Your Postal Rates	18 Jan 2008
Not Spam	Ravi Inshaa < raviinshaa5664@yahoo.com >	Finally Answer to the Rain	18 Jan 2008

[View All Quarantined Messages\(10\)](#)

Note: This message has been sent by a notification only system. Please do not reply

If the above links do not work, please copy and paste the following URL into a Web browser:
<https://icleanm.csueastbay.edu/Search?h=a451591efc237H1Sa0116cdd56fb32&email=vivian.reed%40csueastbay.edu>

Applying Action to Messages in Quarantine

Within the IronPort Spam Quarantine, you can apply an action to multiple Emails at one time.

1. Click the checkbox next to the message (or messages) and then select the action from the drop-down menu. If you take no action, the Email will be deleted from quarantine in thirty days.

Spam Quarantine

Quick Search
Search Messages:

Messages
Displaying 1 - 12 of 12 items.

-- Release and Add to Safelist -- Submit

<input type="checkbox"/>	From	Subject	Date	Size
<input checked="" type="checkbox"/>	Ravi Inshaa <rav...>	Rolex Watches	Fri, 18 Jan 2008 14:25 PST	8.0K
<input checked="" type="checkbox"/>	Ravi Inshaa <rav...>	Great One Minute Recipies	Fri, 18 Jan 2008 14:29 PST	8.0K
<input type="checkbox"/>	Johnny Quest <jo...>	Finally a Cure f...	Fri, 18 Jan 2008 14:31 PST	8.0K
<input type="checkbox"/>	Johnny Quest <jo...>	Trip n Travel	Fri, 18 Jan 2008 14:32 PST	8.0K

Release Messages

Do you really want to release the selected message(s) from your quarantine and add senders to your safelist?

2. You will receive a confirmation message for your intended action, to release or delete.

C. Adding Entries to Safelists and Blocklists

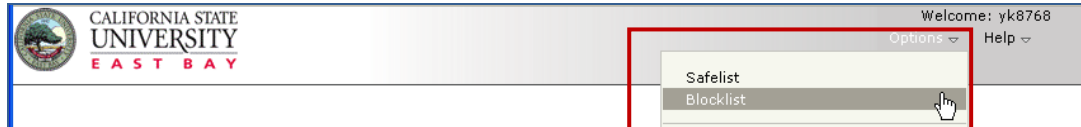
Email addresses which do not have a directly associated NetID or known password (non-person 'group' addresses and other forwarding csueastbay.edu domain aliases) cannot use the Safelist / Blocklist feature. Outlook or other email clients may have this functionality. Contact your IT staff for assistance.

For regular personal csueastbay.edu domain email addresses, entries can be added to safelists and blocklists using the following formats:

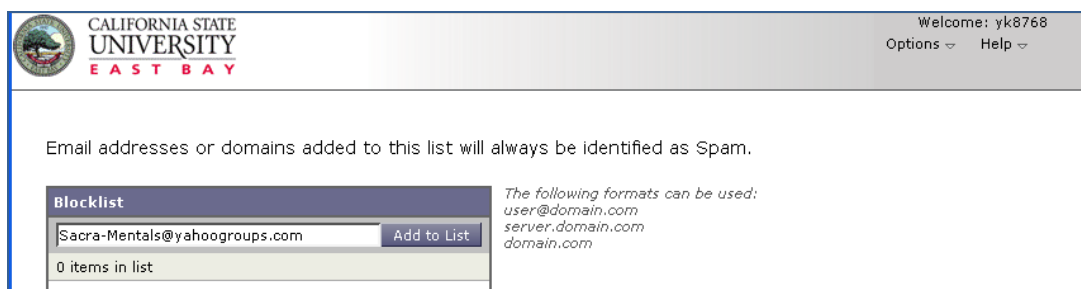
- user@domain.com
- server.domain.com
- domain.com

You cannot add a sender or domain to both the Safelist and Blocklist at the same time. However, both rules will be applied to incoming Email if you add a domain to a Safelist and a user from that domain to the Blocklist (or vice versa). For example, if you add the domain name of "peepers.com" to the Safelist, and add Email address "sales@peepers.com" to the Blocklist, Email from "sales@peepers.com" will be automatically deleted and all other Email from the domain of "peepers.com" will be considered safe and sent to your Inbox.

1. Click the Options drop-down at the top right corner of the Quarantine window.

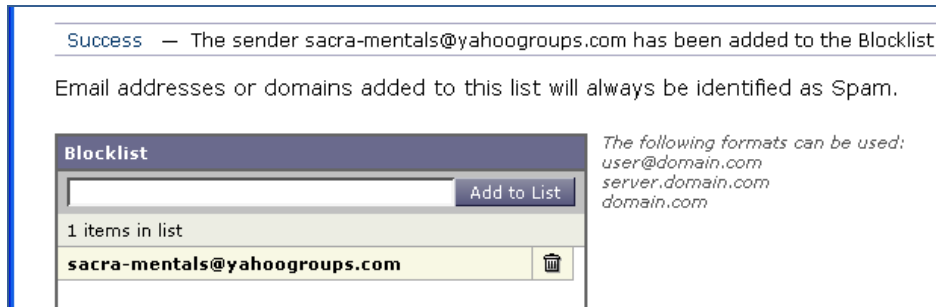


2. Select Safelist or Blocklist.
3. To modify Safelists and Blocklists, you need to log into your account. Log in using your NetID and password.
4. Enter the Email or domain name.



- You cannot allow or block a range of sub-domains using the following syntax: .domain.com. However, you can explicitly block a specific domain using the following syntax: server.domain.com.

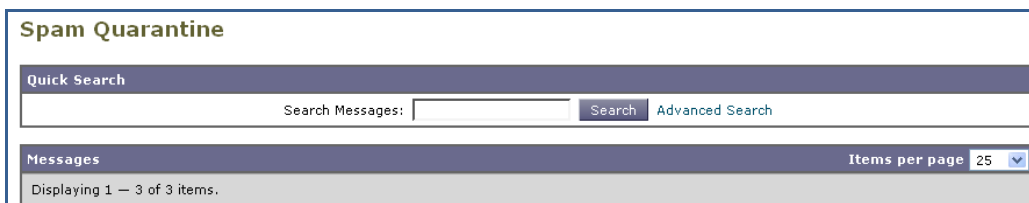
5. Click Add to List.
6. You will receive a confirmation message and the Email information will appear in the Safe or Block list.



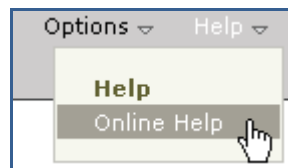
- Click on the Trash Can icon to remove the item from the Safe or Block list.
7. Click the "View Spam Quarantine" hyperlink at the bottom of the window to return to the Quarantine window.

D. Searching Messages in Quarantine

Using the search field, you can search your quarantined messages for a specific term in the message "From" or "Subject" fields. Search results are displayed in the Search Results page.



You can find assistance with searching in the On-line Help found in the top right corner of the Quarantine window.



HELP

<i>If You Need Help With . . .</i>	<i>Contact</i>
Procedures or Technical Support	helpdesk@csueastbay.edu