



# BorderWare Quarantine Server

## BorderWare Quarantine Server

### User Quarantine Guide

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BorderWare Technologies  
[www.borderware.com](http://www.borderware.com)



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## Preface

This technical note provides instructions for end users on managing their quarantined messages and BorderWare Quarantine Server settings.

### Conventions

The following typographical conventions are used in this guide:

**TABLE 1. Typographical Conventions**

Typeface or Symbol	Description	Example
<i>italic</i>	Screen name or data field names	<i>Activity Screen, or SMTP Port</i>
<b>bold</b>	Button names, Menu items, and Screen names	Select <b>Configuration</b> → <b>Network</b> on the menu and click the <b>Apply</b> button
courier font	Text displayed on the screen and File and Directory Names	backup/backup.gzip
<b>Bold courier</b>	Text entered by the user	Enter: <b>example.com</b>
	Information that describes important features or instructions	Please see the following section for more details
	Information that alerts you to potential problems and issues	Use caution when enabling this feature

### Documentation Feedback

BorderWare welcomes any feedback or suggestions concerning the BorderWare documentation. Please send any comments, corrections, and suggestions for improvement to: [docfeedback@borderware.com](mailto:docfeedback@borderware.com)

### Technical Support

Contact your reseller or distributor for all technical support issues. If you have purchased a technical support contract from your reseller, you are entitled to telephone support and other locally specified services, in addition to upgrades and patches as provided by BorderWare. BorderWare provides escalation and emergency support for reseller technical support personnel.

Log questions and problems directly at:

[http://support.borderware.com/submit\\_request/](http://support.borderware.com/submit_request/)

The BorderWare Technical Center provides access to documents online such as FAQs, a Product Knowledge Base and much more. Register for a Technical Center account at:

[http://www.borderware.com/support/technical\\_center.php](http://www.borderware.com/support/technical_center.php)

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## Copyright Information

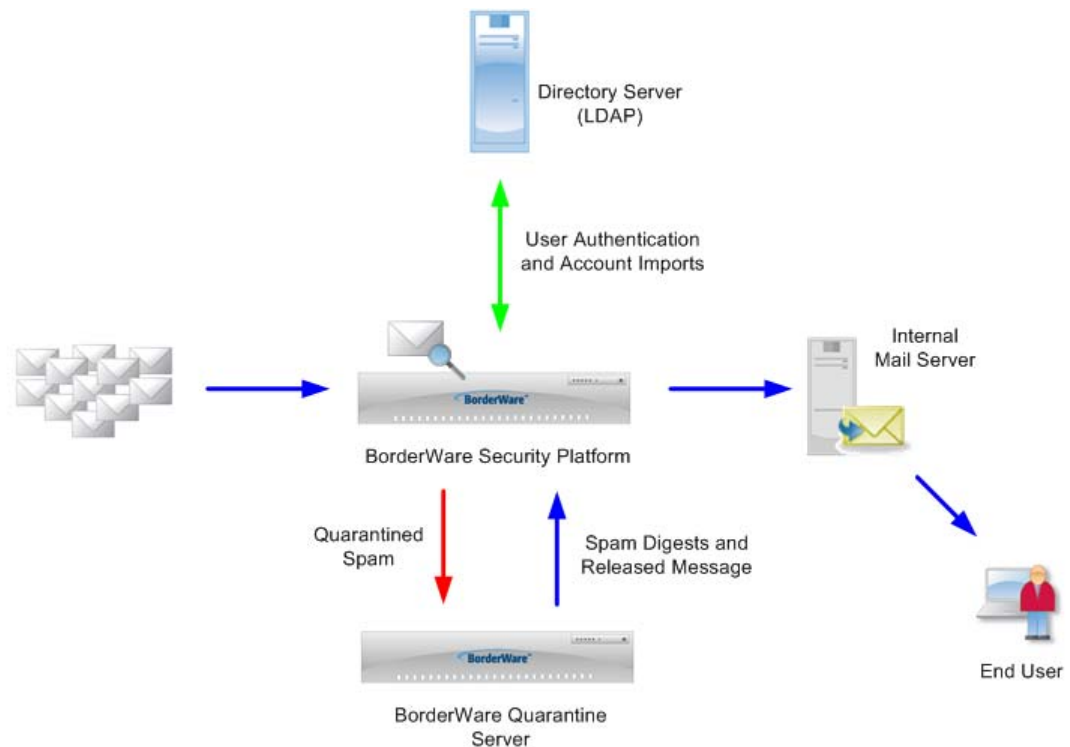
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## Spam Quarantine Overview

The Spam Quarantine is used to redirect spam mail into a separate storage area for each individual user. This allows you to view and manage your own quarantined spam by providing the ability to view the message, release the message to your inbox, delete the message, and add senders to your Trusted or Blocked Senders list.



Messages that are quarantined will not appear in your inbox, but will be sent directly to your quarantine folder. The quarantined spam messages can be reported to you daily in a Spam Summary Digest message, or you can login to your BorderWare Quarantine Server account to view and manage the quarantine folder and configure your Quarantine Server settings.

## Spam Digest Message

The following is an example of a spam digest message. It identifies how many messages are currently in your spam quarantine area since the last digest, and displays the message headers of each message. Several functions can be performed directly from the links in the spam digest message:

- **View** — Displays the contents of a message.
- **Not Spam** — Delivers the message to your inbox and automatically adds the sender to your Trusted Senders List.
- **Delete** — Deletes the message from the quarantine.
- **Delete All** — Deletes all the spam messages listed in the digest message. This link is located at the end of the digest.
- **Block** — Adds the sender to your Blocked Senders List.

Quarantine digest for: [user1@example.com](#)

There are **417** new messages in your Spam quarantine since the last quarantine digest was delivered. If these messages are Spam, you do days.

- ◆ To read a message, click **View**.
- ◆ To deliver a message to your inbox and add the sender to your Whitelist, click **Not Spam**.
- ◆ To delete a message from your quarantine, click **Delete**.
- ◆ To delete all the messages in this digest, click **Delete All** at the bottom of this digest.

Date Received	From	Subject	Actions
2006-12-04 10:12:04 <a href="#">Carl</a>	(no subject)		<a href="#">View</a>   <a href="#">Not Spam</a>   <a href="#">Delete</a>   <a href="#">Block</a>
2006-12-04 10:12:04 <a href="#">Carl</a>	(no subject)		<a href="#">View</a>   <a href="#">Not Spam</a>   <a href="#">Delete</a>   <a href="#">Block</a>
2006-12-04 10:12:04 <a href="#">Tyson Titor</a>	Extensive Communication of Repossessi		<a href="#">View</a>   <a href="#">Not Spam</a>   <a href="#">Delete</a>   <a href="#">Block</a>
2006-12-04 10:12:03 <a href="#">Elliot Lewis</a>	Equifax Personal Solutions Score		<a href="#">View</a>   <a href="#">Not Spam</a>   <a href="#">Delete</a>   <a href="#">Block</a>
2006-12-04 10:12:01 <a href="#">Karin Burgos</a>	Re: reply		<a href="#">View</a>   <a href="#">Not Spam</a>   <a href="#">Delete</a>   <a href="#">Block</a>
2006-12-04 10:12:01 <a href="#">Karin Burgos</a>	Re: reply		<a href="#">View</a>   <a href="#">Not Spam</a>   <a href="#">Delete</a>   <a href="#">Block</a>
2006-12-04 10:12:01 <a href="#">Karin Burgos</a>	Re: reply		<a href="#">View</a>   <a href="#">Not Spam</a>   <a href="#">Delete</a>   <a href="#">Block</a>

Opt out [Forever](#) | [One Day](#) | [Two Days](#) | [One Week](#) | [Two Weeks](#) | [Three Weeks](#)

This is an automated message from the BorderWare Quarantine Server at spamquarantine.example.com. Please do not reply.

## Spam Digest Opt Out

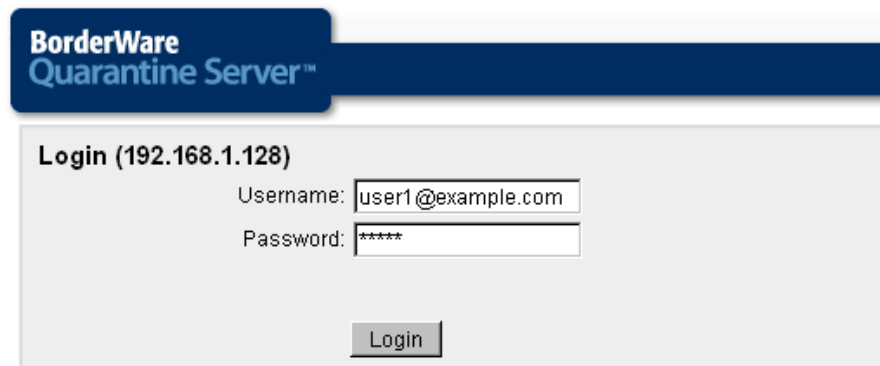
You can also opt out of the spam summary digest message for a specific period of time by using the links at the bottom of the notification message. You will not receive another spam summary message until the specified time. For example, if the spam digest is configured to be sent out weekly, you can set the value to receive the next digest two weeks from today.

## Quarantine Management

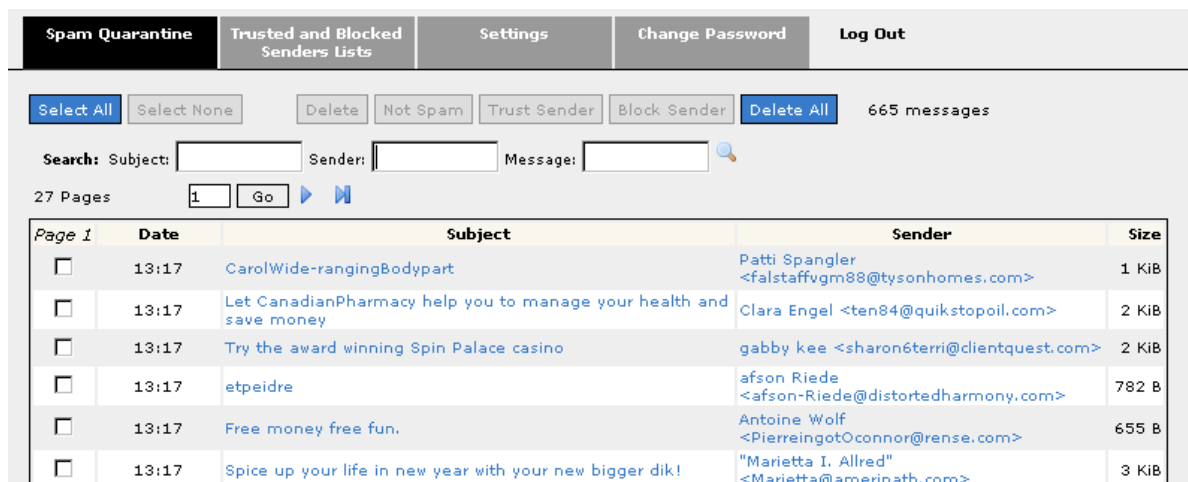
You can log into the BorderWare Quarantine Server to administer your configuration settings, change your password, and administer your Trusted and Blocked Senders Lists.

To login to the BorderWare Quarantine Server:

1. Enter the address of the BorderWare Quarantine Server as the URL in a web browser.
2. Login using your full email address, including their domain, such as `user1@example.com` and click **Login** to continue.



3. Your quarantine area is then displayed. Select a message to view its contents.



	Date	Subject	Sender	Size
<input type="checkbox"/>	13:17	CarolWide-rangingBodypart	Patti Spangler <falstaffvgm88@tysonhomes.com>	1 KiB
<input type="checkbox"/>	13:17	Let CanadianPharmacy help you to manage your health and save money	Clara Engel <ten84@quikstopoil.com>	2 KiB
<input type="checkbox"/>	13:17	Try the award winning Spin Palace casino	gabby kee <sharon6terri@clientquest.com>	2 KiB
<input type="checkbox"/>	13:17	etpeidre	afson Riede <afson-Riede@distortedharmony.com>	782 B
<input type="checkbox"/>	13:17	Free money free fun.	Antoine Wolf <PierreingotOconnor@rense.com>	655 B
<input type="checkbox"/>	13:17	Spice up your life in new year with your new bigger dik!	"Marietta I. Allred" <Marietta@ameripath.com>	3 KiB

You can perform the following functions for the messages in your quarantine:

- **Delete** — Deletes the selected message from your quarantine.
- **Not Spam** — Releases the message from the quarantine and sends it to your inbox. The sender is automatically added to your Trusted Sender List.
- **Trust Sender** — Adds the sender to your Trusted Sender List.
- **Block Sender** — Adds the sender to your Blocked Sender List.
- **Delete All** — Deletes all messages from your quarantine area.

## Searching the Quarantine

Use the search options to search the quarantine area based on the subject, sender address, or message body. Enter a full or partial search term and click the search icon to begin the search.

Page 1	Date	Subject	Sender	Size
<input type="checkbox"/>	13:17	CarolWide-rangingBodypart	Patti Spangler <falstaffvgm88@tysonhomes.com>	1 KiB
<input type="checkbox"/>	13:17	Let CanadianPharmacy help you to manage your health and save money	Clara Engel <ten84@quikstopoil.com>	2 KiB
<input type="checkbox"/>	13:17	Try the award winning Spin Palace casino	gabby kee <sharon6terri@clientquest.com>	2 KiB
<input type="checkbox"/>	13:17	etpeidre	afson Riede <afson-Riede@distortedharmony.com>	782 B
<input type="checkbox"/>	13:17	Free money free fun.	Antoine Wolf <PierreingotOconnor@rense.com>	655 B
<input type="checkbox"/>	13:17	Spice up your life in new year with your new bigger dik!	"Marietta I. Allred" <Marietta@ameripath.com>	3 KiB

## Quarantine Settings

You can modify specific BorderWare Quarantine Server settings for your Spam Digest summary notification.

- **Language** — If alternate language templates are configured by the administrator in the global User Spam Quarantine settings, they will be displayed here to allow you to choose the language template for the spam digest message.
- **Send next spam digest** — This option allows you to select an "opt out" period for the spam digest message. For example, if the spam digest is configured to be sent out weekly, you can set the value to receive the next digest two weeks from today.
- **Send Digest Notification to** — Enter an email address to send the spam digest message to if you do not want to receive the digest using your primary email address.
- **Spam Quarantine Page Size** — Enter the amount of message headers that are displayed on one screen page of your quarantine area. This is the screen displayed when you log into the BorderWare Quarantine Server. Enter a value between 5 and 2000. The default is 25.

## Trusted and Blocked Senders List

The Trusted Senders List allows you to add specific email addresses that will be exempted from Intercept Anti-Spam processing. This prevents mail from friends, business associates, and mailing lists from being blocked and lets the system know that these messages come from a trusted source. The Blocked Senders List allows you to specify a list of addresses from which you do not want to receive mail. These senders will be blocked from sending mail to your address.

Spam Quarantine	Trusted and Blocked Senders Lists	Settings	Change Password	Log Out
<b>trusted senders</b> <input type="text" value="friend@example.com"/> (Enter a list of trusted email addresses, one on each line) No entries		<b>blocked senders</b> <input type="text" value="spammer@example.com"/> (Enter a list of blocked email addresses, one on each line) No entries		
Add		Add		
Logged in as: user1@example.com Sat, 21 Apr 2007 02:10:23 -0400				

The Trusted and Blocked Senders Lists are based on a sender's email address. Enter an email address and click the **Add** button.

## Change Password

If you have a local BorderWare Quarantine Server account, you can change your password used to log into the BorderWare Quarantine Server.



*Users with LDAP mirrored accounts will not see this option. If a user account is created automatically as per the BorderWare Quarantine Server configuration, a user will not be able to login until a password is assigned by the administrator.*

Spam Quarantine	Trusted and Blocked Senders Lists	Settings	Change Password	Log Out
Old Password	<input type="password" value="*"/>			
New Password	<input type="password" value="*"/>			
Confirm Password:	<input type="password" value="*"/>			
Save				
Logged in as: user1@example.com Thu, 19 Apr 2007 06:15:13 -0400				

Enter your previous password and then enter a new password and confirm it. Click the **Save** button to save the new password.