

## **IronPort Frequently Asked Questions**

### **How do I reset my password in IronPort?**

You use your CWOPA username and password to access the IronPort end-user quarantine. There is no functionality to complete a password change through this interface.

### **How do I configure personal filters in IronPort?**

Log into IronPort select either the Safe or Blocked senders list as appropriate and update as necessary.

### **When are new users enabled in IronPort?**

New users are automatically protected by the IronPort service.

### **Will restricted users be imported into IronPort?**

Restricted users (users who cannot receive internet mail and do not have a state.pa.us email address) have no need to access since they cannot receive spam from the internet. These users will continue to send and receive mail from all other CWOPA users.

### **Which attachment types are blocked by IronPort?**

exe, zip, vbs, js, wsh, shs, scr, pif, cmd, com, bat, rar, cpl, hta, dll, job, wmf, mim, hqx, bhx, uue, uu, b64, xxe, 3g2, 3gp2, 3gp, gpp, aac, adts, aiff, aif, aifc, cdda, amc, caf, dv, dif, gsm, mov, qt, mqv, mp4, pict, pic, pct, pntg, pnt, mac, qht, qtm, qtif, qti, qtl, sd2, sdp

### **What is the maximum size for attachments?**

The limit for email messages in the Commonwealth is 10MB, so the attachment cannot exceed that limit.

### **How do I know that I have messages in quarantine?**

An email notification is sent daily at 9:00 PM if any of your messages have been quarantined. Review this notification for your quarantined messages and deliver any legitimate messages..

### **How do I get technical support?**

Contact the Agency IT Administrator who supports your computer.

### **Can someone else read my email?**

Messages are processed in real-time as the packets flow through the servers. The Cisco IronPort server's filters process all email without human contact. To limit the potential for data loss, and to ensure that your data is not exposed to hackers, legitimate messages are not written to disk.

### **What happens to messages I have delivered from the spam quarantine?**

They are delivered directly to your inbox.

### **What happens to email I delete from quarantine?**

When messages are removed, they are completely purged and are unrecoverable.

## **Why can't I log in? What do I do if I have trouble accessing my spam quarantine?**

You must use your CWOPA credentials to access your spam quarantine. If you are having difficulty with this, please contact your local Agency IT Administrator for assistance.

## **What do I do if I have two separate email addresses?**

All email addresses assigned to a user account are managed through your one user account. No action will need to be taken on your part.

## **What do I do if messages that I want delivered to my email inbox are quarantined (false quarantines)?**

Add senders to the Approved Senders list. You can forward these emails to the CWOPA Notspam mailbox so that they can be uploaded to Cisco to improve their spam filters.

## **What do I do if a lot of junk email is still getting through?**

The heuristic filters can block up to 95% of spam from reaching your inbox. However, unwanted messages can still get through. Follow these suggestions to maximize your filter effectiveness:

- **Review your Approved Senders List.** Don't add large email provider domains to your approved senders list (e.g., yahoo.com, gmail.com, Hotmail.com).
- **Report spam.** Keep the filters accurate by sending your unfiltered spam as attachments to the CWOPA Spam mailbox. These messages are forwarded to Cisco to fine tune their anti-spam engines.

## **Do Quarantined messages count towards the maximum mailbox size?**

No. They do not count towards the size of your mailbox.

## **What happens to my Approve Senders/Block Senders settings if my mailbox is moved to a different Exchange Server?**

Your settings are not affected when your mailbox is moved to a different Exchange server.

## **Can I access the spam quarantine through Outlook Web Access (OWA) and from home?**

Yes. You can access the IronPort End-user quarantine from anywhere as long as you have the correct URL, username, and password.

## **What do users do if they do not get emails from contractors, vendors, or business partners?**

The user should receive the emails from legitimate sources. If for some reason this doesn't happen, then users should be instructed to open a remedy ticket with OA/OIT EMT for troubleshooting.

## **What do users do if they do not get an email from a new company or organization?**

They should check their quarantine notification first and if isn't there then the next step would be to open a remedy ticket with OA/OIT EMT for troubleshooting.

**I'm getting Quarantine notification messages for distribution groups that I am a member of. Is this normal?**

No. You should notify the OA/OIT EMT to check into this and to prevent these from being delivered.

**I manage a resource account. Can I receive a quarantine notification like I do for my mailbox?**

Yes. Please contact the OA/OIT EMT for assistance with this.

**I manage a resource account and would like to be able to log into the resource account's quarantine periodically throughout the day to ensure that valid messages are not being blocked. Is this possible?**

No. Since resource accounts are mailboxes assigned to disabled user accounts, it is not possible to complete authentication with that account. There is no way to delegate access to the end-user quarantine.

**Can I create a safe or blocked senders list for my resource account?**

No. Since resource accounts are mailboxes assigned to disabled user accounts, it is not possible to complete authentication with that account.