

ENTERPRISE MESSAGING

IRONPORT

USER GUIDE

Date: 06/18/2014

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1 IronPort User Guide

➤ What is the Spam Quarantine?

Cisco IronPort is an email protection service that provides each user with a spam quarantine. Your legitimate email messages are delivered to your email inbox, just as they always have been, but junk messages are routed to the quarantine. This document explains how to use the spam quarantine.

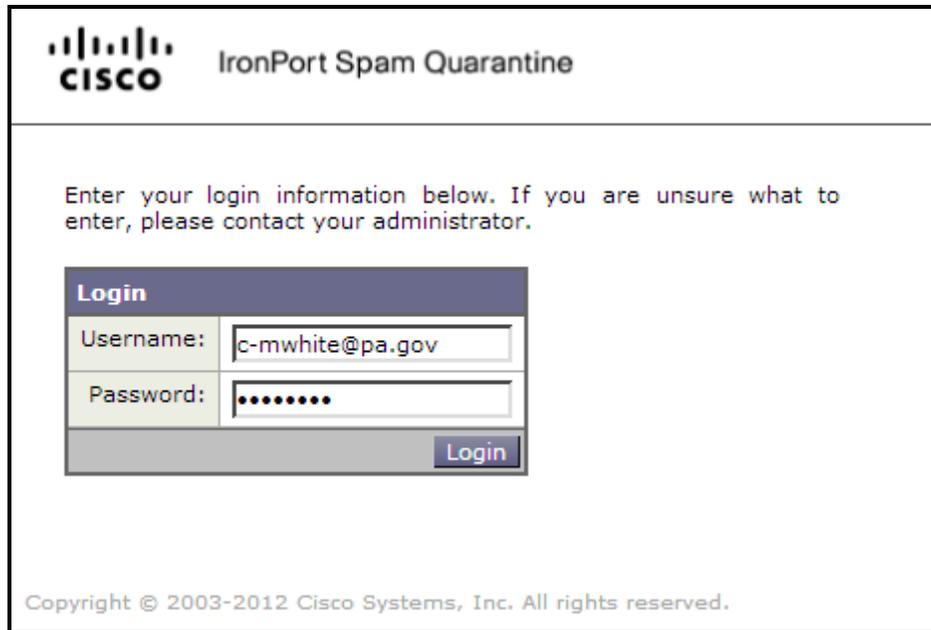
Review your IronPort Spam Quarantine Notification message and deliver the ones you want. You will only receive a quarantine notification for items on days that there are items quarantined for your account. Due to the way that this service determines which messages are spam, it will not be uncommon for a user to go several days with no messages reaching quarantine.

1.1 LOGIN AND OVERVIEW

➤ Accessing my Spam Quarantine

All addresses in our email system are protected by the IronPort service.

1. To log in, click on <https://dh860-euq1.iphmx.com>. You can also see this link in the IronPort Spam Quarantine Notification message (you may want to bookmark this link for future use).
2. You will use your CWOPA credentials to log in.



CISCO IronPort Spam Quarantine

Enter your login information below. If you are unsure what to enter, please contact your administrator.

| Login | |
|--------------------------------------|--|
| Username: | <input type="text" value="c-mwhite@pa.gov"/> |
| Password: | <input type="password" value="....."/> |
| <input type="button" value="Login"/> | |

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➤ **What format should my username be in to access my quarantined messages?**

You should use your email address as your username. Any of your valid email addresses will be accepted.

➤ **Spam Quarantine Main Window**

1. Search Area
 - a. Find -You can select Sender, Recipient, or Subject.
 - b. Search button - Click to perform the search.
2. Logged in User - Displays which user is current logged in
3. Options: This area allows you to white list/black list email from senders, domains, or mail lists.

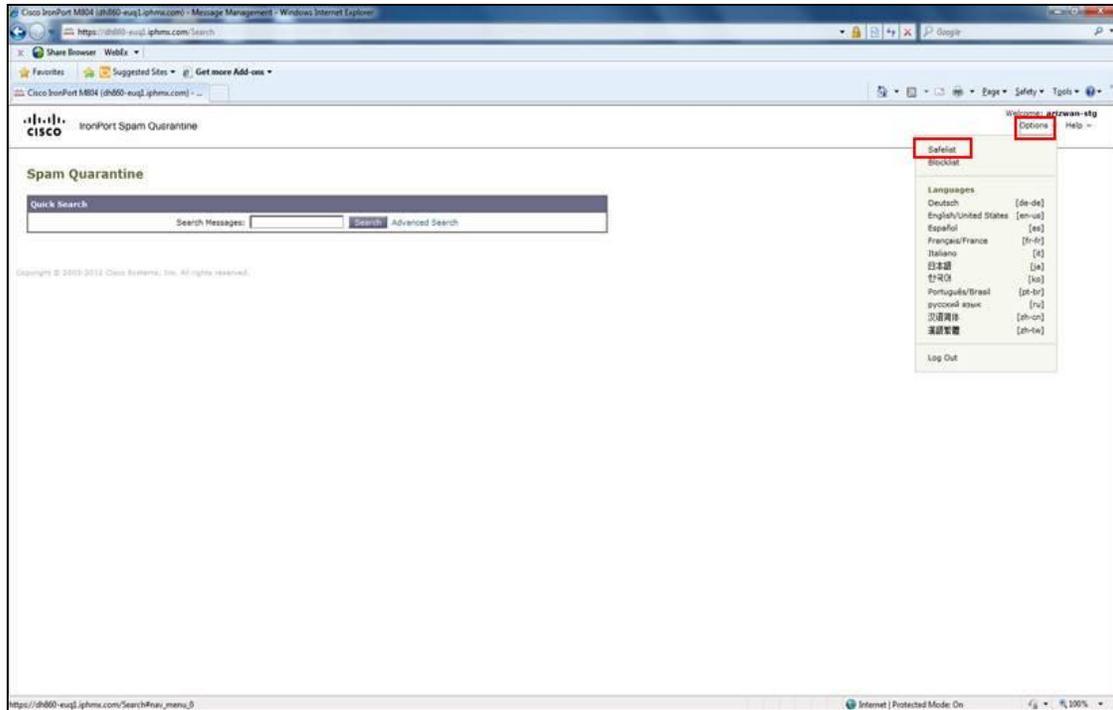
NOTE: You will need to login to access these settings.
4. Help: Access to online help
5. Select Action Box: Select the desired action from the drop-down list
6. Select Item Box: Check to select a displayed item.

The screenshot shows the IronPort Spam Quarantine web interface. At the top left is the Cisco logo and the text "IronPort Spam Quarantine". At the top right, it says "Welcome: stgmwhite@beta.pa.gov" with "Options" and "Help" dropdown menus. Below this is a "Spam Quarantine" header. A "Quick Search" bar contains a "Search Messages:" input field, a "Search" button, and a link to "Advanced Search". Below the search bar is a "Messages" section with a "Select Action..." dropdown menu and a "Submit" button. A table of messages is displayed with columns for checkboxes, From, Subject, Date, and Size. The table contains three rows of message data. Blue callout boxes with numbers 1 through 6 point to specific UI elements: 1. Search Area (points to the search bar), 2. Logged in User (points to the welcome message), 3. Approve & Block Senders (points to the Options dropdown), 4. Online Help (points to the Help dropdown), 5. Select Action Box (points to the Select Action dropdown), and 6. Select Item Box (points to the checkboxes in the message table).

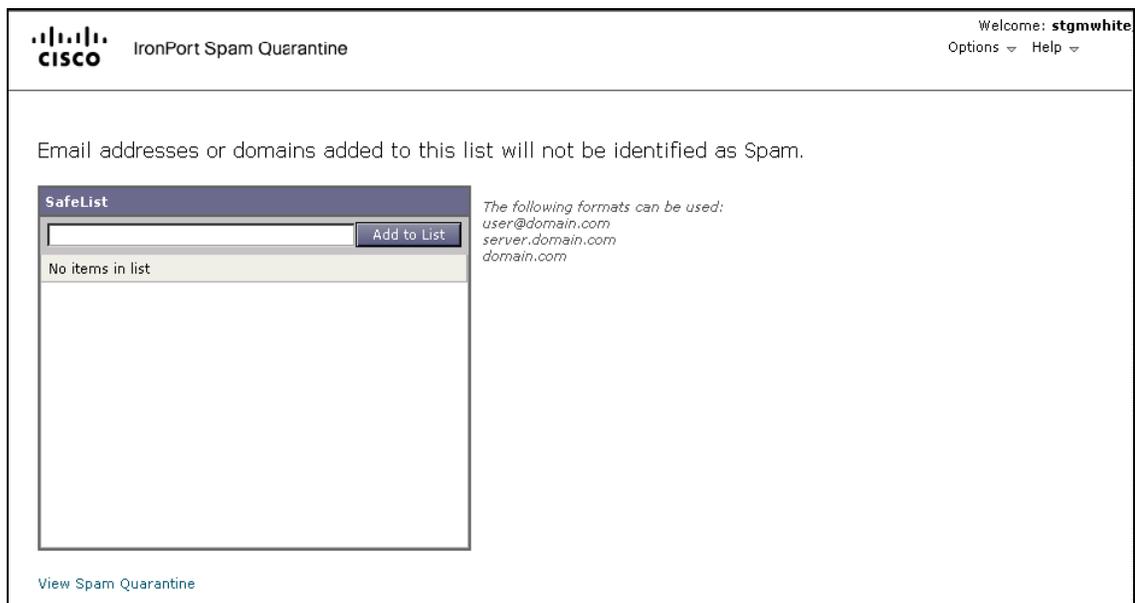
| | From | Subject | Date | Size |
|--------------------------|--------------------------------|-----------------------------|--------------------------------|-------|
| <input type="checkbox"/> | eBay <eBay@reply1.ebay.com> | [MARKETING] jennifer: re... | 03 Apr 2013 14:11 (GMT -04:00) | 64.0K |
| <input type="checkbox"/> | Flowers on Base | [MARKETING] Flowers on B... | 03 Apr 2013 13:18 (GMT -04:00) | 32.0K |
| <input type="checkbox"/> | | [MARKETING] Little Warri... | 03 Apr 2013 12:40 (GMT -04:00) | 16.0K |

➤ Approve Senders

1. Select “**Options**” in the upper left corner and select “**Safelist**” from the drop-down menu.

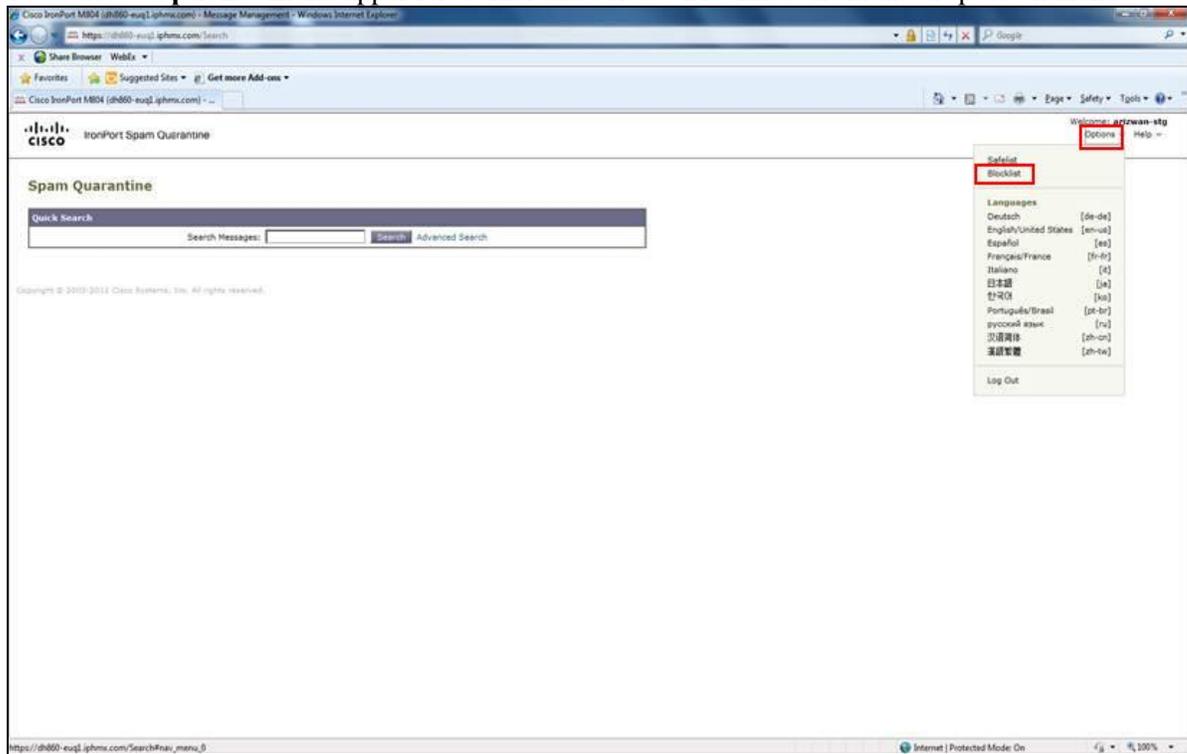


2. Enter the **email address or domain** you want to “whitelist” (declare as safe) and then click “**Add to List.**”

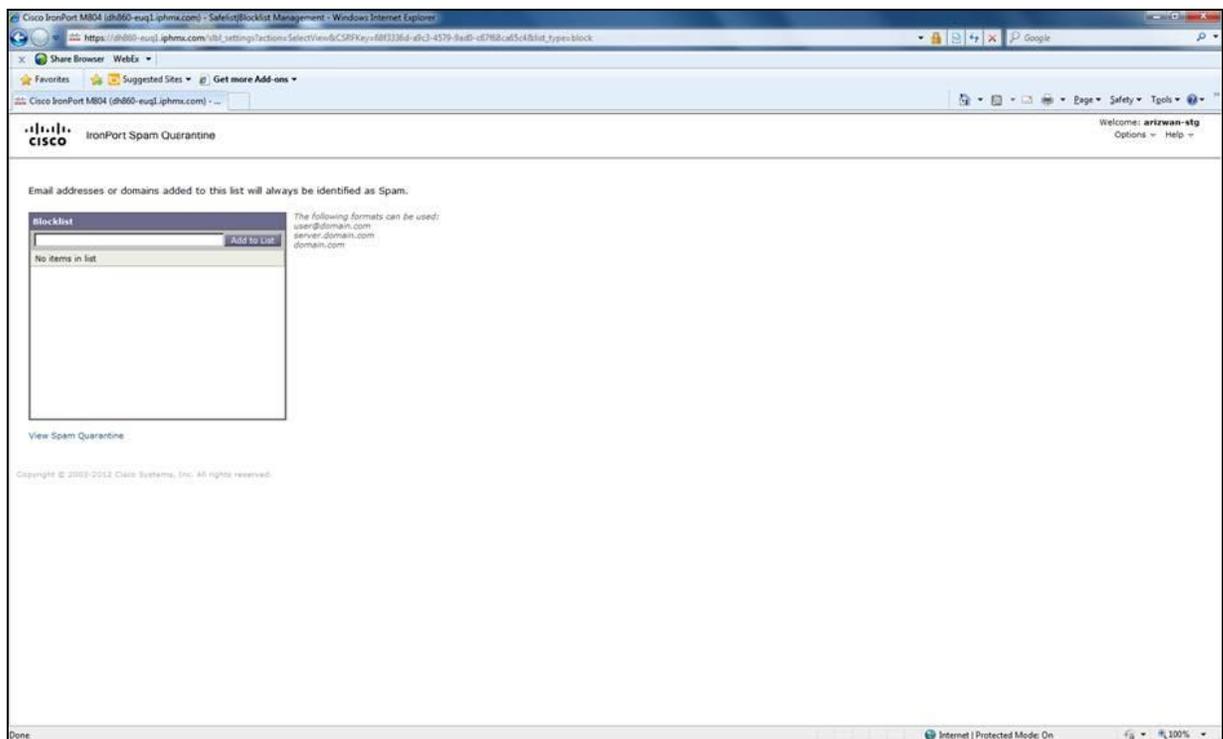


➤ **Block Senders**

1. Select **“Options”** in the upper left corner and select **“Blocklist”** from the drop-down menu.



2. Enter the **email address or domain** you want to “blacklist” (declare unsafe) and then click **“Add to List.”**



➤ IronPort Spam Quarantine Notification

The IronPort Spam Quarantine Notification summarizes the quarantined messages since the last Notification message was sent. This report eliminates the need to log in and review messages. A Quarantine Summary message is emailed once a day at 9:00 PM.

The notification lists Junk Messages (spam). The total number of messages quarantined is also listed. Each quarantined message lists the sender, subject, and received date. The subject is linked to the actual message in quarantine.

Sample Quarantine Notification Message

From: noreply@cisco.com
To: White, Michael A
Cc:
Subject: IronPort Spam Quarantine Notification

Sent: Wed 4/3/2013 12:01 PM

IronPort Spam Quarantine Notification

The message(s) below have been blocked by your administrator as suspected spam.

There are 9 new messages in your Email Quarantine since you received your last Spam Quarantine Notification. 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).

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

| Quarantined Email | | | |
|-------------------------|--|---|-------------|
| | From | Subject | Date |
| Release | Chicks Saddlery <saddles@chicksaddl... | [MARKETING] Up to 50% Off - Chap Clearance | 03 Apr 2013 |
| Release | Chicks Saddlery <saddles@chicksaddl... | [MARKETING] Up to 50% Off - Chap Clearance | 03 Apr 2013 |
| Release | "Express-Scripts.com" <notification... | [MARKETING] Your Username Information | 03 Apr 2013 |
| Release | Hewlett-Packard <HP@us.newsgram.hp.... | [MARKETING] A rainbow of savings-4 days to save | 03 Apr 2013 |
| Release | "GearXS.com" <info@gearxs.com> | [MARKETING] Dell Optiplex GX755 - Available @ GearXS.com! | 03 Apr 2013 |
| Release | "LEGOshop.com" <LEGOshop@e.LEGO.com... | [MARKETING] Free Exclusive Splinter Key Chain with purchases... | 03 Apr 2013 |
| Release | "Expedia 24-Hour Sale" <usmail@expe... | [MARKETING] Today only: Up to 40% off | 03 Apr 2013 |
| Release | "Zazzle Inc." <zazzle@email.zazzle.... | [MARKETING] Spring into a new case! | 03 Apr 2013 |
| Release | "zulily events" <zulily@e.zulily.co... | [MARKETING] Up to 80% off lucy women's activewear, pediped... | 03 Apr 2013 |

[View All Quarantined Messages\(147\)](#)

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://d8860-eug1.ipbmx.com/Search?h=961ad4fe3842fdac84f976d7b43d50c9&email=stamwhite%40beta.pa.gov>

1.2 REPORTING SPAM

You can report SPAM using the following options.

- Forward as an attachment to CWOPA_Spam@pa.gov to be added to the block list.
- Use IronPort Email Security Outlook plug-in.

1.2.1 Reporting Spam by Forwarding an Attachment

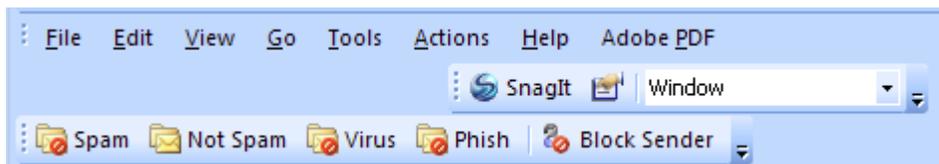
All you need to do is forward the email that contains spam as an attachment to CWOPA_Spam@pa.gov. This item will be added to the block list.

1.2.2 Reporting Spam Using IronPort Email Security Plug-in

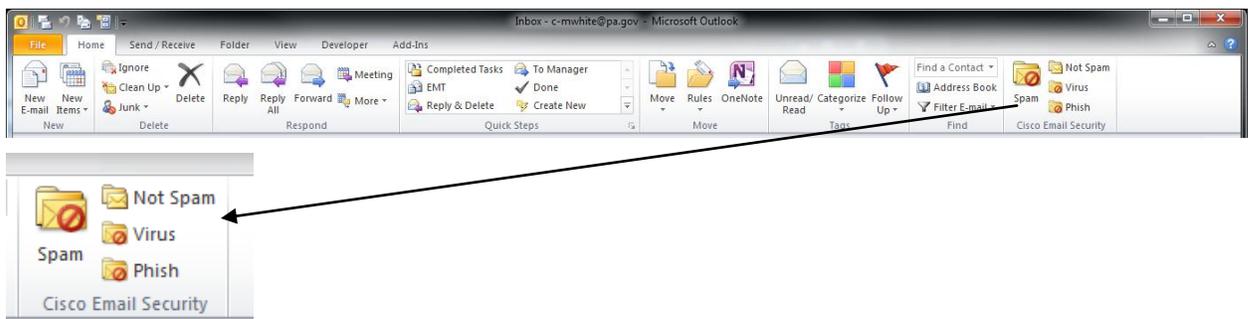
The IronPort Email Security Outlook Plug-in provides a new toolbar within your Outlook (if installed) containing the following buttons as shown below.

These buttons are used to report spam, virus, and phishing emails. Do *not* use the block sender option here.

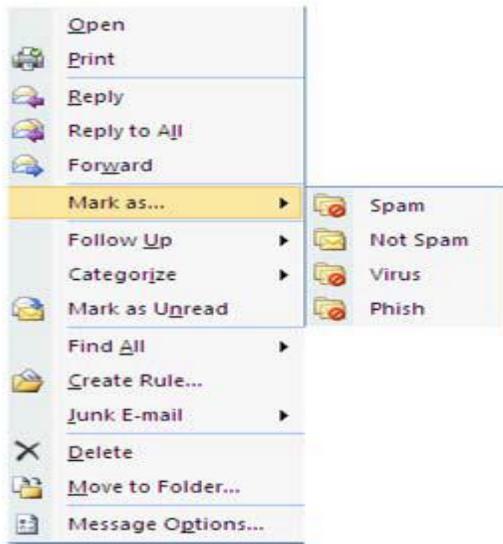
- **Outlook 2007**



- **Outlook 2010**



You can also use right-click context menu to report spam, misclassified mail, virus, and phish after selecting the email.



2 Frequently Asked Questions:

➤ **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. Messages will remain in quarantine for at least 14 days.

➤ **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 actions 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).
- **Forward your 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. You can also report the spam by right clicking the message if Outlook plug-in is installed.

➤ **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 spam quarantine from anywhere as long as you have the correct URL, username, and password.