SOPHOS PureMessage Anti-Spam Program

The following FAQ’s should help clarify some questions you might have about Villanova’s new anti-spam quarantining program. If your question is not answered below, please call the UNIT Helpdesk at 610-519-7777 or email support@villanova.edu.

Table of Contents:

1) What is PureMessage?
2) How does PureMessage work?
3) What is the daily digest?
4) How can I “release” a message from quarantine so that it will be delivered to me?
5) How can I prevent messages from a particular sender from being quarantined again?
6) I see that there are two buttons on my Blocked Messages list on the quarantine server: Delete Message and Delete All. What do these do?
7) How can I read an email message, before releasing it from quarantine, to be sure that it is not something I want to receive?
8) What is the Deleted Messages section that I see listed on the quarantine server?
9) How do I add someone to my Approved Senders list so that they are never quarantined?
10) How do I add email address to the Blocked Senders list?
11) How do I set filtering preferences?
12) How do I utilize the Help function for PureMessage?
13) How do I logout of PureMessage?

1) What is PureMessage and how does it fit within Villanova’s emailing system?

Spam email filtering at Villanova will be a two phased approach.

- The first phase will be done by the PureMessage filtering system. PureMessage is an advanced email filtering program that will filter all incoming email messages to our mailing system. The purpose of PureMessage is to significantly reduce the amount of spam coming into our mail servers and, eventually, into your Inbox or Junk E-Mail folders. PureMessage will complement the spam filtering that you may have enabled in Microsoft Outlook/OWA.

- The second phase will be handled by Microsoft Exchange to catch any extra spam that was able to get through and will send it to the Junk E-mail folder rather than your Inbox.

2) How does PureMessage work?

PureMessage scans every email message that comes into the Villanova email server to determine the message’s likelihood of being spam. Every message is assigned a spam score between 0-100%.

- Messages with a score of 99-100% score are rejected by the mail server and are not placed in quarantine nor are delivered to your mailbox. UNIT has been doing this for quite some time, so this is not new.

- Messages with spam scores between 60-97% will be placed into Pure Message’s quarantine site. They will not be delivered to you, but you do have the ability to request that they be delivered (see below).

- Messages with spam scores between 0-59% are delivered to your mailbox and will either land in your Inbox folder or in your Junk E-Mail folder. It is always good practice to check your Junk E-mail folder.

3) What is the daily digest?

Every morning at approximately 7:00 am, you will receive an email from the “PureMessage Admin” with the subject “Quarantined spam messages since date” (where date is the day’s previous date). This daily email is called a “digest.” All
Messages in the digest have been quarantined, which means that they will not be delivered to your mailbox unless you take further action (see more below).

After reviewing your daily digest, if there are no messages that you feel need to be released from quarantine, you can simply delete the daily digest email.

Note: You may not receive an email digest every day. If you do not receive a digest, it means that none of your emails have been placed into quarantine.

4) How can I “release” a message from quarantine so that it will be delivered to me?

If there is an email message in the daily digest that you want to release from quarantine so that it will be delivered to your Inbox, you can “release” that message by simply clicking the message ID. This will bring up an email message. Simply click the Send button, which will send an email to Pure Message telling it to deliver the message to you this one time.

From: PureMessage Admin [mailto:email-admin@villanova.edu]
Sent: Tuesday, January 08, 2008 6:57 AM
To: 
Subject: Quarantined spam messages since Jan 07 06:57

The following messages were quarantined by PureMessage because they appear to be spam. To request that a message be automatically released from the quarantine and delivered to you, click on the message's ID and send the request. To release all messages in the list, you can simply reply to this message.

<table>
<thead>
<tr>
<th>ID</th>
<th>Time</th>
<th>Probability</th>
<th>From</th>
<th>Subject</th>
</tr>
</thead>
<tbody>
<tr>
<td>[4+H-P-I]</td>
<td>0:15:15</td>
<td>83%</td>
<td><a href="mailto:info@converseheader.com">info@converseheader.com</a></td>
<td>[Quarantine] Get away for the New Year with Southwest Airlines</td>
</tr>
<tr>
<td>[46664-A-5]</td>
<td>10:38</td>
<td>82%</td>
<td>info@<a href="mailto:partnership@kerry.com">partnership@kerry.com</a></td>
<td>[Quarantine] Pills that all the flavor of original Prospect minus all the sug</td>
</tr>
<tr>
<td>[4+H-U-I]</td>
<td>13:03</td>
<td>82%</td>
<td><a href="mailto:info@craftoccupy.com">info@craftoccupy.com</a></td>
<td>[Quarantine] Who do you think will win the presidential election?</td>
</tr>
<tr>
<td>[46666-W-U-5]</td>
<td>14:21</td>
<td>82%</td>
<td><a href="mailto:info@underbaked.com">info@underbaked.com</a></td>
<td>[Quarantine] If you love Campbell's soup you will love Campbell's Soup At Hand</td>
</tr>
<tr>
<td>[46665-O-C]</td>
<td>20:44</td>
<td>83%</td>
<td><a href="mailto:ciense@issuescommittee.com">ciense@issuescommittee.com</a></td>
<td>[Quarantine] Cleanse your Colon of Excess Weight</td>
</tr>
<tr>
<td>[46665-A-5]</td>
<td>21:58</td>
<td>83%</td>
<td>soroverstock@ewelites@<a href="mailto:overstock@jeweler.com">overstock@jeweler.com</a></td>
<td>[Quarantine] Merry Christmas dear customer!</td>
</tr>
</tbody>
</table>

To release a message from quarantine, click the message’s ID, which will bring up an email message. Click Send to send your request to have the message released.

5) How can I prevent messages from a particular sender from being quarantined again?

When you release a message from quarantine using the daily digest, that message is released only one time, which means future messages from that sender may end up in quarantine again.

If you want to prevent messages from a particular sender from being quarantined in the future, you will need to “approve” the sender at the quarantine website. To do this:

- Go to [http://quarantine.villanova.edu](http://quarantine.villanova.edu).
- Login using your VU email ID and password.
- Once logged in, you will see your Blocked Messages list, which are all the email messages that have been quarantined by PureMessage during the past 14 days (these are the messages that appear in your daily digests).
- Locate the message from the sender you want to approve, then the checkbox to the left of the message.
- Click Deliver and Approve Sender. The message will be released from quarantine and messages from that sender will never again be placed in quarantine, but will always be delivered to you.
You will notice that you also have a **Deliver Message** button on the **Blocked Messages** list. This is another way that you can release a message from quarantine _one time_. This will not approve the sender; rather, it will deliver the message from that sender just this one time.

6) **I see that there are two buttons on my Blocked Messages list on the quarantine server: Delete Message and Delete All. What do these do?**

- **Delete Message** will delete any selected messages (select with the check boxes on the left) from the quarantine.
- **Delete All** will clear your quarantine out completely (until the next time a message is quarantined).

You really do not need to take either of these actions if you don’t want to. Messages in quarantine are automatically deleted from the list once they reach an age of 14 days. But if you want to delete them from the list, that is fine too.

7) **How can I read an email message, before releasing it from quarantine, to be sure that it is not something I want to receive?**

You must log into the quarantine server ([http://quarantine.villanova.edu](http://quarantine.villanova.edu)) in order to do this. Once logged in (VU userid and password), you will be brought to the list of your **Blocked Messages**, which are your messages in quarantine. To read a message, double click the Subject of the message.
Again, here are the four actions that you can take from your Blocked Messages list on the quarantine website: (In order to initiate an option, you must place a check in the empty box next to the message.)

1) **Deliver Message**: The message will be delivered directly to your email Inbox one time.

2) **Delete Message**: The message will be deleted from PureMessage and be permanently removed from all servers.

3) **Deliver and Approve Sender**: The message will be delivered to your Inbox and messages from that sender will never be quarantined again, but will always be delivered to your Inbox.

4) **Delete All**: All of the messages in the Blocked Messages list will be deleted and permanently removed from all servers.

Note: When quarantined messages reach an age of 14 days, they are automatically expunged (permanently deleted) from the quarantine server.

8) **What is the Deleted Messages section that I see listed on the quarantine server?**

The section above explained how you can delete messages from the quarantine list so that they don’t appear on your Blocked Messages list. If you wish to review messages that you have deleted from quarantine, login into the quarantine server (http://quarantine.villanova.edu) and click on Deleted Messages from the navigation pane on the left. You will see the screen below:

You can read any of the emails that you deleted from quarantine by double clicking on the Subject of the email message you want to read. A window will appear containing the text of the deleted email.

To undelete any message in PureMessage, check the box to the left of the message and choose either of the 2 undelete boxes located above and below the deleted messages box.
9) How do I add someone to my Approved Senders list so that they are never quarantined?

You can either follow the steps above in Question #5, or you can use the Approved Senders option on the quarantine server. To do this, log into http://quarantine.villanova.edu and click Approved Senders from the navigation pane on the left. You will see the screen below:

To add approved senders to the list, enter the sender’s email address in the box and click Add Sender. The box contains instructions on how to approve all senders from a specific domain, which could save you from making several entries for people from the same organization/company/email domain. Messages from people on your Approved Senders list will never be placed into quarantine, but will always be delivered to your Inbox.

10) How do I add email address to the Blocked Senders list?

Log into http://quarantine.villanova.edu and click on Block Senders from the navigation pane on the left. You will see the screen below:

To add a person to your Blocked Senders list, enter the email address of the person or domain you wish to block and click Add Sender. Messages from that sender or domain will always be placed into quarantine.
Here is what it will look like once you enter the email address you wish to block:

To unblock a sender, place a checkmark in the box next to the email address or domain, then select **Delete Sender**. Messages from that sender will then be delivered to your Inbox again.

**11) How do I set filtering preferences?**

Once logged into [http://quarantine.villanova.edu](http://quarantine.villanova.edu), click **Options** on the navigation pane on the left. You will see this box:

The first checkbox:  *Disable all spam and offensive content blocking for all my messages.*  
If unchecked, you will be taken off of PureMessage and all of your email will be delivered directly to your Inbox.

The second checkbox:  *Notify me periodically of messages that have been blocked.*  
If unchecked, you will no longer receive the daily digest, but your messages will still remain in quarantine. You will need to go to [http://quarantine.villanova.edu](http://quarantine.villanova.edu) periodically to see if you have blocked messages.

The third option is for setting a longer hold date if you will be unable to check email and do not want your blocked emails to be deleted after the fourteen day hold period.  
If you change any of these options, you must hit **Save** before going to another page or logging out.
12) How do I utilize the Help function for PureMessage?

In the Navigation Menu click Help. It will open a box similar to the one shown below. Scroll to the top to access the Table of Contents for the Help file.

13) How do I logout of PureMessage?

In the Navigation Menu, click Logout.