



Spam Quarantine

Help Documentation

Spam Quarantine

System administrators can quarantine outgoing messages that have been flagged as spam by SmarterMail's spam checks for a maximum of 30 days. Quarantining such messages allows administrators to investigate why certain messages are blocked as spam and make appropriate adjustments, if necessary. In addition, system administrators can easily resend any outgoing messages that should not have been quarantined.

To view a list of quarantined spam messages, click the manage icon and expand the Spool folder in the navigation pane. Then click Spam Quarantine . A list of messages currently under quarantine because they were flagged as spam by SmarterMail's antispam measures (including the Commtouch Premium Antispam add-on, if enabled) will load in the content pane and the following columns will be available:

- **Checkbox** - Use these boxes to select multiple messages. Messages must be selected before choosing an action from the content pane toolbar.
- **File Name** - The filename on the hard disk.
- **Date** - The date the message was flagged for quarantine.
- **Sender** - The email address that initially sent the email.
- **Recipients** - The total number of recipients.
- **Size** - The total size of the message on the hard drive, in kilobytes.
- **Time In Quarantine** - The amount of time the message has been quarantined.
- **Time of Removal** - The amount of time until the message is automatically removed from quarantine and permanently deleted.

The following actions are available from the content pane toolbar:

- **Actions** - Click this button and select the appropriate option to resend a quarantined message.
- **Resend** - Moves the selected message(s) to the spool for delivery to its intended recipients.
- **View** - Click this button and select the appropriate option to view the text of a selected message or to see the list of recipients for the selected message.
- **Message** - Displays the text of the selected message in a new window.
- **Recipients** - Allows the system administrator to see who the message was sent to.
- **Delete** - Clicking this button will allow the system administrator to delete messages from quarantine.
- **Refresh** - Clicking this button will allow the system administrator to update the page with the most recent quarantined spam messages.

Note: Spam quarantine settings can be managed from the Antispam Administration page. To access this page, click the security icon and click Antispam Administration . The quarantine settings are on the SMTP Blocking tab.