



Virus Quarantine

Help Documentation

System administrators can quarantine outgoing messages that have been flagged as containing viruses by SmarterMail's ClamAV or the Commtouch Zero-hour Antivirus add-on for a maximum of 30 days. Quarantining such messages allows administrators to investigate false positives and make appropriate adjustments or notify the developer of the virus scanner, if necessary.

To view a list of quarantined virus messages, click the manage icon and expand the Spool folder in the navigation pane. Then click Virus Quarantine . A list of messages currently under quarantine because they were flagged for a virus by SmarterMail antivirus measures 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:

- **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 virus messages.

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