

Managing your Quarantine Inbox

This document describes how you can check your quarantined messages, classify messages as spam and not spam, and modify your user preferences using the Atvantage Spam Bullet Firewall interface. This document contains the following topics:

- Receiving Messages from the Atvantage Spam Bullet Firewall
- Using the Quarantine Interface
- Changing your User Preferences
- Using Microsoft Outlook and Lotus Notes to Classify Messages

Receiving Messages from the Atvantage Spam Bullet Firewall

The Atvantage Spam Bullet Firewall sends you the following two types of messages:

- Greeting Message
- Spam Quarantine Summary Report

Greeting Message

The first time the Atvantage Spam Bullet Firewall quarantines an email intended for you, the system sends you a greeting message with a subject line of User Quarantine Account Information. The greeting message contains the following information:

Welcome to the Atvantage Spam Bullet Firewall. This message contains the information you will need to access your Spam Quarantine and Preferences.

Your account has been set to the following username and password:

Username: <your email address>

Password: <your auto generated password>

Access your Spam Quarantine management console directly using the following link:

<http://spambullet.atvantage.net>

The greeting message provides a link that automatically connects to the quarantine management console with your login information (username and password). You should save this email because future messages from the system do not contain your login information.

Quarantine Summary Report

The Atvantage Spam Bullet Firewall sends you a daily quarantine summary report so you can view the quarantined messages you did not receive. From the quarantine summary report you can also add messages to your whitelist, delete messages, and have messages delivered to your inbox.

The following figure shows an example of a quarantine summary report.

Click to access your quarantine interface to set preferences and classify messages.

Select to deliver, whitelist or delete quarantine messages

Spam Quarantine Summary

Atvantage Spam Firewall [cmoss@atvantage.net]

To: info@atvantage.net



Spam Quarantine Summary

Account: info@atvantage.net

This is your quarantine summary from the Atvantage Spam Firewall.

You have **21** messages in your spam quarantine inbox.

- Click on the **Deliver** link to have a message delivered to your mailbox.
- Click on the **Whitelist** link to have a message delivered to your mailbox and whitelist the sender that his/her messages will no longer be quarantined.
- Click the **Delete** link to have the message deleted from your quarantine.

Time R...	From	Subject	Actions
11/08 13:18	"Saqui Delara" <delarasaqui@pct...>	Cory: interesting information	Deliver Whitelist Delete
11/08 11:46	"Dareia Goehring" <goehring@e...>	Frank: Time to know	Deliver Whitelist Delete
11/08 09:50	"George Compton" <g.comptonod...>	Microcap Oil Stock	Deliver Whitelist Delete
11/08 07:37	"Megan Burke" <chelchata@acca...>	Tele Cam Meeting	Deliver Whitelist Delete
11/07 04:16	"Travis Davenport" <davenportzo...>	Stock Trader news	Deliver Whitelist Delete
11/06 19:09	"Kenna Karr" <karkenna@wesley...>	Re: Byrons just think about it	Deliver Whitelist Delete
11/06 16:18	shannon Vexler <qbuknuauh@aa...>	BMW Just Signed Contract With The Company aloft	Deliver Whitelist Delete
11/06 15:04	"Gaylord Gratz" <gratznngayl@s...>	Re: Kenneths a good chance	Deliver Whitelist Delete
11/06 00:50	"Sara Graves" <Jody.Buckner@ly...>	Re: Statement # 17285G	Deliver Whitelist Delete
11/05 23:59	"Giuliano Keltner" <giulianokelt...>	Re: Erics a good chance	Deliver Whitelist Delete
11/05 23:20	"Flora Ferguson" <ferguson_rs@...>	Investor Edge	Deliver Whitelist Delete
11/05 18:14	"Johnnie McQueen" <johnnie.mc...>	Impact Equ-ity Report	Deliver Whitelist Delete
11/05 00:32	"Bedelia Demars" <bedeliamude...>	Re: Wynter you could need it	Deliver Whitelist Delete
11/04 21:54	"Barbara Haskins" <KatherineWe...>	Over 80% Savings on ALL best-selling KP Pro titles	Deliver Whitelist Delete
11/04 06:40	"Work From Home Offer" <TurboI...>	3K Per Sale for You by Professional Closers	Deliver Whitelist Delete
11/04 03:40	"Carlos Byers" <carlosiefkndvh...>	Re: Jordans useful information	Deliver Whitelist Delete
11/03 20:16	Doctor <flpd@sammimail.com>	The Ultimate Online Pharmaceutical	Deliver Whitelist Delete
11/02 14:51	kit Heaton <lopewyb@adapensio...>	Leatt is on the Move With BMW, Watch It	Deliver Whitelist Delete
11/01 22:14	Doctor <gabe@rotario.com>	The Ultimate Online Pharmaceutical	Deliver Whitelist Delete
10/31 13:26	"David Deal" <bennies@gagraph...>	Re-finance at the lowestt ratess	Deliver Whitelist Delete
10/30 10:57	"Jean Dickson" <ssisifeipxi@ve...>	Info_ALL, listen,acalycinous	Deliver Whitelist Delete

To view your entire quarantine inbox or manage your preferences, [click here](#).

Using the Quarantine User Interface

At the end of every quarantine summary report is a link to the quarantine interface where you can set additional preferences and classify messages as spam and not spam.

Logging into the Quarantine Interface

To log into your Anti-spam quarantine management console:

1. Click the link provided at the bottom of the Quarantine Summary Report (displayed above).

Result: The login page appears.

2. Enter your username (email address) and password and click **Login**.

Your login information resides in the greeting message sent to you from the Atvantage Spam Bullet Firewall.

Managing your Quarantine Inbox

After logging into the quarantine interface, select the QUARANTINE INBOX tab to view a list of your quarantined messages. When you first start using the quarantine interface, you should view this list on a daily basis and classify as many messages as you can.

The Atvantage Spam Bullet Firewall has a learning engine that learns how to deal with future messages based on the ones you classify as spam and not spam. The learning engine becomes more effective over time as you teach the system how to classify messages and as you set up rules based on your whitelist and blacklist.

Clicking on an email displays the message.

Action	Description
Deliver	Delivers the selected message to your standard email inbox.
Whitelist	<p>Adds the selected message to your whitelist so all future emails from this sender are not quarantined unless the message contains a virus or banned attachment type.</p> <p>The Atvantage Spam Firewall adds the sending email address exactly as it appears in the message to your personal whitelist.</p> <p>Note that some commercial mailings may come from one of several servers such as mail.abcbank.com, and a subsequent message may come from mail2.abcbank.com. See the section on managing your whitelist for tips on specifying whitelist with greater effectiveness.</p>
Delete	<p>Deletes the selected message from your quarantine list. The main reason to delete messages is to help you keep track of which quarantine messages you have reviewed.</p> <p>You cannot recover messages you have deleted.</p>
Classify as Not Spam	<p>Classifies the selected message as not spam.</p> <p>Note: Some bulk commercial email may be considered useful by some users and not by others. Instead of classifying bulk commercial email, it may be more effective to add it to your whitelist (if you wish to receive such messages) or blacklist (if you prefer not to receive them.)</p>
Classify as Spam	Classifies the selected message as spam and purges the messages from you quarantine folder.

Changing your User Preferences

After logging into your quarantine interface, you can use the PREFERENCES tab to change your account password, modify your quarantine and spam settings, and manage your whitelist and blacklist.

Changing your Account Password

To Change your account password, do one of the following:

- On the quarantine interface login page, click **Create New Password**, (this will send you an email with your new auto generated password, or
- After logging into your quarantine interface, go to PREFERENCES→Password.

In the provided fields, enter your existing password and enter your new password twice. Click **Save Changes** when finished.

Note: Changing your password breaks the links in your existing quarantine summary reports so you cannot delete, deliver, or whitelist messages from those reports. New quarantine summary reports will contain updated links that you can use the same as before.

Changing Your Quarantine Settings

The following table describes the quarantine settings you can change from the PREFERENCES → Quarantine Settings Page.

Quarantine Setting	Description
Enable Quarantine	<p>Whether the Atvantage Spam Bullet Firewall quarantines your messages.</p> <p>If you select Yes, the Spam Bullet Firewall does not deliver quarantines messages to your general email inbox. But you can view these messages from the quarantine interface and quarantine summary reports.</p> <p>If you select No, all messages that would have been quarantined for you are delivered to your general email inbox with the subject line prefixed with [QUAR]:.</p>
Notification Interval	<p>The frequency the Spam Bullet Firewall sends you quarantine summary reports. The default is daily. The Spam Bullet Firewall only sends quarantine summary reports when one or more of your emails have been quarantined.</p>
Notification Address	<p>The email address the Spam Bullet Firewall should use to deliver your quarantine summary report.</p>
Default Language	<p>The language in which you want to receive your quarantine notifications.</p> <p>This setting also sets the default encoding for handling unknown character sets during filtering. All email notifications from the Spam Bullet Firewall are in UTF8 encoding.</p>

Enabling and Disabling Spam Scanning of your Email

If you do not want the Spam Bullet Firewall scanning your emails for spam content, you can disable spam filtering from the PREFERENCES → Spam Settings page. From this page you can also change the default spam scoring levels that determine when your emails are tagged, quarantined, or blocked.

When the Atvantage Spam Bullet Firewall receives an email for you, it scores the message for its spam probability. This score ranges from 0 (definitely not spam) to 10 (definitely spam). Based on this score, the Spam Bullet Firewall either allows, quarantines, or blocks the message.

A setting of 10 for any setting disables that option.

It is recommended to leave the score settings at their defaults.

The following table describes the fields on the PREFERENCES → Spam Settings Page.

Setting	Description
<u>Spam Filter Enable/Disable</u>	
Enable Spam Filtering	Select Yes for the Spam Bullet Firewall to scan your emails for spam. Select No to have all your messages delivered to you without being scanned for spam.
<u>Spam Scoring</u>	
Use System Defaults	Select Yes to use the default scoring levels. To configure the scoring levels yourself, select No and make the desired changes in the Spam Scoring Levels section described below.
Tag Score	Messages with a score above this threshold, but below the quarantine threshold, are delivered to you with the word [BULK] added to the subject line. Any message with a score below this setting is automatically allowed. The default value is 3.
Quarantine Score	Messages with a score above this threshold, but below the block threshold, are forwarded to your quarantine mailbox. To enable this feature you must have a value lower than the block threshold.
Block Score	Messages with a score above this threshold are not delivered to your inbox. Depending on how the system is configured, the Spam Bullet Firewall may notify you and the sender that a blocked message could not be delivered.
<u>Spam Bullet Bayesian Learning</u>	
Reset Bayesian Database	Click Reset to remove your Bayesian rules learned by the Spam Bullet Firewall from the point of Installation

Adding Email Addresses and Domains to your Whitelist and Blacklist

The PREFERENCES→Whitelist/Blacklist page lets you specify email addresses and domains from which you do or do not want to receive emails.

List Type	Description
Whitelist	The list of email addresses or domains from which you always wish to receive messages. The only time the Atvantage Spam Bullet Firewall blocks a message from someone on your whitelist is when the message contains a virus or a disallowed attachment file extension.
Blacklist	The list of senders from whom you never want to receive messages. The Atvantage Spam Firewall immediately discards messages from senders on your blacklist. These messages are not tagged or quarantined and cannot be recovered. The sender does receive a notice that the message was discarded.

To whitelist or blacklist senders, follow these steps:

1. Go to the PREFERENCES→Whitelist/Blacklist page.

A list of your existing whitelisted and blacklisted addresses appears on this page.

2. To delete a whitelist or blacklist entry, click the trash can icon next to the address.
3. To add an entry, type an email address into the appropriate field, and click the corresponding **Add** button.

Tips on specifying addresses

When adding addresses to your whitelist and blacklist, note the following tips:

- If you enter a full email address, such as johndoe@yahoo.com, just that user is specified. If you enter just a domain, such as yahoo.com, all users in that domain are specified.
- If you enter a domain such as Microsoft.com, all subdomains are also included such as, support.microsoft.com or test.microsoft.com.
- Mass mailings often come from domains that do not resemble the company's Web site name. For example, you may want to receive mailings from historybookclub.com, but you will find that this site sends out its mailing from the domain hbcfyi.com. Examine the From: address of an actual mailing that you are trying to whitelist or blacklist to determine what to enter.

Using Microsoft Outlook and Lotus Notes to Classify Messages

Instead of using your quarantine inbox to classify your email messages, you can download a client plug-in that lets you classify messages from your Microsoft Outlook or Lotus Notes applications.

Downloading the Client Plug-in

To download the client plug-in that is needed to classify messages from Microsoft Outlook or Lotus Notes, go to the log-in page of the administration interface and click the link below the login information, as shown in the following example:

@vantage
Managed Security & IT Outsourcing

Atvantage Spam Firewall

Login
Please type your email address and password below. If you are the firewall administrator, type your administrative credentials.

Language: English

Username:

Password:

Login

Note: If you forget your password or do not have a password, type your email address in the **Username** box. Then, click **Create New Password**. A new password will be sent to you.



Create New Password

[Get Mail Client Plugins Here](#)

Serial #BAR-SF-35936
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Spam/Virus Protection By **BARRACUDA**

Using the Microsoft Outlook and Lotus Notes Plug-in

After downloading and installing the plug-in, you can begin classifying messages using these buttons in your Microsoft Outlook or Lotus Notes client:  

The first (green) button marks messages as not spam and the second (red) button marks messages as spam.

The Microsoft Outlook and Lotus Notes Plug-in is configured to automatically:

- Whitelist email address associated with sent messages and new contacts
- Move spam-declared messages to the Deleted Items folder in your mail client
- Whitelist the 'From:' email address within 'Not-Spam'-declared messages.

You can change the default behavior of the Outlook plug-in by going to the Tools menu in your Outlook client and selecting Options | Spam Firewall tab.