



PureMessage Spam filter

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Introduction	1
Daily Digest.....	1
The Quarantine	2
Getting Help	7

Introduction

ITS has implemented the PureMessage spam filtering on the mail.hawaii.edu mail server. Email messages that the filter deems highly likely to be spam, will be placed in a “quarantine” and will not be directly delivered to your mailbox. Every day, you will receive an email (called a “daily digest”) listing all messages that have been quarantined in the last 24 hours. You may also view your list of quarantined message by going to

<http://www.hawaii.edu/spammail>

Daily Digest

A daily digest of recently quarantined messages will be emailed to you every day, once a day. The digest will look similar to this:

From: PureMessage Admin <postmaster@hawaii.edu>

Sent: Friday, March 18, 2005 3:01 pm

To: teresa@mailtest.hawaii.edu

Cc:

Bcc:

Subject: Quarantined spam messages since Mar 17 15:00

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.

Click this [End User Web Interface](#) link to log in to your account.

ID	Time	Probability	From	Subject
[#oGY]	09:31	89%	css@regionsbank.com	[spam?] Regions Bank: update your account records >> Dear client of Regions
[#oFw]	06:32	100%	cyzicus@dogmail.org	Logo your Business Identity (949190866) >> Our art team creates a custom logo fo

The Management
PureMessage Admin <postmaster@hawaii.edu>

If you feel that a quarantined message is not spam, you can release it from the quarantine and have it delivered to your mailbox:

1. Click on the link to the left (under the ID column) of the message you want to release.
2. A new email message will be automatically generated Click on **Send** to send this email.
3. The released message should be delivered to your mailbox shortly.

If you want to release all of the messages in the digest from the quarantine, reply to the digest message. All messages in that digest issue will soon be delivered to your mailbox.

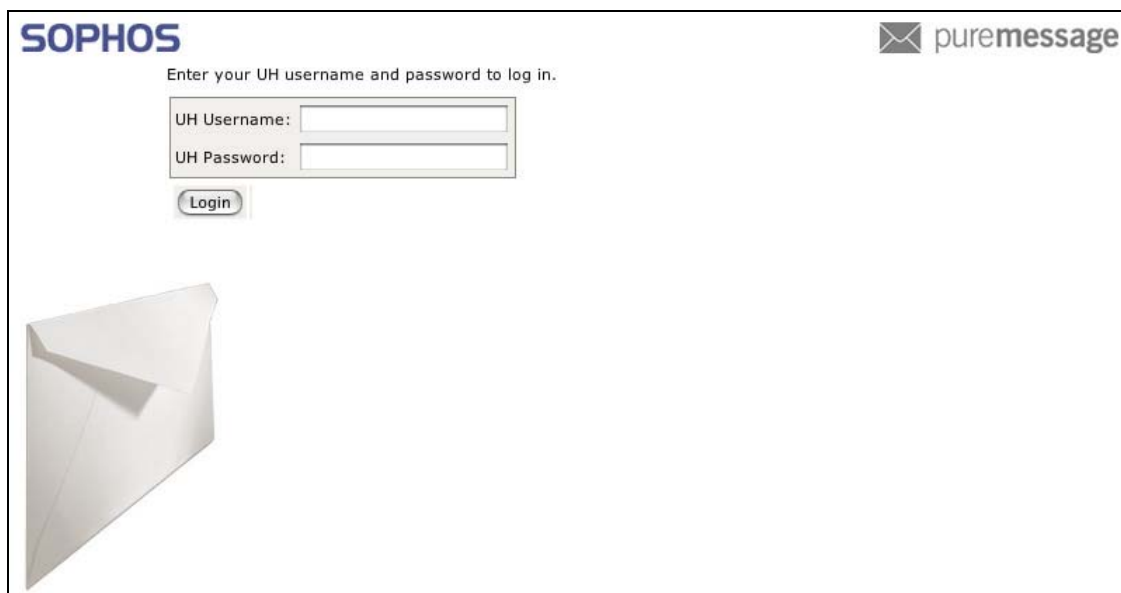
If you are the owner of a mailing list or lists, you will receive a daily digest for each list. The digest will display a list of messages sent to the list that have been quarantined. This applies to all listowners, regardless of whether you own a mail alias, listproc, or listserv list. If you receive multiple digests, you can look on the digest's "To:" line to check if the digest is for yourself, or one of your lists (the "To:" line will contain your name or the name of one of your lists).

The Quarantine

You can view all your quarantined messages by logging into your quarantine area. Go to

<http://www.hawaii.edu/spammail>

You will see the following:



Type your UH Username and UH Password in the appropriate boxes, then click on **Login**. [Note: your UH Username is the part of your email address before "@hawaii.edu".]

Note to listowners: Listowners will not be able to login to the quarantine area for a list, as logging into the quarantine area requires a UH username and password. You can release valid messages from the list's daily digest by following the instructions in the "Daily Digest" section on page 1.

After you login to your quarantine, you will see a screen similar to the following:

SOPHOS **Blocked Messages** puremessage

You are logged in as **teresa@mailtest.hawaii.edu**

Messages 1-20 of 69 | Page 1 of 4

<input type="checkbox"/>	Score	From	Subject	Date
<input type="checkbox"/>	0.0%	banner-kill@usa.net	*** NO SUBJECT ***	Mon Feb 28 09:02:00 2005
<input type="checkbox"/>	59.6%	durydynoq@qdice.com	Hi	Sat Mar 05 17:00:19 2005
<input type="checkbox"/>	81.8%	requesterupho@nyqvist.com	Ameliorate your sperm cell quantity & se...	Sat Mar 05 07:02:19 2005
<input type="checkbox"/>	81.8%	vacatingximottu@langford.net	Spoiled and dissolvable lozenges for gen...	Sat Mar 05 05:08:54 2005
<input type="checkbox"/>	81.8%	sharpcl@klockwork.at	Completely Modern Viakra Professional+ -...	Sat Mar 12 11:15:32 2005
<input type="checkbox"/>	81.8%	redivezuv@vivianhsu.net	Logo your Business Identity (9251831)	Mon Feb 28 03:52:50 2005
<input type="checkbox"/>	81.8%	encryptionrpeleu@lahmann.com	[spam?] Allow bank oppose for your loan	Wed Mar 02 22:42:59 2005
<input type="checkbox"/>	81.8%	cathodesfew@stampe.net	[spam?] We consider, that is what you ne...	Mon Feb 28 05:50:33 2005
<input type="checkbox"/>	81.8%	mustiness@festabcn.com	What's your pleasure, squire?	Sun Mar 06 21:26:10 2005
<input type="checkbox"/>	81.8%	debilitatingaubc@helloworld.tc	Real magnify your phallus solution!	Thu Mar 03 12:34:44 2005
<input type="checkbox"/>	81.8%	stevejb@verizon.net	Your Pharmacy sw	Fri Mar 04 17:13:41 2005
<input type="checkbox"/>	84.6%	meredith@4dcomm.com	[spam?] Viagra - March 2005 sale	Thu Mar 03 09:59:02 2005
<input type="checkbox"/>	87.3%	eswiftzu@moderationen.at	*** NO SUBJECT ***	Tue Mar 08 05:06:32 2005
<input type="checkbox"/>	87.3%	g_ichapman_jc@tvp.ru	*** NO SUBJECT ***	Sat Mar 12 17:07:14 2005
<input type="checkbox"/>	89.0%	internetbanking@nfb.com	[spam?] NorthFork Bank Online Security -...	Wed Mar 02 10:51:18 2005
<input type="checkbox"/>	89.0%	css@southtrust.com	[spam?] Online Alert: Account is on hold	Wed Mar 09 03:58:35 2005
<input type="checkbox"/>	89.0%	css@southtrust.com	[spam?] Online Alert: Account is on hold	Wed Mar 09 03:21:44 2005
<input type="checkbox"/>	89.0%	css@regionsbank.com	[spam?] Regions Bank: update your accoun...	11:49 PM
<input type="checkbox"/>	90.0%	qesidihyf@leonlai.net	Good day!	Sat Mar 05 00:34:33 2005
<input type="checkbox"/>	90.1%	buttressednoyp@leckie.com	[spam?] Identical medication -- little m...	Tue Mar 08 15:15:17 2005

Messages 1-20 of 69 | Page 1 of 4

BLOCKED MESSAGES

The **Blocked Messages** section contains all quarantined messages. When you first view this section, it will not be sorted in any way. You can sort the quarantine by Score, Sender, Subject, or Date by clicking on the appropriate column.

If you decide a blocked message in the quarantine is legitimate, check the box to the left of the message, then click on the **Deliver Message** button. The message will be delivered to your regular mail Inbox in a few minutes.

If the message is from a sender you know, you can check the box next to the message, then click on the **Deliver & Approve Sender** button. This will release the message to your Inbox and add that sender to your list of approved senders, so that no future messages from that person will be placed in the quarantine.

Messages in the quarantine are automatically removed after 14 days.

DELETED MESSAGES

The main difference between the Blocked Messages and Deleted Messages section are:

- Messages in the Deleted section cannot be delivered to your Inbox. They must be undeleted first. Undeleting a message will move it back to the Blocked Messages section.
- Messages in the Deleted section will be removed after one day, rather than 14 days.

To delete a message from your quarantine:

1. If necessary, click on the **Blocked Messages** link on the left.
2. Check the box to the left of the message(s) you want to delete.
3. Click the **Delete Message** button. The selected messages will be moved from the Blocked Messages section to the Deleted Messages section.

If you wish to delete all quarantined messages:

1. If necessary, click on the **Blocked Messages** link on the left.
2. Click the **Delete All** button. (You do not have to check all the boxes before you do this.)
3. You will be asked if you are sure you want to delete all messages. Click **OK**.

Deleted messages are moved to the “Deleted Messages” section. To view your deleted messages, click on the **Deleted Messages** link on the left.

To undelete a message from the Deleted Messages section:

1. If necessary, click on the **Deleted Messages** link on the left.
2. Check the box to the left of the message
3. Click on **Undelete Message**. The message will be moved from the Deleted Messages section back to the Blocked Messages section.

APPROVED SENDERS

Messages from an email address on your list of approved senders will always be delivered to your Inbox, regardless of content.

To add an address to your approved senders list:

1. Click on the **Approved Senders** link.
2. In the “Add address” box (if you don’t see an “Add address” box, click on the **Add Sender** button), type the email address you wish to add.
3. Click on **Add Sender**. The address will be added to your list of approved addresses.

You can also add an entire domain to your list of approved senders. Please use this feature with caution. If you add an entire domain to your list, all email from any address in that domain will be delivered to your mailbox, regardless of the messages' content. For example, if you add the hawaii.edu domain to the list, then all messages from anyone with an email address ending in "@hawaii.edu" will be delivered to your Inbox.

To add a domain to your approved senders list:

1. If necessary, click on the **Approved Senders** link.
2. In the "Add address" box (if you don't see an "Add address" box, click on the **Add Sender** button), type the domain in this format:
****@domain**

For hawaii.edu, it would look like this:

****@hawaii.edu**

3. Click on **Add Sender**

To delete an address from the list of approved senders:

1. If necessary, click on the **Approved Senders** link.
2. Check the box next to the address, and click on **Delete Sender**.

BLOCKED SENDERS

Messages from an email address on your list of blocked senders will never reach you. It will not go into your blocked messages section or your Inbox. It would be as if the person never sent you a message. The sender will not receive any "Delivery failed" message, so they will not know that you are blocking them.

To add an address to your blocked senders list:

1. Click on the **Blocked Senders** link.
2. In the "Add address" box (if you don't see an "Add address" box, click on the **Add Sender** button), type the email address you wish to add in the box.
3. Click on **Add Sender**. The address will be added to your list of blocked senders.

You can also add an entire domain to your list of blocked senders. Please use this feature with caution. If you add an entire domain to the list, all email from any address in that domain will never reach your Inbox. For example, if you add the yahoo.com domain to your list, then messages from anyone with an email address ending in "yahoo.com" will never reach your Inbox.

To add a domain to your blocked senders list:

1. If necessary, click on the **Blocked Senders** link.

2. In the “Add address” box (if you don’t see an “Add address” box, click on the **Add Sender** button), type the domain in this format:
****@domain**

For yahoo.com, it would look like this:

****@yahoo.com**

3. Click on **Add Sender**.

To delete an address from the list of blocked senders:

1. If necessary, click on the **Blocked Senders** link.
2. Check the box next to the address and click on **Delete Sender**.

Tip:

You can add a domain to your Blocked Senders list, then add certain addresses from that domain to your Approved Senders list. If you do this, all email from that domain except from those on the Approved Senders list will be blocked. Messages from addresses on the Approved Senders list will reach you.

OTHER OPTIONS

Click on the **Options** link to change the options for your quarantine. For all options, you would modify them as you wish then click on **Save** to save the changes.

If you do not want any messages placed into quarantine:

1. Click on the Options link on the left.
2. Check the box next to “Disable all spam and offensive content blocking”
3. Click **Save**.

No future incoming messages will be placed in the quarantine, even if our spam filter thinks they are spam.

To enable or disable the daily digest:

By default, you will receive a daily email listing all messages that have been quarantined in the last 24 hours (since the previous digest). If you wish, you can turn this digest off (not recommended):

1. Click on the Options link on the left.
2. Uncheck the box next to “Notify me periodically of messages that have been blocked”.
3. Click on Save.

You will no longer receive a daily digest.

Extending how long blocked messages are held:

Normally, blocked messages are deleted from the quarantine after 14 days. However, if you will be away from your email longer than 14 days, you may wish to have your quarantined messages held until you return.

1. Click on the Options link on the left.
2. Change the date to the day you will return to your email. The quarantined messages will be held for 14 days from whatever date is specified.
3. Click on **Save**.

Getting Help

There is more information available by clicking on the **Help** link.

For additional assistance, please phone the ITS Help Desk at (808) 956-8883,
send e-mail to help@hawaii.edu, or fax (808) 956-2108.
Neighbor islands may call the ITS Help Desk's toll-free phone number at (800) 558-2669.

Or see the ITS Helpdesk home page at <http://www.hawaii.edu/help>
The ITS walk-in Help Desks are located in
Keller 105, Keller 213, and the ITS Hamilton Lab on the UH Mānoa Campus.

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