⊔⊓ GBS

Documentation

The iQ.Suite Quarantine

Dealing with quarantined emails.

Access via web browser

▶ Content

1 The Quarantine Category

1.1 What is the Quarantine?

The quarantine is part of the iQ.Suite User Portal of the email management software *iQ.Suite for Lotus Domino*[1].

If an email is identified as "unsolicited" from the email management software, the email is blocked and quarantined. To keep your mailbox well-arranged and to save disc space, quarantined emails are not delivered to you.

For some emails such as newsletters, it is not clear whether they are desired or unsolicited. You can therefore access and check your quarantined emails. When required, you can deliver a desired email to your mailbox.

Due to safety reasons, you do not have access on emails that are potentially dangerous such as emails with viruses. By opening and delivering quarantined emails the security of your computer is not endangered.

You can access quarantined emails at least by one of the following possibilities:

■ Direct access to the quarantine database
■ Access to the quarantine database via the iQ.Suite User Portal
■ Direct access via iQ.Suite User Portal
■ Access via quarantine summary notification

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1. This is a sofware from the manufacturer GBS Europa GmbH. Refer to www.gbs.com.

1.2   Functions in der Menu Bar

In case of direct access to the quarantine database, some or all of the following action buttons are available in the menu bar of the QUARANTINE category (depending on your rights):

In case of access to the quarantine index database, these actions are only available within opened quarantined emails.

■ IQ.SUITE QUARANTINE

Provides information on the database currently selected. If your administrator has defined more than one database, you can switch from one database to another by clicking on NEXT DATABASE.

■ ACTIONS

Depending on the rights granted, one or more of the following functions may be available:

DELIVER TO ME

The selected quarantined email is delivered to your own mailbox and marked with an icon in the quarantine. This does neither mean that it is removed from the quarantine nor does it have any effect on future incoming emails[2].

RESEND

The quarantined email is delivered to your own mailbox and/or to another recipient available in the address book. This does neither mean that the email is removed from the quarantine nor does it have any effect on future incoming emails. The email is simply resent and marked with an icon in the quarantine.

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2.   If you have the required rights, for a permanent solution you can put such a sender address on a so-called whitelist. Refer to "Blacklists and Whitelists" on page 9.

If at least one of the following buttons is displayed, you have rights to deal with blacklists and/or whitelists:

TO MY WHITELIST

TO MY BLACKLIST
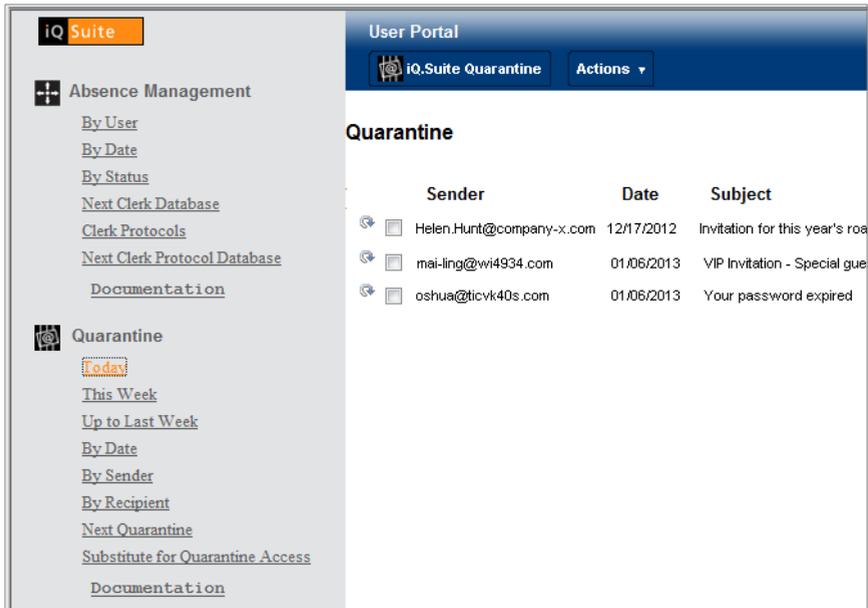
TO GLOBAL WHITELIST

TO GLOBAL BLACKLIST

For further information on blacklists and whitelists please refer to "Functions for Blacklists and Whitelists" on page 9.

1.3 Possibilities for Accessing Quarantined Emails

Usually, you can access quarantined emails with one of the following possibilities.

1.3.1 Direct Access via iQ.Suite User Portal

Quarantine" Menu

The QUARANTINE category is divided into several subcategories (TODAY, BY SENDER, etc.), which allows to select different views and sorting options for your quarantined emails. For instance, to view all quarantined emails that you have received within a week, select the subcategory THIS WEEK. Double-click on an entry to display the quarantined emails individually. Refer to "Functions in Opened Quarantined Emails" on page 8.

When you are the deputy of an absent co-worker, you may have access on his quarantined emails. If so, under BY RECIPIENT you can see your own quarantined emails and those of the absent co-worker.

1.3.2   Indirect Access via the Quarantine Index Database in the User Portal

The iQ.Suite User Portal offers indirect access to your quarantined emails via the quarantine index database if using the index database was enabled by your iQ.Suite administrator. The index database allows a quick access to quarantined emails, especially in case of a big number of emails.

When using the browser, you can access the proper quarantine document by clicking on the **arrow** between the date and the sender in the respective line. In the opened quarantine document, you can use the actions that had been made available for you by the administrator.

You can use the new **Back** action on the far left, to leave your quarantine document and go back to the quarantine index database view.

Please note: As with the direct quarantine access, you can use the **Close** action button to open the overview in the quarantine database itself. This will allow you to execute the provided actions for several documents all at once. This overview however, is only partially up-to-date and might possibly show new documents belatedly even if you had already opened it via the quarantine index database.

1.3.3 Access via Quarantine Summary Notification

The so-called quarantine summary notification informs you about new quarantined emails and is periodically sent to you by email. This summary notification contains a list of all of your quarantined emails as hyperlinks. Simply click on the hyperlink to open the email.

Open the quarantine summary notification in your mailbox. Your own representation might differ from the one in the following image:

The list contains all of your quarantined emails that have been quarantined since the last quarantine summary notification.

Possible actions:

■ ‚Open with Notes‘ or ‚Open with Browser‘: Opens the quarantine database of the iQ.Suite User Portal. The quarantine database contains all your emails classified as "unsolicited".

■ ‚mail to me‘: Delivers the quarantined email from the quarantine to your mailbox.

■ ‚resend‘: Delivers the quarantined email from the quarantine to another email address.

■ ‚add sender to my whitelist' or ‚add sender to my blacklist': Adds the sender address to your whitelist or blacklist. Refer to <u>"Blacklists and Whitelists" on page 9</u>.

1.4 Functions in Opened Quarantined Emails

Certain functions which are described under <u>"Functions in der Menu Bar" on page 3</u> are available in opened quarantined emails as well, e.g. adding the sender to your whitelist or delivering the email to your mailbox:
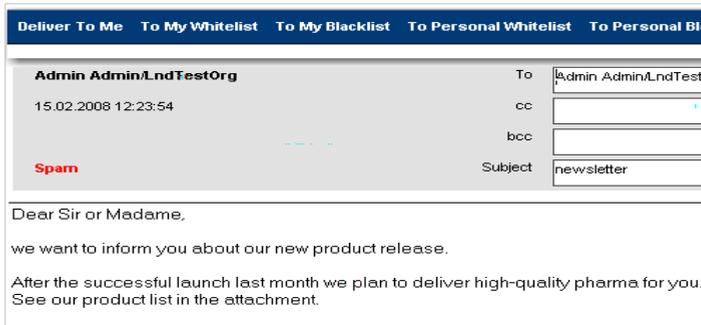
In case of indirect access to the quarantine via the index database, these actions are exclusively available in the opened email, not in the menu bar.

1.5 Blacklists and Whitelists

The following description is only relevant when one or several of the following functions are available in the menu bar of the QUARANTINE category or within opened quarantined emails. In this case, you have rights to deal with blacklists and/or whitelists. If these functions are not displayed, you can skip this chapter.

1.5.1 Functions for Blacklists and Whitelists

If emails are often classified as "unsolicited" and quarantined although they are desired, you can use whitelists to ensure that such emails are treated correctly in the future. In the reverse case, if spam or other unsolicited emails are not identified as "unsolicited", you can use a blacklist to provide a permanently correct classification.

■ To My Whitelist
The sender of the email is added to your whitelist and now belongs to the trustworthy sender addresses. Emails from this sender will be automatically delivered to you.

■ To My Blacklist
The sender of the email is added to your blacklist and now belongs to the untrustworthy sender addresses. Emails from this sender will be automatically blocked, quarantined and not delivered to you.

■ To Global Whitelist
The sender of the email is added to the company's global whitelist. This means that emails from this sender are systematically accepted by **all potential** recipients within the company. Typically, a global whitelist applies to an entire domain or several user groups within your company.

■ To Global Blacklist
The sender of the email is added to the company's global blacklist. This means that emails from this sender are systematically rejected by **all potential** recipients within the company. Typically, a global blacklist also applies to an entire domain or several user groups within your company. The emails

from senders listed in the global blacklist are quarantined for all users invol-
ved.

### 1.5.2 Adding the Sender to a Blacklist or Whitelist

To add the email address of a specific sender to your whitelist or blacklist, you
can either select the QUARANTINE category or open the quarantined email. Once
added to a list, the sender is automatically considered undesirable (blacklist) or
trustworthy (whitelist) and treated accordingly without further spam analysis.

Please note that the only sender addresses you have to add to a whitelist or
blacklist are those that have not been classified correctly for you and for which
you need a permanent solution.

Proceed as follows:

1. Open the quarantined email whose sender address is to be added to a list or
   select it under the QUARANTINE category.

2. Click on ACTIONS -> TO MY WHITELIST or TO MY BLACKLIST. After the sender
   has been added to the list specified, the following message is displayed:
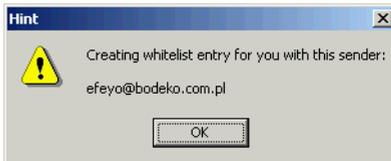
Confirm the message with OK.

In case you want to add a sender address to a whitelist, however, this
address has already been added to your whitelist, the following message is
displayed:

Addresses cannot be added to a list more than once. If you want to add a sender address to a blacklist, however, this address has already been added to a blacklist, the same message is displayed. Confirm the message with OK.

If you want to add a sender address to a whitelist, however, this address has already been added to a blacklist, another message is displayed. Confirm the message with OK and consult your administrator for removing the entry from the blacklist. In the reverse case, if you want to add a sender address to a blacklist, however, this address has already been added to a whitelist, the same message is displayed.