

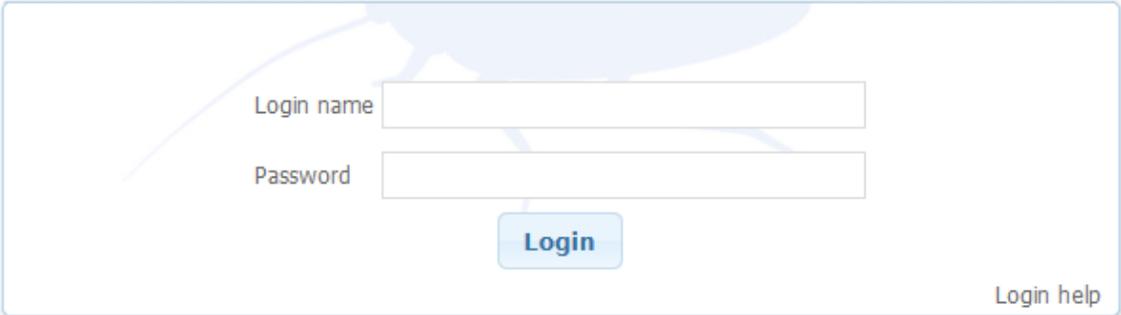
# Quarantine Management System

## Administration Guide

The QMS Administrator has the ability to manage, search, view, whitelist, and release messages from the quarantine for any user in the system.

### Login

Logging in as a QMS Administrator is the exact same process as logging in as a normal user. Input the email address as the user name and use the password for the host email system. If the user has been created manually in the GWAVA Management Console, use the username and password provided.



The screenshot shows a login form for the GWAVA Messaging Security system. At the top left is the logo, which consists of a green bug icon and the text "GWAVA. Messaging Security". Below the logo is a light blue background image of a larger bug. The login form itself is a white rounded rectangle with a blue border. It contains two input fields: "Login name" and "Password". Below these fields is a blue "Login" button. In the bottom right corner of the form, there is a link labeled "Login help".

Once input, select 'Login' to be automatically taken to the Quarantine system.

# Interface

GWAVA. Logged in as inewton@scientists.com from 172.25.200.5  
Last login 15:18, 22 Sep 2016 from 10.1.22.2

Quarantine Options Digest Users Settings

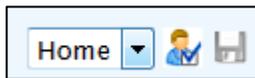
Release Forward White List Unlink From Users Delete Sep 1, 2016 - Sep 26, 2016 Search

Status	Date	Subject	From	Recipient(s)	Filter(s)
<input type="checkbox"/>	22-Sep-2016 15:25:18	Costa Rica book by Sept.30 and save 25% on 2010/2011 groups!	sunnyvacations-service@caribbeanescape.biglist.com	inewton@scientists.com ...	Oversize Message
<input type="checkbox"/>	22-Sep-2016 15:25:15	Solena Group	dmiller@solenagroup.com	inewton@scientists.com ...	Oversize Message
<input type="checkbox"/>	22-Sep-2016 15:25:14	*****SPAM***** Dear ulrich.neumann@karate-club-puderbach.de 79% OFF on Pfizer !	ulrich.neumann@karate-club-puderbach.de	ncopermicus@scientists.com ...	Oversize Message
<input type="checkbox"/>	22-Sep-2016 15:25:14	Zip Block Crash	zipblockcrash@sanitycheck.com	inewton@scientists.com ...	Oversize Message
<input type="checkbox"/>	22-Sep-2016 15:25:13	Surb1 Block	surb1@sanitycheck.com	inewton@scientists.com ...	Spam Filter Group
<input type="checkbox"/>	22-Sep-2016 15:25:13	September 2010 Newsletter: Helping you get the most from ClickBase	wmills@clickbase.com	mcurie@scientists.com ...	Oversize Message
<input type="checkbox"/>	22-Sep-2016 15:25:13	[safe] NOTICE: Activate Your Website Today	sales@noratic.com	mcurie@scientists.com ...	Oversize Message
<input type="checkbox"/>	22-Sep-2016 15:25:12	oversize message test	oversize@sanitycheck.com	inewton@scientists.com ...	Oversize Message
<input type="checkbox"/>	22-Sep-2016 15:25:12	Notification: ALLC Meeting @ Thu Jan 28 - Fri Jan 29, 2016 (dudar@alltranstek.com)	dudar@alltranstek.com	aeinstein@scientists.com ...	Oversize Message
<input type="checkbox"/>	22-Sep-2016 15:25:12	RBL Block	rbl@sanitycheck.com	ncopermicus@scientists.com ...	Oversize Message

Show 10 messages  
Showing 1 to 10 of 71 messages

First Previous 1 2 3 4 5 ... 8 Next Last

The Interface for the QMS administrator is the same as the user, except that it has more options. To simplify the interface, or to only view the messages in the administrator's personal quarantine, there is a button included to switch between the normal and the user interface next to the save button.



This switches between administrator and normal user views.

GWAVA. Logged in as inewton@scientists.com from 172.25.200.5  
Last login 15:18, 22 Sep 2016 from 10.1.22.2

Quarantine Options

Delete Sep 23, 2016 - Sep 26, 2016 Search

Status	Date	Subject	From	Filter(s)
No messages in table				

Show 20 messages  
Showing 0 to 0 of 0 messages

First Previous Next Last

The normal user interface has been activated and is shown above.

## Searching

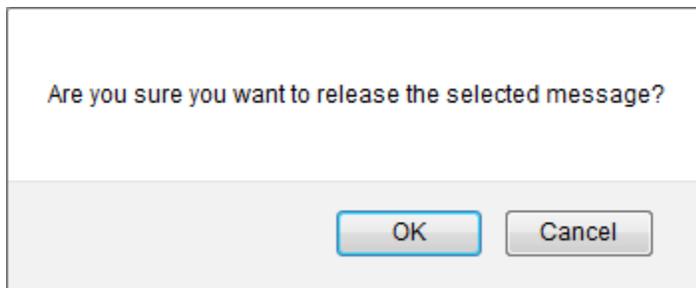
Both the user and the administrator interface provide a search field. The search field for the administrator simply searches all mailboxes for the desired information. This is useful for limiting displayed messages to a single user, sender, or subject matter. The search field can be used to find information in every displayed part of an email message: sender, recipient, subject line, or message body content. To search, simply enter the desired search terms and hit 'enter'.

A rectangular search field with the word "Search" in a light gray font on the left and a blue circular refresh icon on the right.

To clear a search and reset the results, select the arrows to the right of the search field.

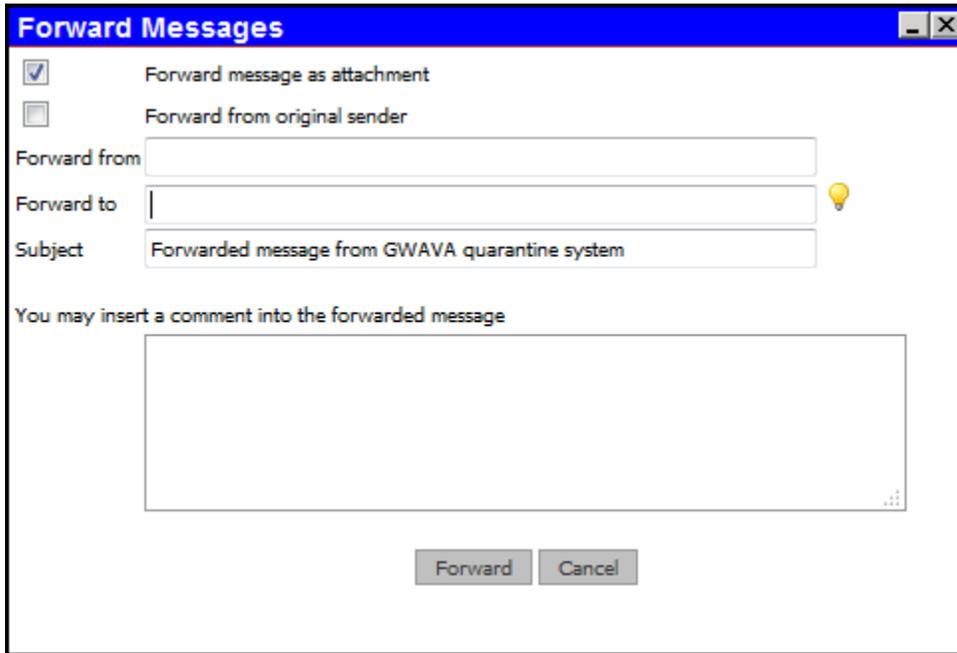
## Release

Administrators have the option to release messages from the quarantine. A released message is allowed to leave the quarantine and enter the mail system. Releasing a message does not add the sender to a whitelist, nor does it ensure that messages of that type or content will be allowed through in the future, it simply allows that selected message to continue to the recipient's mail box.

A dialog box with a white background and a light gray border. The text "Are you sure you want to release the selected message?" is centered in a dark gray font. At the bottom, there are two buttons: "OK" and "Cancel", both with a light gray background and a thin blue border.

## Forward

Sometimes it is desired for a message in the quarantine to be sent to a mailbox that is not an original recipient. The Forward option allows administrators to take a quarantined message and send it to a specified mail box. To forward a message, select the desired message, or messages, and then select the 'forward' button.



**Forward Messages**

Forward message as attachment

Forward from original sender

Forward from:

Forward to:  

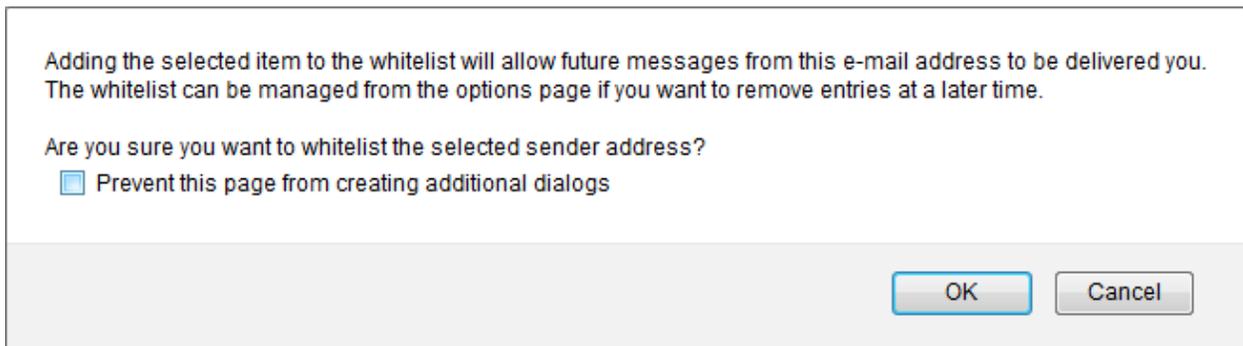
Subject:

You may insert a comment into the forwarded message

From and to mailboxes must then be specified or selected. The forwarded message(s) may also be sent in the message body, (default), or as an attachment. Compose the message as desired. Once all fields have been configured as desired, selecting 'Forward' will send the message(s).

## White List

Some messages will be caught in QMS, which only some users will want access to, but which are not to be allowed in the general system. For these messages and users, a white-list may be created to allow a message, such as a newsletter, to continue to specific users without subjecting all users in the organization to the same exception.



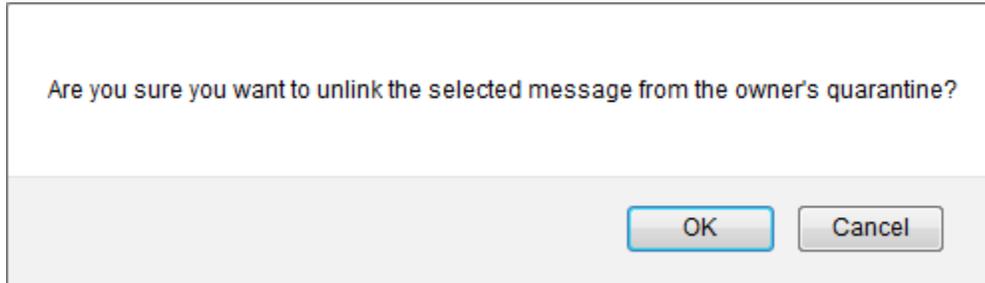
Adding the selected item to the whitelist will allow future messages from this e-mail address to be delivered you. The whitelist can be managed from the options page if you want to remove entries at a later time.

Are you sure you want to whitelist the selected sender address?

Prevent this page from creating additional dialogs

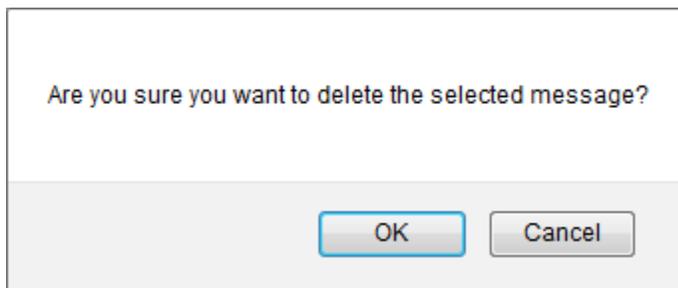
## Unlink from Users

The Option to unlink a message from users removes all recipients and users from a message. This removes that message from the personal quarantine of those user's accounts. When they login, they will not see the unlinked message(s) in their system, as the QMS no longer ties that message to their account. To unlink a message or messages from users, select the desired message or messages and then select the 'Unlink from Users' button.



## Delete

To completely remove a message from the archive, select the desired message or messages and select the delete button. A simple confirmation box is displayed. Deleted messages cannot be restored.



## Date Range

The Date Range specifies the time frame which will be displayed. The Date Range does not limit the basic search, the basic search is limited on the Options | Core Settings page. Make sure you have selected the desired time frame to allow the search function to operate as desired.

To specify a date range, select the displayed date to open the date range drop-down window.

Sep 8, 2016 - Sep 26, 2016 2 Messages Selected

Today  
Yesterday  
This week  
Last week  
This month  
Last month  
This year

July 2016							August 2016							September 2016						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2		1	2	3	4	5	6					1	2	3
3	4	5	6	7	8	9	7	8	9	10	11	12	13	4	5	6	7	8	9	10
10	11	12	13	14	15	16	14	15	16	17	18	19	20	11	12	13	14	15	16	17
17	18	19	20	21	22	23	21	22	23	24	25	26	27	18	19	20	21	22	23	24
24	25	26	27	28	29	30	28	29	30	31				25	26	27	28	29	30	
31																				

Apply Clear Cancel

Selecting a date range is simple and can be a single mouse click. Quick time ranges are displayed to the side and selecting one of them will immediately set the date range to that value, close the date range window, and refresh the displayed quarantine. To select a custom date range, click first on the desired start date in the calendar provided, and then select the desired end date in the same manner. To select a custom date range older than the displayed three months, use the arrows at the top of the calendar display to shift to the desired frame.

## Options

### Core settings

The Core Settings page holds the basic settings for the current user. Maximum displayed Search results, displayed messages per page, days to default search, (this doesn't restrict searching with a custom or selected date range, just the default page), and the timeout.

 Logged in as newton@scientists.com from 172.25.200.5  
Last login 15:18, 22 Sep 2016 from 10.1.22.2

Quarantine Options Digest Users Settings

Core Settings White List Rights

### CORE SETTINGS

The primary address is the address you use to log into the system.

Login name newton@scientists.com

### My User Interface Options

Maximum number of messages returned from a search All

Number of messages per page 20

Number of days to search Last 3 days

Inactivity Timeout 10

After making changes, select the 'save' disk button at the top right.

## White list

The White List page lists the source addresses which have been exempted from the filters in the system. An address is added to the white list by selecting a message and white listing it on the Quarantine page. Messages sent from any address on this list will be exempted from the filters in GWAVA. Each filter is tied to an individual address. Filters can be searched for by the to or from address. To remove an exemption from the whitelist, select the desired address(s) and then click 'Delete'.

The screenshot shows the GWAVA management interface. At the top, there is a navigation bar with tabs for 'Quarantine', 'Options', 'Digest', 'Users', and 'Settings'. Below this, there are sub-tabs for 'Core Settings', 'White List', and 'Rights'. The 'White List' tab is active. The main content area displays a message: 'Mail from addresses that match the sender and recipient pairs in the white list will bypass all filters associated with the quarantine white list.' Below this message is a 'Delete' button. The main part of the interface is a table with two columns: 'From' and 'To'. Each row in the table represents a white list entry, with a checkbox on the left for selection. The 'From' column contains email addresses, and the 'To' column contains recipient email addresses. At the bottom of the table, there is a pagination control showing 'Showing 1 to 10 of 11 entries' and navigation buttons for 'First', 'Previous', '1', '2', 'Next', and 'Last'.

From	To
<input type="checkbox"/> Search From	<input type="checkbox"/> Search To
<input type="checkbox"/> surbl@sanitycheck.com	inewton@scientists.com
<input type="checkbox"/> surbl@sanitycheck.com	bpascal@scientists.com
<input type="checkbox"/> surbl@sanitycheck.com	mcurie@scientists.com
<input type="checkbox"/> surbl@sanitycheck.com	aeinstein@scientists.com
<input type="checkbox"/> surbl@sanitycheck.com	jkepler@scientists.com
<input type="checkbox"/> ulrich.neumann@karate-club-puderbach.de	ncopernicus@scientists.com
<input type="checkbox"/> ulrich.neumann@karate-club-puderbach.de	jkepler@scientists.com
<input type="checkbox"/> zipblockcrash@sanitycheck.com	bpascal@scientists.com
<input type="checkbox"/> zipblockcrash@sanitycheck.com	jkepler@scientists.com
<input type="checkbox"/> zipblockcrash@sanitycheck.com	inewton@scientists.com

## Rights

The Rights page displays the role and rights of the current user. This is an informational window only. QMS rights are granted or removed through the 'Users' page. Some rights are limited to Administrator roles, which are granted in the GWAVA Management interface.

GWAVA

Logged in as inewton@scientists.com from 172.25.200.5  
Last login 15:18, 22 Sep 2016 from 10.1.22.2

Quarantine Options Digest Users Settings

Core Settings White List Rights

### RIGHTS

You are quarantine administrator. You have full rights.

Your rights define what you can do in the quarantine.

- Access Attachments
- View HTML Messages
- Release
- Rights Forward
- Delete
- Unlink from users
- Whitelist

## Digest

### Settings

The Digest is the list of messages blocked and sent to the quarantine for any address. An email listing all the blocked messages can be sent to each user on a regular schedule or manually. All users have the ability to release messages from their digest.

The digest has some basic settings which are configured on this page.

GWAVA

Logged in as inewton@scientists.com from 172.25.200.5  
Last login 15:18, 22 Sep 2016 from 10.1.22.2

Quarantine Options Digest Users Settings

Settings Schedule Manual Release

Enable digest services

Contact email address

Digest Template [no template selected] ▼

Preferred digest language English (en) ▼

Maximum digest rows 50

Release button address

Digest recipients Send digest to all users ▼

Custom address list

Remove selected ✖

Add new  +



## Manual Release

A Digest may also be sent manually. There are two methods: a global or a custom digest. A global digest sends a digest to all in the currently active digest list. (Default is all users.) While a global digest is triggered, the only setting required is to define the start period for the digest. A digest may be sent for messages which have already had a digest sent depending on whether a digest was previously sent which already covered that time period. If that is the case, a message already released may be re-released and duplicates created in the system.

To send a custom digest, the date range to include for the digest and the desired users must be selected before the digest is released. The same danger of duplicates of released messages being released is present in the custom digest as it is in a global digest if the start time period is set far enough back to cover a time which a digest has already been released for.

GWAVA. Logged in as newton@scientists.com from 172.25.200.5  
Last login 15:18, 22 Sep 2016 from 10.1.22.2

Quarantine Options **Digest** Users Settings

Settings Schedule **Manual Release**

### Digest release period

No global digest time has been sent. The default digest time period is 24 hours.

Changing the digest start date to an earlier time than the current period will cause the global digest to resend previously digested items to your users. Please be sure you understand the impact of this action before updating this setting. Global digests are released from the start time up to the time of the release, and the next digest start period will be reset to the current time.

Change digest period start 25 Sep 2016 10:51

### Custom digest release

Release the digest for a defined time period to the selected range of users.

Start date 25 Sep 2016 10:51  
End date 26 Sep 2016 10:51

Select users:

- admin
- aeinstein@scientists.com
- bpascal@scientists.com
- newton@scientists.com
- jkepler@scientists.com
- mcurie@scientists.com
- ncopernicus@scientists.com

release this address

release to all users (with global digest rules)

update global digest start period on release to all

In both cases, when a manual digest has been triggered and released, the digest time is updated and any scheduled digest will not duplicate the time period covered in the manual digest.

## Users

The Users page displays all active users in the system. This is where the rights each user has in QMS may be removed or granted, and basic settings reviewed or changed. Users will automatically show up here as soon as they log into QMS.

Users who have the rights to any feature listed here, will gain the ability to use that feature for their account. Rights to view or modify other user's mailboxes are exclusive to the QMS administrator role.

GWAVA. Logged in as inewton@scientists.com from 172.25.200.1  
Last login 14:31, 26 Sep 2016 from 172.25.200.21

Quarantine Options Digest **Users** Settings

admin  
aeinstein@scientists.com  
**bpascal@scientists.com**  
inewton@scientists.com  
jkepler@scientists.com  
mcurie@scientists.com  
ncopernicus@scientists.com

**User Rights**

- Access Attachments
- View HTML Messages
- Delete Messages
- Release Messages
- Blacklist Addresses
- Whitelist Addresses
- Forward Messages

**User Options**

Maximum number of messages returned from a search

Number of messages per page

Number of days to search

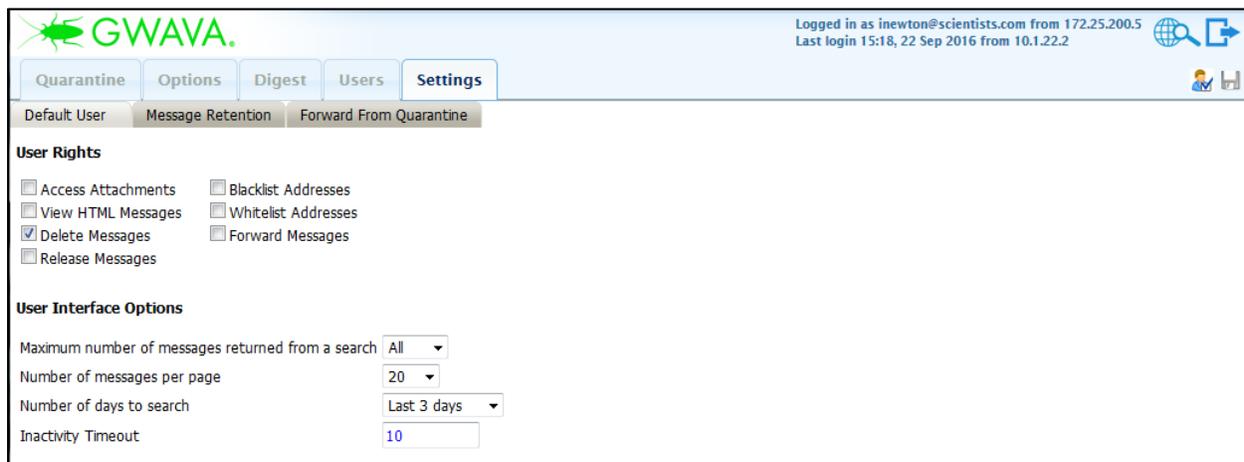
Inactivity Timeout

## Settings

This page accesses the general settings of the QMS system governing default behavior.

### Default User

The Default User page sets the default rights for any automatically created user. Administrators may limit the default user to basic viewing of the quarantine, or allow users to have full control over their own message flow and filters. This is useful when large systems allow for independent exceptions to filters while not burdening the administrator with the task of creating them all independently. Set according to the desired security or mail policy. These settings will be automatically applied for all users created when a user first logs into their quarantine.



The screenshot shows the GWAVA web interface. At the top, there is a navigation bar with tabs for Quarantine, Options, Digest, Users, and Settings. The Settings tab is active. Below the navigation bar, there are sub-tabs for Default User, Message Retention, and Forward From Quarantine. The main content area is titled "User Rights" and "User Interface Options".

**User Rights**

- Access Attachments
- Blacklist Addresses
- View HTML Messages
- Whitelist Addresses
- Delete Messages
- Forward Messages
- Release Messages

**User Interface Options**

Maximum number of messages returned from a search: All

Number of messages per page: 20

Number of days to search: Last 3 days

Inactivity Timeout: 10

### Message Retention

Messages in the quarantine are not considered good mail and there is little reason to keep them for a long period of time. Data can be pruned in the quarantine as to not take space in the system. The default period of time to keep mail is 60 days. This means that all messages older than 60 days will be deleted from the quarantine.



The screenshot shows the GWAVA web interface for the Message Retention Policy settings. The navigation bar and sub-tabs are the same as in the previous screenshot. The main content area is titled "Message Retention Policy".

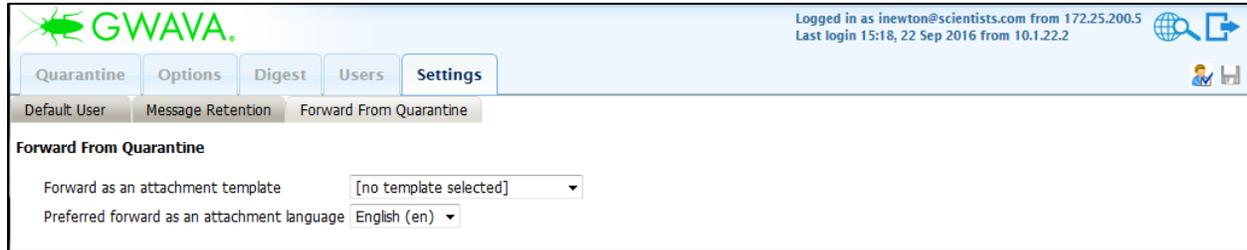
**Message Retention Policy**

- Enable quarantine message pruning:
- Days to retain messages in quarantine: 60
- Prune message information:
- Delete stored messages:

Some corporate policies may require retention of specific information in the quarantine. If this is desired, the settings shown above allow for the retention of message information, or retaining stored messages. Defaults are shown.

## Forward from Quarantine

The default setting for forwarding a message from the quarantine is set here. A template may be used to customize the forward behavior if the message is forwarded as an attachment. The default language may also be set.



The screenshot shows the GWAVA web interface. At the top left is the GWAVA logo. On the top right, it displays the user's login information: "Logged in as newton@scientists.com from 172.25.200.5" and "Last login 15:18, 22 Sep 2016 from 10.1.22.2". Below the logo is a navigation menu with tabs for "Quarantine", "Options", "Digest", "Users", and "Settings". The "Settings" tab is active. Underneath the navigation menu are sub-tabs: "Default User", "Message Retention", and "Forward From Quarantine". The "Forward From Quarantine" sub-tab is selected. The main content area is titled "Forward From Quarantine" and contains two settings:

- "Forward as an attachment template" with a dropdown menu showing "[no template selected]".
- "Preferred forward as an attachment language" with a dropdown menu showing "English (en)".