



Release SPAM messages

Outlook 2003

EML011-0406

Document Description: How to release messages quarantined by Pure Message using Outlook 2003

For use by: All staff and students using outlook 2003

Quick Start:

- You can release messages by clicking on the message ID, or replying to the message. You may need to enable links.
- All message IDs in the Email sent to the Email Security Administrator will be released.
- Messages take up to 15 minutes to be delivered once they have been released.
- Released messages may be filtered by the client, so check in other folders as well as the INBOX.
- If you release a message that is sent to a mailing list (eg. The TO: field is something like allstaff@usyd.edu.au) then the released message will be sent to everyone on the mailing list.

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1 Turn on links

Outlook 2003 has a security patch which may not allow you to click on links. If you try to click on the link without turning them on you may get the following message:



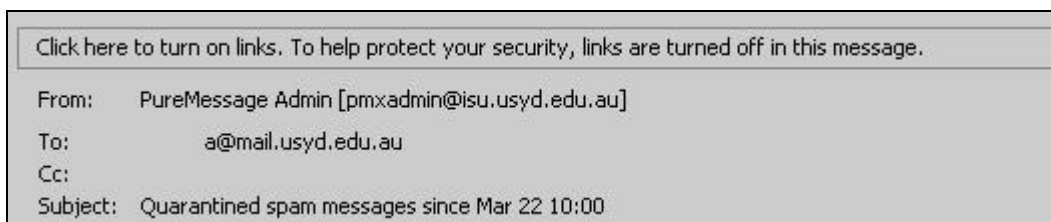
1.1. Figure

To turn on links there will be a grey bar at the top of the message that you can click on. If you are using the preview pane it will look like this:



1.2. Figure

If you have opened the message it will look like this:



1.3. Figure

To turn on links you need to click on the part that says "Click here to turn on links" and then select **Turn on links** from the menu which will appear. See below.



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3 Release multiple messages

To release multiple messages you can either click on each message ID in turn and send an email for each one (see section 2)

Or you can reply to the message and **DELETE** the message IDs or entire lines of the messages that you **do NOT** want released, and click **Send**.

If you just reply to the message then **All** quarantined messages listed in the email will be released.

From: PureMessage Admin [mailto:pmxadmin@isu.usyd.edu.au]
 Sent: Wednesday, 22 March 2006 10:00 AM
 To: a@mail.usyd.edu.au
 Subject: Quarantined spam messages since Mar 22 10:00

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.

ID	Time	Probability	From	Subject
[#10Q-2]	09:31	82%	m@usyd.edu.au	FW: news
	09:31	82%	m@usyd.edu.au	FW: Hoodia the #1 Diet in America
[#10k-2]	09:32	82%	m@usyd.edu.au	FW: please your woman Miguel
	09:33	82%	m@usyd.edu.au	FW: Generate more money with expert info on booming stocks
	09:34	82%	m@usyd.edu.au	FW: news
[#10Q-2]	09:35	82%	m@usyd.edu.au	FW: The Ultimate Online Pharmaceutical
	09:35	82%	m@usyd.edu.au	FW: Get huge discounts on buying medication online.

3.1. Figure

In the above example clicking on send will release 3 messages from quarantine as there are 3 message IDs in the body of this message. It does not matter if the rest of the line is deleted or not as the automatic process will only look for the message IDs.