



Release SPAM messages

Entourage

EML012-0406

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

For use by: All staff and students using Entourage

Quick Start:

- You can release messages by clicking on the message ID, or replying to the message.
- 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 Release a Single message

To release a single message you can simply click on the message ID

Quarantined spam messages since Mar 22 10:00

➔ PureMessage Admin <pmxadmin@isu.usyd.edu.au>
To: a@mail.usyd.edu.au

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 |
|----------|-------|-------------|---------------|--|
| [#i0Q-2] | 09:31 | 82% | m@usyd.edu.au | FW: news |
| [#i0U-2] | 09:31 | 82% | m@usyd.edu.au | FW: Hoodia the #1 Diet in America |
| [#i0k-2] | 09:32 | 82% | m@usyd.edu.au | FW: please your woman Miguel |
| [#i04-2] | 09:33 | 82% | m@usyd.edu.au | FW: Generate more money with expert info on booming stocks |

1.1. Figure

It will open a new message with the message ID in the body of the message.

Release message from quarantine

To: pmx-auto-approve+1ba5aca93065f7a3bdc2b535548ed761@mail-manager.ucc.usyd.edu.au
Cc:
Subject: Release message from quarantine

Attachments: none

Font Font Size B I U T [Rich Text Editor Icons]

[#i0Q-2]

1.2. Figure



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Click on **Send** and the message will be released and delivered to your mailbox in approx 15 mins.

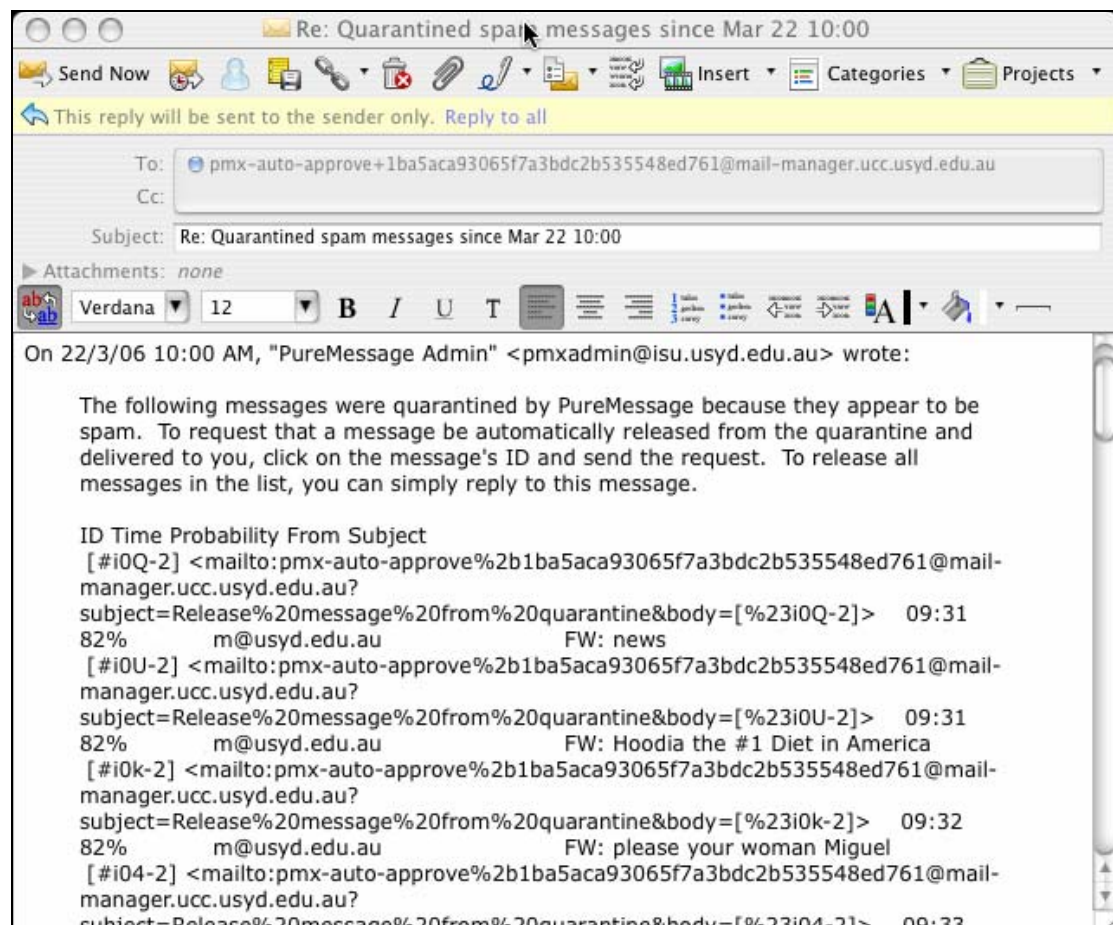
If you are unable to click on the message ID then you can reply to the message and delete all the message IDs except the one that you want released.

2 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 1)

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.



2.1. Figure

In the above example clicking on send will release 4 messages from quarantine as there are 4 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.