

Spam Notification and Quarantine Frequently Asked Questions (FAQ's)

- How many messages can I have in the quarantine at once time?

Each user can have up to 500 messages at one time in quarantine.

- Will I get notification if I am listed in the cc: or bcc: field?

Yes

- Will other people have access to my quarantined e-mail messages since they are accessed via the internet?

No. The link in the e-mail notification that you will receive is comprised of a unique random number for each notification, plus the user ID and the message ID. For authentication we check the length of the URL to see if it was tampered with, and match the combination of three parameters (the random number, user ID and message ID) with what exists in the datastore for the user. If any one of the parameters fails to match, the system generates an Invalid User exception error message. If the message is released by the user, or if the message was already released to another user in a recipient group, a pop-up window is displayed indicating that the message was successfully delivered. If the message has already been removed in a scheduled system cleanup cycle, a popup window displays an error notice.

- Why am I getting multiple notification messages?

It is likely that you have multiple e-mail aliases. The Spam Notification system treats each alias as a separate e-mail address for notification purposes.

- My system does not seem to be showing me the screens that I am supposed to see. What is happening?

If you have installed a pop-up blocker, it may prevent the display of pop-up windows used in End User Quarantine Release. To avoid blocking the Spam Notification system pop-ups, disable or override the pop-up blocker. This can be accessed in Internet Explorer by clicking on Tools in the menu bar then selecting Pop Up Blocker. If you need assistance disabling or overriding the pop-up blocker, please call 974-2255.

- I White Listed a message, but the sender's message are still appearing in my quarantine list. Why is this happening?

It can take up to two business days for the system to process a White List request. If it has been more than two business days since your request, the

System Administrator may have rejected your request. Contact the Help Desk at 974-2255 if you have any questions about White Listed senders or domains.

- I am concerned that messages I need to see will be rejected by this program. Will I be able to get all of my incoming e-mail?

This system is designed to give users control over the messages that are delivered to their in-box. The only messages the system will delete are those that contain viruses and other types of code that may be dangerous to your computer and the University's networks.

- What do I do if I have still have questions or problems with the Spam Quarantine System?

Please contact the Help Desk at 974-2255 or via e-mail at support@ucok.edu.