IronPort from Cisco is an anti-spam system currently used for our email spam filtering. It uses conventional techniques and innovative context-sensitive detection technology to eliminate a diverse range of known and emerging email threats. This guide will help you to use the basic features of IronPort.

1. Accessing Quarantined Messages

   - You will get a quarantine notification report every morning that looks similar to the image displayed below, with “IronPort Spam Quarantine Notification” as the subject line.
   - To recover a message quarantined by error, just click “Release” button to the left of the message.
   - You can also click the “your email quarantine” and “View All Quarantined Messages” links to get into your IronPort account to release any quarantined messages and/or edit safe/block lists.

2. Setting up the safelist and blocklist for your IronPort account. To set up the safelist or blocklist in IronPort, follow the steps described below.

   - Click the web links mentioned previously in the notification message to log on automatically.
   - Once you are in IronPort, go to Options from the top right and select Safelist or Blocklist from the pull down menu.
• In the Safelist or Blocklist window, enter the email address you want to approve or block, and click Add to List.
• To remove an address from the existing list, click the Trash icon on its right.

![Blocklist](image)

3. Searching for your messages in the quarantine folder

If you feel that you may have missed a message but do not see it in your normal notification message, you can search for it in your quarantine folder in IronPort, as described below.

• Click the web link in the quarantine notification message to log on IronPort automatically.
• In the Quick Search box, (A) enter a key word to search or click Advanced Search button to specify a search criteria or range.
• Once you have found the missing message, check the box on its left (B), select an action and click Submit button to send it to your mailbox (C)

![Spam Quarantine](image)

4. Things to consider

The transition from Postini to IronPort may affect your email spam filtering in some way, such as described below.

• The approved and blocked lists from your Postini account will no longer be available after we have switched over to IronPort, you will need to re-create them following the instructions described in step 2 above.
• IronPort is a different system and will be using different algorithm and techniques for spam filtering as compared to Postini. Some messages that went through before may get quarantined now. Please adjust your safe and block lists accordingly.

*If you experience any problem using IronPort, please contact IT helpdesk at help@ScrippsCollege.edu or (909) 607-3406.*