

PUREMESSAGE: FREQUENTLY ASKED QUESTIONS

Where do I go to view my PureMessage spam quarantine? You can access the spam quarantine through the Online Service Center at <http://www.valpo.edu/it/osc> or directly at <http://spamq.valpo.edu>

Where can I get help with my PureMessage spam quarantine? We've created [a tip sheet to introduce PureMessage](#). You can also click the "Help" link in the quarantine web interface. There is extensive documentation available for the end-user, which answers many questions and will guide you through any tasks.

How long do messages stay in my spam quarantine before being automatically deleted? 2 weeks.

Does the PureMessage spam system send a digest of spam messages? Yes, the PureMessage system will send a periodic digest (list) of spam messages in your quarantine. This will make it easier for you to review the list of messages without having to go into the system.

Why do I have to log in again to access the PureMessage spam system? The old system didn't make me do that? We are working to address the issue of having to log in to access your spam quarantine, but for the foreseeable future, you'll have to login to the new spam quarantine using your username and password.

Can I opt out and use my own spam filtering system? Yes. Log into the spam quarantine and go to Option and check the "Disable all spam and offensive content blocking for my messages" box.

I set up whitelists/blacklists in the old spam quarantine system. Will these carry over to PureMessage or do I need to set them up again? Unfortunately, whitelists/blacklists in the old spam quarantine will not carry over to the new system. It will be necessary to set up the whitelists/blacklists in the new system.

What will happen to the messages that are currently in the old spam quarantine? Will I still be able to access them? The current spam quarantine will be available through the Online Service Center for at least the next two weeks (Oct 3, 2007). No new mail will be deposited there as of September 19, 2007, and after two weeks, all mail in the quarantine will be expired and deleted in accordance with our current policy of deleting messages in the spam quarantine after 14 days. It is highly recommended that you log in and see what's in your spam quarantine before the messages expire.

I have a vast increase in spam coming through, more than I ever received. Please contact the IT Help Desk and report the problem you are experiencing. We have vendor support for PureMessage and will work directly with the vendor to resolve issues as quickly as we can.

What about spam for shared accounts/mailboxes? (now called "Resources" in GroupWise) Currently, just as was the case with our previous spam filtering system, there is no quarantine for shared mailboxes. However, the plan is to associate the owner of the shared resource with the resource delivery itself, thus making any quarantined messages for the shared resource available in the owner's

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quarantine. For the initial implementation, these messages are simply dropped as was the case in the old system.

I've noticed that I have not received mail from mailing lists, or that mail from certain mailing lists has been going straight to the quarantine. I know that this is legitimate mail! How can this be fixed? Like many large email services and ISPs, we have decided to limit messages that contain a large number of total recipients (including CCs and BCCs). Due to the increasing number of spam messages addressed to many, many recipients we feel this will cut down on a great deal of unwanted spam. Preventing these messages from being blocked is a simple matter of adding the sender's (From:) address to your whitelist.

Someone sent something to me an hour ago and I have yet to receive it. As we adjust our operational procedures to the new spam filtering system, there may be intermittent delivery delays for messages from off campus. We do not expect these delays to last very long and appreciate your patience as we tune the system. If the delay is from on campus, the spam filter is not the cause and we suggest you report this to the IT Help Desk.

I cannot receive mail at all from certain domains/senders. This is not a problem with PureMessage. We continually see other mail servers change their configurations in a non-standard way in an attempt to help secure their networks. In doing so, they end up unable to send mail to valpo.edu This problem has existed well before the PureMessage implementation.

Do alumni have access to the spam filter system? As with our current spam filtering system, alumni will not have access to the spam quarantine. This is due to the fact that alumni no longer have active LDAP accounts and therefore cannot log in to any systems. Also, alumni forwarders will have stricter spam filtering due to the fact that outside mail systems (gmail, yahoo, etc) will blacklist us if there is too much spam coming from our domain, even if it is forwarded.

Office of Information Technology

1410 Chapel Drive Valparaiso, Indiana 46383 Phone: (219) 464-6763 Fax: (219) 464-5056 Email: it@valpo.edu