

## **Migration to new spam and anti-virus email solution**

On Wednesday, May 21, 2008, DIS deployed a new primary spam and anti-virus email solution called IronMail. As we migrate from the Sybari Advance Spam Defense product to IronMail, please be aware that current rules on Sybari Advance Spam Defense will not move to the new product. As of Friday, May 30<sup>th</sup>, you should no longer receive quarantine reports from the previous product Sybari.

Further information and instructions about the IronMail product are below. Please review these key differences between the Sybari product and the new IronMail solution. If you have any questions about the new solution or the attached information, please contact your DIS email administrator or Customer Account Representative.

### **End User Quarantine**

- Users are not required to log into the personal quarantine area. This may change in a future version, but at this time it is not required.
- You can only access the personal quarantine area by clicking on a link in End User Quarantine Release notification you will receive daily by email. You can use this same link from the email as long as messages are still in quarantine.
- Messages remain in quarantine for seven (7) days, unless deleted. The specified length of time can't be changed by the end user.
- You can now only whitelist by individual email address. You will no longer be able to whitelist an entire domain (example: @hotmail.com).
- Users will not see email addresses that are included in their whitelist group. To have an email address removed from a whitelist you will need to create a HEAT Ticket.

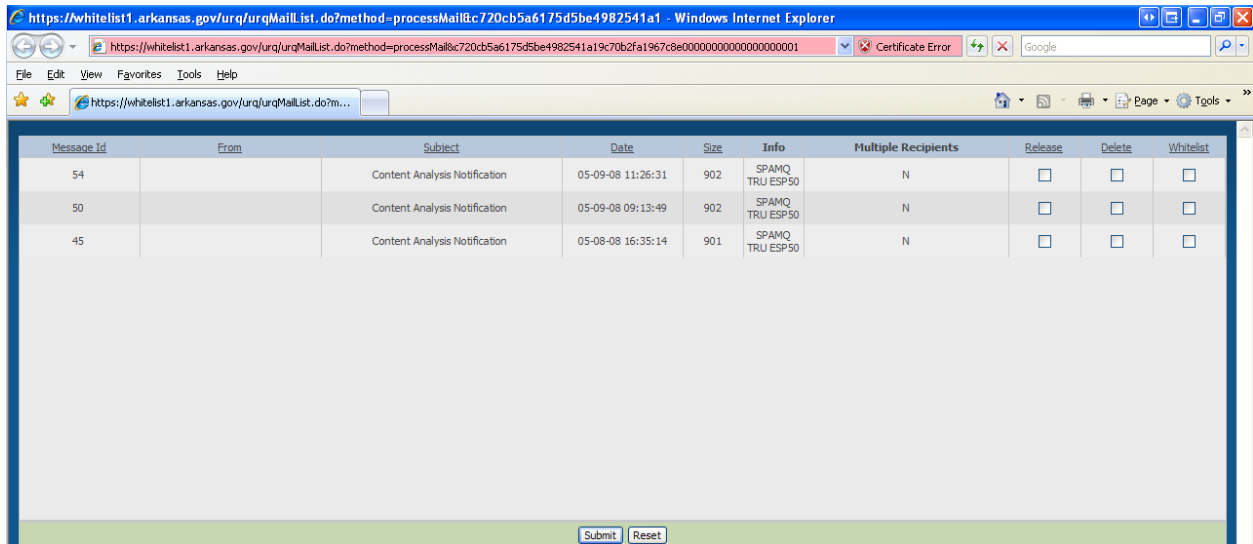
### **“End User Quarantine Release” and “End User Whitelisting” Features**

1. You will receive a daily auto-generated email notification for any email message addressed to you that was quarantined because the system determined it might be spam. From within this notification, you may release messages that you believe are valid email.
2. You can also request that the system “whitelist” particular message senders so his or her emails are not stopped as spam in the future.



If you want to view all messages in quarantine, you can click the URL at the top of your End User Quarantine Release notification. (See example User Quarantine Release notification on previous page.)

The web page that displays in your browser will look something like the following:



You can then select the “Release” and “Whitelist” check boxes for the message(s) you want to release. After clicking “Submit”, your requests for whitelisting will be processed.

After reviewing your quarantined email and releasing legitimate messages, you may wish to select the “Delete” check box for the remaining messages eliminating the need to review those on a future visit to the web page.

If you have any questions about this information or the migration to the new IronMail product, please contact your email administrators.