

The Quarantine Message Report

Introduction

By default, we set-up all users to receive a daily email containing the Quarantine Message Report (QMR). This email report will be only be sent if there are messages for that specific user in the quarantine.

It is import to note that users will only be able to see/view quarantined emails for their own email account and no other employee/mailbox.

Example of the Quarantine Message Report:

Daily Quarantined Message Report

support@globe2.net
Thursday, February 1, 2024

[View, Search, Sort Report](#) | [Request Current Report](#) | [Change Report Settings](#)

Spam: 4 (0 not shown)*

View Release	lzanoni@ <i>Partner Newsletter: New Year, New Reward...</i> 8:48am from Austria (61.37 KB)
View Release	emarketing <i>Take WiFi Everywhere Now Save £50</i> 10:00am from United States (46.66 KB)
View Release	 12:55pm from United Kingdom (872.32 KB)
View Release	info@ <i>Auto-renew reminder from WooCommerce</i> 10:32pm from Belgium (74.17 KB)

Malware: 0 (0 not shown)*

Outbound: 0

* Some messages may not be shown due to your [Report Settings](#)

Copyright ©2003-2024
[Unsubscribe](#)

Viewing & releasing an email from the quarantine:

After clicking view next to an email in the Quarantine Message Report, they will be taken to a web page where they can safely preview an email and release it should it be genuine (an example screenshot is below).

To release the email, click the green release button on the page.

To add the email to the whitelist to avoid it be quarantined in the future, please tick the from email address in the "Allowed List & Tools" and click the "submit request to administrator" button. Upon doing this, a request will be sent to us (as your managed IT provider) and we will review and action this for you.

The screenshot shows a web interface for viewing a quarantined email. At the top, there is a navigation bar with links for Home, Quarantine, Report Settings, Aliases, Attachment Quarantine, and Support. The main content area displays the email details for 'Last Chance - Only 1 Slot Left'. The sender information is redacted with black boxes. On the right, the received date is 3/23/2025 10:25 AM, the category is General, and the country is United Kingdom. Below the email details are three buttons: 'Back To Spam Quarantine' (blue), 'Delete' (red), and 'Release' (green). To the right of these are three more buttons: 'Show Raw' (blue), 'Show Headers' (blue), and 'Show Allowed List & Tools' (blue). The 'Allowed List & Tools' section is expanded, showing a list of items to be allowed. There are three checkboxes: 'From jack@[redacted]', 'Return Path lolmarket@[redacted]', and 'Domain [redacted]'. Below these is a green button labeled '+ Submit request to administrator'.

Revision #3

Created 24 March 2025 11:40:23 by Oliver

Updated 24 March 2025 12:05:47 by Oliver