



🚨 Quarantined Message Report Help Guide

AppRiver Email Security blocks unwanted messages and keeps your system free of adware, spyware, and viruses. One of the supplementary advantages of using the Email Security service is the user-specific Quarantined Message Report (QMR), which is sent daily to the end-user's Inbox and is completely customizable through the Customer Portal.

Quick Links:

[General](#)

[How to Release a Spam Message](#)

[How to View a Spam Message](#)

[View, Search, Sort Report](#)

[Request Current Report](#)

[Change Report Settings](#)



General

Once the QMR has been activated in the Customer Portal, the user will receive a daily QMR in their mail inbox. **(Please note that QMR data is captured from 12 am – 12 pm, i.e., 24-hour cycle.)** The following information will be presented:

- **View, Search, or Sort Report** – Link to portal view which displays total number of spam, viruses, and outbound mail for that day.

- **Held Spam List** – Shows an analysis of each individual message using the following categories: Subject, From, Time, Country, and Size. Messages may also be viewed or released from this list as well. (Please note that all emails expire after 7 days.)
- **Held Malware List** – Provides an analysis of the individual messages (viruses) that were held using the following categories: Subject, From, Time, Country, and Size.
- **Report Options** – Link to portal options which allow you to request a current report, change your email and report settings, and unsubscribe from QMR emails.

Daily Quarantined Message Report

administrator@lamesurfer.com
Saturday, February 2, 2019



a zix company

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

Spam: 6 (38 not shown)*

View Release	<p>healthinsurancenet_offer@menaraumrohaji.com Exclusive Free Health Insurance Quotes f... 12:26am from United States (4.07 KB)</p>
View Release	<p>alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)</p>
View Release	<p>cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)</p>
View Release	<p>freeflashlight@brusquebnm.fun Your \$29.95 Tactical Flashlight - Free! 2:42am from United States (10.91 KB)</p>
View Release	<p>cbd.gummy.bears@alternativesdimensions.com Immediate Pain Relief? 4:07am from United States (4.23 KB)</p>
View Release	<p>vivint_home_security_provider@assiduouassignment.com Protect your home - 24/7 monitoring, pro... 5:08am from United States (9.61 KB)</p>

Malware: 2 (0 not shown)*

<p>oldtimepotteryllc@bm5150.com Fantastic February Finds! Discover all ... 5:32pm from United States (57.43 KB)</p>
<p>chooseyourmortgage@rich-zhicheng.com Congratulations, welcome to LMB 10:30pm from United States (3.87 KB)</p>

Outbound: 0

* Some messages may not be shown due to your Report Settings

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[Unsubscribe](#)

How to Release a Spam Message

1. Click the **Release** link next to the message you would like to release.

Spam: 6		(38 not shown)*
View Release	healthinsurancenet_offer@menaraumrohaji.com Exclusive Free Health Insurance Quotes f... 12:26am from United States (4.07 KB)	
View Release	alex.verbrugghe@faenza.fr Polichinelle en vadrouille ! 1:21am from Germany (41.34 KB)	
View Release	cannabliss.oil@paltexwj.date Order Confirmation Needed 1:40am from United States (9.9 KB)	

2. The Web browser will be redirected to the Email Security Quarantine page. Once the message has been released, a green success pop-up window will appear on your screen. **(Note that the Allowed List & Tools section is now expanded.)**

The screenshot shows the Email Security Quarantine interface. A green success pop-up window is displayed, stating: "The message has been released. It will appear in your inbox shortly (but it may not have today's date, since the original sent date is preserved). Consider using the Allowed list options to prevent mail like this from being held in the future." The main content area shows the details of the released message: "Welcome to Medical Coverage Notice" from health.insurance.network@thewilsonstribе.com. Below the message details, the "Allowed List & Tools" section is expanded, showing options to add items to the personal allowed list or submit a request to the administrator. The "Submit request to administrator" button is highlighted.

3. Select one of the available allowed list options and then click the **Submit request to administrator button**.
4. Once the request has been submitted to the administrator, a success request will appear in the Allowed List & Tools section.

How to View a Spam Message

1. Click the **View** link next to the message you want to review/display.

Spam: 6		(38 not shown)*
View Release	healthinsurancenet_offer@menaraumrohaji.com <i>Exclusive Free Health Insurance Quotes f...</i> 12:26am from United States (4.07 KB)	
View Release	alex.verbrugghe@faenza.fr <i>Polichinelle en vadrouille !</i> 1:21am from Germany (41.34 KB)	
View Release	cannabliss.oil@paltexwj.date <i>Order Confirmation Needed</i> 1:40am from United States (9.9 KB)	

2. You will be redirected to the Email Security Quarantine page. Simply close the page when finished reviewing the message.

The screenshot shows the 'Email Security' interface. At the top, there are navigation tabs: Home, Quarantine, Filters, Report Settings, Aliases, and Support. The main content area displays a message header with the following details:

- Subject: Welcome to Medical Coverage Notice
- From: health.insurance.network@thewilsonstribе.com
- Return Path: health.insurance.network-administrator@amesurf.com@thewilsonstribе.com
- To: administrator@amesurfer.com
- Received Date: 2/4/2019 1:23 AM
- Category: General
- Country: United States

Below the header are three action buttons: 'Back To Spam Quarantine', 'Delete', and 'Release'. To the right are 'Show Raw', 'Show Headers', and 'Show Allowed List & Tools' buttons. A message status bar indicates 'This message has been scanned by AppRiver.' and a 'Display blocked content' link is present.

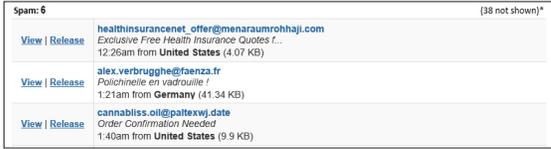
The main body of the message contains the following text:

- Welcome to Medical Coverage Notice**
- Blocked Image
- Update Preferences
- Or Write to: 113 Cherry Street #88030, Seattle, WA 98104-2205
- Blocked Image
- Blocked Image
- Blocked Image

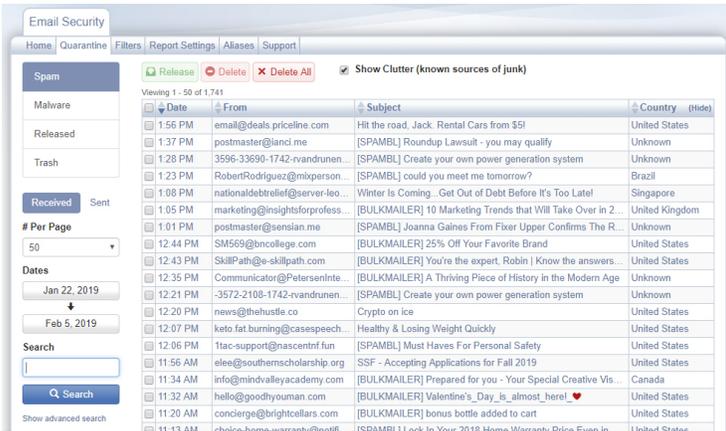


View, Search, Sort Report

1. Click the **View, Search, Sort Report** link near the top of the QMR.



2. The Web browser will redirect to the Email Security page. **(Note that this page will display all the messages that were displayed in the QMR.)** From here, you may view, search, and/or sort messages by four categories: Date, From, Subject, or Country.



3. To hide clutter, or known sources of junk from your quarantine list, uncheck the **Show Clutter** checkbox.



4. For step-by-step instructions, click the **Help** menu and **Read help documentation** submenu to launch the Email Security Online Help system.



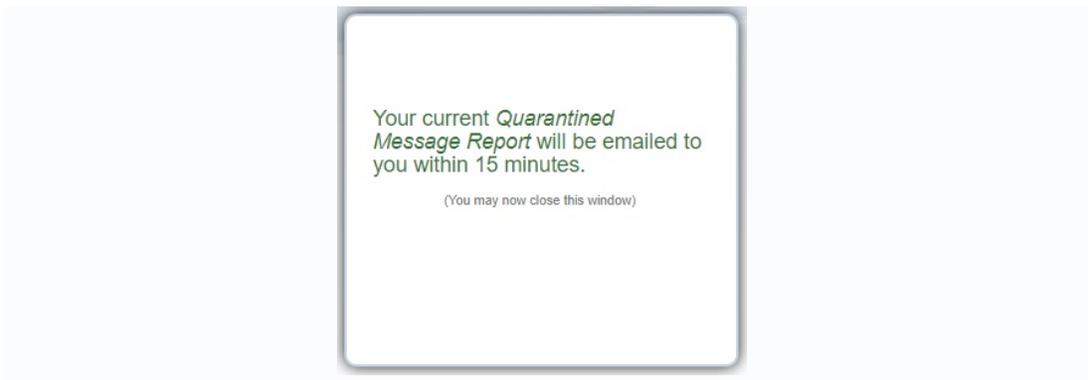
- Or, click the **Help** menu and the **Watch a tutorial video** submenu to launch the Support Page, which includes several video tutorials.

Request Current Report

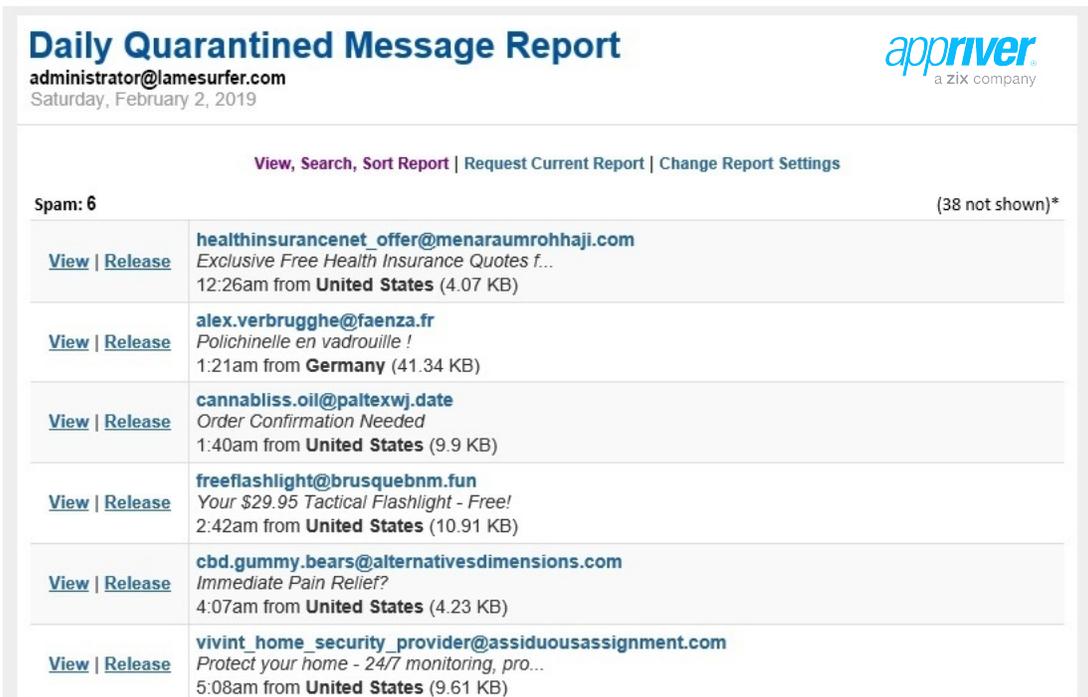
1. Click the **Request Current Report** link in the Options section.



2. The Web browser will refresh and then display a status message. The most current QMR will be sent to your Inbox within 15 minutes.



3. Simply click the new report in your inbox to view the current QMR.

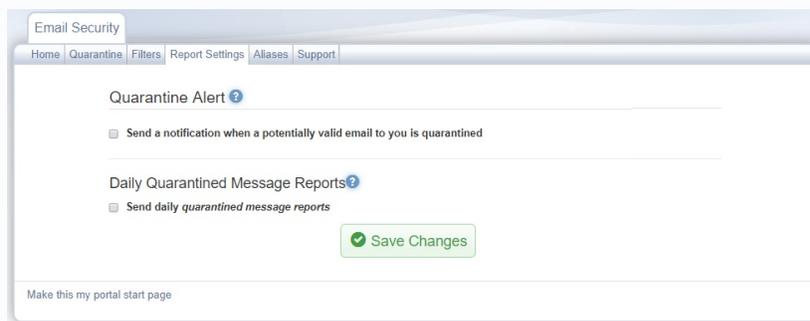


Change Report Settings

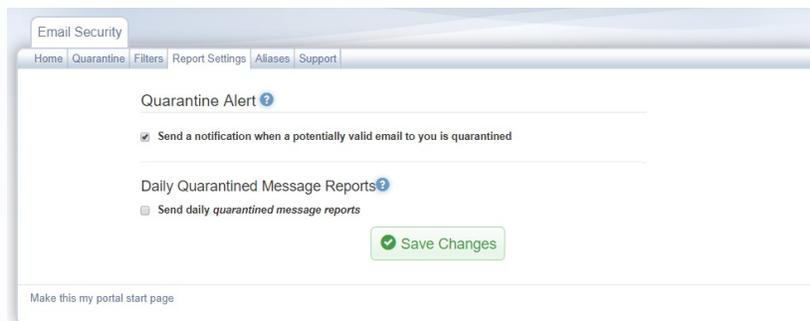
1. Click the **Change Report Settings** link in the Report Options section.

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

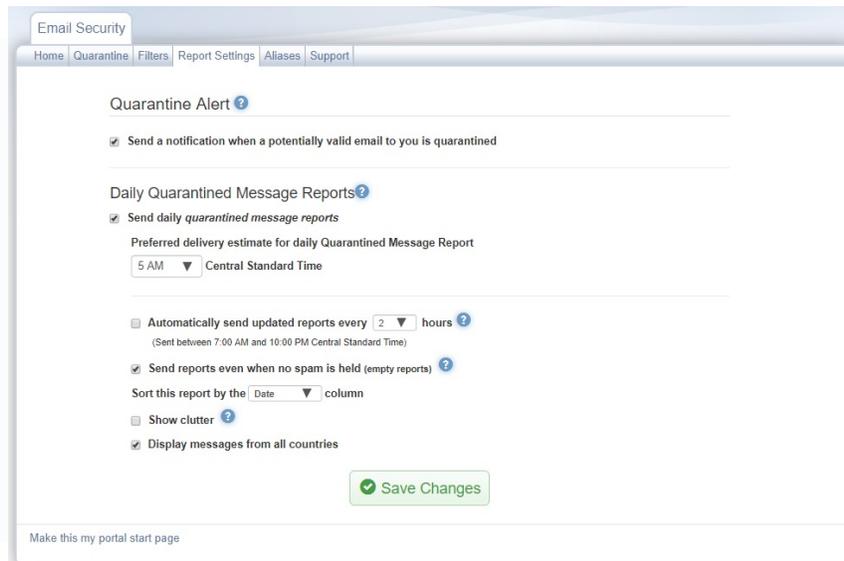
2. The Web browser will redirect to the Email Security page, where you may change your email and report settings.



3. If enabled by your administrator, activate Quarantine Alerts for your inbox by selecting the applicable checkbox and then click the **Save Changes** button. If a potentially valid email is quarantined, you will receive an email notification.

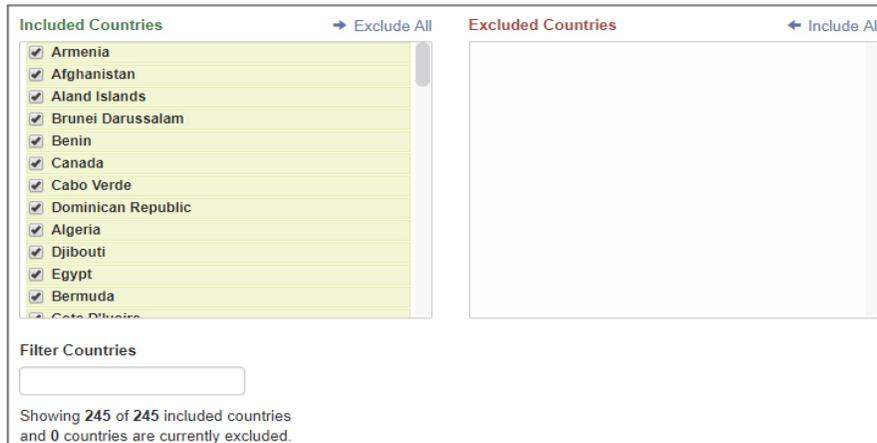


- To receive a QMR, select the **Send quarantined message reports** check box. Once selected, the QMR section will expand.



- If you would like to receive multiple current-day reports, choose a frequency option from the **Automatically send updated reports every X hours** drop-down menu and select the checkbox. **(Please note that automated updates are sent Monday through Friday for the current day and these updates include messages quarantined from 12 am to the current time. You will still receive the daily QMR for the previous calendar day.)**
- To receive a report even if no held mail is received, select the **Empty Reports** check box.
- Select the appropriate sort option: Date, Country, From, or Subject.
- To show messages that are from known sources of junk on your QMR, select the **Show Clutter** checkbox.
- The **Display messages from all countries** option is the default country option. Deselect the button to choose a specific country or group of countries to block or to enable for use in the QMR.

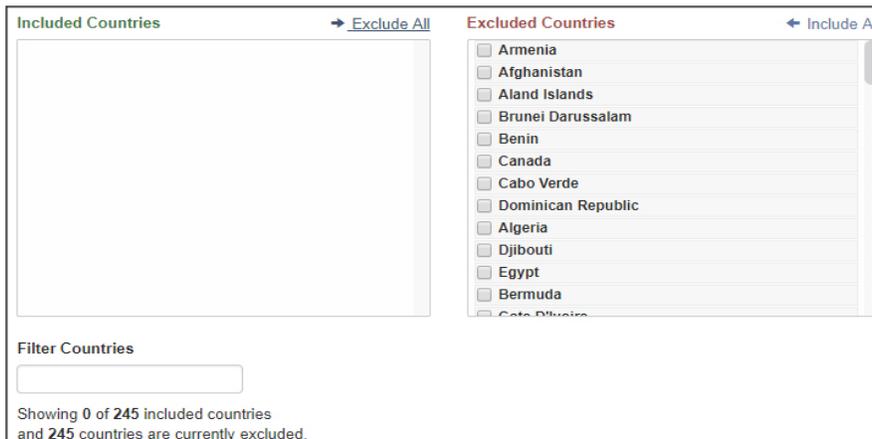
10. If all countries are not selected, a list of included and excluded countries will expand on the QMR page.



11. Clear a specific country check box in the Included Countries list to move it to the Excluded Countries list.

Or: Select a specific country check box in the Excluded Countries list to move it to the Included Countries list.

Or: Select the **Exclude All** or **Include All** links to move the all countries to the respective list.



12. Click **Save Changes**. Once the settings have been saved, a **Success** pop-up window will appear on your screen.



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