

## Corporate System Administrators : Sophos PureMessage User Guide

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### Daily Message from PureMessage

You will receive a message from PureMessage when it has quarantined messages that appear to be spam. This message provides information about the quarantined spam messages as of a particular date.

**From:** PureMessage Admin [mailto:pmx-admin@pmx.cqu.edu.au]  
**Sent:** Friday, 24 November 2006 12:00 AM  
**To:** Adrian Yarrow  
**Subject:** Quarantined spam messages since Nov 22 14:00

The following messages were quarantined by PureMessage because they appear to be spam. To request that a message be automatically released from the quarantine and delivered to you, click on the message's ID and send the request. To release all messages in the list, you can simply reply to this message.

ID	Time	Probability	From	Subject
<a href="#">[#k2w-3]</a>	03:36	95%	deboramarin@bostonbusywork.com	Maricela wrote:
<a href="#">[#lik-2]</a>	22:16	100%	deborahmasterson@borsboom-smit.com	[PMX:TBD] Dominique wrote:
<a href="#">[#IAE-3]</a>	06:23	100%	deborahthehotty@caltherm.com.br	[PMX:TBD] Alba wrote:
<a href="#">[#IAk-3]</a>	06:50	100%	deboraneto@boxlight.com	[PMX:TBD] ***Possible SPAM (6.1) *** Jamie wrote:

The Management  
PureMessage Admin <pmx-admin@pmx.cqu.edu.au>

#### Action to be taken:

- When you receive a message from PureMessage, log on to [PureMessage](#), and review your quarantined messages.

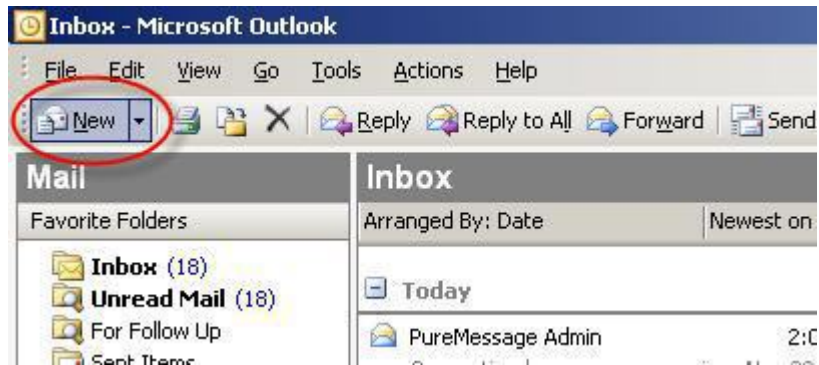
## Reporting Spam

If you receive an email which is obviously spam, and it hasn't been tagged with "[SPAM:#..#]" added to the beginning of the subject, which indicates that PureMessage has determined that the email has a fairly good likelihood of being spam, or the email has only been tagged when you feel it should have been quarantined (i.e. it didn't rate a high enough spam probability score), then you can forward the email, as an attachment, to Sophos.

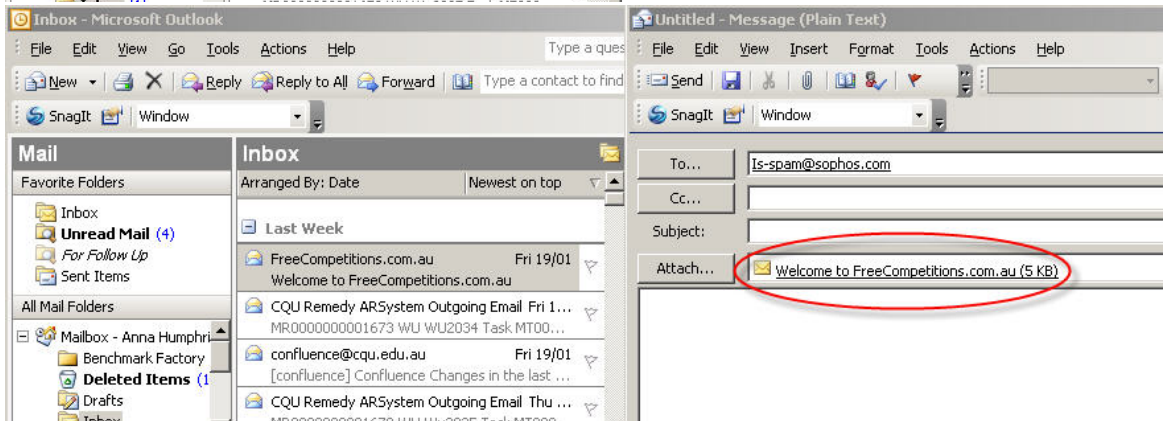
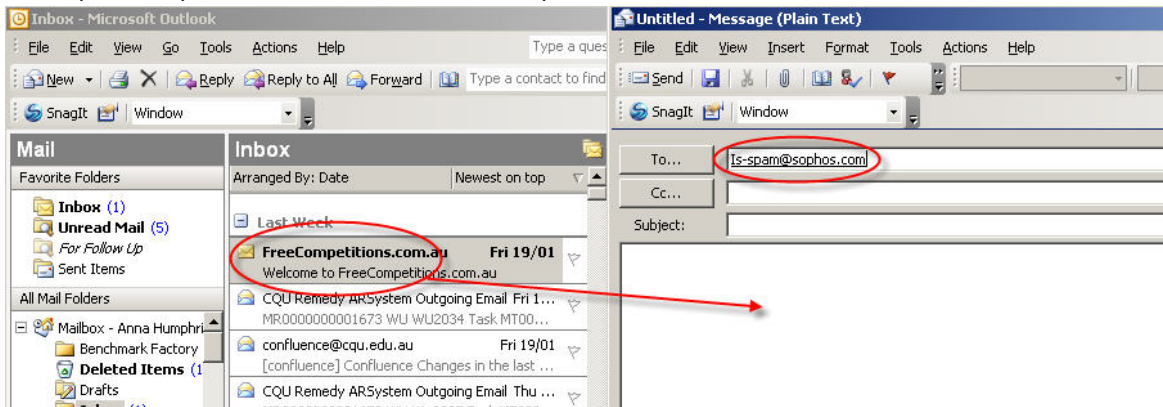
Please note that this attachment functionality (which is the format Sophos requires) is not available in the web based Staffmail facility, or Student Webmail facility.

#### To report spam:

- Create a new message.



- Enter the following address
  - is-spam@puremessage.net
- Click and drag the spam message from your inbox to the new message.
  - This will become an attachment.
  - **Note:** Messages with [SPAM: #] in the Subject line have already been flagged by PureMessage as suspected spam and do not need to be reported.



- Select the **Send** button.

## Accessing PureMessage

To access PureMessage open Internet Explorer and enter the following URL.

- <http://pmx.cqu.edu.au/index.cgi>

## Login to PureMessage

To log into PureMessage enter in your domain username and password.



Enter your email address/login and password to log in.

Email/Login:   
Password:

## Blocked Messages

This section shows all the spam messages which have been blocked by Sophos.



### Blocked Messages

Messages 1-20 of 24 | Page 1 of 2

- Deleted Messages
- Approved Senders
- Blocked Senders
- Options

Help  
Log Out



### Blocked Messages

<input type="checkbox"/>	Score ▲	From	Subject	Date
<input type="checkbox"/>	73.1%	settecltd@settecltd.com	[SPAM:###] Training Plan for 2004	2006-11-30 11:14:40
<input type="checkbox"/>	73.1%	settecltd@settecltd.com	[SPAM:###] Training Plan for 2004	2006-11-30 11:14:39
<input type="checkbox"/>	77.7%	infdakjq@mail.ru	[SPAM:###] Re: JFPXUC, same sex male	2006-11-30 11:15:19
<input type="checkbox"/>	78.6%	cl721phoh@yahoo.com.hk	[SPAM:###] Re: before the investigators...	2006-11-30 11:15:19
<input type="checkbox"/>	82.6%	moss@24-48-183-22.agstme.adelphia.net	[SPAM:####] Rich, Hilton's Paris totall...	2006-11-30 11:14:40
<input type="checkbox"/>	83.9%	janelle@msn.com	[SPAM:####] Larger bustlines NATURALLY!...	2006-11-30 11:15:20
<input type="checkbox"/>	84.6%	i828dweetk@concentric.com	[SPAM:####] Fwd: Best Source For Medici...	2006-11-30 11:15:11
<input type="checkbox"/>	84.6%	jeremy@msn.com	[SPAM:####] So you're going to do it? B...	2006-11-30 11:15:05
<input type="checkbox"/>	84.6%	yew504sy@rr.com	[SPAM:####] Fwd: Save 40%-90% on Hundre...	2006-11-30 11:14:37
<input type="checkbox"/>	84.6%	harold@msn.com	[SPAM:####] Is she seeing someone else?...	2006-11-30 11:14:39
<input type="checkbox"/>	84.6%	harold@msn.com	[SPAM:####] You want to hear her say"sh...	2006-11-30 11:14:40
<input type="checkbox"/>	84.6%	jeremy@msn.com	[SPAM:####] Anybody can do it, Can you ...	2006-11-30 11:14:40
<input type="checkbox"/>	84.6%	nghocuf@imam.com.br	[SPAM:####] Prescriptions written and f...	2006-11-30 11:15:04
<input type="checkbox"/>	86.1%	pg4puyvz@earthlink.com	[SPAM:####] Fwd: Any Meds U Want! Order...	2006-11-30 11:14:37
<input type="checkbox"/>	88.1%	xpdwjagz@hongkong.com	[SPAM:####] Re: FE, staff were asked	2006-11-30 11:15:20
<input type="checkbox"/>	89.6%	80dfww@yahoo.com	[SPAM:####] CC:Hilton made a name for h...	2006-11-30 11:15:22
<input type="checkbox"/>	91.1%	mcQueen_tx@jns.fi	[SPAM:####] hi	2006-11-30 11:14:38
<input type="checkbox"/>	91.3%	mo8slbopz@yahoo.com	[SPAM:####] No More Pills, add 3+ inch...	2006-11-30 11:15:22

## Returning Messages to Inbox

Messages that are not spam can be returned to your inbox.

- Select the message to be returned.
- Select the **Deliver Message** button.
-

## Blocked Messages

Messages 1-20 of

<input type="checkbox"/>	Score ▲	From	Subject
<input checked="" type="checkbox"/>	73.1%	settecltd@settecltd.com	[SPAM:###] Training Plan for 2004
<input type="checkbox"/>	73.1%	settecltd@settecltd.com	[SPAM:###] Training Plan for 2004
<input type="checkbox"/>	73.1%	inf@kia@msn.com	[SPAM:###] Re: [REMOVED] - some company

- The selected message will soon be returned to your inbox.

## Approving Sender

Messages from a known sender which have been reported as spam can be returned to your inbox and the sender added to the approved list.

### To approve sender:

- Select the sender's message.
- Select the **Deliver & Approve Sender** button.
- 

## Blocked Messages

Messages 1-20 of

<input type="checkbox"/>	Score ▲	From	Subject
<input checked="" type="checkbox"/>	73.1%	settecltd@settecltd.com	[SPAM:###] Training Plan for 2004
<input type="checkbox"/>	73.1%	settecltd@settecltd.com	[SPAM:###] Training Plan for 2004
<input type="checkbox"/>	73.1%	inf@kia@msn.com	[SPAM:###] Re: [REMOVED] - some company

- Select the check box to approve the sender's email address.
- You can approve all email from a site (i.e. msn.com) by selecting the "Approve all email from" check box.
-

Blocked Messages

- Deleted Messages
- Approved Senders
- Blocked Senders
- Options

- Help
- Log Out



Blocked Messages

**Approve Sender**

- Approve: settecltd@settecltd.com
- Approve all email from: settecltd.com (@settecltd.com)
- Approve: jeremy@msn.com
- Approve all email from: msn.com (@msn.com)

- The message is returned to your inbox and the sender is added to the Approved Senders list.

**Deleting Messages**

Spam messages can be deleted from the Blocked Message area.

**To Delete Message:**

- Select the message to be deleted.
- Select the **Delete Message** button.
- 

**Blocked Messages**

Messages 1-20 of

<input type="button" value="Deliver Message"/>		<input type="button" value="Delete Message"/>		<input type="button" value="Deliver &amp; Approve Sender"/>		<input type="button" value="Delete All"/>	
☐	Score ▲	From	Subject				
<input checked="" type="checkbox"/>	73.1%	settecltd@settecltd.com	<b>[SPAM:###] Training Plan for 2004</b>				
<input type="checkbox"/>	73.1%	settecltd@settecltd.com	<b>[SPAM:###] Training Plan for 2004</b>				
<input type="checkbox"/>	77.7%	inf@kris@msn.com	<b>[SPAM:###] Re: JBERYLIC - COMS - COM - PSL</b>				

- The message will be added to the Delete Message list.

**To Delete All Messages:**

- Select the **Delete All** button.
-

### Blocked Messages

- ▶ Blocked Messages
- Deleted Messages
- Approved Senders
- Blocked Senders
- Options

- Help
- Log Out

All the blocked messages will be deleted. To view or restore the messages, go to Deleted Messages.  
Delete all blocked messages?

OK Cancel

- Select **OK**.
- All the messages will now be deleted and added to the Deleted Message list.

## Deleted Messages

This section shows all the spam messages which you have deleted from the blocked messages section.

### Deleted Messages

Messages 1-6 of 6 | Page 1 of 1 « Jump to »

- Blocked Messages
- ▶ Deleted Messages
- Approved Senders
- Blocked Senders
- Options

- Help
- Log Out

Undelete Message

<input type="checkbox"/>	Score ▲	From	Subject	Date
<input type="checkbox"/>	91.1%	mcQueen_tx@jns.fi	[SPAM:#####] hi	2006-11-30 11:14:38
<input type="checkbox"/>	91.3%	mo8slbopz@yahoo.com	[SPAM:#####] No More Pills, add 3+ inch...	2006-11-30 11:15:22
<input type="checkbox"/>	94.8%	yr974s@sprint.com	[SPAM:#####] Fwd: Purchase All Your Med...	2006-11-30 11:14:38
<input type="checkbox"/>	94.8%	janelle@msn.com	[SPAM:#####] "Improve your figure with...	2006-11-30 11:15:18
<input type="checkbox"/>	95.8%	47agumd@sprint.com	[SPAM:#####] Fwd: Purchase Prescription...	2006-11-30 11:14:41
<input type="checkbox"/>	95.9%	youngdoctors@msn.com	[SPAM:#####] Forgetful? Sharpen your mi...	2006-11-30 11:15:11

Undelete Message

Messages 1-6 of 6 | Page 1 of 1 « Jump to »

#### To Undelete a Message:

- Select the message to undelete.
- Select the Undelete Message button.
- 

## Deleted Messages

Undelete Message

<input type="checkbox"/>	Score ▲	From	Subject
<input checked="" type="checkbox"/>	91.1%	mcQueen_tx@jns.fi	[SPAM:#####] hi
<input type="checkbox"/>	91.3%	mo8slbopz@yahoo.com	[SPAM:#####] No More Pills, add 3+ i
<input type="checkbox"/>	94.8%	yr974s@sprint.com	[SPAM:#####] Fwd: Purchase All You

- The message is returned to the Blocked Message list.

## Approved Senders

This section allows you to approve senders if they have been blocked.

### To Add an Approved Sender

- Select the **Add Sender** button.
- Enter the address of the sender to add.
- 



The screenshot shows the Sophos PureMessage web interface. On the left is a navigation menu with options: Blocked Messages, Deleted Messages, **Approved Senders** (highlighted), Blocked Senders, Options, Help, and Log Out. Below the menu is a 3D envelope icon. The main content area is titled 'Approved Senders' and contains an 'Add Sender' dialog box. The dialog box has a title bar 'Add Sender' and contains the following text: 'Valid email addresses are of the form *user@domain*. The *user* may contain alphanumeric characters, the underscore (\_), the dot (.) and the hyphen(-). The domain may contain alphanumeric characters, the hyphen and the dot. Wildcards may also be used. Wildcards are used to match users at a particular domain. The wildcard character is the asterisk (\*), which will match any set of alphanumeric characters and underscores. To match bob@example.net one would use \*@example.net. To match bob.smith@example.net one would use \*.smith@example.net. To match an entire domain, one would use @example.net or \*\*@example.net.' Below this text is a text input field with the value 'tommy@myspace.net'. At the bottom right of the dialog box are two buttons: 'Add Sender' and 'Cancel'.

- Select the **Add Sender** button.
- The sender has now been added to the Approved Senders list.
-

### Approved Senders

Senders 1-1 of 1 | Page 1 of 1 << Jump to >>

- Blocked Messages
- Deleted Messages
- ▶ **Approved Senders**
- Blocked Senders
- Options

- Help
- Log Out



The sender has been added to your list of approved senders.

<input type="checkbox"/> Sender ▲	Add Sender
<input type="checkbox"/> tommy@myspace.net	
<input type="button" value="Delete Sender"/>	

### To Delete an Approved Sender

- Select the sender which is to be deleted.
- 

### Approved Senders

Senders 1-1 of 1 | Page 1 of 1 << Jump to >>

<input checked="" type="checkbox"/> Sender ▲	Add Sender
<input checked="" type="checkbox"/> tommy@myspace.net	
<input type="button" value="Delete Sender"/>	

- Select the **Delete Sender** button.
- The sender has now been deleted from the Approved Sender list.

### Blocked Senders

- Select the **Add Sender** button
- Enter the address of the sender to add.
-

- Blocked Messages
- Deleted Messages
- Approved Senders
- ▶ **Blocked Senders**
- Options
- Help
- Log Out



## Blocked Senders

**Add Sender**

Valid email addresses are of the form *user@domain*. The *user* may contain alphanumeric characters, the underscore (`_`), the dot (`.`) and the hyphen (`-`). The domain may contain alphanumeric characters, the hyphen and the dot.

Wildcards may also be used. Wildcards are used to match users at a particular domain. The wildcard character is the asterisk (`*`), which will match any set of alphanumeric characters and underscores.

To match `bob@example.net` one would use `*@example.net`.

To match `bob.smith@example.net` one would use `*.*@example.net`.

To match an entire domain, one would use `@example.net` or `**@example.net`.

Add address:

- Select the **Add Sender** button.
- The sender has now been added to the Blocked Senders list.

### To Delete a Blocked Sender

- Select the sender which is to be deleted.
- 

puremessage

Senders 1-1 of 1 | Page 1 of 1 << Jump to >>

<input checked="" type="checkbox"/> Sender ▲	Add Sender
<input checked="" type="checkbox"/> tommy@myspace.net	

- Select the **Delete Sender** button.
- The sender has now been deleted from the Blocked Senders list.

## Options

This section allows you to disable all spam filtering performed by Sophos, and provides a hold blocked messages feature for when you are on holidays.

### To Disable All Spam Filtering

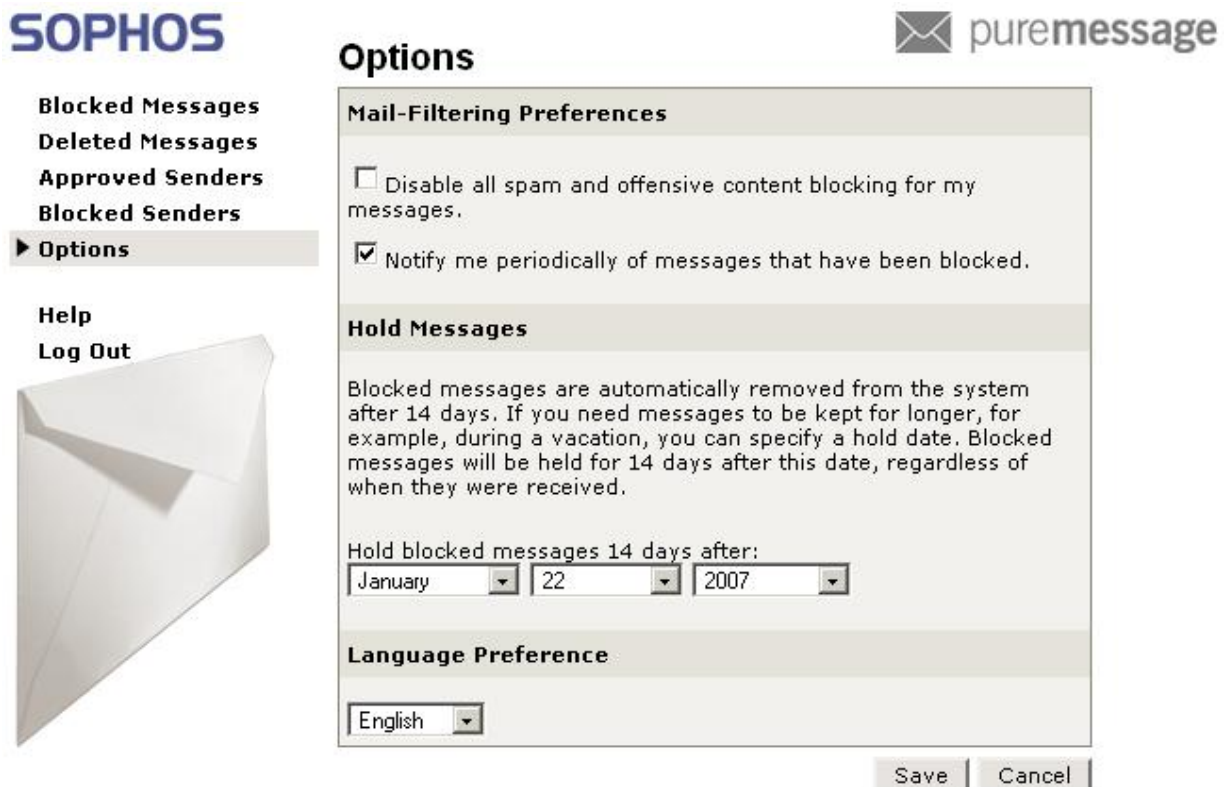
- Select the "Disable all spam and offensive content blocking for my messages." check box.
- Select save

## To Hold Messages

- Messages will be automatically kept 30 days after the selected date.

### To Specify a Hold Date

- Select a date from which you want the messages to be held.
  - For example, if you get back from holidays on the 22 January 2007, enter that date as the hold date.



The screenshot shows the PureMessage web interface. On the left, the 'SOPHOS' logo is at the top, followed by a navigation menu with 'Blocked Messages', 'Deleted Messages', 'Approved Senders', 'Blocked Senders', and 'Options' (which is highlighted). Below the menu are 'Help' and 'Log Out' links, and a large envelope icon. On the right, the 'puremessage' logo is at the top. The main content area is titled 'Options' and contains a 'Mail-Filtering Preferences' dialog box. This dialog box has two sections: 'Mail-Filtering Preferences' with a checkbox for 'Disable all spam and offensive content blocking for my messages.' (unchecked) and a checked checkbox for 'Notify me periodically of messages that have been blocked.'; and 'Hold Messages' with explanatory text and a date selector set to 'January 22, 2007'. Below this is a 'Language Preference' section with a dropdown menu set to 'English'. At the bottom right of the dialog are 'Save' and 'Cancel' buttons.

- Select **Save** to save changes made.

## Log Out

To log out of PureMessage select the **Log Out** option.

You are logged out.

To log back in and start managing messages again, please go **here**.



## Sophos PureMessage Filter Settings

All emails are assessed by Sophos PureMessage and a spam probability score is determined. Dependant upon the score achieved, different actions are taken. Listed below are the current settings for filtering emails.

<b>Spam probability</b>	<b>Action</b>
95 - 100%	Discard the spam message
75 - 94%	Quarantine the message
50 - 74%	Add the spam score to the message subject and forward to the recipient
0 - 49%	Add a hidden x-spam header that includes the spam score and forward to the recipient, deliver the message as normal

## Help

If you encounter any difficulty in processing your quarantined messages, or if you have any other questions or concerns, please contact the ITD Helpdesk on x9233.