

Using Postini's Quarantine Feature

by Harold Olejarz

Postini gives you the ability to “quarantine” email. This means that if you create a filter to block email to or from specific email addresses or domains you can designate a person, or shared email address, to get a copy of the blocked email.

You can also use Postini filters to block inappropriate language in the content of email coming from or going to your domain. Quarantining this email will help administrators easily identify students who are violating school email policy.

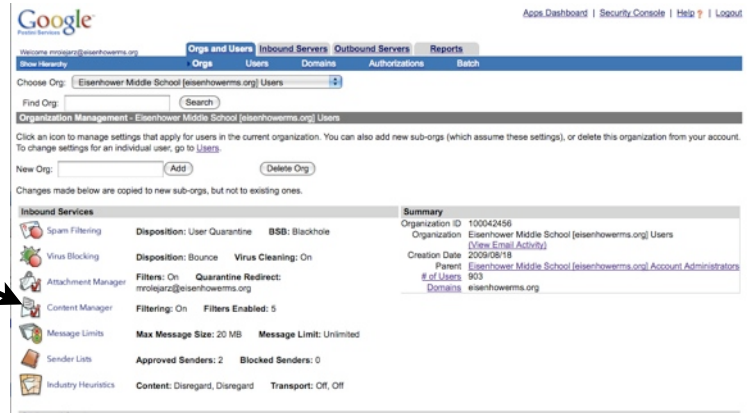
1. In your Apps Domain Dashboard click on **Postini Services**. Then click on the link to **Postini Services console**.
2. This will take you to a window with two links: **System Administration** or **Message Center**.
3. Click on the Link to **System Administration**. At the top of the screen is a tab that is a link to **Orgs and Users**. Click on this link.

4. On this page you will use the **Choose Org** drop down menu to select the group of email accounts you would like to manage. Even if you haven't set up any groups there will still be two groups - **Users** and **Admin**. Make sure you select **Users**. Then click on the link to that group.

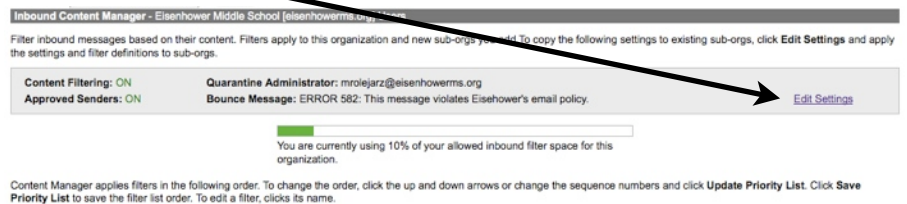
The screenshot displays the Google Postini Administration Console interface. At the top, there are navigation tabs: 'Orgs and Users', 'Inbound Servers', 'Outbound Servers', and 'Reports'. Below the tabs, a 'Choose Org' dropdown menu is open, showing 'Eisenhower Middle School [eisenhowers.org] Users'. The main content area is divided into several sections: 'Search' with a search bar and radio buttons for 'User', 'Organization', and 'Domain'; 'User Shortcut' with a text input and 'Quarantine' and 'View Settings' buttons; 'System Tests' with a 'MX Record Test' link; 'Email Activity' showing a line graph for 'Organization and Sub-Organization Activity' with a legend for 'Processed', 'Quarantined', and 'Delivered'; 'Current Activity' table with columns for 'Valid Messages', 'Spam', 'Virus', '500 Errors', '400 Errors', 'Avg Message Size', and 'Total Bytes'; 'Message Composition' table with columns for 'Delivered', 'Spam Blocked', 'Spam Quarantined', and 'Virus Quarantined'; and 'Helpful Links' including 'Message Header Analyzer', 'Administration Guide', and 'Message Center Guide'. A 'Support Information' section is at the bottom.

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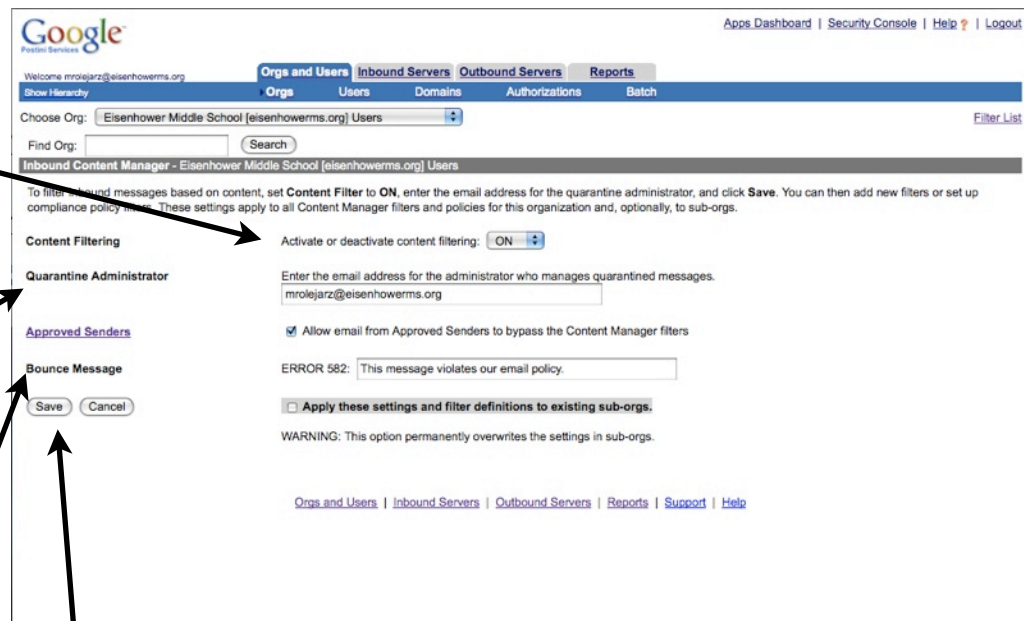
5. This will take you to the Organization Management page shown on the right. Click on **Content Manager**.



6. At the top of the **Inbound Content Manager** page is a link that allows **Edit Settings** for the Quarantine Administrator. Clicking on the link will bring you to the screen below.



7. You will want to make certain that **Content Filtering** is turned on.



8. You will want to designate a **Quarantine Administrator's** email address.

9. You can enter the **Bounce Message** users will get when an email is bounced.

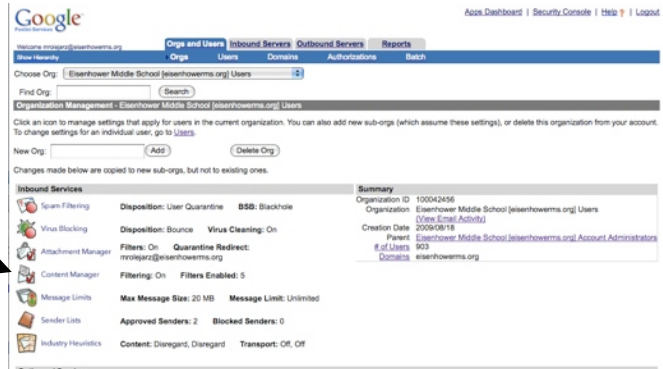
10. Be sure to click on the **Save** button when you are done.

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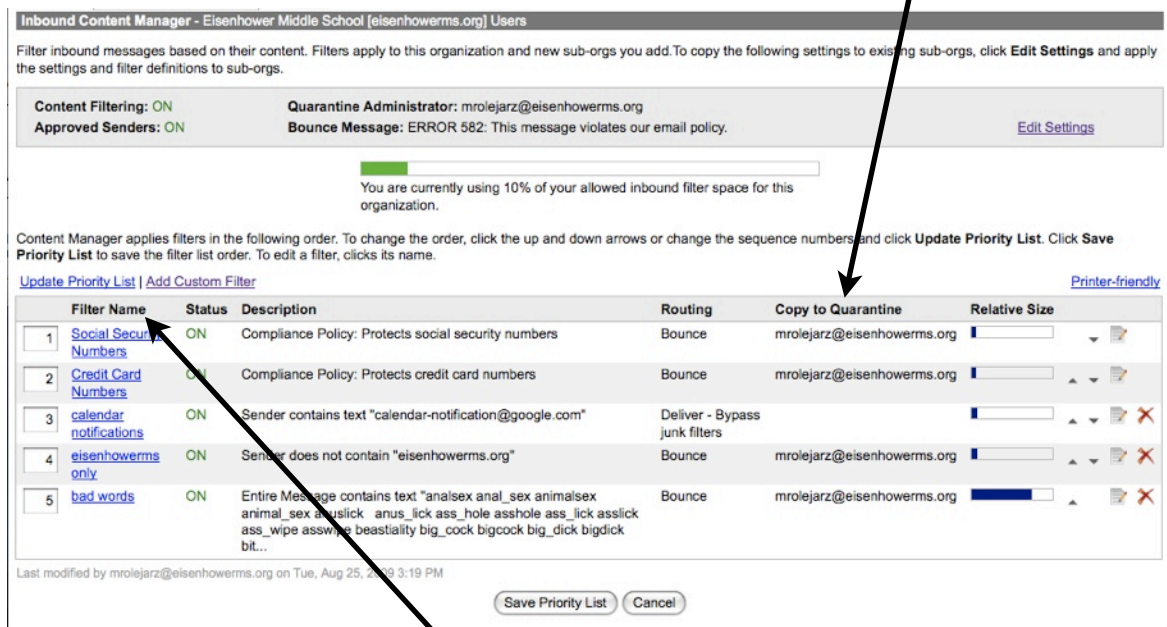
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Postini also gives you the option of designating a different quarantine email address for different filters. In fact you can also designate more than one email address for any filter you make. Let's take a look at how easy it is to do this.

11. Go back to the Organization management page and click on **Content Manager**.



12. This will take you back to your **Inbound Content Manager** page. All of your filters are listed on this page, see below. The **Copy to Quarantine** column lists the quarantine email address for that filter.



13. Click on one of the filters in the **Filter Name** column to manage that filter.

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14. At the bottom of the page that contains your previously entered filter information is the **Copy to Quarantine** section.

Copy to Quarantine ←

Copy messages that match this filter to one or more quarantines regardless of routing.

[Add quarantine address](#)

1.	<input type="text" value="Other User"/>	To:	<input type="text" value="mrolejarz@eisenhowerm"/>	Remove
2.	<input type="text" value="Other User"/>	To:	<input type="text" value="add user here"/>	Remove

Save Cancel Delete

In the **Add quarantine address** column you can use the pulldown menus to select who will get the quarantined email. Your choices are **Quarantine Administrator**, **Recipient** or **Other User**. I suggest you choose **Other User** and simply add the email address you want the quarantined mail to go to. You can add more quarantine email addresses by clicking on the **Add quarantine address** link.

15. Be sure to click on the **Save** button when you are done.

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