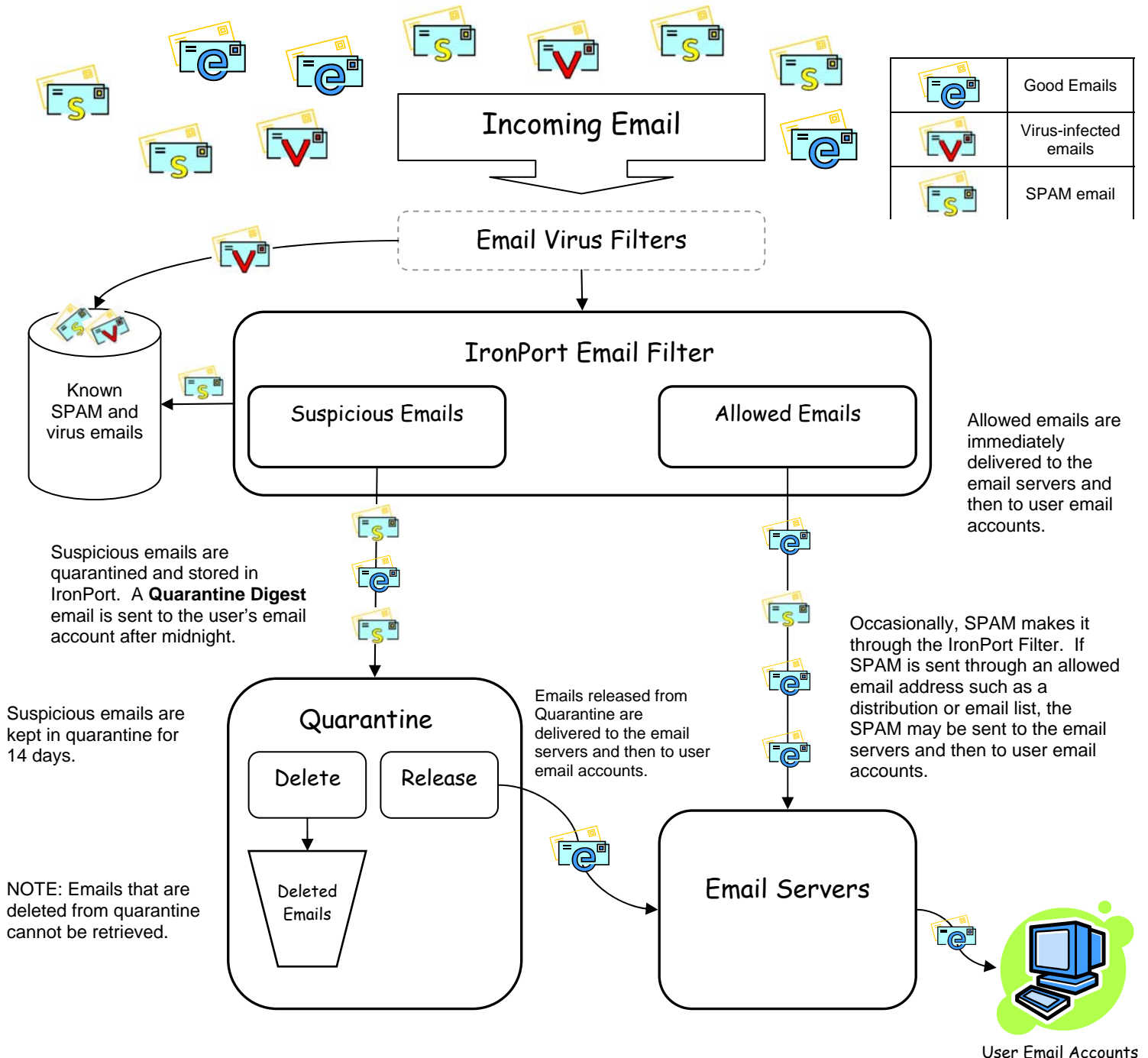


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How does the IronPort Email Filter Work?



How does the IronPort Email Filter system work?

To prevent the delivery of SPAM and virus-infected emails, all incoming emails are scanned by the IronPort Email Filter. There are 6 basic steps to this process.

1. Incoming emails are scanned for email viruses.

Emails infected with viruses are dropped from the system and not passed on to the email servers. Remaining emails are passed to the IronPort Email Filter.

2. IronPort Email Filter.

The IronPort Email Filter checks several criteria (not just email address) to determine whether an email is valid or if it is SPAM.

3. Known SPAM emails are dropped from the system.

If the IronPort Email Filter identifies an email as known SPAM, that email is immediately dropped from the system and not passed on to the email servers.

4. Valid emails are passed on to the email servers.

If the system identifies an email as a valid email, the email is passed on to the email servers.

Valid emails include:

- Emails sent from email addresses or domains in the user's Safelist
- Emails with valid subject lines or messages

5. Suspicious emails are quarantined.

If the system suspects that an email may be SPAM, the email is quarantined. If an email is quarantined, a Quarantine Notification email is sent to the user's email account after midnight to notify users that email messages have been quarantined from their email account.

6. Emails in Quarantine are either deleted or released by the user.

The Quarantine Notification email contains a link to a user's IronPort account as well as a summary of the quarantined messages. After accessing the account through the link, users can either delete quarantined SPAM messages or release valid emails from quarantine.

Delete

Messages are deleted from quarantine. Messages cannot be retrieved once they are deleted.

Release

Released email messages are passed to the email server to be delivered to user email accounts.

Emails are kept in Quarantine for 14 days. After 14 days, messages are automatically deleted from the system.

7. The email servers deliver email to individual user email accounts.

Once email passes through the IronPort Email Filter or is released from quarantine, it is sent to the mail servers and then delivered to individual user email accounts.

Questions?

For questions about the IronPort Email Filter, please call the Assistance and Service Center (ASC) Help Desk at 410-706-HELP (4357) (weekdays 8:00 a.m. - 5:00 p.m.), or send an email to: help@umaryland.edu.