Frequently Asked Questions About 2nd Chance Spam Notification

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**What is 2nd Chance? What’s this all about?**

IT departments everywhere face an ongoing challenge: to filter out spam before it reaches customers, without inadvertently blocking legitimate email in the process. There’s no perfect solution, but it’s always being sought. One of the best advances so far is the new software behind our 2nd Chance program, which works in conjunction with our existing eSafe network protection. Basically, it does the same thing all spam filters do, but instead of arbitrarily deleting anything it thinks is spam without your knowledge, it routes the suspect email into a quarantine area and gives you a chance to look it over before it goes away.

**Why do I get all these emails from “esafe-quarantine-report”?**

As 2nd Chance blocks spam, it periodically sends you a list of what was blocked. This message will always be from esafe-quarantine@hscantivirus.hsc.usf.edu and have the header “USF Health IT "Second Chance" Spam Notification Report.” These messages are safe to open and read, and contain the headers of the blocked emails. If you recognize among them a legitimate email that should not have been blocked, you can request that it be released, right there from within the email window if you’re using the full (not web) version of Microsoft Outlook.
OK, I'm using Outlook. How do I request that a blocked email be released?

Each email header will have a drop-down list to its right with the options No Action, Release or Learn and Release.

If you want to receive a particular email choose Release and click Submit Request.
Security warnings may pop up – go ahead and allow the release to go through.

The blocked email should arrive in your Inbox soon after that. “Soon” can range from a few seconds to over an hour depending on server traffic. If your email doesn’t arrive after an hour, try it once more; if you get the same result, contact the Support Desk.

If you expect more emails from the same sender in the future and don’t want to release them each time – choose Learn and Release. The email will be released just as above, and the next such email won’t be blocked.

I’m in Outlook and tried to do a release, but just got a blank email window.

This is a known issue caused by the settings on some people’s PCs. It’s fixable – click here for a quick how-to on getting rid of this problem.
I don’t want any of the blocked messages, they’re all spam. Do I need to select them all and hit No Action? How much do I have to police my mail?

If you don’t want any messages unblocked, you don’t have to do a thing – the spam will be deleted permanently in 7 days. The esafe-quarantine report isn’t spam, so if you’re finished looking at it, you can just delete it as you would any other email.

If you never have a problem with missed emails, you could even opt not to read your quarantine reports. To be on the safe side, though, we recommend glancing through them before hitting delete.

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I don’t want to see all these quarantine reports in my Inbox! I’ve never had a problem with missed emails; can I just opt out of the program?

We can’t remove individual users from 2nd Chance, but you don’t need to see those emails if you don’t want to. You can instantly create a filter to route all these emails to a separate folder, where you can search them if needed. Just empty the folder now and then and it’s out of sight, out of mind. In Outlook, follow these quick steps:

1. In the Inbox, right-click on one of the eSafe quarantine reports and choose Create Rule from the pop-up menu.
2. Put checkmarks in the top two boxes ("from" and "subject contains"). In the bottom half of the box, click the "move email to folder" box.

3. Click **Select Folder** and then click **New** to create a folder just for your eSafe reports. Name it "eSafe" or "2nd Chance" or whatever you like.

4. Click **OK** and from now on every 2nd Chance notification will go right to that folder, where you can look if you need to, or ignore it if you don’t.
If you’re using Outlook Web Access within Internet Explorer, you can also create a rule by clicking on the Rules button in the lower left corner of your screen. We should warn you that this only works in Internet Explorer; Firefox, Safari, and other browser versions of Outlook Web Access don’t have a Rules button.

Click **New** in the **Rules** toolbar...

...and fill in the fields as you see listed here.
Choose **Move it to the specified folder** and select a folder, creating a new one if you wish.

Click **OK** and from now on all your esaflow quarantine reports will go to this folder.

**NOTE:** Remember that blocked emails only stay in quarantine for 7 days before they’re gone for good. If you do filter your reports, we highly recommend that you at least look through them once or twice a week before deleting the reports. The whole point of 2nd Chance is to let you avoid missing any legitimate emails.

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I have a Mac and Entourage. I want to create a rule to filter my quarantine reports into a folder, but when I Ctrl-click or right-click, I don’t have the ‘Create Rule’ choice mentioned above.

You can still create a rule. Follow these steps or click here for a visual walkthrough:

1. In Entourage, click the Tools menu, and choose Rules.
2. Select Mail (Exchange) as your mail type and click New to create a rule.
3. Give the rule a name.
4. Under Execute choose if all criteria are met.
5. Click the button that says “All messages” and choose From; then click “Contains” and choose Is. Type in the text field just to the right:

   esafe-quarantine@hscantivirus.hsc.usf.edu

6. Where it says Change Status, choose Move Message. To the right, click Inbox (On My Computer) and select Choose Folder. Here you can either choose an existing folder, or click New Folder to create one especially for your quarantine reports.

You’re all set. From now on you’ll still receive the quarantine reports, but they’ll go right to this folder, where they’re out of the way but can be searched if you think you’ve missed a legitimate mail.

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I see a blocked email that I want to release, but I’m using Outlook Web Access/I’m on a Mac.
Neither Outlook Web Access nor the Mac has an automatic way to use the auto-release feature, but it is possible to submit a release request by hand in an email. This method isn’t the most user-friendly, so follow the instructions below very carefully. If you have trouble submitting a release this way, our Support Desk will always be happy to place a service request for you – just call our Support Desk at 813-974-6288 (option 2) and give the technician the mail ID and date of the email you want released. Or you can put the same information into an online service request at our website at www.health.usf.edu/it.

To manually submit a release from within Outlook Web Access or from a Mac:

1. Compose an e-mail to the following address:
   
esafe-quarantine@hscantivirus.hsc.usf.edu

2. The subject must be exactly the following (case matters!):
   
   Quarantine request

3. The first line of the e-mail must contain exactly the following in lower-case letters (replace the e-mail address with your own):
   
   requester=username@hsc.usf.edu

4. The second line must be just under the first line of the e-mail and must contain exactly the following cryptic coding. Replace the username with your own, the date with that of the e-mail, and the long number with the mail ID # of the e-mail in question. Case does matter, as does the presence of the equal signs and underscores. When you have completed typing the line in, do not hit ENTER… just send the message.

   username@hsc.usf.edu=2006_03_29=123456789=Release

   To help you see what to replace, we’ve highlighted parts of these examples. The yellow text is the username; the grey is the date, and the green is the mail ID. These are the parts you would replace with your own information:

   requester=username@hsc.usf.edu
   username@hsc.usf.edu=2006_03_29=123456789=Release

5. If the message was blocked due to suspicious wording rather than potentially harmful content, AND if you were able to format the request exactly as above, you should receive the released e-mail anywhere from a few seconds to an hour later. If this doesn’t work for you, you may want to try phoning our Support Desk or submitting a Service Request with the mail ID and date. Note that the request must be received prior to the seven-day quarantine expiration.

6. Also, if you want to learn and release, you can type Learn and Release instead of just Release.
Here’s how a manual release email should look in Outlook Web Access:

https://hscwebmail2.hsc.usf.edu - Untitled -- Message ...

To: esafe-quarantine@hscontivirus.hsc.usf.edu
Cc:
Bcc:
Subject: Quarantine request
Attachments:

requester=username@hsc.usf.edu
username@hsc.usf.edu=2005_03_29=123456789=Release
And in Entourage for the Mac:

I submitted a release request. How soon can I expect my email to arrive?

If you sent the release from within Microsoft Outlook or sent a manual release email from Outlook Web Access or your Mac, your email should be released into your Inbox within a few minutes. If you don’t see it after an hour, you may want to submit it once more. If you get the same result the second time, call the Support Desk for troubleshooting.

If you submitted an online service request, or asked the Support Desk to request a release for you: earlier morning requests should be released the same day, while afternoon requests will probably be complete the next business day.
I did a release but never received the mail. What happened? What can I do?

In a few cases, a request may not process properly – if you don’t see the email within an hour, definitely resend the request. If you still get no results, contact the Support Desk and they can help follow up. The antivirus system may have blocked your email after the spam system cleared it.

They said my email was blocked by the antivirus system. Can I still get it released?
It depends. If it was a false positive, we may be able to get it through the system – but if it really did have a virus, it’s going to get blocked no matter what.

I can’t release and learn, I can only release.

Your email may be being blocked by the network antivirus system due to its 'structure' – something about the format of the email is triggering the antivirus alarm. If it’s simply a keyword that got your email blocked, you will still be able to release and learn, but if it was blocked for 'structure’ you’ll need to continue to release each email.