

To: All Users
From: Informatics
Date: April 4, 2024
RE: SPAM Quarantine Changes

Informatics is currently in the process of migrating our SPAM Quarantine services from on-prem to the cloud. **We will be running a 2-week testing phase, starting April 10 2024, with full cutover to the cloud system occurring on April 24, 2024.**

What does this mean to you?

Starting April 10 2024, users may see a (or an additional) SPAM quarantine notification report delivered to their inbox from the cloud system. Users will only receive SPAM notifications if they have items in that quarantine.

To view the items in the proper quarantine, please click on the link in the notification(s) to access proper SPAM Quarantine for those messages. This will only be for a limited time until our software is migrated completely to the cloud. Once that transition is over, users will only receive Spam Quarantine notifications from the cloud system.

The Cloud SPAM Quarantine icon will also be added to user's ZAP. Users will see BOTH SPAM quarantine icons during the transition period. The existing icon will be removed once we fully transition our system to the cloud.

Please note logging into these two systems differs:

Current (existing) SPAM Quarantine icon



SPAM
Quarantine

Use your network username to login. I.E rizzoc

Cloud SPAM Quarantine icon



Cloud
SPAM...

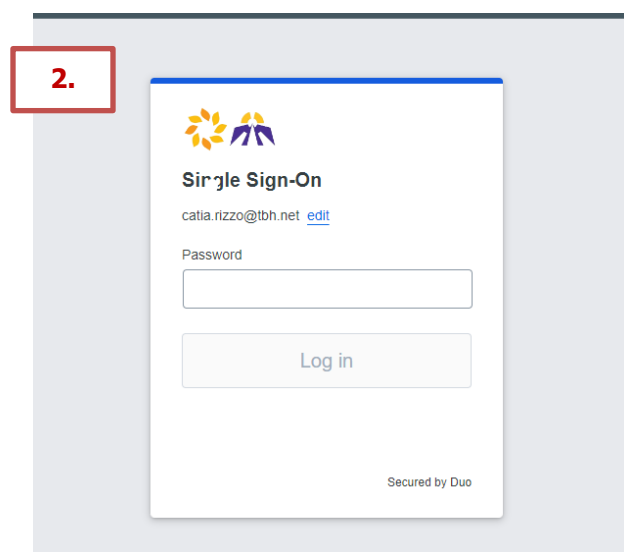
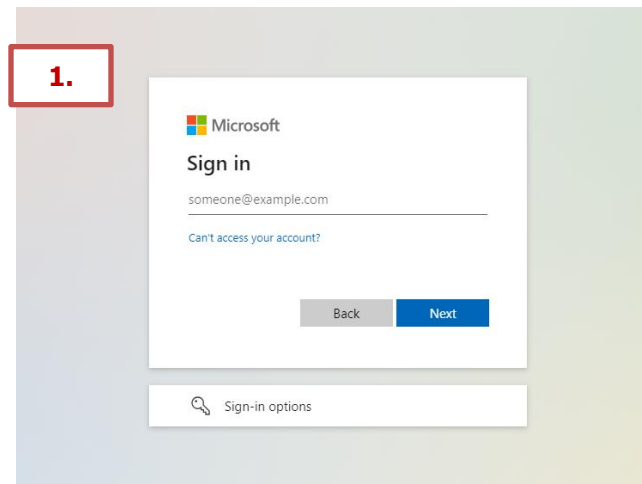
Use your firstname.lastname@tbh.net to login. I.E. Catia.Rizzo@tbh.net
*will require authentication, see below

Authentication

The Cloud SPAM Quarantine interface will have multifactor authentication enabled (MFA) so users, if not already authenticated through another app (i.e. Outlook Web app), will be prompted to login with their account credentials using single sign on.

1. In the first window, enter your firstname.lastname@tbh.net and your password.
2. You will then be brought to the MFA page where it will prompt you to enter your password again. Once completed, click on "Log in" and it will open your SPAM Quarantine.

Note: If accessing this outside the organization, without being authenticated through another app already, DUO will send a push notification to verify your login.



SPAM Notifications

Current SPAM Quarantine Notification Report – GroupWise View

SPAM QUARANTINE <spamquarantine@tbh.net> 3/16/2024 1:06 AM

Spam Quarantine Notification

to: Catia Rizzo

Spam Quarantine Notification

The message(s) below have been blocked by your administrator as suspected spam.

There are 1 new messages in your Email Quarantine since you received your last Spam Quarantine notification. You do not need to take any action. Messages will be automatically removed from the quarantine after 14 day(s).

To see all quarantined messages [view your email quarantine.](#)

Clicking on these links brings you to the quarantine from the CURRENT SPAM Quarantine. This displays using the NextGen Web interface.

Quarantined Email		
From	Subject	Date
;	[SPAM] VIDEO:	15 Mar 2024
View All Quarantined Messages(3)		

Note: This message has been sent by a notification only system. Please do not reply

If the above links do not work, please copy and paste the following URL into a Web browser:
<https://spamquarantine.tbh.net:4431/euq-login/Search?email=catia.rizzo%40tbh.net%2Crizzoc%40tbh.net>

In order to access spam quarantine in NextGen portal, please copy and paste the following URL into a Web browser:
<https://spamquarantine.tbh.net:4431/euq-login/quarantine?email=catia.rizzo%40tbh.net%2Crizzoc%40tbh.net>

Current SPAM Quarantine Notification Report – Outlook View

SQ emailbounce@tbh.net on behalf of SPAM QUARANTINE <spamquarantine@tbh.net> Sat 2024-03-16 1:06 AM

To: Catia Rizzo

Spam Quarantine Notification

The message(s) below have been blocked by your administrator as suspected spam.

There are 1 new messages in your Email Quarantine since you received your last Spam Quarantine notification. You do not need to take any action. Messages will be automatically removed from the quarantine after 14 day(s).

To see all quarantined messages [view your email quarantine.](#)

Clicking on these links brings you to the quarantine from the CURRENT SPAM Quarantine. This displays using the NextGen Web interface.

Quarantined Email		
From	Subject	Date
;	[SPAM] VIDEO:	15 Mar 2024
View All Quarantined Messages(3)		

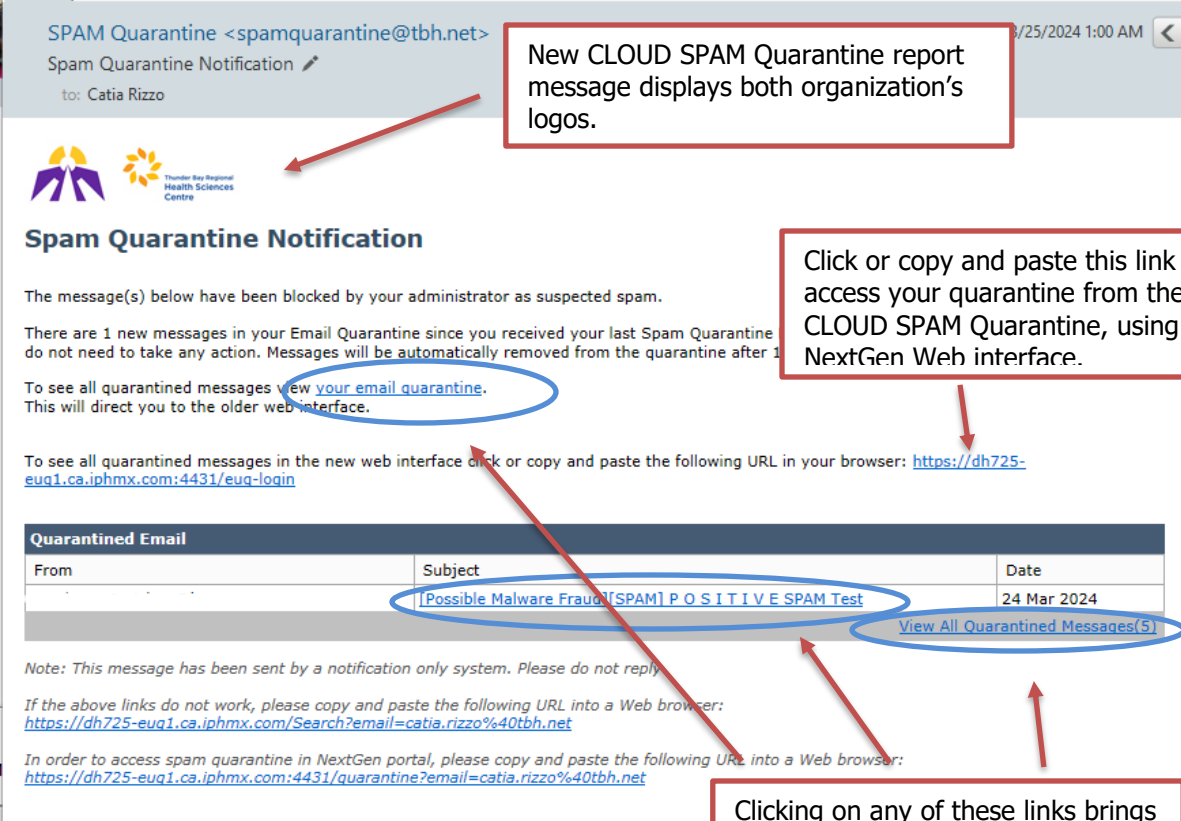
Note: This message has been sent by a notification only system. Please do not reply

If the above links do not work, please copy and paste the following URL into a Web browser:
<https://spamquarantine.tbh.net:4431/euq-login/Search?email=catia.rizzo%40tbh.net%2Crizzoc%40tbh.net>

In order to access spam quarantine in NextGen portal, please copy and paste the following URL into a Web browser:
<https://spamquarantine.tbh.net:4431/euq-login/quarantine?email=catia.rizzo%40tbh.net%2Crizzoc%40tbh.net>

Reply Forward

New CLOUD SPAM Quarantine Notification Report– GroupWise view



SPAM Quarantine <spamquarantine@tbh.net>
Spam Quarantine Notification
to: Catia Rizzo

3/25/2024 1:00 AM

Spam Quarantine Notification

The message(s) below have been blocked by your administrator as suspected spam.

There are 1 new messages in your Email Quarantine since you received your last Spam Quarantine. You do not need to take any action. Messages will be automatically removed from the quarantine after 14 days.

To see all quarantined messages [view your email quarantine](#). This will direct you to the older web interface.

To see all quarantined messages in the new web interface click or copy and paste the following URL in your browser: <https://dh725-euq1.ca.iphmx.com:4431/euq-login>

Quarantined Email		
From	Subject	Date
	[Possible Malware Fraud][SPAM] P O S I T I V E SPAM Test	24 Mar 2024

[View All Quarantined Messages\(5\)](#)

Note: This message has been sent by a notification only system. Please do not reply.

If the above links do not work, please copy and paste the following URL into a Web browser:
<https://dh725-euq1.ca.iphmx.com/Search?email=catia.rizzo%40tbh.net>


In order to access spam quarantine in NextGen portal, please copy and paste the following URL into a Web browser:
<https://dh725-euq1.ca.iphmx.com:4431/quarantine?email=catia.rizzo%40tbh.net>

New CLOUD SPAM Quarantine report message displays both organization's logos.



Click or copy and paste this link to access your quarantine from the CLOUD SPAM Quarantine, using the NextGen Web interface.

Clicking on any of these links brings you to CLOUD'S SPAM Quarantine's older generation web interface (see section below).

New CLOUD SPAM Quarantine Notification Report – Outlook view

 noreply@ces.cisco.com on behalf of SPAM Quarantine
To: Catia Rizzo
Mon 2024-03-25 1:00 AM

The From: field shows the sender coming from the cloud system.

  New CLOUD SPAM Quarantine report displays both organization's logos.

Spam Quarantine Notification

The message(s) below have been blocked by your administrator as suspected spam.

There are 1 new messages in your Email Quarantine since you received your last Spam Quarantine Notification. If there are more messages, they will be automatically removed from the quarantine after 14 day(s).

To see all quarantined messages view [your email quarantine](#). This will direct you to the older web interface.

To see all quarantined messages in the new web interface click or copy and paste the following URL in your browser: <https://dh725-euq1.ca.iphmx.com:4431/euq-login>

Copy and paste this link to access your quarantine from the CLOUD SPAM Quarantine, using the NextGen Web interface.

Quarantined Email		
From	Subject	Date
	[Possible Malware, Fraud][SPAM] P O S I T I V E SPAM Test	24 Mar 2024
		View All Quarantined Messages(5)

Note: This message has been sent by a notification only system. Please do not reply

If the above links do not work, please copy and paste the following URL into a Web browser:
<https://dh725-euq1.ca.iphmx.com/Search?email=catia.rizzo%40tbh.net>

In order to access spam quarantine in NextGen portal, please copy and paste the following URL into a Web browser:
<https://dh725-euq1.ca.iphmx.com:4431/quarantine?email=catia.rizzo%40tbh.net>

Clicking on any of these links brings you to CLOUD's SPAM Quarantine's older generation web interface (see section below).

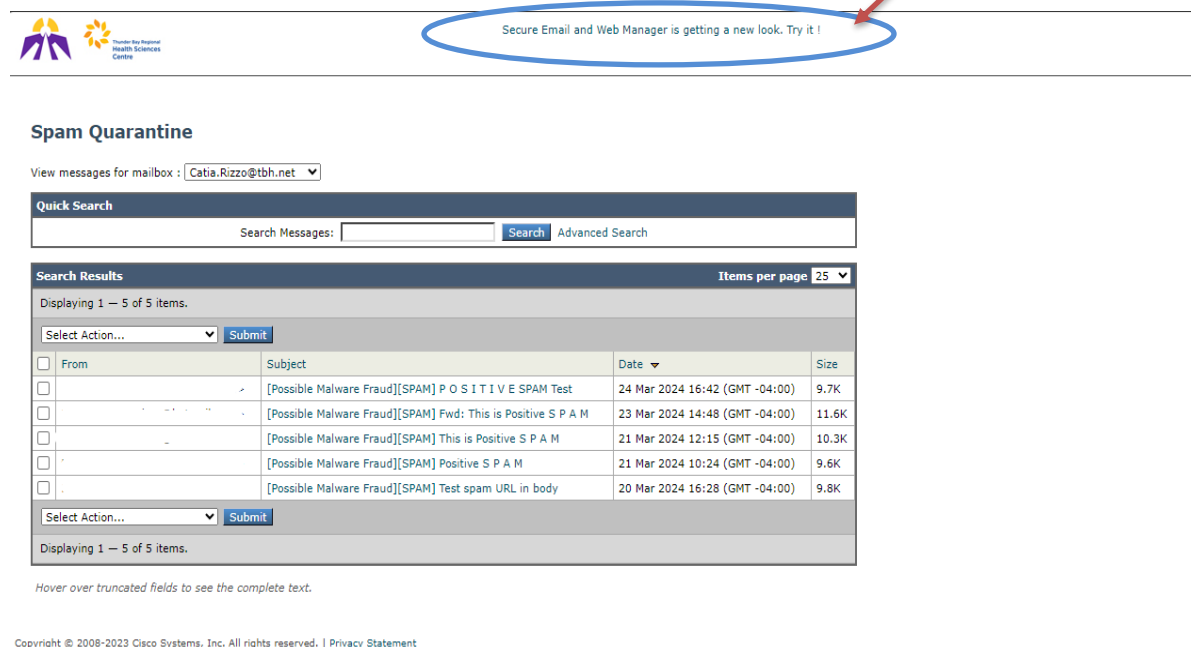
[Reply](#) [Forward](#)

Older Generation SPAM Quarantine Web Interface

Clicking on the links in the Cloud SPAM Quarantine notification report will auto login you in to the older generation interface (as shown below) and display the items in your SPAM Quarantine. Clicking on the link that appears at the top of the page will redirect you to the NextGen web interface (which you are accustomed to seeing – see next image).

Old Generation Web Interface:

Clicking on this link brings you to Cloud SPAM Quarantine's NextGen Web interface (see next image)



Secure Email and Web Manager is getting a new look. Try it!

Spam Quarantine

View messages for mailbox :

Quick Search

Search Messages: [Advanced Search](#)

Search Results Items per page 25

Displaying 1 – 5 of 5 items.

Select Action...

<input type="checkbox"/>	From	Subject	Date	Size
<input type="checkbox"/>		[Possible Malware Fraud][SPAM] P O S I T I V E SPAM Test	24 Mar 2024 16:42 (GMT -04:00)	9.7K
<input type="checkbox"/>		[Possible Malware Fraud][SPAM] Fwd: This is Positive S P A M	23 Mar 2024 14:48 (GMT -04:00)	11.6K
<input type="checkbox"/>		[Possible Malware Fraud][SPAM] This is Positive S P A M	21 Mar 2024 12:15 (GMT -04:00)	10.3K
<input type="checkbox"/>		[Possible Malware Fraud][SPAM] Positive S P A M	21 Mar 2024 10:24 (GMT -04:00)	9.6K
<input type="checkbox"/>		[Possible Malware Fraud][SPAM] Test spam URL in body	20 Mar 2024 16:28 (GMT -04:00)	9.8K

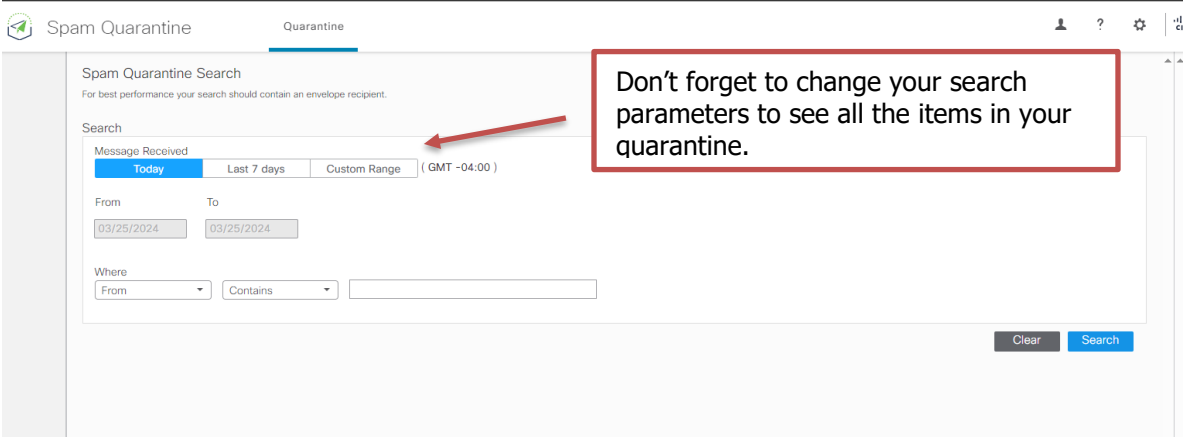
Select Action...

Displaying 1 – 5 of 5 items.

Hover over truncated fields to see the complete text.

Copyright © 2008-2023 Cisco Systems, Inc. All rights reserved. | [Privacy Statement](#)

NextGen Web Interface:



Spam Quarantine Search

For best performance your search should contain an envelope recipient.

Search

Message Received
Today Last 7 days Custom Range (GMT -04:00)

From To
03/25/2024 03/25/2024

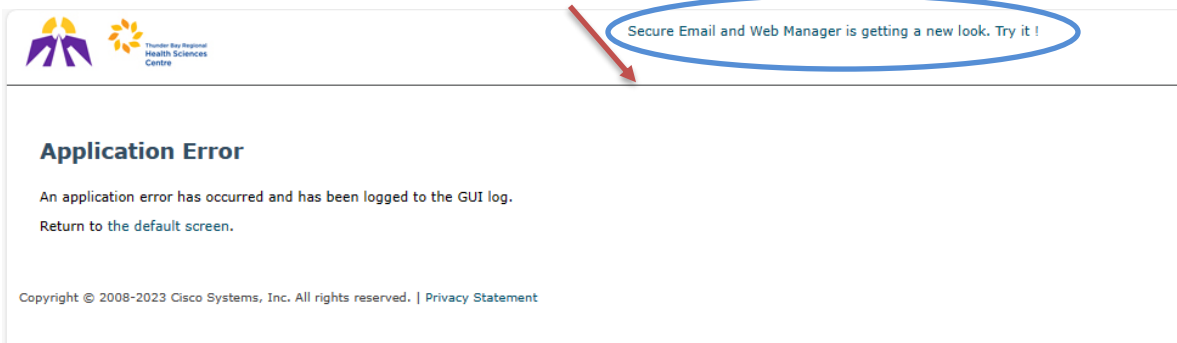
Where
From Contains

Clear Search

Don't forget to change your search parameters to see all the items in your quarantine.

If you get an Error Page when clicking on a link:

If encountering this error page when clicking on the links in your quarantine notification report, **click on the link at the top of the page** to direct you to the new web interface.



Secure Email and Web Manager is getting a new look. Try it !

Application Error

An application error has occurred and has been logged to the GUI log.
Return to the default screen.

Copyright © 2008-2023 Cisco Systems, Inc. All rights reserved. | Privacy Statement

It should auto login you in to the NextGen Web Interface. If it does not, use firstname.lastname@tbh.net to login.

Any questions or concerns? Please contact the Help at Help.Desk@tbh.net or at 6411.