Quarantine Digests: What To Expect

Why do I receive a quarantine digest?

Your organisation has implemented Mesh's email security platform to protect against threats and spam. To ensure we don't incorrectly block an email you need, a tiny fraction of your email will end up in quarantine. These emails will be shown in quarantine digests.

How often will I receive a quarantine digest?

The frequency is set by your administrator. Regardless of frequency, digests will only be sent if there has been an email quarantined since your last digest.

How long are emails held in quarantine?

Emails are quarantined for 28 days after which they are automatically deleted.

Categories Explained

✅ You can deliver   🔴 You can only request delivery (notifies your IT admin)

Threats	Spam	Policy	Clean
Malware 🔴	Definite Spam ✅	Infomail ✅	Already Delivered
Phishing 🔴	High Spam ✅	Banned Attachments 🔴	
Impersonation ✅	Likely Spam ✅	Geo filter 🔴	

Actions Explained

Deliver

Releases the email from quarantine and delivers to your mailbox immediately.

Always Allow Sender Address

Future emails from this sender will be delivered, bypassing quarantine. Threats and certain policy verdicts will still be quarantined.

Always Allow Sender Domain

Future emails from this domain will be delivered, bypassing quarantine. Threats and certain policy verdicts will still be quarantined.

Delete

Deletes the email from quarantine.

Always Block Sender Address

Future emails from this sender will be automatically deleted and not shown in quarantine.

Always Block Sender Domain

Future emails from this domain will be automatically deleted and not shown in quarantine.

Preview

Allows you to view email content before taking an action.

Request

Sends a notification to your admin requesting the email is released from quarantine.

Login

Allows you to login to manage your quarantine and personal allow/block rules.

Digest on Demand

A new digest delivered instantly if new email quarantined since your last digest.

Microsoft 365 Safe Senders and Blocked Senders

If using Mesh 365 or Mesh Unified, Microsoft 365 Safe Sender and Blocked Senders rules can be used to seamlessly allow or block emails. Safe Senders are treated similar to regular allow rules and only bypass certain verdicts. You can learn more about our rules here: Rules

> ⓘ Safe sender and block senders created in Microsoft 365 are not replicated to the Mesh policy page.
>
> If the customer is using Mesh Unified and the policy action for a verdict is "Quarantine in Mesh", the safe sender rule will not be triggered. This is due to safe sender rule being processed at the API level.

How to create a Safe Sender

There are two methods to create a safe sender rule in Microsoft 365.

Step 1a: Click "It's not junk"

In your Outlook client, click "It's not junk".
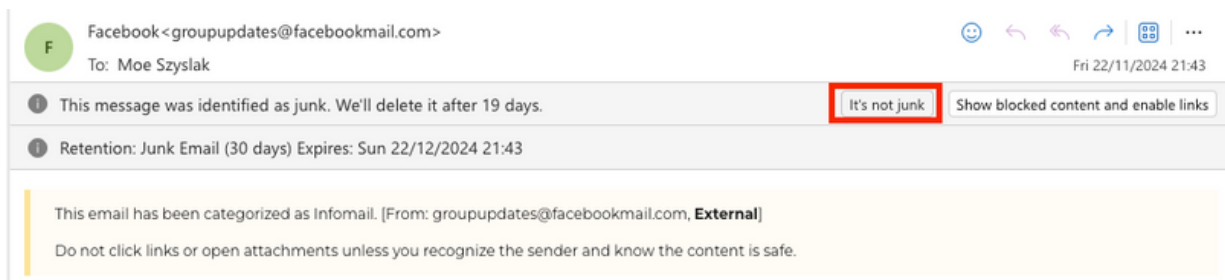
Step 2a: Click "Report"

Click "Report" to confirm the creation of the rule.

Step 1b: Drag to Inbox

Dragging the email from the message list to the inbox.

Step 2b: Click Checkbox and OK

Click "Ok" to confirm the creation of the rule.

Microsoft 365 Safe Senders and Blocked Senders
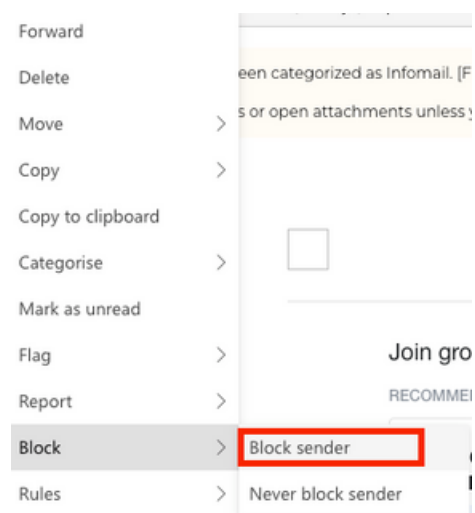
How to create a Blocked Sender

> 📄 We currently replicate Microsoft's block action which is to move the email to the Junk folder going forward. If you want to delete an email instead, a block rule is more appropriate. Learn more here: <u>Creating a Block Rule</u>

Step 1: Right Click an Email

Right click an email from the message list.

Step 2: Click Block Sender

Click "Block Sender".

Step 3b: Click OK

Click "Ok" to confirm the creation of the rule.
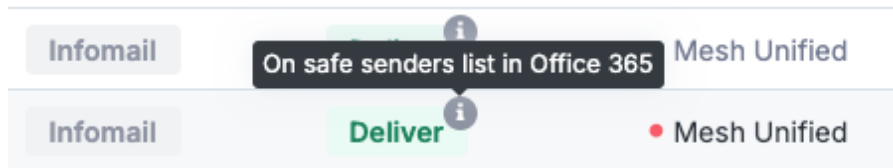
Microsoft 365 Safe Senders and Blocked Senders

How to Check if an Email is on Safe Senders or Blocked Senders list

Within the Live Email Tracker we show this information in the email status and email analysis for both safe and blocked senders.