McAfee® Quarantine Manager™ 6.0 User Guide

COPYRIGHT

TRADEMARK ATTRIBUTIONS

LICENSE INFORMATION

License Agreement

License Attributions

Refer to the product Release Notes.

Issued September 2008 / McAfee Quarantine Manager™ software version 6.0

Contents

1 Introducing McAfee Quarantine Manager

McAfee® Quarantine Manager consolidates the quarantine and anti-spam management functionality of multiple McAfee products. It provides a central point to analyze and act upon emails and files that have been quarantined. Items are quarantined because they are spam, phish, viruses, potentially unwanted programs or unwanted content.

While McAfee Quarantine Manager is effective in managing unsolicited bulk email or spam. No anti-spam filter is capable of detecting all spam that flows through a network. Occasionally some emails are misidentified.

Administrators and users increasingly want to tune anti-spam products to suit their own environments and increase the effectiveness of their spam filtering. McAfee Quarantine Manager allows you to do this.

This chapter introduces McAfee Quarantine Manager 6.0 and provides the following information:

- *Product features and how they work*
- *New features in this release*
- *Using this guide*
- *Getting product information*

Product features and how they work

The McAfee Quarantine Manager allows you to:

- Manage quarantined items whether they are spam, phish or other undesirable items.
- Create administrator accounts to manage data related to specific domains.
- Store the quarantined items using MySQL or Microsoft SQL 2005 database.
- Manage and configure settings remotely using the ePolicy Orchestrator version 4.0 management software.
- Log on to McAfee Quarantine Manager using Active Directory or Lotus Domino credentials.
- Maintain your McAfee Quarantine Manager account.

- Manage user or global blacklist and whitelist.
- Carry out quarantine tasks such as releasing messages or submitting samples to McAfee AVERT Labs.
- Configure the storage and aging of quarantined items (overriding user settings).
- Manage users, email digests, database, and product logs.
- Manage logging, debug tracing, product log, and error reporting service.
- Release email that has been incorrectly quarantined as spam, phish, unwanted content or potentially unwanted program.
- Reassign quarantined items of one user to another.
- Synchronize users with LDAP servers such as Active Directory or Lotus Domino.
- View digests of quarantined messages. The users can use the resulting lists to release messages that are not spam and to create or modify their individual blacklists and whitelists.

New features in this release

- Support for Microsoft SQL Server 2005.
- Support for Microsoft Windows 2008 server.
- Manageability through McAfee ePolicy Orchestrator 4.0.
- Automatic synchronization with LDAP servers such as Active Directory or Lotus Domino.
- Improved domain-based quarantine.
- Improved performance and usability for digest mails.
- Quick access to top 10 reports.
- DB Suite utility to convert from MySQL database to Microsoft SQL Server 2005 database and vice-versa, maintain the MySQL database, migrate and backup the MySQL database, configure the database and create bulk end-user accounts.

Using this guide

This guide describes the sequential process of installing McAfee Quarantine™ Manager version 6.0. Topics covered are:

- *Pre-Installation Information and Tasks* — Pre-installation scenarios and system requirements.
- *Quick Setup* — The quickest way to install and begin using the McAfee Quarantine Manager version 6.0 software.
- *Installing the Software* — Accessing and installing Quarantine Manager.

- *Integrating with ePolicy Orchestrator 4.0* — Testing the McAfee Quarantine Manager integration with ePolicy Orchestrator version 4.0.
- *Types of Interfaces* — Descriptions of the types of interfaces: Interface for administrators and Interface for users.
- *Getting Started with the Interface for administrators* — Using McAfee Quarantine Manager, getting detailed information about the dashboard, quarantined items, blacklist and whitelists, user submissions, settings & diagnostics, and administrator management.
- *Getting Started with the Interface for Users* — Using McAfee Quarantine Manager User UI and getting detailed information about the spam, phish, potentially unwanted program, unwanted content, submit spam sample, and your account.
- *About DB Suite Utility* — Using the DB Suite utility, convert from MySQL database to Microsoft SQL Server 2005 database and vice-versa, maintain the MySQL database, migrate and backup the MySQL database, configure the database and create bulk end-user accounts.

Audience

This information is intended for network administrators who are responsible for their company’s anti-virus and security program.

Conventions

This guide uses the following conventions:

Bold Condensed — All words from the interface, including options, menus, buttons, and dialog box names.

Example:
Type the **User** name and **Password** of the appropriate account.

`Courier` — The path of a folder or program; text that represents something the user types exactly (for example, a command at the system prompt).

Examples:
The default location for the program is:

```
C:\Program Files\McAfee\EPO\3.6.0
```

Run this command on the client computer:

```
scan --help
```

Italic — For emphasis or when introducing a new term; for names of product documentation and topics (headings) within the material.

Example:
Refer to the *VirusScan Enterprise Product Guide* for more information.

Blue — A web address (URL) and/or a live link.

Example:
Visit the McAfee web site at:

`http://www.mcafee.com`

<TERM> — Angle brackets enclose a generic term.

Example:
In the console tree, right-click <SERVER>.

Note: Supplemental information; for example, another method of executing the same command.

Tip: Suggestions for best practices and recommendations from McAfee for threat prevention, performance and efficiency.

Caution: Important advice to protect your computer system, enterprise, software installation or data.

Warning: Important advice to protect a user from bodily harm when using a hardware product.

Getting product information

Unless otherwise noted, product documentation comes as Adobe Acrobat .PDF files, available on the product CD or from the McAfee download site.

Standard documentation

User Guide — System requirements and instructions for installing and starting the software. Getting started with the product and its features, detailed instructions for configuring the software, information on deployment, recurring tasks, and operating procedures.

Help — High-level and detailed information accessed from the software application: **Help** menu and/or **Help** button for page-level help; right-click option for *What's This?* help.

Release Notes — *ReadMe*. Product information, resolved issues, any known issues, and last-minute additions or changes to the product or its documentation.

2 Pre-Installation Information and Tasks

The pre-installation chapter provides information that is important to consider before installing McAfee Quarantine Manager version 6.0.

Topics covered are:

- *Pre-Installation scenarios*
- *System requirements*
- *Migrating the database from previous version to version 6.0*

Pre-Installation scenarios

You must log on to Microsoft® Windows as an administrator. This gives you relevant rights and permissions to install Quarantine Manager software.

Before installing McAfee Quarantine Manager version 6.0 review this important information:

- Manually uninstall any older versions of the McAfee Quarantine Manager software.
- Do not install McAfee Quarantine Manager on the same server as ePolicy Orchestrator.

System requirements

Before you install McAfee Quarantine Manager, ensure that your server meets these minimum requirements.

Table 2-1 Minimum System Requirements

Processor	■ Intel Pentium 4, 2.8GHz, 400MHz front-side bus
Memory	■ 2GB RAM
Hard disk space	■ 160GB with NTFS file system
Operating system	■ Windows 2003 Standard/Enterprise Server SP2 (32-bit or 64-bit) ■ Windows 2003 Standard/Enterprise Server R2 (32-bit or 64-bit) ■ Windows 2008 Standard/Enterprise/Datacenter Server (32-bit or 64-bit) **Note:** For Windows requirements, refer to the service pack release notes.
Windows Components Required	■ Internet Information Service 6.0 (IIS) or later
Browsers Supported	■ Microsoft® Internet Explorer version 6.0 or later ■ Firefox version 2.0
Network Requirement	■ 10/100/1000Mbps Ethernet card
Supported Databases	■ MySQL Server version 5.0 (packaged with this release) ■ Microsoft SQL Server 2005 Standard/Enterprise SP2 (32-bit or 64-bit)
Supported McAfee Product(s)	■ Secure Content Management version 4.5 or later

Migrating the database to version 6.0

You can migrate the database from previous versions (4.1 Patch 1/4.1.1/5.0 Patch 1) to version 6.0 using the DB Suite utility. During migration the configuration settings, user information and aliases, global blacklists and whitelists, group blacklists and whitelists, dashboard information, and the quarantined data of the previous version are migrated to the current version.

1. Using an administrative account, log on to the server where you want to install the McAfee Quarantine Manager software.

2. Create a temporary directory on the network or your local drive.

3. Do one of the following depending on how you obtained the software:

   - Insert the CD into the computers drive and copy the installation files to the temporary directory you created.

   - Download the ZIP archive and extract the files to the temporary directory.

> If you are migrating the database from version **4.1.1** or **5.0 Patch 1**, stop the **McAfee Quarantine Manager** service from the services console. If you are migrating the database from version **4.1 Patch 1** to this version, remove the IP address of the McAfee Quarantine Manager server from the connected McAfee products.

4 Install **McAfee Quarantine Manager 6.0 DB Suite** utility. See *Installing McAfee Quarantine Manager 6.0 DB Suite utility* on page 19.

5 Click **Start** | **Programs** | **McAfee** | **McAfee Quarantine Manager DB Suite**. The **McAfee Quarantine Manager DB Suite 6.0** window appears.

6 Click **DB Maintenance**.

7 From the **DB Migration** | **Backup existing database** section, specify a location to backup the database.

8 Click **Backup**. A dialog box appears that indicates the database is backed up successfully.

> Backup the **McAfeeConfig.xml** file before uninstalling **McAfee Quarantine Manager version 4.1/4.1.1**.

9 Uninstall the **McAfee Quarantine Manager version 4.x / 5.x** and **MySQL for McAfee Quarantine Manager** software from the **Add/Remove Programs**.

10 Install **MySQL for McAfee Quarantine Manager version 6.0**. See *Installing MySQL for McAfee Quarantine Manager 6.0* on page 16.

11 Click **Start** | **Programs** | **McAfee** | **McAfee Quarantine Manager DB Suite**. The **McAfee Quarantine Manager DB Suite 6.0** window appears.

12 Click **Configure DB**. The **Database configuration** window appears.

13 Specify the source database details such as the database type, server address, port, user name, password and database name specified during the MySQL installation.

14 Click **Test**, then **Apply** and close the **Database configuration** window.

15 Click **DB Maintenance**.

16 From the **DB Migration** | **Migrate to latest version** | **Choose backup folder** section, specify the location of the folder, where you have backed up the previous version database.

> If you are migrating the **McAfee Quarantine Manager version 4.1/4.1.1** database, under **Choose McAfeeConfig.xml** specify the location where you have backed up the **McAfeeConfig.xml** file.

17 Click **Migrate**. A dialog box appears that indicated the database is migrated successfully.

18 Install **McAfee Quarantine Manager version 6.0**. See *Installing McAfee Quarantine Manager version 6.0* on page 17.

The database migration of previous version of McAfee Quarantine Manager to version 6.0 is complete.

> You can also use the DB Suite utility to convert the version 6.0 MySQL database to Microsoft SQL Server database and vice-versa, create bulk end-user accounts, manage database user accounts and configure the database settings. To know more about the tool see *About DB Suite Utility* on page 83.

3 Quick Setup

This chapter provides the quickest way to install and begin using the McAfee Quarantine Manager version 6.0 software. Setting up McAfee Quarantine Manager version 6.0 includes the following steps:

1. *Installing MySQL for McAfee Quarantine Manager 6.0* on page 16
2. *Installing McAfee Quarantine Manager version 6.0* on page 17
3. *Getting Started with the Interface for administrators* on page 39

4 Installing the Software

Installing McAfee Quarantine Manager software consists of these topics:

- *Accessing the software*
- *What's included in the software?*
- *Installing MySQL for McAfee Quarantine Manager 6.0*
- *Installing McAfee Quarantine Manager version 6.0 server*
- *Configuring your MySQL database*
- *Configuring your Microsoft SQL Server database*
- *Installing McAfee Quarantine Manager 6.0 DB Suite utility*
- *Testing your installation*
- *Uninstalling McAfee Quarantine Manager*

Accessing the software

McAfee distributes Quarantine Manager in two ways:

- As an archived file that you download from the McAfee website or from other electronic services.
- On the Total Virus Defense (TVD), the Active Virus Defense (AVD) or the suite CDs.

Once you have downloaded the archive file or placed the TVD or AVD installation CD in your CD-ROM drive, the installation steps you follow are the same for each type of distribution.

> To install, manage, remove or upgrade McAfee Quarantine Manager version 6.0, you must have a user account with administrative rights.

What is included with the software?

McAfee Quarantine Manager includes these components that you can install together or separately.

- McAfee Quarantine Manager version 6.0 (**MQM60Server.ZIP**)

- MySQL for McAfee Quarantine Manager 6.0 (**MQM60MySQL.ZIP**)
- McAfee Quarantine Manager DB Suite (**MQMDBSuite.ZIP**)
- ePolicy Orchestrator package (**MQM6POLICIES.ZIP** and **MQM6REPORTS.ZIP**)

Installing MySQL for McAfee Quarantine Manager 6.0

> If you want to deploy **MySQL for McAfee Quarantine Manager 6.0** using **ePolicy Orchestrator 4.0**, see *Checking in the MySQL for McAfee Quarantine Manager package on page 26*.

1 Using an administrative account, log on to the server where you want to install the software.

2 Create a temporary directory on the network or your local drive.

3 Do one of the following, depending on how you obtained the software:

- Insert the CD into the computers drive and copy the installation files to the temporary directory.
- Download the ZIP archive and extract the files to the temporary directory.

4 Using Windows Explorer, navigate to the folder where you copied the installation files. Open the **MQM60MySQL** folder and double-click **SETUP.EXE**. The **MySQL for McAfee Quarantine Manager 6.0 Setup** dialog box appears.

5 Click **Next**. The **End User License Agreement** dialog box appears.

6 Click **I accept the terms in the license agreement**, then click **Next** to display the **Destination Folder** dialog box.

7 Click **Browse** to select an installation folder or accept the default.

> The database will be installed in the folder mentioned above. McAfee recommends you to select a folder or partition with sufficient amount of disk space.

8 Click **Next**. The **Database Server Settings** dialog box appears. Specify the following configuration for MySQL for McAfee Quarantine Manager:

Table 4-1 Database Server Settings

Parameter	**Default values**
Username	The default user name is **root**.
Password	The default password is **root**.
Database name	The default database name is **mqm**.
Port	The default port number is **3306**.
Super administrator Username	The default user name is **super@mqm.com**.
Super administrator Password	The default password is **super123**.

> The password must be alpha-numeric and at least eight characters long. The characters allowed are **a-z A-Z 0-9 ! + * - , { } ( ) # $ @ ?.** The password cannot contain a blank space.

9. Click **Next**. The **Ready to Install the Application** dialog box appears.
10. Click **Next** to display the **Updating System** dialog box. A progress bar indicates the features being copied and installed.
11. Click **Finish** to complete the installation.

Installing McAfee Quarantine Manager version 6.0

> If you want to deploy **McAfee Quarantine Manager 6.0** using **ePolicy Orchestrator 4.0**, see *Checking in the McAfee Quarantine Manager package* on page 25.

1. Using an administrative account, log on to the server where you want to install the software.
2. Create a temporary directory on the network or your local drive.
3. Do one of the following, depending on how you obtained the software:
    - Insert the CD into the computers drive and copy the installation files to the temporary directory.
    - Download the ZIP archive and extract the files to the temporary directory.

> Install **MySql for McAfee Quarantine Manager 6.0 / Microsoft SQL Server 2005** before installing **McAfee Quarantine Manager version 6.0** software.

4. Using Windows Explorer, navigate to the folder where you copied the installation files. Open the **MQM60Server** folder and double-click **SETUP.EXE**. The **McAfee Quarantine Manager 6.0 Setup** dialog box appears.
5. Click **Next**. The **End User License Agreement** dialog box appears.
6. Click **I accept the terms in the license agreement**, then click **Next** to display the **Destination Folder** dialog box.
7. Click **Browse** to select an installation folder or accept the default.

> **MySQL for McAfee Quarantine Manager 6.0 / Microsoft SQL Server 2005** and **McAfee Quarantine Manager version 6.0** can also be installed on two different computers.

8. Click **Next**. The **Server Settings** dialog box appears. Specify the **Port** number for the McAfee Quarantine Manager web-based user interface hosted in IIS. The default port number is **80**.
9. Click **Next**. The **Ready to Install the Application** dialog box appears.
10. Click **Next** to display the **Updating System** dialog box. A progress bar indicates the features being copied and installed.
11. Click **Finish** to complete the installation, then click **Yes** to restart the computer.

Configuring your MySQL database

This section tells you how to configure your MySQL version 5.0 database with McAfee Quarantine Manager.

Use this task to configure your MySQL database:

1 Click **Start** | **Programs** | **McAfee** | **Quarantine Manager** | **DB Management UI**.

> You can also configure your database by clicking **Configure Database** from the administrator logon page. You might be prompted to type your administrator credentials to access the **DB Management** page, if you are accessing this page from another computer.

2 In the **Database Configuration** page, select the **Database Type** as **MySQL** and specify the IP address or host name of the database server, user name and password of the database server, database name, and database port number.

3 If you want to create a new schema in the database to be used with McAfee Quarantine Manager, select **Create McAfee Quarantine Manager schema**.

4 Type the email address and password of the super administrator.

5 Click **Test**. A dialog box appears that indicates the database is configured successfully.

6 Click **Apply**.

Configuring your Microsoft SQL Server database

McAfee Quarantine Manager version 6.0 extends support to Microsoft SQL server 2005 in addition to the MySQL version 5.0 database. This section tells you how to configure your Microsoft SQL Server 2005 with McAfee Quarantine Manager.

Before you configure your SQL Server database:

- Enable **Mixed mode** authentication on the SQL Server.
- Create a database user with **Server Role** as **sysadmin**.
- Create a blank database that has to be used with McAfee Quarantine Manager and assign the user created above as the owner of this database.
- Install **Microsoft SQL Server Native Client** on the McAfee Quarantine Manager server.

Use this task to configure your Microsoft SQL database:

1 Click **Start** | **Programs** | **McAfee** | **Quarantine Manager** | **DB Management UI**.

> You can also configure your database by clicking **Configure Database** from the administrator logon page. You might be prompted to type your administrator credentials to access the **DB Management** page, if you are accessing this page from another computer.

2 In the **Database Configuration** page, select the **Database Type** as **SQL Server** and specify the IP address or host name of the database server, user name and password to access the database, and database name of the newly created blank database.

3 Select **Create McAfee Quarantine Manager schema**. This will create a new schema in the database to be used with McAfee Quarantine Manager.

4 Type the email address and password of the super administrator.

5 Click **Test**. A dialog box appears that indicates the database is configured successfully.

6 Click **Apply**.

Installing McAfee Quarantine Manager 6.0 DB Suite utility

1 Using an administrative account, log on to the server where you want to install the software.

2 Create a temporary directory on the network or your local drive.

3 Do one of the following, depending on how you obtained the software:

- Insert the CD into the computers drive and copy the installation files to the temporary directory.
- Download the ZIP archive and extract the files to the temporary directory.

4 Using Windows Explorer, navigate to the folder where you copied the installation files. Open the **MQM60DBSuite** folder and double-click **SETUP.EXE**. The **McAfee Quarantine Manager DB Suite 6.0 Setup** dialog box appears.

5 Click **Next**. The **End User License Agreement** dialog box appears.

6 Click **I accept the terms in the license agreement**, then click **Next** to display the **Destination Folder** dialog box.

7 Click **Browse** to select an installation folder or accept the default.

8 Click **Next**. The **Ready to Install the Application** dialog box appears.

9 Click **Next** to display the **Updating System** dialog box. A progress bar indicates the features being copied and installed.

10 Click **Finish** to complete the installation.

Testing your installation

When you have completed installation of McAfee Quarantine Manager, McAfee recommends testing the installation to ensure that the software is installed properly and can quarantine viruses, spam, phish, potentially unwanted programs, and unwanted content within email messages.

Make sure that the IP address of the McAfee Quarantine Manager server is specified in the connected McAfee product.

Testing McAfee Quarantine Manager

1. Click **Start** | **Programs** | **McAfee** | **Quarantine Manager** | **Administrator UI**.
2. Log on using the Super Administrator account that you specified during installation of the software. You must be able to log on successfully.
3. From the left pane, click **Dashboard** | **Connected McAfee Products**, then click **Test** to verify the connection between McAfee Quarantine Manager and the McAfee product.
4. Click **Quarantined Items**. You will find items quarantined by the connected McAfee product(s) listed in **View Results**.
5. Click **Admin Management** | **Manage Domains**, specify the domain name (for example, xyz.com) and click **Add**, then click **Apply**.
6. From the left pane, click **Quarantined Items** | **Spam** to view the quarantined emails for that domain.

Uninstalling McAfee Quarantine Manager

To remove McAfee Quarantine Manager, use the Windows **Add/Remove Programs** feature (recommended) or use the McAfee Quarantine Manager setup program.

Uninstall **McAfee Quarantine Manager** before uninstalling **MySQL for McAfee Quarantine Manager**.

Removing McAfee Quarantine Manager

1. Using an administrative account, log on to the computer where McAfee Quarantine Manager is installed.
2. Click **Start** | **Settings** | **Control Panel**.
3. Double-click **Add/Remove Programs**. The **Add/Remove Program Properties** dialog box appears.
4. Select **McAfee Quarantine Manager** from the list, then click **Remove.**
5. To remove all the quarantined data from McAfee Quarantine Manager’s database, select **Also Remove MQM Data**, then click **Next**.

Removing MySQL for McAfee Quarantine Manager

Use the **DB Suite** utility to back up the database.

1 Using an administrative account, log on to the computer where MySQL for McAfee Quarantine Manager is installed.

2 Click **Start** | **Settings** | **Control Panel**.

3 Double-click **Add/Remove Programs**. The **Add/Remove Program Properties** dialog box appears.

4 Select **MySQL for McAfee Quarantine Manager** from the list, then click **Remove.**

Removing McAfee Quarantine Manager 6.0 DB Suite utility

1 Using an administrative account, log on to the computer where MySQL for McAfee Quarantine Manager is installed.

2 Click **Start** | **Settings** | **Control Panel**.

3 Double-click **Add/Remove Programs**. The **Add/Remove Program Properties** dialog box appears.

4 Select **McAfee Quarantine Manager DB Suite** from the list, then click **Remove.**

5 Integrating with ePolicy Orchestrator 4.0

This chapter describes how to configure McAfee Quarantine Manager using McAfee ePolicy Orchestrator management software version 4.0. To use this chapter effectively, you need to be familiar with ePolicy Orchestrator 4.0.

ePolicy Orchestrator 4.0 provides a scalable platform for centralized policy management and enforcement on your security products and systems on which they reside. It also provides comprehensive reporting and product deployment capabilities, all through a single point of control.

> This guide does not provide detailed information about installing or using ePolicy Orchestrator software. See the *ePolicy Orchestrator 4.0 Product Guide*.

Before you begin

Before you can use the ePolicy Orchestrator software to manage McAfee Quarantine Manager, install the ePolicy Orchestrator agent on the computer.

1 Create a temporary directory on the network or your local drive.

2 Depending on how you obtained the software, do one of the following:

- Insert the CD into the computer's drive and copy the installation ZIP files into the temporary directory you created.
- Download the ZIP files to the temporary directory.

ePolicy Orchestrator agent

ePolicy Orchestrator agent is a distributed component of ePolicy Orchestrator that must be installed on each computer on the network. The agent collects and sends information between the ePolicy Orchestrator server, repositories and manages McAfee Quarantine Manager installations across the network.

Adding systems and deploying agents to the ePolicy Orchestrator server

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **New Systems**. The **New Systems** page appears.

3 In **How to add systems**, select **Deploy agents and add systems to the current group (My Organization)**.

> To add systems without deploying agents, select **Add systems to the current group (My Organization), but do not deploy agents** option. To deploy agent at a later time, perform steps under the topic *Deploying an ePolicy Orchestrator agent* on page 24.

4 In **Systems to add**, click **Browse** to locate the system(s) you wish to add. The **Browse for Systems** page appears.

5 Select a **Domain** from the drop-down list, which has the system(s) you want to add.

6 Under **Systems in Selected Domain**, select the desired system(s).

> To select all the systems in a domain, click **Select all in this page**.

7 Click **OK** to return to the **New Systems** page.

8 Select an appropriate **Agent version** from the drop-down list and specify the **Installation options** and **Installation path** as required.

9 Enter the credentials (**Domain**, **User**, and **Password**) for agent installation, then click **OK**.

Deploying an ePolicy Orchestrator agent

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Systems**.

3 Select a group in the **System Tree**.

4 Select the desired **Computer Name**(s) of that group.

5 Click **Deploy Agents**. The **Deploy McAfee Security Agent** page appears showing the **Target systems**.

6 Select an **Agent version** to be installed on the selected systems.

> Agent versions available in the drop-down list, depend on which agent, the installation packages are checked-in.

7 Select the desired **Installation options** and an **Installation path** where you want to install the agent.

8 In **Credentials for agent installation**, specify **Domain**, **User**, **Password** of the user account with which you want to install the agent on selected systems and click **OK**.

Installation

Checking in the McAfee Quarantine Manager package

You can check in the McAfee Quarantine Manager software package from the **Master Repository** page. Master Repository is the central location for all McAfee updates residing on the ePolicy Orchestrator server. It retrieves user-specified updates from McAfee site or user-defined source sites.

1. Using an administrative account, log on to the ePolicy Orchestrator server.
2. Click **Software** | **Check In Package**. The **Package** page appears.
3. Select the **Package type** as **Product or Update (.ZIP)** and browse in **File path** to locate **MQM60Server.ZIP** saved in the McAfee Quarantine Manager folder.
4. Click **Next**. The **Package Options** page appears with the **Package info**.
5. Select the **Branch** as **Current**.
6. Click **Save**.

Installing McAfee Quarantine Manager on the client computer

1. Using an administrative account, log on to the ePolicy Orchestrator server.
2. Click **Systems** | **System Tree** and select a desired group.
3. From the **Client Tasks** tab, click **New Task**.
4. Type a **Name**, **Notes** for the task and select the **Type** as **Product Deployment (McAfee Agent)**.
5. Click **Next**. The **Client Task Builder** page appears.
6. Under **Description**, select the **Target Platforms** as **Windows** to install the package.
7. Select an appropriate **Language** from the drop-down list.
8. In **Products to deploy**, select **McAfee Quarantine Manager 6.0** from the drop-down list and select the **Action** as **Install**. You can also specify command-line arguments to custom install McAfee Quarantine Manager on the client computer without the default values. Separate multiple parameters with a space. For example:

```
INSTALLDIR="C:\MQM" REBOOTREQUIRED=1
```

Table 5-1 Use these command-line arguments for the installer:

Parameter	Example	Description
INSTALLDIR	INSTALLDIR="C:\MQM"	Installs McAfee Quarantine Manager in the specified folder location.
REBOOTREQUIRED	REBOOTREQUIRED=1	Restarts the client computer after installation.

9. In **Options**, select or deselect these options as required:

- **Run this task at every policy enforcement interval (Windows only)**
- **Run update after successful product deployment (4.0 or above)**

10 Click **Next** to schedule this task as needed.

11 Click **Next** to view a summary of the task, then click **Save**.

12 In the **Systems** tab, select a group and a computer where you want to install McAfee Quarantine Manager 6.0.

> ⓘ You can select all the computers in a group by clicking **Select all in the page**.

13 Send an agent wake-up call. (see *Sending an agent wake-up call on page 32*).

Checking in the MySQL for McAfee Quarantine Manager package

You can check in the MySQL for McAfee Quarantine Manager software package from the **Master Repository** page.

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Go to **Software** | **Check In Package**. The **Package** page appears.

3 Select the **Package type** as **Product or Update (.ZIP)** and browse in **File path** to locate **MQM60MySQL.ZIP** saved in the MySQL for McAfee Quarantine Manager folder.

4 Click **Next**. The **Package Options** page appears with the **Package info**.

5 Select the **Branch** as **Current**.

6 Click **Save**.

Installing MySQL for McAfee Quarantine Manager on the client computer

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Go to **Systems** | **System Tree** and select a desired group.

3 From the **Client Tasks** tab, click **New Task**.

4 Type a **Name**, **Notes** for the task and select the **Type** as **Product Deployment (McAfee Agent)**.

5 Click **Next**. The **Client Task Builder** page appears.

6 Under **Description**, select the **Target Platforms** as **Windows** to install the package.

7 Select an appropriate **Language** from the drop-down list.

8 In **Products to deploy**, select **MySQL for McAfee Quarantine Manager 6.0** from the drop-down list and select the **Action** as **Install**. You can also specify command-line arguments to custom install MySQL for McAfee Quarantine Manager on the client computer without the default values. Separate multiple parameters with a space. For example:

```
INSTALLDIR="C:\MySQL" SUPERID="superduper@mqm.com"
  SUPERIDPWD="superduper123"
```

Table 5-2 Use these command-line arguments for the installer:

Parameter	Example	Description
INSTALLDIR	INSTALLDIR="C:\MySQL"	Installs MySQL in the specified folder location.
MYSQLUSER	MYSQLUSER="root123"	Sets the MySQL user name.
MYSQLPASSWORD	MYSQLPASSWORD="root123"	Sets the MySQL password.
MYSQLDBNAME	MYSQLDBNAME="mymqm"	Sets the MySQL database name.
MYSQLPORT	MYSQLPORT=3361	Sets the MySQL port number.
SUPERID	SUPERID="superduper@mqm.com"	Sets the super administrator email address.
SUPERIDPWD	SUPERIDPWD="superduper123"	Sets the super administrator password.
IISPORT	IISPORT=302	Sets the IIS port number.

9 In **Options**, select or deselect these options as required:

- **Run this task at every policy enforcement interval (Windows only)**
- **Run update after successful product deployment (4.0 or above)**

10 Click **Next** to schedule this task as needed.

11 Click **Next** to view a summary of the task, then click **Save**.

12 In the **Systems** tab, select a group and a computer where you want to install MySQL for McAfee Quarantine Manager 6.0.

> You can select all the computers in a group by clicking **Select all in the page**.

13 Send an agent wake-up call. (see *Sending an agent wake-up call on page 32*).

Adding extensions

You can install or remove the McAfee Quarantine Manager extension files. Extension files are in ZIP file format and must be installed before that product or component can be managed by ePolicy Orchestrator 4.0. The two extension files for McAfee Quarantine Manager are:

- **MQM6POLICIES.ZIP**
- **MQM6REPORTS.ZIP**

To install the McAfee Quarantine Manager policy extension file

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Configuration** | **Extensions** | **Install Extension**. The **Install Extension** dialog box appears.

3 Click **Browse**, select the extension file **MQM6POLICIES.ZIP** and click **OK**.

To enforce different policies on different servers:

> If you are managing more than one McAfee Quarantine Manager server using ePolicy Orchestrator, you must have a separate database configuration policy assigned for each of the servers. This avoids conflicts between the servers trying to connect to the same database.

1 Create a **New Policy** for **Database Configuration** and type a policy name.

2 Change the database connectivity details and click **Save**.

3 From Systems Tree, select the target McAfee Quarantine Manager server and click **Assign Policy**.

4 Select the product as **McAfee Quarantine Manager 6.0** and the **Category** as **Database Configuration**.

5 Select the newly created policy and click **Save**.

6 Send an agent wake-up call.

7 Repeat the steps 1 to 6 to enforce different policies on different servers.

> To enforce Settings and Diagnostics policy on the server, repeat Steps 1 to 6. In Step 4, select **Category** as **Setting and Diagnostics.**

To install the McAfee Quarantine Manager report extension file

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Configuration** | **Extensions** | **Install Extension**. The **Install Extension** dialog box appears.

3 Click **Browse**, select the extension file **MQM6REPORTS.ZIP** and click **OK.**

Configuring policies for McAfee Quarantine Manager

You can create, edit, delete or assign a policy to a specific group in the **System Tree**.

Creating a new policy

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Systems** | **System Tree** and select a desired group.

3 From **Policies**, select **McAfee Quarantine Manager 6.0** from the drop-down list. A list of policies managed by the chosen managed product appears in the lower pane.

4 Locate a policy category, then click **Edit Assignment**. The **Policy assignment for: My Organization**| **Lost & Found** | **(chosen group)** page appears.

5 Click **Create new policy**. The **Create a new policy** dialog box appears.

6 Select **McAfee Default** or **My Default** as desired.

> The **McAfee Default** policies are read-only and cannot be edited, renamed, or deleted.

7 Type a **New policy name**.

8 Click **OK**, then **Save**.

Enforcing Policies

You can enforce a policy to multiple managed systems within a group.

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Systems** | **System Tree** and select a group.

3 Select the desired system(s).

4 Click **Assign Policy**. The **Assigning Policy for <n> system** page appears.

5 Select **McAfee Quarantine Manager 6.0**, **Category**, and **Policy** from the drop-down list, then click **Save**.

6 Select the systems again.

7 Send an agent wake-up call.(see *Sending an agent wake-up call on page 32*).

> You can create and enforce McAfee Quarantine Manager policies and view reports only after adding the McAfee Quarantine Manager extension files.

Introducing ePolicy Orchestrator 4.0 dashboard

Dashboards are a collection of preconfigured user-selected monitors that provide current data about your detections.

The ePolicy Orchestrator dashboard consists of a collection of named dashboard monitors. Depending on the permissions assigned to your user account, you can create a new dashboard, manage existing dashboards, select active dashboards, and edit dashboard preferences.

> Once you install the McAfee Quarantine Manager report extension file, by default a dashboard will be created with the name “**MQM**”.

Creating a new dashboard

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Dashboards** | **Options** | **New DashBoard**. The **New DashBoard** page appears.

3 Type a **Dashboard Name** and select a desired **Dashboard Size** from the drop-down list.

4 Click **New Monitor**.

5 Select the **Category** as **Queries** and a desired McAfee Quarantine Manager related query from the **Monitor** drop-down list.

6 Click **OK**.

7 Repeat step 4 and 5 for the remaining monitors.

8 Click **Save**. The **Make Active** dialog box appears.

9 Click **Yes** to add this new dashboard to your active set.

Table 5-3 Dashboard Options

Options	Description
Dashboard Name	Specifies the name of the dashboard you select.
Dashboard Size	Specifies the dimensions (by number of dashboard monitors) of the selected dashboard.
Created by	Specifies the user name who created the selected dashboard.
Last modified by	Specifies the user name, date and time stamp of the last modification made to the selected dashboard.
Edit	Takes you to the **Edit Dashboard** page where you can make changes to the dashboard's name and size.
Delete	Deletes the selected dashboard.
Duplicate	Creates and saves a copy of the selected dashboard. This allows you to create and edit similar dashboards without having to create one from scratch.
Make Public	Adds the selected private dashboard to the Public Dashboards list, making it available to all users with permissions, to use public dashboards.
Make Active	Adds the selected dashboard to the Dashboards tab for easy access.

Reporting

Reports are predefined queries which inquires the ePolicy Orchestrator database and generates a graphical output.

ePolicy Orchestrator 4.0 has its own querying and reporting capabilities. McAfee includes a set of default queries on the left pane. However, you can create a new query and edit and manage all queries.

ⓘ To generate ePolicy Orchestrator reports, enable **Generate ePO Events** and restart the **McAfee Quarantine Manager** service on the McAfee Quarantine Manager server. See *ePolicy Orchestrator related settings* on page 68.

Running a query

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Reporting**. A list of queries appears on the left pane.

3 Select a McAfee Quarantine Manager related query.

4 Click **Run**. The graphical output is displayed.

Creating a new query

If the pre-defined query on the left side does not serve your purpose, ePolicy Orchestrator enables you to create your own query.

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Reporting** | **New Query**. The **Result Type** page appears.

3 On the left pane, select a desired data type that the query must retrieve and click **Next**. The **Chart** page appears.

4 Select display chart/table, configure it as needed, then click **Next**. The **Columns** page appears allowing you to select columns for the chart/table.

5 Select a columns from the **Available Columns** pane and click **Next**. The **Filter** page appears.

6 Specify criteria by selecting properties and operators to limit the data retrieved by the query.

7 Click **Run**, then **Save**. The **Save Query** page appears.

8 Enter a **Name** and **Notes** for the query (if required), then click **Save**.

Table 5-4 Reporting Options

Options	Description
Delete	Deletes a selected query.
Edit	Launches the **Query Builder** page loaded with the details of the selected query, where you can edit any details of the selected query.
Make Public	Moves the selected query from the **My Queries** list to the **Public Queries** list, making it available to all users with permissions.
Duplicate	Creates and saves a copy of the selected query.
Export	Exports the selected query to an XML file that can be imported to any ePolicy Orchestrator server.
Run	Runs the selected query and displays its result.
More Actions | View Query SQL	Takes you to the **View Query SQL** page, where you can view and copy the SQL script of the selected query.
Import Query	Launches a dialog box that allows you to browse to an exported query file. When you import a query file, the server adds it to **My Queries** list.

Systems

All systems in the network are managed in the **Systems** tab. The **System Tree** contains all systems that are managed by the ePolicy Orchestrator server. It is the primary interface for managing policies and tasks on these systems. You can organize or sort these systems into logical groups in the **System Tree**.

My Organization is the root of the **System Tree**. It includes a **Lost&Found** group that stores systems whose locations cannot be determined by the server. Depending on the methods you use to create and maintain the **System Tree** segments (systems), the server uses different characteristics to place the systems in the **System Tree**.

For information on adding a new system, refer to the *ePolicy Orchestrator 4.0 Product Guide.*

Sending an agent wake-up call

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Systems**.

3 Select a group in the **System Tree**.

4 Select the desired **Computer Name**(s) of that group.

5 Click **More Actions** | **Wake Up Agent**. The **Wake Up Agents** page appears.

6 Select a **Wake-up call type** and a **Randomization** period (0-60 minutes) during which the system(s) respond to the wake-up call sent by the ePolicy Orchestrator server.

7 Select **Get full product properties** for the agent(s) to send complete properties instead of sending only those that have changed since the last agent-to-server communication.

8 Click **OK**.

Navigate to **Server Task Log** to see the status of the agent wake-up call.

Uninstalling the McAfee Quarantine Manager

This section tells you how to uninstall McAfee Quarantine Manager and MySQL for McAfee Quarantine Manager from the client computers and also removing the extensions from the ePolicy Orchestrator server.

Removing McAfee Quarantine Manager from the client computer

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Systems** | **System Tree** and select a desired group.

3 From the **Client Tasks** tab, click **New Task**.

4 Type a **Name**, **Notes** for the task and select the **Type** as **Product Deployment (McAfee Agent)**.

5 Click **Next**. The **Client Task Builder** page appears.

6 Under **Description**, select the **Target Platforms** as **Windows** to uninstall the package.

7 Select an appropriate **Language** from the drop-down list.

8 In **Products to deploy**, select **McAfee Quarantine Manager 6.0** from the drop-down list and select the **Action** as **Remove**.

9 In **Options**, select or deselect these options as required:

- **Run this task at every policy enforcement interval (Windows only)**
- **Run update after successful product deployment (4.0 or above)**

10 Click **Next** to schedule this task as desired.

11 Click **Next** to view a summary of the task, then click **Save**.

12 In the **Systems** tab, select a group and a computer where you want to uninstall McAfee Quarantine Manager 6.0.

> To uninstall McAfee Quarantine Manager from all computers in a group, click **Select all in the page**.

13 Send an agent wake-up call. (see *Sending an agent wake-up call on page 32*).

Removing MySQL for McAfee Quarantine Manager from the client computer

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Systems** | **System Tree** and select a desired group.

3 From the **Client Tasks** tab, click **New Task**.

4 Type a **Name**, **Notes** for the task and select the **Type** as **Product Deployment (McAfee Agent)**.

5 Click **Next**. The **Client Task Builder** page appears.

6 Under **Description**, select the **Target Platforms** as **Windows** to uninstall the package.

7 Select an appropriate **Language** from the drop-down list.

8 In **Products to deploy**, select **MySQL for McAfee Quarantine Manager 6.0** from the drop-down list and select the **Action** as **Remove**.

9 In **Options**, select or deselect these options as required:

- **Run this task at every policy enforcement interval (Windows only)**
- **Run update after successful product deployment (4.0 or above)**

10 Click **Next** to schedule this task as desired.

11 Click **Next** to view a summary of the task, then click **Save**.

12 In the **Systems** tab, select a group and a computer where you want to uninstall McAfee Quarantine Manager 6.0.

> To uninstall MySQL for McAfee Quarantine Manager from all computers in a group, click **Select all in the page**.

13 Send an agent wake-up call. (see *Sending an agent wake-up call on page 32*).

Removing McAfee Quarantine Manager package from the ePolicy Orchestrator server

Removing the deployment package from ePolicy Orchestrator

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Software** | **Master Repository**.

3 Click the **Delete** link of the **McAfee Quarantine Manager** package.

4 To remove the **MySQL for McAfee Quarantine Manager** package, repeat Steps 2 and 3, then delete the link of **MySQL for McAfee Quarantine Manager**.

Removing the policy extension

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Configuration**.

3 Select the extension file **McAfee Quarantine Manager** and click **Remove**.

4 Select **Force removal, bypassing any checks or errors**.

5 Click **OK**.

Removing the report extension

1 Using an administrative account, log on to the ePolicy Orchestrator server.

2 Click **Configuration**.

3 Select the extension file **McAfee Quarantine Manager Reports** and click **Remove**.

4 Select **Force removal, bypassing any checks or errors**.

5 Click **OK**.

6 Types of Interfaces

McAfee Quarantine Manager 6.0 has two types of user interface:

- *Interface for administrators*
- *Interface for users*

Interface for administrators

To access the administrators' user interface, click **Start** | **Programs** | **McAfee** | **Quarantine Manager** | **Administrator UI**.

> You can also log on to the administrator user interface, by clicking the following link:
>
> http://<computer_name>/MQMAdminUI/0409/LogOn.html
>
> Use https://<computer_name>/MQMAdminUI/0409/LogOn.html for secure logon.
>
> You can also use the IP address or host name of McAfee Quarantine Manager server instead of the <computer_name>.

McAfee Quarantine Manager allows administrators to:

- View quarantine statistics and generate simple and advanced graphical reports, that include details of the quantities and types of items quarantined during various time periods.
- Search for and view quarantined items, including items that have been specifically identified as spam, phish, viruses, potentially unwanted programs or unwanted content.

> The **Super Administrator** can view quarantined items of all the domains, but the **Domain Administrator** can view only the quarantined items of their corresponding domains.

- Manage Global blacklists and whitelists and Group blacklists and whitelists.
- Import and export the configuration of the settings in the software.
- Manage user submissions like items submitted as spam and non-spam, and submitted for release.
- Set the authentication, access user accounts, ePolicy Orchestrator manageability, and restore default settings.

- Manage the purge old items.
- Set up and schedule email digests for end users.
- Set up logging, product log, debug tracing, and error reports.
- Set up port numbers and server addresses to communicate with McAfee products.
- Manage administrator users like **Super Admin** and **Domain Admin**.
- Manage domains and their administrators.

The types of administrator roles are:

- *Super Administrator*
- *Domain Administrator*

Table 6-1 Administrator roles

Actions	Super Administrator	Domain Administrator
Maximum Item Age	Yes	Yes
Visible Detections	Yes	Yes
Authentication Mode	Yes	No
Restore Defaults	Yes	Yes
Database Management	Yes	Yes
Email Digests	Yes	Yes
Product Log	Yes	Yes
SMTP Mail Server and Port	Yes	Yes
Domain Management	Yes	Yes
Global Blacklist and Whitelist Management	Yes	No
McAfee Product(s) Group Blacklists and Whitelists	Yes	No
Diagnostics and Product Log Settings	Yes	No
McAfee Product(s) Communication Settings	Yes	No
Creating Administrators	Yes	No
Creating Domains	Yes	No
Assigning Domains	Yes	No
Creating Alias	Yes	Yes
ePolicy Orchestrator Management	Yes	Yes

Interface for users

To access the interface for users, click **Start** | **Programs** | **McAfee** | **Quarantine Manager** | **User UI**.

> You can also log on to the interface, by clicking the following link:
>
> http://<computer_name>/MQMUserUI/0409/LogOn.html
>
> Use https://<computer_name>/MQMUserUI/0409/LogOn.html for secure logon.
>
> You can also use the IP address or host name of McAfee Quarantine Manager server instead of the <computer_name>.

McAfee Quarantine Manager allows users to:

- Maintain their McAfee Quarantine Manager account.
- View and maintain a personal blacklist and whitelist.
- Forward any messages incorrectly identified as spam or phish or that contain potentially unwanted programs or unwanted content to the administrator for release.
- Submit missed spam messages to McAfee Labs for testing, so that similar messages can be recognized and quarantined.

> ℹ To know more about the interface for users, see *Getting Started with the Interface for Users* on page 75.

7 Getting Started with the Interface for administrators

The user interface provides critical function for Quarantine Manager administrators. It is important for the administrators to know how well their server is being protected from spam, phish, viruses, potentially unwanted programs, and unwanted content. Dashboard is your interface to the Quarantine Manager.

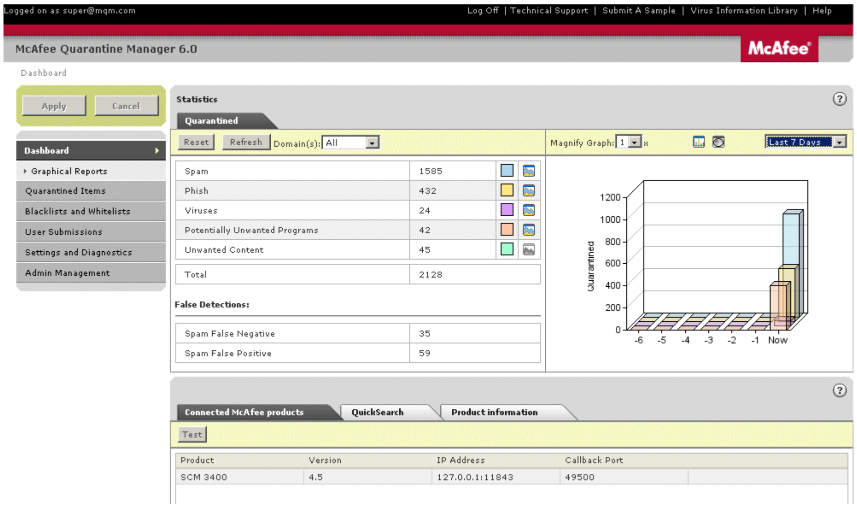
The left pane of the console has links, namely **Dashboard**, **Quarantined Items**, **Blacklists and Whitelists**, **User Submissions**, **Settings and Diagnostics**, and **Admin Management**, that you can administer. The right pane shows information depending on the item you select in the left pane.

> The dashboard shows how many items have been quarantined in total for a given period. The graphical reports show how many items are still in quarantine, including those that have been split into more than one item because they were sent to multiple recipients. Because items are removed or deleted from quarantine, the results shown on the dashboard might not always match those in the reports.

Viewing the dashboard

The dashboard provides an overview of the statistics of quarantined items, latest detections, graphical view of these detections, product information, quicksearch and connected McAfee products.

Figure 7-1 Dashboard



Spam	1585	🟦	
Phish	432	🟨	
Viruses	24	🟪	
Potentially Unwanted Programs	42	🟧	
Unwanted Content	45	🟩	
Total	2128		

False Detections:

Spam False Negative	35
Spam False Positive	59

Product	Version	IP Address	Callback Port
SCM 3400	4.5	127.0.0.1:11843	49500

The **Dashboard** page is divided into the following sections:

- *Statistics*
- *Connected McAfee Products*
- *QuickSearch*
- *Product Information*
- *Graphical Reports*

Statistics

The dashboard screen shows the statistics for quarantined spam, phish, viruses, potentially unwanted programs and unwanted content, as well as an overall total. By default, it also displays a bar graph representing the quarantined items in the last 24 hours.

Quarantined

The statistics shown in the Quarantined tab changes with respect to the administrator logged on. The **Super Administrator** has the combined statistics of all the administrators. The **Domain Administrator** has the statistics of the domains managed by the respective administrator.

From the **Quarantined** tab, select one of these:

- **<Select Detections>** — Select the counters by clicking on the 🖼 icon of an item. This enables you to view the statistics and graph of the selected counters.

- **Magnify Graph** — To specify the magnification percentage of the **Detections** graph. This helps you to view an enlarged graph.
- **Reset** — To clear the statistics of quarantined items.

> Clicking **Reset** clears all the statistics of the corresponding administrator. These changes are also reflected in the **Super Administrator** account.

- **Refresh** — To refresh and update the statistics counter with the latest number of quarantined items. To modify the dashboard refresh interval, see *Miscellaneous settings* on page 69.
- **Domain(s)** — To view the statistics of quarantined items for the selected domain.

Click the **Display bar graph** icon or **Display pie chart** icon as required, to view the graphical display of detections. You can select the **Time Range** from the drop-down list to view these graphs. The options for the time range are:

- **Last 24 Hours**
- **Last 7 Days**
- **Last 30 Days**

In the **False Detections** section, you can use:

- **Spam False Positive** — To view the number of items detected as false positives. This is an email that triggers sufficient rules to be identified as spam, which contains content that is generally not considered to be spam.
- **Spam False Negative** — To view the number of items detected as false negatives. This is an email that does not trigger sufficient rules to be identified as spam, which contains content that is generally considered to be spam.

Connected McAfee Products

The **Connected McAfee Products** pane shows all products connected to McAfee Quarantine Manager, and gives their **Product name**, **Version number**, **IP Address**, and **Callback Port** they use to communicate with McAfee Quarantine Manager.

The pane also contains a **Test** button. Select a product and click **Test** if you need to check for network problems. **Test** checks whether the McAfee Quarantine Manager server is communicating with the connected McAfee products.

QuickSearch

The **QuickSearch** tab provides a quick search facility on the dashboard, so that you can quickly perform a search task without having to navigate to another page.

To perform a quick search:

1. Click **Dashboard**. The **Statistics** page appears.
2. Click **QuickSearch** tab.
3. From **Time Span**, select a date to view the quarantined items or detections made (including today's date).
4. Select **Domain** to search by the quarantined items from a particular domain.

5 Type the sender, recipient or subject for the quarantined item, then click **Search**.

Product Information

The Product Information tab shows the version of McAfee Quarantine Manager you are running, and lists the **Service Packs** and **HotFixes** installed.

Viewing graphical reports

The **Graphical Reports** section gives an explicit view of quarantined items in a graph. You can also find each detection by setting filters to specify the types of detections that are of interest.

Graphical Reports has two tabs:

- *Default*
- *Advanced*

Viewing default graphical reports

1. Click **Dashboard** | **Graphical Reports**. The **Graphical Reports** page appears with the **Default** tab.
2. From **Time Span**, select **Today** to view only today's quarantined items or <**Last 7 to 60**> days for detections made in the specified time span (including today's date).
3. From **Type**, select the type of quarantined item to be viewed such as spam, phish, viruses, unwanted content or potentially unwanted programs.
4. From **Filter**, select any of these:
   - **Top 10 spam rule triggers**
   - **Top 10 phish rule triggers**
   - **Top 10 unwanted content rule triggers**
   - **Top 10 Infected Files**
   - **Top 10 Viruses**
   - **Top 10 Unwanted Programs**
   - **Top 10 recipients**
   - **Top 10 senders**
   - **Top 10 senders (outbound)**
5. Click **Search**.

Viewing advanced graphical reports

In **Advanced Reports**, you can set filters to narrow your search criteria.

1. Click **Dashboard** | **Graphical Reports**. The **Graphical Reports** page appears.

2 Click **Advanced** tab.

3 Select up to three filters from this list:

- **Subject**
- **Recipient**
- **Reason**
- **Ticket Number**
- **Detection Name**
- **Score**

4 Select **All Dates** or a desired **Date Range** from the drop-down lists.

5 Select **Bar Graph** or **Pie Chart** as required.

6 If you select **Pie Chart**, select to **Query on**, from the drop-down list.

- **Recipient**
- **Sender**
- **Filename**
- **Detection Name**
- **Subject**
- **Reason**
- **Rule Name**
- **Policy Name**
- **Score**

7 In **Maximum Results**, specify the maximum number of segments you want to appear in the pie chart. For example, if you are interested only in seeing the three most frequently assigned spam scores, type 3.

Query on and **Maximum Results** are available only for pie chart.

8 Click **Search**.

Click **Clear Filter** to return to the default filter values.

8 Managing Quarantined Items

Quarantined Items is used to view information about emails that contains spam, phish, viruses, potentially unwanted programs, unwanted content, and all items. You can use up to three search filters to narrow your search.

Topics covered are:

- *Searching a quarantined item*
- *Viewing search results*

Spam

Spam is an unwanted email message, specifically unsolicited bulk messages.

Phish

Phish is a method of fraudulently obtaining personal information (such as passwords, social security numbers, and credit card details) by sending spoofed email messages that look like they came from trusted sources such as legitimate companies or banks.

Typically, phishing email messages request that recipients click a link in the email to verify or update the contact details or credit card information.

Viruses

A virus is a program or code that replicates itself, multiplies, and infects another useful program, boot sector, partition sector or document that supports macros, by inserting itself or attaching itself to that medium. Most viruses replicate and many do a large amount of damage to the system.

Potentially unwanted programs

Potentially Unwanted Programs (PUPs) are software programs written by legitimate companies which, if installed, may alter the security state or the privacy posture of a computer.

Unwanted content

Any content that is filtered by the scanner is called unwanted content. You can use **Unwanted Content** to view emails/attachments that contain unwanted content.

Searching a quarantined item

> Use wildcards like "*****" and '**?**' in the search field. Use "*****" to match to any number of characters and use "**?**"to match a single character. Use **"\\"** to match any '\' character in the search field.

1. Click **Quarantined Items** | <**All Items**>. The <**All Items**> page appears.
2. Select any of these search filters:
   - **Subject** — To search by the subject line of the email.
   - **Sender** — To search by the sender's email address.
   - **Recipient** — To search by a valid email address of the recipient.
   - **Score** — To search by the spam score, which is a number that indicates the amount of potential spam contained within an email message.
   - **Ticket Number** — To search by ticket number, which is a 16-digit alpha numeric entry that is auto-generated by the McAfee product for every detection.
   - **Reason** — To search by the reason for which the item is detected. The secondary filters for reason are **Virus**, **Banned Content**, **Banned File Type**, **Spam**, **Encrypted or Corrupted**, **Unknown**, **Potentially Unwanted Program**, **Phish**, **Packer**, and **Mail Format**.
   - **Detection Name** — To search by the name of a detected item.
3. Select **All Dates** or a desired **Date Range** from the drop-down lists.
4. Click **Search**. A list of quarantined items matching your search criteria, are displayed in the **View Results** section.

   > Click **Clear Filter** to return to the default search filter settings.

5. Select **Domain** to search by the quarantined items from a particular domain. You can use the **(Others)** option from the drop-down list to view quarantined items of domains which are not configured in McAfee Quarantine Manager server.

   > Click **Maximize** or **Restore** to modify the size of the search window.

Viewing search results

From the **View Results** section of all quarantined items, you can:

- Release a quarantined item. Select a record from the **View Results** pane and click **Release**. The original email message is released from the database for delivery to the intended recipient.
- Download a quarantined item. Select a record from the **View Results** pane and click **Download**.

- Select the quarantined items to add the email address of the sender to the global blacklist, so that messages from this sender are blocked in the future. Select a record from the **View Results** pane, then click **Blacklist**.
- Select the quarantined items to add the email address of the sender to the global blacklist and delete it, so that messages from this sender are blocked and deleted in the future. Select a record from the **View Results** pane, then click **Blacklist&Delete**.
- Select the quarantined items to add the email address of the sender to the blacklist for the group that the intended recipient is a member of. Select a record from the **View Results** pane, then click **Blacklist for Group.**
- Select the quarantined items to add the email address of the sender to the global whitelist so that messages from this sender are not blocked in the future. Select a record from the **View Results** pane, then click **Whitelist**.
- Select the quarantined items to add the email address of the sender to the global whitelist and release it, so that messages from the sender are not blocked in the future.Select a record from the **View Results** pane, then click **Whitelist&Release**.
- Select the quarantined items to add the email address of the sender to the whitelist for the group that the intended recipient is a member of. Select a record from the **View Results** pane, then click **Whitelist for Group**.

> The **Blacklist** and **Blacklist&Delete** option are available only for the **Super Administrator** account.

You can also use:

- **Columns to display** — To select additional column headers to be listed in the **View Results** pane. Click this option, select the desired options, and click **OK**.

> You must select at least one column header. You can also click the desired column header to sort the items in ascending or descending order.

- **Search within results** — To search for a quarantined item from the results displayed in the **View Results** pane. Enable this option to refine your search from the search results.
- **Select All** — To select all quarantined items in the **View Results** pane.
- **Select None** — To deselect all quarantined items in the **View Results** pane.
- **Delete** — To delete selected quarantined items in the **View Results** pane.
- **Delete All** — To delete all quarantined items from the database for a particular domain in the **View Results** pane.

In the **View Results** section, you can view between 10 to 100 quarantined items per page from the available drop-down list. Use the next or previous buttons to navigate through the pages. You can also select multiple quarantined items to perform an action such as blacklist, delete or release.

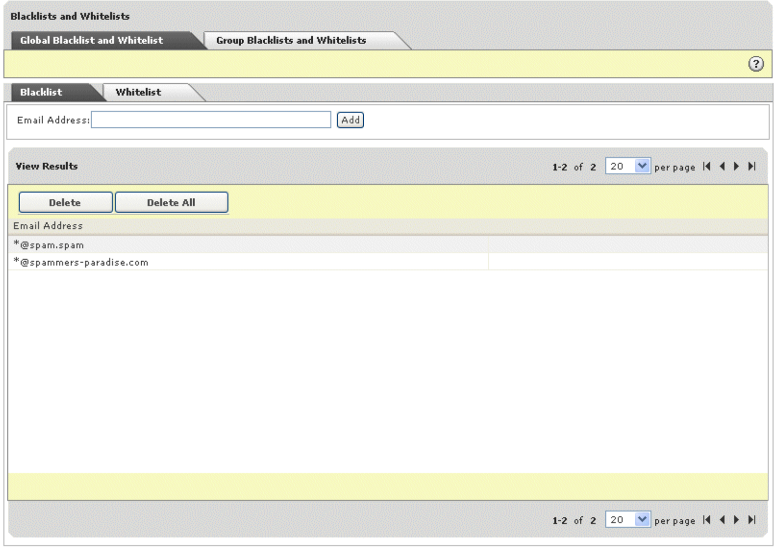
9 Managing Blacklists and Whitelists

A *blacklist* is a list of email addresses that a user does not want to receive emails from. With McAfee Quarantine Manager, users can create a personal blacklist, which is used in addition to the global or group blacklists you maintain. Messages from blacklisted addresses are always treated as spam. Every email sent to a user is matched against the appropriate blacklists and, if a match is found, they will not receive the message.

A *whitelist* is a list of email addresses that a user always wants to receive emails from. With McAfee Quarantine Manager, users can create a personal whitelist, which is used in addition to any global or group whitelists maintained by you. All messages from a whitelisted address are treated as non-spam. Every email sent to a user is matched against the whitelist and, if a match is found, they will normally receive the message. Messages from email addresses in the whitelist are not subject to phish or spam scanning, though they are still subjected to other types of scanning.

You can use the **Blacklists and Whitelists** option to view and edit the lists for a selected user or you can look at a summary of the global lists and group lists. In addition, you can import and export any user's blacklists and whitelists from or to an XML file, and can also define user groups as lists of email addresses or references to existing user groups.

Figure 9-1 Blacklist and Whitelists



Email Address
*@spam.spam
*@spammers-paradise.com

- You can submit the sender of a selected email for adding to a blacklist or to a whitelist.
- You can submit a user's contact list to their personal whitelist.
- You can store blacklists and whitelists for individual users, for specific groups or for your entire organization.
- Blacklists and whitelists are distributed to McAfee products as they change or in response to regular polling.

Topics covered are:

- *Organization*
- *Import and Export*

Organizing blacklists and whitelists

From the McAfee Quarantine Manager main menu, click **Blacklists and Whitelists**. The **Organization** screen is displayed. From this screen you can add or remove email addresses from **Global Blacklist and Whitelist** or you can modify **Group Blacklists and Whitelists**.

Global blacklist and whitelist

To add an email address to the list:

1. Click **Blacklists and Whitelists** | **Organization**, then select the **Global Blacklist and Whitelist** tab.
2. From the **Global Blacklist and Whitelist** screen, select the **Blacklist** or **Whitelist** tab as appropriate.
3. To add an email address to either of the lists, type the address in the **Email Address** field and click **Add**. The address shows up in the **Members** column of the screen.
4. Click **Apply** to save the changes.

To delete an email address from the list:

1. Click **Blacklists and Whitelists** | **Organization**, then select the **Global Blacklist and Whitelist** tab.
2. Click **Delete** to delete an individual email address from either of the lists.
3. Click **Delete All** to delete all the email addresses in the blacklist or whitelist.
4. In the dialog box that appears, click **OK** to complete the deletion or **Cancel** to discard the changes.
5. Click **Apply** to save the changes.

> The **Domain Administrator** can only view the Global Blacklist and Whitelist. Only a **Super Administrator** can delete or modify the Global Blacklist and Whitelist.

Group blacklists and whitelists

> This tab is only available for the **Super Administrator** account.

To add an email address to the groups list:

1 Click **Blacklists and Whitelists** | **Organization**, then select the **Group Blacklists and Whitelists** tab.

2 Select the group you wish to modify and click **Edit**.

3 To add an email address to either the blacklist or whitelist, type the address in the **Email Address** field and click **Add**. The address shows up in the **Members** column of the screen.

> The group policies from the connected McAfee products are sent to the quarantine manager software at certain time intervals, hence the group names are not displayed immediately after installing the software.

To delete an email address from the groups list:

1 Click **Blacklists and Whitelists** | **Organization**, select the **Group Blacklists and Whitelists** tab.

2 Click **Delete** to delete an individual email address from either of the lists.

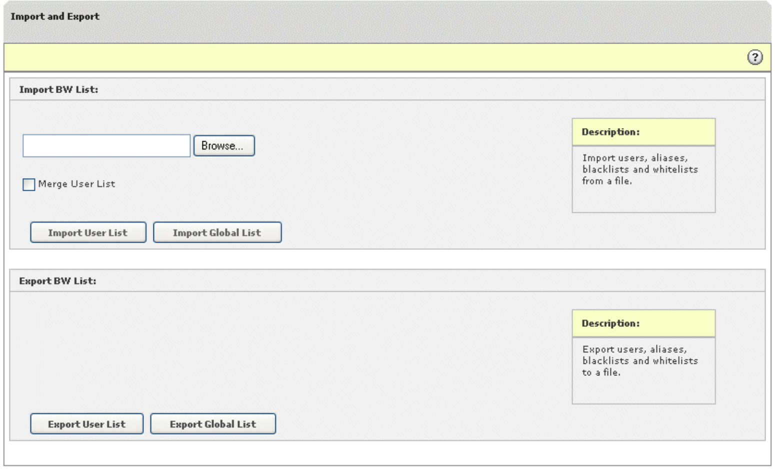
3 Click **Delete All** to delete all the email addresses in the blacklist or whitelist.

4 In the dialog box that appears, click **OK** to complete the deletion or **Cancel** to discard the changes.

5 Click **Apply** to save the changes.

Importing blacklists and whitelists

Figure 9-2 Import and Export



Import users, aliases, blacklists and whitelists from a file.

Export users, aliases, blacklists and whitelists to a file.

You can import users' existing blacklists and whitelists from McAfee products. For example, once you install the software you can import users' personal blacklists and whitelists, so that user's can make use of them in McAfee Quarantine Manager. You can also import the global blacklists and whitelists.

To import a User/Global Blacklist and Whitelist file:

1 From the McAfee Quarantine Manager main menu, click **Blacklists and Whitelists | Import and Export**.

2 From the **Import BW List** section, use the **Browse** field to locate the configuration file you want to import.

3 Select **Merge User List** to merge the blacklist and whitelist with the existing list.

4 Click **Import User List** or **Import Global List** as required.

> The **Import Global List** option is only available for the **Super Administrator** account.

Exporting blacklists and whitelists

You can export users' existing McAfee Quarantine Manager personal blacklists and whitelists or the global blacklists and whitelists, saving them as.XML files for future use.

To export the User Blacklist and Whitelist file:

You can use this to export the User Blacklist and Whitelist of this system and save it to a location where it can be imported by other systems or used by this system for future use.

1 From the **Export** section, click **Export User List**.

2 Specify the location where to save the file.

3 Click **Save**.

> The default name of the User Blacklist and Whitelist file is **McAfeeBWList.xml**.

To export the Global Blacklist and Whitelist file:

You can use this to export the Global Blacklist and Whitelist of this system and save it to a location where it can be imported by other systems or used by this system for future use.

1 From the **Export** section, click **Export Global List**.

2 Specify the location where to save the file.

3 Click **Save**.

> The default name of the Global Blacklist and Whitelist file is **McAfeeGlobalBWList.xml**.

10 Managing User Submissions

Users can identify spam, phish, and other unwanted messages that have appeared in their Inboxes, as well as messages that have been incorrectly quarantined, and can submit them to you for release. McAfee Quarantine Manager users can release items they believe should not be considered as spam. Any other type of quarantined items must be submitted to you if the user believes they should be released from quarantine. Only you can decide what to do with these items.

The **User Submissions** option shows lists of items that users have submitted, and allows you to view the subject of each mail, as well as the email address of the user who submitted it (this is the intended recipient, not the person the message was originally sent by). You can select multiple items for deletion or for release.

Any items submitted as spam or non-spam are sent to all connected McAfee products. Any items that are released are sent back to the McAfee product that they came from, and are then usually sent on to the intended recipients. Items can also be downloaded in case they need to be resent manually later.

> Only items submitted as spam or non-spam are sent to a specific user group. Only items sent to members of that user group are checked to see if they match that particular type of spam/non-spam in future.

Quarantined items stay in the lists they have been submitted to, in case you need to carry out more than one action on them. They are only removed from the lists once you select to remove them.

You can use the User Submissions option to search for and act on messages submitted by users as having been falsely identified as spam, submitted as spam or submitted as being suitable for release (that is, the user believes they are not spam or other type of undesirable object).

Searching user submissions

Use wildcards like “*” and ‘**?**’ in the search field. Use “*” to match to any number of characters and use “**?**”to match a single character. Use **“\\”** to match any ‘\’ character in the search field.

1 Click **User Submissions** | **Submitted** <**as Spam / as Non-Spam / for Release**>.

2 Select up to three of these search filters:

- **Subject** — To search by the subject line of the email.
- **Sender** — To search by the sender’s email address.
- **Recipient** — To search by a valid email address of the recipient.
- **Score** — To search by the spam score, which is a number that indicates the amount of potential spam contained within an email message.
- **Ticket Number** — To search by ticket number, which is a 16-digit alpha numeric entry that is auto-generated by the McAfee product for every detection.
- **Reason** — To search by the reason the item is to be detected. The secondary filters for Reason are **Virus**, **Banned Content**, **Banned File Type**, **Spam**, **Encrypted or Corrupted**, **Unknown**, **Potentially Unwanted Program**, **Phish**, **Packer** and **Mail Format**.
- **Detection Name** — To search by the name of a detected item.

3 Select **All Dates** or a desired **Date Range** from the drop-down lists.

4 Click **Search**. A list of user-submitted spam items matching your search criteria are displayed in the **View Results** section.

Click **Clear Filter** to return to the default search filter settings.

5 From the drop-down lists, select **Domain** to search by the submitted items from a particular domain.

Click **Maximize** or **Restore** to modify the size of the search window.

Viewing search results

From the **View Results** section of all the user submissions, you can:

- Remove the selected items from the submission queue. The items are not added to the Bayesian learning database. Select a record from the **View Results** pane and click **Remove from Queue**.
- Release a quarantined item. Select a record from the **View Results** pane and click **Release**. The original email message is released from the database for delivery to the intended recipient.

- Select quarantined items to submit to McAfee labs for sample analysis. Select a record from the **View Results** pane, click **Submit to McAfee Labs**.

> This helps in refining the scanner rules and recognizing future detections. For immediate action on a sample, you can either blacklist or whitelist the sender.

- Select quarantined items to add the sender's email address to the global blacklist, so that messages from this sender are blocked in future. Select a record from the **View Results** pane, click **Blacklist**.
- Select quarantined items to add the sender's email address to the global blacklist and delete it, so that messages from this sender are blocked in future. Select a record from the **View Results** pane, click **Blacklist&Delete**.

> The **Blacklist** and **Black&Delete** option are available only for the **Super Administrator** account.

You can also use:

- **Columns to display** — To select additional column headers to be listed in the **View Results** pane. Click this option, select the desired options, and click **OK**.

> You must select at least one column header. You can also click on the desired column header to sort the items in ascending or descending order.

- **Search within results** — To search for a quarantined item from the results displayed in the **View Results** pane. Enable this option to refine your search from the search results.
- **Select All** — To select all the listed items in the **View Results** pane.
- **Select None** — To deselect all the listed items in the **View Results** pane.
- **Delete** — To delete the selected listed items in the **View Results** pane.
- **Delete All** — To delete all the listed items from the database for a particular domain in the **View Results** pane.

In the **View Results** section, you can view between 10 to 100 quarantined items per page from the available drop-down list. Use the next or previous buttons to navigate through the pages. You can also select multiple quarantined items to perform an action such as blacklist, delete or release.

11 Managing Settings and Diagnostics

You can use the **Settings and Diagnostics** option for a number of tasks involving users, email digests, databases, product logs, and McAfee products. You can also carry out these diagnostic operations:

- For users, you can select the type of detection to be carried out on users' mailboxes, and can specify how long quarantined items will be held for before being purged. In addition, you can authenticate, and if necessary, delete or reset a user's account. You can also synchronize users with the LDAP servers, so that users created in the LDAP server are automatically added to the McAfee Quarantine Manager server.
- For email digests you can define the subject line, the email address of the sender, the name or IP address, and port number of the mail server to send the digests from. You can also configure the contents of the email digest and schedule email digest "mail shots" to all users or to specific users.
- For database management, you can specify the location of the database, and schedule compaction tasks like purge and optimization.
- You can access the product log to view the database compactions and any start up/shut down information.
- The diagnostics panel allows you to set the product log level, to enable debug logging at three different levels, and to configure the McAfee Error Reporting Service (Talkback).
- For communications, you can configure the port that you want to use to receive communications, set the number of listening threads, and enable or disable McAfee product communications. When disabled, all incoming items are rejected and an appropriate error message is returned to the communicating McAfee product.
- The advanced settings page allows you to configure, ePolicy Orchestrator related settings, submit to McAfee labs settings, database downtime notification settings, session timeout settings and custom email notification settings.

Settings and Diagnostics consists of these topics:

- *Managing users*
- *Email Digests*
- *Database Management*
- *Product Log*
- *Diagnostics*

- *Communications*
- *Advanced Settings*

Managing users

With the **User Management** option, you can specify how users are authenticated, determine what types of quarantined items they are allowed to see, and specify how long those items are kept. You can authenticate users, set their access parameters, as well as manage their accounts.

User Management consists of these sections:

- *General*
- *Account Management*
- *User Synchronization*

General

To authenticate users or to set up various quarantine options, select the **General** tab to display the general user management options.

1. In the **Maximum Item Age (days)** field, type the number of days that quarantined items will be stored.
2. In the **Visible Detections** field, select the type of items that users can view, for example **Spam** or **Phish**.
3. In the **Authentication** field, specify whether the user must be authenticated using existing organization accounts (**Windows Authentication for Active Directory**) or whether a new McAfee **Quarantine Manager accounts** needs to be setup or using **Lotus Domino** account.
4. In the **Restore Defaults** field, click **Restore** to restore the settings back to the original configurations.
5. Click **Apply** to save the changes.

The general settings used are:

- **Maximum Item Age (days)** — To specify the maximum number of days an item will be stored. Users will not be allowed to set a maximum item age any larger than the value entered. Type a value between **1** and **100**. The default value is **14** days.
- **Visible Detections** — To specify the detection types that users can view. The detections are spam, phish, PUPs and unwanted content.
- **Active Directory** — To authenticate using existing active directory organization accounts.

> ℹ This option is only available for the **Super Administrator** account.

- **Quarantine Manager Accounts** — To authenticate using existing quarantine manager user specific account.
- **Lotus Domino** — To authenticate using existing lotus domino server specific account. Specify the IP address of the lotus domino server in the **Server** field.
- **Restore** — To restore the default configuration of this administrator.

Account management

You can use **Account Management** to view or delete individual accounts, change or reset a user's password, add email addresses to a user's blacklist and/or whitelist, delete email addresses from a user's blacklist and/or whitelist, setup or delete email aliases for a user, modify email addresses from a user's blacklist and/or whitelist, specify whether or not a user receives email digests.

1. In **Find a Quarantine Manager user**, search alphabetically by clicking on a letter or type the email address, then click **Search**.
2. To view all email addresses, click **All**.

A list of user email addresses matching your search criteria are displayed in the **View Results** pane.

From the **View Results** pane of account management, you can select:

- **Delete** — To delete the selected email address.
- **Modify** — To modify account settings of the selected email address.

You can also double-click the email address to modify the account settings. See *Managing your account* on page 78.

User synchronization

You can use **User Synchronization** to synchronize the user accounts between an LDAP server and the McAfee Quarantine Manager server. You can configure the settings and also schedule when to run the synchronization task. Whenever a new user joins the organization and a user account is created in the LDAP server, the user is automatically added to the McAfee Quarantine Manager server during user synchronization.

In the **Settings** section, you can select:

- **Server Type** — To specify the type of LDAP server for synchronizing users. You can use either **Active Directory** or **Lotus Domino**.
- **Server** — To specify the server name or the IP address of the LDAP server.
- **Port** — To specify the port number used to communicate with the LDAP server. The default value is **3268** for Active Directory and **389** for Lotus Domino.
- **User name** — To specify any existing user of the LDAP server with at least read-only access to the server.
- **Password** — To specify the password of the existing user to access the LDAP server.
- **Search DN** — To limit the search to an organizational unit in the LDAP server. You can leave this field blank, to search the entire directory.

- **Delete users not found in the LDAP server** - To delete the user accounts that are not found in the LDAP server, from the McAfee Quarantine Manager database.

In **Scheduler** section, you can select:

- **Never** — To specify never to synchronize users.
- **Days** — To specify how frequently, in days, the user synchronization task should take place, and at what time of day.
- **Weeks** — To specify how frequently, in weeks, the user synchronization task should take place. You can also specify on which day(s) and at what time of day the user synchronization task should take place.
- **Months** — To specify on what day of the month and in which month(s) the user synchronization task should take place. You can also specify at what time of day the user synchronization task should take place.

From the **When** section, specify the time when the user synchronization task must start, for all options except **Never**.

Configuring and scheduling email digests

McAfee Quarantine Manager offers per user quarantine that can be managed through automated digests (listings of items that are quarantined). You can schedule the release of digests at certain times of the day, week or month, and can instigate the writing and sending of those digests at the specified time. The digests contain lists of quarantined messages, and allow users to request the release of quarantined messages, to delete messages, and to manage their personal whitelists and blacklists.

Email Digests consists of these sections:

- *Digest Scheduler*
- *User-based Digest*
- *Digest Mail*
- *Digest Response*

Digest scheduler

You can use digest scheduler to send users information about the quarantined items, blacklist and whitelist, etc., at a scheduled time. Digest mails are sent to all users of the domains that are managed by this administrator.

In **How often** section, you can select:

- **Never** — To specify never send any digest mails to the user.
- **Days** — To specify how frequently, in days, the digest mails should be sent, and at what time of day.
- **Weeks** — To specify how frequently, in weeks, the digest mails should be sent. You can also specify on which day(s) and at what time of day the digest mails should be sent.

- **Months** — To specify on what day of the month and in which month(s) the digest mails should be sent. You can also specify at what time of day the digest mails should be sent.

From the **When** section, specify the time when the digest should be sent, for all options except **Never**.

User-based digest

You can **User-based Digest** to specific user(s), information about the quarantined items, blacklist and whitelist, and so on, at a scheduled time.

In **User-based Digest**, you can select:

- **All Users** — To send digest emails to all the existing users.
- **Selected Users** — To send digest emails to the specified user(s). You can specify the user(s) in the **Email address** field.
- **Send current digest** — To send user the latest or current digest email.
- **Resend previous digest** — To send user the previous digest email without the current digest information.
- **Run Now** — To start the task immediately and send digest emails to the user(s).

Digest mail

You can use digest mail to tell users which items have been quarantined. This is the text used in the message sent to the user. In the **Digest Mail** tab, you can select:

- **Sender's Email Address** — To specify the email address of the quarantine manager. By default, the sender's email address is **McAfeeQuarantineManager@McAfee.dom**.
- **Subject** — To specify the subject in the digest mail sent to the user.
- **Preview** — To preview the digest email before sending it to the user.
- **Edit** — To view and configure the digest mail as required. This opens a new window where you can edit the page and click **Save** to apply the changes.

Table 11-1 Digest email options

Option	Description
%FULL_SPAM_LIST%	The full list of quarantined spam items.
%FULL_PHISH_LIST%	The full list of quarantined phish items.
%FULL_PUP_LIST%	The full list of quarantined potentially unwanted programs.
%FULL_CONTENT_LIST%	The full list of quarantined items with unwanted content.
%SPAM_LIST%	The list of spam quarantined since the last digest was generated.
%PHISH_LIST%	The list of phish quarantined since the last digest was generated.
%PUP_LIST%	The list of potentially unwanted programs quarantined since the last digest was generated.
%CONTENT_LIST%	The list of unwanted content items quarantined since the last digest was generated.
%BLACK_LIST%	The user’s blacklist.

Table 11-1 Digest email options

Option	Description
%WHITE_LIST%	The user’s whitelist.
%ADD_BLACK_LIST%	A textbox to allow users to add email addresses to their blacklist.
%ADD_WHITE_LIST%	A textbox to allow users to add email addresses to their whitelist.
%SET_EXP_DELAY%	A textbox used to set the number of days that items are quarantined.
%UI%	The URL of the user interface.
%RECIPIENT%	The digest recipient's email address.
%EXP_DELAY%	The current number of days that items are quarantined for.
%MAX_EXP_DELAY%	The number of days the administrator specified that items were to be quarantined.
%DIGEST_DATE%	The date the digest was created.
%PRODUCT_NAME%	Name of the product (McAfee Quarantine Manager).

- **Mail Format** — To specify **text/html** or **text/plain** as required.

> If you set **text/plain**, the users can only view the information, and cannot take action directly from the digest.

- **Send digest as** — To specify if the digest mail needs to be sent as the **Message body** or as an **Attachment**.
- **HTML Form Method** — To specify **GET** or **POST** method, as required.

Digest response

You can use this as the text used in the message sent to the user, in response to their request for actions based on the content of the email digest.

In **Digest Response**, you can use:

- **Preview** — To preview the digest email before sending it to the user.
- **Edit** — To view and configure the message as required. This opens a new window where you can edit the page and click **Save** to apply the changes.

Managing the database

You can use the **Database Management** option to specify the location of the quarantine database, and when it is necessary to purge it to improve performance.

Database Management consists of these sections:

- *General*
- *Purge of Old Items*
- *User-based Purge*

General

To set up various quarantine options, select the **General** tab to display the general database management options.

1. To set up the maximum size of items that will be quarantined, select the **General** tab.
2. In the **Maximum Item Size (MB),** type the maximum number of megabytes per item for storage. Larger files are rejected and returned to their McAfee product(s) point of origin. The default value is **100**MB.
3. In the **Maximum Query Size,** type the maximum number of rows to be returned from a query. The default value is **1000**.
4. Click **Apply** to save the changes.

Purge of Old Items

The database must be regularly purged to delete any quarantined items that are older than the specified limits. During a purge, the database remains operational, although performance may be affected. McAfee recommends that you schedule this task to run after normal working hours.

1. In **Purge of Old Items**, select:
   - **Never** — To specify never purge any old or quarantined items.
   - **Days** — To specify how frequently, in days, the purge of quarantined items takes place, and at what time of day.
   - **Weeks** — To specify how frequently, in weeks, the purge of quarantined items takes place. You can also specify on which day(s) and at what time of day the purge takes place.
   - **Months** — To specify on what day of the month and in which month(s) the purge takes place. You can also specify at what time of day the purge takes place.

   Under **When**, specify the time when the purging of quarantined items must start, for all options except **Never**.

2. Click **Apply** to save the changes.

User-based Purge

You can use **User-based Purge** to purge quarantined items of specific user(s). You can also specify whether to purge all items, older items or newer items of the specified user.

In **User-based Purge**, you can select:

- **All Items** — To purge all the quarantined items of the specified user(s).
- **Older Items** — To purge all the quarantined items of the specified user(s) that are older than the specified date.
- **Newer Items** — To purge all the quarantined items of the specified user(s) that are newer than the specified date.

- **Email Address** — To purge the quarantined items for the specified user(s).
- **Run Now** — To start the purge task for the specified user(s).

Viewing the product log

You can use **Product Log** to set up search filters that help you find information in the product log and view the results of the search.

To search for detections:

1. Click **Settings and Diagnostics** | **Product Log**. The **Product Log** page appears.
2. Select one to three of these filters:
   - **ID** — Enter the number which identifies a specific product log entry.
   - **Level** — Select **Information**, **Warning** or **Error** from the drop-down list in the second field depending on the type of log you want to see.
   - **Description** — Select the relevant description.
3. Select **All Dates** or a desired **Date Range** from the drop-down lists.
4. Click **Search**. A list of detected items matching your search criteria, is displayed in the **View Results** section.

   Click **Clear Filter** to return to the default search filter settings.

5. Click **Maximize** or **Restore** to modify the size of the search window.
6. Click **Apply**.

Configuring diagnostics

This option is enabled only for the **Super Administrator** account.

You can use **Diagnostics** to specify the level of debug logging required, the maximum size of debug files, and where they must be saved. You can configure the error reporting service settings and specify which events should be captured in the product log and event log by giving the product log's location, name, size limits, and time-out settings.

Diagnostics consists of these topics:

- *Logging*
- *Product Log*
- *Debug Tracing*
- *Error Reporting*

Logging

In the **Logging** tab, you can specify the types of events to be logged.

1. Under **Product Log**, select **Information to Product Log**, **Warnings to Product Log**, and **Errors to Product Log** to include these events in the product log.
2. Under **Windows Event Log**, select **Information to Windows Event Log**, **Warnings to Windows Event Log**, and **Errors to Windows Event Log** to include these events into the event log.

Product Log

In the **Product Log** tab, you can specify the location and size limit for a product log.

1. In **Location**, specify a location for the product log. Use the first field to indicate the type of location you type in the second field. For example, if you select **(Full Path)** in the first field, the full path name in the second field. If you select a location, specify the file name, or subdirectory path and file name.
   - **(Full Path)**
   - **<Desktop>**
   - **<Install Folder>**
   - **<System Drive>**
   - **<Program Files>**
   - **<Windows Folder>**
2. Select **Default** to use the default location for the product log.
3. In **Maximum File Size (MB)**, specify the maximum size (in megabytes) of the product log file. When the file reaches this size, logging continues but the oldest entries are overwritten. The default value is **100**MB.
4. Select **No limit** to specify no size limit for the product log file. Logging continues until it reaches the maximum size of the file.
5. Click **Apply**.

Debug Tracing

In the **Debug Tracing** tab, you can specify the level, maximum file size and location of the debug files.

1. Click **Settings and Diagnostics** | **Diagnostics**. The **Diagnostics** page appears.
2. In the **Debug Tracing** tab, from the **Level** drop-down list, specify the type of information that should be captured in the debug log. You can select:
   - **High** — To collect a large number of log entries.
   - **Medium** — To collect a medium number of log entries.
   - **Low** — To collect a low number of log entries.
   - **None** — To disable debug logging.

3 In **Maximum File Size (MB)**, specify the maximum size (in megabytes) of the debug log file. When the file reaches this size, logging continues but the oldest entries are overwritten. The default value is **100**MB.

4 Select **No limit** to specify no size limit of the debug log file. Logging continues until it reaches the maximum size of the file.

5 Select **Specify location for debug files** to specify a location for debug files. Select any location from the drop-down list and specify the location accordingly:

- **(Full Path)**
- **<Desktop>**
- **<Install Folder>**
- **<System Drive>**
- **<Program Files>**
- **<Windows Folder>**

> Avoid using debug logging indiscriminately because it fills up the hard disk space and affects the overall performance of the server. It must be enabled for a limited duration, according to an authorized McAfee support engineer.

Error Reporting

In **Error reporting** tab, you can enable or disable the error reporting options like errors and exceptions.

1 In the **Error Reporting Service** tab, use **Enable** to enable or disable the error reporting service.

2 Select **Catch exceptions** to capture information about exceptional events, such as system crashes.

3 Select **Report exceptions on screen** to specify whether exceptions must be reported to the administrator.

Configuring communications

Using the **Communications** option, you can enable or disable communications, specify which port to use to receive communications, set the number of listening threads, specify the maximum number of times the system will try to connect to an unresponsive product, and define the minimum intervals between blacklist and whitelist changes being communicated, as well as between quarantined items being sent to McAfee Labs.

> If communications are disabled, all incoming items are rejected, and an appropriate error message is returned to the sending McAfee product.

Communications consists of these topics:

- *Default configuration*
- *Advanced configuration*

Default configuration

You can use the **Default** tab to configure the McAfee product(s) port number and the mail server address.

1. In **Port Number**, specify the McAfee Quarantine Manager port on which to receive communications from McAfee products. McAfee Quarantine Manager service needs to be restarted and all connected McAfee product(s) must be reconnected if this value is modified.

   ℹ This option is enabled only for the **Super Administrator** account.

2. In the **Mail Server** section, in the **Address** field, specify the IP Address or DNS Host Name of the mail server for sign up and user digest emails.
3. In the **Mail Server** section, in the **Port Number** field, specify the port number to use for the outgoing SMTP communication.
4. Click **Apply** to save the changes.

Advanced configuration

You can use the **Advanced** tab to configure the advanced options of the communication settings.

ℹ This option is enabled only for the **Super Administrator** account.

1. In **Thread Pool Size**, specify the number of threads needed for incoming quarantined items. The default value is **25**.
2. In **Maximum Communication Retry**, specify the number of times McAfee Quarantine Manager should try to re-establish communication with the McAfee products when attempting to send configuration or quarantine information. The default value is **3**.
3. In **Configuration Push Interval (seconds)**, specify the minimum interval allowed between sending McAfee products updates to blacklists, whitelists and user groups. The default value is **14400**.
4. In **Item Push Interval (seconds)**, specify the minimum interval between sending quarantine updates to McAfee products. The default value is **5**.
5. Click **Apply** to save the changes.

Managing Advanced Settings

Using the **Settings and Diagnostics** | **Advanced Settings** option, you can configure the generation of ePolicy Orchestrator events, submissions to McAfee labs settings, database downtime notifications settings, miscellaneous settings such as administrator interface / user interface session timeout, and dashboard refresh intervals. You can also send custom notification emails to all users or only to users with quarantined items.

Advanced Settings consists of these topics:

- *ePolicy Orchestrator related settings*
- *Submission to McAfee Labs settings*
- *Database Downtime Notification settings*
- *Miscellaneous settings*
- *Sending Custom emails*

ePolicy Orchestrator related settings

Use ePolicy Orchestrator related settings to configure the generation of ePO events and the frequency at which the events are generated at the McAfee Quarantine Manager server for creating the ePolicy Orchestrator reports.

In the **ePO Related** section, you can use:

- **Generate ePO Events** — To generate ePolicy Orchestrator events, so that you can view reports in the ePolicy Orchestrator console. By, default this option is disabled.
- **ePO Event(s) Generating Interval (minutes)** — To specify the time interval for generating ePolicy Orchestrator events. The default value is **10**.

Submission to McAfee Labs settings

Use **Submission to McAfee Labs** settings to configure the port number, IP address of the SMTP server and the email address of the sender which is the McAfee Quarantine Manager administrator.

In **Submission to McAfee Labs** section, you can use:

- **Port** — To specify the port number to communicate with McAfee Labs. By default the value is **25**.
- **IP Address** — To specify the address of the SMTP server that can route the submissions to McAfee Labs.
- **Message From** — To specify the email address of the quarantine manager. By default, the sender's email address is **McAfeeQuarantineManager@McAfee.dom**.

Database downtime notification settings

Use **Database Downtime Notification** settings to configure the port number to communicate with the database server, IP address of the database server, email address of the database administrator, email message body, and subject of the notification email.

In **Database Downtime Notification** section, you can use:

- **Message From** — To specify the email address of the quarantine manager. By default, the sender's email address is **McAfeeQuarantineManager@McAfee.dom**.
- **Port** — To specify the port number of the SMTP server that can route notifications during database downtime. The default value is **25**.

- **IP Address** — To specify the IP address of the SMTP server that can route the notifications during database downtime.
- **Administrator ID** — To specify the email address of the database administrator or McAfee Quarantine Manager administrator intended to receive the notification during database downtime.
- **Subject** — To specify the subject of the notification email sent to the user, during database downtime.
- **Message Body** — To specify the message that the database is down and inaccessible in the notification email.

Miscellaneous settings

Use **Miscellaneous** settings to configure the session timeout of administrator/user interface and the dashboard refresh intervals. You can use:

- **Admin UI Session TimeOut (seconds)** — To specify the number of seconds that the administrator interface can remain idle before the server terminates it automatically. The default value is **600**.
- **User UI Session TimeOut (seconds)** — To specify the number of seconds that the user interface can remain idle before the server terminates it automatically. The default value is **600**.
- **Dashboard Refresh Interval (seconds)** — To specify the time interval after which the dashboard counters refresh automatically. The default value is **60**.

Custom email

Use **Custom Email** tab to send custom notification emails to all registered users or only to registered users with quarantined items. You can use:

- **All Users** — To send custom emails to all registered users.
- **All Users with Quarantined Items** — To send custom emails only to registered users with quarantined items.
- **Sender's Email Address** — To specify the email address of the Quarantine Manager. By default, the sender's email address is **McAfeeQuarantineManager@McAfee.dom**.
- **Subject** — To specify the subject in the custom email sent to the user.
- **Message** — To view and edit the custom email message as required.
- **Send** — To send the custom email to selected users.

12 Managing administrators

With **Admin Management** you can add a new administrator, add an alias administrator, manage available administrators, delete administrators, create or modify domain administrators, add or import domains and modify the accounts.

Managing administrators consists of these topics:

- *Adding an Alias/Domain administrator*
- *Managing Domains*

Adding an Alias/Domain administrator

You can add a domain administrator to manage specific domains and its users. You can also create an alias administrator account for an existing Super administrator or Domain administrator. The alias administrator can perform the same actions as other administrator accounts.

To create a new Domain administrator:

1. Log on to an administrator account.
2. In **Admin Management** | **Manage Admins**, click **Add Domain Admin**.
3. Type the domain administrator description, email account and password information.
4. Click **Apply** to save the changes. The newly created domain administrator account is listed for the **Administrator Type** selected as **Domain Admin**.

To create an alias Super/Domain administrator:

1. Log on to an administrator account for which you need to create an alias account.
2. In **Admin Management** | **Manage Admins**, click **Add Alias**.
3. Type the alias administrator description, email account and password information.
4. Click **Apply** to save the changes. The newly created super/domain administrator account is listed for the **Administrator Type** selected as <**Super Admin/Domain Admin**>.

You can use the following fields:

- **Administrators Type** — To select the types of administrator accounts from the list: **Super Admin** and **Domain Admin**.

- **Add Alias** — To add an alias administrator account to the current administrator.
- **Add Domain Admin**— To add a Domain administrator.
- **Administrators List** — To view the list of available administrator users. This depends on the user logged on. You can modify or delete an existing user with the available options.

ⓘ To save the settings, you need to click **Apply** after deleting the user.

- **Admin Description** — To specify a description for the administrator.
- **Admin account** — To specify a valid account name of the user.
- **Password** — To specify a password for the administrator user.
- **Confirm Password** — To retype the password.

ⓘ The password must be alpha-numeric and at least eight characters long.

Managing domains

You can use the **Manage Domains** section to add or modify domains, import multiple domains from a **CSV** file, select and assign administrators for domains, and delete existing domains.

Adding/Importing domains

You can quarantine items specific to the domains created. This helps you to search or view quarantined items from a specific domain. You can add domains individually or import multiple domains from a file.

To add a new domain:

1. Log on to an administrator account.
2. In **Admin Management** | **Manage Domains**, select **Add Domain**.
3. Specify the name of the domain in the **Domain Name** field, and the SMTP servers IP address in the **SMTP Server Address** field.
4. Click **Add**. The domain is listed in the **Managed Domains List**.
5. Click **Apply** to save the changes.

To import domains:

1. Log on to an administrator account.
2. In **Admin Management** | **Manage Domains**, select **Import Domains**.
3. Click **Browse**, to search for the **.CSV** file with the domains listed in one column and IP address in the other column.
4. Click **Import**. The domains are listed in the **Managed Domains List**.

5 Click **Apply** to save the changes.

Modifying my account

1 Log on to an administrator account.

2 In **Admin Management** | **Manage Admins**, click **Modify** for the desired domain in the **Managed Administrators List** section.

3 Edit the administrator description, email account or password information.

4 Click **Apply** to save the changes.

Viewing assigned domains

To view assigned domains / select a domain administrator:

1 Log on to an administrator account.

2 In **Admin Management** | **Manage Domains**, click **Select Admin** in the **Managed Domains List** section.

3 Select the administrator account to use as the administrator of the domain from the **Administrators List** option, then click **Assign**.

> To remove an administrator account for the domain you selected, click **Remove Admin** from the **Administrators List** option, then click **Assign**.

4 Click **Apply** to save the changes.

You can use the following fields:

- **Add Domain** — To add one domain to the managed domains list.
- **Import Domains** — To import multiple domains from a **.CSV** file, where the domains are listed in one column and IP Address in the other column. Select **Import Domains**, click **Browse** to search for the file and click **Import**. The domains listed in the CSV file will be added to the **Managed Domains List**.
- **Domain Name** — To specify a valid domain name.
- **SMTP Server Address** — To specify a valid domain name.
- **Add** — To add the domain name specified to the list of customer domains.
- **Managed Domains List** — To view the list of available domains. This list depends on the user logged on. Delete an existing domain using the ✖ option.

> To save the settings, you need to click **Apply** after deleting the domain.

- **Selected Domain** — To view the domain selected.
- **Administrators List** — To list the administrator accounts to be used as the administrator of the domain.
- **Assign** — To assign the administrative privileges to the selected administrator account.

- **Cancel** — To cancel all the changes made, and return to the previous page.

13 Getting Started with the Interface for Users

When you begin using McAfee Quarantine Manager, there are two ways the server can verify your identity:

- If your organization uses a Microsoft Exchange or Lotus mail server, and your administrator has enabled Active Directory authentication, you can log on to McAfee Quarantine Manager with the user name and password of the Active Directory account.
- If your organization uses a Lotus Domino server, and your administrator has enabled Lotus Domino LDAP authentication, you can log on to McAfee Quarantine Manager with a user name and password of the Lotus Domino account.

Logging on to the User UI:

To access the User UI, click **Start** | **Programs** | **McAfee** | **Quarantine Manager** | **User UI**.

> You can also log on to the interface for users, by clicking the link:
>
> http://<computer_name>/MQMUserUI/0409/LogOn.html
>
> Use https://<computer_name>/MQMUserUI/0409/LogOn.html for secure logon.
>
> You can also use the IP address or host name of McAfee Quarantine Manager server instead of the <computer_name>.

Signing up to McAfee Quarantine Manager:

If you are using McAfee Quarantine Manager for the first time and your administrator has not enabled Active Directory / Domino LDAP authentication, the **Log on to McAfee Quarantine Manager** dialog box appears.

1. Click **New user? Click here to register**. The **User Registration** dialog box appears.
2. Type your **Email Address**, then click **Register**. A confirmation message appears, telling you that an account has been created, and a default password has been sent to your email address. Click **OK**.
3. To complete the process, click **Click here to return to the Login page** and use the default password to log on to McAfee Quarantine Manager.

Topics covered are:

- *Searching a quarantined item*
- *Viewing search results*
- *Submit Spam Sample*

- *Managing Your Account*

Searching a quarantined item

Use wildcards like “*” and ‘**?**’ in the search field. Use “*” to match to any number of characters and use “**?**”to match a single character. Use **“\\”** to match any ‘\’ character in the search field.

The main menu is used to view information about emails that contain spam, phish, potentially unwanted programs, and unwanted content. You can use up to three search filters to narrow your search.

To search for a quarantined item such as spam, phish, potentially unwanted programs, unwanted content or all items:

1. Click **Quarantined Items** | <**All Items**>. The <**All Items**> page appears.
2. Select any of these search filters:
   - **Subject** — To search by the subject line of the email.
   - **Sender** — To search by the sender’s email address.
   - **Ticket Number** — To search by ticket number, which is a 16-digit alpha numeric entry that is auto-generated by the McAfee product for every detection.
   - **Reason** — To search by the reason for which the item is detected. The secondary filters for reason are **Virus**, **Banned Content**, **Banned File Type**, **Spam**, **Encrypted or Corrupted**, **Unknown**, **Potentially Unwanted Program**, **Phish**, **Packer**, and **Mail Format**.
3. Select **All Dates** or a desired **Date Range** from the drop-down lists.

   Click **Maximize** or **Restore** to modify the size of the search window.

4. Click **Search**. A list of files containing the quarantined items is displayed in the **View Results** section.

Viewing search results

From the **View Results** section of all the quarantined items, you can:

- Release a quarantined item. Select a record from the **View Results** pane and click **Release**. The original email message is released from the database for delivery to the intended recipient.
- Submit a quarantined item to the Bayesian learning database, so that similar messages are not treated as spam. Select a record from the **View Results** pane and click **Submit as Non-Spam**.
- Select a quarantined item to add the sender’s email address to the user’s whitelist so that future messages from this sender are not blocked. Select a record from the **View Results** pane and click **Whitelist**.

- Select the quarantined items to add the sender's email address to the global whitelist and release it, so that future messages from this sender are not blocked. Select a record from the **View Results** pane and click **Whitelist&Release**.
- Select the quarantined items to add the sender's email address to the global blacklist, so that future messages from this sender are blocked. Select a record from the **View Results** pane and click **Blacklist**.
- Select the quarantined items to add the sender's email address to the global blacklist and delete it, so that future messages from this sender are blocked. Select a record from the **View Results** pane and click **Blacklist&Delete**.

You can also use:

- **Columns to display** — to select additional column headers to be listed in the **View Results** pane. Click this option, select the desired options, and click **OK**.

> You must select at least one column header. You can also click on column header to sort the items in ascending or descending order.

- **Select All** — to select all the quarantined items in the **View Results** pane.
- **Select None** — to deselect all the quarantined items in the **View Results** pane.
- **Delete** — to delete the selected quarantined items in the **View Results** pane.
- **Delete All** — to delete all the quarantined items of the user from the database.

In the **View Results** section, you can view between 10 to 100 quarantined items per page from the available drop-down list. Use the next or previous buttons to navigate through the pages. You can also select multiple quarantined items to perform an action such as blacklist, delete or release.

Submitting a spam sample

This database is used to analyze the content of both "good" and "bad" email messages (spam, phish and so on) submitted to it. McAfee products use this database to help correctly identify message traits based on actual content. Therefore, the more messages that are submitted for correction by administrators and users, the more information the database has to work on, and the better the filtering will be in future.

If a message in your Inbox should have been quarantined as spam, and you use Outlook Express or another mail client that saves messages in the MIME format, you can submit the email directly from McAfee Quarantine Manager as a spam sample to your administrator. They will decide whether to send it to McAfee Labs.

To submit a spam sample:

1. Click **Submit Spam Sample**, type the location of the file in the **Submit Spam Sample** field, or click **Browse...** to locate the `*.eml` file.

> From Outlook Express, save the spam as an **.eml** file.

2. Click **Submit** to submit the located email message from disk, to McAfee Labs.

If you use Microsoft Outlook to handle your email, you can also use the *McAfee Customer Submission Tool* to add addresses to your whitelist or blacklist.

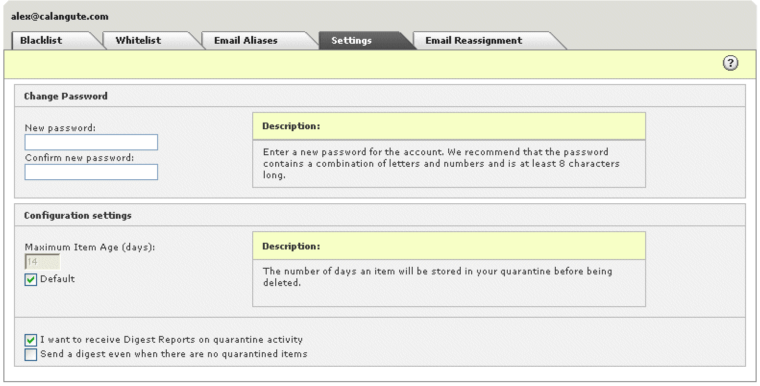
For further information, please refer to the *McAfee Customer Submission Tool* documentation.

Managing your account

From the user interface, click **Your Account**. You can use this to:

- Maintain your blacklist and whitelist by adding or removing email addresses.
- Add any alternative email addresses, so your quarantined items can be seen in one place.
- Set a new password for yourself.
- Specify how many days you want to keep quarantined items, although this limit may be overridden by the limit specified by your administrator.
- Assign the existing quarantined items of one user to another.

Figure 13-1 User account settings



Change Password

New password:

Confirm new password:

Description:

Enter a new password for the account. We recommend that the password contains a combination of letters and numbers and is at least 8 characters long.

Configuration settings

Maximum Item Age (days): 14

☑ Default

Description:

The number of days an item will be stored in your quarantine before being deleted.

☑ I want to receive Digest Reports on quarantine activity
☐ Send a digest even when there are no quarantined items

Your account consists of the following tabs:

- *Blacklist*
- *Whitelist*
- *Email Aliases*
- *Settings*
- *Email Reassignment*

Maintain your personal blacklist

1 Click the **Blacklist** tab.

2 To add an email address to the list, type the address in the **Email Address** field and click **Add**. The address shows up in the **Members** column of the screen, and ✖ in the **Delete** column.

3 Click **Apply** to save the changes.

4 To delete an individual email address from the blacklist, click ✖.

5 To delete all email addresses in the blacklist, click **Delete All**.

6 In the dialog box that appears, click **OK** to complete the deletion or **Cancel** to discard the changes.

7 Click **Apply** to save the changes.

Maintain your personal whitelist

1 Click the **Whitelist** tab.

2 To add an email address to the list, type the address in the **Email Address** field and click **Add**. The address shows up in the **Members** column of the screen, and ✖ in the **Delete** column.

3 Click **Apply** to save the changes.

4 To delete an individual email address from the whitelist, click ✖.

5 To delete all email addresses in the whitelist, click **Delete All**.

6 In the dialog box that appears, click **OK** to complete the deletion or **Cancel** to discard the changes.

7 Click **Apply** to save the changes.

Managing your email alias

If your administrator has not enabled Active Directory authentication, you can configure one or more email aliases. These are used if you have more than one email address. For example, the company you work for changes your email address, and your old email address also remains active.

If you add the old address as an alias, quarantined emails destined for either address can be found in the same place. When you add a new alias, an activation code is sent to the alias address. The changes are shown as pending activation and do not become operational until you supply the activation code.

> If your administrator has enabled Active Directory authentication, you can view any email aliases that exist for you in the active directory server, but you cannot make any changes to them, nor can you add any new aliases.

1 Click the **Email Aliases** tab.

2 Under **Name**, type the email alias you want to add, then click **Add**. The alias appears in the list, and you are prompted for an activation code.

3 Apply the changes to send the activation code to your email address.

4 Under **Enter the activation code here**, type the activation code that was sent to you, then click **Activate**.

5 Click **OK**.

6 To delete an email alias, click ✖ in the **Delete** column next to the alias you want to delete.

7 Click **OK**, then **Apply** to save the changes.

Changing your password

> You cannot change the password if the authentication mode is set as **Active Directory** or **Lotus Domino**.

1 Click the **Settings** tab.

2 Under **New password**, type your new password.

> The password must be alpha numeric and at least eight characters long.

3 Under **Confirm new password**, retype the new password.

> You cannot cut-and-paste the text from the **New password** field.

4 Click **Apply** to save the changes.

Changing the configuration settings

1 Click the **Settings** tab.

2 Under **Maximum Item Age (days)**, type the number of days that you want to keep quarantined items before being deleted, or select the **Default** checkbox. By default, the value is **14**.

> If you select a time that is longer than that set by your administrator, McAfee Quarantine Manager defaults to the value specified by the administrator.

3 Select **I want to receive Digest Reports on quarantine activity** to ensure that you receive email digests about whether items sent to you have been quarantined.

4 Select **Send a digest even when there are no quarantined items** if you want to receive digests when there is no quarantine activity to report.

5 Click **Apply** to save the changes.

Reassigning users

Only the administrator has privileges to modify the reassigned users. End-users can only view the reassigned user list.

You can use the **Email Reassignment** tab to assign the existing quarantined items of one user to another.

Reassigning users must be done before deleting a user from the Active Directory server.

1 Click the **Email Reassignment** tab.

2 Specify the email address of the user to reassign the existing quarantined items.

3 Click **Reassign Mails**.

- Enable **Save Reassignment** to permanently assign the user to view the quarantined items of the reassigned user. This will delete the reassigned user account from the database. After reassignment, the user can view all the existing and future quarantined items of the user listed in reassigned user list.
- Disable **Save Reassignment** to assign the reassigned user's existing quarantined items to the user. This will not delete the reassigned user account and quarantined items in future can be viewed by the reassigned user.

4 Click **Apply** to save the changes.

14 About DB Suite Utility

The *McAfee Quarantine Manager DB Suite* utility helps you to convert the database from MySQL to Microsoft SQL server and vice-versa, configure the source database settings, migrate older versions of the database to the newer version and create bulk user accounts.

The topics covered are:

Configuring the source database settings

Make sure to configure the source database first before performing any other tasks such as creating user accounts, creating database users or migrating the database using the DB Suite utility.

In McAfee Quarantine Manager DB Suite 6.0 utility, you can use the **Configure DB** option to configure the source database settings such as specifying the source database type, server address, port number, user name and password of the source database and the source database name.

To configure the source database:

1. Click **Start** | **Programs** | **McAfee** | **McAfee Quarantine Manager DB Suite**. The **McAfee Quarantine Manager DB Suite 6.0** window appears.
2. Click **Configure DB**. The **Database configuration** window appears.
3. Specify the source database details such as the database type, server address, port, user name, password and database name.
4. Click **Test**. When a dialog box appears, click **OK**.
5. Click **Save** to apply the database configuration settings.

Converting the database

You can use the **DB Conversion** tab to convert from one database to another, such as converting a MySQL database to Microsoft SQL Server database or vice-versa to store the quarantined items in the destination database.

To convert a database:

1. Click **Start** | **Programs** | **McAfee** | **McAfee Quarantine Manager DB Suite**. The **McAfee Quarantine Manager DB Suite 6.0** window appears.
2. Configure the source database. See, *Configuring the source database settings*.
3. Click **DB Conversion**.
4. Specify the destination database details such as **DB Type**, **Server Name**, **Port**, **DB Name**, **User Name** and **Password**.
5. Click **Show Tables** to select tables to be included in the destination database.

   Before starting the database conversion process, make sure to stop the **McAfee Quarantine Manager** service from the **Services** console.

6. Click **Start** to start the conversion process.

   Click **Show details** to view the status of the conversion process. The **Conversion Log** has all the logs regarding the conversion process which can copied to a separate text file.

7. When a dialog box appears specifying that the database was converted successfully, click **OK**.

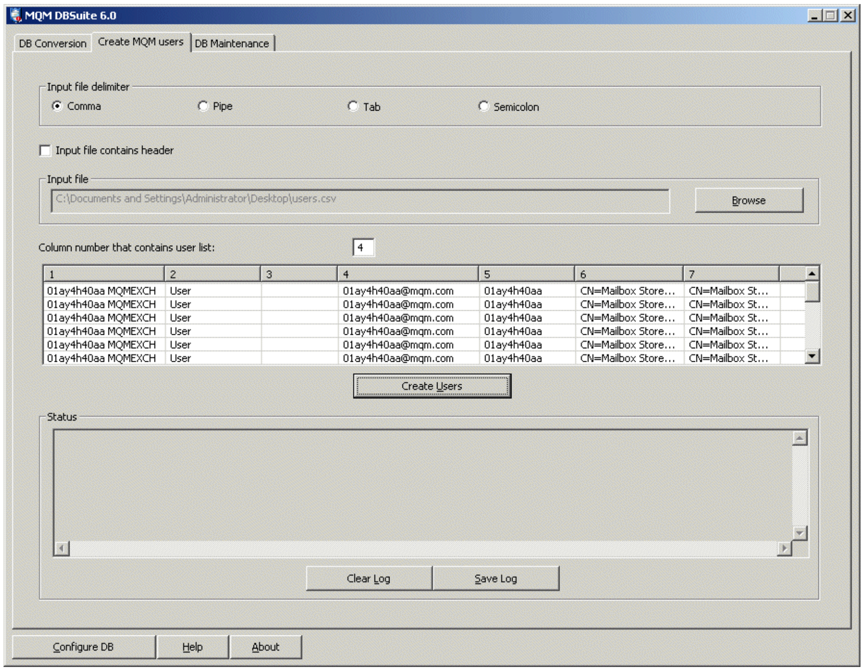
Creating McAfee Quarantine Manager user accounts

You can use the **Create MQM users** tab to create bulk McAfee Quarantine Manager end-user accounts. Use a text file or a CSV file with the lists of end-user accounts to be used with McAfee Quarantine Manager. The password and logon information is sent to the user’s email address once the user is created.

To create users:

1 From the **Create MQM users** tab, specify the delimiter to differentiate the fields in the input file. Options are **Comma**, **Pipe**, **Tab**, and **Semicolon**.

Figure 14-1 User creation



Input file delimiter
● Comma ○ Pipe ○ Tab ○ Semicolon

□ Input file contains header

Input file: C:\Documents and Settings\Administrator\Desktop\users.csv

Column number that contains user list: 4

1	2	3	4	5	6	7
01ay4h40aa MQMEXCH	User		01ay4h40aa@mqm.com	01ay4h40aa	CN=Mailbox Store...	CN=Mailbox St...
01ay4h40aa MQMEXCH	User		01ay4h40aa@mqm.com	01ay4h40aa	CN=Mailbox Store...	CN=Mailbox St...
01ay4h40aa MQMEXCH	User		01ay4h40aa@mqm.com	01ay4h40aa	CN=Mailbox Store...	CN=Mailbox St...
01ay4h40aa MQMEXCH	User		01ay4h40aa@mqm.com	01ay4h40aa	CN=Mailbox Store...	CN=Mailbox St...
01ay4h40aa MQMEXCH	User		01ay4h40aa@mqm.com	01ay4h40aa	CN=Mailbox Store...	CN=Mailbox St...
01ay4h40aa MQMEXCH	User		01ay4h40aa@mqm.com	01ay4h40aa	CN=Mailbox Store...	CN=Mailbox St...

2 Select **Input file contains header** if the first line of the input file contains header information.

3 Click **Browse** to locate the input file that contains the list of user information.

> The input file can be a **.txt** or **.csv** file, containing the list of user information like Name, Email address, Group, User type and so on.

4 In the **Column number that contains user list** section, specify the column number that contains the email address of the users.

> You can also click on the column header that contains the email address of the end-users. By default, the value specified is **0**.

5 Before creating the user accounts, make sure to check if the domain name is registered or added in the domains list.

6 Click **Create Users**, to start creating the user accounts in McAfee Quarantine Manager.

> Click **Clear Log** to clear the status field. Click **Save Log** to save the text in the **Status** field.

Maintaining the database users

You can use the **DB Maintenance** tab to create or delete database users, change the database users password and migrate the previous version database to version 6.0.

> This tab is applicable only if you are using MySQL database.

To create a new database user:

1 Click **Start** | **Programs** | **McAfee** | **McAfee Quarantine Manager DB Suite**. The **McAfee Quarantine Manager DB Suite 6.0** window appears.

2 Configure the source database. Refer, *Configuring the source database settings*.

3 Click **DB Maintenance**.

4 From the **Create Database user** section, specify the **User Name**, **Password** and **Re-type password**.

5 Select the privileges for the database user. The available options are **Read-Only user** and **Administrator**.

6 Click **Create User**. The new database user is now created.

To change the password of an existing database user:

1 Click **Start** | **Programs** | **McAfee** | **McAfee Quarantine Manager DB Suite**. The **McAfee Quarantine Manager DB Suite 6.0** window appears.

2 Configure the source database. Refer, *Configuring the source database settings*.

3 Click **DB Maintenance**.

4 From the **Manage existing user** section, select a **User Name** from the drop-down list, specify the **Password** and **Re-type password**.

5 Click **Change Password**.

To delete an existing database user:

1 Click **Start** | **Programs** | **McAfee** | **McAfee Quarantine Manager DB Suite**. The **McAfee Quarantine Manager DB Suite 6.0** window appears.

2 Configure the source database. Refer, *Configuring the source database settings*.

3 Click **DB Maintenance**.

4 From the **Manage existing user** section, select a **User Name** from the drop-down list.

5 Click **Delete User**.

To migrate the database from older versions to version 6.0, see *Migrating the database to version 6.0* on page 10.

Archiving or Retrieving the existing MySQL database

You can archive or retrieve the existing MySQL database only using command line arguments given below:

To backup or archive the existing database:

1. Click **Start** | **Run**, type **services.msc**, then click **OK**.
2. From the **Services** window, stop the **McAfee Quarantine Manager** service.
3. From the command prompt, go to the **bin** directory of MySQL installation folder.
4. Execute the following command:

```
mysqldump --complete-insert -n --add-drop-table -R <Database> -u
<DatabaseUser> -p<DatabaseUserPassword> -r "<CompletePathofBackupFile>"
```

For example: If the **Database name** is **mqm**, **Database user** is **root**, **password** is **calangute**, and **backup file** is **C:\Backups\MQM\MQM60Backup.sql**, use the following command:

```
mysqldump --complete-insert -n --add-drop-table -R mqm -u root -pcalangute
-r "C:\Backups\MQM\MQM60Backup.sql"
```

To retrieve or restore the existing database:

1. Click **Start** | **Run**, type **services.msc**, then click **OK**.
2. From the **Services** window, stop the **McAfee Quarantine Manager** service.
3. From the command prompt, go to the **bin** directory of MySQL installation folder.
4. Execute the following command:

```
mysql -e "source <CompletePathofBackupFile>" -u <DatabaseUser>
-p<DatabaseUserPassword> <Database>
```

For example: If the **Database name** is **mqmv6**, **Database user** is **scott**, **password** is **tiger**, and **backup file** is **C:\Backups\MQM\MQM60Backup.sql**, use the following command:

```
mysql -e "source C:\Backups\MQM\MQM60Backup.sql" -u scott -ptiger mqmv6
```

To schedule a task to backup the existing database

1. Create a batch file with the following information:

```
md c:\backups\%DATE%\

cd c:\backups\%DATE%\

<InstallPath>\bin\mysqldump.exe --complete-insert -n --add-drop-table -R
<database-name> -u <username> -p<password> -r "MQM60Backup.sql"
```

2. Click **Start** | **Control Panel** | **Scheduled Tasks** | **Add Scheduled Task**.
3. Click **Next** and browse for the batch file created in Step 1.
4. Click **Next**.
5. Follow the on-screen instructions to schedule the task and complete the wizard.

15 Frequently Asked Questions

Where can I find out more about the effect of a virus?

Visit our website. See the Virus Information Library in *http://vil.nai.com*.

What should I do if I find a new virus?

If you suspect you have a file that contains a virus and the anti-virus software engine does not recognize it, please send us a sample. For information, See *WebImmune* in *https://www.webimmune.net/default.asp*.

How do I contact Technical Support?

See *http://www.mcafee.com/us/support/* for details.

Before calling the technical support, try to have the following information ready:

- The version of the operating system.
- The type of computer on which McAfee Quarantine Manager is installed — manufacturer and model.
- Any additional hardware that is installed.
- The browser being used and its version.
- A diagnostic report.

What is the recommended screen resolution for McAfee Quarantine Manager?

McAfee Quarantine Manager is best when viewed with a minimum of **1024** x **768** pixels screen resolution or more (for example: **1280** x **1024** pixels).

Is there any tool to integrate McAfee Quarantine Manager and Outlook?

Yes. It's known as *McAfee Customer Submission Tool (MCST)*.

What is the recommended time-interval for sending an email digest?

Once in a week. See *Configuring and scheduling email digests* on page 60.

How do I change the sender address in the email digests?

Click **Settings and Diagnostics** | **Email Digests** | **Digest Mail**, and type the desired sender email address in the **Sender/Subject** field.

How do I set the authentication mode to Active Directory or Lotus Domino?

Click **Settings and Diagnostics** | **User Management** | **General**, and set the authentication to Active Directory or Lotus Domino. See *Managing users* on page 58.

Which versions of McAfee Quarantine Manager can be upgraded or migrated to this version?

You can migrate from version 4.1 Patch 1, 4.1.1, and 5.0 Patch 1 to this version. See *Migrating the database to version 6.0* on page 10.

How long does it take to convert data from MySQL database to Microsoft SQL server database?

It takes approximately one hour to convert 45GB data. See *Converting the database* on page 84.

When should I reassign users?

Reassign users if a user is leaving the organization or the user account is being deleted from the LDAP server. See *Reassigning users* on page 81.

How do I optimize or shrink the MySQL database?

Currently the **Optimization** feature is not provided in this version of McAfee Quarantine Manager. However if you want to optimize the database, follow the steps given below:

a From the command prompt, go to the **bin** directory of MySQL installation folder.

b Execute the following command to log on to the MySQL database:

```
mysql --user=<database user name> --password=<database password>
<database name>
```

For example:

```
mysql --user=scott --password=tiger mqm
```

where the **database user name** is **scott**, **password** is **tiger** and the **database** is **mqm**.

c Execute the following command to optimize the database:

```
call pOptimize();
```

d Once the optimization is complete the MySQL prompt appears.

e Execute the following command to exit the MySQL database:

```
quit
```

How do I fine tune my MySQL database to improve the performance of McAfee Quarantine Manager?

a Go to the <**MySQL**> installation folder and edit the **my.ini** file.

b Modify the following parameters with the values specified below:

```
Innodb_buffer_pool_size = 1G

Innodb_Log_File_Size = 512M

Innodb_Thread_Concurrency = 512
```

c From the services console, restart the **MySQL for McAfee Quarantine Manager** service.

How do I fine tune my Microsoft SQL Server 2005 database to improve the performance of McAfee Quarantine Manager?

a Open **SQL Server Management Studio**.

b Right-click the database **mqm** and click **Properties**.

c Click **Files** on the left pane and modify the following parameters on the right pane:

```
Initial size for Data file = (~30GB)

Autogrowth for Data file= 1GB

Initial size for log file= 1GB

Autogrowth for Log file = 512MB
```

d Click **Options** on the left pane and change the **Recovery model** to **Simple** on the right pane.

e Right-click **Database Instance** and click **Properties**.

f Click **Advanced** on the left pane and change the **Network Packet Size** to **32767** on the right pane.

g Close **SQL Server Management Studio**.

Index

McAfee®

mcafee.com