

ESET Tech Center

Kennisbank > Server Solutions > ESET Mail Security for Exchange Server > How do I redirect spam email to a specific location (mailbox) using ESET Mail Security for Microsoft Exchange? (4.x)

How do I redirect spam email to a specific location (mailbox) using ESET Mail Security for Microsoft Exchange? (4.x)

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<https://support.eset.com/kb2670>

Issue

Manage quarantine mailboxes in ESET Mail Security for Microsoft Exchange

Solution

By default, ESET Mail Security for Microsoft Exchange does not store email classified as spam in any specific location. In order to store spam messages in a pre-determined location, you need to create a mailbox on the Microsoft Exchange Server. All spam messages filtered by the Antispam Protection module in ESET Mail Security for Microsoft Exchange will be stored in this mailbox. Click the appropriate link below for instructions to create and manage quarantine mailboxes:

[Add a Common message quarantine](#)

[Add a quarantine mailbox for multiple recipients](#)

[Edit a quarantine mailbox](#)

[Remove a quarantine mailbox](#)

Add a Common message quarantine

1. Open ESET Mail Security by clicking **Start → All**

Programs → ESET → ESET Mail Security → ESET Mail Security.

2. Press **F5** on your keyboard to access Setup.
3. Expand **Server protection** or **Mail server protection** depending on your version and click **Message quarantine** (see Figure 1-1).
4. In the **Common message quarantine** field, enter the email address that will serve as the main mailbox in which spam and other potentially infected messages are stored (see Figure 1-1). You can use system variables (for example, `%PATH%`) when configuring message quarantine settings.
5. Click **OK** to save your changes.



Figure 1-1

Click the image to view larger in new window

Add a quarantine mailbox for multiple recipients

In the **Message quarantine by recipient** window, you can create quarantine mailboxes for multiple clients or recipients. To create a quarantine mailbox for other recipients on your server, complete the following steps:

1. Open ESET Mail Security by clicking **Start → All Programs → ESET → ESET Mail Security → ESET Mail Security.**
2. Press **F5** on your keyboard to access Setup.
3. Expand **Server protection** or **Mail server protection** depending on your version and click **Message quarantine** (see Figure 1-1).
4. In the **Message quarantine** module, click **Add** (see Figure 2-1).
5. The **Add quarantine by recipient** window will open. In

the **Recipient's email** field, enter the email address of the recipient you are creating this message quarantine for (see Figure 2-1).

6. In the **Quarantine email** field, enter the address of the mailbox in which you would like potentially infected and spam messages stored and click **OK** (see Figure 2-1).

NOTE:

Quarantine mailboxes can be enabled or disabled at any time by accessing the **Message quarantine** module and selecting or deselecting the check box next to each mailbox.



Figure 2-1

Click the image to view larger in new window

Edit a quarantine mailbox

1. Open ESET Mail Security by clicking **Start → All Programs → ESET → ESET Mail Security → ESET Mail Security**.
2. Press **F5** on your keyboard to access Setup.
3. Expand **Server protection** or **Mail server protection** depending on your version and click **Message quarantine** (see Figure 1-1).
4. In the **Message quarantine** module, select the quarantine mailbox you want to modify and click **Edit**.

NOTE:

When the check box next to **Prefer common message quarantine** is selected, a message will be sent to the specified common quarantine if more than one quarantine rule is met (for example, if a message has multiple recipients

and some of them are defined in multiple quarantine rules).



Figure 3-1

Click the image to view larger in new window

5. In the **Edit quarantine by recipient** window, make any desired changes to the recipient or quarantine address and click **OK**.



Figure 3-2

6. Click **OK** in the Setup window to save your changes.
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Remove a quarantine mailbox

1. Open ESET Mail Security by clicking **Start → All Programs → ESET → ESET Mail Security → ESET Mail Security**.
2. Press **F5** on your keyboard to access Setup.
3. Expand **Server protection** or **Mail server protection** depending on your version and click **Message quarantine** (see Figure 1-1).
4. In the **Message quarantine** window, select the quarantine mailbox you want to remove and click **Remove**.



Figure 4-1

Click the image to view larger in new window

5. Click **OK** to save your changes.

Related articles:

[Configure ESET Mail Security to move unsolicited emails into the user-defined Microsoft Outlook spam folder](#)