# serendipiti

## your outsourced insider

## Restoring Quarantined Files (Panda)

Following information relates to Panda Business Secure users only, and will be provided by Serendipiti only if applicable.

## What caused the email to be quarantined?

There are many things that can lead an email to be quarantined, but the most common is due to too many full-stops being used in the filename.

**Example:  Panda has quarantined email with the following two attachments:**

*Filename 1: prefabprop.ppt.ppt*
*Filename 2: garage-flu.22.2.11.doc*  **(note the multiple full-stops in the filename)**

As you will see in each of the above examples, the attachments have been named with multiple full-stops in the filename.  This causes a problem, as Panda uses anything after the full-stop to identify which program the attachment was written in (ie. Word uses **.doc** and   excel = **.xls** and so on).  In the above examples, Panda has tried to resolve ".ppt.pptx" and "22.2.11.docx" to match them against trusted programs.  When it fails to identify the program Panda treats the attachment as suspicious and quarantines the email.

Using full-stops in a filename (other than the standard extension automatically created by the originating program) is an industry no-no and applies to all computer-users worldwide.  Any respectable Anti-virus product will handle files named in this way as suspicious.  Our recommendation is to contact the sender, explain what has caused the problem and invite them to remedy the filename from their end.  This rule should also be applied internally for all files saved on the network.

If you would prefer to release the email manually, instructions can be found below.

## To release an email from Panda Quarantine:

> login to Server
> click on START
> select ADMIN SECURE CONSOLE
> from Naviation bar (down left) select QUARANTINE
> from the screen on the right, scroll down and identify the item that has been quarantined.
> right click on the file and select RESTORE
> when prompted to restore click YES (do not click YES TO ALL).
> repeat above steps for all files you wish to restore.
> Close down Panda Admin Secure.

## To access the restored file

The intended recipient of the quarantined file will be prompted within Outlook that an email has been restored (see below):-
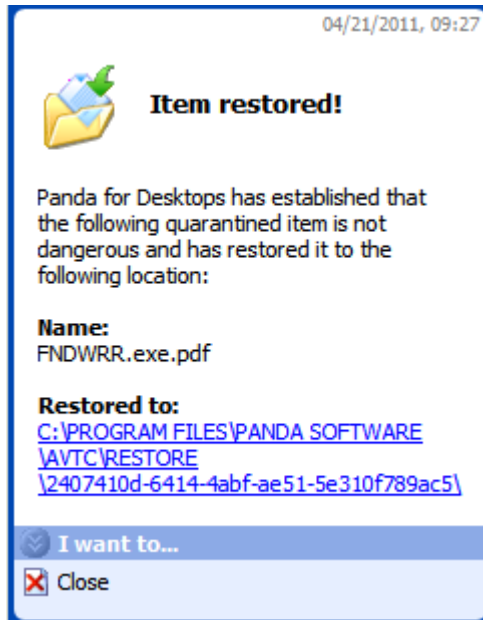


The recipient can click on the link within this popup to open the folder containing the attachment.

Alternatively, the recipient can open MY COMPUTER, and navigate to the Panda Restore folder directly which is located under C:\Program Files\Panda Software\AVTC\Restore\..

Any problems restoring Panda quarantined files, please contact SerendipiTi on 01933 229133.

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