



Configuring the Archive Release Address

There are two areas that are very important to understand when configuring mail to release from the archive. The first area is the Release Address.

When you click the release button in your archive report, it is supposed to send a message to the Netcleanse server telling it to release that mail from the archive. If you have an incorrect address for the Release Address, then that message will not go to the Netcleanse server.

The default address when you first install Netcleanse is the loopback address (127.0.0.1).

This should be changed right now.

There are two acceptable entries you can put in the Release Address field. You can put in the IP address of your Netcleanse server or the hostname of your Netcleanse server (example: Netcleanse.domain.com).

If you are using an internal IP address and you use that address in the Release Address field, then only users inside your network will be able to release mail.

If you want users to be able to release mail from outside your network, then you need to use either an IP address that is resolvable to the outside world, or use the hostname for your Netcleanse server.

The second area of consideration is if you have a firewall. When the command to release mail is sent to the Netcleanse server, your browser is connecting to port 33333 on your Netcleanse server. If that is blocked by the firewall, then the command will not get through.

Addendum: If none of these solutions work, please check the date on the archived message and compare it to when you have messages purged from the archive. If the message is older than that time frame, it has been deleted and can no longer be released.