By Appointment to
Her Majesty The Queen
Supplier of IT Products and Support
Anglia IT Solutions Limited
Swaffham

Anglia IT Solutions Managed Anti-SPAM

A Simple Guide

Firstly, thank you for choosing our Managed Anti-SPAM service. We hope it exceeds your expectations. This document has been written as a quick guide on how to get the most out of the service. For any questions which are not answered here, please contact our helpdesk on 01760 725555.

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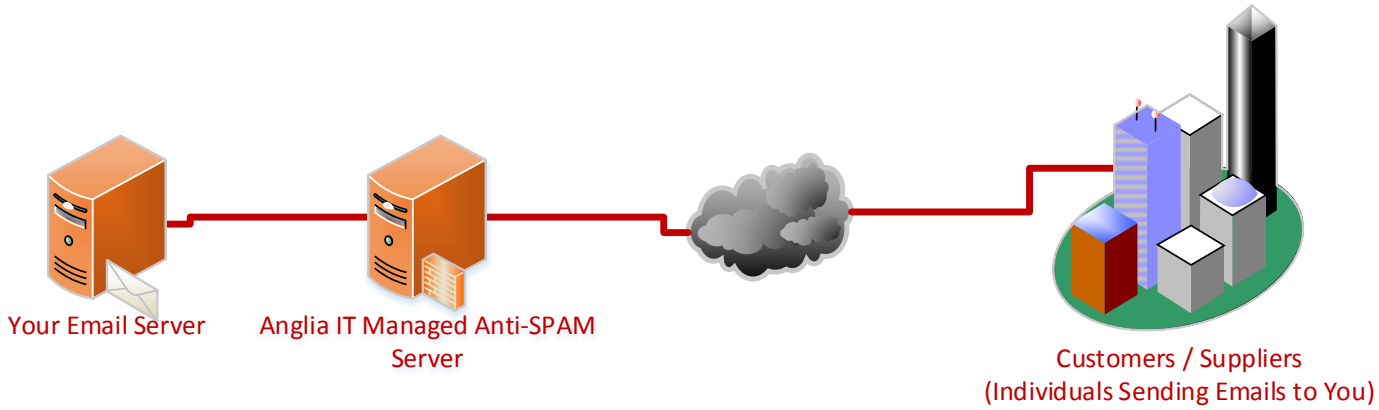
Section 1: Introduction

How Managed Anti-SPAM Works

Here is a diagram to illustrate how our Managed Anti-SPAM service works:



1. Someone sends an email to one of your email addresses
2. Their email server looks up your "MX Record" which tells it where to send the email to
3. The MX Record points to our Anti-SPAM server
4. The email message and all of its attachments are scanned by our Anti-SPAM server. If any viruses or SPAM content is found, the email is placed in quarantine
5. Any legitimate emails are forwarded through to your email server
6. Quarantined emails stay on the Anti-SPAM server until you choose to release or delete them

Users' quarantined emails are accessed in two different ways:

Quarantine Reports — These are emails which are sent from the Anti-SPAM server to each user at a predefined interval throughout the day. They show all emails which are currently contained within Quarantine and give options to release or delete them.

Direct Quarantine — This is a plugin for Microsoft Outlook (This may not be available for all customers). It allows instant access to your Quarantine at any time and can be used to release emails, trust or block senders and to mark emails which have arrived in the inbox as SPAM.

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Section 2: Quarantine Reports

Each user will receive a quarantine report at set intervals throughout the day. The quarantine report will show any new emails which have been quarantined since the last report was sent.

On the next page you will see a screenshot of the quarantine report.

The report shows a list of quarantined emails along with the following information about each message:

Category	This is the category which the Anti-SPAM server has placed the email into. Examples are "Goods", "Phishing" etc. This information helps users to identify why the emails have been caught as SPAM.
Subject	This is the subject line of the email message.
From	This is the email address of the sender of the message.
Date	This is the date and time that the message arrived at the Anti-SPAM server.

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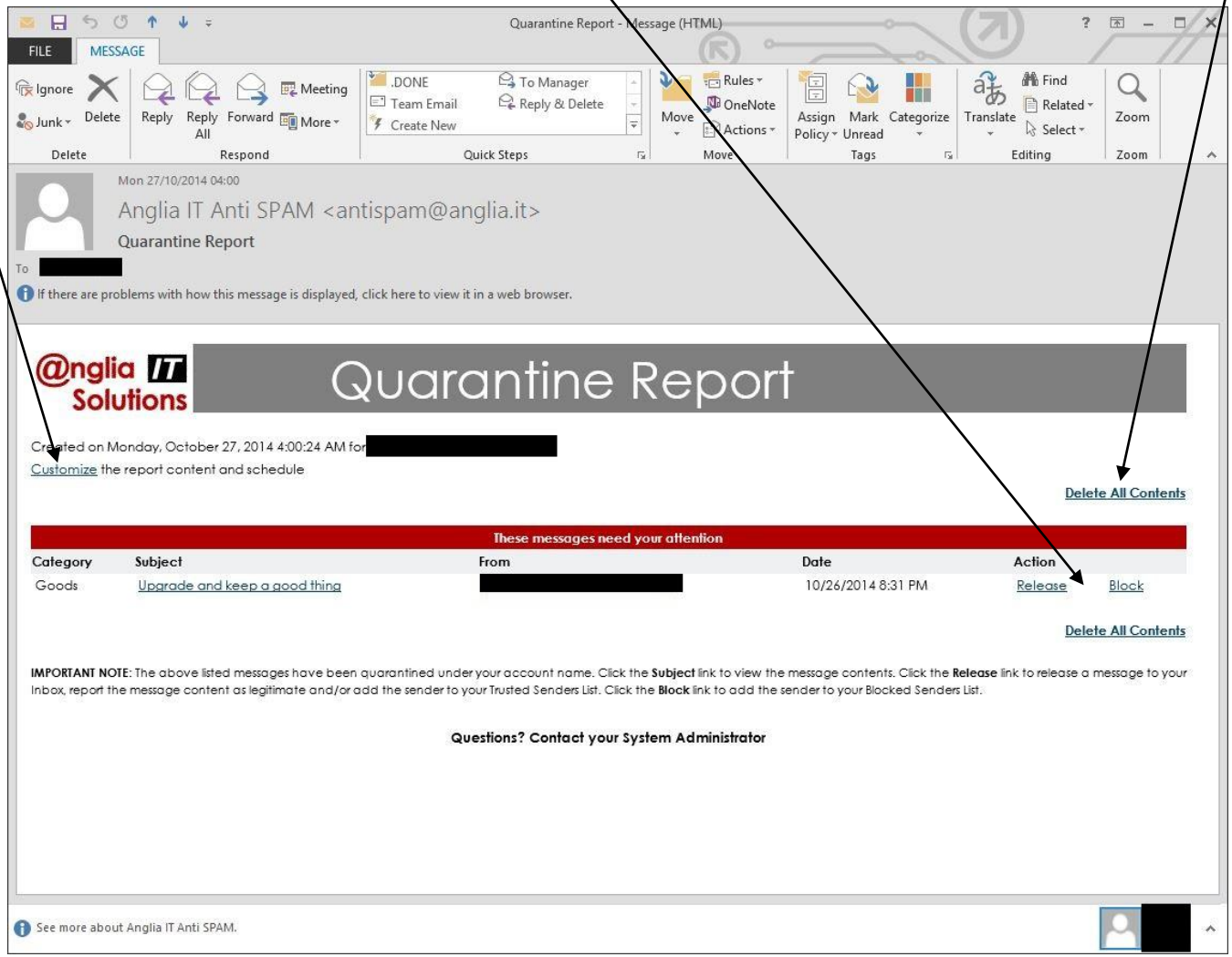
Here is a screenshot of the quarantine report:

Customize – Use this link to access your report settings. From this screen users can change things like the frequency of the reports and what content is shown. This is explained in more detail later in this guide

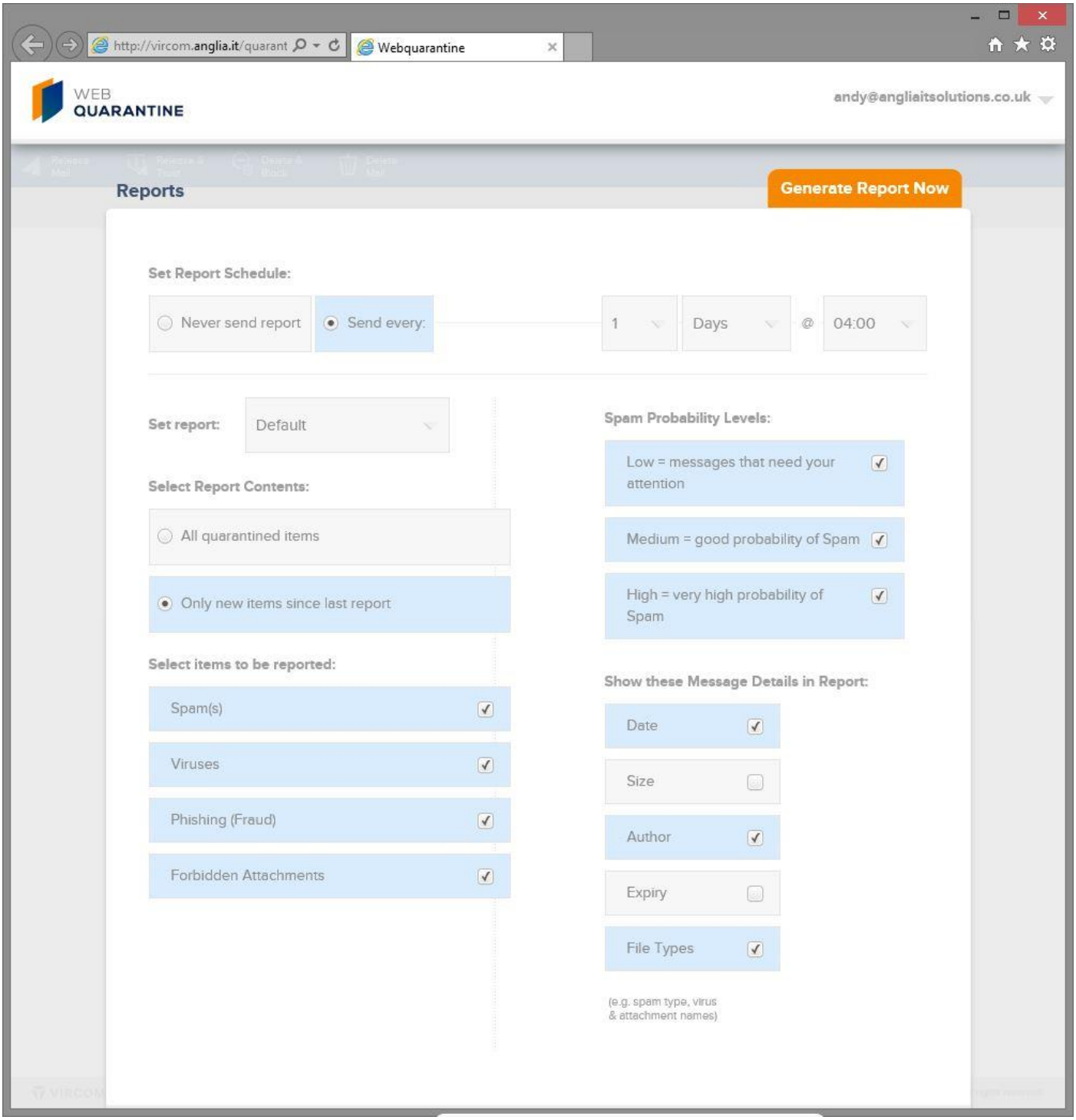
Release and Block – Use these links to either release an email which you believe is legitimate or to block and delete the email. Your choice of option will help the Anti-SPAM server to filter future emails correctly.

Delete All Contents – Use this link to delete all of the emails listed in the report



Customising Quarantine Report Settings

The below screenshot shows the options that are available when you click on the Customize link in the quarantine report:

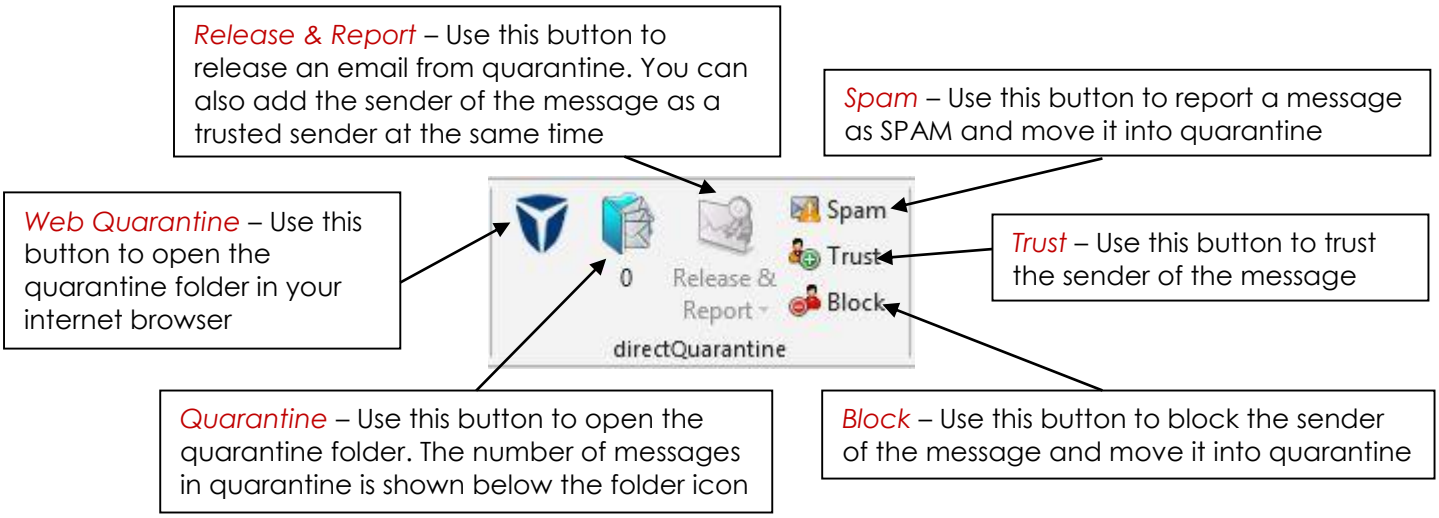


As you can see there are a number of options which can be adjusted in this screen; from the frequency of the reports to which categories are shown in the report. Any changes made in this screen will effect only the user to whom the originating report was sent.

Section 3: Direct Quarantine

Direct Quarantine is a plugin which can be added to Outlook to give instant access to a user's quarantined emails.

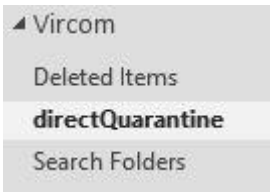
Here is a screenshot of the Direct Quarantine plugin:



You will notice that the Release & Report button is greyed out. This button is only available when you have a message selected in the quarantine folder.

NOTE: Reporting messages as SPAM allows the server to learn which messages are SPAM and improves its effectiveness against new SPAM techniques

The quarantine folder shows up as an extra Data File in Outlook. It shows in the left hand bar underneath your usual email folders (Inbox, Outbox, Sent Items etc) as seen in the below screenshot:



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Section 4: Frequently Asked Questions

How Can I Get More Regular Quarantine Reports?

This can be achieved in either of two ways:

- Customising the report settings (See **Page 5**)
- Install the Direct Quarantine plugin so that you can access the quarantine any time without having to wait for the report to arrive

Why Are Legitimate Emails Getting Caught As SPAM And SPAM Emails Getting Through The Filter?

The Anti-SPAM server uses algorithms (clever mathematics) to work out if an email is SPAM or legitimate. It uses a number of different tests:

- Word scoring – different words or combinations of words are given a score. The total word / phrase score of the email helps the software determine if it is SPAM or not. For example, words like "Viagra" might have a really high score; whereas phrases like "purchase order" or "sales meeting" might have a really low score.
- Blocked or Safe Senders – if you have explicitly blocked a sender or added a safe sender these settings will take precedence over everything else. The only exception to this rule is that when a virus is detected in an attachment the email will **always** be blocked regardless of who it came from.
- Domain or IP Reputation Lists – there are lists maintained out on the internet (often automatically) which list email servers or domain names which have been known to send out lots of SPAM.

It is important to remember that SPAM emails are not sent by amateurs, but by highly organised and skilled individuals and organisations. These people or organisations are always coming up with new ways to try to bypass Anti-SPAM servers. Sometimes the first few messages sent using a new method will get through, until the security software vendors have had time to update the Anti-SPAM software so that it picks up these new methods.

Because of the fact that the Anti-SPAM server is always being updated, sometimes a new update will cause legitimate emails which were previously getting through fine to be blocked. The best way to resolve this is to use the Safe and Blocked Sender lists.

Why Do I See SPAM Messages From Myself Appearing In Quarantine

This is caused by a SPAM technique known as "Spoofing". It is possible to configure an email server to send out emails as if they are originating from any email address. For example, I could configure an email server to send emails from davidcameron@primeminister.com if I wanted to. The Anti-SPAM server checks for something known as a **Reverse DNS Record**. This basically proves the identity of an email server. If the Spoofed emails are going into your quarantine, then that means the Anti-SPAM server is doing its job and is nothing to worry about.

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