E-Mail Filtering
Training Guide

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Overview

It has become necessary to implement mail-filtering tools at the central University mail servers and also in Auxiliary Services because of the overwhelming amount of Spam mail that is received. According to the organization CAUCE (Coalition Against Unsolicited Commercial Email) the definition of Spam is a tricky issue. They define Spam as *unsolicited commercial e-mail*. Spam requires that you filter using criteria such as subject lines and message content. Although there are features within Lotus Notes that can be used to block e-mails, senders of Spam typically change the sender information in mailings to avoid being blocked. This is why is has become necessary to implement tools specifically programmed to manage Spam Mail.

The purpose of this document is to describe how mail filtering works centrally and also within Auxiliary Services Lotus Notes mail.
Spam Filtering on Central Mail Servers

The University of Minnesota central mail servers block what they consider to be Spam unless each individual user disables this feature. When this feature is enabled, you can get a list of all the e-mails that the central servers blocked, however you cannot see the message content. Following are instructions for checking for blocked mail and also for disabling this feature.

DISPLAY CENTRAL U OF M BLOCKED INCOMING E-MAIL

Approximately one month of e-mails that have been blocked will display. The message content is not available since the message was rejected before it arrived. You can, however, choose to allow future messages. Following are instructions for checking for blocked e-mail and for adding e-mail to an exception list to not be blocked in the future. It is recommended that you only make exceptions for addresses you are reasonably certain are legitimate.

2. Validate your Internet Id and password.

The Internet Options screen will display:
3. Select **Show Blocked Incoming E-mail**.

4. Click on the + or – column to sort in ascending or descending order.

5. Click on **Make an Exception** next to the e-mail you want to remove blocking from (if available). E-mail from this sender will not be blocked in the future. It is recommended that you only make exceptions for addresses you are reasonably certain are legitimate.

**DISABLE SPAM FILTERING ON THE CENTRAL MAIL SERVER**

If you are a Lotus Notes user we suggest that you turn off central filtering and allow Lotus Notes to filter Spam. Our Spam filtering service allows you to retrieve e-mail that was mistakenly filtered. The central University service does not allow you to retrieve blocked mail. If you are not a Lotus Notes user, then you should keep filtering enabled at the central mail servers and check weekly for e-mail that is blocked.


2. Validate your Internet ID and password.
3. Select **Incoming E-mail Controls**.

4. Select **Allow e-mail from all servers**.

5. Select **No e-mail scanning**.

6. Click **Submit**.
Spam Filtering on Lotus Notes

We have recently installed new virus protection software for Lotus Notes. This virus protection software has some added features that allow for configurable filtering of Spam. This software package is called Sophos Pure Message. Spam Mail is flagged and rated as to the likelihood that it is unsolicited mail. Listed below are the Spam probability flags:

<table>
<thead>
<tr>
<th>Flag</th>
<th>Spam Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td>[PMX:#]</td>
<td>Possible Spam (moderately low probability 50-60%)</td>
</tr>
<tr>
<td>[PMX:##]</td>
<td>Possible spam (moderate probability 60-70%)</td>
</tr>
<tr>
<td>[PMX:###]</td>
<td>Possible Spam (high probability 70-80%)</td>
</tr>
<tr>
<td>[PMX:####]</td>
<td>Probable Spam (very high probability 80-90%)</td>
</tr>
<tr>
<td>[PMX:######]</td>
<td>Probable Spam (very high probability 90-95%)</td>
</tr>
<tr>
<td>[PMX:#######]</td>
<td>Probable Spam (very high probability 95%+)</td>
</tr>
</tbody>
</table>

An e-mail message will be sent to you showing all the messages that were quarantined.

REVIEWING & RETRIEVING QUARANTINED E-MAIL

Quarantined e-mail will be purged after 30 days. If you have any quarantined e-mail, a notification message will display in your inbox with the Subject of Quarantined spam message.
1. Open the e-mail to display a list of quarantined messages.

![Image of a quarantine message]

The following messages were quarantined by PureMessage because they appear to be spam. To request that a message be automatically released from the quarantine and delivered to you, click on the message's ID and send the request. To release all messages in the list, you can simply reply to this message.

<table>
<thead>
<tr>
<th>ID</th>
<th>Time</th>
<th>Probability</th>
<th>From</th>
<th>Subject</th>
</tr>
</thead>
</table>

2. Review the subject and whom the message is from for each quarantined message.

3. Click on the message ID to send a request to automatically release the e-mail and send it to you.

![Image of an emailקדכטואים]

4. Click **Send** to send an e-mail to the server. You will receive your e-mail within a short period of time.
WHITE LISTING E-MAILS

If you repeatedly receive e-mail from a vendor or colleague and it is marked inappropriately as Spam you can forward the e-mail address to our mail administrator @ postmaster@auxs.umn.edu. This address will be added to a White List and e-mails from this sender will not be quarantined in the future.