

Managing SPAM

E-mail is a very important part of our lives. Just as we get the benefits of e-mail, so do the pesky solicitors who have filled our U.S. mailboxes with tons of unwanted mail. In addition to the pesky unwanted mail in our "snail mail", we now received unsolicited mail in our e-mail, known as "SPAM". There is no sure proof way of eliminating spam altogether, but there is a way to reduce it considerably.

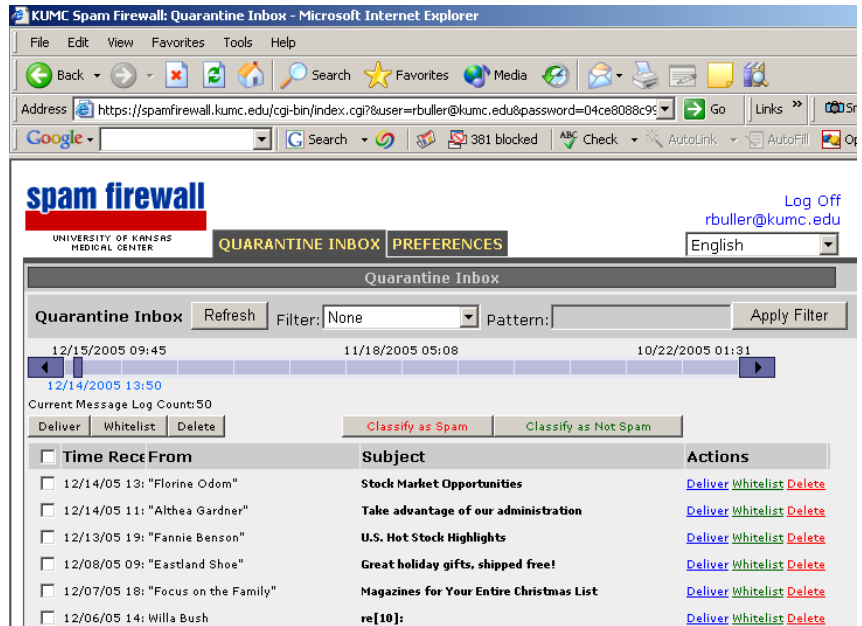
Course Objectives:

- What is SPAM
- Why call it SPAM
- How to deal with SPAM
- What KUSM-W does about SPAM

Course Topics:

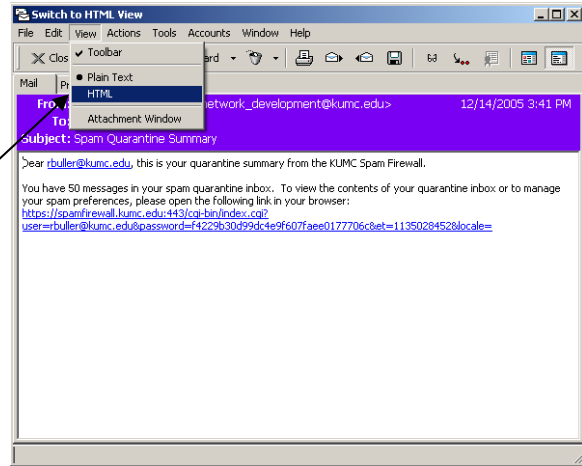
- Using the KUMC Spam Firewall to Filter your E-mail
- GroupWise Junk Mail Handling

Open the link included in the e-mail message and you receive the quarantine summary report.

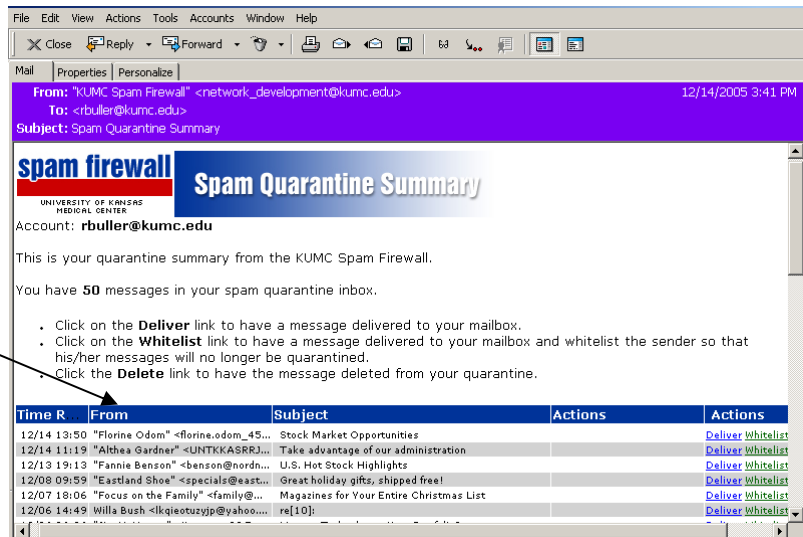


From the quarantine summary report you can add messages to your whitelist, delete messages, and have messages delivered to your inbox.

If you would like more details on the e-mail messages in your quarantine summary report, open the e-mail message from Kansas City in HTML View



The quarantine report summary will show additional information of the e-mail address in the **From** column.



If no messages are in your quarantine at the time of the daily message you will not receive a summary report. You may access your quarantined messages any time of the day by going to the following link and entering you **network** user id and password.

<https://spamfirewall.kumc.edu>



❖ Managing your Quarantine Inbox

After opening the quarantine interface, the QUARANTINE INBOX tab is selected for you to view a list of your quarantined messages. When you first start using the quarantine interface, you should view this list on a daily basis and classify as many messages as you can.

The KUMC Spam Firewall has a learning engine that learns how to deal with future messages based on the ones you classify as spam and not spam. The learning engine becomes more effective over time as you teach the system how to classify messages and as you set up rules based on your whitelist and blacklist.

Clicking on an email displays the message.

The following table describes the actions you can perform from this page.

Action	Description
Deliver	<p>Delivers the selected message to your standard email inbox.</p> <p><i>Note: If you want to classify a message or add it to your whitelist, make sure to do so before delivering the message to your inbox. Once the KUMC Firewall delivers the message, it is removed from the quarantine list.</i></p>

Whitelist	<p>Adds the selected message to your whitelist so all future emails from this sender are not quarantined unless the message contains a virus or banned file type.</p> <p>The KUMC Spam Firewall adds the sending e-mail address exactly as it appears in the message to your personal whitelist.</p> <p>Note that some commercial mailings may come from one of several servers such as</p> <p>“mail3.abcbank.com”, and a subsequent message may come from “mail2.abcbank.com”. See the section on managing your whitelists and blacklists for tips on specifying whitelists with greater effectiveness.</p>
Delete	<p>Deletes the selected message from your quarantine list. The main reason to delete messages is to help you keep track of which quarantine messages you have reviewed.</p> <p>You cannot recover messages you have deleted.</p>
Classify as Not Spam	<p>Classifies the selected message as not spam.</p> <p><i>Note: Some bulk commercial mail may be considered useful by some users and spam by others. For this reason, classifying such messages may not be very effective because users may counteract each others' classification. Instead of classifying bulk commercial mail, it may be more effective to add it to your whitelist (if you wish to receive such messages) or blacklist (if you prefer not to receive them).</i></p>
Classify as Spam	<p>Classifies the selected message as spam.</p>

❖ Changing your User Preferences

After opening the quarantine interface, select the PREFERENCES tab to modify your quarantine and spam settings, and manage your whitelist and blacklist.

❖ Changing Your Quarantine Settings

The following table describes the quarantine settings you can change from the PREFERENCES-->Quarantine Settings page.

Quarantine Setting	Description
Enable Quarantine	<p>Whether the KUMC Spam Firewall quarantines your messages. If you select Yes, the KUMC Spam Firewall does not deliver quarantined messages to your general email inbox, but you can view these messages from the quarantine interface and quarantine summary reports.</p> <p>If you select No, all messages that would have been quarantined for you are delivered to your general email inbox with the subject line prefixed with “[QUAR]:”. The KUMC Spam Firewall administrator can modify this prefix.</p>
Notification Interval	<p>The frequency the KUMC Spam Firewall sends you quarantine summary reports. The default is daily. The KUMC Spam Firewall only sends quarantine summary reports when one or more of your emails have been quarantined.</p> <p>If you select Never, you can still view your quarantined messages from the quarantine interface, but you will not receive quarantine summary reports.</p>
Notification Address	<p>The email address the KUMC Spam Firewall should use to deliver your quarantine summary report. Leave this field blank to use the email address associated with your user account.</p>

❖ Enabling and Disabling Spam Scanning of your Email

If you do not want the KUMC Spam Firewall scanning your emails for spam content, you can disable spam filtering from the PREFERENCES-->Spam Settings page. From this page you can also change the default spam scoring levels that determine when your emails are tagged, quarantined or blocked.

When the KUMC Spam Firewall receives an email for you, it scores the message for its spam probability. This score given to the email ranges from 0 (definitely not spam) to 10 or higher (definitely spam). Based on the score given to an email message and the score settings listed under your preferences, the KUMC Spam Firewall either allows, quarantines, or blocks the message.

Setting	Description
Enable Spam	Select Yes for the KUMC Spam Firewall to scan your emails for spam.
Filtering	Select No to have all your messages delivered to you without being scanned for spam.
Spam Scoring	
Use System Defaults	Select Yes to use the default scoring levels. To configure the scoring levels yourself, select No and make the desired changes in the Spam Scoring Levels section described below.

Spam Scoring Levels	
Tag score	<p>Messages with a score above this threshold, but below the quarantine threshold, are delivered to you with the word [BULK] added to the subject line.</p> <p>Any message with a score below this setting is automatically allowed.</p> <p>To disable tagging, change the score to 10.</p>
Quarantine Score	<p>Messages with a score above this threshold, but below the block threshold, are forwarded to your quarantine mailbox.</p> <p>To enable the quarantine feature, this setting must have a value lower than the block threshold.</p> <p>To disable the quarantine score feature, change the score to 10.</p>
Block score	<p>Messages with a score above this threshold are not delivered to your inbox. Depending on how the system is configured, the KUMC Spam Firewall will not notify you and the sender that a blocked message could not be delivered. Additionally, the message cannot be retrieved.</p> <p>To disable the blocking feature, change the score to 10.</p>

❖ Adding Email Addresses and Domains to Your Whitelist and Blacklist

The PREFERENCES-->Whitelist/Blacklist page lets you specify email addresses and domains from which you do or do not want to receive emails.

List Type	Description
Whitelist	A list of e-mail addresses or domains from which you always wish to receive messages. The only time the KUMC Spam Firewall filters a message from someone on your whitelist is when the message contains a virus or a disallowed attachment file extension.
Blacklist	A list of senders from whom you never want to receive messages. The KUMC Spam Firewall immediately discards messages from senders on your blacklist. These messages are not tagged or quarantined and cannot be recovered. The sender does not receive a notice that the message was deleted, and neither do you.

To whitelist or blacklist senders, follow these steps:

- Go to the PREFERENCES-->Whitelist/Blacklist page. A list of your existing whitelisted and blacklisted addresses appears on this page.
- To delete a whitelist or a blacklist entry, click the trash can icon next to the address.
- To add an entry, type an e-mail address into the appropriate field, and click the corresponding **Add** button.

❖ Tips on specifying addresses

When adding addresses to your whitelist and blacklist, note the following tips:

- If you enter a full email address, such as *john.doe@yahoo.com*, just that user is specified. If you enter just a domain, such as *yahoo.com*, all users in that domain are specified.
- If you enter a domain such as *barracudanetworks.com*, all subdomains are also included, such as *support.barracudanetworks.com* and *test.barracudanetworks.com*.
- Mass mailings often come from domains that do not resemble the company's web site name. For example, you may want to receive mailings from *historybookclub.com*, but you will find that this site sends out its mailing from the

domain *hbcfyi.com*. Examine the From: address of an actual mailing that you are trying to whitelist or blacklist to determine what to enter.

❖ **More Tips**

- It's easy to select and classify multiple items as SPAM. Click the box to the left of the "Time Received" Heading. This selects all e-mail items you've received. Deselect any e-mail messages you don't want to classify as SPAM, then click the "Classify as SPAM".
- Don't unsubscribe to any messages received in your Quarantine InBox. This lets the spammer/sender know your legitimate e-mail address and it's a way to sell your address to others.
- It isn't necessary to call the IT Services or the Help Desk to report a SPAM message you've received. IT Services does not manage the e-mail you receive--you do.

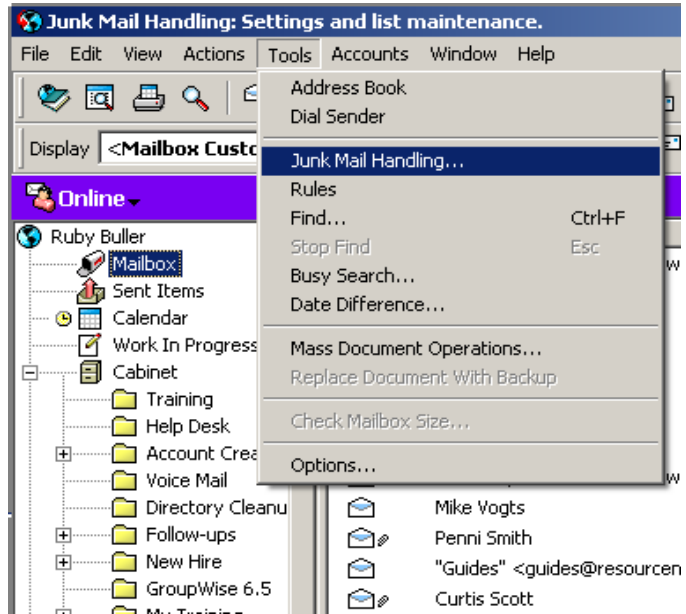
For more information about Managing SPAM, go to www.kumc.edu. In the lower right-hand corner under SEARCH: type in Spam e-mail and visit the sites listed as a result of your search.

GroupWise Junk Mail Handling

Setting up the Junk Mail Folder

This feature allows you to decide how you want to deal with junk mail and what should be categorized as junk in your GroupWise Mailbox.

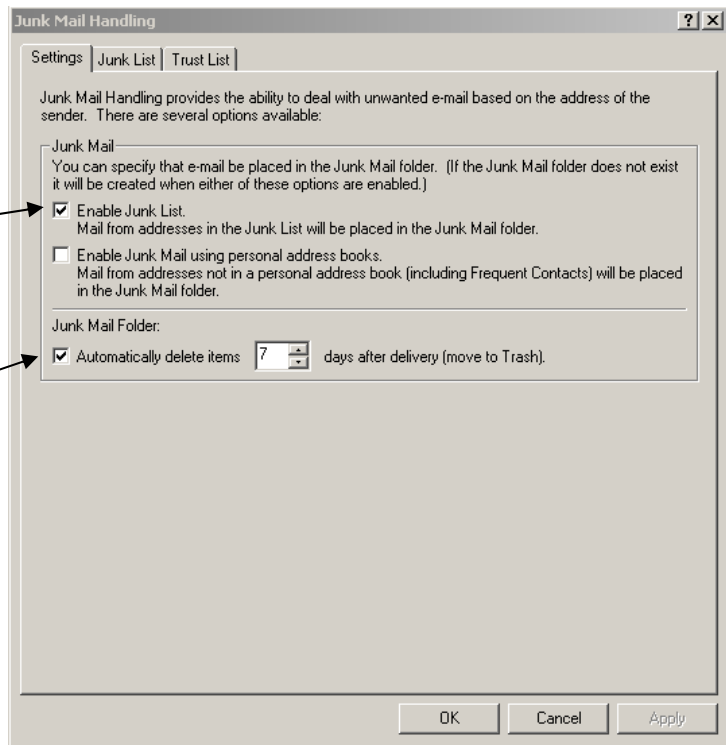
1. Begin by selecting **Tools | Junk Mail Handling....**



2. After selecting the **Junk Mail Handling** option, the **Junk Mail Handling** screen should appear with the **Settings** tab on top selected.

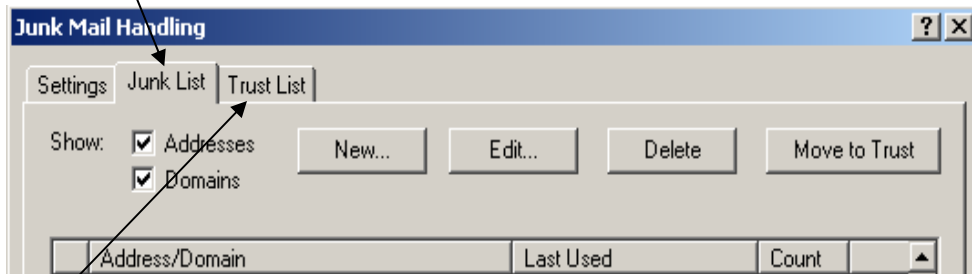
- a. Check **Enable Junk List** -- All e-mail addresses placed on the Junk List from now on will be moved into the Junk Mail Folder.

- b. Your **Junk Mail Folder** can automatically delete mail that has been placed inside. Check the **Automatically delete** option and enter the number of days you wish mail to remain in the Junk Mail Folder before being removed and placed in the Trash Folder. KUSM-W recommends you select 7-14 days.



3. Next you will need to add addresses to your junk mail list and trust list. The tabs to each of these are located at the top of the Junk Mail Handling Screen.

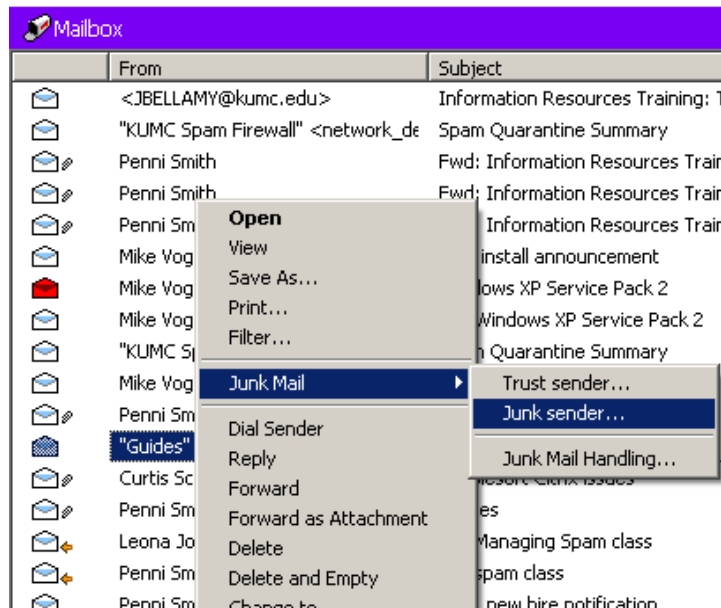
a. **Junk List** - Mail from all addresses/domains listed will be moved into the Junk Mail folder upon receipt.



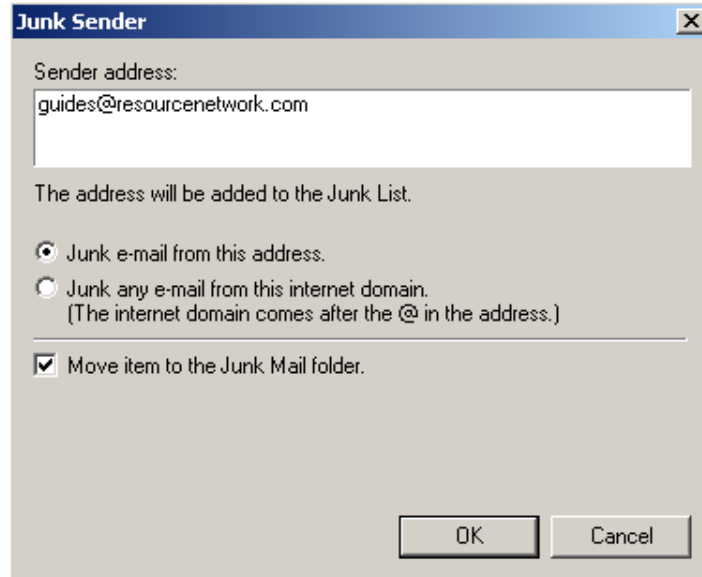
b. **Trust List** - Mail from these addresses/domains listed will be delivered to your Inbox once the Baracuda (SPAM Firewall) approves the delivery.

Filtering Junk Senders to the Junk Mail Folder

1. When a new junk mail message comes into your mailbox, right click on the message and select **Junk Mail** from the menu. Then select **Junk Sender.....** This moves the message to the Junk Mail Folder.



2. Next the **Junk sender.....** window appears.



The address you selected in your Inbox should appear under **Sender address:**

There are two options on what you want to move

- a. Junk mail from this address (e.g. guides@resourcenetwork.com)
- b. Junk mail from this domain (e.g. @resourcenetwork.com)

3. All messages will now be moved to the **Junk Mail** folder.