



USAGE TIPS

IMPROVING THE EFFICIENCY OF THE SPAM FILTER

Introduction

For all Business Domain hosting services, Adam Internet provides the ability to add SPAM and VIRUS filtering. You can refer to our Usage Guide for *Spam Filter Manager* if you would like more details.

One of the catches with filtering is that if your rules not strict enough then you'll get lots of Spam. If your rules are too strict, then you might delete someone's real email. Therefore we try to find a happy medium, which at this stage is a filtering score of 6. The more "dodgy" a message looks, the higher the score.

While Adam Internet will delete any mail with a score of 6 or above, you might want to be a bit stricter with your filtering. This guide is designed to help you set up your own email program to find messages with a score that you can set, and delete those messages. If you want to be really strict, you might want to delete anything with 2 or 3 points. If you want to be a little less strict, perhaps 4 or 5 is more sensible. You can play with these settings on your computer at any time until you find a setting you're happy with.

Introduction to Email Headers

Every email message on the Internet has a set of "headers". These are the technical details of the message, such as what language the text uses, what font it uses and what email program the sender was using.

On the path that the message took from the sender to the recipient, each server along the way stamps its identify and time on there, so you can also check to see exactly which route the message took to get to you!

When an email passes through the Adam Internet Spam Filter, we also add an additional stamp to the header, called X-Spam-Score. This number might be 0, or 1.5, 2.8, 3.7, 6.6, basically any number between 1 and 10.

A sample email header looks like this (note that some non-relevant items have been omitted) :

- Received: from chinook.mail.adnap.net.au (203.6.132.82) by hurricane.mail.adnap.net.au with SMTP; 3 Nov 2006 15:20:27 +1030
- Received: from mistral.mail.adnap.net.au ([203.6.132.90]) by chinook.mail.adnap.net.au with esmtp (Exim 4.42 (FreeBSD)) id 1Gfr0V-000Pup-R9 for callan@adam.com.au; Fri, 03 Nov 2006 15:20:19
- Received: from 219-90-192-176.static.adam.com.au ([219.90.192.176] helo=owner61hgw0gs6) by mistral.mail.adnap.net.au with smtp (Exim 4.60 (FreeBSD)) (envelope-from <fred@johnsoncompany.com.au>) id 1Gfr0V-0001wP-6m for sally@johnsoncompany.com.au; Fri, 03 Nov 2006 15:20:19 +1030
- Message-ID: <002501c6ff03\$8fb7ccd0\$0a00a8c0@owner61hgw0gs6>
- From: "Fred Johnson" <fred@johnsoncompany.com.au>
- To: "Sally Johnson" <sally@johnsoncompany.com.au>
- Subject: Communicating from handheld computers to the office
- Date: Fri, 3 Nov 2006 15:20:18 +1030
- X-Mailer: Microsoft Outlook Express 6.00.2900.2869
- X-This-is-Australia-calling: Yes
- X-Spam-Score: 1.1 (+)

The green sections above show you the path this message took to get from the sender to the recipient. Note that the path is backwards – the bottom green section is the sender, and as it gets closer to the recipient the information get put on the top. In this case, the source of the message is 219.90.192.176 which is underlined in the above example.

The orange sections show you some details about the Sender, Recipient, Subject, and which email program the Sender is using.

The blue sections shows the Spam Score, and also the fact that this email originated in Australia.

Finding the Email Headers

While viewing the email headers isn't really necessary to help your Spam problem and is certainly beyond the scope of this guide, we understand you might want to have a look at some headers to gain a better understanding of how email works.

You should refer to your email software's HELP screens (or your local computer tech) for full details, however to get you started here's how to view headers in the most common email programs :

- **Microsoft Outlook Express**
Open the message. Click FILE and then PROPERTIES. Click the DETAILS tab and then MESSAGE SOURCE button.
- **Microsoft Outlook 2003**
In your Inbox, right-click the message and click OPTIONS.
- **Mozilla Thunderbird**
Open the message. Click VIEW and then MESSAGE SOURCE.
- **Qualcomm Eudora**
Open the message. Click the button called "BLAH BLAH BLAH".

Introduction to Email Filters

Most modern email software lets you set up Filters, otherwise known as Message Rules, which let you find messages that meet certain criteria, and do something with that message. You can refer to our Setup Guide for your particular email program (see <http://www.adam.com.au/support>) if you would like more details.

This guide will show you how to set up Filters/Rules in the above programs to find Spam with a certain score, and delete it. If you need full instructions for setting up your email program, see the Setup Guides we have prepared at <http://www.adam.com.au/support>.

How to Find More Spam

You saw in the headers on page one, a particular line called X-Spam-Score. In the above example, this had a value of 1.1. You will see next to the 1.1 is a single plus symbol - (+). The (+) symbols represent the base Spam Score.

A score of 1.1, 1.5 and 1.9 will all have (+) symbol, whereas 4.1, 4.4 and 4.7 will all have (++++). Remember anything greater than 6 (++++++) will be deleted by Adam Internet.

What we need to do is get the email program to find the text (++) or (++++) in the message – of course the number of (+) being equal to the Spam Score you want to find.

If you set your program to be really strict, say (++) , and this catches too much real email, you can just change the rules to (+++). If that still catches too much, change it to (++++) and so on.

Setting up the Filters

Remember this guide is not an instruction book for your email program, it's just to show you some examples of how to set up extra filtering as above. If you need instructions, see <http://www.adam.com.au/support>

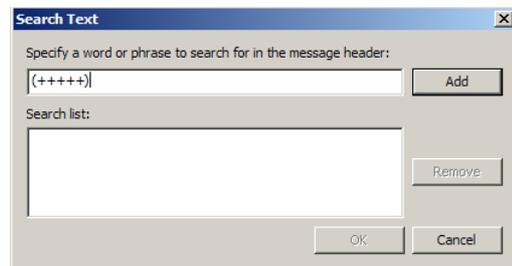
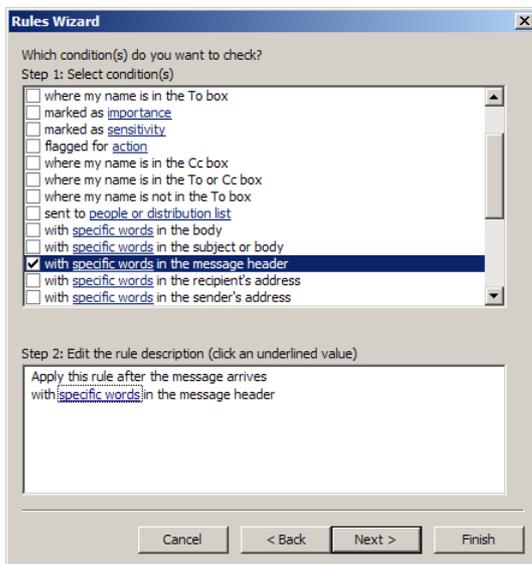
Beginning on the next page are some details showing you how to set the filters up.

OUTLOOK EXPRESS

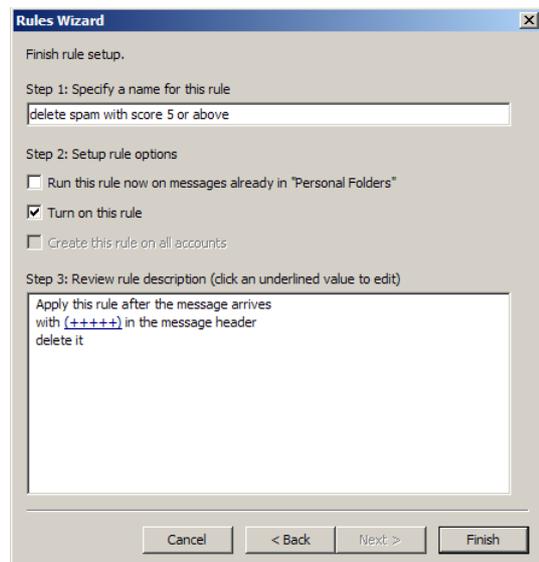
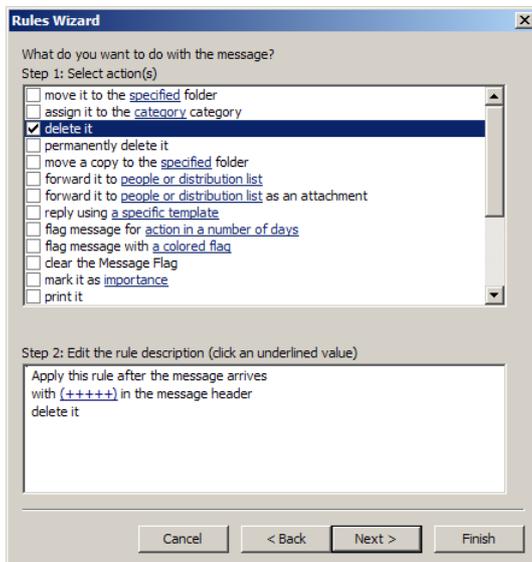
This program is designed to be a free, very basic email package. The security in Outlook Express is quite weak, and the options quite limited. You cannot search for extra Spam in Outlook Express. If you want to change email programs, we recommend you give Thunderbird a try – get it FREE at <http://www.mozilla.com>

OUTLOOK 2003

Use the Outlook 2003 Setup Guide (<http://www.adam.com.au/support>) to learn how to set up filters from scratch. Create a rule to find specific words in the message header, and set the word to (+++++) :



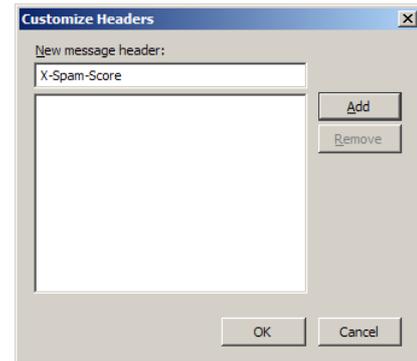
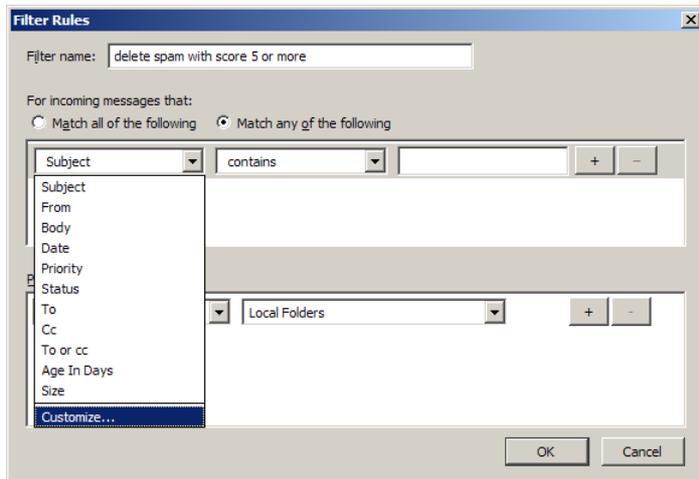
Select to delete the message, click NEXT and NEXT again, give the message a sensible name and you're done!



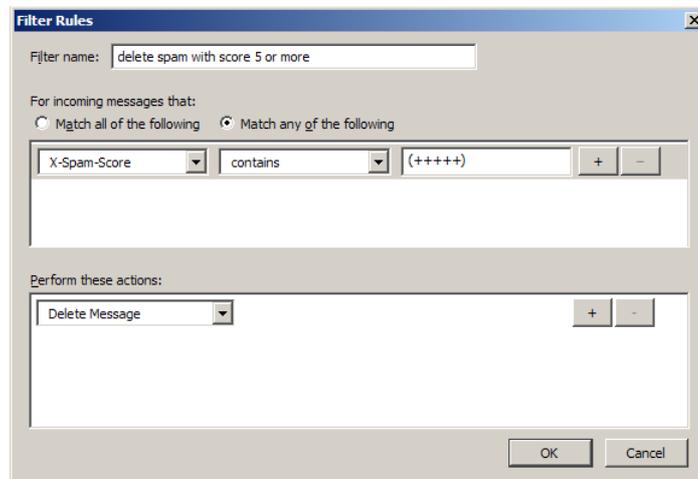
MOZILLA THUNDERBIRD

Use the Thunderbird Setup Guide (<http://www.adam.com.au/support>) to learn how to set up filters from scratch. Create a rule to find specific words in the message header, and set the word to (+++++).

You'll need to click the CUSTOMIZE option to search for the X-Spam-Score header :

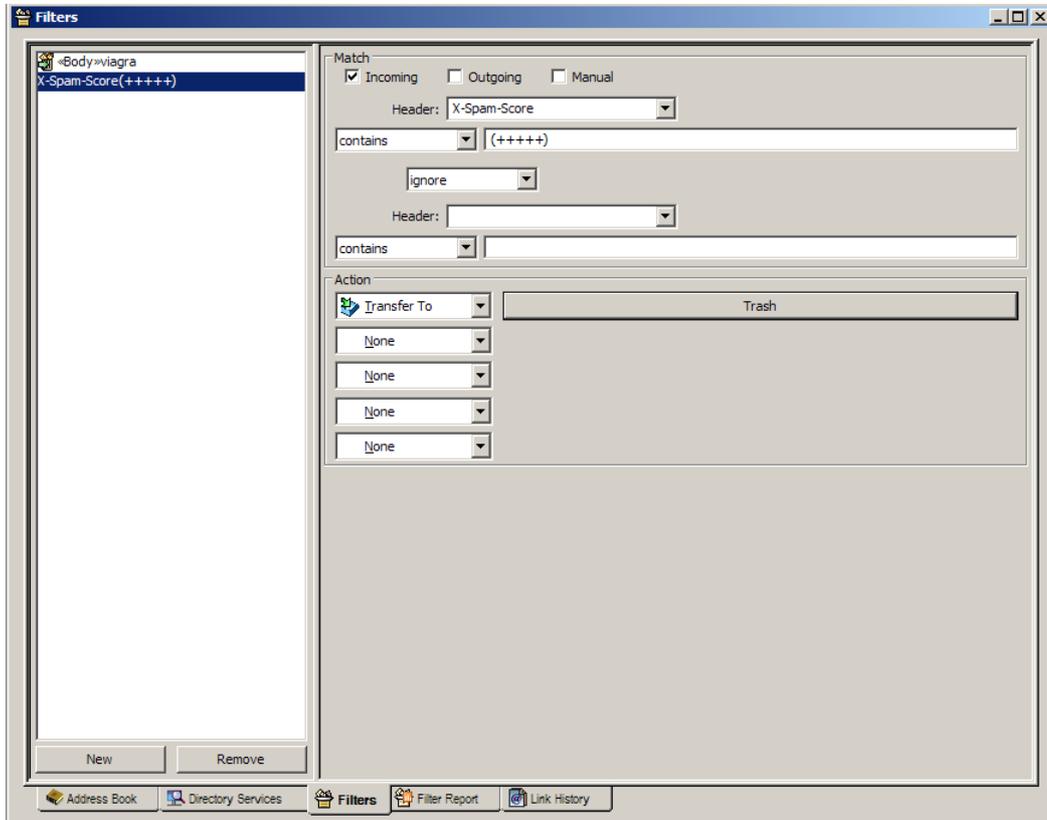


Select to delete the message, give the message a sensible name, click OK and you're done!



QUALCOMM EUDORA

Use the Eudora Setup Guide (<http://www.adam.com.au/support>) to learn how to set up filters from scratch. Create a rule to find specific words in the message header, and set the word to (+++++) :



Close the Filters window. When it asks if you want to save filters click YES, and you're done!

Thank You!

Thankyou for taking the time to read our guide to Find More Spam. If you have any questions or suggestions, please contact us via business@adam.com.au, or telephone (08) 8423 4020.