

## Email Spam and Virus Protection

Your *Hope* email account is protected by an anti-spam device that helps stop spam from being delivered to your mailbox.

Some of the features of the new device are:

- Uses the collective experience of millions of email users to better identify spam than current methods
- Allows you to choose whether or **not** to have your mail scanned for spam
- Allows you to choose how **aggressively** your mail is scanned for spam
- You choose whether messages suspected of being spam are **tagged and delivered** to your account, or are **held** on the anti-spam system for your review
- Allows you to "whitelist" email addresses to assure that mail from people you **know** are received without risk of being blocked

### The Device

The anti-spam device is called the Barracuda Spam Firewall 400.



It is "hardened" Linux-based system running special software designed to check email for spam and viruses, and to provide an easy-to-use web interface to allow you to modify your own anti-spam settings, and to process your "suspected spam" messages. All mail received from the Internet is first sent to the Spam Firewall which "scores" messages on a scale of 0 through 9 (0=it doesn't think it's spam, 9=it *really* thinks it's spam), and checks them for viruses, and then is passes them along to the email system for delivery to your account (if appropriate).

To access your anti-spam account, to go <https://antispam.hiu.edu> and enter your email address in the **Username** field and your password in the **Password** field.

**Note:** Your HIU Network username and password are the same for all HIU Network logons.

**Protect your Privacy: Protect your password.**



### HIU Email Antivirus and Spam Protection

#### Login

Please enter your username and password below. If you are the administrator, type your administrative credentials.

**Language:**

**Username:**

**Password:**

[Get Mail Client Plugins Here](#)

## How it works

About once per day you will receive an email from "HIU Email Antivirus and Spam Protection" containing a report of quarantined email messages sent to you that have been classified as suspected spam by the firewall, and have been blocked from delivery to your Exchange mailbox. (NOTE: If you have not received any messages that have been quarantined as suspected spam, you will **NOT** receive a report.) a report will look like this below.

From: HIU Email Antivirus and Spam Protection [postmaster@hiu.edu] Sent: Tue 2006-08-15 05:58 AM  
To: Smetak, Matthew B.  
Cc:  
Subject: Spam Quarantine Summary



**HIU**  
Email  
Antivirus & Spam  
Protection

## Spam Quarantine Summary

Account: **mbsmetak@hiu.edu**

This is your quarantine summary from the HIU Email Antivirus and Spam Protection.

You have **3** messages in your spam quarantine inbox.

- Click on the **Deliver** link to have a message delivered to your mailbox.
- Click on the **Whitelist** link to have a message delivered to your mailbox and whitelist the sender so that his/her messages will no longer be quarantined.
- Click the **Delete** link to have the message deleted from your quarantine.

Messages older than 30 days will be removed

Time Received	From	Subject	Actions
08/15/06 05:07:49	"Maria" <625-ukr@625-net.ru>	[pfaidforum] How do you do	<a href="#">Deliver</a> <a href="#">Whitelist</a> <a href="#">Delete</a>
08/07/06 11:47:54	"Survey Direct" <survey@postmast	Computer Survey for IT Professionals - Earn \$10	<a href="#">Deliver</a> <a href="#">Whitelist</a> <a href="#">Delete</a>
08/01/06 23:53:29	"Ike McMahon" <ike.mcmahon@nur	Numara Track-It Follow Up	<a href="#">Deliver</a> <a href="#">Whitelist</a> <a href="#">Delete</a>

You can judge whether or not a message is spam by looking at who the message is **From**, and at the **Subject** as shown on the report. If you only have a few messages to review and process, you can just click **Deliver**, **Whitelist**, or **Delete** as you see fit using the links under the **Actions** column of the report. If you have a lot of messages to review and process, or if you want to change the way the system processes your mail, you can click the "[click here](#)" link at the bottom of the report. This will log you directly onto the system via a web browser.



Quarantine Inbox

Quarantine Inbox Refresh Filter: None Pattern: Apply Filter Page: 1 of 1

Messages older than 30 days will be removed

08/18/2006 09:04 08/10/2006 04:28 08/01/2006 23:53

08/15/2006 05:07

Current Message Log Count:3

Deliver Whitelist Delete Classify as Spam Classify as Not Spam

<input type="checkbox"/> Time Received From	Subject	Actions
<input type="checkbox"/> 08/15/06 05:07:49 "Maria" <625-ukr@625-net.ru>	[pfaidforum] How do you do	<a href="#">Deliver</a> <a href="#">Whitelist</a> <a href="#">Delete</a>
<input type="checkbox"/> 08/07/06 11:47:54 "Survey Direct" <survey@postmast	Computer Survey for IT Professionals - Earn \$10	<a href="#">Deliver</a> <a href="#">Whitelist</a> <a href="#">Delete</a>
<input type="checkbox"/> 08/01/06 23:53:29 "Ike McMahon" <ike.mcmahon@nur	Numara Track-It Follow Up	<a href="#">Deliver</a> <a href="#">Whitelist</a> <a href="#">Delete</a>

Once logged on, processing large numbers of messages is more efficient. You can use the checkboxes to the left of the screen to select many messages and then process them **all** with the single click of the **Deliver**, **Whitelist**, **Delete**, **Classify as Not Spam**, or **Classify as Spam** buttons above the report headings. **What the buttons do:**

- Deliver** Delivers message to your mailbox, removes it from quarantine.
- White list** Delivers message to your mailbox, removes it from quarantine, and adds the sender's email address to your "white list" so that future messages from this address will **not** be categorized as spam again.
- Delete** Deletes the message without sending it through to your mailbox
- Classify as Not Spam** Delivers message to your mailbox, removes it from quarantine, and helps "train" the firewall that this kind of message is not spam.
- Classify as Spam** Deletes the message without sending it through to your mailbox and helps "train" the firewall that this kind of message is spam.

#### Taking control

By default, the Spam Firewall will filter your email using settings and preferences set up for you by Information Systems. You may find the default settings too "aggressive" (the system classifies too much "good" mail as spam), or too weak (too much spam still gets through). No filtering system can decide perfectly what **you** would consider to be spam, and what you would not. However, you now have some control over the process! When logged onto the system as shown above, you can modify how the system processes your mail by selecting the **"PREFERENCES"** tab along the top.

## The "PREFERENCES" Tab (Whitelist/BlackList) Screen



**HIU**  
Email  
Antivirus & Spam  
Protection

**QUARANTINE INBOX** **PREFERENCES**

Log Off  
[redacted]@hiu.edu

English

Whitelist/Blacklist	Quarantine Settings	Spam Settings		
<b>Allowed Email Addresses and Domains (Whitelist)</b> <span>?</span>				
<table border="1"><thead><tr><th>Email Address</th></tr></thead><tbody><tr><td><input type="text"/></td></tr></tbody></table> <input type="button" value="Add"/>	Email Address	<input type="text"/>	Email sent from addresses entered here will not be analyzed for spam, but will be scanned for viruses.	
Email Address				
<input type="text"/>				
<b>Blocked Email Addresses and Domains (Blacklist)</b> <span>?</span>				
<table border="1"><thead><tr><th>Email Address</th></tr></thead><tbody><tr><td><input type="text"/></td></tr></tbody></table> <input type="button" value="Add"/>	Email Address	<input type="text"/>	Email sent from addresses entered here will always be blocked.	
Email Address				
<input type="text"/>				

Serial #BAR-SF-53643  
Firmware v3.3.03.055

Spam/Virus Protection By 

On the Whitelist/Blacklist screen, you can add email addresses of people whose email you never want to have filtered by the Spam Firewall by adding them to the **Allowed Email Addresses and Domains** whitelist. (Addresses are also added here if you click the **Whitelist** button as described earlier.) You can also block all email from a specific address by adding it to the **Blocked Email Addresses and Domains** blacklist.

## The "PREFERENCES" Tab (Quarantine Settings) Screen

**HIU**  
Email  
Antivirus & Spam  
Protection

Log Off  
sarah.reed@hiu.edu

English

**QUARANTINE INBOX** **PREFERENCES**

**Whitelist/Blacklist** **Quarantine Settings** **Spam Settings**

**Quarantine Enable/Disable** Save Changes ?

Enable Quarantine:  Yes  No

If **No**, messages that would ordinarily be quarantined will be delivered with "[QUAR]" in the subject line.  
**Recommended:** Yes

**Quarantine Notification** Save Changes ?

Notification Interval:  Daily  Weekly  Never

Determines how often you receive notification that messages are in your quarantine.  
**Recommended:** Daily

Notification Address:

Set the email address that will receive quarantine notifications for this account.  
**Default:** sarah.reed@hiu.edu

**Default Language** Save Changes ?

Default Language: English (iso-8859-1)

Sets the default quarantine message language. Also sets the default encoding for handling unknown character sets during filtering.  
**Note:** All email notifications from the Barracuda will be in UTF8 encoding.

If you want to turn off blocking of suspected spam, just set **Enable Quarantine** to "No" and click the **Save Changes** button (**WE DO NOT RECOMMEND THIS**). You can turn it back on again anytime you like. When Quarantine is disabled, messages suspected of being spam are sent along to your mailbox anyway, with the subject line modified to contain the phrase "[QUAR]" at the beginning. When Quarantine is enabled, the messages are held on the Spam Firewall to be processed as explained above.

### Important Notes

1. You should log onto the Spam Firewall at least once every few days and process any messages held in quarantine. Messages left in quarantine longer than 30 days may be deleted and are not recoverable. If you do not wish to process your quarantine folder, please disable quarantine for your accounts as described above so that messages do not build up on the firewall.
2. Note that no anti-spam mechanism is perfect. If you do not like the way the system works, you can opt out of it, or adjust its behavior, as described in this document.
3. If you have questions about the system, please contact the IS Help desk x2607, email [email-help@hiu.edu](mailto:email-help@hiu.edu) or visit <http://is.hiu.edu>.

## **Anti-spam FAQ's**

### System Requirements

#### **What are the minimum system requirements to use Anti-spam technology on my Personal Computer?**

None, it is a network-based system that requires no additional processing on personal computers.

#### **Will it work with both Mac's & PC's?**

Yes.

## **Whitelist/Blacklist**

#### **What is a Whitelist?**

A Whitelist is an explicit list of senders from whom email will be accepted.

#### **What is a Blacklist?**

Blacklisted e-mail addresses will not be allowed to send mail to a you.

## ***Bayesian Learning***

Bayesian Learning constitutes a probabilistic view of learning, based on Bayes Theorem. The underlying assumption is that there is a set of hypotheses, each having a certain probability of being correct. Receiving more information changes the probabilities from a learner's point of view. For instance an observation might contradict a hypothesis, or strengthen the belief in it. The aim in this setting is to be able to find a hypothesis with highest probability of being correct, given a specific set of data / piece of information. The more emails are classified (spam & not spam) the more accurate spam scoring becomes.

## **Bulk/Quarantine Email**

#### **What is a quarantined email?**

A quarantined email is placed in your quarantine inbox on the anti-spam firewall, which can be seen as a "temporary detention center". It is a place the unit utilizes to detain certain "suspicious" email, and provide you, the end user, with the last word as to deliver it, white list it, or delete it

#### **What email is classified as Bulk?**

Email that is likely spam but could be part of some subscription service (Usenet groups, bulletin boards, etc) that a user has subscribed to is marked bulk with [SPAM?] added in front of the subject line.

#### **Can Bulk email be reclassified?**

Yes. Each user has the freedom to set his/her own classification scheme.

#### **What email is classified as Quarantine?**

Marked with [QUAR], email that is most likely spam but has a minimal chance of being a legitimate email is classified as quarantine.

#### **Can quarantine email be reclassified?**

Yes. But we recommend NOT doing it unless absolutely necessary.

## **Can I disable quarantine email & have all emails delivered to my mailbox?**

Yes. You can do so from your spam website under Quarantine Enable/Disable tab but we **recommend NOT doing it.**

## **Enable/Disable SPAM filtering**

### **Is spam filtering enabled for all HIU users by default?**

Yes. We want to increase email productivity for all and make HIU spam free!

### **Am I required to make changes to my spam settings?**

No. Default spam settings configured for all users are sufficient for moderate email users but if you have major spam issues we recommend fine tuning the system to your liking by using the web interface.

### **Can I choose to disable spam filtering & receive all emails in my inbox?**

Yes. You can do so from your spam website under Spam filter Enable/Disable tab but we strongly recommend AGAINST it.

### **How can I avoid getting spam in the first place?**

Recent studies have shown that the majority of spam comes from spammers scanning web pages for email addresses. Most public newsgroups, chat boards, and mailing lists are archived on the web. As a general rule of thumb, avoid entering your hiu.edu email address on any website that may post it for others to see. For example, bulletin boards, eBay, ect.

### **Antivirus – Please note:**

No antivirus system can catch 100% of all viruses. Avoid opening email from unknown senders. Also it is your responsibility protect your computer with a good antivirus (free antivirus at [free.grisoft.com](http://free.grisoft.com)). Note – the University and Information Systems are not liable for any damage caused to your computer by viruses.

*If you have questions about the system, please contact the IS Help desk x2607, email [ishelpdesk@hiu.edu](mailto:ishelpdesk@hiu.edu) or visit <http://is.hiu.edu>.*