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I.T. SERVICE SOLUTIONS

SPAM FILTERING/

INTRODUCTION

ComputerCare utilises a Barracuda E-Mail filter to analyse incoming mail, and classify it.

The barracuda utilises a layered approach to spam detection, helping to minimise the amount of junk mail that is delivered to the user, and also reduce the detection of false positives, i.e. mail that is detected as spam when it is actually legitimate. The following instructions give a brief overview of how the filtering is accomplished and what to do if you believe you are missing legitimate e-mails.

LAYER ONE DETECTION— SPAM SENDER

As mentioned mail is filtered using a layered approach. The first layer involves checking the source of the e-mail. If the mail is being delivered from a known spam source, it is immediately discarded. By far the majority of junk mail is stopped at this point.

LAYER TWO DETECTION— SPAM RECIPIENT

The second layer of detection involves checking the e-mail recipient. A lot of spam senders utilise a hit and miss approach to e-mail sending. This means sending e-mail to every address imaginable and hoping some messages make it to a live e-mail address. This approach can vastly increase the Internet usage of the recipient. To prevent this the Barracuda checks the recipient of the e-mail, if the recipient does not exist, the e-mail is discarded prior to receiving the e-mail content.

LAYER THREE DETECTION— SPAM SCORING

Once e-mail passes through the first two layers it reaches the analysis layer. At this point incoming e-mail is analysed and given a score. Different words and phrases help to contribute to the messages overall score. E-Mail that scores higher than the predetermined score is classified as spam and discarded. E-Mail that scores below this score will either be quarantined for later review, or delivered, depending on how far below the prede-

LAYER FOUR DETECTION— REVIEWING THE QUARANTINE

Some e-mail will be automatically quarantined. When e-mail is quarantined, the recipient of the e-mail will be sent a message to advise it has been quarantined, along with a link to a web page where the message can be reviewed. At this stage the user can decide whether to deliver the message or classify it as spam. The Barracuda will learn from the users selections, further enhancing it's spam detection abilities.

FALSE POSITIVES

All attempts are made to ensure legitimate e-mails are not blocked by the spam filter. Inevitably however several messages will be blocked. If you feel that you are missing legitimate e-mails please contact us as soon as possible, ensure you provide us with the address the lost e-mail was sent to, as well as the address it will have come from.

E-Mail support@computercare.co.nz, we can then unblock the messages in question and train the system to not block further e-mails from that sender.



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