

HB Spam Filtering Account

Revised 10/22/08

Each faculty and staff member has a spam account while at HB. You should log in on a daily basis to review any messages.

1. Logging in

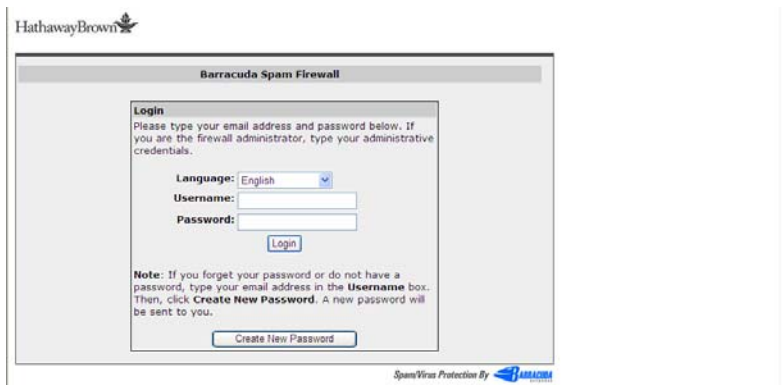
Go to the following website to access your spam filtering account <http://69.54.57.198> or go to

<http://www.hb.edu>, click on the Envelope icon  and click on the link **Access your spam account.**

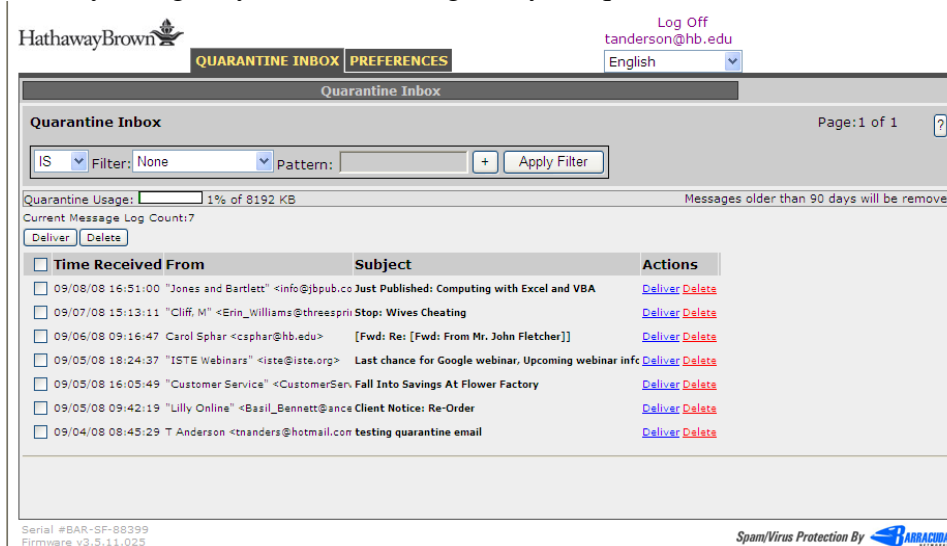
Note: You can access the spam system while you are on or off campus.

Your username is your **full e-mail address** (ex. Username for Jane Doe: jdoe@hb.edu)

Your initial password will be distributed by a member of the IT Dept.



When you log in, you will be brought to your quarantine inbox.



Time Received From	Subject	Actions
09/08/08 16:51:00	"Jones and Bartlett" <info@jbpub.co> Just Published: Computing with Excel and VBA	Deliver Delete
09/07/08 15:13:11	"Cliff, M" <Erin_Williams@threespri> Stop: Wives Cheating	Deliver Delete
09/06/08 09:16:47	Carol Sphar <csphar@hb.edu> [Fwd: Re: [Fwd: From Mr. John Fletcher]]	Deliver Delete
09/05/08 18:24:37	"ISTE Webinars" <ista@iste.org> Last chance for Google webinar, Upcoming webinar info	Deliver Delete
09/05/08 16:05:49	"Customer Service" <CustomerSen> Fall Into Savings At Flower Factory	Deliver Delete
09/05/08 09:42:19	"Lilly Online" <Basil_Bennett@ance> Client Notice: Re-Order	Deliver Delete
09/04/08 08:45:29	T Anderson <tanderson@hotmail.com> testing quarantine email	Deliver Delete

2. The Quarantine Inbox

Each e-mail coming to HB will be scanned by the system and given a spam score. The generated score is used to determine whether the e-mail should be delivered to your mailbox, tagged and delivered, put in quarantine, or blocked. The Quarantine Inbox is an interface for reading e-mail that has been quarantined by the spam system. A message is quarantined when it is considered likely (but not positively) to be spam.

To read a message, click on the message in the Quarantine Inbox

You can deliver or delete messages:

- a. Use the deliver/delete links to the right of each message.
- b. Use the check boxes to the left of the message to choose the messages to delete/deliver then click on the delete or deliver button located above the messages.
- c. Click on the checkbox in the heading line. This will place a check for all the messages. Then click the delete or deliver button above the messages to delete/deliver all messages.

3. Filtering messages

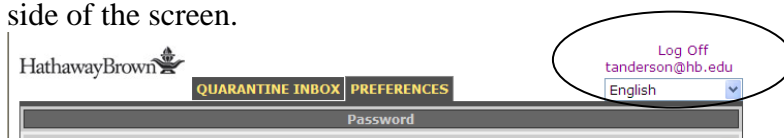
The list of messages in quarantine can be filtered by sender, subject or message contents in the following manner:

- **None** - Apply no filter.
- **"From" contains** - Messages where any portion of the "From:" field contains the specified text.
- **Subject contains** (slowest) - Match messages where the subject contains the specified text.
- **Message contains** - All messages containing the specified text. *Warning: this may fail or take an exceptionally long period of time with a large Message Log.*

To filter, choose the filter you wish to use, type in the pattern and then click **Apply Filter**. To return to viewing your entire quarantine folder, change the filter back to **None**, then click **Apply Filter**.

4. Logging Off

For security reasons, make sure you log off when you are finished. Click **Log Off** on the upper right side of the screen.

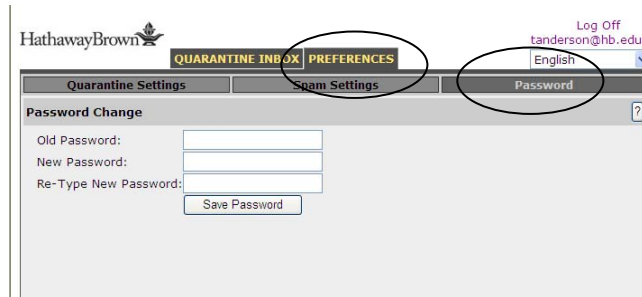


5. Changing your password

Log in to your spam quarantine inbox.

Click on the **Preferences** Tab

Click on the **Password** Tab



The screenshot shows the 'Password Change' form within the 'Preferences' tab. The 'Password' sub-tab is selected. The form includes three text input fields: 'Old Password:', 'New Password:', and 'Re-Type New Password:'. A 'Save Password' button is located below the input fields. The 'Preferences' tab is circled in red, and the 'Password' sub-tab is also circled in red. The user's email address 'tanderson@hb.edu' and the language 'English' are visible in the top right corner.

Enter your current password in the **Old Password** text box.

Enter your new password (what you want to change your password to) in the **New Password** and **Re-Type your New Password** text boxes.

Click **Save Password**. Log out and back in to test your new password.

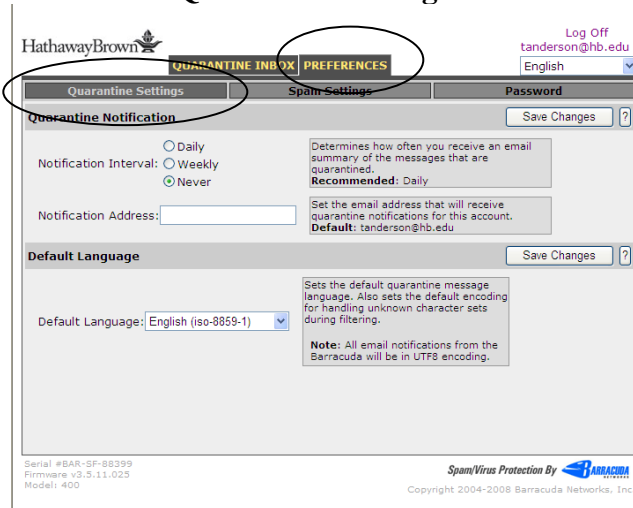
6. Modifying your Notification Settings

NOTE: Notification emails are sent at 7:00am, only when the user is unaware of new messages. If you have accessed your quarantine inbox either by logging in or through a previous notification email and haven't since received any new quarantine messages, you will not receive the daily/weekly notification.

Log in to your spam quarantine inbox.

Click on the **Preferences** Tab

Click on the **Quarantine Settings** Tab



The screenshot shows the 'Quarantine Notification' settings form within the 'Preferences' tab. The 'Quarantine Settings' sub-tab is selected. The form includes radio buttons for 'Daily', 'Weekly', and 'Never' under 'Notification Interval'. A text input field for 'Notification Address:' is present. A 'Save Changes' button is located to the right of the 'Notification Interval' section. The 'Default Language' section includes a dropdown menu set to 'English (iso-8859-1)' and a 'Save Changes' button. The user's email address 'tanderson@hb.edu' and the language 'English' are visible in the top right corner.

Hathaway Brown System Default Settings:
Individual accounts - Never send Notifications.
List and alias accounts – Weekly Notifications.


You can change your Notification Interval to **Never**, **Daily** or **Weekly** by choosing the proper radio button, then click **Save Changes**.

Notification Address: If you want the notification email to be sent to a different email address, type in the email address in the text box and click **Save Changes**.

EMAIL LISTS: We will set up all email lists to have a quarantine notification email sent to the list owner weekly. Please do not change the notification address to the list, as we do not want all list recipients to get the notification. As a list owner it is your responsibility to deliver or delete emails which have been quarantined.

7. Spam Quarantine Notification Email

Spam Quarantine Summary
Barracuda Spam Firewall [barracudasпам@hb.edu]
Sent: Thu 9/25/2008 10:00 AM
To: tanderson@hb.edu



Spam Quarantine Summary

Account: tanderson@hb.edu

This is your quarantine summary from the Barracuda Spam Firewall.

You have **29** messages in your spam quarantine inbox.

- Click on the **Deliver** link to have a message delivered to your mailbox.
- Click the **Delete** link to have the message deleted from your quarantine.

Quarantine Usage: 5% of 8192 KB Messages older than 365 days will be removed

Time Received	From	Subject	Actions
09/25/08 08:53:50	"Tara Anderson" <tara.n.anderson@sbcglobal.net>	testing 9 am	Deliver Delete
09/24/08 20:09:06	"Websense Inc" <email@websense.com>	Missed the Say Yes to Web 2.0 World Webcast? View the Archive Today!	Deliver Delete
09/24/08 16:08:06	"Tara Anderson" <tara.n.anderson@sbcglobal.net>	testing spam quarantine 4:07pm	Deliver Delete
09/24/08 14:24:18	"Tara Anderson" <tara.n.anderson@sbcglobal.net>	testing spam sending email	Deliver Delete
09/24/08 09:57:41	"Pfizer Now" <customer_service@aabb.org>	Reminder	Deliver Delete
09/24/08 09:36:48	"myhosting.com" <newsletter@myhosting.com>	myhosting.com offers you and Extended Summer for Free!	Deliver Delete
09/23/08 21:36:11	Foundation for Community Betterment <info@communitybetterment.org>	2008 Canton Rocktoberfest - Saturday, September 27! You won't want to miss it!	Deliver Delete
09/23/08 17:52:20	"BlackBerry" <BlackBerry@crp.rim.com>	Tara, your chance to win with BlackBerry and Lincoln is here	Deliver Delete

When you receive a spam quarantine notification email you will see a listing of the emails which are currently in your quarantine inbox. From the notification email, you can compose a message (click on email address), you can Deliver the email (click Deliver) or Delete the email (click Delete). You cannot preview the email message from the notification email. If you want to preview the quarantined email message you must log in to your quarantine inbox.

Note: When you click Deliver or Delete, a browser window will open and you will be taken to your quarantine inbox (you will be logged in automatically). The chosen email will be delivered/deleted. You can deliver/delete any remaining quarantined messages from your quarantine inbox.

8. Modifying your Spam Settings

Log in to your spam quarantine inbox.

Click on the **Preferences Tab**

Click on the **Spam Settings Tab**

HathawayBrown
Log Off tanderson@hb.edu
English

QUARANTINE INBOX PREFERENCES

Quarantine Settings Spam Settings Password

Spam Scoring Save Changes ?

Use System Defaults: Yes No
If No, you must specify the scoring levels that you would like to use below. **Recommended:** Yes

A score is calculated for each incoming email to determine the likelihood of spam.
0 = not spam 9 = definitely spam

Tag: 10 Score at which subject line is modified. **Recommended:** 3.5

Quarantine: 1.2 Set to 10 to disable quarantine. **Recommended:** 10

Block: 7 Set to 10 to disable blocking. **Recommended:** 7

Hathaway Brown System Default Settings:

Tag: 10 – We do not tag emails

Quarantine: 1.2 – Any email with a spam score above 1.2 and below 7 (the block score) will be quarantined

Block: 7 – Any email with a spam score above 7 will be blocked

You can change your spam scoring values by clicking on the **No** radio button next to **Use System Defaults**, then Click **Save Changes**.

The screen will change and you will have slide bars for each of the Tag/Quarantine/Block values.

HathawayBrown
Log Off tanderson@hb.edu
English

QUARANTINE INBOX PREFERENCES

Quarantine Settings Spam Settings Password

Configuration updated Save Changes ?

Spam Scoring

Use System Defaults: Yes No
If No, you must specify the scoring levels that you would like to use below. **Recommended:** Yes

A score is calculated for each incoming email to determine the likelihood of spam.
0 = not spam 9 = definitely spam

Tag: 10 Score at which subject line is modified. **Recommended:** 3.5

Quarantine: 1.2 Set to 10 to disable quarantine. **Recommended:** 10

Block: 7 Set to 10 to disable blocking. **Recommended:** 7

Serial #BAR-SF-88399
Firmware v3.5.11-023
Model: 400

Spam/Virus Protection By ARABACIA
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Change your values as you wish, then click **Save Changes**.

Tag: Any email with a spam score between the tag value and quarantine/block value will be delivered to your mailbox with [QUAR] appended to the beginning of the subject line. If the value is 10, no emails will be tagged.

Quarantine: Any email with a spam score between the Quarantine value and the Block value will be placed in your quarantine inbox. If the value is 10, no emails will be quarantined.

Block: Any email with a spam score greater than this value will be blocked. You will not see these emails in your inbox or in your quarantine inbox. If the value is 10, no emails will be blocked (we DO NOT advise a setting greater than 7 for blocking)

9. Attachments

If you are expecting an e-mail with an attachment with an extension of .pif, .scr, or .vbs please contact your computer support person. These messages will be blocked.

If you are expecting an e-mail with an attachment with an extension of .ade, .adp, .bas, .bat, .chm, .cmd, .com, .cpl, .crt, .dll, .exe, .hlp, .hta, .inf, .ins, .isp, .js, .jse, .lnk, .mdb, .mde, .msc, .msi, .msp, .mst, .pcd, .reg, .sct, .shb, .shs, .vb, .vbe, .wsc, .wsf, or .wsh check your quarantine inbox.

10. Frequently Asked Questions

How does the system work?

Each e-mail sent to HB will be scanned by the system and given a spam score. The generated score is used to determine whether the e-mail should be delivered to your mailbox, tagged and delivered, put in quarantine, or blocked.

Do I have to add addresses to the spam filter before e-mail will come through?

No. Due to the sophistication of the scoring process, there is no need for a white list in this system. Therefore, you do not have to do any up front work for new e-mail to be delivered.

What do I do with messages in my quarantine inbox?

You can read the messages, deliver them to your e-mail, or delete them.

How long will messages stay in the quarantine inbox?

Messages will stay in quarantine for a maximum of 365 days or until deleted by the user.

Will students be able to access their quarantine inbox?

No. It is our intention to protect students from content that is inappropriate for young audiences. Due to the content of many spam messages, students do not have access to their quarantine area. Students should contact the computer teacher in their division if they believe an e-mail is not being delivered.

What do I do if I have a problem?

Contact your computer support person with any questions or problems.