

## SPAM Filtering Features

Our commercial Email Servers are the most comprehensive in the industry providing two levels of SPAM filtering ...

1. Blacklist Verification
2. Heuristic filtering

### 1. Blacklist Verification

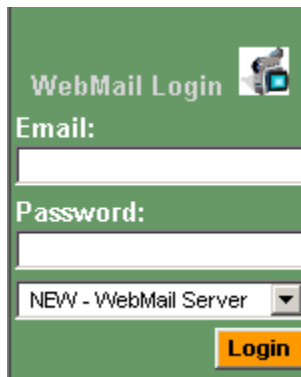
Using the experts in the Industry, our email servers verify incoming email against the email servers of known SPAM offenders... if an email is received from one of these known offenders, it will be identified as SPAM.

### 2. Heuristic filtering


Using "heuristic filtering" our email servers analyze the content of your incoming email to determine the probability of SPAM. If the content contains a large number of words common to SPAM it is identified as SPAM.

## Configuring SPAM filtering

You configure your SPAM filtering through webmail using the webmail login on the homepage at [www.e-interchange.com](http://www.e-interchange.com) shown below.



The image shows a webmail login interface with a green background. It includes a title "WebMail Login" with a small video camera icon to its right. Below the title are two input fields: "Email:" and "Password:". Under the password field is a dropdown menu currently showing "NEW - WebMail Server". At the bottom right of the form is an orange "Login" button.

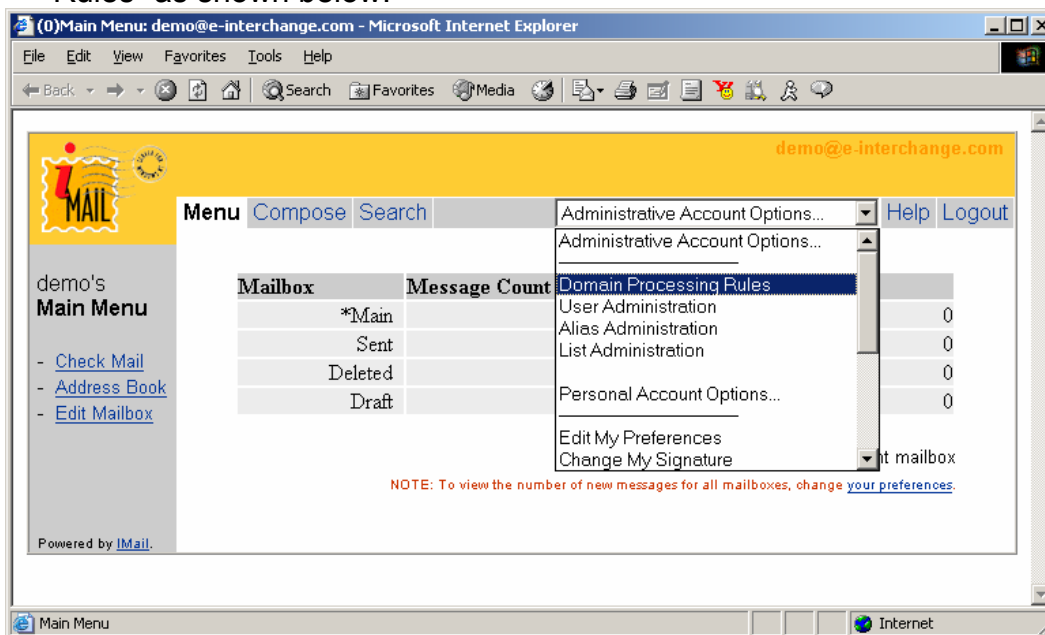
If you are unfamiliar with WebMail, you can watch an overview in video by clicking on the "video camera" image 

### If you are the “Email Domain Administrator”

If you are the “email administrator” for your domain, you have the capability of configuring default settings for all your email accounts.

**Note:** Rules configured for the domain will apply to all email accounts

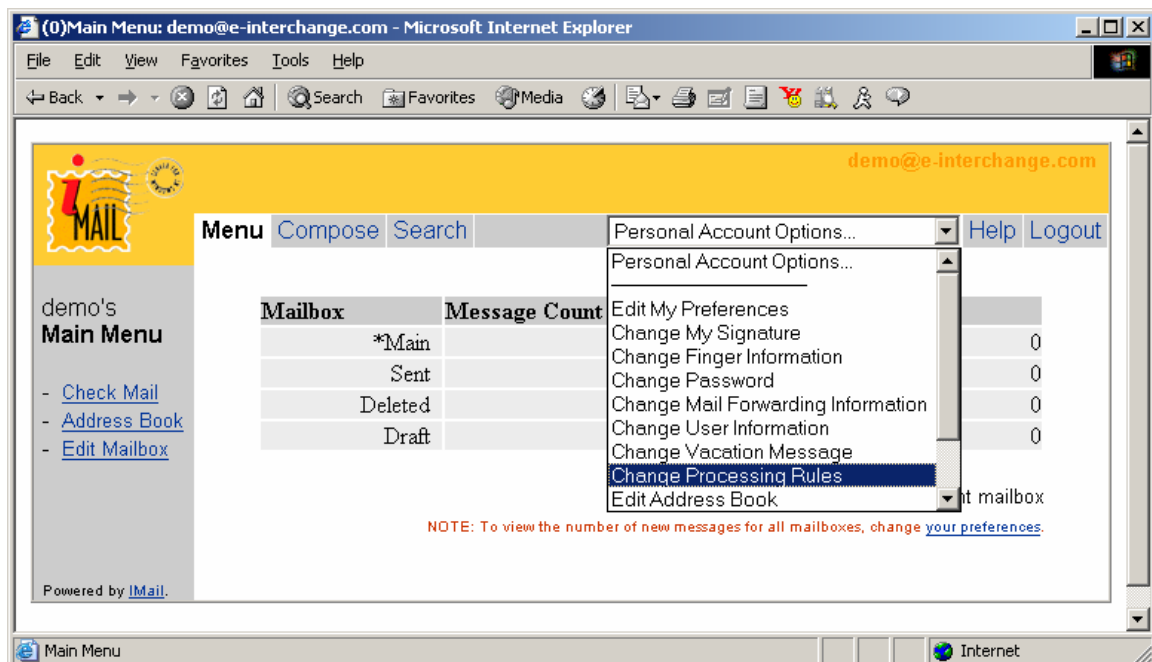
1. From the administrative account options...select “Domain Processing Rules” as shown below.



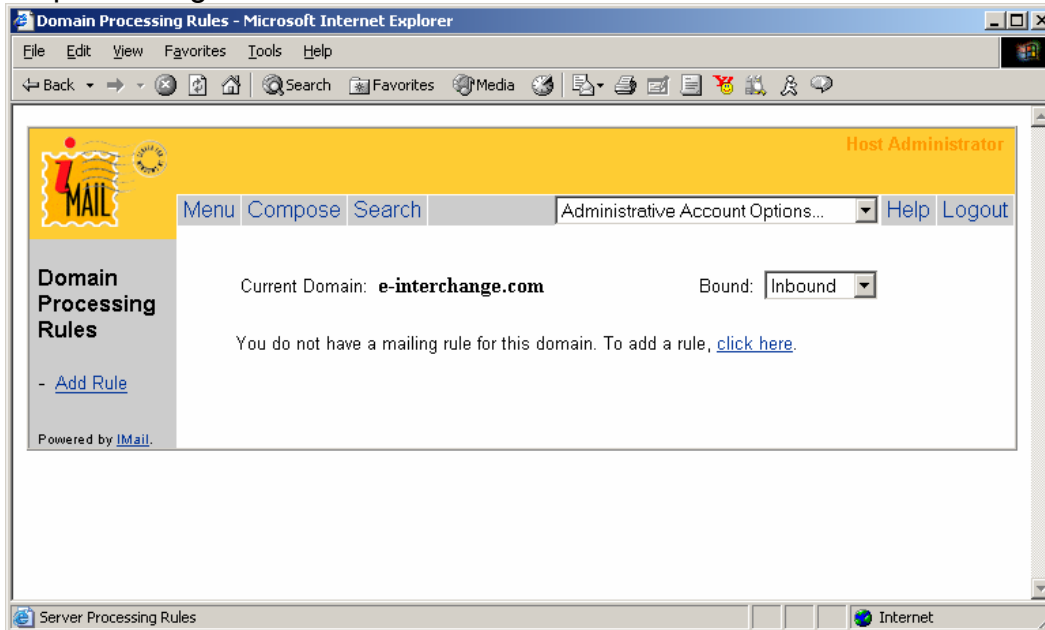
### If you are not the “Email Domain Administrator”

If you are not the “email administrator” for your domain, you have the capability of configuring filtering for your account only.

1. From the Personal Account Options... select “Change Processing Rules” as shown below.



2. Follow the directions on the screen to create or add an inbound processing rule.



### Edit Inbound Rule Current Domain: **e-interchange.com**

1. Select the FIELD that you want to search.
2. Enter a search string in the text box below. Enable the checkbox to allow the search text to come from an external file. The listbox shows a list of the existing rule files. Click on 'Update' to get the contents of selected rule file. The maximum limit for a direct search string (not from an external file) is 255. Search strings more than 255 will be truncated at 255.
3. Enter a mailbox or an email address in the text field. Incoming mail will be directed to this mailbox or email address when the rule is asserted. If nothing is entered in the textbox the filtered message will be placed in a mailbox named, "new".

FIELD:

contains  
 doesn't contain

PHRASE:

Case sensitive match  
 Search string from file:

---

RULE:

---

DESTINATION:

3. To enable the e-interchange SPAM configuration rules...
  - a. Select "contains" from the FIELD options.
  - b. Select Header from the FIELD dropdown.
  - c. Enter X-IMAIL-SPAM in the PHRASE text area.

**Edit Inbound Rule** Current Domain: **e-interchange.com**

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FIELD:

contains  
 doesn't contain

PHRASE:

Case sensitive match  
 Search string from file:

- d. Click the  button

e. In the DESTINATION text field, enter SPAM

f. Finally, Click the Finish button to create the Rule.

The new rule will be displayed as shown below:

Name	Field	Rule	Value	Send To		
Rule 1	Header	contains	X-EMAIL-SPAM	Move to mailbox SPAM		

## Checking your SPAM mailbox

Once the Rule has been created....Incoming email that is identified as SPAM will be placed in your SPAM mailbox as shown below.

Note: the SPAM mailbox will not be created until the first piece of email identified as SPAM is received.

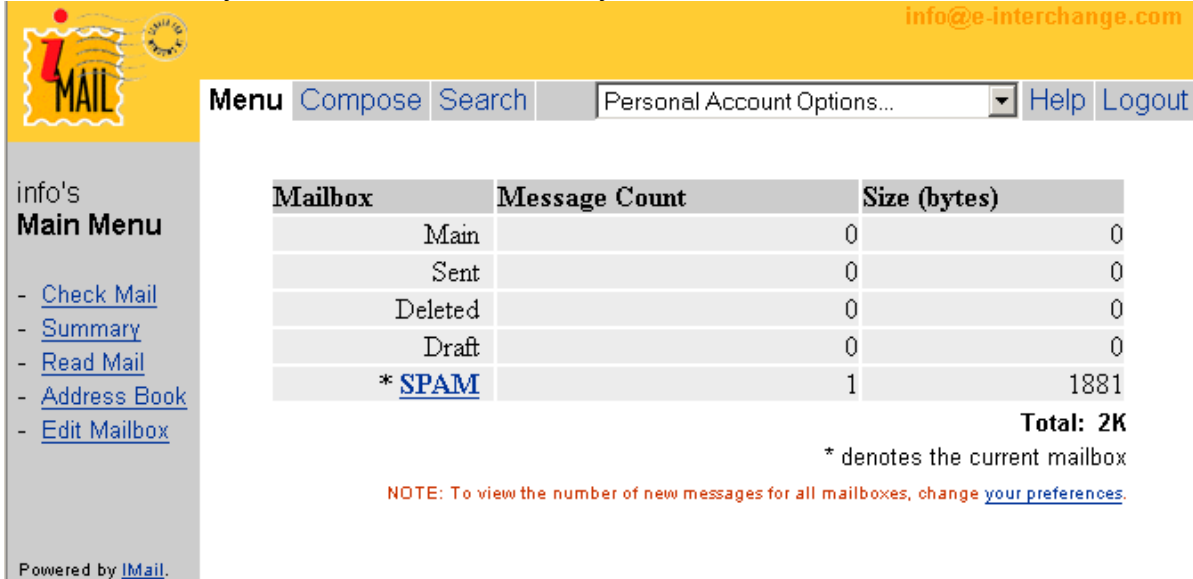
Mailbox	Message Count	Size (bytes)
* <a href="#">Main</a>	18	1291541
Sent	0	0
Deleted	0	0
<a href="#">Draft(1)</a>	1	1804
SPAM	0	0

**Total: 1293K**

\* denotes the current mailbox

Because it is an impossibility for SPAM filtering to be 100% correct, not only is it possible for some SPAM to slip and enter your main mailbox..but more importantly you may have an occasional email end up in your SPAM mailbox. For this reason it is very important that you monitor your SPAM mailbox to make sure that you are not missing any valuable email.

You can check your SPAM mailbox directly from Webmail.



info@e-interchange.com

Menu Compose Search Personal Account Options... Help Logout

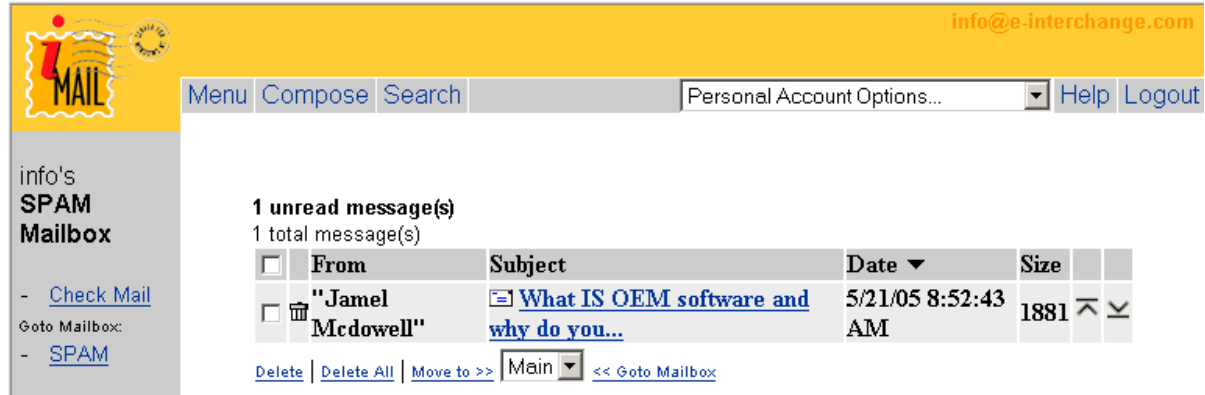
Mailbox	Message Count	Size (bytes)
Main	0	0
Sent	0	0
Deleted	0	0
Draft	0	0
* <a href="#">SPAM</a>	1	1881
		<b>Total: 2K</b>

\* denotes the current mailbox

NOTE: To view the number of new messages for all mailboxes, change [your preferences](#).

Powered by [IMail](#).

Simply your SPAM mailbox



info@e-interchange.com

Menu Compose Search Personal Account Options... Help Logout

info's **SPAM Mailbox**

1 unread message(s)  
1 total message(s)

<input type="checkbox"/>	From	Subject	Date	Size
<input type="checkbox"/>	"Jamel Mcdowell"	<a href="#">What IS OEM software and why do you...</a>	5/21/05 8:52:43 AM	1881

[Delete](#) | [Delete All](#) | [Move to >>](#)  [<< Goto Mailbox](#)

If there happens to be an email that you wish to relocate to your primary mailbox, simply check the box beside and click the link to move it to your main mailbox. If you are using Outlook/Outlook Express to check your email, it will arrive in your inbox.

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Optionally you can configure your Outlook/Outlook Express to pull your SPAM mailbox to your PC...

### Configuring your Outlook/Outlook Express

To configure your Outlook/Outlook Express to retrieve your SPAM mail box... You will need to create a new email account...the email address for this account will be similar to your current email address with the addition of "-SPAM". All other account information will be the same.

For example... if your email address is [myname@mydomain.com](mailto:myname@mydomain.com), your SPAM email address is [myname-SPAM@mydomain.com](mailto:myname-SPAM@mydomain.com) .

If you configure your Outlook/Outlook Express to retrieve your SPAM you will want to create a SPAM folder and a "rule" to put your SPAM in this new folder. Otherwise, your SPAM will end up in your Inbox defeating the purpose of filtering.