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SpamLion™ Anti-Spam Gateway

Administration Manual, v1.50 rev C

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SpamLion Anti-Spam Gateway Administration Manual v1.50 rev C

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Chapter 1

Overview

Product Overview

SpamLion is a system for validating the senders and/or recipients of messages for the purpose of preventing the delivery of undesirable messages.

The system receives a message from a sender, analyzes the sender (From:) and recipient (To:) addresses, and either quarantines or allows the message to continue on to its destination. If the e-mail is quarantined, the SpamLion sends a "request to register" e-mail message to the sender with instructions on how to become validated. Once validated, the SpamLion will allow future e-mail messages to be delivered to the recipient. The sender performs the approved action and replies to the "request to register" e-mail message, the system forwards the quarantined message(s), and future messages from that unique, "registered" sender to the intended recipient. The primary result achieved from this system is to automatically and systematically ensure a greater success of delivery of desired messages to the recipient, as well as prevention of undesired messages from even entering the person's mailbox.

SpamLion also scans outbound messages from the Recipient to automatically add destination addresses to its list of valid senders. This enables senders to respond to messages created by recipients without the need to complete the registration process.

SpamLion Message Validation Service

Figure 1 shows a simple diagram of the major process of the system, the Message Validation Service.

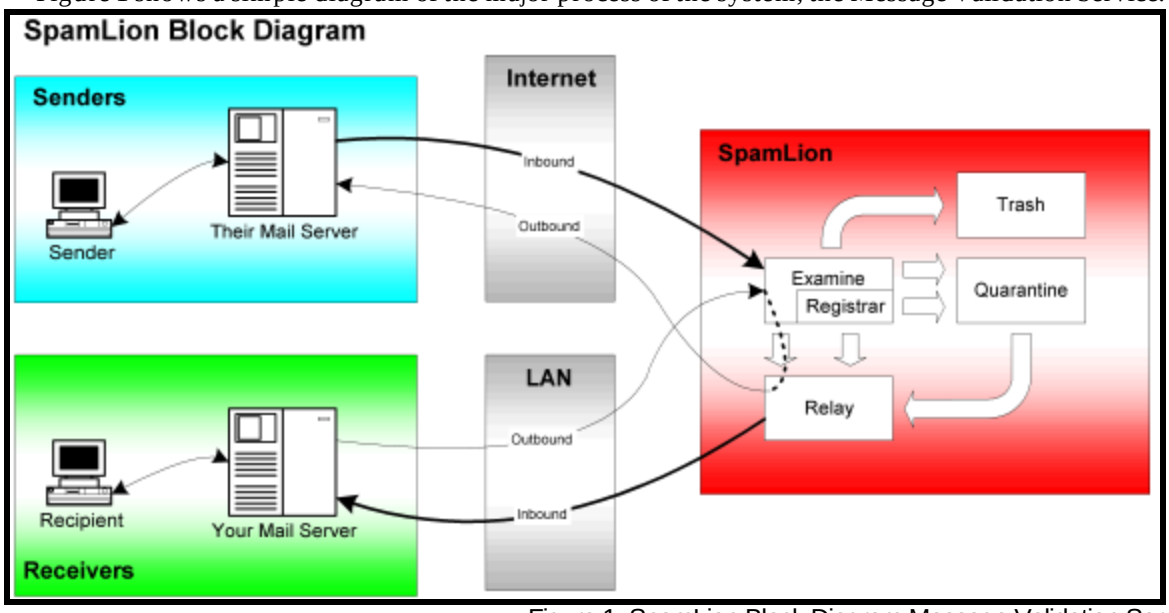

Figure 1, SpamLion Block Diagram Message Validation Service

Senders use the Internet to transport messages that are inbound to SpamLion's Examiner. Recipients who originate new messages can be configured to pass their messages through the Examiner and Relay, so that the Examiner can record the Sender's addresses for automated validation in the future when the

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Sender replies for the first time. The returned messages are examined and passed on to the Trash, Quarantine, or Relay. The Registrar manages the validation process and releases Quarantined messages when new registrations are complete. The Relay passes messages out of the system to either the Recipients or Senders, as appropriate over the Internet or LAN.

Interface Overview

There are 2 major components of the SpamLion product: the Engine and the web-based Admin/User Interface. Supporting the Engine and the Interface are the Windows Folder Structure and the SpamLion database. The Windows 2000 components, SMTP Virtual Server service and WWW service provide support for the entire system. This is illustrated in the following graphic.

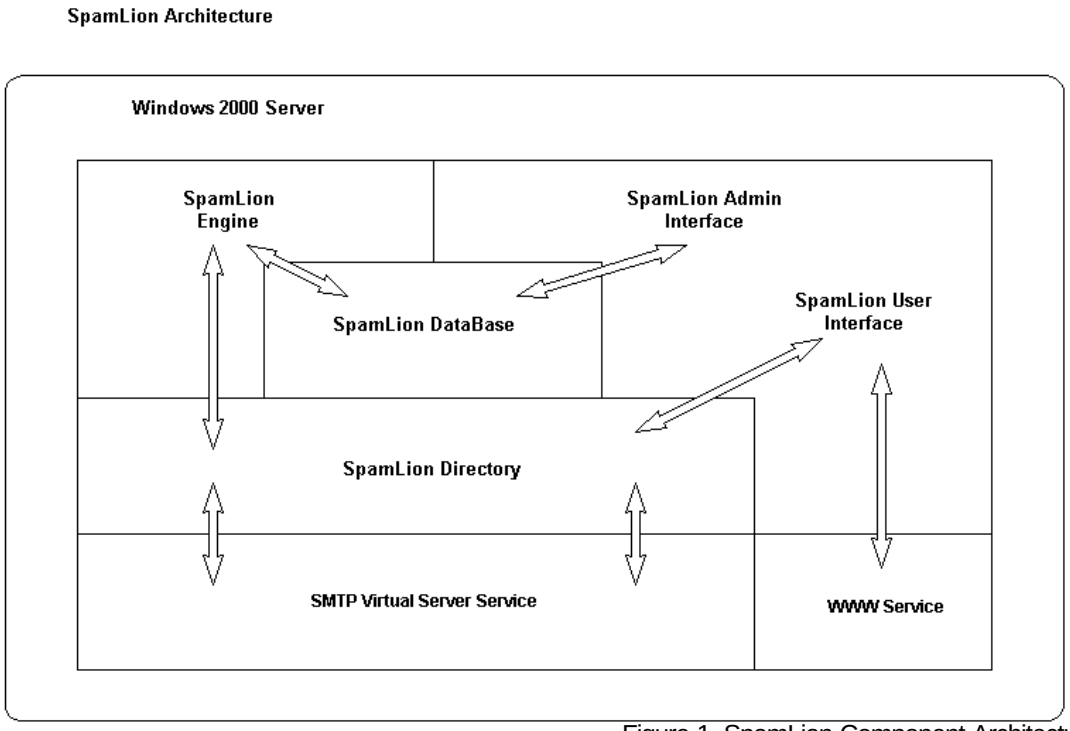

Figure 1, SpamLion Component Architecture

The SpamLion Engine consists of the Message Validation Service, which is responsible for examining, registering and routing. The SMTP virtual Servers deliver messages to the SpamLion directory structure where the MVS processes them and records activity to the database and routes the message to the appropriate folder structure for the SMTP virtual Servers to deliver. The present Microsoft Jet Technology imposes a physical limitation of 1.0 GB.

The Admin/User Interface is implemented as a Web Site on the SpamLion server. The web interface processes the "One-Click" registration messages, provides an Administrator access to display system status, manage accounts (mailbox recipients), quarantine, trash, and system settings. The User Interface allows the mail recipient to log in and manage their individual quarantine and trash containers. Both Web components update the SpamLion folder structure and the database.

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Chapter 2 Administrative Interface

Installation Configuration

Before starting SpamLion, it is necessary to update the System Table in the SpamLion database with some installation-specific pieces of information. This operation is performed only once, at Installation time. Changes to the product's operational behavior are covered in the Administration Manual. Once this initial step is completed, you can start SpamLion.

The SpamLion administrative interface is web-based. As such, you may use any of the popular browsers version 5.0 and above. For our purposes, the screen shots are taken using Internet Explorer 6.0.

You must login to gain access to the Administrative and Management functions. Make sure that the WWW and SMTP services are started as well as the default Web site and the default SMTP Virtual Server.

Type in the following URL: http://<FQDN>, where the Fully Qualified Domain Name is the name of the web server as it appears in DNS. In our example, it is http://sl.ex1.com . The screen shown in Figure 2 appears. The built-in administrator identity is "administrator."

Check the SpamLion Administrator checkbox and press the Enter button.

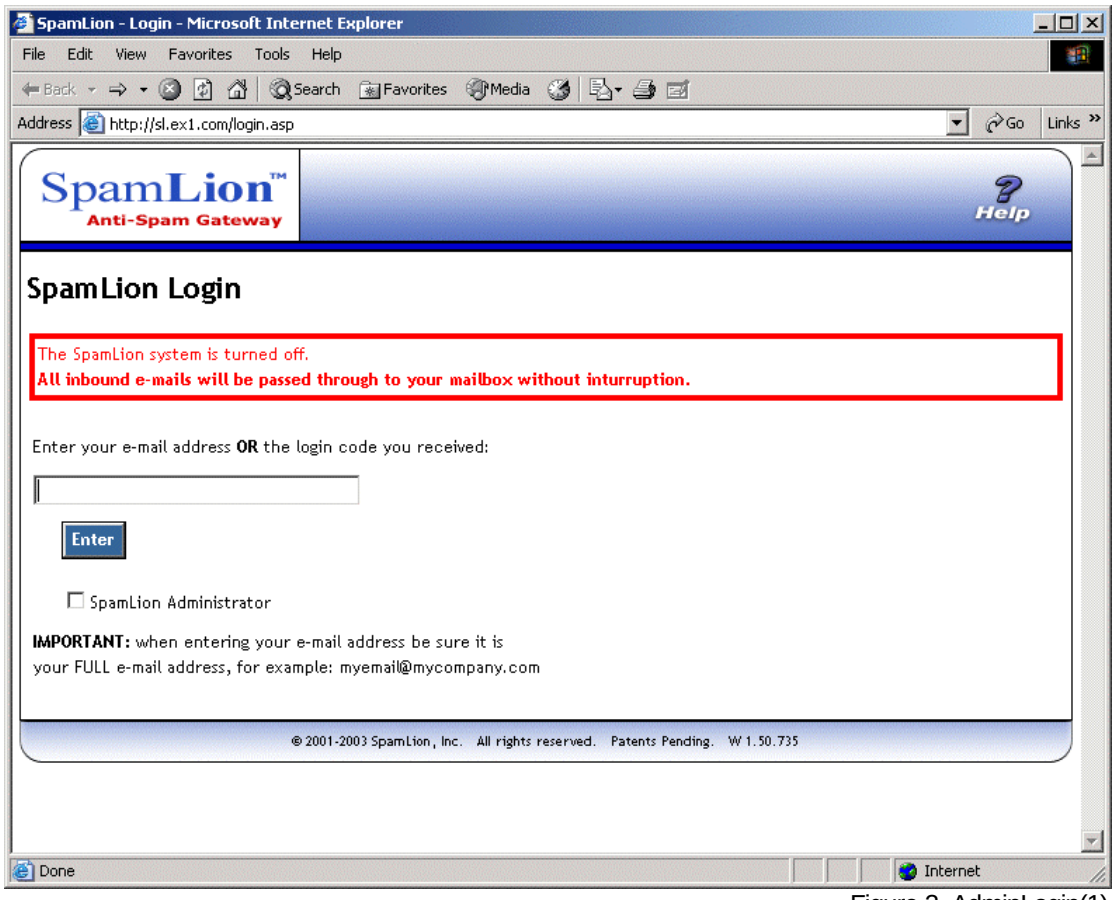

Figure 2, AdminLogin(1)

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The default password is “spamlion”. You can change the password and the administrative account name. This is described later in the Accounts Section of the Administration Manual. Click to check the SpamLion Administrator checkbox as shown in Figure 3 and then click the Enter button. Once you are logged in, you can change the Administrator’s name. Only one administrator account is supported.

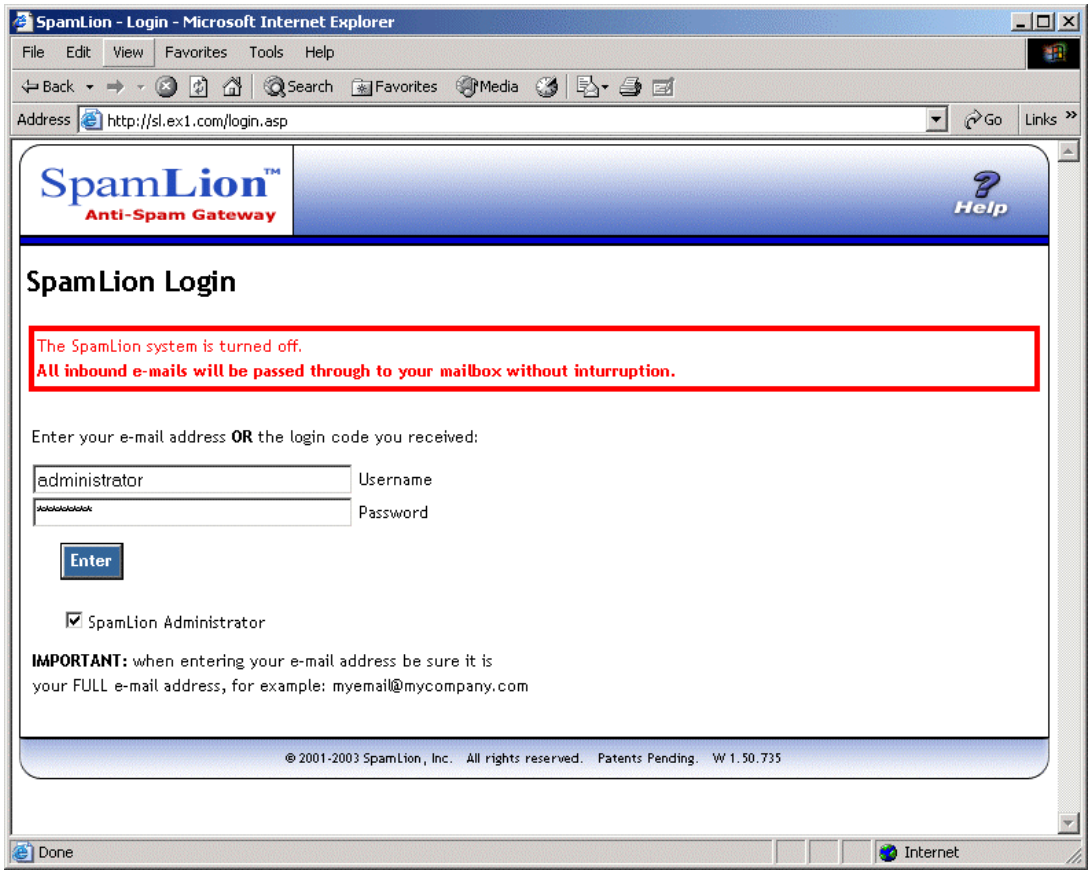

Figure 3, AdminLogin(2)

When the SpamLion system is turned off or when the SpamLion NT service is turned off, you see the notice to this effect displayed in red as illustrated in the previous Figure 2 and 3. SpamLion ships with a default “SpamLion System” set to “off.” It requires the Administrator to login to SpamLion and make the initial configuration settings to “Initialize” the database as part of the software installation. After the initial settings, the SpamLion System as well as the NT service may be started.

Users typically login to their Quarantine Management through a URL that has been sent to them previously by SpamLion. This user login process is discussed in Chapter 3, User Interface.

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The **Settings** tab shown in Figure 4 shows the **SpamLion Installation Settings** tab that contains the settings that must be supplied before starting SpamLion for the very first time. Once, configured the Menu bar will display **Main Settings** instead of **Installation** and the remainder of the bar will be enabled for the **Accounts, Notices** and **Processing** drop down menus.

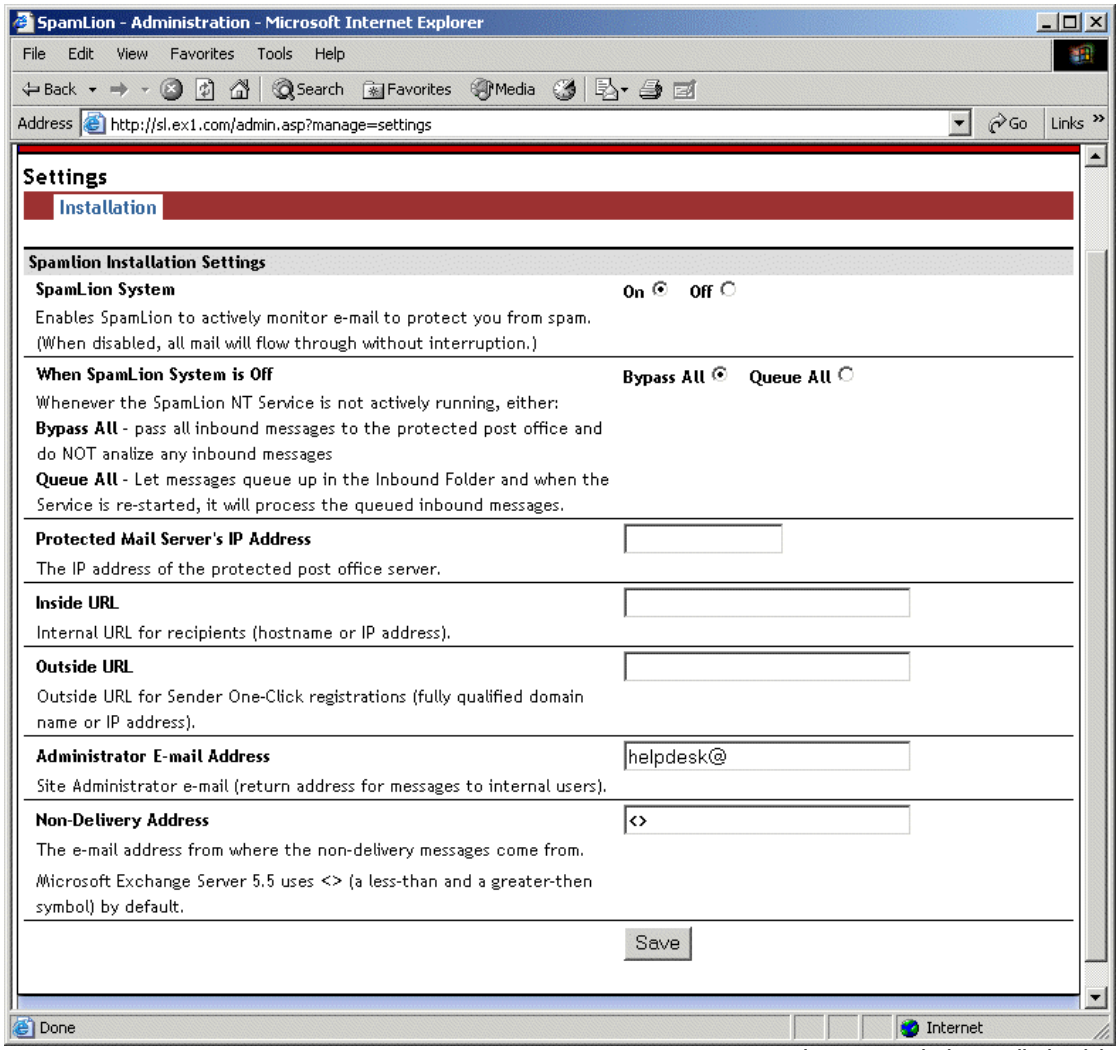

Figure 4, AdminInstallation(1)

The **SpamLion System** setting is set to "Off" by default. In this mode, the SpamLion engine component is not processing any mail. In addition, while the SpamLion service is off, the **When the SpamLion System is Off** setting determines how mail is handled by the SMTP service.

Mail destined for the protected post office may either be queued for processing when SpamLion is again activated, or the mail may bypass SpamLion analysis completely and be delivered directly to the protected Post Office.

Installation / Main Settings

This section describes the Installation page, which is renamed to the Main Settings page as soon as it is completed and saved.

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SpamLion will not start unless the following values shown in Figure 5 are supplied:

- **SpamLio n System –** Enables SpamLion to actively monitor the mail flow. When SpamLion is set to the Disabled state the next setting determines how mail is handled.
- **When the SpamLion System is Off –** When set to Bypass, mail will flow directly to the protected post office bypassing any analysis. When the Queue All button is selected, the SMTP service will queue mail for processing by the SpamLion engine when it is restarted.
- **Protected Mail Server's IP Address** – Enter the IP address of your mail server. SpamLion uses this address when examining mail to make a determination if this is outbound mail or not. If it is, then it records the sender's address and creates a receiver if required.

  Multiple IP addresses may be entered in the case of where there are multiple servers comprising the e-mail domain. Each of course has its own IP Address. SpamLion needs to know the address of these other servers in order to determine if it is outbound mail. Each other server needs to enter the SpamLion server as it's SmartHost and the SpamLion SMTP virtual server needs to have the other servers IP addresses entered in the access control "Relay Granted" list. The IP addresses may be entered singularly separated by a comma or entered as an IP address separated by a space with a subnet mask.

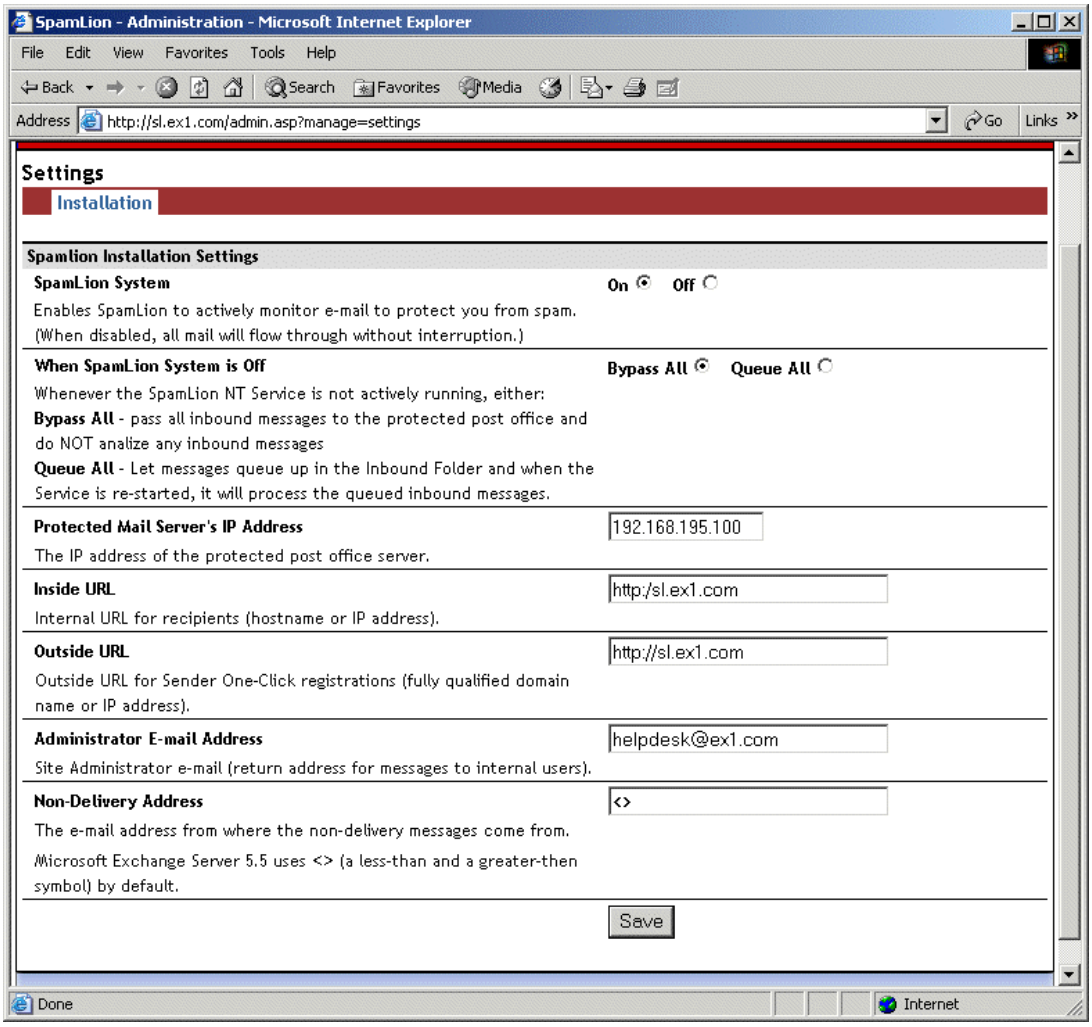

Figure 5, AdminInstallation(1)

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- **Inside URL** – In the event that your installation is protected by a firewall, uses a unique internal name resolution or a different DNS domain for internal resolution, you may find it convenient to supply a NETBIOS com puter name or an IP address. The "http://" prefix must be included in the URL. This is primarily use for messages sent by SpamLion to the protected mail server; that is, they are considered "internal. An example of this is the One-Click-Login (OCL) e-mail and the Quarantine Status Notification messages.
- **Outside URL** – This is the FQDN for the SpamLion server that you placed in DNS. Refer to: Configuration Work Sheet SpamLion Network Mail Flow section A(4). This is for OCL that is sent in a Sender Validation Request message. The external source must use this to communicate to SpamLion over the Internet.
- **Administrator E-mail Address** – SpamLion issues one-click login e-mail messages. Use this address to define the group or person that is responsible for end-user support. Ensure that you create this mailbox in your Post Office or that it is an existing one. Failure to do so will mean that persons responding to Quarantine Notifications will receive an NDR if they reply to the e-mail. In addition, SpamLion will notify the administrator through this address of any changes in status or license expiration. It is important that this be a legitimate address. This address can be outside of the protected mail domain in the case of an ASP, Partner, Reseller or Outsourcing organization managing the SpamLion on behalf of the customer
- **Non-Delivery Address** – This is the address used in the mail header to identify the message as non-deliverable (NDR). On Microsoft Exchange 5.5 and 2000 it is "<>". This address is different from the message header "From:" name that is usually called "Postmaster." This is the "x-sender' address used may many mail systems to signify that this message is a non-delivery message.

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The completed screen is shown below in Figure 5a with the additional tabs enabled. In this example, ex1.com is the registered domain name of the protected post office. Click on the Save button to register the settings.

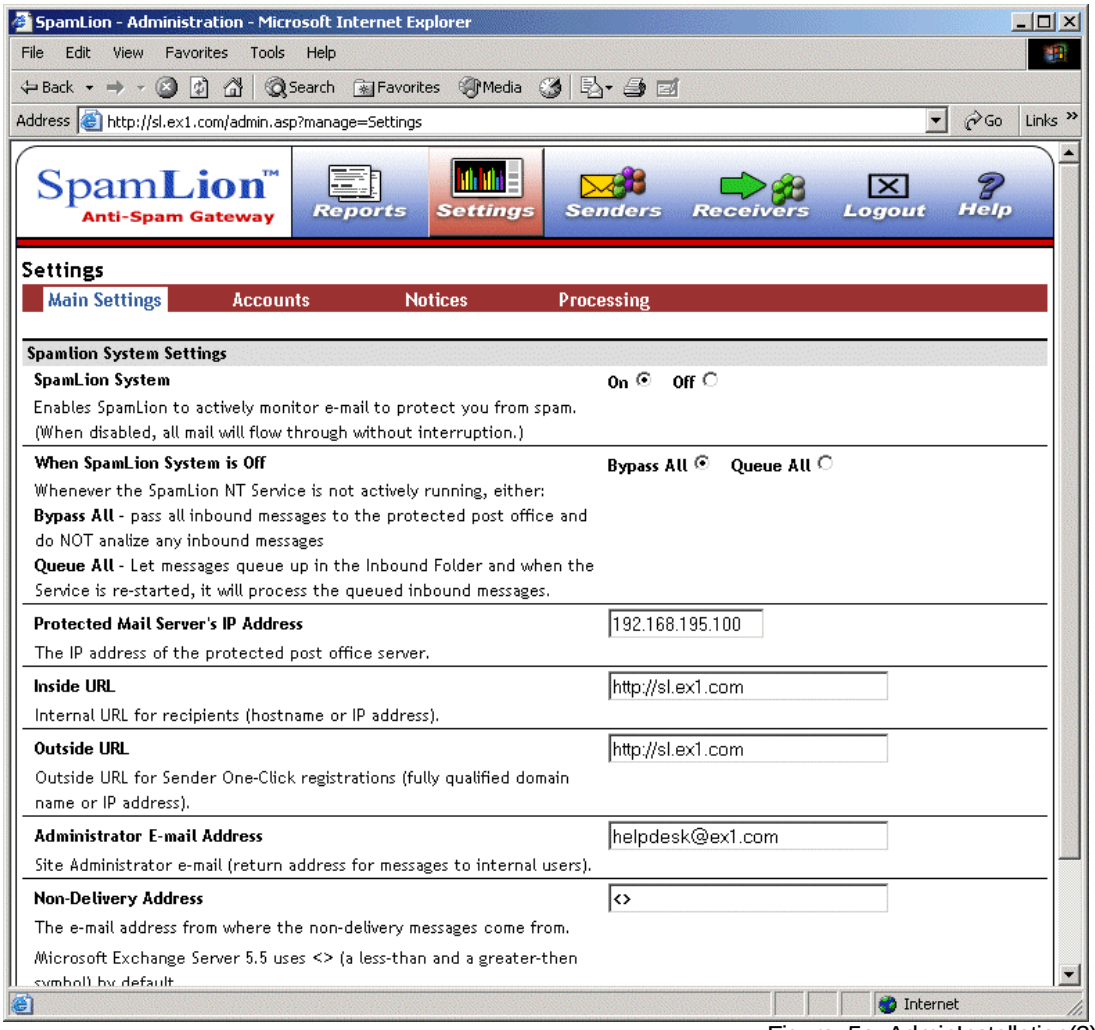

Figure 5a, AdminInstallation(2)

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Reports

SpamLion brings up the Administrative Home Page. As shown in Figure 4 below, the Reports tab is highlighted as the default status screen. It provides up to the minute statistics on the number of messages processed by SpamLion in the Odometers section as well as license and database information. This page is a display only page and is updated each time it is refreshed.

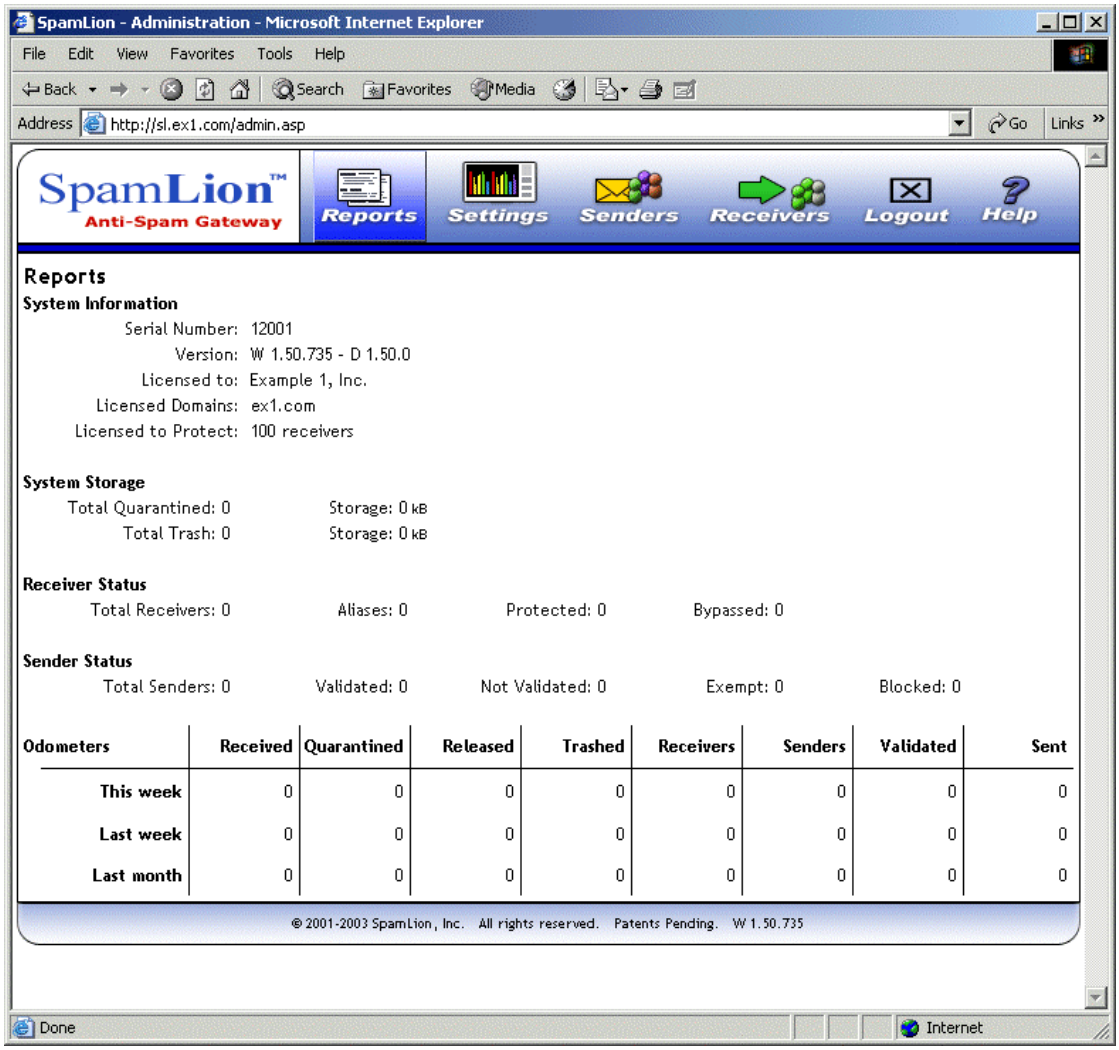

Figure 6, AdminReports(Home)

System Information

Included in this section is basic licensing information regarding domains and the number of licenses allowed.

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System Storage

This section shows the total number of message in Quarantine and Trash as well as total amount of storage in use on the file system to support the message store. Quarantine and Trash containers are automatically cleaned at a time interval specified by the administrator. The internal database is also compacted at a set schedule in order to reclaim disk space.

Receiver Status

This section shows the total number of receivers defined in the system with a breakout showing the number of aliases, the number protected and the number in bypass mode.

Sender Status

The Sender status section shows the total number of sender entities (individual addresses as well as domains) as well as the number validated, non-validated and exempt.

Odometers

The odometers register the message counts. It is not meant to be an accounting report as the numbers do not "total up." It is more of a transaction status report. We see the number of inbound messages in the "Received" column, the number temporarily held or "Quarantined", the number "Released" from the quarantine and forwarded to the recipient, and last, the number of messages that have been deleted or "Trashed". A message can be received and passed on to the intended receiver. Or the message could be received and quarantined and/or trashed.

We can use this rough formula, (Quarantined – Released) / Received, to derive the percent of spam received by this company. In the illustration, last month, approximately 81% of the messages were considered "spam". All were stopped – dead in their tracks!

The remaining columns on the right indicate a count of new "Receivers" or mailboxes discovered by SpamLion, the number of "Senders" or mail addresses that were sent outbound mail, the number of people who have "Validated" their e-mail address and registered with SpamLion and the number of outbound e-mail messages that were "Sent".

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Accounts

The Accounts tab of the Settings menu allows you to change the Administrator login identity. SpamLion supports only one Administrator login identity. You can change this by clicking on the Edit button, which brings up the screen shown below in Figure 7.

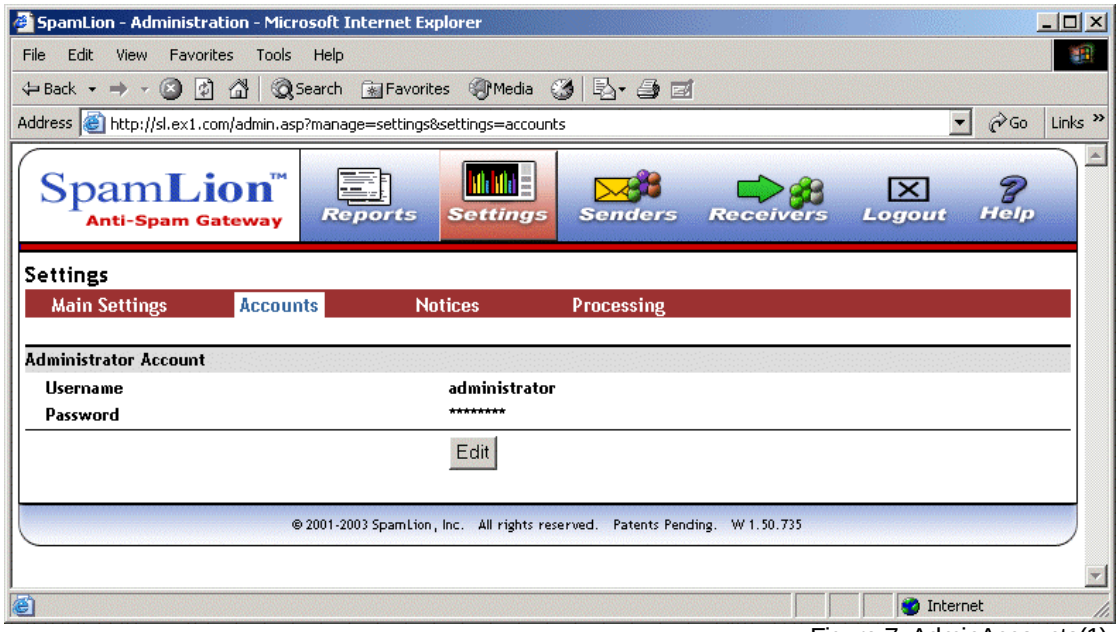

Figure 7, AdminAccounts(1)

You can change identity and/or the password by filling in the blanks. Press the Save button to register your changes as shown in Figure 8..

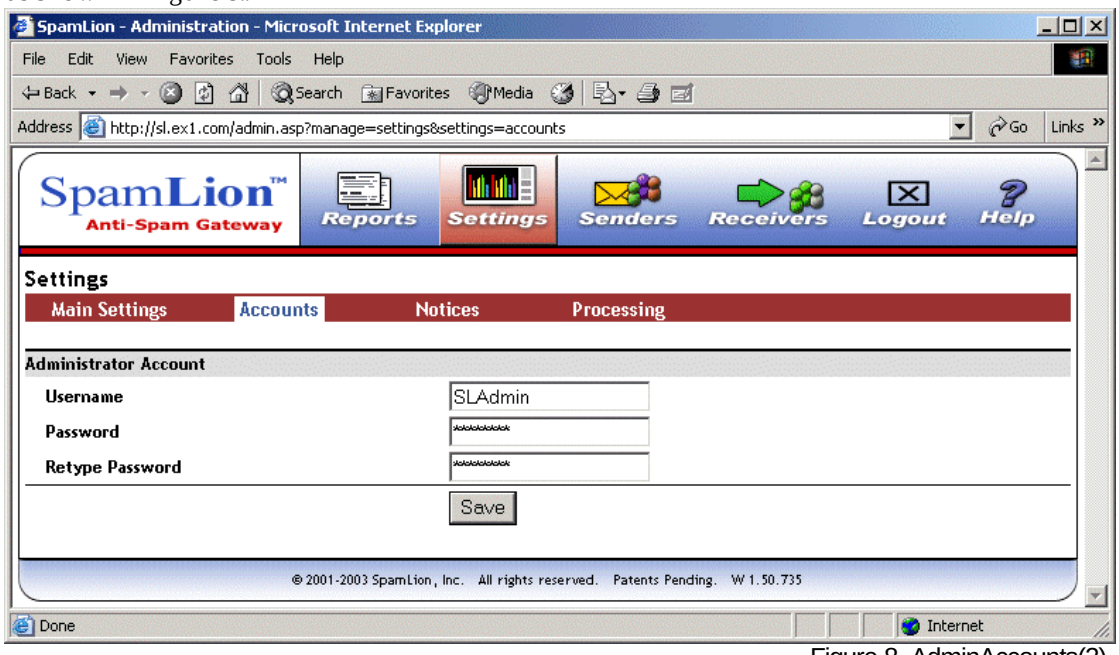

Figure 8, AdminAccounts(2)

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Figure 9 shows the result after changing the Administrator identity to “SLAdmin”.

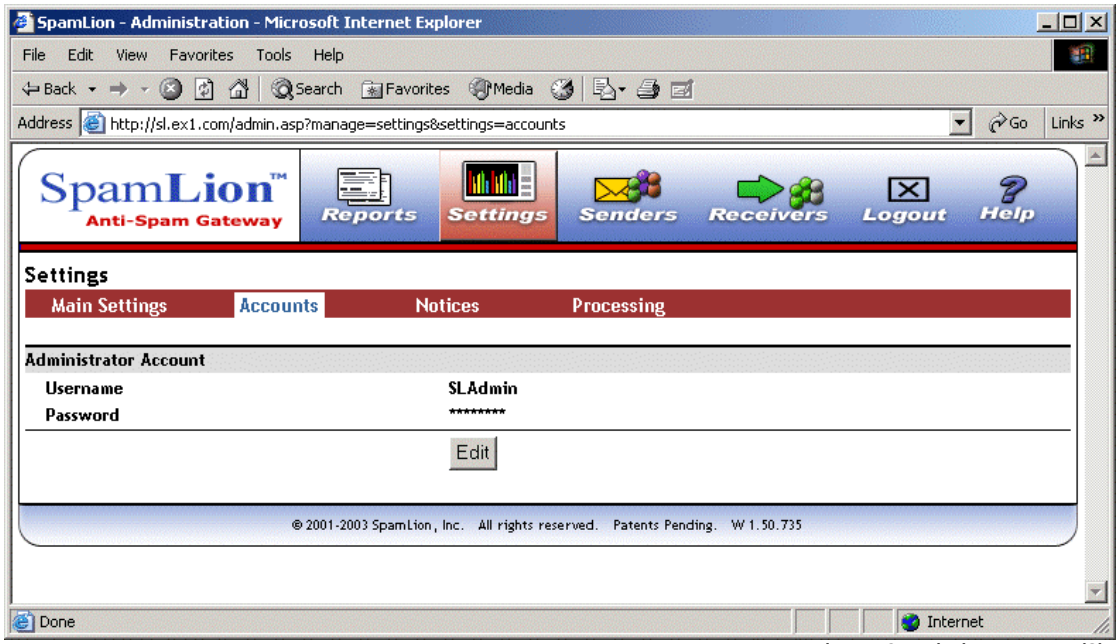

Figure 9, AdminAccounts(3)

If the password is lost or forgotten, there is no method of providing the Administrator with a password. Submit a trouble ticket to Tech Support. This is a chargeable incident. Someone from Technical Support will contact you to make arrangement to have any backup copy of the database sent to SpamLion. The Administrator account name and password will be retrieved and e-mailed to you.

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Notices

The Notices tab contains the values used by SpamLion to format e-mail Registration Request messages, Sender Notification messages, and the action SpamLion will take when the same un-validated sender sends another message.

Sender Registration Request

The first screen is shown below:

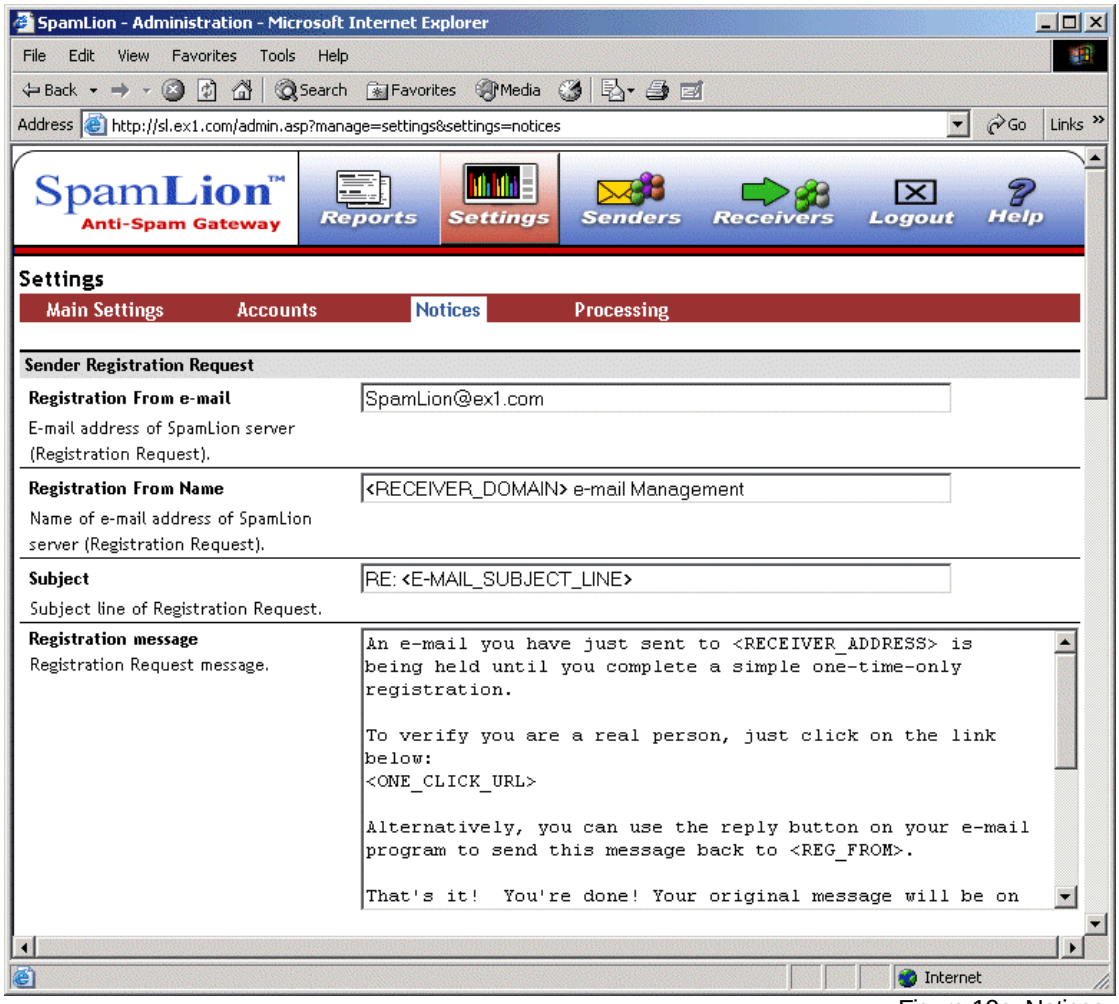

Figure 10a, Notices

SpamLion processes Registration requests in two ways: using a "one-click" response method and an e-mail reply to the Registration Request e-mail.

If the recipient of the message chooses to reply using their e-mail client program, the **"Registration From e-mail"** value is used as the "To: " SMTP address. This SMTP address must not be a valid mailbox on your mail server. SpamLion recognizes this e-mail address as belonging to SpamLion's validation processing routine. The **"Registration From Name"** provides a friendly name equivalent to the SMTP address.

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Each input field is described below:

Registration From e-mail - This is the "From:" SMTP address used in the Registration Request. Example: SpamLion@ex1.com. SpamLion automatically creates the e-mail address from the registered domain name and the "SpamLion" mailbox name. It should not be a valid address on the domain. SpamLion uses this address to signal that it is a reply to Sender Validation e-mail. It then deletes the message. If you use an address like the "Administrator", then that address will no longer receive e-mail because SpamLion will use to process a reply to a Registration request and then delete the message.

Registration From Name (friendly name)– This is a descriptive form of the SMTP Address. Example: SpamLion Administration.

Subject– Text describing the subject of the message. It is recommended that you use the text "RE: <E-MAIL_SUBJECT_LINE>". The person that receives the Registration Request message will then see the subject of the Registration message as a reply (RE:) to their original message to the person at the SpamLion-protected domain.

Registration Message – The e-mail body text. This text contains "meta-tags" which are used as placeholders in the message. A meta-tag is an identifier surrounded by angle brackets, "<" and ">". These placeholders represent variable information that is inserted by SpamLion when it creates the message.

Here is an example. The registered company name is "MyCompany.com, Inc." The value, "MyCompany.com, Inc.", will replace the meta-tag, <COMPANY_NAME> where it appears in the message text. See the section on Meta Tags for a complete description of their use in sample Registration messages.

Figure 10b is a continuation of the Notices page.

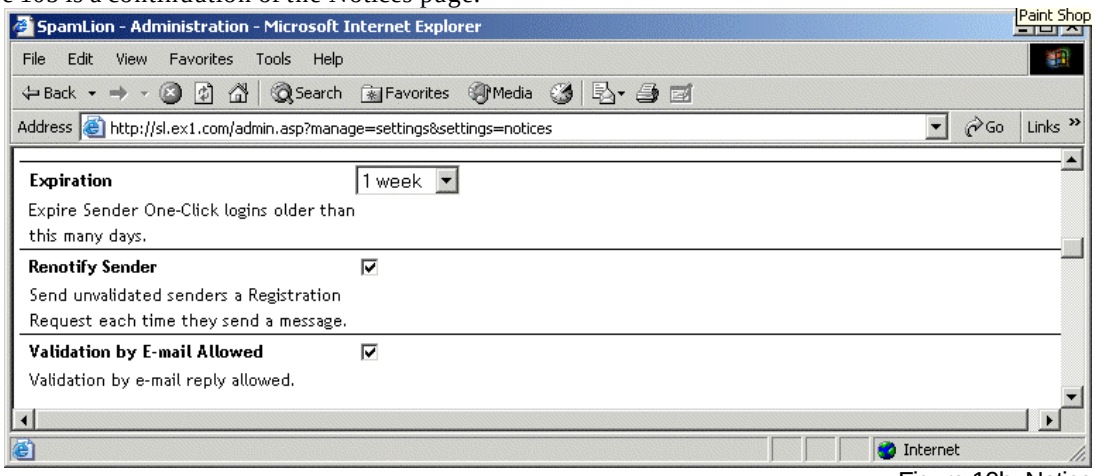

Figure 10b, Notices

Expiration – When the sender One-Click-Logons (OCL)s are created, each one is set to an expiration date that is controlled by this value. Possible values in the pull down are: 1 day, 1 week, 2 weeks, 30 days.

Renotify Sender– This checkbox instructs SpamLion to send a Registration Request to the originator of the e-mail even though a Registration Request had been sent to them as a result of a prior message. Only one message will be sent out per calendar day. If this setting is off then the sender will only receive one message no matter how many more messages are sent after the first.

Validation by E-mail Allowed - SpamLion processes Registration requests in two ways: using a "one-click" response method and an e-mail reply to the Registration Request e-mail. The "one-click" method is always enabled. To enable validation by e-mail, check the box. Unchecked and e-mail registration is disabled. Note: Remember to change the message text appropriately removing default text that states e-mail validation is allowed.

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Quarantine Notification to Receivers

The second part of the Notices page deals with the quarantine notices sent to the protected mailbox owner and is shown in Figure 10c.

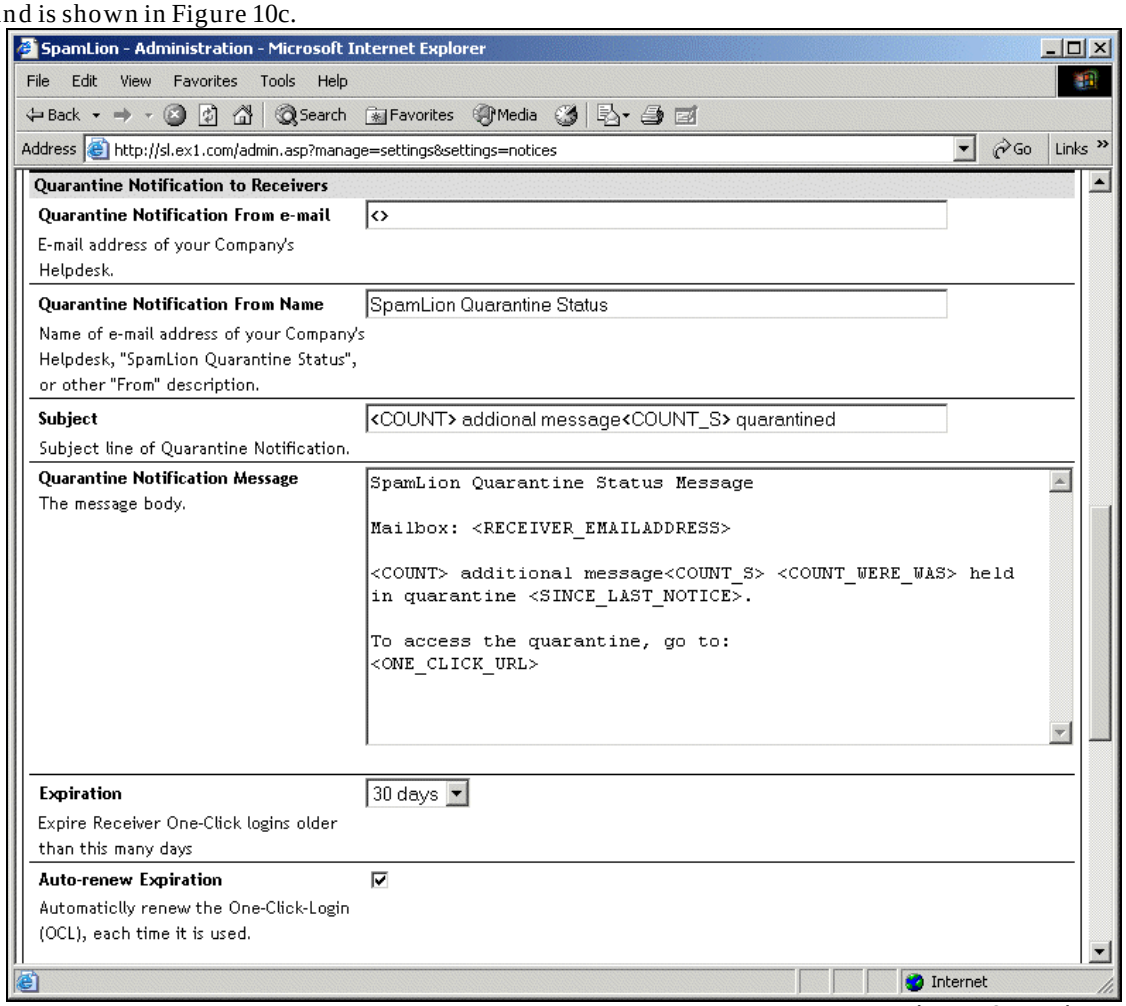

Figure 10c, Notices

Quarantine Notification From E-mail – Enter the e-mail address of your company's helpdesk. Note that the default is "<>", which is a Non-delivery Receipt (NDR) address, so if you leave the default value, any Quarantine Notification that is sent to a user that is no longer active will be deleted by the system otherwise the address specified will receive NDR's. This will happen if the default setting to create new receivers is set to Protected mode. Then the bogus receivers will be created and SpamLion will send out Quarantine Notification messages to address that are for your domain but aren't really legitimate ones. In that case an NDR is created and sent to the address specified here. Best case leave this as the "<>" addrsss.

Quarantine Notification From Name – This is a descriptive form of the SMTP Address. Example: SpamLion Quarantine Status.

Subject – Text describing the subject of the message. It is recommended that you use the default text "<COUNT> additional message<COUNT_S> quarantined". The person that receives the Registration Request message will then see the subject of the Registration message as "15 additional messages quarantined." Quarantine messages are sent to a mailbox owner when additional messages are received and quarantined since the last quarantine message was sent. Therefore if no additional messages have been quarantines since the last notice was sent, then the owner will not receive a notice on the notification interval. The Quarantine Notification Interval is specified in the Processing section.

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Quarantine Notification Message – The e-mail body text. This text contains "meta-tags" which are used as placeholders in the message. A meta-tag is an identifier surrounded by angle brackets, "<" and ">". These placeholders represent variable information that is inserted by SpamLion when it creates the message. See the section on Meta Tags for a complete description of their use in sample Notification messages.

Expiration – Each Receiver (mailbox owner) uses the SpamLion web site to request a one-click-logon (OCL). By entering the e-mail address of the Receiver, SpamLion will create a unique OCL and e-mail it to the Receiver. The Receiver may create a desktop shortcut or one in their browser's favorites section. By default, these OCLs will expire in 30 days, so the Receiver needs to request OCL periodically and replace them in their shortcuts. The Administrator may change the expiration time period. The drop-down values are: 1 day, 1 week, 2 weeks, 30 days.

Auto-renew Expiration– When this setting is checked, it has the effect of extending the expiration time period for a particular OCL. If a Receiver creates a shortcut and continues to use the OCL in the shortcut with this Administrative setting checked, the effect is to have un-expiring OCL's.

Blocked Sender Notification

When a Sender is blocked, mail destined to the protected mail server will not be delivered. Instead, a reply message is created and sent to the Sender informing them that their mail message has been discarded or immediately placed in trash. The "From:" address is not shown on this UI because the address used is the NDR address, "<>". This setting affects the entire company.

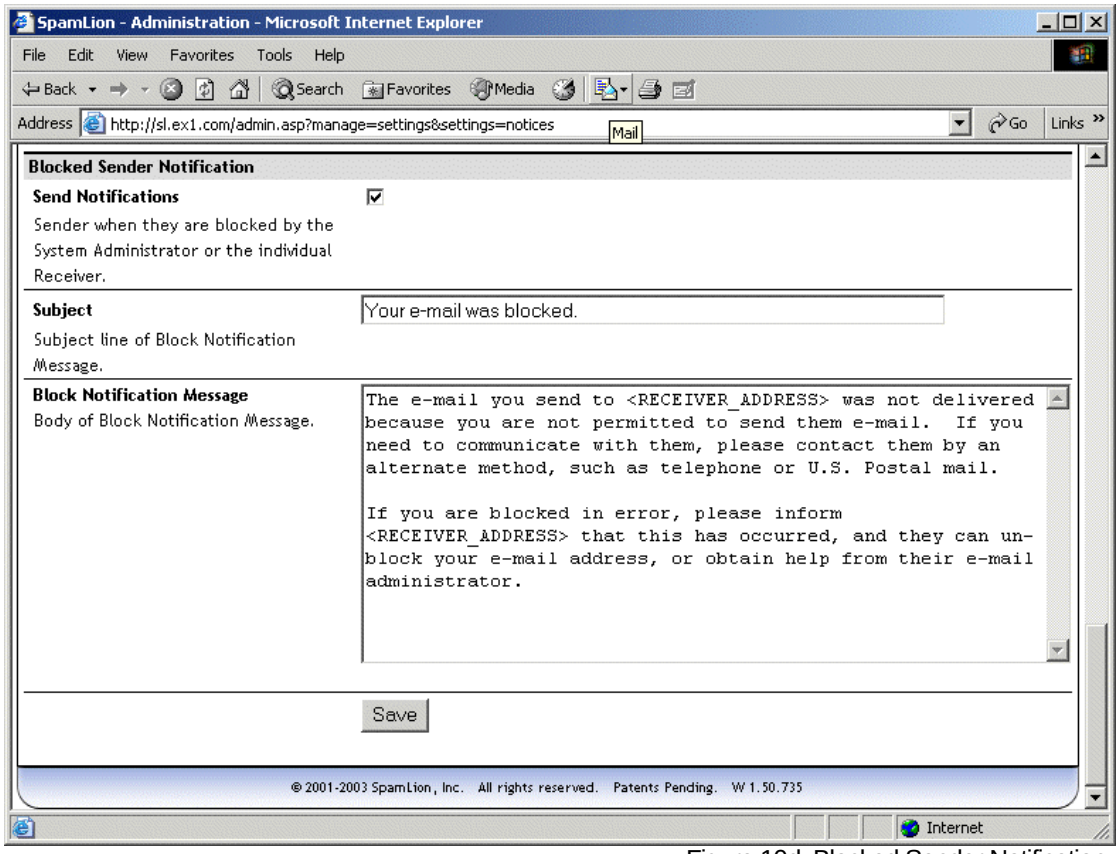

Figure 10d, Blocked Sender Notification

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Send Notifications - When checked allows SpamLion to compose a message to the Sender using the content entered in the message block.

Subject - Choose an appropriate subject line. No meta-tags are available. This is strictly a text string

Block Notification Message - Compose or alter the default message to your satisfaction. The meta-tag <RECEIVER_ADDRESS> is the only tag supported in the message block.

NDR to Sender

The NDR to Sender setting works in conjunction with Global Address List Synchronization (GALSync) to send rfc-standard Non Delivery Reports (NDR) to the sender on behalf of the protected mail server. Figure 10e shows the setting in the Notices tab of the Settings page.

When this setting is unchecked, the default, all inbound addresses to your mail domain result in SpamLion creating a Receiver and a Sender record in the database, and then delivering the message to the protected mail server. The mail server determines if the receiver address exists on the domain. If it does, then the message is delivered. If it does not exist, then the mail server creates an NDR and passes the message back to SpamLion for delivery to the sender. Generally, the sender is a non-existent address and stays on the SpamLion server until it is eventually purged. SpamLion behaves this way because it does not know about all of mailboxes on your system.

With the v1.51 release, SpamLion works in concert with GALSync to send NDRs out on behalf of the mail server. Global Address Synchronization transfers all addresses including aliased addresses to the SpamLion server for inclusion in the database. Please refer to the Global Address List Synchronization Manual for a complete discussion on the process and instruction on how to set it up. GALSync may be automated to update SpamLion as frequently as your site requires, daily, weekly or on-demand. Note that there is no facility to perform an incremental synchronization. You may choose to add receivers manually and schedule a synchronization run to occur weekly or monthly ; however, it is best to schedule this to occur after 1AM. In order to take advantage of this feature and relieve your mail server of this responsibility the SpamLion receiver database must be kept current with the mail server.

When the setting is checked, SpamLion will check the database to see if a receiver exists. If a receiver does not exist, then SpamLion creates an NDR and send it back to the sender. As mentioned previously, most of these messages are themselves non deliverable and they will expire off of the SpamLion server automatically. If the receiver is listed in the database, then SpamLion will use its standard procedure to determine if this is a validated address.

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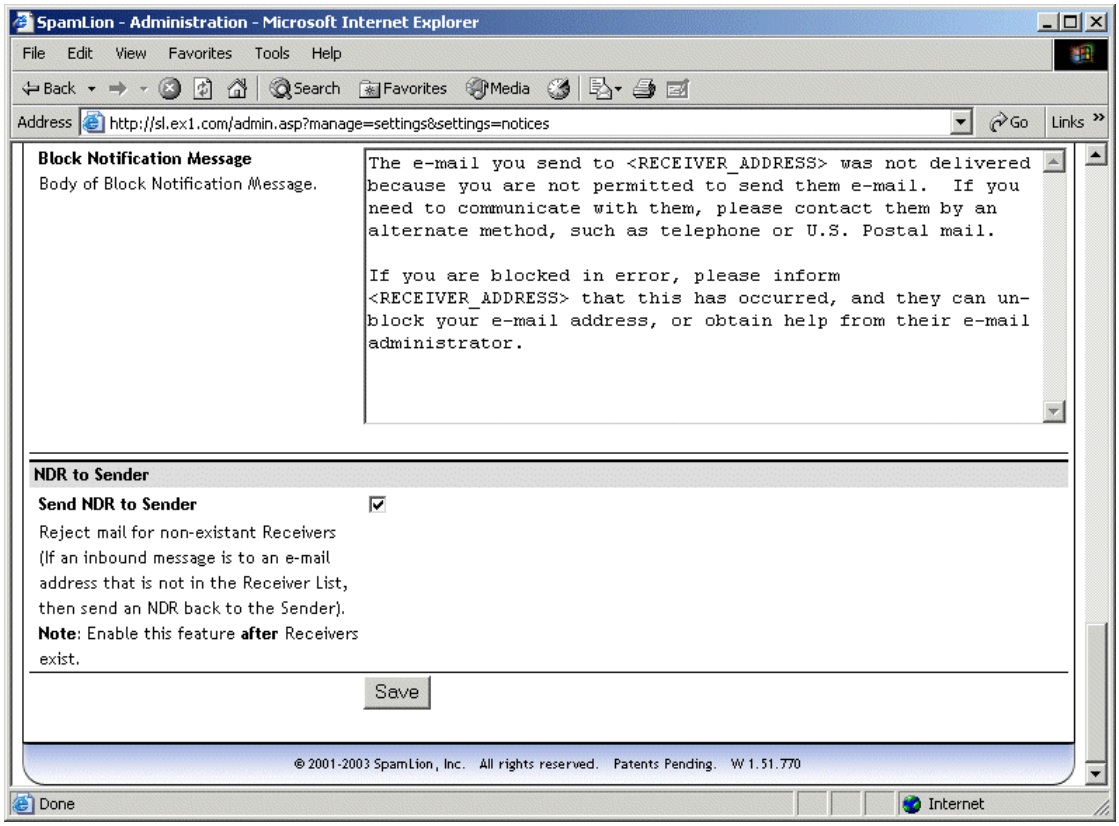

Figure 10e, NDR to Sender Notification

One-Click-Logon

The one-click method uses a web interface to process the registration. Clicking on the URL contained in the e-mail launches a browser and directs a message to the SpamLion web site where the request is processed. If the registration succeeds, a response is sent back to the user as a web page. This entire procedure from creation of the mail message to the validation response using a MSN/Hotmail post office, is shown below in Figure 11a through 11d.

Figure 11a shows a sender creating a message to a protected mailbox.

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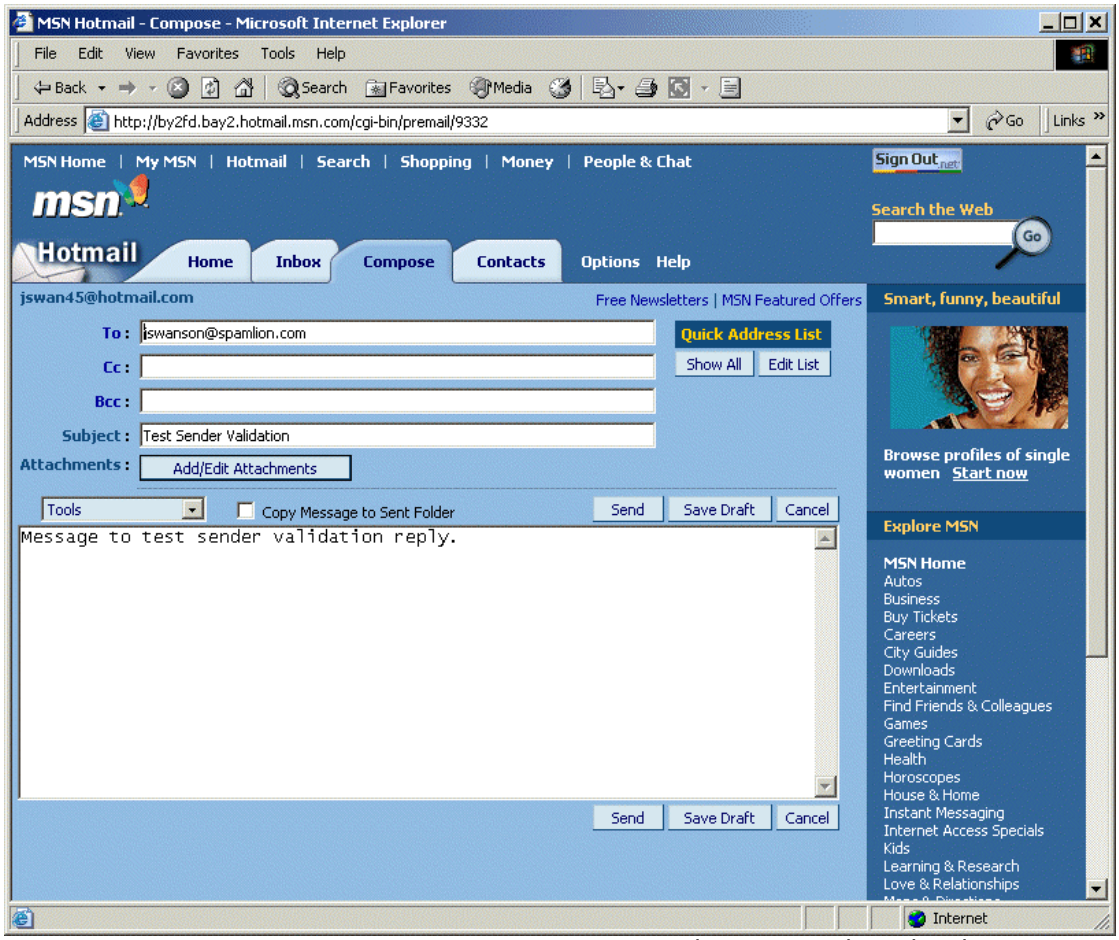

Figure 11a, Web Registration Response

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Figure 11b shows the response from SpamLion – a Sender Validation Request e-mail message. Notice the "From:" and the "Subject:"

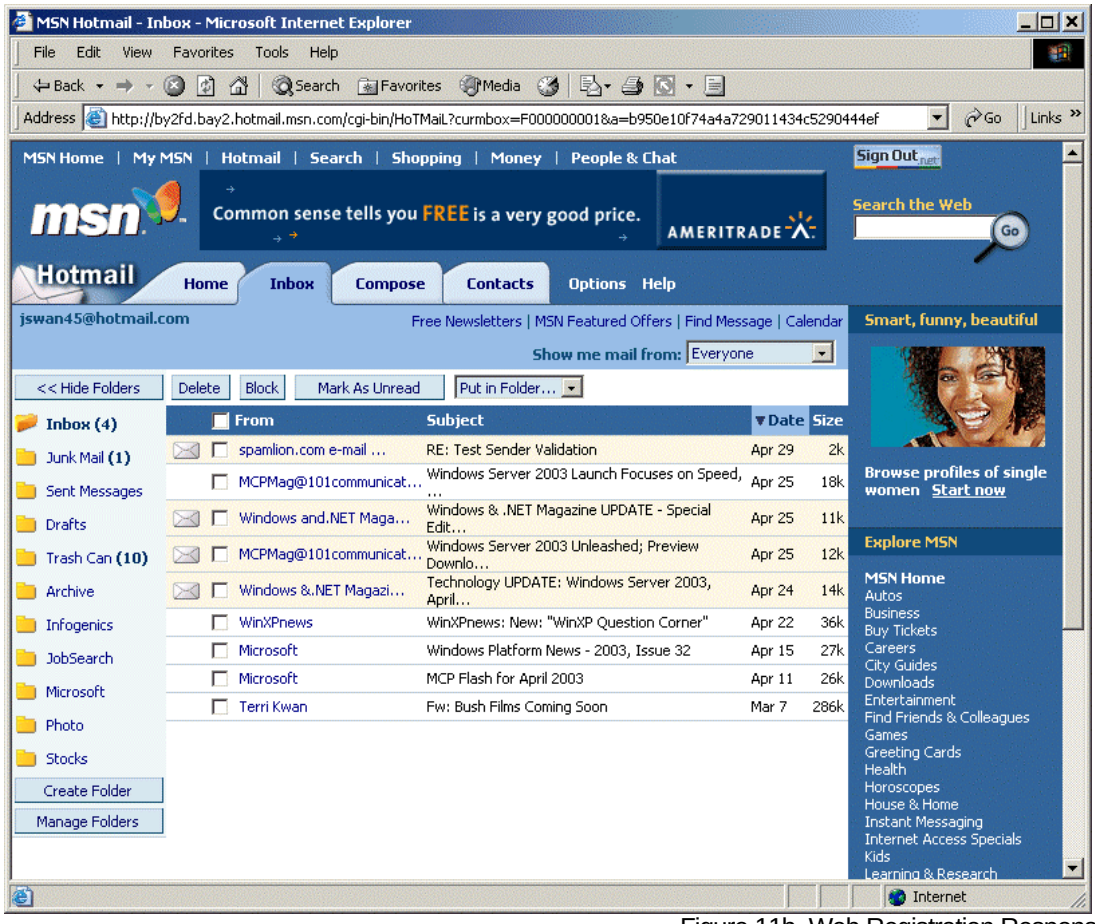

Figure 11b, Web Registration Response

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Figure 11c shows the Sender Validation Request e-mail message opened in the mail client. Notice that the content contains a One-Click-Login code unique to this sender and e-mail message.

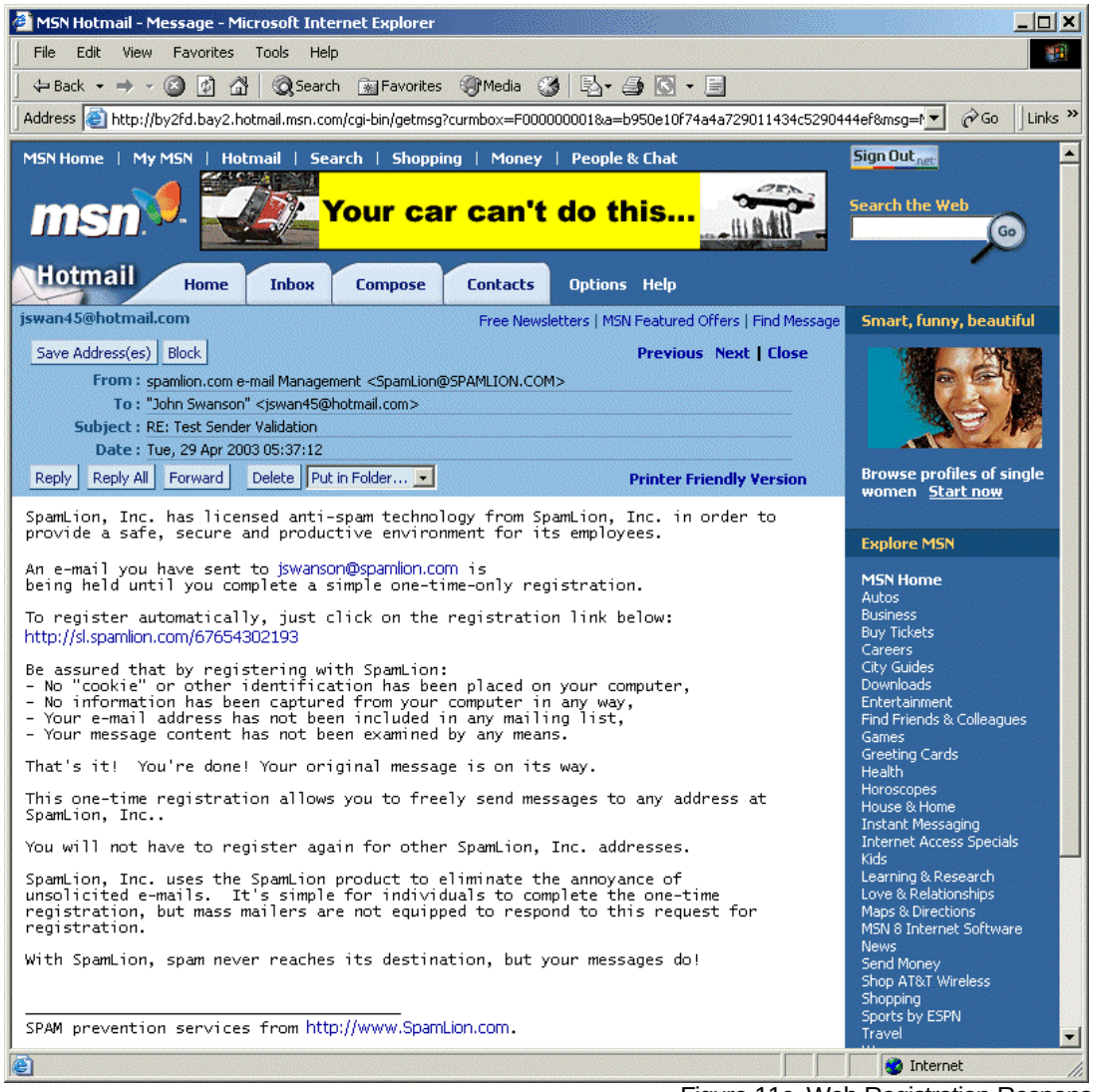

Figure 11c, Web Registration Response

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Figure 11d, shows the response delivered to the now validated sender through a web browser. This is the result of the sender clicking on the encoded OCL in Figure 11c. Alternately, if properly configured by the SpamLion Administrator a simple reply to the Sender Validation e-mail (Figure 11c) would be sufficient to register the validity of the sender. SpamLion recommends for added security that the One-Click-Login URL be used and the Reply by e-mail setting be disallowed.

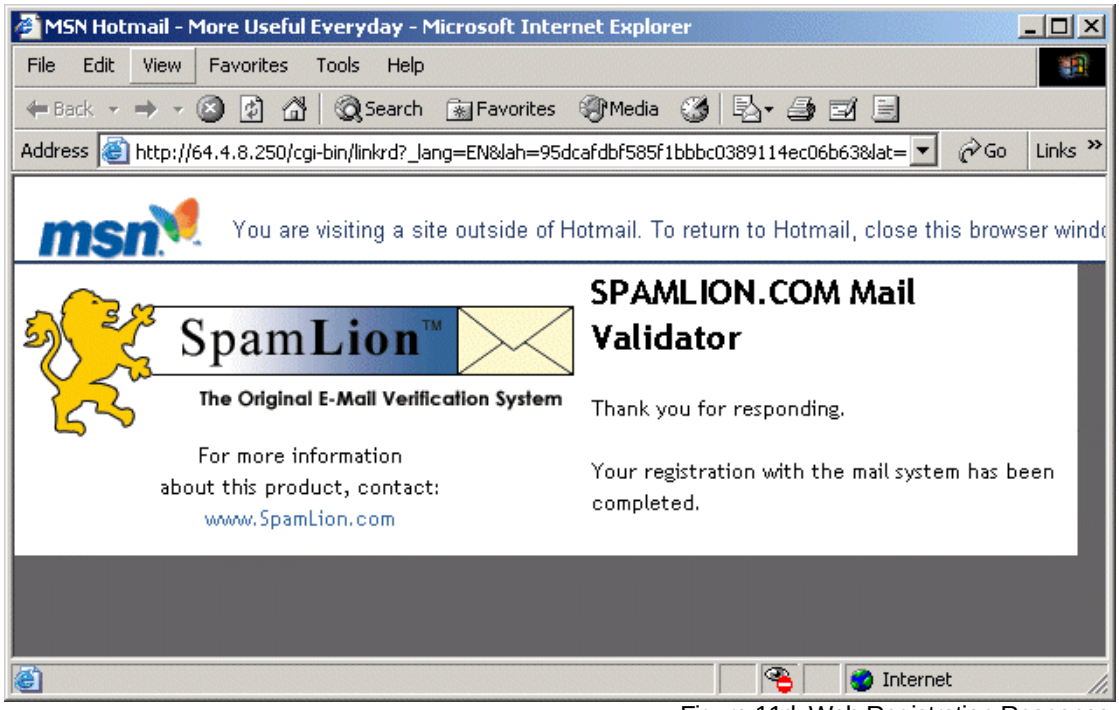

Figure 11d, Web Registration Response

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Sender Validation - Meta Tags

SpamLion supports the following meta-tags used in the Sender Validation Registration request message. The letters refer to the formatted message that follows the raw text.

(A) **<COMPANY_NAME>** - This is the Company name provided to your reseller. It is incorporated into the identity placed into your product license. As such, it is not changeable by an Administrator.

(B) **<E-MAIL_SUBJECT_LINE>** - This is the subject line text taken from the original e-mail message's subject line. It is suggested that the resolved message be of the form: "RE: <E-MAIL_SUBJECT_LINE>". Our testing has shown that the recipients of the e-mail Validation Request are more likely to connect it with the original e-mail that originated from them by using this form.

(C) **<ONE_CLICK_URL>** - This is a unique number generated by SpamLion that can be used by the respondent to the message to register by using the web validation method.

(D) **<RECEIVER_ADDRESS>** - This is the SMTP address of the person in the company to which the original e-mail was sent.

(E) **<RECEIVER_DOMAIN>** - This is the registered e-mail domain of the company that licensed the product. In other words, it is your SpamLion-protected domain. This tag may be used in the Subject field to indicate that it is a response to the original e-mail message that generated the Registration Request.

(F) **<REG_FROM>** - This is the SMTP address of the person to whom the original e-mail message was addressed.

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A sample Sender Validation Registration Request e-mail message is supplied with the product and is shown below. Please feel free to modify it to suit your organization's requirements.

> <COMPANY_NAME> has licensed anti-spam technology from SpamLion, Inc. in order to provide a safe, secure and productive environment for its employees.
>
> An e-mail you have sent to <RECEIVER_ADDRESS> is
>
> being held until you complete a simple one-time-only registration.
>
> To register automatically, just click on the registration link below:
>
> <ONE_CLICK_URL>
>
> Be assured that by registering with SpamLion:
>
> - No "cookie" or other identification has been placed on your computer,
>
> - No information has been captured from your computer in any way,
>
> - Your e-mail address has not been included in any mailing list,
>
> - Your message content has not been examined by any means.
>
> **{** Alternatively, you can use the reply button on your e-mail **}**
> **{**program to send this message back to <REG_FROM>. **}**
>
> That's it! You're done! Your original message is on its way.
>
> This one-time registration allows you to freely send messages to any address at <COMPANY_NAME>.
>
> You will not have to register again for other <COMPANY_NAME> addresses.
>
> SpamLion, Inc. uses the SpamLion product to eliminate the annoyance of unsolicited e-mails. It's simple for individuals to complete the one-time registration, but mass mailers are not equipped to respond to this request for registration.
>
> With SpamLion, spam never reaches its destination, but your messages do!

Note that the sentence surrounded by braces "{…}", is optional depending on the setting of "Validation by e-mail allowed." If this setting is checked, then consider leaving the optional sentence in the message; otherwise delete it.

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In order to make the other values easier to understand, a formatted e-mail Registration Request is shown below. The bold tags refer back to the meta-tags previously described.

From	MyCompany.com, Inc. e-mail Management <helpdesk@mycompany.com>
To	"jack russell" <jackrussell111@hotmail.com>
Subject	RE: **(B)**Test Message
Date	Tue, 27 Aug 2002 18:21:36

(A) MyCompany.com, Inc. has licensed anti-spam technology from SpamLion, Inc. in order to provide a safe, secure and productive environment for its employees.

An e-mail you have sent to **(D)**jsmith@mycompany.com is being held until you complete a simple one-time-only registration.

To register automatically, just click on the registration link below:
(C)http://sl.mycompany.com/427915410

Be assured that by registering with SpamLion:
- No "cookie" or other identification has been placed on your computer,
- No information has been captured from your computer in any way,
- Your e-mail address has not been included in any mailing list,
- Your message content has not been examined by any means.

Alternatively, you can use the reply button on your e-mail program to send this message back to **(F)**helpdesk@mycompany.com. That's it! You're done! Your original message is on its way.

This one-time registration allows you to freely send messages to any address at MyCompany.com, Inc.

You will not have to register again for other **(A)**MyCompany,com, Inc. addresses.

(A) MyCompany.com, Inc. uses the SpamLion product to eliminate the annoyance of unsolicited e-mails. It's simple for individuals to complete the one-time registration, but mass mailers are not equipped to respond to this request for registration.

With SpamLion, spam never reaches its destination, but your messages do!

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Alternate Sender Validation Request Messages

From	MyCompany.com, Inc. e-mail Management <helpdesk@mycompany.com>
To	"jack russell" <jackrussell111@hotmail.com>
Subject	RE: **(B)**Test Message
Date	Tue, 27 Aug 2002 18:21:36

Thank you for sending me your e-mail with the subject Test Message. I really want to receive your e-mail.

In an effort to eliminate junk e-mail, **(A)**MyCompany.com, Inc. has licensed anti-spam technology from SpamLion, Inc. in order to provide a safe, secure and productive environment.

The e-mail you have sent to me, **(D)**jsmith@mycompany.com is being held until you complete a simple one-time-only registration.

Do not reply to this e-mail, just click on the registration link below:
(C)http://sl.mycompany.com/427915410

That's it! You're done! Your original message is on its way.

From	MyCompany.com, Inc. e-mail Management <helpdesk@mycompany.com>
To	"jack russell" <jackrussell111@hotmail.com>
Subject	RE: **(B)**Test Message
Date	Tue, 27 Aug 2002 18:21:36

The e-mail you sent to **(D)**jsmith@mycompany.com will reach its destination if you automatically register with **(A)** MyCompany.com, Inc. by simply clicking on

(C)http://sl.mycompany.com/427915410

Otherwise, your important email message will not reach its destination.

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This sample illustrates the use of German, French and English language messages within the message body. You may use the meta-tags where required any place in the message body.

From	SPAM-Management der Firma myeurocompany.ch [SpamLion@myeurocompany.ch]
To	"jack russell" <jackrussell111@hotmail.com>
Subject	RE: **(B)**Test Message
Date	Tue, 27 Aug 2002 18:21:36

Eine E-mail, die Sie an **(D)** jsmith@my-euro-company.ch geschickt haben, wird zur|ckgehalten, bis Sie eine einmalige, einfache Bestdtigung ausgef|hrt haben.

Klicken Sie dazu auf den untenstehenden Link.
(C) http://ci-spam.my-euro-company/73331997649

Ihre urspr|ngliche E-mail ist auf dem Weg zum Empfdnger. Sie kvnnen jetzt E-mails an jede Adresse der Firma **(A)** My Euro Company, AG zu schicken.

Un e-mail que vous avez envoyi **(D)** ` jsmith@my-euro-company.ch est retenu jusqu'` ce que vous avez effectui une seule confirmation simple.

Cliquez juste sur le lien en dessous.
(C) http://ci-spam.my-euro-company.ch/73331997649

Votre e-mail original est en route. Maintenant vous pouvez envoyer des e-mails ` n'importe quelle adresse de la maison **(A)** My Euro Company, AG.

An e-mail you have sent to **(D)** jsmith@my-euro-company.ch is being held until you complete a simple one-time-only confirmation.

Just click on the link below.
(C) http://ci-spam.my-euro-company.ch/73331997649

Your original message is on its way. You can now send messages to any address at **(A)** My Euro Company, AG.

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Quarantine Status Notification - Meta Tags

SpamLion supports the following meta-tags used in the Quarantine Notification message. The letters refer to the formatted message that follows the raw text.

(A) **<RECEIVER_ADDRESS>** - This is the mailbox owner's primary e-mail address.

(B) **<COUNT>** - The number of quarantined messages since the last notice was sent.

(C) **<COUNT_S>** - A grammar placeholder to denote the plural / singular of the proceeding text.

(D) **<COUNT_WHERE_WAS>** - A grammar place holder to indicate plural / singular of the proceeding text.

(E) **<SINCE_LAST_NOTICE_DATE>** - The date that the last notice was sent.

(F) **<QUARANTINE_OCL>** - The one-click-login generated for this email.

The following illustration shows the raw Quarantine Status Notification message as it would appear with meta tags unresolved.

From	SpamLion Quarantine Status
To	**(A)**"jack russell"
Subject	**(B)** <COUNT> additional message<COUNT_S>
Date	Tue, 27 Aug 2002 18:21:36

SpamLion Quarantine Status Message

Mailbox: **(A)**<RECEIVER_ADDRESS>

(B)<COUNT> additional message**(C)**<COUNT_S> **(D)**<COUNT_WERE_WAS> held in quarantine**(E)**<SINCE_LAST_NOTICE_DATE>.

To access the quarantine, go to:
(F)<ONE_CLICK_URL>

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A Sample Quarantine Notice message with the meta tags resolved and indicated by letters in bold type is shown below:

From	SpamLion Quarantine Status
To	**(A)**"jack russell"
Subject	**(B)**14 additional message**(C)**s quarantined
Date	Tue, 27 Aug 2002 18:21:36

SpamLion Quarantine Status

Mailbox: **(A)**jrussell@mycompany.com

(B)14 additional message**(C)**s **(D)**were held in quarantine since **(E)**8/25/2002.

(F)http://sl.mycompany.com/427915410

Blocked Sender Notification - Meta Tags

SpamLion supports the following meta-tags used in the Block Sender Notification message. The letters refer to the formatted message that follows the raw text.

(A) **<RECEIVER_DOMAIN>** - This is the registered e-mail domain of the company that licensed the product. In other words, it is your SpamLion-protected domain. This tag may be used in the Subject field to indicate that it is a response to the original e-mail message that generated the Registration Request. In fact, SpamLion uses the entry in the Sender Registration Request "Registration From Name" as the From name in the Blocked Notification Message.

(B) **<RECEIVER_ADDRESS>** - This is the mailbox owner's primary e-mail address.

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The following illustration shows the raw Block Notification Message as it would appear with meta tags unresolved.

From	MyCompany.com, Inc. e-mail Management <helpdesk@mycompany.com>
To	"jack russell" <jackrussell111@hotmail.com>
Subject	Your email was blocked.
Date	Tue, 27 Aug 2002 18:21:36

The e-mail you send to **(A)**<RECEIVER_DOMAIN> was not delivered because you are not permitted to send them e-mail. If you need to communicate with them, please contact them by an alternate method, such as telephone or U.S. Postal mail.

If you are blocked in error, please inform **(A)**<RECEIVER_ADDRESS> by phone or postal mail that this has occurred, and they can easily un-block your e-mail address.

A Sample Block Sender Notification message with the meta tags resolved and indicated by letters in bold type is shown below:

From	MyCompany.com, Inc. e-mail Management <helpdesk@mycompany.com>
To	"jack russell" <jackrussell111@hotmail.com>
Subject	Your email was blocked.
Date	Tue, 27 Aug 2002 18:21:36

The e-mail you send to **(A)**mycompany.com was not delivered because you are not permitted to send them e-mail. If you need to communicate with them, please contact them by an alternate method, such as telephone or U.S. Postal mail.

If you are blocked in error, please inform **(B)**jsmith@mycompany.com that this has occurred, and they can un-block your e-mail address, or obtain help from their e-mail Administrator.

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Processing

The next three screens show the Message Processing values which control the SpamLion engine and management of the database.

General Message Processing

Figure 12a shows the General Message Processing section of the Processing page.

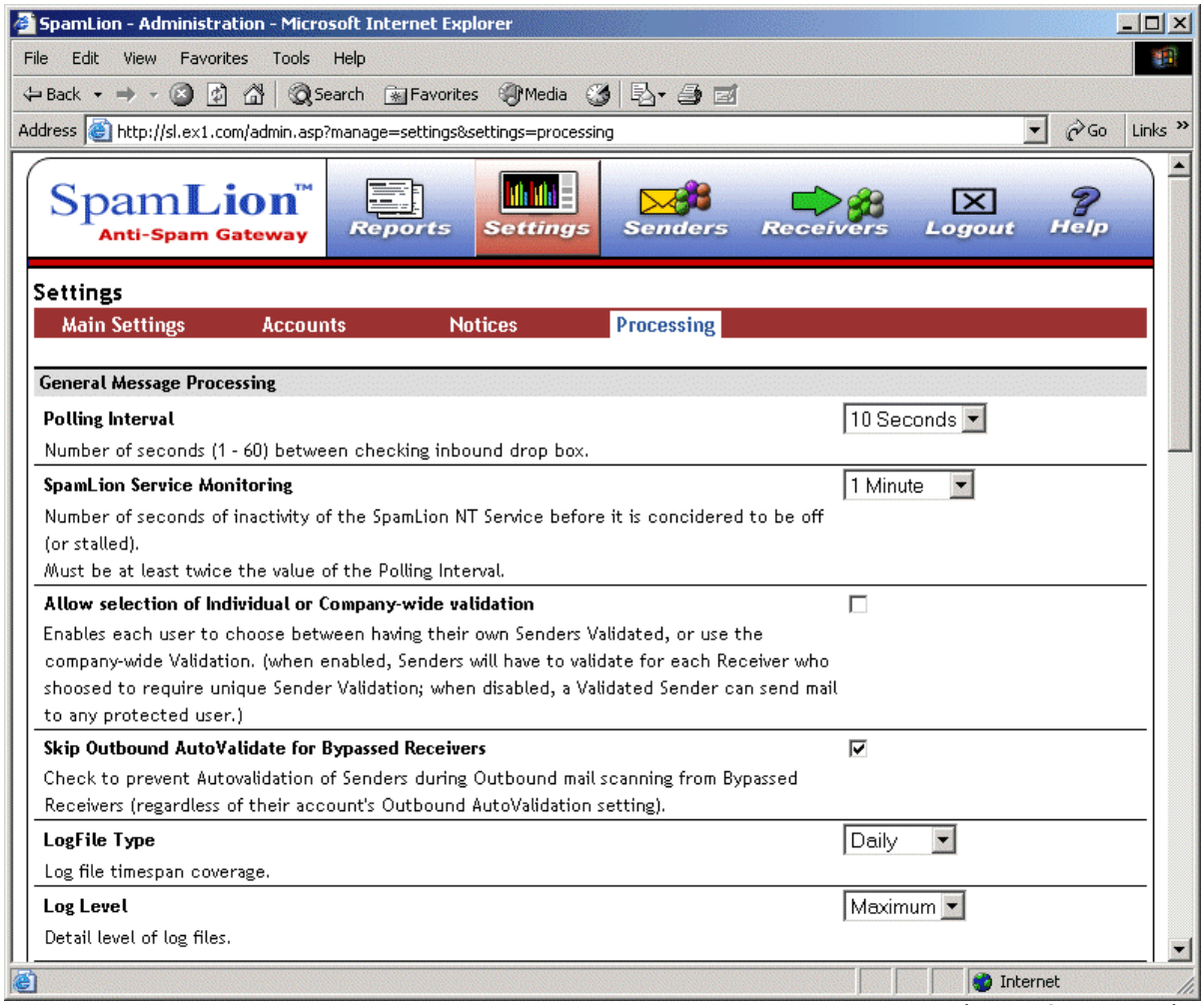

Figure 12a, Processing

- **Polling Interval –** This is the frequency, measured in seconds, in which the SpamLion Engine waits before starting a cycle to check for messages from the Mail Examiner and changes made to settings stored in the system table of the SpamLion database. The values are: 1 second, 5 seconds, 10 seconds, 30 seconds, 1 minute. Default is 10 seconds.
- **SpamLion Service Monitoring –** The mail delivery subsystem (Mail Examiner) monitors the SpamLion NT service engine to determine if the engine has been shut down or stalled. In the event that the engine is no longer responding then mail will be handled in accord with the

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When SpamLion System is Off setting found on the **Main Settings** page. The heartbeat consists of a file-interface located in the \SpamLion1\Logfiles\SpamLion folder. Basically mail may be queued or sent directly to the post office bypassing protection.

- **Log File Type–** This setting indicates the frequency in which the SpamLion log file is created. This feature is similar to the WWW Service and SMTP Virtual Servers. The intervals are: Hourly, Daily, Monthly, and Annually . The default interval is Daily. SpamLion never removes log files. Check the \SpamLion1\Logfiles subfolders periodically to remove outdated files.
- **Log Level –** This setting controls the amount of detail recorded in the SpamLion log file. The values are: Off, Minimum, Medium and Maximum. You should not turn logging off. SpamLion 's default log level is Maximum. Use the default settings for at least one week and monitor the log files for any problems. You can leave these setting and periodically delete or archive the old log files or you can change the level of detail to Minimum. There is no significant performance hit associated with the level of detail. The size of the log file and the number of log files in the log folder may impact your disk utilization. SpamLion never removes log files. Check the \SpamLion1\Logfiles subfolders periodically to remove outdated files. The values are: Off, Minimum, Medium, and Maximum.

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Receivers' User Interface Settings

Figure 12b shows the Receivers User Interface Settings . The settings in this section control which SpamLion settings will be visible (displayed) in the Quarantime Manager. When the settings are displayed in the Quarantine Manager, they allow the user to change them. An Administrator may choose a setting that applies to all users and then by not displaying the setting in the Quarantine Manager, the user is not able to make any changes. A common example is the user protection level. Setting all users in Protected mode and un-checking the Display setting effectively locks down all users to remaining in Protected mode. In the Receivers section, the Administrator may individually change the protection setting of each Receiver.

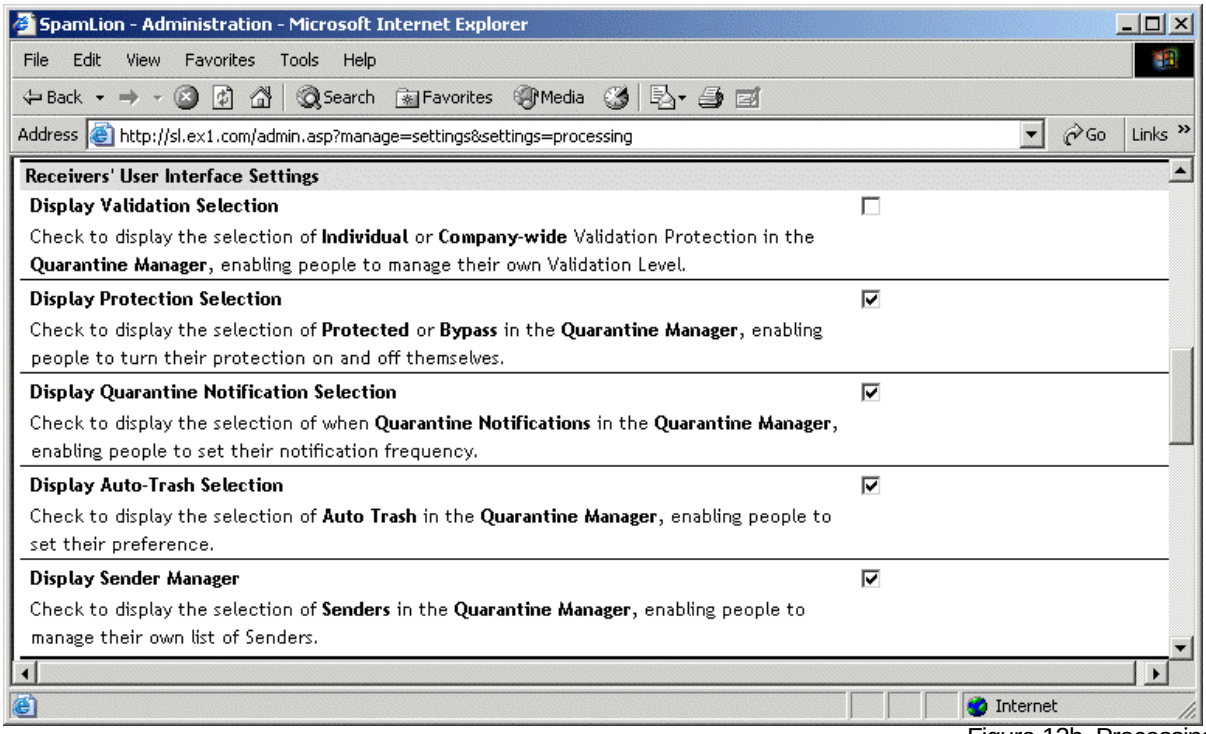

Figure 12b, Processing

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New Receiver's Default Settings

The following settings, shown in Figure 12c, control the settings for each receiver that is automatically created. When installing SpamLion, it is best to leave the service off until such time as these settings are established. Once a receiver is created and the settings are established, only the receiver may change individual settings through the Quarantine Management web interface.

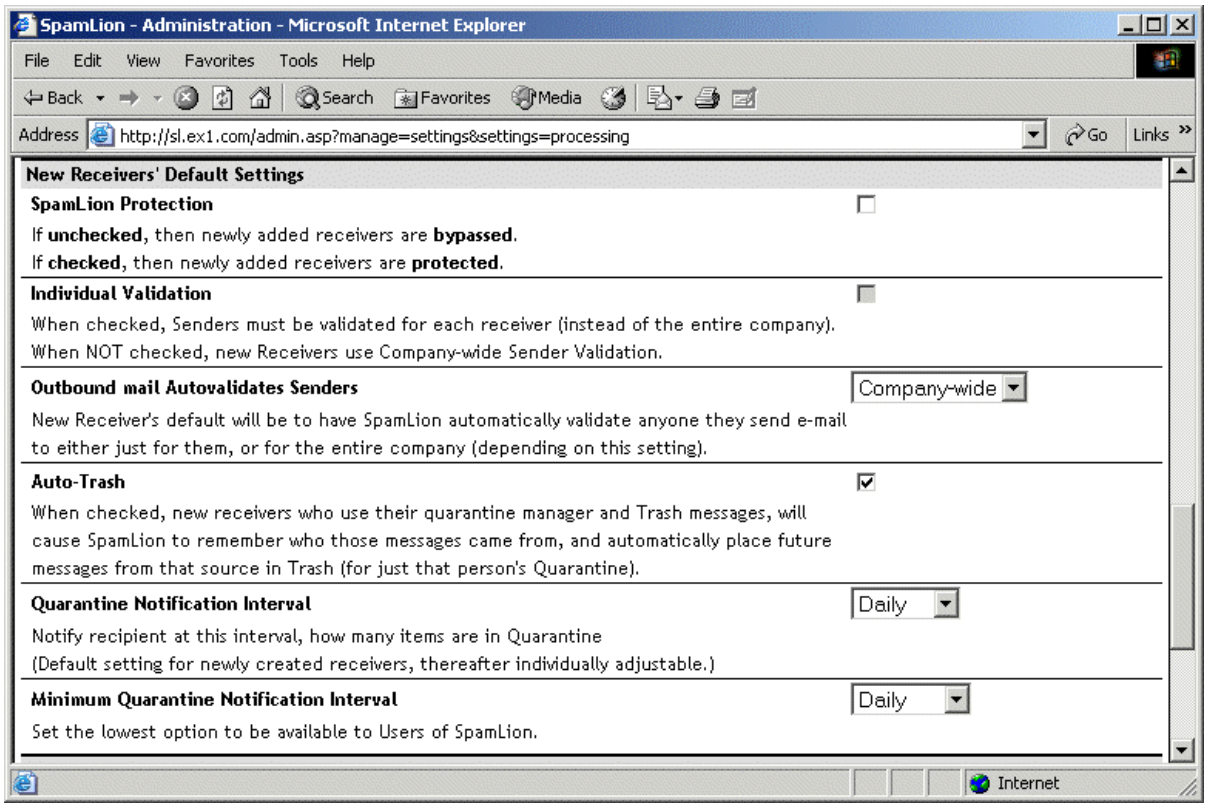

Figure 12c, Processing

- **SpamLion Protection** – If the box is unchecked, default, then new receivers are set to Bypass mode otherwise they are protected and senders will be requested to validate.
- **Allow the selection of Individual or Company-wide Validation**– This setting is a separately purchased feature. If grayed out, then the feature is not enabled in the license file.
- **Company-wide Validation –** This setting is controlled by the separately purchased feature called **Allow the selection of Individual or Company-wide Validation**. If grayed out, then the feature is not enabled in the license file.
- **Outbound mail Autovalidates Senders** –This feature is on, checked, by default. If checked, thn any e-mail addresses that the receiver sends mail to will automatically be validated. If it is turned off then every one that the receiver sends mail to will be forced to validate.
- **Auto-Trash –** This feature is on, checked b y default. Receivers manage their quarantine using Quarantine Management. When the initial message from a sender is trashed, this feature causes subsequent messages to be automatically trashed. Therefore, the messages will not clutter up the active quarantine but be placed directly in trash.
- **Quarantine Notification Interval –** Denotes the interval that SpamLion waits before sending an e-mail to the mail box owner advising them of the contents of their quarantine folder.

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Database Maintenance

The next three settings determine the frequency when a particular database operation will be performed. They each have a few things in common. Each one displays the last date on which the operation was completed and they each have a "Now" button. The "Now" button indicates that the operation should be performed at the current time using the settings indicated. Normally, database operations are performed at the beginning of the new day at 00:01 hours.

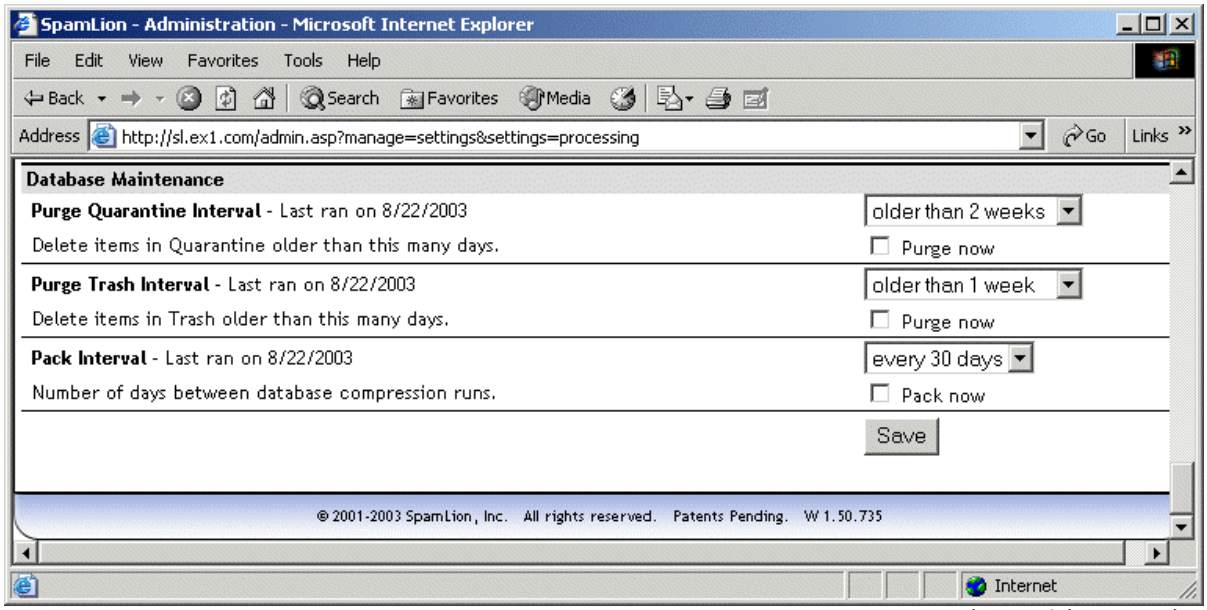

Figure 12d, Processing

- **Purge Quarantine Interval –** This indicates how long to retain the items in quarantine. Message will be purged that exceed the stated interval. The intervals are: Never, Older than 1, 2, 3, 6 Months, Older then 1 year.
- **Purge Trash Interval –** This indicates how long to retain the items in trash. Message will be purged that exceed the stated interval. The intervals are: Never, Older than 1, 2, 3, 6 Months, Older then 1 year.
- **Pack Interval -** When messages are purged unused space is left behind in the database. This setting specifies how long to wait befor e compressing or reducing the size of the database. The intervals are: Never, Monthly, Every 2, 3, 6 Months, Annually.

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Senders

The Senders page shows the following information:

- Validated Sender Domains,
- Validated Senders,
- Blocked Senders, and
- Blocked Sen der Domains.

Figure 14a, below shows the information displayed on the screen. This provides you with the ability to find sender addresses in the SpamLion data base, add either individual addresses or domain addresses to the database and manage the status of senders company-wide. As part of the Personalization feature, when enabled, users are also given the ability to manage their own senders. The page is divided into two parts identification and disposition.

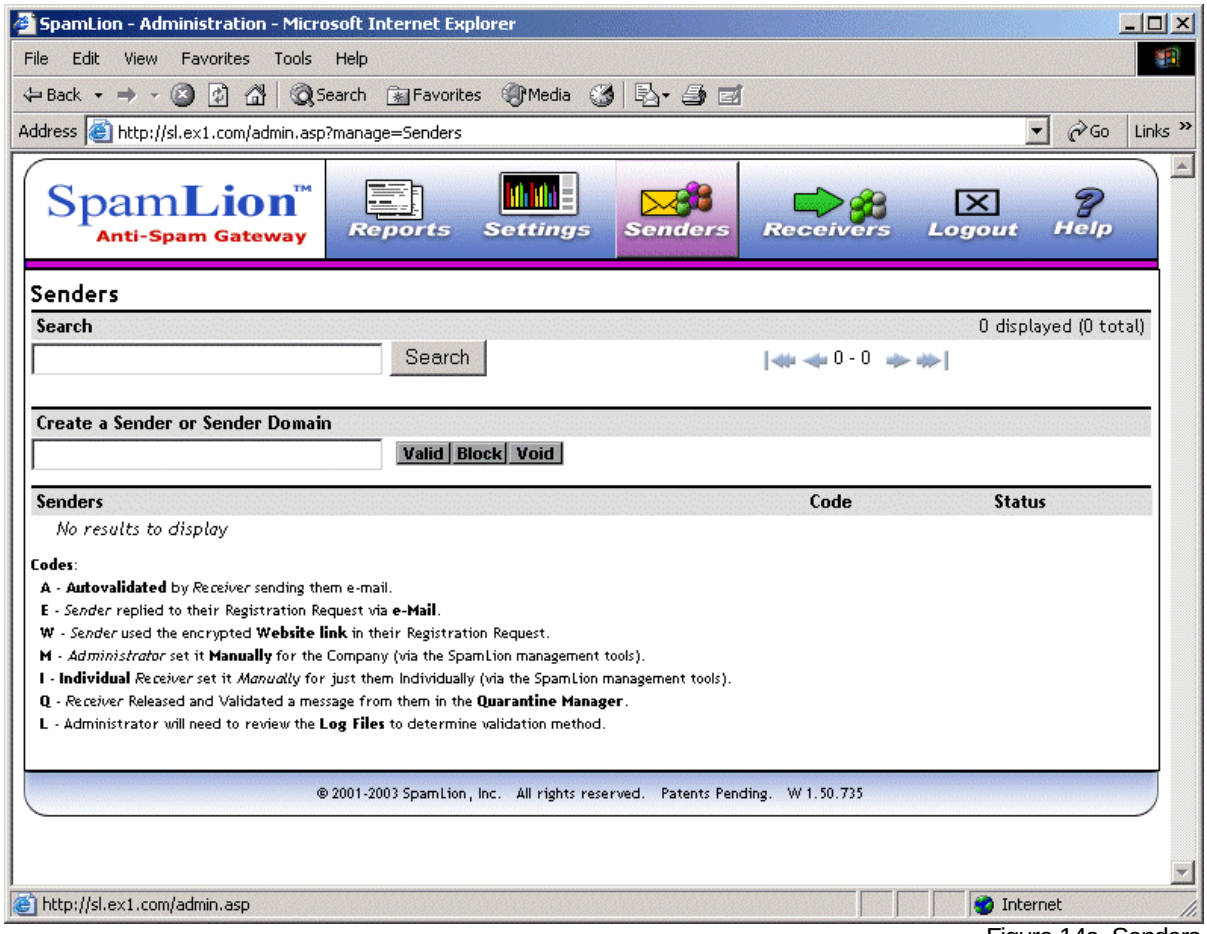

Figure 14a, Senders

Search

In order to change the status of addresses, the address must first be located in order to be displayed. Use the Search field to type in a particular address or domain name or a partial identifier of the mail address. If there is a match, the addresses will be listed in the **Sender Disposition** section of the page. If more than

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one page is returned, use the navigation keys to move through the result pages. The double arrows take you to the beginning and end of the set while the single arrows advance a single page forward or back in the result set.

Create a Sender or Sender Domain

Use this section to enter an individual e-mail address or a domain name. It is suggested that you limit the domain name to the very least inclusive to obtain the desired results. As an example, aol.com , msn.com or yahoo.com would allow any individual address in that domain the right to have their mail passed to your mailbox if they were marked as "valid"; whereas, a domain like privatesubscribers.biotech.newsgroups.yahoo.com would validate mail sent only from that domain. The Administrator is the only one allowed to validate a domain for company-wide scope.

Once a domain or address is entered, use the valid, block or void buttons to set the initial state. The state may be changed by entering the address or domain in search and when it appears in the Senders main body, the status may be changed using the respective buttons active in the Status column. The color green is used to indicate the current status of the address.

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Sender Disposition

Figure 14b shows a returned page where the results of the search are displayed one line for each address.

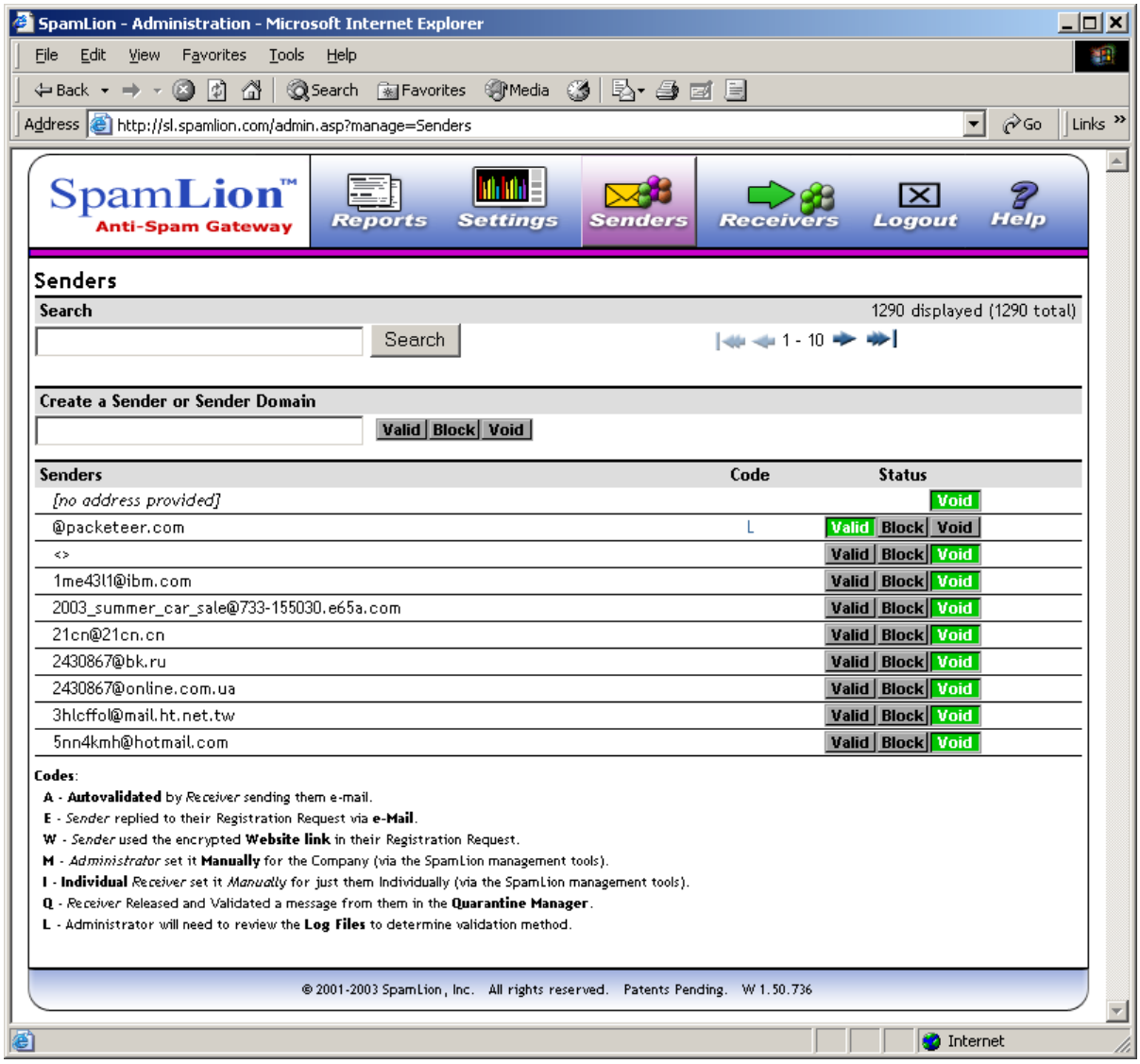

Figure 14b, Senders

The code displayed in the Code column is keyed to the Legend at the lower left of the screen and indicates how the sender's address record in the database was created. The code is also a hyperlink to a popup which give details on precisely how the validation occurred. The status may be changed using the respective buttons active in the Status column. The color green is used to indicate the current status of the address.

Use the buttons to accomplish the following:

· Valid - mark the sender as a valid address able to send messages to the individual receiver. Whan an Administrator validates a sender for company-wide scope, all mail that is quarantined is released to the receivers.

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· Block - mark the sender as blocked to have SpamLion return e-mail to it's source without any subsequent notice sent to the receiver. The Administrator has the ability to create a message used company-wide that is returned to any blocked sender. Personalization is not required to Block. Company-wide blocking over rides Individual.

· Void - mark a validated e-mail address as "un-validated". This will force SpamLion to send a Sender Validation e-mail to the sender the next time a message is received form the address. Use this if you have been in "Bypass" mode and you want to force previously valid senders to prove their identity.

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Receivers

Similar to Senders, this page, shown in Figure 15a, provides you with the ability to find receiver addresses in the database, add an individual addresses to the database as well as set the initial state to "Protected" or "Bypassed" and manage the configuration settings of receivers company-wide. The page is divided into two parts identification and disposition.

Current statistics are displayed across the top of the Search title bar. The numbers include: the total displayed in the result set, the total in the database, the number protected and the total number of licensed seats.

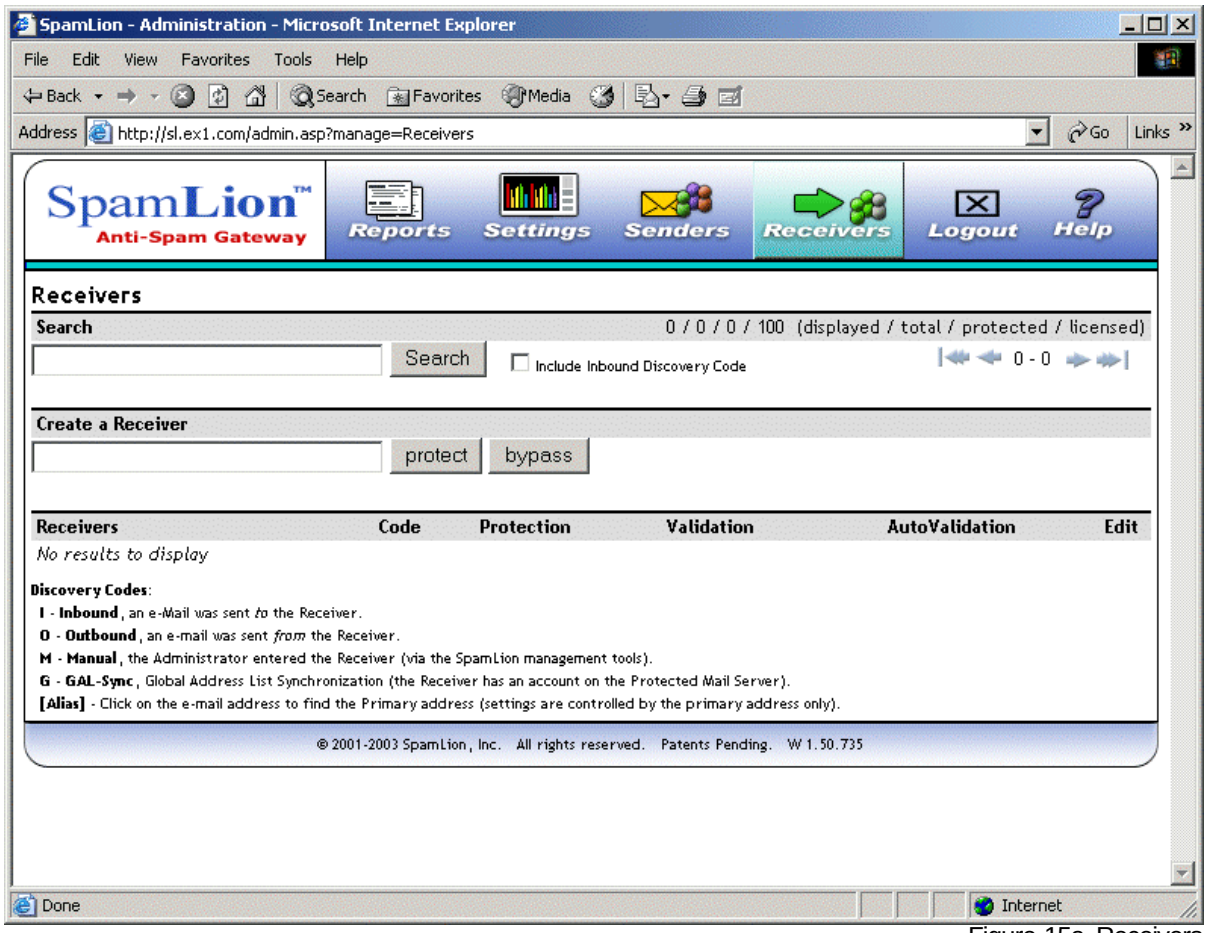

Figure 15a, Receivers

Use the Search field to type in a particular address or domain name or a partial identifier. If there is a match, the addresses will be listed in the Receiver section of the page. The result set displays 10 lines at a time. You can scroll through the result set using the navigation arrows on either side of the display record counter. The display record counter allows you to keep track of the position within the result set returned to you. Double headed arrows take you to the beginning and end of the set while single arrows allow single page movement.

The Discovery Codes section at the bottom of the page provides a legend in which to interpret how the e-mail address was created in the SpamLion database. By default, SpamLion will search for all addresses

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with a discovery code of "O", "M" and "G" and report them in the Receivers section. Receivers with these codes are considered actual Receivers and correspond to an e-mail address in the protected mail server.

SpamLion will create a receiver record upon receipt of an e-mail addressed to someone in the domain if the address is not in the database. It's possible that this could be a legitimate address. The receiver has not sent an outbound message to anyone as yet and consequently not been discover ed by SpamLion. More often than not, the receiver address is a bogus one and will eventually be purged from the database as a result of no activity. The Engine has no way of knowing the conditions at this time. If you are interested in seeing these bogus a ddresses, simply check the "Include Inbound Code" when performing the search. As mentioned, these "I" only coded addresses will be removed automatically.

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Create a Receiver

Use this section to enter an individual e-mail address. Use the buttons to either set the initial state to Protected or Bypassed. Later, the state may be changed by entering the address in search. When it appears in the Receivers main body, the status may be changed using the respective buttons in the Protection column. The color green is used to indicate the current status of the address.

Receivers

Figure 15b, below, shows the Receivers Display section of the Receivers page.

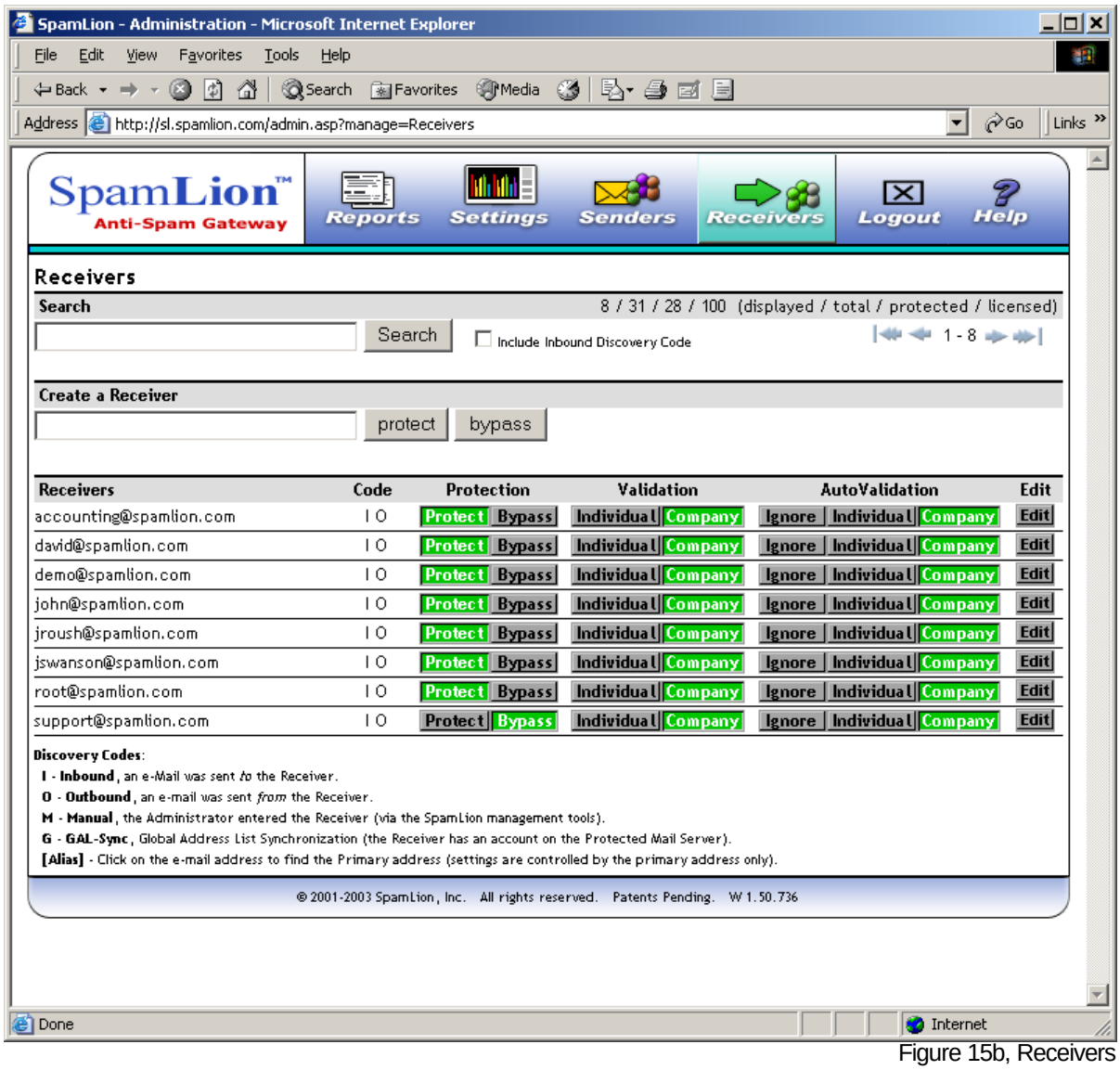

Figure 15b, Receivers

Receivers matching the search criteria are displayed 10 to a page in this section. If the address is displayed as a hyperlink, click on the hyperlink to bring up a new window. The popup window will show the aliases associated with this address.

The Code column identifies how the receiver record was created. Use the Discovery Code Legend at the bottom of the page to interpret the code.

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You can take action on settings in the following columns:

· **Protection** - Use the appropriate button to change the receiver's protection state. The current setting has a green background.

· **Validation** - This controls whether the receiver uses Company or Individual rules. The current setting has a green background. Generally, use the Company setting unless the receiver wants to be totally independent. In some cases, it may be beneficial to set a receiver to Individual if they are not following company policy regarding questionable messages. Remember, the Administrator has the ability to identify how a Sender record was created including the e-mail address of the receiver.

· **Auto-Validation** - This setting works in conjunction with the **Skip Outbound AutoValidate for Bypassed Receivers** setting. Generally speaking, SpamLion learns the addresses of Senders automatically as a result of outbound mail passing through SpamLion. This function may be restricted to only Protected receivers. Each receiver has their own Auto-Validate setting in the Quarantine Management page. The Administrator may use the Ignore setting in this interface to alert SpamLion to ***not*** memorize the outbound addresses for the receiver. If you check the **Skip Outbound...** setting, SpamLion will not memorize the addresses of outbound mail for all Bypassed Receivers. So if the receiver is in Bypass, clicking Ignore will tell SpamLion to not memorize the outbound addresses. Setting Auto-Validation to Individual means that SpamLion will associate outbound addresses to this receiver while setting Auto-Validate to Company will mean that the Sender is valid company-wide. The current setting has a green background.

· **Edit** - Click on the Edit button to bring up a popup window that will display the current receiver's settings. In the popup, change the Auto Trash and Quarantine Notification settings. You may also remove a receiver by clicking the Delete button. Press the Close Detail button to return to the Receivers page. The current setting has a green background.

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Chapter 3

User Interface

User Access to SpamLion

SpamLion was built to remove the distraction of having to deal with the management of unwanted e-mail. A person with a protected mailbox uses their browser to login to SpamLion in order to check messages in their personal Quarantine. The following screen shots describe that process. In this example the screen shots are taken from the SpamLion, Inc. server.

The first step is to bring up a login screen. Generally, you would use a URL of this form: http://sl.mycompany.com . This should be a registered domain name. In our example, we type in http://sl.spamlion.com and get the screen shown below in Figure 16a.

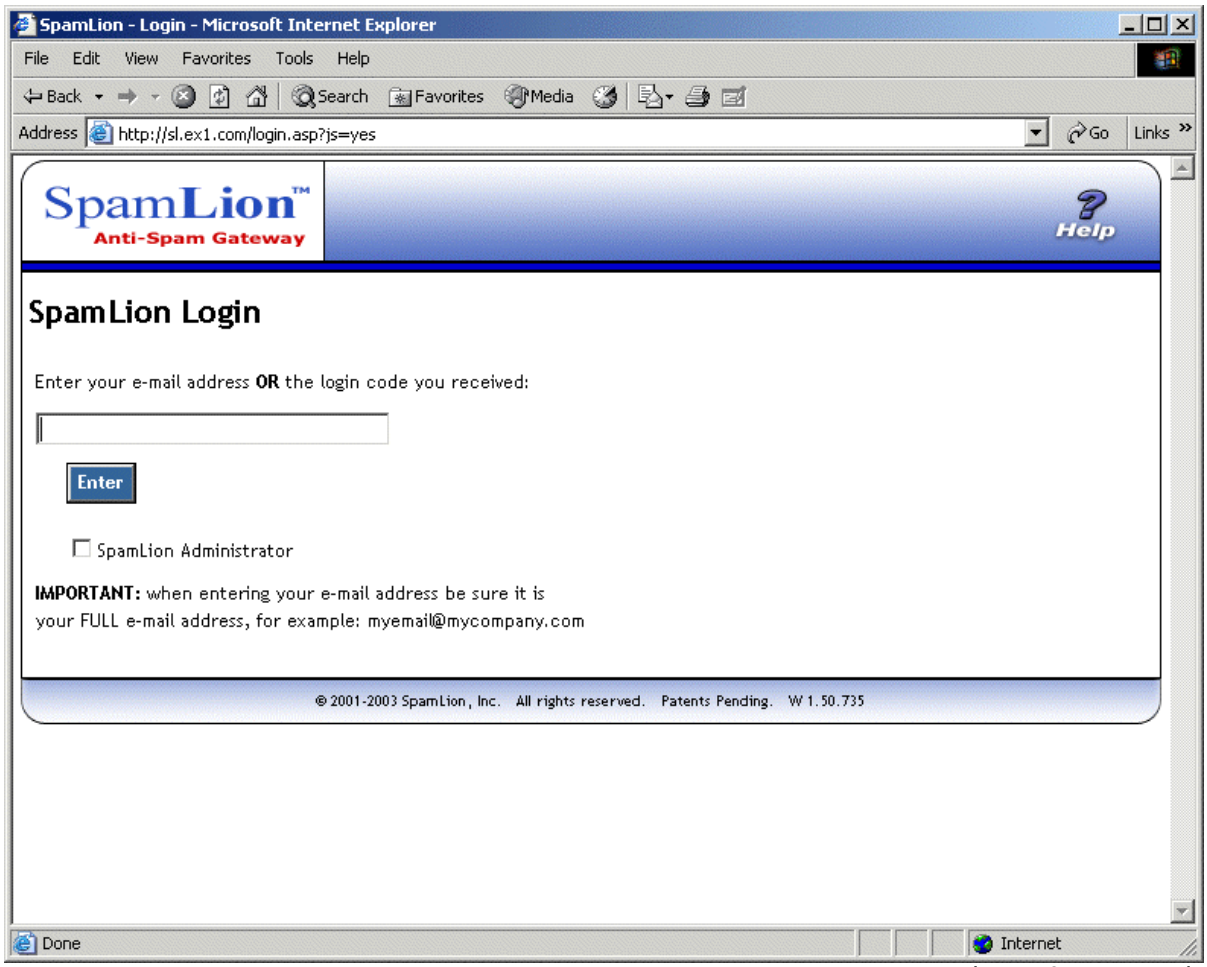

Figure 16a, User Login

A user will use this screen to login to SpamLion using their e-mail address. SpamLion will send them a login code and a special URL in an e-mail message. They are able to use either form to gain access. Using the URL will launch a browser and automatically present the Quarantine Management page.

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If you use the code, first bring up a blank SpamLion Login page as shown in Figure 16a. Next enter the 11-digit login code found in the e-mail. Press enter and y ou will be brought to Quarantine Management. You can create a desktop shortcut or add the web site to your Browser's "Favorites" section.

There are times when requesting the Login page, a warning message may appear. The warnings are contained in bordered text displayed in red. Figure 16a shows the screen when the SpamLion Engine is turned off and the System is set to "Bypass" SpamLion protection and forward all inbound mail directly to the protected mail server.

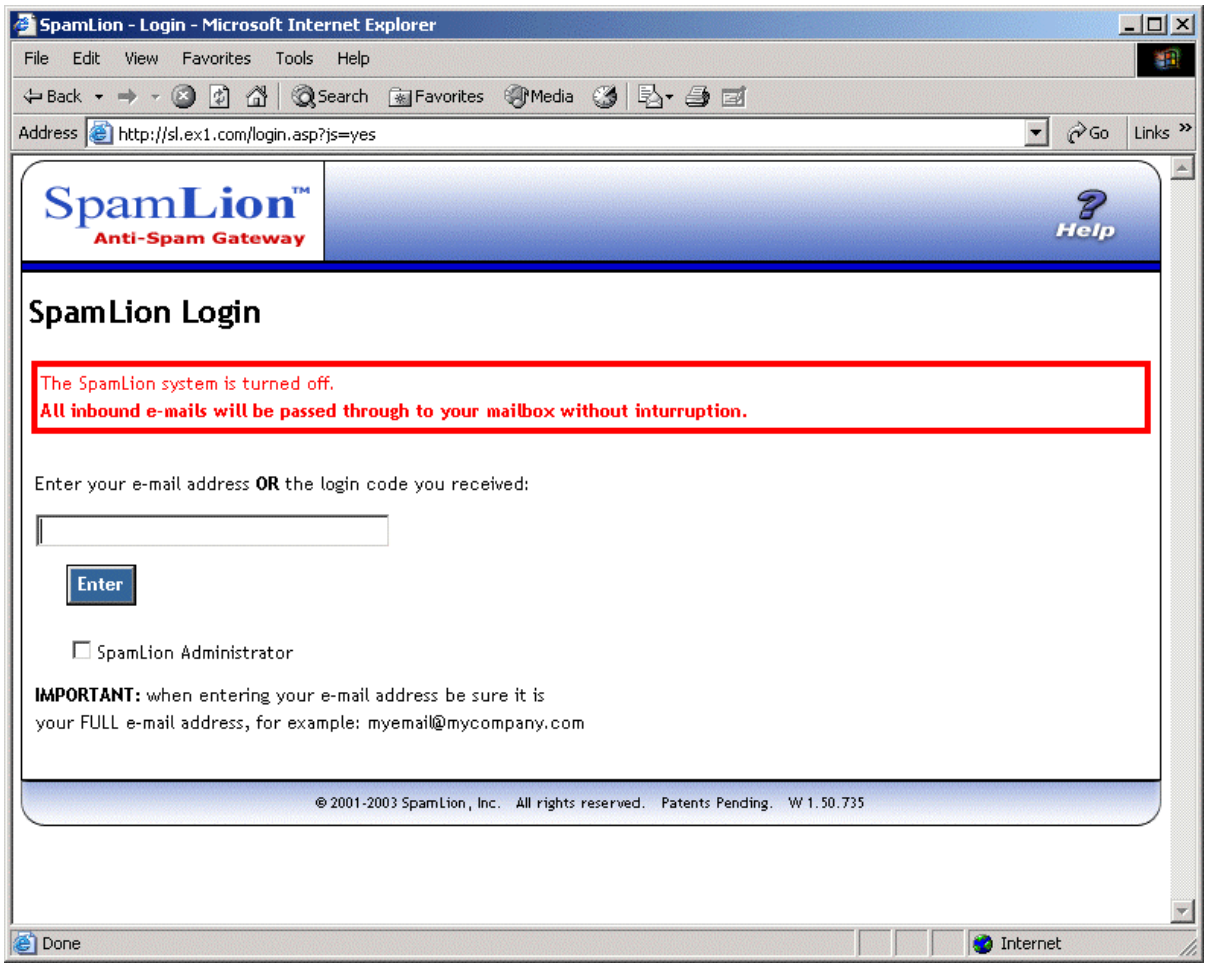

Figure 16b, UserSLLogin

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Figure 16c shows the warning message that appears when the SpamLion Engine is off and the system is set to queue all mail on the SpamLion server. When the SpamLion service is started, then all queued mail will be processed.

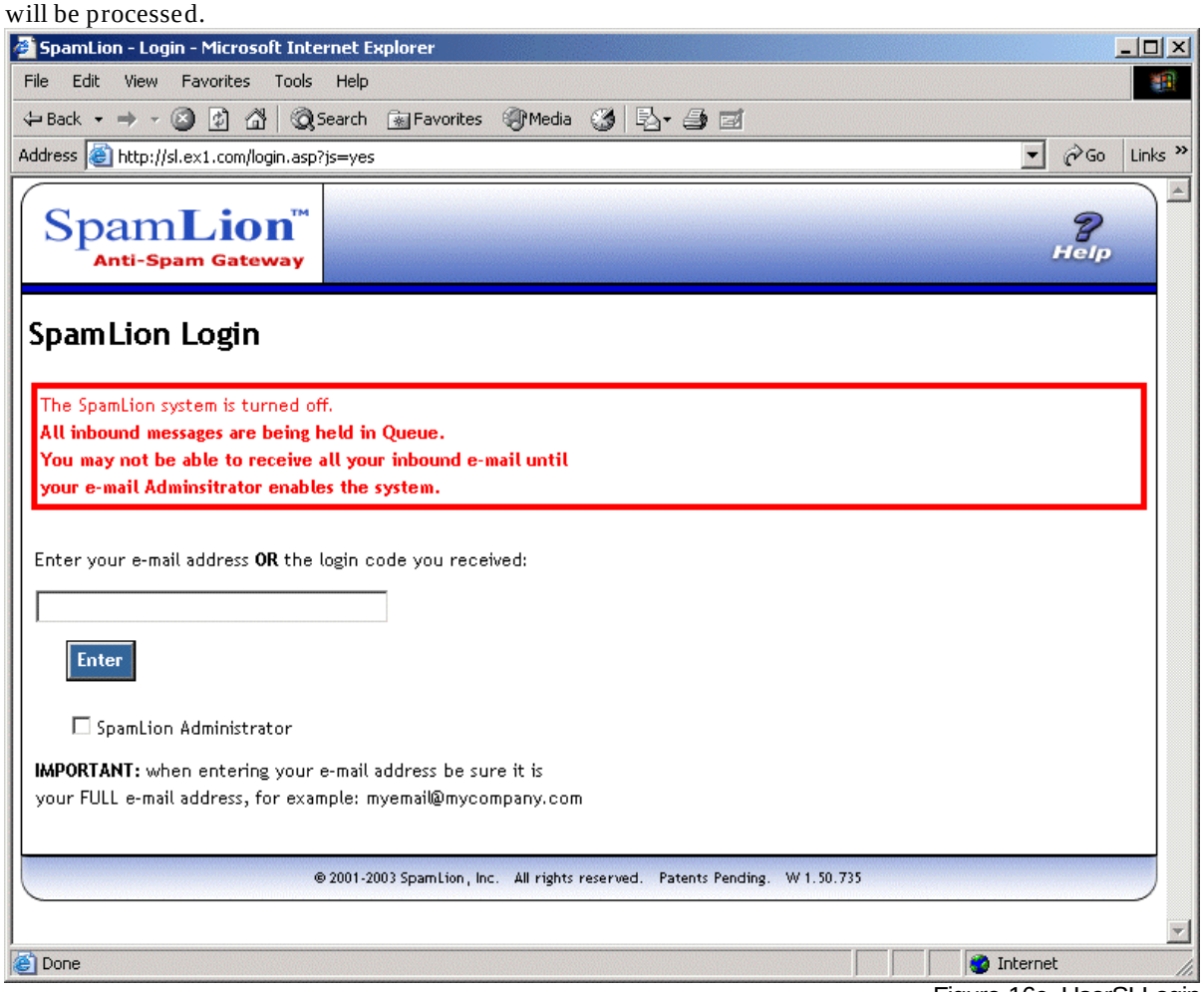

Figure 16c, UserSLLogin

The following screen set will show the code retrieval using an Imail Post Office. The following screens show the user logging in to their Post Office to retrieve the message containing the login code.

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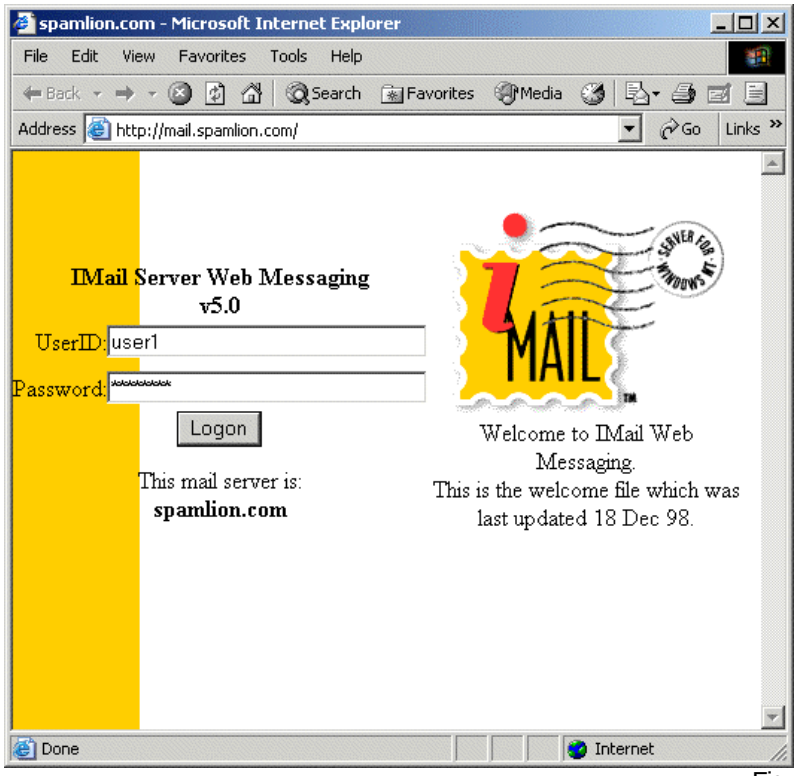

Figure 19, UserMailboxLogin

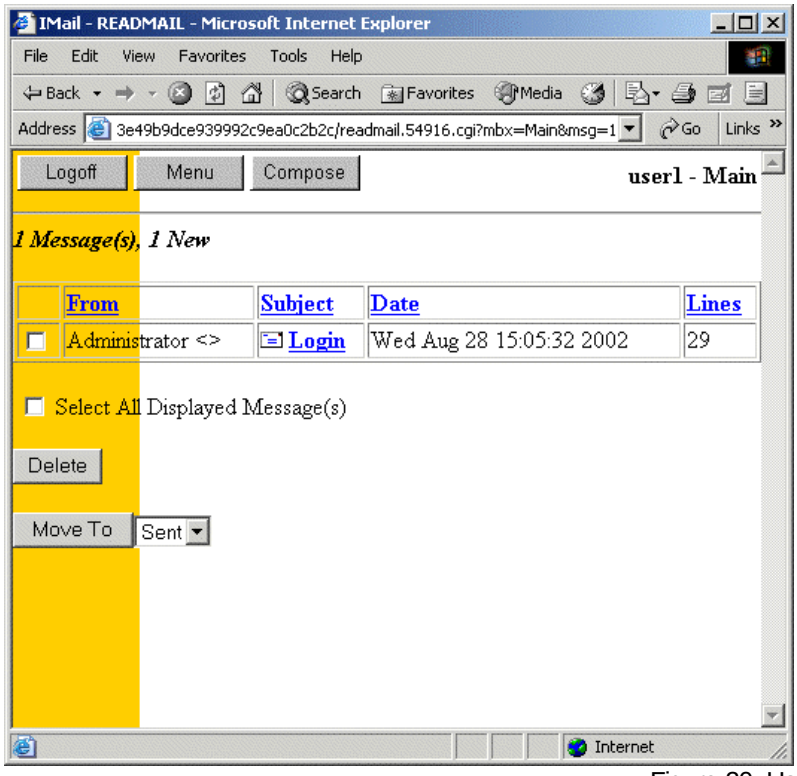

Figure 20, UserLoginCodeMessage(1)

The e-mail, shown in Figure 21, contains a URL to the SpamLion Web server as well as the 11-digit login code. Clicking on the URL will launch the Internet browser and connect you to SpamLion Quarantine

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Management.

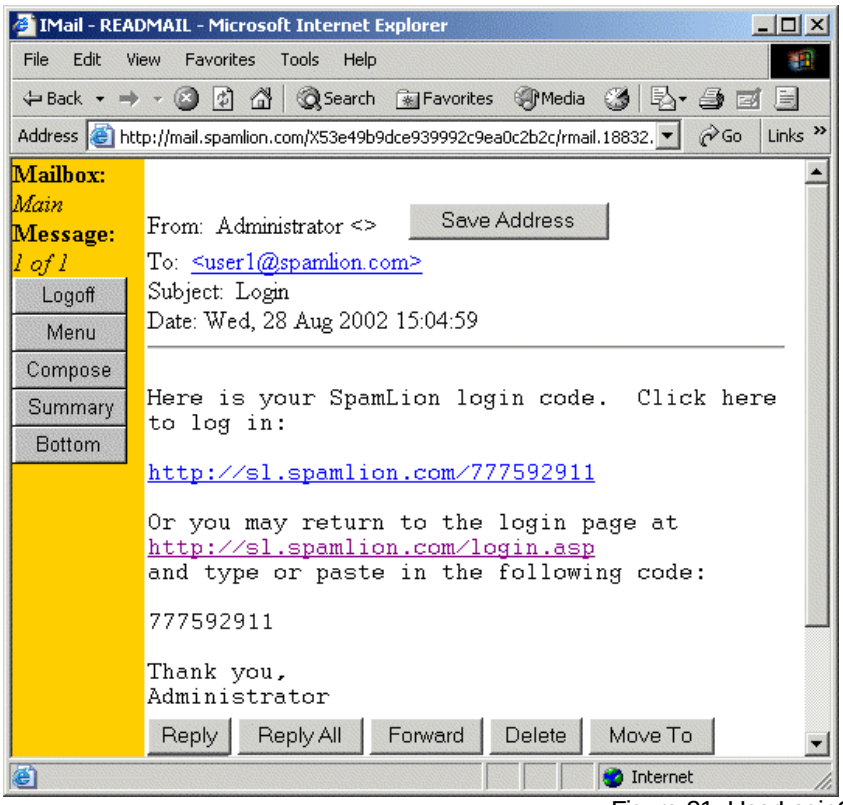

Figure 21, UserLoginCodeMessage(2)

In this instance, we're going to cut the code out of the message and paste it into the user id portion of our SpamLion Login screen as shown in Figure 22.

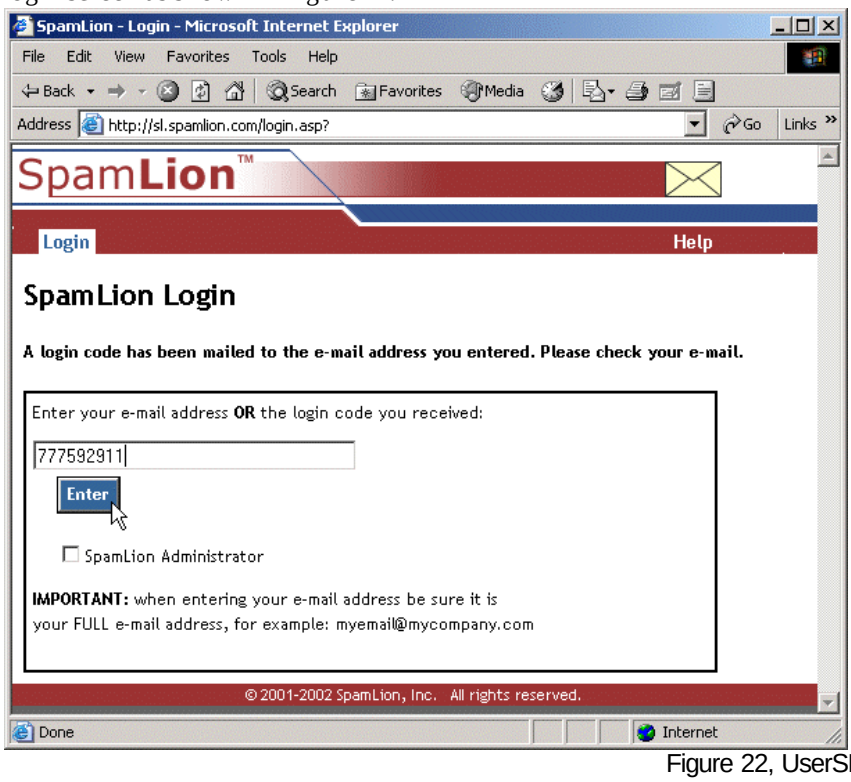

Figure 22, UserSLLoginWithCode

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If you use the code, first bring up a blank SpamLion Login page. Next enter the 11-digit login code found in the e-mail. Press enter and you will be brought to Quarantine Management. You can create a desktop shortcut or add the web site to your "Favorites".

The Login Code will expire within a specified time period. The settings to control this behavior are found in Chapter 2 Administrative Interface. The settings are found on the Notices page under "Receiver OCL Expiration" and "Receiver OCL Auto-Renew Expiration."

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The following screen, Figure 23, shows the user management capabilities through Quarantine Management. Users are able to control the messages accumulated in their Quarantine and Trash containers. The first screen shows Quarantine Management.

Quarantine

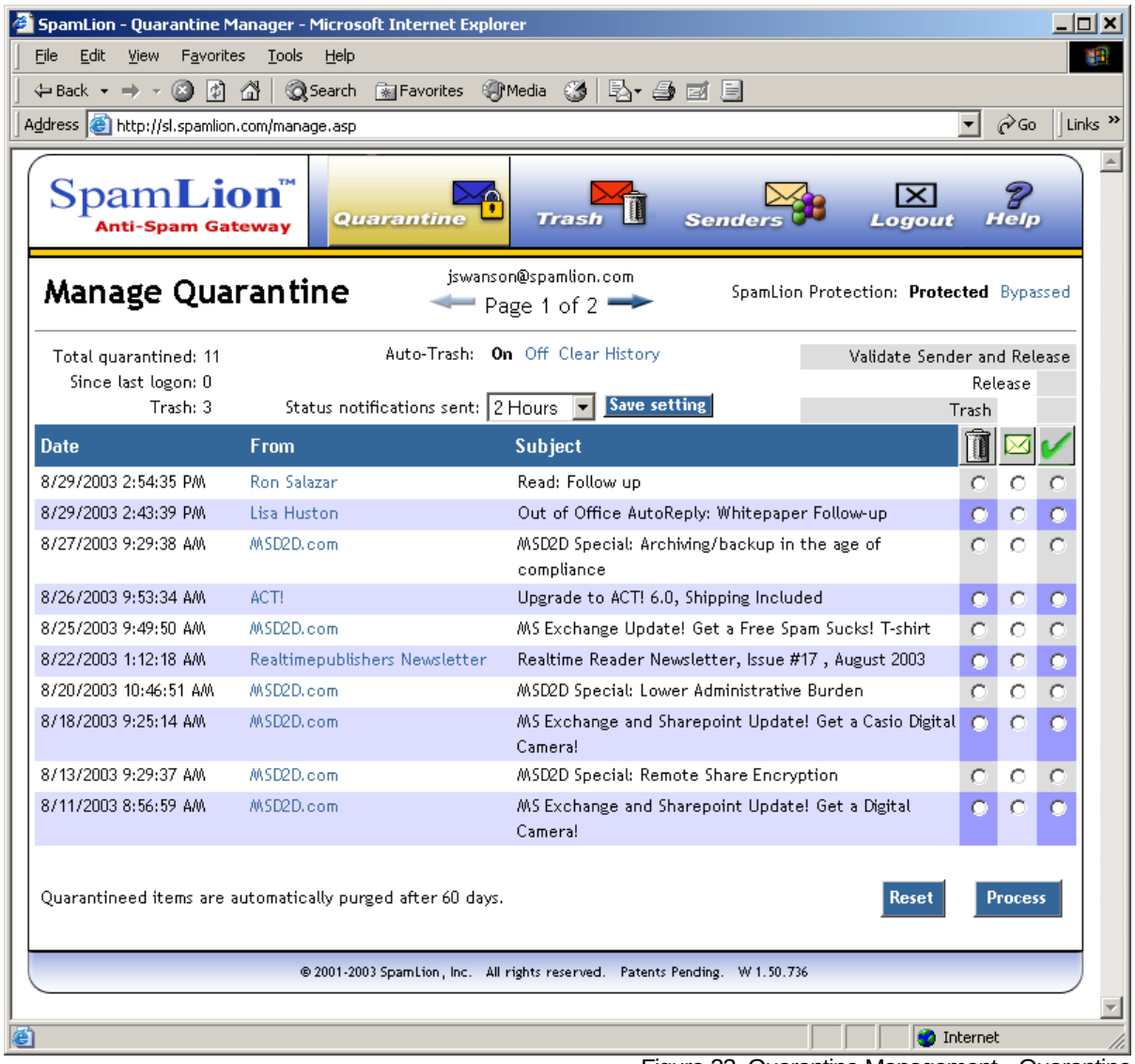

Figure 23, Quarantine Management - Quarantine

In this example there are 11 quarantined messages in 2 pages with 10 messages displayed per page. Note the navigation buttons (arrows) used to move between pages. If a SpamLion setting is enabled so it may be displayed by the Administrator, then the setting a ppears on this page and the user is able to make a change.

In the above example, of the Quarantine Management screen, the user has the ability to change the setting of **SpamLion Protection** by clicking on the active word, “Bypassed” or ” Protected “.

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Each user may change their **Protection Coverage** from Company to Individual as well. The Individual setting allows each user to selectively block or accept mail from senders when mail is addressed to more than one receiver at the protected domain. This is illustrated in the situation where a non-validated sender addresses an e-mail to 2 or more mailboxes. Under Company rules, when one receiver manually validates, all receivers get the message or when the sender validates, then all receivers get the message. Under Individual rules, a sender would be required to validate for each mailbox in Individual mode.

The **Auto-trash** setting is used to control the disposition of e-mail received repeatedly from a non-validated sender. When set to the On position mail, once trashed will automatically continue to be trashed from the same sender. When turned Off, the Clear History button is enabled. This gives the user the choice of whether to retain or purge all of the remembered sender addresses of auto trashed mail.

The **Auto Validate Outbound** setting is generally set by default and it enables SpamLion to memorize the e-mail addresses of the people to whom you send mail. This action means that the people who respond to your e-mail will not be required to validate. Set to the Off position, will require the sender to validate in order to respond.

The user is also allowed to modify the **Status notifications sent** interval by clicking on the active word, Never, Daily, Weekly, Monthly.

A message that is in Quarantine may be handled in three different ways:

- Trash places the message in the Trash container and it will be disposed of in the interval specified in the Processing: Purge Trash Interval setting.
- Release moves the message to the user's inbox.
- Release and Validate moves the message to the user's inbox and validates the sender. This action will be necessary when subscribing to automated services such as news letters and status notifications from your stock broker or "e-commerce site."

The icons at the top of the column are used to turn on all buttons in the column. Clicking on another column icon sets that column and erases the previous setting. You can use the column icon to set the mayority of the rows and then click into each individual message row to change the status. When satisfied with the arrangement, press the Process button.

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Trash

The Trash Management screen, Figure 24, allows the user to dispose of messages in the trash container in two ways:

- Release takes the message and places it in the user's inbox. The sender is not validated.
- Validate Sender and Release takes the message and places it in the user's inbox while automatically validating the sender.

Notice that most settable features are no longer displayed in the Trash page.

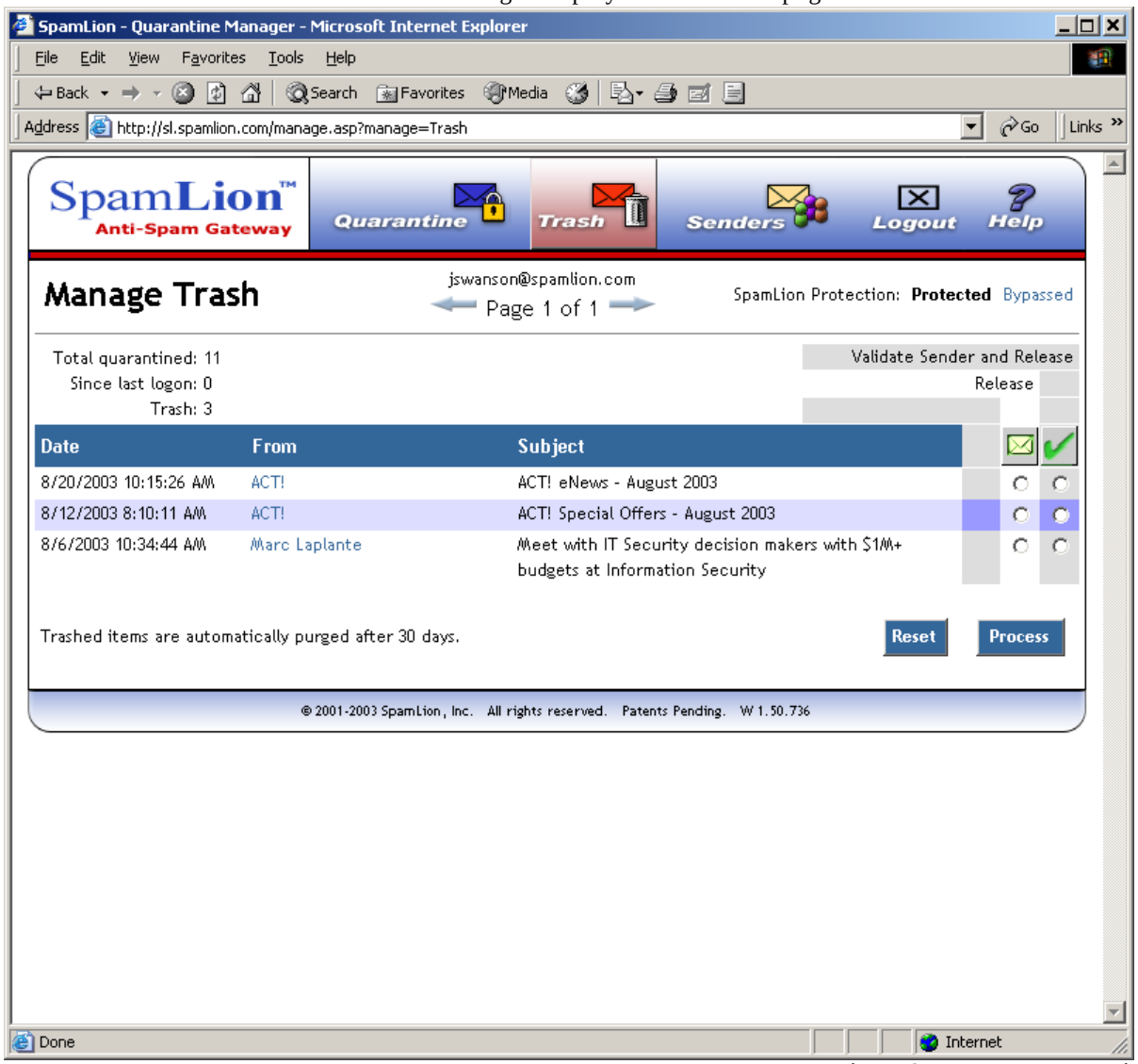

Figure 24, UserManageTrash

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Senders

The following screen, Figure 25, shows the user interface to manage individual Senders. This provides you with the ability to find sender addresses in the database, add either individual addresses or domain addresses to the database and manage the status of senders under the user's control. As part of the Personalization feature, when enabled, users are given the ability to manage their own senders. The page is divided into two parts identification and disposition.

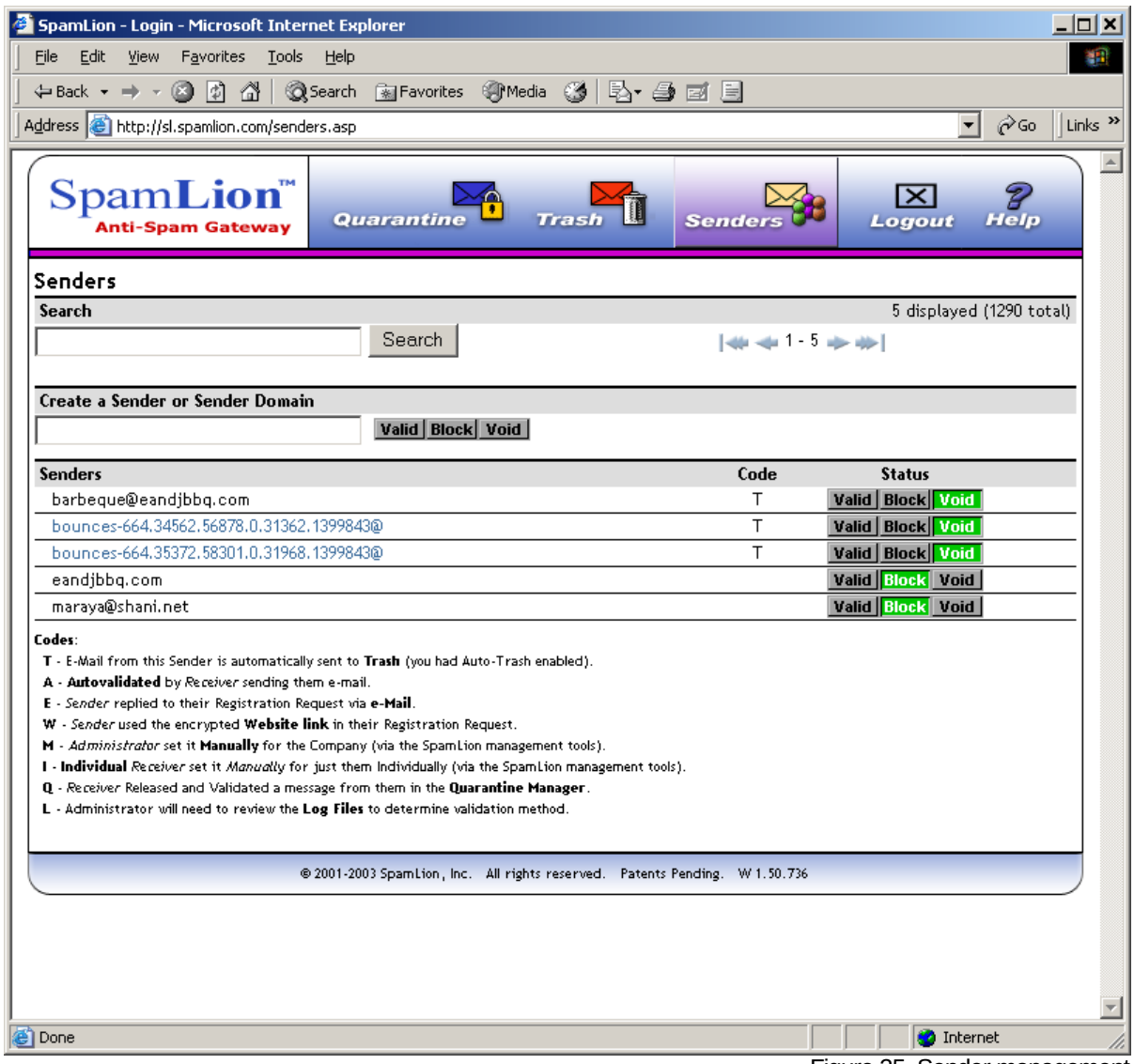

Figure 25, Sender management

Search

A sender may change the status of addresses directly under their control. First the address must be found in order to be displayed. Use the Search field to type in a particular address or domain name or a partial identifier. If there is a match, the addresses will b e listed in the Sender Disposition section of the page. If more than one page is returned, use the navigation keys to move through the result pages. The double arrows take you to the beginning and end of the set while the single arrows advance a single page

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forward or back in the result set.

Create a Sender or Sender Domain

Use this section to enter an individual e-mail address or a domain name. It is suggested that you limit the domain name to the very least inclusive to obtain the desired results. As an example, aol.com, msn.com or yahoo.com would allow any individual address in that domain the right to have their mail passed to your mailbox if they were marked as "valid"; whereas, a domain like privatesubscribers.biotech.newsgroups.yahoo.com would validate mail sent only from that domain.

Once a domain or address is entered, use the valid, block or void buttons to set the initial state. The state may be changed by entering the address or domain in search and when it appears in the Senders main body, the status may be changed using the respective buttons active in the Status column. The color green is used to indicate the current status of the address. The Administrator is the only one that is able to authorize a domain for the entire company.

Sender Disposition

This area is where the results of the search are displayed one line for each address. The code displayed in the Code column is keyed to the Legend at the lower left of the screen and indicates how the sender's address record in the database was created. The code is also a hyperlink to a popup which give details on precisely how the validation occurred. The status may be changed using the respective buttons active in the Status column. The color green is used to indicate the current status of the address.

Use the buttons to accomplish the following:

- Valid - mark the sender as a valid address able to send messages to the individual receiver.
- Block - mark the sender as blocked to have SpamLion return e-mail to it's source without any subsequent notice sent to the receiver. The Administrator has the ability to create a message used company-wide that is returned to any blocked sender. The Personalization feature is not required in order to block senders. Company-wide over rides any Individual blocking.
- Void - mark a validated e-mail address as "un-validated". This will force SpamLion to send a Sender Validation e-mail to the sender the next time a message is received form the address. Use this if you have been in "Bypass" mode and you want to force previously valid senders to prove their identity.

Note: Remember that Management is only for senders that have sent mail addressed to you. You are not able to validate senders for the entire company nor are you able to search for senders on a company-wide basis.

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