IMPORTANT INFORMATION
ABOUT CBU’S NEW SPAM FILTERING TOOL

INTRODUCTION:

The ITS SpamAssassin is CBU’s new first line of defense in dealing with the growing problem of spam coming from the Internet. SpamAssassin will evaluate all incoming email for certain characteristics via a two-step process.

The first step actually prevents certain types of spam from reaching the mail server and immediately rejects those messages. That process has been running for some time now and is currently blocking an average of 25,000 messages a week from getting to our mail server.

The second step takes place at the mail server and evaluates messages using a different set of criteria. If the filter believes the message to be spam, then the message will be automatically re-directed to a folder within your Outlook called "Possible Spam". The email that gets moved to this folder will have *POSSIBLE SPAM* added to the subject line.

This Possible Spam folder does need to be reviewed and managed regularly – messages in this folder are not automatically deleted when you close Outlook. Although we may eventually delete messages classified as spam automatically, for now we are putting them in this folder so you can keep any messages incorrectly identified as spam.

If you find that e-mail is being incorrectly tagged as spam or you are still receiving an inordinately large amount of spam in your inbox, please let ITS know by forwarding those messages as attachments according to the instructions below.

Daily, Weekly, Monthly & Yearly statistics and graphs of the spam that the system catches will be available soon on InsideCBU.

RULES FOR FORWARDING MESSAGES:

Messages must be sent in the proper format! (click here for instructions) Spam email that is not being caught and which you wish to have filtered, and messages being filtered that you wish to not be identified as spam, are to be added as attachments to a message to the proper destination mailbox and never simply forwarded. Forwarded spam can not be entered into the database and all messages that arrive in a wrong format will simply be deleted.

- Forward Spam to the "Spam Mailbox" @ spam@calbaptist.edu
- Forward False Positives to the "Not Spam Mailbox" @ notspam@calbaptist.edu

Be sure to forward your message to the proper mailbox! Improperly forwarding messages to the wrong mailbox will result in the message being deleted and no further action being taken.
If you are receiving email as a result of subscribing to a mailing list, and you no longer wish to receive these mailings, you should unsubscribe your own email address (you can usually find a link at the bottom of the message) from the mailing list. SpamAssassin is not intended to filter these types of emails.

Please do not send DSN errors to the spam mailbox. These are the automated messages that come from the System Administrator with a subject that is usually something like: “Undeliverable: Considered UNSOLICITED BULK EMAIL”. When a spammer sends a message claiming to be you and the message bounces, you will receive this notification. It you do not wish to receive these notifications, you can create a rule in Outlook to permanently delete them.

**DELETING POSSIBLE SPAM:**

Periodically you will need to delete your Possible Spam folder. In order to do this you can simply right-click on the folder and delete it. We recommend looking through the folder first in order to make sure no legitimate email made it into the folder by accident. If this folder does contain legitimate email you can always send them as attachments to notspam@calbaptist.edu per the above instructions.

**TECHNICAL INFORMATION:**

The ITS Spam filter was developed in-house using open-source software in a Linux environment and performs a diverse range of tests on all incoming email in order to positively identify unsolicited bulk email. These tests and measures include but are not necessarily limited to the following: Header tests, Body phrase tests, Automatic address white/black-listing, Manual address white/black-listing, Collaborative spam identification databases (such as DCC, Pyzor, Razor2, etc.), DNS Blocklists, Character sets and locales, and Bayesian filtering which is a form of email filtering using the Bayesian statistical methods to classify documents into categories.