

## What if a legitimate e-mail is judged to be spam?

This is why, at least at first, we recommend that you have your filter move offending messages to a folder which you can review later.

However, we also encourage you to report the error, to help us better mark similar messages in the future. If a message is marked by the system as spam in error, the user should forward the entire message (including the report) to [report-ham@ufl.edu](mailto:report-ham@ufl.edu). If a message that the user thinks is spam is not marked as such, they should forward the message to [report-spam@ufl.edu](mailto:report-spam@ufl.edu).

Since some of the tests are self-learning, letting the system administrators know about incorrectly classified messages is important.

## Where can I find out more?

Detailed information, including step-by-step "how-to" documentation, is available from the CNS Spam Information page at [www.cns.ufl.edu/spam](http://www.cns.ufl.edu/spam).

## What if I need help setting up my spam-filter?

The UF Computing Help Desk is available to assist you with this process. Call 352-392-HELP (4357) or e-mail [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu).

## How did they get my address?

There are as many ways for spammers to acquire addresses, as you can imagine. It might have been from an e-mail list to which you subscribed or an open forum where you posted a question or a helpful reply. Perhaps a business from which you made a purchase had its customer data hacked/stolen. Perhaps such a business even *sold* its customer data. The spammers could have found an address of one person on an e-mail service, and just started guessing what others might be. They are limited only by their own ingenuity.

Some computer viruses will even scour your computer files looking for e-mail addresses and send them to random people—some of whom may be spammers. Even if your computer never had one of these viruses, if someone you once sent an e-mail to got one, the virus could grab your address from the other person's computer.

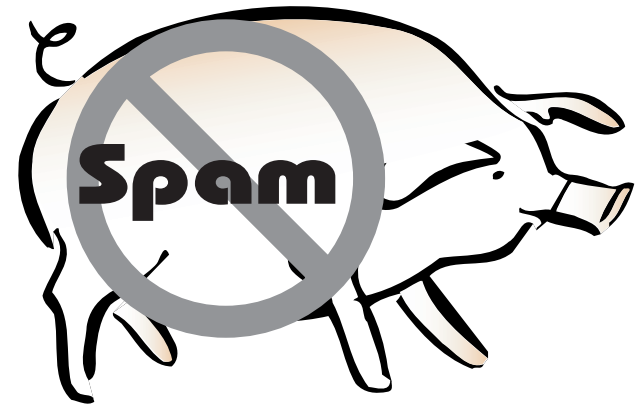
## Isn't it illegal or something?

There have recently been some attempts to regulate spam (see [www.cauce.org](http://www.cauce.org) for up-to-date information). However, the Internet is international and spammers can easily operate outside the jurisdiction of nations which attempt to regulate their activities. Therefore, it is unlikely that anything effective can be done from a legislative/law-enforcement standpoint in the foreseeable future.



[www.cns.ufl.edu/spam](http://www.cns.ufl.edu/spam)

## "Got Spam?"



**"Never wrestle with a pig...  
All you get is muddy,  
and the pig  
likes it."**

Spam (junk e-mail)  
is like a pig...  
hogging your e-mail inbox  
and your time.

**Stop wrestling with the pig.**

# CNS

UF Computing & Networking Services

[www.cns.ufl.edu/spam](http://www.cns.ufl.edu/spam)

## Eliminate most “spam” before you even see it!

Sick of seeing hundreds of unwanted “junk” e-mail messages? Are you spending hours of your work-week wading through e-mail that has nothing to do with your job?

The CNS Open Systems Group has enabled a “spam-detection” system for every single e-mail sent to GatorLink *username@ufl.edu* addresses. This process gives each message a score, using asterisks (\*) to “grade” each message. Because these spam scores are now a part of the headers in your e-mail, they can be used as a sorting/screening device in certain e-mail programs. This should save you considerable time, effort and annoyance, by screening out junk e-mail so you don’t have to see it.

## Will this new service stop all unwanted mail?

**No.** Sadly, we can’t stop the e-mail from coming, but with filters in place, you won’t have to sift through it, or even see most of it.

## Does it work?

**Yes.** Our internal tests indicate that, depending on how “conservative” or “aggressive” you are with your filtering tools, you should be able to filter out at least 70% of the junk, and possibly as much as 90%

## How much will it cost me?

Absolutely **nothing**. CNS provides this service for free to UF faculty, staff, and students.

## Will it happen automatically?

**No.** Before you see any benefit, you will have to set up filters in your e-mail program to read the “spam scores” and take whatever action you decide (such as moving the messages to a separate folder to review/delete later).

Each mail program is different. CNS has developed a series of “cookbook” documents to help you configure some of the more common programs

## Will it work with my e-mail?

That depends on two factors.

### 1. Is your e-mail going through GatorLink or NERSP?

CNS adds spam-scores to all e-mail which goes to, from, or through the GatorLink servers or the NERSP servers. So, e-mail addressed to *yourGatorLinkID@ufl.edu* gets scored, as does e-mail addressed to *yourNERSPid@cns.ufl.edu*.

Regardless of where you actually read your e-mail (for example, from your department’s e-mail server), if the mail was addressed to an ‘@ufl.edu’ or ‘@cns.ufl.edu’ address, then it goes through the spam-scoring system.

### 2. Can your e-mail program recognize the spam-score headers?

Many programs can, but not all. Currently we have step-by-step tutorials for:

- Eudora
- GatorLink WebMail
- Netscape/Mozilla/Thunderbird
- Mac OSX (Apple Mail or Entourage)
- Microsoft Outlook (but *not* Outlook Express)
- Pegasus 4.12
- Pine

## How does it work?

The GatorLink Spam Detection System works by calculating the probability of an e-mail being spam. E-mails are given scores based on a set of rules. Each rule that a message matches adds or subtracts to the cumulative score given to that message.

Because each person’s opinion on what is spam varies, the spam scoring system doesn’t do anything beyond calculating the score and reporting that score to you. It is your responsibility to decide what action, if any, should be taken based on that score.

### X-Spam Headers

When an e-mail is scored, *headers* with the results of that scoring are added to the “envelope.” Headers describe the subject of an e-mail, whom it is from and to, and lots of other things. If you view the headers of a scored e-mail you will see one or two headers:

#### X-Spam-Status

This header contains a few things, the most interesting of which are the calculated “spam-score” in numerical form and the list of tests that matched for this e-mail. While this header is useful for understanding the system and why decisions were made, it is not very useful for automated filtering.

#### X-Spam-Level

If the e-mail’s spam score is a score of 1 or more, this header will be added. This header shows the score as a series of asterisks similar to a bar on a bar graph. For example if the calculated score is 4.7 this header will look like: X-Spam-Level: \*\*\*\* where the number of asterisks is the score rounded down to a whole number. What this header lacks in detail, it makes up in utility when it comes to writing filter rules in your mail client.