

AUBnet SPAM Management Guide for Outlook 2000/XP/2003

1. How to automatically move *CNS-Detected SPAM* messages to the 'Junk E-Mail' folder?

Email messages that come from the Internet via AUBnet central mail hubs will be scanned by an anti-spam filtering system (SpamAssassin). The filters work by looking for specific characteristics, and assigning a positive or negative 'score' value to each one encountered. At the end, a message's total score is compared to a threshold value, and if it's above a certain level, the message will be classified as spam and will be marked with 'X-CNS-Detected-SPAM' signature in the message header and *CNS-Detected SPAM* in the subject before being delivered to the recipient Inbox.

You can set up a simple 'rule' in Outlook to automatically move on receipt all *CNS-Detected SPAM* messages to a "Junk E-mail" folder. You will then be able to check that folder for 'false spam' before deleting all the spam messages.

To filter for all *CNS-Detected SPAM* and move the messages to the "Junk E-Mail" folder do the following:

1. click on the 'Tools' menu then 'Rules and Alerts' option.
2. click on the 'New Rule' button to create a new rule.
3. click on 'Start from a blank rule' option.
4. click on the 'Check messages when they arrive' text.
5. click on the 'Next' button.
6. locate the 'with specific words in the message header' option and click on the check box next to it
7. click on the 'specific words' option in the lower panel
8. type in: **X-CNS-Detected-SPAM**
9. click the 'Add' button (the text will appear in the lower panel).
10. click OK then click 'Next'.
11. click on the 'Move it to the specified folder' check box.
- do not select 'Move a copy to the specified folder'.
12. click on the word 'specified' in the lower panel.
13. locate the '**Junk E-Mail**' folder and click on it.
- if the folder 'Junk E-Mail' does not exist
 - 13.1 click the 'New' button
 - 13.2 type '**Junk E-Mail**', click OK
14. click OK then click 'Finish' then click OK.

The rule will start sending all new messages marked with 'X-CNS-Detected-SPAM' to the 'Junk E-Mail' folder.

Notice: The rule is set to trap 'X-CNS-Detected-SPAM' in the message header rather than trapping ' CNS-Detected SPAM*' in the subject. This is deliberate to allow the recipient to reply to and forward marked spam messages. If instead of that the filter was set to trap '*CNS-Detected SPAM*' from the message subject, replies and forwards would be trapped and moved into the spam 'Junk Email' folder.*

You can test the filter and move existing *CNS-Detected-SPAM* spam messages from your Inbox to the 'Junk E-Mail' folder, by doing the following:

1. click on the 'Tools' option then the 'Rules and Alerts'.
2. ensure that your 'X-CNS-Detected-SPAM' rule is checked.
3. click on the 'Run now' button.
4. select the 'X-CNS-Detected-SPAM' rule.
5. click on the 'Run now' button.
6. when its finished - click 'Close' button then OK.

The marked spam messages should be moved to the 'Junk E-Mail' folder.

2. Managing the 'Junk E-Mail' folder

Although CNS carefully tuned SpamAssassin to detect Spam while allowing genuine messages through, occasionally it may wrongly mark a genuine message as Spam. Messages marked as Spam that are not Spam are called 'False Positive' or 'False Spam'. You can report 'False Spam' to a special address <false-spam@aub.edu.lb> where the messages will be checked and added to a 'White List'. CNS will exercise due efforts to process the request within 2 working days and will notify the requester accordingly.

You can recover 'False SPAM' messages and report them to CNS to be added to the 'White List' by doing the following:

1. open your 'Junk E-Mail' folder.
 2. check through the headers for 'False Spam' message s
- If you identify a 'False SPAM' message*
3. choose 'File' then 'Save as' option.
 4. drop the 'Save as type' list and choose the 'Message Format(*.msg)' format.
 5. click on 'Desktop' then the 'Save' option.
- To report the 'False SPAM' message*
6. start a new Outlook email message
 7. in the 'To' line type: false-spam@aub.edu.lb
 8. in the "Subject" line type: reporting false spam
 9. attach the message from the desktop.
 10. write a covering note then send it.
- To recover 'False SPAM' message*
11. open the message from the desktop
 12. edit the subject lines of the 'False Spam' to remove the '*CNS-Detected SPAM*' text.
 13. save the edited message
 14. drag the recovered messages to your inbox.

You can delete the SPAM messages from the 'Junk E-Mail' folder by doing the following:

**** Check your spam to make sure that all messages are spam ****

1. highlight all messages.
2. press delete.

3. How to add a personalized mail filter?

To add a filter for 'V.I.A.G.R.A' and move the messages to the "Junk E-Mail" folder do the following:

14. click on the 'Tools' menu then 'Rules and Alerts' option.
15. click on the 'New Rule' button to create a new rule.
16. click on 'Start from a blank rule' option.
17. click on the 'Check messages when they arrive' text.
18. click on the 'Next' button.
19. locate the 'with specific words in the subject or body' option and click on the check box next to it
20. click on the 'specific words' option in the lower panel
21. type in: **V.I.A.G.R.A**
22. click the 'Add' button (the text will appear in the lower panel).
23. click OK then click 'Next'.
24. click on the 'Move it to the specified folder' check box.
 - do not select 'Move a copy to the specified folder'.
25. click on the word 'specified' in the lower panel.
26. locate the 'Junk E-Mail' folder and click on it.
 - *if the folder 'Junk E-Mail' does not exist*
 - 13.1 - Click the 'New' button
 - 13.2 - type 'Junk E-Mail', click OK
14. click OK then click 'Finish' then click OK.

The rule will start sending all new messages with 'V.I.A.G.R.A' to the 'Junk E-Mail' folder.

You can be creative and develop quite complex filters and apply them to your inbox.