

Spam and Virus Protection FAQ

Your domain is now live on the spam and virus protection server. Here is some additional information that will help you ease into your new spam-reduced e-mail life.

Now my in box is full of spam messages that are tagged with things like "[Spam%: ##%] Subject Line." How is this helping me?

The spam filtering software is scanning messages so that you don't have to. By flagging the subject line, the software is identifying the spam messages for you so that you can filter them out of the way and focus on the legitimate messages in your inbox.

We suggest you create a rule in your e-mail client to filter messages containing "[Spam" in the subject line, into a folder named "Spam." You should scan this folder for e-mail that may have been incorrectly flagged as spam. After you check this folder, delete the flagged e-mail on a daily basis to ensure you minimize the amount of unnecessary e-mails in your e-mail client.

What do I do about the messages that say Virus Found?

The virus has been removed from the message and attachment, and sent to solitary confinement. The message is benign and should just be deleted. You will notice that some of these messages also include a "[SPAM%: ##%][SPAM%: VIRUS FOUND] Subject Line". This denotes the spam characteristics of the e-mail message, separate from the virus signatures that were found in the attachment. As an additional precaution, viruses are detected and removed even from messages sent from an address on your Approved Senders list.

I'm still getting spam. Why are some messages caught, while others are not?

The filtering system is not 100% foolproof, as it is the job of spammers to find new ways to get messages to your inbox. Especially in the first week, you may still receive about 20% of the spam e-mails sent to your address because of the nature of spamming. Eventually the filtering software will catch over 95% of the spam. Regardless, the filtering software adds a line to the Internet headers of all messages screened, containing the probability percentage that was detected.

If the percentage arrived at is low, the message will be delivered, without a flag in the subject line. However, if you are curious, you will be able to see the percentage by viewing the Internet headers of the message. Look at the line beginning with "X-PerlMX-Spam." You'll see "Probability = ##%" which will tell you the percentage that was detected. This will be lower than what triggers the flag to be added to the subject line.

What are these Quarantine Digests?

The Quarantine Digest contains the subject line and "From" information for each message with a higher spam probability. These are the messages most likely to be spam; however, you may want to scan through the report, especially in the first weeks using this filtering service, to make sure no legitimate messages have been quarantined.

You will be able to release any message from quarantine. Simply click on the ID for that message, and a new e-mail should appear on your screen. Send this e-mail without altering it in any way. The message will be delivered to your e-mail address within ten minutes.

To ensure that a legitimate message is not quarantined in the future, add the sender to your list of Approved Senders. Click the link at the bottom of the Quarantine Digest message to access your personal preferences.

The first time you attempt to log in, you will need to request a password via e-mail. Shortly, you will receive a return e-mail from Digital IMS Spam Admin or spam-admin@digitalims.com containing your e-mail address and password for logging in to manage your preferences. You will be able to bookmark your login page to access this area any time you wish. Regardless, the daily Digests will include a link to that page.

The Quarantine Digests arrive in your inbox every day at 7 a.m. and 3 p.m. Central Time. These times allow you to review and release any legitimate e-mails that were quarantined overnight and again before you leave for the day.

I am expecting a message that I think got caught by the filtering software, because I haven't received it. How can I retrieve it?

You will see the message listed in the next quarantine digest, and can release it as described above. Or, if you would prefer to not wait, you can log in to your personal preferences, view the list of "Blocked Messages." You can view the content of the message by clicking on the subject line. To release a message from this area, check the box in the far left column, next to the score. Hit Deliver Message and it will be delivered to you within ten minutes, or hit Deliver & Approve Sender to release the message and at the same time add the sender to your list of Approved Senders.

I subscribe to lists that other people around here would consider spam. How can I be sure I still receive those messages that others may not want?

At the bottom of your quarantine digest e-mail message, you will find a link to click on to change your personal preferences. Once logged in, you will be able to add addresses to your Approved Senders list. Conversely, you'll be able to add to your Blocked Senders list to ensure you do not receive any messages from a specific address or domain.