

SOPHOS ANTI-SPAM ENDUSER WEB INTERFACE (EUWI)

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OVERVIEW

The University of Houston Clear Lake has deployed the SOPHOS Pure Message application as its main anti-SPAM defense. The Pure Message application processes all incoming e-mail messages and evaluates each message against the rules that have been defined by the SOPHOS application and the University to categorize an e-mail message as Spam. The results of the anti-Spam rules evaluation process is the Spam Confidence level and is expressed as a percentage; i.e. 100% presents an e-mail message that matched all evaluation criteria.

The anti-Spam categorization process is not perfect, the Sophos anti-Spam application has been configured to evaluate incoming e-mail messages under three criteria and take a specific action for each criteria. The criteria and actions are:

- 1) If the e-mail message confidence level is low, send the e-mail to the user's e-mail inbox unimpeded.
- 2) If the e-mail message confidence level is near the Spam threshold, send the e-mail to the user's e-mail inbox but add a message to the e-mail's subject line indicating the Spam confidence level. The user can use the altered subject line to develop custom Outlook junk e-mail rules. Creating Outlook junk e-mail rules is beyond the scope of this document. Creating Outlook junk e-mail rules can be discussed with the UCT Service Center or with the department's Computer Coordinator.
- 3) If the e-mail message confidence level meets or exceeds the Spam threshold, send the e-mail message to the "Quarantine". The Quarantine is a special holding area that is separate from the user's e-mail inbox. E-mail messages held in the quarantine area are not charged against the user's e-mail disk space.

Since the Pure Message rules may evaluate certain e-mail as Spam there is a need for the user to be able to customize the Pure Message rules. The SOPHOS anti-Spam End User Web Interface (EUWI) is the method by which a user can configure his/her personal anti-Spam rules. Each of the EUWI options is discussed in detail below.

ACCESSING THE SOPHOS EUWI

The EUWI can be accessed by opening a web browser and browsing to the following web address: <http://myspam.uhcl.edu:28080>. The EUWI will present the user with a login screen similar to the screen below (Figure 1).



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Enter your email address/login and password to log in.

Email/Login:

Password:

Login

If you do not have a password, please go [here](#).

Figure 1

The login screen requires the user to enter in his/her NT userid and password.

If the correct userid and password have been entered, the user will be granted access to the SOPHOS EUWI to manage the customizable anti-Spam settings.

SOPHOS EUWI MAIN MENU

The EUWI is presented in Figure 2 below.



Figure 2

The EUWI provides seven (7) functions:

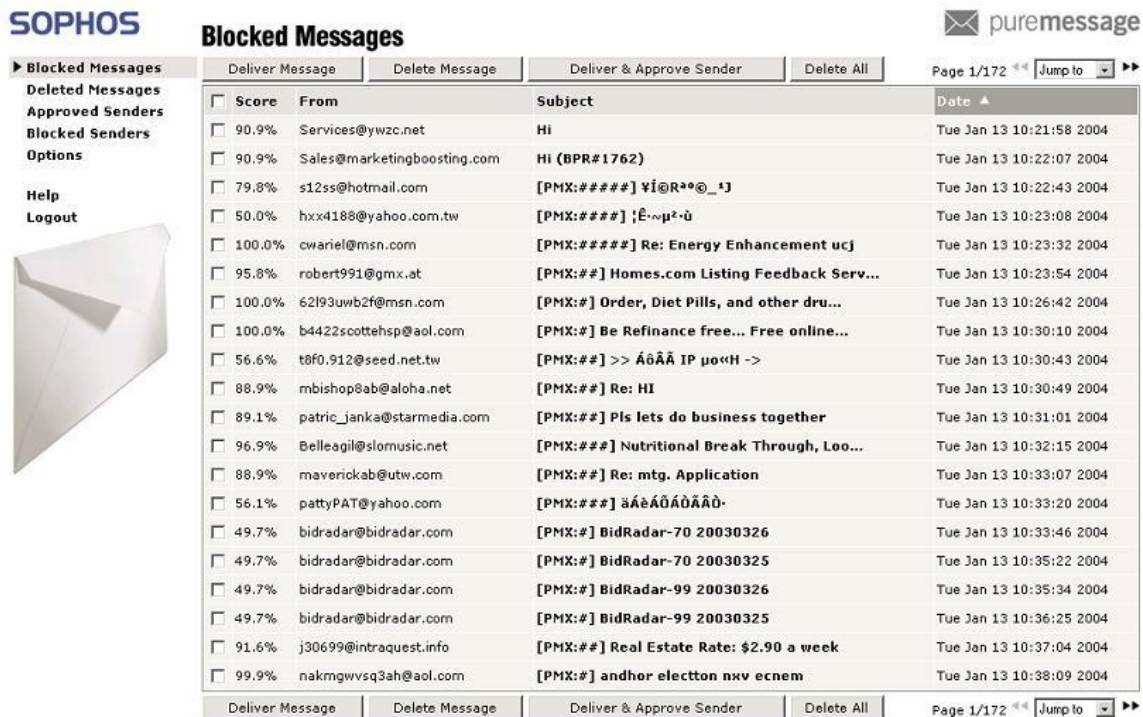
- **Blocked Messages** – The Blocked Messages screen displays all of the e-mail messages that the SOPHOS anti-Spam application has prevented from being delivered to the user. These are messages that have been blocked (held in a special holding area called the quarantine). Messages can be blocked either by the rules established by the University or by rules established by the user. The Blocked Messages screen allows the user not only the ability to see the blocked messages but also allows the user to manage the blocked messages.

Messages are held in the quarantine area for the length of time specified by the University retention rules.

- **Deleted Messages** – The Deleted Messages screen displays all messages that have been “deleted” by the user from the Blocked Messages screen. Messages are displayed on the Deleted Messages screen until the messages are physically purged from the system after the University retention period has expired. Currently, the Delete Messages screen is merely a “parking place” for Blocked Messages the user has previously reviewed and no longer wishes to see on the Block Messages screen. Except for keeping the list of messages short to reflect only new e-mail messages on the Blocked Message screen there is no other benefit derived from using the Deleted Messages screen.

- **Approved Senders** – The Approved Senders screen maintains a list of senders that the user does not want to be blocked by the rules established by the SOPHOS Anti-spam software or the rules established by the University. The anti-spam application may prevent a message from being delivered to the user because the e-mail met the criteria that the SOPHOS anti-Spam application and the University have established for SPAM e-mail. The Approved Senders screen allows the user to over ride the anti-spam blocking rules and allow the e-mail to be delivered unimpeded.
- **Blocked Senders** – The Block Senders screen maintains a list of senders that the user does not want to receive e-mail from. This screen is used when the user does not want to receive email from a specific sender although the e-mail does not meet the criteria that the SOPHOS anti-Spam application and the University have established for Spam e-mail. Adding senders to this list blocks all e-mail from the sender.
- **Options** – The Options screens allows for the customization of several parameters that affect the general processing of the SOPHOS anti-Spam application against the user’s e-mail.
- **HELP** – The Help screens provides the user with additional instructions and information for the EUWI.
- **LOGOUT** – The logout screen ends the users session within the EUWI.

BLOCKED MESSAGES



SOPHOS **Blocked Messages** puremessage

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<input type="checkbox"/>	Score	From	Subject	Date
<input type="checkbox"/>	90.9%	Services@ywzc.net	Hi	Tue Jan 13 10:21:58 2004
<input type="checkbox"/>	90.9%	Sales@marketingboosting.com	Hi (BPR#1762)	Tue Jan 13 10:22:07 2004
<input type="checkbox"/>	79.8%	s12ss@hotmail.com	[PMX:####] ¥í@R³@_¹J	Tue Jan 13 10:22:43 2004
<input type="checkbox"/>	50.0%	hxx4188@yahoo.com.tw	[PMX:####] ;É~µ²·ù	Tue Jan 13 10:23:08 2004
<input type="checkbox"/>	100.0%	cwariel@msn.com	[PMX:####] Re: Energy Enhancement ucj	Tue Jan 13 10:23:32 2004
<input type="checkbox"/>	95.8%	robert991@gmx.at	[PMX:##] Homes.com Listing Feedback Serv...	Tue Jan 13 10:23:54 2004
<input type="checkbox"/>	100.0%	62193uwb2f@msn.com	[PMX:##] Order, Diet Pills, and other dru...	Tue Jan 13 10:26:42 2004
<input type="checkbox"/>	100.0%	b4422scottehsp@aol.com	[PMX:##] Be Refinance free... Free online...	Tue Jan 13 10:30:10 2004
<input type="checkbox"/>	56.6%	t8f0.912@seed.net.tw	[PMX:##] >> ÁôÃÃ IP µ«H ->	Tue Jan 13 10:30:43 2004
<input type="checkbox"/>	88.9%	mbishop8ab@aloha.net	[PMX:##] Re: HI	Tue Jan 13 10:30:49 2004
<input type="checkbox"/>	89.1%	patric_janka@starmedia.com	[PMX:##] Pls lets do business together	Tue Jan 13 10:31:01 2004
<input type="checkbox"/>	96.9%	Belleagil@slomusic.net	[PMX:####] Nutritional Break Through, Loo...	Tue Jan 13 10:32:15 2004
<input type="checkbox"/>	88.9%	maverickab@utw.com	[PMX:##] Re: mtg. Application	Tue Jan 13 10:33:07 2004
<input type="checkbox"/>	56.1%	pattyPAT@yahoo.com	[PMX:####] äÁèÁÔÁÔÁÔÁÔ·	Tue Jan 13 10:33:20 2004
<input type="checkbox"/>	49.7%	bidradar@bidradar.com	[PMX:##] BidRadar-70 20030326	Tue Jan 13 10:33:46 2004
<input type="checkbox"/>	49.7%	bidradar@bidradar.com	[PMX:##] BidRadar-70 20030325	Tue Jan 13 10:35:22 2004
<input type="checkbox"/>	49.7%	bidradar@bidradar.com	[PMX:##] BidRadar-99 20030326	Tue Jan 13 10:35:34 2004
<input type="checkbox"/>	49.7%	bidradar@bidradar.com	[PMX:##] BidRadar-99 20030325	Tue Jan 13 10:36:25 2004
<input type="checkbox"/>	91.6%	j30699@intraquest.info	[PMX:##] Real Estate Rate: \$2.90 a week	Tue Jan 13 10:37:04 2004
<input type="checkbox"/>	99.9%	nakmgwvsq3ah@aol.com	[PMX:##] andhor electton nxv ecnem	Tue Jan 13 10:38:09 2004

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Figure 3

The Blocked Messages (see Figure 3) screen displays all the e-mail messages that the SOPHOS anti-Spam application has prevented from being delivered to the user. The Blocked Messages screen is similar in appearance and function to the anti-Spam Daily Digest (see separate documentation). The Blocked Messages screen provides the user with the following information:

- **Score** – The calculated confidence level expressed as a percentage that the e-mail is Spam. This value is assigned by the SOPHOS Pure Message application.
- **From** – The sender of the email. This value is often forged by Spammers and is therefore not reliable.
- **Subject** – The subject of the e-mail message.
- **Date** – The date that the e-mail was placed into the Spam quarantine by the SOPHOS application.

The user can sort the information on the screen by clicking on any one of the column titles.

The Blocked Messages screen allows the user to manage the Spam quarantine. The user is able to perform the following functions:

- **Deliver Message** – Causes the specified e-mail to be delivered to the user’s mailbox. The e-mail is not removed from the quarantine by having the mail delivered. Messages are held in the quarantine area for the length of time specified by the university retention rules. Messages released from the quarantine may take ten (10) minutes or longer to arrive in the user’s e-mail inbox depending on server load.
- **Delete Message** – Causes the specified e-mail to be deleted from the user’s quarantine area. The mail is not purged from the system for a brief period of time. Deleted messages can be viewed on the Deleted Messages screen until the messages are finally purged by the application.
- **Deliver and Approve Sender** – Causes the specified e-mail to be delivered to the user and “White Lists” the sender. White Listing the sender means that all subsequent e-mail received from the sender will not be held in the quarantine as Spam. See “Deliver Message” above for further explanation. After clicking on the “Deliver and Approve Sender” the user will be presented with a screen prompting the user to approve either the specific sender of the e-mail or all senders from the e-mail domain. (See Figure 4)

Click on “Approve” to deliver the e-mail message and add the sender to the White List or click on “Cancel” to cancel the selected e-mail.

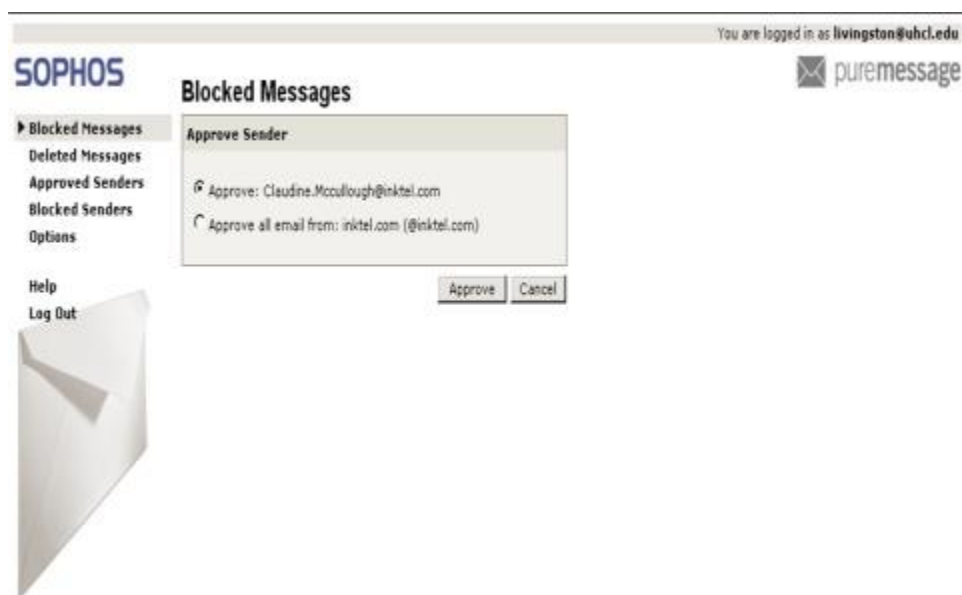


Figure 4

NOTE: It is highly recommended that the user approve the specific sender of the e-mail and not all senders. Approving all senders from the e-mail domain may result in unwanted Spam therefore defeating the purpose of the anti-Spam application.

- Delete All – Deletes all messages in the quarantine. This option can be used to delete all messages without explicitly selecting each e-mail message. See “Delete Message” above further explanation.
- Jump To – Allows the user to advance to the next page of blocked e-mail messages held in the user’s quarantine area.

E-mail messages that are to be managed are selected by clicking on the “check box” to the left of each e-mail message. Multiple e-mail messages may be selected at the same time for action.

DELETED MESSAGES

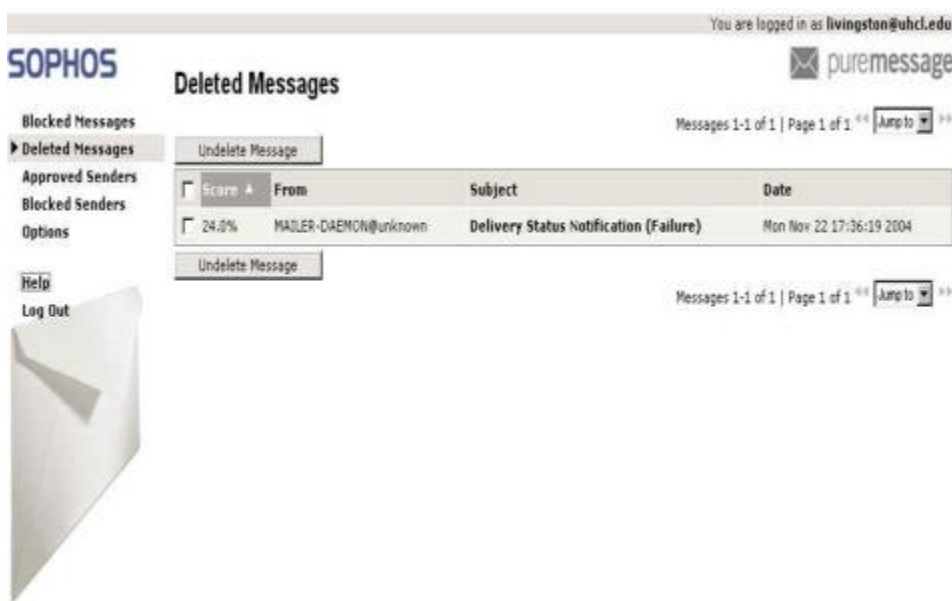


Figure 5

The Deleted Messages screen (see Figure 5) displays all messages that have been “deleted” by the user from the Blocked Messages screen. The Deleted Messages screen provides the user with the following information:

- Score – The calculated confidence level expressed as a percentage that the e-mail is Spam. This value is assigned by the SOPHOS Pure Message application.

- From – The sender of the email. This value is often forged by Spammers and is therefore not reliable.
- Subject – The subject of the e-mail message.
- Date – The date that the e-mail was placed into the Spam quarantine by the SOPHOS application.

The user can sort the information on the screen by clicking on any one of the column titles.

The Deleted Messages screen allows the user to “undelete” e-mail messages. E-mail messages that are to be undeleted are selected by clicking on the “check box” to the left of each e-mail message. Multiple e-mail messages may be selected at the same time. Click on the “Undelete Message” button to undelete the message.

E-mail messages that are “undeleted” are returned to the Block Messages screen.

Note: Currently, the Deleted Messages screen does not cause messages to be deleted sooner than the University retention period. The Delete Messages screen may be used to keep the Blocked Messages screen list short to reflect only new blocked messages.

APPROVED SENDERS

You are logged in as **test@domain.com**

SOPHOS 

Blocked Messages
Deleted Messages
► Approved Senders
Blocked Senders
Options

Help
Log Out

Approved Senders

Add Sender

Valid email addresses are of the form *user@domain*. The *user* may contain alphanumeric characters, the underscore (`_`), the dot (`.`) and the hyphen (`-`). The domain may contain alphanumeric characters, the hyphen and the dot.

Wildcards may also be used. Wildcards are used to match users at a particular domain. The wildcard character is the asterisk (`*`), which will match any set of alphanumeric characters and underscores.

To match bob@example.net one would use `*@example.net`.

To match bob.smith@example.net one would use `*.*@example.net`.

To match an entire domain, one would use `@example.net` or `**@example.net`.

Add address:

Add Sender **Cancel**

Figure 6

You are logged in as **test@domain.com**

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Approved Senders

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<input type="checkbox"/> Sender ▲	Add Sender
<input type="checkbox"/> All email from: domain2.com (**@domain2.com)	
<input type="checkbox"/> joe@domain4.com	
<input type="checkbox"/> myfriend@domain3.com	

Delete Sender

The sender has been added to your list of approved senders.

Figure 7

The Approved Senders screen (see Figure 6 and Figure 7) maintains a list of senders that the user does not want to be blocked by the rules established by the SOPHOS anti-Spam software or the rules established by the University. Senders added to this list are termed “White Listed” senders. White Listed senders are never stopped by the anti-Spam rules

The adding of new senders to the Approved Senders list is accomplished by using the “Add Senders” button. Sender addresses must be entered into the screen in the form of [username@domain.name](#) OR [*@domain.name](#). The asterisk (*) represents a wildcard character that may be substituted for any set of characters. Caution should be taken when using wildcard characters. It is highly recommended that wildcards should not be used since the user may unintentionally white list users that actual spammers.

Examples of sender addresses are:

- [bob@msn.com](#) - match a user called bob at msn.com
- [Jason_Smith@aol.com](#) - match a user called Jason_Smith at aol.com
- [mike*@msn.com](#) – match any username starting with “mike” at msn.com
- [**@aol.com](#) or [@aol.com](#) - match all users at aol.com

Figure 6 above shows the Approved Senders add screen.

Figure 7 above shows the user’s list of Approved Senders. The list of Approved Senders screen may be used to delete a sender from the Approved Senders list. One or more senders may be selected for deletion by clicking on the “check box” to the left of the sender address. Click on the “Delete Sender” button to delete the selected sender(s).

Clicking on the column title sorts the sender list in ascending or descending order.

Clicking on “Jump To” allows the user to display the next page of Approved Senders.

BLOCKED SENDERS



Figure 8



Figure 9

The Blocked Senders screen (see Figure 8 and Figure 9) maintains a list of senders that the user does not want e-mail to be delivered. Senders added to this list are termed “Black Listed” senders. Black Listed senders are always stopped by the anti-Spam rules.

The adding of new senders to the Blocked Senders list is accomplished by using the “Add” function. Sender addresses must be entered into the screen in the form of [username@domain.name](#) OR [*@domain.name](#). The asterisk (*) represents a wildcard character that may be substituted for any set of characters. Caution should be taken when using wildcard characters. It is highly recommended that wildcards should not be used since the user may unintentionally black list valid senders.

Examples of sender addresses are:

- [bob@msn.com](#) - match a user called bob at msn.com
- [Jason_Smith@aol.com](#) - match a user called Jason_Smith at aol.com
- [mike*@msn.com](#) – match any username starting with “mike” at msn.com
- [**@aol.com](#) or [@aol.com](#) - match all users at aol.com

Figure 8 above shows the Blocked Senders add screen.

Figure 9 above shows the user’s list of Blocked Senders. The list of Blocked Senders screen may be used to delete a sender from the Blocked Senders list. One or more senders may be selected for deletion by clicking on the “check box” to the left of the sender address. Click on the “Delete Sender” button to delete the selected sender(s).

Clicking on the column title sorts the sender list in ascending or descending order.

Clicking on “Jump To” allows the user to display the next page of blocked senders.

OPTIONS

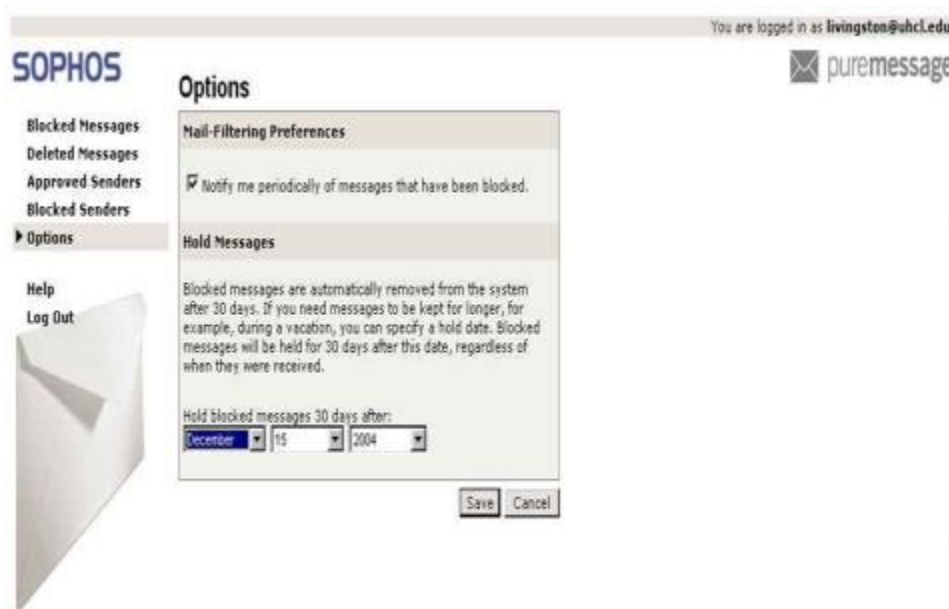


Figure 10

The Options screen (see figure 10) allows the user to control the Mail-Filtering Preferences (Anti-Spam Daily Digest) and the Hold Messages retention time (vacation settings).

- **Mail-Filtering Preferences** – The default setting for notifying a user that new Spam has been quarantined is for the anti-Spam software to send the user an anti-Spam Daily Digest. The Digest is sent twice a day to the user’s e-mail inbox. The user may cancel the Daily Digest by “unchecking” the “Notify me periodically of messages that have been blocked.” “check box”. The Daily Digest may be re-enabled by clicking on the “check box” and re-checking the box. Clicking on the “Save” button retains changes. (Note: See the “SOPHOS ANTI-SPAM DAILY DIGEST” document for more information regarding the “Daily Digest”.)
- **Hold Messages (Vacation) Retention Time** – There may be times that the user will be away from the office and therefore not able to review quarantined Spam. The Hold Messages option allows the user to set the date from which the anti-Spam software begins calculation of the time to delete messages. For simplicity purposes, the Hold Messages time can be viewed as the amount of time to retain e-mail beyond the normal deletion setting. Note: The user cannot hold e-mail beyond the maximum global setting for all users. A warning will be issued to notify the user if a setting beyond the maximum time is attempted.

HELP

The Help screen displays explanations about various aspects of the SOPHOS EUWI. The help messages are screen sensitive and displayed in a separate pop-up screen. This means that the help messages that are displayed will be for the EUWI screen that is currently displayed. For example, if the user clicks on the Block Messages screen and then clicks on the Help menu selection the information displayed in the pop-up window will be for the Block Messages Screen.

NOTE: The information displayed in the Help screen represents default configuration information about the SOPHOS anti-Spam application. The information will not reflect changes made by UHCL. UHCL changes are reflected within this document.

LOGOUT

SOPHOS

You are logged out.

To log back in and start managing messages again, please go [here](#).

 puremessage



Figure 11

The Logout screen (see Figure 11) terminates the user's session for the selected e-mail box. The user can log back into the SOPHOS Anti-Spam application by clicking on the "here" link.

KNOWN ISSUES

1. Currently the EUWI allows a user to manage only the primary mailbox associated with the NT userid. Users that have multiple mailboxes mapped to the same NT userid will not be able to manage the secondary mailboxes with the EUWI. Secondary mailboxes must be managed using the Daily Digest. This issue is under review.