

Topic: Proofpoint Anti-Spam System**Article: Frequently Asked Questions****Proofpoint: Frequently Asked Questions (FAQ)**

Hamline University ITS has implemented a new and improved version of the anti-spam system called Proofpoint. Below please find some commonly asked questions.

I received an e-mail message from Proofpoint. What is this message?

You have received a "Spam Digest" report that is automatically generated from the Proofpoint system listing messages that are now being held in a special Quarantine. Once a day at 7 a.m., Monday through Friday, a digest message is sent showing a list of your new e-mail messages that have arrived from outside of Hamline University that appear to be spam. The report only includes messages added to the Quarantine since the last report was generated. A message placed in the Quarantine resides there for 14 days and then is automatically deleted from the Quarantine system.

Do I need to do anything? What do I need to do with the Digest report?

You do not need to do anything but delete the message after scanning it first for messages that you might not consider spam. If all the message are spam, just delete the Digest message. If not, you can take action on the messages in the Digest using the web links. For example, you can:

- **Release:** Releases a message from the Quarantine and sends the message to your Inbox. This link allows you to receive the message in your Inbox so you can review the contents of the message.
- **Safelist:** This link does two things. It release the message to your Inbox and it also adds the e-mail address of the sender to your personal Safe Senders list. Future messages from this sender will not be sent to the Quarantine.
- **Not Spam:** This link allows you to report to Proofpoint directly any message that you believe is not spam. Proofpoint amasses reports from all over the world to help them keep their spam detection technology up-to-date and correct as possible. Please note that this feature sends the contents of the message to Proofpoint.

To apply any of these actions to a message in your Digest, simply click the link for the message. A browser window opens to let you know the request is being processed.

What else can I do?

You can also click the links in your Digest for other requests. These requests are processed by the Proofpoint system. Here are some examples of requests that you can make:

- **Request New End User Digest:** Click on this link and you will receive via e-mail an updated Digest report. This new report will include the full list of all messages in the quarantine.

- **Request Safe/Blocked Senders List:** Click on this link and you will receive via e-mail a report on your Safe and Blocked Senders.
- **Manage My Account:** The Manage My Account link allows you to make several changes to your Digest from a single web page. From this special web page you can add and delete e-mail addresses from your personal Safe Senders and Blocked Senders lists. You can also make changes to your personal profile, such as selecting a Spam Policy from the list of available policies, and selecting whether or not you want to receive a Digest even when you do not have messages in the Quarantine.

What are the differences between the various spam policies?

- **Default: Send all spam and possible spam to the quarantine**
This policy option will quarantine spam as well as possible spam (Proofpoint score is 50 or higher) and will send digests to you.
- **Exclude Adult Spam from my Digest: Discard messages that Proofpoint classifies as adult spam; quarantine messages that Proofpoint classifies as commercial spam**
This policy option will discard only spam determined to be adult spam; quarantine probable/possible commercial spam (Proofpoint score is 50 or higher) and will send digests to you.
- **Discard messages classified as spam and deliver fewer messages to my digest (Recommended for Advanced Users only)**
If you are confident with Proofpoint's ability to determine spam, you can select this policy option which will discard commercial spam (Proofpoint score is 80 or higher); discard adult spam (Proofpoint score is 40 or higher); quarantine probable/possible commercial spam (Proofpoint score is 40-79) and will send digests to you. If you are confident that Proofpoint is scoring spam properly, this is the option to reduce the listings of messages in your Digest.

How do I add entries to my safe/block list?

E-mail addresses of messages appearing in your daily Digest are already blocked. You can list a sub-domain, or an entire domain on your safe/block list. Enter @foofoo.com if you wish to only safelist mail from the main foofoo.com domain. However, if you wish to safelist mail from any foofoo.com host, enter foofoo.com without the @ symbol; this will match any host/sub-domain.

- **Case-sensitivity**
Safe/Blocked list entries should always match regardless of case. For example, if you enter USER@Domain.com, it should match user@domain.com and vice versa.
- **Blocklists**
It is not currently possible to add a "blocklist" link to the digest. You must open your [Manage My Account](#) page and add the blocklist address manually.

- **From address vs. Sender address**

While it is "legal" to use a different From (or, display) email address than the one used as the Sender address, spammers often use this loophole to make the email "look" like it's coming from a more reputable sender. Proofpoint matches against the Sender address, so the email address which appears in the email client as "From" will not always be the address which should be entered in the safe/block list. A user may need to view the email header in order to see the real Sender address. Clicking the safelist link from the digest automatically uses the Sender address and relieves the user of this task.

How do I delete a message from the Quarantine?

There is currently no way to purge a message from the Quarantine. It will expire on its own. You only need to take action if you wish to release the message, add the sender to your safe list or add the sender to your block list. The messages in Quarantine are not being reflected against your e-mail account storage quota and are not affecting your e-mail account in any way, so there is no reason to purge messages from the Quarantine.

I did not get a Digest report, why is that?

Your digest reports should only contain the list of messages that have been quarantined since the last reporting period. You can see the full list of quarantined messages if you request a digest report via the link in one of your previous digest reports. Currently, empty digest reports are suppressed. If no messages that have come through addressed to you have been quarantined during the last reporting period, you will not get a digest report.

Why did nothing happen when I clicked on a link in my Digest?

Pop-up blockers can prevent Proofpoint windows from launching. You can try these solutions:

- Hold the CTRL key while clicking the links contained in your Digest
- Disable pop-up blocker programs
- Mark the site to allow pop-ups
- Disable Internet Explorer pop-up blocker from the Tools menu

We've been using the State of Minnesota's Spam Filtering Service. Is this new service the same or different?

The new anti-spam service has many similarities to the previous system and has now replaced the old spam service. Here are some of the reasons why Proofpoint is superior to the old spam filtering service:

- Every potential spam message (as identified by the Proofpoint system) is held in a special Quarantine for 14 days.
- In the new service, you maintain your personal lists of "Safe" senders and "Blocked" senders.
- You can request a new digest whenever you want right from the automatically generated daily digest.
- Proofpoint, a company dedicated to anti-spam technology, is constantly updating and improving their spam detection technology.

Hamline University's use of the State of Minnesota's Spam Filtering Service was discontinued when the new Proofpoint anti-spam service was enabled on August 7, 2007.

I would prefer to see only one digest a week, or one digest a month. Is that possible to configure on my own?

At present the Proofpoint system does not have a way for individuals to set a digest schedule. It is a system wide setting.

I am still getting spam in my Inbox. What can I do about it?

Spammers are always finding ways to circumvent even the best spam detection technologies. Hopefully, you are seeing a tremendous reduction in the spam messages in your Inbox. If you want to report an inappropriate message or unidentified spam message please forward the message (as an attachment) to abuse@hamline.edu

What if I am missing an important e-mail?

Proofpoint never discards e-mail. Mail containing spam is displayed in your daily digests. Messages containing a virus that could not be disinfected are not displayed in your digests but they are kept on the Proofpoint system for 14 days. If you suspect you are still missing e-mail, contact the ITS Help Desk.

Does Proofpoint detect viruses?

Proofpoint detects and cleans or quarantines viruses using F-Secure Anti-Virus software. Proofpoint then sends the incoming e-mail (without the attachment) to your e-mail account.

What else does Proofpoint block?

Proofpoint blocks incoming e-mail greater than 50 MB in size and removes executable file attachments. The following file attachments are automatically removed: 386, 3gr, add, ade, app, asp, asx, bas, bat, chm, cmd, com, cpl, crt, css, dbx, dll, exe, fon, fpx, hlp, hta, inf, ins, isp, js, jse, lnk, mdb, mde, msc, msi, msp, mst, ocx, pcd, pif, reg, scr, sct, shs, shb, url, vb, vbe, vbs, vxd, wsc, wsf, wsh.

Where can I get more information?

You can call the ITS Help Desk at 651-523-2220 with any questions or concerns. You can also e-mail itshelp@hamline.edu if you would like to discuss specifics regarding this new service.