Spam & Virus Filtering Manual – V 3.0

The spam/virus filter will automatically remove spam email sent to domains and place it in the spambox for each email address. All viruses are stopped.

Domain email will become virtually spam free as the spam filter learns what further mail is spam when it is reported.

N.B. www.domain.ie in this manual this should be replaced with your actual domain name

1. Managing an Email Addresses Spambox

Email determined to be spam will be placed in the email addresses spambox. Mail in the spambox can be accessed in the following ways;

1. Users login with their email address and password to Roundcube Webmail, www.domain.ie/webmail. Click into the spambox folder below the trash folder in the left column to view all spam stopped for that email address
2. For managing spam stopped for multiple email addresses set up the mailbox spambox@domain.ie via your cPanel, www.domain.ie/cpanel. A copy of all spam email will be copied to the spambox mailbox. Login to spambox@domain.ie via Roundcube Webmail or using your email programme to view and manage the spam mail

N.B. The spambox will not be accessible until after the first spam mail has been delivered to an email addresses spambox. When accessing via Roundcube Webmail the email user must subscribe (activate) the spambox (instructions in section 3 below).

2. Managing Spam

It is recommended that users access their spambox as frequently as possible to check for non spam email (false-positives). Spam delivered to an inbox should also be reported to prevent reoccurrence.

1. To report a non spam email in your spambox forward the email to – assp-notspam@domain.ie
2. To report a spam email in your inbox forward the email to – assp-spam@domain.ie
3. To white list an email address send an email to assp-white@domain.ie with the email to be white listed in the body of the email (see pic 1.1 below)

TIP: Add the three email addresses above to your Roundcube Webmail Address book. When reporting an email, select the email address you want to send to when you type in 'assp@' in the Recipient field.

How to report a valid email that has been placed in the spambox.

1. To report a non spam mail (false-positive) in the spambox simply 'Forward' the mail to assp-notspam@domain.ie from your domain's email address. You will receive a report email that your mail was received successfully

2. Managing Spam (continued)

**How to report a spam email if it arrives in your inbox?**

1. To report a spam message select the message in your inbox and 'Forward' the spam mail to assp-spam@domain.ie from your domain's email address. You will receive a confirmation email that your report was received successfully

N.B. The system updates itself daily at 05.00hrs with reported spam

How to white list a valid email address?

1. To whitelist an email address send an email to assp-white@domain.ie with the email address to be white listed in the body of the email (see Pic1.1 below)
2. In general anyone you email will never have an email blocked or in other words anyone you email will go on the white list.

Pic 1.1
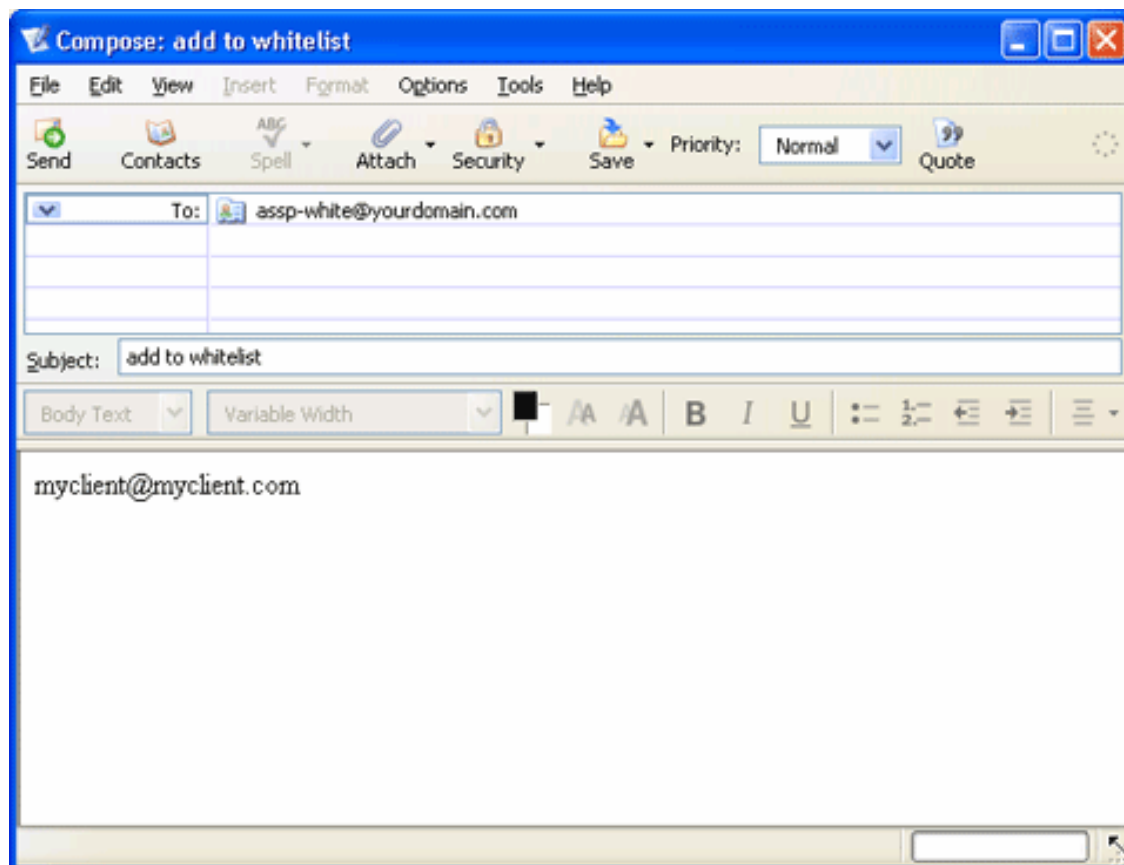
When using an email programme e.g. Outlook you must always send your email instructions to the spam filter via your domains smtp server (mail.domain.ie). Also be sure that "My outgoing server (SMTP) requires authentification" is checked (smtp advanced settings) in your email programme (see pic 1.2 below).

If you send your email instructions via another smtp mailserver (e.g. mail.yourisp.ie), the email instruction will not be received by the spam filter.

2. Managing Spam (continued)

Pic 1.2 (SMTP Authentication)
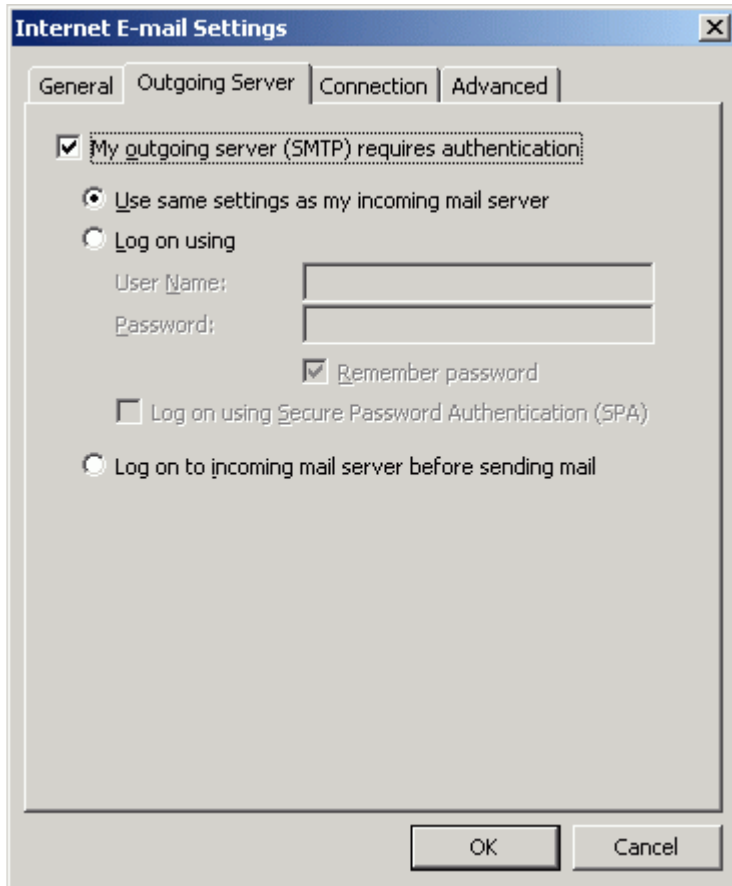
3. Subscribing to the spambox folder in Roundcube Webmail (activating)

1. Log into Roundcube Webmail, www.domain.ie/webmail. Users must activate the spambox folder by clicking the 'Settings' link top right of the page, then clicking the 'Folders' tab and then ticking 'spambox' in the 'Subscribed' column
2. Click the E-Mail link to return to the inbox. In the left column the activated spambox folder is displayed under the Thrash folder. Click into the spambox folder to view/manage mail in the spambox

N.B. The spambox folder cannot be subscribed to (activated) until the first spam mail has been delivered to the spambox, i.e. the spambox folder will not be present in Roundcube Webmail until the first spam mail is received.

4. Spam Notifications

1. The system will send the contact email address of the hosting account a 'Daily Spam Report' indicating the number of spam emails that are in each email addresses spambox
2. It is recommended that email users check their spam boxes as frequently as possible to manage spam

5. Frequently Asked Questions

Can spam scoring be viewed for each mail that was scored and stopped by the filter?

Mail stopped by the spam filter because it has scored over the permitted level of 45 can be viewed by logging into your cPanel at www.domain.ie/cpanel.

In the Email section click the 'Spam and Virus Protection' icon to access the spam filtering interface, and then in the 'Spam Scoring' section at the top click the LOG button beside the relevant domain name.

Top right of the Log page you will see descriptions of the five controls available for each email that is displayed in the log.

Is mail in an email addresses spambox automatically removed?

Yes. All mail in an email addresses spambox older than 7 days is automatically removed to avoid disk space problems. Users should be checking their emails spambox as frequently as possible.

Can Grey Listing (Delaying Filter) be enabled for my domains email addresses?

Yes Grey Listing can be enabled via the Email Management Tools → Spam/Virus Filtering section in your cPanel, www.domain.ie/cpanel. You can read more about the Grey Listing service in this section

Where can I find more information on the spam & virus filtering service?

Once logged into your cPanel at www.domain.ie/cpanel and you have clicked into the Email Management Tools → Spam/Virus Filtering section to access the spam filtering interface, click the Help button top right of the page