



CONNECTIONS



ROARING PENGUIN NEWS

Welcome to the New Roaring Penguin Partner Newsletter

We are calling our new Partner Newsletter **Connections** because we want to use it to connect the dots between the development team in Ottawa and you, our Reseller Partners scattered around the globe. We want this newsletter to bring you the latest information on what's happening in the development process. We also want to give you a quick hit on tips and tricks to make your clients' anti-spam installations more effective. Last but not least, we want to give you an update on the marketing materials that we are creating to help you sell more copies of CanIt-PRO.

We will try to keep it monthly for now. If we find a monthly update is too much, we can scale it back.

If there is anything you would like to see in the Newsletter, just e-mail me back and I will see what I can do to get it into this newsletter.

Best Regards,

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Please subscribe! You won't receive notifications of our newsletter any more unless you subscribe to the Connections mailing list. Please visit <http://www.roaringpenguin.com/connect> to subscribe.

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ROARING PENGUIN NEWS (Cont'd)

On the Road to CanIt-7.0

CanIt 7.0 is due out in early 2010; we're making many changes and adding new features. Here's a sampling of what you can expect:

Performance Improvements: We continue to work on scalability and performance. For example, CanIt 7.0 will be able to cache verification server lookups using memcached, greatly reducing the average time required to verify a recipient.

Database Sharding: An add-on product which will allow CanIt-Domain-PRO users to split data for different realms across separate PostgreSQL servers. This is a major scalability improvement.

IP Reputation: CanIt 7.0 will feature an IP reputation-gathering system. This will feed details about IP addresses that relay mail in real-time back to Roaring Penguin for analysis. The analyzed data will be made available to CanIt users to help improve the catch rate and reduce the false-positive rate.

New API: The CanIt API has been rewritten completely. It can now be made available to end-users or realm administrators. This will give service providers running CanIt-Domain-PRO as a hosted service the ability to allow their customers to automate various CanIt management tasks.

Hierarchical Realms: CanIt-Domain-PRO will allow realms to have child realms (and grandchild realms, and so on.) This will allow service providers to allow their customers to create sub-realms and resell CanIt-Domain-PRO more flexibly and conveniently.

Better Reporting: The load graphs now use the HTML Canvas object; they are in vector format and can be zoomed and panned. (Full support is available under Firefox; support may be limited on Internet Explorer.)

Many other fixes and improvements: We've made literally thousands of changes to fix small bugs, clarify unclear behavior, improve the Web interface and improve the "fit and finish" of CanIt. We're sure that CanIt 7.0 will be the best CanIt yet.



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TIPS AND TRICKS

When to use CanIt Storage Manager

Although CanIt Storage Manager was released two years ago, it's not always clear whether or not you should use it. CanIt Storage Manager is a special-purpose daemon that stores bulk textual data, relieving the PostgreSQL database of the need to store the data. It's far more efficient than PostgreSQL for this type of task. Also, decreasing the PostgreSQL database size significantly speeds up the nightly database maintenance task.

So: When should you use Storage Manager? Here's how to decide:

- 1) If you are running just a single CanIt machine, do not use Storage Manager. Backing up Storage Manager is slower and more difficult than backing up the nightly database dump.
- 2) If your nightly cron job completes in less than two hours, and your nightly database backup is smaller than 1GB, it is probably not necessary to use Storage Manager.
- 3) If you run a cluster of two or more machines, and the nightly cron job is taking longer than two hours or producing database dumps larger than 1GB, you should enable Storage Manager.

If you choose to use Storage Manager, you should enable it on at least two cluster members so there are at least two copies of each piece of data.

Valid Recipients

CanIt is usually deployed as a scanner sitting between the wild Internet and your mail server. CanIt doesn't host your mail accounts so it doesn't know the difference between valid email addresses and random guesses by spam zombie-bots doing a dictionary attack.

If CanIt can tell the difference, it can quickly reject mail to invalid recipients. If it can't, then it has to fully scan and process them as it does for valid addresses, wasting your server's time and resources. You could also end up getting blacklisted.

Blacklisted? Why?

Imagine there's a spam-bot attacking your server. It tries to send a message to aardvark@your-domain.com using an address scraped from a list, realuser@innocent-victim.net.



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TIPS AND TRICKS (Cont'd)

Valid Recipients (Cont'd)

If CanIt knows that [<aardvark@your-domain.com>](mailto:aardvark@your-domain.com) doesn't exist, then it simply rejects the message, wasting no more time and energy on it. A server that's rejected while trying to deliver a message SHOULD follow the rules and send an "undeliverable" notice back to the sender. This is a spam-bot so it probably won't.

If CanIt doesn't know, then it'll process that message and might end up accepting it. If it tries to deliver the message, your mail server will reject it. Then CanIt must follow the rules and send a notice back to the sender saying it couldn't be delivered.

The sender, [<realuser@innocent-victim.net>](mailto:realuser@innocent-victim.net), gets this bounce-back for a message they didn't send and reports it as spam. Since the notice came from your server, your server gets blacklisted.

CanIt has three ways to validate recipients: (1) with LDAP or Active Directory; (2) using the Verification Server feature; (3) with a table of Valid Recipients.

If your CanIt system is integrated with your LDAP or Active Directory server, then you needn't worry: recipient validation is built-in. This is also true if you're using a customized Program method.

If not, you can tell CanIt to test incoming addresses against your mail server on the fly as messages come in. If your mail server rejects an address, then CanIt will reject it immediately and all is well. In CanIt this is called the Verification Server feature.

Some mail servers don't have the ability to reject invalid recipients. They accept the message and drop it on the floor. If yours can't reject invalid recipients then the Verification Server feature won't work.

The final option is to give CanIt a list of valid addresses. CanIt stores this list in its Valid Recipients table and uses it to check addresses as messages come in.

Sales and Marketing News

Symfoni Case Study has been released. Symfoni is the largest IBM-based solution provider in Scandinavia; and when they went looking for an anti-spam solution, guess who they picked!

To get a copy of this case study, email your account representative.