



CONNECTIONS



ROARING PENGUIN NEWS

Focus on Education

The March issue of Connections focuses on education.

Derek Wueppelmann has written a 5 minute guide to configuring pending notifications. The guide, called **Configuring Notification of Pending Messages**, is published anonymously on our web site at <http://www.roaringpenguin.com/resources/docs>, but you and I know who wrote it.

David Skoll has written a new white paper called **Email 101**. The concept of email is almost as old as the Internet. The first email programs were created for ARPANET in the late sixties / early seventies. Email was created in simpler times when everyone on the network was trustworthy. Even knowing what we know today with regards to spammers we still tend to take email for granted and trust it far more than we should. David's article takes a look at the components of the email system. After reading it, you will understand how email moves on the Internet and how to interpret email message headers. We think it might be useful as a refresher / training tool when you are bringing new technicians onto your staff. This article can be found among our White Papers at <http://www.roaringpenguin.com/resources/whitepapers>.

One Article that made it into the newsletter and not onto the Web is **Dealing With Trap Thresholds in CanIt**. This is one of those questions that we get all the time. How high should I set my trap thresholds? And of course, the short answer is always: it depends. Most of our customers go with the defaults. This article provides a pretty good discussion of some of the issues related to the spam trap thresholds.

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ROARING PENGUIN NEWS

- **Focus on Education - see our website for two new articles!**

TIPS AND TRICKS

- **Dealing with Trap Thresholds in CanIt**



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ROARING PENGUIN NEWS (Cont'd)

A little bit of housekeeping:

There is no Sales and Marketing News segment for this month, but look forward to some cool stuff in April.

The April issue of Connections will not come out until the last week of April and may end up a combined April / May issue.

Best Regards,

Bill White
VP Sales and Marketing
Roaring Penguin Software

e-mail: BillW@roaringpenguin.com

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TIPS AND TRICKS

Trap Thresholds in CanIt

Most CanIt installations use trapping, whereby spam messages are either held or rejected by CanIt. Some installations use tagging, whereby all messages are delivered, but spams are "tagged" by changing the subject line so your mail reader will put it in the junk folder.

If you find yourself spending a lot of time dealing with trapped messages, understanding how thresholds work may relieve you of some unnecessary burden. This is especially true if you're managing a trap for more than one person.



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TIPS AND TRICKS (Cont'd)

Trap Thresholds in CanIt (Cont'd)

How the thresholds work:

- (*) If a message scores lower than the spam threshold, it is delivered to you immediately. (default spam threshold: 5)
- (*) If a message scores higher than the spam threshold, it is held in the trap awaiting your verification. The higher the score, the more likely the message is to be spam.

The rate of false-positives (real messages trapped as spam) is very low but it does happen sometimes, which is why there is a trap. Consider that the odds of a false-positive are related to the score it gets. A message scoring 5.2 is most likely a spam, but there is a small chance that it is a false-positive. A message scoring 20 is almost certainly spam, and the odds that it is a false-positive are much lower still.

Out of the box CanIt comes configured to trap everything above the spam threshold. In this way we guarantee you never lose mail to false positives.

However, you may be willing to assert that mail above a certain score will always be spam and so you would rather auto-reject those messages immediately rather than trap them. This saves lots of time in caring for the trap, as you no longer have to concern yourself with the higher-scoring messages.

If you are comfortable with this idea, you may adjust the auto-reject threshold to a lower value. We often see this set at 20 or 25.

- (*) If a message scores in between the spam threshold and the auto-reject threshold, it is trapped.
- (*) If a message scores above the auto-reject threshold, it is rejected.

Once a message is rejected, it is gone. It is no longer possible to find it in the trap and release it. There will be some details about the message stored in the incidents database, but the message itself is not stored.

NOTE: There is also an auto-reject-no-incident threshold, above which score a message will be rejected without even creating an incident. Like the auto-reject threshold, this threshold is disabled by default.