Configuring Notifications of Pending Messages

A five minute guide for CanIt-PRO

1 Configuring Notifications of Pending Messages

CanIt-PRO can let users know about pending trapped messages through e-mail notifications. Roaring Penguin Software Inc. has provided a comprehensive notification infrastructure to allow both administrators and users to setup and configure notifications.

Notifications are primarily for letting each user determine if any legitimate messages have inadvertently been trapped as spam (a.k.a. "false-positives") so that they may release these.

Many users prefer to skim the notification messages and take action only when they spot a false-positive. If messages are left in the trap and not marked as spam they will eventually expire, so it is not critical for users to dispose of all trapped messages.

When false-positives are released they are trained as non-spam and when the remainder are marked as spam they are trained, too. Thus a user may save time by choosing only to deal with the very few false-positives at the expense of providing the system with the most training possible.

1.1 Configuring Default Settings

Normally when CanIt-PRO is deployed the system administrator will set default notification settings (like the time of day) for all traps. Individuals may later override the defaults with their own choices if they wish.

To configure the notification settings that everybody will start out with by default, type "default" into the "View this stream" text field and then click the associated button. If changing notifications for an individual stream, be sure to switch to that stream instead.

Then navigate to *Preferences → Notifications*.

Figure 1: Notification preferences: view and customize the notification settings

There are four components to the notification settings page. The notification e-mail address,

the type of notification, the days and times for notification and the additional parameters for the clickable webform notification type.

- E-mail Address for Notification of Pending Messages

  When setting up notifications for a specific stream, enter the recipient address where the notifications will go. In some cases you may wish to use a distribution list. To have this field automatically populated please see the section *Setting up Per-User Settings* below.

- Notification Type Drop-down

  There are three different options to choose from. Each of these options is explained below in section 1.3 *Notification Types* with an example of how each item may appear in the clients mail client.

- Times and Days of Notification

  CanIt-PRO will only send out notifications at the desired time if new messages have arrived in the trap since the last notification was sent. The list of check-boxes allows for very granular control over when these notifications can be sent out.

- Clickable Webform Customization

  The final section allows for adding the additional actions of whitelisting/blacklisting of email addresses from within notification message. It is also possible to select a default action already selected for mail clients that can support drop-down form elements in emails.

Once the preferences have been selected, clicking *Submit Changes* will save the changes to the database. The new notification settings will take effect immediately. One thing to note is that if notifications were just turned on the first notification will not be sent until a new message is held in the spam trap for this stream.

1.2   Setting up Per-User Settings

When the system has been configured for multiple streams, CanIt-PRO can be set to automatically populate the e-mail address field for each individual stream.

Change to the "default" stream if not already viewing it. Then visit *Preferences → Stream Settings* and find *S-950 "Automatically populate pending notification addresses"*. Set to "Yes".

With this setting enabled, when a new message arrives in an individual trap and the Notification Address is not set for that stream, it will be set to the recipient address of the new message.

NOTE: S-950 is a stream setting that is only useful in the 'default' stream. It can be changed for individual streams, however there is little reason to do so. Please e-mail Technical Support for more details if curious.

1.3   Notification Types

CanIt-PRO provides three different types of notifications. These can be selected from the drop-down list in the notification preferences page. The possible notification types are Brief Notification, Detailed Notification and Clickable Webform. A detailed description of each can be found below.

1.3.1 Brief Notification

Subject: You have 16 pending message(s) in stream base:default
    Date: Wed, 3 Mar 2010 09:51:46 -0500

```
Please visit http://www.example.com/showtrap.php?status=pending
to accept or reject the pending messages.

Regards,

The CanIt anti-spam system.
```
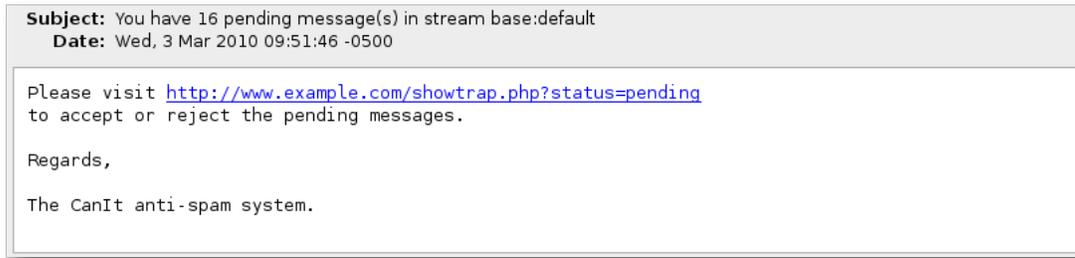
Figure 2: A sample basic notification e-mail message

The brief notification (see figure 2) is designed to provide a way to notify users that new pending messages have arrived. The users are given a link to the CanIt-PRO system where they will be able to manage their trap. The notification message also indicates how many messages are waiting for them to act upon.

1.3.2 Detailed Notification


```
Subject: You have 6 pending message(s) in stream base:user
   Date: Wed, 3 Mar 2010 10:13:04 -0500

Please visit http://www.example.com/showtrap.php?status=pending
to accept or reject the pending messages.
Here are details of the newest 6 pending messages:

Date: 2008-07-23 08:50:40
Subject: From: Mrs Elinor George Jacob.
Sender: elinor_geor03@centrum.cz
Hold Reason: SpamScore (12.8)

Date: 2008-07-23 08:02:44
Subject: Free Music
Sender: bounces@wildmembership.com
Hold Reason: SpamScore (6.5)

Date: 2008-07-23 06:23:36
Subject: TableTop Combo
Sender: jimmye@pecoprintingservice.com
Hold Reason: SpamScore (26.6)

Date: 2008-07-23 06:20:41
Subject: RE: SALE 89% OFF
Sender: webinars@etap.com
Hold Reason: SpamScore (35.1)

Date: 2008-07-23 02:42:15
Subject: Bukti lebih dipercaya
Sender: jaya.investment@gmail.com
Hold Reason: SpamScore (15.7)

Date: 2008-07-23 01:46:14
Subject: Soluo definitiva para calvcie
Sender: lojaonline@unibras.net
Hold Reason: SpamScore (32)


Regards,

The CanIt anti-spam system.
```

Figure 3: A sample detailed notification e-mail message

The detailed notification (see figure 3) is designed to provide more information to users about the pending messages in their trap. In addition to the brief notification information the subject, sender and date of each message in the trap are also included. This allows for quick reviewing of the messages to determine if action is required in the spam trap.

Although a notification is only sent when a new message has been trapped since the last notification, the list includes details on all messages in the trap, not just the new ones (limited to the top 40 most recent in order to keep the notification message to a reasonable size).

1.3.3 Clickable Webform

Figure 4: A sample clickable webform notification e-mail message

The clickable webform notification (see figure 4) also provides the ability to directly manage the trap from within the notification message. Users can manage each message using the drop-down lists (when available) or use the quick link actions. The quick links will open a browser window allowing users to see how the messages have been marked in the system.

It is possible to review the contents of the messages by clicking on the subject lines. This will also open a new browser window that loads the first portion of the message captured by the CanIt-PRO system.

Actions taken from the clickable webform do not require the user to log into the web interface. One-time links are used to allow action on just the trapped messages displayed without otherwise compromising security.

1.4 Quick Reference

1.4.1 Setting Default Notifications

1. Change to the 'default' stream

2. Visit *Preferences → Stream Settings*

3. Set S-950 to "Yes" and submit

4. Visit *Preferences → Notification*

5. Choose defaults for the notification times and type of notification, then submit

1.4.2 Setting Notifications on Individual Streams

1. Change to the correct stream if necessary

2. Visit *Preferences → Notification*

3. Enter a recipient address for the notifications

4. Choose notification times and types, then submit

1.5   Suggested Reading

This document contains several references to other features found in the CanIt-PRO system. The following is a list of suggested items to read for more information.

- CanIt-PRO Users Guide Sections

    - Notification of Pending Messages
    - Stream Settings