



Mail Warden 6.0 Professional Technical FAQ

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Mail Warden 6.0 Professional FAQs

How does Mail Warden 6.0 Professional deter Spam from entering a network?

Mail Warden 6.0 Professional is designed as a messaging firewall and filters the entire message. There are many ways to fight spamming and for this reason, Mail Warden 6.0 Professional employs multiple anti-spam techniques in parallel -hence assuring its ability to successfully capture today's spam, and also the spam of tomorrow, remember spam is constantly evolving.

These techniques include the following:

(1) Filtration based on real-time spamming information protects you from spamming by filtering messages based on real-time spamming data. Mail Warden 6.0 Professional can identify spam outbreaks by monitoring spam as it originates around the world, in any language -long before the individual spam message reaches Mail Warden 6.0 Professional. In this way, Mail Warden 6.0 Professional is fore-warned of spam attacks that are occurring around the globe -and Mail Warden 6.0 Professional can reject or quarantine these suspect messages.

(2) Filtration based on entire message content protects you from spamming by allowing you to configure a wide variety of content based rules. These rules can be configured to filter messages based on combinations of key words, phrases, and attachment types, or can also filter e-mail messages based on e-mail addresses, domains, and originating IP addresses. Mail Warden 6.0 Professional can reject, redirect or quarantine these messages.

(3) Real time black lists. These are lists of known spammers, and there is a variety available on the internet. Mail Warden 6.0 Professional provides support for all of the main ones, both free and subscription based.

Must I install Mail Warden 6.0 Professional on my E-mail Server?

No. Mail Warden 6.0 Professional does not need to be installed on the e-mail server. It can be installed onto any PC that has connectivity to the e-mail server. For further information on how to install Mail Warden 6.0 Professional, please download the Mail Warden 6.0 Professional installation guide (www.seattlelab.com).

How is Mail Warden 6.0 Professional licensed?

Mail Warden 6.0 Professional is licensed on the number of seats. The anti spam and anti virus features can be purchased through annual subscription and will be licensed individually.

I have more than one e-mail server. Do I need to install Mail Warden 6.0 Professional on each server in my organization?

No. Typically an organisation will only require one Mail Warden 6.0 Professional installation, which can cover many servers, and even multiple domains.

I am concerned about the performance of my e-mail server(s). Will installing Mail Warden 6.0 Professional decrease their performance?

The processing of the e-mail by the Mail Warden 6.0 Professional agent can, depending on volume, produce a fall off in performance on the PC that is running the Mail Warden 6.0 Professional application (not necessarily the e-mail server). If mail volumes are high we would always recommend that this processing is carried out on a dedicated PC.

What does 'quarantine' mean and why is it a critical feature in Mail Warden 6.0 Professional?

It is imperative that organisations can identify spam and enforce anti-spamming measures. It is equally important that organisations don't mistakenly tag genuine messages as spam -and subsequently delete them. The Mail Warden 6.0 Professional quarantine can ensure that genuine messages are not mistakenly deleted as spam. Suspect spam messages can be sent to the Quarantine - thereafter, the Mail Warden 6.0 Professional administrator has the opportunity to review the message and send it on (or reject it if indeed it is Spam).

Why does my Mail Warden 6.0 Professional need to connect to the internet?

The intelligent anti-spam feature in Mail Warden 6.0 Professional needs to connect to the internet in order to cross-check potential spam e-mails with a series of secure external spam databases. This feature ensures that Mail Warden 6.0 Professional can identify spam e-mails that it has not encountered before. In this way, Mail Warden 6.0 Professional can take the preventative action of quarantining new and emerging spam messages before they infiltrate the e-mail system.

Will I need to change my rules for changing spam techniques?

No. Mail Warden 6.0 Professional has an intelligent anti-spam feature that ensures that new spam techniques are quickly identified, in fact this is done in real time as they happen. This ensures that Mail Warden 6.0 Professional will adapt automatically to changing spam patterns without any need for operator intervention. .

Can I install this version over my previous installation?

Yes. Mail Warden 6.0 Professional will install over any previous installation of Mail Warden.

I already have a content filter, can I run the Mail Warden 6.0 Professional Evaluation without removing my current system?

Yes. Mail Warden 6.0 Professional will run silently alongside any content filtering system that you have in place. Additionally, Mail Warden 6.0 Professional will bring the increased protection of intelligent anti-spamming.

What happens at the end of the evaluation period?

At the end of the evaluation period, Mail Warden 6.0 professional will automatically stop interrogating e-mails for spam and virus content. There will be



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no disruption to the e-mail service - it will simply be less effective as a result of not having the Mail Warden 6.0 Professional features enabled. If you upgrade to a full Mail Warden 6.0 Professional licence, all of the features will be immediately activated without the loss of any of the configuration changes that were carried out as part of the evaluation.

Where are quarantined messages kept?

There are two different types of quarantined messages. There are the message files that are quarantined by the Rules queries and message files that are captured by the Virus Control portion of Mail Warden 6.0 Professional.

The messages that are quarantined by the Rules are kept in the \Program Files\Waterford Technologies\Mail Warden Pro\Quar directory.

Messages quarantined by the Virus Control component are kept in the \Program Files\Waterford Technologies\Mail Warden Pro\Infected directory.

Can I do bulk reference/delete from the quarantine?

Yes. It is possible to sort the Mail Warden 6.0 Professional quarantine based on a wide variety of fields, for example, source of e-mail, date of e-mail, type of message – even the subject of the message. Once sorted, a bulk action may be applied to any group of messages – for example, a bulk deletion.

How do I update my Virus definitions?

Open the Mail Warden 6.0 Professional Configuration applet and select the Virus Control tab. Click the Check for Updates Now button (at the bottom of the applet window). The Norman Internet Update will start. If there are updates to the virus definitions they will be downloaded and added to the configuration.

Can I set the Virus definition update to happen automatically?

Yes, open the Mail Warden 6.0 Professional Configuration applet and select the Virus Control tab. Click the Configure Update Mode button (at the bottom of the applet window). The Configuration Editor will start. Select the Update Mode tab in the Configuration Editor and select the desired update mode (daily, weekly, etc.).

What if I already have Virus Control software on my system?

In order to install Mail Warden 6.0 Professional you must disable all other anti-virus software (until the installation is complete). After installation you must prevent your existing anti-virus software from scanning the following Mail Warden 6.0 Professional (\Program Files\Mail Warden\...) directories: In, Out, System, Infected.

Note: These directories are excluded by the Mail Warden 6.0 Professional Virus Control by default.

Once the installation is complete and the directory exclusions have been added to your existing anti-virus software, you may enable the software.

What RBL Service Provider should my company use?



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There is an extensive choice in RBL filters. Many are free and have varying levels of aggressiveness. For this reason, we have provided a link to a widely known website that tests many RBL filters on a monthly basis for comparison. We encourage you to learn about their blocking philosophy to determine which one fits your corporate philosophy the best before implementing one.

<http://www.declude.com/junkmail/suppor/ip4r.htm>

<http://www.sdsc.edu/~jeff/spam/cbc.html>

What Is Reverse DNS?

Reverse DNS (rDNS) is a method of resolving an [IP address](#) into a [domain name](#), just as the domain name system ([DNS](#)) resolves domain names into associated IP addresses. One of the applications of reverse DNS is as a spam [filter](#).

How Reverse DNS works in MailWarden

Typically, a spammer uses an invalid IP address, one that doesn't match the domain name. A reverse DNS lookup program inputs IP addresses of incoming messages to a DNS database. If no valid name is found to match the IP address, the MailWarden server will block the connection and ultimately the message. You will be able to see this in your MailWarden Event Log

Why would it be a problem?

Although reverse DNS is fairly effective for filtering spam, it also sometimes blocks valid e-mail, at least in the current technological environment. A number of problems, including network delays and improperly configured networks or servers, can prevent legitimate messages from getting through the filter. In January 2003, AT&T WorldNet started using reverse DNS in conjunction with other anti-spam software. The company was forced to remove the filter just 24 hours after it was deployed, after subscribers reported that messages were going undelivered.

The number of valid e-mails that are being blocked by Reverse DNS is increasing as technologies change, more people using DSL, dynamic DNS etc, and so more and more valid e-mails are being blocked

How do I turn it off?

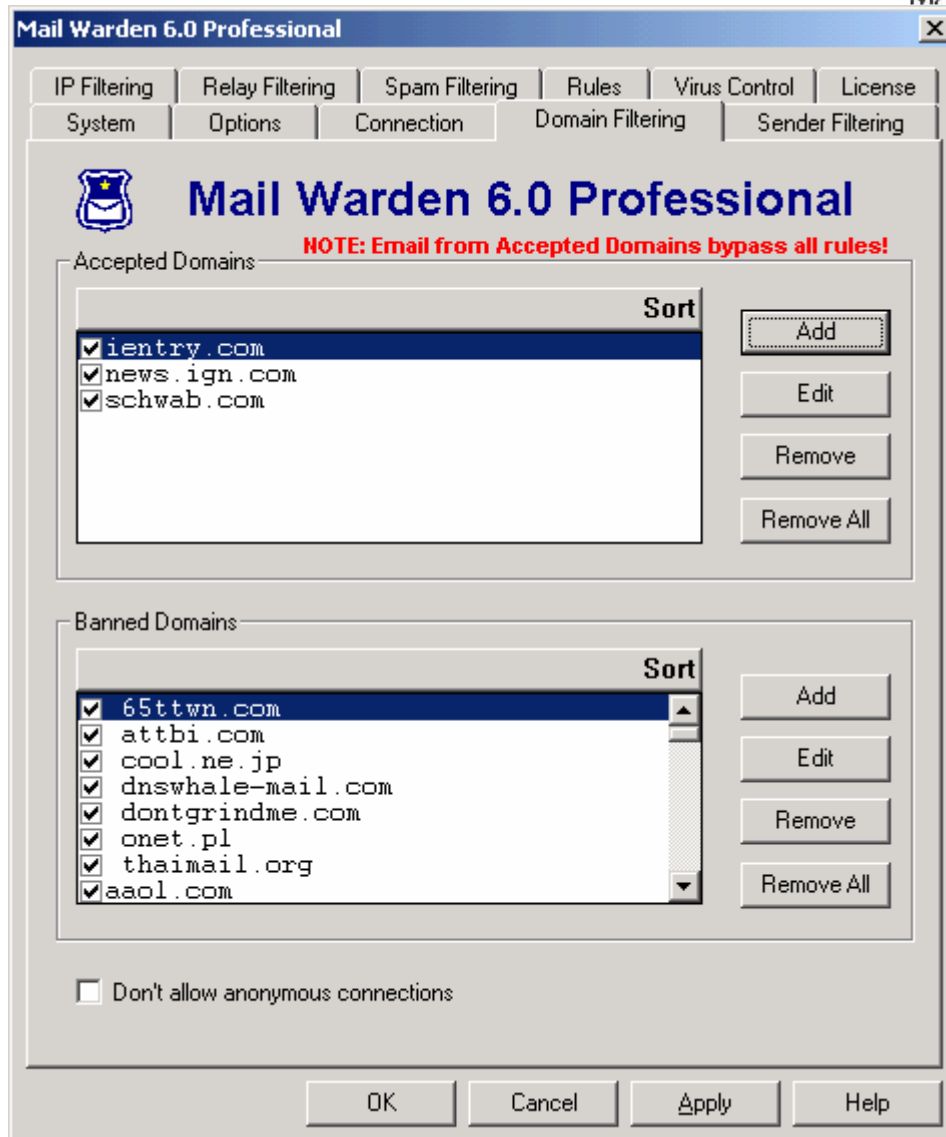
Turning off Reverse DNS within MailWarden is easy, just un-check the box labeled:

'Don't allow anonymous connections'

shown on the screen capture below. Stop and restart MailWarden and you will no longer stop these e-mails.



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If I turn it off will my spam increase?

Turning off Reverse DNS will almost definitely increase the amount of spam that your server will be exposed to.

If you are **not** using MailWarden Pro, you can upgrade your MailWarden installation to MailWarden Professional 6.0 to eliminate all Spam from your system.

MailWarden Pro 6.0 provides automatic Spam detection, so you don't have to worry about additional product add-ons, elaborate customizations, or the high costs associated with most enterprise security solutions.

For more information on MailWarden Pro 6.0, please visit <http://www.seattlelab.com/products/mailwardenpro>