

Re: Strategy dealing with SPAM in office environment

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<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange2000.general/2007-03/msg00019.html>

- *From:* Luke Chalmers <LukeChalmers@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 8 Mar 2007 00:57:14 -0800
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Lanwench,

Thanks for the advice. (and to you john!) I have had a look at all these suggestions and particularly like the Mailfoundry software. I like the fact the user gets a report which is extremely useful and can go through and whitelist all genuine e-mails. It will take a lot of responsibility away from us. The reports issue I think is a good selling point but cannot seem to see anything about it on their website?!?! I have e-mailed them for some more info.

Thanks guys! I will keep you updated.

Many thanks,

Luke

"Lanwench [MVP - Exchange]" wrote:

Luke Chalmers wrote:

Hello,

I am not sure if this is the right group so I apologies if this is the case.

Frustrated users have lead me to post here for some ideas and inspiration. We currently look after a number of small-medium size businesses which use either exchange 2000 or 2003. Like everyone spam is an issue which needs to be dealt with. We currently have a spam company filtering our e-mail before it gets to the exchange server. This company is APM Gateway. More info can be found here if anyone is interested.

<http://www.apm-gateway.net/>

APM catches spam, retains it for x amount of days and then deletes

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the spam. While it is quarantined, we can go into a webmail facility and then 'push' through any e-mail that has been caught as spam but is genuine. We also have a white/black list facility.

The problem is, if a user sends out an e-mail to someone who has never sent one back to the domain it could get caught as spam. The user then believes that the recipient has not replied when actually it is not true.

Users do e-mail us to check if a message has been caught and we go through and 'push' the e-mail if necessary and then add the e-mail address to the whitelist. But if they call us after the quarantined period, then we will never know if the e-mail was caught.

The reason for this post is to find out how other people deal with this problem. Do you deal with spam on the server and filter it there? therefore having a copy of all the e-mails to the server? Do people use 3rd party companies but have any better ones they can recommend.

Your ideas and wisdom would be appreciated.

Many thanks,

Luke

Check out Mailfoundry.com – I've been using them recently (I used to be more of a Postini person)....their hosted antispam service is very nice, and instead of you having to manage the quarantine, each user can receive a daily report that lists all the stuff it's caught, and they can simply click a link to deliver/whitelist (or the report can be weekly, or not at all) .

Postini is good, too – the users have their own quarantine folder on the Postini servers, and they can log into it to check/retrieve, etc., but it doesn't have the useful email reporting, so I don't recommend it as highly.

Basically, any solution where the users have control / access to the quarantine, settings for their mailboxes, etc., is good – anything where *you* have to manage that stuff, is bad. I am really becoming a convert to the "outsource this crap to someone else" school, for small office networks.