Introduction

The EDCC has implemented a campus-wide spam filter. The following document describes the architecture of the system and explains how users are affected by the system. This document will also try to answer the most frequently asked questions about the system.

Throughout this document the following terms will be used:

**LTU Account** – Referring to an email address with an ending of “@ltu.edu”

**SPAM** – Referring to unsolicited commercial email.

Architecture

As mail is sent to LTU accounts the remote e-mail servers will forward the message to a machine on campus that opens the message, analyzes the contents to look for characteristics of SPAM, adds “headers” to the message, and proceeds to deliver the message to the users mailbox.

During this process of analyzing the message, the system assigns points to the e-mail. The system has a database of hundreds of indications of what could be spam. Each characteristic of a message that is matched in the database, a specific point value is assigned for that characteristic. If the sum of all points for the message add up to a number greater than what is allowed by the system, the message gets classified as spam, the original message is attached, and a short message is put in it’s place explaining:

1.) Why it was classified as spam
2.) Where the original message is
3.) What to do if this message is not really spam

It is important to note that the original message is not modified. The original message is now attached to the new notice. To view the message marked as spam, simply open the attachment.

Note: Opening attachments that are marked as spam could be dangerous. Spam messages may contain viruses.

It is also possible for the spam filter to “learn” what messages are or are not spam. The more the system learns, the more accurate it becomes. Because the EDCC cannot decide which mail is spam and which is legitimate, it is important for users that receive e-mail that have been falsely detected as spam to forward the message to edcc@ltu.edu. If possible, please forward it as an attachment. The message will then be re-analyzed so the system can learn from it.

It is also important to note that not all messages are analyzed.
What does the filter analyze?

The spam filter analyzes all email from off campus email to LTU accounts. This is the only class of messages that are handled.

What doesn't the spam filter analyze?

1.) Mail from on-campus to off-campus

Mail from user@ltu.edu to user@otherdomain.com does not pass through the spam filter. As a result, this type of mail will not be analyzed or modified in any way.

2.) Inter-campus mail

Mail to and from LTU Accounts (i.e.: user1@ltu.edu to user2@ltu.edu) does not pass through the spam filter. As a result, this type of mail will not be analyzed or modified in any way.

Handling False-Positives or False Negatives

If a message is detected incorrectly as spam or is detected as not spam. Please forward the message with attachment, if possible, to edcc@ltu.edu. The message will then be added to the database. However, because of the volume of these messages we receive, it may not be possible to add every one.

Opt-Out

You may choose to opt-out of the spam filtering software. If you do so, no mail to you will be marked as spam. If you wish to opt-out, please send a message to edcc@ltu.edu which states your request.

More Questions

If you have any more questions, please email edcc@ltu.edu