

Techlinks email update

<http://www-uxsup.csx.cam.ac.uk/~fanf2/>

Tony Finch

`<fanf2@cam.ac.uk> <dot@dotat.at>`

University of Cambridge
Computing Service
Mail Support

Wednesday 29 October 2008



Hermes update



Hermes (The Flying Mercury by Giovanni Da Bologna, 1580)

Standard Hermes quota



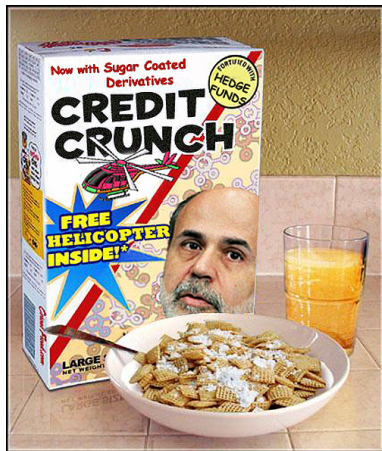
~~1 GB~~

Standard Hermes quota



500 MB

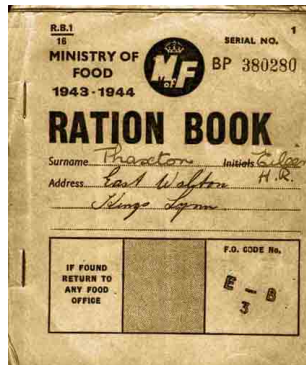
Budget problems



Still waiting for confirmation of this year's hardware budget...

Quota increases

- ▶ Quota upgrades still available
- ▶ <http://www.cam.ac.uk/cs/request/quota.html>
- ▶ Good reason required!



Redstone




- ▶ Hermes now split half and half
- ▶ Computing Service (city centre)
- ▶ Redstone (north Cambridge)
- ▶ Continuous replication
from live half to backup half
- ▶ Manual fail-over



Webmail



Old webmail style



Change to:


















 

Message | Mailbox | Folders | Compose | Addressbook | Manage

Help | Logout

Reminder: Logout when you have finished. User currently logged into Hermes: fanf2

◀◀ ▶▶ "spam" with 9166 messages [Refresh](#) | [Expunge](#) | [Mark All](#) | [Zoom](#) | [Search](#)

#	<input checked="" type="checkbox"/>		Date	From	Size	Subject	Thread Messages
9151.	<input type="checkbox"/>		Oct 28 2008 13:36	postmaster@lists.cam.ac.uk	5K	Best Sales 2008! VIAGRA X O...	Delete
9152.	<input type="checkbox"/>		Oct 28 2008 15:10	CCS SAGLIK	36K	Bel Agrisina SON!!!	Delete
9153.	<input type="checkbox"/>		Oct 28 2008 11:54	Associated Bank	6K	Auto-Generated Notification...	Delete
9154.	<input type="checkbox"/>			Agustin Casey	5K	2- Deposit	Delete
9155.	<input type="checkbox"/>		Oct 28 2008 12:29	adams virginia	2K	Young newlywed teen couple...	Delete
9156.	<input type="checkbox"/>		Oct 28 2008 09:21	Adebemiga	3K	You wont fail this night	Delete
9157.	<input type="checkbox"/>		Oct 28 2008 13:07	Fmt Club	3K	Nr. 1 Kasino in Google spie...	Delete
9158.	<input type="checkbox"/>		Oct 28 2008 12:41	alon mission	2K	CHIL D P ORN and Pirate SO...	Delete
9159.	<input type="checkbox"/>		Oct 28 2008 07:37	Peco Products	20K	An Interchangeable and Budg...	Delete
9160.	<input type="checkbox"/>		Oct 28 2008 10:48	Floyd Snyder	2K	roulette guitar tabs	Delete
9161.	<input type="checkbox"/>		Oct 28 2008 14:49	Lewis Matthews	3K	Bring her to seventh heaven	Delete
9162.	<input type="checkbox"/>		Oct 28 2008 14:12	ernest berchmans	3K	4 inches for 2 weeks	Delete
9163.	<input type="checkbox"/>		Oct 28 2008 23:05	李江	3K	互惠互利	Delete
9164.	<input type="checkbox"/>		Oct 28 2008 16:12	Christian Harvey	3K	Gaining inches the easy way	Delete
9165.	<input type="checkbox"/>		Oct 28 2008 13:24	Hadassah	3K	Dont look inside	Delete
9166.	<input type="checkbox"/>		Oct 28 2008 21:09	info@chimko.com	2K	H A D O!	Delete

◀◀ ▶▶ Page: / [Refresh](#) | [Expunge](#) | [Mark All](#) | [Zoom](#) | [Search](#)

New webmail style

**UCS**Change to: **INBOX****Go****Hermes webmail service**[Message](#)[Mailbox](#)[Folders](#)[Compose](#)[Addressbook](#)[Manage](#)[Help](#)[Logout](#)**Reminder:** Logout when you have finished.

User currently logged into Hermes : fanf2



Copy marked

Go**"spam" with 9166 messages**[Refresh](#) | [Expunge](#) | [Mark All](#) | [Zoom](#) | [Search](#)

#	▲	☐	☐	Date	From	Size	Subject	Thread
9151	☐	☐	☐	Oct 28 2008 13:36	postmaster@lists.cam.ac.uk	5K	Best Sales 2008! VIAGRA X Official Site.	Delete
9152	☐	☐	☐	Oct 28 2008 15:10	CCS SAGLIK	36K 0	Bel Agrisina SON!!!	Delete
9153	☐	☐	☐	Oct 28 2008 11:54	Associated Bank	6K 0	Auto-Generated Notification - Read carefully ***	Delete
9154	☐	☐	☐		Agustin Casey	5K	2- Deposit	Delete
9155	☐	☐	☐	Oct 28 2008 12:29	adams virginia	2K	Young newlywed teen couple fucks for cash whil	Delete
9156	☐	☐	☐	Oct 28 2008 09:21	Adelebemiga	3K	You wont fail this night	Delete
9157	☐	☐	☐	Oct 28 2008 13:07	Fmt Club	3K	Nr. 1 Kasino in Google spielen ayok!	Delete
9158	☐	☐	☐	Oct 28 2008 12:41	alon mission	2K	CHILL D P.0RN and Pirate Software	Delete
9159	☐	☐	☐	Oct 28 2008 07:37	Peco Products	20K	An Interchangeable and Budget Conscious Displ:	Delete
9160	☐	☐	☐	Oct 28 2008 10:48	Floyd Snyder	2K	roulette guitar tabs	Delete
9161	☐	☐	☐	Oct 28 2008 14:49	Lewis Matthews	3K	Bring her to seventh heaven	Delete
9162	☐	☐	☐	Oct 28 2008 14:12	ernest berchmans	3K	4 inches for 2 weeks	Delete
9163	☐	☐	☐	Oct 28 2008 23:05	李江	3K	互惠互利	Delete
9164	☐	☐	☐	Oct 28 2008 16:12	Christian Harvey	3K	Gaining inches the easy way	Delete
9165	☐	☐	☐	Oct 28 2008 13:24	Hadassah	3K	Dont look inside	Delete
9166	☐	☐	☐	Oct 28 2008 21:09	info@chimko.com	2K	H A L L O !	Delete

Page: **184** / 184 **Go**

New webmail front page



UCS

Search

Hermes Webmail Service

University of Cambridge > Computing Service

Username

Password

Login

Help:

- [Webmail survey](#)
- [Introduction to Webmail](#)
- [Information and documentation on Email and Hermes](#)
- [Correct Mail User Agent configuration for Hermes](#)
- [Computing Service Help Desk](#)

RSS

University Computing Service news

28 Oct 2008
Wed 29 Oct, 07.45-08.30: Data Network
liable to interruptions especially at
DOWN →

22 Oct 2008
Computing Service IT Exhibition, 12
November →

16 Oct 2008
Extra MATLAB Getting Started course
scheduled for 13 November →

03 Oct 2008
New Streaming Media Service →

See also all Computing Service news

Webmail survey



UCS

Search



Hermes Webmail Service

University of Cambridge > Computing Service

Username

Password

Login

Help:



[Webmail survey](#)



[Introduction to Webmail](#)



[Information and documentation on Email and Hermes](#)



[Correct Mail User Agent configuration for Hermes](#)



[Computing Service Help Desk](#)

RSS

University Computing Service news

28 Oct 2008

Wed 29 Oct, 07.45-08.30: Data Network liable to interruptions especially at DOWN →

22 Oct 2008

Computing Service IT Exhibition, 12 November →

16 Oct 2008

Extra MATLAB Getting Started course scheduled for 13 November →

03 Oct 2008

New Streaming Media Service →

See also all Computing Service news

Log in via Raven

Starting Monday 17th November



Anti-spam upgrade



Constraints on late scanning

- ▶ We must not emit autoreplies
 - ▶ spam and viruses have bogus sender addresses.
- ▶ So our options are:
 - ▶ deliver the message (perhaps after modification)
 - ▶ quarantine it
 - ▶ throw it away



Annoying things

- ▶ Stripped attachments are awkward
- ▶ Risky phish handling
- ▶ Complaints about forwarded spam
- ▶ Quantity of stored spam



Scanning early

- ▶ Reject messages as soon as possible
- ▶ doesn't cause backscatter
- ▶ legitimate email doesn't disappear
- ▶ performance is more important



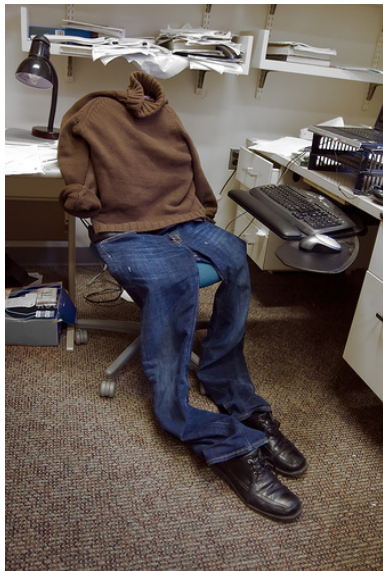
Stripped attachments



Phishing risks



Other virus risks



Forwarded spam



Size of spam folders



Policy variations



Internal email

- ▶ Anti-virus only



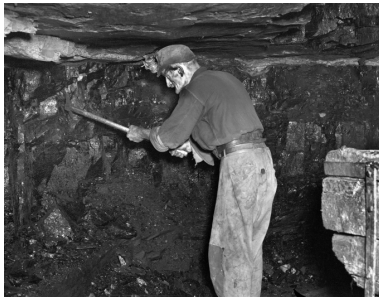
External email



- ▶ Anti-virus
- ▶ Anti-spam

Minor changes

- ▶ More informative spam details header
- ▶ Faster delivery, especially for internal email



Future



- ▶ Greylisting
- ▶ Adaptive scoring



221 closing connection