

# Web Studio Seattle Web Hosting

## Managing SPAM for Linux® web hosting customers

Web Studio Seattle support document:      manage-spam-linux  
Revised:    June 8, 2007  
Time required to complete configuration:    5 - 20 minutes (varies)

Spam Assassin is a tool to identify and label spam, and is enabled on all Web Studio Seattle Linux® hosting accounts.

By default, Spam Assassin is configured to mark email messages it believes as unsolicited junk mail in the following manner: [SPAM], which appears in the Subject line.

This [SPAM] marking enables individual users to create a Mail Rule in their local email software (such as Outlook or Entourage) which automatically takes action when a message includes the [SPAM] label in the subject line.

Web Studio Seattle recommends creating a Mail Rule that moves all email marked with [SPAM] to a folder named “junk” or “spam”. We favor moving the mail over deleting it, as this gives the user a chance, if desired, to review all spam before it is deleted forever, in the event that legitimate mail is erroneously marked as spam (please see “training the mail server to recognize legitimate senders” on page 2 of this document).

To create a Mail Rule in commonly used email software such as Outlook, Outlook Express or Entourage, please follow the instructions below.

- 1) Start your email software. Go to the TOOLS menu and select RULES (or also sometimes named MESSAGE RULES or MAIL RULES).**
- 2) We suggest this action: When the Subject line contains [SPAM], move the message to the Spam (or Junk) folder.**

Please note that different software requires slightly different steps when creating mail rules (the steps are fundamentally the same - but some variances do exist). Please consult the documentation provided by the author of your email software should you need additional instructions.

The end result is: messages marked [SPAM] by the server will be downloaded from the server to your local email software (Outlook, etc.) and moved from your “inbox” to your “junk” or “spam” folder, leaving only legitimate messages in your “inbox”.

## Training the Mail Server to Recognize Legitimate Senders

If the mail server knows who your legitimate senders are, it will not mark their messages as spam. This helps ensure that you receive mail from known senders, such as friends and customers.

**1)** Before receiving mail in your local email software, login to the mail server (Web Mail) and view the messages waiting for you. To login to Web Mail, direct a web browser to this address: mail.YourDomain.com (where “yourdomain.com” is your complete web address).

**2)** Once you are viewing the list of mail in your WebMail inbox, select the check box in the left column of the messages that are from legitimate senders, and are NOT spam. Once you have selected all the messages on the page that are legitimate, click the “WhiteList” link, which appears toward the top of the page, often just below the “mark as” pop-up menu. Once “WhiteList” is checked, the email addresses of the legitimate senders will be added to the WhiteList, which informs the server that mail received from these senders is OK - and is not spam.

Also, one can manually add an address to the WhiteList by clicking on the Filters button, and then on the WhiteList link. Type one email address per line. Click Save to record the addition to the WhiteList.

To establish a complete WhiteList, we suggest logging in to web mail and completing steps 1 and 2, above, for 3-7 days.

Once you have added legitimate addresses to the server’s WhiteList, you can quite your WebMail session and use your personal email software (Outlook, etc.) as normal.

## Configuring Spam Assassin

Spam Assassin is the software that reviews all incoming mail and identifies spam. One may specify the level of aggressiveness of Spam Assassin on a scale of 1 to 10, with the lower numbers being the most aggressive. By default, Spam Assassin is set to 5. If you wish to relax the aggressiveness, choose a higher number, such as 7 or 8. Alternatively, if you would like Spam Assassin to mark more messages as spam, choose a lower number such as 4 or 3.

We suggest having a complete WhiteList of legitimate senders before revising the Spam Assassin setting to a number below 5.

To configure, enable or disable Spam Assassin, login to your mail server via C Panel® (<http://YourDomain.com/cpanel>, where “yourdomain.com” is your full web address).

You will need your C Panel ® user name and password to login. This information was provided to you or your account administrator when your hosting account was created.

If you have questions about this document, please contact us:

Web: [www.seattlewebhost.com/support](http://www.seattlewebhost.com/support)  
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## **Web Studio Seattle Web Hosting**

[SeattleWebHost.com](http://SeattleWebHost.com)

Established in Seattle, WA in 1998.