



Email filtering at St Francis Xavier Sixth Form College

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Inhouse / Outsourced?

Message Labs



SFX background

- 1300 students
- 200 staff
- Campus wide network Windows AD
- Exchange Organisation/Outlook Client/Web Access
- Student email have been moved to Edu Live
- Staff email internally hosted – 10 to 14k messages per week



Technical Support

- Three people + me (I'm strategic – not hands on)
- Expertise in Exchange
- Exchange Security - Norton Antivirus + network router with minimum open ports.
- Internet Security Accelerator (ISA)
- Norton on the desktops + servers
- Fortinet firewall – AV/IPS/IDS



Inhouse – year 2000

- Mid 90s early 2000 moved to Message Labs for the following reasons.
- Norton Antivirus System did catch viruses and quarantine them. The fact they were being caught inside our system concerned me.
- Tweaking exchange Spam filters, block lists, connection filtering took time and were easily bypassed and difficult to diagnose problems.



Message Labs

- Discounts under the CHEST agreement
- Email threats are minimised / kept off-site
- Users are informed of potential viruses and can release them!
- Sophisticated spam filtering
- Sophisticated porn filtering
- White / Blacklisting senders
- Informative web site – regular reports (weekly)
- Email address harvesting has cut spam levels.



Spam Summary Report

- Anti-Spam - Weekly Summary Report - Text : Week 4 (w/e 22 Jan 2010) : St Francis Xavier Sixth Form College

- Domains: sfx.ac.uk, sfxavier.ac.uk

- Total (all domains):

	Number	PctOfMail	PctOfSpam
	-----	-----	-----
• Total Emails	11934	100.00	0.00
• Detected by DUL	2009	16.83	58.66
• Detected by Skeptic Heuristics	645	5.40	18.83
• Detected by Domain Blocked List	643	5.39	18.77
• Detected by RBL	126	1.06	3.68
• Detected by IP Blocked List	2	0.02	0.06
• Detected by RSS	0	0.00	0.00
• Detected by ORDB	0	0.00	0.00
• Detected by Signaturing system	0	0.00	0.00
• Total Detected Spam	3425	28.70	100.00

- Total (by domain):

Recipient Domain	Total Mail	Spam Detected	Pct Of Mail
-----	-----	-----	-----
• sfx.ac.uk	11934	3425	28.70



Image Control Summary

Image Control - Weekly Summary Report - Text : Week 5 (w/e 29 Jan 2010) : St Francis Xavier Sixth Form College

- Domains: sfx.ac.uk
- | Sent/Received | Total Mail | Images Detected | Pct Of Mail |
|---------------|------------|-----------------|-------------|
| ----- | ----- | ----- | ----- |
| Received | 11181 | 5 | 0.04 |
| Sent | 1497 | 3 | 0.20 |
- Total (by domain):
- | Sent/Received | Total Mail | Images Detected | Pct Of Mail |
|---------------|------------|-----------------|-------------|
| ----- | ----- | ----- | ----- |
| sfx.ac.uk | | | |
| Received | 11181 | 5 | 0.04 |
| Sent | 1497 | 3 | 0.20 |

- Top 20 Image Recipients :
- | Recipient Email Address | Images Detected |
|-------------------------|-----------------|
| ----- | ----- |
| b.XXXXX@SFX.AC.UK | 2 |
| k.XXXXX@SFX.AC.UK | 2 |
| i.LLLLLL@SFX.AC.UK | 1 |

- Top 20 Image Senders :



Image Control Detail

• Image Control - Weekly Detail Report - Text : Week 5 (w/e 29 Jan 2010) : St Francis Xavier Sixth Form College
Domains: sfx.ac.uk

Domain	Date Detected	Sent/Received	Subject	Recipient Domain
Recipient Email Address	Attachment FileName	Sender Domain	Sender Email Address	Sender Email Address
sfx.ac.uk i.LLLL@SFX.AC.UK 140.73	2010-01-27 09:16:53 ATT751212.jpg	Received kefast.com	FW: have a laugh HEALTH WARNING	SFX.AC.UK JWWW@kefast.com
sfx.ac.uk k.TTTT@SFX.AC.UK 2616.46	image001.gif	2010-01-27 10:53:31 btinternet.com	Received Fw: release-authorized:FW: is this bloke mad or wh	SFX.AC.UK jQQQQ@btinternet.com
sfx.ac.uk b.PPP@SFX.AC.UK 236.68	image001.jpg image002.jpg image003.jpg image004.jpg image005.jpg image006.jpg	2010-01-27 12:31:38 hotmail.com	Received Fw: Amazing! Icing Babies	SFX.AC.UK jackie123@hotmail.com
sfx.ac.uk jackqq@hotmail.com 225.70	image001.jpg image002.jpg image003.jpg image004.jpg image005.jpg image006.jpg	2010-01-27 12:43:45 SFX.AC.UK	Sent RE: Amazing! Icing Babies	hotmail.com b.ppp@SFX.AC.UK
sfx.ac.uk b.PPP@SFX.AC.UK 239.06	image001.jpg image002.jpg image003.jpg image004.jpg image005.jpg image006.jpg	2010-01-28 20:32:49 hotmail.com	Received Re: Amazing! Icing Babies	SFX.AC.UK jackie123@hotmail.com
sfx.ac.uk jackqq@hotmail.com 234.76	image001.jpg image002.jpg image003.jpg image004.jpg image005.jpg image006.jpg	2010-01-29 09:18:20 SFX.AC.UK	Sent RE: Amazing! Icing Babies	hotmail.com b.PPP@SFX.AC.UK
sfx.ac.uk k.TTT@SFX.AC.UK 201.95	1 embedded image	2010-01-29 12:17:49 ntlworld.com	Received Fw: TATOO.....lol.	SFX.AC.UK jeffgilp@ntlworld.com
sfx.ac.uk chrisQWE@brooksclub.org 196.63	ATT3783271.jpg	2010-01-29 15:30:42 SFX.AC.UK	Sent FW: TATOO.....lol.	brooksclub.org k.TTT@SFX.AC.UK
***** END OF REPORT *****				



Home

Configuration

Reports

Support

Administration

Support Information

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There are a number of Support options available to you, all of which can be accessed from the Support section. We would particularly draw your attention to the Online Help system which contains help relating to all our services. The system has both a Table of Contents and a Search option to help you find the information you require.

Service Alerts

[View All](#)

Scheduled Maintenance, 12th - 14th February

Date posted: 28 Jan 2010 11:38 AM

Last updated: 03 Feb 2010 12:59 AM

Dear Client, Please be advised that we will be performing maintenance on our infrastructure located in our London datacentre, from 1100 GMT 12th February to 2000 GMT 14th February. During this time all...

[Read More >](#)

News Alerts

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Global Client Support Centre: Service call routing

Date posted: 03 Feb 2010 12:19 PM

Last updated: 03 Feb 2010 12:26 PM

Dear Client, We aim to continuously improve the support we provide to you. We also listen to you when you provide feedback via the customer satisfaction forms you kindly return. One of the suggestions ...

[Read More >](#)

Now Available: Branding & Performance Enhancements

Date posted: 28 Jan 2010 6:49 PM

Last updated: 29 Jan 2010 5:07 PM

Symantec Hosted Services is pleased to announce the availability of a new release for our user interface, ClientNet. This release delivers changes to ClientNet which are designed to address specific ...

[Read More >](#)

Enhancements to ClientNet Arriving This Month

Date posted: 15 Jan 2010 9:30 PM

Last updated: 20 Jan 2010 2:44 AM

As part of an ongoing effort to improve our services, Symantec Hosted Services is pleased to announce an upcoming release for ClientNet, our user interface. This release will be available at the end ...

[Read More >](#)





Additional Benefits

- Messages stored at Message Labs if there is a problem at SFX that prevents us receiving SMTP.
- Other benefits such as web content filtering, archiving can be dealt with using one portal.
- Excellent support
- Off-loading risk for a small payment.