



# **Intego Personal Antispam X5**

## **User's Manual**



## **Intego Personal Antispam X5 for Macintosh**

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Intego

[www.intego.com](http://www.intego.com)

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# **1- About Intego Personal Antispam X5**



## What is Spam?

Spam is the scourge of the Internet. Almost every Internet user receives spam: undesired e-mail messages selling products and services, messages suggesting that users visit certain web sites, often pornographic, and scams of all kinds. Some people get so much spam that they spend more time sorting their inboxes than they do reading legitimate e-mail; it is not uncommon to receive hundreds of spam messages each day, for only a few dozen legitimate e-mail messages.

Spam is the electronic equivalent of the junk mail you receive in your mailbox. But while much of the junk mail you receive is local—flyers for the neighborhood supermarket, sales at your local sporting goods store—spam generally offers scams and swindles. Some of these include the "Nigerian Scam", or the 419 scam, named after the relevant section of the Criminal Code of Nigeria, where e-mails ask you to help someone obtain several million dollars from a bank account, after you have put up a few thousand yourself as an "advance fee". Other spam messages offer prescription drugs, without a prescription, at rock-bottom prices; software at prices that are too good to be true; messages claiming to be from friends, directing you to check out a specific web site; "phishing" messages, or attempts to get you to log on to a bank web site and enter your user name and password; or e-mail offering you free pornography or miracle solutions to increase the size of certain body parts.

While it is relatively simple to get rid of the junk mail you receive in your mailbox at home, spam is more difficult to detect. The subject headers of spam messages often lead you to think that the messages are from old friends or businesses you have worked with. If you have to sort through all this spam in your inbox every day, especially if you need to read e-mail for your job, you'll waste a lot of time and be less productive.



## Why Do You Receive Spam?

While some spam seems to be personally addressed to you—it is sent to your address and uses your name—the majority of spam is sent automatically, by computer programs that ingest long lists of e-mail addresses and spit out millions of spam messages. The goal of spam is to benefit from large mailings, knowing that hardly anyone will respond to the messages' offers. A tiny percentage of replies to a small mailing of, say, several thousand addresses can be counted on the fingers of two hands, but when you send out tens of millions of messages, even a .001% response rate results in some impressive figures.

Spammers "harvest" addresses in many ways: they use programs that search the web automatically looking for e-mail addresses on web sites and forums, but also get them from newsgroups and mailing lists. If that isn't enough, they simply buy CD-ROMs that contain millions of addresses, including, perhaps, yours. Or they buy lists of e-mail addresses that have been submitted to web sites when users register or request information. In fact, if your e-mail address ends up anywhere on the Internet, there is a strong possibility that a spammer will eventually find it.

While you can avoid spam by not ever using your e-mail address on a mailing list or in a newsgroup, or never giving your e-mail address to a web site to register or ask for information, this defeats the purpose of the Internet. Many people see spam as unavoidable, as a natural side effect of the openness of the Internet. Unfortunately, this openness ends up filling your inbox with junk.



## Why Use Intego Personal Antispam X5?

Intego Personal Antispam X5 is the ultimate spam-fighting tool for Mac OS X. Personal Antispam X5 analyzes your incoming e-mail, determining which messages are spam and which are valid messages, and does so in many ways: by checking a whitelist and blacklist of addresses, message headers, content or layout, URLs in messages, and much more.

Unlike the spam filters provided with e-mail programs such as Apple Mail or Microsoft Entourage, Personal Antispam X5 is intelligent. When you first install Personal Antispam X5, its performance is similar to that of the filters included with e-mail programs. But as you use it more and more, having the program learn from your spam and from your legitimate e-mail, Personal Antispam X5 outperforms any spam filter available for Mac.

Personal Antispam X5 uses a set of plug-ins to provide the most powerful spam filter available. You choose which plug-ins you want to use, according to the type of spam you receive. Personal Antispam X5 uses lexical filtering (also known as Bayesian analysis), attachment filters, whitelist and blacklist filters, and also filters URLs, using a database of known spam URLs that are often included in messages. Personal Antispam X5 also looks for specific types of headers and layout used in HTML messages, which are most often used for spam, allowing the program to not only search for content, but also for the subtle ways that spammers craft their messages.

After you have had Personal Antispam X5 learn from your e-mail, you can export your settings and spam database, and give it to friends, family or colleagues, so these people can get optimal spam filtering immediately, without having to wait for Personal Antispam X5 to learn from their e-mail. They can then have the program learn from the more specific types of spam and legitimate e-mail they receive to refine the program's efficiency.

Spam techniques are constantly changing, and Personal Antispam X5 offers monthly updates to fight new types of spam as they appear, and to update its database of spam URLs.





## How Personal Antispam X5 Works

Personal Antispam X5 helps weed out spam using a number of different techniques and filters, making it the most efficient antispam tool available for Mac OS X. In addition, some of the filters allow you to go even further and add your own rules and conditions, to eliminate specific types of spam that you receive often.

Since many techniques are used to send spam, and to attempt to fool programs that filter spam, Personal Antispam X5 uses a wide range of tools and filters to analyze your incoming e-mail. These filters make Personal Antispam X5 the most powerful tool for combating spam, and help keep your inbox spam-free.

### Lexical Filtering

Personal Antispam X5 uses a powerful lexical filtering system, also known as Bayesian analysis, to examine the words contained in your e-mail and determine which messages are valid and which are spam. The lexical filter is a statistic filter that calculates the probability that incoming e-mail messages are spam. This filtering depends on a database installed with Personal Antispam X5 and by how you have categorized e-mail messages that you have received.

The lexical filter needs to learn which of your e-mail messages are spam and which are valid messages. You will be able to teach the filter using the Personal Antispam X5 functions or AppleScripts that the program installs; this increases the efficiency of the lexical filter. You must remember to teach it both what is spam *and* what is not to get the best results.

### Blacklist and Whitelist

Personal Antispam X5 uses a blacklist and a whitelist to help filter spam. A blacklist is a list of addresses from which you receive spam. You can add addresses to the blacklist to block any spam that is not detected by Personal Antispam X5's filters, but that comes often from the same address. You can have Personal Antispam X5 automatically add senders' addresses to the blacklist each time you mark a message as spam, keeping any more e-mail from that address away from your inbox.



A whitelist is the opposite of a blacklist: it is a list of addresses whose messages are always accepted as valid. Personal Antispam X5 offers several options to ensure that you don't get false positives: you can choose to always allow senders in Address Book, Apple's software that stores your addresses if you use Apple Mail. You can also have Personal Antispam X5 add senders' addresses to the whitelist when you tell it to learn from legitimate e-mail, ensuring that e-mail from your friends, co-workers and contacts goes straight into your inbox.

## **URL Filter**

Personal Antispam X5 has a URL filter that checks for certain URLs, and the way URLs appear in e-mail messages, to detect spam. Spammers often use techniques, such as displaying one URL but hiding a link to a different URL in a message, to fool recipients of their messages. E-mail with this type of URL is generally spam, and Personal Antispam X5 searches for this, and other techniques, when analyzing your incoming e-mail.

## **Attachments**

Some spam can be detected by attachments, files sent together with messages, such as certain types of image files. Other messages may contain Windows viruses, which, while not exactly spam, and aren't dangerous to Macs, can annoy you by filling your inbox. Personal Antispam X5 checks for certain types of attachments that may indicate spam, and also checks for .pif and .scr files, which are only sent with messages by Windows viruses.

## **Other Filters**

In addition, Personal Antispam X5 looks for certain types of encoding, corresponding to specific languages. If you don't receive e-mail in Japanese, other Asian languages, or languages using Cyrillic characters, such as Russian, you can have Personal Antispam X5 mark all such messages as spam. The program can trust specific spam headers added by some ISPs (such as **\*\*\*SPAM\*\*\***), and it can check for other types of messages or headers as well.



## 2—Installation



## System Requirements

- Any officially-supported Mac OS X compatible computer running a PowerPC or Intel processor
- Mac OS X or Mac OS X Server, 10.4 or later (Tiger and Leopard)
- Apple Mail or Microsoft Entourage e-mail program
- 40 MB free hard disk space

## Installing Personal Antispam X5

For information on installing and serializing Personal Antispam X5, see the Intego Getting Started manual, included with your copy of the program. If you purchased the Personal Antispam X5 by download from the Intego web site, this manual will be in the disk image you downloaded that contains the software. If you purchased Personal Antispam X5 on a CD or a DVD, you'll find this manual on the disc.

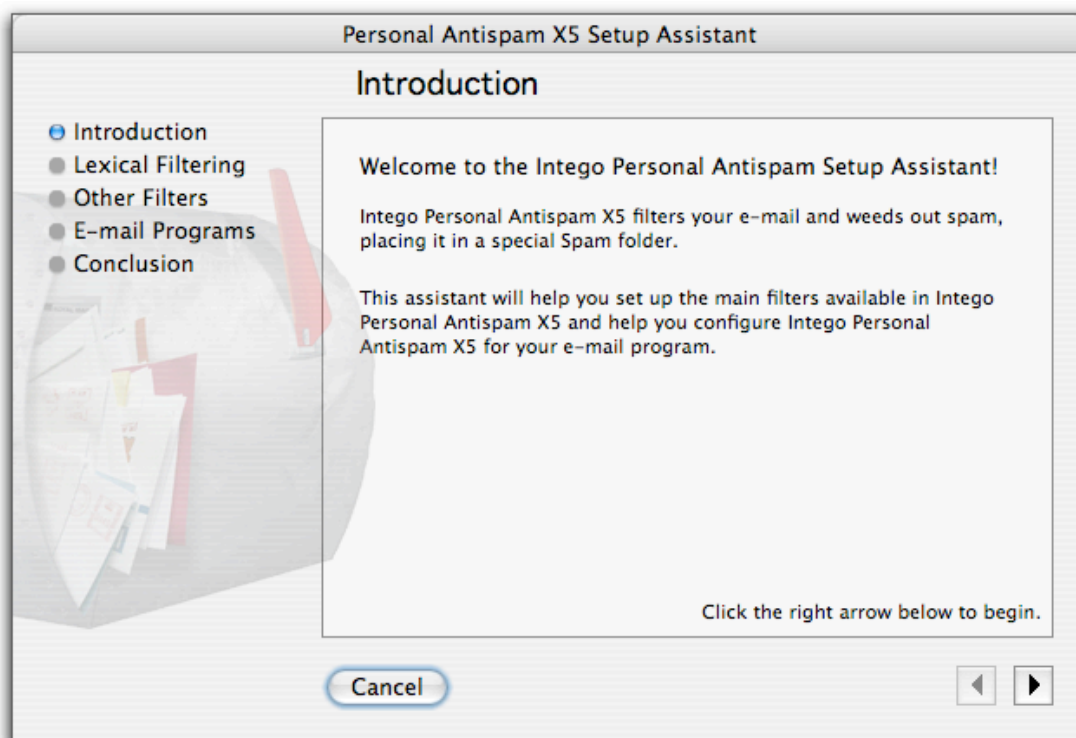


## **3—Configuring Intego Personal Antispam X5**



## Intego Personal Antispam X5's Setup Assistant

When you first open Personal Antispam X5, the program's Setup Assistant launches to help you quickly and easily configure Personal Antispam X5 to work with your e-mail program. Personal Antispam X5 works with Apple Mail, the default e-mail program provided with Mac OS X, and Microsoft Entourage, the e-mail and personal information manager included with Microsoft Office.



The Personal Antispam X5 Setup Assistant walks you through a series of steps to explain how the program works, and to configure it to work with your e-mail program:

- Lexical Filtering
- Other Filters
- E-mail Programs
- Conclusion

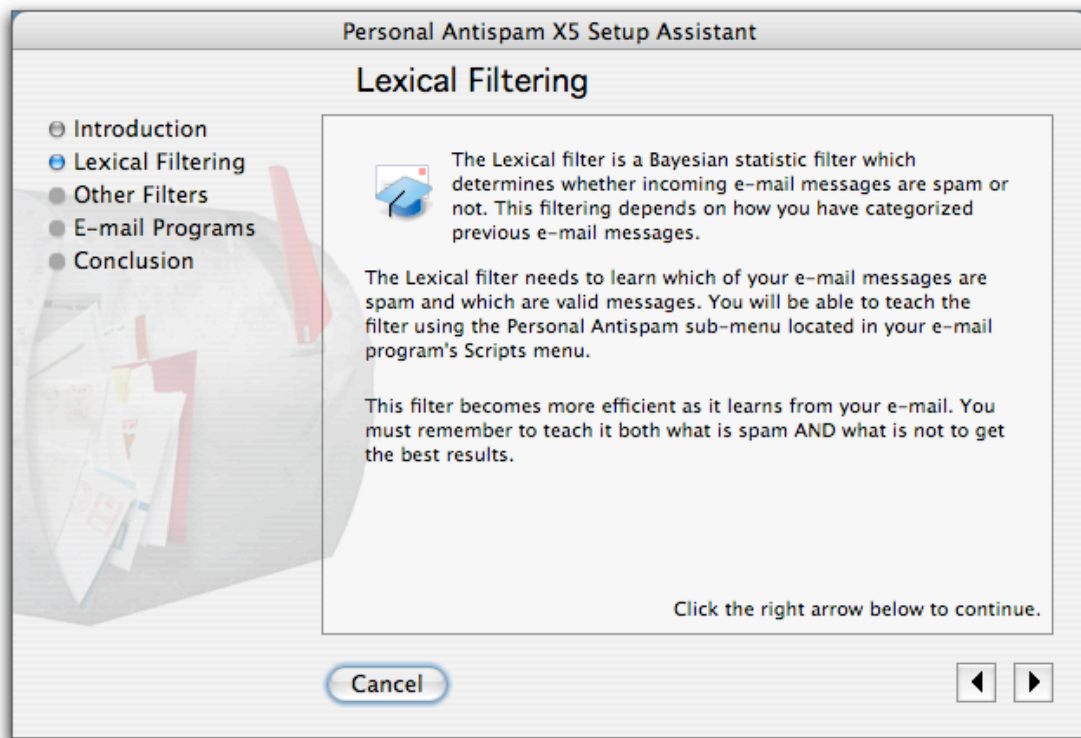
Click the right arrow to begin configuring Personal Antispam X5. You can click the left arrow at any time to return to previous screens.



Note that Personal Antispam X5 will not filter spam unless you configure it to work with your e-mail program, either Apple Mail or Microsoft Entourage. It will also not filter spam with any other e-mail programs.

## Lexical Filtering

This screen explains what lexical filtering is, and tells you how Personal Antispam X5 uses this technique to filter your e-mail.



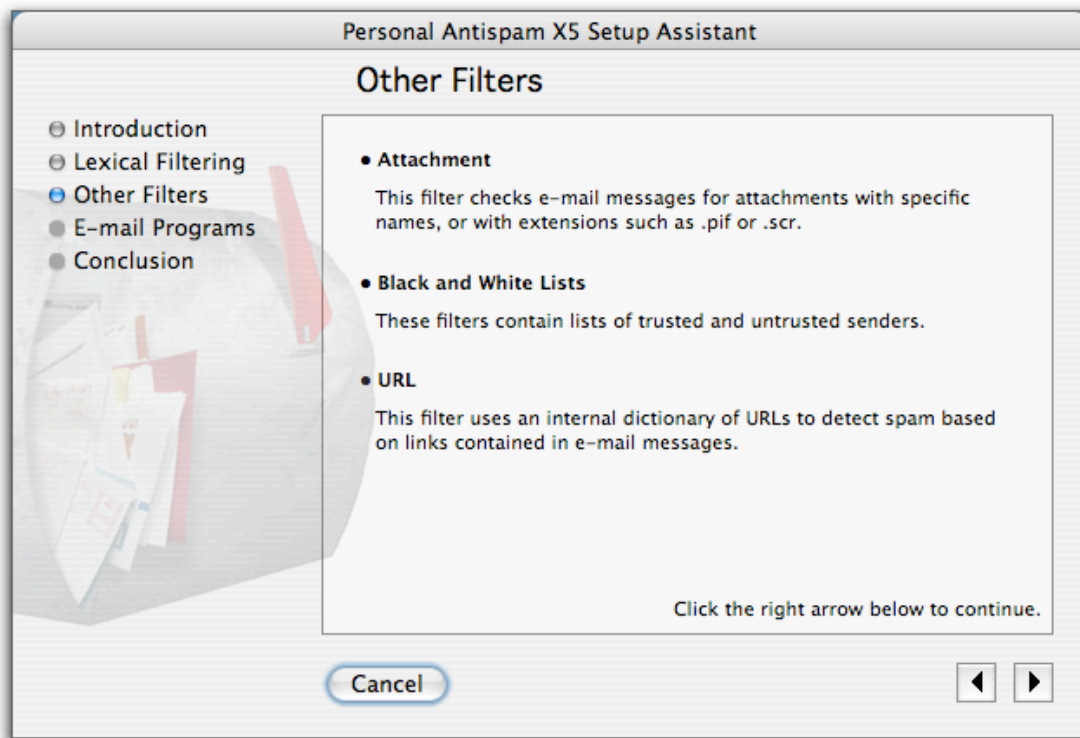
As the text in the above screen explains, Personal Antispam X5's filters become more efficient by learning from the actual e-mail that you receive. You must teach it to recognize both spam *and* legitimate e-mail for it to be most effective. See Using Personal Antispam X5 to find out how to teach Personal Antispam X5 to recognize your e-mail.

Click the right arrow to go to the next screen.



## Other Filters

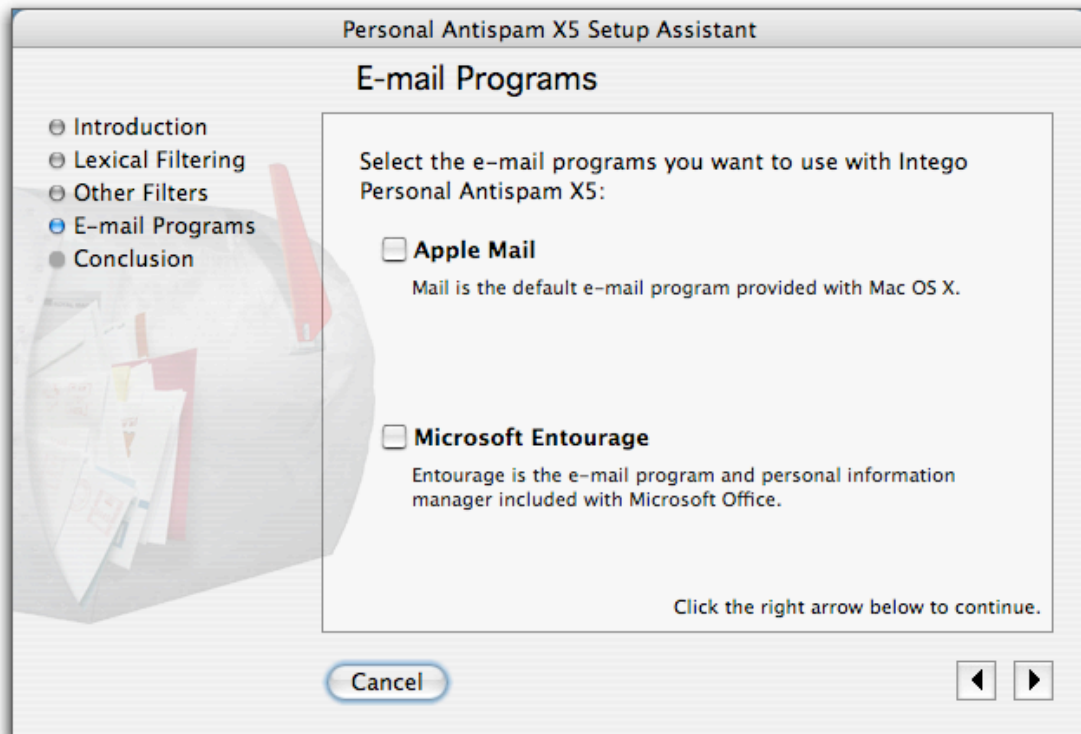
This tells you about the other types of filters that Personal Antispam X5 uses to eliminate spam.



Click the right arrow to go to the next screen.

## ***E-Mail Programs***

This screen asks you to choose which e-mail program(s) you use: you can choose Apple Mail, the default e-mail program provided with Mac OS X, Microsoft Entourage, the e-mail program and personal information manager included with Microsoft Office, or both, if you use both programs.

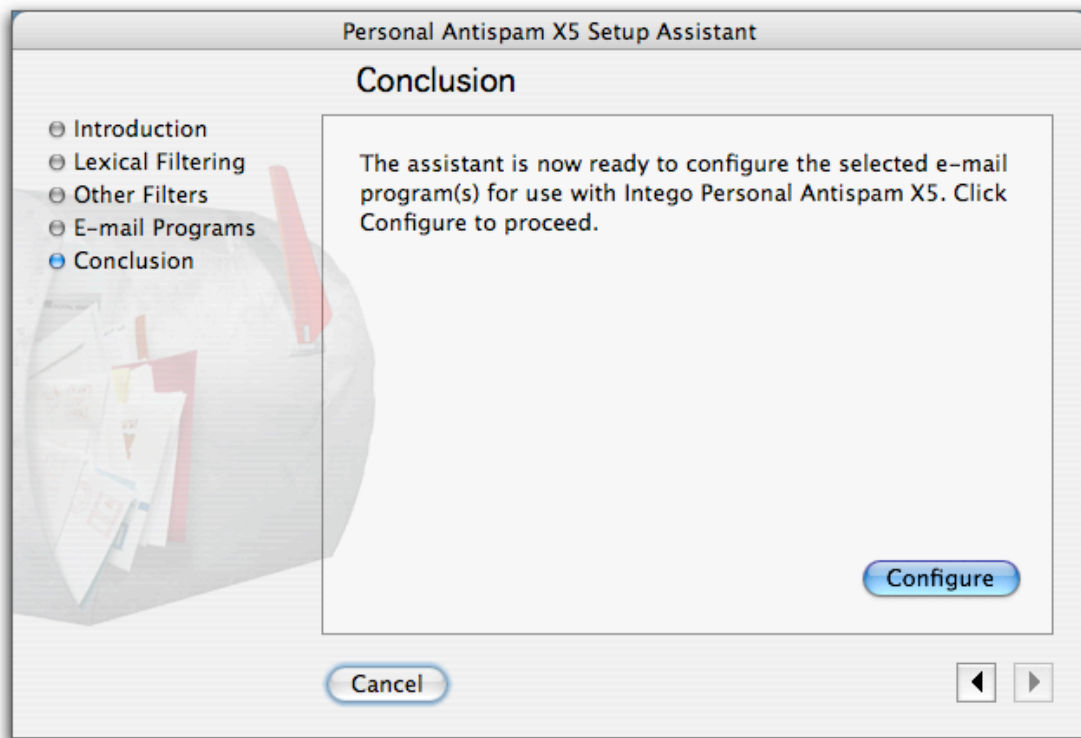


Check the e-mail program(s) you use.

Click the right arrow to go to the next screen.

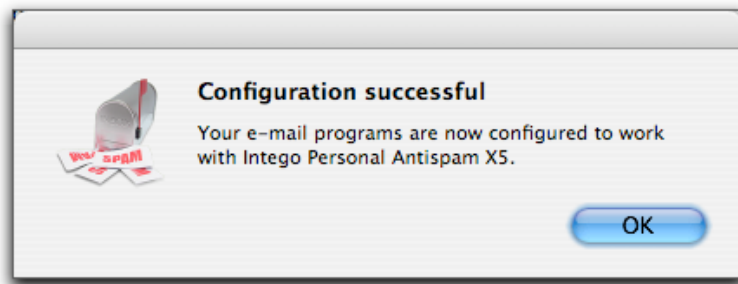
## ***Conclusion - Apple Mail***

This final screen configures Personal Antispam X5 according to your choices. If you use Apple Mail, the Conclusion screen looks like this:



Click the left arrow to return to any of the previous screens to make changes, or click Configure to configure Apple Mail for use with Personal Antispam X5 and exit the assistant.

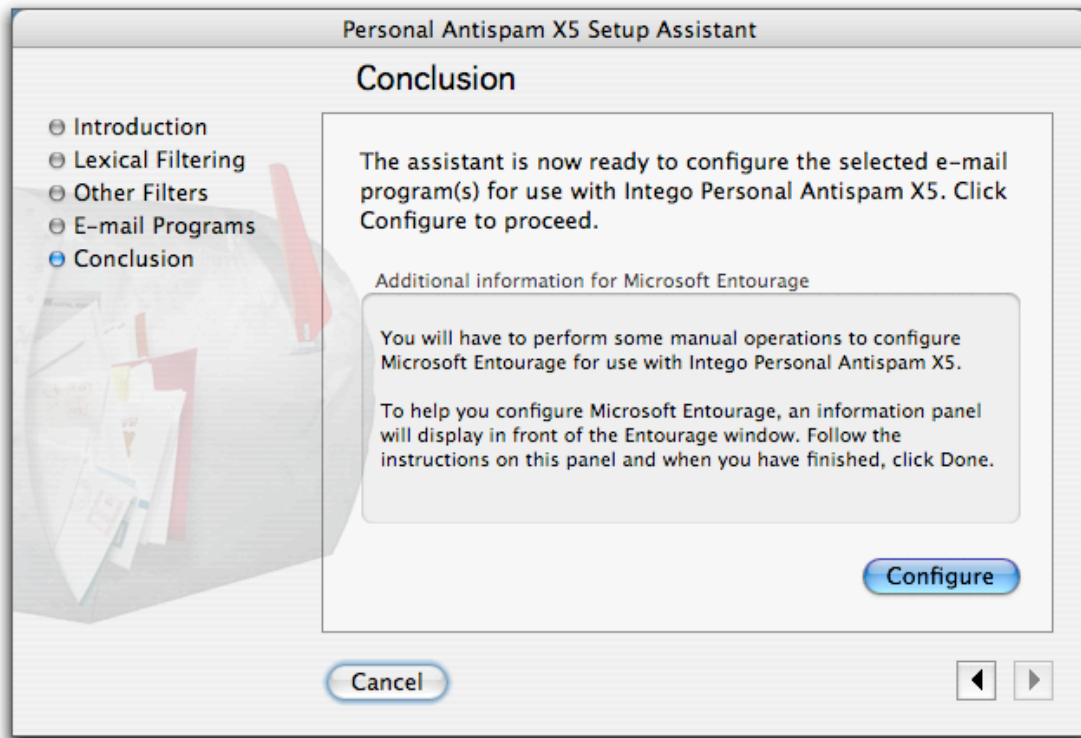
Personal Antispam X5 configures Apple Mail so it can filter incoming e-mail, then displays a dialog informing you that the configuration has been completed successfully.



Click OK. The Personal Antispam X5 Setup Assistant exits, and the main Personal Antispam X5 window displays.

## **Conclusion - Microsoft Entourage**

If you use Microsoft Entourage, the following screen displays:



You will have to perform some manual operations to configure Microsoft Entourage for use with Personal Antispam X5.

To help you configure Microsoft Entourage, an information panel will display in front of the Entourage window. Follow the instructions on this panel, and, when you have finished, click Done.

Click the left arrow to return to any of the previous screens to make changes, or click Configure to open Microsoft Entourage and display the information panel, so you can finish configuring Personal Antispam X5.

Personal Antispam X5 opens Microsoft Entourage then displays the following screen:

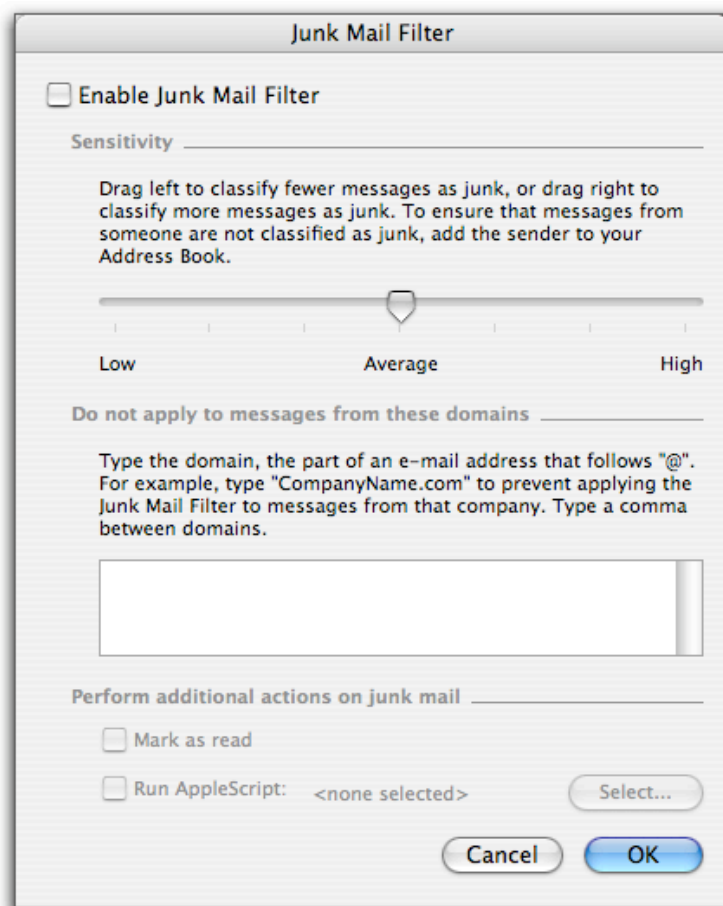


This screen remains in front of your Entourage window so you can see what steps you need to carry out.

First, you must turn off Entourage's built-in spam filter. Do the following:

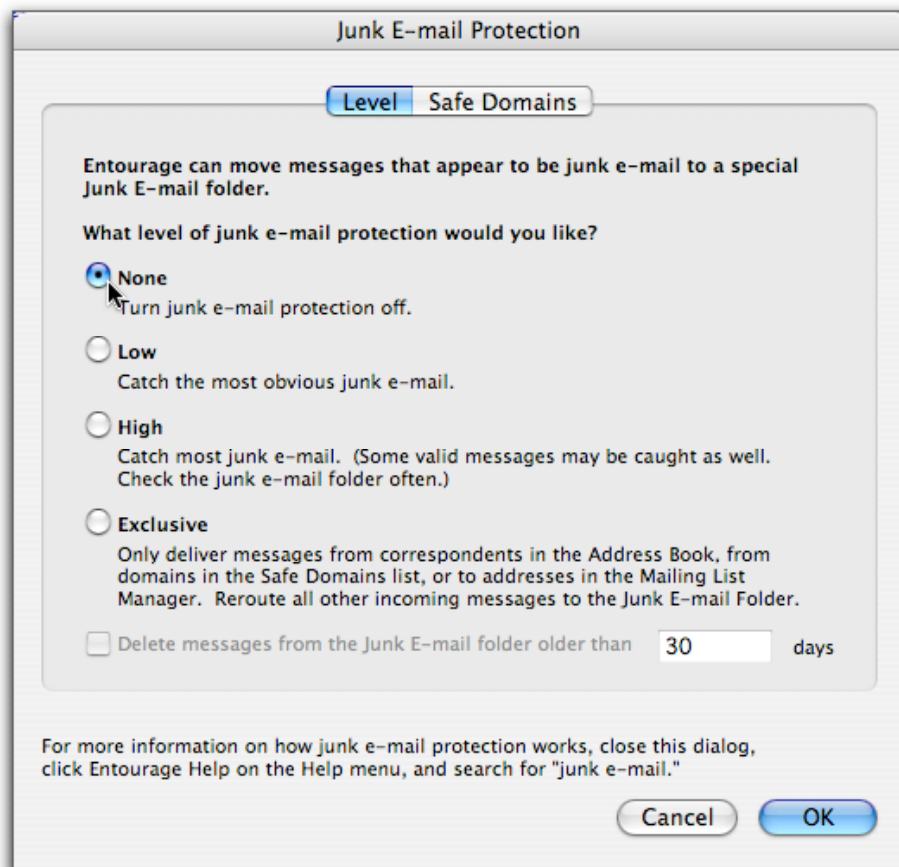
**For Entourage v. X:**

1. In the Tools menu, select Junk Mail Filter.
2. Uncheck the Enable Junk Mail Filter checkbox.
3. Click OK to confirm your change.



**For Entourage 2004:**

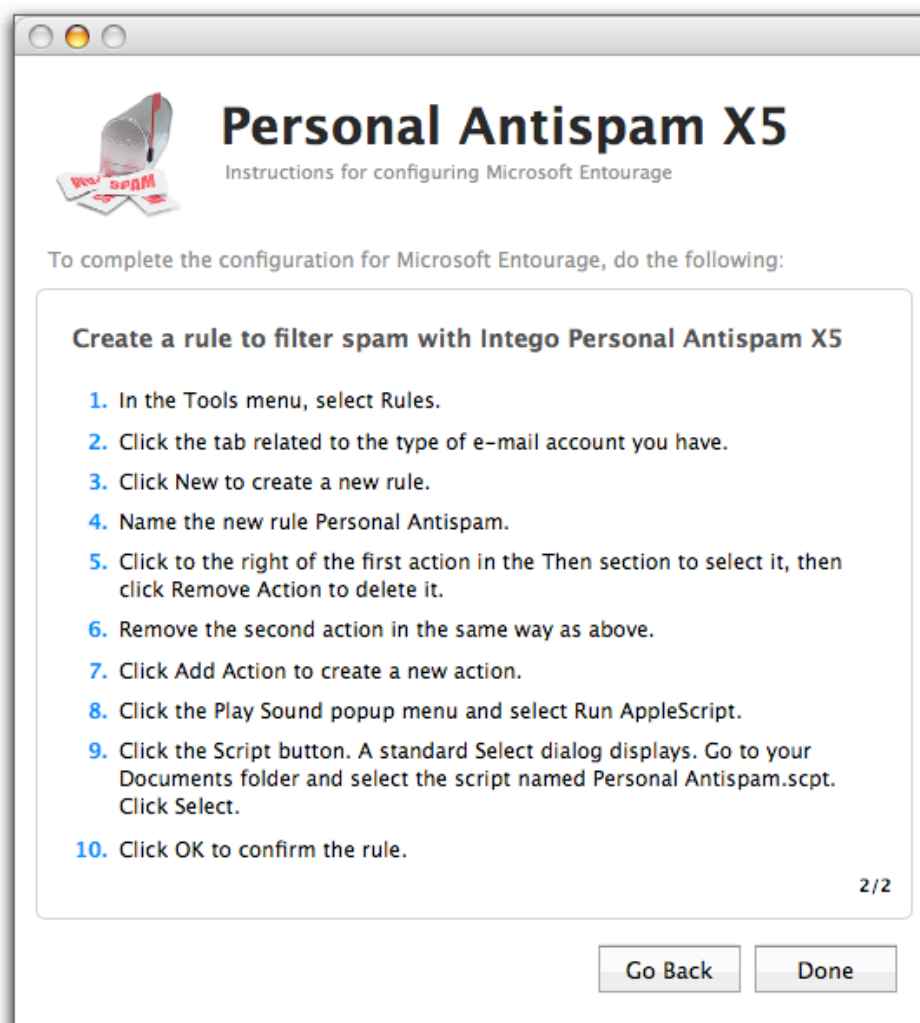
1. In the Tools menu, select Junk E-mail Protection.
2. Click None to turn off the filter.
3. Click OK to confirm your change.



When you have completed this, click Continue on the Personal Antispam X5 information panel.

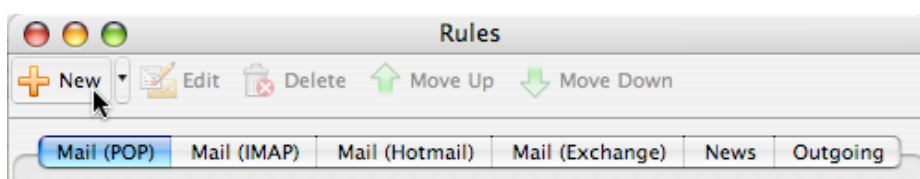


The second panel displays:

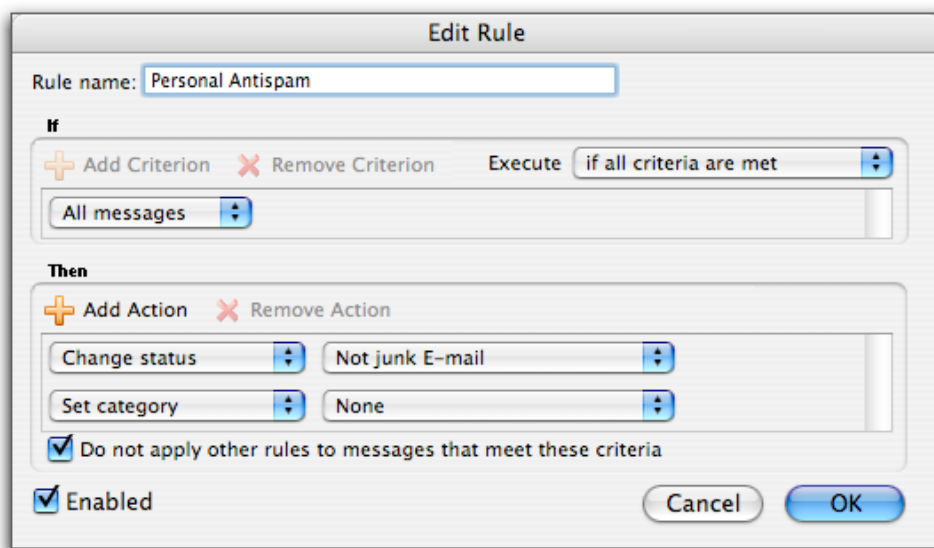


You must now create a rule with Entourage so Personal Antispam X5 can be activated and its filters can check your incoming e-mail. Do the following:

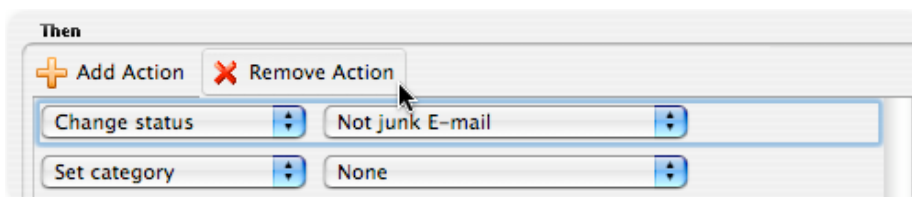
1. In the Tools menu, select Rules.
2. Click the tab related to the type of e-mail account you have. In most cases, this is Mail (POP), which is a standard e-mail account. If you have an IMAP, Hotmail or Exchange account, click the appropriate tab. If you have any doubts, ask your administrator or your ISP.
3. Click New to create a new rule.



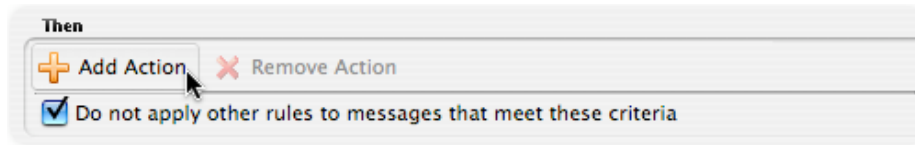
4. Name the new rule Personal Antispam.



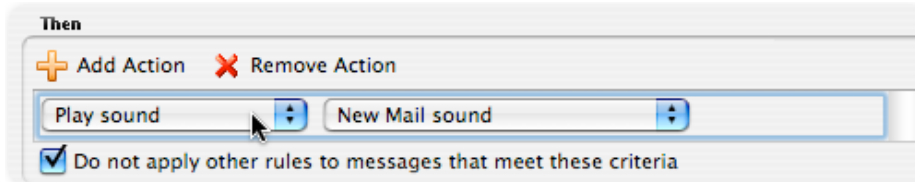
5. Click to the right of the first action in the Then section to select it, then click Remove Action to delete it.



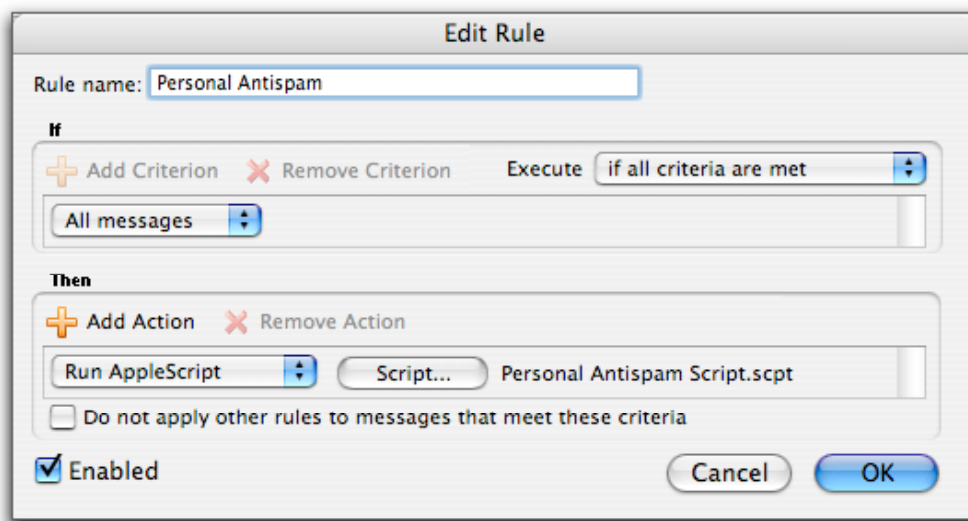
6. Remove the second action in the same way as above.
7. Click Add Action to create a new action.



8. Click the first popup menu and select Run AppleScript.



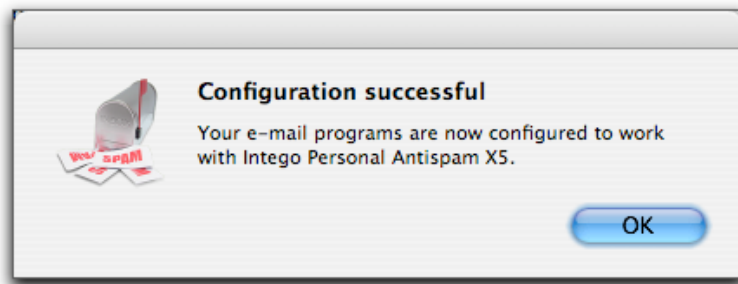
9. Click the Script button. A standard Select dialog displays. Go to your Documents folder and select the script named Personal Antispam.scpt. Click Select. The finished rule should look like this:



10. Click OK to confirm the rule.

When you have completed the above steps, click Done on the Personal Antispam X5 information panel.

Personal Antispam X5 closes the Setup Assistant, then displays a dialog informing you that the configuration has been completed successfully.



Click OK, and the Personal Antispam X5 Assistant exits, and the main Personal Antispam X5 window displays.

## Position of the Personal Antispam Rule

When Personal Antispam X5 configures your e-mail program, it either creates a special rule (with Apple Mail) or instructs you to create one manually (with Microsoft Entourage). These rules tell the e-mail programs to activate Personal Antispam X5 so the program can filter your incoming e-mail and check whether your messages are spam or legitimate e-mail.

The position of this rule can make a difference—not in the efficiency of Personal Antispam X5's spam filter, but in the statistics you see in displayed in Personal Antispam X5.

If you place this rule at the end of the list (which is the default position), any other rules you may have set up will filter your messages before Personal Antispam X5 gets to see them. These rules will filter some messages—in most cases, valid e-mail messages—and either move them into specific folders, change their categories, or perform other actions. If the rules say that no further actions are not to be performed, Personal Antispam X5 will have fewer messages to filter.

If, however, you place the Personal Antispam rule at the beginning of your list of rules, *all* your messages will get filtered first by Personal Antispam X5, then by your specific rules. Again, this does not change the efficiency of Personal Antispam X5, but it will result in a higher number of messages being shown as analyzed in the Personal Antispam X5 statistics.

Note that if you use Microsoft Entourage, and have mailing list information in the Mailing List Manager, these messages are sorted before any other rules, and will not be analyzed nor counted by Personal Antispam X5.



## Configuring Personal Antispam X5 for Multiple Users

You can use Personal Antispam X5 with as many user accounts as you have on your Macintosh computer. However, since each user has different settings for their e-mail program, and may use a different program (one user may prefer Apple Mail and another may use Microsoft Entourage), you must configure Personal Antispam X5 for *each* user who wishes to benefit from its functions.

To do this, log out of the current account by selecting the Apple menu > Log out [User name], then log in to a different user account. Launch Personal Antispam X5, which is located in the Applications folder, and the configuration assistant will open automatically. Follow the same procedure as that described earlier in this chapter to configure the user's e-mail program(s), and repeat this for all user accounts that will use Personal Antispam X5.

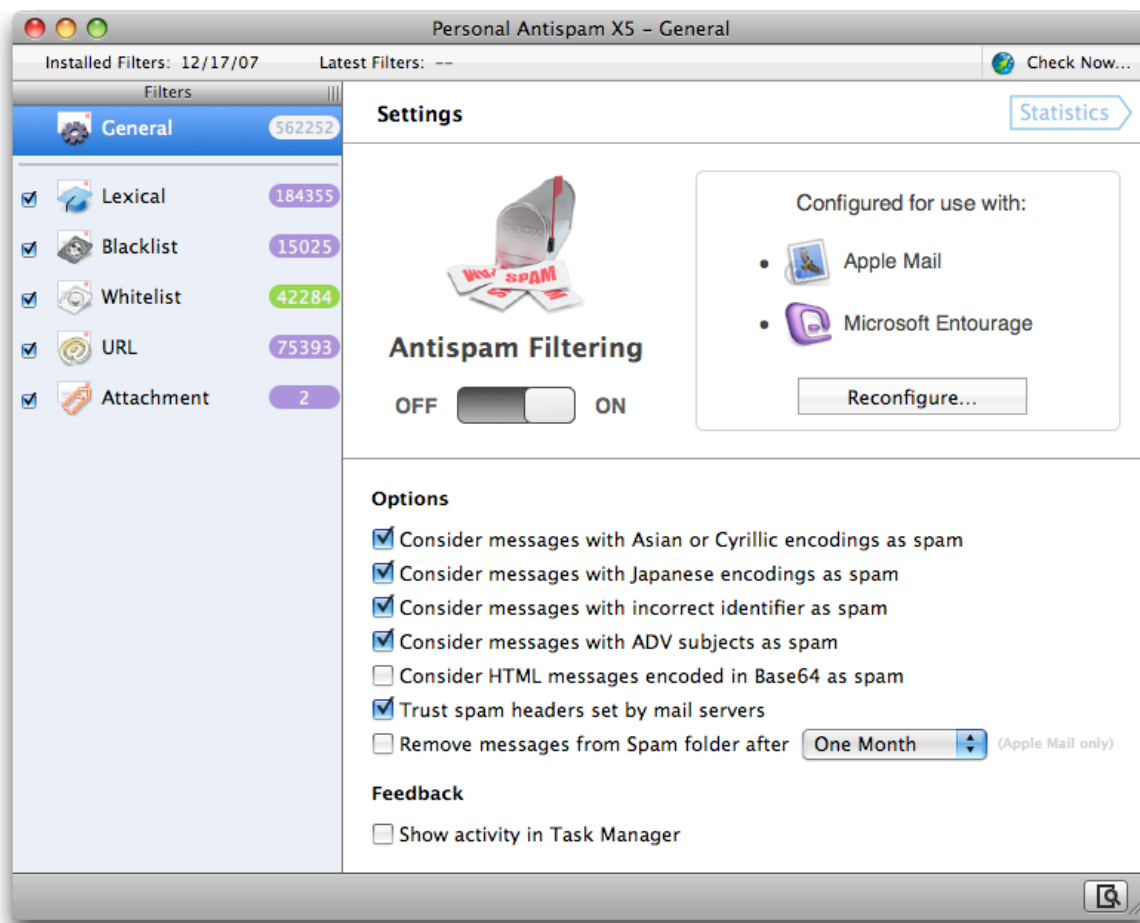


## **4—Using Intego Personal Antispam X5**



## Using Intego Personal Antispam X5

After you have configured Personal Antispam X5 with the Setup Assistant, Personal Antispam X5 opens and displays its main window. You won't need to have Personal Antispam X5 open, however, for it to filter your e-mail. You only need to open the Personal Antispam X5 application when you want to change its preferences or settings. (See Chapter 5, Personal Antispam X5 Settings and Preferences.)



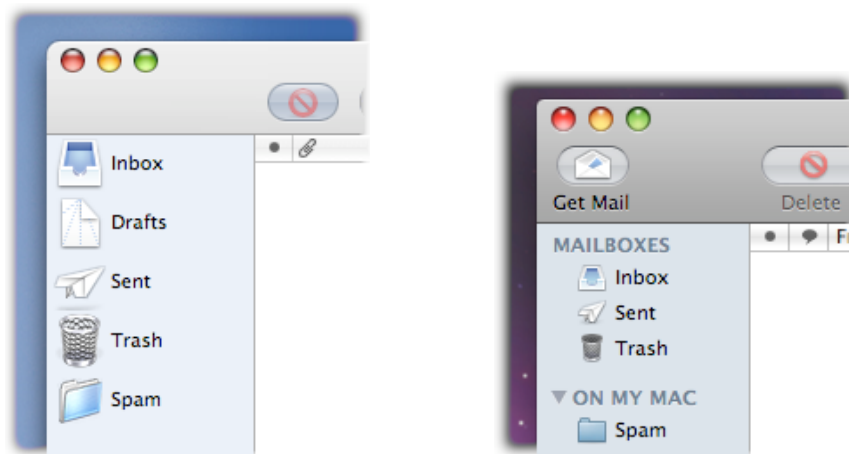
Unless you want to change any of Personal Antispam X5's settings, you can quit the program.



## Using Personal Antispam X5 with Apple Mail

After you have installed Personal Antispam X5 and configured it to work with Apple Mail, Personal Antispam X5 will begin filtering your incoming e-mail the next time Mail receives messages. Personal Antispam X5 works in the background, so you don't have to do anything for it to separate your legitimate e-mail from the spam you receive.

Personal Antispam X5 adds a Spam folder to Mail's mailbox list. The image to the left, below, shows Mail in Mac OS X 10.4; to the right is Mail as it appears in Mac OS X 10.5.



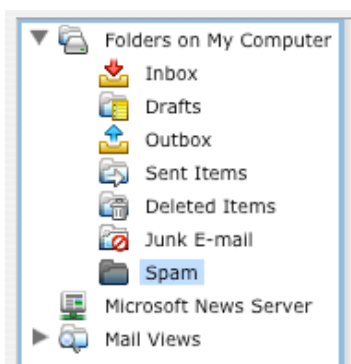
When Personal Antispam X5 determines that one of your incoming messages is spam, it moves the message to the Spam folder. Messages that Personal Antispam X5 determines are legitimate e-mail go into your inbox, unless you have created rules to filter them into other mailboxes or folders.

**You should still check the Spam folder** before deleting the messages it contains; it is possible that one or several false positives, or valid e-mail messages marked as spam, are in this folder.

## Using Personal Antispam X5 with Microsoft Entourage

After you have installed Personal Antispam X5 and configured it to work with Microsoft Entourage, Personal Antispam X5 will begin filtering your incoming e-mail the next time Entourage receives messages. Personal Antispam X5 works in the background, so you don't have to do anything for it to separate your legitimate e-mail from the spam you receive.

Personal Antispam X5 adds a Spam folder to Entourage's folder list.



When Personal Antispam X5 determines that one of your incoming messages is spam, it marks the message as junk mail and moves it to the Spam folder. Messages that Personal Antispam X5 determines are legitimate e-mail go into your inbox, unless you have created rules to filter them into other mailboxes or folders.

**You should still check the Spam folder** before deleting the messages it contains; it is possible that one or several false positives, or valid e-mail messages marked as spam, are in this folder.

## Helping Personal Antispam X5 Learn from Your E-Mail

While Personal Antispam X5 is very effective at separating spam from legitimate e-mail, the e-mail you get is different from everyone else's. When you first start using Personal Antispam X5 you'll find that some spam will still end up in your inbox, and some legitimate e-mail might get filed in the Spam folder.

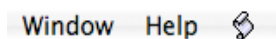
Personal Antispam X5 is an intelligent spam-filtering program, and it can learn from the e-mail you receive. When you discover spam in your inbox, or legitimate e-mail in the Spam folder, you can use Personal Antispam X5's special training scripts to help the program work more efficiently. Personal Antispam X5 performs optimally after a few weeks of this training.

Personal Antispam X5 uses two methods to do this, depending on whether you are using Apple Mail or Microsoft Entourage. For Apple Mail, Personal Antispam X5 installs a special menu in the program's menubar.



This menu gives you access to Personal Antispam X5's training functions, as well as quick access to the program itself.

With Microsoft Entourage, Personal Antispam X5 uses AppleScripts to learn spam and valid e-mail. AppleScript is a technology that is part of Mac OS X, and that can extend the functionality of certain programs. Microsoft Entourage has a special script menu that contains AppleScripts, to the right of the Help menu:



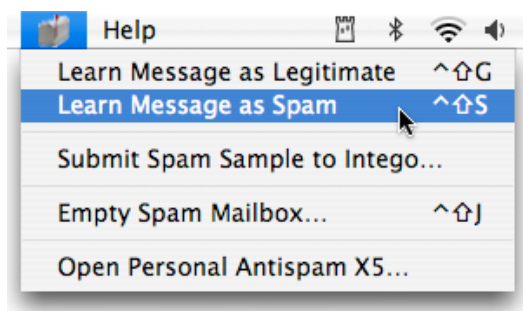
In the example above, the AppleScript menu is the scroll icon. Click this icon and you'll see a menu of all the AppleScripts available for Entourage.

## Learning Messages as Spam

To tell Personal Antispam X5 to learn from spam that is in your inbox, select one or several spam messages, then click the Personal Antispam X5 icon (Mail) and select Learn Message as Spam. If you are using Entourage, click the AppleScript icon and select Personal Antispam > Learn Message as Spam. This tells Personal Antispam X5 to analyze the messages and add the words they contain, and other characteristics, to its lexical filter.

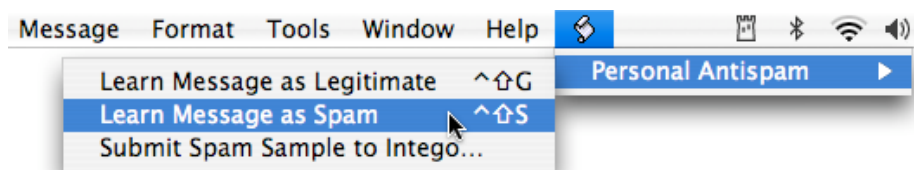
In addition to adding the words contained in the messages to the lexical filter, this tells Personal Antispam X5 to add the sender to the blacklist (if you have checked Add Sender to Blacklist when Learning in the Blacklist settings). For details on how to do this, see Blacklist Filter Options in Chapter 5, “Antispam X5 Settings and Preferences”,

This is what you'll see with Mail:



You can either select one of the menu items the Personal Antispam menu, or you can use keyboard shortcuts to run the functions without using the menu. To run the Learn Message as Legitimate function, press Control-Shift-G. To run the Learn Message as Spam function, press Control-Shift-S.

If you use Entourage, you'll see this:



You can either select one of the scripts from the Personal Antispam sub-menu, or you can use keyboard shortcuts to run the scripts without using the menu. To run the Learn Message as Legitimate script, press Control-Shift-G. To run the Learn Message as Spam script, press Control-Shift-S.

Your script menu might look different, especially if you have added your own AppleScripts to this menu.



## ***Learning Messages as Legitimate***

To tell Personal Antispam X5 to learn from legitimate e-mail messages that were moved to the Spam folder, select one or several messages, then do the following:

- For Mail, click the Personal Antispam X5 icon, then select Learn Message as Legitimate.
- For Entourage, click the AppleScript icon and select Personal Antispam > Learn Message as Legitimate.

In addition to adding the words contained in the messages to the lexical filter, this tells Personal Antispam X5 to add the sender to the whitelist (if you have checked Add Sender to Whitelist when Learning in the Whitelist settings). For details on how to do this, see Whitelist Filter Options in Chapter 5, “Antispam X5 Settings and Preferences”,

You can find out more about the settings for the whitelist and other filters later in this chapter, in Personal Antispam X5 Preferences and Settings.

## ***Optimizing Personal Antispam X5 Spam Filtering***

As mentioned in the previous section, you should use the Personal Antispam X5 functions or AppleScripts to help Personal Antispam X5 learn from the e-mail and spam you receive. Since both the e-mail and spam you receive are unique, this helps ensure that Personal Antispam X5's spam filtering is optimal.

To optimize Personal Antispam X5's filtering, you should teach it the following:

- **Spam that goes in your inbox:** you should use the Learn Message as Spam function or AppleScript for *all* spam that goes into your inbox. This adds the words and other characteristics of these messages to Personal Antispam X5's filters, and helps ensure that Personal Antispam X5 is as effective as possible. As time goes by, you should see little or no spam in your inbox as Personal Antispam X5 learns from your e-mail.
- **Legitimate e-mail that gets filed in the Spam folder:** when legitimate e-mail gets mistakenly filed in your Spam folder, this is called a false positive. Whenever you find a false positive in your Spam folder, use the Learn Message as Legitimate function or AppleScript to add its contents to Personal Antispam X5's filters. As time goes by, you should see few or no false positives in your Spam folder as Personal Antispam X5 learns from your e-mail.
- **Legitimate e-mail messages:** at the beginning, train Personal Antispam X5 by selecting legitimate e-mail messages and using the Learn Message as Legitimate function or AppleScript. This helps Personal Antispam X5 recognize the type of e-mail you receive. Ideally, you should do this for several hundred messages, so, depending on how much e-mail you receive, you may want to do this for as little as a few days or as many as several weeks.

The more you train Personal Antispam X5 and help it learn from your e-mail, using the techniques above, the more efficient it will become. Eventually, you'll find that all your spam goes into your Spam folder, and that all your legitimate e-mail goes into your inbox, or other folders, if you use rules to sort your messages.



## Tips for Dealing with Spam

While Personal Antispam X5 filters your e-mail and weeds out spam, moving it to a Spam folder, it cannot stop the arrival of these messages to your e-mail account. There are a few things you should keep in mind when dealing with spam—while these tips won't stop spam, they may keep you from receiving more spam.

- **Don't ever reply to spam:** if you reply to a spam message, even requesting that the sender stop sending you messages, it is not likely to do any good. At best, your message will bounce, since spammers often forge the From address in their messages. At worst, it will tell the spammer that yours is a valid address, and could lead to your receiving even more spam as your address gets sold or traded to other spammers.
- **Don't ever click a link in a spam message:** as above, clicking a link confirms that your address is valid. Don't even click links that say they will unsubscribe you from a mailing list, unless you are sure that the message in question is indeed from a mailing list, and not a mass-mailed spam message.
- **Don't open attachments:** attachments can contain viruses. Don't open attachments unless you are sure they are from someone you know and trust. Even then, don't open an attachment unless you were expecting to receive it; many viruses send attachments with messages from people you know, along with brief text messages. For additional protection from viruses, purchase Intego VirusBarrier X5, the most thorough antivirus program available for Mac.
- **Turn off HTML display:** spammers use web bugs, or tiny graphics in their messages, to check whether recipients view these messages. When you use HTML display in your e-mail program, the program must connect to the web site containing the graphic to display the message, thus telling the spammer that you have seen the message, and that your address is valid.
- **Beware of phishing:** a dangerous type of spam circulates, claiming to be from a bank, or common web sites such as eBay, PayPal, Amazon.com or others. These messages look legitimate, and instruct you to confirm your account by clicking a link to go to a web page. When you get to the web page, you are asked to enter your user name or account number, password, and sometimes a credit card number. All such e-mails are scams! Don't ever





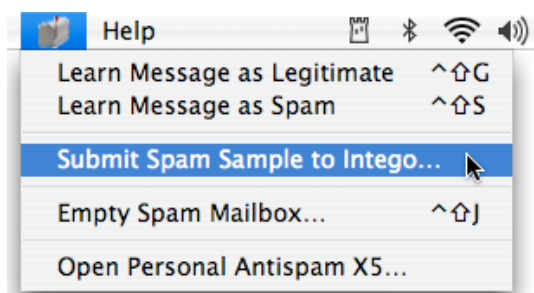
believe a message like this! No on-line vendor will ever ask you to enter information in this manner. In addition, while the URL you see in the message looks legitimate, the web page you go to is not; these web sites usually have names that are slightly different from the actual vendor's name. If any web site, vendor or bank sends you a message, contact them directly from their web site to confirm such a message. Don't use the links in these e-mails.

## Submitting Your Spam to Intego

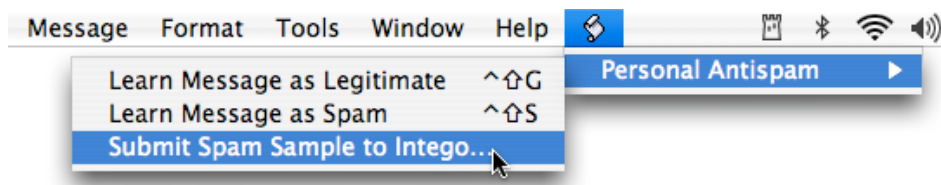
If you receive a spam that Personal Antispam X5 accidentally flags as legitimate, you can improve the filters that are built into the program by submitting it to Intego. The company will add the message's characteristics to its central database of lexical and URL rules, which are regularly updated via Intego NetUpdate. Therefore, your participation will help *everybody* avoid spam!

To do so, select one or several spam messages, then do the following:

- In Apple Mail, choose Script (the Intego mailbox icon) > Submit Spam Sample to Intego... in the menu bar.



- In Microsoft Entourage, choose Script (the scroll icon) > Personal Antispam X5 > Submit Spam Sample to Intego....

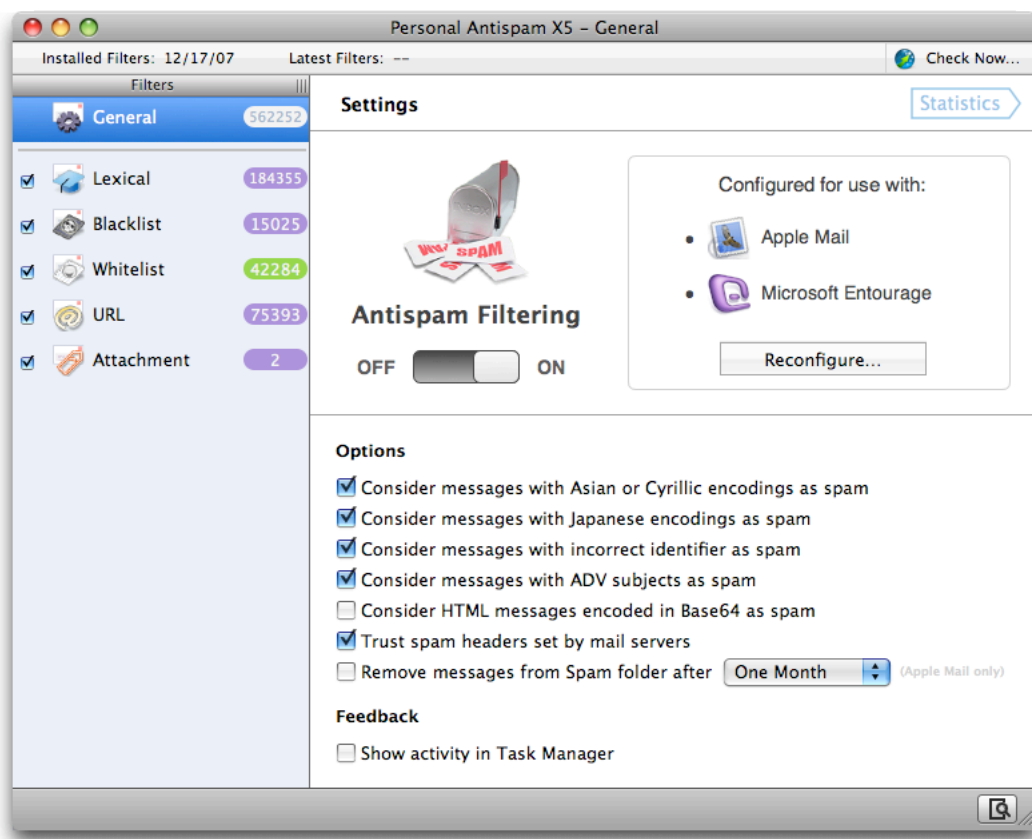


# **5—Intego Personal Antispam X5 Settings and Preferences**

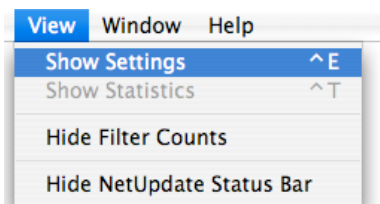


## Settings and Statistics Screens

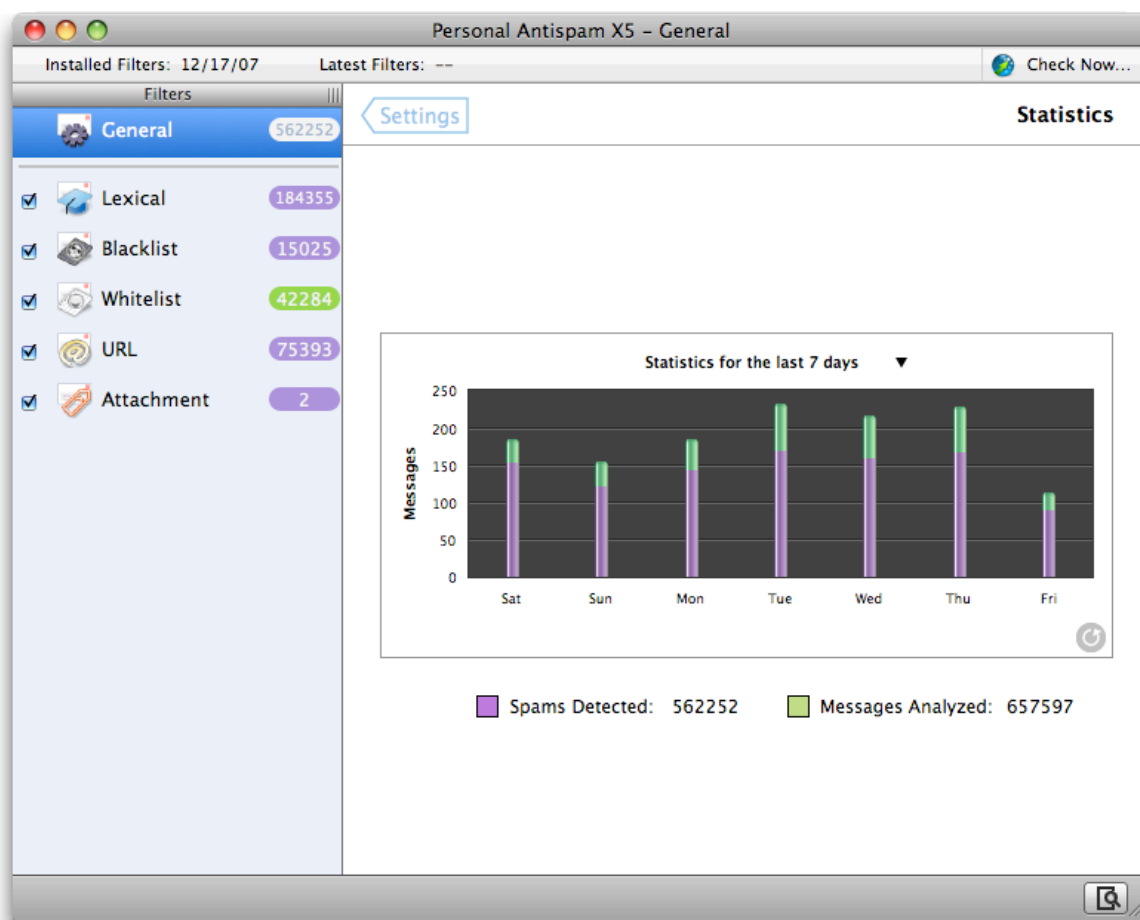
When you open Personal Antispam X5, the program displays its settings screen. This window displays general settings, shows whether antispam protection is on or off, displays which email programs Personal Antispam X5 is protecting, and provides information about specific spam filters.



If any other screen is visible, you can return to the settings screen by clicking General, in the Filters list, then clicking Settings, if Statistics are visible; you can also choose View > Show Settings, or press Control-E.



The statistics screen shows you how many emails Personal Antispam X5 has analyzed and how many it's flagged as spam in the past day, week, or month. To reach this screen, click Statistics in the upper-right corner of the window, choose View > Show Statistics, or press Control-T.



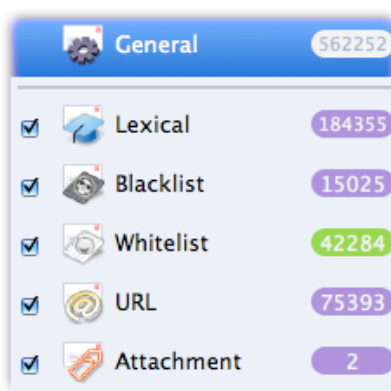
You can reset the statistics for all windows at any time by clicking the circular arrow in the bottom-right corner of the chart. A warning window will appear, asking you to confirm your decision. Note that this button is an all-or-nothing choice: Clicking it will remove all statistics, for all filters, that you've gathered so far.

## View Options

Personal Antispam X5 offers two view options, which apply to all the program's screens. You can activate or deactivate these options from the View menu.

### Viewing Filter Counts

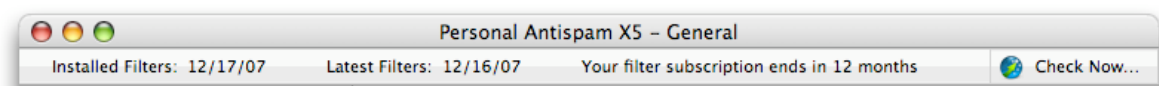
You can choose to show or hide filter counts, which show the total number of spams that Personal Antispam X5 has detected, along with the number detected for each of the program's filters (or, for the whitelist filter, how many valid messages were found using that filter). These filter counts display next to the name of each filter.



To hide filter counts, which are displayed by default, select View > Hide Filter Counts. To display them again, select View > Show Filter Counts.

## Viewing the NetUpdate Status Bar

You can also choose to show or hide the NetUpdate Status Bar, which displays at the top of the Personal Antispam X5 window. This status bar shows the date of the latest installed services, which includes both the Personal Antispam X5 program and its filters, the most recent services available, the amount of time remaining in your Personal Antispam X5 subscription, and a Check Now... button. Click this button to launch NetUpdate and check for updates to Personal Antispam X5 and other Intego software you have installed.



To hide the NetUpdate Status Bar, which is displayed by default, select View > Hide NetUpdate Status Bar. To display it again, select View > Show NetUpdate Status Bar.

## Filter Subscriptions and Updates

When you purchase Personal Antispam X5, you have access to updates and updated URL filters for one year from the date of purchase. After this time, additional subscriptions, allowing you to extend your access to updated URL filters, are available from Intego, and can be purchased through NetUpdate.

## Activating and Deactivating Antispam Protection

By default, Personal Antispam X5's antispam protection is on, but you may, for some reasons, want to turn it off temporarily. To do this, click the Off button on the main screen.

### Antispam Filtering



Don't forget to turn this protection back on when you want it to filter your spam again—just click the On button to do this.





## Other Personal Antispam X5 Settings

Personal Antispam X5 offers other settings that allow you to control the way the program displays. These settings let you refine the way Personal Antispam X5 flags messages as spam, or provide visual feedback when Personal Antispam X5 detects spam or valid e-mail messages.

### E-mail Settings

Personal Antispam X5 has several options that allow you to flag specific types of messages as spam. You can have Personal Antispam X5 automatically consider messages with certain types of text encodings as spam if you don't work with Japanese, other Asian languages, or languages that use Cyrillic characters. By default these options are deactivated. If, however, you never work with such languages, check the appropriate options.

#### Options

- ☐ Consider messages with Asian or Cyrillic encodings as spam
- ☐ Consider messages with Japanese encodings as spam
- ☒ Consider messages with incorrect identifier as spam
- ☒ Consider messages with ADV subjects as spam
- ☐ Consider HTML messages encoded in Base64 as spam
- ☒ Trust spam headers set by mail servers
- ☐ Remove messages from Spam folder after One Month (Apple Mail only)

#### Feedback

- ☒ Show activity in Task Manager

The first option, Consider e-mails with Asian or Cyrillic encodings as spam, excludes Japanese; the second option flags only messages with Japanese encodings.

The third option, Consider messages with incorrect identifier as spam, looks at a part of the email message that's usually hidden, called the "header", to see if the message purports to be something it's not. Spam often contains headers that are incorrect, and checking this option can spot many

spam messages without even needing to examine their contents. However, if you get many false positives (legitimate messages marked as spam) you might want to deactivate this option.

The fourth option, Consider ADV e-mails as spam, automatically flags any e-mail with ADV or similar abbreviations in the subject line, as spam. (Some legislation requires senders to label commercial spam messages in this way; however, few do.) You can uncheck this option if you get valid e-mails with this abbreviation in the subject line.

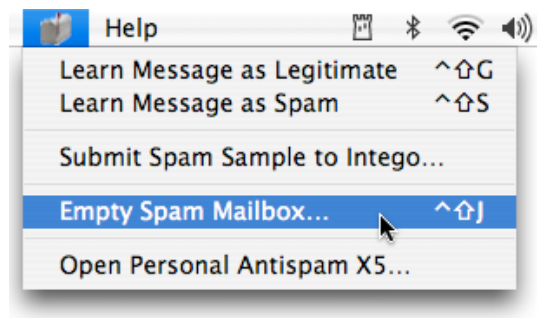
The fifth option, Consider HTML messages encoded in Base64 as spam, watches for a common spam trick that involves encrypting messages in a format that you can read, but that some antispam tools can't. Personal Antispam X5 knows this trick, and lets you stop all messages encoded in this format. Because some valid email is in Base64 format, this option is off by default.

The sixth option, Trust spam headers set by mail servers, takes into account the fact that many Internet Service Providers (ISPs) run antispam programs on their mail servers, so suspected spam is filtered or labeled before it ever reaches your mailbox. This option is on by default, which means that Personal Antispam X5 will consider "spam" any message your ISP has labeled as such. If you'd rather let Personal Antispam X5 have complete control of those decisions, uncheck this box.

The seventh option, Remove messages from Spam folder, allows you to direct Personal Antispam X5 to automatically delete spam from the Spam folder Apple Mail. (This feature doesn't work for Microsoft Entourage.) You can choose to have messages deleted after they've sat there for one day, one week, or one month. This option is off by default, which means that messages will remain in your Spam folder until you manually remove them in Apple Mail: you may wish to do this until you've gotten in the habit of checking your Spam folder for valid emails regularly.

You can empty your Spam folder at any time by selecting all messages in it and pressing Delete. In Apple Mail you can also empty the Spam folder by choosing Script (the Intego mailbox icon) > Empty Spam Mailbox... or pressing Shift-Control-J. In either case, you'll see a warning message that asks you to confirm your action.

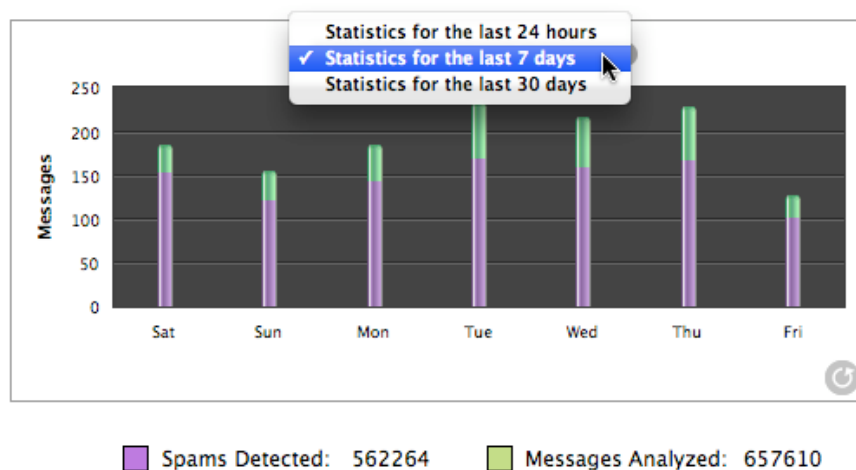




The final option, Show activity in Task Manager, controls whether you see a small window in front of Apple Mail or Microsoft Entourage while Personal Antispam X5 filters messages that those programs receive. This option is on by default: uncheck it if you'd prefer that this window does not appear.

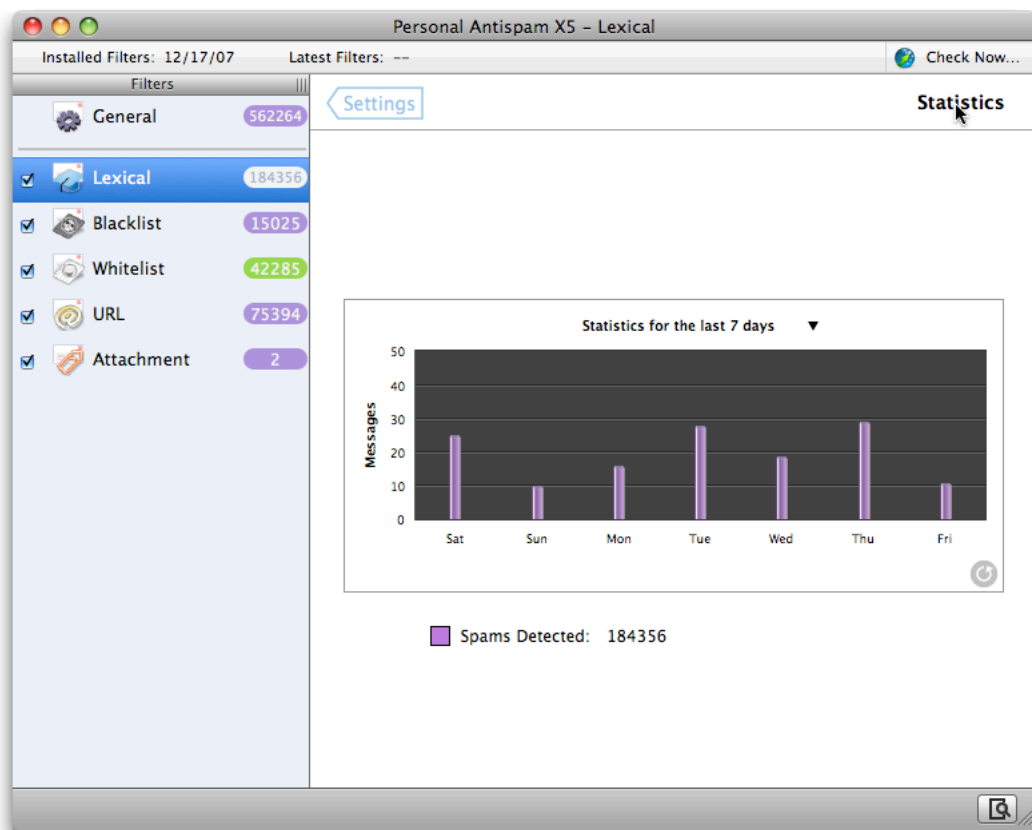
## Viewing Antispam Statistics

Personal Antispam X5 displays a graph of e-mails analyzed and spams detected both in the General window and for each of its filters. You can choose from three displays for this graph: the last 24 hours, the last 7 days, or the last 30 days. To change the display, click the popup menu showing the display range and choose a new range.



Note: the number of e-mail messages shown as analyzed in the different statistic graphs depend, in part, on the position of the Personal Antispam rule in your e-mail program's list of rules. See Position of the Personal Antispam Rule in Chapter 3, “Configuring Intego Personal Antispam X5”, for more on choosing the appropriate position for this rule.

Personal Antispam X5 uses the same type of graph for each filter. To view these statistics, click one of the filter icons in the Personal Antispam X5 toolbar, then click Statistics in the window's upper-right corner.



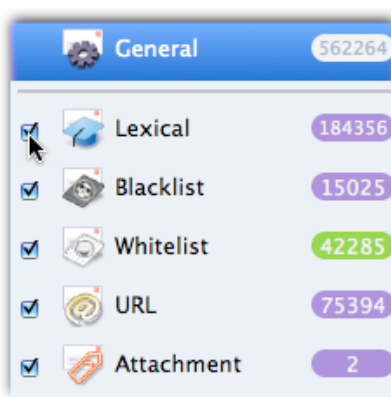
Note that statistics for each of the different filters will show a different number of e-mails analyzed. When one of Personal Antispam X5's filters detects a good message or a spam message, other filters may not examine it. Personal Antispam X5's filters examine your e-mail in the following order:

- Attachment filter
- URL filter
- Whitelist
- Blacklist
- Lexical filter

It is therefore normal that you see different numbers of e-mails analyzed for each of these filters, and for the overall number of messages.

## Activating and Deactivating Filters

Personal Antispam X5 uses a set of filters as you have seen above. While it is advisable to leave all of these filters active, you can deactivate any of them if you wish. To do so, simply uncheck the box next to one of the filters.



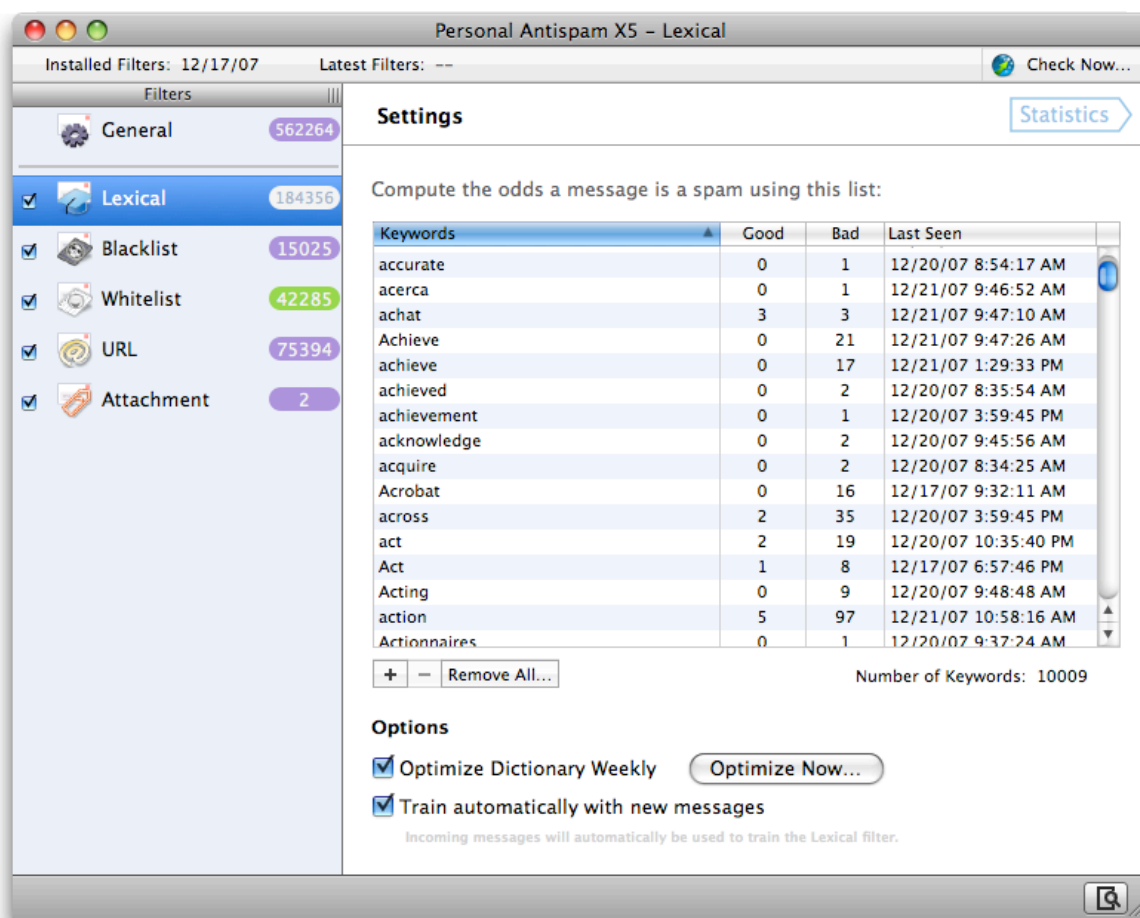
You can reactivate the filter by checking the box next to its name.

You can also activate or deactivate filters from the Intego menu. Choose the Intego Menu in your menu bar, then Personal Antispam X5 and select one of the filters to turn it on or off.

## Lexical Filter Settings

Personal Antispam X5 uses a powerful lexical filtering system, also known as Bayesian Analysis, to examine the words contained in your e-mail and determine which messages are valid and which are spam. The lexical filter is a statistic filter that determines whether incoming e-mail messages are spam or not. This filtering depends on a database installed with Personal Antispam X5 and by how you have categorized e-mail messages that you have received.

To view settings for the lexical filter, click the Lexical icon in the filter list at the left of the Personal Antispam X5 window.

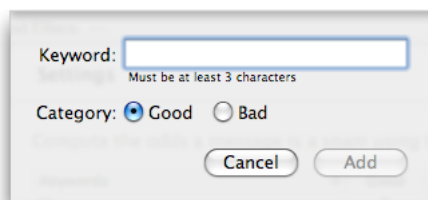


If, for any reason, you want to turn off the lexical filter, uncheck the box next to its name in the filter list at the left of the Personal Antispam X5 window. To turn the filter on again, click the box next to its name.

## Managing the Lexical Filter

The lexical filter screen shows you all the words that Personal Antispam X5 has added to its lexical database. You can examine these words to see how often they appear in legitimate e-mail messages or in spam, as well as the last date and time that they were seen.

Words get added to the lexical filter database when you use Personal Antispam X5's functions or AppleScripts to learn messages as legitimate or learn messages as spam. The more messages you teach Personal Antispam X5, the more efficient its lexical filter becomes. You can also add your own keywords—words that you want to flag as good or bad—by clicking the + icon below the keyword list, and adding a word.



Click either the Good or Bad radio button to add your keyword to that section of the list. When you add keywords in this manner, they get a score of 10; as if you added messages containing those keywords ten times. This ensures that Personal Antispam X5 will correctly sort messages containing those keywords as legitimate e-mail or as spam.

You can sort the words in the lexical filter database by clicking one of the column headers; this sorts the database by that header. Clicking again changes the sort order. In this manner, you can examine the lexical filter database in alphabetical order, by the number of good or bad occurrences, or by last seen date.



Keywords	Good	Bad	Last Seen
acceptable	24	17	3/19/06 8:30:35 PM
acceptance	9	83	3/20/06 9:22:21 AM
accepted	18	102	3/19/06 11:03:54 AM
accepting	24	64	3/20/06 9:22:01 AM

If you want to remove any words from the database, click a word to select it, then either click the – button or press Delete. You can remove several words at once by holding down the Command key while clicking each in turn to select them; then click the – button or press Delete.) An alert will ask you if you really want to remove all the words—you cannot undo this action. If you do want to remove these words, click Remove; if not click Cancel.

Keywords	Good	Bad	Last Seen
annually	1	20	7/29/04 11:07:29 AM
another	103	51	12/20/07 11:41:29 AM
ANOTHER	0	1	12/20/07 11:40:14 AM
Another	18	7	12/20/07 11:40:14 AM
another!	0	7	12/20/07 11:40:38 AM
ans	20	7	7/30/04 6:51:15 AM
answer	52	28	12/20/07 11:41:30 AM
answered	6	8	7/30/04 6:40:30 AM
answers	15	0	8/10/04 10:24:56 AM
anti	17	20	12/20/07 11:40:46 AM
ANTI	0	1	12/20/07 11:40:23 AM
Anti	1	84	7/30/04 6:40:55 AM
Anticipating	0	1	12/20/07 11:41:36 AM
anticipate	0	21	12/20/07 11:41:21 AM
anticipated	0	2	12/20/07 11:41:30 AM
Antiqua	0	1	12/20/07 11:40:47 AM

Number of Keywords: 11407

If you want to clear the entire database, click Remove All. An alert will ask you if you really want to remove all the words—you cannot undo this action. If you do want to empty the database, click Remove; if not click Cancel.

The lexical filter has two options. In the first, you can improve its speed and overall performance by checking Optimize Dictionary Weekly. Personal Antispam X5 will then examine the lexical filter database once a week and remove words that have not been seen frequently or recently. The Optimize Now... button forces Personal Antispam X5 to perform this function immediately. If you

click it, a warning appears that the process cannot be undone: click Optimize to continue or Cancel to stop the process.

#### Options

☐ Optimize Dictionary Weekly Optimize Now...

☐ Train automatically with new messages

Incoming messages will automatically be used to train the Lexical filter.

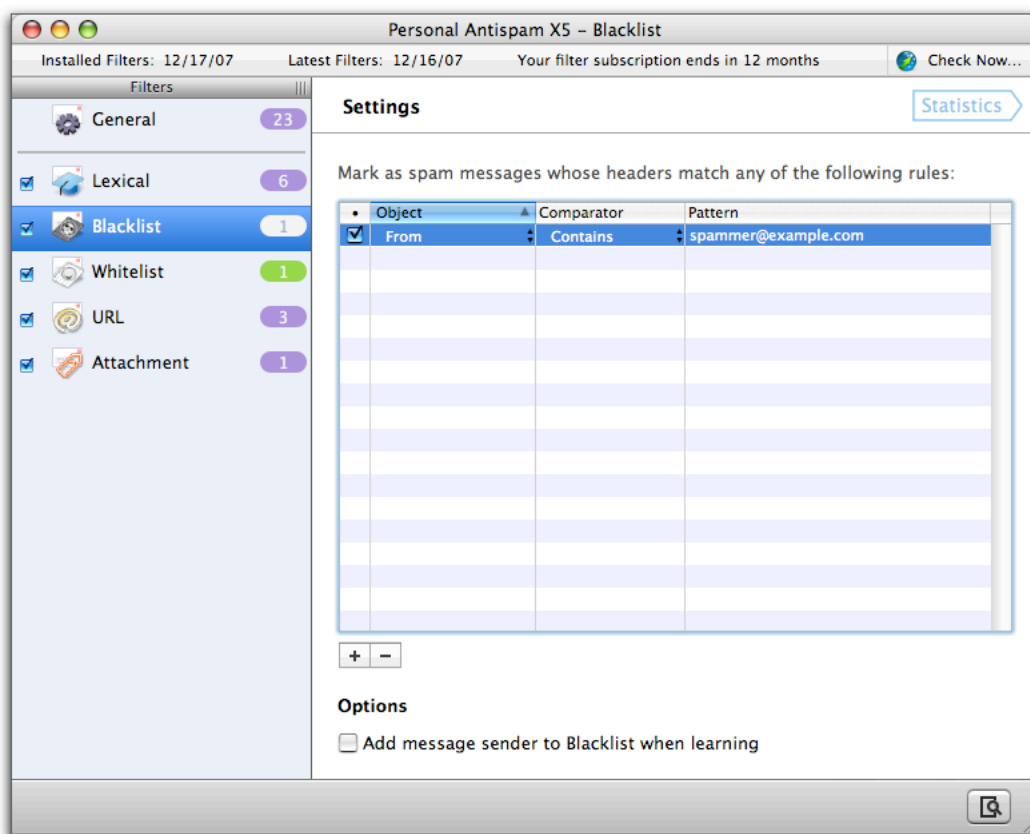
The second option, Train automatically with new messages, adds the words of all messages you receive to the lexical filter, sorting them as belonging to “spam” or “good” messages according to the filters already in place. This helps reinforce Personal Antispam X5’s lexical database, ensuring optimal spam filtering.



## Blacklist Filter Settings

Personal Antispam X5 uses a blacklist and a whitelist to help filter spam. A blacklist is a list of addresses from which you receive spam. You can add addresses to the blacklist, to block any spam that is not detected by Personal Antispam X5's filters but that comes often from the same address.

The blacklist filter also allows you to add specific strings that Personal Antispam X5 will search for in message headers such as the subject, the From or To headers, and more. You can set precise filters for most message headers, allowing you to filter specific types of spam that you receive often. To view settings for the blacklist filter, click the Blacklist icon in the filter list at the left of the Personal Antispam X5 window.



If, for any reason, you want to turn off the blacklist filter, uncheck the box next to its name in the filter list at the left of the Personal Antispam X5 window. To turn the filter on again, click the box next to its name.

## Blacklist Filter Options

The blacklist filter offers one option to help Personal Antispam X5 fight spam more efficiently. If you check Add message sender to Blacklist when learning, Personal Antispam X5 adds the From address in every e-mail message you tell the program to learn as spam to the blacklist. This marks all future messages from these senders as spam automatically.

### Options

☐ Add message sender to Blacklist when learning

## Adding Items to the Blacklist Filter

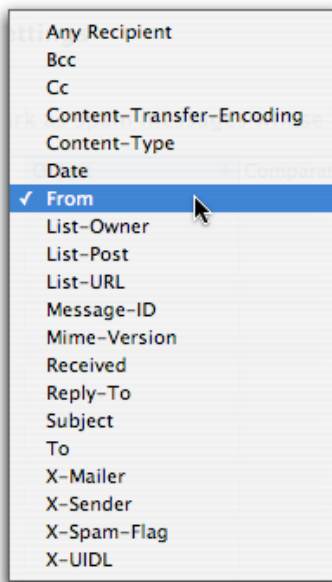
The blacklist filter is empty when you first start using Personal Antispam X5, and addresses are added as you tell Personal Antispam X5 to learn from your spam, if you have the Add message sender to Blacklist when learning option checked (as explained above). You can sort the contents of the Blacklist filter list by clicking one of the column headers; this sorts the database by that header. Clicking again changes the sort order.

You can also add your own entries to this filter. To do this, click the + button. Personal Antispam X5 adds a new line to the filter list.

Object	Comparator	Pattern
<input checked="" type="checkbox"/> From	Contains	

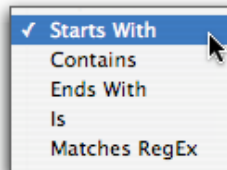
There are three fields in this filter list: Object, Comparator and Pattern.

In the Object field, you can select from a number of e-mail message headers. Click the From cell and a popup menu displays:



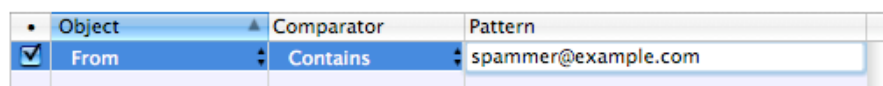
Select the header you want the filter to search for.

The Comparator field lets you select how Personal Antispam X5 is to match the selected header. Click the Starts With cell and a popup menu displays:

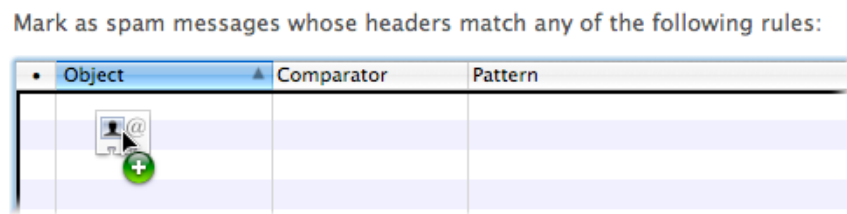


Select the comparator you want the filter to use. The first four—Starts With, Contains, Ends With, and Is—are self-explanatory. The last selection, Matches RegEx, allows advanced users to blacklist items based on comparisons to a sophisticated text-processing syntax called “regular expressions”.

Finally, enter a text or regular expression in the Pattern field.



You can also add entries to the Blacklist filter by dragging and dropping a card from Apple Address Book. First, ensure that both Apple Address Book and the Blacklist filter pane of Personal Antispam X5 are both visible. Then, click the card you'd like to add in Apple Address Book and drag it into the blue-and-white striped area of the Blacklist Filter window. The icon will change to display a + sign; when you release the mouse button, that person's primary email address will appear in the Blacklist filter.



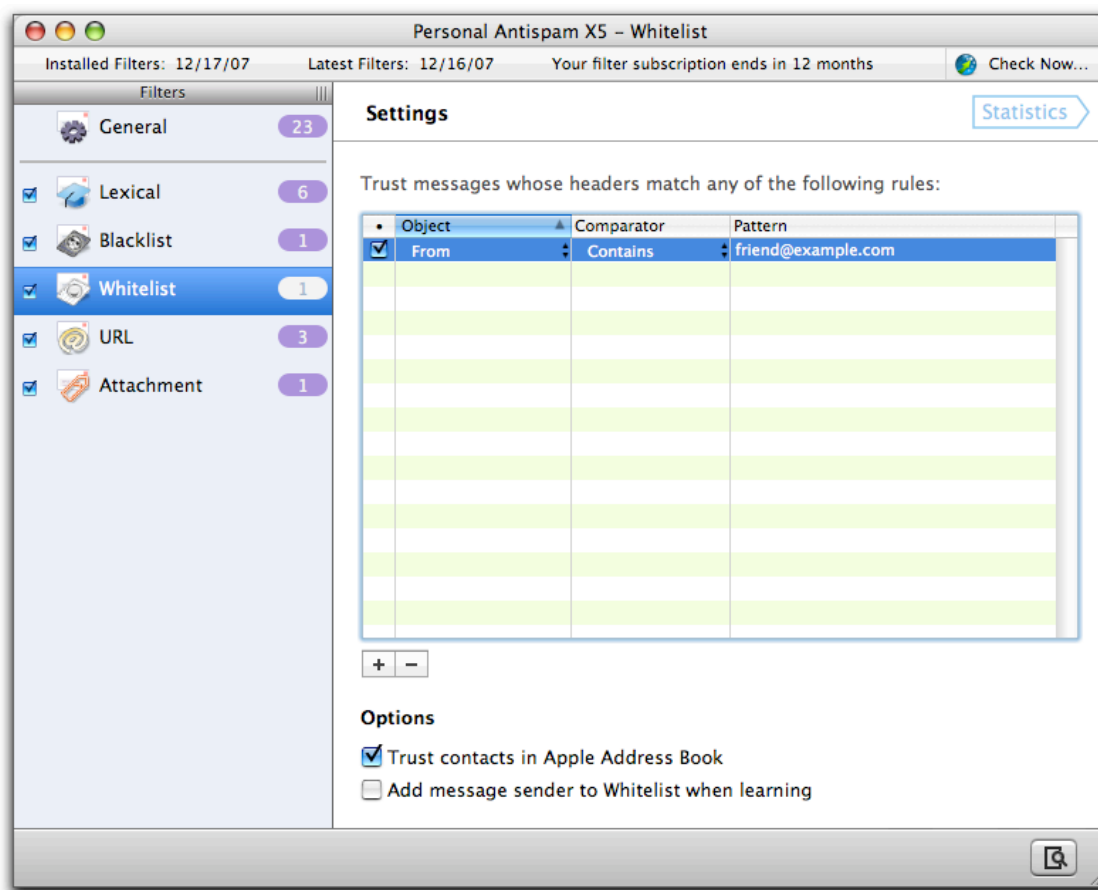
No matter which method you choose, Personal Antispam X5 will mark as spam any messages that match items you have added to the blacklist filter in this manner.

As with the Lexical filter, you can remove words from this filter, by clicking a word (or Command-clicking several words), then either clicking the – button or pressing Delete. An alert will ask you to confirm your decision.

## Whitelist Filter Settings

A whitelist is the opposite of a blacklist: it is a list of addresses whose messages are always accepted as valid. Personal Antispam X5 offers several options to ensure that you don't get false positives: you can choose to always allow senders in Address Book, which is Apple's contact manager program and the software that stores your addresses if you use Apple Mail. You can also have Personal Antispam X5 add senders' addresses to the whitelist when you tell it to learn messages as legitimate, ensuring that e-mail from your friends, co-workers and contacts goes straight into your inbox.

To view settings for the whitelist filter, click the Whitelist icon in the filter list at the left of the Personal Antispam X5 window. You can view statistics, add filters, or remove filters in the same manner as with the Blacklist filter.



## Whitelist Filter Options

The whitelist filter offers two options to help Personal Antispam X5 function optimally. If you check Trust senders in Apple Address Book, Personal Antispam X5 considers all the contacts in Apple's Address Book to be valid senders, and will never mark messages from any of these contacts as spam. (The whitelist filter does not recognize contacts stored in Microsoft Entourage.)

### Options

- ☒ Trust contacts in Apple Address Book
- ☐ Add message sender to Whitelist when learning

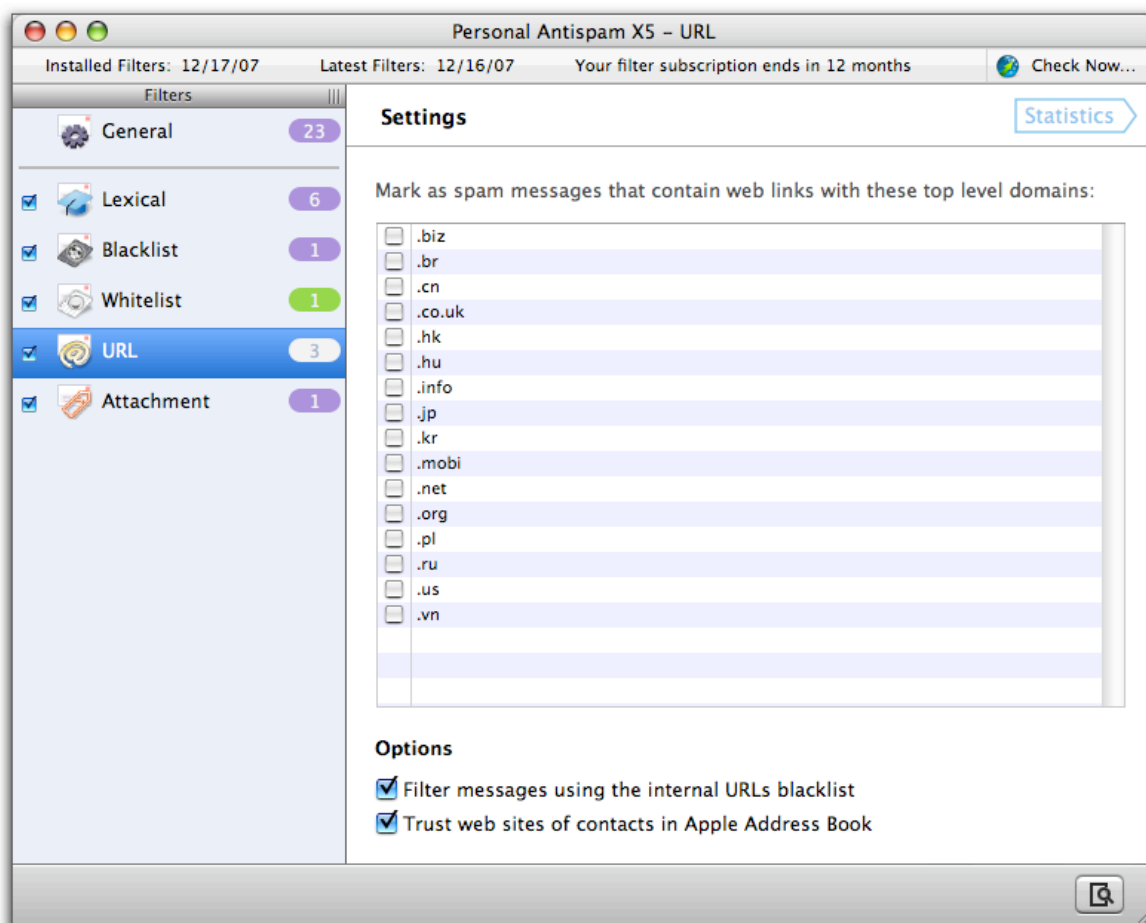
If you check Add message sender to Whitelist when learning, Personal Antispam X5 adds the senders of legitimate e-mail messages to the whitelist when you use the Learn Message as Legitimate function or AppleScript. This ensures that messages from these senders will never be marked as spam.





## URL Filter Settings

Personal Antispam X5 has a URL filter that checks for certain URLs, and the way URLs appear in e-mail messages, to detect spam. Spammers often use techniques, such as displaying one URL but hiding a link to a different URL in a message, to fool recipients of their messages. E-mail with this type of URL is generally spam, and Personal Antispam X5 searches for this, and other techniques, when analyzing your incoming e-mail.



In addition, Personal Antispam X5 uses a special database of URLs that are known to be used in spam messages. Intego monitors spam that is sent over the Internet and records URLs that are used in spam messages, and the monthly updates to this database help keep your inbox spam-free.

Finally, you have the option of disallowing emails that contain URLs for specific top-level domains (TLDs) other than “.com”. Some spammers advertise their products through web sites outside of the .com domain for several reasons: if you don’t typically get emails containing such domains in their text, checking these individual TLDs will mark all messages with those URLs as spam. (For example, checking “.biz” would block emails containing the URL “http://www.example.biz”.)

To view settings for the URL filter, click the URL icon in the filter list at the left of the Personal Antispam X5 window. (Viewing statistics works the same as with the Blacklist filter previously described.)

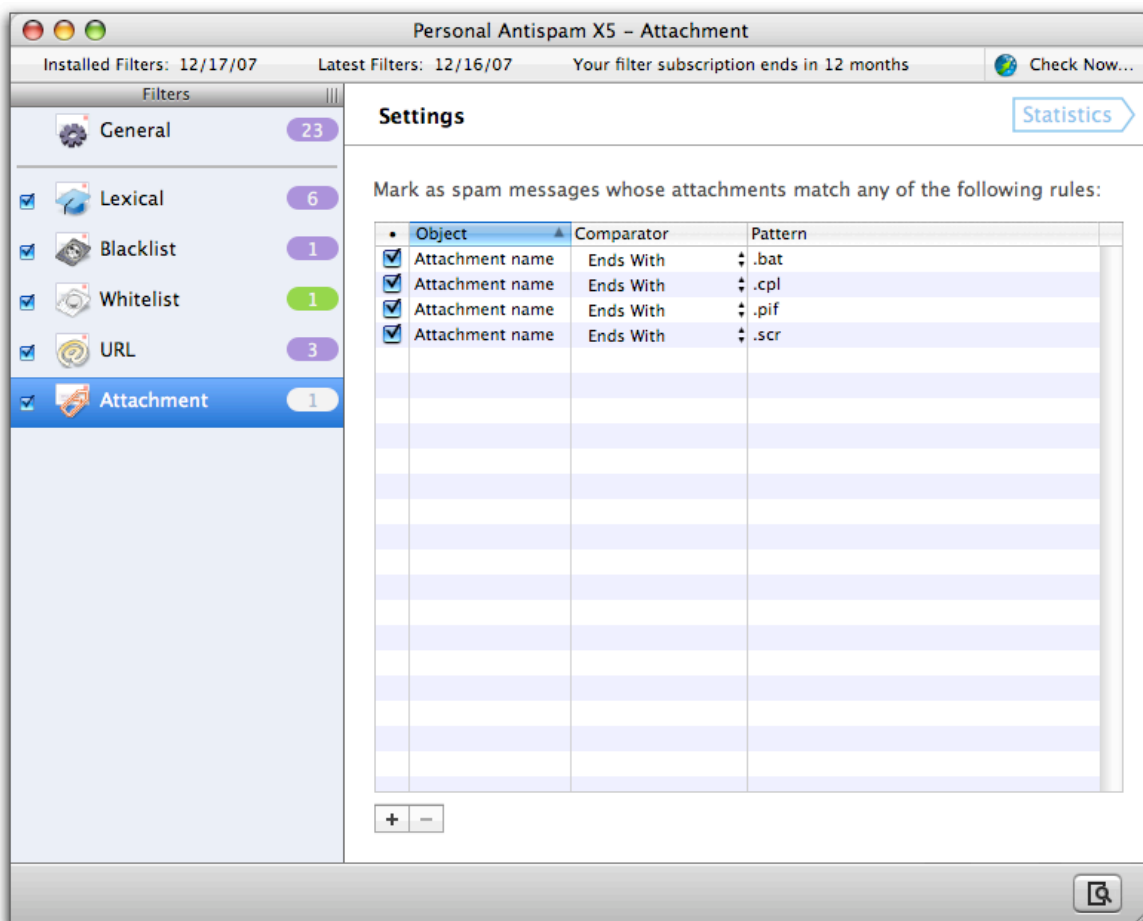
This filter offers two options. First, checking Filter messages using the internal URLs blacklist gives your copy of Personal Antispam X5 the advantages of Intego’s spam-tracking team, which continually maintains a list of web sites often advertised in spam. The second checkbox, Trust web sites of contacts in Apple Address Book, overrides your other selections to permit messages advertising your friends’ web sites through the filter: However, such messages could be stopped by other filters, such as the Blacklist or Lexical filters.



## Attachment Filter Settings

Some spam can be detected by attachments, files sent together with messages, such as images, PDFs and other types of files. Personal Antispam X5 checks for certain types of attachments that may indicate spam, and also checks for .bat, .cpl, .pif and .scr files, which are generally only sent with messages by Windows viruses.

To view settings for the attachment filter, click the Attachment icon in the filter list at the left of the Personal Antispam X5 window. You can view statistics, add filters, or remove filters in the same manner as with the Blacklist filter.

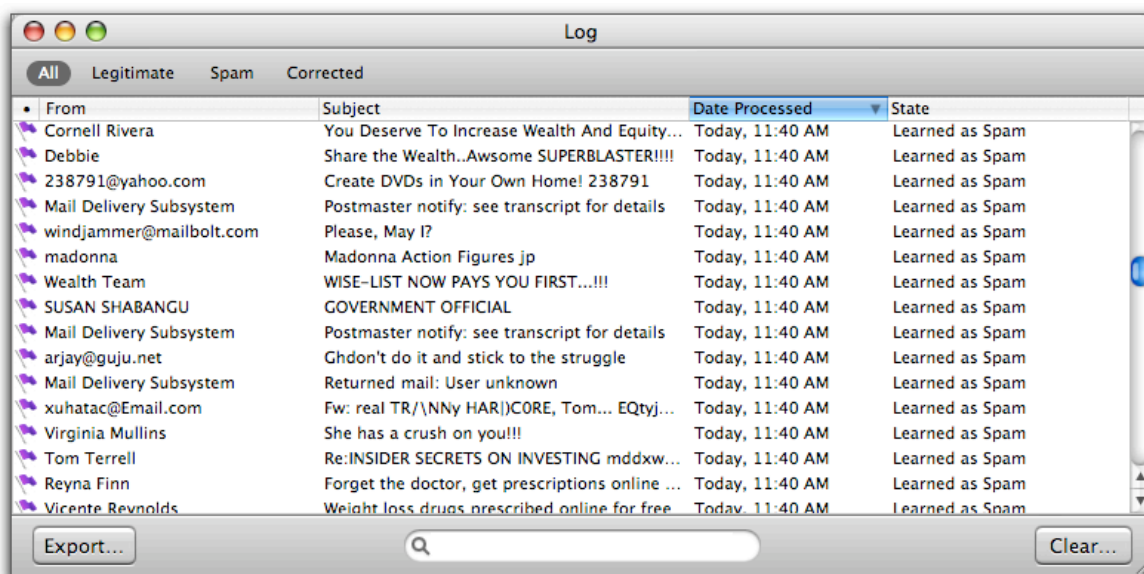


## The Log Window

Personal Antispam X5 keeps track of all its activities in a Log window, which you can see by clicking the small button in the bottom-right corner of the window.



You'll then see a window that lists all emails you've received, how Personal Antispam X5 handled them, and whether you directed the program to learn them as spam or legitimate.



The columns show who sent the message (according to the From: header), the Subject line, when Personal Antispam X5 processed it, and the action taken. Actions can be any of the following:

For legitimate messages:

- Legitimate (did not match any spam filters)
- Learned as Legitimate (you explicitly said that the message is legitimate)
- Matched Whitelist (passed a test you set in the Whitelist filter)

For spam:

- Learned as Spam (you explicitly said that the message is spam)
- A description of why the message was tagged as spam. There are numerous reasons, including: Spam content detected; Spam URL detected; Spam signature detected; Incorrect message header detected; Spam Server Header detected; Matched blacklist; Spam attachment detected; and others

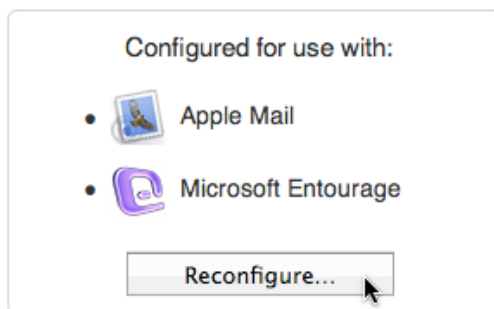
You can limit the sorts of messages you see in the Log window by clicking the Legitimate, Spam, or Corrected buttons in the upper-left corner of this window. The Legitimate and Spam buttons are self-explanatory; the Corrected button shows only those messages you specifically directed Personal Antispam X5 to learn as legitimate or spam. Note that the log only records the last 1024 messages that Personal Antispam X5 has processed.

Clicking the Clear... button in the window's bottom-right corner removes all entries from the log, but does not affect your filters or the messages themselves. Clicking the Export... button lets you save the log you're currently viewing to a tab-delimited text file, which contains all the columns you see in the log window plus an extra one that simply defines the message as spam [S] or legitimate [L].



## Running the Personal Antispam X5 Setup Assistant

When you first configured Personal Antispam X5, the program's Setup Assistant helped you configure your e-mail program—Apple Mail, Microsoft Entourage, or both. If you need to configure a different e-mail program, you can run the setup assistant again at any time by clicking the General tab in the filter list and then clicking the Reconfigure... button.



See Chapter 3 of this manual, Configuring Personal Antispam X5, for more on using this assistant and configuring your e-mail program.

## Exporting Settings

You can save all your Personal Antispam X5 settings, and its spam database, in a special file that you can then import into another copy of Personal Antispam X5. This is especially useful if you manage many computers and want to use the same settings and database for all of them, or if you want to share your database with friends, family or colleagues.

To export your settings, select File > Export Settings... A dialog box asks you to name the settings file and choose a location to save it. Make sure not to change the .antispam file extension on the settings file after you have saved it.

## Importing Settings

If you have exported settings from one copy of Personal Antispam X5 (see above) you can import them into another copy of the program.

To import settings, you can simply double-click the .antispam settings file that you exported from another copy of Personal Antispam X5. This opens Personal Antispam X5, which asks if you are sure that you want to replace the current settings and database with those you are importing.

You can also select File > Import Settings... A file dialog asks you to locate the settings file. Click Import and these settings are immediately applied to Personal Antispam X5.

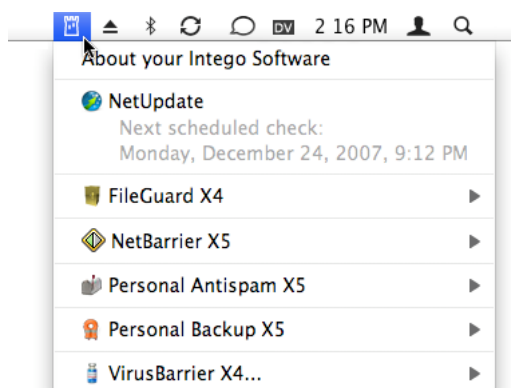


## Using the Intego Menu

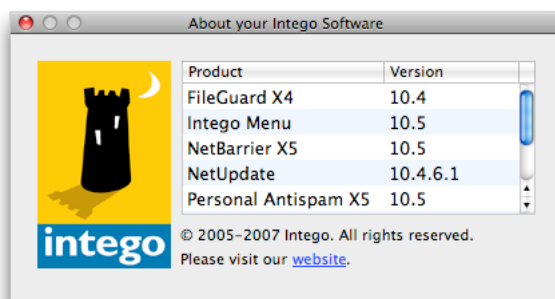
Personal Antispam X5, like all other Intego programs, installs a menu in the menubar, called the Intego menu. Its icon is a small tower, as in the Intego logo.



Click the Intego menu icon to display a menu that shows all your Intego software:

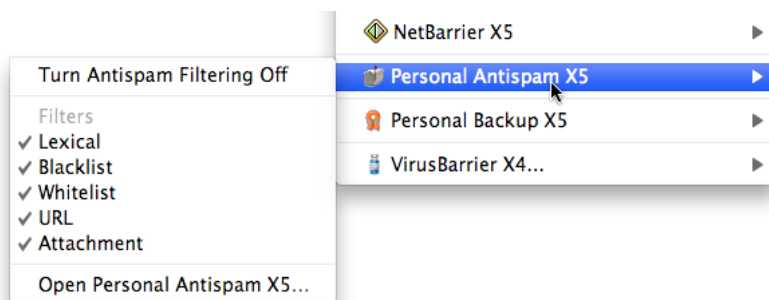


The About your Intego Software... menu option details all Intego software currently installed on your computer, and will look something like this:





You can open Personal Antispam X5, or any other Intego X5 program from this menu, and you can also open NetUpdate to check for updates to your software. In addition, if you select Personal Antispam X5 from the Intego menu, a submenu displays giving you access to certain functions.

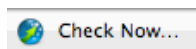


If you select Turn Antispam Filtering Off, you can deactivate Personal Antispam X5's spam filtering. You can also select any of the program's filters in this menu to deactivate them; if you do this, the check marks next to their names will be removed. Selecting an unchecked filter reactivates it. Finally, you can open Personal Antispam X5 by selecting Open Personal Antispam X5...

## NetUpdate

NetUpdate is an application that Intego's programs can use to check if the program has been updated. This application is installed at the same time as Personal Antispam X5 or other Intego programs. It checks updates for all of these programs at the same time, and downloads and installs those for the programs installed on your computer.

NetUpdate periodically checks for updates, or you can force it to check immediately by clicking the "Check Now..." button in the upper-left corner of Personal Antispam X5's window.



For more on using NetUpdate, see the Intego Getting Started Manual.

## 6—Technical Support



Technical support is available for registered purchasers of Personal Antispam X5.

### **By e-mail**

support@intego.com: North and South America

eurosupport@intego.com : Europe, Middle East, Africa

supportfr@intego.com: France

supportjp@intego.com: Japan

### **From the Intego web site**

[www.intego.com](http://www.intego.com)



## 7—Glossary



<b>Bayesian analysis</b>	A statistic method used to determine whether incoming e-mail messages are spam. This analysis uses a database of good and bad words, and weights the resulting analysis of each message according to the frequency of each type of word.
<b>Blacklist</b>	A list of bad addresses, from which all messages are considered to be spam.
<b>False positive</b>	A valid e-mail message that gets sorted as spam.
<b>Mailing list</b>	A type of forum that operates via e-mail. After you subscribe to a mailing list, you receive all the messages sent to the list by all the subscribers. Other mailing lists are one-way lists, or announcement lists, where you receive newsletters or other types of information but cannot send your own messages to the list. Sometimes people subscribe your address to a mailing list without your permission, and you may receive a flood of messages until you unsubscribe.
<b>Rule</b>	E-mail programs use rules to sort messages. Personal Antispam X5 uses rules to activate its filtering engine, but you may also have rules set for your e-mail program to sort mail from friends, colleagues, customers or mailing lists into special folders.
<b>Spam</b>	Unwanted e-mail messages, usually sent to thousands, even millions of people at a time, with a goal of selling products or services. Also called unsolicited commercial e-mail, or junk mail.
<b>URL</b>	Uniform Resource Locator, or link. The most common URLs are links to web sites.
<b>Whitelist</b>	This is a list of good addresses, usually those of your contacts, from which all messages are considered to not be spam.

## Acknowledgement

Portions of this Intego Software may utilize the following copyrighted material, the use of which is hereby acknowledged.

Omni Development (OAGradientTableView)

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