

## Defining the Verdicts

### **Valid:**

Valid

After the email reputation of the senders has been checked, incoming messages are scanned by our anti-spam software.

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If the score given by our anti-spam software is less than or equal to your domain quarantine threshold (see “Configuration” default value is set on 100), the e-mail may be deemed safe.

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### **Tagged:**

Tagged

If the score resulting from the anti-spam analysis is between your tagging and quarantine thresholds e-mail is tagged. Message is then routed towards your Mail Delivery Agent with the tag “[spam]” inserted in front of its subject.

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### **Malformed:**

Malformed

“Malformed” e-mails are messages that do not comply with the standards set by the RFC focusing on e-mail format.

This is quite frequent when the message headers contain accented characters.

*If such e-mails used to represent a threat, they are no longer as harmful as they used to be. You may choose to allow them to be delivered.*

*Go to the configuration screen of the administration console and select “deliver” in the “malformed” part.*

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### **Spam R. (Reputation Spam):**

Spam.R

Messages in this category are rejected due to their origin (open relay, blacklisted IP...) or mailing configuration (DOS attack, SPF records not respected...). These checks are carried out as soon as messages arrive on our servers, before being scanned by our anti-spam software. For e-mails considered as “spam R.” our system requires the sender’s MTA to resend it later on. Thus, those messages are not stored on our servers and cannot be released.

Note: Our system requires the MTA to resend the message for safety reasons. Due to the significant amount of e-mails spammers send, they do not resend their messages.

### **Spam A. (Analysis Spam):**

Spam.A

This step follows the “Reputation check”.

If the score given by our anti-spam software is more than or equal to your domain quarantine threshold – see “Configuration” – message is tagged “Spam A.” and quarantined. They will be included in the quarantine report you will receive the day after (or in your instant quarantine report) where you can release them.

Otherwise, messages are considered valid and delivered to your mailbox.

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### **Spam G. (Geographical Origin Spam):**

Spam.G

In case of an obvious spam – e.g. repeated Spam R. – message is considered as a Spam G. and blocked. As opposed to Spam R. message cannot be resent.

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### **Virus:**

Virus

As the name suggests it, if a virus is detected the verdict becomes “virus”.

Note: From time to time, an excel macro might be considered as a virus.

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### **Content:**

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You can decide to block some messages based on their content (encrypted, executable, archive, video, audio and image files).

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### **Size:**

Size

You can limit the message maximum size. An incoming message exceeding this limit will be blocked.