



*Spam is unwanted, unsolicited e-mail to promote products or services sent to large numbers of people—similar to junk mail received through the postal service.*

### Spam - the problem

- ☐ Large numbers of unwanted e-mail messages consume message server capacity, e-mail gateway and server processing power, and network bandwidth.
- ☐ Campus mail delivery can be slowed.
- ☐ Additional hardware resources such as disk space are required to accommodate the delivery and storage of spam.
- ☐ Large amounts of spam can also cause e-mail servers to crash.
- ☐ Lost productivity. Users must separate spam from work-related messages and may be prevented from receiving valid work messages if their mail quota is exceeded because of the storage of spam. Network analysts and campus ITCs must spend time monitoring e-mail gateways and servers, processing bounced messages, and answering questions regarding spam.

### Spam - information

- ☐ File-sharing Web sites often sell your address to spammers.
- ☐ Spammers can ‘spoof’ an e-mail return address to appear as if the e-mail has come from a legitimate
- ☐ Spam e-mail can direct a recipient to a mimic of a real company Web site, duping the user into entering personal information or a credit card number—a scam known as ‘phishing.’
- ☐ Computer viruses and other malware can be spread through spam e-mail. The biggest and fastest spreading virus on record, Sobig.F, was spread through e-mail.

SPAM

### Guidelines to avoid spam

- Avoid posting your e-mail address to mailing lists and newsgroups
- Do not put your e-mail address on a Web site. Automated Web crawlers search the Internet for ‘@’ signs to harvest for spamming lists.
- Do not give out your e-mail address to random Web sites. Some sites sell your address to spammers. Read privacy policies carefully!
- If you sign up for a service on the Web, use a free address or even a fake one if a response is not important. Don’t use your University e-mail address.
- Beware of ‘Free!’ Free offers, services, contests can be gimmicks to gather valid e-mail addresses to be sold to spammers.
- **Never** reply to an e-mail that promises to take you off a list. This is a ploy used to determine if your e-mail address is valid. If you respond, you may receive even more spam.

### Sacramento State solution

*Our campus receives approximately 200,000 e-mail messages every day—50% of which is estimated to be spam.*

*An anti-spam device has been implemented, and all e-mail messages now entering the campus are scanned and rated. Incoming e-mails receive a rating from 0 to 10, 0 being not spam and 10 being positively spam. E-mails with a rating greater than 8.1 will not be delivered.*

- Messages unlikely to be spam, with ratings between 0.0 to 3.5, will be delivered to the user’s mailbox.
- Messages that may be spam, with ratings from 3.6 and 8.0, will be delivered to the user’s mailbox with [BULK] added to the subject line.
- Messages that are identified as spam, with ratings greater than 8.1, will not be delivered to the user’s mailbox.

### For further assistance

1. Go to the University Help Desk (ARC 2005), send an e-mail to [helpdesk@csus.edu](mailto:helpdesk@csus.edu), or telephone 916-278-7337.
2. Contact the ITC for your campus department at <http://www.csus.edu/uccs/helpdesk/itc.htm>
3. Contact a member of the Anti-Spam Workgroup at [www.csus.edu/uccs/antispam/index.htm](http://www.csus.edu/uccs/antispam/index.htm), then click the Contact Us link.



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### More QuikRefs:

<http://www.csus.edu/uccs/documents/quikrefsite/>