



# CITES Spam Control (CSC)

Leslie Rankin  
Security Support Specialist

**Campus Information Technologies and Educational Services**  
University of Illinois at Urbana-Champaign

# Overview

What is spam?

Expectations

Caveats

Definitions

Using CITES Spam Control

# What is Spam?

Unsolicited email sent to large numbers of people claiming to sell or promote products and/or services

Viruses

# Expectations

Will significantly reduce spam

Will effectively eliminate known viruses from delivery. Viruses are deleted

Will work for some better than for others

Will not be perfect!

# Caveats

Must use `netid@uiuc.edu`

`netid@anythingelse.uiuc.edu` may  
bypass CITES altogether

A method to manage your spam. It  
will not stop spam from being sent

# Definitions

# Spam Score

A score attached to each incoming piece of email from 0 (not spam) to 100 (definitely spam).

The score can be found in the message headers and looks like this:

X-Spam-Score: 0

X-Spam-Details: rule=aggressive\_notspam  
policy=aggressive score=0 mlx=0 adultscore=0  
adjust=0 engine=2.5.0-05041900  
definitions=2.5.0-05041902

X-Spam-OrigSender: netid@uiuc.edu

# Spam Quarantine

Location where email classified as spam may be held for action by the client or deletion. Individual messages will remain in your quarantine for 10 days, at which point they will be automatically deleted.

# Digest

A daily email message sent late at night containing a list of spam messages received since the last digest.

Sent from Spam-Control@uiuc.edu

**Date:** Fri, 15 Apr 2005 09:14:53 CDT  
**From:** Spam-Control@uiuc.edu [Add To Address Book](#)  
**Subject:** Digest: 180 Total Messages  
**To:** johndoe@uiuc.edu

**CITES** Digest: Total Messages  
 - Spam Control for doe john (johndoe@uiuc.edu)

The emails listed below have been placed in your personal Quarantine since you received your last Digest. They will be deleted after 10 days. To deliver an email to your inbox, click on Release. To deliver an email to your inbox and add the email sender to your Personal Safe Senders List, click on Safelist. This ensures that no emails from that sender will be blocked in the future.

[Request FULL Digest](#)   [Request Safe/Blocked Senders List](#)   [Manage My Options](#)   [CITES Spam Control Help](#)

Quarantine				
		ScoreFrom	Subject	Date
<a href="#">Release</a>   <a href="#">Safelist</a>	99	nodentistneeded@primaver azing.com	NO Need for -Expensive Dentists-	2005-04-15 09:10:04
<a href="#">Release</a>   <a href="#">Safelist</a>	100	CKNNZRNNYIIUZ@uni-wupper tal.de	luxurious health discovery now affordable	2005-04-15 07:39:03
<a href="#">Release</a>   <a href="#">Safelist</a>	100	b.BigDeals.0-518d19b-3f2 a.uiuc.edu.-johndoe@mx17 116.aa03.com	Legally Walk Away from your credit card debt!	2005-04-15 07:27:03
<a href="#">Release</a>   <a href="#">Safelist</a>	100	savtcp@doneasy.com	Become a homeowner with low rates	2005-04-15 06:25:03
<a href="#">Release</a>   <a href="#">Safelist</a>	100	klumber@auroralife.com	may be what	2005-04-15 06:04:02
<a href="#">Release</a>   <a href="#">Safelist</a>	100	b.TailWaggingOffer.0-518 d2a9- 742e.uiuc.edu.-JOHN DOE@mx19189.aa05.com	Legally Walk Away from your credit card debt!	2005-04-15 05:11:03

# Safe Senders Lists

Global Safe Senders List - Set by CITES  
Safe Senders List - Set by client

Addresses in these lists will never be identified as potential spam by CSC and will always be delivered to your mailbox

# Blocked Senders Lists

Global Blocked Senders List - Set by CITES  
Blocked Senders List - Set by client

Addresses in this list will always be blocked by CSC and will never be delivered to your mailbox

# Personal Safe Senders List

New Edit Delete Select All Unselect All Refresh

### Lists

My Lists

- Safe Senders List (6)**
- Blocked Senders List (0)**

Lists

Profile

### Safe Senders List

	Email Address ▾
<input type="checkbox"/>	@macafee.com
<input type="checkbox"/>	@nai.com
<input type="checkbox"/>	friend@uiuc.edu
<input type="checkbox"/>	coworker1@uiuc.edu
<input type="checkbox"/>	boss@uiuc.edu
<input type="checkbox"/>	coworker2@uiuc.edu

# Personal Spam Policies (PSP)

User selectable spam handling options

Each of the available policies treats spam slightly differently – users can freely select or change their PSP at any time

# Options for identifying spam

Tag

Cautious

Aggressive

No-Quarantine

## Tag: Spam headers added - no quarantine

All email is sent through the system. Spam is identified, tagged with a spam score and then all email is delivered as usual

## **Cautious: Certain & likely spam sent to quarantine, no messages deleted**

Non-spam delivered as usual

Email identified as spam is sent to quarantine

No messages are deleted

Use digest to release messages

## **Aggressive: Certain spam deleted, likely spam sent to Quarantine**

Non-spam delivered as usual

Email identified as definitely spam is deleted

Email identified as possible spam sent to Quarantine

Use digest to release messages



# No-quarantine: Certain spam deleted, No quarantine

Non spam and likely spam delivered as usual

Email identified as definitely spam is deleted



No quarantine

# Profile/Setting



 Save  Refresh

## Profile



My Profile

-  **Settings**
-  Account

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-  **Lists**
-  **Profile**

## My Settings

-   Send digest with new messages in my End User Digest.
- Send digest even when I have no messages in my End User Digest.
  
-  What type of spam detection do you want? Please select a policy from the list below.
  - Tag - Spam Headers added - No Quarantine
  - Cautious \*Recommended\* - Certain & Likely Spam sent to Quarantine, no messages deleted
  - Aggressive - Certain Spam deleted, Likely Spam sent to Quarantine
  - No Quarantine - Certain Spam deleted - No Quarantine

# My Accounts

Click the Profile button in the lower left-hand corner then on Account to view your email aliases.

Alternate list of addresses that CITES Spam Control processes (managed by the Service Manager)

# Profile/Accounts

The screenshot shows a web interface with a blue header bar containing a 'Refresh' button. Below the header, the interface is split into two main sections: 'Profile' on the left and 'My Account' on the right.

**Profile Section:**

- Header: **Profile**
- Sub-header: My Profile
- Items:
  - Settings (with a wrench icon)
  - Account (with a document icon)
- Bottom items:
  - Lists (with a list icon)
  - Profile (with a person icon, highlighted in orange)

**My Account Section:**

- Header: **My Account**
- Info area (with an 'i' icon):
  - Email: johndoe@uiuc.edu
  - Name: doe john
- Aliases section (with a dropdown arrow):
  - johndoe@express.cites.uiuc.edu

# Reporting False Positive/Negative

False Positive = Identified as spam, but is valid email

Forward to [report-notspam@uiuc.edu](mailto:report-notspam@uiuc.edu)

False Negative = Identified as valid email, but is spam

Forward to [report-spam@uiuc.edu](mailto:report-spam@uiuc.edu)

# Issues

Mass Mail  
Listservs

Exchange Account Issues

# Using CITES Spam Control

<https://spam-control.cites.uiuc.edu/>