

Inside this Issue

- 1** The Internet Exchange 4.0 Anti-spam Module now Supports Global Real-time Spam Database Reference

Internet Exchange 4.0 now features the Automatic Disclaimer Generator for inserting disclaimers into messages

- 2** The Internet Exchange Distribution List Manager: *A handy tool for creating and managing electronic mailing lists*

- 4** Questions and Answers

This Month's Tip

- *Troubleshooting the RAS (Remote Access Service) script*

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NEWS FLASH!!!

The Internet Exchange 4.0 Anti-spam Module Now Supports Global Real-time Spam Database Reference

Unsolicited mail, often referred to as spam or junk mail, poses a serious threat to the efficiency of the Internet mail system. Unlike unsolicited postal mail, spam mail can be produced and disseminated very cheaply, with the delivery and local storage costs being shouldered by the recipients and their ISP's. Thus, many people and organizations are resorting to spamming to send their messages as far and wide as possible.

In response to the growing public clamor to curb the proliferation of junk mail, the U.S. government, together with organizations such

as the Coalition Against Unsolicited Commercial Email (CAUCE), has vowed to implement new regulations that will penalize senders of unsolicited mail. However, even the government may find it difficult to implement these regulations. Certain groups, such as the Direct Marketing Association (DMA), are expected to lobby against such moves. This leaves stem administrators with little choice but to use tools that have been proven to be effective in deterring spammers.

To further enhance the anti-spam capabilities of Internet Exchange,

Continued on page 5

Internet Exchange 4.0 now features the Automatic Disclaimer Generator for Inserting Disclaimers into Messages

More and more organizations and companies are putting disclaimers on messages originating from their networks to disclaim any responsibility in relation to any information contained in those messages. These disclaimers may also state that information contained in the message is confidential and may be viewed only by the addressee, or that the message may not be forwarded to anyone without the consent of the sender.

To provide organizations and companies with this convenience, Internet Exchange 4.0 now fea-

tures the Automatic Disclaimer Generator. Using this tool, messages created by users sent through Internet Exchange may automatically insert a disclaimer which can state the confidentiality of the message or anything else the organization may desire. The system administrator determines the content of the disclaimer.

The Automatic Disclaimer Generator can be configured by the system administrator using the Preprocessor Unit's Channel Action Matrix.

The Internet Exchange Distribution List Manager: A handy tool for creating and managing electronic mailing lists

Distribution lists or electronic mailing lists provide the Internet community with a very useful tool for effectively disseminating information. Using distribution lists, a person who wishes to send a message to members of that list will not have to enter each member's email address in the *To:* field, saving time and effort. For example, to send a message to the sales department at IMA, one needs to send the message only to *sales@ima.com*. Every authentic member of that mailing list will then receive a copy of the message.

To provide system administrators with a reliable tool for creating and managing electronic mailing lists, Internet Exchange 4.0 includes the Distribution List (DL) Manager. The DL Manager allows messages to be sent to all of a list's subscribers simply by submitting the said messages to a single address. The DL Manager also enables the system administrator/list owner to create Internet electronic mailing lists that support many features, including; mail blocking, adding and removing subscribers, and setting of the preferred delivery options. These features can easily be configured by the system administrator/list owner via a user-friendly Web-based interface.

Message Flow

When mail arrives at the Message Switch, it performs a directory lookup using the Internet Exchange Directory Server to determine whether there are messages destined for a mailing list. If such messages are found, they are routed to the Distribution List channel via the Preprocessor Unit and the MTA Shared Message Queue. Upon receiving a message destined for a mailing list, the DL Manager performs a directory lookup to find the corresponding addresses of all the list's members. After the mailing list's members are identified, the message is forwarded to the Preprocessor Unit of the MTA where appropriate actions (i.e. anti-virus scans, etc.) are performed based on the configuration in the Channel Action Matrix. The message is then sent to the MTA Shared Message Queue and subsequently forwarded to the appropriate channel(s) (i.e. SMTPC, cc:Mail, Lotus Notes, Local Message Store, etc.) for final delivery to all of the mailing list's members.

Distribution List Types

There are two types of distribution lists that are commonly used in the Internet: open and closed lists. Internet Exchange 4.0's Distribution List Managers supports both types to provide both the system administrator/list owner and the subscribers with a

wide range of options.

- *Open Distribution Lists* – open mailing lists, or unrestricted email-based discussion groups, are very efficient tools for disseminating information and encouraging the free exchange of ideas. With electronic mailing lists of this type, even non-members or non-subscribers have the privilege to post message(s). However, only the members of the list(s) can receive messages posted by list members and non-members.
- *Closed Distribution Lists* – unlike an open mailing list, a closed mailing list's is accessible only to the list's members. Only those people who subscribed to the list can post messages and/or access the list's archives. Those who want to post messages on mailing lists of this type must first apply for membership and the list owner/system administrator exercises control over the application process. Usually, membership in closed lists requires the approval of the list owner/system administrator or the recommendation of a current member of the list being subscribed to.

Key Features

- *Adding Subscribers (closed lists)* – Internet Exchange 4.0's DL Manager provides the system administrator with the option to accept or reject subscribers to his/her mailing list(s). To subscribe to a mailing list, the potential subscriber submits a subscription request to the system administrator/list owner via email. Before submitting the subscription request to the system administrator/list owner, the DL Manager will verify the authenticity of the request by sending a message to the potential subscriber. The mail will indicate that the request has been received and that it must be returned to the DL Manager before the subscriber's address can be added to the mailing list. If the potential subscriber replies to the email, the DL Manager forwards the request to the system administrator/list owner and waits for the latter's reply. Upon receipt of the reply the potential subscriber's address will be added to the mailing list. This feature is very useful in managing public mailing lists since some of those applying for subscription may be using forged identities for unknown reasons.
- *Mail Blocking* – this feature is useful for managing both open and closed distribution lists. It

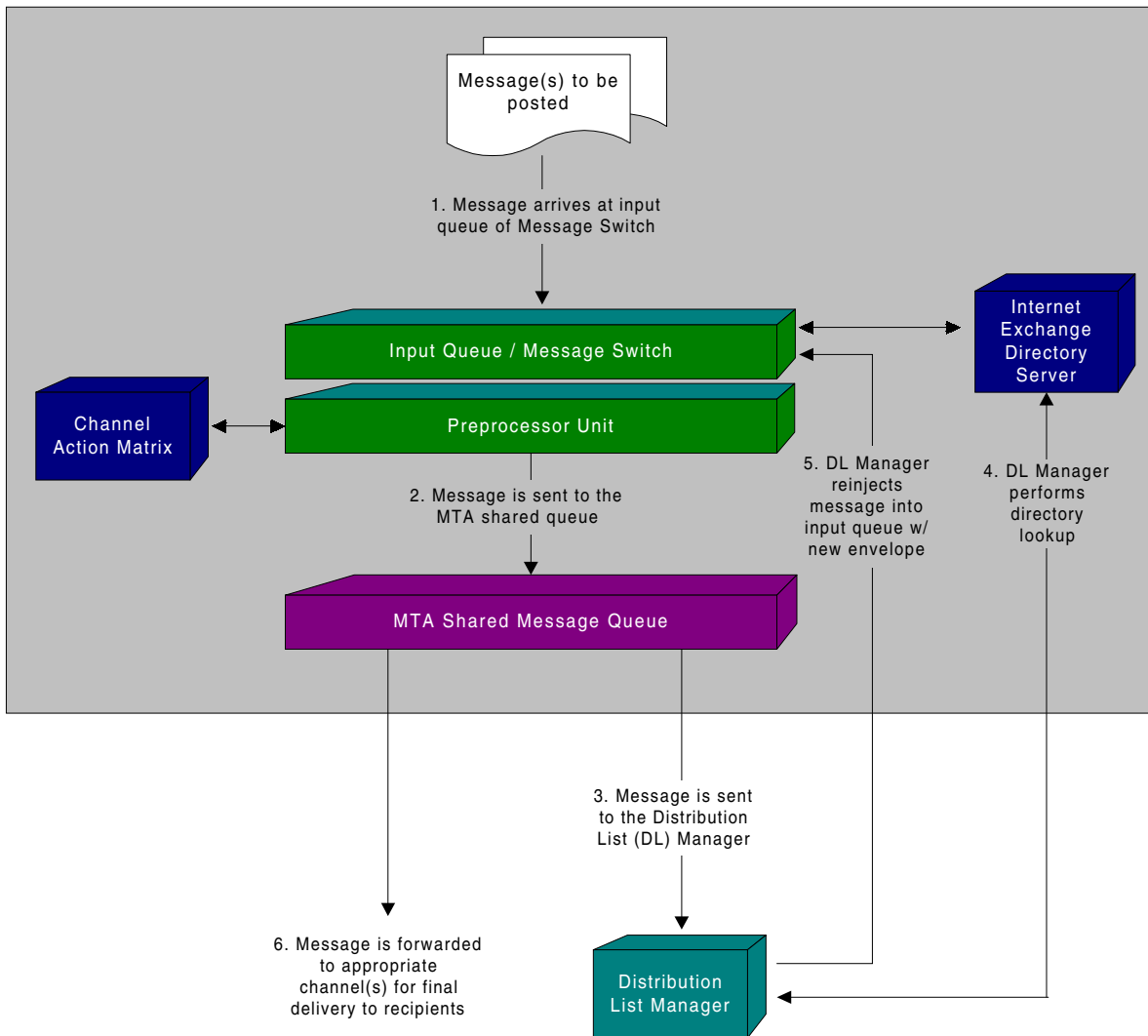


Figure 1. The Distribution List Manager

allows the list owner/system administrator to prevent specific users from sending mail to the server. This feature can be implemented based on either the address or domain of the sender which can be obtained from the envelope information provided by the connecting client or it can be implemented directly by the Distribution List Manager. Upon receiving a message, the DL Manager performs a directory lookup to determine whether the address of the sender is included in list of blocked addresses. If a match is found, the message is bounced back to the sender.

Otherwise, the DL Manager processes the message and sends it to the mailing list's members. Similarly within the Distribution List manager if the "isBlocked" attribute is enabled for a particular list member the DL Manager bounces the message back to the list member.

For closed lists, the list owner/system administrator has the right to prevent a member(s) from posting messages if his/her messages only serve as a nuisance to the group. By invoking the mail-blocking feature, the member's privilege to post

Continued on page 6

Questions & Answers

Q: Your Technical Support Department has sent me a copy of Internet Exchange 4.0. What are the basic modules that must be installed? For example, I want to install the Message Store only. What other Internet Exchange 4.0 modules should be installed with the Message Store to make it function properly?

A: You have to install three basic modules in order to make the other modules run properly. These basic modules are the MTA (Message Transfer Agent), the Apache Web Server, and the Administrative Tools. So if you want to install the Message Store, select this module together with the three basic modules in the installation window.

Q: I have read in one of your brochures about the Channel Action Matrix, which is a main component of Internet Exchange 4.0. What does the Channel Action Matrix do?

A: The Channel Action Matrix is a submodule included in Internet Exchange 4.0's Preprocessor Unit to provide the system administrator with a tool for configuring which module(s) in the Preprocessor Unit should run for a specific message. For example, you may want to run the Anti-virus Module only on messages coming from the Internet and not on messages created within the Internet Exchange environment. Or you may want to run the Automatic Disclaimer Generator for outgoing messages and not for incoming messages. These options can easily be configured by the system administrator in the Preprocessor Unit using the Chan-

nel Action Matrix.

Q: We are using Internet Exchange 3.0 and we are experiencing problems in connecting to the Post Office. The cc:Mail PO counter in the Internet Exchange control panel displays "???". How can we solve this problem?

A: If "???" is displayed in the cc:Mail PO counter, it means that efforts by Internet Exchange to connect to the Post Office have failed. To solve this problem, do the following:

- 1. Make sure that the VIM libraries are accessible when the Internet Exchange gateway starts.*
- 2. Make sure that the Internet Post Office password is the same as your cc:Mail post office.*
- 3. Check if you put the right path of Post Office in the Internet Exchange control panel.*
- 4. If the above suggestions still do not work and the problem persists, please define a new "Internet" PO in your cc:Mail Post Office and enter this new "Internet" Post Office name in the Configure->Setup->Post*

Continued on page 5

"Computers are useless. They can only give you answers."—
Pablo Picasso

This Month's Tip

Troubleshooting the RAS (Remote Access Service) script

RAS is the Remote Access Service for Windows, which is actively supported on all WIN32 platforms. It is a useful feature not only for dial-up issues, but for any Windows-supported dial-up mechanisms.

To facilitate the remote access in Internet Exchange, scripts that replace the manual procedure of entering connectivity and access information, such as passwords and usernames, are required. Such scripts can be written using Microsoft scripting tools like Microsoft PLUS.

It is possible to troubleshoot a RAS login script by reviewing the *DEVICE.LOG* file, which records all connection activity. After a failed login, this log file indicates how the *SWITCH.INF* script should be modified to enable the correct connection. To activate logging of the connection attempt, do the following:

1. Run the REGEDT32.EXE registry editor program.
2. Modify HKEY-LOCAL_MACHINIE \ SYSTEM \ CurrentControlSet \ Srvices\Ras-Man \ Parameters.
3. Change the value of Logging to 1.

Restart the RAS applet in order to start logging. After troubleshooting is complete, reset the Registry option to disable RAS logging.

The Internet Exchange 4.0 Anti-spam Module...

Continued from page 1

IMA engineers have incorporated enhancements into the SMTP server to provide real-time reference to Global AntiSpam Databases.

AntiSpam databases contain lists of IP addresses that are known to send unsolicited mail, be friendly to spammers, and/or totally open to mail relaying.

Messaging systems can reference these databases in real-time, which are updated regularly by their maintainers. These systems make a Domain Name System (DNS) lookup to check an incoming IP address under the corresponding DNS zone using one of several available databases.

Internet Exchange 4.0's Anti-spam Module is specifically designed to enable system administrators to support any of the standard AntiSpam-style database for validating incoming IP connections.

Thus, Internet Exchange 4.0 is capable of providing real-time ref-

erence to multiple Global AntiSpam Databases.

Internet Exchange 4.0's Anti-spam Module can support an arbitrary number of databases, including: the MAPS-RBL (Mail Abuse Prevention System's Real-time Blackhole List), ORBS (Open Relay Behavior-modification System), and MAPS-DUL (Mail Abuse Prevention System's Dial-up User List).

MAPS-RBL is a system for creating intentional mail outages to limit the transport of unsolicited mass email. It distributes black-listed IP addresses under the DNS zone `rbl.maps.vix.com` (for more information on MAPS-RBL go to <http://maps.vix.com/rbl/>).

ORBS is a database that lists SMTP servers that have been confirmed to permit third-party relay. These servers permit spammers to connect to them from anywhere in the world, usually from a modem connection, and then forward the spam to its intended victims

through the third party relay (for more information on ORBS, go to <http://www.orbs.org>).

MAPS-DUL, on the other hand, lists dial-up and other dynamically assigned IP addresses to prevent trespassing by people and/or organizations who send unsolicited email using direct connections to their victims' mail servers without using their ISP's mail server as a relay or gateway (for more information on MAPS-DUL, go to <http://maps.vix.com/dul/>).

Internet Exchange 4.0 supports these mail-blocking databases to provide system administrators with an effective tool against spammers. Using Internet Exchange 4.0's Anti-spam Module, the integrity of messaging systems are adequately protected. In addition, Internet email users will not have to deal with unsolicited mail, which consumes time as well as network and storage resources, enabling them to focus their attention on more important matters.

Questions & Answers...

Continued from page 4

Office in your Internet Exchange gateway.

Q: Recently, our Internet Exchange gateway has been experiencing an increase in the number of bounced messages. What are the possible causes of this problem?

A: Bounced messages can be caused by a number of factors. These include:

1. Routing and name resolution problem.
2. Incorrect password entry for the Post Office.
3. Invalid local email address.
4. The Btrieve files have been corrupted.
5. The cc:Mail Post Offices have been corrupted.
6. The connection between the gateway and the Post Office has been terminated.
7. The peer host is experiencing a very heavy load and is temporarily offline.
8. The destination host is down.
9. Your email address is included in spammers list of the intended recipient.

Continued on page 6

The Internet Exchange 4.0 Distribution List...

Continued from page 3

messages is revoked, although he/she can still receive messages posted by other members or access the list's archives. Another option for dealing with such situations, although somewhat drastic, is to remove the offending subscriber from the list.

- *Removing Subscribers* – the DL Manager has the capability to add subscribers to the list after the authenticity of the said subscribers has been established. Likewise, when the DL manager receives a request to unsubscribe, it first verifies the validity of the request via the same authentication procedure used when adding subscribers to the mailing list. The list owner/system administrator is provided with a Web-based user interface or removing subscribers from the list.
- *Delivery Options* – the DL Manager offers two options for delivering messages: the immediate mode and the digest mode. In the immediate mode, a posted message is immediately sent to subscribers who have selected this particular delivery mode. The immediate mode is the default setting. If a subscriber wants to his/her account to

be in the digest mode, he must send a request to the list owner/system administrator.

In the digest mode, posted messages are allowed to accumulate in the local archive of the member(s) who selected this mode and are sent to the subscriber based on a predetermined schedule set by the list owner/system administrator as requested by the subscriber. The delivery schedule is based on several parameters configured by the list owner/system administrator, such as the day/time of delivery. A Web-based interface is provided to enable the list owner/system administrator to set the option preferred by each subscriber.

Conclusion

The Internet provides thousands of discussion groups via email by allowing Internet users to place themselves on electronic mailing lists. Rather than sending a message to individuals, which is very time consuming, mailing lists allows a message to be sent to a single address, with all the list's members receiving a copy of the message.

Internet Exchange 4.0's Distribution List Manager makes it a lot easier for the list owner to create and manage different types of electronic mailing lists, which are considered one of leading sources of information on the Internet. With this feature, the system administrator/list owner can save considerable amount of time, which is otherwise spent in troubleshooting the problems commonly associated with distribution lists. Thus, the system administrator can focus his/her attention on other matters involving the operation of Internet Exchange.

Questions & Answers...

Continued from page 5

10. *The intended recipient has limited the number of incoming messages that can be received by his/her email server.*
11. *The intended recipient's ISP (Internet Service Provider) is down.*

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