

## Free Mail Service Enhancement!

We are pleased to announce several new enhancement features to the ISM mail system.

- [Phishing scam](#) email scanning and detection
- Global white list to allow an individual or an entire domain through ALL anti-spam checks
- Email size restrictions can now be controlled through the ISM web interface
- TLS Support
- SMTP Authentication now controlled from the ISM web interface



First and most importantly, we have added a new layer of protection against forgeries and "phishing scams" to the mail feature on the ISM. Using a technology called Sender Policy Framework (SPF), we can now verify the authenticity of e-mail messages that come to you from other domains that utilize DNS-based SPF records. This will reduce the number of messages that claim to be from banks, popular web sites, or large businesses that are actually e-mail from spammers or "phishers" (individuals or organizations that are trying to get your users to unknowingly reveal sensitive company information).

This new SPF feature has been enabled on all of the ISMs that are using mail and is already filtering forgeries from your e-mail for you. This feature will also protect our Microsoft Exchange forwarding customers by serving as a first line of defense before a forged e-mail ever reaches your Exchange server.

For a more technical discussion of SPF click [here](#).

If you have any questions about this announcement please contact your sales representative at **800.982.6898**

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1. Anti-Phishing through SPF (Sender Policy Framework) – Almost everyone by now has received a legit looking email from Paypal or Ebay claiming that we need to click on a link to fix our account information. Most but not all users understand this to be a scam. With SPF we can prevent these emails from ever arriving. If you have an Exchange server and you are using our Exchange forwarding feature then you are covered.
  2. If you have an Exchange server and are not using our anti-spam or virus checking we recommend that you do to take advantage of this very efficient layer of security.
  3. You may enable or disable the use of the SPF filter described above by toggling this option on or off. This has been turned on for you by default.
  4. Global white-list – It is now possible to white-list an email address OR an entire domain from ALL checks and always allow it through. One of the most successful checks for spam is the RBL check. RBL is a database of IP addresses that reflect servers that have been caught sending out SPAM. Sometimes however this can stop legit mail from coming through from a business associate or perhaps even a customer if their mail server is on this list. In the past the RBL feature would need to be turned off to allow one email account to come through even though the RBL is stopping a whole bunch of spam. We have improved the white-listing feature so that you can now just add one email account and still keep the RBL in place.
  5. Maximum File Size – If you want to set a maximum size for files that can be attached to an e-mail, you can set the Maximum File Size in the Mail System Preferences. We allow you to specify a maximum file size of 1-30 MB, or you can set this to unlimited to allow an e-mail of any size through. This is set to unlimited by default.

6. TLS (Transport Layer Security) – TLS is a secure method for allowing two mail servers or a mail server and client to communicate. It uses the same type of encryption as SSL, and can be used in special setups to allow the ISM to communicate with a remote e-mail server securely. If you want to use a third party email scanning or encryption service then that service provider will require a TLS connection to their servers.
7. SMTP Authorization – SMTP AUTH is a legacy service that provides a way for customers who wish to send e-mail using their ISM e-mail account from outside of the company LAN to authenticate before sending an e-mail. SSL-VPN is a better way to do this now but some customers still find this feature useful. SMTP Auth can now be enabled or disabled from the standard ISM web interface.