# A Filter inaccuracies

## No filter is perfect.
## But with your help, MailCleaner may aim at perfection.

The filtering system implemented by MailCleaner relies on automated and systematic controls that cannot match the quality of human analysis. As a result, MailCleaner may occasionally lack precision. For example, this may occur if there are no mathematically detectable differences between a spam and a legitimate message, or when specific exceptions must be handled.

Three typical scenarios are shown in the table below.

| Case | Description | Solution |
|---|---|---|
| False positive | A message that you wanted to receive was blocked by MailCleaner. | You may easily *release the message* and let it reach your mailbox.<br><br>At the same time, MailCleaner should learn to be more tolerant towards messages originating from this sender. It is likely that the format of this message or some specific words in its contents triggered an anti-spam measure within MailCleaner. You should request a *filter adjustment* from the quarantine. |
| False negative | A spam has managed to bypass all the controls and was delivered to your mailbox. | A new filter rule must be added to MailCleaner. You should request a *filter adjustment* from the quarantine. |
| Individual exception | An unsolicited message with spam-like characteristics (such as a commercial offer or a newsletter) has been blocked by MailCleaner. You are, however, interested in its content and would like to receive future communications from the sender. | After reviewing a *filter adjustment request*, the Analysis Center engineers may ask you to declare an exception for this sender by including the address in a warn list or a white list. |

## Managing false positives

In very rare cases, a message that you would like to receive is instead quarantined (this is called a false positive). A false positive may be caused by different factors, such as a particular format of the e-mail message or a compromised reputation of the mail server used to send the message. It does not mean that MailCleaner is malfunctioning, but simply that the system acts cautiously when encountering unusual characteristics of an e-mail message that cannot be correctly interpreted by a simple scan of the message contents.

If a message is quarantined erroneously, you may easily release it. Simply click on the release icon in the Message Center or the quarantine report.

***Figure A-1***    *Message release icon*

If you encounter a false positive, request a *filter adjustment* so that MailCleaner will be more tolerant towards the sender or format of the blocked message.

***Figure A-2***    *Filter Adjustment  Request icon*

↪ *Additional information*

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## Managing false negatives

If a spam slips undetected through the MailCleaner system (a false negative), the differences between this spam and a legitimate e-mail message are necessarily very small. In such a case, MailCleaner chooses to deliver the message to your mailbox. It is better to receive spam on an exceptional basis than to miss a potentially important message.

If you receive spam, you should ask for a *filter adjustment* to reinforce MailCleaner detection rules.

## *Managing false negatives with Microsoft Outlook for Windows*

A plug-in may be added to Microsoft Outlook for Windows to automatically notify MailCleaner that spam has been received. This plug-in installs a button in the menu bar that displays the MailCleaner logo and the caption *Unwanted.*

**Figure A-3**    *The  MailCleaner button in Outlook*



To report received spam:

- Select the received spam in the list of messages.
- Click on the *Unwanted* button in the toolbar.
- A *filter adjustment request*  is sent to the *Analysis Center* along with a copy of the unwanted message.
- You may then delete the spam.
- No confirmation will be sent to you, but your request will be taken into account in the continuous filter adjustment process.

## *Installing the MailCleaner plug-in for Outlook*

To install the MailCleaner plug-in for Outlook for Windows:

- Download the latest version from the Help section of the Control Panel.
- Close the Outlook application if it has been started.
- Double-click on the installer icon.
- Follow the instructions.
- A message confirms the successful installation of the plug-in.
- Restart Outlook.
- A new button should be present in your Outlook toolbar.

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**Note:** Your system administrator may have blocked the installation of Outlook plug-ins on your computer and should be contacted in such a case.


**Apple users:** This plug-in is only available for Windows. Follow the instructions below.

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## *Managing false negatives with other e-mail applications*

If you do not use Microsoft Outlook with the MailCleaner plug-in, all *filter adjustment requests* resulting from unwanted spam must be sent manually to a specific e-mail address at the MailCleaner *Analysis Center.*

**This address is defined by your e-mail administrator or ISP. It cannot be found in this manual.** To obtain this address, click on the *Help* section of the Management Center and then on *Filter Adjustment Request*. Copy the e-mail address as it will be needed in the subsequent steps.

To manually report a false negative:

- Select the received spam in the list of messages.
- Redirect the message using the *resend* or *forward as attachment* function of your e-mail software.
- Type in or paste the e-mail address for *Filter Adjustment Requests* obtained previously.
- A *filter adjustment request* is sent along with a copy of the unwanted message.
- You may then delete the spam.
- No confirmation will be sent to you, but your request will be taken into account in the continuous filter adjustment process.

**Important:**Do not forward the contents of the spam message using the copy and paste function. This may prevent the transmission of the long header in the original message which is needed to analyze the spam. Regardless of your e-mail software and of your operating system (PC or Mac), you should only use the *Redirect* function (or its equivalent) to send your *filter adjustment request.*

### *Managing false negatives with Netscape, Mozilla or Thunderbird*

- Select the received spam in the list of messages.
- Select Message, Forward as, Attachment in the menu.
- Enter in the recipient field the e-mail address for *Filter Adjustment Requests* obtained previously.
- A *filter adjustment request* is sent along with a copy of the unwanted message.
- You may then delete the spam.
- No confirmation will be sent to you, but your request will be taken into account in the continuous filter adjustment process.

### *Managing false negatives with Microsoft Entourage (Apple computers)*

- Select the received spam in the list of messages.
- Select *Message, Resend* in the menu.
- Enter in the recipient field the e-mail address for *Filter Adjustment  Requests* obtained previously.
- A *filter adjustment request* is sent along with a copy of the unwanted message.
- You may then delete the spam.
- No confirmation will be sent to you, but your request will be taken into account in the continuous filter adjustment  process.

### *Managing false negatives with Mail (Apple computers)*

- Select the message.
- Select Message, Forward as attachment in the menu.
- Enter in the recipient field the e-mail address for *Filter Adjustment Requests* obtained previously.
- A *filter adjustment request* is sent along with a copy of the unwanted message.
- You may then delete the spam.
- No confirmation will be sent to you, but your request will be taken into account in the continuous filter adjustment process.

## Appropriate use of the warn and white lists

The warn list and the white list alter the filtering activity of MailCleaner for e-mail senders that are considered trustful.

**Normally, you should never have to add any addresses to either of these two lists.** There are only two possible exceptions:

- You actually wish to receive spam or similar content from a particular sender, for some specific reason.
- Because of strict confidentiality issues, it is not appropriate for you to request a *filter adjustment* for the sender, which necessitates the transmission of a copy of the blocked message.

### *Warn list*

If a sender's e-mail address is added to the MailCleaner warn list, you will be notified immediately each time a message originating from this e-mail address is blocked by the system. The warn list can almost be considered to be a combination between the *flag* and *quarantine* operating modes.

The quarantined message may be released directly using the received notification.

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**Note:** If you have chosen *flag mode* or *delete mode* to process spam messages, adding addresses to the warn list will have no effect.

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★*Customization (for expert users)*
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## *White list*

Messages whose sender address is in the white list are directly delivered to your mailbox, without being filtered for spam. Viruses and dangerous content are still filtered.

> **Note:** It is preferable to use the warn list and not the white list.

★ *Customization (for expert users)*

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