

WatchGuard® SpamScreen™ Guide

SpamScreen™ for WFS 6.0



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WatchGuard SpamScreen™ Guide

Thank you for purchasing WatchGuard SpamScreen. This document describes how to install and configure SpamScreen to immediately reduce the time and effort of controlling junk email on your network.

Installing WatchGuard SpamScreen

Your purchase of WatchGuard SpamScreen includes a license key certificate. You enter your license key when you install the WatchGuard Firebox System software.

- 1 Insert the WatchGuard Firebox System CD.
If the installation wizard does not start automatically, double-click install.exe in the root directory of the CD.
- 2 On the Select Components screen of the installation wizard, click the checkbox marked **SpamScreen**.
- 3 Enter the SpamScreen license key found on your license key certificate.
- 4 Continue with the installation of the WatchGuard Firebox System, as described on the QuickStart poster included with your Firebox.

NOTE

You must have an email server behind the Firebox to be able to use WatchGuard SpamScreen.

Configuring WatchGuard SpamScreen Message Handling

SpamScreen can handle a spam message in one of three ways:

- **Deny** — Deletes the message.
- **Allow** — Disables SpamScreen and allows messages to pass to the recipient unchanged.
- **Tag** — Passes the message to the recipient with a tag-phrase in the subject line.

NOTE

WatchGuard SpamScreen requires the SMTP proxy service. If it is not already configured, use Policy Manager to add the SMTP proxy service. For information on adding the SMTP proxy service, see the *WatchGuard Firebox System User Guide*.

WatchGuard SpamScreen offers two levels of checks: normal and advanced. Normal SpamScreen checks headers for known spam sources. It also runs a known characteristics check and screens for bulk mailer tags. (For more information, see “How WatchGuard SpamScreen Identifies Spam” on page 5.)

WatchGuard SpamScreen checks the IP address of the server against several public RBL (realtime blackhole list) servers. These are special-purpose DNS servers that store IP addresses of known spammers and other hosts that may be vulnerable to spam attacks (such as mail relays).

With Advanced Spam Mail Filtering enabled, WatchGuard SpamScreen expands the headers evaluated. This option considerably reduces “false negatives”—SpamScreen failing to identify a spam message as spam. The disadvantage is that it makes SpamScreen considerably more sensitive and may increase the number of “false positives”—SpamScreen

identifying a normal message as spam. Advanced Spam Mail Filtering may result in SpamScreen identifying mailing list messages as spam.

From Policy Manager in the Advanced view (to access the advanced view, click View ⇒ Advanced):

- 1 Select **Setup** ⇒ **SpamScreen**.
- 2 Enter the DNS Server IP address.
- 3 In the **Spam Mail Handling** box, select **Allow**, **Tag**, or **Deny**. (See the next section for more information on the **Tag** option.)
- 4 To enable advanced spam mail filtering, enable the checkbox marked **Advanced Spam Mail Filtering**.
- 5 In the RBL List box, select RBL servers if desired.
For more information, see "RealTime BlackHole List" on page 5.
- 6 Click **OK**.

Tagging spam

The Tag spam mail handling option prepends a word or phrase in the Subject line of each message identified as spam. This option lets recipients filter and redirect spam, identified by its prepended message tag, into a folder for later perusal. You define the message tag. Example tags include: [UCE] or [SPAM]. From Policy Manager:

- 1 Select **Setup** ⇒ **SpamScreen**.
The SpamScreen dialog box appears.
- 2 Select the **Tag** option.
- 3 Enter a tag word or phrase.
- 4 Click **OK**.
Consult the documentation for your email application to learn how to filter mail based on Subject line.

Allowing blocked addressees

Occasionally a message will be mistakenly determined to be spam. If you know the sender's address, you can configure exceptions so that address will not be checked by WatchGuard SpamScreen, and subsequently tagged as spam. From the Policy Manager:

- 1 Click **Setup** ⇒ **SpamScreen**.
The SpamScreen dialog box appears.

-
- 2 Under **Exceptions to Spam List**, enter the domain name or email address in the text box to the left of the **Add** button.
 - 3 Click **Add**.
The host name or email address appears in the Exceptions to Spam list. WatchGuard SpamScreen will no longer check any messages originating from that address.

Blocking addresses not on the spam list

If you are the target of spammer that has not been detected by WatchGuard SpamScreen, you can block incoming messages from an IP address using the Incoming SMTP Proxy dialog box.

- 1 In the Services Arena double-click the **SMTP Proxy** icon.
The service Properties dialog box opens.
- 2 Click the **Properties** tab.
- 3 Click **Incoming**.
The Incoming SMTP Proxy dialog box appears displaying the General tab.
- 4 Click the **Address Patterns** tab.
- 5 Use the **Category** drop list to select **Denied From**.
- 6 Type the address pattern in the text box to the left of the **Add** button.
- 7 Click **Add**.
The address pattern appears in the pattern list. Repeat for the address pattern of each spammer not blocked automatically by SpamScreen.
- 8 Click **OK**.

NOTE

Blocking an address at the SMTP Proxy blocks all users on that domain, and not just the single user you are attempting to block. Use caution when using this feature.

Keeping WatchGuard SpamScreen Current

Our team at WatchGuard monitors anti-spam newsgroups, mailing lists, and Web sites in order to keep our product current with the latest tactics in the battle against spam.

Receiving an update via LiveSecurity

As a LiveSecurity Service subscriber, you will automatically receive periodic updates to the WatchGuard SpamScreen utility. Like other broadcasts, these software updates are sent to you through your email client. Follow the directions to install the software update.

How WatchGuard SpamScreen Identifies Spam

WatchGuard SpamScreen considerably enhances your ability to deal with spam at the point where it attempts to enter your system: the SMTP proxy service of your firewall. With SpamScreen enabled, the WatchGuard SMTP proxy evaluates each message and determines whether or not the message is spam. If it concludes the message is spam, the SMTP proxy automatically either refuses the messages or places a tag in the subject line before delivering it to the recipient.

WatchGuard SpamScreen uses several methods to identify spam.

RealTime BlackHole List

WatchGuard SpamScreen first checks the message against the RealTime BlackHole List (RBL). The RBL is a name server that has DNS records for sites considered to be spammers, spam relays, or spam-friendly service providers. If the message originates from an address on the RBL, SpamScreen marks the message as spam.

As of March 1, 2002, SpamScreen comes pre-configured with the following RBL server:

`bl.orbl.org`

You can enable use of this RBL server by clicking the checkbox to the left of the particular name. You can also use the Add and Remove buttons to configure other RBL servers.

NOTE

Providing real-time blackhole lists is risky because these organizations are often subject to lawsuits. Because these providers often come and go between our product release cycles, we advise you to stay current by reading the Slashdot news site: <http://slashdot.org>

Addresses you enter in the RBL list must reference a special-purpose DNS server that is specifically designated as an RBL server. A normal DNS server will not function correctly.

You can find additional RBL servers at the following Web sites:

- <http://www.mail-abuse.org>
- <http://www.abuse.net>

Known characteristics check

Typically, spam messages share one or more characteristics found in the message header. The indicators are frequently a by-product of the spammers' desire to hide their address and avoid a deluge of bounced mail and irritated replies. Examples of known characteristics include:

- From or Reply-To with `noreply@`
- From, To, or CC with `friend[0-9a-zA-Z]@`
- From, To, or CC with `moneymakers@`
- To or CC with blank before the @ sign
- To or CC with `"(Recipient list suppressed)"`
- To or CC with `to.all.our.friends@`
- Reply-To with Remove in the string

WatchGuard SpamScreen checks the message against an extensive list of known characteristics. If any one of these conditions are true, SpamScreen marks the message as spam.

Commercial bulk mailtags

Most commercial bulk email applications leave some fingerprint on the message header. For example, many include an "X-" header identifying the name of the application. WatchGuard SpamScreen checks the message

against a list of known bulk mailer patterns. If a pattern is found, SpamScreen marks the message as spam.

Valid sender address

To escape complaints, many spammers send email messages from domains that do not exist and are therefore impossible to reply to. To detect this, WatchGuard SpamScreen attempts to validate addresses in the From and Reply-To headers. It does this by querying the configured DNS name server for a Mail Exchanger (MX) record for any domains in those headers. If an MX record does not exist, SpamScreen marks the message as spam.

WatchGuard SpamScreen message header

After processing a message through all three checks, SpamScreen allows it to pass through the firewall. SpamScreen adds an "X-SpamScreen" header to every message. If the message is spam, SpamScreen includes a description of why the message was marked as spam.

```
X-Spamscreen: Protected by WatchGuard SpamScreen (TM)
v5.0.B841 Copyright (C) 1996-2002 WGTI WGTI
Found spam from 131.107.3.126 (no recipients)
```

Monitoring WatchGuard SpamScreen Activity

There are several methods to monitor SpamScreen activity using both WatchGuard Firebox System monitoring and logging tools as well as your email application.

Viewing message header notifications

Spam is often readily identifiable by the contents of the message headers. WatchGuard SpamScreen uses these headers to mark spam. In addition, SpamScreen adds an "X-SpamScreen" header to every email message it processes. Most mail systems require special instructions to display full message headers. The following are instructions for the most commonly used mail systems. Consult your mail system documentation if your application is not listed here.

Microsoft Outlook 97 and Microsoft Outlook Express

- 1 Open the message.
- 2 Select **File** ⇒ **Properties**.
- 3 Click the **Details** tab.

Microsoft Outlook 98 and later

- 1 Open the message.
- 2 Select **View** ⇒ **Options**.
The Internet headers field displays the entire message header.

Netscape Messenger

- 1 Open the message.
- 2 Select **View** ⇒ **Headers** ⇒ **All**.

Pine

- 1 Enable full header command mode. From the Main Menu, type **S** to enter Setup menu. Type **C** to enter the configuration screen.
- 2 Use the space or down arrow key to scroll down until you locate:
[] enable-full-header-cmd
- 3 Type **X** to enable full header command. Type **E** to exit configuration. Type **Y** to confirm changes.
- 4 Open the message.
- 5 Type **H** to display full headers.

Interpreting log messages

When WatchGuard SpamScreen identifies a message as spam it generates a message in the logdb file. Typically, these log entries explain why SpamScreen identified the message as spam.

DNS errors

Errors and diagnostic logs relating to DNS queries are of the format:
query #*N* to *Server* for *Domain*: ...

where:

N is the query number assigned by SpamScreen
Server is the DNS server configured to handle SpamScreen
Domain is either the domain of the RBL server or the MX server.

Common errors

DNS Error Message	Meaning
can't connect to DNS socket error in sending query error in receiving response	An error occurred while attempting to send a request or receive a response from the DNS name server. Make sure the Firebox is configured with the address of a working name server.
no server to query	No DNS name server was configured. Make sure the Firebox is configured with the address of a working name server.
nameserver responded with error	The name server received an unexpected error while processing the request.
timed out — resending	The DNS request timed out, and was resent. This may happen if the Firebox is misconfigured, the DNS server is not working, or downstream DNS servers were unable to look up a domain name quickly enough.
too many tries	Several DNS requests were made, and none completed. This may happen if there are misconfigured downstream DNS servers.

Info logs

These are log messages that WatchGuard SpamScreen generates when spam is detected or overridden.

Message	Meaning
Found spam from <i>server-IP</i> (<i>reason</i>) from <i>user@domain</i> Where <i>server-ip</i> is the IP address of the sending SMTP server, <i>reason</i> explains why SpamScreen marked the message as spam and <i>user@domain</i> is the sender of the message.	The message was determined to be spam, based on the SpamScreen rules.
<i>user@domain</i> overrides spam list Where <i>user@domain</i> is the sender of the message	The sender address was found on the exceptions list, and spam checks were skipped.

