SPAM FILTER ISSUES
REPORTING INSTRUCTIONS

Provided by the Messaging Services unit at DTS
For CWS/CMS Dedicated Counties

Version 2.2
Updated: 04-05-07

INTENTION

It is the intention of this document to provide CWS County Exchange Administrators with instructions on how to report SPAM 'False-negatives' – those emails that are deemed by the user to be spam, but were not filtered out by the anti-spam software and 'False Positives' – legitimate emails that were falsely filtered out as SPAM. This document outlines how to forward such emails to the Department of Technology Services (DTS) Service Desk and what information the counties should include in their communications with the DTS Service Desk.
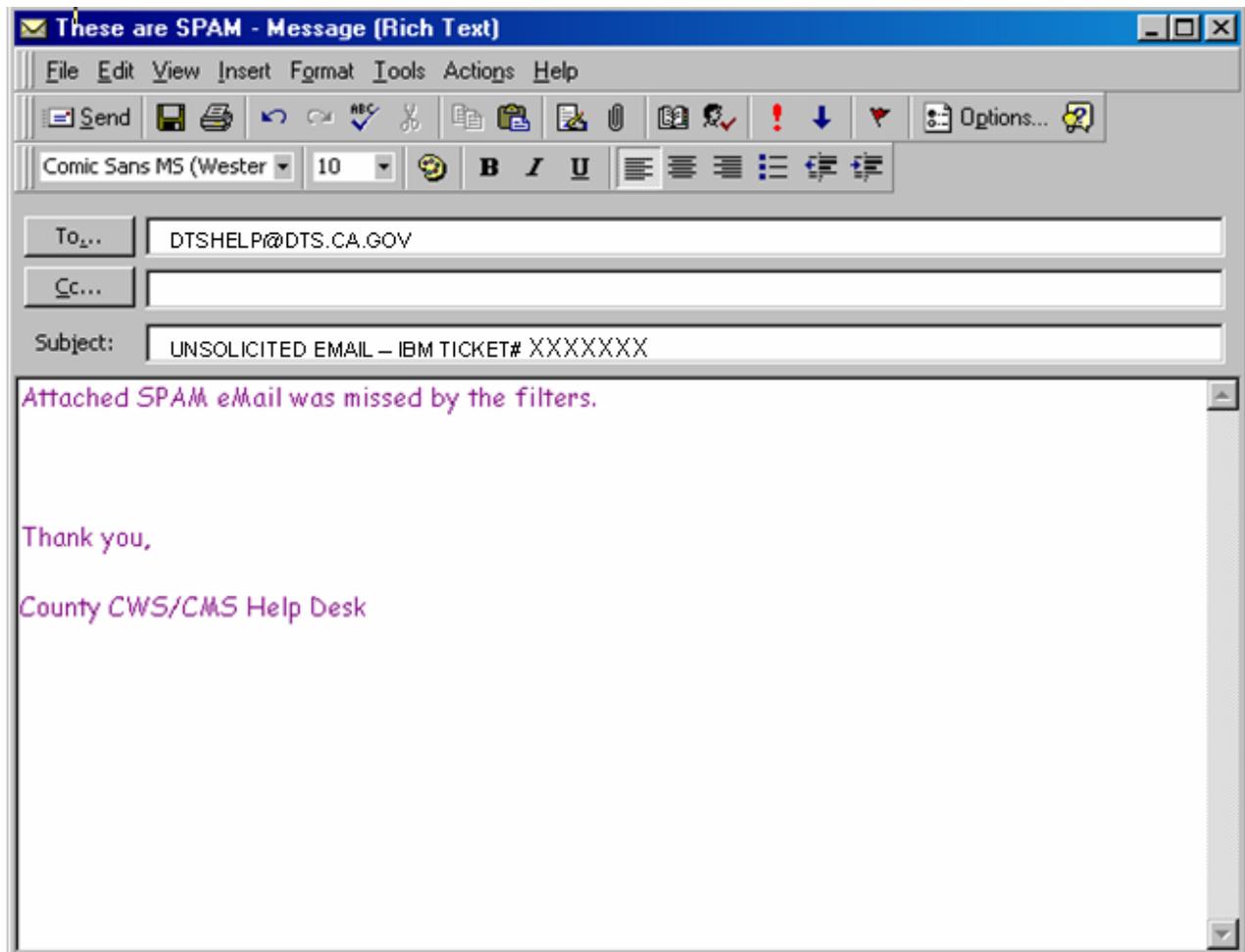
BACKGROUND

It is important that the spam email be included as an attachment in its entirety and not as a forwarded thread in another email. This requires that the original message be sent as an *attachment* to the DTS Service Desk. The DTS Service Desk in turn will work with their anti-spam vendor for further analysis.
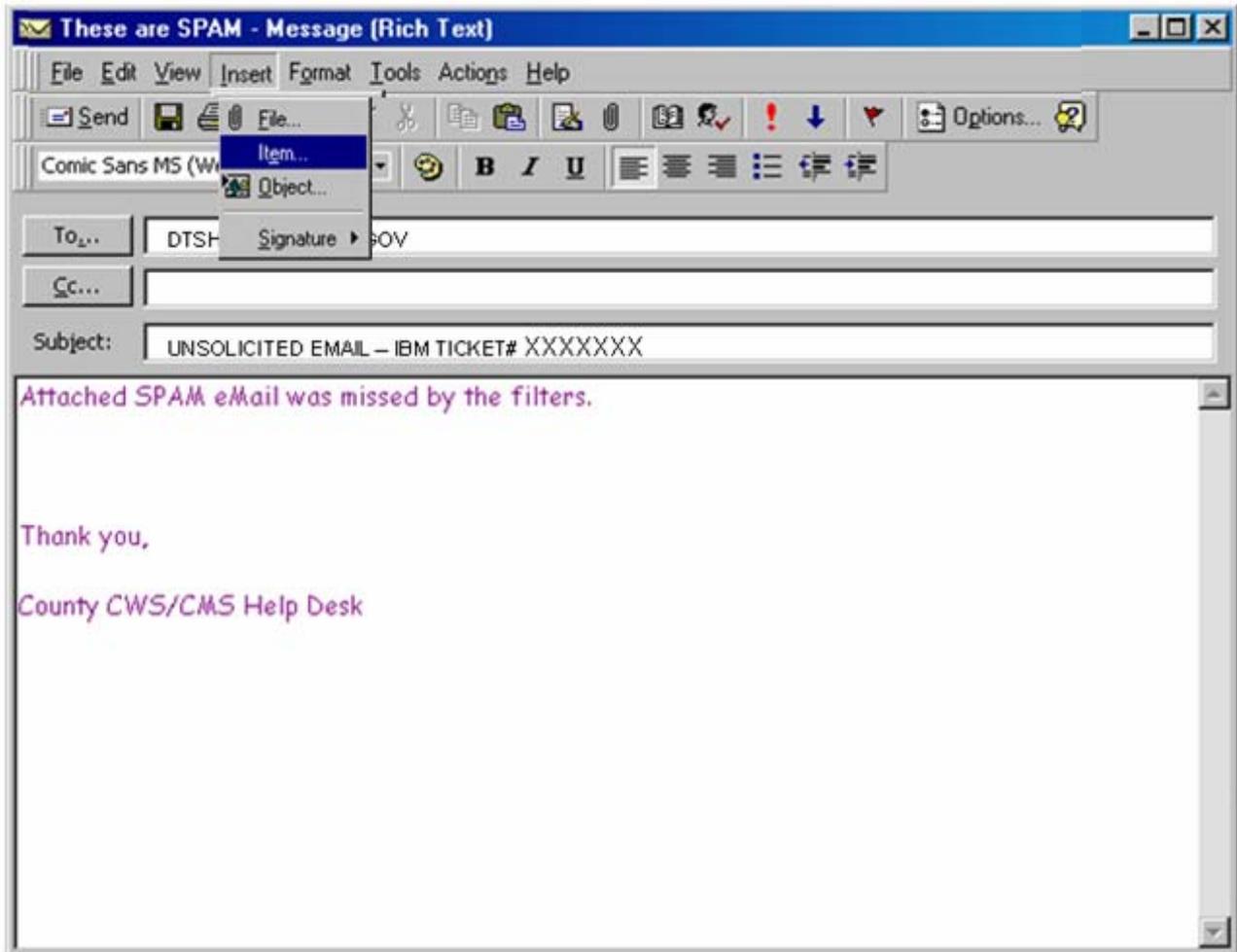
PROCEDURES

False Negatives – User receives Spam

1. Call the Boulder Help Desk informing them that you will be sending an email to DTS for spam.

2. The Boulder Help Desk will open a ticket and inform the caller of their ticket number.

3. Create a new email addressed to the DTS Service Desk at dtshelp@dts.ca.gov

4. The subject line should state: **"UNSOLICITED EMAIL – IBM TICKET# XXXXXXX"**

5. Write a brief message in the email describing the issue.

6. Attach the spam email missed by the filters using the steps on the proceeding pages.

7. Select **Insert >Item.**

These are SPAM - Message (Rich Text)

File Edit View Insert Format Tools Actions Help

Send

File...
Item...
Object...
Signature ▶

Comic Sans MS (W   ▼   B I U

To...   DTSH   GOV

Cc...

Subject: UNSOLICITED EMAIL – IBM TICKET# XXXXXXX

Attached SPAM eMail was missed by the filters.

Thank you,

County CWS/CMS Help Desk
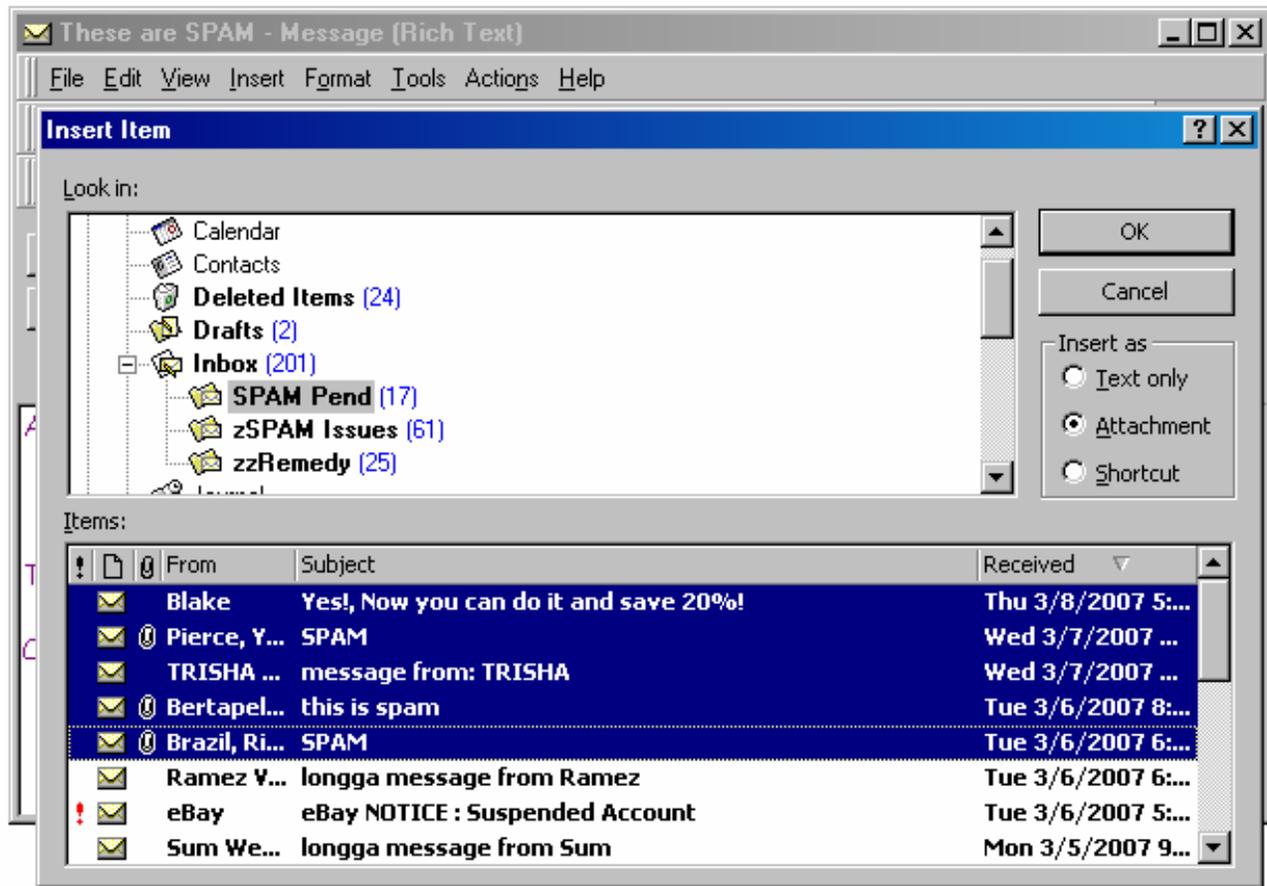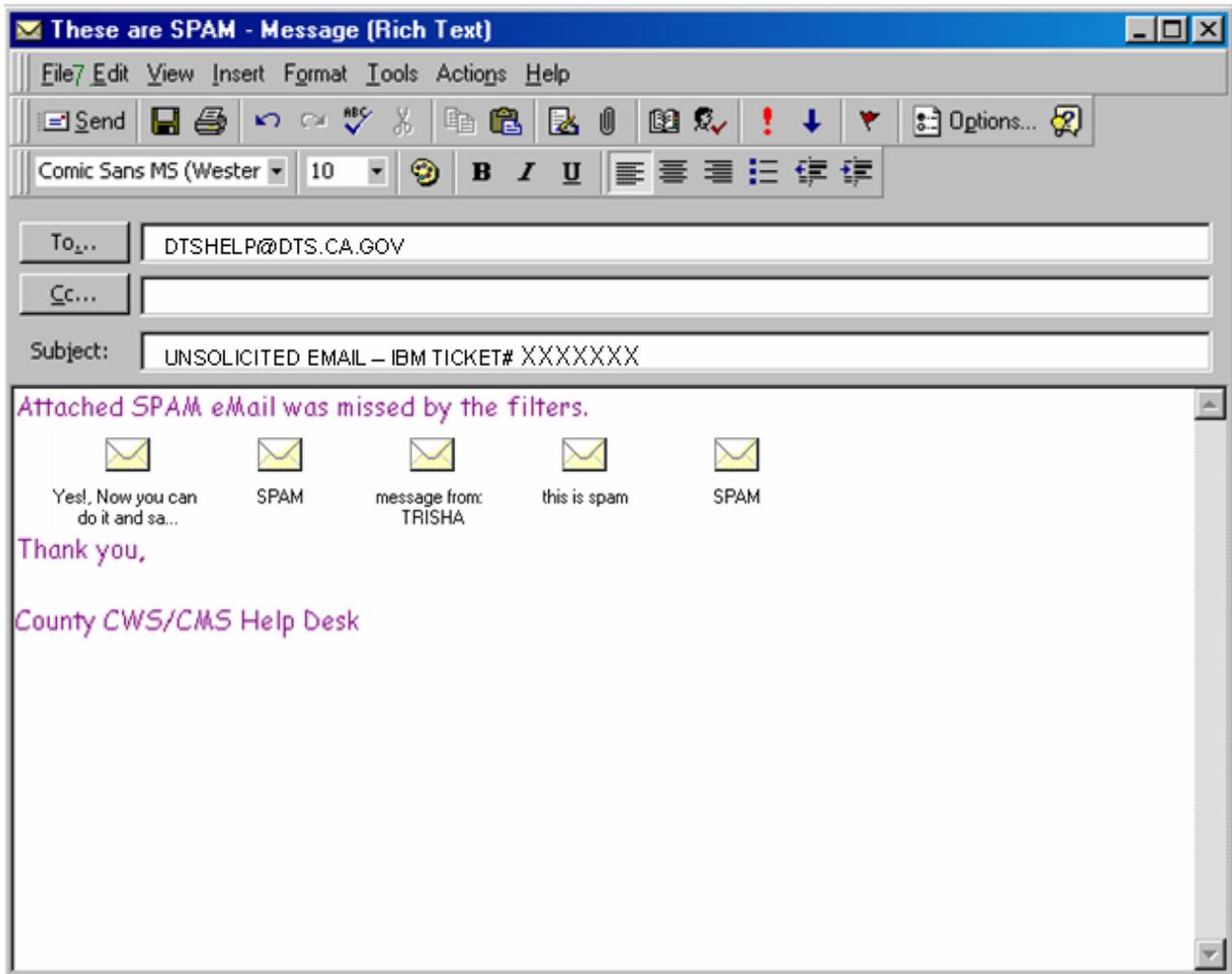
8. Highlight the email that was misidentified and click **OK**.

Note: Any email larger than 10MB will be blocked, regardless of how many attachments it has. If this occurs, you will need to make adjustments and break the file down into more manageable files and send them in individual emails.

9. Click **Send** to send the spam email to the DTS Service Desk.

These are SPAM - Message (Rich Text)

File7 Edit View Insert Format Tools Actions Help

Send | | | | | | | | | | | | | | | | Options...

Comic Sans MS (Wester ▾ | 10 ▾ | | **B** *I* U | | | | | | |

To... | DTSHELP@DTS.CA.GOV

Cc... |

Subject: | UNSOLICITED EMAIL – IBM TICKET# XXXXXXX

Attached SPAM eMail was missed by the filters.

✉	✉	✉	✉	✉
Yes!, Now you can do it and sa...	SPAM	message from: TRISHA	this is spam	SPAM

Thank you,

County CWS/CMS Help Desk

10. After DTS receives the spam email report from the County, DTS will open a ticket and reply back to the County and CC the Boulder Help Desk with the DTS ticket number in the body of the email.   DTS will then forward the emails to their anti-spam vendor. The DTS and Boulder tickets will then be closed.   If you have any questions or request a follow-up regarding the ticket, please contact the DTS Service Desk at (916)464-4311. DTS does take these reports seriously and requires an acceptable level of service from their vendor. The IBM ticket information will help track the prevalence and progress of spam filtering, but there will not be individual ticket follow-up.

DTS will work with the anti-spam vendor for further analysis. It is regrettable but spam filters cannot catch everything. Best efforts are made to adjust the filters and your reports help. Spammers also continually adjust to try to bypass filters.

Legitimate eMail Identified as SPAM - Message (Rich Text)

File Edit View Insert Format Tools Actions Help

Send | Comic Sans MS (Wester ▾) | 10 ▾ | **B** *I* U

To... | (REPLY TO SENDER)

Cc... | CWSIBM@DTS.CA.GOV

Subject: | UNSOLICITED EMAIL – IBM TICKET# XXXXXXX

Your DTS ticket# XXXXXX. Thank you.

Dept. of Technology Services
Gold Camp Campus
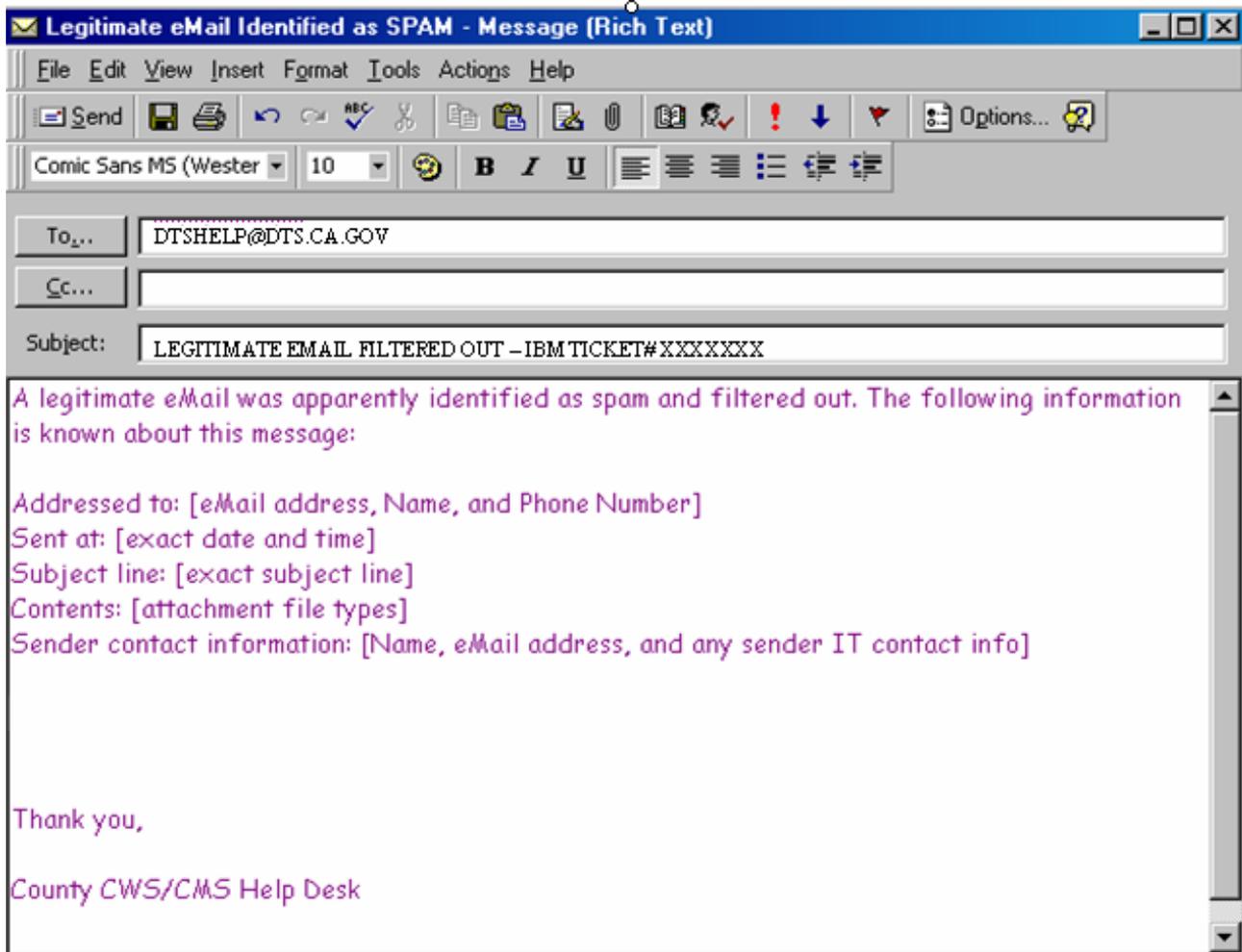Customer Support Service Desk
(916) 464-4311
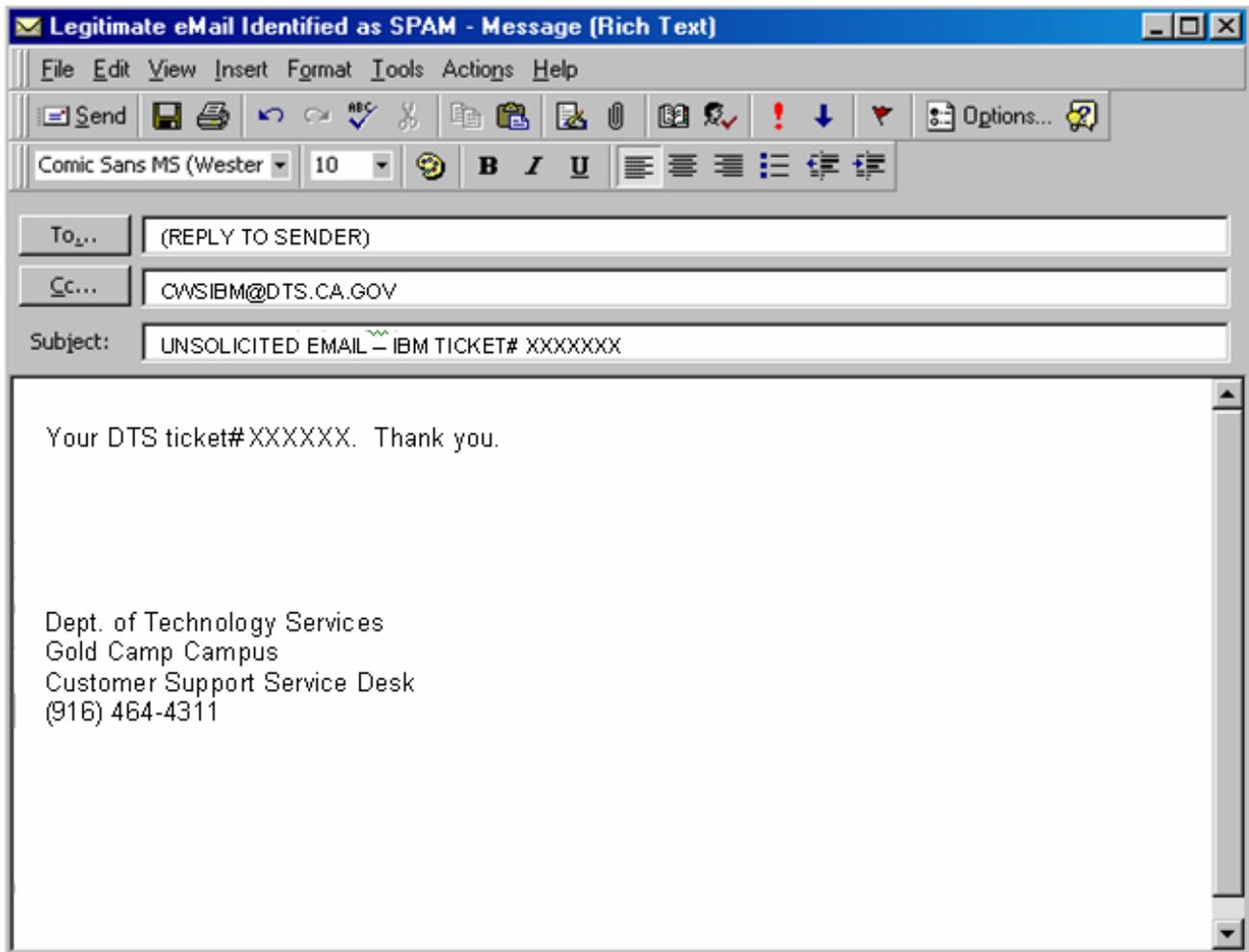
False Positives – Legitimate Email Identified as Spam

You will only know about such missing email if the sender notifies the recipient. Therefore, you should be able to get specific information needed from the sender.

1. Call the Boulder Help Desk informing them that you will be sending an email to the DTS Service Desk for legitimate spam.

2. The Boulder Help Desk will open a ticket and inform the caller of their ticket number.

3. Send the email to the DTS Service Desk. Explain that you believe a legitimate email may have been filtered out as spam. Please provide as much specific information as possible about the email that was filtered.

4. The subject line should state:
   "LEGITIMATE EMAIL FILTERED OUT – IBM TICKET# XXXXXXX"

5. Include the following information in the body of the email describing the issue.

   - Contact information for the intended recipient to whom the email was addressed, including email address, Name and Phone Number.

   - The exact date and time (if known) that the message was sent. If the exact time is not known, please provide a best estimate.

   - Subject Line.

   - Contents, whether just a text message or any attachment file types in the message.

   - Contact information for the sender, including email address, Name and Phone Number (and their IT Help Contact information if known).

6. Click **SEND** to send the information about the missing message to the DTS Service Desk.

Legitimate eMail Identified as SPAM - Message (Rich Text)

File Edit View Insert Format Tools Actions Help

Send

Comic Sans MS (Wester) 10 **B** *I* U

To... DTSHELP@DTS.CA.GOV

Cc...

Subject: LEGITIMATE EMAIL FILTERED OUT – IBM TICKET# XXXXXXX

A legitimate eMail was apparently identified as spam and filtered out. The following information is known about this message:

Addressed to: [eMail address, Name, and Phone Number]
Sent at: [exact date and time]
Subject line: [exact subject line]
Contents: [attachment file types]
Sender contact information: [Name, eMail address, and any sender IT contact info]

Thank you,

County CWS/CMS Help Desk

7. DTS will open a ticket and reply back to the County and CC the Boulder Help Desk with the DTS ticket number. DTS will then forward the emails to their anti-spam vendor who will make adjustments to the filters.

You may be asked to test messages from the sender to validate the corrective action, prior to ticket closure. If the recipient <u>continues</u> to miss legitimate emails <u>from the same sender</u>, the DTS Service Desk will assign the ticket to the DTS Messaging Services unit, who will work with the anti-spam vendor for further analysis.

The DTS Service Desk, DTS Messaging Services, or the Boulder Help Desk will follow-up with the Customer prior to closing the ticket.

Legitimate eMail Identified as SPAM - Message (Rich Text) ▁ ☐ ✕

File Edit View Insert Format Tools Actions Help

≡ Send   █ ⎙   ↶ ↷ ᔆᐧᑭ ✂   ⎗ 🖺 🖾 📎   ▣ 🔍   ! ↓ ❤   ⊠ Options... 🖉

Comic Sans MS (Wester ▼   10 ▼ ⊙ **B** *I* <u>U</u>   ≡ ≡ ≡ ∷ 準 準

To,..   (REPLY TO SENDER)

Cc...   CWSIBM@DTS.CA.GOV

Subject: LEGITIMATE EMAIL FILTERED OUT – IBM TICKET# XXXXXXX

Your DTS ticket# XXXXXX. Thank you.

Dept. of Technology Services
Gold Camp Campus
Customer Support Service Desk
(916) 464-4311