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## One Million At Last!

Following the launch of our new Anti-Virus/Anti-Spam service, known as AVAS, less than twelve months ago, we are delighted to announce that AVAS is now scanning over ONE MILLION e-mails per month!

This is a special success story for us because AVAS is currently being used by just over 20% of our customers.

## Are you using AVAS?

If you're already using AVAS, you'll know how simply and effectively AVAS marks up spam e-mails, in particular the popular medical enhancements, mortgage and credit offers, with easy-to-see [SPAM written in the subject line with the corresponding engine.



Using the webmail interface at <http://mail.netenergy.net/>, rules to reject or delete the spam can be set up in no time and with little or no technical knowledge required.



AVAS uses two, independent, award winning, anti-virus engines to quickly and consistently scan for new viruses with the automatic deletion of any e-mail borne virus that is found.

If, like many other people, your inbox is filled with unsavoury or unwanted e-mails, AVAS could help you reject or delete spam and e-mail borne viruses quickly and consistently.

AVAS starts at just £10 plus VAT per year and covers all e-mail addresses at your domain name. For more information and secure online ordering, please click on the image below.

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 Anti-Virus Module	 Anti-Spam Module
<ul style="list-style-type: none"><li>➤ Blocks dangerous attachment types</li><li>➤ Scans using two anti-virus engines</li><li>➤ Checks against thousands of viruses</li><li>➤ Automatically deletes infected e-mail</li><li>➤ Notifies both sender and recipient</li><li>➤ Self updates every hour, 24x7x365</li></ul> <p><a href="#">More...</a></p>	<ul style="list-style-type: none"><li>➤ Rejects unfixable, corrupt messages</li><li>➤ Passes messages through 5 engines</li><li>➤ Alters the subject of spam messages</li><li>➤ Inserts headers with more information</li><li>➤ Teachable using e-mail you provide</li><li>➤ Additional custom filtering capability</li></ul> <p><a href="#">More...</a></p>

Add our e-mail anti-virus and anti-spam service to protect your inbox today!

## Getting Tough on Spam

With the number of spam messages reported to be at least eight in every ten, more people are now subjected to sorting through masses of messages, not just every morning, but throughout the day and overnight.

There is the worry that the one they delete will be a booking, enquiry or an order. The sheer volume of messages make spam a drain on both network and human resources, in bandwidth and in time. One customer recently said they found it a "bit of a let down" when it had taken five minutes to download their e-mail only to find they were all advertising Viagra!

In addition to our AVAS service, we will be making improvements to our e-mail service in general, starting with the following changes:

### SMTP Authentication

Following a severe attack of spam generated unknowingly by one or more customers on Wednesday the 9th of February, we have tightened SMTP security and all customers with POP3/IMAP accounts set up after March last year must now enable SMTP Authentication to be able to send e-mails.

Turning on SMTP authentication is mentioned on every account set-up e-mail and in most cases involves simply ticking a box when configuring your e-mail software.

If you have any queries about turning on SMTP authentication, please contact our support team on 0870 243 0830 ext 3.

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If you collect messages by POP3 and don't store messages on the server, the quota is reset to zero each time you download your e-mail. Alternatively, if you use IMAP, your messages are held on the server until they are deleted.

Additional storage space can be added at any time. If you would like to increase the size of your e-mailbox, please contact [sales@netenergy.net](mailto:sales@netenergy.net).

## **AVAS Virus Notifications**

Continuing the theme of unnecessary e-mails, some customers have reported that the AVAS notification e-mails (containing the virus information and sender address and sent when a virus has been found and deleted), are more of a hindrance than a help and are frequently deleted without the recipient checking the contents.

Defeating the purpose of the notification e-mails; to alert the sender their computer may be infected, many of the viruses are now sent from false addresses where the "sender" cannot be reached.

Unless we receive feedback in favour of keeping the notification e-mails, we propose to withdraw them in the next AVAS update.

## **Catch-all, wildcard \*@ address**

In the not-so-distant past, having unlimited addresses was a useful feature where you could make up e-mail addresses as you went along and the catch-all would collect everything sent to [anything@your-domain-name.co.uk](mailto:anything@your-domain-name.co.uk).

With the increase in spam, the catch-all address is often abused with autonomous viruses creating weird and wonderful addresses of their own, e.g. [dsbkeyww@your-domain-name.co.uk](mailto:dsbkeyww@your-domain-name.co.uk).

These addresses are then used as the "from" address when the program sends out thousands and thousands of e-mails. Since your address is the alleged sender, any messages sent to unused addresses that can't be delivered are then returned to you, sometimes in their hundreds or thousands.

A number of customers are returning to a set number of active addresses, e.g. [sales@](mailto:sales@), [info@](mailto:info@), [orders@](mailto:orders@), [their-name@](mailto:their-name@) etc. and e-mails sent to any other address are rejected. This simple change has dramatically reduced the number of e-mails and viruses they receive.

If you would like to remove the catch-all address from your e-mailbox, please contact our support team at [support@netenergy.net](mailto:support@netenergy.net) with the addresses you would like to keep active, quoting your customer code and password as authorisation.

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## **Checking for new e-mails**

For a growing number of people, the number of e-mails they send and receive far outweighs all other office correspondence including meetings and the daily post. Checking for new tasks by e-mail is an ongoing process carried out many times per day.

Whilst it can be tempting to check frequently for new e-mails, not many customers are aware that it can cause a problem if it is carried out at frequencies of two minutes or less.

When collecting e-mails, it is important to allow enough time to download the messages in your inbox before the software starts a new collection. Should a second collection start before the first has finished, it is possible that some e-mail programs will jam and need to be restarted.

With broadband allowing the faster download of large messages, this is less of a problem than it used to be, however if you receive large file attachments, it is worth extending the search timeout to every five minutes or above.

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If you would like more information about any of the items mentioned in this article, please contact [support@netenergy.net](mailto:support@netenergy.net) for details.

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## **Join the Actinic Beta Team**

Continuing the development of their e-commerce shopping software, Actinic are looking for people to beta test Actinic v7.0.3, incorporating several bug fixes.

For further information and to download the test version please visit the following URL:

<http://www.actinic.co.uk/referrer/Download.php4?nCategory=33>

Any problems or suggestions for the new version should be reported to [v7.Beta.bugs@actinic.co.uk](mailto:v7.Beta.bugs@actinic.co.uk)