

Dynamic spam-out-stop



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Introduction

Below we would like to explain why we implemented Dynamic Spam-Out-Stop and how it works.

Spam mailing – the dark side of e-mail-services

We all send and receive mails on a daily basis, yet not every mail-user is aware of the fact that third parties try to abuse e-mail-services for their own purpose. This may also happen under the disguise of your domain/e-mail-address. These so-called spam mails go out to the recipients via the account of the user, in most cases without the user's knowledge. This is disadvantageous for the user in question, annoying for the receiving party and it is a security issue for the hosting provider of the domain/mail-address.

How does spam mailing happen?

If a computer is infected with e.g. a **trojan or virus**, the stored login credentials may become known to third parties and be abused for spam mailing. However, more often the reasons for spam mailing are **unsafe and outdated scripts and websites**, due to a lack of understanding for the need of regular website maintenances by the owner. Unfortunately, the maintenance work is widely believed to be the responsibility of the hosting provider. Host Europe does provide the platform for webhosting, but it is not responsible for the hosted content – this is the customer's responsibility.

What does my hosting provider have to do in the case of spam mailing?

In most cases spam mailing does not happen one mail at a time, but by distribution to a large number of recipients. This is a challenge in regards to providing server capacities, as with this kind of bulk mailing, the mail queue on the server increases to such an extent, that regular mails from this server will be greatly delayed. Furthermore blacklist providers register these activities quickly and subsequently put the server on their list. The result is that mails coming from this server may be rejected by the receiving mail provider, if the provider uses the blacklist as a reference.

As an alternative we offer the Web mailer (old user interface --> <https://webmailer.hosteurope.de/alternate.php>), though you still will not be able to send regular mails via your mail client. As soon as we notice a blacklisting of one of our servers, we start investigating the cause, remove it and request a delisting. Unfortunately it can take between several hours and a few days, until the server has been removed from these lists. Our goal is to reduce blacklisting incidents to further provide you with a reliable mail service in the future. We believe this to be in the interest of our customers.

How can Dynamic Spam-Out-Stop improve the system?

With the Dynamic Spam-Out-Stop feature, we assign two limits to each mail account. For newly created accounts, these are by default set to the following values.

Limit last 60 minutes: 50 E-Mails
Limit last 24 hours: 200 E-Mails

E-Mail-Konto: wp1234567890-beispiel

RECHTE UND LIMITS (DYNAMIC SPAM-OUT-STOP)		
Mailversand letzte 60 Minuten	Aktuell: 0	Limit: <input type="text" value="50"/>
Mailversand letzte 24 Stunden	Aktuell: 0	Limit: <input type="text" value="200"/>
Letzte Änderung	10.08.2017 15:37 durch KIS-Benutzer	
Dynamische Anpassung ⓘ	<input checked="" type="radio"/> aktiviert <input type="radio"/> deaktiviert	
Recht für Mailbox-Nutzer ⓘ	<input checked="" type="radio"/> aktiviert <input type="radio"/> deaktiviert	
<input type="button" value="Speichern"/>		

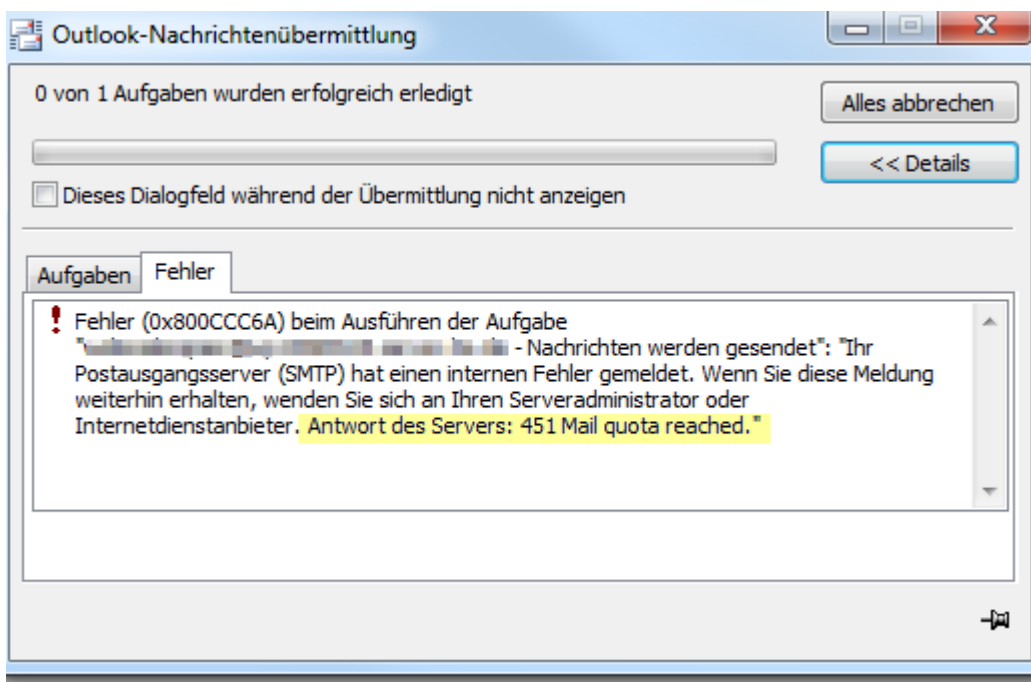
For **already existing** accounts, we selected a value that resembles the average usage of the mail-account. Usually this will not lead to reaching one of these limits, but of course, we cannot guarantee this, as the selected values cannot account for a sudden extraordinary rise in outgoing mails.

Any attempt of third parties to send large numbers of mails through your account will only be possible until the set limit has been reached, given our technicians did not notice the mailing before to take the appropriate steps. A sensibly set limit will therefore help to majorly decrease the amount of successfully delivered spam mails, and effectively help to decrease the risk of our servers ending on any blacklists.

How do users know that their limit has been reached?

Upon reaching one of these limits, you will receive an error message from your mail program, stating that the mail quota has been reached.

E.g. Outlook error message:



A few minutes later, you will also receive a notification via e-mail to the return address.

What can the user of an email account do, when a limit has been reached?

In case you need to send further mails after reaching a limit, you can increase the limit, for either the corresponding mail account or your default sender address for distribution via script, in your KIS. The changes will take effect immediately and you will be able to send mails again. **We kindly ask you to be sensible in setting the limit, therefore not using exorbitant values. Please choose values in accordance with your usual mail behavior. As an alternative, it may be better to raise the limit temporarily, for example if you have an upcoming newsletter.** Otherwise, the Dynamic Spam-Out-Stop feature would lose its effect.

KIS path for adjustments:

Product Admin – Your Product - Configure - E-Mail - Manage e-mail accounts – Rights and Limits

E-Mail-Konto: wp1039974-beispiel

RECHTE UND LIMITS (DYNAMIC SPAM-OUT-STOP)		
Mailversand letzte 60 Minuten	Aktuell: 5 Limit erreicht!	Limit: <input type="text" value="5"/>
Mailversand letzte 24 Stunden	Aktuell: 5	Limit: <input type="text" value="200"/>
Letzte Änderung	10.08.2017 15:43 durch KIS-Benutzer	
Dynamische Anpassung	<input checked="" type="radio"/> aktiviert <input type="radio"/> deaktiviert	
Recht für Mailbox-Nutzer	<input checked="" type="radio"/> aktiviert <input type="radio"/> deaktiviert	
<input type="button" value="Speichern"/>		

What can the users do, when emails sent via script have reached their limit?

In this case, you can adjust the limits in your KIS in the following menu:

Product Admin – Your Product - Configure - Scripts & databases - Script settings

How can the user see which email was sent via script and which was not sent?

If you use a newsletter tool, a function should be included to see the already sent and waiting mails.

For how long will outgoing emails be blocked?

Outgoing mails will be blocked until the value for the last 60 minutes or the last 24 hours falls below the designated values, or until you adjusted the limit in your KIS.

What does “dynamic” mean?

The limits for each account are by default set to dynamic. Once a week we adjust the limits according to the current user performance. Even though the limit will never fall below the above-mentioned default values (limit for last 60 minutes: 50; limit for last 24 hours: 200). If you do not wish for a dynamic adjustment, you can of course deactivate this feature and apply permanent limits. In this case you can also choose values below the default values – e.g. limit for last 60 minutes: 10; limit for last 24 hours: 50.

Changing the limit for mail-accounts without full access to the KIS

If you do not have full access to your KIS, you can also log on to the mail-account-administration with your mail-account-name and mail-password:

Login to the E-Mail-Account-Administration

If you do not see the option “Rights and Limits” after login, then your administrator disabled these rights. Please contact your administrator or a person with full access to the KIS in this case.

Helpful links

FAQ-section containing information regarding Dynamic Spam-Out-Stop
<https://www.hosteurope.de/faq/e-mail/dynamic-spam-out-stop/wichtige-infos-zu-dsos/>

For further information, please do not hesitate to contact our support hotline or write an e-mail to: support@hosteurope.de

Thank you for your attention,

Host Europe Customer Service