

## DYNAMIC SPAM-OUT-STOP





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## Introduction

Below we would like to explain why Dynamic Spam-Out-Stop has been implemented 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 can become known to third parties and be abused for spam mailing. But more often the reasons for spam mailing are **unsafe and outdated scripts and websites**, due to a lack of understanding for the need of regular website maintenances by the owner.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?

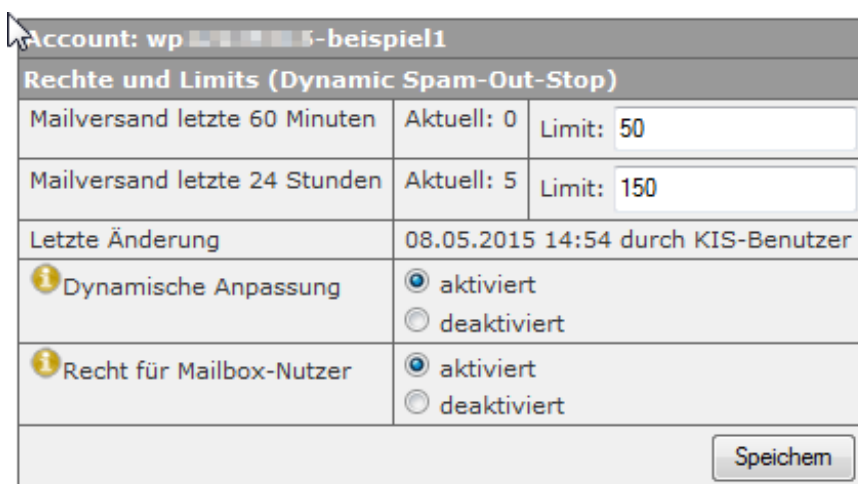
In most cases spam mailing does not happen one mail at a time, but by distribution to a large number of recipients. This is a challenge in regards to providing server capacities, as with these kind of bulk mailing the mail queue on the server increases to such an extent that regular mails from this server 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 will be rejected by the receiving mail provider which is using the blacklist as a reference.

As an alternative we offer the Webmailer (old user interface --> <https://webmailer.hosteurope.de/alternate.php>), though you still won't 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: 150 E-Mails



The screenshot shows a configuration window for a mail account named 'wp-...-beispiel1'. The window title is 'Account: wp-...-beispiel1'. The main heading is 'Rechte und Limits (Dynamic Spam-Out-Stop)'. The interface contains a table with the following data:

Rechte und Limits (Dynamic Spam-Out-Stop)		
Mailversand letzte 60 Minuten	Aktuell: 0	Limit: 50
Mailversand letzte 24 Stunden	Aktuell: 5	Limit: 150
Letzte Änderung	08.05.2015 14:54 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	

At the bottom right of the form is a button labeled 'Speichern'.

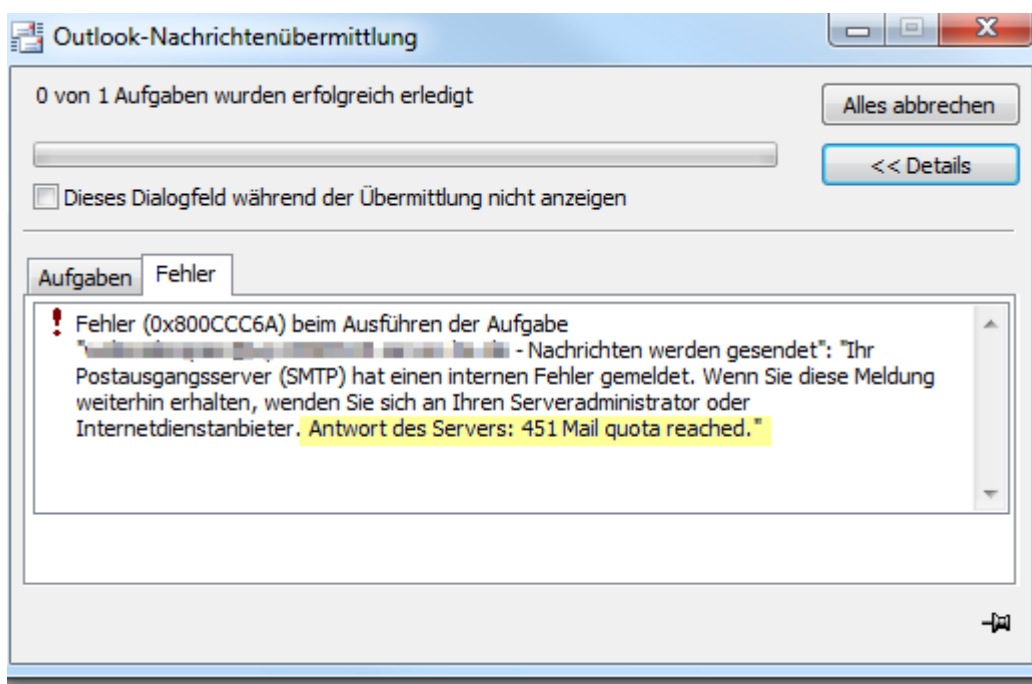
For **already existing** accounts we selected a value that resembles the average usage of the mail-account. Usually this won't lead to reaching one of these limits, but of course we cannot guarantee this, as the selected values cannot account for a sudden extraordinary rise in outgoing mails.

After implementing all functions of this feature (end of July), 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, either for the corresponding mail account or your standard return 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

Administration > Ihr Produktbereich > Paketname auswählen > E-Mail > E-Mail-Konten verwalten > Rechte und Limits ändern

Account: wp [redacted]-beispiel1		
Rechte und Limits (Dynamic Spam-Out-Stop)		
Mailversand letzte 60 Minuten	Aktuell: 5 <b>Limit erreicht!</b>	Limit: <input type="text" value="5"/>
Mailversand letzte 24 Stunden	Aktuell: 5	Limit: <input type="text" value="200"/>
Letzte Änderung	08.05.2015 13:08 durch KIS-Benutzer	
Dynamische Anpassung	<input type="radio"/> aktiviert <input checked="" 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:

Administration > Ihr Produktbereich > Paketname auswählen > Skripte > Standard-E-Mail-Adresse

## How can the user see which email was sent via script and which wasn't sent?

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

## For how long outgoing emails will 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: 150). 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 zur E-Mail-Konto-Administration](#)

If you do not see the option “Rechte und Limits setzen” after login, then these rights have been deactivated. Please contact your administrator or person with full access to the KIS in this case.

## Helpful links

FAQ–section containing information regarding Dynamic Spam–Out–Stop  
<https://faq.hosteurope.de/index.php?cpid=20686>

For further information please do not hesitate to contact our support hotline or write an e–mail to: [support@hosteurope.de](mailto:support@hosteurope.de)

Thank you for your attention,

Your Host Europe Customer Service