



October 2008

A newsletter for customers of Cobourg Internet

Customer Only page

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Why a newsletter now

This newsletter is a little early - it's not quite October yet. That's because Alma & I will be in Florida for the last few days of September and into October. I'll be in touch via my trusty laptop so updates can be done. New pages will probably have to wait!

New Computer

I now have a new computer - it uses Vista and I think(!) that all the files have transferred properly. Because of this, some things were a little slow early in September - sorry about that. I can now help with Vista problems etc from first hand experience. Over time, the Cobourg Internet Web site will add Vista items to the current XP ones.

Hosting

I'm pleased to report that the new Hosting is working well. There was one minor problem during the month for about 20 minutes but it automatically corrected itself - aren't computers amazing? The down time is generally a lot better than previously but unless you monitor continuously (like I do), you probably would not notice.

Email Spam

It seems that this subject needs to be re-visited. There are two basic email configurations used by Cobourg Internet customers:

1. **Mail forwarded** - any mail sent to these addresses is sent on without modification to another address - generally your personal one. Spam management in these cases relies entirely on the spam management of your personal account (e.g. cogeco, eagle, sympatico etc). You cannot send from these forwarded addresses.
2. **Direct Pick-up** - Works exactly like your personal account. So you can send, receive and get spam! You have to set-up Outlook to monitor and receive mail from these accounts. If you don't, your mail box could get full (usually 250MB) and then mail will bounce.

For Direct Pick-up accounts, there are two anti-spam things you can activate:

1. **Spam Assassin** - If mail looks like spam, it will be labeled: *****SPAM***** and sent on. You can then set up a **rule** to put that in an Outlook Junk-mail folder. Spam Assassin can also be configured to delete excessively bad spam (scores 10 out of 10!). This is similar to what's used by Sympatico etc but they don't always let you see what was rejected - maybe you have a friend who sends jokes about Viagra that you want to see?? But then maybe not.
2. **Box-Trapper** - all mail is checked against a white-list. If the address is not on the white list, a message is automatically sent to the recipient asking them to reply to prove they are not a computer. If they do reply, they are put on the white-list and future mail goes straight through. When I set this up, I add blanket pre-approval for major ISPs (cogeco, eagle, sympatico etc). There's a long explanation as to why that is acceptable - ask me when you need something to put you to sleep. In the early days of Box-Trapper use, you may need to go in and manually mark mail as OK - e.g. newsletters or people who refuse to answer the automatic message. This is done via the C-Panel. See www.cobourginternet.com/webnewsletters.htm for instructions. To minimize traffic, it's possible to also have Spam Assassin on the same account set for auto-delete of serious spam.

So if you are getting junk-mail, let me know - maybe you should have one of these set up for you.

John Draper