



# User's Manual



## **Intego Personal Antispam X3 for Macintosh**

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Intego, Inc.

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# 1- About Intego Personal Antispam X3



## What is Spam?

Spam is the scourge of the Internet. Almost every Internet user receives spam: undesired e-mail messages selling products and services, messages suggesting that users visit certain web sites, often pornographic, and scams of all kinds. Some people get so much spam that they spend more time sorting their in-boxes than they do reading legitimate e-mail.

Spam is the electronic equivalent of the junk mail you receive in your mailbox. But while much of the junk mail you receive is local—flyers for the neighborhood supermarket, sales at your nearest sporting goods store—spam generally presents scams and swindles. Some of these include the "Nigerian Scam", or the 419 scam, named after the relevant section of the Criminal Code of Nigeria, where e-mails ask you to help someone obtain several million dollars from a bank account, after you have put up a few thousand yourself as an "advance fee". Other spam messages offer prescription drugs, without a prescription, at rock-bottom prices; software at prices that are too good to be true; messages claiming to be from friends, directing you to check out a specific web site; or e-mail offering you free pornography or miracle solutions to increase the size of certain body parts.

While it is relatively simple to get rid of the junk mail you receive in your mailbox at home, spam is more difficult to detect. The subject headers of spam messages often lead you to think that the messages are from old friends or from businesses you have worked with. If you have to sort through all this spam in your in-box every day, especially if you need to read e-mail for your job, you'll waste a lot of time and be less productive.



## Why Do You Receive Spam?

While some spam seems to be personally addressed to you—it is sent to your address and uses your name—the majority of spam is sent automatically, by computer programs that ingest long lists of e-mail addresses and spit out millions of spam messages. The goal of spam is to benefit from large mailings, knowing that hardly anyone will respond to the messages' offers. A tiny percentage of replies to a small mailing of, say, several thousand addresses can be counted on the fingers of two hands, but when you send out tens of millions of messages, even a .001% response rate results in some impressive figures.

Spammers "harvest" addresses in many ways: they use programs that search the web automatically looking for e-mail addresses, but also get them from newsgroups and mailing lists. If that isn't enough, they simply buy CD-ROMs that contain millions of addresses, including, perhaps, yours. Or they buy lists of e-mail addresses that have been submitted to web sites when users register or request information. In fact, if your e-mail address ends up anywhere on the Internet, there is a strong possibility that a spammer, somewhere, will find it.

While you can avoid spam by not ever using your e-mail address on a mailing list or in a newsgroup, or never giving your e-mail address to a web site to register or ask for information, this defeats the purpose of the Internet. Many people see spam as unavoidable, as a natural side effect of the openness of the Internet. Unfortunately, this openness ends up filling your in-box with junk.



## Why Use Intego Personal Antispam X3?

Intego Personal Antispam X3 is the ultimate tool to fight spam for Mac OS X. Intego Personal Antispam X3 analyzes your incoming e-mail, determining which messages are spam and which are valid messages in many ways: by checking a whitelist of addresses, message content, message layout, URLs in messages, and much more.

Unlike the spam filters provided with e-mail programs such as Apple Mail or Microsoft Entourage, Intego Personal Antispam X3 is intelligent. When you first install Intego Personal Antispam X3, its performance is similar to the filters included with e-mail programs, but as you use it more and more, having the program learn from your spam and from your good e-mail, Intego Personal Antispam X3 outperforms any spam filter available.

Intego Personal Antispam X3 uses a set of plug-ins to provide the most powerful spam filter available. You choose which plug-ins you want to use, according to the type of spam you receive. Intego Personal Antispam X3 uses lexical filtering (also known as Bayesian analysis), attachment filters, whitelist and blacklist filters, and also filters URLs, using a database of known spam URLs that are often included in messages.

You can even export your settings and spam database, after you have had Intego Personal Antispam X3 learn from your e-mail, and give it to friends, family or colleagues, so these people can get optimal spam filtering without having Intego Personal Antispam X3 learn from their e-mail.

Spam techniques are constantly changing, and Intego Personal Antispam X3 offers monthly updates to fight new types of spam as they appear, and to update its database of spam URLs.





## How Intego Personal Antispam X3 Works

Intego Personal Antispam X3 helps weed out spam using a number of different techniques and filters, making it the most efficient anti-spam tool available for Mac OS X. In addition, some of the filters allow you to go even further and add your own rules and conditions, to weed out specific types of spam that you receive often.

Since many techniques are used to send spam, and to attempt to fool programs that filter spam, Intego Personal Antispam X3 uses a full range of tools and filters to analyze your incoming e-mail. These filters make Intego Personal Antispam X3 the most powerful tool for combating spam, and help keep your in-box spam-free.

### Lexical Filtering

Intego Personal Antispam X3 uses a powerful lexical filtering system, also known as Bayesian Analysis, to examine the words contained in your e-mail and determine which messages are valid and which are spam. The lexical filter is a statistic filter that determines whether incoming e-mail messages are spam or not. This filtering depends on a database installed with Intego Personal Antispam X3 and by how you have categorized e-mail messages that you have received.

The lexical filter needs to learn which of your e-mail messages are spam and which are valid messages. You will be able to teach the filter using the Personal Antispam AppleScripts. This filter becomes more efficient as it learns from your e-mail. You must remember to teach it both what is spam *and* what is not to get the best results.



## **Blacklist and Whitelist**

Intego Personal Antispam X3 uses a blacklist and a whitelist to help filter spam. A blacklist is a list of addresses from which you receive spam. You can add addresses to the blacklist, to block any spam that is not detected by Intego Personal Antispam X3's filters, but that comes often from the same address.

A whitelist is the opposite of a blacklist: it is a list of addresses whose messages are always accepted as valid. Intego Personal Antispam X3 offers several options to ensure that you don't get false positives: you can choose to always allow senders in Address Book, Apple's contact manager program, and the software that stores your addresses if you use Apple Mail. You can also have Intego Personal Antispam X3 add senders' addresses to the whitelist when you tell it to learn from good e-mail, ensuring that e-mail from your friends, co-workers and contacts goes straight into your in-box.

## **URL Filter**

Intego Personal Antispam X3 has a URL filter that checks for certain URLs, and the way URLs appear in e-mail messages, to detect spam. Spammers often use techniques, such as displaying one URL but hiding a link to a different URL in a message, to fool recipients of their messages. E-mail with this type of URL is generally spam, and Intego Personal Antispam X3 searches for this, and other techniques, when analyzing your incoming e-mail.

## **Attachments**

Some spam can be detected by attachments, files sent together with messages, such as image files. Other messages may contain Windows viruses, which, while not exactly spam, can annoy you by filling your in-box. Intego Personal Antispam X3 checks for certain types



of attachments that may indicate spam, and also checks for .pif and .scr files, which are only sent with messages by Windows viruses.



## 2—Installation



## System Requirements

- Any officially-supported Mac OS X compatible computer
- Apple Mail or Microsoft Entourage (X or 2004) e-mail program
- Mac OS X 10.2 or higher, or Mac OS X Server 10.2 or higher
- 20 MB free hard disk space

Note: Intego Personal Antispam X3 is compatible with Mac OS X 10.3 Panther, and Mac OS X 10.2 Jaguar.

## Installing Intego Personal Antispam X3

Installing Intego Personal Antispam X3 is very simple.

**If you have purchased Intego Personal Antispam X3 on a CD-ROM**, insert the Intego Personal Antispam X3 CD-ROM in your computer's CD-ROM drive. Double-click the Software Mac OS X folder; a window opens, containing a series of folders, one for each language. Double-click the folder for your language, then double-click the Intego Software Install icon.



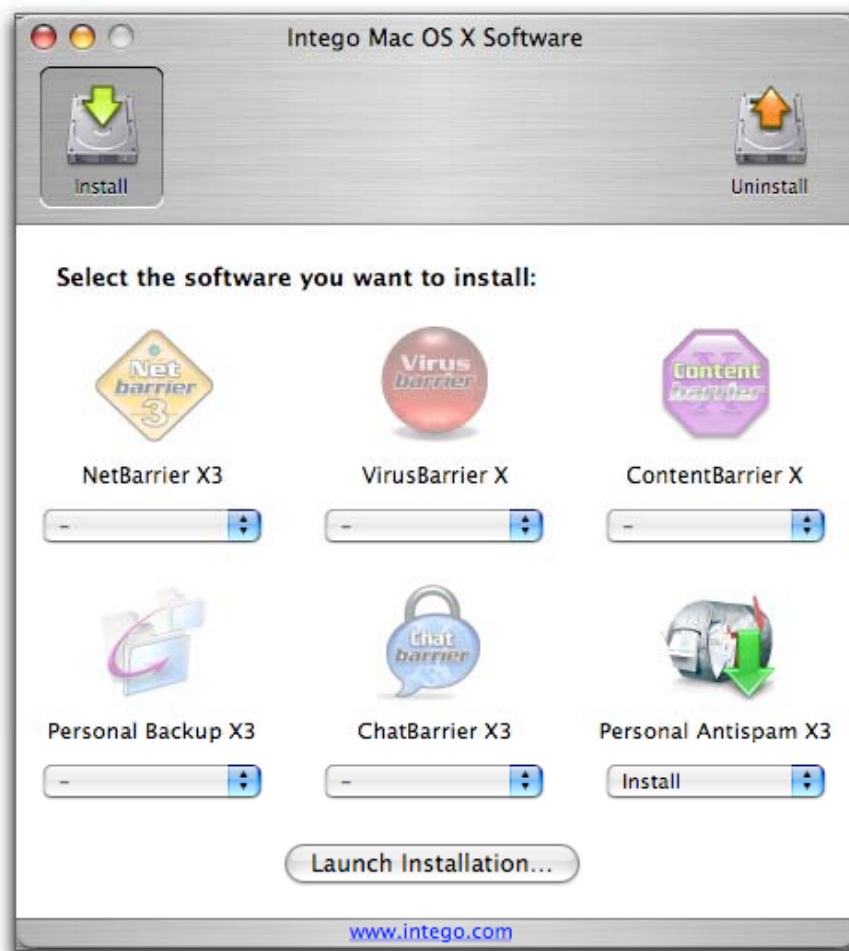
Intego Software Install

The Intego Software Installer window displays. This installer allows you to install any of Intego's programs for Mac OS X, if you have serial numbers for the software, or to install demo versions of any of these programs.



## Chapter 2 – Installation

To install Intego Personal Antispam X3, click the popup menu below Personal Antispam X3 and select Install.



Click Launch Installation to begin installing Intego Personal Antispam X3. The Intego software license displays. Click Continue, then click Agree if you accept this license; if not, click Disagree, and the installer will quit.



## Chapter 2 – Installation

The installer then asks if you want it to check Intego's web site to find out if more recent versions of the program are available. Click Check if you want to do this, or click Install Directly if you want to install the version on the CD-ROM.

Skip ahead to The Intego Personal Antispam X3 Installer section of this chapter for the rest of the installation procedure.



**If you have purchased Intego Personal Antispam X3 by download**, you will have a disk image file, called Intego Personal Antispam X3.dmg. Double-click this file to open the disk image, which will mount on the desktop. A window opens, containing a series of folders, one for each language. Double-click the folder for your language, and you'll see the Intego Personal Antispam X3 installer, the Read me file, and the Intego Personal Antispam X3 manual (this file).

First, read the Read me file, for any late-breaking changes. Then, double-click the Intego Personal Antispam X3 installer.



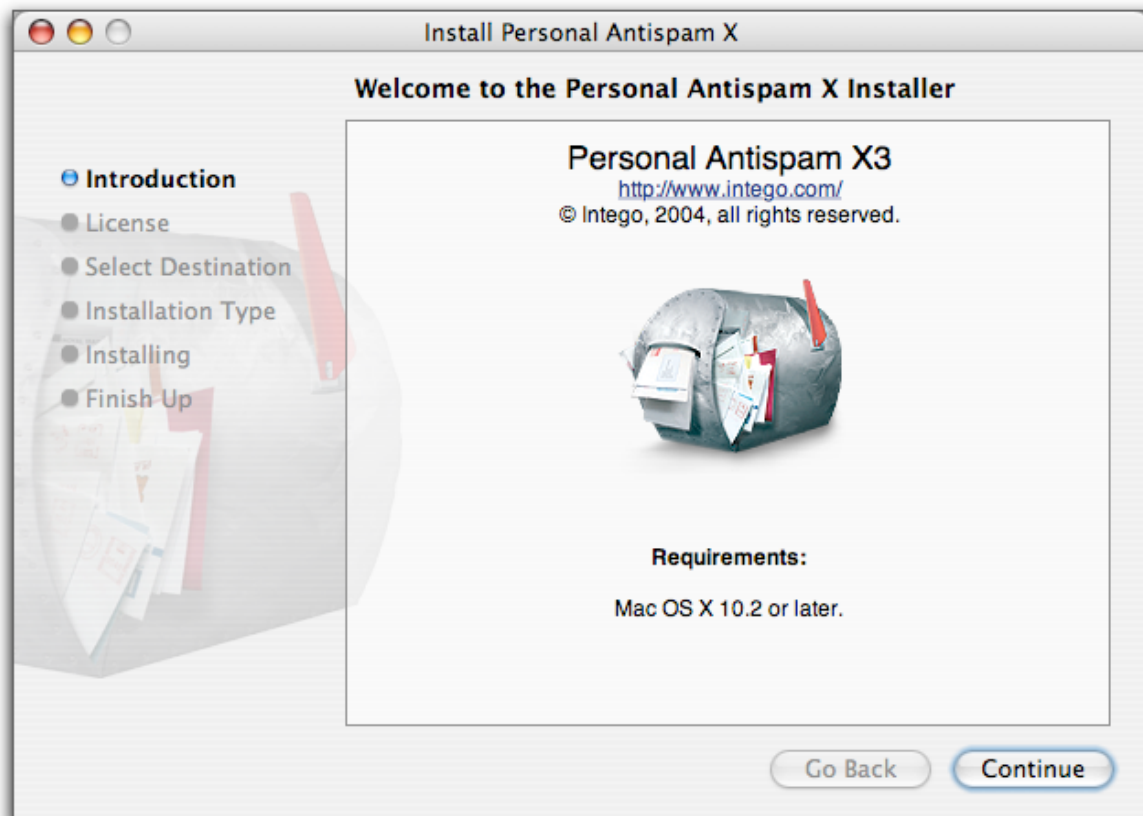
A window will present you with two options: Install and Uninstall. Click Install to install Intego Personal Antispam X3. If you ever need to uninstall the program, use the Uninstall button.





## The Intego Personal Antispam X3 Installer

After you launch the installation, with either the CD-ROM installer or the download installer, the following window displays:



Click Continue to proceed with installation. The Intego software license displays. Click Continue, then click Agree if you accept this license; if not, click Disagree, and the installer will quit.

The next window shows all the available disks or volumes on your computer. Select the disk or volume where you want to install Intego Personal Antispam X3, then click Continue.



Click Install to install Intego Personal Antispam X3. This performs a basic installation. You will see a window informing you that you must enter an administrator's password to install Intego Personal Antispam X3. Enter your password in this dialog, then click OK.

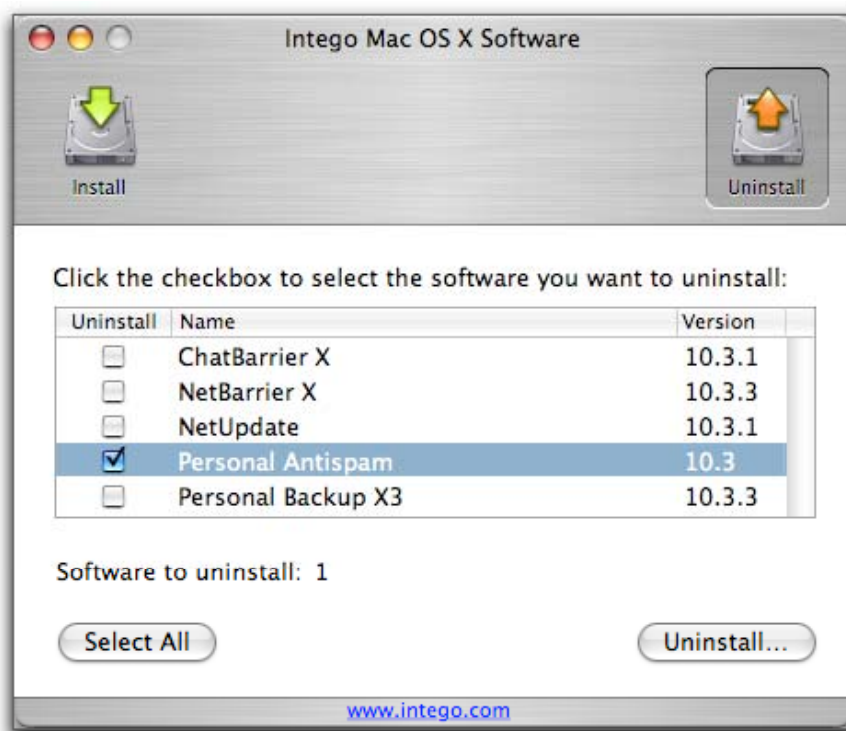
After installation, you will have to restart your computer.



## Uninstalling Intego Personal Antispam X3

If you ever want to uninstall Intego Personal Antispam X3, you can do so easily, depending on the way you purchased the software.

**If you purchased Intego Personal Antispam X3 on a CD-ROM**, insert the Intego Personal Antispam X3 CD-ROM in your computer's CD-ROM drive. Double-click the Intego Software Install icon. Click the Uninstall icon on the installer, then check Personal Antispam X3.



Click the Uninstall button to remove Intego Personal Antispam X3.



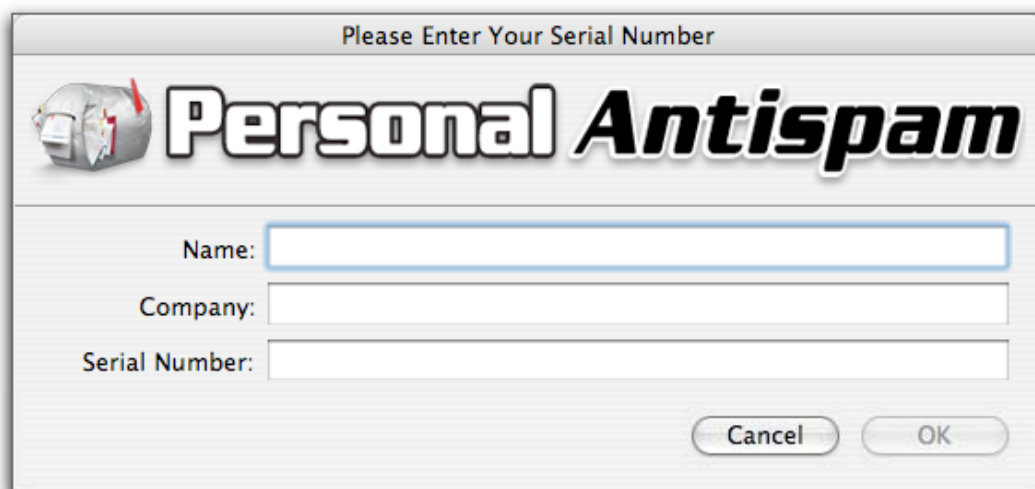
**If you have purchased Intego Personal Antispam X3 by download**, you will have a disk image file, called Intego Personal Antispam X3.dmg. Double-click this file to open the disk image, which will mount on the desktop. A window opens, containing a series of folders, one for each language. Double-click the folder for your language, and you'll see the Intego Personal Antispam X3 installer.

A window will present you with two options: Install and Uninstall. Click the Uninstall button to remove Intego Personal Antispam X3.



## Registering Intego Personal Antispam X3

When you restart your computer, open Intego Personal Antispam X3—it is found in your Applications folder. Intego Personal Antispam X3 will open its Registration program, and display the following window:



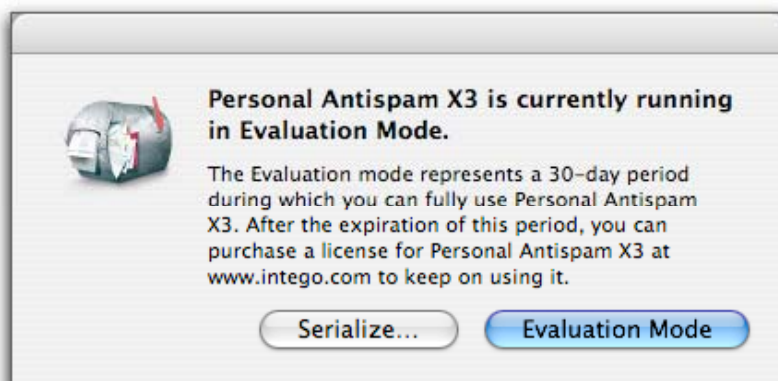
The registration window has a title bar that reads "Please Enter Your Serial Number". Below the title bar is a logo of a CD with a red arrow pointing to it, followed by the text "Personal Antispam" in a large, bold, stylized font. Below the logo and text are three input fields: "Name:", "Company:", and "Serial Number:". Each field has a corresponding text box. At the bottom right of the window are two buttons: "Cancel" and "OK".

You must enter your name, company, if any, and your serial number. The serial number is found on a sticker on the Intego Personal Antispam X3 CD, or provided in the e-mail message confirming your purchase by download. When registration is completed, Intego Personal Antispam X3 will open and you can configure the program.



## Using Intego Personal Antispam X3 in Evaluation Mode

Intego Personal Antispam X3 offers an evaluation mode, to allow you to discover how it works before purchasing the program. If you have not yet registered the program, Intego Personal Antispam X3 displays its evaluation mode dialog when it starts up.

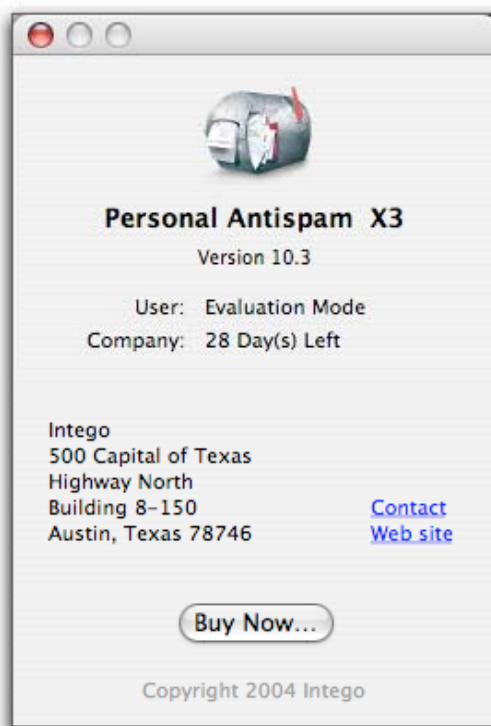


To use Intego Personal Antispam X3 in evaluation mode, click Evaluation Mode when this dialog displays.

When Intego Personal Antispam X3 runs in evaluation mode, it functions for 30 days. At the end of this period, you can either purchase a license for Intego Personal Antispam X3 or delete the program.

You can find out how much time is left in your evaluation period by choosing About Intego Personal Antispam X3 from the Intego Personal Antispam X3 menu. The About screen tells you that the program is in evaluation mode, and shows the time remaining in evaluation mode.





If you wish to purchase a license for Intego Personal Antispam X3, click the Buy Now... button on the About window to go to the Intego web site.



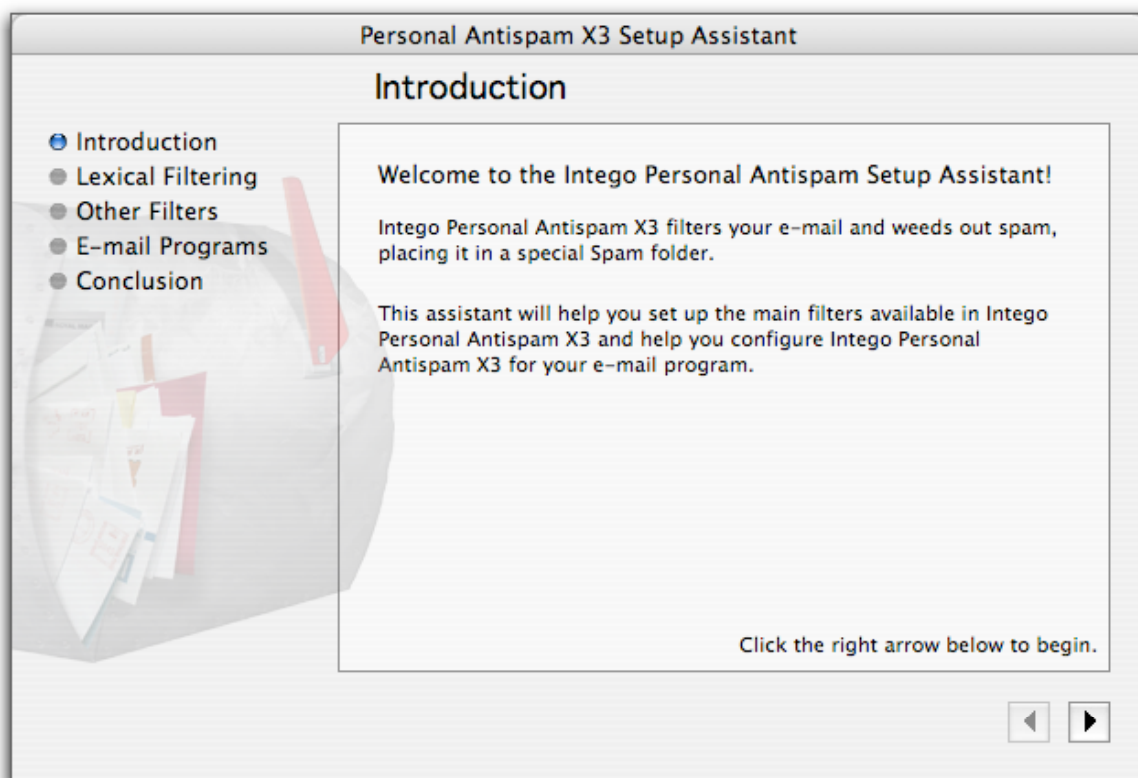
# **3—Configuring Intego Personal Antispam X3**





## Intego Personal Antispam X3's Setup Assistant

When you first open Intego Personal Antispam X3, the program's Setup Assistant launches to help you quickly and easily configure Intego Personal Antispam X3 to work with your e-mail program. Intego Personal Antispam X3 works with Apple Mail, the default e-mail program provided with Mac OS X, and Microsoft Entourage, the e-mail and personal information manager included with Microsoft Office.



The Intego Personal Antispam X3 Setup Assistant walks you through a series of steps to explain how the program works, and to configure it to work with your e-mail program:

- **Lexical Filtering**
- **Other Filters**
- **E-mail Programs**
- **Conclusion**

Click the right arrow to begin configuring Intego Personal Antispam X3. You can click the left arrow at any time to return to previous screens.

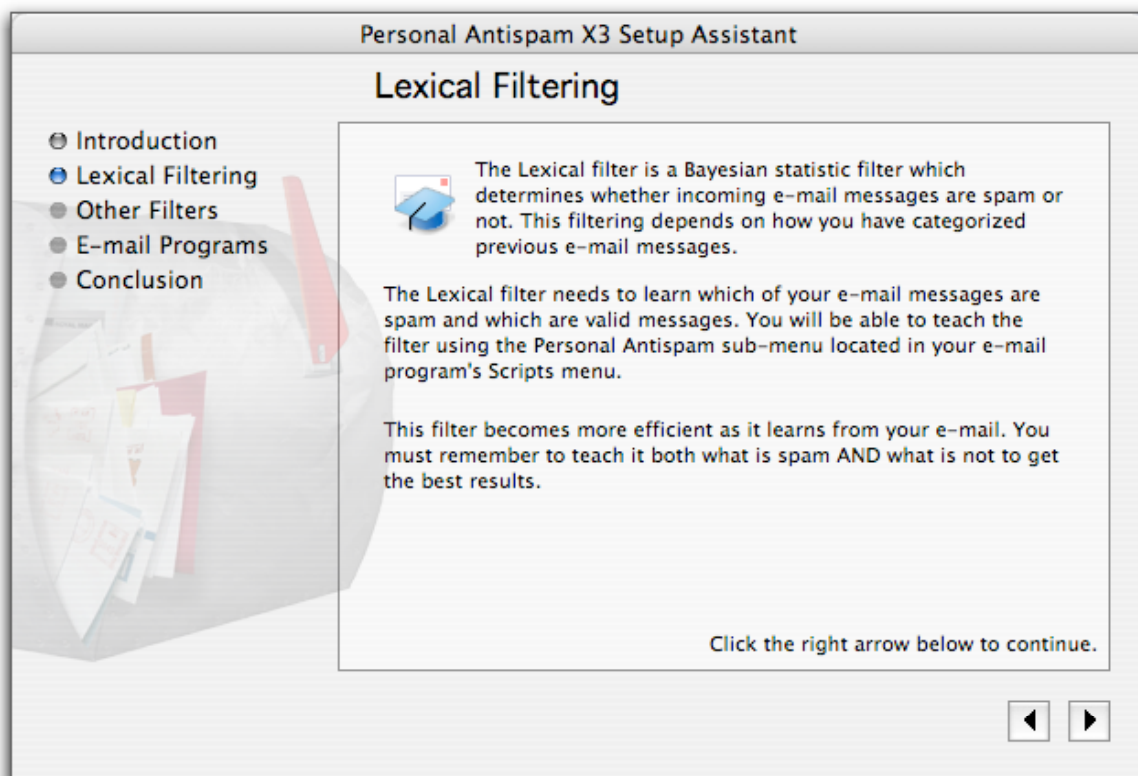


Note that Intego Personal Antispam X3 will not filter spam unless you configure it to work with your e-mail program, either Apple Mail or Microsoft Entourage. It will also not filter spam with any other e-mail programs.



## Lexical Filtering

This screen explains what lexical filtering is, and tells you how Intego Personal Antispam X3 uses this technique to filter your e-mail.



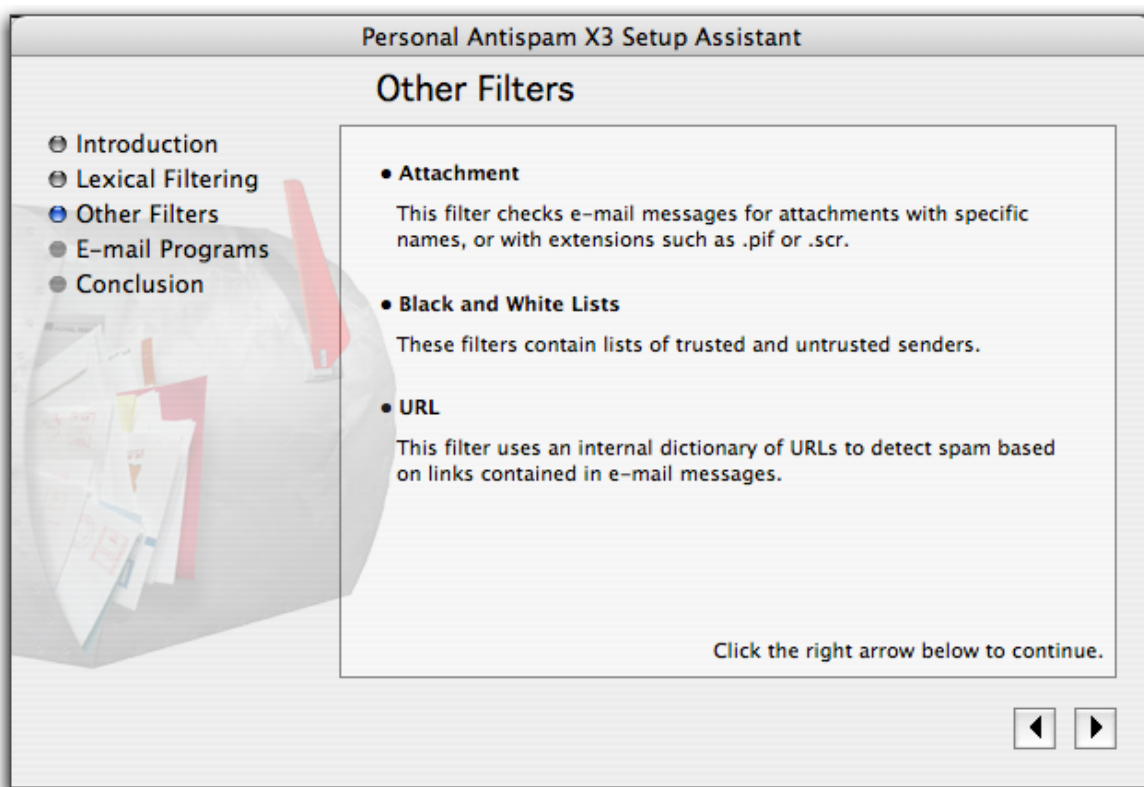
As the text in the above screen explains, Intego Personal Antispam X3's filters become more efficient by learning from the actual e-mail that you receive. You must teach it to recognize both spam *and* good e-mail for it to be most effective. See Using Intego Personal Antispam X3 to find out how to teach Intego Personal Antispam X3 to recognize your e-mail.

Click the right arrow to go to the next screen.



## Other Filters

This tells you about the other types of filters that Intego Personal Antispam X3 uses to weed out spam.

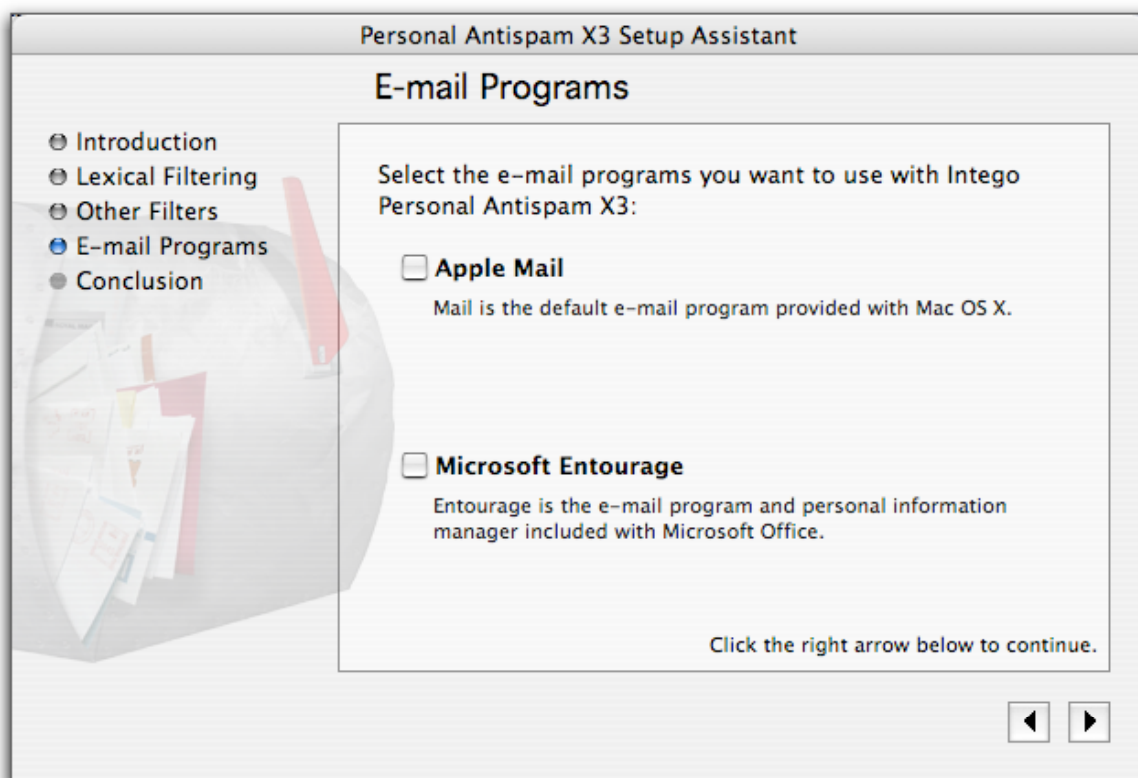


Click the right arrow to go to the next screen.



## E-Mail Programs

This screen asks you to choose which e-mail program(s) you use: you can choose Apple Mail, the default e-mail program provided with Mac OS X, Microsoft Entourage, the e-mail program and personal information manager included with Microsoft Office, or both, if you use both programs.



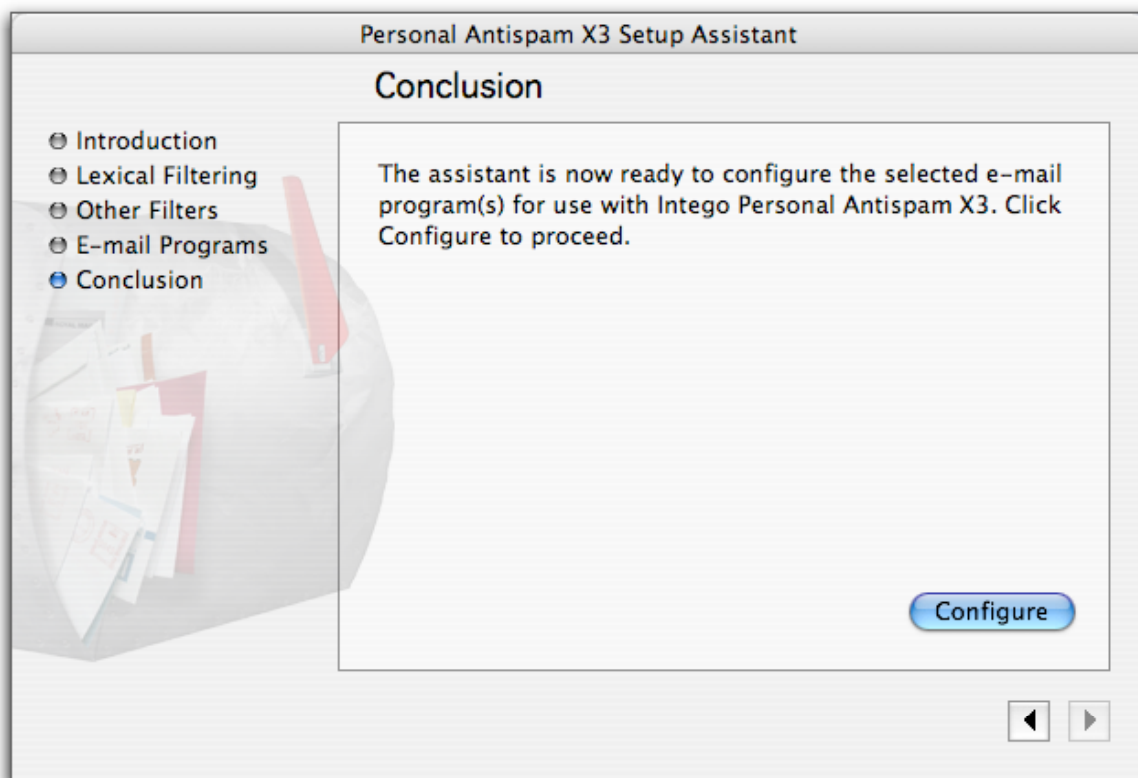
Check the e-mail program(s) you use.

Click the right arrow to go to the next screen.



## Conclusion - Apple Mail

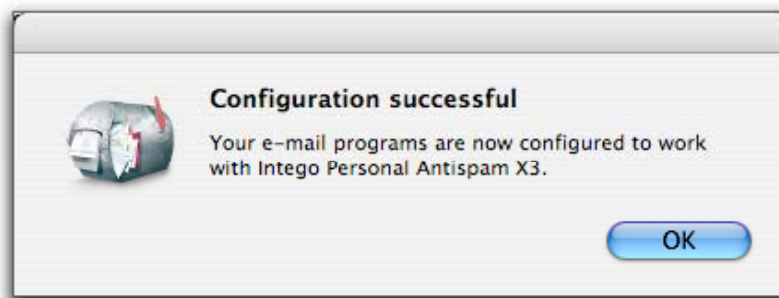
This final screen configures Intego Personal Antispam X3 according to your choices. If you use Apple Mail, the Conclusion screen looks like this:



Click the left arrow to return to any of the previous screens to make changes, or click Configure to configure Apple Mail for use with Intego Personal Antispam X3 and exit the assistant.

Intego Personal Antispam X3 configures Apple Mail so it can filter incoming e-mail, then displays a dialog informing you that the configuration has been completed successfully.



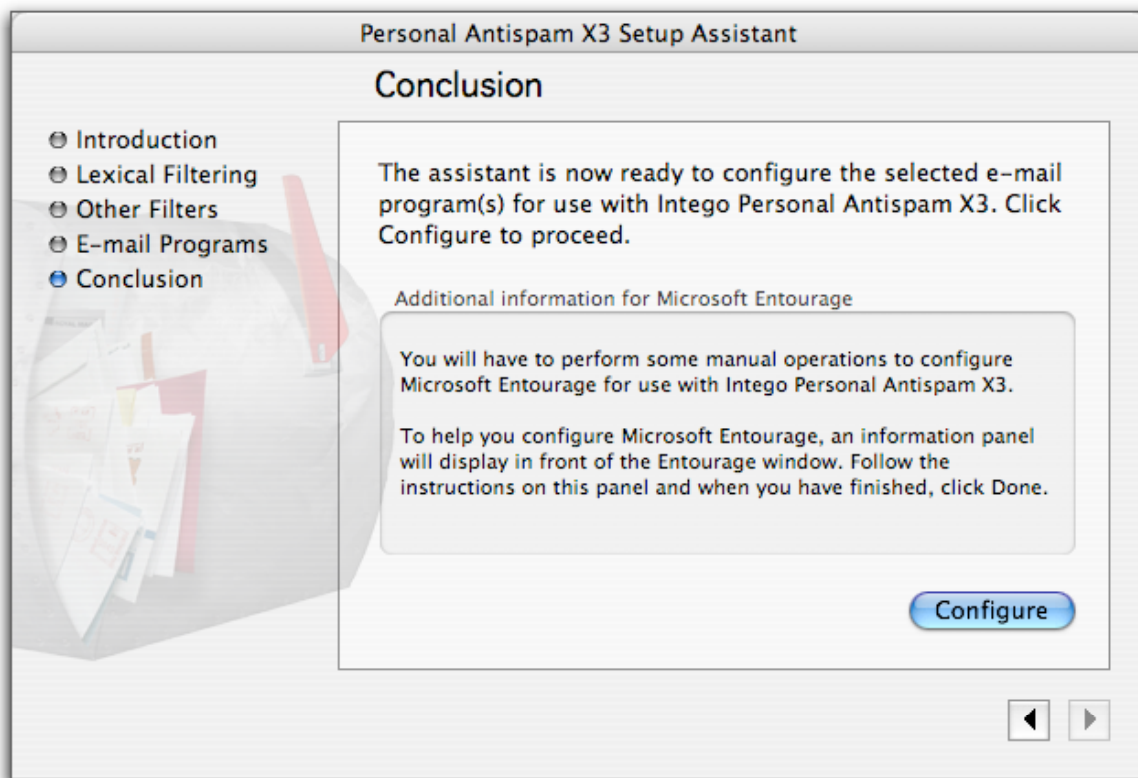


Click OK, and the Intego Personal Antispam X3 Assistant exits, and the main Intego Personal Antispam X3 interface displays.



## Conclusion - Microsoft Entourage

If you use Microsoft Entourage, the following screen displays:



You will have to perform some manual operations to configure Microsoft Entourage for use with Intego Personal Antispam X3.

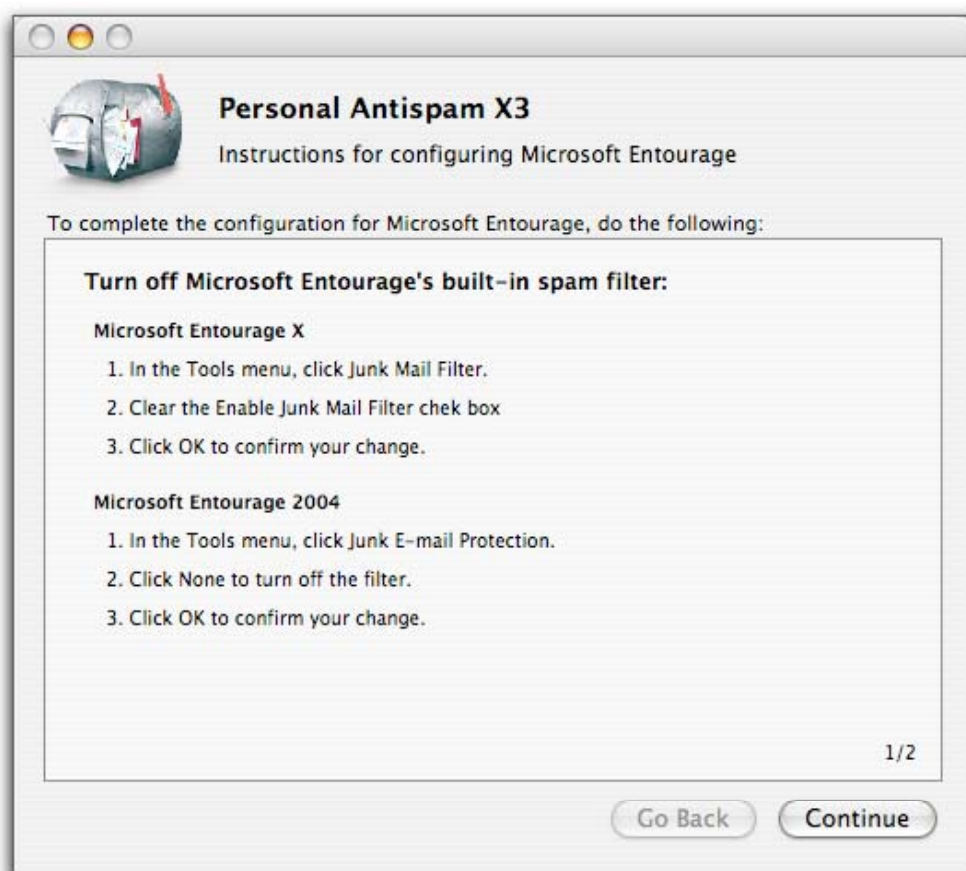
To help you configure Microsoft Entourage, an information panel will display in front of the Entourage window. Follow the instructions on this panel, and, when you have finished, click Done.





Click the left arrow to return to any of the previous screens to make changes, or click Configure to open Microsoft Entourage and display the information panel, so you can finish configuring Intego Personal Antispam X3.

Intego Personal Antispam X3 opens Microsoft Entourage then displays the following screen:



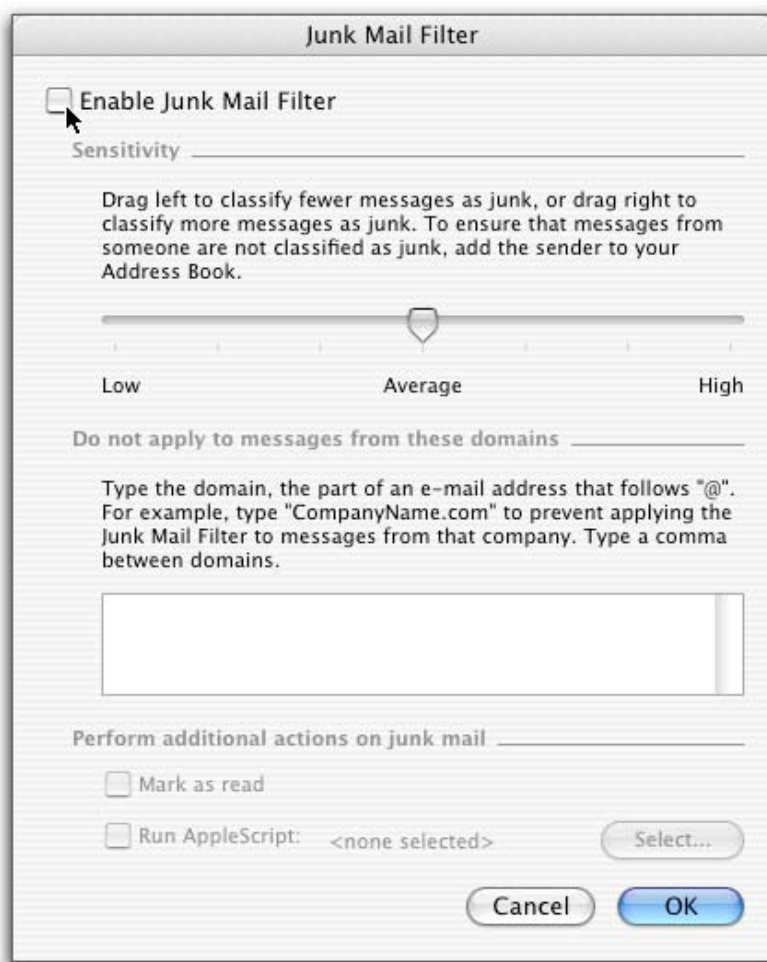
This screen remains in front of your Entourage window so you can see what steps you need to carry out.



First, you must turn off Entourage's built-in spam filter. Do the following:

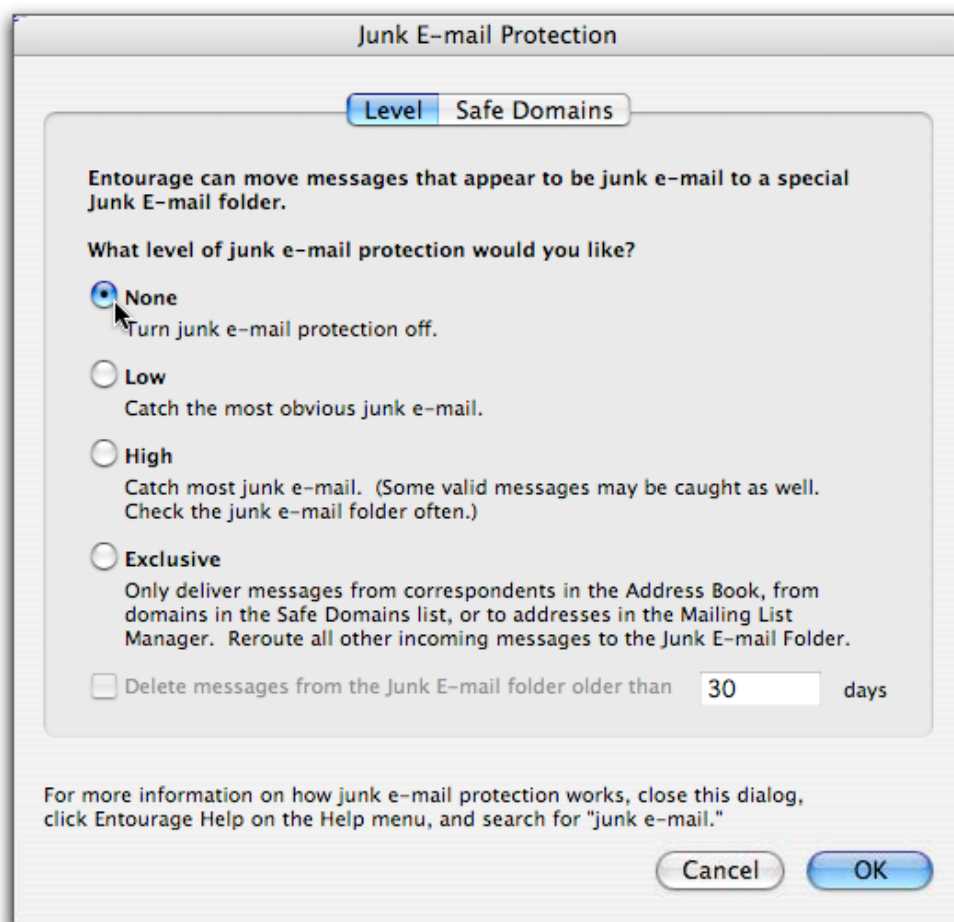
**For Entourage v. X:**

1. In the Tools menu, select Junk Mail Filter.
2. Uncheck the Enable Junk Mail Filter checkbox.
3. Click OK to confirm your change.

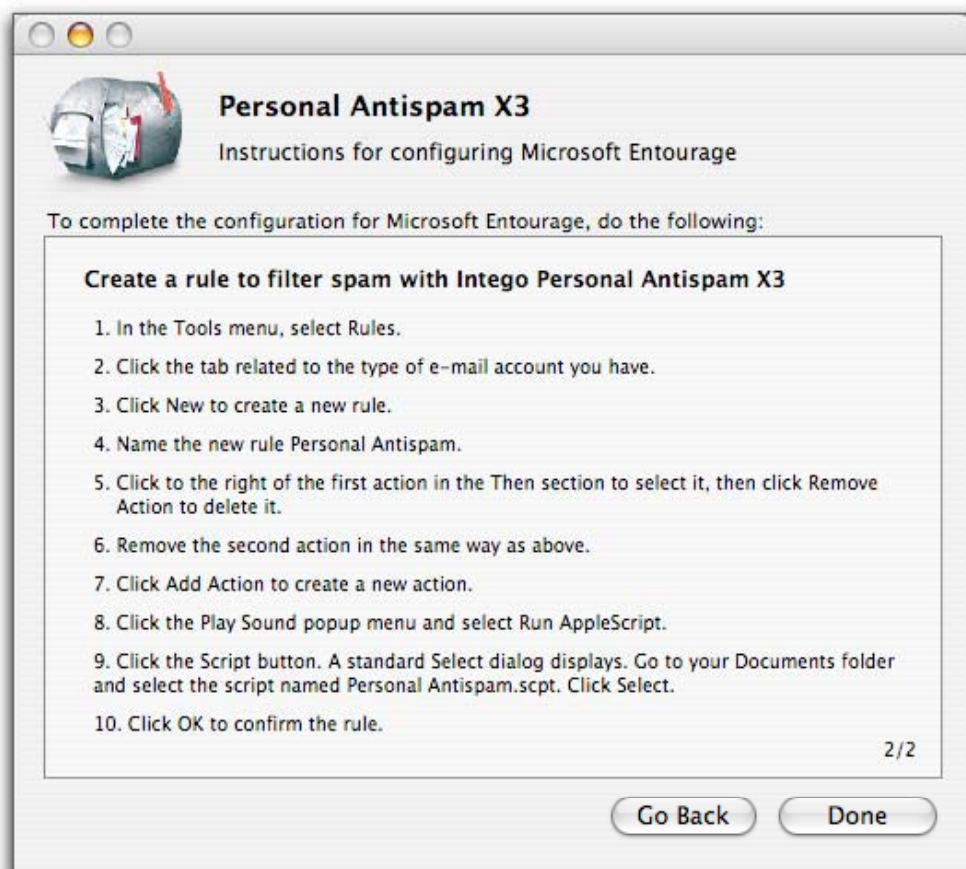


**For Entourage 2004:**

1. In the Tools menu, select Junk E-mail Protection.
2. Click None to turn off the filter.
3. Click OK to confirm your change.



When you have completed this, click Continue on the Intego Personal Antispam X3 information panel. The second panel displays:



You must now create a rule with Entourage so Intego Personal Antispam X3 can be activated and its filters can check your incoming e-mail. Do the following:

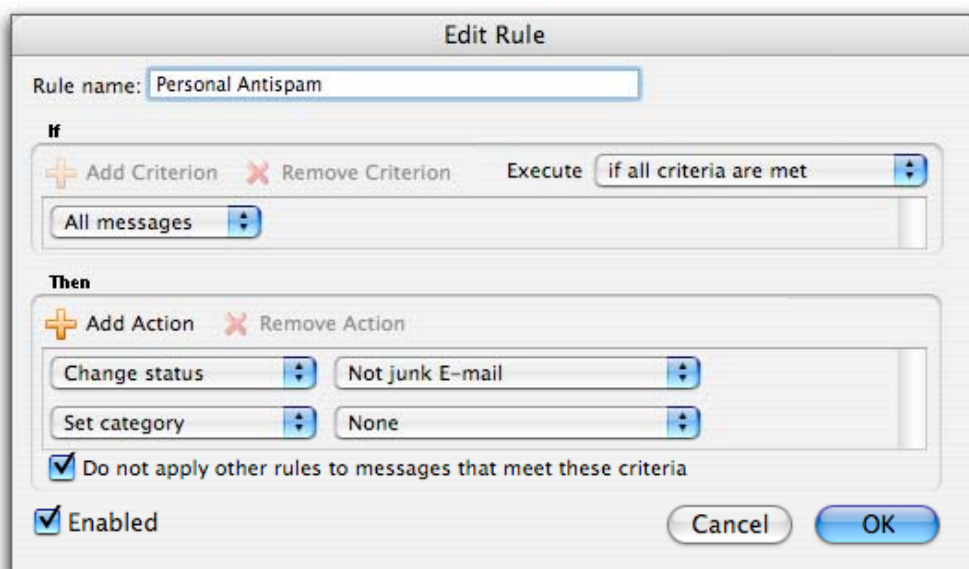
1. In the Tools menu, select Rules.
2. Click the tab related to the type of e-mail account you have. In most cases, this is Mail (POP), which is a standard dial-up account. If you have an IMAP, Hotmail or Exchange account, click the appropriate tab. If you have any doubts, ask your administrator or your ISP.



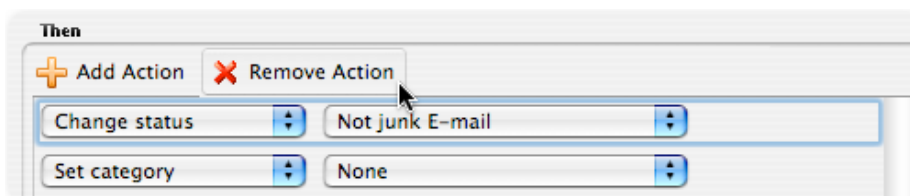
3. Click New to create a new rule.



4. Name the new rule Personal Antispam.



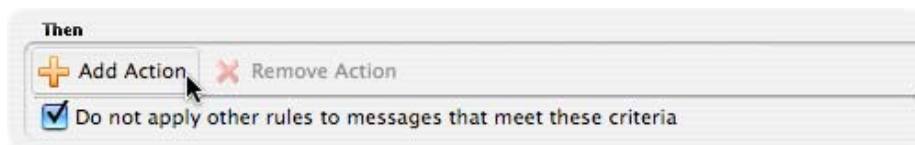
5. Click to the right of the first action in the Then section to select it, then click Remove Action to delete it.



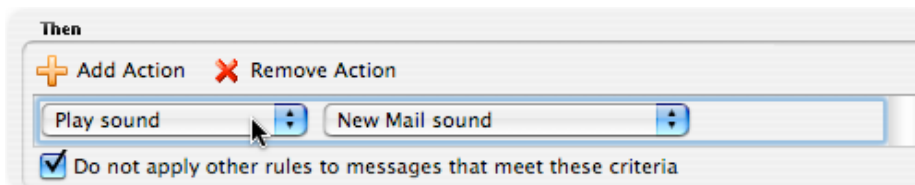
6. Remove the second action in the same way as above.



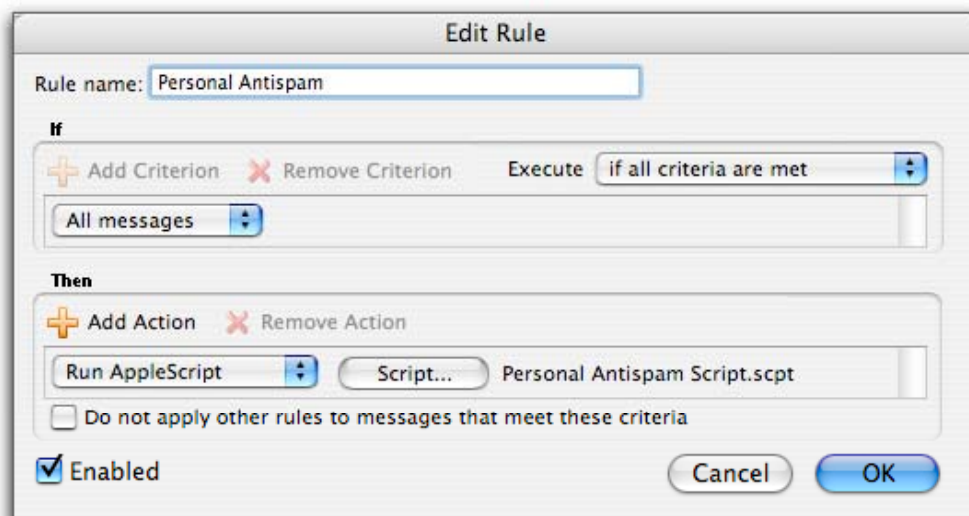
7. Click Add Action to create a new action.



8. Click the Play Sound popup menu and select Run AppleScript.



9. Click the Script button. A standard Select dialog displays. Go to your Documents folder and select the script named Personal Antispam.scpt. Click Select. The finished rule should look like this:

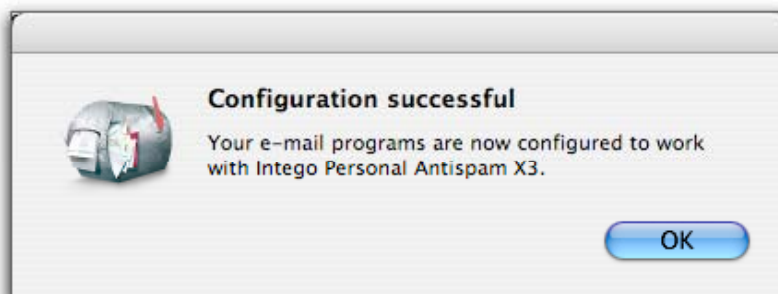


10. Click OK to confirm the rule.

When you have completed the above steps, click Done on the Intego Personal Antispam X3 information panel.



Intego Personal Antispam X3 closes the assistant, then displays a dialog informing you that the configuration has been completed successfully.



Click OK, and the Intego Personal Antispam X3 Assistant exits, and the main Intego Personal Antispam X3 interface displays.

### **Position of the Personal Antispam Rule**

When Intego Personal Antispam X3 configures your e-mail program, it either creates a special rule (with Apple Mail) or tells you to create one manually (with Microsoft Entourage). These rules tell the e-mail programs to activate Intego Personal Antispam X3 via an AppleScript so Intego Personal Antispam X3 can filter your incoming e-mail and check whether your messages are spam or good e-mail.

The position of this rule can make a difference—not in the efficiency of Intego Personal Antispam X3's spam filter, but in the statistics you see in displayed in Intego Personal Antispam X3.

If you place this rule at the end of the list (which is the default position), any other rules you may have set up will filter your messages before Intego Personal Antispam X3 gets to see them. These rules will filter some messages—in most cases, valid e-mail messages—



and either move them into specific folders, change their categories, or perform other actions. If the rules say that no further actions are not to be performed, Intego Personal Antispam X3 will have fewer messages to filter.

If, however, you place the Personal Antispam rule at the beginning of your list of rules, *all* your messages will get filtered first by Intego Personal Antispam X3, then by your specific rules. Again, this does not change the efficiency of Intego Personal Antispam X3, but it will result in a higher number of messages being shown as analyzed in the Intego Personal Antispam X3 statistics.

Note that if you use Microsoft Entourage, and have mailing list information in the Mailing List Manager, these messages are sorted before any other rules, and will not be analyzed nor counted by Intego Personal Antispam X3.





## **Configuring Intego Personal Antispam X3 for Multiple Users**

You can use Intego Personal Antispam X3 with as many user accounts as are on your Macintosh computer. However, since each user has different settings for their e-mail program, and may use a different program (one user may prefer Apple Mail and another may use Microsoft Entourage), you must configure Intego Personal Antispam X3 for *each* user who wishes to benefit from its functions.

To do this, log out of the current account by selecting the Apple menu > Log out [User name], then log in to a different user account. Launch Intego Personal Antispam X3, which is located in the Applications folder, and the configuration assistant will open automatically. Follow the same procedure as that described earlier in this chapter to configure the user's e-mail program(s), and repeat this for all user accounts that will use Intego Personal Antispam X3.

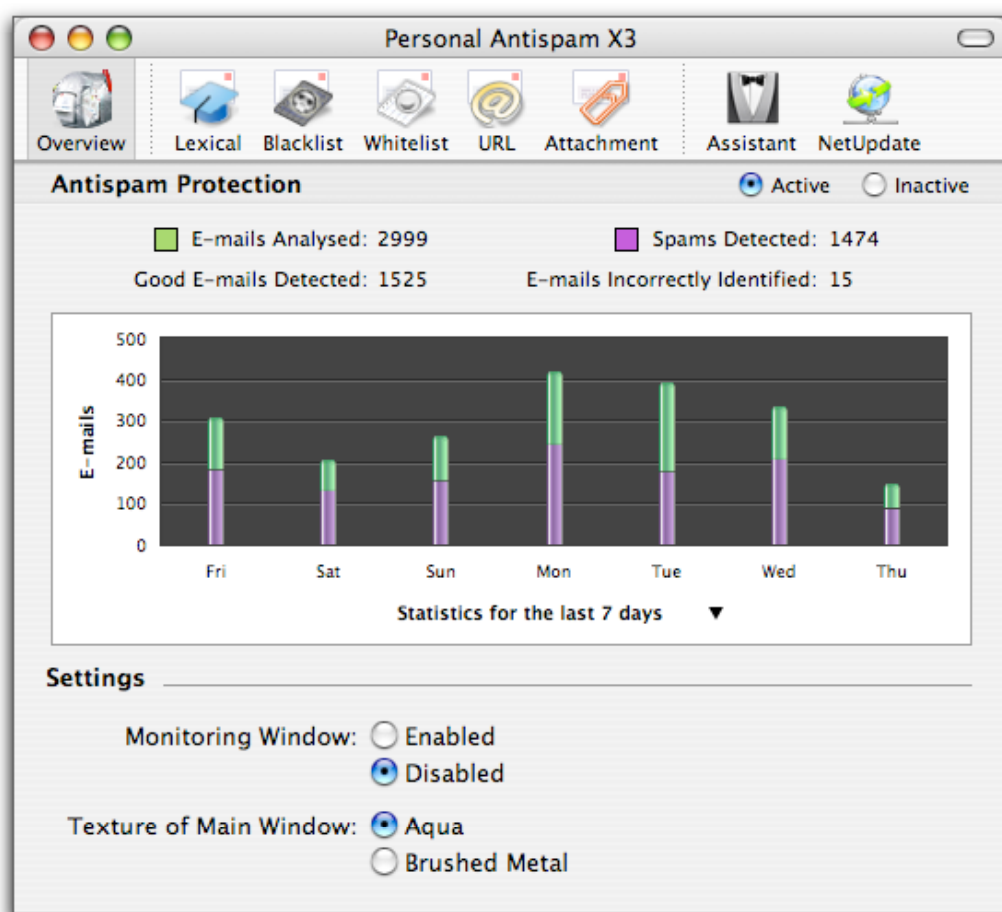


# 4—Using Intego Personal Antispam X3



## Using Intego Personal Antispam X3

After you have configured Intego Personal Antispam X3 with the Setup Assistant, Intego Personal Antispam X3 opens and displays its main interface. You won't need to have Intego Personal Antispam X3 open, however, for it to filter your e-mail. You only need to open the Intego Personal Antispam X3 application when you want to change its preferences or settings. (See Chapter 5, Intego Personal Antispam X3 Settings and Preferences.)



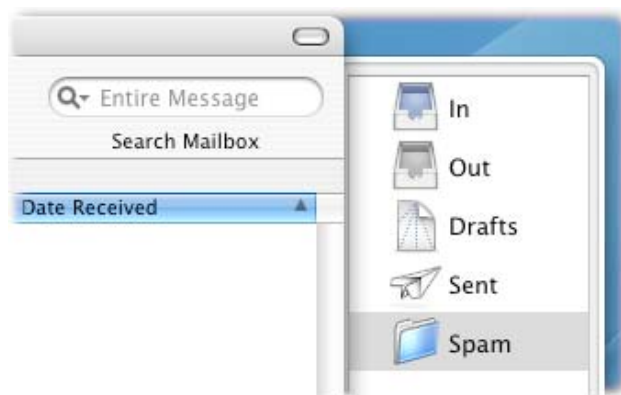
Unless you want to change some of Intego Personal Antispam X3's settings, you can quit the program.



## Using Intego Personal Antispam X3 with Apple Mail

After you have installed Intego Personal Antispam X3 and configured it to work with Apple Mail, Intego Personal Antispam X3 will begin filtering your incoming e-mail the next time Mail receives messages. Intego Personal Antispam X3 works in the background, so you don't have to do anything for it to separate your good e-mail from the spam you receive.

Intego Personal Antispam X3 adds a Spam folder to Mail's mailbox list.



When Intego Personal Antispam X3 determines that one of your incoming messages is spam, it moves the message to the Spam folder. Messages that Intego Personal Antispam X3 determines are good e-mail go into your in-box, unless you have created rules to filter them into other mailboxes or folders.

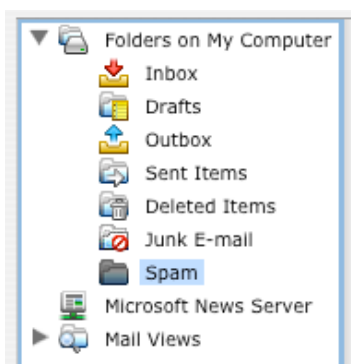
**You should still check the Spam folder** before deleting the messages it contains; it is possible that one or several false positives, or valid e-mail messages that get marked as spam, may be in this folder.



## Using Intego Personal Antispam X3 with Microsoft Entourage

After you have installed Intego Personal Antispam X3 and configured it to work with Microsoft Entourage, Intego Personal Antispam X3 will begin filtering your incoming e-mail the next time Entourage receives messages. Intego Personal Antispam X3 works in the background, so you don't have to do anything for it to separate your good e-mail from the spam you receive.

Intego Personal Antispam X3 adds a Spam folder to Entourage's folder list.



When Intego Personal Antispam X3 determines that one of your incoming messages is spam, it marks the message as junk mail and moves it to the Spam folder. Messages that Intego Personal Antispam X3 determines are good e-mail go into your in-box, unless you have created rules to filter them into other mailboxes or folders.

**You should still check the Spam folder** before deleting the messages it contains; it is possible that one or several false positives, or valid e-mail messages that get marked as spam, may be in this folder.



## Helping Intego Personal Antispam X3 Learn from Your E-Mail

While Intego Personal Antispam X3 is very effective at separating spam from good e-mail, the e-mail you get is different from everyone else's. When you first start using Intego Personal Antispam X3 you'll find that some spam will still end up in your in-box, and some good e-mail might get filed in the Spam folder.

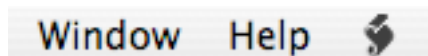
Intego Personal Antispam X3 is an intelligent spam-filtering program, and it can learn from the e-mail you receive. When you discover spam in your in-box, or good e-mail in the Spam folder, you can use Intego Personal Antispam X3's special training scripts to help the program work more efficiently. Intego Personal Antispam X3 performs optimally after a few weeks of this training.

Intego Personal Antispam X3 uses AppleScripts to do this. AppleScript is a technology that is part of Mac OS X, and that can extend the functionality of certain programs. Apple Mail and Microsoft Entourage each have a special script menu that contains AppleScripts.

You'll see the script menu in the Mail menu bar, between the Window and Help menus:



With Entourage, the script menu is to the right of the Help menu:



As you can see in both examples above, the AppleScript menu is the scroll icon. Click this icon and you'll see a menu of all the AppleScripts available for Mail or Entourage.

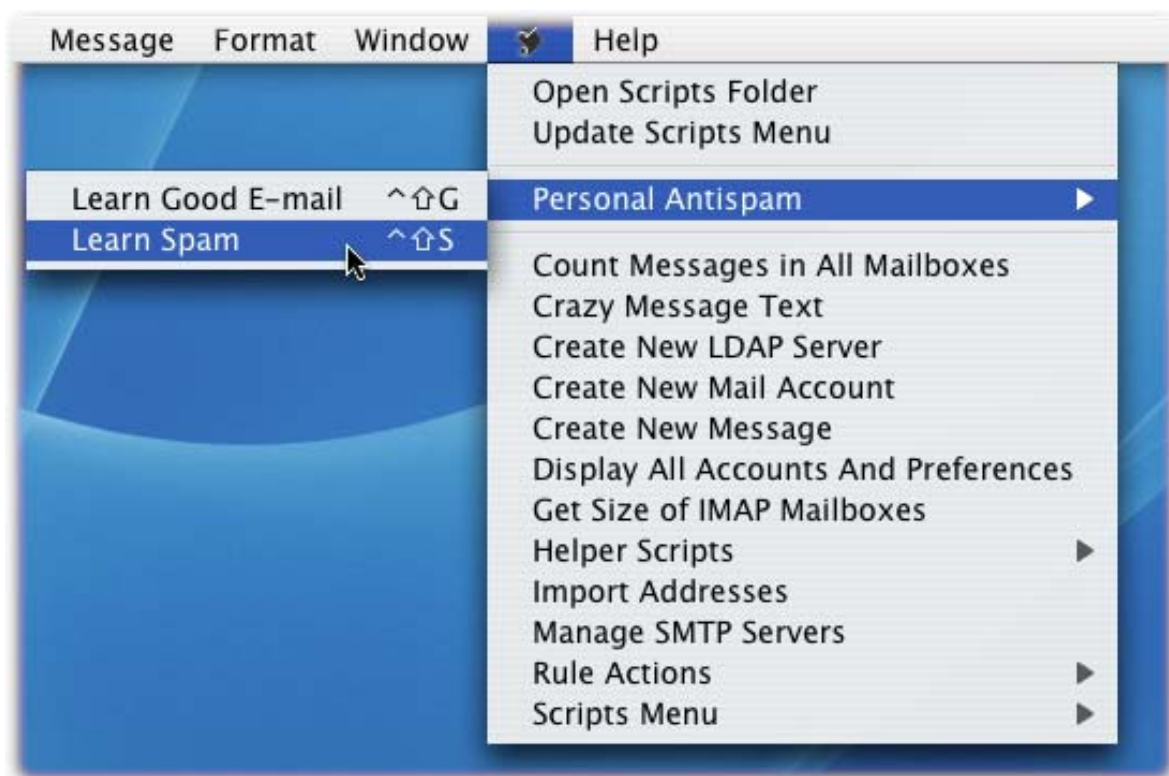


## Learning Spam

To tell Intego Personal Antispam X3 to learn from spam that is in your in-box, select one or several spam messages, then click the AppleScript icon and select Personal Antispam > Learn Spam. This tells Intego Personal Antispam X3 to analyze the messages and add the words they contain, and other characteristics, to its lexical filter.

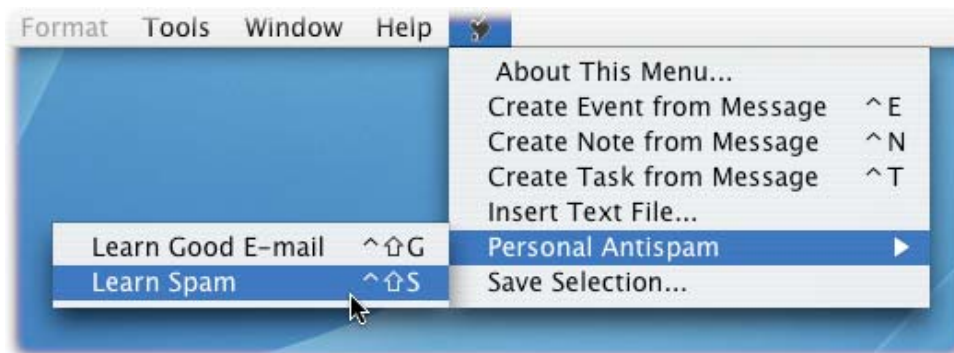
In addition to adding the words contained in the messages to the lexical filter, this tells Intego Personal Antispam X3 to add the sender to the blacklist (if you have checked Add Sender to Blacklist when Learning in the Blacklist settings).

This is what you'll see with Apple Mail:



You can either select one of the scripts from the Personal Antispam sub-menu, or you can use keyboard shortcuts to run the scripts without using the menu. To run the Learn Good E-mail script, press Control-Shift-G. To run the Learn Spam script, press Control-Shift-S.

If you use Microsoft Entourage, you'll see this:



You can either select one of the scripts from the Personal Antispam sub-menu, or you can use keyboard shortcuts to run the scripts without using the menu. To run the Learn Good E-mail script, press Control-Shift-G. To run the Learn Spam script, press Control-Shift-S.

In either case, your script menu might look different, especially if you have added your own AppleScripts to this menu.





## **Learning Good E-Mail**

To tell Intego Personal Antispam X3 to learn from good e-mail messages that were moved to the Spam folder, select one or several messages, then click the AppleScript icon and select Personal Antispam > Learn Good E-mail. In addition to adding the words contained in the messages to the lexical filter, this tells Intego Personal Antispam X3 to add the sender to the whitelist (if you have checked Add Sender to Whitelist when Learning in the Whitelist settings).

You can find out more about the settings for the whitelist and other filters later in this chapter, in Intego Personal Antispam X3 Preferences and Settings.



## Optimizing Intego Personal Antispam X3 Spam Filtering

As mentioned in the previous section, you should use the AppleScripts available from your e-mail program to help Intego Personal Antispam X3 learn your e-mail and the spam you receive. Since the e-mail and spam you receive is unique, this helps ensure that Intego Personal Antispam X3's spam filtering is optimal.

To best optimize Intego Personal Antispam X3's filtering, you should teach it the following:

- **Spam that goes in your in-box:** you should use the Learn Spam AppleScript for *all* spam that goes into your in-box. This adds the words and other characteristics of these messages to Intego Personal Antispam X3's filters, and helps ensure that Intego Personal Antispam X3 is as effective as possible. As time goes by, you should see little or no spam in your in-box as Intego Personal Antispam X3 learns from your e-mail.
- **Good e-mail that gets filed in the Spam folder:** when good e-mail gets mistakenly filed in your Spam folder, this is called a false positive. Whenever you find a false positive in your Spam folder, use the Learn Good E-mail AppleScript to add its contents to Intego Personal Antispam X3's filters. As time goes by, you should see few or no false positives in your Spam folder as Intego Personal Antispam X3 learns from your e-mail.
- **Good e-mail messages:** for the first week or so, train Intego Personal Antispam X3 by selecting good e-mail messages and using the Learn Good E-mail AppleScript. This helps Intego Personal Antispam X3 recognize the type of e-mail you receive. Ideally, you should do this for several hundred messages, so, depending on how much e-mail you receive, you may want to do this for as little as a few days or as many as several weeks.



The more you train Intego Personal Antispam X3 and help it learn from your e-mail, using the techniques above, the more efficient it will become. Eventually, you'll find that all your spam goes into your Spam folder, and that all your good e-mail goes into your in-box, or other folders, if you use rules to sort your messages.



## Tips for Dealing with Spam

While Intego Personal Antispam X3 filters your e-mail and weeds out spam, moving it to a Spam folder, it cannot stop the arrival of these messages to your e-mail account. There are a few things you should keep in mind when dealing with spam—while these tips won't stop spam, they may keep you from receiving more spam.

- **Don't ever reply to spam:** if you reply to a spam message, even requesting that the sender stop sending you messages, it is not likely to do any good. At best, your message will bounce, since spammers often forge the From address in their messages. At worst, it will tell the spammer that yours is a valid address, and could lead to your receiving even more spam as your address gets sold or traded to other spammers.
- **Don't even click a link in a spam message:** as above, clicking a link confirms that your address is valid. Don't even click links that say they will unsubscribe you from a mailing list, unless you are sure that the message in question is indeed from a mailing list, and not a mass-mailed spam message.
- **Don't open attachments:** attachments can contain viruses. Don't open attachments unless you are sure they are from someone you know and trust. Even then, don't open an attachment unless you were expecting to receive it; many viruses send attachments with messages from people you know, along with brief text messages.
- **Turn off HTML display:** spammers use web bugs, or tiny graphics in their messages, to check whether recipients view these messages. When you use HTML display in your e-mail program, the program must connect to the web site containing the graphic to display the message, thus telling the spammer that you have seen the message, and that your address is valid.

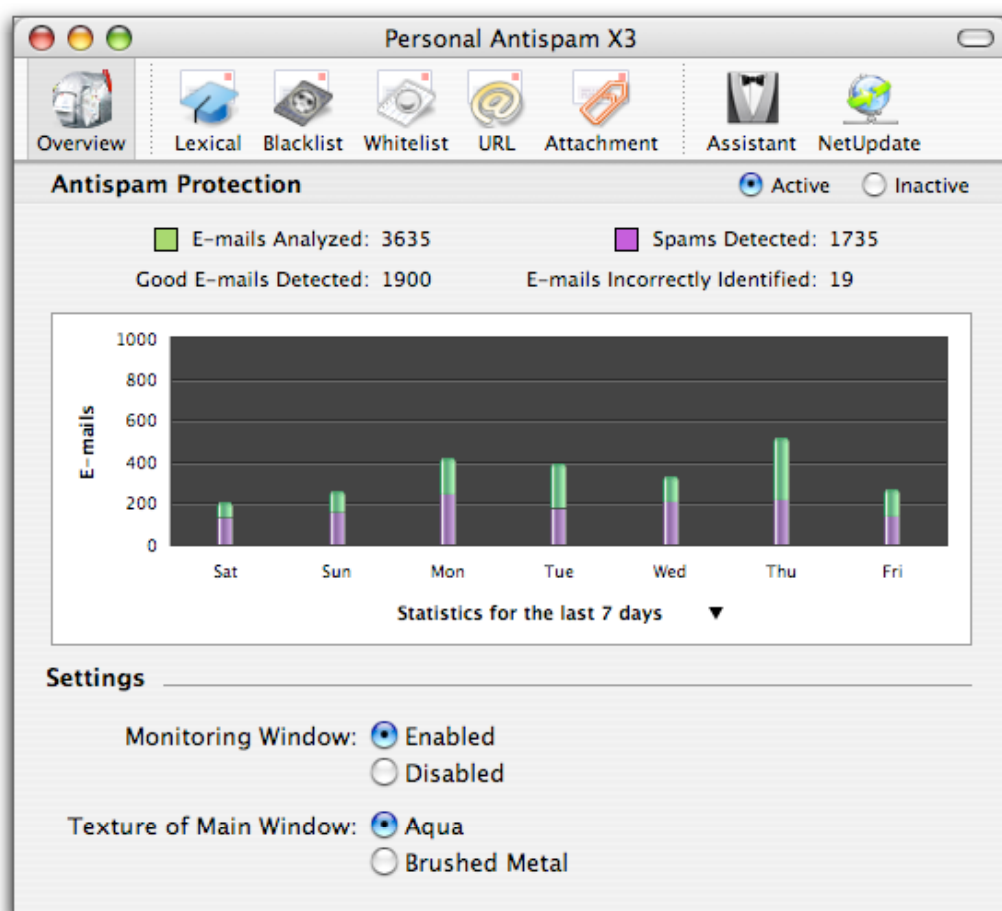


# **5—Intego Personal Antispam X3 Settings and Preferences**



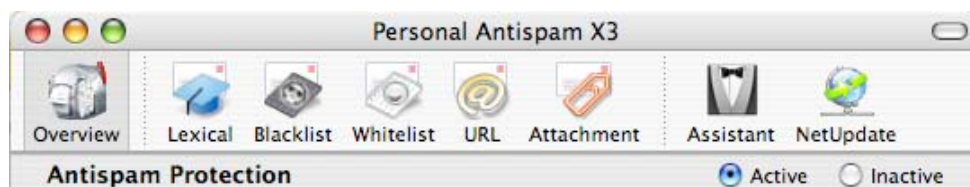
## Overview

When you open Intego Personal Antispam X3, the program displays its overview screen. This screen shows you statistics about your e-mail and spam, lets you change some general settings, and lets you turn antispam protection on or off.



## Antispam Protection

By default, Intego Personal Antispam X3's antispam protection is on, but you may, for some reasons, want to turn it off temporarily. To do this, check Inactive on the main screen.



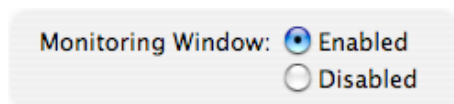
Don't forget to turn this protection back on when you want it to filter your spam again—just click the Active button to do this.

## Other Intego Personal Antispam X3 Settings

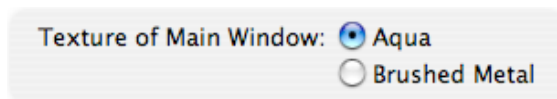
Intego Personal Antispam X3 offers two settings that allow you to control the way the program displays. Intego Personal Antispam X3 offers a monitoring window that displays above all your other programs. This window tells you when Intego Personal Antispam X3 has detected spam in your incoming e-mail, even if your e-mail program is in the background. A similar window displays when you activate Intego Personal Antispam X3's AppleScripts to tell the program to learn from your e-mail.



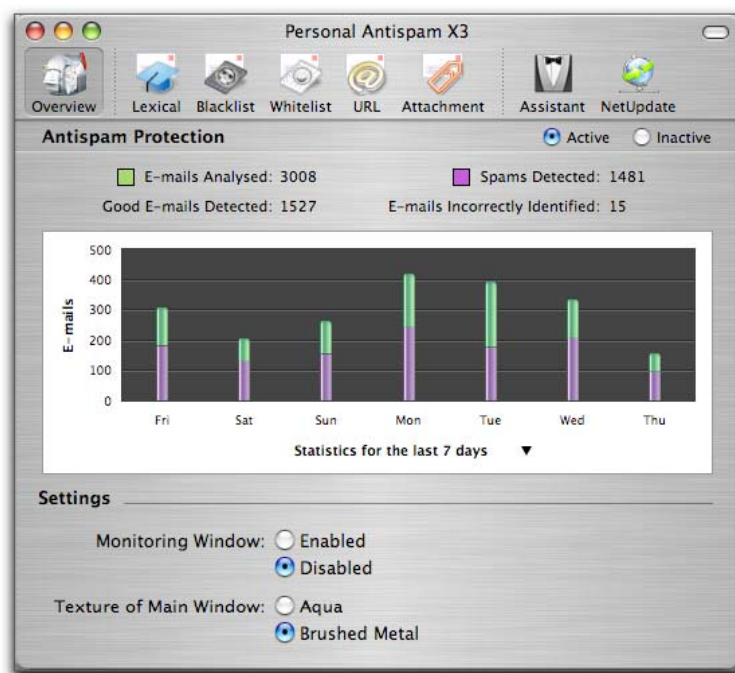
By default, this monitoring window is activated. If you wish to turn it of, check Disabled. You can always turn it on again by checking Enabled.



Intego Personal Antispam X3 lets you choose from two interfaces: the standard Aqua interface, or a Brushed Metal Interface. By default, the Aqua interface is used. If you wish to use the Brushed Metal interface, check the Brushed Metal radio button.



The Brushed Metal interface looks like this:

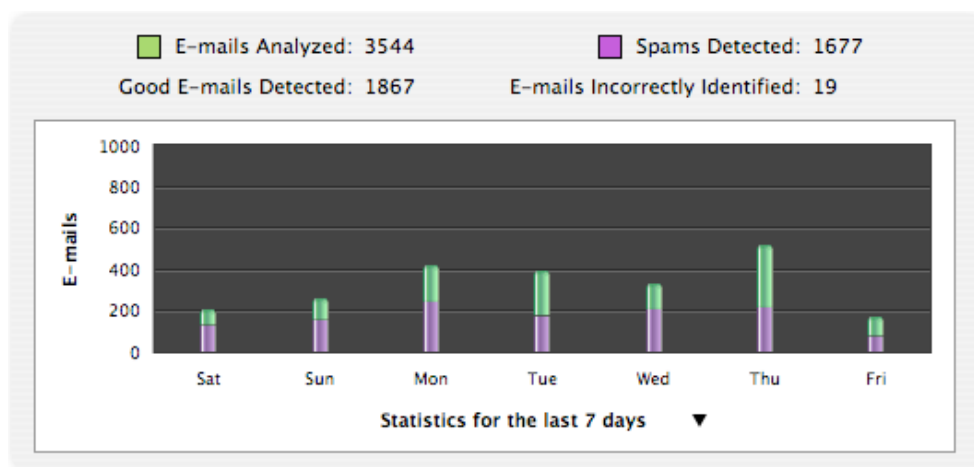




## Viewing Antispam Statistics

As you can see on the Overview tab, Intego Personal Antispam X3 shows you a cumulative total of the number of e-mail messages the program has analyzed since you installed the program, the number of good e-mails detected, the number of spams detected and the number of e-mails incorrectly identified.

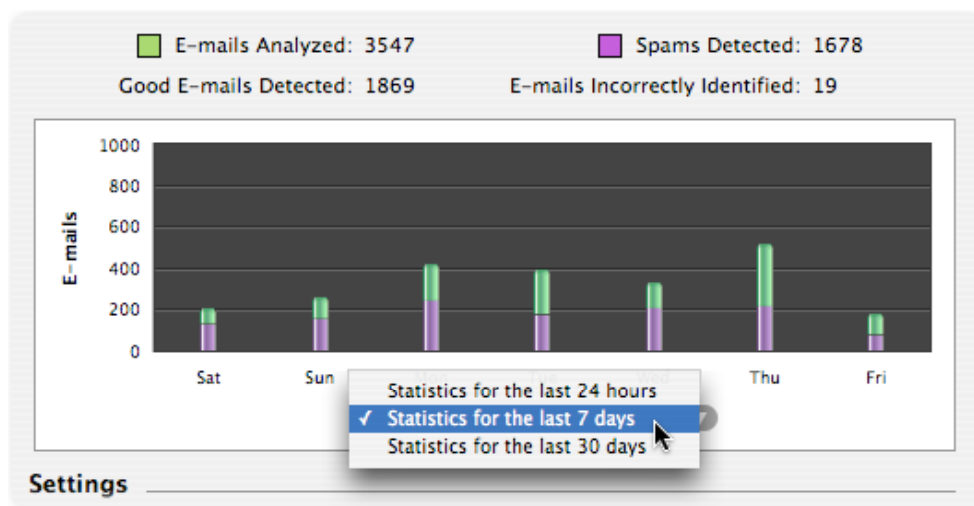
For e-mails incorrectly identified, or false positives, Intego Personal Antispam X3 only knows that these are good e-mail messages if you select the messages and run the Learn Good E-mail AppleScript. For more on this, see Helping Intego Personal Antispam X3 Learn from Your E-Mail in Chapter 4 of this manual.



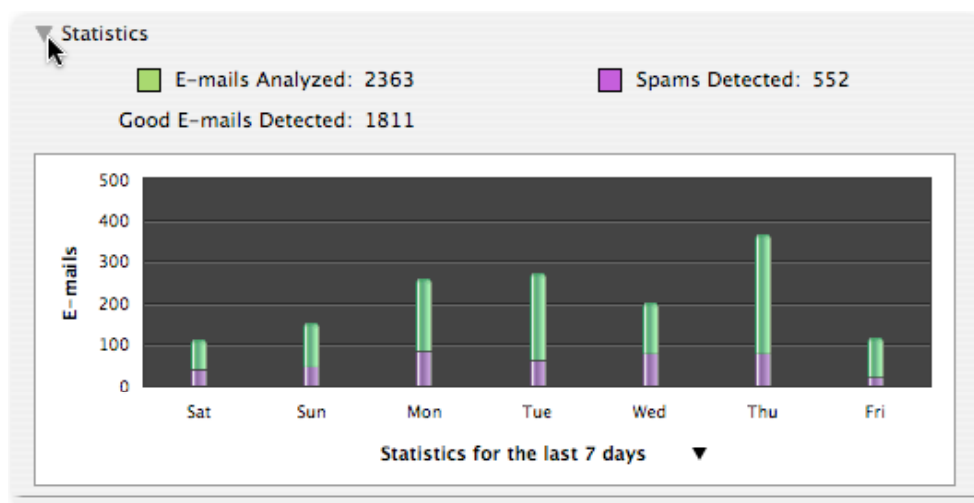
Note: the number of e-mail messages shown as analyzed in the different statistic graphs depend, in part, on the position of the Personal Antispam rule in your e-mail program's list of rules. See Chapter 3, Position of the Personal Antispam Rule, for more on choosing the appropriate position for this rule.



Intego Personal Antispam X3 also displays a graph of e-mails analyzed and spams detected. You can choose from three displays for this graph: the last 24 hours, the last 7 days, and the last 30 days. To change the display, click the popup menu showing the display range and choose a new range.



Intego Personal Antispam X3 uses the same type of graph for each individual filter. To view these statistics, click one of the filter icons in the Intego Personal Antispam X3 toolbar, then click the Statistics disclosure triangle.



You can show or hide the statistics for each individual filter in this way.

Note: Statistics for the different filters will show a different number of e-mails analyzed for each filter. When one of Intego Personal Antispam X3's filters detects a good message or a spam message, other filters may not examine it. Intego Personal Antispam X3's filters examine your e-mail in the following order:

- Attachment filter
- URL filter
- Whitelist
- Blacklist
- Lexical filter

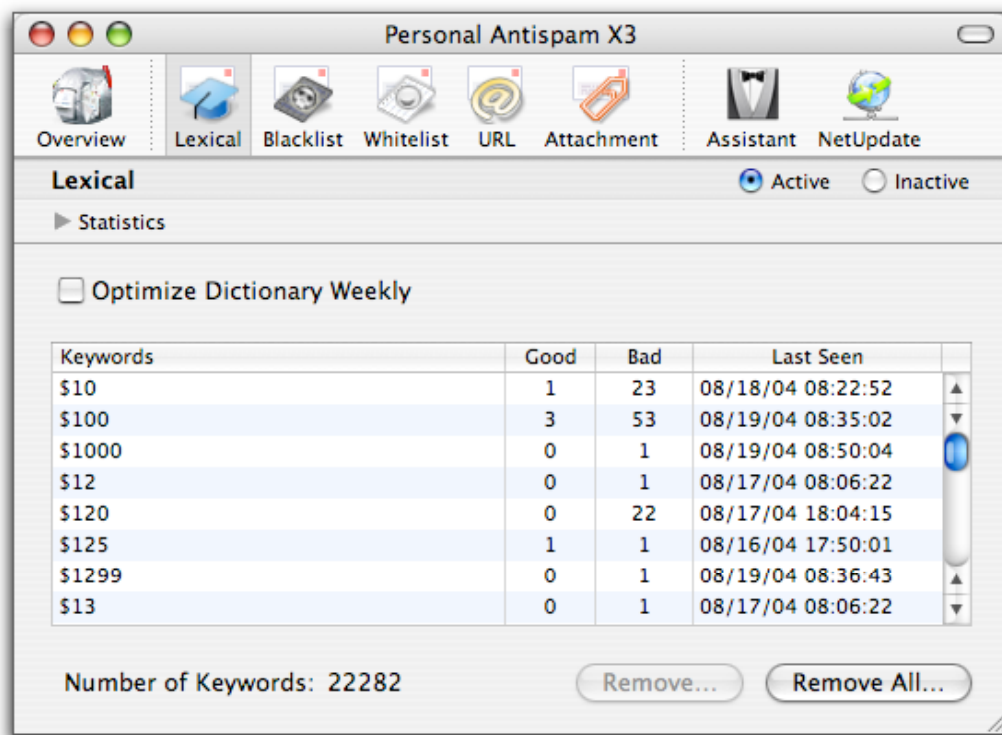
It is therefore normal that you see different numbers of e-mails analyzed for each of these filters, and for the overall number of messages.



## Lexical Filter Settings

Intego Personal Antispam X3 uses a powerful lexical filtering system, also known as Bayesian Analysis, to examine the words contained in your e-mail and determine which messages are valid and which are spam. The lexical filter is a statistic filter that determines whether incoming e-mail messages are spam or not. This filtering depends on a database installed with Intego Personal Antispam X3 and by how you have categorized e-mail messages that you have received.

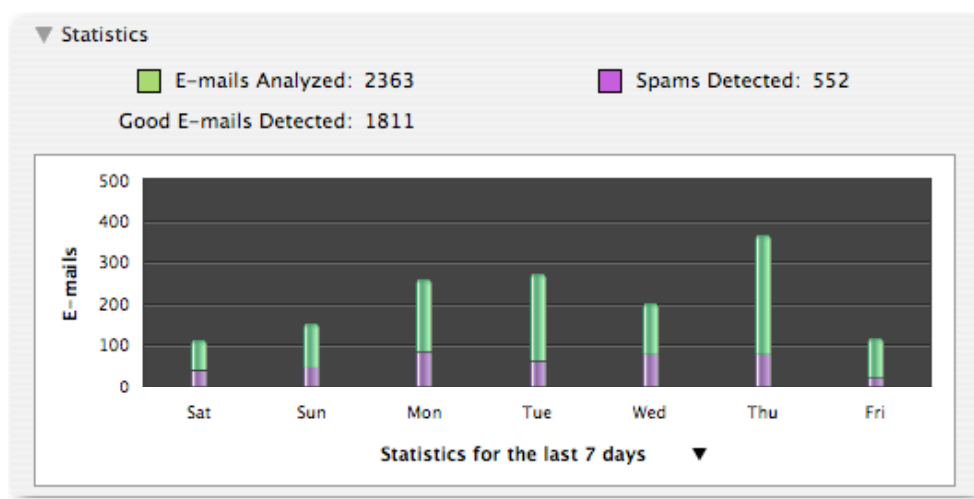
To view settings for the lexical filter, click the Lexical icon at the top of the Intego Personal Antispam X3 window.



If, for any reason, you want to turn off the lexical filter, click Inactive at the top of the window. To turn the filter on again, click Active.

## Viewing Lexical Filter Statistics

To view statistics for this filter, click the Statistics disclosure triangle. This displays a statistics graph. See Viewing Antispam Statistics earlier in this manual for more on displaying statistics.



## Managing the Lexical Filter

The lexical filter tab shows you all the words that Intego Personal Antispam X3 has added to its lexical database. You can examine these words to see how often they appear in good e-mail messages or in spam as well as the last date and time that they were seen.

Words only get added to the lexical filter database when you use Intego Personal Antispam X3's AppleScripts to learn good e-mail or learn spam. The more messages you teach Intego Personal Antispam X3, the more efficient its lexical filter becomes.



If you want to remove any words from the database, click a word to select it, or select several words by clicking a first word, holding down the Command key, then clicking another word, then click Remove. An alert will ask you if you really want to remove all the words—you cannot undo this action. If you do want to remove these words, click Yes; if not click Cancel.

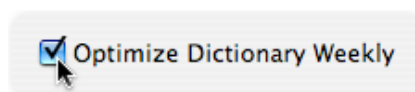
Keywords	Good	Bad	Last Seen	
abnews	0	1	08/14/04 10:58:06	▲
abound	1	0	08/18/04 08:25:33	▼
ABOUT	13	5	08/19/04 09:38:07	
About	19	7	08/18/04 17:56:24	
about	294	244	08/19/04 09:50:08	
above	62	116	08/19/04 09:50:08	
aboveboard	0	1	08/14/04 10:57:55	▲
ABPS	1	0	08/17/04 17:40:19	▼

Number of Keywords: 22282

Remove... Remove All...

If you want to empty the entire database, click Remove All. An alert will ask you if you really want to remove all the words—you cannot undo this action. If you do want to empty the database, click Yes; if not click Cancel.

You can tell Intego Personal Antispam X3 to optimize the lexical filter database weekly. If you do this, Intego Personal Antispam X3 examines the lexical filter database once a week and removes words that have not been seen frequently or recently. This improves the speed of the lexical filter and improves overall performance. To set this option, check Optimize Dictionary Weekly.

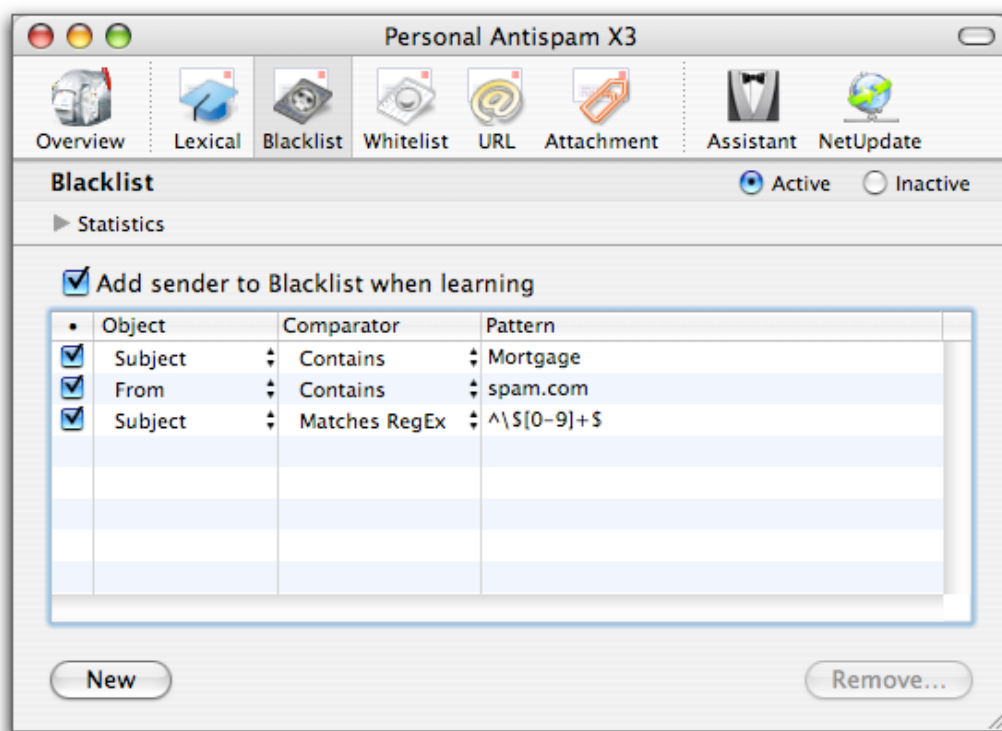


## Blacklist Filter Settings

Intego Personal Antispam X3 uses a blacklist and a whitelist to help filter spam. A blacklist is a list of addresses from which you receive spam. You can add addresses to the blacklist, to block any spam that is not detected by Intego Personal Antispam X3's filters but that comes often from the same address.

The blacklist filter also allows you to add specific strings that Intego Personal Antispam X3 will search for in message headers such as the subject, the From or To headers, and more. You can set precise filters for most message headers, allowing you to filter specific types of spam that you receive often.

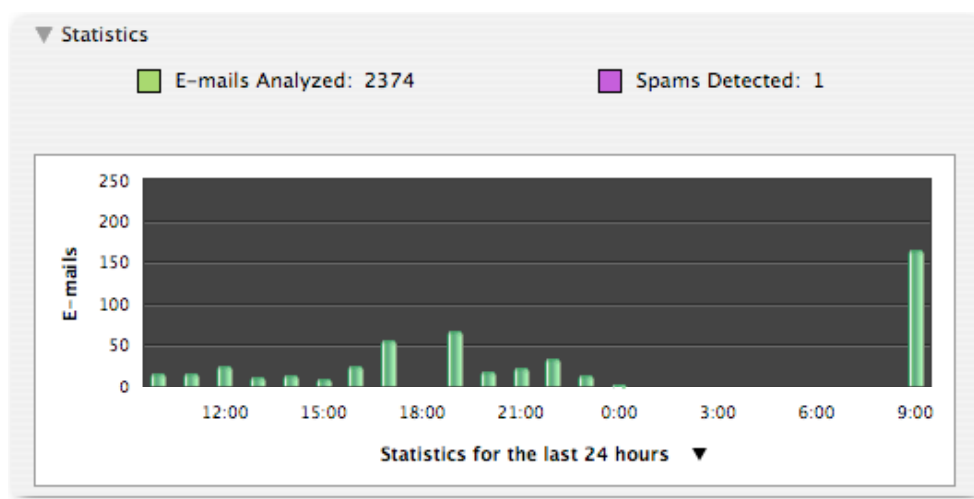
To view settings for the blacklist filter, click the Blacklist icon at the top of the Intego Personal Antispam X3 window.



If, for any reason, you want to turn off the blacklist filter, click Inactive at the top of the window. To turn the filter on again, click Active.

## Viewing Blacklist Filter Statistics

To view statistics for this filter, the Statistics disclosure triangle. This displays a statistics graph. See Viewing Antispam Statistics earlier in this manual for more on displaying statistics.



## Blacklist Filter Options

The blacklist filter offers one option to help Intego Personal Antispam X3 fight spam more efficiently. If you check Add Sender to Blacklist when Learning, Intego Personal Antispam X3 adds the From address, in every e-mail message you tell the program to learn as spam, to the blacklist. This marks all future messages from these senders as spam automatically.

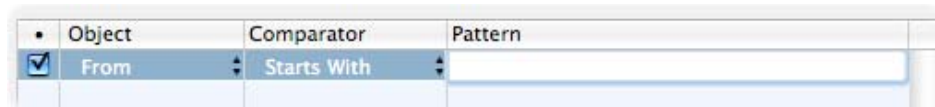
☒ Add sender to Blacklist when learning





## Adding Items to the Blacklist Filter

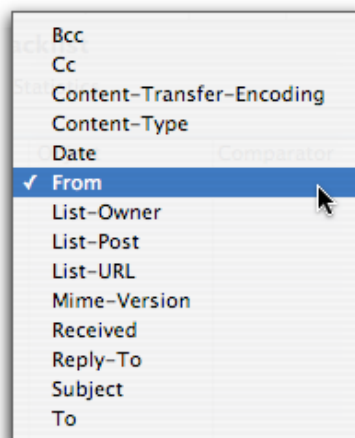
The blacklist filter is empty when you first start using Intego Personal Antispam X3, but you can add your own entries to this filter. To do this, click New. Intego Personal Antispam X3 adds a new line to the filter list.



•	Object	Comparator	Pattern
<input checked="" type="checkbox"/>	From	Starts With	

There are three fields in this filter list: Object, Comparator and Pattern.

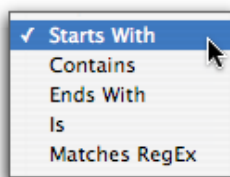
In the Object field, you can select from a number of e-mail message headers. Click the From cell and a popup menu displays:



Select the header you want the filter to search for.

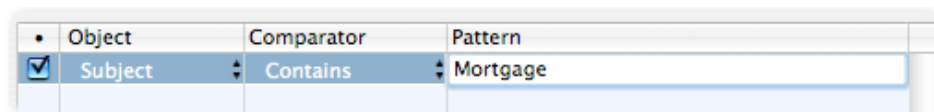


The Comparator field lets you select how Intego Personal Antispam X3 is to match the selected header. Click the Starts With cell and a popup menu displays:



Select the comparator you want the filter to use.

Finally, enter a text or regular expression in the Pattern field.



Intego Personal Antispam X3 will mark as spam any messages that match items you have added to the blacklist filter in this manner.

## Removing Items from the Blacklist Filter

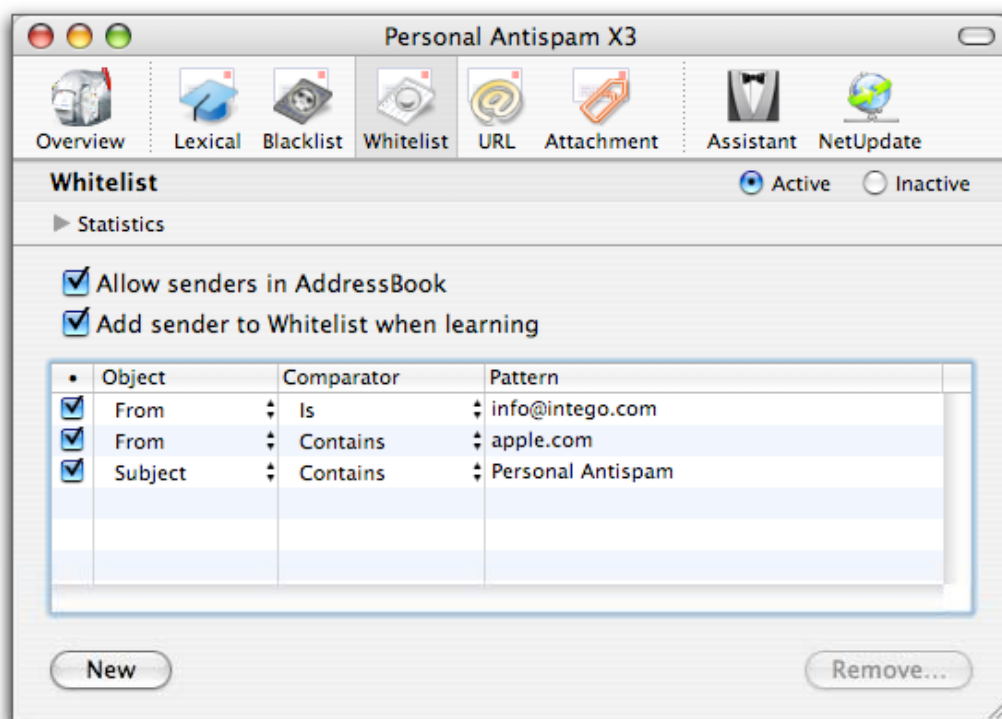
If you want to remove any items from this filter, click an item to select it, or select several items by clicking a first item, holding down the Command key, then clicking another item, then click Remove. An alert will ask you if you really want to remove all the items—you cannot undo this action. If you do want to remove these items, click Yes; if not click Cancel.



## Whitelist Filter Settings

A whitelist is the opposite of a blacklist: it is a list of addresses whose messages are always accepted as valid. Intego Personal Antispam X3 offers several options to ensure that you don't get false positives: you can choose to always allow senders in Address Book, Apple's contact manager program and the software that stores your addresses if you use Apple Mail. You can also have Intego Personal Antispam X3 add senders' addresses to the whitelist when you tell it to learn from good e-mail, ensuring that e-mail from your friends, co-workers and contacts goes straight into your in-box.

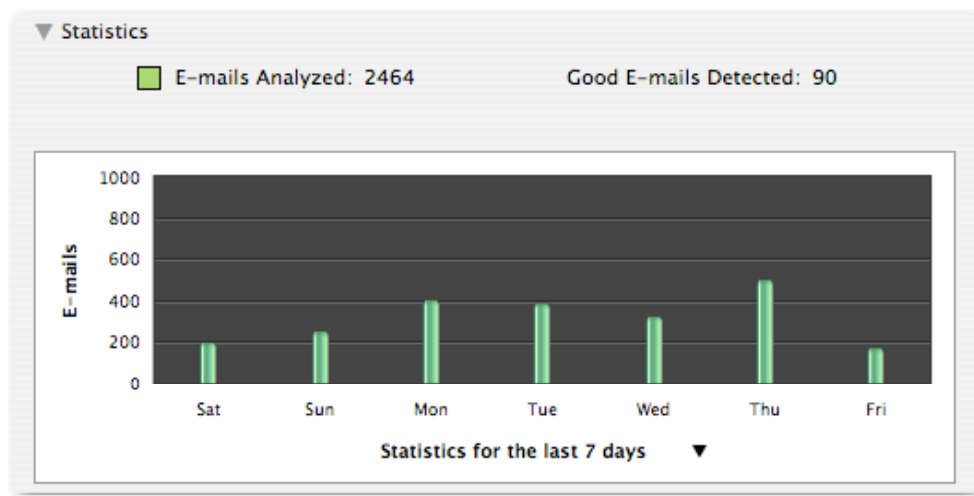
To view settings for the whitelist filter, click the Whitelist icon at the top of the Intego Personal Antispam X3 window.



If, for any reason, you want to turn off the whitelist filter, click Inactive at the top of the window. To turn the filter on again, click Active.

## Viewing Whitelist Filter Statistics

To view statistics for this filter, the Statistics disclosure triangle. This displays a statistics graph. See Viewing Antispam Statistics earlier in this manual for more on displaying statistics.



## Whitelist Filter Options

The whitelist filter offers two options to help Intego Personal Antispam X3 function optimally. If you check Allow senders in Address Book, Intego Personal Antispam X3 adds all the contacts in Apple's Address Book to the whitelist as valid senders, and will never mark messages from any of these contacts as spam.

- ☒ Allow senders in AddressBook
- ☒ Add sender to Whitelist when learning



(Note: the whitelist filter does not recognize contacts stored in Microsoft Entourage.)

If you check Add sender to Whitelist when learning, Intego Personal Antispam X3 adds the senders of good e-mail messages to the whitelist when you use the Learn Good E-mail AppleScript. This ensures that messages from these senders will never be marked as spam.



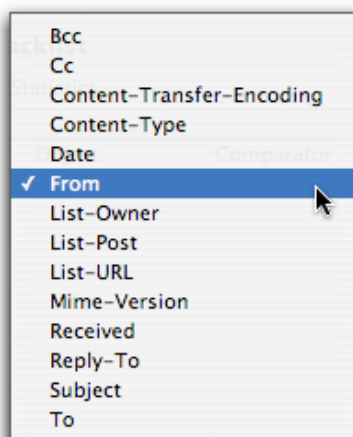
## Adding Items to the Whitelist Filter

The whitelist filter is empty when you first start using Intego Personal Antispam X3, but you can add your own entries to this filter. To do this, click New. Intego Personal Antispam X3 adds a new line to the filter list.

•	Object	Comparator	Pattern
<input checked="" type="checkbox"/>	From	Starts With	

There are three fields in this filter list: Object, Comparator and Pattern.

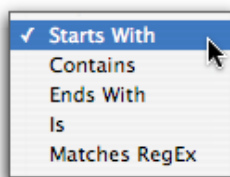
In the Object field, you can select from a number of e-mail message headers. Click the From cell and a popup menu displays:



Select the header you want the filter to search for.

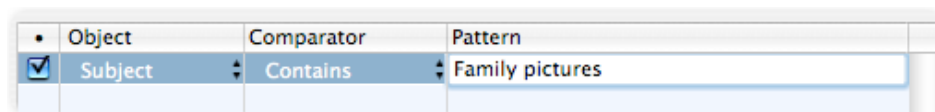


The Comparator field lets you select how Intego Personal Antispam X3 is to match the selected header. Click the Starts With cell and a popup menu displays:



Select the comparator you want the filter to use.

Finally, enter a text or regular expression in the Pattern field.



Intego Personal Antispam X3 will mark as good e-mail any messages that match items you have added to the whitelist filter in this manner.

## Removing Items from the Whitelist Filter

If you want to remove any items from this filter, click an item to select it, or select several items by clicking a first item, holding down the Command key, then clicking another item, then click Remove. An alert will ask you if you really want to remove all the items—you cannot undo this action. If you do want to remove these items, click Yes; if not click Cancel.

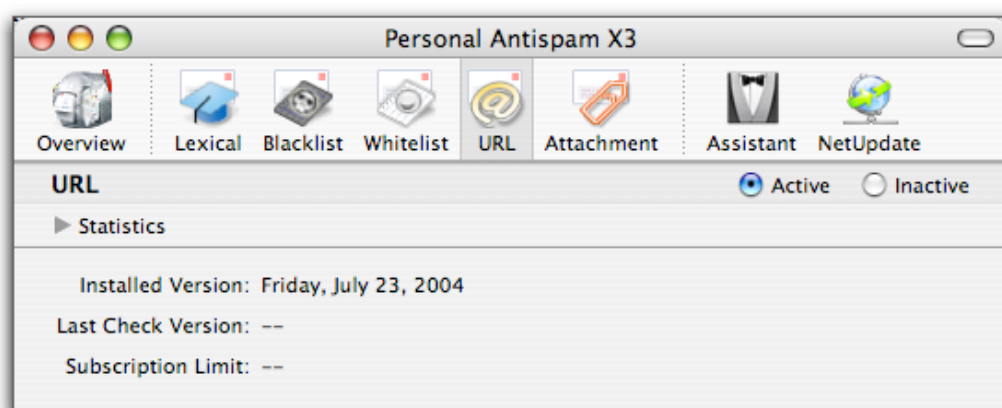


## URL Filter Settings

Intego Personal Antispam X3 has a URL filter that checks for certain URLs, and the way URLs appear in e-mail messages, to detect spam. Spammers often use techniques, such as displaying one URL but hiding a link to a different URL in a message, to fool recipients of their messages. E-mail with this type of URL is generally spam, and Intego Personal Antispam X3 searches for this, and other techniques, when analyzing your incoming e-mail.

In addition, Intego Personal Antispam X3 uses a special database of URLs that are known to be used in spam messages. This database is included with Intego Personal Antispam X3, and monthly updates help ensure that Intego Personal Antispam X3 weeds out the latest spam. Intego monitors spam that is sent over the Internet and records URLs that are used in spam messages, and the monthly updates to this database help ensure that your in-box remains spam-free.

To view settings for the URL filter, click the URL icon at the top of the Intego Personal Antispam X3 window.

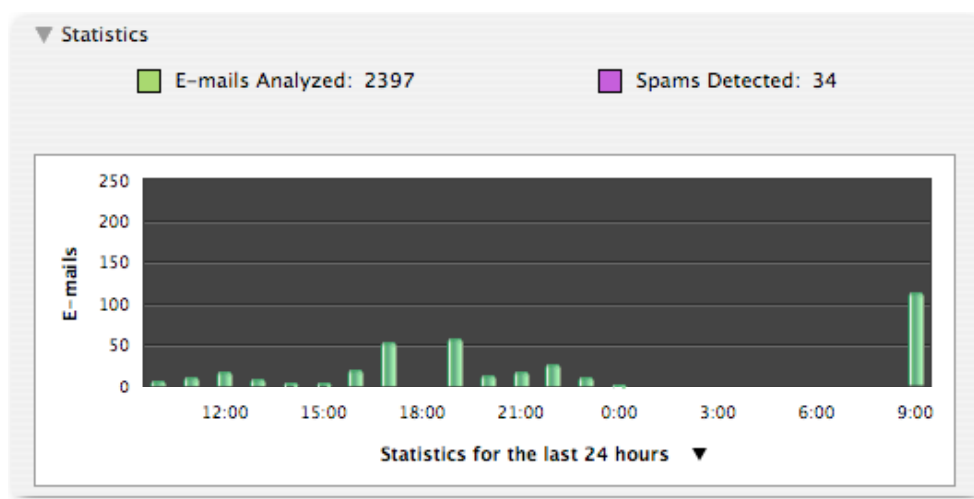




If, for any reason, you want to turn off the URL filter, click Inactive at the top of the window. To turn the filter on again, click Active.

## Viewing URL Filter Statistics

To view statistics for this filter, the Statistics disclosure triangle. This displays a statistics graph. See Viewing Antispam Statistics earlier in this manual for more on displaying statistics.



## **URL Filter Subscriptions and Updates**

The URL Filter tab shows you the version of Intego Personal Antispam X3 you have installed, the last time you checked for updates to URL filters, and your subscription limit. When you purchase Intego Personal Antispam X3, you have access to updates and updated URL filters for one year from the date of purchase. After this time, additional subscriptions, allowing you to extend your access to updated URL filters, are available from Intego, and can be purchased either from the Intego web site ([www.intego.com](http://www.intego.com)) or through NetUpdate.

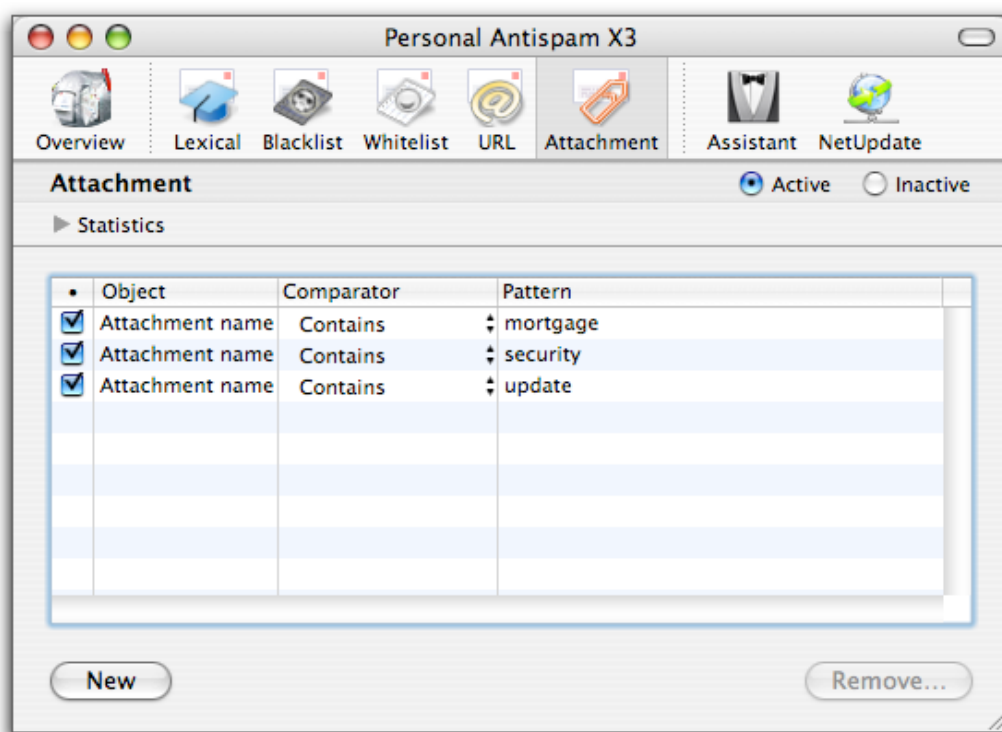
See the section on NetUpdate later in this manual for more.



## Attachment Filter Settings

Some spam can be detected by attachments, files sent together with messages, such as image files. Other messages may contain Windows viruses, which, while not exactly spam, can annoy you by filling your in-box. Intego Personal Antispam X3 checks for certain types of attachments that may indicate spam, and also checks for .pif and .scr files, which are only sent with messages by Windows viruses.

To view settings for the attachment filter, click the Attachment icon at the top of the Intego Personal Antispam X3 window.

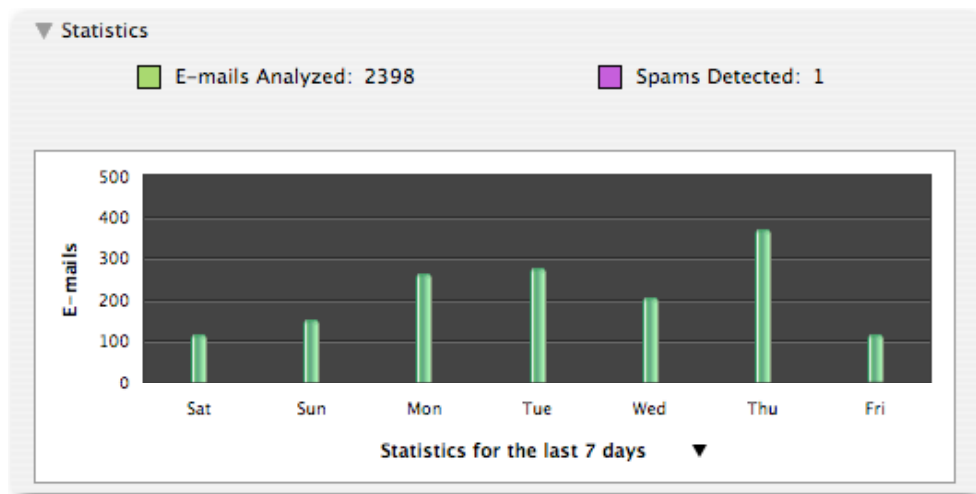


If, for any reason, you want to turn off the attachment filter, click Inactive at the top of the window. To turn the filter on again, click Active.



## Viewing Attachment Filter Statistics

To view statistics for this filter, the Statistics disclosure triangle. This displays a statistics graph. See Viewing Antispam Statistics earlier in this manual for more on displaying statistics.



## Adding Items to the Attachment Filter

The attachment filter automatically checks for certain types of attachments, but you can also add your own items to the list. To do this, click New. Intego Personal Antispam X3 adds a new line to the filter list.

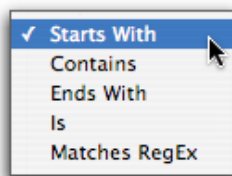
•	Object	Comparator	Pattern
<input checked="" type="checkbox"/>	Attachment name	Starts With	

There are three fields in this filter list: Object, Comparator and Pattern.

The Object field for this filter contains Attachment Name; you cannot change this.

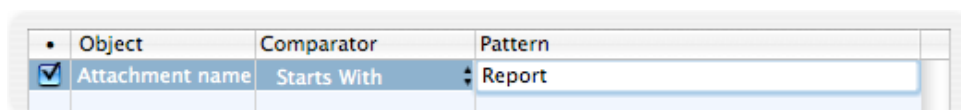


The Comparator field lets you select how Intego Personal Antispam X3 is to match the selected header. Click the Starts With cell and a popup menu displays:



Select the comparator you want the filter to use.

Finally, enter a text or regular expression in the Pattern field.



Intego Personal Antispam X3 will mark as spam any messages that match items you have added to the attachment filter in this manner.



## **Removing Items from the Attachment Filter**

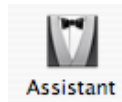
If you want to remove any items from this filter, click an item to select it, or select several items by clicking a first item, holding down the Command key, then clicking another item, then click Remove. An alert will ask you if you really want to remove all the items—you cannot undo this action. If you do want to remove these items, click Yes; if not click Cancel.



## **Running the Intego Personal Antispam X3 Setup Assistant**

When you first configured Intego Personal Antispam X3, the program's setup assistant helped you configure your e-mail program, either Apple Mail or Microsoft Entourage. If you need to configure a different e-mail program, you can run the setup assistant again at any time.

To do this, just click the Assistant icon in the Intego Personal Antispam X3 window toolbar.



See Chapter 3 of this manual, Configuring Intego Personal Antispam X3, for more on using this assistant and configuring your e-mail program.



## Exporting Settings

You can save all your Intego Personal Antispam X3 settings, and its spam database, in a special file that you can then use to import these settings into another copy of Intego Personal Antispam X3. This is especially useful if you manage many computers and want to use the same settings and database for all of them, or if you want to share your database with friends, family or colleagues.

To export your settings, select File > Export Settings... A dialog box asks you to name the settings file and choose a location to save it. Make sure not to change the .antispam file extension on the settings file after you have saved it.

## Importing Settings

If you have exported settings from one copy of Intego Personal Antispam X3 (see above) you can import them into another copy of the program.

To import settings, you can simply double-click the .antispam settings file that you exported from another copy of Intego Personal Antispam X3. This opens Intego Personal Antispam X3, which asks if you are sure that you want to replace the current settings and database with those you are importing.

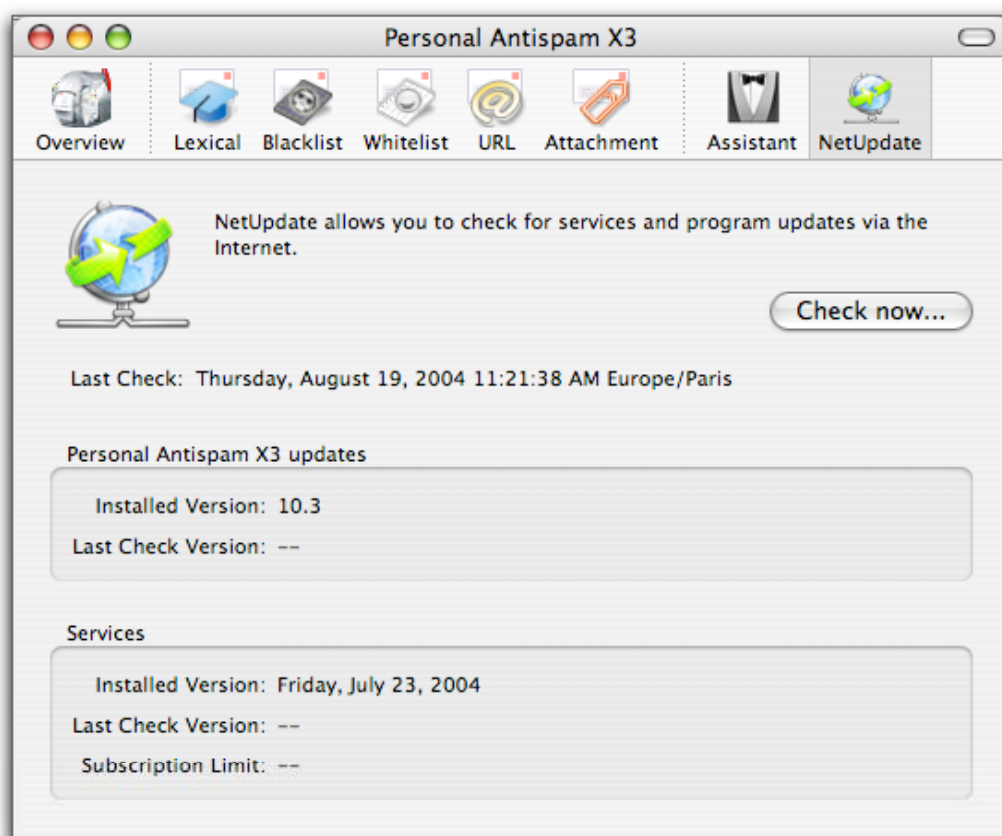
You can also select File > Import Settings... A file dialog asks you to locate the settings file. Click Import and these settings are immediately applied to Intego Personal Antispam X3.





## NetUpdate

NetUpdate is an application that Intego's programs can use to check if the program has been updated. This application is installed at the same time as Intego Personal Antispam X3 or other Intego programs. It checks updates for all of these programs at the same time, and downloads and installs those for the programs installed on your computer.



The NetUpdate tab gives you information on your installed version, the last time NetUpdate checked Intego's server for updates, and your subscription limit. To check for updates, click Check now... NetUpdate will open and check for updates.

For more on using NetUpdate, see the NetUpdate User's Manual.



# 6—Technical Support



Technical support is available for registered purchasers of Intego Personal Antispam X3.

**By e-mail**

[support@intego.com](mailto:support@intego.com)

**From the Intego web site**

[www.intego.com](http://www.intego.com)



# 7—Glossary



**Bayesian analysis:** This is a statistic method used to determine whether incoming e-mail messages are spam or not. This analysis uses a database of good and bad words, and weights the resulting analysis of each message according to the frequency of each type of word.

**Blacklist:** This is a list of bad addresses, from which all messages are considered to be spam.

**False positive:** This is a valid e-mail message that gets sorted as spam.

**Mailing list:** A mailing list is a type of forum that operates via e-mail. After you subscribe to a mailing list, you receive all the messages sent to the list by all the subscribers. Other mailing lists are one-way lists, or announcement lists, where you receive newsletters or other types of information but cannot send your own messages to the list. Sometimes people subscribe your address to a mailing list without your permission, and you may receive a flood of messages until you unsubscribe.

**Rule:** E-mail programs use rules to sort messages. Intego Personal Antispam X3 uses rules to activate its filtering engine, but you may also have rules set for your e-mail program to sort mail from friends, colleagues, customers or mailing lists into special folders.

**Spam:** Unwanted e-mail messages, usually sent to thousands, even millions of people at a time, with a goal of selling products or services. Also called unsolicited commercial e-mail, or junk mail.

**URL:** Uniform Resource Locator, or link. The most common URLs are links to web sites.

**Whitelist:** This is a list of good addresses, usually those of your contacts, from which all messages are considered to not be spam.

