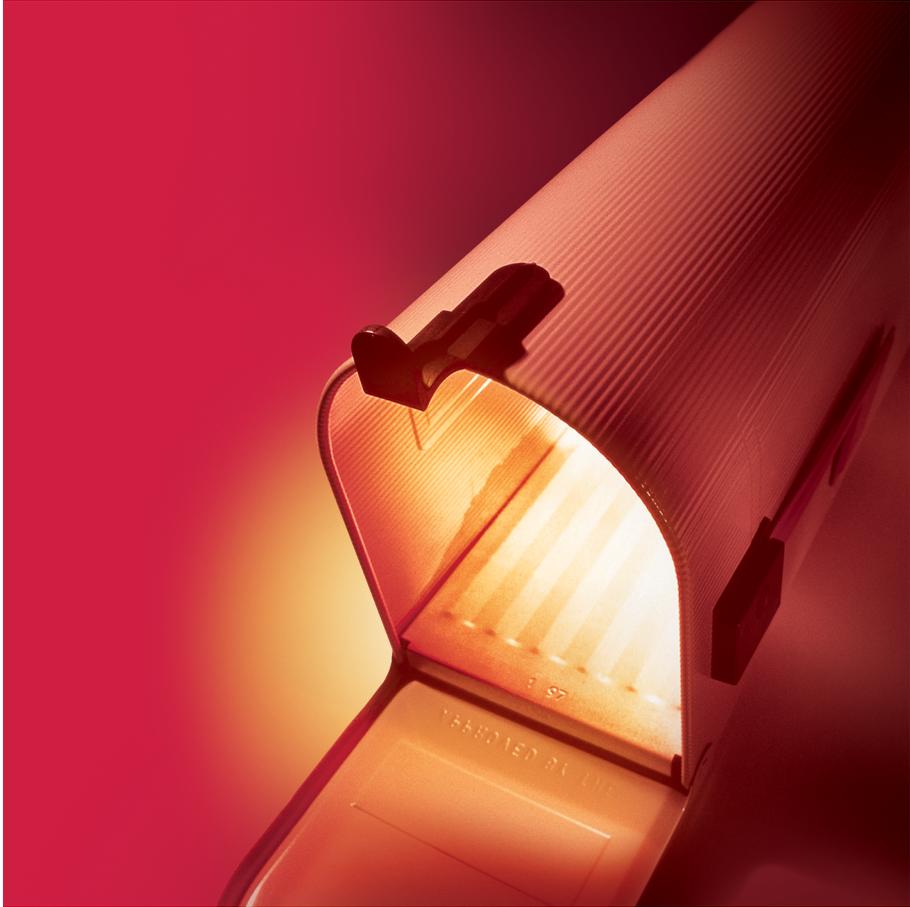


# McAfee SpamKiller

VERSION 4.0



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# Contents

<b>1</b>	<b>Getting Started</b>	<b>15</b>
	Introduction	15
	New Features	15
	System Requirements	15
	Installation Steps	16
	Setting Up SpamKiller for Initial Use	17
	Using McAfee Security Center	20
<b>2</b>	<b>Quick Tour of SpamKiller</b>	<b>23</b>
	Introduction	23
	The Toolbar	23
	The Icon Bar	24
<b>3</b>	<b>Adding E-mail Accounts</b>	<b>25</b>
	Introduction	25
	Adding E-mail Accounts	25
	Editing E-mail Account Properties	27
	Editing General Properties	27
	Editing Server Properties	27
	Editing Settings Properties	28
	Editing Connection Properties	28
	Editing Filter Checking Properties	29
	Editing Events Properties	30
	Editing Advanced Properties	31
	Removing or Disabling E-mail Accounts	32
<b>4</b>	<b>Using Killed Mail and Live Mail</b>	<b>33</b>
	Introduction	33
	Viewing Killed Mail	33
	Handling Large Messages	34
	Viewing Live Mail	34
	Performing Tasks for Killed Mail and Live Mail	36
	Creating a Filter	36
	Adding to the Friends List	36

Rescuing Mail	37
Sending Manual Complaints	37
Sending Error Messages	37
Viewing Header Details	37
Removing Messages	38
<b>5 Adding Friends</b>	<b>39</b>
Introduction	39
Adding an E-mail Address	39
Importing an Address Book	40
Removing Addresses from the Friends List	40
Saving a Copy of the Friends List	40
<b>6 Using Filters</b>	<b>41</b>
Introduction	41
Creating or Editing Filters	42
Creating Filters from the Killed Mail or Live Mail Pages	42
Creating or Editing Filters from the Filters Page	44
Creating or Editing Sender Filters	44
Creating or Editing Subject Filters	45
Creating or Editing Message Text Filters	46
Creating or Editing Header Filters	47
Enabling Country Filters	48
Editing Other Filters	48
Removing or Disabling Filters	49
Removing Filters	49
Disabling Filter Types	50
Finding Filters	50
Editing Filtering Options	51
Editing Filter Checking Properties	52
Disabling Filtering on an Account	52
Updating Filters	52
Updating Filters Manually	52
Removing Filter Updates	52
Turning Off Automatic Filter Updates	53
<b>7 Configuring Additional SpamKiller Options</b>	<b>55</b>
Introduction	55
Editing General Options	55
Editing Display Options	56
Editing Filtering Options	57
Editing Message Options	57
Filtering Large Messages	57

---

Editing Complaint Options .....	58
Editing Advanced Options .....	58
<b>8 Sending Complaints and Error Messages .....</b>	<b>61</b>
Introduction .....	61
Sending Automatic Messages .....	61
Changing or Viewing Standard Automatic Messages .....	62
Sending Manual Messages .....	63
Sending Manual Complaints .....	63
Sending Manual Error Messages .....	66
Creating, Editing, and Removing Messages .....	66
Creating, Editing, and Viewing Complaints and Error Messages .....	66
Removing Complaints and Error Messages .....	68
Editing Advanced Message Settings .....	68
<b>A Customer Service and Technical Support .....</b>	<b>69</b>
About <a href="http://www.McAfee-at-Home.com">www.McAfee-at-Home.com</a> .....	69
Customer Service .....	69
Technical Support .....	69
Privacy Policy .....	70

## Contents

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## Introduction

Welcome to McAfee SpamKiller!

McAfee SpamKiller is a software service that helps stop spam from entering your e-mail inbox. With it, you get the following features:

- Block spam using filters
- Monitor and filter multiple e-mail accounts
- Quarantine spam outside of your inbox
- Import friends' addresses into the Friends List
- Create custom filters
- Update filters automatically
- Fight back against spammers

## New Features

This version of SpamKiller provides the following new features:

- **MSN/Hotmail protocol support:** SpamKiller now filters MSN/Hotmail e-mail accounts and imports MSN/Hotmail address books into the Friends List.
- **Background filter updates:** SpamKiller automatically checks for new filters once a day and downloads the new filters to your computer.
- **Decoding of Base 64 encoded text:** By decoding Base 64 text, SpamKiller expands its ability to block spam.
- **Enhanced Microsoft® Outlook address book support:** You can now import into the Friends List all SMTP addresses in Contacts, Personal Address Book, and Global Address List. For Contact and Personal Address Book, addresses in distribution lists can be imported.
- **HTML e-mail viewing:** SpamKiller can view HTML e-mail while blocking scripts and images.
- **Increased filtering speed:** SpamKiller filters your e-mail accounts faster.
- **Improved look and feel:** The new look makes SpamKiller easier to use.

## System Requirements

- A POP3, MAPI, or MSN/Hotmail e-mail account
- Microsoft® Windows 95, 98, NT 4.0, Me, 2000, or XP

- 5 MB of free hard disk space (for installation)
- Microsoft® Internet Explorer 5.0 or higher

### NOTE

To upgrade to the latest version of Internet Explorer, visit the Microsoft Web site at <http://www.microsoft.com/>.

## Installation Steps

Before installing SpamKiller, save all of your work and close any open applications. If your computer runs Windows 2000 Professional or Windows XP, log on to your computer as a user with administrative rights.

### NOTE

If you are upgrading from a previous version of SpamKiller, SpamKiller will automatically uninstall the previous version and install the new version while maintaining your SpamKiller data and settings.

### Use the steps below to install SpamKiller:

- 1 Insert the McAfee SpamKiller CD in your computer's CD-ROM drive.

The installation wizard appears. If the Installation Wizard does not automatically appear, the autorun feature on your computer might be disabled. **Enable the autorun feature.**

- 2 Click **Yes** to start the installation.

The License Agreement page opens.

- 3 Select a country for viewing the license agreement in a specific language.

- 4 Click **Accept** to accept the license agreement.

- 5 Refer to steps displayed on the Installation Wizard to complete your installation.

You must restart your computer before you can use SpamKiller. If you selected to restart your computer now, your computer will automatically restart. If you selected to restart your computer later, you must restart it manually.

- 6 After restarting your computer, the Getting Started Wizard opens. The setup lets you add an e-mail account for SpamKiller to monitor. Later, you can add more e-mail accounts. The basic setup also lets you import a list of e-mail addresses to the Friends List to prevent them from being blocked.

- ◆ To set up SpamKiller for initial use, click **Next**, and go to [Setting Up SpamKiller for Initial Use on page 17](#).
- ◆ To setup SpamKiller later, click **Cancel**.

### NOTE

If you click **Cancel**, the **Getting Started** wizard closes, but it appears the next time you start your computer.

## Setting Up SpamKiller for Initial Use

Select the e-mail program of the e-mail account you want to add:

- 1 Click **Yes, this is my e-mail program** if the e-mail account you want to add is for the program SpamKiller detected, and then click **Next**. Otherwise, click **No, I want to select another program**, and then click **Next**.

If you clicked **No, I want to select another program**:

- a Select an e-mail program in the list, or click **Browse** to select another e-mail program.
- b Click **Next**.

You can import address books into SpamKiller from the following e-mail programs: Netscape Messenger, Qualcomm Eudora, Microsoft Outlook or Exchange, Microsoft Outlook Express, Pegasus Mail, MSN/Hotmail, and any program that can support its address book as a plain text file. If you do not have a list to import, you can import a list or add individual addresses later.

### To import a list of friends' e-mail addresses:

- 1 Click **Yes, I want to import my address book now** to import a list now. Otherwise, click **No, I want to do this later**.
- 2 Click **Next**.
- 3 Select the type of address book you want to import, and then click **Next**.

A confirmation page shows the number of new e-mail addresses SpamKiller added to the Friends List.

If SpamKiller cannot find addresses in the address book, "The address book was not found" appears. Click **OK**, and then click **Back**. Select another address book, or add addresses to the book, and import the book again.

- 4 Click **Next**.

### To add an e-mail account for SpamKiller to monitor:

- 1 Click **Yes, I want to enter information about my e-mail account** to add the account now. Otherwise, click **No, I want to do this later**.
- 2 Click **Next**.

The New Account Wizard opens.

If SpamKiller detects more than one e-mail account, a list of the e-mail accounts appears. Follow the steps below:

- 1 Select an e-mail account you want to add, and then click **Next**.

You can add more accounts later after SpamKiller is installed. If the e-mail account you want to add is not listed, click **My e-mail account is not listed above**, click **Next**, and then go to step 1 in the next section.

- 2 Enter the password you use for logging on to the account, and then click **Next**.

- 3 Click **Test Now** to verify that the account information you entered is correct.
- 4 Click **Finish**.

You are finished with the basic setup of SpamKiller. At any time, you can add more e-mail accounts, add more e-mail addresses to the Friends List, or configure other SpamKiller settings.

If SpamKiller does not detect multiple e-mail accounts, follow these steps:

- 1 Enter a description of the e-mail account, and then click **Next**.
- 2 Enter your name and e-mail address, and then click **Next**.
- 3 Select the type of account for the e-mail address, and then click **Next**.
  - ◆ **Standard e-mail account (POP3):** Local dialup or broadband accounts, where your Internet service provider receives and holds your e-mail. Most home users have this type of account.
  - ◆ **MSN/Hotmail account:** MSN/Hotmail web-based accounts.
  - ◆ **MAPI e-mail account:** Local network e-mail accounts. Most corporate users have this type of account. Many corporate users have this type of account when their company is running Microsoft® Exchange Server.
- 4 Enter account information:

#### If you selected **Standard e-mail (POP3 account):**

- a Enter the addresses of the incoming e-mail server and the outgoing e-mail server, and then click **Next**.

In most cases, SpamKiller automatically detects your POP3 settings and pre-populates the incoming and outgoing server fields.

- b Enter your user name and password for the e-mail account.

Your user name is usually the first part of your e-mail address, before the @ sign. Your password is the password you use to log on to the account.

- c Click **Next**.

If your computer is set to use dial-up connections, the connection type dialog box opens. Select the connection type for your account, and then click **Next**.

#### If you selected **MSN/Hotmail account:**

- a Enter your user name and password for the e-mail account.

Your user name is always the first part of your e-mail address, before the @ sign. Your password is the password you use to log on to the account.

- b Click **Next**.

If your computer is set to use dial-up connections, the connection type dialog box opens. Select the connection type for your account, and then click **Next**.

**If you selected MAPI e-mail accounts:**

- a** Select the profile type from the **Profile** list.
- b** Enter your password for the account, and then click **Next**.
- 5** Click **Test Now** to verify that the account information you entered is correct.
- 6** Click **Finish**.

You are finished with the basic setup of SpamKiller. **At any time, you can add more e-mail accounts, add more e-mail addresses to the Friends List, or configure other SpamKiller settings.**

## Using McAfee Security Center

The McAfee SecurityCenter is your one-stop security shop, accessible from its icon in your Windows system tray or from your Windows desktop. With it, you can perform these useful tasks:

- Get free security analysis for your PC.
- Launch, manage, and configure all your McAfee subscriptions from one icon.
- See continuously updated virus alerts and the latest product information.
- Receive free trial subscriptions to download and install trial versions directly from McAfee using our patented software delivery process.
- Get quick links to frequently asked questions and account details at the McAfee Web site.

### NOTE

For more information about its features, please click **Help** in the SecurityCenter dialog box.

-  While the SecurityCenter is running and all of the McAfee features installed on your computer are enabled, a red M icon appears in the Windows system tray.

This area is usually in the lower-right corner of the Windows desktop and contains the clock.

-  If one or more of the McAfee applications installed on your computer are disabled, the McAfee icon changes to black.

### To open the McAfee SecurityCenter:

- 1 Right-click the McAfee icon.
- 2 Click Open SecurityCenter.

### To access a SpamKiller feature:

- 1 Right-click the McAfee icon.
- 2 Click SpamKiller.

The McAfee Security Center opens displaying SpamKiller options.



3 Select an option to open the SpamKiller main window.

To accomplish additional tasks at the McAfee Web site via the McAfee icon, click the following menu items:

- **Members Only:** Get special offers and discounts for valued members.
- **McAfee Store:** Get news, product information, and promotional offers for our other security products.
- **Customer Support:** Get help, send feedback, and report bugs or problems.
- **My Account Info:** View your subscription status.
- **Clinic:** Access additional McAfee services to enhance your computer's performance.

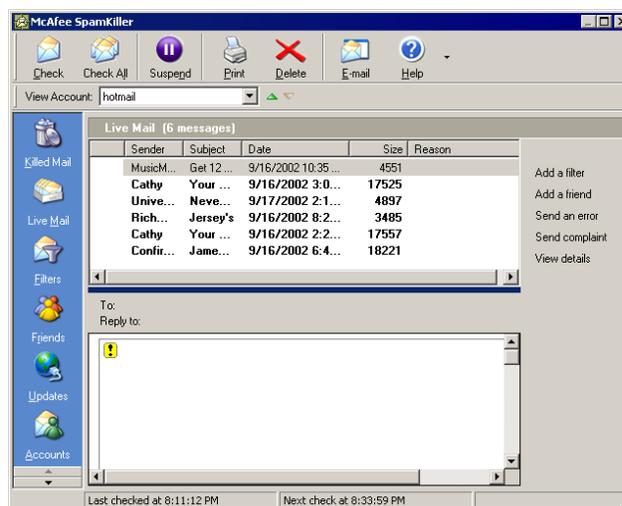


# Quick Tour of SpamKiller

# 2

## Introduction

When you open SpamKiller, the SpamKiller main window opens. Take a quick tour of the tasks you can perform via the toolbar and icon bar.



## The Toolbar

See the toolbar to perform the most common tasks and display different e-mail accounts.

Item	Description
View Accounts	Select an account from the <b>View Accounts</b> list to view e-mail accounts you added.
Check	Click the <b>Check</b> button to check the selected e-mail account and filter all new messages in the account's inbox.
Check All	Click the <b>Check All</b> button to check all e-mail accounts that SpamKiller monitors.
Suspend	Click the <b>Suspend</b> button to suspend automatic e-mail checking. To reactivate automatic checking, click the Suspend button again. When you open the SpamKiller main window, automatic checking is suspended.

Item	Description
Print	Click the <b>Print</b> button to print a copy of one or more messages. Both headers and message text will be printed.
Delete	Click the <b>Delete</b> button to remove messages from the Killed Mail and Live Mail boxes, or remove filters.
E-mail	Click the <b>E-mail</b> button to start your e-mail program. This button works only if you configured SpamKiller to start your e-mail program. To configure SpamKiller to start your e-mail program, see <a href="#">Editing Connection Properties on page 28</a> .
Help	Click the <b>Help</b> button to open the online Help.

## The Icon Bar

See the icon bar to navigate among the different pages in SpamKiller.

Item	Description
Killed Mail	Click the <b>Killed Mail</b> icon to view the messages that SpamKiller removed from your inbox and the reasons why they were filtered. A message pane shows the contents of the selected message. For MAPI accounts, internal e-mail does not appear in the Killed Mail box.
Live Mail	Click the <b>Live Mail</b> icon to view the messages currently in your inbox, as well as a message pane showing the contents of the selected message. For MAPI accounts, internal e-mail does not appear in the Live Mail box.
Filters	Click the <b>Filters</b> icon to view a list of available filters in SpamKiller. You can add, edit, or remove filters.
Friends	Click the <b>Friends</b> icon to view the Friends List. The Friends List contains senders that SpamKiller accepts all messages from.
Updates	Click the <b>Updates</b> icon to view a list of new filters for SpamKiller. You can remove any new filters that you do not need.
Accounts	Click the <b>Accounts</b> icon to view information on e-mail accounts you added. You can add, edit, or remove accounts.
Settings	Click the <b>Settings</b> icon to edit various SpamKiller settings.

# Adding E-mail Accounts

# 3

## Introduction

After you installed SpamKiller and restarted your computer, the **Getting Started Wizard** helped you to add an e-mail account. If you did not do so during installation, or if you want to edit account information, follow the steps in this chapter.

You can add multiple e-mail accounts, with default property settings, for SpamKiller to monitor. Once you add an e-mail account, you can edit its properties. SpamKiller lets you add three types of accounts:

- **Standard e-mail account (POP3):** Local dialup or broadband accounts, where your Internet service provider receives and holds your e-mail. Most home users have this type of account.
- **MSN/Hotmail account:** MSN/Hotmail web-based accounts.
- **MAPI e-mail account:** Local network e-mail accounts. Many corporate users have this type of account when their company is running Microsoft® Exchange Server.

### IMPORTANT

Before you add an e-mail account, you might want to switch off automatic e-mail checking in your e-mail program. **This has two advantages:**

- **First**, SpamKiller must be able to filter your messages before they are retrieved by your e-mail program. If not, SpamKiller will not see the messages, since it works with your server, not your e-mail program.
- **Second**, SpamKiller and the e-mail program will not be competing for access to your inbox.

Internet e-mail servers (also known as POP3 servers) are designed to allow only one program at a time to access an inbox. For example, both your e-mail program and SpamKiller cannot check your e-mail simultaneously. The program that gets there first will succeed, while the other one will be refused access.

## Adding E-mail Accounts

To add an e-mail account, click the **Accounts** icon, and then click **Add**. The **New Account Wizard** opens.

**If SpamKiller detects more than one e-mail account, a list of the e-mail accounts appears. Follow the steps below:**

- 1 Select an e-mail account you want to add, and then click **Next**.

If the e-mail account you want to add is not listed, click **My e-mail account is not listed above**, click **Next**, and then go to step 1 in the next section.

## Adding E-mail Accounts

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- 2 Enter the password you use for logging on to the account, and then click **Next**.
- 3 Click **Test Now** to verify that the account information you entered is correct.
- 4 Click **Finish**.

If you added a MSN/Hotmail account, SpamKiller will search for a MSN/Hotmail address book to import into the Friends List. The benefit of adding addresses to the Friends List is that SpamKiller accepts all mail from those on the list. If SpamKiller finds your MSN/Hotmail address book, and you want to import it, follow the instructions in the dialog box that appears. Otherwise, click **Cancel**. You can add addresses later.

### If SpamKiller does not detect multiple e-mail accounts, follow these steps:

- 1 Enter a description of the e-mail account, and then click **Next**.
- 2 Enter your name and the account's e-mail address, and then click **Next**.
- 3 Select the e-mail account type, and then click **Next**.
- 4 Enter account information:

#### If you selected Standard e-mail (POP3 account):

- a Enter the addresses of the incoming and outgoing e-mail servers, and then click **Next**.
- b Enter your user name and password for the e-mail account.  
  
Your user name is usually the first part of your e-mail address, before the @ sign. Your password is the password you use to log on to the account.
- c Click **Next**.

If your computer is set to use dial-up connections, the connection type dialog box opens. Select the connection type for your account, and then click **Next**.

#### If you selected MSN/Hotmail account:

- a Enter your user name and password for the e-mail account.  
  
Your user name is usually the first part of your e-mail address, before the @ sign. Your password is the password you use to log on to the account.
- b Click **Next**.

If your computer is set to use dial-up connections, the connection type dialog box opens. Select the connection type for your account, and then click **Next**.

#### If you selected MAPI e-mail account:

- a Select the profile from the **Profile** list.
- b Enter the profile's password for the account, and then click **Next**.

- 5 Click **Test now** to verify that the account information you entered is correct.
- 6 Click **Finish**.

If you added a MSN/Hotmail account, SpamKiller will search for a MSN/Hotmail address book to import into the Friends List. The benefit of adding addresses to the Friends List is that SpamKiller accepts all mail from those on the list. If SpamKiller finds your MSN/Hotmail address book, and you want to import it, follow the instructions in the dialog box that appears. Otherwise, click **Cancel**. You can add addresses later.

## Editing E-mail Account Properties

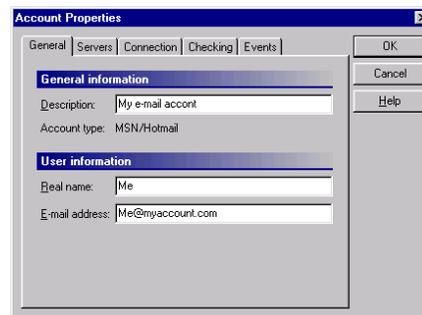
All accounts have default settings that you can edit.

### Editing General Properties

**To edit an account's description and user information:**

- 1 Click the **Accounts** icon.
- 2 Select an account from the **Accounts** list, click **Properties**, and then click the **General** tab.

The General dialog box opens.



- 3 Edit **General information** and **User information**, and then click **OK**.

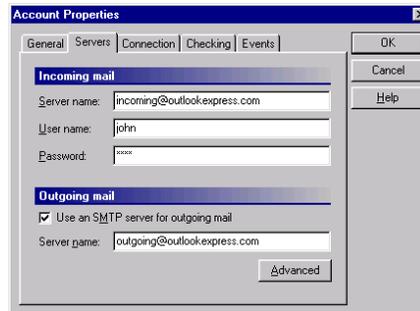
### Editing Server Properties

Editing server properties is available for POP3 and MSN/Hotmail accounts only.

**To edit an account's e-mail server, user name, and password:**

- 1 Click the **Accounts** icon.
- 2 Select an account from the **Accounts** list, click **Properties**, and then click the **Servers** tab.

The Servers dialog box opens.



- 3 Enter server information for incoming and outgoing mail, and then click **OK**.

## Editing Settings Properties

Editing settings properties is available for MAPI accounts only. You must configure a valid MAPI profile through the Windows Control Panel before you can add the account to the SpamKiller setup.

### To edit settings for a MAPI account:

- 1 Click the **Accounts** icon.
- 2 Select an account from the **Accounts** list, click **Properties**, and then click the **Settings** tab.

The Settings dialog box opens.



- 3 Select the appropriate MAPI profile from the **Log on using** list.
- 4 Enter the corresponding MAPI profile password in the **Password** field, and then click **OK**.

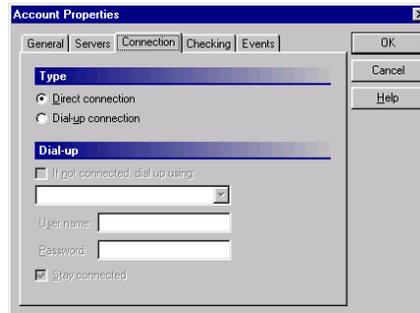
## Editing Connection Properties

You can edit how your computer connects to an account's e-mail servers, and whether SpamKiller automatically connects to the account when needed.

**To edit an account's connections:**

- 1 Click the **Accounts** icon.
- 2 Select an account from the **Accounts** list, click **Properties**, and then click the **Connection** tab.

The Connection dialog box opens.



- 3 Select the appropriate connection type.
- 4 If you selected Dial-up connection, and your computer does not automatically connect to your account:
  - a Select **If not connected dial up using** for SpamKiller to automatically connect to the account when SpamKiller checks for spam.
  - b Enter the user name and password for accessing the connection.
  - c Select **Stay connected** for your computer to remain connected to the internet after SpamKiller has completed its operations.
- 5 Click **OK**.

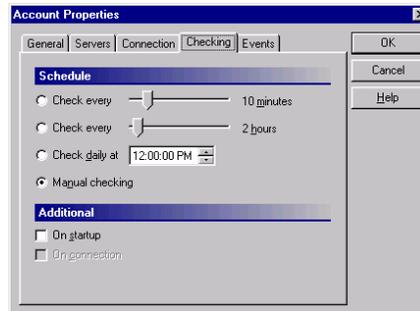
## Editing Filter Checking Properties

By default, SpamKiller scans your e-mail every ten minutes. You can change this setting for each e-mail account.

**To edit filter checking properties:**

- 1 Click the **Accounts** icon.
- 2 Select an account from the **Accounts** list, click **Properties**, and then click the **Checking** tab.

The Checking dialog box opens.



- 3 From the **Schedule** options, select the frequency at which you want SpamKiller to filter the account.
- 4 From the **Additional** options, specify additional times for SpamKiller to check the account:
  - ◆ Select **On startup** if you have a direct connection account, and you want SpamKiller to check the account every time SpamKiller starts.
  - ◆ Select **On connection** if you have a dial-up connection, and you want SpamKiller to check the account every time you connect to the Internet.
- 5 Click **OK**.

## Editing Events Properties

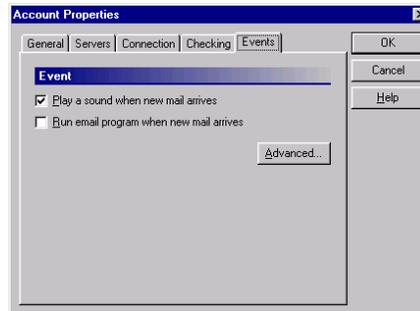
SpamKiller plays a sound whenever an e-mail message arrives in your Killed Mail box or Live Mail box. You can **disable the sound completely**, or **play a sound** for specific types of e-mail you receive. For example, set SpamKiller to play a sound whenever you receive spam, but not when you receive mail from a friend. In addition, you can play a different sound for each type of mail you receive.

You can also run a program whenever an e-mail message arrives.

### To edit events properties:

- 1 Click the **Accounts** icon.
- 2 Select an account from the **Accounts** list, click **Properties**, and then click the **Events** tab.

The Events dialog box opens.



- 3 Clear the **Play a sound when new mail arrives** check box to disable sound for new e-mail.
- 4 Select **Run the e-mail program when new mail arrives** for SpamKiller to automatically open your default e-mail program when it detects new e-mail.
- 5 Click **Advanced** to set specific sounds and programs.
- 6 Click the **Sounds** tab to specify which events must play a sound:  
 Select the events that must play a sound. You can listen to the sound by clicking **Listen**. To change the sound, click **Browse**, and then select a different sound.
- 7 Click the **Programs** tab to specify which events must run an e-mail program.  
 Select events that must run an e-mail program. Select the e-mail program to run for each event.
- 8 Click **OK**.

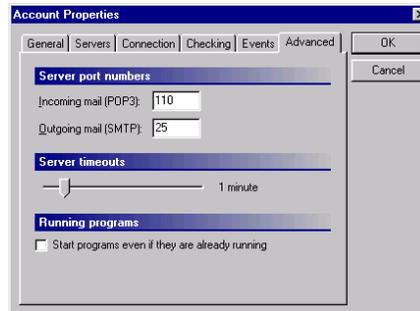
## Editing Advanced Properties

Editing advanced properties is available for POP3 accounts only. If SpamKiller is unable to access your e-mail account, you might need to change some of the account's Advanced properties. For example, if you are connecting through a proxy, you might need to change the port numbers.

### To edit advanced properties:

- 1 Click the **Accounts** icon.
- 2 Select an account from the **Accounts** list, click **Properties**, and then click the **Advanced** tab.

The Advanced dialog box opens.



- 3 Enter the account's server port numbers.  
Change these values only if you are connecting through a proxy or e-mail server that does not use the standard port numbers.
- 4 Edit the **Server time-outs** value.  
You might want to increase the server time-outs value if you receive many error messages. If you receive many error messages indicating that SpamKiller has timed out, your e-mail connection might be slow. Increase the server time-outs value so that SpamKiller will wait longer before timing out.
- 5 Select **Start programs even if they are already running** for SpamKiller to start your e-mail program even if it is already running, and then click **OK**.

## Removing or Disabling E-mail Accounts

Remove e-mail accounts that you no longer want SpamKiller to monitor. Removing an account is permanent. You can disable an account instead.

### To remove an e-mail account:

- 1 Click the **Accounts** icon and select the account you want to remove from the **Accounts** list.
- 2 Click **Remove**.  
A confirmation dialog box opens.
- 3 Click **Yes**.

### To disable an e-mail account:

- 1 Click the **Accounts** icon.
- 2 Clear the check box next to the account you want to disable.  
The account is now disabled.

# Using Killed Mail and Live Mail

# 4

## Introduction

The Killed Mail box contains spam messages that were removed from your inbox. The Live Mail box contains all messages currently in your inbox. The exception is with MAPI accounts where the Live Mail box does not contain internal e-mail. The Killed Mail and Live Mail boxes have similar features.

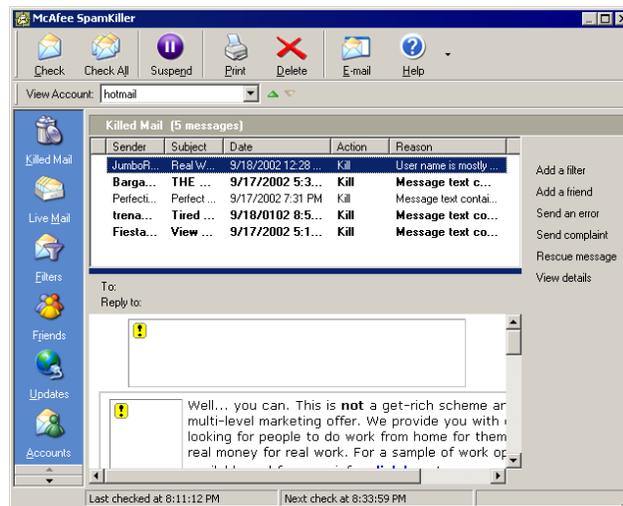
## Viewing Killed Mail

When SpamKiller finds spam, SpamKiller removes it from your inbox and puts a copy in the Killed Mail box. You can view spam from the Killed Mail.

### To view killed mail:

- 1 Click the Killed Mail icon.

The Killed Mail page opens.



- 2 Select a message to view message details.

The top message pane lists spam messages. Each message shows the sender, the subject of the message, the date the message was received, the size of the message, and the reason why the message was removed. The left-most column contains icons next to messages if complaints or error messages have been sent.

-  **Complaint sent:** This icon appears if you sent a manual complaint about a message.
-  **Error message sent:** This icon appears if you sent an error message.
  - The Reason column explains if a message fit the criteria of a filter.
  - The bottom message pane contains the actual message text for a selected message.

## Handling Large Messages

By default, SpamKiller filters all e-mail, except for messages (including attachments) that are larger than 100 kilobytes. You can edit SpamKiller to check larger messages by increasing the maximum message size setting. However, if you increase the message size setting, SpamKiller might take longer to check your mail. For details on changing the maximum message size, see [Editing Message Options on page 57](#).

Spam that is larger than 100 kilobytes might contain viruses. Instead of modifying SpamKiller to check larger messages, you might want to install an anti-virus program (such as McAfee VirusScan Home Edition and McAfee VirusScan Online) on your computer.

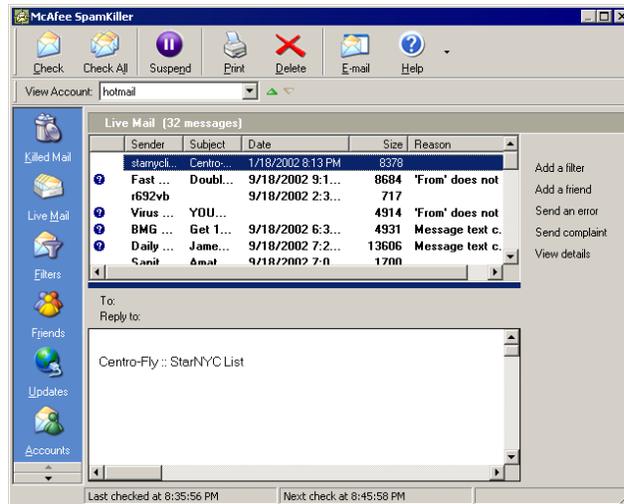
## Viewing Live Mail

The Live Mail box displays all messages in your inbox. However, for MAPI accounts, the Live Mail box does not contain internal e-mail.

### To view live mail:

- 1 Click the **Live Mail** icon.

The Live Mail page opens.



## 2 Select a message to view message details.

The top message pane of the Live Mail page lists messages. Each message shows the sender, the subject of the message, the date the message was received, and the size of the message. If an icon appears next to the message, an explanation of why SpamKiller flagged the message appears in the Reason column.

### The following icons might appear next to messages:



**Mail from a friend:** When SpamKiller detects that the sender of a message is in the Friends List, the icon appears. This indicates the message is one you want to keep.



**Possible spam:** If a message matches a filter that has its action set to Mark, But Do Not Kill, the blue question mark appears.



**Spam:** Normally, spam messages do not appear in the inbox since they are automatically deleted. However, if you create or edit a filter so that the message now matches the filter, this icon indicates that the message is now classified as spam. The message will be deleted the next time you check e-mail.



**Complaint sent:** This icon appears if you sent a manual complaint about a message.



**Error message sent:** This icon appears if you sent an error message.

The Reason column explains if a message was sent by someone on the Friends List, or if a message fit the criteria of a filter, but the filter action was set to Accept or Mark, But Do Not Kill.

The bottom message pane contains the actual message text for a selected message. By default, SpamKiller retrieves the message text and puts it in the message pane. The exception is message text that is larger than the maximum size that SpamKiller will automatically retrieve. If you do not want message text to automatically appear, turn it off. For details, see [Editing Message Options on page 57](#).

## Performing Tasks for Killed Mail and Live Mail

### Creating a Filter

To create a filter from the Killed Mail or Live Mail page, see [Creating Filters from the Killed Mail or Live Mail Pages on page 42](#).

### Adding to the Friends List

From the Killed Mail and Live Mail pages, you can easily add the sender of a message to the Friends List. SpamKiller accepts all messages from e-mail addresses and domains added to the Friends List.

#### NOTE

If you find legitimate mail in your Killed Mail box, you can put the mail back in your inbox. For details, see [Rescuing Mail on page 37](#).

#### To add an e-mail address or domain to the Friends List:

- 1 Click the **Killed Mail** or **Live Mail** icon to open the Killed Mail or Live Mail page.
- 2 Select a message from the **messages** list, and then click **Add friend**.

The Friend Properties dialog box opens.



- 3 Select the address type to add to the Friends List.
  - ◆ **Single e-mail address:** The sender's e-mail address will be added to the Friends List.
  - ◆ **All users at domain:** The domain name will be added to the Friends List. As a result, SpamKiller will accept all e-mails coming from the domain.
  - ◆ **Mailing list:** The sender's mailing list will be added to the Friends List.

If the Killed Mail page is open, **Restore message automatically** is selected so that the killed message you selected will be added to the Friends List and put back in your inbox. To put the address in the Friends List without restoring the message back to your inbox, clear this option.

- 4 Click **OK**.

## Rescuing Mail

You might find that your Killed Mail box contains legitimate mail, and that you want to put those messages back in your inbox.

### To rescue mail:

- 1 Click the **Killed Mail** icon.  
The Killed Mail page opens.
- 2 Select a message you want to rescue.

- 3 Click **Rescue**.

If SpamKiller monitors more than one e-mail account, the Rescue message dialog box opens. Select the e-mail account in which to put the message.

- 4 Click **OK**.

A copy of the message is put back in your inbox, but still appears in the Killed Mail box. If you put the message in a MAPI account, the rescued message appears immediately in the inbox. If you put the message in a POP3 or MSN/Hotmail account, a slight delay occurs before the rescued message appears in your inbox.

## Sending Manual Complaints

You can send complaints to account-abuse addresses at the sender's domain. For details, see [Sending Manual Complaints on page 63](#).

## Sending Error Messages

You can send an error message to try to prevent a sender from sending you more spam.

### To send an error message:

- 1 Click the **Killed Mail** or **Live Mail** icon to open the Killed Mail or Live Mail page.
- 2 Select a message from the **messages** list, and then click **Send error**.

An error message is sent to the reply address on the spam message you selected.

## Viewing Header Details

By default, SpamKiller displays message text without the headers.

### To view message headers:

- 1 Click the **Killed Mail** or **Live Mail** icon to open the Killed Mail or Live Mail page.

- 2 Select a message from the **messages** list, and then click **Details**.

The message now shows both the message text and the headers in native format.

## Removing Messages

SpamKiller automatically removes messages from the Killed Mail box 30 days after they were removed from your inbox. You can change the setting for automatic removal, or remove messages manually. To change the setting for automatic removal, see [Editing Message Options on page 57](#).

SpamKiller does not automatically remove messages from your Live Mail box. If you remove messages from your Live Mail box, you also remove them from your inbox.

### To remove messages manually:

- 1 Click the **Killed Mail** or **Live Mail** icon to open the Killed Mail or Live Mail page.
- 2 Select a message to remove, and then click **Delete** on the top menu bar.

# Adding Friends

# 5

## Introduction

SpamKiller accepts all e-mails from addresses and domains in the **Friends List**. Since SpamKiller bypasses these e-mails, the filtering process might be faster. Also, it helps prevent SpamKiller from accidentally blocking legitimate e-mail.

Add addresses one at a time, or add them all at once by importing an address book from an e-mail program. You can save the existing Friends List in SpamKiller and import it later. You can also add to the Friends List from the Killed Mail or Live Mail pages.

## Adding an E-mail Address

You can add an e-mail address from the Friends page, the Killed Mail page, or the Live Mail page. Adding addresses from the Killed Mail or Live Mail page lets you quickly add senders listed on those pages.

### To add an e-mail address from the Friends page:

- 1 Click the **Friends** icon, and then click **Add**.

The Friend Properties dialog box opens.



- 2 Select the address type you want to add:
  - ◆ **Single e-mail address:** The sender's e-mail address will be added to the Friends List.
  - ◆ **All users at domain:** The domain name will be added to the Friends List. SpamKiller will accept all e-mails coming from the domain.
  - ◆ **Mailing list:** The sender's mailing list will be added to the Friends List.
- 3 Enter an e-mail address in the **Address** field.
- 4 Click **OK**.

To add an e-mail address from the Killed Mail or Live Mail page, see [Adding to the Friends List on page 36](#).

## Importing an Address Book

You can import address books into SpamKiller from the following e-mail programs: Microsoft Outlook, Microsoft Outlook Express, Netscape Communicator, Qualcomm Eudora, Pegasus Mail, MSN/Hotmail, and any program that can support its address book as a plain text file.

### To import an address book into the Friends List:

- 1 Click the **Friends** icon, and then click **Import Addresses**.

The Address Book Wizard opens.

- 2 Select the type of address book you want to import, and then click **Next**.

A confirmation page shows the number of new e-mail addresses SpamKiller added.

If SpamKiller did not find addresses in the address book, "The address book was not found" appears:

- a Click **OK**.
- b Click **Back**.
- c Select another address book, or add addresses to the book, and import the book again.

## Removing Addresses from the Friends List

### To remove an address from the Friends List:

- 1 Click the **Friends** icon.
- 2 Select an address from the **Friends** list, and then click **Remove**.

A confirmation dialog box opens.

- 3 Click **Yes**.

## Saving a Copy of the Friends List

You can save a backup copy of the Friends List in a file format used by SpamKiller. You can later import this file again to the Friends List.

### To save a copy of the Friends List:

- 1 Click the **Friends** icon.
- 2 Click **Save Copy**.

A confirmation dialog box opens.

- 3 Click **Yes**.

## Introduction

Filters are the heart of SpamKiller. When SpamKiller checks for spam, filters examine each incoming e-mail. A filter specifies what to look for in an e-mail message, and the action to take against spam or possible spam. SpamKiller comes with many filters; however, you can edit the filters or create new ones to fine-tune which messages are removed from your inbox and which ones are accepted. You can also delete or disable filters.

SpamKiller automatically checks for new filters once a day and downloads the new filters to your computer. You can view new filters and remove any you do not need. You can turn off automatic filter checking and check for new filters manually.

SpamKiller groups its filters into six types. Each type looks at a different part of an e-mail message.

Filter	Description
Sender	Sender filters look for a specific sender's e-mail address or domain.
Subject	Subject filters look for the presence or absence of words or phrases in the subject field of the header.
Message Text	Text filters look for the presence or absence of words or phrases in the body of the message.
Country	Country filters block messages from specified countries. Specifically, SpamKiller looks for country codes within e-mail addresses and message headers. Some spam e-mails are sent from servers in other countries.
Header	Header filters look for words or phrases in e-mail headers. All e-mail messages contain more information than you normally see in your e-mail program. This information is known as the message header. Message headers contain various required and optional fields, and can be very useful for detecting spam.
Other	Other filters are built into SpamKiller and therefore cannot be removed. SpamKiller contains only a few of these.

When a filter finds spam or possible spam, SpamKiller takes one of five actions against it.

- **Kill:** The message is deleted from your inbox, and a copy is put in the Killed Mail box.
- **Kill After Complaining:** SpamKiller sends a complaint before deleting the message from your inbox and putting a copy in the Killed Mail box.

- **Kill After Error Message:** SpamKiller sends an error message before deleting the message from your inbox and putting a copy in the Killed Mail box.
- **Accept:** SpamKiller accepts the message. This action is useful if you want to accept certain types of e-mails, such as those from customer support. The message remains in your inbox.
- **Mark, But Do Not Kill:** SpamKiller does not delete the message, but marks it with a blue question mark, and puts a copy of the message in the Live Mail box.

## Creating or Editing Filters

When you create a new filter or edit an existing one, specify what you want SpamKiller to look for in an e-mail message, and the action to take against spam or possible spam.

SpamKiller gives you several ways to create new filters: from the **Filters page**, the **Killed Mail page**, or the **Live Mail page**. Creating filters from the **Killed Mail** and **Live Mail** pages provides a fast and easy way to block future spam from senders currently in those boxes, or to block similar messages.

## Creating Filters from the Killed Mail or Live Mail Pages

You can quickly create filters based on messages in the **Killed Mail** and **Live Mail** boxes. This helps prevent future spam from the same sender or with similar messages from entering your inbox.

After creating a filter, you have the option of editing advanced settings for the filter. All new filters have default settings that you can change.

### To create a filter from **Killed Mail** or **Live Mail** page:

- 1 Click the **Killed Mail** or **Live Mail** icon.

The **Killed Mail** or **Live Mail** page opens.

- 2 Select a message to base a new filter on and click **Add a filter**.

The **New Filter Wizard** dialog box opens.



- 3 Select the part of the message to base the filter on, and then click **Next**.

**If you selected Sender's address:**

A dialog box opens displaying the address or addresses of the sender.

- 1 Select the address to filter on.
- 2 Select **Ignore the user name** to filter on the domain name only.
- 3 Click **Next**.
- 4 To edit advanced filter settings, click **Advanced**. Otherwise, click **Finish**.

For details on editing advanced settings, see [Creating or Editing Filters from the Filters Page on page 44](#).

**If you selected Subject:**

A dialog box opens displaying the text in the subject field of the spam.



- 1 Select the part of the message to filter on, and then click **Next**.
- 2 To edit advanced filter settings, click **Advanced**. Otherwise, click **Finish**.

For details on editing advanced settings, see [Creating or Editing Filters from the Filters Page on page 44](#).

**If you selected Message text:**

A dialog box opens displaying the e-mail message.

- 1 Select up to 50 characters of the message text to filter on, and then click **Next**.
- 2 To edit advanced filter settings, click **Advanced**. Otherwise, click **Finish**.

For details on editing advanced settings, see [Creating or Editing Filters from the Filters Page on page 44](#).

**If you selected Country:**

A dialog box opens displaying a list of countries that the selected message has passed through.

- 1 Select one or more countries to filter on.
- 2 To edit advanced filter settings, click **Advanced**. Otherwise, click **Finish**.

For details on editing advanced settings, see [Creating or Editing Filters from the Filters Page on page 44](#).

### If you selected Message headers:

A dialog box opens displaying the headers in the message.

- 1 Select the message header to filter on.
- 2 Select the part of the header to filter on.
- 3 Select **Look for address information** to search only for addresses in the headers.
- 4 Click **Next**.
- 5 To edit advanced filter settings, click **Advanced**. Otherwise, click **Finish**.

For details on editing advanced settings, see [Creating or Editing Filters from the Filters Page on page 44](#).

## Creating or Editing Filters from the Filters Page

SpamKiller allows you to create or edit several types of filters.

### Creating or Editing Sender Filters

Sender filters look for specific user names or domains in e-mail addresses. An e-mail address contains two parts, the user name and the domain: `username@domain.com`. You can create filters to look at an entire address, the user name, or just the domain.

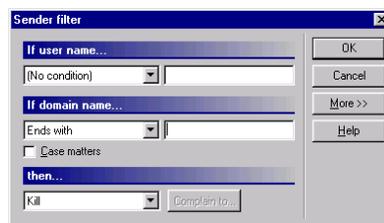
#### To create or edit a Sender filter:

- 1 Click the **Filters** icon, and then click the **Sender** tab.

The list of Sender filters appears in the Filters list.

- 2 Click **Add** to create a new filter, or to edit a filter, select a filter from the Filters list, and then click **Properties**.

The Sender filter dialog box opens.



- 3 Define the user name condition, or select **[No condition]** if you do not want the filter to search on the user name portion of e-mail addresses. Conditions define what a filter should look for. To define a condition:

- a Select a condition type from the list of available conditions.
  - b Enter the text that the filter should look for.
- 4 Define the condition for the domain name, or select **[No condition]** if you do not want the filter to search on the domain portion of e-mail addresses. To define a domain name condition:
  - a Select a condition type from the list of available conditions.
  - b Enter the text, number, or characters the filter must look for.
- 5 Select **Case matters** only if you want the filter to be case-sensitive. Case-sensitive means that the filter distinguishes between uppercase and lowercase letters.
- 6 Select the action you want SpamKiller to take against e-mail messages found by the filter.
 

If you selected **Kill after complaining** or **Kill after error message**, specify the automatic message you want to send:

  - a Click **Send to** or **Complain to**.
  - b Select an address to send it to.
- 7 Click **OK**.

## Creating or Editing Subject Filters

Subject filters look for words or phrases that are present or missing from the subject field of a message.

### To create or edit a Subject filter:

- 1 Click the **Filters** icon, and then click the **Subject** tab.
 

The list of Subject filters appears in the Filters list.
- 2 Click **Add** to create a new filter, or to edit a filter, select a filter from the Filters list, and then click **Properties**.
 

The Subject filter dialog box opens.



- 3 Define the condition for the filter:
  - a Select a condition type from the list of available conditions.
  - b Enter the text that the filter must look for.

If you selected the condition type **Is Missing** or **Is Blank**, do not enter text, leave it blank.

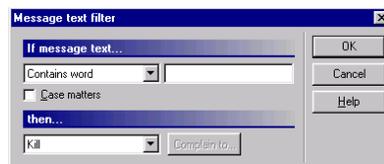
- 4 Select **Case matters** only if you want the filter to be case-sensitive.  
Case-sensitive means that the filter distinguishes between uppercase and lowercase letters.
- 5 Select the action you want SpamKiller to take against e-mail messages found by the filter.  
If you selected **Kill after complaining** or **Kill after error message**, specify the automatic message you want to send:
  - a Click **Send to** or **Complain to**.
  - b Select an address to send it to.
- 6 Click **OK**.

### Creating or Editing Message Text Filters

Message Text filters look for specific text in the body of a message.

#### To create or edit a Message Text filter:

- 1 Click the **Filters** icon, and then click the **Text** tab.  
The list of Text filters appears in the Filters list.
- 2 Click **Add** to create a new filter, or to edit a filter, select a filter from the Filters list, and then click **Properties**.  
The Message text filter dialog box opens.



- 3 Define the condition for the filter:
  - a Select a condition type from the list of available conditions.
  - b Enter the text that the filter must look for.
- 4 Select **Case matters** only if you want the filter to be case-sensitive.  
Case-sensitive means that the filter distinguishes between uppercase and lowercase letters.
- 5 Select the action you want SpamKiller to take against e-mail messages found by the filter.  
If you selected **Kill after complaining** or **Kill after error message**, specify the automatic message you want to send:

- a Click **Send to** or **Complain to**.
  - b Select an address to send it to.
- 6 Click **OK**.

## Creating or Editing Header Filters

Header filters check for the presence or absence of specified fields in message headers as well as their contents. Header filters can look for specific values or restrict the filter's search to the address information parts of the headers.

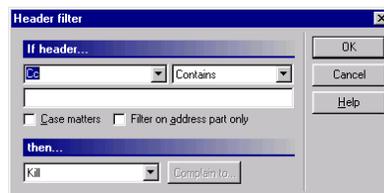
### To create or edit a Header filter:

- 1 Click the **Filters** icon, and then click the **Headers** tab.

The list of Header filters appears in the Filters list.

- 2 Click **Add** to create a new filter, or to edit a filter, select a filter from the Filters list, and then click **Properties**.

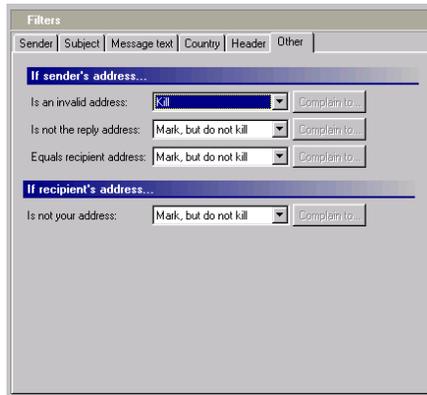
The Header filter dialog box opens.



- 3 Define the condition for the filter:
  - a Select a header name that you want the filter to look for.  
If the list does not contain the header you need, type the header name.
  - b Select a condition type for the header from the list of available conditions.
  - c Enter the text that the filter must look for in the header.  
If you selected the condition type **Is Missing** or **Is Blank**, do not enter text, leave it blank.
- 4 Select **Case matters** only if you want the filter to be case-sensitive.  
Case-sensitive means that the filter distinguishes between uppercase and lowercase letters.
- 5 Select the action you want SpamKiller to take against e-mail messages found by the filter.  
If you selected **Kill after complaining** or **Kill after error message**, specify the automatic message you want to send:
  - a Click **Send to**.



The list of Other filters appears.



- 2 Change the filter actions if needed.

If you selected **Kill after complaining** or **Kill after error message**, specify the automatic message you want to send:

- a Click **Send to** or **Complain to**.
- b Select an address to send it to.

## Removing or Disabling Filters

You can remove any filter, except for Other filters. When you remove a filter, the filter is permanently removed from SpamKiller.

You can disable filter types instead of removing them. Disabled filter types can later be enabled. Disabling a filter type disables all filters associated with that filter type. In other words, SpamKiller does not use those filters when it scans your e-mail.

### NOTE

You cannot disable an individual filter, only filter types.

## Removing Filters

### To remove a filter:

- 1 Click the **Filters** icon.  
The **Filters** page opens.
- 2 Click the filter type tab containing the filter, and then select the filter.
- 3 Click **Remove**.

A confirmation dialog box opens.

- 4 Click **Yes** to remove the filter.

## Disabling Filter Types

For details, see [Editing Filtering Options on page 51](#).

## Finding Filters

Since the filters list can be long, SpamKiller provides a way to search for specific filters. You can also change the list of filters to display either filters you created or the standard filters. Standard filters are those that came with SpamKiller, or have been added through automatic filter updates.

### NOTE

The search feature is not available for Country and Other filter types since they contain few filters.

### To find a filter:

- 1 Click the **Filters** icon.
- 2 Click the filter type tab containing the filter, and then click **Find**.  
The Find filter dialog box opens.
- 3 Enter any text that is included in the filter definition.
- 4 If you do not want the search to start from the beginning of the list, clear **Search from top of list**. The search starts at the selected filter.
- 5 Click **Search next**.

If a filter fits the search criteria, the filter is highlighted in the **Filters** list. Click **Find Next** to continue the search. If no filters fit the search criteria, the following message appears: "Could not find ....." Click **OK**.

### To view filters you created:

- 1 Click the **Filters** icon.
- 2 Click the filter type tab.  
The list of all filters for the filter type appears.
- 3 Click **Standard filters**.  
The Filters list displays filters you created.

### To view standard filters:

- 1 Click the **Filters** icon.
- 2 Click the filter type tab.  
The list of all filters for the filter type appears.
- 3 Click **Your filters**.  
The Filters list displays the standard filters.

## Editing Filtering Options

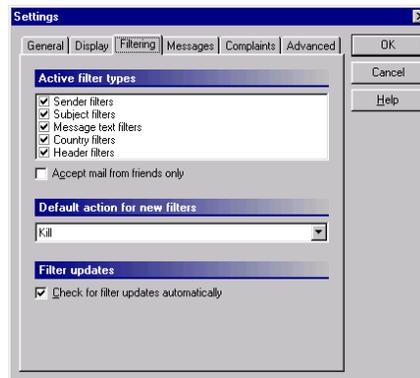
You can change the default settings for filtering options, such as disable filter types, change the default action of filters you create, and turn off automatic filter updates.

If you disable filter types, SpamKiller might not be able to automatically delete failed complaints and failed error messages.

### To edit filtering options:

- 1 Click the **Settings** icon, and then click the **Filtering** tab.

The Filtering dialog box opens.



- 2 To disable filter types, clear the filter types located in the **Active filter types** list. You can enable the filter by selecting it.
- 3 Select **Accept mail from friends only** if you want to restrict incoming mail to people on the SpamKiller Friends List.
- 4 To change the default action of filters you create, select an action from the **Default filter action** list.

#### TIP

You can override the default action for new filters as you create new filters.

- 5 To turn off automatic filter updates, clear the **Check for updates automatically** check box.

When this option is selected, SpamKiller will check for new filters once a day and download the filters to your computer. You can view the list of updated filters in the Updates page. For details on filter updates, see [Updating Filters on page 52](#).

## Editing Filter Checking Properties

SpamKiller scans your e-mail for spam every ten minutes. You can change this setting for each of your e-mail accounts. For details, see [Editing Filter Checking Properties on page 29](#).

## Disabling Filtering on an Account

You can prevent SpamKiller from filtering an e-mail account. For details, see [Editing Filtering Options on page 51](#).

## Updating Filters

New filters for SpamKiller are available regularly. SpamKiller automatically checks for new filters once a day and downloads the new filters to your computer. You can turn off auto-checking and check for filters manually. After each filter update, you can view the list of new filters and remove any you do not need.

If your computer is behind a firewall, you might need to access the filter updates server via a proxy. For details, see [Editing Advanced Options on page 58](#).

## Updating Filters Manually

### To update filters manually:

- 1 Click the **Updates** icon.

The Updates page opens.

- 2 Click **Check for update**.

A dialog box opens indicating the number of new filters added.

- 3 Click **OK**.

The new filters appear in the list. The new filters also appear on the Filters page.

## Removing Filter Updates

### To remove filter updates:

- 1 Click the **Updates** icon.

The Updates page opens.

- 2 Remove filters:

- ◆ To remove all filters from an update, select an update at the top of the page.
- ◆ To remove a single filter, select an update from the top portion of the page, and then select a filter at the bottom of the page.

- 3 Click **Remove**.

A confirmation dialog box opens.

- 4 Click **Yes**.

## Turning Off Automatic Filter Updates

### To turn off automatic filter updates:

- 1 Click the **Settings** icon.
- 2 Click the **Filtering** tab.
- 3 Clear the **Check for updates automatically** check box, and then click **OK**.



# Configuring Additional SpamKiller Options

# 7

## Introduction

SpamKiller has default settings that you can change.

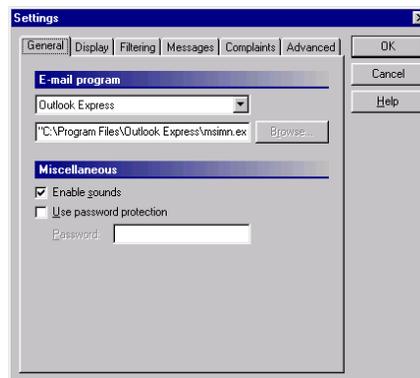
## Editing General Options

General settings specify which e-mail program you use, whether sound is turned off or on, and whether you want to use password protection. Password protection requires that you enter a password to access the SpamKiller main window. Using password protection helps prevent other users of your computer from viewing spam messages in the Killed Mail page or changing SpamKiller settings.

### To edit general options:

- 1 Click the **Settings** icon, and then click the **General** tab.

The General dialog box opens.



- 2 Select your e-mail program from the list.

If your e-mail program is not on the list, click **Browse** to find the e-mail program.

By selecting your e-mail program, you can launch your e-mail program whenever you click the e-mail button on the tool bar. Also, it is easier to set up your accounts and to run SpamKiller when new e-mail arrives.

- 3 Clear the **Enable sounds** check box to turn off all sounds associated with SpamKiller.
- 4 To use password protection to access the SpamKiller main window:

- a Select **Use password protection**.
- b Enter the password in the **Password** box.

Whenever you open SpamKiller, you must enter the password.

- 5 Click **OK**.

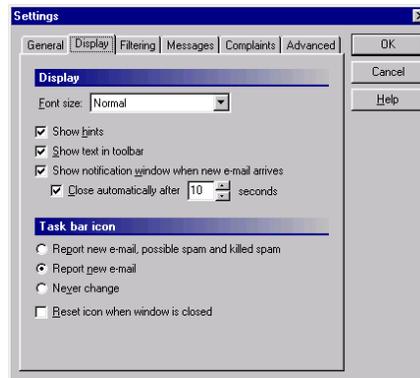
## Editing Display Options

Display settings specify how SpamKiller looks on your screen and how it notifies you when new e-mail arrives and is processed.

### To edit display options:

- 1 Click the **Settings** icon, and then click the **Display** tab.

The Display dialog box opens.



- 2 Select a font size from the **Font size** list.

The Normal font size is the standard setting. The text on buttons and toolbars are not affected by the setting.

- 3 Clear or select other display options:
  - ◆ **Show hints:** When this option is selected, you see brief explanations of buttons and icons during mouse over.
  - ◆ **Show text in tool bar:** When this option is selected, buttons in the toolbar display explanatory text.
  - ◆ **Show notification window when new e-mail arrives:** When this option is selected, a small notification window tells you how many messages arrived and how SpamKiller processed them.
  - ◆ **Close automatically after:** When this option is selected, notification windows close automatically after a few seconds.
- 4 From the **Task bar icon** list, change the types of incoming e-mail that SpamKiller must report.

If **Reset icon when window is closed** is selected, the envelope icon reverts to its empty state when the window is closed, even if there are messages in your inbox that your e-mail program has not received.

- 5 Click **OK**.

## Editing Filtering Options

You can change the default settings for filtering options, such as, disable filter types, change the default action of filters you create, and turn off automatic filter updates. For details on all of these tasks, see [Editing Filtering Options on page 51](#).

## Editing Message Options

Message settings indicate how SpamKiller handles large messages, deleted messages, and failed message replies. Failed message replies are messages in your inbox that notify you of a complaint or error message that cannot be sent.

## Filtering Large Messages

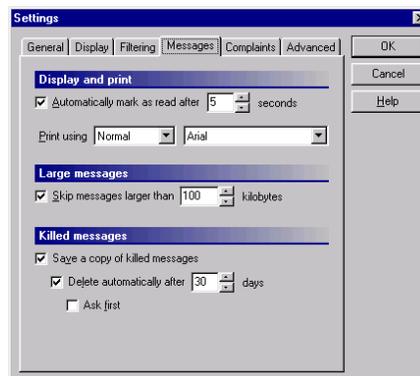
By default, SpamKiller filters all e-mail, except for messages (including attachments) that are larger than 100 kilobytes. You can edit SpamKiller to check larger messages by increasing the maximum message size setting. However, if you increase the message size setting, SpamKiller might take longer to check your mail. For details on changing the maximum message size, see [Editing Message Options on page 57](#).

Spam that is larger than 100 kilobytes might contain viruses. Instead of modifying SpamKiller to check larger messages, you might want to install an anti-virus program (such as McAfee VirusScan Home Edition and McAfee VirusScan Online) on your computer.

### To edit message options:

- 1 Click the **Settings** icon, and then click the **Messages** tab.

The Messages dialog box opens.



### 2 Define **Display and print options**:

- ◆ **Automatically mark as read after:** When new messages are displayed in the Live Mail or Killed Mail list, they appear in bold type to indicate that they are unread. By default, the selected message is automatically marked as read after five seconds. You can adjust the time. To turn off the feature, clear the check box.
- ◆ **Print using:** Use this option to specify the font and font size for printing messages.

### 3 Define how SpamKiller handles large messages.

By default, SpamKiller skips messages larger than 100 kilobytes. This setting works well in most cases, since most large messages are not spam.

### 4 Define how SpamKiller handles killed messages:

- ◆ **Save a copy of killed messages:** When this option is selected, SpamKiller will make a copy of all messages that are automatically deleted before removing them from your inbox. The copy is stored in each account's Killed Mail box so that you can view the mail. You can switch this option off to conserve disk space, but we do not recommend this. This option does not apply to messages you delete manually.
- ◆ **Delete automatically after:** By default, SpamKiller removes messages from the Killed Mail box 30 days after SpamKiller removed them from your inbox. You can change the number of days.
- ◆ **Ask first:** When this option is selected, SpamKiller will notify you before old messages are removed from the Killed Mail box.

### 5 Click **OK**.

## Editing Complaint Options

You can define which automatic complaint messages SpamKiller will send. You can also write your own messages and send them out manually. For details, see [Creating, Editing, and Removing Messages on page 66](#).

## Editing Advanced Options

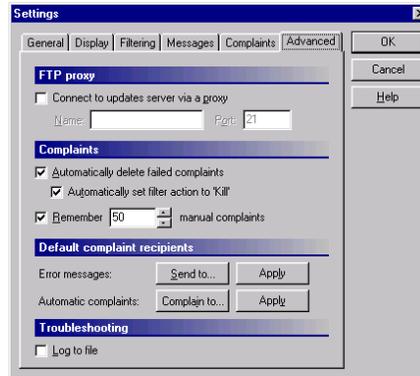
You normally do not need to change Advanced settings. Advanced settings allow you to connect to the filter updates server through a proxy, change advanced options for automatic complaints and error messages, and turn on the communication log between SpamKiller and e-mail servers.

You might need to connect to the filter updates server using a proxy if your computer is behind a firewall. Updates are transmitted via the FTP protocol.

### To edit advanced options:

- 1 Click the **Settings** icon, and then select the **Advanced** tab.

The Advanced dialog box opens.



- 2 To connect to the filter updates server via a proxy:
  - a Select **Connect to updates server via a proxy**.
  - b Enter the name and number of your port address.

- 3 Edit **Complaints** options if necessary:

A failed complaint is a complaint message that cannot be sent.

- ◆ **Automatically delete failed complaints:** If this option is selected, SpamKiller will attempt not to notify you (via e-mail message) of failed complaints. If this option is not selected, SpamKiller will send you an e-mail whenever a complaint cannot be sent.
- ◆ **Automatically set filter action to Kill:** A failed complaint usually means that the e-mail address that the complaint was sent to is invalid. SpamKiller will try to locate the filter that caused the complaint and set its action to Kill, so that no more complaints are sent out.
- ◆ **Remember manual complaints:** By default, SpamKiller remembers the last 50 manual complaints that you sent. If you receive more spam from the same sender, you can retrieve and send the same complaints again without having to select addresses and complaint messages.

- 4 To edit **Default complaint recipients** for automatic complaints and error messages:
  - a Click **Send to** for error messages, or click **Complain to** for complaint messages.
  - b Select the address or account to send messages to.
  - c Click **Apply**.
- 5 Click **Log to file** to log the communication between SpamKiller and the e-mail server.

## Configuring Additional SpamKiller Options

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The log is saved in the file SpamKiller.log on your computer. Reviewing the log file can often help solve configuration problems and other technical issues.

**NOTE**

Selecting **Log to file** might cause SpamKiller to run slower.

- 6 Click **OK**.

# Sending Complaints and Error Messages

# 8

## Introduction

When SpamKiller finds spam or possible spam, you can send complaints or error messages to try to prevent future spam from the same sender. SpamKiller includes standard complaints and error messages; however, you can edit them or create new ones to suit your needs. You can send messages automatically, manually, or both.

The difference between complaints and error messages is that complaints are sent to an abuse-reporting address at the spam's domain. Error messages are sent to the reply address of the spam. The purpose of sending an error message is to trick the sender into believing that your e-mail address does not exist.

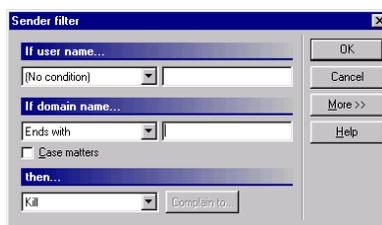
## Sending Automatic Messages

SpamKiller can send complaints or error messages automatically as soon as you receive spam. **Automatic messages are associated with filters. In other words, if you want SpamKiller to send an automatic message, you indicate it on the filter itself.** When you specify a filter to send automatic messages, the filter will send a message when it detects spam or possible spam.

### To send automatic complaints and error messages:

- 1 Select the filter that must send an automatic complaint or error message:
  - a Click the **Filters** icon, and then select a filter-type tab that lists the filter.
  - b Select a filter from the **Filters** list.
- 2 Click **Properties**.

A filter dialog box opens.



- 3 From the **then...** field, select **Kill after complaining** or **Kill after error message**.

## Sending Complaints and Error Messages

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- 4 Click **Send to** or **Complain to**, and then select an address.
- 5 Click **OK**.

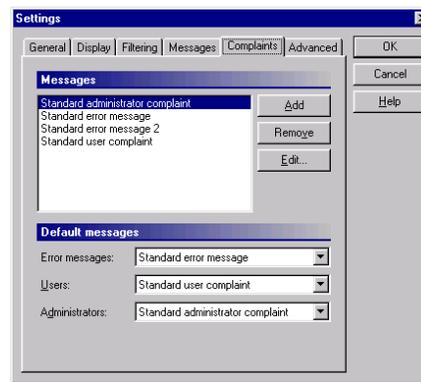
The filter will send the standard complaint or error message to the selected address. To edit or view standard messages, see [Changing or Viewing Standard Automatic Messages on page 62](#).

## Changing or Viewing Standard Automatic Messages

**To change or view standard messages for automatic messages:**

- 1 Click the **Settings** icon, and then select the **Complaints** tab.

The Complaints dialog box opens.



- 2 To change the standard error message, select a message from the **Error messages** list. If sending "Standard error message" does not seem to prevent spam from entering your inbox, try sending "Standard error message 2."
- 3 To change the standard user complaint message, select a message from the **Users** list.
- 4 To change the standard administrator complaint message, select a message from the **Administrators** list.
- 5 Click **OK**.

## Sending Manual Messages

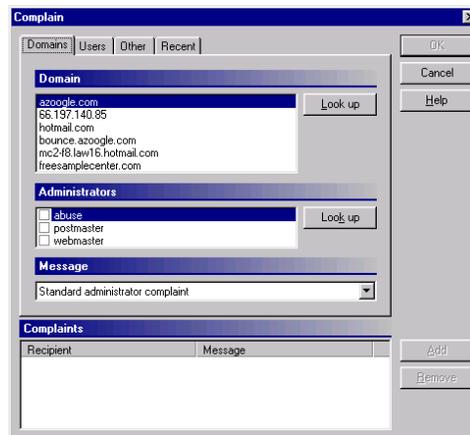
If you want to target specific spam e-mail, you can send one or more manual messages. To view, add or edit message types, see [Creating, Editing, and Removing Messages on page 66](#).

## Sending Manual Complaints

### To send a manual message:

- 1 Click the **Killed Mail** or **Live Mail** icon to open your **Killed Mail** or **Live Mail** box.
- 2 Select a message to complain about, and then click **Send Complaint**.

The Complain dialog box opens.



- 3 Define the complaints as described in the following instructions:

### To send a domain-type complaint:

- 1 Click the **Domains** tab.  
The Domains dialog box opens (previous figure).
- 2 Select a domain to complain to from the **Domain** list.

#### TIP

For more information on a domain, select the domain, and then click **Look up**.

- 3 From the **Administrators** list, select the accounts where you want to send the complaint.

## Sending Complaints and Error Messages

### TIP

For more information on an account, select the domain, and then click **Look up**. SpamKiller connects you to **abuse.net**. The information might help you determine where to send the complaint.

- 4 From the **Message** list, select the complaint message you want to send, and then click **Add**.

The message or messages appears in the **Complaints** list.

### TIP

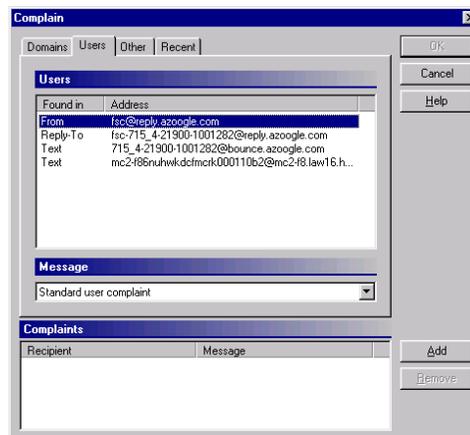
To remove a complaint from the **Complaints** list, select a complaint, and then click **Remove**.

- 5 To add to the list of messages before sending them, define another domain-type complaint, or click another tab to define another complaint type.
- 6 When you are finished, click **OK** to send all complaints in the **Complaints** list.

### To send a user-type complaint:

- 1 Click the **Users** tab.

The Users dialog box opens.

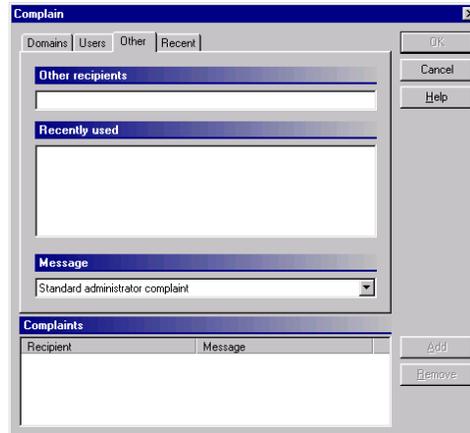


- 2 From the **Users** list, select an address where you want to send the complaint.
- 3 Select the message to send from the **Message** list, and then click **Add**. The complaint appears in the **Complaints** list.
- 4 To add to the list of messages before sending them, define another user-type complaint, or click another tab to define another complaint type.
- 5 When you are finished, click **OK** to send all complaints in the **Complaints** list.

**To send an other-type complaint:**

- 1 Click the **Other** tab.

The Other dialog box opens.



- 2 In the **Other recipients** field, enter the e-mail address where you want to send the complaint, or select an address from the **Recently used** list.

The Recently used list contains address where you recently sent complaints.

- 3 Click **Add**.

The complaint appears in the **Complaints** list.

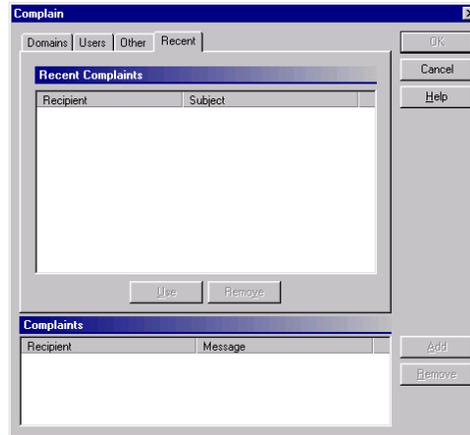
- 4 To add to the list of messages before sending them, you can define another Other-type complaint, or click another tab to define another type of complaint.

- 5 When you are finished, click **OK** to send all complaints in the **Complaints** list.

**To resend a recent complaint:**

- 1 Click the **Recent** tab.

The Recent Complaints dialog box opens.



- 2 Select a complaint from the **Recent Complaints** list, and then click **Use**. The complaint appears in the **Complaints** list.
- 3 When you are finished, click **OK** to send all complaints in the **Complaints** list.

## Sending Manual Error Messages

### To send a manual error message:

- 1 Click the **Killed Mail** or **Live Mail** icon to open your **Killed Mail** or **Live Mail** box.  
A list of messages appears.
- 2 Select a message, and then click **Send error**.  
An error message is sent to the reply address on the spam message.

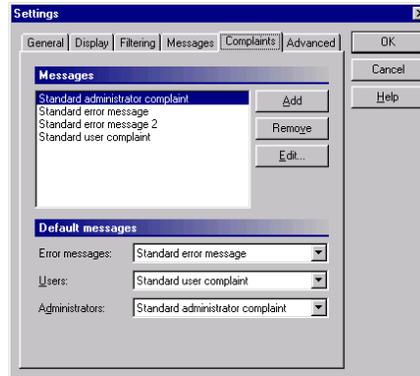
## Creating, Editing, and Removing Messages

Before you create or send complaints and error messages, you might want to view the existing messages to see if you need to edit them or create additional messages. You can also remove messages.

## Creating, Editing, and Viewing Complaints and Error Messages

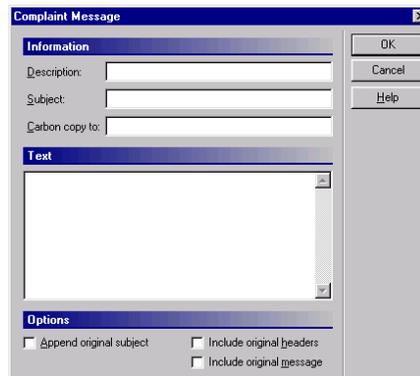
### To create, edit, or view complaints and error messages:

- 1 Click the **Settings** icon, and then click the **Complaints** tab.  
The **Complaints** dialog box opens. The **Messages** list displays available messages.



- 2 Click **Add** to create a new message, or to edit or view a message, select the message, and then click **Edit**.

The Complaint Message dialog box opens



- 3 Enter information about the complaint or error message:
  - ◆ **Description:** Enter the description of the message. The description will appear in the list of available complaint messages.
  - ◆ **Subject:** The subject will appear as the subject on the message.
  - ◆ **Carbon copy to:** Enter any additional recipient e-mail addresses.
- 4 Enter the message text in the **Text** field.

## Sending Complaints and Error Messages

- 5 Clear the following check boxes if you want to disable the feature:

Item	Description
Append original subject	The subject of the original message is appended to the subject of the complaint message.
Include original headers	The headers on the spam e-mail are included in the complaint message. This option should be selected if complaints will be sent to system administrators, so administrators can use headers to track down the spam sender.
Include original message	A copy of the spam message text is included in the complaint message.

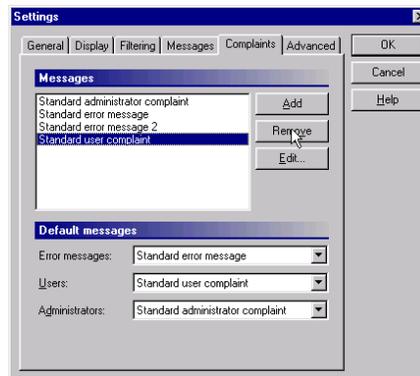
- 6 Click OK.

## Removing Complaints and Error Messages

To remove a complaint or error message:

- 1 Click the **Settings** icon, and then click the **Complaints** tab.

The Complaints dialog box opens. The Messages list displays the available messages.



- 2 Select the message you want to remove, and then click **Remove**.

## Editing Advanced Message Settings

Advanced message settings indicate how SpamKiller handles failed messages, the number of recent complaints SpamKiller must keep copies of, and default addresses for automatic complaints and error messages. You normally do not need to change these settings. For details, see [Editing Advanced Options on page 58](#).

# Customer Service and Technical Support



## About [www.McAfee-at-Home.com](http://www.McAfee-at-Home.com)

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**13465 Midway Road**  
**Dallas, TX 75244**  
**U.S.A**

Please note, (972) 308-9960 is telephone call to the United States of America.

## Technical Support

For agent assisted technical support, please visit <http://www.mcafeehelp.com>. Our support web site offers 24-hour access to solutions to the most common support requests in our easy-to-use 3 step Answer Wizard. Additionally, you can use our advanced options, which include a Keyword Search and our Help Tree, which have been designed with the more knowledgeable user in mind. If a solution to your problem cannot be found, you can also access our 24-hour FREE Chat Now! and Email Express! options. Chat and E-mail will enable you to quickly reach our qualified support engineers, through the internet, at no cost. Phone support information can also be obtained from our self-help web site at: <http://www.mcafeehelp.com>.

**BEFORE YOU CONTACT** McAfee Software for technical support, locate yourself near the computer with the McAfee product installed and verify the information listed below:

- Version number of your McAfee software  
From the McAfee SpamKiller main window select **Help > About** to find this information.

- Windows operating system version number
- Amount of memory (RAM)
- Complete description of the problem
- EXACT error message as on screen
- What steps were performed prior to receiving error message?
- Is the error persistent, can you duplicate the problem?
- Model name of hard disk (internal / external)
- Extra cards, boards, or hardware

## Privacy Policy

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