

KASPERSKY LAB



Kaspersky Anti-Spam Personal 1.0

USER'S GUIDE

KASPERSKY ANTI-SPAM PERSONAL 1.0

User's Guide

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Revision Date: October, 2004

Contents

CHAPTER 1. KASPERSKY ANTI-SPAM PERSONAL OVERVIEW	5
1.1. What is Kaspersky Anti-Spam Personal.....	5
1.2. Hardware and software requirements	6
1.3. Licensing policy	7
1.4. Distribution kit	7
1.4.1. License agreement	7
1.5. Services provided to registered users	8
1.6. Formatting conventions.....	9
CHAPTER 2. INSTALLING AND UNINSTALLING KASPERSKY ANTI-SPAM PERSONAL	10
2.1. Preparing for the installation.....	10
2.2. Installing Kaspersky Anti-Spam Personal	10
2.3. Post-installation setup of Kaspersky Anti-Spam Personal.....	13
2.4. Uninstalling Kaspersky Anti-Spam Personal.....	14
CHAPTER 3. WORKING WITH MICROSOFT OUTLOOK 2000-2003	15
3.1. Spam filtering	15
3.2. Kaspersky Anti-Spam Personal commands.....	18
3.2.1. Managing Friends and Enemies lists.....	19
3.2.2. Other commands	22
3.3. Individual settings	25
CHAPTER 4. WORKING IN THE MICROSOFT OUTLOOK EXPRESS ENVIRONMENT.....	29
4.1. Kaspersky Anti-Spam Personal settings for the Microsoft Outlook Express environment	31
CHAPTER 5. UPDATING THE ANTI-SPAM DATABASE.....	39
APPENDIX A. ADDITIONAL INFORMATION ABOUT KASPERSKY ANTI-SPAM PERSONAL	43
APPENDIX B. FREQUENTLY ASKED QUESTIONS	46

APPENDIX C. ABOUT KASPERSKY LAB.....	50
C.1. Other Kaspersky Lab Products	51
C.2. Contact Us	55
APPENDIX D. ABOUT JSC ASHMANOV & PARTNERS.....	56
APPENDIX E. THIRD PARTY SOFTWARE	57
APPENDIX F. INDEX.....	59

CHAPTER 1. KASPERSKY ANTI-SPAM PERSONAL OVERVIEW

1.1. What is Kaspersky Anti-Spam Personal

Kaspersky Anti-Spam Personal is designed to protect Microsoft Outlook and Microsoft Outlook Express users from unsolicited e-mail messages (spam).

Firstly, such protection is implemented through checking various attributes of the messages: sender's and recipient's address, message headers (including the *From* and *To* headers).

Secondly, *content filtering* method is used that involves the analysis of the message content (including the *Subject* header) and of the attached files¹. This includes the use of unique linguistic and heuristic algorithms based on fuzzy comparison of the text fragments with sample messages and on more comprehensive analysis of the text, formatting features and other attributes of the messages. E-mail filtering technology used by **Kaspersky Anti-Spam Personal** was developed by JSC Ashmanov & Partners (see Appendix D, page 56).



Attention! Every day new types of spam messages appear. In order to ensure that you have an up-to-date product, it is necessary to update the anti-spam database as frequently as possible. Make sure that you update anti-spam database immediately after you have installed Kaspersky Anti-Spam Personal on your computer!

The anti-spam database is being continuously improved at the linguistic laboratory based on the results of everyday monitoring of spam sources.

In order to ensure efficient spam protection, the latest release of such data shall be downloaded regularly by launching the anti-spam database updating process.



We recommend that you set up the automatic updating of the database at least once a day.

¹ Plain text, HTML, Microsoft Word and RTF formats analysis is provided.

Messages that have any features characteristic of spam will be processed as described in para 3.3, page 25.

We hope that your experience of using **Kaspersky Anti-Spam Personal** will be most satisfying and that you will appreciate its advantages based on the following features:

- The use of artificial intelligence methods in the analysis of e-mail messages content (content filtering).
- Integration of all filtering methods in a single module and ensuring efficient interaction of these methods.
- Easy-to-use centralized graphical interface for managing the filtering process.

1.2. Hardware and software requirements

For installation and trouble-free operation of **Kaspersky Anti-Spam Personal** your system must meet the following hardware and software requirements:

- IBM compatible PC with Intel Pentium processor.
- At least 64 MB RAM.
- At least 100 MB free space on the hard disk.
- CD-ROM drive.
- VGA or SVGA video card.
- Microsoft® Windows 98, Windows ME, Windows 2000 Professional or Windows XP Operating System.
- Installed e-mail client Microsoft® Outlook® (2000, XP, 2003 or higher) and/or Microsoft® Outlook Express (of version 5.1 or higher).



Kaspersky Anti-Spam Personal will work with Microsoft Outlook only if Microsoft Outlook had been installed on your computer before the installation of Kaspersky Anti-Spam Personal.

1.3. Licensing policy

Licensing policy is based on the License Agreement that comes into effect as described in para 1.4.1, page 7.

Control over the authorized use of **Kaspersky Anti-Spam Personal** is based on the rights provided by the License Keys and on the period of the validity of these License Keys provided as electronic files separately from the distribution kit.

1.4. Distribution kit

You can purchase **Kaspersky Anti-Spam Personal** either from our dealers (retail box) or in one of our online stores (for example, visit our website www.kaspersky.com and follow the **E-Store** link).

The retail box package includes:

- A sealed envelope with the installation disk containing the program;
- User's Guide;
- License Key on a special disk;
- License Agreement.



Before you open the envelope with the installation CD, make sure that you have carefully read the License Agreement.

If you buy **Kaspersky Anti-Spam Personal** online, you will download the installation file from the Kaspersky Lab website. In this case, the distribution kit will include, along with the program, this User's Guide. The license key will be included with the distribution kit or e-mailed to you upon the receipt of your payment.

1.4.1. License agreement

The License Agreement is a legal contract between you and Kaspersky Lab that contains terms and conditions on which you may use the product that you purchased.



Please read License Agreement carefully!

If you do not agree with the terms and conditions of the License Agreement, you may return the retail box to the Kaspersky Anti-Spam dealer you purchased it from and the money you paid for subscription will be refunded to you on the condition that the envelope with the installation CD has remained sealed.

By opening the sealed envelope with the installation CD, you confirm that you agree with all terms and conditions of the License Agreement.

1.5. Services provided to registered users

Kaspersky Lab offers to all registered users of their products an extensive service package enabling registered users to boost the efficiency of Kaspersky Anti-Spam Personal.

After you have purchased a subscription you become a registered program user and during the period of your subscription will be provided with the following services:



- updates of the anti-spam database (several times a day);
- availability of program upgrades;
- support on issues related to the installation, configuration and use of the product provided by phone or via e-mail
- additional information about new Kaspersky Lab's products (only for users signed up for the newsletter).
- information about new Kaspersky Lab products and about new computer viruses throughout the world (for Kaspersky Lab newsletter subscribers).



Kaspersky Lab does not provide support on issues related to the performance and the use of operating systems or other technologies.

1.6. Formatting conventions

Various formatting conventions are used throughout this Guide depending on the purpose of the particular part. These conventions are explained in the table below.

Convention	Meaning
Bold font	Menu titles, commands, window titles, elements of dialog boxes, etc.
 Note.	Additional information, notes.
 Attention!	Critical information that requires special attention.

CHAPTER 2. INSTALLING AND UNINSTALLING KASPERSKY ANTI-SPAM PERSONAL

2.1. Preparing for the installation



Before installing Kaspersky Anti-Spam Personal read this chapter and the readme file that may contain the latest recommendations on the program installation

After you have carefully reviewed the License Agreement and accepted its terms and conditions (see para 1.4.1, page 7), you may open the envelope with the installation CD.

You will find file `setup.exe` in the main folder of the installation CD.

If you purchased the product online, please, run the Kaspersky Anti-Spam Personal distribution file.

2.2. Installing Kaspersky Anti-Spam Personal



In order to install Kaspersky Anti-Spam to the computer, you will have to log in as a user that has System Administrator's rights.

In order to initiate the installation of **Kaspersky Anti-Spam Personal**, run `setup.exe` (installer program) to start the package installer.

The installation wizard will then check the system configuration and will prompt you for additional information required to proceed with the installation.

Provided below is a detailed discussion of questions asked by the wizard during the program installation and possible answers to these questions.

Step 1. Read the License Agreement

The installation wizard will perform some preliminary work and display the text of the License Agreement (see Figure 1).

Read it carefully and click the **Yes** button if you agree with the terms and conditions therein. In order to cancel the program installation, click the **No** button and terminate the installation process.

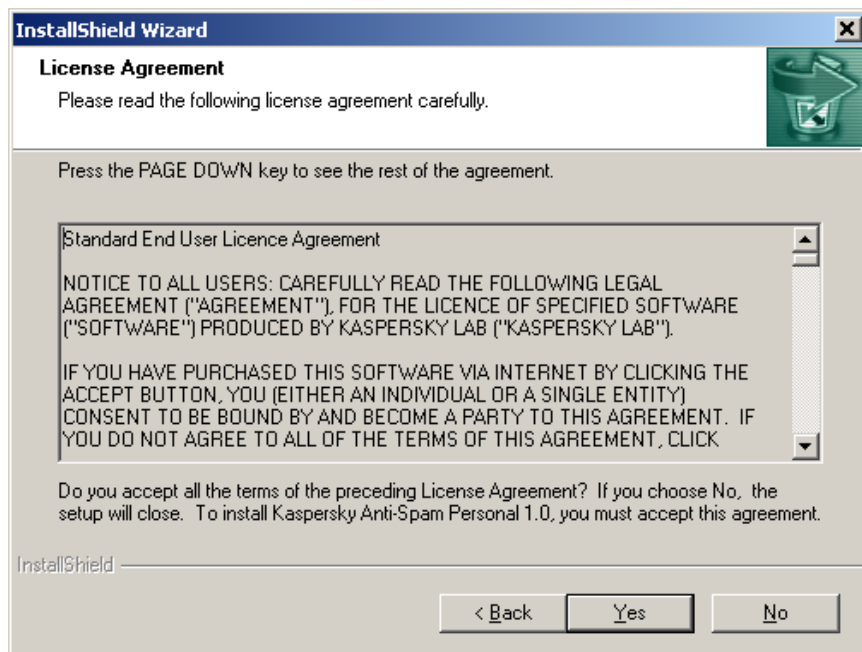


Figure 1. The **License Agreement** text

Step 2. Provide user information

Next dialog box will prompt you to enter user's name and the user's company name. Default information will be copied from your operating system registry and you can alter it if you wish. In order to proceed with the installation click **Next>**.

Step 3. Select e-mail client programs to be protected

Then you need to select an e-mail client program to be protected by **Kaspersky Anti-Spam Personal** - one or both of the two options (see Figure 2).

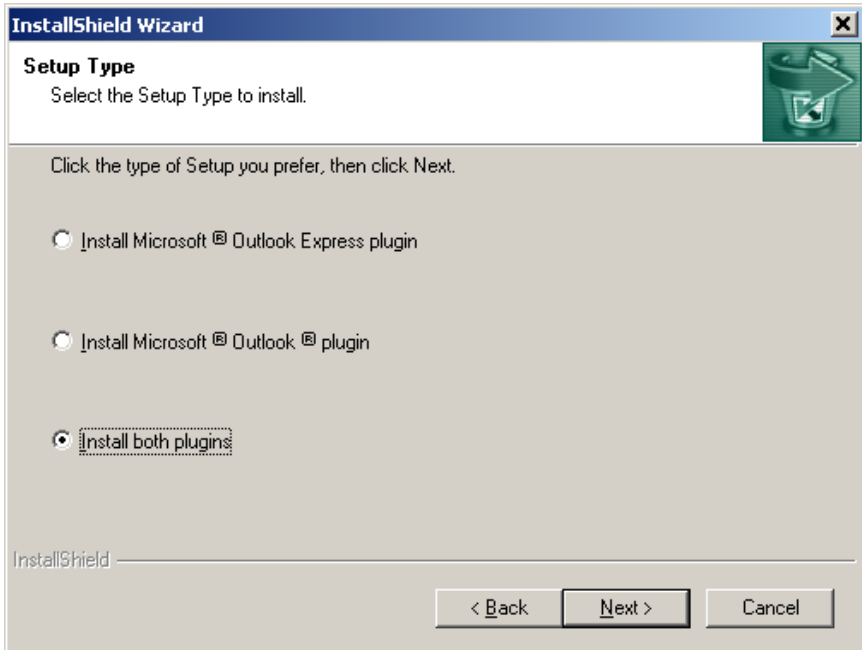


Figure 2. Selecting e-mail clients to be protected

If you use Microsoft Outlook, you should select this program as the capabilities of Kaspersky Anti-Spam can be utilized more efficiently and comprehensively when it is used with Microsoft Outlook.

Selecting both e-mail client programs is also a relevant option from a practical point of view. Selecting Microsoft Outlook Express becomes reasonable only if you do not have Microsoft Outlook installed in your computer or if you have specific individual preferences.

Step 4. Select the installation folder

This dialog box will prompt you to select a folder on your hard drive (or accept the default installation folder suggested by the wizard) into which Kaspersky Anti-Spam Personal program files will be copied.

Step 5. License key installation

Then the setup process will proceed automatically up to the point when you will be requested to specify the *license key*. If, for any reason, the installation wizard

could not find the license key automatically, you will have to specify the path to the license key file yourself.



Kaspersky Anti-Spam Personal WILL NOT WORK without a license key!

The installation wizard will then advise you that the installation process was completed successfully and that you have to restart your computer in order to complete the setup. During the reboot the application services will be registered with your system. Select option **Yes, restart my computer now** and click the **Finish** button.

You can start using **Kaspersky Anti-Spam Personal** immediately after the restart, but it is recommended to update the anti-spam database from the Internet prior to this (see Figure 3). In order to do so, simply click the **Yes** button.

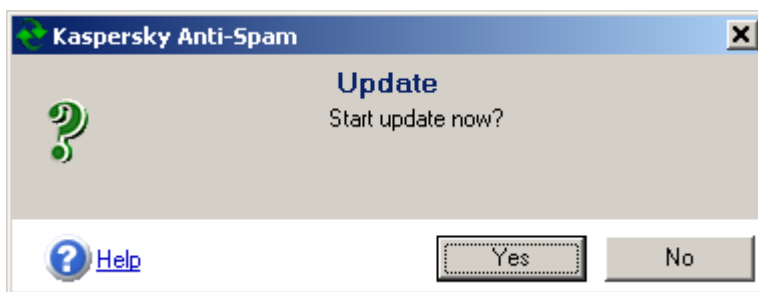


Figure 3. Dialog box prompting to update the anti-spam database

2.3. Post-installation setup of Kaspersky Anti-Spam Personal

Kaspersky Anti-Spam Personal will be ready for use immediately upon the installation process is complete. It will start automatically with the e-mail client programs mentioned above and filter all incoming messages detecting spam.

You can verify that Kaspersky Anti-Spam Personal was successfully installed by simply checking the appearance of the Microsoft Outlook (or Microsoft Outlook Express) main application window - an **Anti-Spam** menu and additional colored buttons on a separate tool bar will appear (see Figure 4).

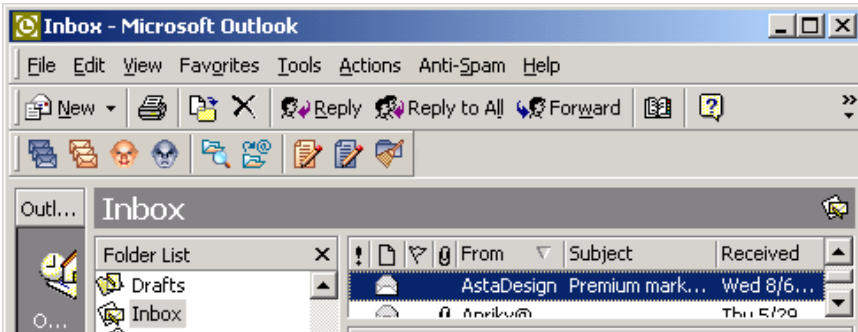


Figure 4. **Anti-Spam** menu and additional **toolbar** with colored buttons in the **Microsoft Outlook** window

Although the default settings of Kaspersky Anti-Spam Personal ensure everything required to detect spam and move it into special *quarantine folders*, there is a provision for a manual program configuration.



When Kaspersky Anti-Spam Personal is run for the first time, the address extraction wizard will help you add addresses from your address book to your Friends list. It is strongly recommended that you fill the Friends list (that is the list of addresses that will never be considered as senders of spam) before you start actively using Kaspersky Anti-Spam Personal (see 3.2.1, page 19).

For more details on configuring Kaspersky Anti-Spam Personal see para 3.3, page 25.

2.4. Uninstalling Kaspersky Anti-Spam Personal

Kaspersky Anti-Spam Personal can be uninstalled using standard Windows uninstallation method.

Go to **Control Panel**, select **Add or Remove Programs**, select KASPERSKY ANTI-SPAM PERSONAL in the list of the programs installed in your computer, and press **Change/Remove**.

System restart will be required to complete the uninstallation process.

CHAPTER 3. WORKING WITH MICROSOFT OUTLOOK 2000-2003

Kaspersky Anti-Spam Personal is a powerful tool for detecting spam in incoming e-mail messages that you receive. When installed, the program is integrated into Microsoft Outlook and supports POP3, IMAP4 and Microsoft Exchange protocols.

Kaspersky Anti-Spam Personal starts automatically with Microsoft Outlook and detects spam, filtering all incoming messages and moving messages identified as spam into special *quarantine folders*. Quarantine folders are created as subfolders of **Inbox** folder when first spam message is received and detected.

3.1. Spam filtering

All spam messages fall into *four types*.

- apparent spam (**SPAM**);
- probable spam (**PROBABLE SPAM**);
- obscene content messages (**OBSCENE**);
- formal messages (**FORMAL**) including automatically generated messages, e.g. messages from e-mail bots.

Since there are no absolute and comprehensive criteria for spam identification, Kaspersky Anti-Spam Personal marks suspicious messages as PROBABLE SPAM (suspicious of being spam, but not enough evidence to be classified as SPAM).

Quarantine folders are named after the types of spam discussed above. According to the default settings of Kaspersky Anti-Spam Personal, when spam of any of the above types is detected for the first time, the corresponding quarantine folder will be created and the message will be moved into this folder.

Only when OBSCENE type messages are received (strictly speaking, it may or may not be spam), the default settings (see para 3.3, page 25 about altering default settings) prescribe placing messages into the main storage folder (**Inbox** folder) and mark it with the [--Obscene--] tag.

As you proceed using your e-mail client program, a proper quarantine folders configuration will be developed (see Figure 5).

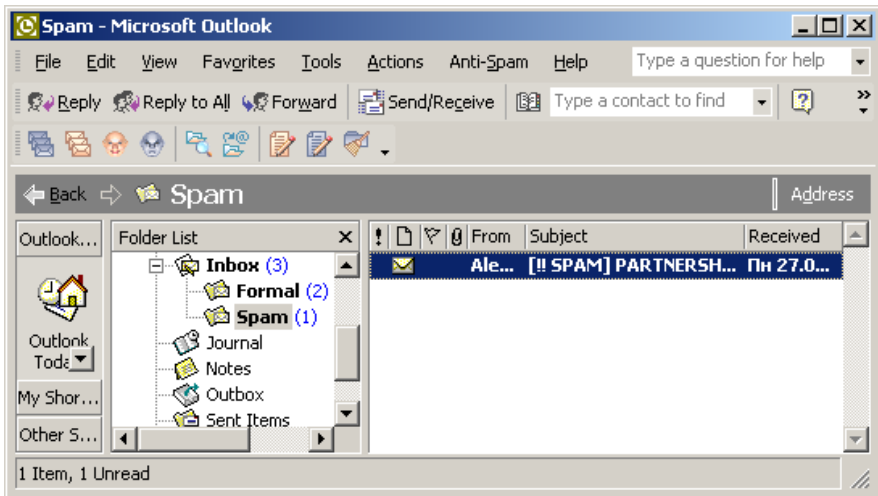


Figure 5. **Spam** quarantine folder and its content

The above figure is the illustration of the case when a SPAM message is detected. Therefore, a **Spam** subfolder was created within the **Inbox** folder where the spam message was moved.

This prevents cluttering of the **Inbox** folder with spam messages.

Figure 5 also illustrates that **Kaspersky Anti-Spam Personal** marks spam messages, adding corresponding tokens to the **Subject** field. In this particular case token **[!! SPAM]** is added to the **Subject** field of a SPAM message.

The filtering process is thoroughly documented and the statistical data is available via the **Statistics** tab of the **Options** dialog box that can be accessed using the **Anti-Spam | Options** menu item (see Figure 6).

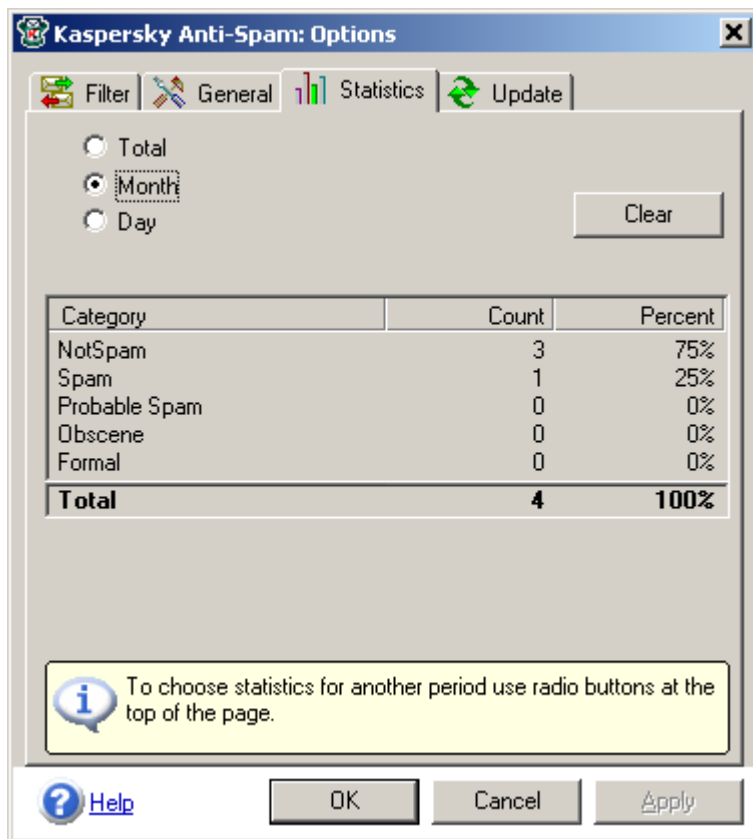


Figure 6. Spam statistics for the month by categories

By choosing a desired reporting period, the user can view statistics for a **Day**, **Month** or **Total** statistical data (information for the entire period of e-mail monitoring).

To reset the total statistics (clear existing data and start again) press **Reset**.

Statistical data on received spam messages is accumulated and displayed without any need for user's interference. More detailed statistics is contained in the *Log file* (see Appendix A, p. 43)

The mode of **Kaspersky Anti-Spam Personal** operation, described in this chapter, is very simple and can be used by any Microsoft Outlook user without difficulty.

In some situations, **Kaspersky Anti-Spam Personal** commands should be used (for details see para 3.2, page 18).

Particularly, in the previous chapters of this User's Guide it was repeatedly recommended that you create a list of Friends (that is trustworthy people whose messages will never be considered spam) before you start actively using **Kaspersky Anti-Spam Personal** (see para 3.2.1, page 19).

3.2. Kaspersky Anti-Spam Personal commands

Kaspersky Anti-Spam Personal commands are accessible via the **Anti-Spam** menu (see Figure 7) integrated into the menu of Microsoft Outlook as shown below.

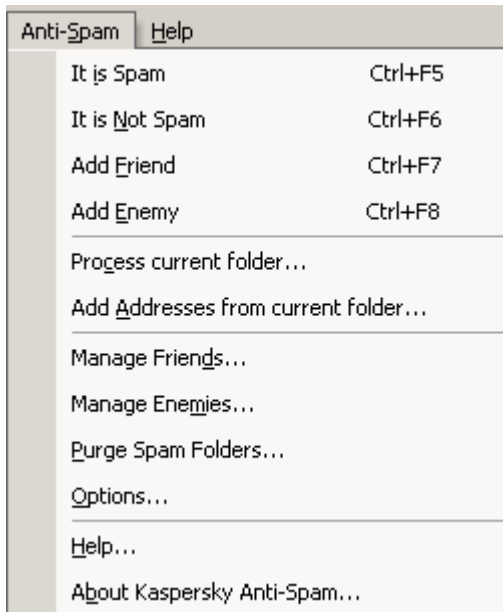


Figure 7. **Anti-Spam** menu integrated in **Microsoft Outlook**

The majority of the menu commands (except for three first items from below) *are also available* as colored buttons on the additional toolbar in the Microsoft Outlook window (see Figure 5). The sequence of buttons (from left to right) is the same as the sequence of the menu commands (from top to bottom). Besides,

each button is provided with a *tooltip* displayed when the mouse cursor points to it.

This toolbar can be easily shown or hidden by **View | Toolbars | Anti-Spam** menu command in Microsoft Outlook.

Help... menu item displays online **Help** system. **About Kaspersky Anti-Spam...** menu item displays information about the program, its version, registered user and the license key.

Below is the review of other menu commands grouped by their destination; at this point it should be noted that the most popular commands may also be accessed via *keyboard shortcuts*.

For example, the **It is Spam** command as shortcut <Ctrl + F5>, **It is Not Spam** command has shortcut <Ctrl + F6> and so on (four top Kaspersky Anti-Spam Personal menu items also have shortcuts).

3.2.1. Managing Friends and Enemies lists

We would like to remind that we interpret a *Friend* as an e-mail address, messages from which are never considered spam. That is why such addresses must be entered into special *Friends lists*.

The opposite of the above is an address, messages from which are definitely spam. Such addresses must be entered into *Enemies lists*.

Kaspersky Anti-Spam Personal provides for several simple and intuitive ways to form Friends and Enemies lists. You can do it using commands: **Add Friend**, **Add Enemy**, **Add Addresses from current folder...**, **Manage Friends...** and **Manage Enemies....** The corresponding menu items are shown above (see Figure 7).

The first two of the above commands are the simplest. They can be applied to one message or several messages (multiple selections are supported), selected from the list of received messages in Microsoft Outlook to automatically add the senders of the selected messages to the Friends or Enemies list.

Add Addresses from current folder... command performs the same action to all messages within a selected Microsoft Outlook folder. The user will have to indicate which list (Friends or Enemies) he or she would like to add the senders' addresses to (see Figure 8).



Figure 8. Extract Addresses Wizard

Figure 8 shows that you can create a list of friends or enemies while extracting the addresses.

Depending on the folder selected, the addresses will be extracted from messages or from the **Contacts** database (if the **Contacts** folder is selected in Microsoft Outlook).

Manage Friends... and **Manage Enemies...** commands, as the names imply, let the user edit the existing friends and enemies lists. They also let the user just type in new addresses.

These commands display **Manage Friends List** or **Manage Enemies List** dialog box (see Figure 9).

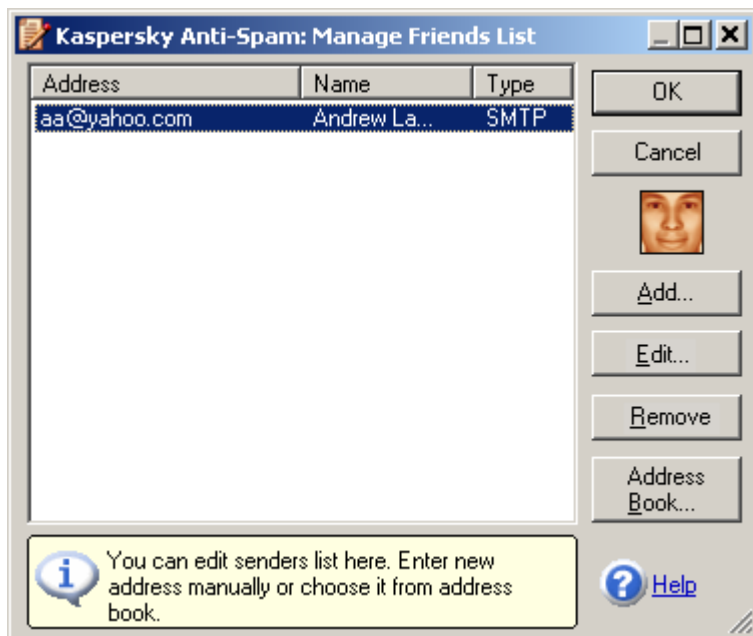


Figure 9. **Manage Friends List** dialog box available via **Anti-Spam | Manage Friends...** menu item

Pressing the **Add...** or the **Edit...** button in the **Manage Friends** or double-clicking an existing record will open a dialog box for entering or editing the e-mail address (see Figure 10).

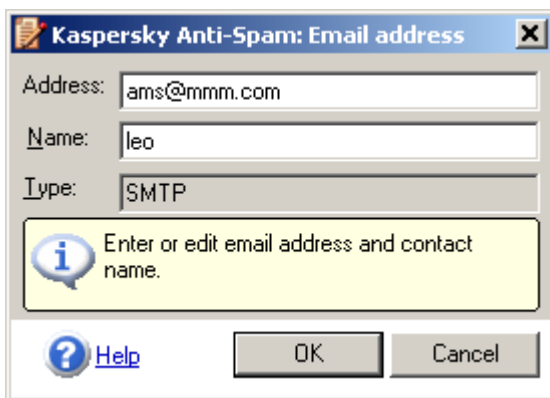


Figure 10. This dialog box lets the user type in or edit addresses

Using this window, the user can edit the existing address or type in a new address.

Remove button deletes the selected address from the existing list.

The **Address Book...** button lets the user extract addresses from the Microsoft Outlook address book (see Figure 11).

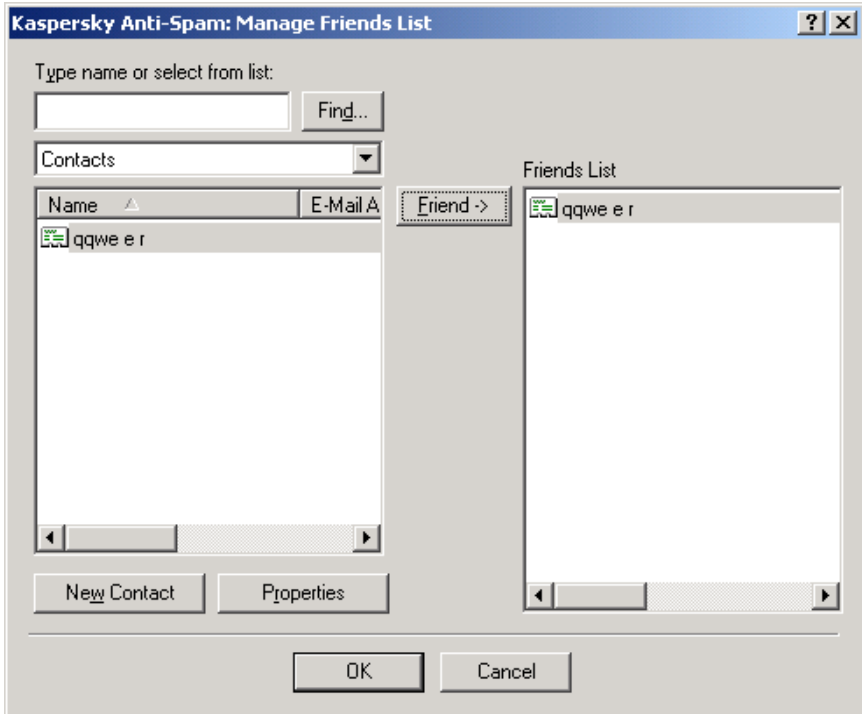


Figure 11. Extracting addresses from the Microsoft Outlook address book and adding them to the Friends list

In order to add an address, press **Friend->** and **OK** button.



We recommend that you add all addresses from your Address Book to the Friends list as soon as possible.

3.2.2. Other commands

In the previous section we discussed five commands used for managing Friends and Enemies lists. Below is the discussion of other commands.

It is Spam and **It is Not Spam** commands instruct **Kaspersky Anti-Spam Personal** to consider the selected message spam (or not spam respectively). **Kaspersky Anti-Spam Personal** uses such messages as samples for the anti-spam database update and uses them in the future for filtering incoming messages.

For the sake of efficiency it is recommended not to store large amount of local spam samples. If sent to laboratory they will be added to database update and that will help you and other users.

Spam samples rapidly become obsolete and it is hardly probable to encounter them unchanged a month or two later. That's why the local anti-spam database is recommended to be sometimes purged completely (see para 3.3, page 25). Complete purge is also recommended if some message was incorrectly added to spam samples and is detected as spam every time afterwards.

It is Spam command opens a dialog box used for selecting actions to be applied to the spam message (see Figure 12).

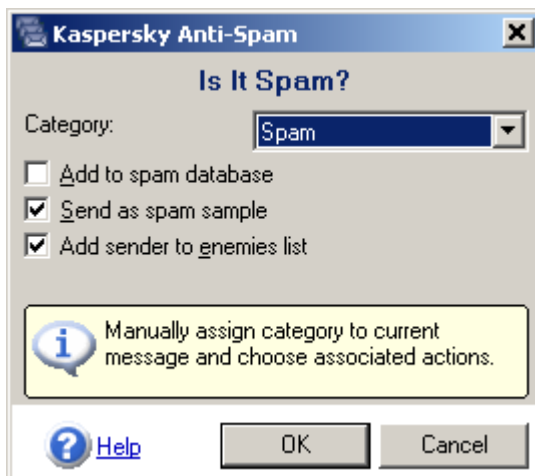


Figure 12. Dialog box for selecting actions to be applied to a spam message

It is Not Spam command opens another dialog box for selecting actions to be applied to the message that was not considered spam (see Figure 13).

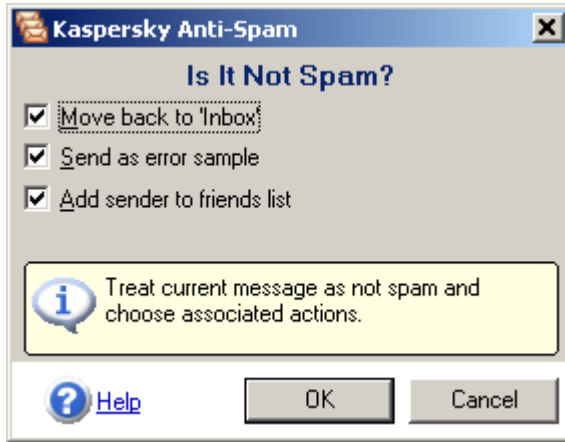


Figure 13. Dialog box for selecting actions to be applied to a message that was not considered spam

Dialog boxes shown above on Figure 12 and Figure 13 are used for selecting additional actions to be applied in addition to the standard actions, such as: move spam to the quarantine folders, etc.

For example, in order to instruct **Kaspersky Anti-Spam Personal** to add a specified message to a special disk folder used for storing spam examples, you should check the **Add to spam database** box in the **Is it spam** window.

Then, if such message is received again, it will be classified as spam.

When **Send as a spam sample/Send as an error sample** box is checked, **Kaspersky Anti-Spam Personal** sends the message to the address stored by the program to be examined by Kaspersky Lab and used to improve continuously updated anti-spam databases.

Process current folder... command filters all messages in the current (selected) mail folder in order to detect spam.

Purge Spam Folders... command clears quarantine folders requesting additional information using a dialog box (see Figure 14).

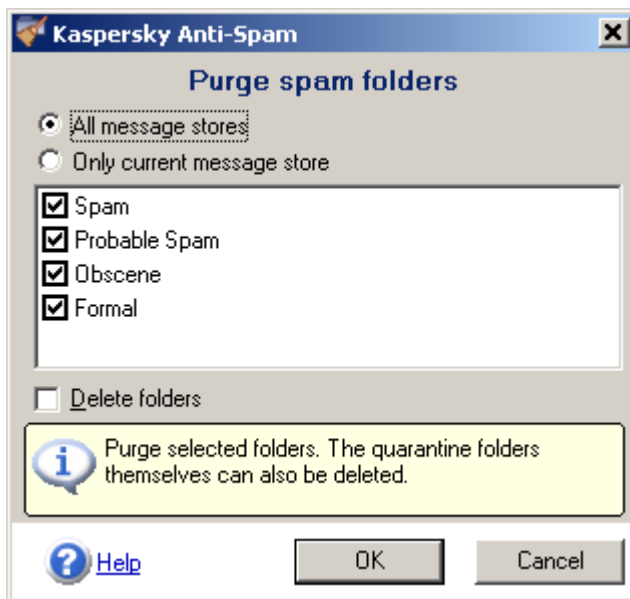


Figure 14. **Purge spam folders** dialog box

For multiple accounts inside the single Microsoft Outlook profile messages may reside in different message stores on mail servers and local computer, and each message store has its own quarantine folders. If you choose **Only current message store** option then the quarantine folders of only current store are purged. **All message stores** option purges all quarantine folders at once.

3.3. Individual settings

Individual settings allow users to configure **Kaspersky Anti-Spam Personal** so that its behavior is best fitted for implementation of specific tasks. All individual settings are available via the **Anti-Spam | Options...** menu item that opens the **Options** dialog box containing four independent pages (tabs).

The **Filter** tab is designed to define actions to be performed on the detected spam messages (see Figure 15).

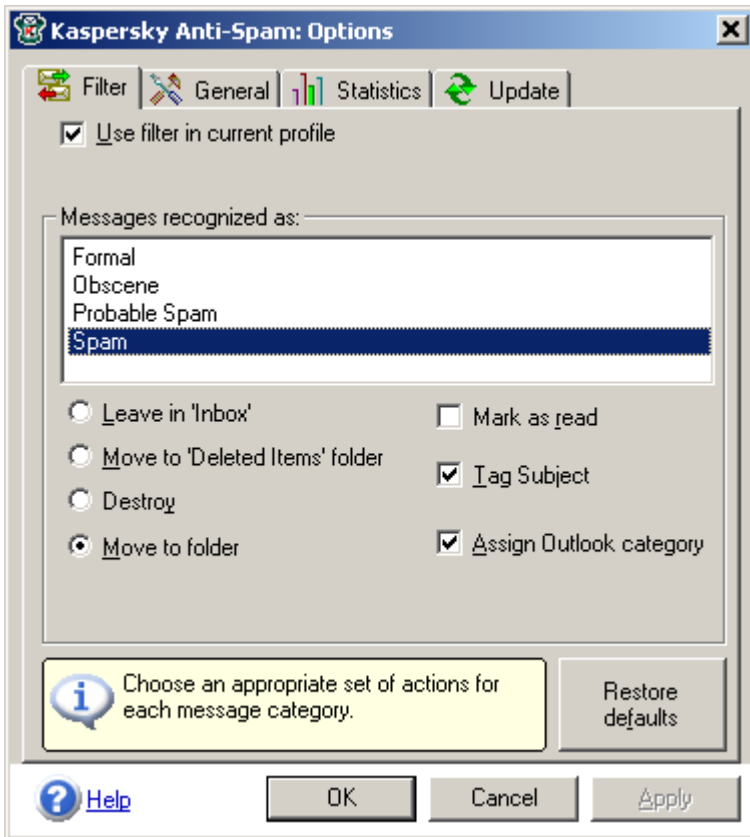


Figure 15. Filter tab of the **Options** dialog box

If the **Use filter in current profile** box is checked, it means that all settings within this tab will be applied to the current Microsoft Outlook profile. No spam filtering for this profile will be provided if this box is unchecked.

Other settings determine actions to be performed on each particular spam category. For example, a message may be marked as *read* (if the **Mark as read** box is checked). Markers **[! SPAM]**, **[? Probable Spam]**, **[--Formal Message--]** or **[--Obscene--]** are added to message Subject field according to **Tag Subject** option.

If the **Assign Outlook category** box is checked, it makes it possible to assign to a spam message a *Microsoft Outlook category* with the same name as the name of the corresponding spam classification type (that is Spam, Obscene and so on). This, in turn, allows you to improve the visual display of messages lists in

Microsoft Outlook window as it will be possible to sort, group and to perform other standard actions using Microsoft Outlook categories.

Instead of moving spam messages into the quarantine folders it is possible to delete them (move to the **'Deleted Items** folder) or permanently delete such messages (**Destroy** option).

The visual appearance can be altered via the **General** tab of the **Options** dialog box (**Use splash on startup** and **Show toolbar** options) (see Figure 16).

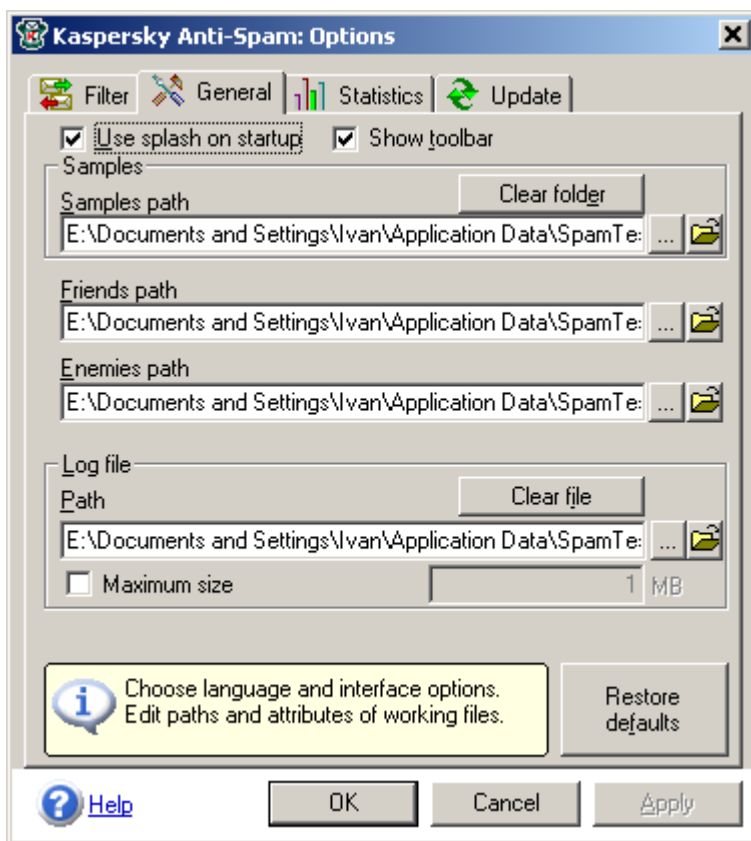




Figure 16. The **General** tab of the **Options** dialog box

It is also possible to change the default locations of the folders where files with friends and enemies lists, spam samples and log records are stored. These folders are discussed in detail in Appendix A, page 43.

Buttons  open standard dialog boxes used for selecting new folders (names and locations). Buttons  give access to the content of the corresponding files. **Restore defaults** button restores default settings for the current tab of the dialog box.

Clear folder button deletes all the spam samples files and purges your local anti-spam database completely. You should timely repeat this operation as spam samples rapidly become obsolete.

CHAPTER 4. WORKING IN THE MICROSOFT OUTLOOK EXPRESS ENVIRONMENT

Kaspersky Anti-Spam Personal is also capable of working with Microsoft Outlook Express e-mail client. Its installation and integration with Microsoft Outlook Express is described in para 2.2, page 10 and para 2.3, page 13.

Microsoft Outlook Express has certain restrictions in its interaction with third party software products and **Kaspersky Anti-Spam Personal** works with this e-mail client differently as compared with Microsoft Outlook: only POP3 protocol is supported and the general functionality is simpler. For instance, *quarantine folders* can not be automatically created when spam message comes for the first time.

General principles of spam filtering and the four spam classification types (SPAM, PROBABLE SPAM, OBSCENE and FORMAL) were described in detail in para 3.1, page 15, when the interaction of **Kaspersky Anti-Spam** with Microsoft Outlook was discussed.

Working with Microsoft Outlook Express, **Kaspersky Anti-Spam Personal** *intercepts* all incoming messages (POP3 traffic) for spam detection and *marks* them (adds **[!! SPAM]** tag to the Subject field and other tags, having names of spam types) as appropriate.

After this e-mail messages are passed to Microsoft Outlook Express that has certain rules that will be triggered for each spam type. Creation and modifying of Microsoft Outlook Express rules for spam messages processing are discussed in para 4.1, page 31.

GUI elements of **Kaspersky Anti-Spam Personal** are integrated to the Microsoft Outlook Express window (see Figure 17).

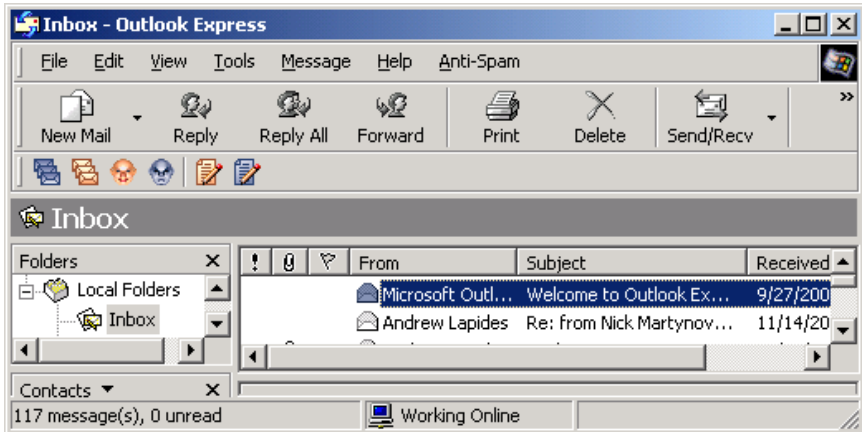


Figure 17. **Anti-Spam** menu and additional toolbar in the Microsoft Outlook Express window

An additional **Anti-Spam** menu and a **toolbar** with six colored buttons are added in the Microsoft Outlook Express window.

Kaspersky Anti-Spam Personal commands are run via the **Anti-Spam** menu added to the Microsoft Outlook Express menu (see Figure 18).



Figure 18. **Anti-Spam** menu in the Microsoft Outlook Express window

The majority of menu items *are also available* via the colored buttons on the additional toolbar). Besides, each button is provided with a *tooltip* that appears when the mouse cursor points to it.

Figure 18 illustrates that four topmost items of the Anti-Spam menu are provided with keyboard shortcuts for convenience (<Ctrl + F5>, <Ctrl + F6>, etc.)

Help... menu item displays online **Help** system. **About Kaspersky Anti-Spam...** menu item displays information about the program, its version, registered user and the license key that determines the rights for using this program copy.

As was already mentioned, trustworthy correspondents are called *Friends* whose messages will never be considered spam. The opposite of a friend is an *Enemy* whose messages are always considered spam.

When Kaspersky Anti-Spam Personal is run for the first time, the address extraction wizard will help you add addresses from your address book to your Friends list. Before you start actively using the program, you should additionally update the Friends list. Then, as you work with the program, you should form the Enemies list as well.

There are four commands used for managing Friends and Enemies lists: **Add Friend**, **Add Enemy**, **Manage Friends...** and **Manage Enemies...**. All these commands are completely equivalent to the commands used when working in the Microsoft Outlook environment (see para 3.2.1, page 19).

Please, note that when **Kaspersky Anti-Spam Personal** is working with Microsoft Outlook and Microsoft Outlook Express at the same time, the Friends and Enemies lists will be shared by both programs.

It is Spam and **It is Not Spam** commands advise **Kaspersky Anti-Spam Personal** to consider selected messages as spam or not spam respectively. **Kaspersky Anti-Spam Personal** uses such messages as samples to update the anti-spam database and then for filtering incoming e-mail messages in the future.

These commands, as they are used with Microsoft Outlook, were discussed in para 3.2.2, page 22. As far as working with Microsoft Outlook Express is concerned, their functionality is restricted: **It is Not Spam** command cannot move messages back to the **Inbox** folder and **It is Spam** command can only delete the selected message (other actions - moving to the quarantine folders and marking, are not available).

4.1. Kaspersky Anti-Spam Personal settings for the Microsoft Outlook Express environment

The operation of **Kaspersky Anti-Spam Personal** in the Microsoft Outlook Express environment (unlike its behavior in the Microsoft Outlook environment) does not involve creation of the *quarantine folders* automatically as the first spam message of a certain type is received.



In the Microsoft Outlook Express environment the user will need to additionally setup Kaspersky Anti-Spam Personal in order to create quarantine folders and move spam messages into them.

Custom settings can be adjusted in the **Options** dialog box (see Figure 19) that opens after selection of **Anti-Spam | Options...** menu item (see Figure 18).

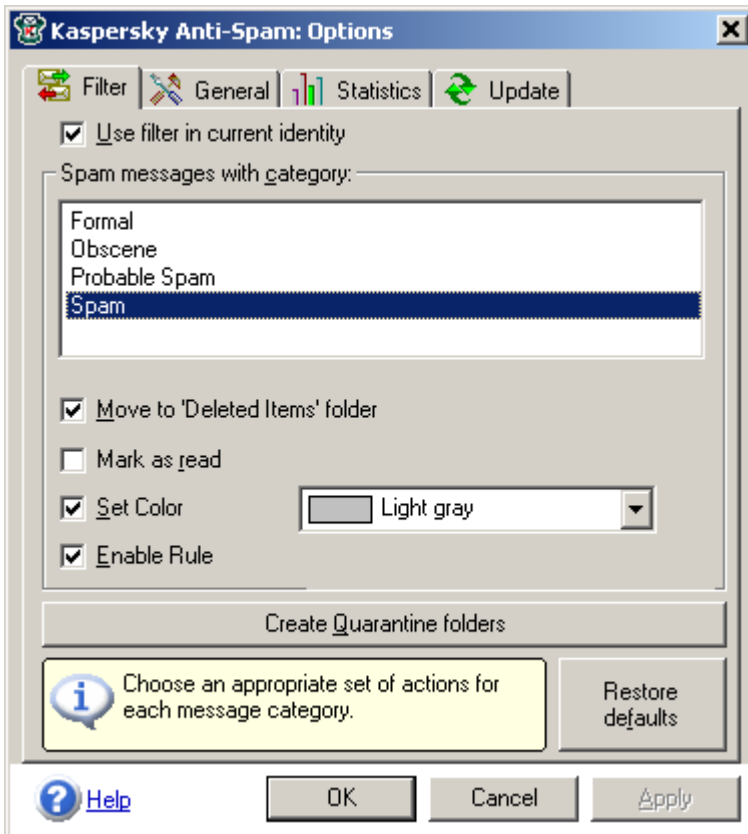


Figure 19. The **Filter** tab of the **Options** dialog box opened from the Microsoft Outlook Express **Anti-Spam** menu

Figure 19 illustrates the **Options** dialog box with the **Filter** tab selected. Other tabs of this window are completely identical to the corresponding tabs in the Microsoft Outlook environment discussed in detail in para 3.3, page 25.

Comparing Figure 19 with Figure 15 showing the **Filter** tabs for Microsoft Outlook Express and Microsoft Outlook respectively, note that the set of actions

that can be performed on the spam messages in the Microsoft Outlook Express environment is limited.

The most essential difference is that the quarantine folders cannot be created automatically and that spam messages cannot be automatically moved into them. Instead, the default action for spam messages of different types is marking them with various colors that can be adjusted and moving them into the **Deleted Items** folder.

In order to create separate quarantine folders for spam messages of different types, click **Create Quarantine folders** button.

The rule that can be used for moving spam messages into the quarantine folders must be manually created using standard Microsoft Outlook Express tools. Provided below is a detailed discussion of this issue.

First you should create a **Spam** subfolder in your **Inbox** folder. In the Microsoft Outlook Express main application window choose **Tools | Message Rules | Mail...** menu item. This will open the **Message Rules** dialog box (see Figure 20).

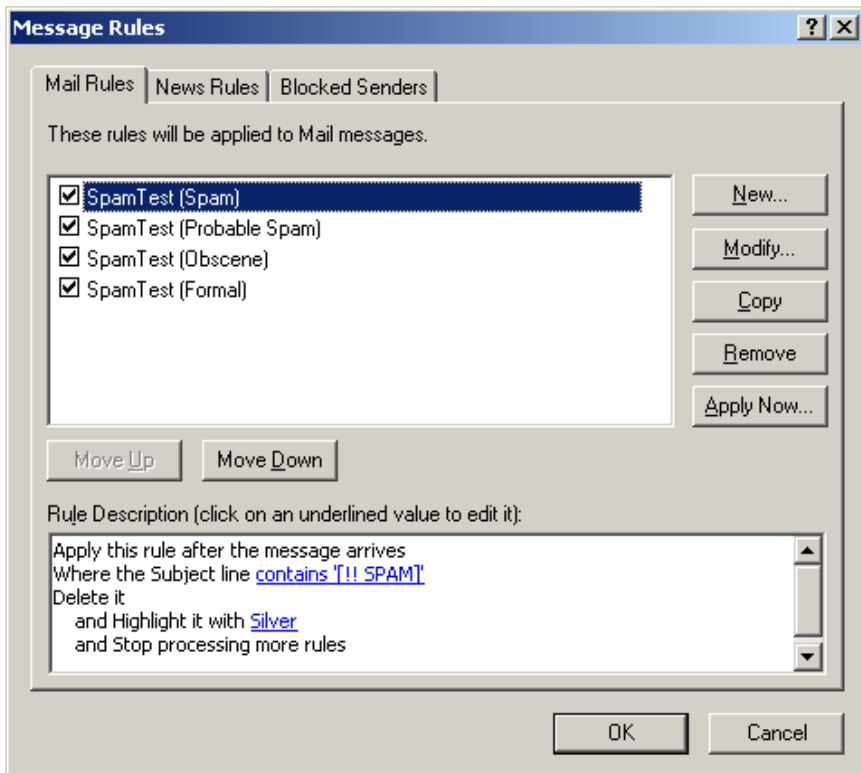


Figure 20. Microsoft Outlook Express **Message Rules** dialog box

All actions should be repeated for each message type. Figure 20 shows the selected **SpamTest (Spam)** line. We will illustrate the required actions using this spam example.

Press the **Modify...** button. This will open **Edit Mail Rule** dialog box (see Figure 21).

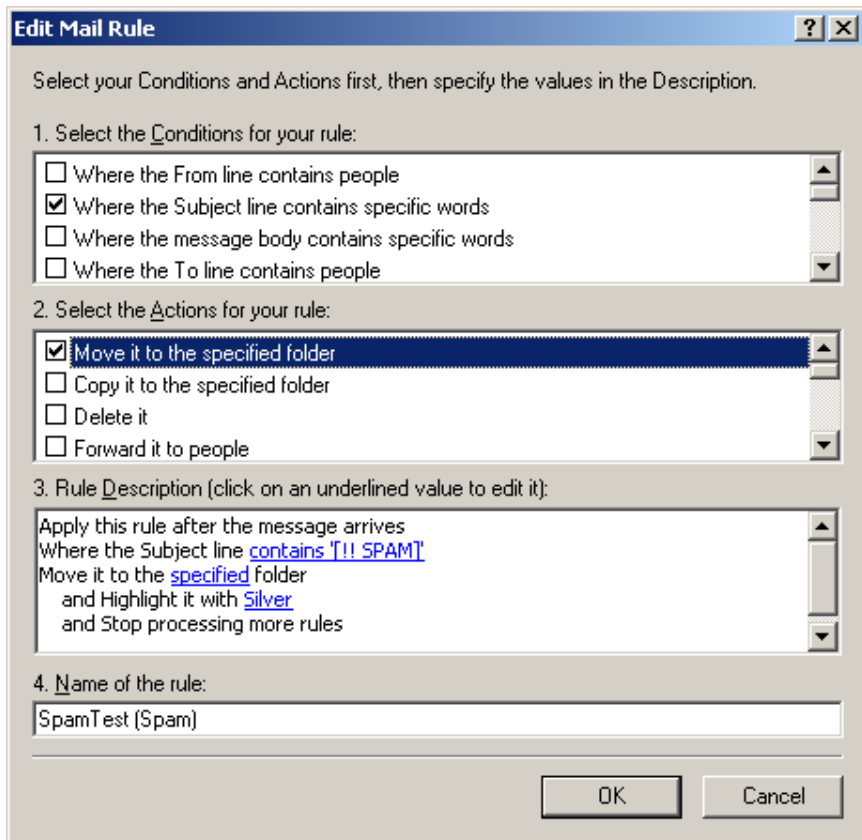


Figure 21. Microsoft Outlook Express **Edit Mail Rule** dialog box

Here you can see how the **Edit Mail Rule** dialog box looks like after you have checked the **Move it to the specified folder** box.

Do not forget to uncheck the **Delete it** box in the **Actions list**.

Then point your mouse cursor to the underlined word **specified** (in the **Rule Description** frame) and left-click it. This will open the **Move** dialog box (see Figure 22).

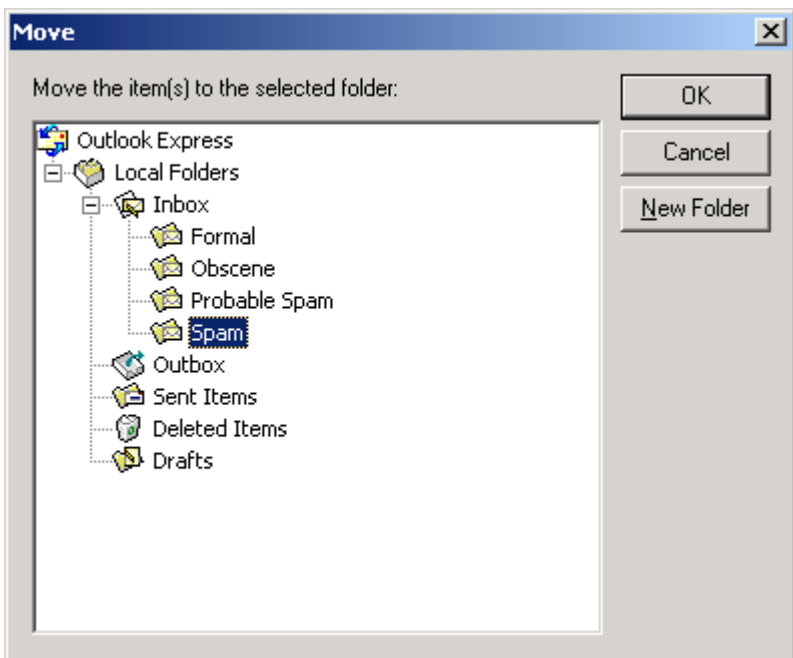


Figure 22. The **Move** dialog box for selecting the destination folder

Select the **Spam** folder created earlier.

Close the dialog box by clicking the **OK** button and return to the **Edit Mail Rule** dialog box (see Figure 23).

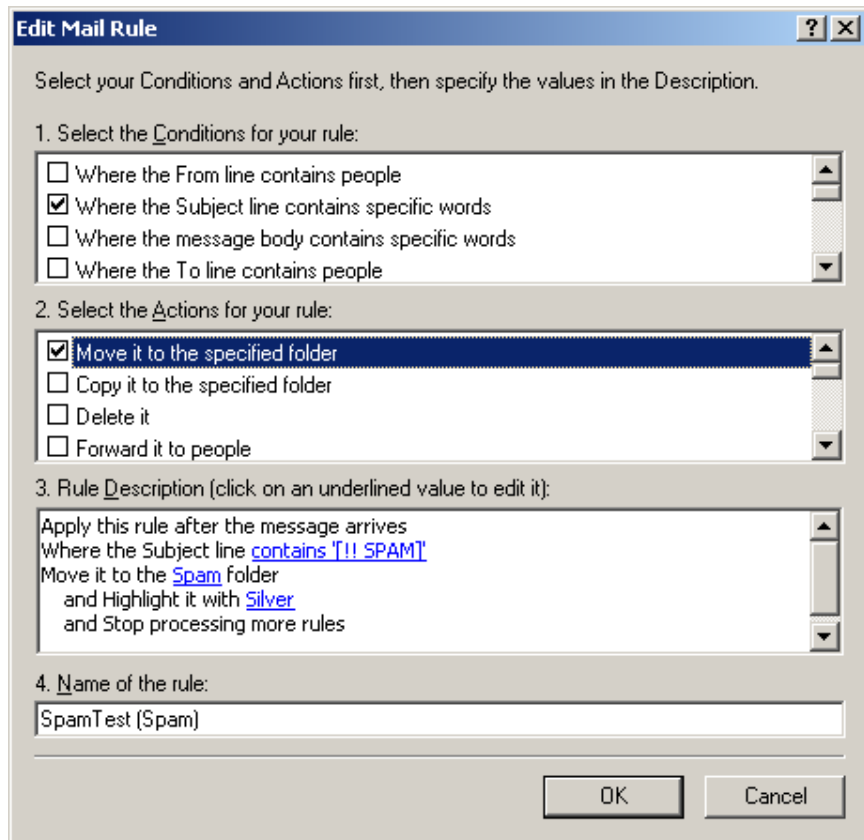


Figure 23. Microsoft Outlook Express **Edit Mail Rule** dialog box after a *moving rule* has been created

Figure 23 demonstrates (in the **Rule Description** section) the rule used to move spam messages with **[!! SPAM]** marker in its Subject field into the Spam folder. Press **OK** and the rule will be created!

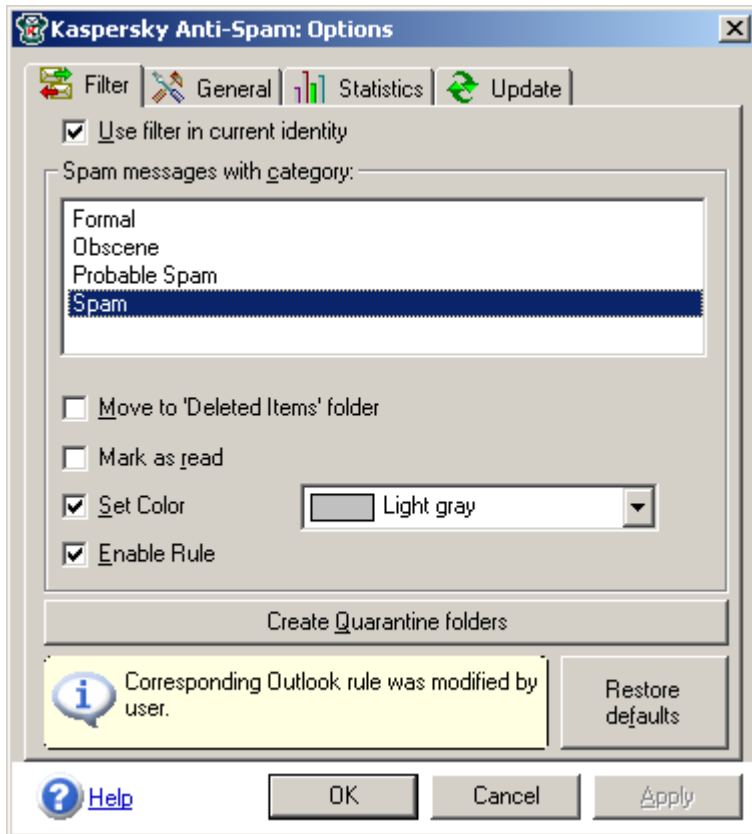


Figure 24. Appearance of the **Filter** tab after a Microsoft Outlook Express *rule* has been created

Comparing Figure 24 with Figure 19, note that **Move to 'Deleted Items' folder** box is unchecked and the *messages area* of the dialog box contains note **Corresponding Outlook rule was modified by user.**



When working with Microsoft Outlook Express the spam statistics can be viewed the same way as described in para 3.1, page 15 for Microsoft Outlook.

CHAPTER 5. UPDATING THE ANTI-SPAM DATABASE

The program downloads the anti-spam database used for spam detection from the Kaspersky Lab servers and updates the existing anti-spam database.

The settings used for the anti-spam database updating are available via **Anti-Spam | Options...** menu item in the **Update** tab of the **Options** dialog box (see Figure 25).

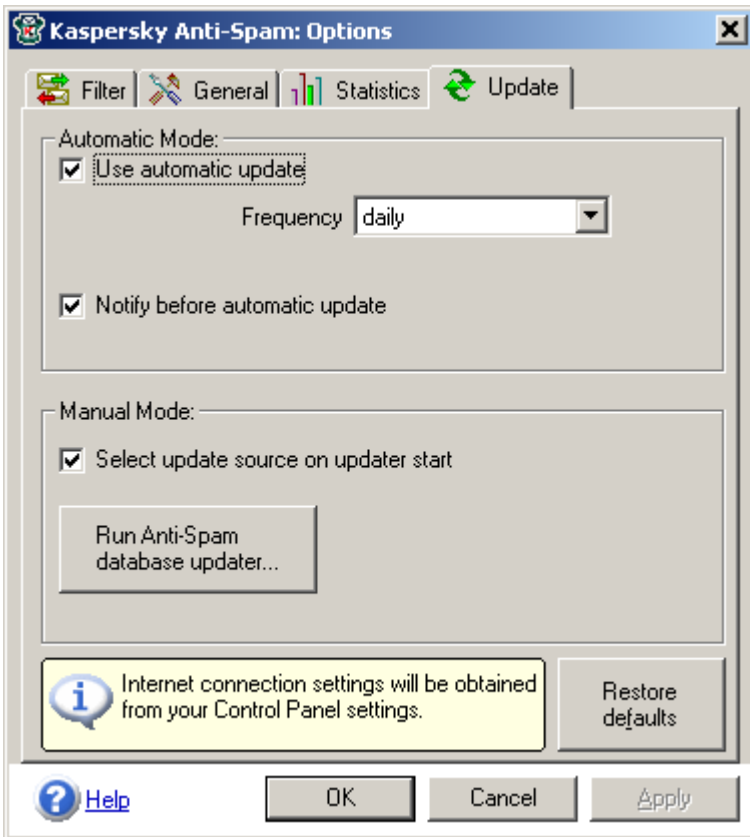


Figure 25. The **Update** tab of the **Options** dialog box used to select parameters and to launch the local anti-spam database update process

All default settings are set so that the automatic update will be performed daily. You can alter the frequency of updates by selecting a desired interval from the **Frequency** list.

If the **Use automatic update** box is unchecked then only manual launch of the updating process is available. In order to launch this process manually, click the **Run updater...** button (or use **Start | Programs | Kaspersky Anti-Spam Personal | Update** menu item if you find it more convenient).



It is strongly recommended that you use automatic scheduled updates as it ensures the use of most recent data for efficient spam filtering.

If the **Select update source on updater start** box is checked, then at the very beginning of the updating process, **Updates : Options** dialog box appears where you can select possible sources of the latest data (see Figure 26).

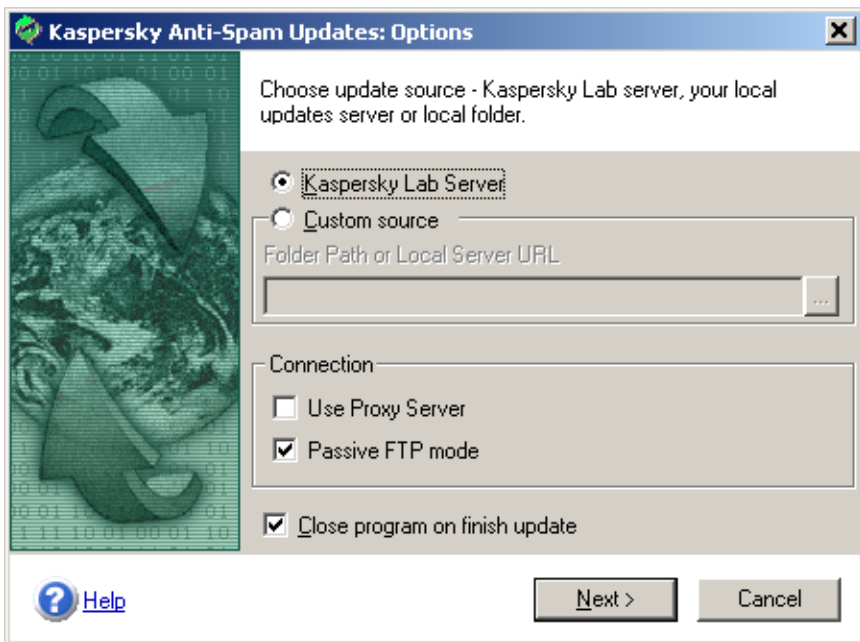



Figure 26. **Updates : Options** dialog box for selecting the source of update

If you work in a local area network environment, then, in order to update the anti-spam database on multiple stations simultaneously, it is more convenient to download the database from the internet only once and then, after you have saved the file into a local folder, update the database from this folder (see Appendix A, page 43).

Check the **Custom source** box (see Figure 26) to select a local source folder.

Then click the  button to open a standard Windows dialog box to select a folder (a local or a network folder), select a folder and click **OK**.

Here you can also enter the address of your own update web server (instead of a local folder) if you have such server.

If you are connected to the Internet through a proxy server, you will have to check the **Use Proxy Server** box (see Figure 26). Then you will have either to configure the proxy server settings in the **Updates: Proxy Server Options** window (you can obtain these data from your System administrator) or utilize parameters used by your MS Internet Explorer (see Figure 27).

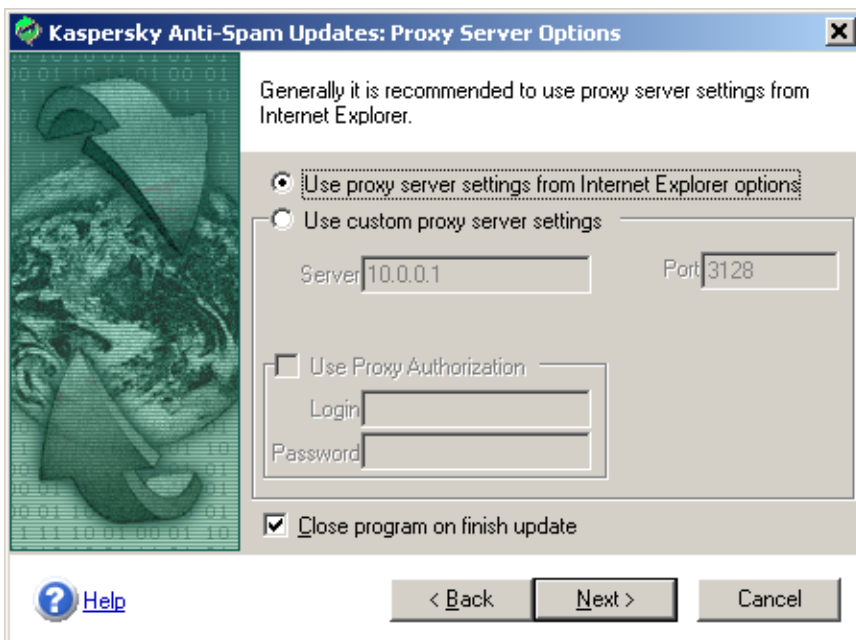


Figure 27. The **Updates: Proxy Server Options** window where the proxy server settings can be configured

Press the **Next>** button and the updating process will be performed in the automatic mode.

If you enter incorrect parameters for the update site or for the local folder, then an error message will appear in an **Error** dialog box. Using **<Back** button you can go one step back and correct the data.

Technically, the update process involves the following actions:

1. The anti-spam database is downloaded from the source specified at the startup (an update server or a local folder) and stored in the specified folder on your hard drive.
2. While downloading, integrity and validity of the new anti-spam database is tested. If the database was corrupted during the downloading process, then the possible reason will be determined, an information message will be displayed and the updating process will be cancelled.
3. As a rule, the anti-spam database updates are partial (only additions will be downloaded) but sometimes (once or twice a month) a complete (cumulative) update is performed, when the entire database is downloaded.
4. The downloaded data will be compiled and will form a new anti-spam database. **Kaspersky Anti-Spam Personal** reloads this new database so that the new data are used.

APPENDIX A. ADDITIONAL INFORMATION ABOUT KASPERSKY ANTI-SPAM PERSONAL

In this appendix additional data about the structure of disk folders of **Kaspersky Anti-Spam Personal** is provided. Although this information is not necessarily required for the program's everyday operation, it may be useful to some users. At the end of the appendix we provide a detailed discussion of the structure of local server folders containing the centralized anti-spam database used to update the anti-spam database on local network workstations

Provided below is the structure of disk folders associated with **Kaspersky Anti-Spam Personal**.

During the program installation, most files are copied into the **Kaspersky Lab / Kaspersky Anti-Spam Personal 1** folder (see Figure 28).

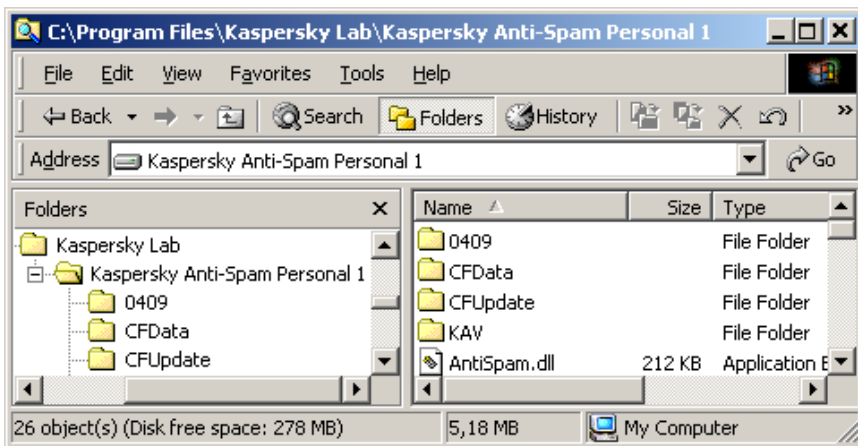


Figure 28. Kaspersky Anti-Spam Personal main folder

This folder contains all work files and online help system files.

Subfolder 0409 contains files with license agreement respectively as well as the readme file.

CFData and CFUpdate folders are designed to store files with the anti-spam database and its updates.

Files specific for each mail user are stored separately. By default, the corresponding folders are located in the **Documents and Settings** folder (if this was not changed by the user via the **General** tab of the **Options** dialog box - see Figure 16).

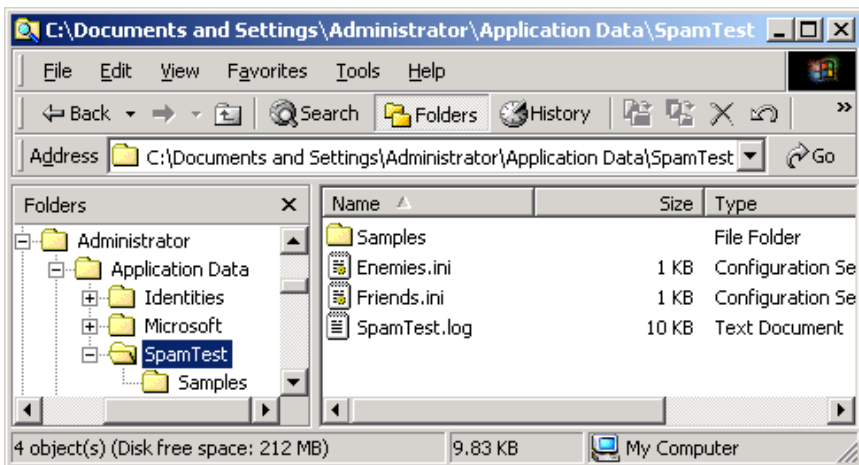


Figure 29. **SpamTest** folders for various users

These folders contain **Samples** subfolder with spam examples. They also contain files with Friends and Enemies lists (*Friends.ini* and *Enemies.ini*) and log file *SpamTest.log* that contains statistical data on **Kaspersky Anti-Spam Personal** operation.

There is no practical necessity in managing these files manually as Microsoft Outlook and Microsoft Outlook Express have an intuitive GUI access to these files via the **Anti-Spam** menu (see para 3.2, page 18).

The only exception may be a necessity to view *SpamTest.log* file with a text editor, such as **Notepad** for instance (see Figure 30).

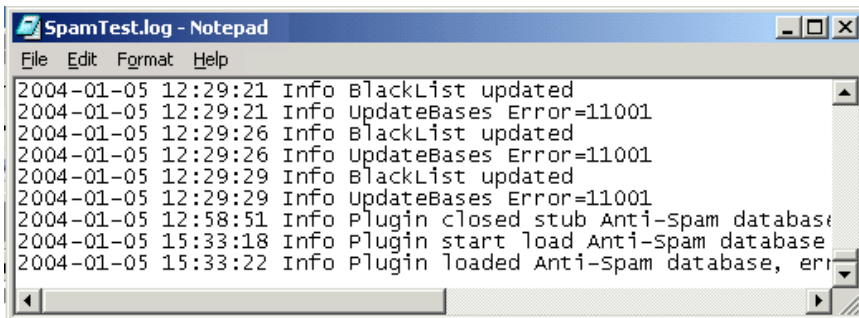


Figure 30. Viewing the log file with Notepad

From this file you can obtain information on the program operation and on error codes.

Discussed below is the centralized update process of the network anti-spam database. If you use a local area network (LAN), then in order to update the anti-spam database on multiple computers, you will find it more convenient to download it once to a local corporate server instead of performing multiple updates.

In order to do this, download the content of update folders from the official Kaspersky Lab FTP-servers:

- <ftp://downloads1.kaspersky-labs.com/index>
- <ftp://downloads1.kaspersky-labs.com/bases/as/pers>

and copy the downloaded files to the local server as follows (folders and subfolders are indicated along with their file content):

UpdateData\index\:

- master.xml
- updcfg.xml

UpdateData\bases\as\pers\:

- kpas-100.conf
- mcfltdata.set.idn
- black.lst
- kpas-100.xml

and all *.upk files downloaded into the "C:\Program Files\Kaspersky Lab\Kaspersky Anti-Spam Personal 1\CFUpdate\" folder.

After this, when you update the anti-spam database from the network workstations, specify the main folder UpdateData on the local server as the update source.

APPENDIX B. FREQUENTLY ASKED QUESTIONS



Which e-mail protocols are supported by Kaspersky Anti-Spam Personal in the Microsoft Outlook 2000-2003 environment?

Kaspersky Anti-Spam Personal provides full support of POP3, IMAP4 and Microsoft Exchange protocols.

Web mail protocols (MSN, Hotmail) are not supported.



Why the changing the position of Kaspersky Anti-Spam Personal toolbar does not persist?

Due to some peculiarities of the implementation of Microsoft API, there are some problems with setting toolbars in any position other than the standard position. Therefore, our developers have to specify the standard location for the toolbar that applies each time when Microsoft Outlook starts.



Which e-mail protocols are supported by Kaspersky Anti-Spam Personal under Microsoft Outlook Express?

Kaspersky Anti-Spam Personal for Microsoft Outlook Express only supports the POP3 email protocol (standard TCP port 110). All other protocols are not supported, including POP3 modifications, such as POP3s, a secure messaging protocol that utilizes SSL connection. The program is unable to filter messages received on nonstandard TCP ports for POP3 services.

To check the TCP port number assigned to your account, on the **Tools** menu of Microsoft Outlook Express, click **Accounts**, select your mail account and click **Properties** and then select the **Advanced** tab.



I use a different e-mail client program (other than Microsoft Outlook/Microsoft Outlook Express). May I still use Kaspersky Anti-Spam Personal?

If you use a different e-mail client (The Bat!, Mozilla, Eudora, for instance) using POP3 mail protocol, then you are still able to use Kaspersky Anti-Spam Personal for Microsoft Outlook Express: all incoming messages will be filtered before they are passed to your e-mail client and messages will be marked with spam classification type tokens:

[!! SPAM] [?? Probable Spam] [--Obscene--] or [--Formal Message--].

Then these messages will be received by your e-mail program and you will be able to adjust your e-mail program's rules so that messages bearing these tokens will be processed as you wish (deleted, moved to a certain folder, etc.)



My license key is expired and the updating feature is no longer available. What should I do?

As soon as your license to use Kaspersky Anti-Spam Personal expires, you should inform your system administrator and contact the company you have purchased the product from or directly Kaspersky Lab for the license renewal. After you receive a new license key install it using the **Anti-Spam | About** dialog box (press the **Add...** button).



I use a proxy server that requires authorization to connect to the Internet. When I try to download updates, an error occurs and updating fails. What should I do?

If your proxy server requires authorization, i.e. user name and password, you should manually specify these parameters in the Anti-Spam updating settings. In this case, you cannot simply apply the Internet Explorer settings to the Anti-Spam updating settings. In the updating settings, specify the proxy address, TCP port number, and your user name and password.

To access the proxy settings dialog box, check the **Select update source on updater start** checkbox in the **Update** dialog box and start updating. In the first dialog box of the updating program, check the **Use Proxy Server** checkbox to open a dialog box with proxy settings.



I have PGP 8.0.3 Enterprise Desktop integrated with Microsoft Outlook Express. After the installation of Kaspersky Anti-Spam Personal, my Outlook Express often freezes. How can I solve this problem?

Unfortunately, because PGP 8.0.3 Enterprise Desktop adds specific user interface elements to the Microsoft Outlook Express toolbar, the mail client can freeze due to conflicts with user interface elements added by other programs, such as Kaspersky Anti-Spam Personal.

To ensure smooth operation between PGP 8.0.3 Enterprise Desktop and Kaspersky Anti-Spam Personal, after Microsoft Outlook Express startup, open the settings dialog box from the Kaspersky Anti-Spam menu and, on the **General** tab, uncheck the **Show toolbar** checkbox.



Kaspersky Anti-Virus 5.0 and Kaspersky Anti-Spam Personal are installed on my computer. After I disabled loading Kaspersky Anti-Virus at system startup (and, generally, each time I quit Kaspersky Anti-Virus), spam filtering in Microsoft Outlook Express is also disabled. What is the problem?

To filter spam in Microsoft Outlook Express, Kaspersky Anti-Spam Personal uses the system modules of Kaspersky Anti-Virus Personal. Therefore, when Kaspersky Anti-Virus Personal is disabled, spam filtering becomes unavailable.

These system modules are included into the Kaspersky Anti-Spam Personal distribution kit. If Kaspersky Anti-Spam has been installed without Kaspersky Anti-Virus, these modules are always enabled and cannot be unloaded. In this case, spam filtering is constantly performed.



I had both Kaspersky Anti-Virus Personal 5.0 and Kaspersky Anti-Spam Personal installed on my computer. After I uninstalled Kaspersky Anti-Virus Personal, the spam filtering functionality became also unavailable. What is the problem?

The problem was solved for latest versions of Kaspersky Anti-Virus Personal.

Probably, when you uninstalled the program, the auto-startup option for Kaspersky Anti-Virus was disabled. When Kaspersky Anti-Virus was uninstalled, this auto-startup mode was not restored for shared system modules used by Kaspersky Anti-Spam.

To solve the problem, you have to reinstall Kaspersky Anti-Spam Personal.



The installation of Kaspersky Anti-Spam Personal failed due to inconsistency with Kaspersky Anti-Virus. What should I do?

To solve the problem, you should upgrade Kaspersky Anti-Virus to version 5.0.



Occasionally Microsoft Outlook 2003 displays the message: «Error in Registry for extension "Exchange Extensions;?". The syntax or format of the registry entry is incorrect. Check the registry settings and compare the registry for this extension to other extensions in the registry.». What should I do?

This message is caused by some error in Microsoft Outlook itself, the description and solution of this problem are published at <http://support.microsoft.com/?kbid=823633>

To resolve the problem completely it is recommended to install Microsoft Office 2003 Service Pack 1 or most recent.

To quickly solve it you may close Microsoft Outlook 2003 and make the mouse double click on the file ExchExt.reg, which is placed in the Kaspersky Anti-Spam Personal installation folder.

APPENDIX C. ABOUT KASPERSKY LAB

Founded in 1997, Kaspersky Lab has become a recognized leader in information security technologies. It produces a wide range of data security software and delivers high-performance, comprehensive solutions to protect computers and networks against all types of malicious programs, unsolicited and unwanted e-mail messages, and hacker attacks.

Kaspersky Lab is an international company. Headquartered in the Russian Federation, the company has subsidiary offices in the United Kingdom, France, Germany, Japan, USA (CA), the Benelux countries, China and Poland. A new company department, the European Anti-Virus Research Centre, has recently been established in France. Kaspersky Lab's partner network incorporates more than 500 companies worldwide.

Today, Kaspersky Lab employs more than 250 specialists, each of whom is proficient in anti-virus technologies, with 9 of them possessing M.B.A. degrees, 15 possessing Ph.Ds, and two experts holding membership in the Computer Anti-Virus Researcher's Organization (CARO).

Kaspersky Lab offers best-of-breed security solutions, based on its unique experience and knowledge gained over more than 14 years of fighting computer viruses. A thorough analysis of computer virus activities enables the company to deliver comprehensive protection from current and even future threats. Resistance to future attacks is the basic policy implemented in all Kaspersky Lab's products. At all times, the company's products remain at least one step ahead of many other vendors in delivering extensive anti-virus coverage for home users and corporate customers alike.

Years of hard work have made the company one of the top security software manufacturers. Kaspersky Lab was one of the first businesses of its kind to develop the highest standards for anti-virus defense. The company's flagship product, Kaspersky Anti-Virus[®], provides full-scale protection to all tiers of a network, including workstations, file servers, mail systems, firewalls and Internet-gateways, hand-held computers. Its convenient and easy-to-use management tools ensure advanced automation for rapid virus protection across the enterprise. Many well-known manufacturers use the Kaspersky Anti-Virus[®] kernel, including Nokia ICG (USA), F-Secure (Finland), Aladdin (Israel), Sybari (USA), G Data (Germany), Deerfield (USA), Alt-N (USA), Microworld (India), BorderWare (Canada), etc.

Kaspersky Lab's customers benefit from a wide range of additional services that ensure not only stable operation of the company products but also compliance with any specific business requirements. Kaspersky Lab's anti-virus database is

updated in real-time every 3 hours. The company provides its customers with a 24-hour technical support service, which is available in several languages to accommodate its international clientele.

C.1. Other Kaspersky Lab Products

Kaspersky Anti-Virus® Personal

Kaspersky Anti-Virus® Personal protects home computers running Windows 98/ME, 2000/NT/XP from all types of known viruses, including Riskware. The program constantly checks all possible sources of virus penetration, such as e-mail, Internet, floppy disks, CDs, etc. Unknown viruses are efficiently detected and processed by a unique heuristic data analysis system. The two distinct modes of the program's operation (that can be used either separately or jointly) are:

- **Real-Time Protection** – anti-virus scan of all files being run, opened or saved on the protected computer.
- **On-Demand Scan** – scanning and disinfection of the entire computer or individual disks, files or folders. You can launch such scan manually using graphical interface or set up a regular scheduled scan.

Kaspersky Anti-Virus® Personal does not scan objects already analyzed during previous scans that have not been modified since then. This rule applies now not only to the real-time protection but also to the on-demand scan. This feature **greatly improves the speed and performance of the program.**

Kaspersky Anti-Virus® Personal provides reliable protection against viruses that attempt to penetrate computers via e-mail messages. The program provides automatic scanning and disinfection of all incoming (POP3) and outgoing (SMTP) e-mail messages and efficiently detects viruses in e-mail databases.

Kaspersky® Anti-Virus Personal supports over 700 formats of archived and compressed files and ensures automatic anti-virus scanning of their content and removal of malicious code from files within **ZIP, CAB, RAR** and **AFJ** archives.

The program's settings can easily be adjusted due to the capability to select one of the three pre-defined levels: **Maximum Protection**, **Recommended Protection** and **Maximum Speed**.

The anti-virus database is updated every three hours. Database delivery is guaranteed even if during the download process the internet connection was interrupted or switched.

Kaspersky Anti-Virus® Personal Pro

This package has been designed to deliver comprehensive anti-virus protection to home computers running Windows 98/ME, Windows 2000/NT, and Windows

XP as well as MS Office 2000 applications. Kaspersky Anti-Virus® Personal Pro includes an easy-to-use application for automatic retrieval of daily updates to the anti-virus database and the program modules. A second-generation heuristic analyzer efficiently detects even unknown viruses. Kaspersky Anti-Virus® Personal includes many interface enhancements, making it easier than ever to use the program.

Kaspersky Anti-Virus® Personal Pro features:

- **on-demand scans** of local disks to detect all possible kinds of viruses;
- **automatic real-time protection** of all files from viruses;
- **mail filter** that scans all incoming and outgoing messages in background mode;
- **behavior blocker** that guarantees 100% protection against macro viruses.

Kaspersky® Anti-Hacker

Kaspersky® Anti-Hacker is a personal firewall that is designed to safeguard a computer running any Windows operating system. It protects your computer against unauthorized access and external hacker attacks from either the Internet or the local network.

Kaspersky® Anti-Hacker monitors the TCP/IP network activity of all applications running on your machine. When it detects a suspicious action, the program blocks the suspicious application from accessing the network. This helps deliver enhanced privacy and 100% security of confidential data stored on your computer.

The product's SmartStealth™ technology prevents hackers from detecting your computer from the outside. In this stealthy mode, the program works seamlessly to keep your computer protected while you are on the Web. The program provides conventional transparency and accessibility of information.

- Kaspersky® Anti-Hacker also blocks most common network hacker attacks and monitors for attempts to scan computer ports.
- Configuration of the program is simply a matter of choosing one of five security levels. By default, the program starts in self-learning mode, which will automatically configure your security system depending on your responses to various events. This makes your personal guard adjustable to your specific preferences and your particular needs.

Kaspersky® Security for PDA

Kaspersky® Security for PDA provides reliable anti-virus protection of data stored on PDAs running Palm OS or Windows CE. It also offers viral protection from

any corrupted files transferred from a PC or an extension card, from ROM files, and from databases. This software package includes an optimal combination of the following anti-virus tools:

- **anti-virus scanner** to scan the data stored on both the PDA and extension card on demand;
- **anti-virus monitor** to intercept viruses in files that are either copied from other handhelds or are transferred using HotSync™ technology.

Kaspersky® Security for PDA protects your handheld (PDA) from unauthorized intrusion by encrypting both access to the device and data stored on memory cards.

Kaspersky Anti-Virus® Business Optimal

This package provides a configurable security solution for small- and medium-sized corporate networks.

Kaspersky Anti-Virus® Business Optimal includes full-scale anti-virus protection² for:

- *Workstations* running Windows 98/ME, Windows NT/2000/XP Workstation, and Linux;
- *File and application servers* running Windows NT 4.0 Server, Windows 2000, 2003 Server/Advanced Server, Windows 2003 Server, Novell Netware, FreeBSD and OpenBSD, and Linux;
- *E-mail systems*, namely Microsoft Exchange 5.5/2000/2003, Lotus Notes/Domino, Postfix, Exim, Sendmail, and Qmail;
- *Internet-gateways*: CheckPoint Firewall –1; MS ISA Server.

The Kaspersky Anti-Virus® Business Optimal distribution kit includes Kaspersky® Administration Kit, a *unique tool for automated deployment and administration*.

You are free to choose from any of these anti-virus programs, according to the operating systems and applications you use.

Kaspersky® Corporate Suite

This package provides corporate networks of any size and complexity with comprehensive, scalable anti-virus protection. The package components have been developed to protect every tier of a corporate network, even in mixed computer environments. Kaspersky® Corporate Suite supports the majority of operating systems and applications installed across an enterprise. All package components are managed from one console and have a unified user interface. Kaspersky® Corporate Suite delivers a reliable, high-performance protection

² Depending on the type of distribution kit.

system that is fully compatible with the specific needs of your network configuration.

Kaspersky® Corporate Suite provides comprehensive anti-virus protection for:

- *Workstations* running Windows 98/ME, Windows NT/2000/XP, and Linux;
- *File and application servers* running Windows NT 4.0 Server, Windows 2000, 2003 Server/Advanced Server, Novell Netware, FreeBSD, OpenBSD and Linux;
- *E-mail systems*, including Microsoft Exchange Server 5.5/2000/2003, Lotus Notes/Domino, Sendmail, Postfix, Exim and Qmail;
- *Internet-gateways*: CheckPoint Firewall –1; MS ISA Server;
- *Hand-held computers* (PDAs), running Windows CE and Palm OS.

The Kaspersky® Corporate Suite distribution kit includes Kaspersky® Administration Kit, a *unique tool for automated deployment and administration*.

You are free to choose from any of these anti-virus programs, according to the operating systems and applications you use.

Kaspersky® Anti-Spam

Kaspersky® Anti-Spam is a cutting-edge software suite that is designed to help organizations with small- and medium-sized networks wage war against the onslaught of undesired e-mail (spam). The product combines the revolutionary technology of linguistic analysis with all modern methods of e-mail filtration (including RBL lists and formal letter features). Its unique combination of services allows users to identify and wipe out up to 95% of unwanted traffic.

Installed at the entrance to a network, where it monitors incoming e-mail traffic streams for objects identified as spam, Kaspersky® Anti-Spam acts as a barrier to unsolicited e-mail. The product is compatible with any mail system and can be installed on either an existing mail server or a dedicated one.

Kaspersky® Anti-Spam's high performance is ensured by daily updating of the content filtration database with samples provided by the Company's linguistic laboratory specialists.

Kaspersky® Anti-Spam Personal

Kaspersky® Anti-Spam Personal is designed to protect users of mail client programs Microsoft Outlook and Microsoft Outlook Express against unwanted e-mail messages (spam).

Kaspersky® Anti-Spam Personal software package is a powerful tool that ensures detection of spam in the flow of e-mail messages incoming via POP3 and IMAP4 protocol (only for Microsoft Outlook).

The filtering process involves the analysis of all attributes of the letter (sender's and recipient's addresses and headers), content filtration (analysis of the content of the letter, including the Subject and attached files), as well as unique linguistic and heuristic algorithms.

The program's performance is also achieved by daily updating of the content filtration database with samples provided by the Company's linguistic laboratory specialists.

C.2. Contact Us

If you have any questions, comments, or suggestions, please refer them to one of our distributors or directly to Kaspersky Lab. We will be glad to advise you on any matters related to our product by phone or via e-mail. Rest assured that all of your recommendations and suggestions will be thoroughly reviewed and considered.

Technical support	Please find the technical support information at http://www.kaspersky.com/supportinter.html
General information	WWW: http://www.kaspersky.com http://www.viruslist.com E-mail: sales@kaspersky.com

APPENDIX D. ABOUT JSC ASHMANOV & PARTNERS

E-mail messages filtering technology used by Kaspersky Anti-Spam Personal was developed by JSC Ashmanov & Partners.

JSC ASHMANOV & PARTNERS is a leading Russian developer of semantic analysis and automatic text classification systems and other artificial intelligence technologies. Currently, in cooperation with Kaspersky Lab, the company is developing a www-traffic filtering system to be used for corporate internet access control.

Other activities of JSC Ashmanov & Partners JSC include development of fuzzy text search linguistic and information systems.

The company also carries out complex customized Internet projects and provides services related to improvement of the economic efficiency of our clients' websites, such as:

- Websites promotion using search engines;
- Marketing audit of websites;
- Consulting in web marketing;
- Website development and maintenance;
- Audit of Information projects and systems;
- IT projects management.

For more detailed information about Ashmanov & Partners, spheres of our activity and our services, visit our corporate website at <http://www.ashmanov.com>.

Ashmanov & Partners will gladly accept messages with spam examples, especially those not detected with Kaspersky Anti-Spam Personal. Together we can make internet spam protection even more efficient.

Spam examples can be sent to:

newspam@ashmanov.com

Any comments, recommendations and business proposals can be sent to:

info@ashmanov.com

APPENDIX E. THIRD PARTY SOFTWARE

In the process of development of **Kaspersky Anti-Spam Personal**, the following third party software was used:

1. Berkeley DB 1.85 library can be used on the following terms and conditions:

Copyright (c) 1990, 1993, 1994 The Regents of the University of California. All rights reserved.

This code is derived from software contributed to Berkeley by Margo Seltzer.

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2. Expat 1.95.2 library can be used on the following terms and conditions:

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3. STLport 4.5:

Copyright © 1994 Hewlett-Packard Company;

Copyright © 1996-1999 Silicon Graphics Computer Systems, Inc.;

Copyright © 1997 Moscow Center for SPARC Technology;

Copyright © 1999, 2000, 2001 Boris Fomitchev.

4. Zlib 1.1.3:

Copyright © 1995-1998 Jean-loup Gailly and Mark Adler.

APPENDIX F. INDEX

A

Address book..... 22
Anti-spam database updating . 5, 39
Anti-Spam menu.....18, 30

C

Content filtering 5
Copyright 57

D

Distribution kit
 buy online..... 7

E

Enemies list19, 20, 31

F

Filter page..... 32
Filter tab.....25
Friends list 18

I

IMAP4 protocol 46
Installation program 10

L

License agreement 7
License Agreement..... 7
License key..... 12
License Key 7
Licensing Policy..... 7
Local Update folder41, 45
Log file.....17, 44

M

Marking spam messages..... 16

Message attributes5
Microsoft Outlook categories26
Microsoft Outlook Express rules.29,
 33

P

POP3 protocol29
Postinstallation setup 14
Program Installation6

Q

Quarantine folders..... 15, 33

R

readme file 10

S

Selecting e-mail clients to be
 protected 12
Sending spam examples24
Settings25, 32
setup.exe..... 10
Spam.....5
Spam classification types15
Spam examples.....24
Statistics..... 16

T

Technical support.....8
Technical Support Service55
Toolbar 19, 30

U

Uninstalling..... 14
Update periodicity.....40