

How do I adjust spam filtering/tagging levels?

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The best way to do this is to adjust the spam detection level in your control panel, have it tag emails with a spam header and setup a mail rule in your client to put these tagged emails in a junk folder. This will ensure you will not lose any email, and that potential spam is marked as such:

- 1) Login to <http://cpanel.DOMAIN.COM> (Replace DOMAIN.COM with your domain name) with the master account
- 2) Click on "Spam Settings" in the upper right corner
- 3) In the first box "Spam Detect Level" the default is 6.2. Change it to 5.2
- 4) In the last box "Spam Subject Line" box, delete what is in there and make it "[SPAM]". Hit "Apply Changes"
- 5) Open your email client on your PC. Locate the setting that allows 'mail rules' or 'mail filters'
- 6) Create a filter that looks for "[SPAM]" in the subject line and moves it to a junk or custom mail folder of your choosing

Any emails that come in now that are over the 5.2 threshold, will have the word "[SPAM]" added to the subject and moved to your junk/custom folder. You can then check that folder to make sure no legitimate emails are getting placed in there over the period of 3 - 5 days. If spam is still coming in unmarked, log back into the control panel, and adjust the first number lower in .3 increments; repeat if needed.

Once you are sure that you have a good level of spam catching without flagging legitimate emails, you can login to the control panel and enable "Spam Reject Level" to match the same number you have in the "Spam Detect Level". ****WARNING**** This will reject email coming into the server that exceeds the number value you have assigned to it. You will not have the option to download anything that is rejected; it will simple be returned to the sender. If you do not want to risk any legitimate email getting rejected, then stick with the "Spam Detect Level" only and do not modify the "Spam Reject Level" number.