

## Antispam Eliminates Over 98% of Spam Email with Less Than 1 in 300,000 False Positives

With spam levels regularly being measured at between 65 and 90 percent, Webroot<sup>®</sup> has invested heavily in technology to manage the sheer volume of unwanted email being delivered. Careful attention to connection management and integration of multiple best of breed filters has led to blocking the maximum quantities of spam with the lowest possible rate of false positives.

### Benefits

- Over 98% spam blocking
- False positive rate better than 1 in 300,000
- Zero end-user disruption
- Protection from Denial of Service Attack (DOS)
- Protection from Directory Harvest Attack (DHA)
- Managed service 24 x 7; no hardware, no software, no maintenance, no hassle, lower costs
- Total visibility, reporting, audit and control of service via Web control panel
- Rapid, risk free service connection

### Greater Control

Most users require nothing further than the automated spam detection capabilities. However, if further control is required, such as the capability to create explicit white or black lists, a powerful rules engine can be employed to refine spam management.

### Containment and Notification

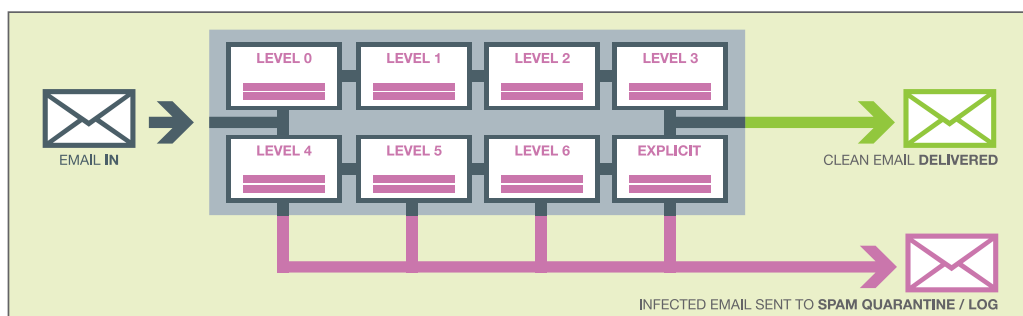
When spam is detected, the email is held in Webroot's Spam Log for up to 28 days, from where it can be searched, previewed, released to a mail server or deleted. User notification of spam is wholly configurable however, with volumes of spam currently so high, the default setting is for the user to receive no notification. If required, an end user may opt to receive a daily spam digest.

### Management Control

As with all aspects of the Webroot service, the user has complete control via a secure web control panel. Logs and quarantine areas may be viewed, rapidly searched and interrogated. Because Webroot stamps every email accepted with the time and date of receipt, tracing and tracking is made easy. Additionally, full graphical reporting provides unrivalled presentation of information.

### Single User Access

For those organizations that wish to provide end-user access to spam logs, either for regulatory requirements or simply for improved visibility, Webroot provides full end-user access via web and scheduled email distribution.



## Seven Levels of Fully Automated Spam Detection

Level	Description
Level 0	Servers sending messages to Webroot are assigned a reputation rating. Based on the quantity and type of mail sent, the rating is adjusted dynamically to block specific sources. This approach is effective against compromised (or 'zombie') machines.
Level 1	A message sent to a Webroot server passes through a filter creating a unique signature value for each email which is quickly checked against a local database. If the signature is not classified as spam, it is then sent to a Central Spam Monitoring System (CSMS) located in each Webroot data center. The CSMS analyses data, looking for similar emails. When such an email is spotted, further tests are performed and, based on the results, the system decides whether the email is spam or legitimate mail.
Level 2	Collective Spam Reporting, which identifies emails that multiple end users worldwide have reported to be spam. The system again creates a signature value before distributing this information to each Webroot server worldwide.
Level 3	Utilizes a global blacklist database of known open relay servers.
Level 4	A Bayesian filtering module that statistically decides whether an email is spam based on word content.
Level 5	A global blacklist database of IP addresses that known "spammers" operate from.
Level 6	Using Recurrent Pattern Detection techniques, this filter checks each message against a real-time repository which is constantly updated from a sample of approximately 2% of world wide email traffic. The approach offers high detection rates, low false positive rates and is particularly effective against early stage (or 'zero hour') outbreaks.

### Features

- Multiple "best of breed" anti-spam filters
- Constantly updated spam definitions
- "Reputation" based connection management
- All spam messages quarantined outside company network
- Flexible spam handling — quarantine or "tag and deliver"
- Optional custom notification
- Blacklists / Whitelists
- Total visibility and real-time control of service via web control panel
- Full logging of all messages in real-time
- Rapid search and audit
- Real-time graphic reporting on volume, source, target

### Easy-to-Use Interface:

The screenshot displays the Webroot spam management interface. On the left, there are search filters including 'Restrict search to last 24 Hours (faster)', 'Order by: SpamID', and 'Where: SpamID'. Below these are options to 'Release', 'Copy to me', 'Delete', and 'Select all'. A table lists spam messages with columns for 'Select', 'SpamID', 'MailID', 'Date', 'Subject', and 'From'. One message is selected, and its preview is shown in a window on the right. The preview shows the email header and body text, including a promotional message for Viagra Soft Tabs.

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