



User Guide

McAfee[®]

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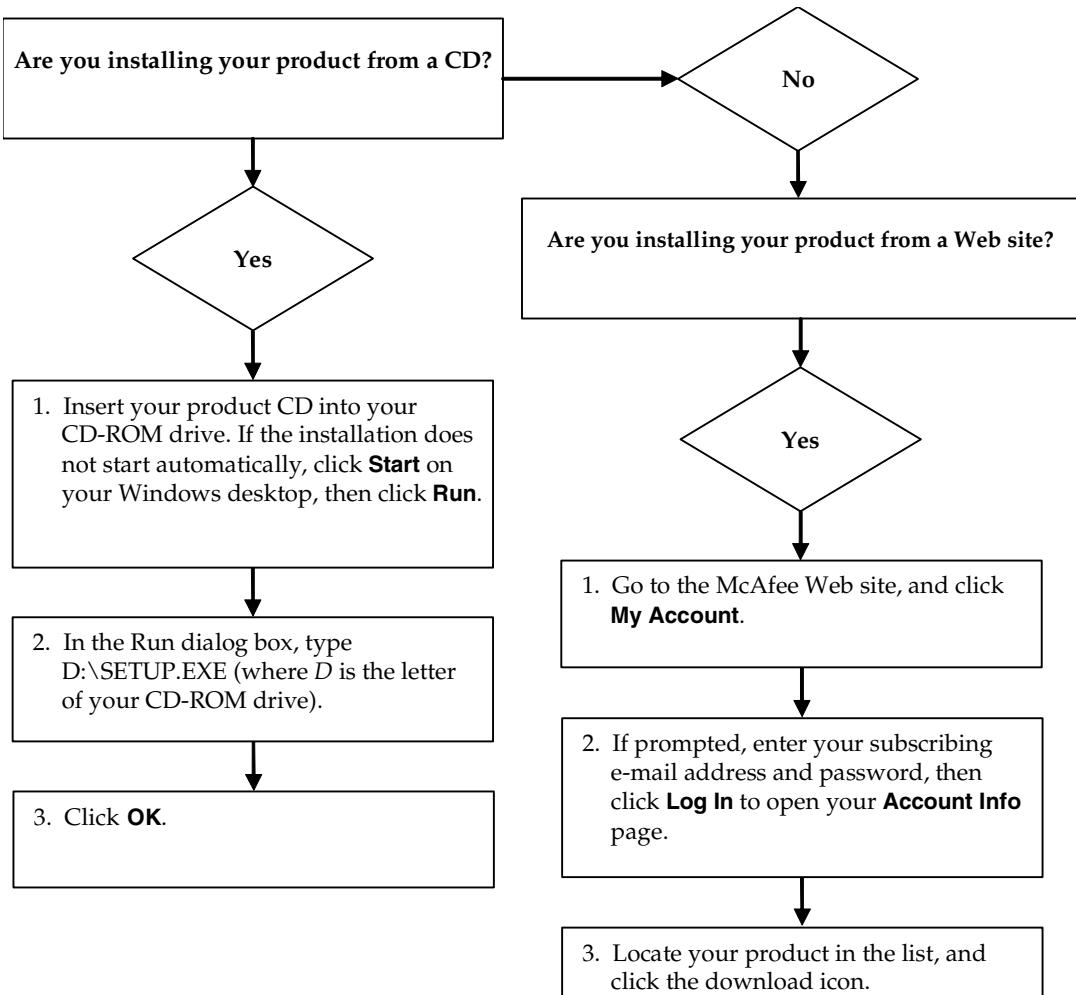
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- 1 Insert your product CD into your CD-ROM drive.
- 2 Open Windows Explorer: Click **Start** on your Windows desktop, and click **Search**.
- 3 Locate the Manuals folder, and double-click the User Guide .PDF you want to open.

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- FREE electronic support
- Virus definition (.DAT) file updates for one year after installation when you purchase VirusScan software
Go to <http://www.mcafee.com/> for pricing of an additional year of virus signatures.
- 60-day warranty that guarantees replacement of your software CD if it is defective or damaged

- SpamKiller filter updates for one year after installation when you purchase SpamKiller software

Go to <http://www.mcafee.com/> for pricing of an additional year of filter updates.

- McAfee Internet Security Suite updates for one year after installation when you purchase MIS software

Go to <http://www.mcafee.com/> for pricing of an additional year of content updates.

Technical Support

For technical support, please visit

<http://www.mcafeehelp.com/>.

Our support site offers 24-hour access to the easy-to-use Answer Wizard for solutions to the most common support questions.

Knowledgeable users can also try our advanced options, which include a Keyword Search and our Help Tree. If a solution cannot be found, you can also access our FREE Chat Now! and E-mail Express! options. Chat and e-mail help you to quickly reach our qualified support engineers through the Internet, at no cost. Otherwise, you can get phone support information at <http://www.mcafeehelp.com/>.

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Contents

Welcome to McAfee SpamKiller.

McAfee SpamKiller software helps stop spam from entering your e-mail Inbox. With it, you get the following features:

User options

- Block spam using filters, and quarantine spam outside of your Inbox
- View blocked and accepted messages
- Monitor and filter multiple e-mail accounts
- Import friends' addresses into the Friends List
- Fight back against spammers (report spam, complain about spam, create custom filters)
- Protect children from viewing spam messages
- One-click block and one-click rescue
- Double-byte character set support
- Multi-user support (for Windows 2000 and Windows XP)

Filtering

- Update filters automatically
- Create custom filters to block e-mail that contain mostly images, invisible text, or invalid formatting
- Multi-tiered core filtering engine
- Dictionary attack filter
- Multi-level adaptive filtering
- Security filters

Features

This version of SpamKiller offers the following features:

- Filtering - advanced filtering options provide new filtering techniques, including support for meta-character filtering and junk text identification.
- Phishing - AntiPhishing browser plug-in via an Internet Explorer toolbar easily identifies and blocks potential phishing Web sites.
- Microsoft Outlook and Outlook Express integration - toolbar provides a folder within your mail client to block spam directly.
- Installation - streamlined setup and configuration. Automatic account detection assures smooth setup, configuration, and integration with existing e-mail accounts.
- Updates - auto-updates run silently in the background, always vigilant to minimize your exposure to emerging spam threats.
- Interface - intuitive user interface for keeping your computer free of spam.
- Support - free live instant messaging and e-mail technical support for easy, prompt, and live customer service.
- Spam message processing - by default, spam messages are tagged as [SPAM] and placed in the SpamKiller folder in Outlook and Outlook Express, or your Inbox. Tagged messages also appear on the Accepted E-mail page.

Understanding the top pane

The following icons appear in the top pane of each SpamKiller page:

- Click **Switch User**  to log on as a different user.

Note: **Switch user** is available only if your computer runs Windows 2000 or Windows XP, multiple users have been added to SpamKiller, and you are logged on to SpamKiller as an administrator.
- Click **Support**  to open the online Support page for McAfee, which provides hot topics on SpamKiller and other McAfee products, answers to frequently asked questions, and more. You must be connected to the Internet to access the Support page.
- Click **Help**  to open the online Help, which provides detailed instructions on setting up and using SpamKiller.

Understanding the Summary page

Click the **Summary** tab to open the Summary page (Figure 1-1).

- **Overview of your SpamKiller status** - indicates if filtering is enabled, when a Friends List was last updated, and the number of spam messages you received today. From here you can disable or enable SpamKiller filtering, update Friends Lists, and open the Blocked E-mail page.
- **Most recent e-mails that were identified as spam and blocked** - the latest spam messages that SpamKiller blocked (messages removed from your Inbox).
- **E-mail Overview** - the total number of e-mail, spam (blocked messages), and percentage of total spam you have received.
- **Recent Spam** - a breakdown of the type of spam you received in the past 30 days.

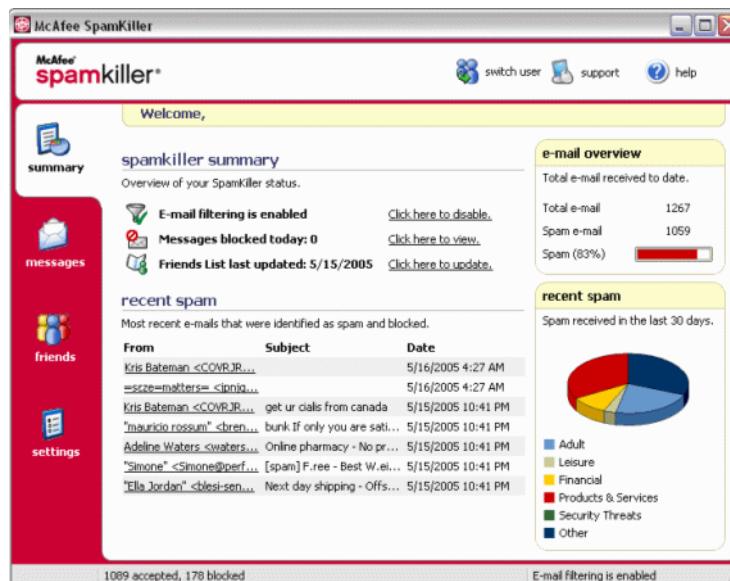


Figure 1-1. Summary page

Microsoft Outlook and Outlook Express integration

You can access core SpamKiller features from Outlook Express 6.0, Outlook 98, Outlook 2000, and Outlook XP, by selecting the SpamKiller menu or the SpamKiller toolbar.

The SpamKiller toolbar appears to the right of the standard toolbars in Outlook and Outlook Express. If the toolbar is not visible, expand the e-mail application window or click the arrows to see more toolbars.

When the SpamKiller toolbar first appears in your e-mail application, you can only use the toolbar commands on new messages. Existing spam e-mail must be manually deleted.

System requirements

- Microsoft® Windows 98, Windows Me, Windows 2000, or Windows XP
- Personal computer with Pentium-compatible processor
 - Windows 98 or 2000: 133 MHz or higher
 - Windows Me: 150 MHz or higher
 - Windows XP (Home and Pro): 300 MHz or higher
- RAM
 - Windows 98, Me, or 2000: 64 MB
 - Windows XP (Home and Pro): 128 MB
- 35 MB hard disk space
- Microsoft Internet Explorer 5.5 or later

NOTE

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

Supported e-mail programs

- POP3 (Outlook Express, Outlook, Eudora, Netscape)
- MAPI (Outlook)
- Web (MSN/Hotmail, or e-mail account with POP3 access)

Required for the toolbar plug-in

- Outlook Express 6.0 or later
- Outlook 98, 2000 with SP3, 2003, or XP
- Internet Explorer 6.0 or later

Using McAfee SecurityCenter

The McAfee SecurityCenter is your one-stop security shop. Seamless integration with the McAfee SecurityCenter provides a consolidated view of your computer's security status, plus the latest security and virus alerts. You can run SecurityCenter from the McAfee icon in your Windows system tray or from your Windows desktop.

NOTE

For more information about SecurityCenter features, 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 (Windows XP notification area).

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 Point to **SpamKiller**, and then click the feature you want to use.

Using SpamKiller

2

When you install SpamKiller, the McAfee icon  appears on your system tray located near your system clock. From the McAfee icon, you can access SpamKiller, McAfee SecurityCenter, and other McAfee products installed on your computer.

Disabling SpamKiller

You can disable SpamKiller and prevent e-mail from being filtered.

To disable filtering:

Right-click the McAfee icon , point to **SpamKiller**, and then click **Disable**. Or click the **Summary** tab, and then click **Click here to disable**.

To enable filtering:

Right-click the McAfee icon, point to **SpamKiller**, and then click **Enable**. Or click the **Summary** tab, and then click **Click here to enable**.

Managing E-mail Accounts and Users

3

Adding e-mail accounts

You can add the following e-mail accounts:

- Standard e-mail account (POP3) - most home users have this type of account
- MSN/Hotmail account - MSN/Hotmail Web-based accounts

NOTE

If your computer runs Windows 2000 or Windows XP, and you plan to add multiple users to SpamKiller, you must add users before you can add e-mail accounts to their user profiles. For more information, see [Adding users on page 25](#). If you add multiple users to SpamKiller, the account is added to the profile of the user who is currently logged on to SpamKiller.

Adding an e-mail account

- 1 Click the **Settings** tab to open the Settings page (Figure 3-1), and then click **E-mail Accounts**. The **E-mail Accounts** dialog box appears and displays all e-mail accounts added to SpamKiller.

NOTE

If multiple users were added to SpamKiller, the list displays the e-mail accounts of the user who is currently logged on to SpamKiller.

- 2 Click **Add**. The E-mail Accounts wizard appears.
- 3 Follow the instructions on the dialog boxes that appear.

If you add an MSN/Hotmail account, SpamKiller searches for an MSN/Hotmail address book to import into your Personal Friends List.

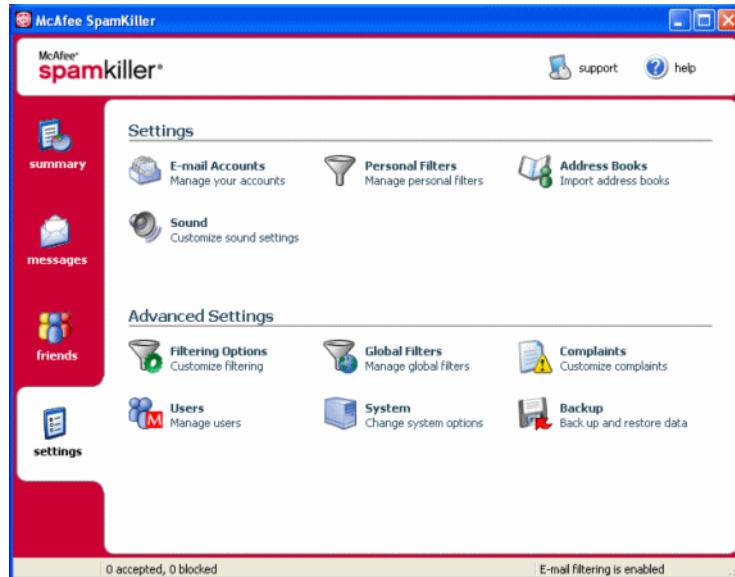


Figure 3-1. Settings page

Pointing your e-mail client to SpamKiller

If you add an account that SpamKiller does not detect (the account does not appear in the **Select Account** dialog box), or you want to read your MSN/Hotmail e-mail as a POP3 account in SpamKiller, point your e-mail client to SpamKiller by changing the incoming e-mail server.

For example, if your incoming e-mail server is “mail.mcafee.com”, change it to “localhost”.

Deleting e-mail accounts

Delete an e-mail account from SpamKiller if you no longer want SpamKiller to filter it.

Deleting an e-mail account from SpamKiller

- 1 Click the **Settings** tab, and then select **E-mail Accounts**. The **E-mail Accounts** dialog box appears and displays all e-mail accounts added to SpamKiller.

NOTE

If multiple users were added to SpamKiller, the list displays the e-mail accounts of the user who is currently logged on to SpamKiller.

- 2 Select an account, and then click **Delete**.

Editing e-mail account properties

You can edit information about an e-mail account you added to SpamKiller. For example, change the e-mail address, the account description, server information, how often SpamKiller checks the account for spam, and how your computer connects to the Internet.

POP3 accounts

Editing POP3 accounts

- 1 Click the **Settings** tab, and then click **E-mail Accounts**. The **E-mail Accounts** dialog box appears and displays all e-mail accounts added to SpamKiller.

NOTE

If multiple users were added to SpamKiller, the list displays the e-mail accounts of the user who is currently logged on to SpamKiller.

- 2 Select a POP3 account, and then click **Edit**.
- 3 Click the **General** tab to edit the account description and e-mail address.
 - ◆ **Description** - description of the account. You can type any information in this box.
 - ◆ **E-mail address** - e-mail address of the account.
- 4 Click the **Servers** tab to edit server information.
 - ◆ **Incoming e-mail** - name of the server that receives incoming mail.

- ◆ **User name** - user name you use to access the account. Also known as Account Name.
- ◆ **Password** - password you use to access the account.
- ◆ **Outgoing e-mail** - name of the server that sends outgoing mail. Click **More** to edit authentication requirements for the outgoing server.

- 5 Click the **Checking** tab to edit how often SpamKiller checks the account for spam:
 - a Select **Check every** or **Check daily at**, and then type or select a time in the corresponding box. If you enter the number zero, SpamKiller only checks the account when it connects.
 - b Select additional times for SpamKiller to filter the account:
 - Check on startup** - if you have a direct connection, and you want SpamKiller to check the account every time your computer starts.
 - Check when a connection is dialed** - if you have a dial-up connection, and you want SpamKiller to check the account every time you connect to the Internet.
- 6 Click the **Connection** tab to specify how SpamKiller dials an Internet connection so that it can check your Inbox for new messages to filter.
 - ◆ **Never dial a connection** - SpamKiller does not automatically dial a connection for you. You must first manually start your dial-up connection.
 - ◆ **Dial when needed** - an Internet connection is not available, SpamKiller automatically attempts to connect using your default dial-up Internet connection.
 - ◆ **Always dial** - SpamKiller automatically attempts to connect using the dial-up connection you specify.
 - ◆ **Stay connected after filtering is done** - your computer stays connected to the Internet after filtering is finished.
- 7 Click the **Advanced** tab to edit advanced options.
 - ◆ **Leave spam messages on the server** - if you want a copy of blocked messages to remain on your e-mail server. You can view mail from your e-mail client and the SpamKiller Blocked E-mail page. If the checkbox is not selected, you can only view blocked messages from the Blocked E-mail page.
 - ◆ **POP3 port** - (POP3 port number) POP3 server handles incoming messages.
 - ◆ **SMTP port** - (SMTP port number) SMTP server handles outgoing messages.

- ◆ **Server timeout** - length of time SpamKiller waits to receive e-mail before timing out and stopping.

Increase the server time-out value if you have problems receiving mail. Your e-mail connection might be slow; therefore, increasing the server time-out value allows SpamKiller to wait longer before timing out.

- 8 Click **OK**.

MSN/Hotmail accounts

Editing MSN/Hotmail accounts

- 1 Click the **Settings** tab, and then click **E-mail Accounts**.

The **E-mail Accounts** dialog box appears and displays all e-mail accounts added to SpamKiller.

NOTE

If multiple users were added to SpamKiller, the list displays the e-mail accounts of the user who is currently logged on to SpamKiller.

- 2 Select an MSN/Hotmail account, and then click **Edit**.
- 3 Click the **General** tab to edit the account description and e-mail address.
 - ◆ **Description** - description of the account. You can type any information in this box.
 - ◆ **E-mail address** - e-mail address of the account.
- 4 Click the **Servers** tab to edit server information.
 - ◆ **Incoming e-mail** - name of the server that receives incoming mail.
 - ◆ **Password** - password you use to access the account.
 - ◆ **Outgoing e-mail** - name of the server that sends outgoing mail.
 - ◆ **Use an SMTP server for outgoing e-mail** - if you plan to send error messages and do not want to include the MSN signature line in the error message. The MSN signature line makes it easy for spammers to recognize that the error message is fake.

Click **More** to change authentication requirements for the outgoing server.

- 5 Click the **Checking** tab to specify how often SpamKiller checks the account for spam:
 - a Select **Check every** or **Check daily at**, and then type or select a time in the corresponding box. If you enter the number zero, SpamKiller only checks the account when it connects.
 - b Select additional times for SpamKiller to filter the account:

Check on startup — Select this option if you have a direct connection, and you want SpamKiller to check the account every time SpamKiller starts.

Check when a connection is dialed — Select this option if you have a dial-up connection, and you want SpamKiller to check the account every time you connect to the Internet.

- 6 Click the **Connection** tab to specify how SpamKiller dials an Internet connection so that it can check your Inbox for new messages to filter.
 - ◆ **Never dial a connection** - SpamKiller does not automatically dial a connection for you. You must first manually start your dial-up connection.
 - ◆ **Dial when needed** - when an Internet connection is not available, SpamKiller automatically attempts to connect using your default dial-up Internet connection.
 - ◆ **Always dial** - SpamKiller automatically attempts to connect using the dial-up connection you specify.
 - ◆ **Stay connected after filtering is done** - your computer stays connected to the Internet after filtering is finished.
- 7 Click **OK**.

Configuring a Hotmail account to block spam in Outlook or Outlook Express

SpamKiller can filter Hotmail accounts directly. See the online help for details. However, you cannot block messages or add friends using the SpamKiller toolbar in Outlook or Outlook Express until you configure your Hotmail account.

- 1 Configure your Hotmail account in MSK.
- 2 If you have an existing Hotmail account in Outlook or Outlook Express, you must remove it first.
- 3 Add your Hotmail account to Outlook or Outlook Express. Ensure that you select **POP3** for the account type and incoming mail server type.
- 4 Name the incoming server as **localhost**.
- 5 Type the name of the available outgoing SMTP server (required).
- 6 Complete the account configuration process. You can now block new Hotmail spam e-mail or add a friend.

MAPI accounts

The following conditions are required for SpamKiller to successfully integrate with MAPI in Outlook:

- Only for Outlook 98, Outlook was initially installed with Corporate/Workgroup support.
- Only for Outlook 98, the first e-mail account is a MAPI account.
- The computer is logged on to the domain.

Editing MAPI accounts

- 1 Click the **Settings** tab, and then click **E-mail Accounts**. The **E-mail Accounts** dialog box appears and displays all e-mail accounts added to SpamKiller.

NOTE

If multiple users were added to SpamKiller, the list displays the e-mail accounts of the user who is currently logged on to SpamKiller.

- 2 Select a MAPI account, and then click **Edit**.
- 3 Click the **General** tab to edit the account description and e-mail address.
 - ◆ **Description** - description of the account. You can type any information in this box.
 - ◆ **E-mail address** - e-mail address of the account.
- 4 Click the **Profile** tab to edit profile information.
 - ◆ **Profile** - MAPI profile for the account.
 - ◆ **Password** - password that corresponds with the MAPI profile if you have set one up (not necessarily the e-mail account password).
- 5 Click the **Connection** tab to specify how SpamKiller dials an Internet connection so that it can check your Inbox for new messages to filter:
 - ◆ **Never dial a connection** - SpamKiller does not automatically dial a connection for you. You must first manually start your dial-up connection.
 - ◆ **Dial when needed** - when an Internet connection is not available, SpamKiller automatically attempts to connect using your default dial-up Internet connection.
 - ◆ **Always dial** - SpamKiller automatically attempts to connect using the dial-up connection you specify.
 - ◆ **Stay connected after filtering is done** - your computer stays connected to the Internet after filtering is finished.
- 6 Click **OK**.

Adding users

SpamKiller can set up multiple users, corresponding to the users set up on your Windows 2000 or Windows XP operating system.

When SpamKiller is installed on your computer, an administrator user profile is automatically created for the Windows user who was logged on. If you add e-mail accounts to SpamKiller during installation, the e-mail accounts are added to that administrator's user profile.

Before you add more e-mail accounts to SpamKiller, determine if you need to add more SpamKiller users. Adding users is beneficial if multiple people use your computer and have their own e-mail accounts. Each user's e-mail account is added to their user profile, allowing users to manage their e-mail accounts, personal settings, personal filters, and Personal Friends List.

User types define the tasks a user can perform in SpamKiller. The following table is a summary of permissions for each user type. Administrators can perform all tasks while limited users can only perform tasks according to their personal profiles. For example, administrators can view the whole content of blocked messages, while limited users can only view the subject line.

Tasks	Administrator	Limited User
Manage personal e-mail accounts, Personal Filters, Personal Friends List, and personal sound settings	X	X
Manage personal Blocked E-mail and Accepted E-mail pages	X	X
View message text of blocked messages	X	
View message text of accepted messages	X	X
Manage Global Filters and the Global Friends List	X	
Report spam to McAfee	X	X
Send complaints and error messages	X	X
Manage complaints and error messages (create, edit, and delete message templates)	X	
Manage users (create, edit, and remove users)	X	
Backup and restore SpamKiller	X	
View the Summary page of spam received	X	X

When a user logs on to your computer after being added, they are prompted to add an e-mail account to their user profile.

To add and manage users, the following is required:

- You must be logged on to SpamKiller as an administrator.

- You must have Windows 2000 or Windows XP on your computer.
- The users you are adding or managing must have Windows user accounts.

User passwords and protecting children from spam

Creating a user password enhances the privacy level. A user's personal settings, Friends List, and Accepted E-mail list cannot be accessed by another user without the log on password. Creating passwords is also beneficial in preventing children from accessing SpamKiller and viewing the content of spam messages.

Creating a password for an existing SpamKiller user

- 1 Click the **Settings** tab, and then click **Users**.
- 2 Select a user, and then click **Edit**.
- 3 Type a password in the **Password** box. When the user accesses SpamKiller, they must use the password to log on.

IMPORTANT

If you forget your password, you cannot retrieve it. Only a SpamKiller administrator user can create a new password for you.

Adding a user to SpamKiller

- 1 Click the **Settings** tab, and then click **Users**.
- 2 Click **Add**.

A list of Windows users appears. To add a user who does not appear on the list, create a Windows user account for that person. Then, the new user must log on to your computer at least once. Afterwards, add the user to SpamKiller.

NOTE

Windows users with administrator rights have SpamKiller administrator rights.

- 3 Select a user to add, and then click **OK**. The user is added to SpamKiller, and the user name appears in the list of SpamKiller users.
- 4 Click **Close** when you are finished adding users.

To create a password for a user, see *Creating a password for an existing SpamKiller user* on page 26.

The next time the user logs on to your computer, they are prompted to add an e-mail account to their SpamKiller user profile. You can add e-mail accounts to the user profile if you are logged on to SpamKiller as the user and have the necessary e-mail account information. For details, see *Adding e-mail accounts* on page 17.

Editing SpamKiller user profile

- 1 Click the **Settings** tab, and then click **Users**. A list of SpamKiller users appears.
- 2 Select a user, and then click **Edit**.
- 3 Type a new name and password.

Deleting a SpamKiller user profile

WARNING

When you remove a user profile, you also remove the user's e-mail accounts from SpamKiller.

- 1 Click the **Settings** tab, and then click **Users**. A list of SpamKiller users appears.
- 2 Select a user from the list, and then click **Delete**.

Logging on to SpamKiller in a multi-user environment

When users log on to your computer and open SpamKiller, they are automatically logged on to SpamKiller under their user profiles. If SpamKiller passwords are assigned to users, they must type their passwords in the **Log On** dialog box that appears.

Switching between users

You must be logged on to SpamKiller as an administrator.

- 1 Click **Switch User** located at the top of the page. The **Switch User** dialog box appears.
- 2 Select a user, and then click **OK**. If the user has a password, the **Log On** dialog box appears. Type the user password in the **Password** box, and then click **OK**.

Using the Friends List

4

We recommend that you add your friends' names and e-mail addresses to a Friends List. SpamKiller does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

SpamKiller enables you to add names, e-mail addresses, domains, and mailing lists to the Friends Lists. You can add addresses one at a time, or all at once by importing an address book from your e-mail program.

SpamKiller maintains two types of lists:

- **Global Friends List** - affects all the e-mail accounts for the users in SpamKiller. If multiple users were added, you must be logged on to SpamKiller as an administrator in order to manage this list.
- **Personal Friends List** - affects all the e-mail accounts associated with a specific user. If multiple users were added, you must be logged on to SpamKiller as the user in order to manage this list.

You can add friends to a Friends List to ensure their e-mail is not blocked. The Friends page displays names and addresses that you added to the Friends List. The Friends page also shows the date you added a friend and the total number of messages received from that friend.

Click the **E-mail Addresses** tab to view e-mail addresses on the Friends List. Click the **Domains** tab to view domain addresses on the list. Click the **Mailing Lists** tab to view mailing lists in the Friends List.

To switch between the Global Friends List and your Personal Friends List, click the down arrow  located on the **E-mail Address**, **Domains**, or **Mailing Lists** tab, and then select **Personal Friends List**.

Opening a Friends List

- 1 To open a Friends List, click the **Friends** tab. The Friends page appears (Figure 4-1).
- 2 Click the **E-mail Address**, **Domains**, or **Mailing List** tab. The Global Friends List appears. To view your Personal Friends List, click the down arrow  on one of the tabs, and then select **Personal Friends List**.

NOTE

If your computer runs Windows 2000 or Windows XP, and multiple users were added to SpamKiller, limited users can only view their Personal Friends List.



Figure 4-1. Friends page

Importing address books

Import address books into a Friends List manually or by automatic import. Automatic import enables SpamKiller to check your address books regularly for new addresses and automatically import them into a Friends List.

You can import address books from the following e-mail programs:

- Microsoft Outlook (version 98 and later)
- Microsoft Outlook Express (all versions)

- Netscape Communicator (version 6 and earlier versions if exported as an LDIF file)
- Qualcomm Eudora (version 5 and later)
- IncrediMail Xe
- MSN/Hotmail
- Any program that can export its address book as a plain text file

Importing an address book by automatic import

You can update your Personal Friends List regularly by creating a schedule for importing addresses from address books.

- 1 Click the **Settings** tab, and then click **Address Books**. The **Import Address Books** dialog box appears, which shows a list of address books that SpamKiller checks regularly and imports new addresses from.
- 2 Click **Add**. The **Import Schedule** dialog box appears.
- 3 Select the **Type** of address book to import and the address book **Source**.
- 4 From the **Schedule** box, select how often SpamKiller must check the address book for new addresses.
- 5 Click **OK**. After an update, new addresses appear in your Personal Friends List.

Importing an address book manually

You can manually import address books into your Personal Friends List or the Global Friends List.

NOTE

If your computer runs Windows 2000 or Windows XP, and multiple users were added to SpamKiller, you must be logged on as an administrator to add friends to the Global Friends List.

- 1 Click the **Friends** tab, and then click **Import Address Book**.
The **Import Address Book** dialog box appears, showing a list of address book types that you can import.
- 2 Select a type of address book to import, or click **Browse** to import addresses stored in a file.

To import the address book into your Personal Friends List only, ensure that the **Add to Personal Friends List** checkbox is selected. To import the address book into the Global Friends List only, ensure that the checkbox is not selected.

- 3 Click **Next**. A confirmation page lists the number of addresses that SpamKiller added.
- 4 Click **Finish**. The addresses appear in the Global Friends List or your Personal Friends List.

Editing address book information

Edit information for an address book that was imported automatically.

- 1 Click the **Settings** tab, and then click **Address Books**.
- 2 Select an address book, and then click **Edit**.
- 3 Edit address book information, and then click **OK**.

Deleting an address book from the automatic import list

Remove an address book entry when you no longer want SpamKiller to automatically import addresses from that book.

- 1 Click the **Settings** tab, and then click **Address Books**.
- 2 Select an address book, and then click **Delete**. A confirmation dialog box appears.
- 3 Click **Yes** to remove the address book from the list.

Adding friends

To ensure that you receive all e-mail from friends, add your friends' names and addresses to a Friends List. You can add friends from the Friends page, the Blocked E-mail page, the Accepted E-mail page, and from Microsoft Outlook or Outlook Express.

NOTE

If your computer runs Windows 2000 or Windows XP, and multiple users were added to SpamKiller, you must be logged on as an administrator to add friends to the Global Friends List.

Adding friends from the Blocked E-mail or Accepted E-mail page

- 1 Click the **Messages** tab, and then click the **Blocked E-mail** or **Accepted E-mail** tab.

Or

From the SpamKiller menu in Microsoft Outlook or Outlook Express, select **View Blocked Messages** to open the Blocked E-mail page for that account.

The Blocked E-mail or Accepted E-mail page appears.

- 2 Select a message from a sender that you want to add to a Friends List, and then click **Add a Friend**.
- 3 In the **Address** box, type the address to add to the Friends List. The **Address** box might already contain the address from the selected message.
- 4 Type the name of the friend in the **Name** box.
- 5 Select the address type you want to add from the **Friend type** box:
 - ◆ **Single e-mail address** - the sender's e-mail address is added to the **Domains** section in the Friends List.
 - ◆ **Everyone at a domain** - the domain name is added to **Domains** section in the Friends List. SpamKiller accepts all e-mail coming from the domain.
 - ◆ **Mailing list** - the address is added to the **Mailing List** section in the Friends List.

To add the address to your Personal Friends List only, ensure that the **Add to Personal Friends List** checkbox is selected. To add the address to the Global Friends List only, ensure that the checkbox is not selected.

- 6 Click **OK**. All messages from that friend are marked as being messages from a friend and appear in the Accepted E-Mail page.

Adding friends from the Friends page

- 1 Click the **Friends** tab, and then click **Add a Friend**. The **Friend Properties** dialog box appears.
- 2 In the **Address** box, type the address to add to the Friends List.
- 3 Type the name of your friend in the **Name** box.
- 4 Select the address type you want to add from the **Friend type** box:
 - ◆ **Single e-mail address** - the sender's e-mail address is added to the **Domains** section in the Friends List.
 - ◆ **Everyone at a domain** - the domain name is added to **Domains** section in the Friends List. SpamKiller accepts all e-mail coming from the domain.
 - ◆ **Mailing list** - the address is added to the **Mailing List** section in the Friends List.

To add the address to your Personal Friends List only, ensure that the **Add to Personal Friends List** checkbox is selected. To add the address to the Global Friends List only, ensure that the checkbox is not selected.

- 5 Click **OK**. All messages from that friend are marked as being messages from a friend and appear in the Accepted E-Mail page.

Adding friends from Microsoft Outlook

- 1 Open your e-mail account in Microsoft Outlook or Outlook Express.
- 2 Select a message from a sender that you want to add to a Friends List.
- 3 Click  in the Microsoft Outlook toolbar. All messages from that friend are marked as being messages from a friend and appear in the Accepted E-Mail page.

Editing friends

- 1 Click the **Friends** tab, and then click the **E-mail Addresses**, **Domains**, or **Mailing Lists** tab.

The Global Friends List appears. To view your Personal Friends List, click the down arrow  on one of the tabs, and then select **Personal Friends List**.

NOTE

If your computer runs Windows 2000 or Windows XP, and multiple users were added to SpamKiller, only administrators can access the Global Friends List.

- 2 Select an address from the list, and then click **Edit**.

- 3 Edit the appropriate information, and then click **OK**.

Deleting friends

Remove addresses you no longer want in a Friends List.

- 1 Click the **Friends** tab, and then click the **E-mail Addresses, Domains, or Mailing Lists** tab.

The Global Friends List appears. To view your Personal Friends List, click the down arrow  on one of the tabs, and then select **Personal Friends List**.

NOTE

If your computer runs Windows 2000 or Windows XP, and multiple users were added to SpamKiller, only administrators can access the Global Friends List.

- 2 Select an address from the list, and then click **Delete a friend**. A confirmation dialog box appears.
- 3 Click **Yes** to delete the friend.

Working With Blocked and Accepted Messages

Click the **Messages** tab to open the Messages page (Figure 5-1) and access your blocked and accepted messages. The Blocked E-mail and Accepted E-mail pages have similar features.

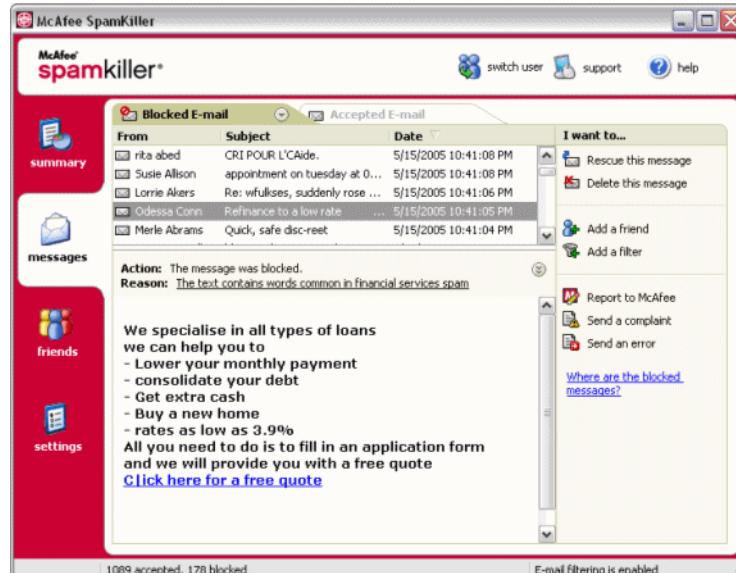


Figure 5-1. Messages page

Blocked E-mail page

Click the **Blocked E-mail** tab in the Messages page to view blocked messages.

NOTE

You can also access blocked messages in Microsoft Outlook by selecting the SpamKiller menu, and then clicking **View Blocked Messages**.

Blocked messages are messages that SpamKiller identified as spam, removed from your Inbox, and placed in the Blocked E-mail page.

The Blocked E-mail page displays all spam messages that were removed from your e-mail accounts. To view blocked e-mail for a specific account, click the down arrow  located on the **Blocked E-mail** tab, and then select the account to view.

The top message pane lists spam messages and are sorted by date. The most recent message appears first. The bottom preview pane contains the message text for the selected message.

NOTE

If your computer runs Windows 2000 or Windows XP, multiple users have been added to SpamKiller, and you are logged on to SpamKiller as a limited user, the message contents do not appear in the bottom preview pane.

The middle pane shows message details. Click the down arrows  to expand the message details pane and view the message text and headers in native format, including any HTML formatting tags. The message details pane shows the following.

- **Action** - how SpamKiller processed the spam message. Action is associated with the action of the filter that blocked the message.
- **Reason** - why SpamKiller blocked the message. You can click the reason to open the filter editor and view the filter. The filter editor displays what the filter looks for in a message, and the action that SpamKiller takes against messages found by the filter.
- **From** - the sender of the message.
- **Date** - the date the message was sent to you.
- **To** - to whom the message was sent.
- **Subject** - the topic that appears in the message subject line.

The left column contains icons next to messages if manual complaints or error messages have been sent.

- Complaint sent  - a complaint was sent about the message.
- Error message sent  - an error message was sent to the reply address in the spam message.
- Complaint and error messages sent  - both a complaint and error message were sent.

For more information on where blocked messages are, see [Where are the blocked messages on page 42](#).

Accepted E-mail page

Click the **Accepted E-mail** tab in the Messages page to view accepted messages.

The Accepted E-mail page displays all Inbox messages in all of your e-mail accounts. However, for MAPI accounts, the Accepted E-mail page does not contain internal e-mail. To view accepted e-mail for a specific account, click the down arrow  on the **Accepted E-mail** tab, and then select an account to view.

NOTE

SpamKiller is designed to accept legitimate e-mail. However, if legitimate e-mail appears in the Blocked E-mail list, you can move the messages back to your Inbox (and the Accepted E-mail list) by selecting the messages, and then clicking **Rescue this message**.

Like the Blocked E-mail page, the top message pane lists messages that are sorted by date. The bottom preview pane contains the message text of the selected message.

The middle pane explains if a message was sent by someone on a Friends List, or if the message fits the criteria of a filter, but the filter action was set to either **Accept** or **Mark as Possible Spam**. Click the down arrows  to expand the message details pane, view the message text and headers in native format, including any HTML formatting tags.

The message details pane shows the following.

- **Action** - how SpamKiller processed the message.
- **Reason** - if a message was flagged, explains why SpamKiller flagged the message.
- **From** - the sender of the message.
- **Date** - the date the message was sent to you.
- **To** - to whom the message was sent.
- **Subject** - the topic that appears in the message subject line.

One of the following icons appears next to a message.

- E-mail from a friend  - SpamKiller detected that the sender of the message is on a Friends List. This message is one you want to keep.
- Possible spam  - the message matches a filter with an action set to Mark as possible spam.
- Complaint sent  - a complaint was sent about the message.
- Error message sent  - an error message was sent to the reply address on the spam message.

- Complaint and error messages sent  - both a complaint and error message were sent.

Tasks for Blocked E-mail and Accepted E-mail

The right panel on the Blocked E-mail and Accepted E-mail pages lists tasks you can perform.

- **Block this message** - remove a message from your Inbox and put it in the SpamKiller Blocked E-mail page. (This option appears on the Accepted E-mail page only.)
- **Rescue this message** - put a message back in your Inbox (this option appears on the Blocked E-mail page only) and open the **Rescue Options** dialog box. You can automatically add the sender to your Friends list and rescue all messages from the sender.
- **Delete this message** - remove a selected message.
- **Add a friend** - add the sender's name, e-mail address, domain, or a mailing list to a Friends List.
- **Add a filter** - create a filter.
- **Report to McAfee** - inform McAfee of specific spam messages you receive.
- **Send a complaint** - send a complaint about spam to the administrator of the sender's domain or to another e-mail address you type.
- **Send an error** - send an error message to the reply address of a spam message.

Rescuing messages

If the Blocked E-mail page or the SpamKiller folder in Microsoft Outlook and Outlook Express contains legitimate mail, you can put those messages back in your Inbox.

From the Blocked E-Mail page

- 1 Click the **Messages** tab, and then click the **Blocked E-mail** tab.
- Or
- From the SpamKiller menu in Microsoft Outlook or Outlook Express, select **View Blocked Messages** to open the Blocked E-mail page for that account.
- 2 Select a message and click **Rescue this message** . The **Rescue Options** dialog box appears.
 - ◆ **Add Friend** - add the sender to your Friends list.
 - ◆ **Rescue all from same sender** - rescue all blocked messages from the sender of the selected message.
- 3 Click **OK**. The message is put back in your Inbox and the Accepted E-mail page.

From the SpamKiller folder in Microsoft Outlook or Outlook Express

Select the message(s) and click **Rescue Selection** from the SpamKiller menu or toolbar. Your selection is put back in the Inbox and the message tag ([SPAM] by default) is removed.

Blocking messages

Block spam messages that are currently in your Inbox. When you block a message, SpamKiller automatically creates a filter to remove that message from your Inbox. You can block Inbox messages from the Accepted E-mail page, or from Microsoft Outlook or Outlook Express.

From the Accepted E-mail page

- 1 Click the **Messages** tab, and then click the **Accepted E-mail** tab. The Accepted E-mail page appears and displays messages that are currently in your Inbox.
- 2 Select a message, and then click **Block this message**. The message is removed from your Inbox and the Accepted E-mail page, and copy of the message appears in the Blocked E-mail page.

From Microsoft Outlook

In Microsoft Outlook, messages from members of an Exchange server are considered safe and are not filtered by SpamKiller. Only messages from external sources are filtered.

- 1 Open your Microsoft Outlook or Outlook Express Inbox.
- 2 Select a message, and then click . A copy of the message is put in the Blocked E-mail page.

Where are the blocked messages

By default, spam messages are tagged as [SPAM] and placed in the SpamKiller folder in Outlook and Outlook Express, or your Inbox. Tagged messages also appear on the Accepted E-mail page.

Deleting a message manually

- 1 Click the **Messages** tab, and then click the **Blocked E-mail** tab.

Or

From the SpamKiller menu in Microsoft Outlook or Outlook Express, select **View Blocked Messages** to open the Blocked E-mail page for that account.

- 2 Select a message to delete.
- 3 Click **Delete this message**. A confirmation dialog box appears.
- 4 Click **Yes** to delete the message.

Modifying how spam messages are processed

When spam is found, the message is tagged or blocked. Spam messages are removed from your server every time SpamKiller connects to it.

Tagging

The e-mail subject line is tagged with [SPAM] and the message goes in your Inbox or SpamKiller folder, if you have Microsoft Outlook or Outlook Express.

Blocking

The message is removed and placed in the SpamKiller Blocked E-mail page. If legitimate mail is blocked, you can rescue the message (see Rescuing messages).

SpamKiller automatically removes blocked messages from the Blocked E-mail page after 15 days. You can change how often blocked messages are removed.

SpamKiller does not automatically remove messages from the Accepted E-mail page since this page reflects the messages currently in your Inbox.

Modifying how SpamKiller processes spam messages

- 1 Click the **Settings** tab, and then click the **Filtering Options** icon.
- 2 Click the **Processing** tab.
 - ◆ **Put spam in Blocked E-mail box** - spam messages are removed from your Inbox and put in the SpamKiller Blocked E-mail page.
 - ◆ **Tag spam and keep in Inbox** - this is the default setting. Spam messages remain in your Inbox, but the subject line of the message includes [SPAM].
- 3 Click **OK**.

Keep blocked e-mail for ____ days - blocked messages remain in the Blocked E-mail page for the duration you specify.

Keep accepted e-mail for ____ days - accepted messages remain in the Accepted E-mail page for the duration you specify.

Using the AntiPhishing filter

Unsolicited e-mail is categorized as spam (e-mails soliciting you to purchase), or phishing (e-mails soliciting you to provide personal information to a known or potential scam Web site).

The McAfee AntiPhishing filter helps protect you from Web sites that are blacklisted (confirmed phishing or related scam Web sites), or graylisted (contain some dangerous content or links to blacklisted Web sites).

If you browse to a known or potential scam Web site, you are redirected to the McAfee AntiPhishing Filter page.

To change AntiPhishing settings, follow these steps.

- 1 Open Internet Explorer.
- 2 In the **Tools** menu, select **McAfee AntiPhishing Filter**.
 - **Enable Web site filtering** - enabled by default. To disable AntiPhishing filtering, clear this checkbox.
 - **Allow access to blacklisted Web sites** - places a link on the redirection page for blacklisted sites. Clicking this link takes you to the Web site.

- **Allow access to graylisted Web sites** - places a link on the redirection page for graylisted sites. Clicking this link takes you to the Web site.
- 3 When you are finished, click **OK**.

Adding friends to a Friends List

See [Adding friends from the Blocked E-mail or Accepted E-mail page on page 33](#).

Adding filters

For more information on filters, see *Working With Filters* in the online Help.

- 1 To create a Global Filter, click the **Settings** tab, select **Global Filters**, and click **Add**.

Or

To create a Personal Filter, click the **Settings** tab, select **Personal Filters**, and click **Add**.

Or

Click the **Messages** tab, click the **Blocked E-mail** or **Accepted E-mail** tab, and click **Add a Filter**.

- 2 Click **Add** to begin creating a filter condition. The **Filter Condition** dialog box appears.
- 3 Create a filter condition by following these steps.

A filter condition is a statement that tells SpamKiller what to look for in a message. In the example “The message text contains mortgage,” the filter searches for messages containing the word “mortgage.” For more information, see *Filter Conditions* in the Online Help.

- Select a condition type from the first box.
- Select or type values in the subsequent boxes.
- If the following options appear, select them to further define the filter condition.

Also look in formatting codes - this option appears only if the filter condition is defined to search the message text. If you select this checkbox, SpamKiller searches both the message text and the message formatting codes for the text you indicated.

Match variations - allows SpamKiller to detect common deliberate misspellings used by spammers. For example, the word “common” might be misspelled as “c0mm0n” to evade filters.

Regular Expressions (RegEx) - allows you to specify character patterns used in filter conditions. To test a character pattern, click **Test RegEx**.

Case-sensitive - this option only appears for conditions in which you typed a condition value. If you select this checkbox, SpamKiller distinguishes between upper-case and lower-case letters in the value you typed.

- d Click **OK**.
- 4 Create another filter condition as follows, or go to [Step 5](#) to select a filter action.
 - a Click **Add**, and then create the filter condition. Click **OK** when you are finished creating the filter condition.

Both filter conditions appear in the Filter Conditions list and are joined by **and**. The **and** indicates that SpamKiller looks for messages that match *both* filter conditions. If you want SpamKiller to look for messages that match either one of the conditions, change **and** to **or** by clicking **and**, and then selecting **or** from the box that appears.

- b Click **Add** to create another condition, or go to [Step 5](#) to select a filter action.

If you created a total of three or more filter conditions, you can group filter conditions to create clauses. For examples of grouping, see *Grouping Filters* in the online Help.

To group filter conditions, select a filter condition, and click **Group**. To ungroup filter conditions, select a grouped condition, and click **Ungroup**.

- 5 Select a filter action from the **Action** box. The filter action tells SpamKiller how to process messages found by that filter. For more information, see *Filter Actions* in the online Help.
- 6 Click **Advanced** to select advanced filter options (selecting advanced options is not required). For more information, see *Advanced Filter Options* in the online Help.
- 7 Click **OK** when you are finished creating the filter.

NOTE

To edit a condition, select it and click **Edit**. To delete a condition, select it and click **Delete**.

Regular expressions

Regular expressions are only available for the following filter conditions: **The subject**, **The message text**, **At least one of the following phrases**.

These special characters and sequences can be used as regular expressions when defining filter conditions. For example:

- The regular expression **[0-9]*.[0-9]+** matches floating point numbers given non engineering notation. The regular expression matches: “12.12”, “.1212”, and “12.0”, but not “12” and “12”.
- The regular expression **\D*[0-9]+\D*** matches all words with numbers: “SpamKi11er” and V1AGRA” but not “SpamKiller” and “VIAGRA”.

\

Marks the next character as either a special character or a literal. For example, “n” matches the character “n”. “\n” matches a new line character. The sequence “\\” matches “\” and “\\(“ matches “(“.

^

Matches the beginning of input.

\$

Matches the end of input.

*

Matches the preceding character zero or more times. For example, “zo*” matches either “z” or “zoo”.

+

Matches the preceding character one or more times. For example, “zo+” matches “zoo” but not “z”.

?

Matches the preceding character zero or one time. For example, “a?ve?” matches the “ve” in “never”.

.

Matches any single character except a new line character.

(pattern)

Matches pattern and remembers the match. The matched substring can be retrieved from the resulting Matches collection, using Item [0]...[n]. To match parentheses characters (), use “\\(“ or “\\)”.

x|y

Matches either x or y. For example, “z|wood” matches “z” or “wood”. “(z|w)oo” matches “zoo” or “wood”.

{n}

The n is a non negative integer. Matches exactly n times. For example, “o{2}” does not match the “o” in “Bob,” but matches the first two o's in “foooood”.

{n,}

The n is a non negative integer. Matches at least n times. For example, “o{2,}” does not match the “o” in “Bob” and matches all the o's in “foooood.” “o{1,}” is equivalent to “o+”. “o{0,}” is equivalent to “o*”.

{n,m}

The m and n are non negative integers. Matches at least n and at most m times. For example, “o{1,3}” matches the first three o's in “foooooood.” “o{0,1}” is equivalent to “o?”.

[xyz]

A character set. Matches any one of the enclosed characters. For example, “[abc]” matches the “a” in “plain”.

[^xyz]

A negative character set. Matches any character not enclosed. For example, “[^abc]” matches the “p” in “plain”.

[a-z]

A range of characters. Matches any character in the specified range. For example, “[a-z]” matches any lowercase alphabetic character in the range “a” through “z”.

[^m-z]

A negative range characters. Matches any character not in the specified range. For example, “[m-z]” matches any character not in the range “m” through “z”.

\b

Matches a word boundary, that is, the position between a word and a space. For example, “er\b” matches the “er” in “never” but not the “er” in “verb”.

\B

Matches a non-word boundary. “ea*r\B” matches the “ear” in “never early”.

\d

Matches a digit character. Equivalent to [0-9].

\D

Matches a non-digit character. Equivalent to [^0-9].

\f

Matches a form-feed character.

\n

Matches a new line character.

\r

Matches a carriage return character.

\s

Matches any white space including space, tab, form-feed, etc. Equivalent to “[\f\n\r\t\v]”.

\S

Matches any nonwhite space character. Equivalent to “[^ \f\n\r\t\v]”.

\t

Matches a tab character.

\v

Matches a vertical tab character.

\w

Matches any word character including underscore. Equivalent to “[A-Za-z0-9_]”.

\W

Matches any non-word character. Equivalent to “[^A-Za-z0-9_]”.

\num

Matches num, where num is a positive integer. A reference back to remembered matches. For example, “(.)\1” matches two consecutive identical characters.

\n

Matches n, where n is an octal escape value. Octal escape values must be 1, 2, or 3 digits long. For example, “\11” and “\011” both match a tab character. “\0011” is the equivalent of “\001” & “1”. Octal escape values must not exceed 256. If they do, only the first two digits comprise the expression. Allows ASCII codes to be used in regular expressions.

\xn

Matches n, where n is a hexadecimal escape value. Hexadecimal escape values must be exactly two digits long. For example, “\x41” matches “A”. “\x041” is equivalent to “\x04” & “1”. Allows ASCII codes to be used in regular expressions.”

Reporting spam to McAfee

You can report spam to McAfee, where they analyze it to create filter updates.

- 1 Click the **Messages** tab, and then click the **Blocked E-mail** or **Accepted Mail** tab. The Blocked E-mail or Accepted E-mail page appears.
- 2 Select a message, and then click **Report to McAfee**. A confirmation dialog box appears.
- 3 Click **Yes**. The message is automatically sent to McAfee.

Sending complaints manually

Send a complaint to prevent a sender from sending you more spam. For more information on sending complaints, see *Sending Complaints and Error Messages* in the online Help.

- 1 Click the **Messages** tab, and then click the **Blocked E-mail** or **Accepted E-mail** tab. A list of messages appears.
- 2 Select a message to complain about, and then click **Send a complaint**. The **Send Complaint** dialog box appears.
- 3 Select whom you want to send the complaint to.

WARNING

In most cases you should not select **Sender**. Sending a complaint to the sender of the spam validates your e-mail address, which can increase the number of spam you receive from that sender.

- 4 Click **Next**, and then follow the instructions on the dialog boxes that appear.

Sending error messages

For more information on sending error messages, see *Sending Complaints and Error Messages* in the online Help.

Send an error message to prevent a sender from sending you more spam.

Sending an error message manually

- 1 Click the **Messages** tab, and then click the **Blocked E-mail** or **Accepted E-mail** tab. A list of messages appears.
- 2 To send an error message about a specific spam message, select the message, and then click **Send error**. An error message is sent to the reply address in the spam message.

Frequently Asked Questions

6

SpamKiller is unable to communicate with its server

If the SpamKiller server does not start or is being blocked by another application, it cannot communicate with its server.

Starting the SpamKiller server manually

This section only applies to Microsoft Windows 2000 and XP users.

- 1 Click **Start** and select **Run**.
- 2 Type SERVICES.MSC and click **OK**.
- 3 Right-click the McAfee SpamKiller Server and select **Start**. The server service starts.

SpamKiller server is blocked by firewalls or internet filtering programs

If the SpamKiller Server service is already started and running, follow these steps.

- 1 Verify that SpamKiller Server and/or MSKSrvr.exe have full access for any installed firewall programs, including McAfee Personal Firewall.
- 2 Verify that LocalHost and/or 127.0.0.1 are not blocked or banned in any installed firewall program, including McAfee Personal Firewall.
- 3 Disable any internet privacy or internet filtering programs.

Cannot connect to the e-mail server

If the SpamKiller server attempts to connect to the POP3 server and the connection fails, follow these steps.

Verifying your connection to the Internet

Dial-up Users

- 1 Click **Continue what I was doing** on the error message (if necessary).
- 2 Establish a connection to the Internet.
- 3 Maintain the connection for at least 15 minutes to see if the message reappears.

Broadband (Cable, DSL)

- 1 Click **Continue what I was doing** on the error message (if necessary).
- 2 Verify that you are connected to the Internet by surfing to a site.

Verifying the POP3 server address for SpamKiller

- 1 Right-click the McAfee icon in the system tray (lower right hand corner), point to **SpamKiller**, and select **Settings**.
- 2 Click **E-mail Accounts**.
- 3 Highlight the e-mail account in the error message.
- 4 Click **Edit**.
- 5 Select the **Servers** tab.
- 6 Note the server address in the **Incoming e-mail** box and compare it with the Incoming e-mail server address your Internet Service Provider (ISP) has listed for your e-mail account. The server addresses should match.
- 7 Verify the password by re-entering the password provided by your ISP for your e-mail account.
- 8 Click **OK**.
- 9 Click **Close**.

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