



# DSM SPAM Stopper System

## “Stop The Madness”

### *FREQUENTLY ASKED QUESTIONS*

**SAFE &  
SECURE**

Join the many DSM customers that are using our SPAM Stopper System and you will see that this is a crucial part of a safe and productive computing environment for your company. To help you understand how the system works, here are the most common frequently asked questions answered for you.

#### **Is there redundancy with this system?**

There are two SPAM Stopper systems located in two separate locations that are specifically designed for the most possible up time. Behind the scenes these systems are connected to the internet with multiple redundant internet connections to ensure our system experiences consistent up time.

#### **Does the system have backups?**

No backup system is needed since your email is not stored on this system. The SPAM Stopper is a passive pass through system where Email is just checked to see if it meets the requirements of SPAM then either delivered directly to your system or held in a SPAM quarantine.

#### **Is our E-mail secure while in this system?**

Since this is a filtering system, your E-mail is not stored in the SPAM Stopper. As such, it is not accessible by anyone other than you or anyone you allow. The only way this changes is if your Email system is down, in which case the SPAM Stopper will store your Email in a totally secure environment until your system is up and able to receive Email again. Once this happens, all your Email is totally removed from the system.

#### **What happens to Emails the Spam Stopper stops?**

We call these “quarantined” Emails. They are stored in the SPAM Stopper in a totally secure environment that only you can access if you want to retrieve any to your Email inbox. Since the SPAM Stopper is so efficient and correct, you rarely have valid Emails in your quarantine, which we call false positives.

#### **What if the Spam Stopper goes down?**

The system is setup with a complete redundant backup system that protects the system from going down. In the highly unlikely event that both of our Spam Stopper systems fail, Email will be interrupted until one of them is up again. This is far less likely than your internal system going down so is really has very, very low risk exposure for your company.

#### **What happens if our Email system goes down?**

If your email server goes down our SPAM Stopper will detect this and hold your Email messages until your system comes back online. This means that the SPAM Stopper is also a redundant Email receipt system for your internal Email system as an added benefit.

#### **Does all Email go through it, in and out?**

The SPAM Stopper is designed to filter all your incoming email – it is not involved in your outgoing email.

#### **Is there a blacklist capability?**

All incoming Email goes through a complete 10 stage check to determine if it is spam, based on a very sophisticated artificial intelligence system. One of these 8 checks includes a blacklist check as part of the overall intelligence of the system.

#### **What version of Exchange is compatible?**

The SPAM Stopper works with all Email systems, all operating systems and all types of Email servers. Since this is a pre-filtering system – it is totally hands off of your existing computing system.

#### **Is the system secure and our Email server will just enjoy having to do less work?**

This system is more secure than regular Email servers. You will notice a HUGE decrease in your server resources. The only email your server will get is real non SPAM Email, which will lighten the load of your system and can have a big impact on speed, resources and potential upgrade needs, saving you costs and increasing your users productivity substantially.

#### **We currently have 2 email servers on line, will this work with our in-house Email and web access E-mail?**

This should not be an issue. The SPAM Stopper will point to your main mail server, whatever your “mx” record is set to now.

**Call DSM @ (416)398-7855 or Email: [info@dsm-corp.com](mailto:info@dsm-corp.com) for more information**