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Subject: [UNITS:5623] Important information regarding NU's E-mail Defense System

To all UNITS Representatives:

In anticipation of the upcoming deployment of NU's E-Mail Defense System (EDS), NUIT would like to provide you with more specific information that will help you address commonly asked questions about this system.

It is important to understand which incoming messages are scanned by EDS. All inbound e-mail that is addressed to alias@northwestern.edu will be scanned by EDS. In addition, e-mail that is sent to aliases at kellogg.northwestern.edu, alumni.kellogg.northwestern.edu, law.northwestern.edu, md.northwestern.edu, garrett.edu, and seabury.edu are also scanned. E-mail sent to these e-mail addresses is scanned regardless of where the mailbox is located. For example, if inbound e-mail is sent to alias@northwestern.edu and that account has a mailbox at mybox@dept1.northwestern.edu, the EDS system will scan the e-mail. This is true because each of these sub domains' mail exchange (MX) records resolve to the relay server on the central e-mail services cluster and are then processed through EDS before routing to their final destination, whether it be on the central e-mail servers, a departmental server, or an external server, e.g., supporting Yahoo, Gmail, or Hotmail).

E-mail that is not scanned by EDS include messages sent between the central e-mail servers (casbah, hecky, lulu, merle), messages sent to ANYLIST@listserv.it.northwestern.edu, e-mail addressed to mailbox@casbah.it.northwestern.edu,(as well as hecky, lulu, and merle), and e-mail addressed directly to or sent from departmental e-mail servers that do not have an MX record pointing at the central e-mail services cluster (e.g., e-mail sent to alias@dept1.northwestern.edu).

More information on this subject can be found at www.it.northwestern.edu/security/eds/index.html.

The other important information to be aware of is that EDS provides two means for retrieval of quarantined e-mail. A daily digest of quarantined messages is sent to the user, and the most efficient way to retrieve messages is to click on the identifier in the message. The Web interface for EDS is meant primarily for users to configure the system, or to view quarantined messages when they are traveling or using WebMail. The interface is not fast, but provides adequate response time for limited use. We have worked extensively with the vendor to achieve this level of response time, given that the amount of data and processing associated with all users' e-mail messages takes time.

If you have any questions before or after the October 3 launch date, please contact the NUIT Support Center at 847-491-HELP (4357), or e-mail consultant@northwestern.edu. As always, feel free to post questions to the UNITS listserv and we will respond.

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