

- 1. What are the major functions of Openfind MailGates?**

Openfind MailGates Mail Protection System provides enterprises' messaging system with a comprehensive protection. Besides the dedicated anti-spam filtering that minimize enterprise customers' extra work caused by spam mails, MailGates can effectively block SMTP connections from the front end of the system, effectively saves the cost on bandwidth and hardware.
- 2. Which MTA does MailGates adopt?**

Compare with other anti-spam products that use free MTA (Mail Transport Agent), such as Sendmail and Postfix, MailGates adopts Mail2000 Messaging System's MTA, which is self-developed by the professional software vendor – Openfind, as its MTA to provide efficient working performance and protection to the mail system.
- 3. What email systems does MailGates support ?**

MailGates is able to provide any existing email system with its anti-spam function and other protections. Such as Microsoft Exchange Server, Lotus Notes/Domino Server, Sendmail, Postfix, Qmail...etc.
- 4. How does MailGates integrate with other email systems?**

Usually, MailGates integrate with email system by gateway mode. The privilege control and authentication of MailGates can be integrated in multiple modes, such as LDAP, SMTP/POP3...etc., satisfying the administrators with the most flexible account management.
- 5. Could MailGates block the emails sending to invalid accounts to control the receiving volume of MailGates or the enterprise mail system?**

Yes. MailGates provides a comprehensive email account authentication mechanism. Through LDAP and standard SMTP/POP3, MailGates checks the account with back-end email system, if the account is invalid, the email will not be sent to the system, neither the server.
- 6. Does MailGates support RBL and block the abnormal connection out of the system ?**

Yes, MailGates supports RBL and multiple SMTP protection mechanisms. Unlike other systems that allow the emails sending by the illegal IPs into the server for further detection, MailGates blocks the abnormal SMTP connection and illegal IPs from the front end of system. Not only eliminates the spam mails, but also avoid the bandwidth waste.
- 7. How does MailGates keep spam mails out of system?**

Generally, there are certain patterns of spam mail behavior and characteristics. Through consistent analysis and pattern collection of spam mails, MailGates blocks most spam mails each day to protect the email system.
- 8. What is the order of MailGates' Black/White list?**

MailGates allows the administrator to manage the order of Black/White list flexibly according to the enterprise's email management policy.

**9. The characteristics of spam mails vary frequently, how does MailGates update the samples ?**

Openfind Mail2000 Messaging System has more than 50,000 paid users, everyday the system deals with over million spam mails. MailGates receives these spam mail patterns from Mail2000 Data Center under Openfind's sophisticated technology and experiences.

**10. Can MailGates auto updates the spam mail samples ? What is the frequency ?**

Yes, MailGates has automatic spam-pattern update mechanism that connects to MailGates Auto Update Center to updates the spam patterns hourly and thus enhance it anti-spam efficiency.

**11. Will the original setting of MailGates be overwrote during the Auto Update procedure ? Will the updated samples lose if the Internet access broken during the procedure ?**

MailGates updates the new spam samples by "adding", therefore, no original setting will be overwrote. In case there is any missing, when the system can access to MailGates Auto Update Center, the missed spam data will be added automatically.

**12. There are two different mail servers under tow different domains in our company, can we manage them by only one MailGates ?**

Yes, MailGates can be set to receive emails from multiple servers and domains. After detection, the legal emails will be sent to the right domain/server.

**13. What is MailGates' detection rate and false positive rate ?**

Under the practical environment test, MailGates presents an over 90% high detection rate and an under 0.2% false positive rate. The performance can be more accurate if company with the Black and White list set by the administrator.

**14. What is MailGates contents filtering mechanism?**

MailGates provides sufficient spam mail content filtering and Bayesian Filter to perform multi-layered content filtering. Taking the advantage of Openfind large scale data process technology, MailGates' speedy content analysis effectively saved the time and ensured the system performance.

**15. How does MailGates process the spam mails ?**

When the mail is detected "normal", MailGates will allow it into the system. On the other hand, for those detected "spam", MailGates will process in the following methods according to the enterprise policy:

- **Deliver** : MailGates will not process this email, and send it to the server directly.
- **Delete** : Delete the mail directly.
- **Subject modification** : Add the string that set by the administrator on the subject, and then send it to the back-end mail server.

- **Mail header modification** : Add the string on the mail header, and then send it to the back-end mail server.
- **Quarantine** : The system will quarantine the mails on MailGates; the users can decide how to process the mails.

**16. Will the users be informed of quarantined emails?**

The users will be informed of the details of quarantined emails by the notification email delivered by the system. The users can decide whether to take the email back or delete it directly.

**17. Does MailGates has self-learning mechnism and user feedback function ?**

Yes. MailGates web UI allows users to learn and to get trained on the samp samples though the block list. Furthermore, the training and self-learning can also be carried out through “Feedback by Forward” for those users who only use Mail Client, such as Outlook and Outlook Express.

**18. Does MailGates allow the user to set Black/White lists ?**

Yes. The user is allowed to login MailGates system to set the Black and White list according to his/her demand.

**19. Could MailGates be configured with Gateway anti-virus products?**

For enterprise customers who already equipped with anti-virus gateway, they only need to install MailGates in front of the gateway without alter the original structure. On the other hand, the customer can also adopt SOPHOS anti-virus module (optional) to minimize the efficiency issue caused by multiple gateway.

**20. What statistic reports do MailGates provide ?**

MailGates provides comprehensive statistical reports for the administrators' reference. Including normal/suspected mails, spam mails and SMTP connections. Administrators can browse the statistics daily, monthly, and annually.

**21. How do I arrange a test for MailGates?**

Please contact with our sales representative:

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