



Anti-Spam Frequently Asked Questions (FAQ)

Q: Will my LoDoCloud Hosted Exchange account include Anti-Spam and anti-virus protection?

A: Yes, all mailboxes are automatically protected.

Q: Will LoDoCloud's Anti-Spam detect and remove virus-infected e-mails?

A: Yes, our Anti-Spam system will detect and remove all known viruses.

Q: How often are spam profiles updated?

A: New and updated spam profiles are automatically sent to the LoDoCloud Anti-Spam system every five minutes.

Q: How often are virus definitions updated?

A: New and updated virus definitions are automatically sent to the Anti-Spam system as new viruses are identified.

Q: What type of spam detection does the LoDoCloud system use?

A: LoDoCloud uses the Solinus MessageIQ Engine to block spam. Based on human intelligence, the MessageIQ Engine uses a unique technology known as spam profiles, which are highly targeted to defend against specific spam attacks and spammers.

Q: How accurate is the LoDoCloud appliance?

A: Anti-spam and Anti-virus are designed to be the most accurate in the industry. By using human intelligence based, highly targeted spam profiles, we are able to minimize false-positives.

Q: Will legitimate emails get through to me?

A: Yes, we only block email from known spammers. If there is email flagged as spam, the system will quarantine it. The quarantined email will then show up in a digest that is emailed once daily, when quarantined messages are present, from which a user will have a chance to view the message and have it delivered to their mailbox if warranted.

Q: Will there be any delay in receiving email?

A: Our Anti-Spam system will process your email quickly and send it to your target-messaging server. The system holds quarantined mail for 7 days or until the user releases it from their quarantine digest message. Legitimate email is delivered directly to your mailbox.

Q: What does it mean when my message is quarantined?

A: A message is quarantined, when flagged as potential spam. Although it is rare to have a false positive message, our quarantine system will give email users the ability to view messages that have been determined to be spam. Each email user will receive a digest when there are quarantined messages waiting for review. This digest will only list new messages that have been quarantined since the user last received a digest message.



Q: How long will messages stay in the quarantine?

A: They will remain there for 7 days and are deleted if they are not released.

Q: Why don't I see earlier messages in my quarantine previously?

A: You will only see the messages that have arrived since the previous digest was sent.

Q: How often will I see the quarantine digest email?

A: A digest email will be sent only when spam has been detected and no more than once a day.

Q: When I click 'View', my quarantined message is unreadable/has HTML code in it.

A: This is due to how your browser is handling the HTML code of the message. You can choose to select "download" and it will display the entire message in the browser window.

If you have any problems or questions, please don't hesitate to contact us at (720)205-6600 or support@lodocloud.com.