

## Which criteria are used for spam / virus detection ?

For virus detection several renowned anti-virus programs, among others the OpenSource product [ClamAv](#), are used.

For spam detection we use public rules as well as adjustments that are mostly region- and language-related.

Moreover options and features like SPF, DomainKeys etc. flow into the evaluation of the eMail.

Also whitelists/blacklists are maintained automatically. There are no special whitelists/blacklists for our customers. However we are evaluating the realisation of such lists for our customers.

The management of the detection routines is conducted by a specially trained expert team.

Unique solution ID: #1389

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Last update: 2012-07-16 12:21