



Spam Soap Whitepaper

Topic: Compatibility

Updated on October 1, 2003

Introduction

Spam Soap is compatible with all email systems that receive inbound SMTP (Internet) email.

Requires a domain name

Spam Soap filters entire domain names, such as mycompany.com. While you can specify addresses not to be filtered, it will automatically filter all email addresses on your domain. Spam Soap does not work with Hotmail, Yahoo, MSN, Earthlink, AOL or other Internet Service Providers that provide email using their domain name.

Common mail servers and client software

Even though Spam Soap filters email before delivery to your server, we provide a list of commonly used and tested server and client software for your peace of mind.

Microsoft Exchange 5.5	Cloud Nine
Microsoft Exchange 2000/2003	Microsoft Outlook
IBM Lotus Notes	Microsoft Outlook Express
IBM Lotus Domino	Eudora email client
Lotus cc:Mail	Netscape Communicator
Postfix	Apple Mail Client
Mirapoint	Frontrange Goldmine
IP Switch IMail	Outlook Web Access
Sendmail	Blackberry devices when used with domain email
Qmail	Groupwise
Exim	
Sun Internet Mail Server	

ISP hosted email

Spam Soap supports domains hosted by an Internet Service Providers. In most cases you can forward the PDF instructions we send you right to your ISP's support department. If they have any questions, we are happy to work with them directly.

Occasions where there may be a problem using Spam Soap

As described in the Overview section of our web site, during our startup process you will receive instructions on how to change your MX record so that your email is delivered through Spam Soap. Changing your MX record is a simple process; however some ISPs, typically those offering close to free service, will charge a nominal fee to make DNS changes like this. To ensure that no mistakes are made, extra care should be taken when changing your DNS to new MX record information.

Spam Soap servers then become the MX records for your domain, after which all your email (sorted for spam) is automatically forwarded in real time to the IP address or host name of your email server. Some ISPs are known to queue inbound email on their SMTP servers and then redeliver using an MX record lookup, even though the ISP hosts the mailboxes. This would send the mail back to Spam Soap and start an email loop. While this type of ISP configuration is very rare, we want you to be aware of the possibility. If you are unsure of your ISP email capabilities, we are happy to answer any questions. We are currently aware of three IPS who do this type of inbound SMTP process, XO, Verio and SBC, but please check with your ISP if you are unsure.