

- KATHY CASTEEL for INSIDE COLUMBIA

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“The problem of spam is a byproduct of the World Wide Web, a tradeoff for its convenience,” says Ricketts.

“More powerful spam-blocking programs are also available for purchase. Consult your ISP technical support for reliable recommendations.”

“E-mail programs such as Outlook offer additional junk-mail filtering for unwanted messages that may get past your server. The software provides options to customize spam protection.”

“As a last resort, some users may have to change e-mail addresses to escape the ‘spam-alanche.’ Although inconvenient, starting over with a new address and precautions in place may be the best way to reduce spam,” Schumacher says.

“If your e-mail server provides junk-mail filtering or firewall services, adjust your account settings to get the most spam and virus protection without hindering the flow of desired e-mails. Depositing suspected spam in a quarantine file or junk-mail directory allows e-mail clients to peruse the list of tagged messages and retrieve ones from legitimate senders. Manage filters with whitelists and blacklists: Whitelists override filters for senders that can always be trusted and blacklists collect the addresses or domains of senders you wish to block.”

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“Never respond to spam, the experts say. Replies or removal requests signal to a spammer that your address is active. Delete spam unopened with the viewing pane turned off because merely viewing spam alerts the spammer that the e-mail address is active.”

“Socket also warns customers against ‘chain letter’ schemes and e-mail petitions. Any e-mail that requests you forward it to others could be used to gather addresses for a list that can be sold to mass-marketers.”

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