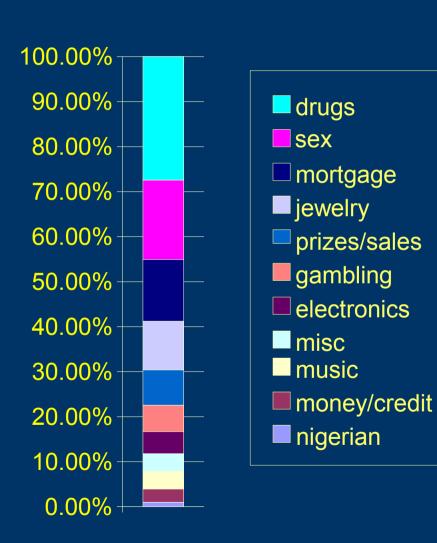
Lessons Learned Reimplementing an ISP Mail Service Infrastructure to Cope with Spam

Doug Hughes

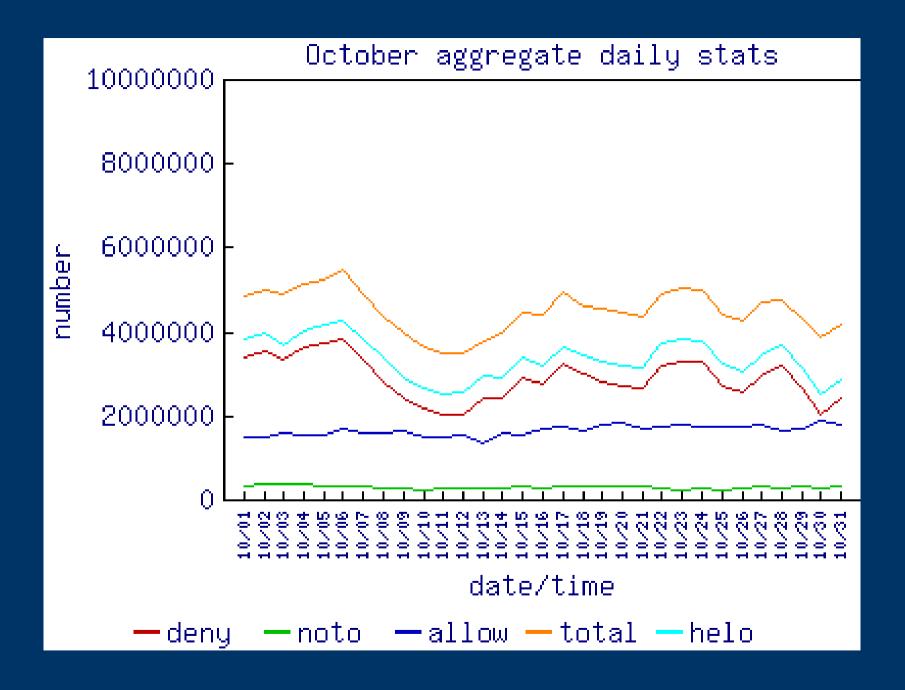
Platforms

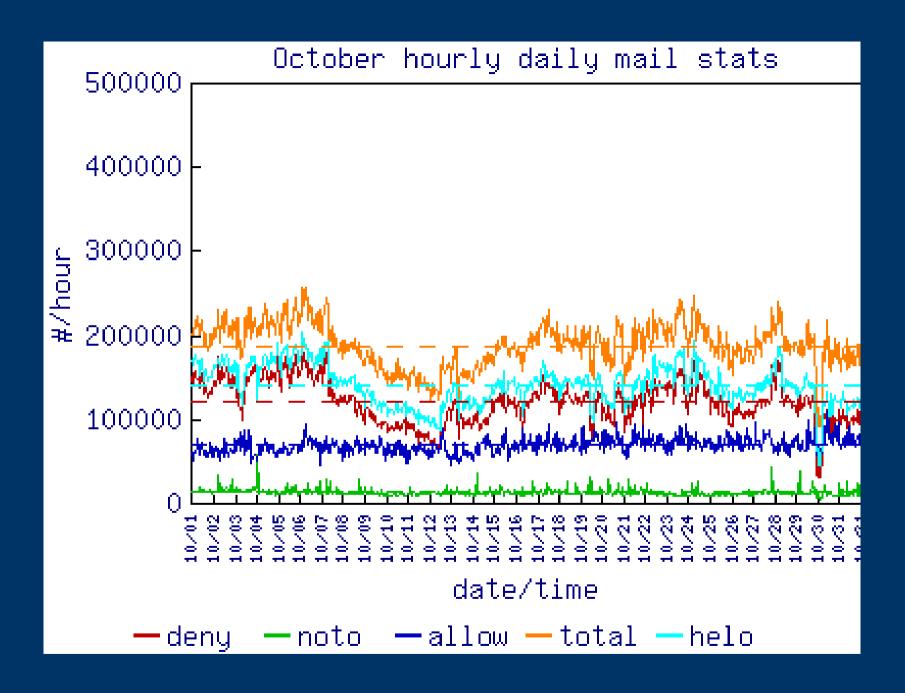
- engineering mail platform
 - − ~200 active users
- ISP
 - 4150 primary dns domains
 - Hosted mail platform (POP/IMAP/SMTP)
 - 81 domains
 - 1096 users
 - globalcrossing.net ISP, store&forward
 - 427 MX records
 - 5000 dialup users
 - primenet.com legacy ISP, store&forward
 - 653 MX records
 - 1800 email aliases

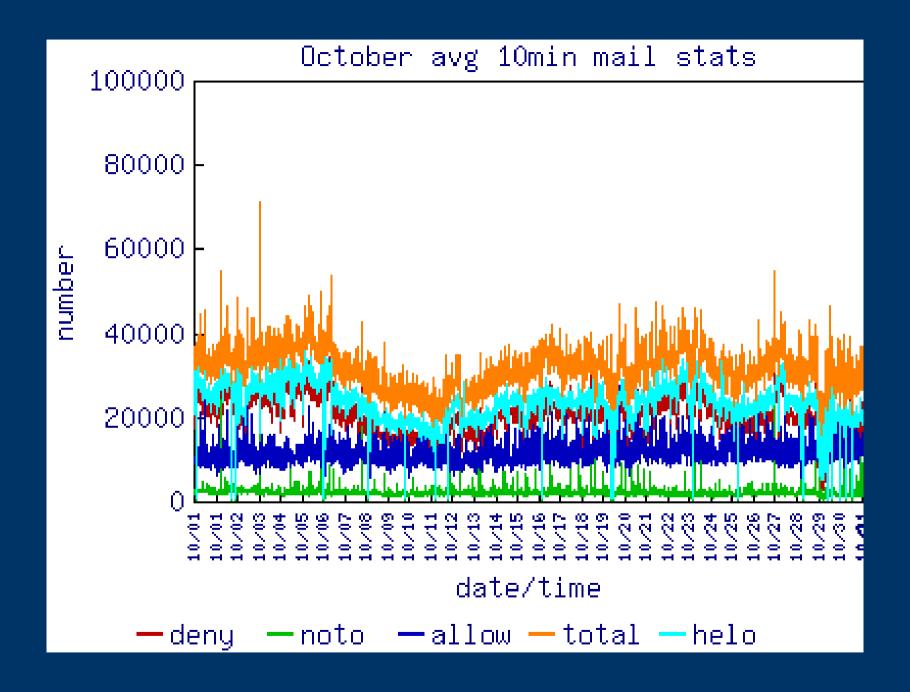
A word on SPAM

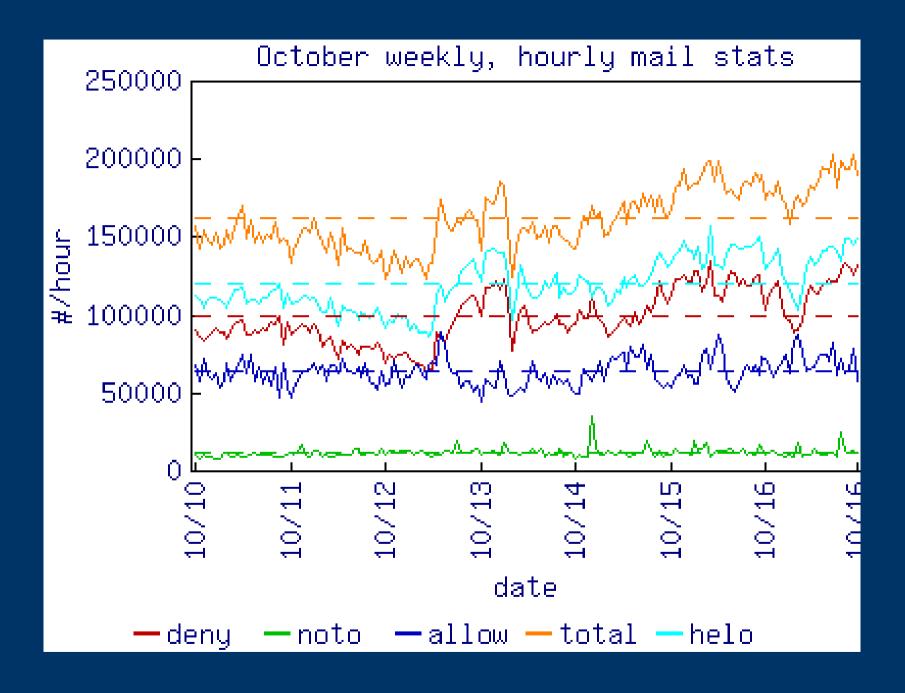


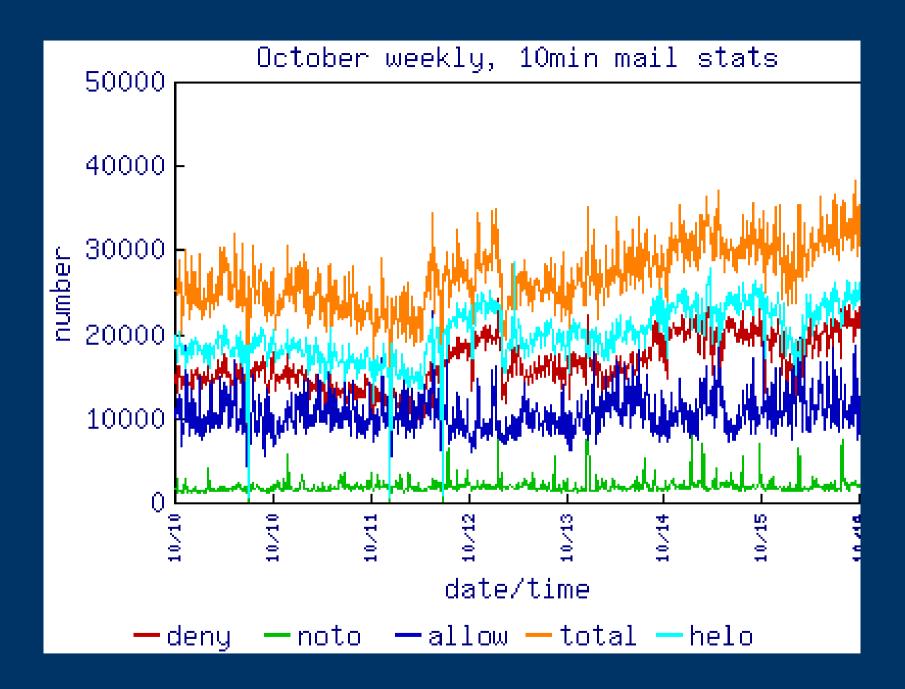
- Legal and illegal drugs and herbal supplements
- Sex and drugs are sometimes hard to tell apart
- Did you know that interest rates are low?
- Rolex watches & sunglasses
- You may have already won!
- Bingo anyone?
- Get a free ipod! (maybe)
- Need some golf clubs?
- Swap some tunes
- Improve credit rating
- My uncle is the oil minister, but I need your money so you can have some of his money

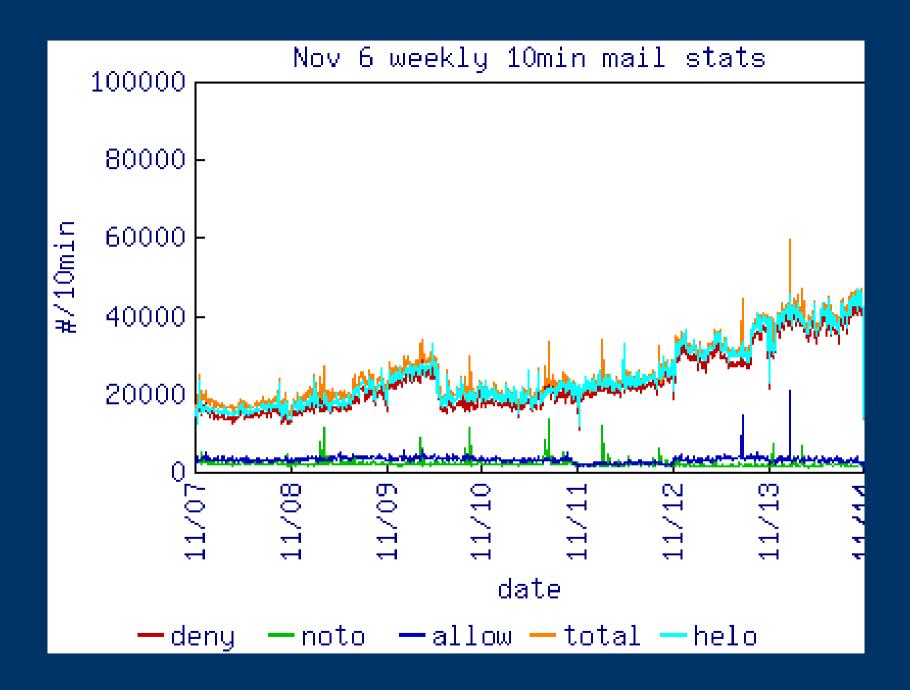


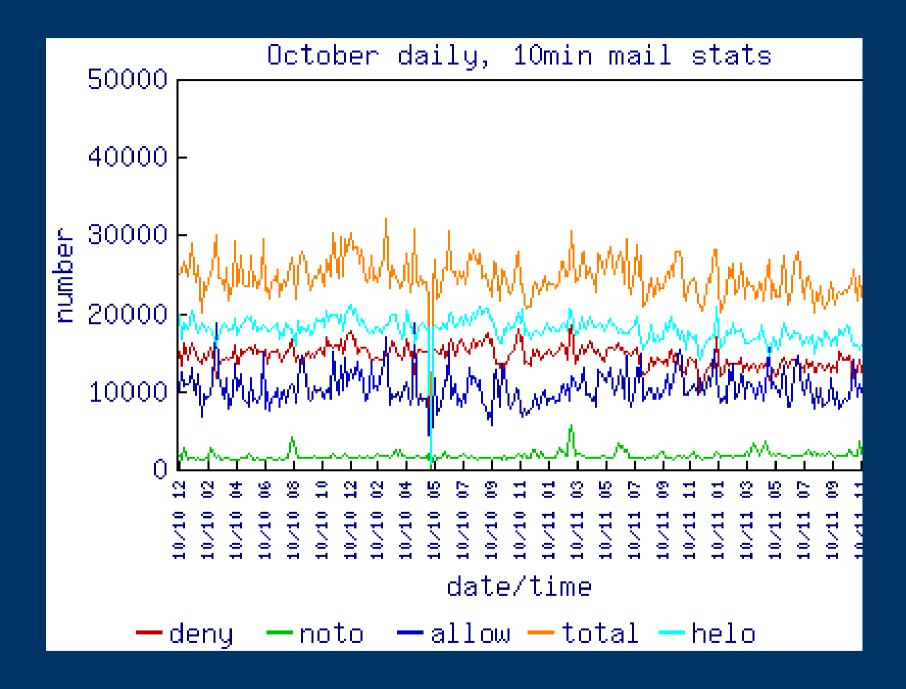


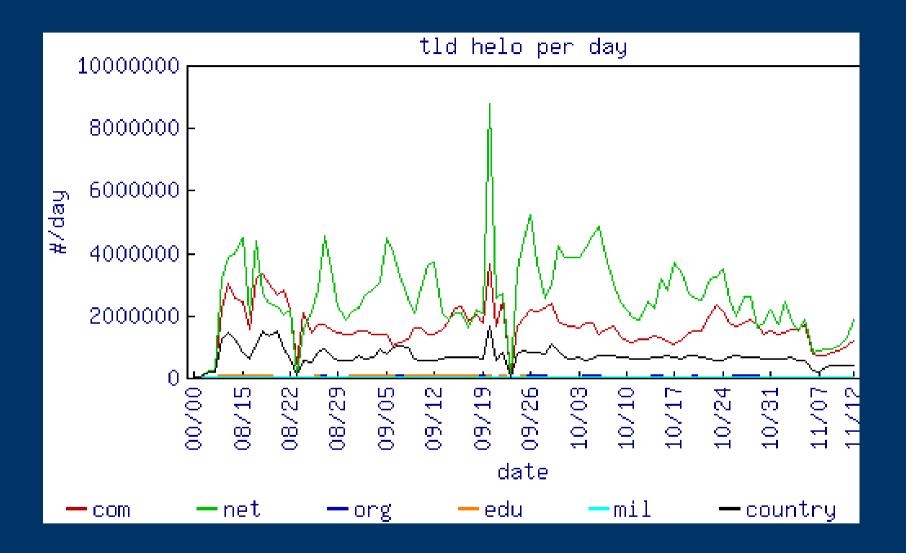


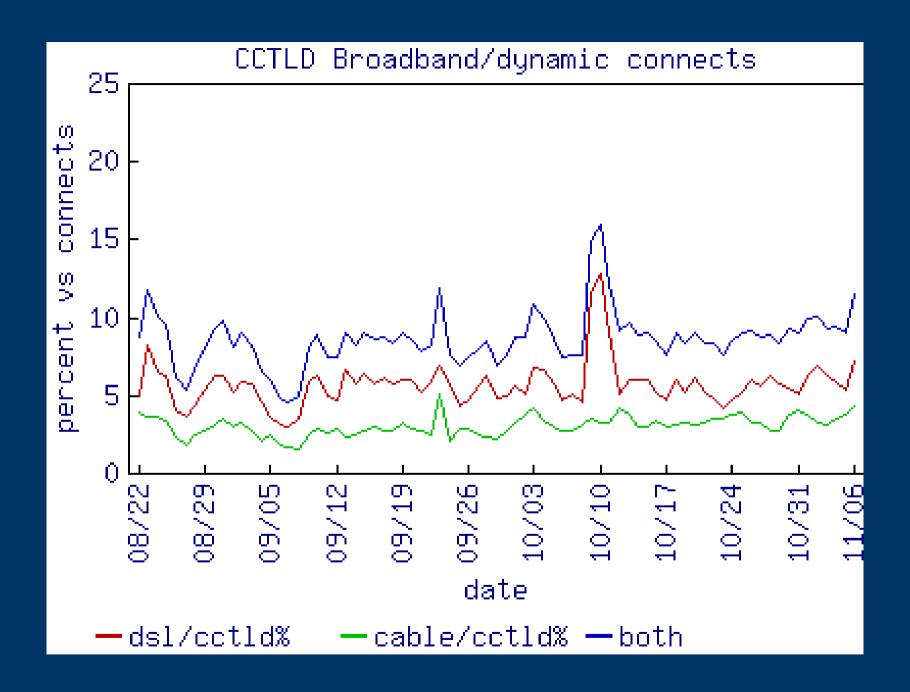




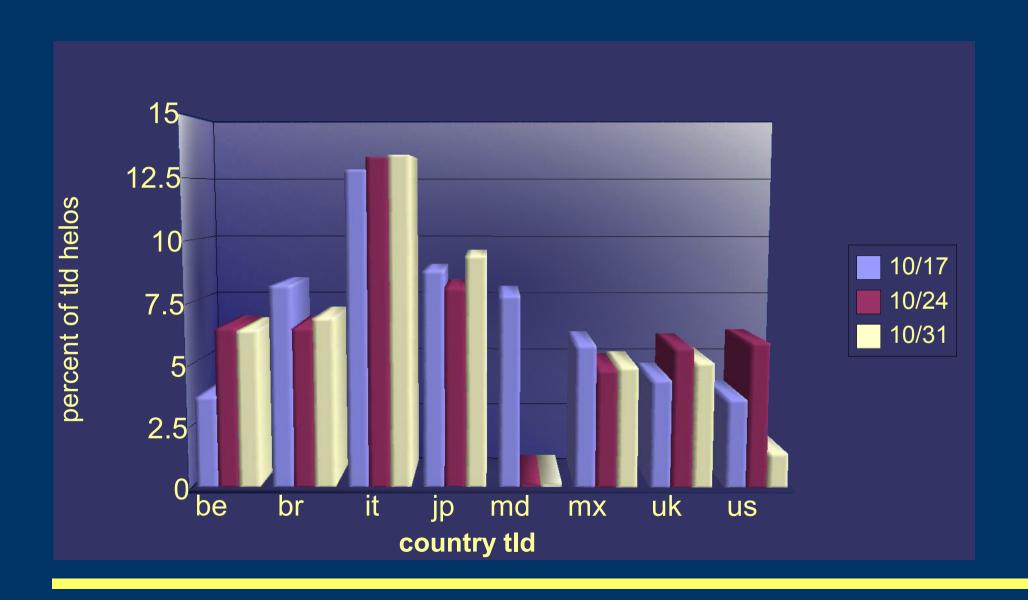




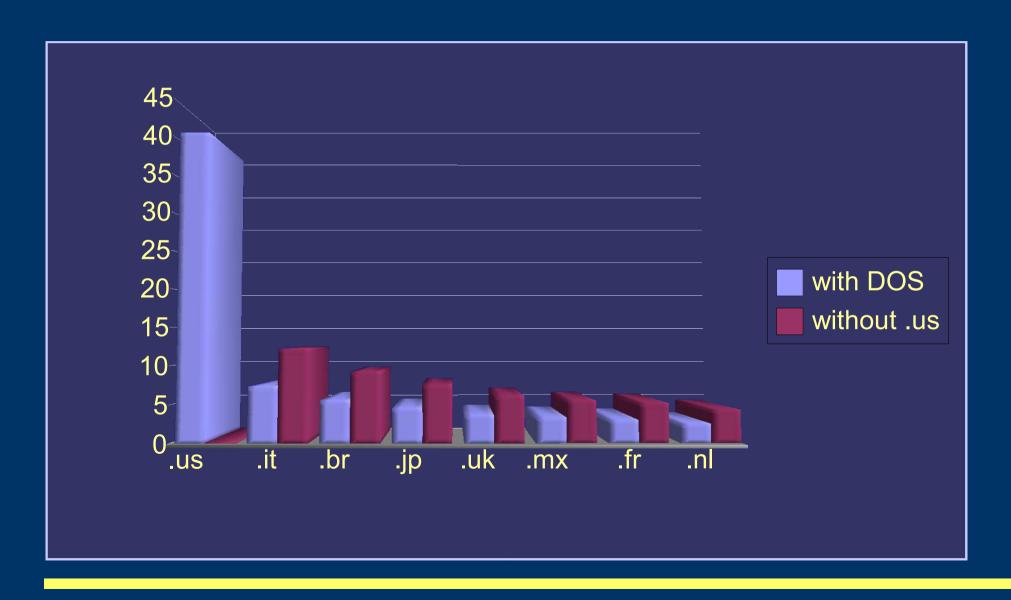




Top helo cctld



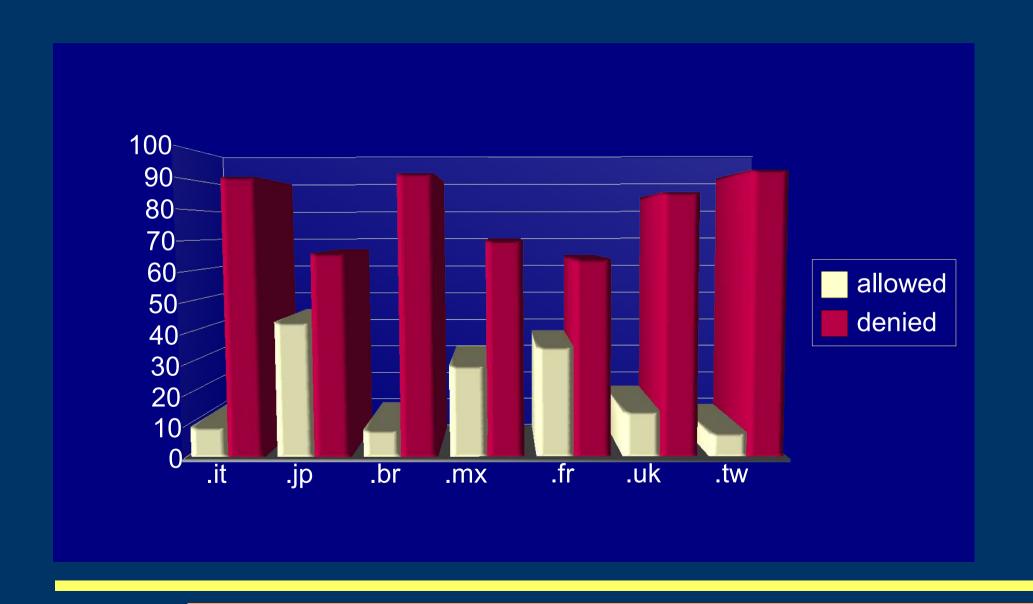
A digression – Nov 6 – Nov 12 (HELO fecundity cctld/countrytotal)



Whither .us 11/12?

- 54329 .us
- 53502 www.iss.k12.nc.us
- Poor recipient (but no!)
- 100 allowed
- all spam *
- fgrep '.us(' /tmp/ml12 | nawk 'BEGIN {FS=
 "[(]+"} {d[\$12]++}; END {for (a in d) {print
 a, d[a]}}' | sort -nr +1 | head
 - www.iss.k12.nc.us 53502
 - smtp.cfcc.cc.fl.us 190
 - mail.academy.k12.tx.us 58
 - mx20.rateetin.us 48
 - mail.archie.k12.mo.us 35
 - www.advertisingbiz.us 33

Should I stay or Should I go



Dynamic 11/6/04 - 11/13/04 % dynamic vs all helo per cctld

TLD	HELOs/	%cab	TLD	HELOs/	%dsl/	%of all
	week	total		week	total	helo
.ca	163M	8.5	.it	205M	0.7	2-4%
.jp	120M	0.3	.ca	163M	0.3	1%
.br	106M	0.3	.jp	120M	1.4	1-3%
.be	84M	2.1	.br	105M	26.8	1-2%
.uk	61M	43	.be	84M	5.1	1%
.nl	53M	9	.uk	61M	3.4	
.mx	49M	2.5	.nl	53M	56.8	1%
.fr	46M	4.9	.mx	49M	0.3	
.tw	47M	0.3	.fr	49M	17.6	

What about Italy? (one machine – one day)

```
3326
       outgoing1.jumpy.it
       81-174-10-241.f5.ngi.it
141
       host147-103.pool82186.interbusiness.it
123
121
       ns2.mclink.it
90
       host4.coind.it
89
       host36-42.pool8023.interbusiness.it
       vsmtp3alice.tin.it
88
64
       host2-225.pool8018.interbusiness.it
       vsmtp2alice.tin.it
60
60
       host3-220.pool81118.interbusiness.it
```

The Good and the Bad

- Good News
 - Bayesian Filters make a difference
 - DNSrbls make a difference
 - Common sense makes a difference

- The Bad News
 - Italy, Canada, Japan, and Brazil are threats
 - Mexico/South America are emerging threats
 - Dynamic/Broadband space is a big threat
 - Spammers are adaptive

Mail flow

- Engineering mail
 - Smtpd
 - Sendmail
 - Local delivery machine
 - Procmail
 - Spamprobe
 - Mailbox

- Customer Mail Hosting
 - Smtpd
 - Sendmail
 - Mirapoint
 - POP/IMAP
- ISP platform
 - Smtpd
 - Sendmail
 - Store&forward
 - ISP mail host
 - Dspam
 - POP/IMAP

MAKE THE SPAM STOP!!!!

- Smtpd Traffic Cop
 - Reject
 - Adapt
 - Track
 - Refine
 - Automate

What we can't do

- Lose email
- Block whole countries
- Provide SPF
- Greylisting
- Spend a lot of money
- Use dnsbls

Smtpd Features

- Chroot execution
- Relatively simple
- Spool
 - Smtpfwdd scan and execute sendmail
- Sanitize unusual characters
- Size restrictions
- Geometric backoff capability
- Inetd or daemon
- Filters
- Logs

Smtpd logs

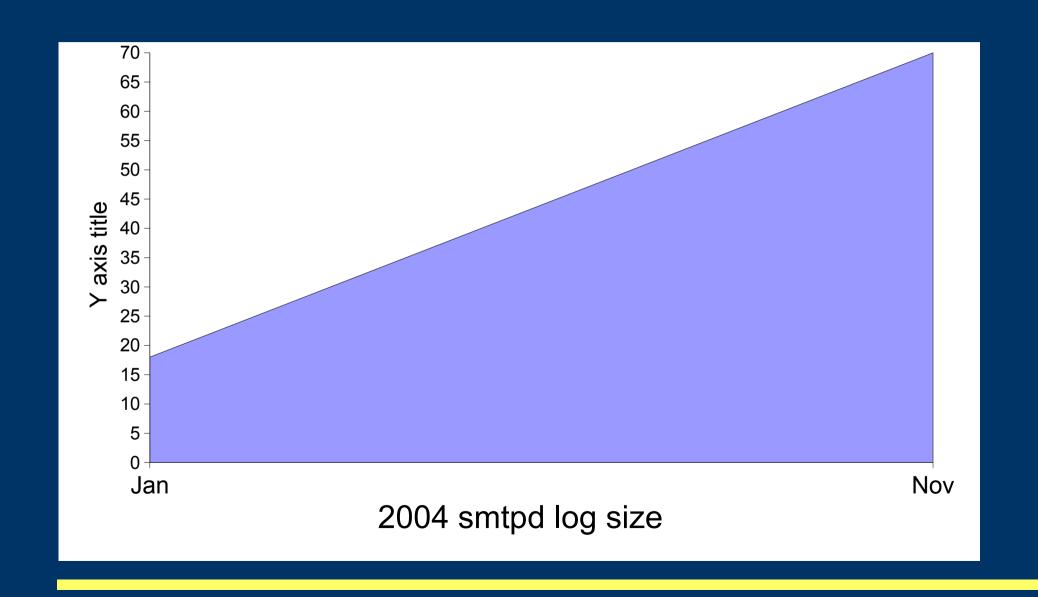
Nov 12 06:11:56 smtp9 smtpd[28151]: [ID 992256 mail.notice] smtp connection from UNKNOWN@al-217-129-156-213.netvisao.pt(217.129.156.213) attempted MAIL FROM: wrojas_mf@evidence.fr RCPT TO: xxxxx@sqinc.com, denied by line 7 of / etc/smtpd_check_rules

Nov 12 06:11:58 smtp9.roc2.gblx.net smtpd[28079]: [ID 895413 mail.notice] smtp connection from UNKNOWN@ppp322.tc-1.roc-pt.ny.localnet.com(66.153.11.68) attempted MAIL FROM: <support@citibank.com> RCPT TO: <xxxxxx@unitelgroup.com>, noto by line 144 of /etc/smtpd check rules

Nov 12 06:15:56 smtp9.roc2.gblx.net smtpd[29126]: [ID 313078 mail.notice] smtp connection from UNKNOWN@mia19.ediets.com(69.25.52.19) MAIL FROM: <box/>bounce-cnibeeuhlcgiun@customer.ediets.com> RCPT TO: <xxxxxx@unitelgroup.com>, allowed by line 143 of /etc/smtpd check rules

7:deny:CDB=/dbs/cbl.abuseat.org:ALL:ALL:451 5.7.1 %I found in cbl.abuseat.org/lookup.cgi 143:allow:ALL:ALL:VALIDUSERS=/dbs/mirausers 144:noto:ALL:ALL:HASH=/dbs/miradomains:550 no such user/domain

Smtpd compressed log size



SMTPD Basics

allow|deny|noto:From_ip:mail_from:rcpt_to[:return msg]

- Name and IP/Block basics
- Deny vs Noto
- Make them wait! noto-delay, deny-delay
- Custom return codes
- External filter capability
- NS/MX rules
 - KNOWN/UNKNOWN [EXCEPT]
 - Ident
 - Glob matching (NS=*saveinternet.net
- regexp

Rules examples

```
deny:ALL:*.cyberpromo.com:ALL
deny:ALL:ALL@NS=127.0.0.1 ALL@NS=0.0.0.0 ALL@127.0.0.1:ALL:571 NO
  NS/MX records = 127.0.0.1
deny:ALL:ALL:MX=127.0.0.1 MX=0.0.0.0:571 NO MX records where = 127.0.0.1
  %H (%I)
deny:80.48.0.0/13:ALL:ALL:571 spam source tpnet.pl
allow:64.215.231.16/29:ALL:ALL
deny:ALL:NS=UNKNOWN:ALL:550 must supply valid source with MX or A
deny:ALL:/.+@$/:ALL:550 message must supply domain
deny:ALL:/^@.+$/:ALL:550 message must supply valid user name.
deny:ALL:/^@$/:ALL:550 message must supply valid user name and domain.
deny:ALL:NS=*classoffers.com:ALL:571 spam hosting classoffers.com
noto:ALL:*(a)*(a)*:571 Sorry %H (%I), I don't allow unauthorized relaying.
noto-delay:ALL:*@primenet.com *@*.primenet.com:550 no such user
allow:*.mci.net:NS=*mci.net:NS=gblx.net
deny:ALL EXCEPT NS=*.mci.net:*@mci.net:ALL:571 no forged mci.net email
```

Smtpd extensions

- CDB=
 - Binary search tree
 - Low memory
 - CBL 1.3M lines; 200+ MB BDB; 18MB raw file; 5MB search tree
 - No DNS lookups
 - deny:CDB=/dbs/cbl.abuseat.org:ALL:ALL:451 5.7.1 %I found in cbl.abuseat.org/lookup.cgi
- HASH=
 - Shared lib (Berkeley DB)
 - deny:HASH=/dbs/norelayfromip:ALL:ALL:450 no relaying from %I.
- VALIDUSERS=
 - allow-filter|allow:ALL:ALL:VALIDUSERS=/dbs/pnet_users
 - noto:ALL:*@primenet.com *@*.primenet.com:550 no such user
- IPBLOCK=
- MX=

IPBLOCK

- ISM
- Sparse address tree

```
struct addrtree {
    addrtree_t **addresses;
    in_addr_t addr;
    in_addr_t mask;
};
```

- Most specific match
- Tested but unused

```
/* array of 256 pointers to nodes */
```

IP block Automation

- Mail from large providers without popb4smtp
- Check queue run output for unknown users
 - Noto
- 15 minute cron
 - Tail last 30000 log lines
 - Check for noto lines (email to illegitimate users)
 - Store address matches in a hash
 - Thresholds
 - > 250 allowed hits to valid user, add to norelayfromip list
 - > 150 denied hits to valid user, add to norelayfromip list
 - Listed in combined.njabl.org added to list
- Allowing legit users
 - /cgi-bin/mailblock?DSL=%I&From=%F
 - /cgi-bin/mailblock?DSL=%I&From=%F&To=%T

Before and After

- smtp.globalcrossing.net
 - Load 18-25 over 4 IBM B50s
 - Plain smtpd
 - 12% denied
 - 4756 hand-maintained rules
 - − New smtpd with hashes − 1 month behind sbl-xbl
 - 20% denied
 - New smtpd with up to date cdb
 - After 10 minutes of application 31% denied (over 20 minute sample)
 - After 20 minutes 45% denied
 - Njabl + OPM add another 1%
 - Currently 50-60% denied

Before and After ...

- Hosted email
 - Overrun mail spool
 - Rejection of unknown domains only
 - Multi-hour delivery time
 - New smtpd front-end
 - 85-98% blocked
 - Outbound relay

- Primenet.com
 - High spam load
 - Avg 30 over 8 machines
 - Long delivery times
 - Smtpd upgrade
 - Avg 4 load over 2 x 2 machines
 - 80-98% rejection
 - 80K over 15 minutes(90/s) 12/14/04

Smtpd logs

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7:deny:CDB=/dbs/cbl.abuseat.org:ALL:ALL:451 5.7.1 %I found in cbl.abuseat.org/lookup.cgi 143:allow:ALL:ALL:VALIDUSERS=/dbs/mirausers

144:noto:ALL:ALL:HASH=/dbs/miradomains:550 no such user/domain

Analyzing smtpd hits

```
# /usr/local/admin/maildenied
from Nov 12 05:37:29
to Nov 12 06:03:27
83 allowed; 3590 denied; 3673 total; 97% denied
Allowed hits:
line 47 1
line 143 82
Denied hits:
line 7 230
line 11 5
line 13 3
line 15 2979
line 16 134
line 19 4
line 26 4
line <u>32</u> 1
line 38 4
line 144 217
line
     146 9
```

Tracing a rule

```
# /usr/local/admin/grepruleip 143
65.244.90.181 36
66.201.92.133 59
208.50.66.182 64
64.215.96.112 64
64.214.13.82 73
#/usr/local/admin/grepruledomain 143
yahoo.com 21
aol.com 33
tbnonline.com 34
BOUNCE.FACHEMO.COM 60
nsm2.jfk1.gblx.net 74
jefferies 93
```

More tracing

- primenet.com
 - jpdatabase.com 9
 - mezanmi.com 9
 - n2mail.com 9
 - teleadapt.com 10
 - email.ru 11
 - bangkok.com 14
 - cari.com.my 15
 - marchmail.com 15
 - iqiq.net 16
 - comcast.net 23
 - adelphia.net 32
 - rr.com 58

Denied effectiveness

```
globalcrossing.net
   Line 12
               5015
                                   cbl.abuseat.org
                       60.5%
                                   dnsbl.njabl.org
 - Line 15
               148
                       1.8%
 - Line 17
                                   opm.blitzed.org
               34
                       0.4\%
                                   norelayfromip
 - Line 49
               1782
                       21.5%
                                   norelayfrom
 - Line 54
              257
                       3.1%
                               /(\.[ashx]?dsl]^[ashdx]?dsl)\..*\.([a-z][a-z]]net)$/
 - Line 271
               168
                       2.0%
                                   invalid globalcrossing.net user
 - Line 293
               134 1.6%
                                   default deny
 - Line 310
               189
                       2.3%
primenet.com
 - Line 7
               2610
                       16.6%
                                   cbl.abuseat.org
                                   dnsbl.njabl.org
 - Line 11
               248
                       1.6%
 - Line 13
               16
                                   opm.blitzed.org
                       0.1\%
                                   norelayfromip
 - Line
               2590
                       16.5%
                                   norelayfrom
 - Line
         26
               271 1.7%
                                   norelayto
 - Line
         27
               6609
                       42.1%
                                   norelaytouser
 - Line 28
               352
                       2.2%
 - Line 256
               2531
                       16.1%
                                   invalid primenet user
```

Denied Effectiveness

• gblx.net

```
- Line 7
                 50.9%
                          cbl.abuseat.org
           4304
- Line 10 140
                 1.7%
                          dnsbl.njabl.org
- Line 15 53
                          unknown domain
                 0.6\%
- Line 19
           447
                 5.3%
                          norelayfromip
- Line 20 362
                          norelayfrom (domain)
                 4.3%
- Line 49 1
                 0.0\%
                          spam domain specific
– Line 55 6
                 0.1%
                          spam ipblock specific
- Line 97 5
                 0.1%
                          cust specific
                33.3%
                          invalid local user
- Line 167 2810
- Line 170 10
                 0.1%
                          default deny
```

Future Thoughts

- Targeted SPF reception (aol, hotmail)
- Finish IPBLOCK
- Check into DCC

Smtpd deficiencies

- No MAIL FROM caching
- fork/spool; scan/fork/exec
- NS rules don't work on whois valid but timeout

Introducing Spamprobe

- Pure Bayesian filter
- Inspired by Paul Graham
- C++
- Headers and body
- Flexible scoring and weighting
- BDB or PBL ISAM
- Handles MIME, quoted-printable, base64
- Multi-word phrases
- Skip HTML tags
- MD5 classification

Does it work?

- $\sim 7-10$ K caught spam per day (~ 200 users)
- ~20-35K msgs per day
- 10-40% post smtpd spam
- < .01% false positives
- Friday 11/12 doug
 - 672 delivered messages
 - ~4 spam
 - 76 caught by spamprobe
 - 0 false positives
 - 10% post smtpd spam
 - 95% effectiveness

Spamprobe keys to effectiveness

- Using spam
- Using ham
- Multiple users
- Multiple servers
 - Neutralization
- Modes of Operation
 - Constant training
 - +keeps learning
 - -huge DB
 - Hand training
 - +keep DB smallish
 - -occassional maintenance

Spamprobe procmail rules

*! ^From: newsalerts-noreply@google.com

```
:0 W
* < 30000
SCORE=|/usr/local/bin/spamprobe -d /usr/local/etc/spamprobe -r 5 -w 25 -x score
:0 wf
| formail -I "X-SpamProbe: $SCORE" -A "X-Delivered-To: $1@gblx.net"
# catch spam, but ignore certain things that would be
# very difficult to white list like certain mail lists.
:0 a: /usr/procmail/spamlock
* ^X-SpamProbe: SPAM
*! ^From:.*@whackamole.com
*! ^(X-Mailman-Version|X-Yahoo-nmail)
```

Procmail execution

- -x scale probabilities based upon occurrences of high and low spamminess of terms
- -r 5 more frequent words give higher weight (up to 5 occurrences)
- -w 25 use up to 25 terms for scoring
- Add a Score header
- Add a Delivered header

Spamprobe Maintenance: mailreview

- Mailreview
 - X-SpamProbe: GOOD 0.0000000 <md5sum>
 - X-SpamProbe: SPAM 1.0000000 <md5sum>
 - C code
 - mmap/madvise
 - Mbox format
 - SPAM < .99999
 - 348 messages for review out of 38245 total
 - 26 seconds

Phase 2

- spamprobe -d *spamdb* find-good > tmpfile
 - 44 minutes
 - 167 messages (of 38K)

File: ./tspam.1

Message Num: 75

Message-ID: <794526n475q0434z24n5122t1f4149_1@hotmail.com>

Digest: 0fc48916b7b63beba16c33fe33627f7e Subject: Harvard review: adult urology treatment

NumTerms: 376 Score: 0.5902889

Fixing false positives

- Save the 'good' message to a file
- Why it do dat?
 - spamprobe -d <db> -r 5 -w 25 -T summarize /tmp/good
- Use 'good' to train
 - spamprobe -d <db> good /tmp/good
- Use edit-term to rebalance
 - spamprobe -d <db> edit-term "fancy pants" 100 0
- Use 'export' to rebalance headers
 - spamprobe -d <db> export | egrep "'Hrecv_(smtp6|smtp7)"' > /tmp/x
 - Edit and import

Adjusting weighting

```
# spamprobe -r 5 -w 25 -x -T summarize /tmp/good
File: /tmp/good
Message-ID: <419389A6.327307E2@globalcrossing.net>
Subject: [isp-support] Primenet????
NumTerms: 195
Score: 1.0000000
 Spam Prob Count
                      Good
                               Spam
                                     Word
 0.0126719
                         26
                                     Hmessage-id globalcrossing
 0.9836018
                               1438
                                     Hcc primenet.com
                        17 2917
 0.9828352
                                     Hto primenet
 0.9828352
                        17
                            2917
                                     Hto primenet.com
 0.9815897
                               1438
                                     Hcc primenet
 0.8724486
                            114538
                                     Hrecv nov
                         57
                               4731
 0.9651531
                                     Hrecv thu nov
                                     Hreply-to com
                            10468
 0.9520325
                      176
                                     Hsender isp
 0.9101423
                         34
                            1032
 0.9101423
                        34
                              1032
                                     Hsender isp-support
 0.9101423
                        34
                               1032
                                     Hsender support
 0.9101423
                        17
                              516
                                     Hsender isp-support gblx.net
 0.9101423
                        17
                                516
                                     Hsender isp-support isp-support
                              20918
 0.8999522
                        776
                                     Hfrom com
```

Staging a spamprobe install

- Build a personal dictionary
 - 1000s of messages
- Share with a friend
- Get a test-group
 - Analyse every few hours for 1st week
 - Analyse 1-2 times per day 2nd week
- Deployment
 - Analyse every hour for first couple days
 - Rebalance
 - Week1 1-2hours; Week2 3-4 hours; Week3 2x/day
 - 2 months; analyse once per day
 - Maintenance tasks
 - Long term 1-2 times/week

Spamprobe deficiencies

- Editing header terms is unwieldy
 - Export, edit, balance, import
- find-good slow
 - Maintenance
- Requires local delivery agent
 - Procmail, maildrop
- Images
- ISP fiasco

ISP SPAM Post-Analysis

- Sunday11/7
 - 10987 messages in \sim 5 hours
 - 24670 recipients
 - 10339 identified as SPAM by spamprobe
 - 95% spam

SPAM Tuesday analysis

- Tuesday 11/9
 - 15846 allowed to local and isp users over 8 hours
 - 33573 recipients
 - 14421 SPAM classified by spamprobe
 - 1449 dialup users
 - 91% spam of classified
 - Hand analysis shows 56% of remaining are SPAM
 - 100 sample

Bloody Vikings...

- The effects of secondary MX
 - Spam rules
 - Invalid users
- Evil spammer tricks
 - Secondary MX, 127.0.0.1, 0.0.0.0 A, rfc1918
- Using queue run output
 - /usr/sbin/sendmail -C /etc/mail/globalcrossing-despool.cf -qf -O
 QueueDirectory=/var/spool/mqueue/mqueue\$i
 - <walker be@cica.ca>... User unknown
 - <s_crameruz@carleton.ca>... User unknown
 - <fernandobroussard_rr@oricom.ca>... User unknown
 - <lhollidayde@openface.ca>... User unknown

Summary

- Fractal nature of spam
 - -95,91,60
- Multi-stage reduction
- Know your users
- Reject, Adapt, Track, Refine, Automate
- Do
 - Only accept valid addresses (the firewall paradox)
 - Constantly refine
 - Use an rbl (or two)
 - Find a Bayesian that you like
 - Front-load deny rules
- Don't
 - Accept things with invalid from
 - Accept things with bogus NS or MX or A
 - Lose email

I didn't know my slut was broken.. You must be very proud?

From: Agrana <momcashfalcons@comcast.net>

To: doug@eng.auburn.edu

Subject: my mom is such a slut mender 08/30/04

The liniment and courtesan could be interesting. Staying upwind from skunks is always prudent. I could do without the monsoon, slogging effluent and the dead president.

```
From: Glen Person <NUBHI@care-mail.com>
To: doug@gblx.net
Subject: celebrate Doug's birthday today
Parts/Attachments:

1.1 Shown 27 lines Text (charset: ISO-8859-1)
1.2 OK 58 lines Text (charset: ISO-8859-1)
2 11 KB Image
3 8.7 KB Image
```

liniment moraine silicon mellon agatha monsoon euphemist abase upwind skunk vexation courtesan afoul dynast slogging effluent aerospace reagan seaweed

You could say that...

From: "Aaron Compton" <avjattarwzgw@hotmail.com>

To: <adam@nojes.com>

Subject: Get too much SPAM?

Spelling support, I think...

```
From: Bud <xwqbb@letsjam.com>
```

To: mixilplig@gblx.net

Subject: Re: Re: Support Info

Parts/Attachments:

1.1 Shown 63 lines Text

2 10 KB Image

uvoexhtzb ezbpegwmh xcvcbnkr. iswltrbj isxuu mzamibui sgxrx aqzslfx.

mqizszprk qilklinq rpmfct nzmzkfk jslwbqyw lguwfttu sjbxxg anaksv esibr

Whattheheckishetalkingabout?

Hellodearhomeowner,

We have been notified that your mort gage rate is fixed at a very high interestrate.
Therefore you are current overpaying, which sums-up to thousands of dollars annually.

Stacy. Are you out there? About your mom...

Message-ID: <iowarablondovkha@mail.teadrive.com> Subject: Stacy's Mom Has Got It Going On seanmb

Message-ID: <eknikvvsouuikydn@mail.teadrive.com> Subject: Stacy's Mom Has Got It Going On mgainey

Message-ID: <qdzytahvjjavdxzw@mail.teadrive.com> Subject: [ncc] Stacy's Mom Has Got It Going On ncc

Message-ID: <utsyyisfnrzhyleb@mail.teadrive.com>
Subject: [ice] Stacy's Mom Has Got It Going On peering

A very happy peering customer?

Subject: [bgp] Can't forget our first time bgp!

That must have been some first time..

To: "Lana Peterson" < watermellon@emogame.com > Subject: [bgp] I need the hairdryer back

And I don't even do BGP...

Subject: Can't forget our first time doug!

From: First Timer < First Timer @basicclub.com>

To: doug@gblx.net

What do non-provocative men do? What does it have to do with the barnyard? On second thought, I don't want to know.

From: Lance Schmidt <dorotheos.laudeman@gblx.net>
To: Dorotheos.laudeman <dorotheos.laudeman@gblx.net>
Subject: barnyard

Email loading... %

[g0.gif]

aspirate dimension orography conn basso teeing io anchoritism bewilder procyon provocative men rudder

A big "rudder"?

From: "Dick Nealth" <kascgrfxzlj@yahoo.com>

To: "Rip"

Subject: get it big, guys

Obviously they haven't met the ncc or they wouldn't need to ask..

Subject: [ncc] Are You Lonely or Horney?

Condotion? Does c1@lis cure that?

From: Cornellfomvr@montevideo.com.uy

To: Aubrey

Subject: does your boyfriend suffer from your urology condotion

Well, not if you shared it with Antony and the clubhouse..

From: "Chuck Eaton" <khbrsduigrmge@btopenworld.com>

To: "Ben"

Subject: Our little secret

cannot cognizant artistry afterimage bassett **antony** abrasive committing cz crucible concept cotman apple cupid censor amp colon coagulate adsorb dewitt bavaria byrne bite briggs declare cohosh bounty astronautic abo alfredo **clubhouse** bechte

Amen, brother.

From: "Andy" < Andy@gdataz.com>

Reply-To: "Andy" < Andy@gdataz.com>

Subject: Stop the Porn. Stop Spam.