Subject: Licensing scheme
Posted by geotek on Mon, 07 Feb 2005 09:23:52 GMT
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We just evaluated No Spam Today and are very happy with the results. However, the way licensing is done seems to be not quite adequate to us.

We discovered that, after a couple of days already, we need almost 4 times the number of licenses than the number of human email users, because:

- Some email users with long names use short aliases exclusively, but the email system sometimes uses the full names for return address, so effectively counting as two licenses each.

- Almost any user that has left the company still gets at least some scant mail, even though his mailbox was deleted long ago, unnecessarily piling up the number of used licenses.

- Spammers that make up random recipients at our email domain would probably open the gate for spam again by exceeding the license limit, no matter how many licenses the customer has bought.

In my opinion, this licensing scheme is not practical and I think it would be very hard to convince our customers of a 20 user company that they need a 100 user license and still can not be sure to exceed this limit.

Is there a way to deal with this problem?

Subject: Re: Licensing scheme
Posted by support on Mon, 07 Feb 2005 11:15:48 GMT
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> We discovered that, after a couple of days already, we need
> almost 4 times the number of licenses than the number of human
> email users, because:
>
> - Some email users with long names use short aliases
> exclusively, but the email system sometimes uses the full names
> for return address, so effectively counting as two licenses
> each.

The problem with aliases is that NoSpamToday! has no way to know which recipient addresses are aliases, and which are in fact different users. While we would very much like to count separate users only, we are forced to count every alias address.

> - Almost any user that has left the company still gets at
> least some scant mail, even though his mailbox was deleted
> long ago, unnecessarily piling up the number of used licenses.
>

> - Spammers that make up random recipients at our email domain
> would probably open the gate for spam again by exceeding the
> license limit, no matter how many licenses the customer has
> bought.

Probably you have a catch-all address (this is the default for MS Exchange: mail to unknown recipients is silently forwarded to postmaster). Disable this catch-all address, mail to accounts that do not exist should not be accepted by your mail server. You can configure NoSpamToday! accordingly, or MS Exchange itself. Please read this:

http://www.byteplant.com/support/nospamtoday/howtorejectexchange.html

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Subject: Re: Licensing scheme
Posted by geotek on Mon, 07 Feb 2005 17:48:59 GMT
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the Mailserver (GroupWise) which obviously has no way of knowing about valid email addresses, so in effect all addresses are accepted.

The other suggestion in your link (manually entering all valid email addresses including their

management overhead and would be clearly unfeasable for companies with hundreds of users.

So it seems we have to buy an unlicensed version for our scenario, right?

But if we would indeed discard our queuing server, get rid of all email aliases, how could we get rid of the numerous already "taken" licenses?

Subject: Re: Licensing scheme
Posted by support on Tue, 08 Feb 2005 11:01:51 GMT
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geotek wrote:

> proxy between NoMailToday and the Mailserver (GroupWise) which
> obviously has no way of knowing about valid email addresses, so
> in effect all addresses are accepted.

Yes, if you start rejecting recipients, the queueing server will have to create loads of non-delivery reports to sender addresses that very likely don't even exist (Spam, worm and virus mails always use a faked sender address).

> The other suggestion in your link (manually entering all
> valid email addresses including their aliases into

> quite a bit of management overhead and would be clearly
> unfeasable for companies with hundreds of users.
>
> So it seems we have to buy an unlicensed version for our
> scenario, right?

Yes, please check with nstsales@byteplant.com if there is a discount for your scenario.

> But if we would indeed discard our queuing server, get rid of
> all email aliases, how could we get rid of the numerous already
> "taken" licenses?

The licenses are cached only while the NoSpamToday! service is running. Stopping and starting the service lets you start over with a clean slate.

Subject: Re: Licensing scheme
Posted by geotek on Tue, 08 Feb 2005 14:05:16 GMT
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> The licenses are cached only while the NoSpamToday! service is running.
> Stopping and starting the service lets you start over with a clean slate.

I will see if sales is willing to make an arrangement for our scenario. Except for this license handling issue and the somewhat unusual number of client disconnects (still under investigation here), we think NoSpamToday! is by far the best anti-spam SMTP solution for windows platforms.

Thanks for your help!

P.S.: The email reply function of the web entry form does not seem to work. (Unless all reply mails got flushed by our spam filter, of course!) ;)