



User's Guide

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**Vanquish is frequently updated with new features.
Please check for an update of this manual:**

www.vanquish.com/docs/user_guide.pdf

Cast

Good friends have worked together for 18 months to bring you Vanquish. If you have dealt with us, then you know that we approach quality control and customer support with compulsive fervor. We will always be committed to ensuring that you derive maximum benefit from our service.

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Quick Start *(for the experienced user)*

Install *(sections 1 & 2)*

- On Windows systems that require login, do so with administrator privileges. Close all other programs, especially any application that uses or generates email.
- **If you have an installation CD:** Use the Autorun feature or click Start → Run → Vanquish_Install.html.
- **If you do not have a CD:** Open a browser and visit <https://users.vanquish.com>. If you have an activation code, enter it in the area for new users and follow directions. If you do not yet have an activation code, click the link at bottom.
- Accept security warnings. File Download window appears. **SAVE** incoming file to the Desktop. Once installation and configuration are complete it may be deleted.
- When asked if Vanquish should load at startup, Click **YES** and then **FINISHED**.
- Wait 20 seconds for Vanquish to present a login screen (up to 1 min on old PCs). If disk activity is not evident, select Start → Programs → Vanquish → VANQUISH.
- Enter the Username and Password created during installation and click **LOGIN**.
- Click **OK** to acknowledge the Cryptographic Key dialog. On older PCs, this may result in a delay of up to 1 minute. Click **OK** again when this process is complete.

Configure Email Addresses *(section 3)*

- Vanquish locates email addresses on your PC. Choose the ones wish to protect.
- If you wish to protect addresses that are not detected in Step 1, add them at the bottom. Later, in Step 3, you will configure them and then add the following prefix to the SMTP and POP server addresses within your email applications:

vq.<username>. (include both periods; but not “<” and “>”)

Import an Email Address Book *(section 4)*

- Vanquish locates address books popular email programs. Click the one you wish to import to your Allow List, and repeat the process for additional address books.

If you do not see your address book, move past this step. After installation, the Allow List editor offers an alternate method of transferring addresses from any address book.

Configure Preferences *(section 5)*

- Choose the anti-spam technologies that you wish to use, including the number of days for challenges to be answered and SmartSubject™ replies.

1. Get Ready

Vanquish is compatible with PCs operating under any version of Windows 98 or higher, including Windows ME/2000/NT/XP. Here's what you need to get started:

- A PC running Windows 98 or higher
 - A web browser, such as Internet Explorer
 - An internet connection
 - An email program
 - An ISP or mail service that uses the POP3 industry standard for retrieving mail †
- Optional **
- Vanquish installation CD
 - Vanquish Activation Code
 - * Alternatively, software and Activation Code may be downloaded.

The install process requires an internet connection. If you do not have the installation CD, we recommend a high speed connection. The installer file download is 16 MB.

 For installation using a dial-up modem and without an installation CD, the download may require up to 1 hour (for a typical connection at 44 kbps).

The install process is interactive and makes use of your web browser. To be consistent with steps described in this document, use Microsoft Internet Explorer for installation.

Retail versions of Vanquish are shipped with an Activation Code – 5 groups of 5 characters each. If Vanquish is offered by your ISP or mail service provider, they will send you this code. If you do not yet have an Activation Code, you will have an opportunity to purchase one during the installation process.

Vanquish has been tested with Outlook, Outlook Express, and Eudora. Additionally, Netscape and Pegasus can be used with Vanquish, with some qualifications. Please see the online release notes or the ReadMe file in the root folder of the installation CD.

† Service Compatibility

Vanquish is compatible with email programs and services that use the common POP3 standard for retrieving mail. It is not yet compatible with the proprietary methods used by AOL, MSN and some enterprise mail servers such as Microsoft Exchange.

Vanquish can also be used with web email services if the service offers a POP interface or allows forwarding to another address. The premium version of Yahoo mail supports this feature – but as of this writing, Hotmail and the free Yahoo services do not.

2. Install Software

- On Windows systems that require login, do so with administrator privileges.
- **Important:** Close any application that sends or receives email. Do not run any email program until instructed to do so.
- **If you have an installation CD:** Place the CD into your CD or DVD drive. On most systems, the Autorun feature automatically launches the Vanquish installer. If not, click Start → Run → Vanquish_Install.html.
- **If you do not have a CD:** Open a browser and visit <https://users.vanquish.com>.
- Enter your activation code into the area for new users. The code is composed of 5 sets of 5 uppercase characters. Click **NEXT** to continue.



If you do not have an Activation Code, click the link below the entry boxes. It takes you to our market basket, where you can purchase Vanquish. The Activation Code (not the software itself) is evidence of your end user license.

- Create a username and password (case sensitive). Then create a “hint” that helps you remember your password, but is not meaningful to others. If you forget your password, we will mail the hint to a protected email addresses.
- Remaining data is optional. It will help us in the event that you require support.
- Click **INSTALL VANQUISH**. (For CD installations, choose **DOWNLOAD VANQUISH**).
- The File Download window asks **OPEN** or **SAVE**. Choose **OPEN** (this is sometimes called “**RUN FROM WEB**”). In the event that you require these installation files again, your PC will automatically retrieve them from your temporary file folder after checking for a newer version on the web.
- Click **NEXT** in “About To Install” (the dialog with a large Vanquish logo at left).
- When asked if Vanquish should load at startup, Click **YES**.



When asked, allow Vanquish to start when you boot your PC. Vanquish must be running *before any email application*, even if the email program is invoked by a browser or another application program.

If you occasionally wish to bypass Vanquish, you can choose “**BYPASS**” from the Vanquish icon in your Windows tray (far end of Task Bar near the clock). Alternatively, complete uninstall instructions are provided in section 8.

- Click **Finished**. You may close your browser.
- If you installed Vanquish from a CD, select Start → Programs → Vanquish → **UPDATE VANQUISH**.

- Click **FINISHED**. Vanquish is installed! It is not necessary to reboot your PC.
- If Vanquish does not launch, Select Start → Programs → Vanquish → **VANQUISH**. During this first time, Vanquish may require up to a minute to launch.
- Enter the Username and Password created during installation and click **LOGIN**.



If you choose to have Vanquish “Remember Password”, Vanquish will launch into the Windows Tray. All functions are accessed by right clicking on the “V” icon. If you wish to keep a classic control panel on your desktop, double click the Icon. It contains statistics on challenges sent to unrecognized senders.

- Click **OK** to acknowledge the Cryptographic Key dialog. On older PCs, this may result in a delay of up to 1 minute. Click **OK** again when this process is complete.

3. Configure Email Addresses

3.1 Select or Add Email Addresses to Protect

This Email Account Configuration screen displays addresses that Vanquish detected on your PC. Depending on the history of your PC, you may not recognize all addresses. Additionally, some addresses that you regularly use may not appear in this list.



Important: Check again that you have closed all programs that send or receive email. Do not run any email application until instructed to do so.

- Mark the address(es) you wish to protect in the boxes to the left.
- Use the entry fields at bottom to add missing addresses - and even ones that are contained in the list, but that you use with email programs other than the ones listed at the bottom. If you give out addresses that are forwarded into an account used with this PC, include them in the entry fields at bottom, also.

3.2 Verify Selection of User Profiles

- Place a check next to each profile that you desire to protect with Vanquish.
- Choose a meaningful challenge identity at right. Detailed instructions are on pg 6. If the challenge identity cannot be changed. See the tip at the top of the next page.



Tip for Advanced Users: Roll your mouse over any email address to verify currently configured server addresses through which mail is sent and retrieved.



A Challenge Identity may be chosen for each unique provider mailbox from which you retrieve mail. So for example, if you use a total of 5 incoming mailboxes, you can select 5 unique Challenge Identities. But you can only choose one for each mailbox, even if you send and receive from different programs or different user profiles within a program. The user interface enforces this rule.

If you see all of the email addresses from which you regularly send mail and if they appear under the email program name(s) from which you use those addresses, skip the next step by pressing NEXT until you arrive at “Reply to Confirmation”

3.3 Configure Undetected Email Accounts

If you entered any undetected address(es) into the fields at the bottom of step 3.1, type the associated mail server address information into this table. You cannot change the settings of accounts that were detected automatically. If any data for those addresses is incorrect, return to step 1; UN-check the address at the top of the screen and enter it into the fields at the bottom. Then proceed again through the sequence of steps.

Clear	Email Address	Outgoing Server (SMTP)	Incoming Server (POP3)	Account Name	Challenge Identity
Clear	postaldeamon@earthlink.net	mail.earthlink.net	earthlink.net	postaldeamon	postaldeamon@earthlink.net
Clear	Phil@Vanquish.com	mail.vanquish.attbbs.net	mail.vanquish.com	Phil@Vanquish.com	Phil at Vanquish Inc
Clear	Phil@StarBus.com	mail.attbi.com	mail.starbus.com	Phil@StarBus.com	a user at StarBus
Clear	PV-graphics@starbus.com	mail.vqoffice	mail.attbi.com	PV-graphics@starbus.com	Peripheral Vision Graphic
Clear					

Figure 1 (Email Configuration Step #3) — Configure Undetected Email Accounts

This information is available from your service provider, but you can also find it within the configuration menus of your email application. Look under tools, options, or accounts. Mail programs refer to each personally configured email account as an *identity*, *personality*, *profile* or simply an *account*.



The words “email address” refer to different things. Mail has a *From* address, *Reply To* address and additional addresses in the header that routes and returns undeliverable mail. If you forward mail or own your own domain, the address you give to friends differs from the server address at which you retrieve mail. Read each description very carefully and enter the appropriate data in the table.

a) Email Address

You cannot change these from within this step. The table presents the email addresses that you selected or entered manually in 3.1. These are the addresses that you wish to protect from spam. They might be the addresses that you give to friends and colleagues or the destination box at your provider into which your public addresses are forwarded.

b) Outgoing (SMTP) Mail Server

Enter the address of the outgoing mail server through which your PC sends mail...

To locate this information, launch your email application and view the mail server settings for the account that you want protected. In most email applications, this configuration field is called “SMTP address” or “outgoing mail server”. It does not contain the “@” symbol.



Advanced Users: If you use more than one email address from any SMTP server, enter a line for each combination of email address and outgoing mail server. Although you are restricted to five protected incoming email addresses, the table can accommodate any number of outgoing mail servers.

c) Incoming (POP) Mail Server

Enter the address of the mail server from which you retrieve mail at your ISP or mail provider. In most email applications, this field is called “incoming mail server” or “POP address”. It does not contain the “@” symbol.

d) Account Name

Enter the login or username with which you pick up mail from the incoming (POP) mail server at your ISP or mail provider. Typically this is the part of your email address before the “@” symbol, but some mail services require your entire email address or another username that was assigned when you signed up for service.

To locate this information, launch your email application and view the mail server settings for the account that you want protected. In most email applications, this configuration field is called *username*, or *login*.

e) Challenge Identity

If you configure Vanquish to accept mail from unknown senders who respond to a challenge (section 5), they receive mail that identifies their original message by date, subject, and a challenge Identity that is chosen by the protected recipient. Enter a name or phrase that identifies you to these strangers. It should make sense when used in this sentence: “Your email to _____ has not yet been delivered.”

Don’t offer your full name, because senders you challenge are likely to be strangers. Likewise, avoid using your email address, because it can be harvested by spammers and lead to increased network traffic. Senders already know your email addresses, but if you forward mail, your protected addresses may not be recognized. We recommend you use your first name, a nickname, or the name of your company.

- Click **NEXT** when you have entered all the required information. Vanquish displays the Email Client Settings screen.
- Vanquish lists updated SMTP and POP information. Copy this information into your email application in the menus which configures mail server addresses.

3.4 Reply to Confirmation for Each Protected Address

Vanquish sends automated mailings to ensure that you have access to the addresses you wish to protect. Launch your email program and reply to the message for each protected account by clicking on the link contained in each message. Alternatively, you may reply to each message if your email program does not support active links, but this method will not provide the instant feedback described in the next paragraph.



You may request a new confirmation message for any address by clicking on the yellow question mark next to any unconfirmed address.

As you confirm each address from within your email program, return to the Vanquish Step 4 configuration screen and observe the symbols to the left of each selected addresses. A green check mark reflects their newly protected status.

4 Reply to confirmation email for each address

5 Create your initial list of allowed senders

6 Configure preferences

As you confirm each address from within your email program by clicking the links in your confirmation mailing, return to this screen and observe the symbols to the left of your selected email addresses. They will change to green check marks which reflects their newly protected status.

<ul style="list-style-type: none"> ✓eugene@netway.com ✓janet@axs.net.com ✓gary@smokesignal.net ?daniel@nantucket.net ?philip@in-touch.net 	<p>Explanation of symbols</p> <ul style="list-style-type: none"> ✓ = Address is now protected ? = Address is pending confirmation ✕ = Confirmation email has bounced! (invalid address or server is not responding... Check that you have provided a valid address)
--	---

Optional: You may choose an email address for Vanquish to contact you in the event of critical bulletins only. [see our [privacy policy](#)]

eugene@netway.com

<<Prev Save Changes Reset Next>>

Figure 2 — Reply to Confirmation for Protected Addresses

4. Import your Email Address Book(s)

4.1 Automated Import

Email programs, such as Outlook, Eudora, Netscape, etc have address books in which users can store email addresses of friends and colleagues. Depending upon your email program and version, Vanquish may locate these address books and offer to import their addresses – either in one step or by allowing you to choose individual folders.

After installation, import addresses or add them manually by clicking Configure → Allow List → “Add”.

4.2 Subject Intercept

If Vanquish cannot locate your favorite address book or if its interface to your address book does not allow the desired level individual folder selection, an alternate technique of importing addresses is available. Make sure that your PC is connected to the internet and that Vanquish is not set to Bypass mode. Then click “Alternate Data Source”.

- Vanquish launches your email program pre-loaded a special subject
`vg--add-users-to-allow-list--vg`
- **Very Important:** Ensure that your email program is set to use a Vanquish protected email sender “identity”. If you do not know how to verify or change the sent-from identity to match a protected account, do not use this technique!
- From within your address book, add any or all addresses to the outgoing message as recipients. You may add them to any recipient header: To, Cc or Bcc, but we recommend using Bcc. This ensures that you do not accidentally send your entire address book to everyone on your list, in the event that you make an error in the Subject syntax (or if Vanquish is accidentally in “Bypass” mode).

When you prepare mail with the subject `vg--add-users-to-allow-list--vg`, Vanquish intercepts the outgoing mail. Rather than sending it to everyone listed in the address headers, the recipient addresses are instead added to your Allow list. You can use this method only if you are connected to the internet. Although addresses never leave your PC, your mail application must log onto a remote mail server.

4.3 Direct Entry & SmartMaintenance™

There are two additional ways to build your Allow List: You may type or paste addresses directly into the Allow List editor (section 6) or you can configure Vanquish to build your Allow List dynamically with SmartMaintenance™ (section 5).



To backup your Allow list, save the entire HTML page to your desktop. To save the email addresses without other associated data, paste the table into a spreadsheet or word processor. Then, select and copy just the address column into a text file.

5. Configure Preferences

After you configure your protected email addresses, the installer brings you to the main Preferences screen. You can also enter this screen at any time: Right-click on ‘V’ in the Windows tray and choose Configure → Preferences, or click *Preferences* on the Vanquish control banner at the top off any incoming messages.

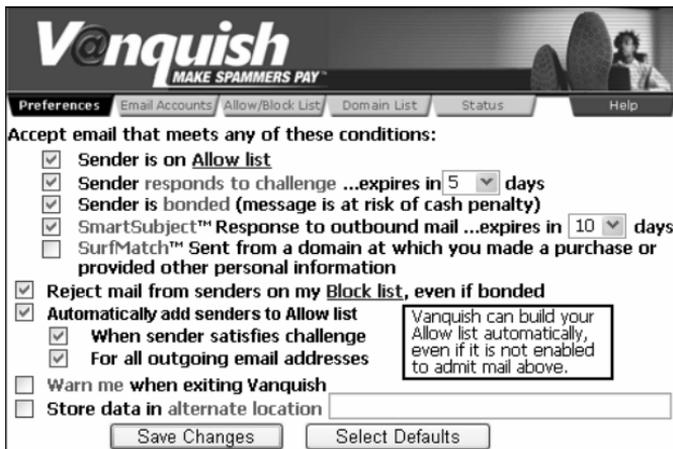


Figure 3 — Set User Preferences

The first 5 check boxes allow you to choose the anti-spam techniques that you wish to enable. We recommend enabling all of these powerful features.

ALLOW LIST admits mail from anyone you recognize, based on the “From” address in the incoming message. This includes:

- Addresses that you previously imported from your address book (section 4)
- Addresses of individuals to whom you have previously written, if configured*
- Addresses of individuals who have responded to a challenge, if configured*

* Vanquish can automatically build your Allow List based on one or both actions

CHALLENGES enable unrecognized senders to “qualify themselves” by responding to an invitation from Vanquish. Each challenge requires a unique response. It cannot be solved by automated programs, but is simple for most individuals. By responding, the sender demonstrates that the original message contained a valid return address and that it was sent to a limited audience.

The technique effectively blocks bulk mail including spam. But used alone, it would block all automated messages, including some desirable mail.



The challenge is compatible with senders who have a graphical interface and a web browser, including PCs running Windows and Linux and MACs. Vanquish is currently working on additional challenges for senders using non-graphical handheld devices and cell phones.

BONDED MAIL is a Vanquish exclusive. It allows unrecognized senders to personally guarantee your satisfaction with their message by placing real cash at risk. As more senders adopt Vanquish, it will enable you to receive email from responsible bulk mailers that are not admitted based on the other criteria below, such as purchase confirmations, opt-in newsletters, or mailers who are sending from a different email domain than you expected.

SMARTSUBJECT[™] is a Vanquish exclusive. It ensures that you will receive replies to your own outgoing mail, even if the reply is sent from a different email address than your original message. To accomplish this, Vanquish scans inbound mail – before it is even downloaded – and looks for subjects that fully or substantially match your recently sent mail. When enabling this feature, choose the number of days for which you want to accept messages with subjects that match your outgoing mail.

SURFMATCH[™] is a Vanquish exclusive. It ensures that you will receive messages from web sites at which you make a purchase or at which you fill in and submit forms.

The feature is experimental and may interfere with submitting forms at some web sites. To experiment with this feature, you must manually configure your browser:

In Internet Explorer: Tools → Internet Options → Connections → LAN Settings
Check the box “*Use Automatic Configuration Script*”, and enter this address:
<http://www.vanquish.com/app/proxy/surfmatch.pac>

The list of domains that are flagged for admission can be viewed by right-clicking the “V” tray icon → **CONFIGURE DOMAINS**. If the list fills with domains from large ISPs and popular web mail services, such as AOL, Hotmail and Yahoo, click **EXCLUDE DOMAIN** on the banner of any incoming message. This is different than **BLOCK DOMAIN**. In just the first week of use, you will generate a very thorough Exclude list.

Even when you exclude a domain, you continue to receive mail from any user that matches any other criteria (bonded, challenge, smart subject, etc). In fact, you can explicitly allow sub-domains that take precedence over an excluded domain. This is helpful for admitting messages from an organization that doesn't own a domain. For example, if you get mail from Bobs-Hats.YahooStores.com, you can admit mail from Bobs-Hats without admitting all Yahoo stores. To control your list of admitted, excluded and blocked domains, use the Domain List editor. Right-click the ‘V’ icon in your Windows tray; then click **CONFIGURE → DOMAINS** (see section 6).

BLOCK LIST: This feature blocks incoming mail based on the “From” address of any sender. You can activate or deactivate the Block list without losing its entries.

The Allow and Block lists are displayed together and edited from a common user interface. For more information about the Block List, see section 6 which describes designating addresses as either *Allow*, *Block* or *List-Server entry*.

SMARTMAINTENANCE™

You can quickly build a list of Allowed addresses by selecting this option. This feature – enabled by default – causes Vanquish to automatically add addresses to your Allow list whenever you send to a new address or whenever another sender solves your challenge. You will have an opportunity to exclude the sender from your Allow list as each message arrives from senders who solved your challenges.

Of course, bonded senders will always be allowed unless you have blocked them.

WARN ON EXIT: This feature tells Vanquish to warn you of unintended consequences whenever you manually exit the program...

Vanquish operates most of the time as a background process with little or no user interaction. It tests and bonds email, while maintaining your lists of senders and domains. Although you may exit Vanquish at any time by right-clicking on the ‘V’ icon in the Windows tray, there are better alternatives.

When you installed Vanquish, your email programs were re-configured to send and receive messages through a local “proxy” – a program that resides between your email application and your internet connection. If you wish to temporarily sidestep Vanquish functions, it is better to use the *Bypass* mode which is also accessed from the tray icon. Alternatively, you can uninstall Vanquish completely, which will result in the restoration of your original email application settings.

STORE DATA IN ALTERNATE LOCATION:

Each installation of Vanquish creates a local database of information that is unique to your account, such as your configured preferences, Allow and Block lists, a history of recently challenged messages and recent subjects sent (for SmartSubject™) and your SurfMatch™ list. Vanquish also stores keys to your sender bond and exchanges bond information with trusted senders so that they do not need to tie up their own cash bond.

You may install a single Vanquish account on more than one PC, protecting either different email addresses or even the same addresses (up to the total number provided under your service agreement). But to use a single account on multiple PCs, you must specify an external disk or flash memory “keychain” device in which to store this personal data. See section 11.1 for more information on how to do this.

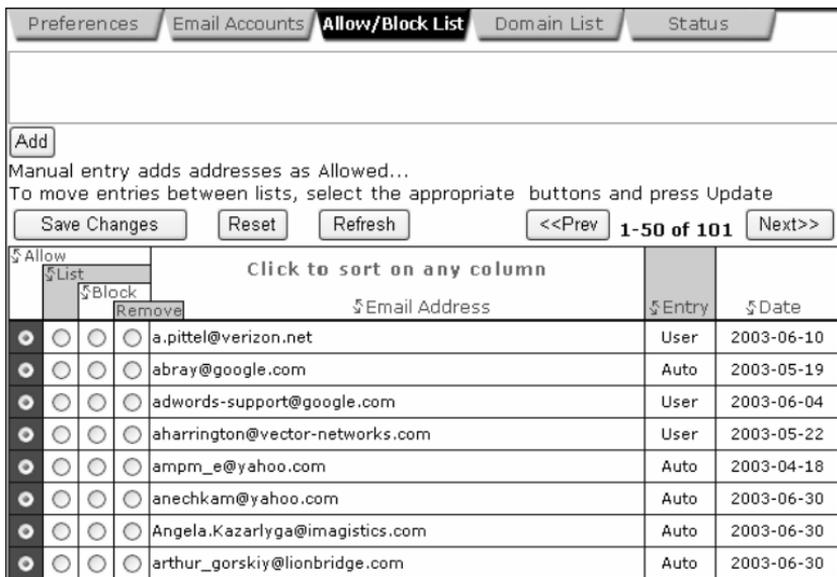
6. List Management

Vanquish maintains lists to determine the permission of an individual or organization to send mail to you. Depending upon circumstances, the addition, deletion or editing of a list entry can originate from a Vanquish process or directly by you.

- Individual Addresses: Allow / Block / List-Servers (these 3 lists are viewed and edited from a single user interface)
- Domains & Sub-Domains (allow or block)
- Pending Challenges
- SmartSubject™

6.1 View and Edit the Allow/Block/List-Server List

To view, add, remove, or modify the permission of individual senders, click Configure → Allow/Block. Enter addresses by typing or pasting any quantity into the box at top (click “ADD”). Etnet addresses on separate lines, or separated with space, comma, or semicolon. Use radio buttons at left to move addresses between the 3 sender address lists: Allow, Block, or Sent by List-Server.



The screenshot shows the 'Allow/Block List' configuration page. At the top are tabs for 'Preferences', 'Email Accounts', 'Allow/Block List', 'Domain List', and 'Status'. Below the tabs is an 'Add' button and instructions: 'Manual entry adds addresses as Allowed... To move entries between lists, select the appropriate buttons and press Update'. There are buttons for 'Save Changes', 'Reset', 'Refresh', and pagination controls '<<Prev 1-50 of 101 Next>>'. Below this is a table with columns for selection (radio buttons), 'Email Address', 'Entry', and 'Date'. The table contains 10 rows of data.

Click to sort on any column					
Allow	Block	Remove	Email Address	Entry	Date
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	a.pittel@verizon.net	User	2003-06-10
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	abray@google.com	Auto	2003-05-19
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	adwords-support@google.com	User	2003-06-04
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	aharrington@vector-networks.com	User	2003-05-22
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	ampm_e@yahoo.com	Auto	2003-04-18
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	anechkam@yahoo.com	Auto	2003-06-30
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Angela.Kazarlyga@imagistics.com	Auto	2003-06-30
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	arthur_gorskiy@lionbridge.com	Auto	2003-06-30

Figure 4 — Allow List Editor

Vanquish saves time by inspecting the headers of incoming mail without actually downloading it from your email provider. A description of each test is provided below:

- **Allow** Messages from this address are admitted to your IN box.
- **List** The message is admitted if either the “From” address or “To” address matches the entry. This is useful for accepting mail from subscription list servers. Vanquish uses additional heuristics to determine if the message was sent from a bonafide mailing list server.
- **Block** The sender is blocked based on the “From” address. Vanquish does not send a “courtesy” response to Blocked addresses.
- **Remove** The address is removed from all lists. The sender will be treated like any other stranger. Messages are admitted based on configured preferences such as sent bonded, or senders who respond to a challenge.

6.2 View and Edit the Domain List

Just as Vanquish allows you to admit or block individual senders, you can do the same for domains or even sub-domains. Deeper sub-domains take precedence over more general domains. For example, you could **Allow** mail from yale.edu, while **blocking** mail from drama.yale.edu.

- **Allow** Messages from this domain or sub-domain are admitted to your IN box, unless a sub-domain is explicitly blocked elsewhere in this same list.
- **Block** The sending domain is completely blocked, unless a sub-domain is explicitly allowed based in the Domain List, or the sender’s email address is listed in the Allow List.
- **Exclude** The domain is not blocked, but it is not automatically added to the Domain Match list by SurfMatch™, if enabled. Individual senders are still admitted based on any other means enabled in Preferences: Allow list, challenge, SmartSubject™, or including a bond.
- **Remove** The domain is deleted from the Domain list. It will receive no special treatment. Incoming mail is still subject to individual sender rights.

6.3 View and Edit the SmartSubject™ List

You can view a list of subjects that you used in outbound mail if you enable the feature. Vanquish will admit mail from senders who use your recent subjects for the number of days you configure, even if it is sent from an unrecognized address.

You can also enter subjects manually into the list. This allows you to effectively create a “password” for use by people that you meet offline. When you give someone your email address, tell them to use the subject, adding their own subject to the same line.

A check box at left tells Vanquish to make the subject *permanent*. That is, it will not expire like the temporary ones that Vanquish maintains based on your outgoing email.

7. View Challenges Pending

Depending on your configured preferences, Vanquish doesn't download mail from unrecognized senders unless they respond to a challenge or are admitted under another rule. For example, the sender may include cash bond or he may be responding with the same subject as a message that you recently sent. The challenge doesn't guarantee that the message is desirable, but it demonstrates that the message was sent with a valid sender address and that a real person has read and responded to the returned message.

You can view a list of messages that Vanquish has challenged even though it has not yet downloaded into your PC and even if you are not connected to the internet. Right-click the "V" in your Windows tray and choose `SHOW CHALLENGES`. Alternatively, if a Vanquish screen is already displayed, you can access this feature from the `STATUS` tab.

After a month of using features such as SmartMaintenance™, SmartSubject™ and SurfMatch™, you'll rarely need to inspect your list of recently challenged messages. Newsletters, confirmations and other automated senders from whom you desire mail will likely be admitted under one or more of Vanquish's lists or rules.

Just as you can manipulate the status of addresses and domains, you can also change the status of any message that has been challenged. By marking the radio buttons at left, you can prepare to change the status of a single message or multiple messages:

- (default) The message is held at the server until the challenge is solved, or until it expires in accordance with the setting configured in `PREFERENCES`.
- Release The message is admitted into your email program IN box when you next check your mail.
- Delete The message is deleted at your provider's server when you next check your mail. If you occasionally check email from a web browser (by visiting your ISP or mail provider), you will still see the message until you next check mail from your standard email program.

View Other Advanced Data

The other advanced link allows you to view more esoteric information stored in your personal database. This data is dynamic and is used to manage the overall process of admitting desirable messages—while blocking or challenging messages from spammers.

For example, you can view a list of your recent subjects sent, or see a list of individuals with whom you have exchanged bonds. These are other Vanquish users with whom you have sent and received mail. Once you establish this two-way relationship, their bond enjoys a special '*no-cash required*' status. If you subsequently become irritated with their mail, your penalty button will not cause them a financial penalty, but instead reverts their status to that of an unrecognized sender. That is, their bond becomes 'live' and again represents a cash liability which can be penalized at your discretion.

8. Uninstall Procedure

As an alternative to uninstalling Vanquish, consider operating in Bypass Mode (right-click on the ‘V’ icon in the Windows tray and choose `BYPASS`). In this way, you can resume using Vanquish at any time, without affecting your configured preferences, lists of Allowed and Blocked senders, or other account information.

Before removing Vanquish, remove any messages at your ISP or mail service that is pending challenge-response. If you do not, you will receive a flood of spam when you next check mail. To do this, right click on the ‘V’ icon and select `SHOW CHALLENGES`. Then place a check next to every spam message and click `DELETE SELECTED`.

To uninstall Vanquish, close any programs that send or receive email. Click `Start → Vanquish → UNINSTALL VANQUISH` (the process can also be launched from Control Panel → Add/Remove Programs). Vanquish asks if you wish to save personal data...



Allow Vanquish to archive your personal data. If you install Vanquish in the future, it lets you reconstruct configuration preferences, lists of allowed and blocked addresses, domain lists, recent challenges, and same subject history. It also preserves the digital keys with which sign the cash bond in outgoing mail.

If you wish to reinstall Vanquish, go to <https://users.vanquish.com> and enter your User ID and password under the heading Existing User. If your service has expired, you will need to enter an Activation Code and proceed as a new user.

When you uninstall Vanquish, the following procedures are performed on your PC. An explanation of the manual uninstall process is posted at www.vanquish.com/support:

- The Vanquish application is deleted along with the Java Virtual Machine, if installed as part of Vanquish. The default location of these folders is `C:\Program Files\Vanquish`.
- At your option, uninstall retains configuration and user data stored in the folder “.Vanquish” (begins with dot) under `\Documents and Settings` or `\Windows`, depending on your version of Windows. On PCs that support user login, look under the name of the primary or administrative user.
- POP and SMTP Server Addresses in your email programs are restored to direct traffic directly to/from your ISP or mail provider.*
- The Vanquish shortcut is removed from the Windows Startup folder and the shortcut group is deleted from the desktop or Start Programs area.

* Vanquish installation and removal does not alter your Windows registry, with the exception of POP and SMTP server address settings for your email programs. The local interception of these addresses is removed when you uninstall Vanquish.

9. Technical Support

Vanquish users enjoy an active user forum. Visit <http://vanquish.com/forum>. Additionally, if you acquired Vanquish through an ISP or mail service provider, add /vanquish to their home page URL to learn more about support.

Vanquish also offers paid support on a per-event basis. Visit vanquish.com/support for price and support options. If a technician asks for diagnostic information to help troubleshoot your configuration, click the ‘V’ icon and select SEND REPORT. You will have an opportunity to add or delete to the list of diagnostic files before they are sent.



When using the SEND REPORT feature, you will receive a warning. It informs you that the file vanquish.log may include the text of recent email that you recently sent or received. You should be aware of this before sending.

10. Theory of Operation

Vanquish is a software ‘proxy’. It runs in the background, monitoring the traffic between your email application and your internet connection. Vanquish never sends or retrieves mail by itself. Only your email program does this. Instead, Vanquish waits for incoming mail addressed to protected accounts and tests each message against the rules shown in the flowchart on the back page. The most unique and empowering feature of Vanquish is its ability to look for and validate a bond, which indicates that the sender has placed cash at risk. The sender is voluntarily granting you – the recipient – the instantaneous and irrevocable right to penalize him or her for any reason.

Likewise, Vanquish bonds your outgoing mail so that other subscribers will accept your message without filters or challenges. Unlike filters, the process of bonding and testing does not inspect the contents of mail, the path through which it was sent, nor even the sender identity. Filters are ineffective and obsolete. They are subject to deception, missed detection, and false alarm (identifying a desirable message as spam). When senders bond their mail, the chances of encountering your displeasure are slim, because *the ‘filtering’ takes place in the mind of the sender*. Senders who know you – or who are very certain of the conditions under which you would accept mail from a stranger – will bond their message. But senders who blast messages to audiences that are both large and untargeted cannot afford the risk of an empowered recipient.

Email can be just as relevant as your favorite trade magazine. Today, it is filled with irritating and harassing messages because there is no cost barrier to marketers and other bulk mailers. By demanding that unrecognized senders attach evidence of cash liability within email, you achieve freedom from irrelevant contact without blocking strangers. Senders who bond mail respect your individual needs and preferences, because you have placed a value on your time. The bond is a guarantee of relevant content. Vanquish gives you Personal Access Control.™

11. Release Notes



For up-to-date release notes as well as a version history of features and fixes, visit www.vanquish.com/support.

11.1 Using Vanquish on Multiple PCs

Vanquish supports the use of a single account on multiple PCs, but not simultaneously. To avoid duplicate challenges and to ensure access to your Allowed lists and sender bond, each PC must access the same personal database when sending or receiving mail from one of your protected addresses:

1. Only one email program may be active at a time. Do not leave a program checking mail at home while you are also checking mail from work. If you must leave an email program running, or if a family member must access your email address, use your provider's webmail interface when checking mail remotely.
2. Carry your Vanquish personal data file between PCs on a floppy disc or keychain drive and either copy data before launching Vanquish or specify the removable media as your data folder (configured from the Vanquish Preferences screen; section 5). This ensures that your digital certificate is available to bond mail and penalize senders, that your addresses and domain lists are current; and that you will not issue duplicate challenges to unrecognized senders from each PC.



Tip: Configure both Vanquish and your email program to store personal data on a keychain drive and carry it with you between PCs. Your Vanquish database and the mailboxes used by your email program work well with folder compression, a feature in newer versions of Windows. Even a small keychain device can easily hold your entire email history.

11.2 Norton Anti-Virus

Users of Norton Anti-Virus or Norton SystemWorks may experience a problem which causes outgoing mail to be sent twice. To resolve the problem, disable outgoing email scanning from the Norton Anti-Virus control panel (Click Options → Email Scanning).

11.3 SurfMatch™ Interaction

SurfMatch is an experimental feature and is still under development. We have received reports that it can prevent certain web sites from bringing up a new page after filling in a form or other action. We are working to resolve the problem. There is no danger in enabling the feature. See section 5 for details. If you encounter problems, disable it from Preferences and remove the proxy address setting that you added to your browser.

Figure 5 – Incoming Mail Tests

