

V@nquish



ANTI-SPAM

ANTI-VIRUS

ANTI-PHISHING

User Guide

ISP Branding goes here

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1: Get Ready

Vanquish is a powerful anti-spam service. Its power is transparent to users and its features are easily customized from a personal anti-spam control panel.

Vanquish runs remotely on computers at your own ISP or mail provider. You can be free of spam, viruses and even email phishing scams without installing software on your own PC.

Requirements

System requirements are minimal. You can use Vanquish to fight spam on a Windows PC, Macintosh, Linux machine, PDA, cell phone, and most other email platforms.

With Vanquish, your email, Held Mail, Allow List, preferences, and other anti-spam features can be accessed from anywhere. You need only a web browser. It is not necessary to download any software. Just login to **vq.<ISPDomain>** for pull-down menu access to all Vanquish features and settings.

Email Interface Requirements

When using Vanquish to protect yourself from spam, you can read, send, and manage email using any, or all, of the following methods:

- your favorite email program, such as Outlook, Outlook Express, Thunderbird, Eudora, Netscape, IncrediMail, Opera, Pegasus, The Bat, and so on.
- A web mail interface **vq.<ISPDomain>** provided by your ISP or network mail server (commonly used to check your email using a web browser on someone else's computer)
- an email applet—text-only or graphical—developed for your mobile device

2: Anti-Spam Preferences

To check or adjust your mail handling preferences, run the Vanquish command **Configure » Preferences**. Each option is explained in detail, below.

Configure Preferences Screen

Anti Spam » Configure » Preference

Disable Vanquish Anti Spam

Disable Vanquish—for example, to troubleshoot your mail service. Note that spam will no longer be intercepted.

Accept email that meets any of these conditions:

- Sender is on [Allow list](#)
- Sender responds to Confirmation Request, ...expires in days - [\[more info\]](#)
 - Notify sender - [\[more info\]](#)
- Sender is bonded (message is guaranteed with cash) - [\[more info\]](#)
- [SmartSubject™](#) Sent in response to outbound mail - [\[more info\]](#)
 - ...expires in days

Reject mail from senders on my [Block list](#), even if bonded

- Automatically add senders to Allow list** - [\[more info\]](#)
 - When sender satisfies confirmation
 - For all outgoing email addresses

Control how incoming mail gets processed by the anti-spam engine.

Confirmation identity [\[more info\]](#)

Set a confirmation identity, which unidentified senders will see in confirmation request emails sent by Vanquish on your behalf.

Save Changes

Select Defaults

The Preferences screen lets you:

- **Disable and re-enable** Vanquish. This is useful if you encounter problems with your email service, and you or your service provider need to pinpoint problems.
- **Control how incoming mail gets processed** by the anti-spam engine.
- **Set a confirmation identity**. Unidentified senders will see this identity when Vanquish sends automated confirmation request emails to them on your behalf.

Note: Preferences are maintained at the profile level, not the account level. That is, you can adjust preferences for a specific Vanquish profile by logging into **vq.<ISPDomain>** with the appropriate user ID (profile name) and running **Configure » Preferences**. Any changes apply only to the current profile.

Disabling Vanquish

Disable Vanquish Anti Spam

Check this box to disable Vanquish completely for all of your protected email addresses. All incoming mail will pass to your Inbox without spam protection. Disabling Vanquish can be useful in the event you or a third party needs to troubleshoot problems with your mail service.

Controlling Anti-Spam Processing

Accept email that meets any of these conditions:

- Sender is on [Allow list](#)
- Sender responds to Confirmation Request, ...expires in days - [\[more info\]](#)
 - Notify sender - [\[more info\]](#)
- Sender is bonded (message is guaranteed with cash) - [\[more info\]](#)
- [SmartSubject™](#) Sent in response to outbound mail - [\[more info\]](#)
 - ...expires in days

The flow chart on page 7 shows how Vanquish applies various anti-spam mechanisms to incoming mail, and in what sequence. You can use this set of preferences to adjust how Vanquish processes incoming mail, but note that most users find no need to change these settings.

Sender is on Allow List

With this option, Vanquish admits mail if the sender's address is on your Allow List. It is useful in admitting mail from friends. But since digital signatures are not used under this rule, it should be disabled if your email address book is compromised by a virus. In that case, spammers know the addresses of your friends and can hide behind them.

Sender Responds to Confirmation Request, ...expires in 3 days

With this option checked, unrecognized senders get an opportunity to reply to automated confirmation invitations before their messages are deleted. This is an effective way to distinguish bulk mail from messages sent by individuals. This feature also blocks messages from senders who provide fake return addresses.

Choose an expiration period, in days, during which the sender can respond to your invitation. If a sender does not respond within the allotted time, the message is deleted from the server, but the sender is optionally provided with the date and subject.

If you turn off confirmation requests (uncheck **Sender Responds to Confirmation**), unrecognized senders are notified that their mail was not accepted. Their mail is processed in the Held Mail area and eventually deleted if not released manually.

Notify sender – By default, when you turn off confirmation requests, an unrecognized sender gets notified that you do not accept most messages from strangers. If you also uncheck **Notify Sender**, the unrecognized sender does not receive this notification. Your choice is whether to let unconfirmed (as opposed to actively blocked), unrecognized senders know that their messages were not delivered—so that legitimate senders might seek another way to contact you—or whether to instead avoid any confirmation to the sender that they had a valid email address.

Sender is Bonded

With this option checked, bonded messages go directly to your inbox, unless the sender appears on your Block List. (Only the Block List trumps a bonded message).

Mail from any Vanquish user includes either a financial bond or a digital signature (a **Trust Bond**). The bond is the sender's cash pledge that the recipient will not consider the message spam. When mail is delivered under this rule, you have the option to (a) penalize the sender, (b) block future mail from the sender, or (c) both.

If you turn off this feature, bonded mail is not automatically admitted. It must be acceptable under another anti-spam rule.

SmartSubject™ ...expires in 3 days

With this option checked, Vanquish admits replies to your outgoing mail based on a subject line match, even if the replies comes from different email addresses than the ones you originally sent mail to. That is, Vanquish scans the incoming headers and looks for subject lines that are identical or very similar to the subjects in the your messages that you recently sent (for the past 3 days, by default—you may choose up to 14 days). Prefixes such as Re: and Fwd: do not interfere with a SmartSubject match.

If you turn off this feature, Vanquish does not scan incoming mail for subject matches.

Reject mail from senders on my Block List, even if bonded

Reject mail from senders on my [Block list](#), even if bonded

With this option checked, Vanquish deletes mail from a blocked sender, even if the mail is bonded. Resist the temptation to block all of the spam **From** addresses found in your Held Mail list. That is a bad idea. See this tip: www.vanquish.com/dontblock.

Building Your Allow List

Automatically add senders to Allow list - [\[more info\]](#)

- When sender satisfies confirmation
- For all outgoing email addresses

Automatically add senders to Allow list – With this option checked, both SmartMaintenance™ features are enabled and work to build your Allow List automatically over time.

When sender satisfies confirmation – With this option checked, any sender who satisfies a confirmation request gets added to your Allow List automatically.

For all outgoing email addresses – With this option checked, any recipient named in any of your outbound messages gets added to your Allow List automatically.

Setting Your Confirmation Identity

Confirmation identity [\[more info\]](#)

A confirmation request to unrecognized, unbonded senders includes the subject, date, and time of their original email. Choose a **Confirmation Identity** for use in place of your own email address to help a legitimate sender distinguish the email described – without necessarily revealing your real name or email address. The default Confirmation Identity is your associated Vanquish profile address. For additional information and suggestions, see this tip: www.vanquish.com/confirmation.

3: How Vanquish Tests Incoming Mail

Vanquish has two goals:

1. Block spam and other unwanted email from ever reaching your profile
2. Admit email from anyone you would prefer to hear from—including someone with whom you may have had no prior contact

Different observers often define spam differently. Vanquish defines spam as any email message that you would have blocked if given the opportunity.

How Vanquish Stops Spam

Vanquish's anti-spam servers apply a variety of spam-fighting mechanisms. Each feature can be disabled by you from **vq.<ISPDomain>** (click **Configure** » **Preferences**).

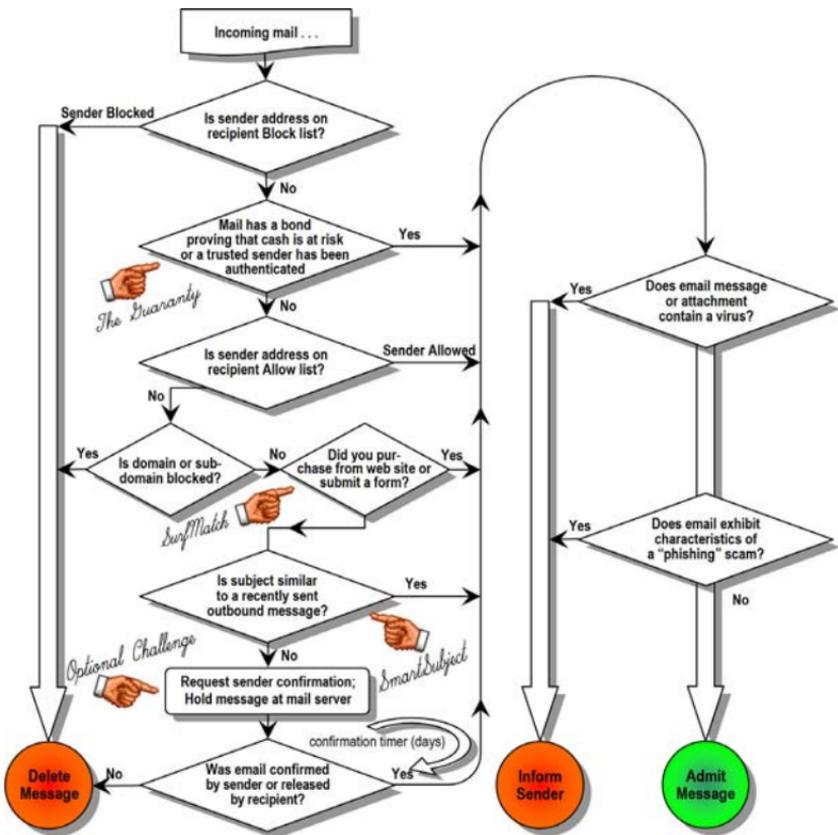
- **Allow, Block & Domain Lists** - A variety of lists and simple management tools help you control what gets into your mail. The use of these features is described in [Section 5](#). More importantly, Vanquish's **Smart Maintenance™** ensures that you will rarely need to intervene in this process.
- **Confirmation Requests and Held Mail** - Invite unrecognized senders to **confirm** their email. The sender's reply demonstrates that the original message contained a valid return address and that it was sent by an actual person to a limited audience. Until a confirmation request expires (three days, by default), the original message is stored in an email limbo called "Held Mail". At **vq.<ISPDomain>**, you can view a list of Held Mail and "release" messages to your inbox.
- **Financial bond** - Vanquish incorporates a financial guarantee/penalty system that automatically becomes active whenever senders and recipients (or their ISPs) both have access to the technology. It gives priority to email backed with a financial guarantee (a **bond**), because it enables the recipient to penalize the sender who, intentionally or not, may have misused this preferred treatment.
 - **Cryptographic Authentication** - Mail sent between Vanquish users contains a digital signature that beats other forms of "sender identification". It demonstrates that a sender is either bonded or previously trusted without identifying the sender and ensures that a message has not been tampered with.
- **SmartSubject™** - Vanquish admits email with a subject that matches (or nearly matches) your own outgoing messages, even if the sender is not recognized.
- **SurfMatch™** - This feature admits mail from sites at which you recently made a purchase, or at which you typed a password or other data into an online form.

How Vanquish Tests Incoming Mail

Anti-Spam control stripes - A gray stripe at the top of each arriving email explains why it got in and offers the recipient options for dealing with it: [Allow](#), [Block](#), [Penalize](#), etc. Vanquish's Smart Maintenance ensures that these actions are rarely needed.

Vanquish intercepts your incoming mail and applies its anti-spam mechanisms systematically—based on your defined preferences—to stop spam from reaching your mailbox. The following flowchart describes the process Vanquish uses to route incoming mail to one of three fates: your inbox, your Held Mail, or simple deletion:

Figure 1: How Vanquish Tests Incoming Mail



Note: Content is analyzed for viruses and phishing scams (Chap 8) but not for Spam. Our anti-spam methods are more reliable than filters, lists or identification.

4: Incoming Email Control Stripes

Upon arriving at your IN box, each message includes at its top an anti-spam control stripe that answers two questions about the incoming mail:

- Why did I get this mail? That is, How did it survive anti-spam processing?
- What can I do to manage future mail from this sender?

For example:



For each possible answer to “*How did this mail get in?*”, there is a unique control stripe. The complete set of stripes at www.vanquish.com/controlstripes/. Three common control stripes account for most email that is admitted. Think of “A, B, C”:

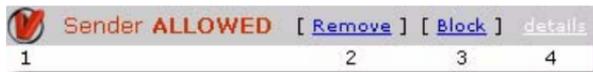
Allowed, bonded, confirmed – A, B, C

- **Sender Allowed** - The sender is on your Allow List.
- **Sender Bonded** or **Trust Bond** - The sender’s mail is backed by a cash guarantee (Sender Bonded), or he has an established relationship with the you and has never been penalized (Trust Bond). Either way, we call this sender “bonded”.
- **Sender Confirmed** - The formerly unknown sender has responded to a confirmation request. This is sometimes referred to as “solving a challenge”.

Some general notes about control stripes:

- Most action buttons are list-related ([Allow](#), [Block](#), and [Allow Domain](#), for example). They add addresses or domains to your various allow and block lists.
- The [Penalize](#) button appears only on the **Sender Bonded** control stripe.
- Mail from another Vanquish always shows the **Sender Bonded** or **Trust Bond** control stripe.
- For mail from non-Vanquish users, the most common are **Sender Allowed** and **Sender Confirmed**, followed by **SmartSubject** and **SurfMatch**.
- You can review the complete set of control stripes at www.vanquish.com/controlstripes/. The meaning of most stripes are self-evident.

Sender Allowed



The sender is on your **Allow List**. This means that the address was imported from your address book, or you have sent mail to this person since installing Vanquish, or the sender has previously responded to a confirmation request.

1. **Remove** the sender from your Allow List.

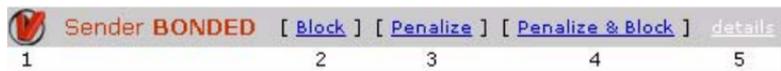
Once removed from your Allow List, future messages from the sender will have to meet an alternate criteria to reach your inbox—confirmation request, subject match, List-Server list (i.e. the sender used a special “To” address), and so on.

2. **Block** - Add the sender to your **Block List**.

Once added to your Block List, messages from the sender will be silently deleted.

If you take no action: The sender remains on your Allow List. The sender’s next message will arrive with the same control stripe.

Sender Bonded



The sender, another Vanquish user, is **bonded**. The sender’s message includes a cash guarantee that you will find the message to be of interest.

1. **Block** - Add the sender to your Block List.

Once added to your Block List, messages from the sender will be silently deleted.

2. **Penalize** - Collect the cash guarantee.

Vanquish instantly debits the sender’s bond account and credits your own (run **Account » Account Status** to check your bond level). The default cash guarantee is US 5¢. Future versions of Vanquish will allow you to set your own “minimum acceptable bond” for receiving mail from unrecognized senders.

3. **Penalize & Block** - Collect the cash bond and add the sender to your Block List.

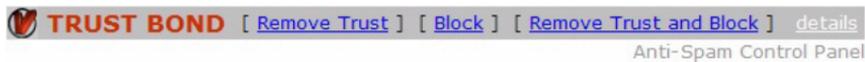
If you take no action: The sender's next message will arrive with the same stripe.

If you reply to this message: If you reply to this message without penalizing the sender, and if the sender, in turn, does not penalize you, you establish a **Trust Bond** with the sender. Future messages between you will display the Trust Bond control stripe. If the sender falls out of favor, you may not immediately penalize him, but you may remove this special status - thereby requiring a cash bond for future mailings.

Your Outgoing Mail

In general, your first mail to another Vanquish will always arrive in the recipient's inbox with the Sender Bonded stripe. If the recipient (1) does not penalize you, and (2) sends you a (bonded) reply that you do not penalize, a Trust Bond is established.

Trust Bond



You have established a **Trust Bond** with this sender, another Vanquish user.

Mail between you and this sender does not require financial bonding. You have proven your mutual desire to exchange mail without penalizing each other. See also [Trust Bonds on page 17](#).

1. **Remove Trust** - Revoke your Trust Bond with the sender.

If you revoke the Trust Bond for a given sender, future messages from that sender must be backed by a financial bond. Remember: a "bond" is simply a signature. It proves that either cash is at risk within a message, or that the sender is someone who has sent you mail in the past without incurring penalties from you.

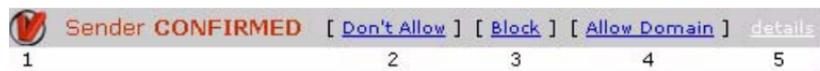
2. **Block** - Add the sender to your **Block List**.

Once added to your Block List, future messages from the sender will be silently deleted. Unlike removing the Trust Bond, this change can be undone later by removing the sender from your Block List. The Trust Bond remains in effect.

3. **Remove Trust and Block** - Revoke your Trust Bond with the sender and add the sender to your Block List.

If you take no action: The sender's next message will arrive with the same control stripe (Exception: Bonds become Trust Bonds between senders who never penalize each other). Also, your next mail to this user will arrive with the same control stripe.

Sender Confirmed



1. The sender has “confirmed” his or her address by replying to your Confirmation Request. This demonstrates that the address was real, and that the sender had the time and resources to respond to a one-time mailing.

Vanquish has released the message from your Held Mail box to your inbox. By default (see **Configure » Preferences**), Vanquish also adds each confirmed sender to your Allow List automatically.

You can see a demonstration of a confirmation request at <http://challenge.vanquish.com/demo>.

2. **Don't Allow** - Do not add the sender to your Allow List.

Note: If you have configured Vanquish to *not automatically add* confirmed senders to your Allow list (see **Configure » Preferences » “Automatically Add”** option), then the control stripe offers an **Allow** option, rather than **Don't Allow**.

3. **Block** - Add the sender to your Block List.

Once added to your Block List, future messages from the sender will be silently deleted.

4. **Allow Domain** - Add the sender's domain to your Domain Allow List.

For example, if the message came from **support@mycompany.com**, pressing **Allow Domain** permits any sender at **mycompany.com** to send you messages.

If you take no action: By default, future messages from the sender will go directly to your inbox with the Sender Allowed control stripe, because the sender has been added to your Allow List. If, however, you have set your preferences to turn off automatic Allow List construction, future mail from the sender generates new confirmation requests until you press **Allow** or reset your preferences.

Other email control stripes are shown in the following table. Remember: each stripe tells you **Why** you are receiving the mail and **What** you can do about it. In most cases, users take no action. Email continues to be fast, simple, and - finally - free of spam!

Table 1: Vanquish Email Control Stripe

Control Stripe	Description
Sender A llowed Sender B onded -cash or trust Sender C onfirmed	"A, B, C" are the most common control stripes
Domain Match	The sender's domain is on your Domain Allow List
Message Released	You manually released this message from your Held Mail box to your inbox before the sender replied to a confirmation request, and before the timeout period expired (3 days by default).
Subject Match	The sender's Subject line matched, or nearly matched, an entry on your SmartSubject list.
List Allowed	An address on the To: Cc: or From: line matches one on your List-Serve List. The sender is either a subscribed list server or is using a custom address issued by you. -- See this related article: http://vanquish.com/custom_address

Text-Only Email Control Stripes

If you use a non-graphical, text-only mail interface, the control stripes appear in text-only form as shown below. If your email or browser settings restrict even the use of embedded hyperlinks (those that are hidden under text), then you will also see a clickable URL next to each action:

```
Sender ALLOWED
  Remove sender from Allow list -->
  Block sender -->
```

```
Sender Bonded
  Penalize Sender -->
  Block Sender -->
  Penalize and Block -->
```

5: Understanding Vanquish

List Management

Vanquish uses lists to keep track of the email addresses from which you want to accept mail and those that you want to block:

- **Allow List** - Addresses from which mail is allowed
- **Block List** - Addresses from which mail is blocked
- **List-Server List** - Special allow list to accommodate list servers
- **Domain Lists** - Allow and Block lists at the domain or subdomain level
- **SmartSubject Lists** - Admit mail based on subject line rather than address

You can build and manage these lists using a variety of tools:

- **The View List menu** - From here, you can view and edit your lists directly.
- **Email Control Stripe links** - Vanquish attaches to every incoming email a control stripe that includes a small set of action links which are list-related—[Allow](#), [Block](#), [Remove](#), [Allow Domain](#), [Remove Subject](#), and so on.
- **Your Anti-Spam preferences** - Several of your preference settings (**Configure » Preferences**) are list-related. In particular, the SmartMaintenance™ settings can help you build your Allow List automatically.
- **Address Book (Allow List) Importer** - Add all or part of your email address book to your Allow List.

Confirmation Requests and Held Mail

Under your default anti-spam preference settings: An unknown sender's mail goes into your **held email** box at **vq.<ISPDomain>**, and Vanquish emails the sender a **confirmation request**. If the sender answers the confirmation request within three days, the sender's mail moves to your inbox, and the sender is added to your Allow List. Otherwise, after three days, the mail is deleted before ever reaching your inbox. You can examine your held mail box at **vq.<ISPDomain>** whenever you like, and you can manually "release" held messages to your inbox.

Confirmation requests invite unrecognized senders to qualify themselves by responding to an invitation from Vanquish. Each confirmation request requires a unique response that cannot be "solved" by automated programs, but is simple for most individuals.

By responding, the sender demonstrates that the original message included a valid return address and that it was sent to a limited audience. Failure to respond could mean the sender was simply out of town, or accidentally deleted the confirmation request, but in general, it means one or more of the following is true:

- The message included an invalid Reply-to address.
- The message was sent by a machine, which has no capacity to retrieve or reply to individual confirmation requests.
- The message was sent by a person, but to so many recipients that the person could not possibly respond to each Vanquish user's confirmation invitation.
- The sender is not confident enough that you want to receive the message to back it with even a five-cent financial bond.

In short, most spammers will never see the confirmation request, and after three days, their messages will be deleted.

Viewing Held Mail

If you're curious who is receiving your confirmation requests, you can check your Held Mail box at **vq.<ISPDomain>**:

- From the **vq.<ISPDomain>** welcome screen, click **Held Mail**.
- Click on the red **"V"** at the left edge of any incoming email control stripe.

Your Held Mail messages appear in a list like this one:



Action:	Release	Delete	Refresh	Reset	You have 1 held message(s)
<input type="checkbox"/>	From - sort	Subject	Date - sort		
<input type="checkbox"/>	george.davies@mindspring.com	Let me in	18 Jul 2004 10:24:21		

As with all Vanquish list management screens, select one or more checkboxes at left and press an action button:

- **Release** – Move the message to your inbox.
- **Delete** – Delete the message.
- **Refresh** – Reload the screen to include any changes you've made.
- **Reset** – Clear any left-edge checkboxes you may have set.

If you take no action on a message, it is held at the server until the confirmation request prompts a response, or until it expires (three days by default; see **Configure » Preferences**).

After a 30-day “settle in” period using features such as SmartMaintenance™, Smart-Subject™, and the control stripe buttons, you’ll rarely need to inspect your list of held messages. Newsletters, confirmations, and other automated mail from senders you wish to hear from will be routinely admitted after passing one of the incoming tests.

Intro to the Bond and the “Penalty Button”

Mail sent from one Vanquish user to another is automatically **bonded**. It contains either a **cash bond** (US 5¢) or a **trust bond**, which is digital proof that the parties have previously exchanged mail without ever penalizing each other against a cash bond. If the recipient of a cash bond is annoyed, offended, or simply feels that the message is irrelevant, he or she can instantly collect the bond by pressing the **Penalize** button in the **Sender Bonded** control stripe at the top of the message. If the recipient does not press **Penalize** within 3 days, the five-cent bond is returned to the sender’s account. It’s that simple. The sender says, in effect, “You will want to see my message,” and backs this claim with a nickel. Then it’s up to the recipient to decide.

The bond – a satisfaction guarantee – is a powerful deterrent to spam while presenting no obstacle to ordinary, well-intentioned mail activity. Bonded senders don’t even need to deal with confirmation requests which can delay mail. Yet this requirement strikes fear in a commercial spammer, who might otherwise annoy millions of people each day.

Unlike more heavy-handed approaches to stopping spam, the financial bond system lets you receive email from responsible bulk mailers whose messages would fail other incoming mail tests—purchase confirmations, opt-in newsletters, or a mailer who simply sends from a different email domain than you expected. Automated bulk senders must guarantee your satisfaction by including the **Penalize** button in their messages. Senders who know you, or know enough about you to believe you will welcome their mail, readily bond their message. It is their way of showing that they respect you and that they have invested time and effort in researching their target audience. On the other hand, senders who blast messages to a mailing list that is both large and poorly targeted, never agree to a such a bargain. In a bet of a million nickels, they would lose.

All bonded mail goes straight to your inbox, unless you have explicitly blocked the sender (**Block** sits next to **Penalize** in the Sender Bonded control stripe). This is the real power of the bond: because Vanquish gives preferential treatment to bonded mail—the only kind admitted by default from unknown senders—bulk mailers and other spammers quickly learn that their mail, unless it is bonded, has little chance of ever being seen by a Vanquish user. Now they have a decision to make: Do I give up on ever reaching Vanquish users? Or do I become a bonded mailer, thereby risking a financial penalty from every annoyed Vanquish user on my list? Either way, you win. The most likely out-

come is also the most desirable: the spammer gives up his wanton spamming, aware that he can't reach Vanquish users, and that if he does, he can't afford the cost of their collective wrath.

Where Does the Bond Come From?

Typically, your new account includes a modest bond account—on the order of several U.S. dollars, or a few dozen cash bonds. These bond tokens are good for as long as the account is operational, and bonds are reusable over and over again. A little bond goes a long way, and a non-commercial user shouldn't need to purchase additional bond, even if he or she sends many messages each day.

Why a Little Bond Goes a Long Way

Just a few dollars actually **is** enough to support an active email user, and this is why:

- **The rapid establishment of Trust Bonds between Vanquish users** – Bonded users—Vanquish users—who exchange mail without penalizing each other establish a **Trust Bond**, which negates the need to pass financial bonds between them.
- **The 72-hour timeout period** – A message bond is re-credited to the sender's account if the recipient does not penalize the message within 72 hours.
- **Mail to non-Vanquish users needs no bond** – Vanquish attaches a cash bond only to messages that you send to users or domains that test for the presence of a bond. *(Even if your addressed recipient does not use Vanquish, his ISP or mail provider may test for a cash bond. They waive these "sender-legitimized" messages past their traditional filters. That capability is sensed when you send mail).*

Can I Penalize Non-Vanquish Users?

No. If either the sender or recipient is not a Vanquish user, the financial bond system does not come into play.

How Can I Check My Bond Level and Penalty Activity?

Select **Account** » **Account Status** to check your bond level, to add to your bond, to check penalties you may have incurred, or to collect the penalties seized by you.

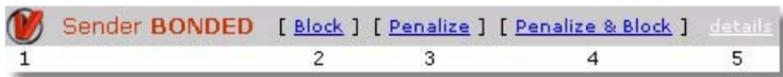
Authentication

Because of the power of financial bonding, and because bonded mail between Vanquish users bypass most anti-spam tests, Vanquish uses digital certificates. This prevents hackers from assuming the privileges of bonded senders.

Trust Bonds

Vanquish users who exchange mail in both directions without penalizing each other establish a **Trust Bond**, which negates the need to pass financial bonds between them. That is, two-way Trust Bonds between Vanquish users enjoy a special “no cash required” status. This is the key reason that most users can get by with a tiny financial bond account—on the order of a few dollars.

Typically, your first mail to another Vanquish user will arrive in the recipient’s inbox with the Sender Bonded control stripe:



As always in this situation, the recipient may choose to press [Penalize](#) and collect your cash bond on the spot.

On the other hand, if the recipient (1) does not penalize you, and (2) sends you a (bonded) reply that you in turn do not penalize, a Trust Bond is established between you. Thereafter, your mail to that recipient, and her mail to you, will include the Trust Bond control stripe:



Trust Bond Advantages

Efficiency - Trust bonded mail, unlike financial bonded mail, does not require the intervention of Vanquish servers.

Financial Bond Optimization - Trust bonds, which form quickly among communities of users, greatly stretch the value of your bond reservoir, because trust bonds replace financial bonds between trusted users. Because trust bonds commonly last forever, your financial bond can be applied where it’s needed, on mail to users who don’t yet know and trust you.

Revoking a Trust Bond

Although cash cannot be seized from mail sent with a Trust Bond, the sender’s trusted status can be revoked. If a recipient presses [Remove Trust](#) on the Trust Bond control stripe. Of course, the sender may continue to send mail unless specifically blocked by the sender. But the mail will convey a financial bond, just as if the bonded sender were a stranger. Trust may be reestablished if the recipient does not choose to penalize subsequent cash bonds.

When You Send Mail

In general, your mail to other Vanquish users is subject to the same anti-spam measures that protect your own inbox, but because you're a Vanquish user, your mail does have an edge—the bond.

When You send Mail to a Non-Vanquish User

Nothing special happens when you send mail to a non-Vanquish user. Your outgoing mail does pass through the Vanquish outgoing (SMTP) mail server, but Vanquish attaches no bond to your mail and applies no anti-spam processing to it at either end.

When You Send Mail to Another Vanquish User

Vanquish attaches a bond to each of your outgoing mail messages, as it does for every Vanquish user. This gives your mail preferential treatment in the Vanquish community—other Vanquish users will automatically accept your messages without delay, unless they have consciously added you to their Block Lists.

Your bond is good for as long as the account is operational, and bonds are reusable over and over again. A little bond goes a long way. In fact, you are unlikely to need additional bond unless you frequently annoy other Vanquish recipients (and they penalized you), or you are a bulk mailer sending very large batches of bonded mail.

Keep in mind that the bond is a sender's satisfaction guarantee - not an automatic payment. Penalties are surprisingly rare. Email remains free for everyone but spammer!

Vanquish contributes toward a global preponderance of bonded users and those who readily accept mail from them. These users are willing to back the messages that they send to strangers with a financial guarantee that they will not annoy or offend their recipients, without necessarily restricting the content of messages to the litmus test of community-standards. Spammers are driven to change their anti-social behavior, and the remaining spammers will reach only the remaining unbonded users.

6: Troubleshooting

Bond Errors (when sending to other protected recipients)

Vanquish performs several checks on mail arriving from other users or from users of any ISP or mail service using Vanquish technology. As message bonds become more widely adopted, an increasing portion of your email will arrive with a bond.

If you receive a bounce message (sometimes called an email rejection notice) that indicates that your mail **"was not delivered to an account that accepts bonds for that address"**, it is likely that a Vanquish recipient has forwarded mail from an external mail service into Vanquish, but has failed to associate the address with his Vanquish account (that is, he has failed to register or confirm the address). In this case, you may wish to contact the recipient and inform him of the situation.

Other Bond-Error messages are rare. They may report a bond hash error, bond expiration or other unexpected anomaly. These are caused by one of three things: A hacker has attempted (and failed) to use your credentials. A mail forwarding has taken more than 3 days, or a temporary problem is affecting our service. In any of these cases, we encourage you to visit www.vanquish.com and report the event (click **Support**).

7: Viruses & Phishing Scams

Vanquish doesn't just block spam. It scans every message for viruses and phishing scams – both incoming and outbound and across all email attachments.

Phishing Scams

Phishing scams are messages that link to fraudulent web sites - usually entry forms that appear to be from organizations with which you have a relationship, like PayPal, eBay or Citibank. They attempt to lure you into entering credit card numbers and passwords. This data is used to steal your identity and empty your bank accounts.

What the Sender Sees

If a virus or scam is detected, the threat is eliminated. Both you and the sender are notified with a message that like this: www.vanquish.com/inboundalert. For Held Mail, this process is applied only when a message is confirmed or released. This prevents spammers from misusing the process to verify your email address.

Do I Still Need Anti-Virus Software?

Our server based protection is probably more up to date than the anti-virus software that you are running. But email is only one way in which a virus can enter your PC. It could arrive in files you download from the web or via a "buffer overrun" when it is not even your intention to download a file. It could enter via floppy, CD, USB drive, office network/file sharing, or through services running on your PC such as instant messenger, chat, and remote desktop. For these reasons, we recommend that you continue to use reputable anti-virus software on your PC at all times - even if you are disconnected from the internet and are not accessing email.

8: Customer Support

Vanquish users enjoy an active online forum at www.vanquish.com/forum. Visit this repository of insider expertise before looking any further. It is indexed, searchable and filled with enthusiasts who are eager to share their tips.

If you Vanquish anti-spam is provided by your ISP or mail service provider, add `/vanquish` to your provider's home page URL to learn about your support options.

Finally, paid support is available on a per-incident basis... Visit www.vanquish.com/support for cost and support options.

Vanquish On-Line Support Forum

[Vanquish home page](#) [Vanquish Support Forum](#) Vanquish Support Forum

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i n f o p o p e v e

The Vanquish User Forum is your best source of information. It contains a rich set of instructions and tips on every imaginable situation from both insiders and from a growing community of enthusiasts.