What is mail hubbing?

Mail hubbing is a service whereby institutions that run their own mail servers arrange for their external email to be delivered to our system first and we then pass it on to them.

Centrally we maintain spam and virus filters so that the mail that subsequently arrives on your departmental server is free of viruses and labelled with the likelihood of it being spam email. This frees your IT staff of the need to maintain anti-virus and anti-spam software on your server.

While there has been good progress recently in shutting down the great spam houses, roughly 80% of all incoming email is still spam.

If your server is down, either briefly or for an extended period, the central hub can also store your incoming email so that it is at least held within Cambridge. This then allows maximum flexibility for redelivery depending on how your mail server returns to duty.

Features

- Clam-AV anti-virus filters checked for updates every five minutes.
- SpamAssassin anti-spam filters checked for updates every hour.
- 1TB of spooling space
- IP address blocking of “known bad” addresses blocks nearly 80% of incoming email connections!
- Adds less than a second to delivery times.
- We currently support 316 mail domains, including both UCS managed mail domains and others. Only twelve Cambridge domains don’t use this service.
- Supports non-cam.ac.uk email domains too.
- MX records point to mx.cam.ac.uk

Our mail hub protects your mail server.

http://www.ucs.cam.ac.uk/email
Managing mail hubbing

Your IT staff don’t have to do anything except tell us the name of your institutional mail server.

We manage the lists of blocked addresses. We use a selection of sources of this information, primarily from the SpamHaus project.

We manage the Clam-AV anti-virus software and the regular software updates. We also manage the far more frequent updates to the set of virus signatures. These are sometimes urgently required. We have staff who do drop everything and make this their priority.

We manage the SpamAssassin software and its list of signatures. In addition, when we receive reports of spam attacks targeted at the University that have not made it into the global signature files, we can take local action to block those specific spams too.

Charging

This service is free.

Further Information

Email: mail-support@ucs.cam.ac.uk
Web: http://www.ucs.cam.ac.uk/email
University Search: email

Related services from the UCS

Managed mail domains – we can run your institutional mail addresses without you having to run a server at all.

Shared mailboxes – one address on Hermes accessed by small groups of people in Cambridge. These are often used for job sharing and similar tasks.

Mailing lists – lists of people used for group communication inside and outside of Cambridge: from two people to ten thousand.

Managed services for institutions

Calendar – Google calendar with Raven authentication and calendars of University dates
Desktop – central filestore, managed print, application delivery, personal and group web pages
Directory – web- and email-based online directory with delegated management of content
Email – spam and virus filtering, managed mail domains, institutional mailing lists
Hosting – networked rackspace in a secure environment with redundant power, cooling, fire suppression
Consultancy and support – reviews and strategic advice, recruitment, induction and appraisal of staff, institution support service
Network – end-to-end network connectivity: IPv4, IPv6 or raw fibre, installation services, wireless, DNS
Search – institutional control of quicklinks and filtered searches, for web and directory searching
Telephony – VoIP telephony with institutional call-logging and billing access
Training Facilities – training booking system for any course provider, bookable facilities, customised training courses
Video – recording, encoding, storing and streaming institutional video content
Videoconferencing – fully equipped central facility, equipment hire, consultancy on institutional facilities
Web – hosted web servers, Wikis and content management system

General contact for managed services: UCS Institution Liaison office
Phone: 34720/48477
Email: institution-liaison@ucs.cam.ac.uk
Web: http://www.ucs.cam.ac.uk/linkpages/managed

Geographical origins of spam

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