

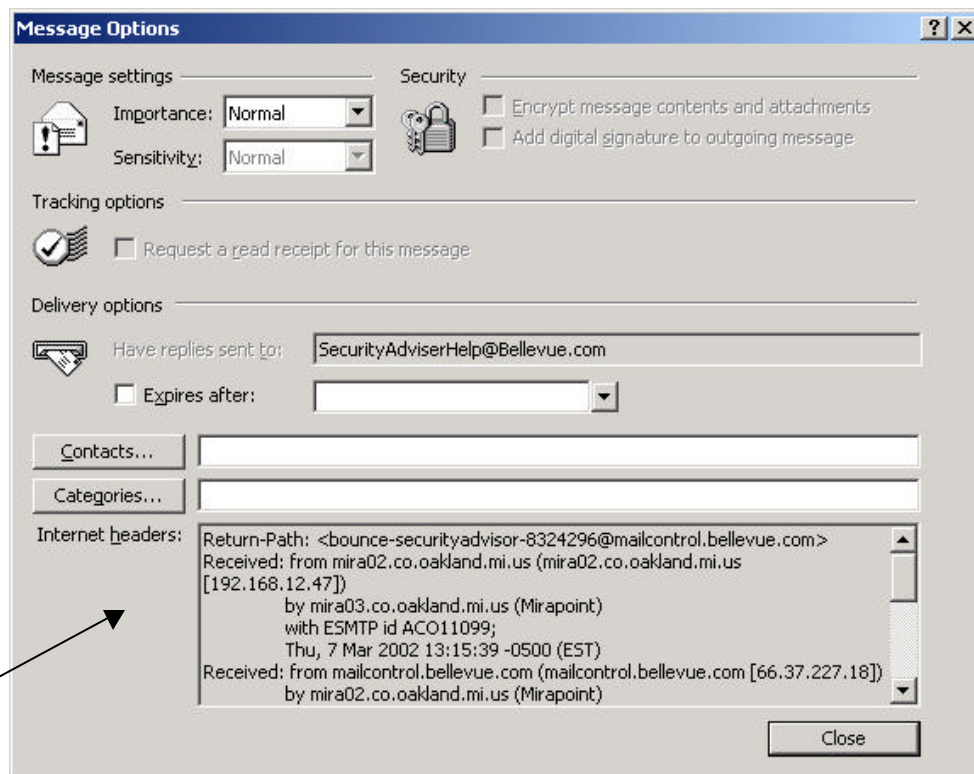
Oakland County Unsolicited Electronic Mail (SPAM)

Spam is unsolicited e-mail on the Internet. From the sender's point-of-view, it's a form of bulk mail, often to a list culled from subscribers to a **Usenet** discussion group, intercepted chain-letter style e-mails, or obtained by companies that specialize in creating e-mail distribution lists. To the receiver, it usually seems like junk e-mail. In general, it's not considered good **netiquette** to send spam. It's generally equivalent to unsolicited phone marketing calls except that the user pays for part of the message since everyone shares the cost of maintaining the Internet.

In order for the County to contact the appropriate individuals, a bit of detective work is needed to locate the source of the unsolicited e-mail. The following is instructions on extracting the "Internet Header" or the path that the e-mail message took to get to your mailbox. The header information changes as it is forwarded, so simply forwarding the message on to another person or to the IT e-mail account **abuse@oakgov.com**, removes the path that the e-mail message had previously. To investigate the e-mail and preserve the header, follow the instructions mentioned below before forwarding the message on to IT for further attention.

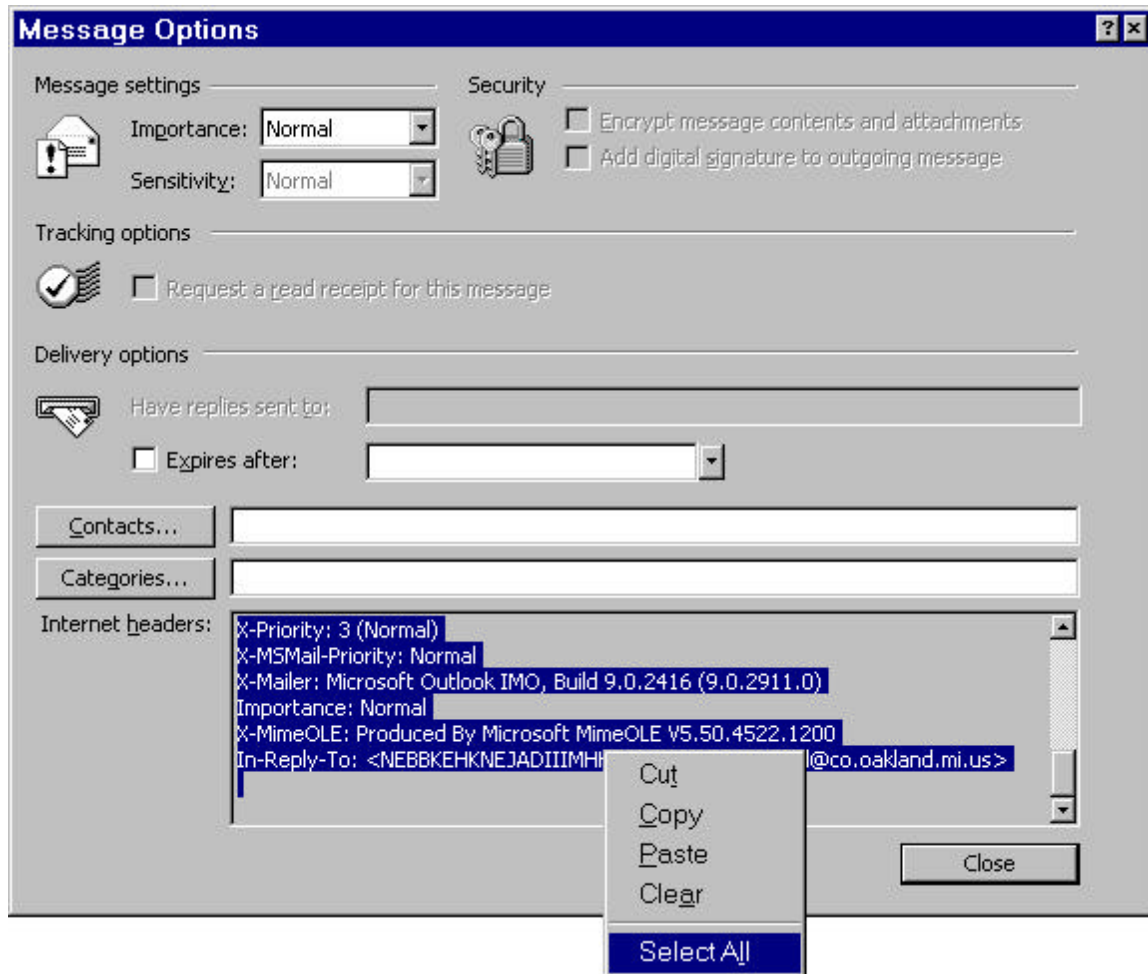
To get the Internet Header information,

1. From Microsoft Outlook, open the e-mail message.
2. Once the message is open, click **View...Options** from the menu bar.
3. The **Message Options** dialog box will contain an **Internet headers** section. This contains the information that is needed to trace the source of the e-mail message.



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- Place your cursor or arrow over the center of the **Internet headers** area. Right click and choose **Select All**. The information in the window will then be “blocked” similar to the dialog box shown below.



- Next, right click on the mouse button again. This time select **Copy**. This will copy the header information into a reserved area of the computer's memory called the Clipboard.
- Close the **Message Options** dialog box. You now have the header information ready to be transferred into another e-mail.
- Within the original e-mail message, click the **Forward** button.
- In the **To:** field type, **abuse@oakgov.com**.
- Next go the beginning of the body of the e-mail and paste the **Internet header** information into the e-mail message.

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10. Send the e-mail message and you are all done!

Once the message is received by IT, the header information is examined as well as the contents of the e-mail. If there is an option to “opt-out” of further e-mail messages, the company is notified immediately. Even if an “opt-out” option is offered or if one does not exist, anti-spamming organizations will be contacted and given the information necessary for them to:

1. Investigate the source.
2. Build a case to service providers to terminate the abusive account and/or block any and all transmissions from the offending host network.

Expect notification that your initial e-mail was received. Due to potential volume of cases, individual updates regarding your message may not be possible. Thank you for assisting in the identification and elimination of a spam site. If you have questions regarding these spam e-mail, please contact the IT Service Center at (248) 858-8812.

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