# Email at CERGE-EI in general

## Email Related Guidelines

**CUNI Guideline – Use of private e-mail addresses**: EN version / CZ version

In principle: NO PRIVATE EMAIL FOR OFFICIAL COMMUNICATION IS ALLOWED

***…only work e-mail accounts*** *under institutional domain* ***may be used for employees to send work e-mail*** *messages at institution, to send e-mail messages to students, and any other communication at institutuin, as well as sending e-mail messages to third parties. With respect to the GDPR, it is not admissible to use private e-mail accounts or accounts at other organizations to send work e-mail messages, to communicate with students, to handle the official administrative agenda, etc.*

Conclusion: If you get work email from non-institutional email address (like google.com, seznam.cz, post.de, outlook.com, yahoo.com etc.) you should take it as a potential fake email. Every employee and student at institutuon has his/her own institutional email address so it may be expected to get emails from such addresses, not from freemail etc.

## Important Eecommendations

**Never use your login name as your email address** - use format *name.surname@cerge-ei.cz* not *username@cerge-ei.cz* to avoid guessing your real account name by hackers. If your username is publicly known there is much more oportunity to misuse it. Attackers can repeatedly lock your account during brute-force campaigns, for example.

**Use different password for email account and network account** - passwords to email accounts are usually stored at several places (email clients) so it is much easier to reveal these. If passwords are the same, attacker gain access to all your account.

## Email Services Limitations

### Amount of emails sent per hour for each user is limited to certain level

Current level is about 100 email sent per hour, which should be enough for regular email use.

It is a general security limitation and cannot be changed for individuals unfortunately.

There are serious objective reasons to limit this mostly because of security reasons and to keep general reputation score of our CERGE-EI site positive (so your regular emails will be well accepted by the other parties in the world)

Anyway, regular email system is not intended for mass mail services because it counts against the SPAM score and REPUTATION of the sit as a whole.

SPAM filters all around the world are becoming more strict every day. It is easy now to be on GRAYLIST or BLACKLIST and hard to get back from it...

#### Possible workaround

You must divide your recipients amount into smaller packs and sent them in more batches sent each hour...

### Maximal size of Email Message

*!!! Please note, that base64-encoded files are usually about 137% the size of the original files.*

#### Emails from/to CERGE-EI

Maximal size of email message including attachments is about 20 MB

#### Emails sent internaly

Maximal size of email message including attachments is about 20 MB

### Attachment filtering

Some attachments are **not allowed** , especially:

- **Executable files** (binary executables, executable scripts, documents containing macro, etc.).
- **Encrypted archives (password protected)** (like ZIP files).

Actions:

- Emails containing disallowed content (like executable files) are **rejected**.
- **Password protected files are removed** from the message. Original message is eventualy placed to the personal quarantine and may be manually released later.

Be VERY careful when dealing with quarantined files.
They may contain malicious code, ransomware, viruses.
Don't open any file unless you are certain it's legitimate.
If not sure or have questions, contact helpdesk@cerge-ei.cz

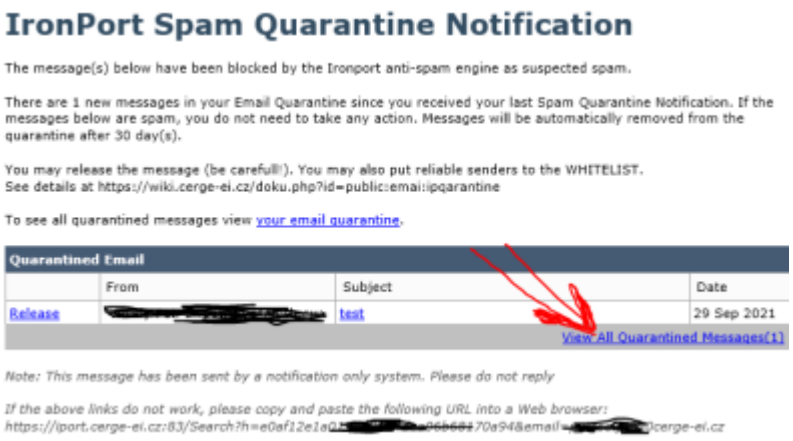
## Quarantine access

Ironport sends hourly digest about new quarantined messages

It is practical to keep the link to your personal quarantine page for future use (link: View All

Quarantined Messages)

for details go to Email - Quarantine (Ironport) article



**IronPort Spam Quarantine Notification**

The message(s) below have been blocked by the Ironport anti-spam engine as suspected spam.

There are 1 new messages in your Email Quarantine since you received your last Spam Quarantine Notification. If the messages below are spam, you do not need to take any action. Messages will be automatically removed from the quarantine after 30 day(s).

You may release the message (be careful!). You may also put reliable senders to the WHITELIST.
See details at https://wiki.cerge-ei.cz/doku.php?id=public:emai:ipqarantine

To see all quarantined messages view your email quarantine.

**Quarantined Email**

| | From | Subject | Date |
|---|---|---|---|
| Release | [redacted] | test | 29 Sep 2021 |

View All Quarantined Messages(1)

*Note: This message has been sent by a notification only system. Please do not reply*

*If the above links do not work, please copy and paste the following URL into a Web browser:*
*https://iport.cerge-ei.cz:83/Search?h=e0af12e1a0[redacted]70a94&email=[redacted]@cerge-ei.cz*

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https://wiki.cerge-ei.cz/ - **CERGE-EI Infrastructure Services**

Permanent link:
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