

Reporting Misuse

In order to efficiently process your report we need you to send as much information as possible and your contact email address and phone number. Below are details that we will need from you when investigating internet misuse. Reports will not be investigated until the below details are received, so if any of the below is missing from your report, please re-send the information.

1. Reporting port scanning, attempted hacking and firewall activity

Where your report is based upon information obtained from a firewall, please ensure that you send the relevant unedited firewall log (or excerpt). Please ensure that the log includes the time, date and time zone.

You also need to confirm that the clock on your PC is accurate and that you are using the correct time zone for your locale. If your clock is inaccurate, please indicate how many minutes and seconds wrong it is (There is an online clock website to check your PC clock here: <http://www.timeticker.com/main.htm>).

Screenshots or image files will not be accepted as evidence of a system intrusion.

If you see any other misuse on your own servers originating from a Marsden Cloud IP Address, then please send us the following information:

Your URL, your web server log, shows the IP Address, Time, Date and Time zone of the IP Address logging into your server and any details of the misuse that has taken place.

2. Reporting email / newsgroup misuse (including spam)

We require the full header and content of the Email/Newsgroup post. The header enables us to trace the journey that an Email/Newsgroup post has made from the computer it originated from to the computer it was downloaded to. Please see below for instructions on retrieving full mail headers within Microsoft Outlook. If you use another mail client, please check your providers support documentation for this information.

To retrieve headers in Outlook (with the email not opened in your inbox):

- a. Right click on a message and choose "Options"
- b. From pop-up box, copy all from "Internet Headers" window
- c. Close pop-up box
- d. Right click on the message again and choose "Forward"
- e. Paste headers into the top of the pop-up email forward window
- f. Send to misuse@marsdencloud.com

To retrieve email headers from Outlook Express for Windows:

- a. With the mail unopened in your inbox
- b. Right click on the mail
- c. Choose properties

- d. Click on the 'details' tab at the top of the 'pop-up' box
- e. Press "message source"
- f. Copy the contents of the new window and paste it into your email to misuse@marsdencloud.com

To retrieve email headers from Outlook Express for Macintosh:

- a. With the mail unopened in your inbox
- b. Click View
- c. Click Source
- d. To select all use: command + a
- e. To copy use: command + c
- f. To paste the header use: command + v
- g. Paste the contents into a new email addressed to misuse@marsdencloud.com

3. Reporting virus activity

If you have received or been infected by a virus, worm or Trojan please note that Marsden Cloud are unable to offer any support in their removal. We recommend that you install Anti-Virus software and ensure that it is updated regularly.

4. Reporting web space abuse

If you become aware of any web space hosted by Marsden Cloud that you feel is in contravention of our Terms and Conditions or Acceptable Use Policy, then please email us with the details. Please see <https://www.marsdencloud.com/terms> for full details of our terms and Acceptable Use Policy.

Please send the following information:

The URL (such as www.marsdencloud.com), the time and date that you noticed the infringement, any details regarding how you came to view the material and a precise description of why you believe the domain to be in breach.

Marsden Cloud actively report any illegal activities that take place on our servers to the Police. Marsden Cloud also work with the Internet Watch Foundation to ensure that any images of child abuse are removed from our service and reported as soon as we are made aware, in line with current working practices.