

# Mail Attender®

Version 6.4x

White Paper



**S H E R P A**  
S O F T W A R E

Mail Attender is a member of the Attender Utilities family

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## 1. Introduction

Mail Attender is a Lotus Notes mail administration product that manages Lotus Notes mail databases. The management is automatically carried out by Mail Attender's enforcement of Mail Restrictions created by Lotus Notes mail administrators. These Mail Restrictions can manage mail databases in many ways, including Activity, Address Books (local), Attachments, Creation, Design, Documents, Folder, Full-Text Index, Mail Access, Mail Rules, Out of Office, Personal Agents, Preferences, Profiles, Properties, Quotas and Replication Entries.

Mail Attender can be used to perform many different tasks, but the most common is the enforcement of document retention policies and attachment retention policies. Both of these tasks have legal and infrastructure implications.

Legal implications are becoming more visible due to many court cases based upon email content. This content could be in text or attachment form within a mail message. Contents of messages could implicate your company in a lawsuit, by providing damaging evidence that could be used against your company in a court of law. This has already happened to some very large corporations around the world. Another growing problem is an employee becoming offended by co-workers inappropriate mail messages in the workplace such as pornographic images or jokes. Due to the Supreme Court's decision that a company is responsible for the content of an employee's email, companies are demanding the authority to reduce the possibility of these incidents occurring.

Infrastructure implications are also becoming more visible to companies of any size. Mail users may not realize that the server's space is limited. Keeping many or all of the sent and received email messages will create a negative impact on the space that a mail server has. Many companies mail databases are approaching 1 GB in size. IT groups are constantly reacting to the ever-growing need of acquiring more storage for mail databases. As a result, companies either buying additional hard drives, or additional mail servers to provide more space for the users. The costs of combating space issues can become extremely significant. To compound the problem, IT groups have also discovered that it is very difficult to project costs for future hardware needs.



## 2. Benefits

### Reduce your exposure

With more and more lawsuits occurring, every company should be aware of their potential for legal problems pertaining to email. Infrastructure problems could also be a great cost to a company. Upper management may not realize the exposure level that exists because of email. Part of the challenge of protecting your company is to change the way email is used. This could become a cultural and political battle between managers and employees. However for those companies that have already experienced the pain of a law suit due to email, document and attachment management is easier to enforce. For companies that have not experienced this issue, many still feel that a lawsuit will not happen to them.

In addition, using the activity functionality, companies can now restrict what documents users can edit and/or modify within their mail files. This can be very helpful when companies want to ensure that users do not alter or remove evidence within email messages.

With Mail Attender, a company can reduce legal liabilities by enforcing document and attachment policies that locate and delete potentially damaging mail messages.

### Return on investment

There are many types of return on investment for Mail Attender. The first two types are clear because they reduce expense. The third type is not as easy to pinpoint because it is the prevention of expense and exposure.

1. The first type of return on investment is the reduction of hardware. With the enforcement of document and attachment deletion, Mail Attender can reduce the size of every mail database, thus lessening the need for additional hard drives and/or mail servers. Two other costs must also be considered in this expense reduction. The first is the time spent by your infrastructure team to install the additional hard drives, and second is the time spent by your infrastructure team in the future management of the new mail servers.

Server	Attachments Archived (GB)	Attachments Deleted (GB)	Documents Deleted (GB)
Server1/ACME	6.93	8.74	31.88
Server2/ACME	4.11	5.87	22.48
Server3/ACME	5.07	2.23	32.54
Server4/ACME	6.91	4.05	13.63
	23.02	20.89	100.53

This view displays how many GB of storage have been reclaimed and why.

2. The second type of return on investment reduces software costs. Mail Attender can be used to help you identify the Lotus Notes licenses that you are paying for needlessly, because the employee or contractor is no longer with your company.
3. The third type of return on investment reduces liability. The legal exposure that you could incur is very difficult to pinpoint, however, many court cases that reached a non-favorable

verdict for companies, have reached into the millions of dollars. The question companies face is: are they willing to take the chance that a lawsuit won't happen to them?

### 3. Product summary

The primary reason Mail Attender was created was to give companies the power to protect themselves. Comparative to Patrick Henry's famous statement "No taxation without representation", companies are now demanding, "No responsibility without authority". Since the Supreme Court ruled that an employee does not own their email, and that it is the property of the company, companies want to have more control over mail messages.

Since many companies were migrating from cc:Mail to Lotus Notes, Mail Attender provided functionality to the administrator that was inherent within cc:Mail, but not inherent in Lotus Notes. This helped the administrators to continue to enforce policies as they did in cc:Mail.

#### Release information/schedule

The first release of Mail Attender was in July of 1998. The initial version of the product contained the document and attachment management functionality that you will find today within the product. However, as each new release is available, Mail Attender is enhanced to provide additional methods of mail management. In addition, intermediate releases of the product will occur for bug fixes that are required immediately.

A new version of Mail Attender is released at least annually. Each version contains many new features and any fixes that are required. In addition, interim versions of Mail Attender are released that address reported issues.

#### Customer profiles

Any company using Lotus Notes can use Mail Attender. Client sizes range between companies with 14 to 100,000+ mail users.

## Supported versions/platforms

Mail Attender 6.4x leverages the functionality found within Domino 6.x/7.x. This means that Mail Attender 6.4x will function on Domino 6.x/7.x servers, but is not supported on Domino 4.x and Domino 5.x servers. Within the release of Mail Attender 6.4x, the version of Mail Attender will always reflect the minimum version of Domino that can support it.

If you still have some Domino 4.x servers, we would recommend Mail Attender 4.3x, since it does support Domino 4.x servers.

If you still have some Domino 5.x servers, we would recommend Mail Attender 5.1x, since it does support Domino 4.x and Domino 5.x servers.

Mail Attender has been successfully tested on all Domino platforms. Since Mail Attender is written in LotusScript, it is basically platform-independent. There are, however, specific platform issues that have arisen, and Mail Attender has been altered to comply with those issues. There is only one Mail Attender code-stream, meaning that a platform-specific Mail Attender does not need to be installed. This means that if a server's platform is changed, the version of Mail Attender that resided on the server prior to the platform change can also be used on the new platform, regardless of what it is.

## Mail server impact

Mail Attender can be very I/O intensive depending on the process being performed. This is true for both the attachment and document processes. The document process scans every document to determine if it meets criteria within Mail Attender's document restriction. Similarly, the attachment process scans every attachment within every document to determine if it meets criteria within Mail Attender's attachment restriction. Also having a direct influence on the server impact is the length of time companies have had Lotus Notes. There is usually a direct correlation between the age of a mail database, and the number of documents within it.

Mail Attender is typically configured to process documents and attachments at night or on weekends. Mail Attender allows the administrators to define which processes are active for what days. The more intensive processes, such as attachment and document processing, can be scheduled for these off-peak times.

## Other email systems

We are constantly looking for ways to increase our exposure to other technologies. Sherpa Software has a Microsoft Exchange version of Mail Attender, which duplicates much of the functionality of the Lotus Notes version, in addition to providing functionality specific to Exchange. Currently, we have no immediate plans to offer Mail Attender on any other platform.

## Frequently asked questions

### Architecture

**What version of Domino must my servers be running?**

Mail Attender requires that your servers are running Domino 6.x/7.x.

**What files are placed on my Domino server?**

Mail Attender is self-contained within a Lotus Notes database. There are no other files to be placed on the servers.

**How does Mail Attender work?**

Mail Attender uses a scheduled LotusScript agent to perform all of the processing.

**Does Mail Attender update my Name and Address Book?**

No. All Name and Address Book accesses are references (read) only.

**Does Mail Attender update my notes.ini?**

No. There are no .ini settings required.

**How does Mail Attender work with clustered servers?**

Clustering does not affect Mail Attender. The home server's agent processes each mail database, unless specific configuration is done within Mail Attender to have processing occur on the clustered server.

**Does Mail Attender work on partitioned servers?**

Yes. Partitioning has no affect on Mail Attender.

**Does Mail Attender work with shared mail?**

Yes. Shared mail has no affect on Mail Attender.

**Do I need to update my mail templates?**

There are some features of Mail Attender that requires a mail template change, however, none of the Attachment or Document processing requires any mail template changes.

**What mail templates are compliant with Mail Attender?**

Any mail template that was supplied by Lotus is functional with Mail Attender.

**Are customized mail templates a problem?**

No. Mail Attender will simply process whatever folders/views are specified, whether they are generic or specific.

**How many versions of Mail Attender do I need if my servers have different platforms?**

One. There are no platform-specific versions of Mail Attender.

## Permissions

### **What access does Mail Attender require to the mail databases?**

Mail Attender only requires 'Editor' access, unless ACL management is specified, which requires 'Manager' access.

### **Whose permissions is Mail Attender using to access the mail databases?**

Whatever ID (Server/user) signed the Mail Attender agent, is the ID being used to process the mail databases.

### **Can I sign the Mail Attender agent with my server ID?**

Yes. This is a very common practice. Some companies also choose to use a 'generic' administration ID to sign the agents.

## Migration

### **What must I do when I migrate my servers from R5 to R6?**

If a prior version of Mail Attender is currently installed, perform the 'Upgrade' process.

### **What must I do when I migrate my servers from R5/R6 to R7?**

If a prior version of Mail Attender is currently installed, perform the 'Upgrade' process. If the current version of Mail Attender is 6.x, there is no need to upgrade.

### **What must I do when I migrate my servers' operating systems?**

Nothing. There is only one code-stream for Mail Attender.

## Installation

### **How do I install Mail Attender?**

An installation database is provided that will perform all of the installation steps.

### **Do I need to physically visit every server?**

No. All server installations can be performed from your Lotus Notes client.

### **Do I need to bring my server down/up after installing Mail Attender?**

No. This is not required or needed.

### **How do I uninstall Mail Attender?**

Simply delete the Mail Attender databases and the product is uninstalled. There is also an uninstall function (within the installation database) that will perform the same task.

## Upgrade

### **How do I upgrade Mail Attender?**

Within the installation database there is an upgrade procedure that will guide you through the upgrade steps.

### **Must I upgrade every server (replica) of Mail Attender?**

No. The upgrade only needs to be performed on one server, providing that the Mail Attender database can properly replicate to all other replicas.

### **What happens to the Mail Attender data when I upgrade?**

Nothing. All of the data remains intact.

### **Will I need to re-sign the agents after upgrading?**

No. When the Mail Attender agents were originally created, they were protected so that design refresh/replace would not affect them.

### **What must I do to 'activate' the evaluation version?**

If you were using an evaluation version of Mail Attender and have purchased the product, you would be provided with a key to 'activate' the license.

### **Do I lose my evaluation configuration data when I upgrade?**

No. All of the data remains intact.

## Configuration

### **Can I centrally administer Mail Attender?**

Yes, providing that Mail Attender is properly replicating to all servers that contain a replica.

### **Can I selectively restrict the Mail Attender data?**

Yes. Mail Attender can be configured to reflect your replication topography, thus only allowing each mail server to contain its own information.

## 4. Product features

Within Mail Attender, administrators create Mail Restrictions (or rules) for which processes Mail Attender should carry out against which mail user. One of the most powerful features of Mail Attender is that the administrators can apply these Mail Restrictions to the entire company, or to a subset of mail users. Within each Mail Restriction, the administrators can specify the priority of that restriction. The higher the priority, the more it supersedes any other restriction of the same type with a lower priority. A good example of this is quota management. The administrators could create a Quota Restriction with a priority of '1', which assigns a quota of 50 MB to all mail users. A second Quota Restriction could be created with a priority of '2', which assigns a quota of 100 MB to a group or set of users. Upon Mail Attender processing the quota, any mail user that was specified within the priority '2' restriction will have a quota of 100 MB, while all other mail users will have a quota of 50 MB.

## Access Control List management

Mail Attender can be configured to manage the Access Control List (ACL) of the mail databases. All aspects of the ACL can be managed. This will provide a method for the administrators to consistently monitor/manage the ACL of the mail databases. This is very beneficial when needing to ensure particular entries always exist with a specific access level. For instance, for companies using Domino clustering, the ACL entry for the clustered server must be present with a high enough access level, in order for clustering to work properly. If a user changes the access or removes the entry, cluster replication could fail.

### ACL entries

The administrators can specify ACL entries that should always be present within the mail database or specify entries that should never be present. All properties (e.g. User type) and rights (e.g. Create documents) can be managed.

### Administration server

The Administration server can be assigned within the mail databases. This is required for the 'AdminP' process to properly function.

### Enforce a consistent access control list

The administrators can specify the status of the 'Enforce a consistent access control list' property within the ACL. This will allow the administrators to globally manage this property on the mail databases.

### Maximum Internet name & password

The administrators can globally manage the maximum access level allowed for this ACL property.

### Update user name

The administrators can replace the common name for the user with the fully canonicalized name within the ACL.

### User access

Typically, users have 'Manager' access to his/her mail database. With this option, the administrators can reduce the user's access to either 'Designer' or 'Editor'. Though the mail database is assigned to the user, the user can create many troublesome scenarios that will affect the administrators and/or help desk, such as:

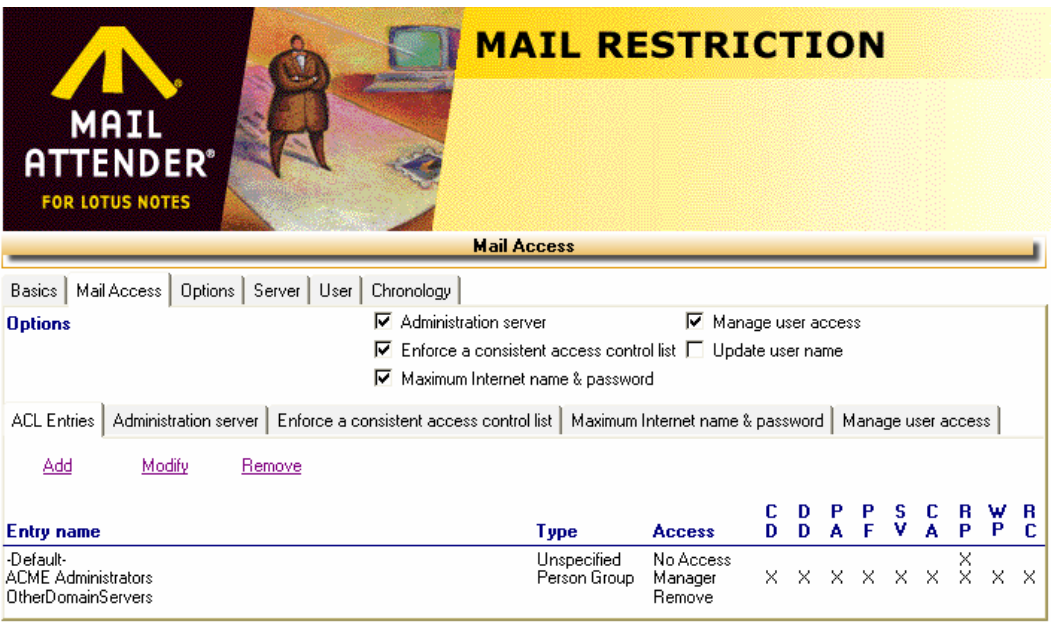
1. Deletion of the mail database. With 'Manager' access, the user has the ability to delete the entire mail database. This will then require either the administrators or help desk to restore the mail database from the previous backup. This can result in a permanent loss of data because the user has sent/received email since the backup was performed.
2. Removal of the user ACL entry. If the user removes his/her own ACL entry, they will no longer be able to access the mail database properly. This will require the administrators or help desk to re-insert the user's ACL entry.
3. Reduction of the user ACL entry. If the user reduces his/her own access to a non-functioning level (e.g. 'Depositor'), this will result in the user not being able to access the mail database properly. This will then require the administrators or help desk to update the user's ACL entry.

4. Removal of the cluster server ACL entry. If the user removes the ACL entry for the cluster server, this will result in incomplete replication between the home server and cluster server. When failover/load balance does occur, the cluster replica will not contain up-to-date information. This will then require the administrators or help desk to re-insert the cluster server ACL entry.
5. Creation of schedule 'personal' agents that can dramatically affect the performance of the mail servers. If a user creates an agent to forward every email received, to his/her home ISP account, and the home ISP account exceeds the size limitation, an infinite mail-routing loop has been created that will eventually cause the Server/Router to hang/crash.

There are some caveats when reducing user access to either Designer or Editor.

1. Designer – This will preclude the user from directly affecting the ACL (either via direct configuration or via the Delegation process). However, Mail Attender offers a solution to this problem. Within Mail Attender is a 'Mail Delegation Request' that the user would complete and that Mail Attender would automatically process. This means that though the user cannot directly and immediately affect the ACL, the updating of the ACL can still be performed as the user has requested. This processing is performed via a scheduled agent.
2. Editor – This will preclude the user from performing two functions:
  - a. Full Text Index – The users will be unable to create Full Text Indexes on the mail databases. Generally, most companies have already prevented this from occurring, due to the enormous amount of unplanned space usage that Full Text Indexes can consume. The users are then instructed if a Full Text Index is needed, to create a local replica of the mail database and perform the Full Text Indexing locally.
  - b. Out of Office – The users will be unable to 'enable' the inherent Out of Office agent, thus preventing Out of Office functionality. Mail Attender offers its own Out of Office functionality to replace the inherent one. This removes the need for users to require 'Restricted LotusScript agent' rights, thus eliminating the need for 'Designer' access.

## Example



**MAIL ATTENDER®**  
FOR LOTUS NOTES

### MAIL RESTRICTION

**Mail Access**

Basics | Mail Access | Options | Server | User | Chronology

**Options**

Administration server       Manage user access  
 Enforce a consistent access control list       Update user name  
 Maximum Internet name & password

ACL Entries | Administration server | Enforce a consistent access control list | Maximum Internet name & password | Manage user access

[Add](#)      [Modify](#)      [Remove](#)

Entry name	Type	Access	C D	D D	P A	P F	S V	C A	R P	W P	R C
-Default-	Unspecified	No Access									X
ACME Administrators	Person Group	Manager	X	X	X	X	X	X	X	X	X
OtherDomainServers		Remove									X

This 'Mail Access' restriction lists the values specified for the ACL entries. Notice that '-Default-' has been specified and that the administrators have elected to provide 'Read Public Documents' as one of the rights. In addition, notice that the ACL entry for 'OtherDomainServers' is to be removed from all mail databases.

## Activity management

Mail Attender can be configured to prevent users from editing or deleting documents within their mail file. This can be crucial to a company when they want to ensure that the integrity of evidence/information is maintained. Typically, users have complete control over the mail files. With this feature, they will be restricted from performing specified actions against either their entire mail file, or against a subset of documents using one of five criteria:

1. Content
2. Correspondents
3. Date
4. Retention
5. Senders/receivers

This activity prevention will also be enforced on any local replicas of the mail files. In addition, statistics will be gathered detailing the number of times each user attempted to perform a delete/edit on a 'protected' document. These statistics are accrued individually for each of the five methods mentioned below.

### Content

The administrators can enter keywords/phrases and select what activity (editing/deleting) should be prevented. The user will not be allowed to affect any documents that contain the keywords/phrases.

### Correspondents

The administrators can select/enter a list of users that are either in the 'From', 'Send To', 'Copy To', or 'Blind Copy To' fields within the email messages. Next select what activity (editing/deleting) should be prevented, and the user will not be allowed to affect any documents that have any of the specified users in the fields above.

### Date

The administrators can enter a start/end date, select what activity (editing/deleting) should be prevented, and the user will not be allowed to affect any documents within this date range.

### Retention

The administrators can enter the retention amount and method (older/younger), select what activity (editing/deleting) should be prevented, and the user will not be allowed to affect any documents that are either older or younger than the retention.

### Subject

The administrators can enter either a complete or partial subject line, select what activity (editing/deleting) should be prevented, and the user will not be allowed to affect any documents that match the criteria for the subject.

Example

**MAIL ATTENDER®**  
FOR LOTUS NOTES

## MAIL RESTRICTION

**Activity**

Basics | **Activity** | Options | Server | User | Chronology

**Prevention types**  Deletion  Editing

**Options**  Add ACL entries  Exclude document types  
 Disable processing  Refine types  
 Do not check User ID

**Refine types**

**Types**  By content  By person  By subject  
 By date  By retention

**Options**  Enforce all

**By content**

**Method**  All of the words  Any of the words  Custom

**Content**   
[Test syntax](#)

**Title**

**Message**   
[Content](#) [Deletions](#) [EndDate](#) [StartDate](#)

**Options**  Refine by date range

This 'Activity' restriction defines the activity prevention. In this example, any document that contains the words 'ACME' and 'Merger' will be restricted from both editing and deleting.

## Address Book management

Mail Attender provides the ability to manage the users' local address books. This will allow the administrators to standardize the connection and location documents within the personal address book for each user.

### Actions

Mail Attender can take one of two actions on the address book documents.

#### Delete

Removes the specified connection and/or location documents.

#### Enforce

Creates/updates the connection and/or location documents.

### Example

This 'Address Book' restriction defines the connection document for 'Server1/ACME'. If the connection document does not exist, it will be created. If it does exist, it will be updated to conform to this configuration. Since 'Remove duplicates' is selected, any other 'Local area network' connections to 'Server1/ACME' will be deleted.

## Attachment management

Mail Attender provides the ability to individually manage attachments that are contained within mail documents. This is vital for both space reclamation and reduced legal liability.

### Categories

Attachments fall into four different processing categories.

#### **Business appropriate**

This includes any attachment that is used within the business environment.

#### **Business inappropriate (non-damaging)**

This includes attachments that are not business specific, but are not offensive in any way (e.g. snowman.exe, screensavers). The only problem they introduce to the infrastructure is space usage and the number of users that have the attachment.

#### **Business inappropriate (damaging)**

This includes attachments that are offensive (pornography) and could (and probably will) cause internal litigation issues (sexual harassment). Also included are attachments that could be offensive in other ways (e.g. racially, ethically, morally, religiously, etc).

#### **Electronic sabotage (virus-infected)**

This includes attachments that are infected with a virus. Mail Attender CANNOT determine if an attachment is infected, but once an attachment has been identified as being infected, Mail Attender can be used to systematically delete every occurrence.

### Methods

Mail Attender provides four different methods in locating/managing the attachments. Each of these methods can be used in conjunction with one or all of the others, giving you the ability to have all four methods active for the same user.

#### **Name**

This process allows administrators to manage attachments by their names. Administrators may delete those attachments multiplying throughout the infrastructure (for example, snowman.exe), or attachments based upon the extension (for example, \*.avi, \*.jpg). A high percentage of companies are being sued because of circulating emails containing sexually explicit or offensive material.

#### **Retention**

This process allows administrators to manage attachments based on the age of the document containing it. This allows administrators to place a time limit on the age of all attachments. Once an attachment is beyond that age threshold, it is deleted.

#### **Size**

This process allows administrators to manage attachments based on each attachment size. For example, administrators can configure Mail Attender to delete attachments that are greater than or equal to 5 MB, which is instrumental for reclaiming space on the mail server.

**Document size**

This process provides the administrators with the ability to collectively manage all attachments for a single document when the document exceeds a specified size.

**Actions**

Once Mail Attender has located an attachment using any of the above methods, it can take one of five actions:

**Archive**

Deletes the attachment from the mail document and places it within the Mail Attender Attachment Archive database.

**Collect**

Collects information regarding each attachment and stores it within the Mail User Information documents (within Mail Attender).

**Copy**

Copies the attachment into the Mail Attender Attachment Archive database. The mail document that contains the attachment is not altered.

**Delete**

Deletes the attachment from the document (while leaving the other content alone).

**Delete document**

Deletes the document from the mail database.



**Restore**

Restores the archived attachments from the Mail Attender Attachment Archive back into the mail databases.

The attachment processing is managed by folder/view. This will allow the administrators to select specific folders/views to be processed, or they can select 'All' and process all attachments.

Mail Attender also provides administrators with the ability to automatically notify each user of the attachments that are being managed. This allows the mail user to detach the attachment from the mail message before Mail Attender performs its configured action.

## Example

# MAIL RESTRICTION

**Attachment - Name**

Basics	Attachment	Options	Server	User	Chronology																				
<b>Method</b>					<input checked="" type="checkbox"/> Manage attachments																				
<b>Type</b>					<input checked="" type="radio"/> Name <input type="radio"/> Retention <input type="radio"/> Size <input type="radio"/> Document size																				
<b>Action</b>					<input type="radio"/> Archive <input type="radio"/> Copy <input type="radio"/> Delete document <input type="radio"/> Collect <input checked="" type="radio"/> Delete <input type="radio"/> Restore																				
<b>Retention method</b>					<input checked="" type="radio"/> Creation <input type="radio"/> Delivery <input type="radio"/> Modification <input type="radio"/> Posted																				
<b>Retention amount</b>					<input type="text" value="0"/> days																				
<b>Folders</b>					<input type="text" value="All"/>																				
<b># of Processes</b>					<input type="text" value="1"/>																				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Name</th> <th style="text-align: left;">Foldering</th> <th style="text-align: left;">Folder specifics</th> <th style="text-align: left;">Options</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>Names</b></td> </tr> <tr> <td colspan="4"> <input type="text" value="*.avi"/> <input type="text" value="*.mpeg"/> <input type="text" value="snowman.exe"/> </td> </tr> <tr> <td colspan="4"><b>Options</b></td> </tr> <tr> <td colspan="4"> <input type="checkbox"/> Refine age              <input type="checkbox"/> Refine duplicates         </td> </tr> </tbody> </table>						Name	Foldering	Folder specifics	Options	<b>Names</b>				<input type="text" value="*.avi"/> <input type="text" value="*.mpeg"/> <input type="text" value="snowman.exe"/>				<b>Options</b>				<input type="checkbox"/> Refine age <input type="checkbox"/> Refine duplicates			
Name	Foldering	Folder specifics	Options																						
<b>Names</b>																									
<input type="text" value="*.avi"/> <input type="text" value="*.mpeg"/> <input type="text" value="snowman.exe"/>																									
<b>Options</b>																									
<input type="checkbox"/> Refine age <input type="checkbox"/> Refine duplicates																									

This 'Attachment' restriction defines the attachments to be managed. In this example, all '.avi', '.mpeg' attachments (and the specific attachment 'snowman.exe') will be deleted after the mail user receives one notification.

## Creation management

Mail Attender provides the ability to prevent users from saving/sending messages that meet specified criteria. The administrators can specify any combination of the five available methods in determining the validity of a message. Used in conjunction, these methods can reduce not only the space used by the mail databases, but can also reduce possible litigation issues regarding the messages that are prohibited from being saved/sent. Lastly, a company can also leverage this feature to prevent viruses from being propagated within the infrastructure.

The administrators can create a global rule or one that either includes/excludes a specific subset (e.g. User names, groups, OU structures) of users.

The dialog box that appears to the user can be completely customized (content, localization). In addition, the reason for the issue can be included (e.g. attachment name, document size, recipient).

Since this feature uses a mail template change to enforce the functionality, local replicas with are also enforced.

## Methods

### Attachment name

The administrators can specify the attachments that are prohibited. Both explicit names (e.g. snowman.exe) and wildcard names (\*.avi) can be specified.

### Attachment size

The administrator can specify the maximum size for an attachment. The size of each attachment will be checked to ensure that it is not greater than the specified maximum size.

### Carboning

The administrator can specify that the users cannot include themselves within any address field.

### Category

The administrator can require a user to assign a provided list of categories to each sent email.

### Document content

The administrator can specify keywords/phrases. The syntax is exactly the same as the full-text index syntax where operators (e.g. | (or), & (and)) can be specified. The mail database does NOT need to be full-text indexed for this feature to function.

### Document size

The administrator can specify the maximum size for the entire document. This size will include all text, embedded graphics, attachments, etc.

### Encryption

The administrator can require or prevent the users from encrypting the emails.

### Recipients

The administrator can specify a list of names/addresses that are prohibited. This could include a specific name (e.g. John Smith/ACME), a group (e.g. ACME Employees) or even an entire domain (e.g. \*acme.com\*). All three address fields (SendTo, CopyTo, BlindCopyTo) will be verified.

**Signing**

The administrator can require or prevent the users from signing the emails.

**Actions**

Once a message has been found to be 'invalid' due to any of the above criteria, the administrator can specify one of three different actions. Actions include:

**Prompt**

Provides the user with the ability to decide if the message should be saved/sent. A dialog box displays with options of 'Yes' and 'No'.

**Stop**

Prevents the user from continuing until the message is either 'cleaned' (e.g. attachment deleted, content changed) or discarded.

**Warn**

Displays a dialog box to the user detailing the issue, but allows the message to be saved/sent.

### Example

**MAIL RESTRICTION**

Creation

Basics | **Creation** | Options | Server | User | Chronology

**Types**  Attachment  Category  Encryption  Recipients  
 Carboning  Document  Prevent copying  Signing

Options  Do not check User ID  Enforce all

Attachment | Carboning | Category | Document | Encryption | Prevent copying | Recipients | Signing

**Types**  Name  Size

Name | Size

**Names**  \*.avi  
 \*.mpeg

**Action**  Prompt  Stop  Warn

**Title**

**Message**   
AttachmentName

This 'Creation' restriction will delete prevent any message from being saved/sent that contains any attachment with an 'avi' or 'mpeg' extension. Notice that the dialog box message will contain the name of the attachment that is at issue.

## Design management

Mail Attender provides the administrators with the ability to locate design elements within the mail databases.

## Logging occurrences

### When found

A log entry is created if the design element is found.

### When not found

A log entry is created if the design element is not found.

## Example

Design	
Basics   Design   Options   Server   User   Chronology	
<b>Action</b>	<input checked="" type="radio"/> Locate
<b>Type</b>	<input checked="" type="radio"/> Agent <input type="radio"/> Form <input type="radio"/> Subform <input type="radio"/> Folder <input type="radio"/> Outline <input type="radio"/> View
<b>Names</b>	<input type="text" value="OutOfOffice"/>
<b>Logging occurrences</b>	<input type="checkbox"/> When found <input checked="" type="checkbox"/> When not found

This 'Design' restriction will create a log entry for any user that does not have the inherent 'OutOfOffice' agent within the mail database.

## Document management

Mail Attender provides four different methods for locating the documents within the mail databases. Each of these methods described below, can be used in conjunction with one or all of the others, giving you the ability to have all four methods active for the same user. You may also have different policies/requirements depending on the user's department or geographical location. Each restriction provides a mechanism to either include or exclude specific users, groups and/or O/OU structures.

The document processing is managed by folder/view. This will allow the administrators to select specific folders/views to be processed, or they can select 'All' and process all documents. This allows the administrators to create different retention amounts, for different folders, for different users. In addition, the administrators can select specific folder options, depending on the folders selected. For instance, if 'Inbox' or 'Sent' is selected, the administrators can exclude 'foldered' documents. So if users have performed the due diligence step of foldering a document, they could have a longer retention assigned. This will allow the administrators to easily configure Mail Attender to fit the culture/policies of a company.

## Methods

### Content

This process allows administrators to manage documents that contain specific words and phrases. This is useful when needing to find documents for the legal, human resources and/or ethics departments.

### Size

This process allows administrators to manage documents based upon their size. This permits administrators to process only the documents larger than the specified size. In addition, the administrators can specify documents containing attachments to be excluded.

### Retention

This process allows administrators to manage documents solely on the age of the documents.

### Type

This process allows administrators to manage documents by their content fields. This is useful for managing mail documents by the form name or even by new fields that may be added to qualify a document by its usage.

## Actions

Once the mail documents have been located, using one of the methods above, one of four different actions can be performed. Actions include:

### Analyze

Locates all of the documents without affecting the document. This is useful when needing to advise the users on what was found within the mail database prior to further management (e.g. deletion) of the documents.

### Archive

Move the documents from the mail databases into an archive (central or individual) Domino database.

**Delete**

Delete the documents from the mail database.

**Restore**

Restores the archived documents back into the mail databases.

**Trash**

Move the documents to the 'Trash' folder.

**Example**

**MAIL ATTENDER® FOR LOTUS NOTES**

**MAIL RESTRICTION**

**Document - Retention**

Basics | Document | Options | Server | User | Chronology

Method  Manage documents

Type  Content  Retention  Size  Type

Action  Analyze  Archive  Delete  Restore  Trash

Retention method  Creation  Delivery  Modification  Posted

Retention type  # of Days  Date range

Retention amount  days

Folders  ▼

Retention | Delete | Folder specifics | Options

Options

Exclude active threads  Include follow ups

Exclude folders  Include protect from archive

Exclude views  Include stationery

Include archived documents  Only if attachments exist

Include calendar entries  Only remove from view

Include foldered

Include calendar entries

Options  Ignore start date

This 'Document' restriction will delete all documents that are older than 90 days within the 'Drafts', 'Inbox', and 'Sent' folders/view, including documents that have been foldered and calendar entries.

## Folder management

Mail Attender provides the administrators with the ability to manage folders within the mail databases. This is useful when needing to create generic folders or when wanting to count the number of personal folders for each user. The Folder management functionality offers many options for folder management.

### Options

#### Count

Counts the number of personal folders within the mail databases.

#### Create

Creates specified folders within the mail databases.

#### Delete

Deletes specified folders from the mail databases.

#### Delete empty

Deletes all personal folders that do not contain any documents.

#### Documents

Locates all folders that have more documents than the specified amount.

#### Length

Locates all folders that have a name  $\geq$  a specified length.

#### Locate

Locates the specified folders within the mail databases and stores the information within the Mail User Information documents.

#### Protect

Enables the "Prohibit design refresh or replace to modify" property on the personal folders.

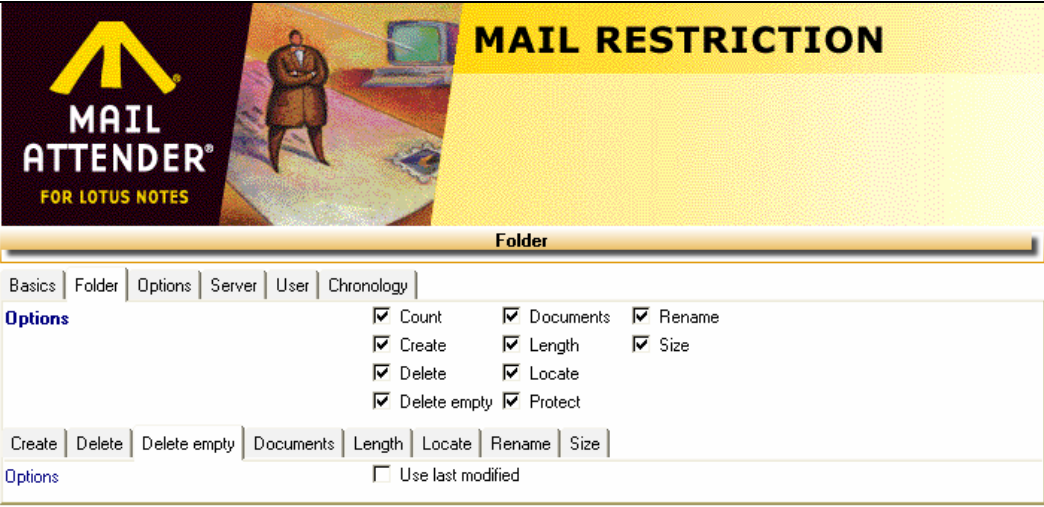
#### Rename

Renames the specified personal folders.

#### Size

Locates all folders with a collective document size greater than the specified amount.

Example



The screenshot displays the Mail Attender interface for configuring a 'Folder' restriction. The top left features the Mail Attender logo with the text 'MAIL ATTENDER FOR LOTUS NOTES'. The top right has a yellow banner with the text 'MAIL RESTRICTION'. Below this is a 'Folder' selection bar. A tabbed menu includes 'Basics', 'Folder', 'Options', 'Server', 'User', and 'Chronology'. The 'Options' tab is active, showing a list of checkboxes: 'Count', 'Documents', 'Rename', 'Create', 'Length', 'Size', 'Delete', 'Locate', 'Delete empty', and 'Protect'. All these options are checked. Below the checkboxes is a row of buttons: 'Create', 'Delete', 'Delete empty', 'Documents', 'Length', 'Locate', 'Rename', and 'Size'. At the bottom of the options section, there is a checkbox for 'Use last modified' which is unchecked.

This 'Folder' restriction will perform all options and will delete any personal folders that are empty (contain no documents).

## Full-Text Index management

Mail Attender provides the administrators with the ability to assign/delete full-text indexes for the mail databases. When assigning, the administrators have the ability to configure the various characteristics of the indexes (e.g. case-sensitivity).

### Actions

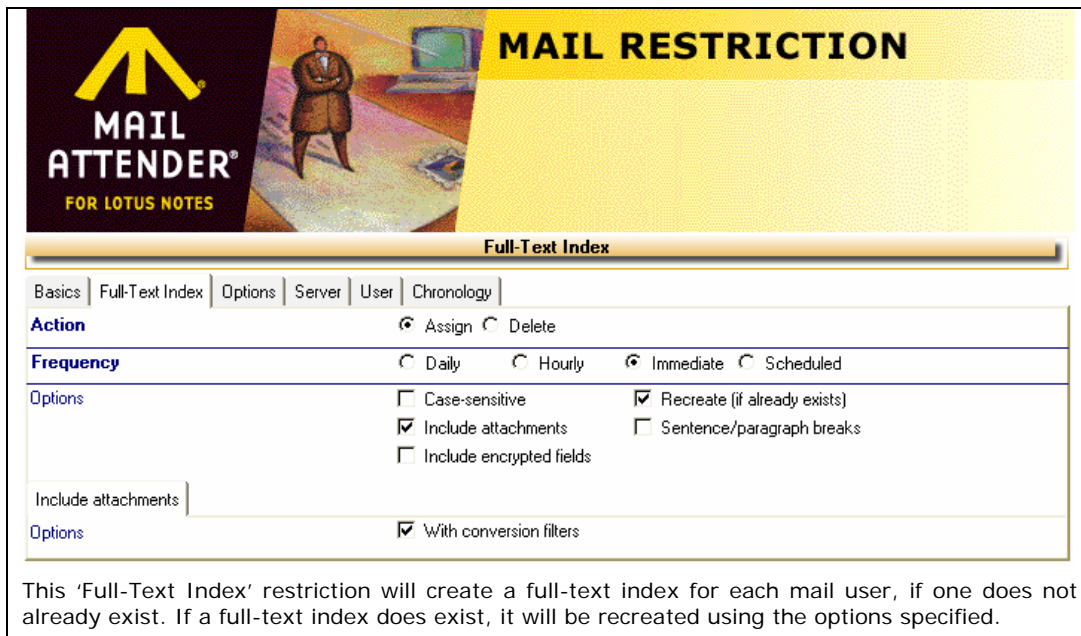
#### Assign

Either creates a full-text index or updates the existing full-text index (if selected).

#### Delete

Deletes the full-text index.

### Example



**MAIL ATTENDER®**  
FOR LOTUS NOTES

**MAIL RESTRICTION**

**Full-Text Index**

Basics | Full-Text Index | Options | Server | User | Chronology

**Action**  Assign  Delete

**Frequency**  Daily  Hourly  Immediate  Scheduled

**Options**

Case-sensitive  Recreate (if already exists)

Include attachments  Sentence/paragraph breaks

Include encrypted fields

Include attachments

**Options**  With conversion filters

This 'Full-Text Index' restriction will create a full-text index for each mail user, if one does not already exist. If a full-text index does exist, it will be recreated using the options specified.

## Mail Rules

Mail Attender provides the administrators with the ability to collect, delete or disable mail rules that users have created within the mail databases. Mail Rules could both a legal and security issue, depending on the action being taken within the rules.

### Actions

#### Collect

Collects information on the mail rules.

#### Delete

Deletes the mail rules from the mail databases.

#### Disable

Disables the active mail rules within the mail databases.

### Example



## Out of Office

Mail Attender offers its own Out of Office functionality that can fully replace the inherent Lotus Notes Out of Office. Here are several features that the Mail Attender Out of Office offers:

### User features

#### Centralized Out of Office agent

Mail Attender uses an agent within the Mail Attender database, thus eliminating the need for the Out of Office agent within the mail template. This means that the users NO longer need to have 'Restricted LotusScript Agent' rights.

#### Advance Out of Office scheduling

Mail Attender provides the users with the ability to schedule their Out of Office events in the future. Since there is NO need for the users to enable an agent, they can simply supply the start date AND start time, and when Mail Attender sees that the start date/time has passed, the Out of Office request will be activated.

#### Automatic disabling

Once again, since there is no user agent, the users do NOT to tell Mail Attender that they are back. Mail Attender will 'expire' the Out of Office request once the end date/time has passed.

#### Forwarding

The Mail Attender Out of Office allows users to configure forwarding options for received email. This is useful when needing forward incoming mail to a co-worker, while the user is out of the office.

#### Repeating requests

With the Mail Attender Out of Office, the users can create perpetual requests that will start/end at specified times each day or a span of days. This is very useful for customer service organizations, because the users can have Mail Attender 'enable' their requests each day at 5:00 PM when they leave the office for the day, and then 'disable' their requests each day at 8:00 AM when they are back in the office.

## Administrative features

### Agent restrictions

Since there is no agent required for each user, the administrator can now remove the 'Restricted LotusScript agent' rights for his users. This can help prevent possible problems that could occur due to personal agents performing restricted LotusScript functions.

### Agent threads

With the elimination of the need for an Out of Office per user, the AMGR will not be required to execute nearly as many personal agents on the mail servers. This means that the administrators can reduce the number of agent threads.

### Global exclusions

Within the Out of Office Restriction, the administrators can specify the domains that should never receive an automated reply (e.g. pornographic sites, competitor sites).

## Mail router

This feature is aligned with the 'Agent restrictions' feature, in that with the elimination of the user's rights to create LotusScript agents, the possibility of infinite mail routing loops is greatly reduced. This often occurs when a user creates an agent that sends all new emails to another account and then eventually the other account becomes saturated, which produces rejection messages, which are then replied to by the LotusScript agent.

## User access

Since there is not an agent per user for the Mail Attender Out of Office, there is also not any need for the user to have 'Manager' or 'Designer' access to the mail database, thus you can reduce the users to 'Editor'. This will remove several possible problem scenarios that the users could create (e.g. Mail database deletion, ACL mistakes, unwanted design changes, etc.).

## Example

**MAIL ATTENDER<sup>®</sup>**  
FOR LOTUS NOTES

**MAIL RESTRICTION**

**Out of Office**

Basics | **Out of Office** | Options | Server | User | Chronology

Subject  I am out of the office

Message  I will be out of the office from [LeaveDate] until [ReturnDate]

[LeaveDate](#) [ReturnDate](#)

Generic  Copy To  Blind Copy To  
 Reply to each message  Reply with history  
 Include attachments (Reply with history)

Exclusions  \*acme.com\*

Options  Allow internet response  Allow 2nd Special  Hide address types  
 Allow 1st Forwarding  Allow 3rd Special  Hide keywords  
 Allow 2nd Forwarding  Busytime  Hide original subject  
 Allow 3rd Forwarding  Exclude by content  Hide repeat request  
 Allow 1st Special  Exclude implicit recipients  Ignore sent by agent

Busytime | Forwarding | Special

Status  Disabled  Enabled  User selection

This 'Out of Office' restriction will prevent replies to any internet. In addition, automatic responses will not be generated for an email where the user was within the 'Blind copy to' values.

## Personal agent management

Mail Attender provides the administrators with the ability to manage both the private and shared agents within the mail databases. Often, users have no understanding how powerful, yet dangerous, agents can be. For instance, a user could create a scheduled agent that forwards all new emails to his/her home ISP email. This might seem inconsequential at first but once the home ISP email account has reached the size threshold established by the ISP, the home ISP email account will start rejecting every email sent. Each rejection is an email that is sent to the originator, which in this case, is the Domino mail database. Then in turn, the scheduled agent runs and forwards these rejections back to the home ISP and suddenly an infinite mail routing loop has been created. This will continue until (not if) either the mail router or mail server hangs/crashes. Since email is now viewed as a mission-critical application, that is not a welcomed scenario.

### Actions

Mail Attender provides four actions that can be taken on the agents:

#### Collect

Collects information about the agents and stores it within the Mail User Information documents (within Mail Attender).

#### Delete

Deletes the agents from the mail databases.

#### Disable

Disables the scheduled agents within the mail databases.

#### Disable/collect

Disables the scheduled agents within the mail databases and collects information about the agents and stores it within the Mail User Information documents (within Mail Attender).

### Trigger

Mail Attender can exclude/include agents from being managed based upon the type of agent.

#### On event

Mail Attender can be configured to only process agents that are activated upon an event occurring (e.g. Documents being pasted). The administrators can select which event types should be managed.

#### On schedule

Mail Attender can manage the agents that are scheduled, regardless of the frequency.

Example

**MAIL ATTENDER**  
FOR LOTUS NOTES

**MAIL RESTRICTION**

**Personal Agents**

Basics | Personal Agents | Options | Server | User | Chronology

**Method**  Manage agents

**Types**  Shared  Private

**Triggers**  On event  On schedule

**Action**  Collect  Delete  Disable  Disable/collect

On event

**Event types**

- Action menu selection
- Before new mail arrives
- After documents updated
- When documents are pasted
- After new mail has arrived

This 'Personal Agents' restriction will disable all scheduled 'private' agents (that have a trigger of 'On event') and collect information on all other private agents within the mail databases.

## Preferences management

Mail Attender provides administrators with the ability to manage the preferences for both the mail database and the individual user. Almost all of the preference settings found for the mail database (Inbox | Tools | Preferences) and the user (File | Preferences | User Preferences) can be managed via this restriction. This will allow the administrators to easily standardize these settings across the environment.

### Preferences

These preferences are stored within a profile document in the user's mail database and are updated when the Mail Attender agent runs. Preferences such as 'Calendar owner' and 'Enable alarms' are two of the many preferences that can be managed.

### User Preferences

These preferences are updated within the Notes.ini file when the user opens his/her mail database. Only the selected preferences will be managed within the Notes.ini file. Preferences such as 'Accept cookies', 'Auto logoff' and 'Encrypt sent mail' are a small sampling of the preferences that can be managed.

Example

**MAIL RESTRICTION**

**Preferences**

Basics | Preferences | Options | Server | User | Chronology

Preferences | User preferences

Options  Do not check User ID

Basics | International | Mail and news

Options

<input type="checkbox"/> Accept cookies	<input type="checkbox"/> Java from JavaScript	<input checked="" type="checkbox"/> Right double-click
<input type="checkbox"/> Accessibility navigation	<input type="checkbox"/> JavaScript	<input type="checkbox"/> Scan for unread
<input type="checkbox"/> ActiveX	<input type="checkbox"/> JavaScript error dialogs	<input checked="" type="checkbox"/> Scheduled local agents
<input checked="" type="checkbox"/> Auto logoff	<input type="checkbox"/> Launch CORBA server	<input type="checkbox"/> Show accelerators
<input type="checkbox"/> Check subscriptions	<input type="checkbox"/> Make URLs into hotspots	<input type="checkbox"/> Show MIME images
<input type="checkbox"/> Default browser	<input type="checkbox"/> Mark read in preview	<input type="checkbox"/> Standard dialog boxes
<input type="checkbox"/> Default fonts	<input type="checkbox"/> MIME save warning	<input type="checkbox"/> Strict date/time input
<input type="checkbox"/> Display window menu	<input type="checkbox"/> Office SendTo	<input type="checkbox"/> System colors
<input type="checkbox"/> Empty trash	<input type="checkbox"/> Persistent breakpoints	<input type="checkbox"/> Tab to navigate
<input type="checkbox"/> Icon color scheme	<input type="checkbox"/> Plugins	<input type="checkbox"/> Text language
<input type="checkbox"/> Icon popup help	<input type="checkbox"/> Print as background task	<input type="checkbox"/> Textured workspace
<input type="checkbox"/> Inline autocomplete	<input type="checkbox"/> Prompt for location	<input type="checkbox"/> UNICODE display
<input type="checkbox"/> Java applets	<input type="checkbox"/> Retain view sorting	<input type="checkbox"/> Use web palette

Auto logoff | Right double-click | Scheduled local agents

# of Minutes

This 'Preferences' restriction manages various preference settings for both the mail database and the user. In this example, the 'Auto logoff' option will be enabled and set to 15 minutes for the mail users.

## Profile management

Mail Attender provides the administrators with the ability to manage profile documents that reside within the mail databases.

### Actions

#### Delete

Deletes the specified profile document.

#### Enforce

Manipulates the field values (append, delete or replace) on either a new or existing profile document.

### Example

This 'Profile' restriction will replace the value of a field named 'Owner' on the 'My profile' profile document. The field will be of type 'Text' and will contain the User name.

## Property management

Mail Attender provides administrators with the ability to manage various properties of the mail databases. Some of the properties are extremely important, especially for clustered servers, while others simply provide the administrators with an easy way to maintain consistency across multiple mail databases.

### Database properties

There are many properties for the database that can be managed. Most of these properties exist within the Database properties dialog box that is inherent within Lotus Notes.

### Replication properties

Mail Attender can also manage properties/settings found within the 'Replication settings' for a database.

### Local replica management

Mail Attender can also manage the non-replicable properties for the local replicas of the mail databases. This will allow the administrators to ensure compliancy for all mail database replicas,

Example

The screenshot shows the 'MAIL RESTRICTION' dialog box with the 'Property' tab selected. The 'MAIL ATTENDER FOR LOTUS NOTES' logo is in the top left. The 'Property' tab is active, showing a list of checkboxes for various mail properties. The 'Attachment compression' checkbox is checked, while others like 'Additional fields', 'Limit updated by', and 'Transaction logging' are unchecked. Below the list, there are tabs for 'Attachment compression', 'Cutoff interval', 'Replication priority', 'Replication status', and 'Soft deletions'. The 'Status' section at the bottom shows 'Enabled' selected with a radio button.

**MAIL RESTRICTION**

**Property**

Basics | **Property** | Options | Server | User | Chronology

**Properties**

- Additional fields
- Attachment compression
- Bitmap optimization
- Calendar owner
- Cutoff delete
- Cutoff interval
- Folder references
- Headline monitoring
- Ignore deletes
- Ignore destination deletes
- Last accessed
- Limit revisions
- Limit updated by
- List in database catalog
- Maintain unread marks
- Overwrite free space
- Receive summary data only
- Replication priority
- Replication status
- Send local security changes
- Soft deletions
- Specialized response hierarchy
- Title
- Transaction logging

Options  Enforce for local replicas

Attachment compression | Cutoff interval | Replication priority | Replication status | Soft deletions

**Status**  Disabled  Enabled

This 'Property' restriction manages some of the available properties of the mail databases and specifically will ensure that 'Attachment compression' is enabled.

## Quota management

Mail Attender can be configured to assign both hard and soft quotas. The hard quota is the maximum limit of the mail database size, while the soft quota is a threshold value. Mail Attender can be configured to use the quota found inherently within Lotus Notes, or to use its own quota enforcement, which does require a mail template change, but will prevent the creation of new messages if the user is over his/her hard quota. This quota enforcement will work on the mail database regardless of its location (home server, cluster server, local replica).

### Soft quota

Mail Attender can assign up to three levels of soft quotas to a mail database. There are three levels so that the administrators can tailor the notification messages differently as the mail databases grow closer to the hard quota. If any are exceeded, the mail user will automatically receive a custom notification explaining the problem, how to fix it and what will happen to their messages when they reach their hard quota. This message allows administrators to forewarn the mail users before enforcing the hard quota consequences. The soft quota assignment does not change the mail database, instead it is simply a value managed by Mail Attender. Using Mail Attender's mail template quota enforcement, the administrators can choose to present a dialog box to a user every 'n' new messages. This will provide ample and appropriate warning to the user that he/she is approaching the hard quota. This method is useful to ensure that the user knows the current state of his/her mail database, without preventing him/her from creating new messages.

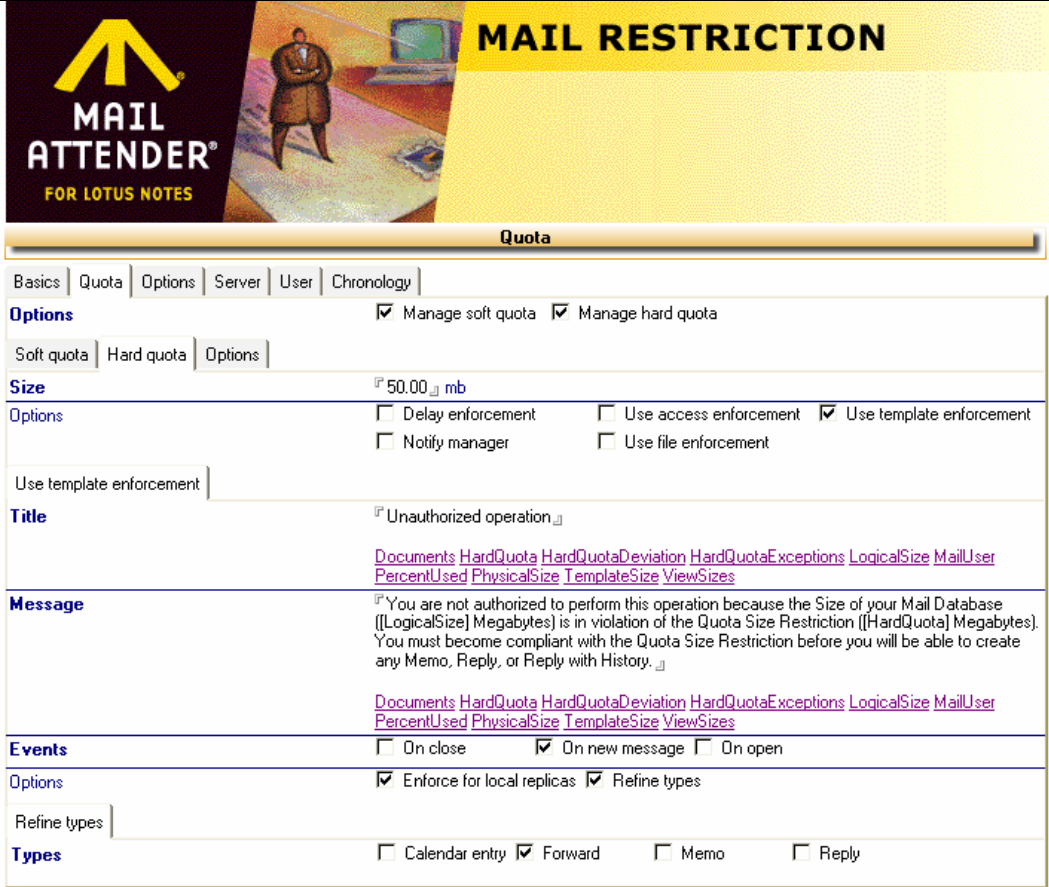
### Hard quota

Mail Attender can enforce the hard quota found inherent within Lotus Notes, or can manage it using a unique, yet powerful methodology. Administrators can configure Mail Attender to perform several different scenarios with the hard quota.

1. Administrators can leverage the Mail Attender quota enforcement, which will present a dialog box to the user when he/she is over the hard quota. The message within the dialog box can be customized by the administrators, and is presented immediately when the user attempts to create a new message. Upon the user clicking 'OK' (the only option), the new message window will be closed, thus preventing any new emails from being created. Mail Attender uses the logical size (physical size \* percent used) of the Mail Database to determine the current database size. Since the percent used is part of the algorithm, there is no need for compact to run for Mail Attender to properly calculate the current database size. This means that as soon as the user deletes a document/attachment that will place the mail database under the assigned hard quota, the user will once again be able to create a new message.
2. Administrators can configure Mail Attender to assign the Lotus Notes quotas. Upon mail users attempting to save a document upon sending, they will be presented with the default Lotus Notes dialog box.
3. Administrators can configure Mail Attender to manage the hard quota, but not place it on the mail database. This will allow Mail Attender to manage hard quotas via notification only.
4. Administrators can configure Mail Attender to reduce mail user's access to 'Author' without 'Create documents' rights upon non-compliance of the hard quota. This reduction will prevent the user from creating new documents until they are compliant with the hard quota value. Though the percent used is taken into account, there are still two caveats to this option:

- a. The mail user will only be able to delete documents that they created. This occurs because the user name is not assigned to an Author Names value on incoming email and an Author Names value is a requirement to delete an email that you did not create.
- b. The restoration of rights will not occur until Mail Attender runs that night.

## Example



The screenshot displays the 'MAIL ATTENDER FOR LOTUS NOTES' logo on the left and a 'MAIL RESTRICTION' title bar on the right. Below the title bar is a 'Quota' window with the following configuration:

- Options:**  Manage soft quota,  Manage hard quota
- Soft quota:**  (disabled)
- Hard quota:** 50.00 mb
- Options:**  Delay enforcement,  Use access enforcement,  Use template enforcement,  Notify manager,  Use file enforcement
- Use template enforcement:**  (disabled)
- Title:** Unauthorized operation
- Message:** You are not authorized to perform this operation because the Size of your Mail Database ([[LogicalSize] Megabytes]) is in violation of the Quota Size Restriction ([[HardQuota] Megabytes). You must become compliant with the Quota Size Restriction before you will be able to create any Memo, Reply, or Reply with History.
- Events:**  On close,  On new message,  On open
- Options:**  Enforce for local replicas,  Refine types
- Refine types:**  (disabled)
- Types:**  Calendar entry,  Forward,  Memo,  Reply

This 'Quota' restriction will assign a 50 mb hard quota and even enforce the quota on the local replica. In this example, a 'Calendar entry' can still be created when the user exceeds the hard quota.

## Replication entry management

Mail Attender provides administrators with the ability to manage the replication entries found within the 'Advanced' tab in Replication settings.

### Actions

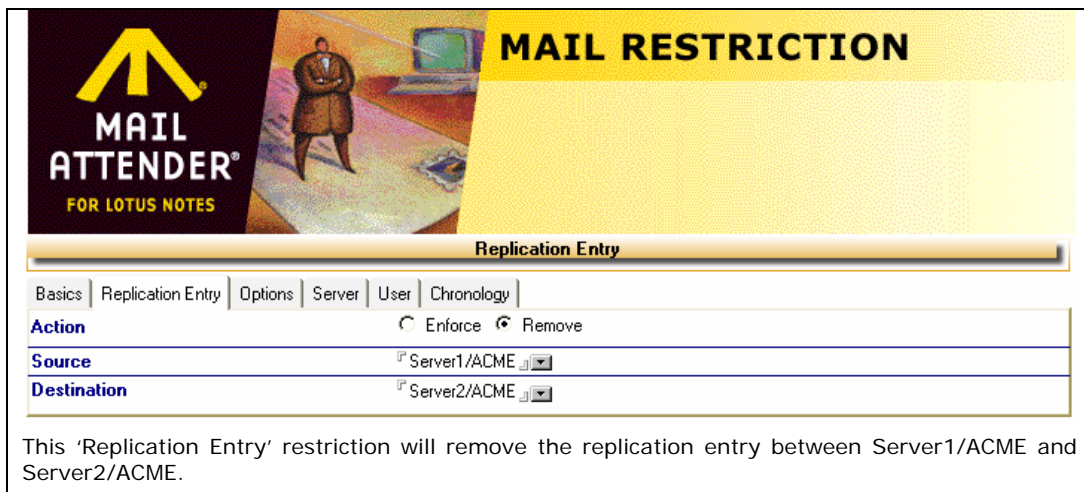
#### Enforce

Creates and/or updates the specified replication entry to be compliant with the configured options.

#### Remove

Deletes the specified replication entries from the mail database.

### Example



The screenshot shows the Mail Attender interface for configuring a 'Replication Entry' restriction. The window title is 'MAIL RESTRICTION'. The left sidebar contains the Mail Attender logo and the text 'MAIL ATTENDER FOR LOTUS NOTES'. The main content area has a tabbed interface with 'Replication Entry' selected. Below the tabs, there are three rows of configuration options: 'Action' with radio buttons for 'Enforce' and 'Remove' (selected), 'Source' with a dropdown menu showing 'Server1/ACME', and 'Destination' with a dropdown menu showing 'Server2/ACME'. Below the configuration area, a text box explains: 'This 'Replication Entry' restriction will remove the replication entry between Server1/ACME and Server2/ACME.'

## Reporting

Mail Attender provides an extensive set of views that can be used to sort and display not only information that Mail Attender has generated, but also captures an extensive amount of generic information about the mail databases. In most cases, the administrators can then view the information collectively for your mail users. In addition, the Mail Attender Reporter database can be used to create automated, perpetual reports on most of the data within Mail Attender.

### Mail user information

#### ACL information

Displays information regarding the ACL of the mail databases, including ACL entries, Administration server, and Internet access.

#### Attachment information

Displays information regarding the attachments found within the mail databases, including attachment name, size, sender and processing information. Also categorizes the information per attachment, to provide statistics on attachment existence.

#### Database statistics

Displays all numerical statistical information regarding the mail databases. This includes size, percent used, # of documents, # of personal folders, etc. (with averages).

#### Demographics

Displays information specific to the version of Lotus Notes used by each mail user, as well as the last time the mail databases were used either by the user, or by someone else.

#### Reclamation

Displays all accumulated reclamation statistics for each mail user.

#### Template inheritance

Displays information regarding the template inheritance for the mail databases.

#### Customizable reports

An additional database is included for reporting purposes. There are pre-configured reports that can be enabled to run and there is also the ability to create custom reports to display the Mail User Information in any means imaginable.

## Log information

Displays all information relative to the actions performed by Mail Attender. This includes attachments, documents, quotas, etc.

## Server information

Displays all information collected categorized by Home or Mail server. This includes statistical and reclamation values.

## **Exporting**

Mail Attender provides the ability to export the information from the Mail Attender database into a comma or tab delimited text file, which could then be imported into another software.

## **Mail User Information**

Mail Attender provides the ability to not only export information for the Mail User Information documents, but also for the response documents that can exist for each Mail User Information document (e.g. Attachment Information, Attachment Processing Information, Document Processing Information, etc.).

## **Server Information**

Mail Attender provides the ability to export information from the Server Status, Server Monthly Reclamation and Server Reclamation documents.

## 5. Summary

Mail Attender is an extensive product and can be used to perform many unique and necessary functions. Legal implications regarding email are enormous, but don't forget the infrastructure issues as well, since mail databases are using more space every day.

Mail Attender can help resolve almost any email issue found within the user mail databases. As you have read, some features will resolve many issues, while others are much more focused in their functionality. Whether you need to implement document retention policies, reduce space usage or prevent possible infrastructure and/or security issues, Mail Attender can address your issues.

New functionality is constantly added to Mail Attender. This is typically the result of feedback from our customers. We feel that if we are implementing features that you request, the evolution of Mail Attender will be extremely dynamic and more powerful with each new release.

## 6. Contact information

If you need additional information regarding Mail Attender, please contact the following:

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