

GEM 5.0

BETA 3

NEW FEATURES & INSTALL GUIDE

INTRODUCTION

The GEM 5.0 Beta 3 service pack contains all improvements and additions made since the release of GEM 5.0 Beta 2.

This service pack does not include the RecFind Corporate and RecQuery TC components shipped with Beta1. It contains updated GEM 5.0 components only.

Updates:

- The Exchange 2000 agent is now included
- Daily exception and statistics reports are now generated and sent to selected recipients (includes the ability to define the e-mail method, MAPI or SMTP)
- Email routing is now available for redirecting all e-mails received to a mailbox to other recipient

- New configuration option to export captured messages to XML rather than the RecFind database
- Anti-Spam configuration and trainer has been added to the Configuration module
- GEM Spam Filter for GroupWise 5.5/6.0/6.5 and Exchange 2000/2003 also available.

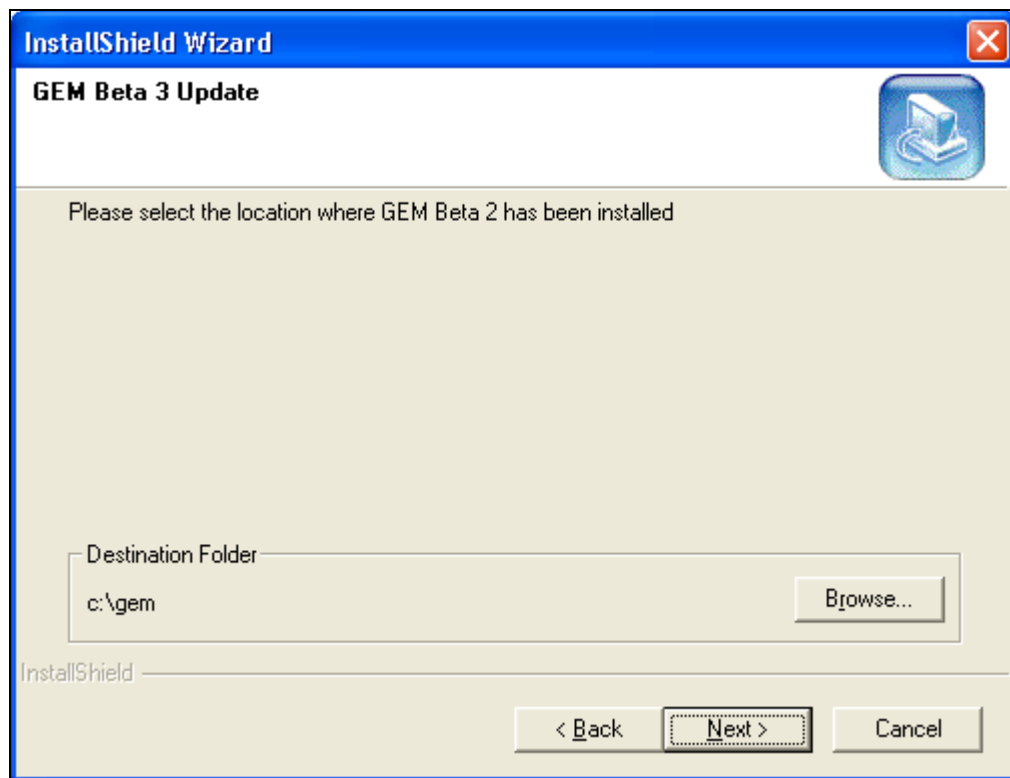
INSTALLATION

IMPORTANT!

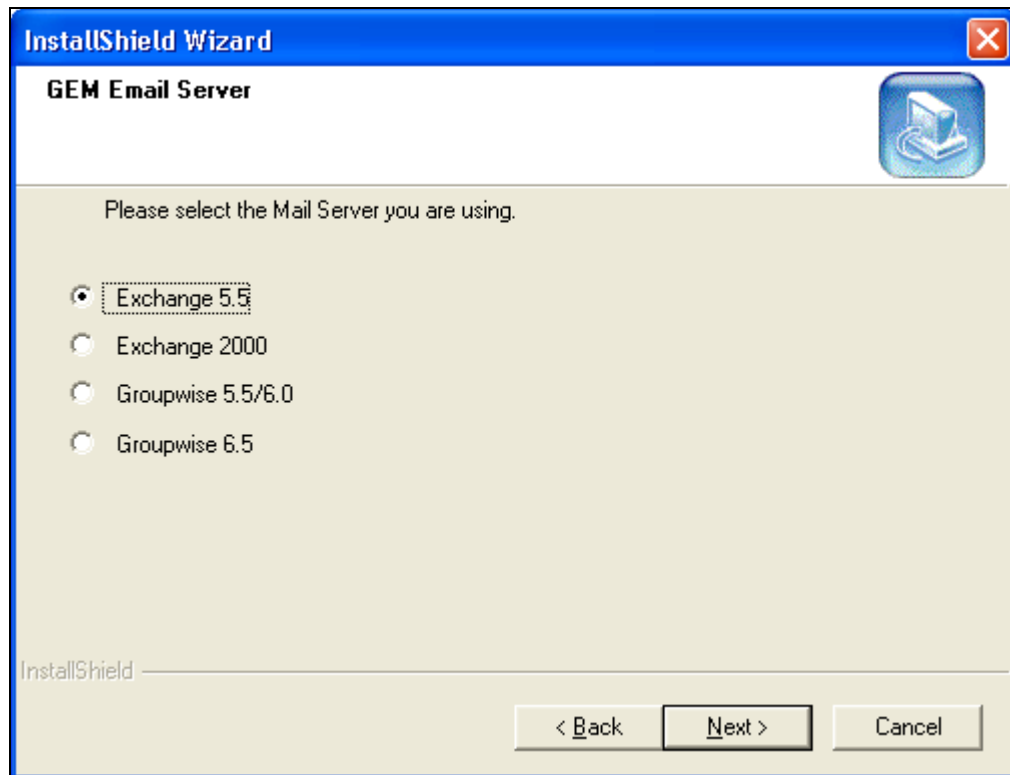
You must have GEM 5.0 Beta 1 and Beta 2 installed prior to Upgrading to GEM 5.0 Beta 3.

To install the GEM 5.0 Beta 3 service pack, complete the following steps:

1. Download the GEMBeta3.exe and copy it into your GEM installation directory.
2. Run the GEMBeta3.exe on the same computer that you installed GEM Beta 1 and GEM Beta 2.
3. Specify the GEM installation directory when prompted.



4. Specify the Mail Server type and version you are using.

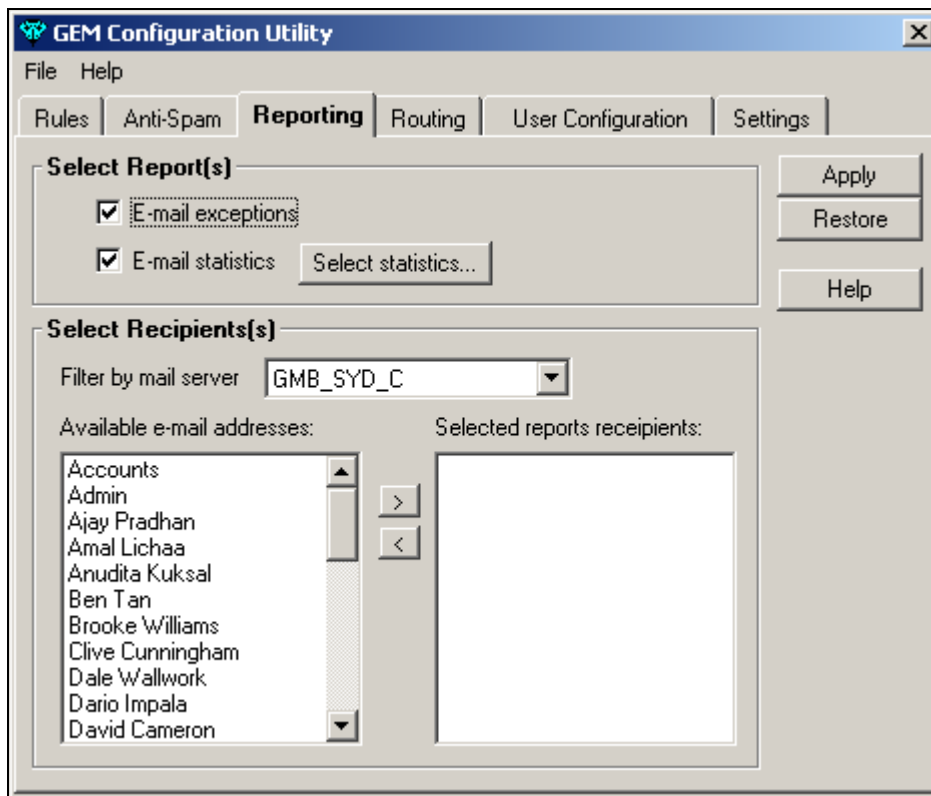


5. The installation is now complete.

GEM Configuration Utility

Reporting

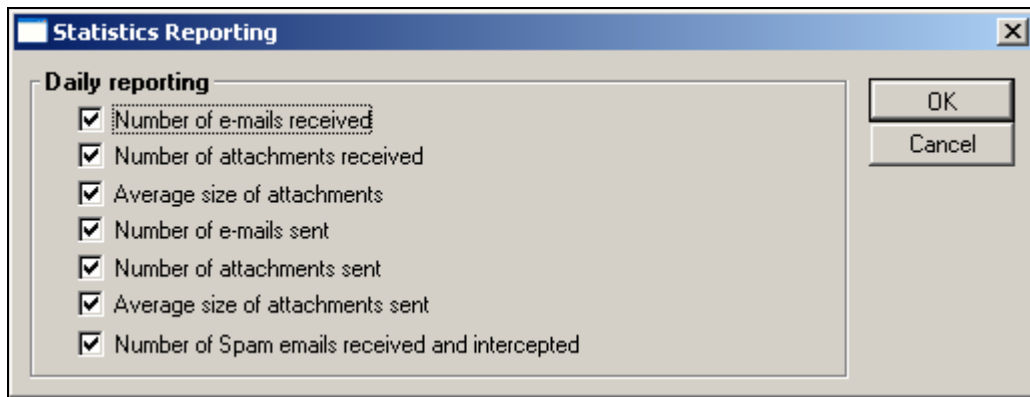
Reporting is a set of screens where the user chooses which daily reports to produce.



There are 2 types of reports:

- **Exceptions** – Details all e-mails that have failed to match any criteria;
- **Statistics** – Reports on the number of e-mails sent by specific users, averages of attachments in e-mails, etc.

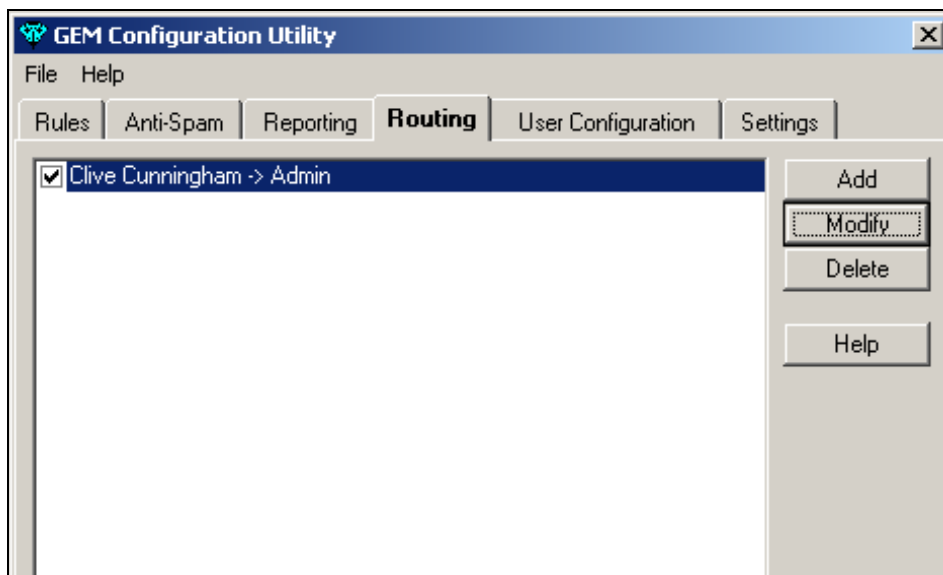
By clicking the “Select statistics” button, the following screen will be displayed for selecting which statistics should be collected and included on the statistics report.

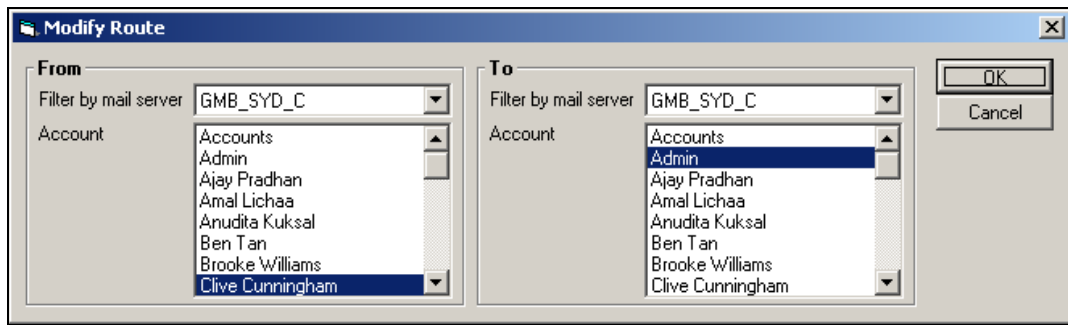


Reports, if enabled will be emailed to the selected recipients each day. Each daily report will contain information on the previous days activities.

Routing

Routing e-mail messages allows the GEM Administrator to send a copy of an e-mail to specified recipient(s). For example, all e-mails received by Bill@microhardy.com.au are to be also sent to GemAdmin@microhardy.com.au; this is useful if Bill is away for a long period of time and someone can get his e-mails and process them as required.

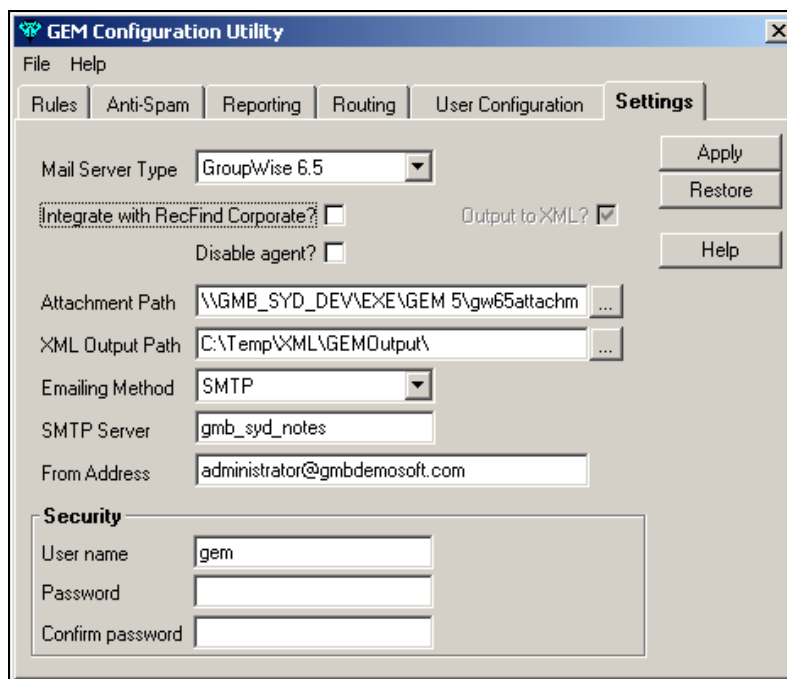




Settings

Some additional settings have been added in Beta 3. These are:

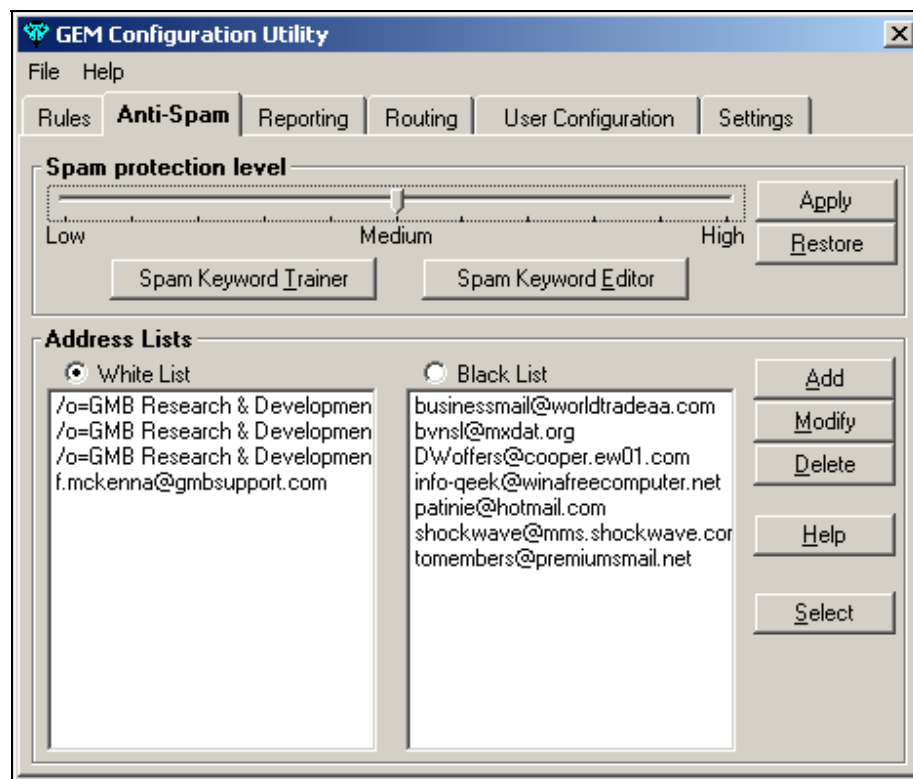
- **Output to XML** – If selected then messages that match rules will be output to an XML schema in the directory specified in the XML Output Path field. This option is mandatory if GEM is not integrated with RecFind.
- **Emailing Method** – GEM reporting and routing requires that messages be emailed to users. Select the emailing method these features should use. If MAPI is selected then the workstation must have a mail client installed and configured. If SMTP is selected then you must specify the SMTP server and the address from which messages will be sent.



GEM Configuration Module - Anti-Spam

Spam Protection Level

The higher the Spam Protection Level, the harsher the Spam Filter will be. This means that more e-mails will be classified as Spam. If the level is set to the lowest setting, then no e-mails will be classified as Spam. If the level is set to the highest setting then all e-mails will be classified as Spam. The recommended setting for the Spam Protection Level is medium.



Instructions:

1. After loading the GEM Configuration Module, click on the Anti-Spam tab.
2. Use the slider to decide the Spam Protection Level.
3. Click on the Apply button to save the new setting.
4. Click on the Restore button to load the last saved setting.

Spam Keyword Trainer

The Spam Keyword Trainer is a utility to teach GEM how to identify Spam. By giving it examples of what is and isn't Spam, the trainer calculates the probabilities of words occurring within the collection of e-mails, then assigns a score to these keywords. Two lists are created based on the subject and body of the e-mails, one list of Spam keywords and one list of non-Spam keywords.

The list of keywords can be edited via the Spam Keyword Editor.

Instructions:

Before using the Spam Keyword Trainer, a collection of Spam and non-Spam emails must be collected. Two folders must be set up in the mailbox on the server, with one containing sample Spam emails and the other containing non-Spam emails. The Spam Filter will be more accurate at identifying Spam if there is a larger number of e-mails supplied. However, it will also take a longer time to train. Anywhere between 15-100 e-mails is recommended, but this also depends on the size of the e-mails (The Spam Keyword Trainer must only be used on the server).

1. After loading the GEM Configuration Module, click on the Anti-Spam tab.
2. Click on the button labeled Spam Keyword Trainer.
3. A new window will pop-up called 'Spam Trainer'.
4. Select a folder containing only Spam e-mails in the list labeled Select Spam Folder.
5. Select a folder containing only non Spam e-mails in the list labeled Select Non Spam Folder.
6. Click on the button labeled Start Training (The amount of time it takes to train depends on the number of e-mails in each folder and the size of the e-mails).

7. After it has finished, a message box will appear stating how long it took.
8. Click on OK.
9. Another message box will to ask whether to append the new addresses to the black list/white list.
10. Click on Yes to append the addresses from the Spam e-mails to the blacklist, and the addresses from the non-Spam e-mails to the white list. Otherwise click No.
11. Click on the Close button to exit.
12. Now two files will have been created in the RecFind directory containing these keywords.
13. The Spam Filter has now successfully been trained!

Spam Keyword Editor

The Spam Keyword Editor allows the user to edit the list of Spam and non-Spam keywords and their ranks. If a high-ranking Spam keyword is found in an inbound e-mail, it is more likely to be tagged as Spam. However, if a non-Spam keyword is also found in the e-mail, this decreases the chance that the e-mail will be tagged as Spam.

1. After loading the GEM Configuration Module, click on the Anti-Spam tab.
2. Click on the button labeled Spam Keyword Editor.
3. The editor will load the keyword lists from the RecFind directory (This is where the Spam Filter will also load the lists from).
4. Click on the Spam Keywords option button to display the Spam keywords list, OR
5. Click on the Non - Spam Keywords option button to display the non Spam keywords list.
6. Insert - inserts a new keyword.

7. Modify - modifies an existing keyword.
8. Delete - deletes the selected keyword.
9. Move Up - moves a keyword up one ranking.
10. Move Down - moves a keyword down one ranking.
11. Save - saves the current file that is displayed on screen.
12. Exit - exits the editor.

Spam Black List and White List

The Blacklist is a list of sender e-mail addresses of known Spammers. Any e-mail received from a sender in the blacklist will be tagged as Spam. Conversely, any e-mail from a user in the white list will not be tagged as Spam.

Instructions:

- **Add** - Adds a new address.
- **Modify** - Modifies an existing address.
- **Delete** - Deletes an existing address.
- **Select** - Type in an address to try and find it in the list.

Note: Multiple selections are allowed in the black list/white lists. The wildcard character '*' can be used to denote any amount of characters/digits including nothing. For example, '*@abc.com' will include all files ending with '@abc.com'.

GEM Spam Filter

Spam Filter for Exchange 2000/2003

Instructions:

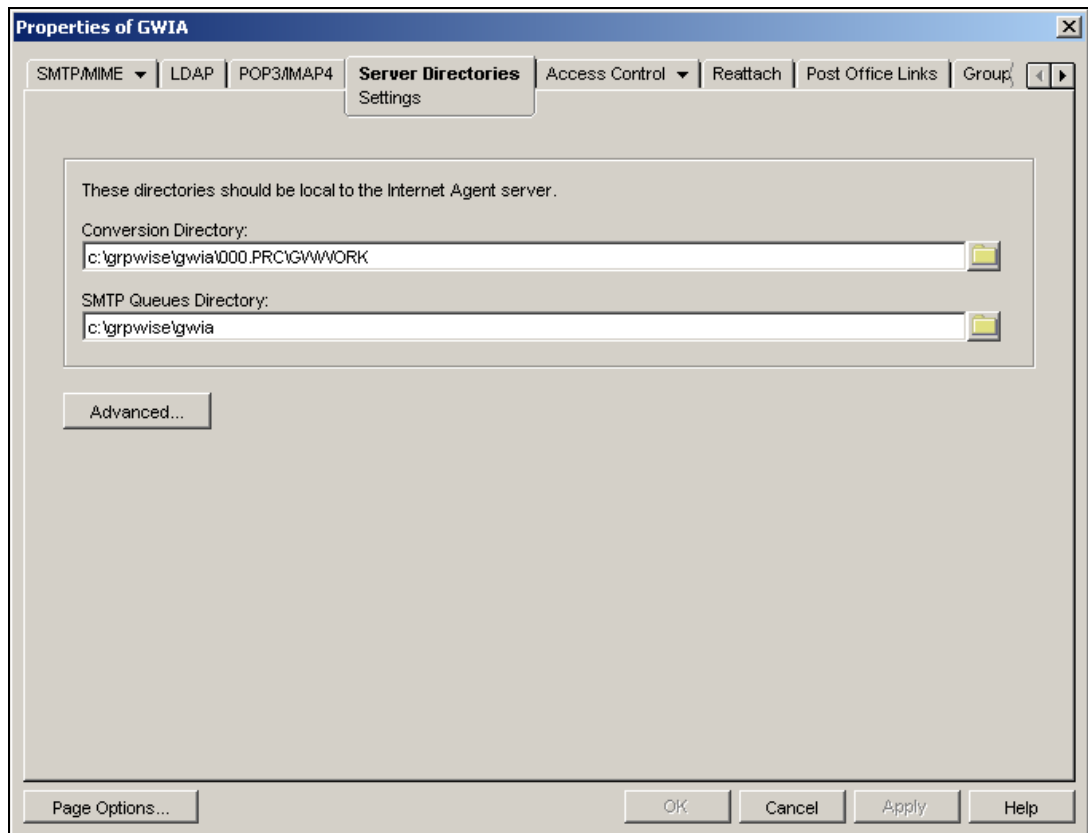
- **To use the Spam Filter** - The Spam Filter for Exchange 2000/2003 runs automatically on the server as part of GEM.
- **To disable the Spam Filter** - If you do not wish to use the Spam Filter, set the Spam Protection Level in the GEM

Configuration Module to the lowest setting. Also, delete all the addresses in the white list and the blacklist by using the GEM Configuration Module.

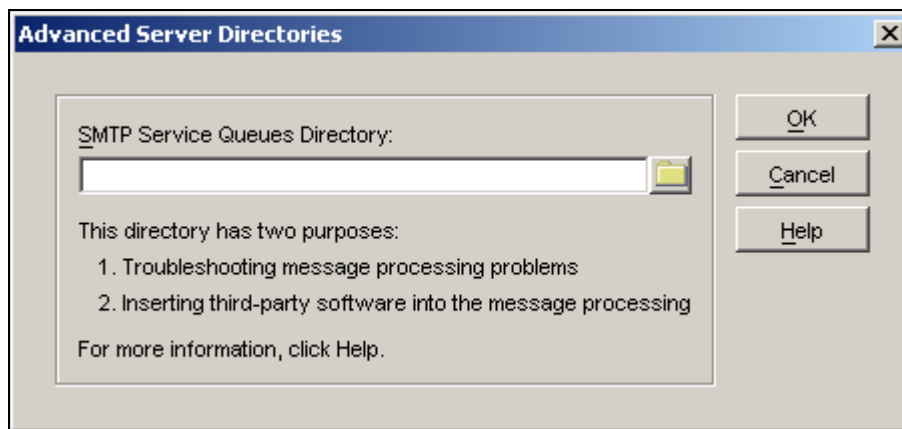
Spam Filter for GroupWise 5.5, 6, & 6.5

Instructions:

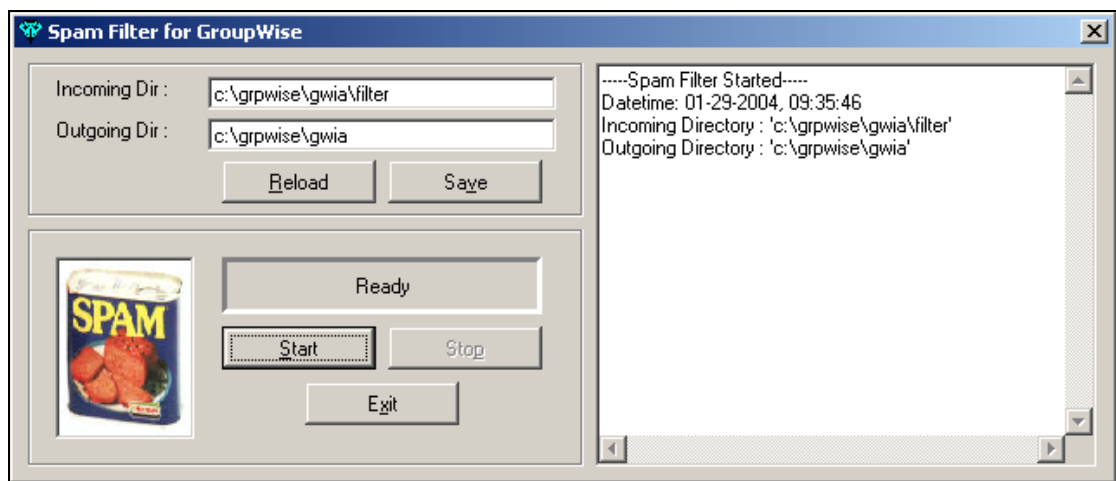
1. To use the Spam Filter – The GroupWise Internet Agent (GWIA) must be configured to allow third party processing of messages. To do this, open the GWIA properties in ConsoleOne and select the Server Directories tab. For example:



2. Select the Advanced button to bring up the following screen:



3. Specify the directory into which the GWIA will place incoming messages. Incoming messages will be routed to this directory to be processed by the Spam Filter before being directed to its intended recipient.
4. Run the GEM Spam Filter for GroupWise:



5. The Incoming Directory is the SMTP Service Queues Directory specified in the Advanced Server Directories screen. This is where incoming messages will be placed by the GWIA for processing by the Spam Filter.
6. The Outgoing Directory is the SMTP Queues Directory specified on the Server Directories tab of the main properties window.

7. Save stores the Incoming and Outgoing Directory paths so that they will be loaded.
8. Click on Start to begin filtering Spam. If the Spam Filter is not running, and the GWIA has been configured for third party processing then neither inbound nor outbound messages will reach their recipients.
9. The Stop button halts the Spam Filter.
10. The Exit button shuts down the Spam Filter.

To disable the Spam Filter - If you do not wish to use the Spam Filter, disable the GWIA third party processing in GroupWise by and do not run the GEM Spam Filter for GroupWise clearing the SMTP Queues Directory field in the Advanced Server Directories window.

GETTING HELP

Should you experience difficulties during the upgrade, please contact our International Support Center by:

Email: support@gmbsupport.com

Phone: 1888 325 1614 (United States toll free)
1800 221 061 (*Australia toll free)
1888 405 9019 (Canada toll free)
0800 445 438 (New Zealand toll free)

* Please note, the Australian toll free number excludes Sydney customers. Sydney customers please phone 9420-8511.

To speed the technical support process, please have ready the following information before contacting the International Support Center:

- GMB Customer Number
- GMB Incident PIN Number (If you have purchased support 'Incidents')
- Product Version
- Type of Database Server (Oracle/MSSQL Server) and Version

GMB Web Site

Visit our web site at www.gmbsupport.com for information on the latest GMB products, support issues and training dates.