

Mail Attender®

Version 4.0

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 carried out automatically by Mail Attender's enforcement of Mail Restrictions created by Lotus Notes Mail Administrators. These Mail Restrictions can manage Mail databases in one of these five ways: Attachments, Documents, Access, Personal Agents, and Quotas.

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 as well as 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 upon the space that a mail server has. Many company's 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. The result is 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 that there is company exposure occurring from email and to what level. 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, Mail Attender's document and attachment management is a much easier transition than it is for companies that still feel they are too invincible for a law suit to happen to them.

By enforcing document and attachment policies, a company can greatly reduce their legal liability due to Mail Attender's ability to locate and delete potentially damaging mail messages.

Return on Investment

There are three 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.

- 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 (MB) ↕	Attachments Deleted (MB) ↕	Documents Deleted (MB) ↕
Server1/ACME	602.90	358.10	1,563.62
Server2/ACME	771.83	422.74	1,631.06
Server3/ACME	1,153.30	955.84	2,604.76
Server4/ACME	724.05	1,090.24	2,107.85
Server5/ACME	785.18	1,373.46	2,784.94
	<u>4,037.27</u>	<u>4,200.38</u>	<u>10,692.23</u>

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

- The second type of return on investment reduces software costs. Mail Attender can also 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.
- 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.

Another reason Mail Attender was created is because Lotus' cc:Mail product has a subset of the Mail Attender functionality. Customers that were being urged to migrate from cc:Mail to Lotus Notes did not want to lose the ability to manage Mail databases. Mail Attender offers the administrative functionality of cc:Mail within Mail Attender.

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 the end of every quarter. Each version contains between 10 and 20 new features and any bug fixes that are required. Bug fix versions are also released when required.

Customer Profiles

Any company using Lotus Notes can use Mail Attender! Client sizes range between companies with 100 to 50,000 mail users. Most of the companies that are using the product require a complete non-disclosure, which does not allow us to publicize our client list. However, some companies allow us to use them as a reference, upon approval.

Supported Versions

Mail Attender was written in 4.5x of Lotus Notes, and is compatible with 4.6x, as well as 5.x. Currently Mail Attender is available with a Lotus Notes R4 or R5 interface. The R4 interface can be used in either an R4 or R5 environment, while the R5 version is only compatible in a R5 environment only. The R5 interface within Mail Attender takes advantage of the new R5 design feature set.

Supported Platforms

Mail Attender has been successfully tested on the following platforms: Windows/NT, Sun Solaris, HP/UX, AIX, AS/400, Linux, and S/390. 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.

Migration to Lotus Notes 5.x

Mail Attender does NOT require an upgrade when Servers are migrated from Lotus Notes 4.x to Lotus Notes 5.x.

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, meaning that 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. However, currently, we have no immediate plans to offer Mail Attender on other platforms.

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 either the entire company, or to only 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", that assigns a quota of 50 MB to all Mail Users. A second Quota Restriction could be created with a priority of "2", that 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.

Document Management

Mail Attender can be used to process documents using four different methods. 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 at once. Each of these four methods may be used to perform one of three functions on the documents. “Analyze” provides the administrators with the ability to perform “what if” scenarios, “Move to Trash Folder” moves the documents to the Trash folder and “Delete” deletes the documents from the mail databases.

Manage by Retention

This process allows administrators to assign retention periods on folders (or views) by folder basis. Folders can be assigned different retention periods providing powerful management methodologies. In addition, within Mail Attender you can specify retention supersession, which will allow you to manage people differently. For instance, you can assign a retention period of 60 days to users Inboxes, but specify a subset of users to have a 90-day retention instead. This “supersession” can be granted to specific User Names, Groups or OU certifier structures.

SHERPA >MAIL RESTRICTION

Basics | Document | Notification | Schedule | Server | User

Manage Documents?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Manage by Mail File Size?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Base Search on...	<input type="radio"/> Content <input checked="" type="radio"/> Retention <input type="radio"/> Size <input type="radio"/> Type
Document Action	<input type="radio"/> Analyse <input checked="" type="radio"/> Delete <input type="radio"/> Move To Trash Folder
Base Retention on...	<input checked="" type="radio"/> Creation <input type="radio"/> Delivery <input type="radio"/> Modification
Retention Type	<input checked="" type="radio"/> # of Days <input type="radio"/> Date Range
Document Retention	<input type="text" value="90"/> Days
Allow User Extension?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Include if 'Out of Office' Enabled?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Folder Direction	<input type="radio"/> Backward <input checked="" type="radio"/> Forward
Stop when document is < Retention?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Folder Name(s)	<input type="text" value="Drafts, Inbox, Sent"/>
Include 'Foldered' Documents?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Include Calendar Entries for 'Inbox', 'Sent'?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Include Stationery?	<input type="radio"/> Yes <input checked="" type="radio"/> No

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This Document Restriction defines how long documents should be kept. In this example, any document that exists within the "Drafts", "Inbox", or "Sent" Folder (View) that was created more than 90 days ago, will be deleted.

Manage by Content

This process allows administrators to manage documents that contain specific words and phrases.

Manage by 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.

Manage by 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.

Attachment Management

Mail Attender can be used process Attachments using three methods. 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 three methods active at once. Mail Attender can be configured to perform one of these four actions: "Track" provides information regarding each attachment, "Delete Attachment" deletes the attachment from the document (while leaving the other content alone), "Archive Attachment" deletes the attachment from the document and place it into the Mail Attender Archive database and "Delete Document" deletes the document from the Mail database.

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.

Manage by 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.

Mail Attender can also be used to simply track attachments, meaning that no action is taken on the attachments or documents. Only a list of attachments per Mail User is generated within Mail Attender.

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This Attachment Restriction defines the attachments to be managed. In this example, all “.avi” attachments will be deleted after the mail user receives one notification.

Manage by 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.

Manage by 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.

Quota Management

Mail Attender can be configured to assign both "Hard" and "Soft" Quotas described below. The "Hard" Quota is the physical 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.

Soft Quota

Mail Attender can assign a "Soft" Quota to a Mail Database. Once it is 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.

Hard Quota

Mail Attender can enforce the "Hard" Quota found inherent within Lotus Notes, or can manage it itself. Administrators can configure Mail Attender to perform several different scenarios with the "Hard" Quota.

- 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.
- 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.
- 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. Mail Attender uses the Logical Size (Physical Size * Percent Used) of the Mail Database to determine compliance. This does not require Mail Attender compact to run prior to re-establishing the Mail User's access. There are two requirements that need to be met for a mail user can continue to use their email normally. The first is that the Mail User will only be able to delete documents that they created, and second is that the restoration of rights will not occur until Mail Attender runs that night.

Basic	Quota	Notification	Schedule	Server	User
Manage Database Quota?	<input checked="" type="radio"/> Yes <input type="radio"/> No				
Manage "Self" Quota?	<input checked="" type="radio"/> Yes <input type="radio"/> No				
"Soft" Quota Size	<input type="text" value="30"/> Megabytes				
Present Dialog Box every ??? Messages	<input type="text" value="5"/>				
Soft Quota Dialog Box Message	Your Mail database is currently [LogicalSize] Megabytes, and is exceeding the Soft Quota Size [SoftQuota] Megabytes.				
Manage "Hard" Quota?	<input checked="" type="radio"/> Yes <input type="radio"/> No				
"Hard" Quota Size	<input type="text" value="50"/> Megabytes				
Use Hard Quota Value?	<input type="radio"/> Yes <input checked="" type="radio"/> No				
Reduce User Access to Author (No Create)?	<input type="radio"/> Yes <input checked="" type="radio"/> No				
Hard Quota Dialog Box 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.				

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This is a Mail Attender Quota restriction that defines the "Soft" and "Hard" Quota values. In this example, the "Soft" Quota is set at 30 MB and the "Hard" Quota is set at 50 MB.

- Administrators may make changes to mail templates with provided code. The feature available for change in Mail Attender is the message that is presented to the mail users when they attempt to create a new Memo, Reply or Reply with History. When the user clicks "OK" within the dialog box, the new Memo, Reply, or Reply with History is closed without giving them the ability to enter data. When the user deletes enough mail messages to place them below their quota size, they will automatically be able to create new documents without delay.

Other Features

Mail Attender provides the ability to manage and delete Personal Agents and Access Control Lists for all mail databases.

Mail Attender also provides an extensive set of views that can be used to sort and display mail user information, including, but not limited to, Size, #of Documents, Mail Server, Template Name, ACL, Full-Text Index, Out of Office, Exceptions (for example, Quota deviation), Attachments By Name and Attachments By Size.

Mail Attender also has a built in Application Programming Interface (using two custom LotusScript Classes) that allows administrators to easily extract data out of Mail Attender to be used in other applications. An example of this would be when a company wants to charge the Mail Users' Cost Centers for quota overage.

Mail User Name	Database Information	Attachment/Document Information
John Smith/ACME	<ul style="list-style-type: none"> Home Server is Server1/ACME Mail File is mail\jsmith.nsf Hard Quota Size is 75.00 MB Soft Quota Size is 60.00 MB Physical Size is 99.16 MB Percentage Used is 94.10 % Logical Size is 93.31 MB Document Count is 542 	<ul style="list-style-type: none"> Attachments... - 5 Total Attachments - 1 Encrypted - 3 Deletion Candidates - 2 to be Deleted Documents... - 3 for 'Content' Query
Renee Williams/ACME	<ul style="list-style-type: none"> Home Server is Server1/ACME Mail File is mail\vwiliam.nsf Hard Quota Size is 75.00 MB Soft Quota Size is 60.00 MB Physical Size is 33.12 MB Percentage Used is 67.90 % Logical Size is 22.49 MB Document Count is 320 	<ul style="list-style-type: none"> Attachments... - 8 Total Attachments
Robert Jones/ACME	<ul style="list-style-type: none"> Home Server is Server1/ACME Mail File is mail\vjones.nsf Hard Quota Size is 75.00 MB Soft Quota Size is 60.00 MB Physical Size is 52.57 MB Percentage Used is 97.40 % Logical Size is 51.20 MB Document Count is 289 	<ul style="list-style-type: none"> Attachments... - 9 Total Attachments

This view displays all mail database information per mail user.

Mail Attender/Lotus Notes comparison

Mail Attender provides functionality over and above what you will find inherently in Lotus Notes (including R5). The table below illustrates what Mail Attender does as compared to

Lotus Notes' functionality. Any cell containing an "X" denotes the described functionality exists.

Feature Description	Lotus Notes 4.x/5.x	Mail Attender
Document Management		
Document retention policy management per view/folder (for example, older than 180 days in Inbox)		X
Document content management per mail database (for example, containing key words/phrases)		X
Document Size management per mail database (for example, greater than or equal to 1 MB)		X
Document type management per mail database (for example, Field Form = Memo)		X
Attachment Management		
Attachment management by attachment name or wildcard (for example, *.avi)		X
Attachment management by attachment size (for example, greater than or equal to 5 MB)		X
Attachment management by attachment age (for example, older than 180 days)		X
Ability to view mail database attachments by attachment name, extension, size		X
Quota Management		
Assignment of "Hard" Quotas to mail databases	X	X
Custom automatic notification to mail users upon "Hard" Quota non-compliance		X
Assignment of "Soft" Quotas to mail databases	X	X
Custom automatic notification to mail users upon "Soft" Quota non-compliance		X
Reduction of mail users access to "Author" without "create document" rights upon "Hard" Quota non-compliance		X
ACL Management		
Automatic ACL management for all access levels and rights		X
Ability to view all ACL entries for all mail databases.		X
Personal Agent Management		
Automatic deletion of personal agents from mail databases		X
Views		
Sort mail databases by Physical Size, Logical Size,		X

Percent Used, # of Documents, # of Personal Folders		
Sort mail databases by template name inheritance		X
Display all mail users with incorrect "Out of Office" server		X
Display all mail users that are non-compliant with the "Soft" or "Hard" Quota		X
Data Extraction		
Extract mail user information to be used within other applications. This includes all mail database statistical information (for example, Physical Size)		X

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, as you watch Mail Databases grow.

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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