

SurfControl E-mail Filter for Microsoft Exchange 2000 and Microsoft Exchange 2003 v4.7

README

Welcome

Welcome to SurfControl E-mail Filter for Microsoft Exchange. SurfControl E-mail Filter offers advanced filtering technology for the corporate e-mail environment, helping you to manage both internal and external e-mail usage in the workplace. SurfControl E-mail Filter can help you increase security, enhance productivity, and significantly reduce legal liability that occurs when corporations provide Internet access to their employees. Protect your employees and your company by promoting intelligent Internet usage.

Product Features

Feature	What It Does
Internal message filtering	SurfControl E-mail Filter for Microsoft Exchange supports TNEF, enabling comprehensive filtering of internal e-mail.
HTML spam detection	The HTML Parser extracts plain text and URLs from HTML messages and attachments to improve Spam detection.
Automated queue management	Automatically discard, release or move queued messages at specified times or after a specified time delay.
LexiMatch	LexiMatch uses advanced Boolean language analysis for accurate content filtering that's easy to deploy.
Content Dictionaries	SurfControl E-mail Filter is installed with extensive, customizable dictionaries, giving you high-quality content filtering straight out of the box.
Anti-Spam Agent™	Slam the brakes on spam. The Anti-Spam Agent protects your system against text-based spam and other unwanted files such as images, movies and screensavers. The Anti-Spam Agent's unique digital fingerprint filtering ensures near 100% efficiency.
Anti-Virus Agent™	SurfControl E-mail Filter, powered by McAfee is a gateway virus scanner that protects your e-mail server and network from e-mail borne viruses. It works by checking messages against the current virus signature database and dealing with infected messages according to your policy.
Virtual Image Agent™	The Virtual Image Agent uses intelligent scanning technology to filter out inappropriate adult images from your e-mail network. You can alter the sensitivity of the Virtual Image Agent to suit the needs of your organization.
Virtual Learning Agent™	The Virtual Learning Agent is a unique tool that can be trained to understand and recognize specific types of content that you want to filter. Using the VLA with SurfControl E-mail Filter gives you the most comprehensive protection against loss of business critical information

	through accidental or malicious leakage.
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License Information

To install SurfControl E-mail Filter, The Anti-Spam and Anti-Virus Agents and E-mail Audit, you will need to enter activation keys. If you are evaluating SurfControl E-mail Filter, you can install these components for a 30-day trial period by leaving the activation key fields blank during installation. To continue to use these components beyond the trial period, you will need to obtain activation keys from you local sales representative.

Information for Beta Users

If you are currently running the RC1 version of SurfControl E-mail Filter for Microsoft Exchange 2000, please note that there is no upgrade path from the RC1 version to the full release. To install the full release you must first uninstall RC1.

Information for SurfControl E-mail Filter for Exchange 5.5 Users

Please note that there is no upgrade path from SurfControl E-mail Filter for Exchange 5.5 to SurfControl E-mail Filter for Exchange 2000/3.

Known Issues

Issue No: 6179

Installing MSDE during product installation may require a reboot.

When installing the SurfControl E-mail Filter product, you may need to install or upgrade the MSDE database component. If you install MSDE at this point, you should then wait for the machine to reboot and follow these instructions:

1. Stop the E-mail Filter product installation.
2. Click the MSSQL icon in the system tray and stop and start all services.
3. Restart the E-mail Filter product installation.

Issue No: 7147

Dictionary score on HEADER is triple or double what it should be

All text in the subject will become triple if you scan the entire message, (1-Subject, 2-Thread-Topic, 3-Title of the HTML part of the email body). This means that even a 'body' text only scan will return the text from the subject.

Issue No: 9030

In and Queues directories may not be deleted upon uninstalling the product.

If there are files left in the In directory or .msg files left in the Queues\Isolate directory, those folders will not be removed when uninstalling the SurfControl E-mail Filter product. The workaround is to manually delete the files and folders after completing the uninstall operation.

Issue No: 9143

E-mail Audit only offers Delay and Isolate folders.

When setting up rules in the E-mail Audit product, you should specify only Delay or Isolate folders. No other folders are available for use in this product.

Issue No: 9187

Cancelling installation may cause a problem.

When installing the product, you should not cancel the installation when viewing the WebDAV Configuration screen or the Default SMTP Virtual Server Port screen. The workaround is to cancel installation on a previous or next screen.

Issue No: 9316

Using SEFDBRestore.bat doesn't work

Stop all services and applications and UNREGISTER the E-mail Receiver (SINK), via the MMC in the Exchange System Manager.

Then execute at the command line:

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SEFDBRestore.bat c:\log.bak STEMlogEx
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The database is restored successfully.

TIP: Run the sp_who2 stored procedure, which tells you who is accessing the databases.

Issue No: 9769

References to Exchange 2000 within Exchange 2003 install.

Within the product UI there are several references to Exchange 2000, these are cosmetic only, the product is fully supported on Microsoft Exchange 2003 as well as Microsoft Exchange 2000. Please see the Administrator and Install guide for further information.