



Configuration Tool

Personal Email Manager

v7.2

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Personal Email Manager Configuration Tool

The Personal Email Manager Configuration Tool allows you to change configuration settings, test connectivity, and control the Personal Email Manager service.

Personal Email Manager is initially configured during installation.

Use the Configuration Tool to:

- ◆ Stop and start the Personal Email Manager service.
- ◆ Specify the Windows user account under which the Personal Email Manager service runs.
- ◆ Test the Personal Email Manager Web user interface.
- ◆ Manage and monitor connections to the external systems.
 - Personal Email Manager database
 - Websense® Email Security database
 - SMTP servers
 - LDAP servers
 - Websense Email Security servers
- ◆ Manage Personal Email Manager configuration settings.
 - Certificates
 - Notifications
 - Replies
 - Logging
 - PEMAdmin password
 - Personal Email Manager Web server

In addition, you must use PEMAdmin or another Personal Email Manager administrator account to:

- ◆ Set up queues for Personal Email Manager.
- ◆ Customize notification email messages.
- ◆ Manage end-user accounts.
- ◆ Set up and manage administration accounts.

See the *Personal Email Manager Administrator's Guide*.

Starting the Configuration Tool

To launch the configuration tool from the Start menu select:

Start > Programs (or All Programs) > Personal Email Manager > Configuration Tool

The main screen provides access to all Configuration Tool functions. It also provides a visual report on the state of the system, flagging elements that are working properly with a check mark, and problematic elements with an “X”.

Click **Test All** to refresh the status indicators and, if the service is stopped, refresh the blocked message count.



Controlling the Personal Email Manager service

On the main screen, in the section labeled Personal Email Manager, you can:

- ◆ Stop and start the Personal Email Manager service.
- ◆ Change the Windows account associated with the Personal Email Manager service.
- ◆ Test the Personal Email Manager Web user interface.

Stopping and starting the service

If you change the configuration and a restart is required, the message **Restart to apply changes** is displayed next to the **Start From** and **Stop** buttons.

A restart is required if you:

- Change the connection definitions of any external service. See [Managing connections to external systems, page 8](#)
- Change the settings for certificates, notifications, or replies. See [Personal Email Manager configuration settings, page 20](#)
- Change the port settings for the Personal Email Manager Web server. See [Configuring Web server ports, page 28](#)
- Apply hotfixes.

You *do not* need to stop and restart Personal Email Manager if you change only the logging level or the PEMAdmin password.

Stopping the service

Click **Stop** to stop the service.



Note

Whenever the service is stopped, the time and date of the stoppage is displayed under the **Start From** and **Stop** buttons, along with the number of accumulated unprocessed blocked messages. To refresh the number, click **Test All**.

Starting the service

If only the configuration has changed, or there is no concern about the backlog of unprocessed messages:

- ◆ Click **Start From**. In the **Start Personal Email Manager** dialog box, click **Start**. The service is started and unprocessed blocked email is processed.

*If the service has been stopped for days or weeks, and there is a large backlog of unprocessed blocked messages, you may want to adjust the date and time to limit blocked email processing to a recent period. Unprocessed blocked email that is older than the Start From date is *not processed*.*

To adjust the **Start From** date and time, and start the service:

1. Click **Adjust Start Date**. In the **Adjust Start Date** dialog box, specify the date and time that Personal Email Manager is to start from in the processing of blocked email. Click **OK**.

You are returned to the **Start** dialog box. The **Blocked email** total is updated to reflect the number outstanding from the new **Starting from** date.

If you are *not* satisfied with the adjustment, click **Adjust Start Date** and change the values again.

2. When you are satisfied with the **Starting from** values, click **Start**.

When the service is started, backlogged blocked email is processed as follows:

- Individual notification email is sent for each blocked *outbound* email.
- Individual notification email is sent for each blocked *inbound* email in a queue marked for immediate notification.
- At the next scheduled cycle, composite notification email is sent for all remaining blocked inbound email.



Note

The auto-delete text in notification messages may be misleading because backlogged email has “aged” in the queue and may be deleted sooner than indicated.

Changing the Windows account associated with the service

Personal Email Manager runs as a Windows service under a specified Windows account with the privileges of that account. The account must have Administrator privileges.

To change the Windows account, click the **Log On As** button and specify the account name and password.

Testing the Web user interface

To test the Personal Email Manager Web user interface, click the **User Interface** button. The button is unavailable if the Personal Email Manager service is stopped.

Should the test fail, an error description is displayed next to the button. For more information about the error, examine the configuration log file. By default, the log file is located at: /Program Files/Personal Email Manager/Configuration Tools/Logs/PEMConfigurator.log.

Managing connections to external systems

In the External Systems section you can monitor, configure, and test connections to the

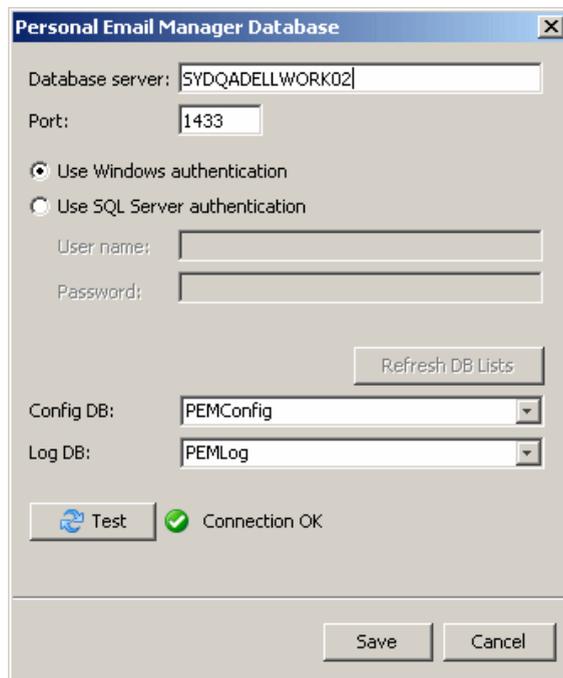
- ◆ Personal Email Manager database
- ◆ Websense Email Security database
- ◆ SMTP server
- ◆ LDAP servers
- ◆ Websense Email Security servers

Operative connections have a check mark to their left. Non-operative connections have an “X”.

Database servers

To change the connection specifications for the Personal Email Manager or Websense Email Security database servers, click the appropriate button and

1. Enter the name or IP address of the database server.
2. Enter the server’s TCP port number.
Default = 1433
3. Select the method of authentication.
4. If SQL authentication is used, enter the server login details.



The screenshot shows a dialog box titled "Personal Email Manager Database". It contains the following fields and controls:

- Database server: SYDQADELLWORK02
- Port: 1433
- Use Windows authentication (selected)
- Use SQL Server authentication (unselected)
- User name: (empty)
- Password: (empty)
- Refresh DB Lists button
- Config DB: PEMConfig
- Log DB: PEMLog
- Test button (with a refresh icon)
- Connection OK status (with a green checkmark)
- Save and Cancel buttons at the bottom.

Click the **Refresh DB Lists** button to refresh the lists for the selected server and to inspect the names of the selected and available databases. This is helpful if you have changed the database server, port, or authentication settings, and in the rare event that the Websense Email Security administrator or Personal Email Manager administrator has changed the standard database names. Examine the DB drop-down lists to see all of the databases available on the selected server. Click an entry to select it.

Click **Test** to validate the settings and test the connection.

Should the test fail, an error description is displayed next to the button. For more information about the error, examine the configuration log file. By default, the log file is located at: /Program Files/Personal Email Manager/Configuration Tools/Logs/PEMConfigurator.log.

SMTP server

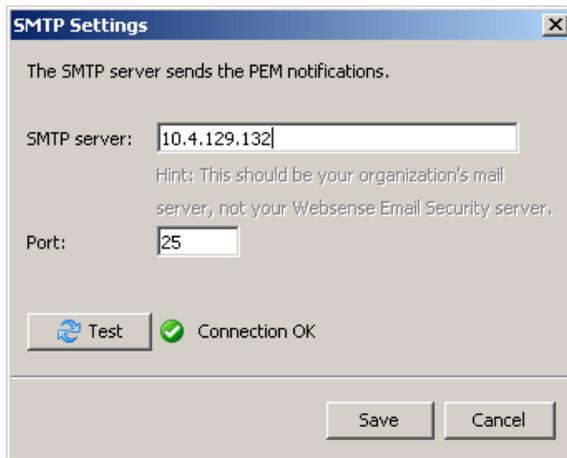
The SMTP server is the email server used by Personal Email Manager to send blocked notification email to users. (It is not the Websense Email Security server.)

To change the connection, click the **SMTP** button and

1. Enter the name or IP address of the SMTP server. This is typically the name of your organization's email server.
2. Enter the TCP port number.
Default = 25

To test the connection, click **Test**.

Should the test fail, an error description is displayed next to the button. For more information about the error, examine the configuration log file. By default, the log file is located at: /Program Files/Personal Email Manager/Configuration Tools/Logs/PEMConfigurator.log.



LDAP servers

To manage LDAP connectivity, click the **LDAP** button. The **LDAP Servers** dialog box includes:

- ◆ A list of configured servers. If a connection is faulty, an error message is displayed in red text after the server:port information.
- ◆ Buttons to create, configure, and test LDAP servers and connections



Note

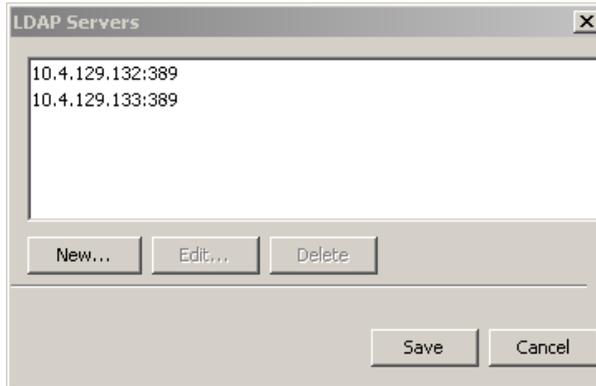
The **LDAP Servers** dialog box is available only if LDAP was enabled for Personal Email Manager during installation.

In the **LDAP Servers** dialog box:

Click **New** to add a new LDAP server to Personal Email Manager.

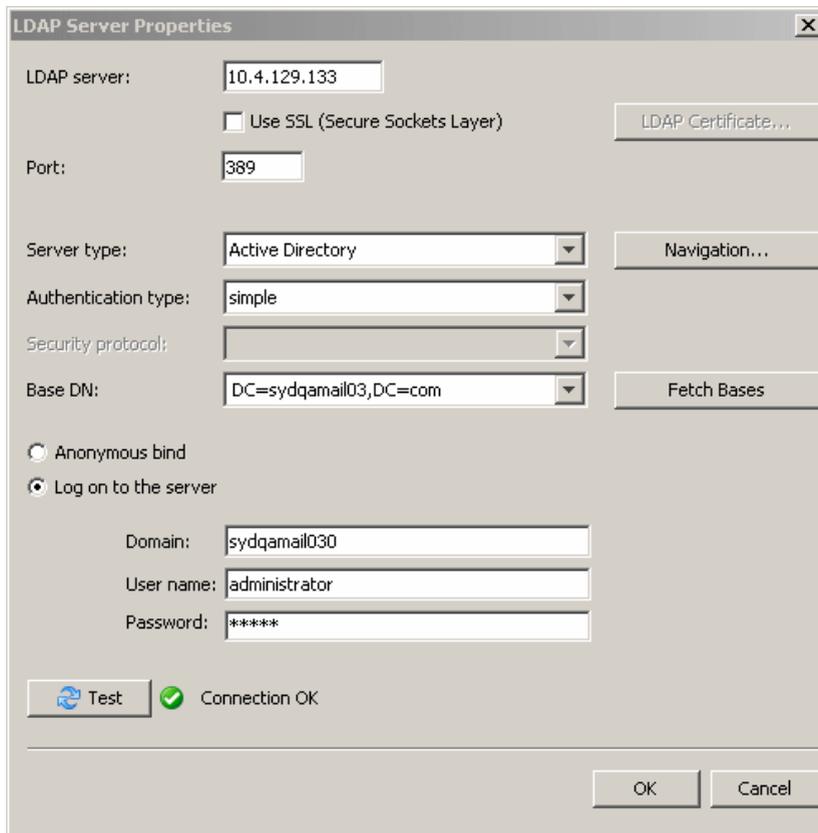
Click **Edit** to change the settings for an existing LDAP server connection.

Select an entry in the list and click **Delete** to delete an LDAP server connection.



Creating or editing LDAP server connection details

The **LDAP Server Properties** dialog box allows you to create or edit the details of an LDAP server connection.



To create or modify a connection:

1. Enter the name or IP address of the LDAP server.

2. To use SSL with the connection, select the **Use SSL** check box and click **LDAP Certificate**. See *Importing an LDAP SSL certificate*, page 12, for information about importing a certificate.
3. Enter the TCP port number.
Default = 389
4. Select the type of LDAP server (e.g., Microsoft Active Directory, Lotus Domino). The type is used to pre-set the LDAP navigation settings. To view and change the default settings, see *LDAP navigation settings*, page 13.
5. Select **simple** for authentication type. Although a drop-down box is presented, simple authentication is the only option.
The **Security protocol** field is reserved for future use.
6. Select the base domain details. This is one of the directory bases in the LDAP directory trees that is retrieved using the **Fetch Bases** query to the LDAP server (for example, DC=sydmail, DC=com). The base determines what Personal Email Manager can see in the LDAP directory tree. For more information, see *LDAP navigation settings*, page 13
7. Select the login method to the LDAP server.
 - **Anonymous bind** – Select this if you want to log on without having to supply a user name and password.
Not all LDAP servers support this method. Enabling anonymous bind means that your organization's structure in the LDAP directory (names, email addresses, etc.) does not have any security imposed on it by the LDAP server.
 - **Log on to the server** – Enter the log on details: domain, user name, and password. User name must have Administrator privileges on the LDAP server.

To test the connection, click **Test**.

Should the test fail, an error description is displayed next to the button. For more information about the error, examine the configuration log file. By default, the log file is located at: /Program Files/Personal Email Manager/Configuration Tools/Logs/PEMConfigurator.log.

Importing an LDAP SSL certificate

To import an LDAP SSL certificate:

1. Log onto the LDAP server and confirm that it uses SSL, or set it up to use SSL. Export its certificate.
2. On the Personal Email Manager host, in the **LDAP Server Properties** screen, enable the **Use SSL** check box and click **LDAP Certificates**. The **LDAP SSL Certificate Management** screen is displayed. The screen displays the current certificate, if any, and whether it is valid.
3. To import a new certificate click **Import New Certificate**. A **Browse** box is displayed. Navigate to the certificate, select it, and click **OK**. An **Import Certificate** dialog box is displayed.
4. Click **Import** to import the certificate and then click **Close**.

LDAP navigation settings



Warning

If Personal Email Manager is configured to use LDAP and the navigation settings are not correct, Personal Email Manager will not work.

You must have expert knowledge of LDAP to configure these settings correctly. This manual does not provide detailed information about LDAP.

Settings can be restored to their defaults by clicking **Restore Defaults**.

To view or change the LDAP navigation settings, in the **LDAP Server Properties** dialog box, click **Navigation** (to the right of the **Server type** field). The **LDAP Navigation** dialog is displayed.

10.4.129.133 (Active Directory) - LDAP Navigation

Search Filters (used to query LDAP)

User Login:
 Test

Email:
 Test

Partial User/Group/OU Name:
 Test

DN (Distinguished Name)
 Test

Object Attributes (used to interpret LDAP responses)

Name attribute: User Name attribute:

OU attribute: Primary Email attribute:

Type attribute: Primary Email format:

User Type value:

Group Type value: Alias Email attribute:

OU Type value: Alias Email format:

Group Member attribute:

Restore Defaults OK Cancel

These settings control the attribute names and values, and search filters used to retrieve information from the LDAP directory. Default settings are entered automatically by Personal Email Manager according to your LDAP server type.

Personal Email Manager needs to both authenticate user login credentials and to search for objects in the LDAP directory tree. These objects can be user, group, or organizational unit (OU) objects.

From this screen, you can perform test queries against an LDAP server to verify the correctness of its configuration for Personal Email Manager. For example, you can verify that the correct base DN value is set for the server. An incorrect base DN value results in LDAP object searches that do not return the expected results.

You need to change these settings *only* if you have a non-standard LDAP directory structure, or if you have an LDAP server that is currently not supported by Personal Email Manager. Therefore, do not change these settings unless you are certain of the changes required. Contact Websense Technical Support for assistance.

LDAP tests for search filters

You can perform test queries, if needed, against the LDAP server to verify the correctness of the LDAP configuration settings. The tests are:

- ◆ User login
- ◆ Email
- ◆ Partial user/group/OU name
- ◆ Distinguished Name (DN).

User Login Test

This search filter is used in the Personal Email Manager login process, which occurs in three steps:

- ◆ Authenticate user credentials against the LDAP directory.
- ◆ Retrieve the LDAP object for the user from the directory.
- ◆ Match the user object primary email address against the Personal Email Manager user accounts.

It is possible for a user to authenticate against the LDAP directory successfully, but not be able to log in to Personal Email Manager because they are not yet a Personal Email Manager user. That is, they have not yet had a blocked message processed by Personal Email Manager and, therefore, a user account has not yet been created.

Use this test to verify that Personal Email Manager is retrieving the correct user objects from the directory during login.

User Login - LDAP Filter Test

User Login search filter:
[&(objectClass=user)(mail=*)(sAMAccountName=*)((cn=%s)(mail=%s)(sAMAccountName=%s))]

User name: [] Search Directory

Email addresses:

Attributes:

Close

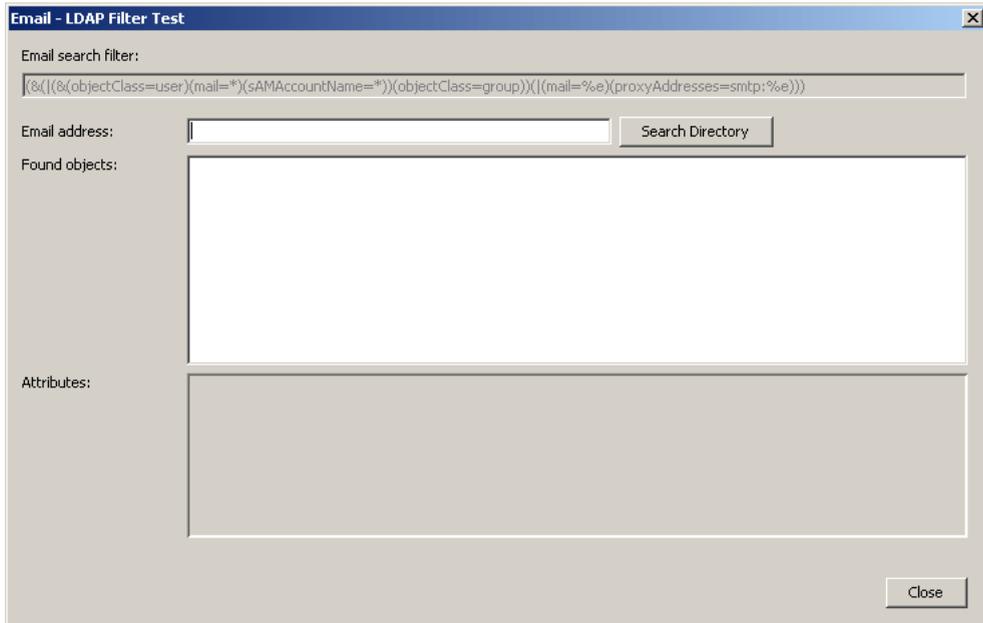
In the **User name** field, enter a login user name, an email address, or an LDAP common name (CN). You can include wildcard characters. For example, you can enter “john*” to find “john.smith”.

The search results are the primary and alias email addresses for the first user object found that matches the user name search.

Email Test

Personal Email Manager uses this filter when processing email addresses in email isolated by Websense Email Security to determine if a notification should be sent.

Use this test to verify that the correct LDAP objects are retrieved for a supplied email address.



In the **Email address** field, enter a valid SMTP email address format. No wildcard characters are allowed.

The search results are either user or group objects that are listed according to their distinguished name (DN). Selecting an individual LDAP object from the result list displays the list of LDAP attribute values returned for that object.

Partial User/Group/OU Name Test

This search filter is used to search for selected users during Personal Email Manager queue configuration. A selected user may be a user, group, or OU in the LDAP directory.

Use this test to verify that the correct LDAP objects are retrieved for a specified partial name.

Partial User/Group/OU Name - LDAP Filter Test

Partial User/Group/OU Name search filter:

`(&(|(&(objectClass=user)(mail=*)(sAMAccountName=*)))(objectClass=group)(objectClass=organizationalUnit)(|(cn=%s)(mail=%s)(ou=%s)))`

Name: Search Directory

Found objects:

Attributes:

Close

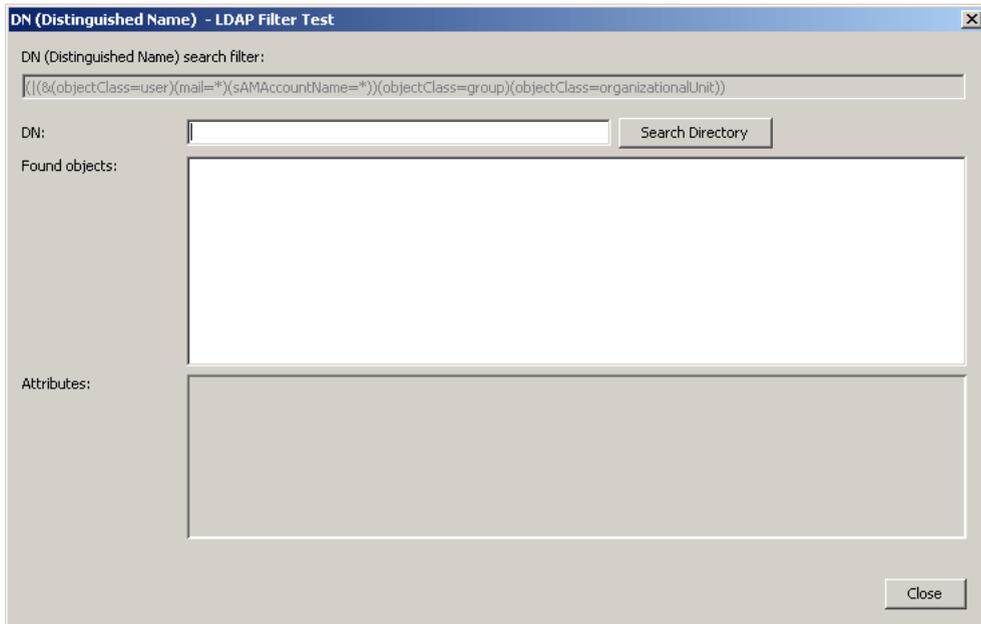
In the **Name** field, enter an LDAP object common name (CN), an OU name, or an email address. Wildcard characters are allowed.

The search results are user, group, or OU objects, listed according to their distinguished name (DN). Selecting an individual LDAP object from the result list will display the list of LDAP attribute values returned for that object.

DN (Distinguished Name) Test

This search filter is used to search for selected users from the Personal Email Manager queue configuration, in preparation for processing of messages isolated by Websense Email Security. Personal Email Manager maintains a cache of selected users, which are resolved against the LDAP directory, to maximize email processing performance.

Use this test to verify that the correct LDAP object is returned for the specified DN.



In the **DN** field, enter the exact DN for the LDAP object. A DN is a unique identifier for an object in an LDAP directory. For example, “CN=John Smith, CN=Users, DC=company, DC=com”. No wildcard characters are allowed.

The search result is a single matching user, group, or OU object. It is listed according to the DN. Selecting the LDAP object from the result list displays the list of LDAP attribute values returned for the object.

WebSense Email Security servers

To manage WebSense Email Security server connectivity, click the **WES Server** button on the main screen.

The **WES Servers** dialog box displays the connection status of each server and allows you to create, configure, and test WebSense Email Security servers and connections.

Click **New** to add a new WebSense Email Security server.

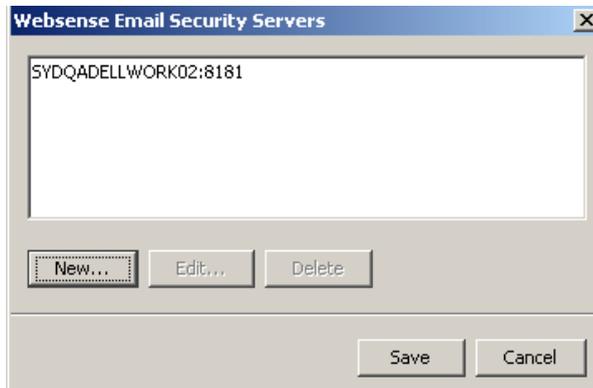
Click **Edit** to change the settings of an existing WebSense Email Security server connection.

To delete an entry, select an entry in the list and click **Delete**.



Note

In a multi-server installation, the WebSense Email Security servers must all share the same database.



Creating or editing server connection details

The **Websense Email Security Server** properties dialog box allows you to create or edit the details of a connection to a Websense Email Security server administration service.



To create or modify an entry:

- ◆ Enter the name or IP address of the Websense Email Security server.
- ◆ Enter the TCP port number.
Default = 8181
- ◆ If the Websense Email Security server is on a remote computer, enter the login details. The user must be a Websense Email Security administrator with full privileges.

To test the connection, click **Test**.

Should the test fail, an error description is displayed next to the button. For more information about the error, examine the configuration log file. By default, the log file is located at: /Program Files/Personal Email Manager/Configuration Tools/Logs/PEMConfigurator.log.

Personal Email Manager configuration settings

In the Configuration Settings section of the main screen, you can:

- ◆ Manage Secure Sockets Layer (SSL) certificates.
- ◆ Configure and test the URL link to Personal Email Manager included in blocked notification email.
- ◆ Configure and test the Personal Email Manager notification reply settings.
- ◆ Control the event logging level.
- ◆ Change the password for the PEMAdmin account.
- ◆ Configure the ports used by the Personal Email Manager Web server.

Managing SSL certificates

During Personal Email Manager installation, a self-signed SSL certificate is created for the Personal Email Manager Web interface. This certificate is valid for 90 days and ensures that user passwords, in particular LDAP domain passwords, are sent encrypted during login.

To maintain secure communications after the temporary certificate expires, you must install either a self-signed certificate or a certificate purchased from a Certificate Authority (CA).

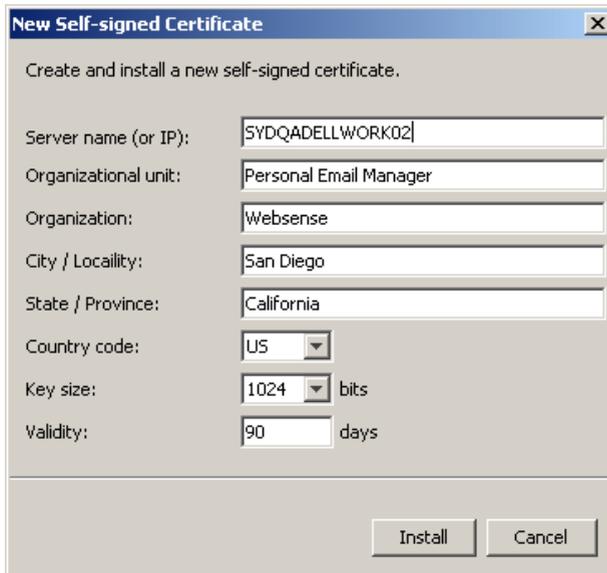
To open the SSL Certificate Management dialog box, click **Web Certificates**.



Personal Email Manager certificates are located in the pemserver.keystore file.

Creating and installing a self-signed certificate

To create and install a new self-signed certificate, click **New Self-signed Certificate**.



The screenshot shows a dialog box titled "New Self-signed Certificate" with a close button (X) in the top right corner. The dialog contains the following fields and values:

- Server name (or IP): SYDQADELLWORK02
- Organizational unit: Personal Email Manager
- Organization: Websense
- City / Locality: San Diego
- State / Province: California
- Country code: US (dropdown menu)
- Key size: 1024 (dropdown menu) bits
- Validity: 90 (input field) days

At the bottom of the dialog, there are two buttons: "Install" and "Cancel". The "Install" button is highlighted with a grey background.

Enter:

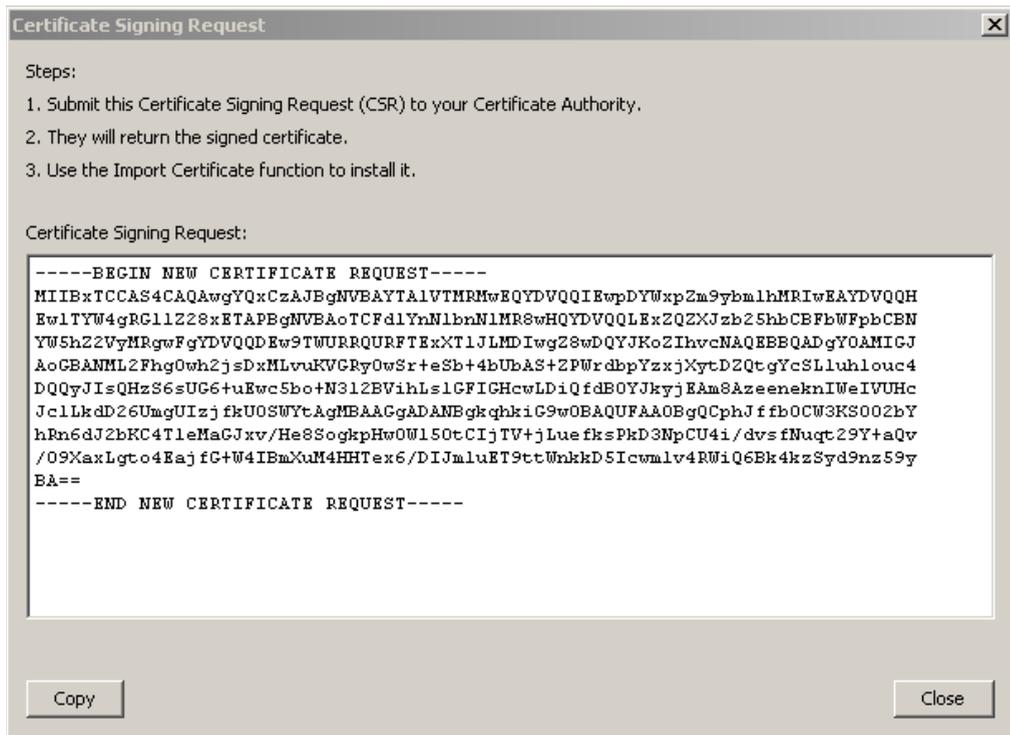
- ◆ The name of the server or its IP address.
- ◆ The OU to which the certificate belongs.
- ◆ The name of the organization.
- ◆ The validity period of the certificate.

Click **Install** to complete the process.

Installing a certificate from a Certificate Authority (CA)

To use a certificate from a CA, you must first generate a certificate signing request (CSR), and send it to a CA. When the CA certificate is returned, it must be imported into Personal Email Manager.

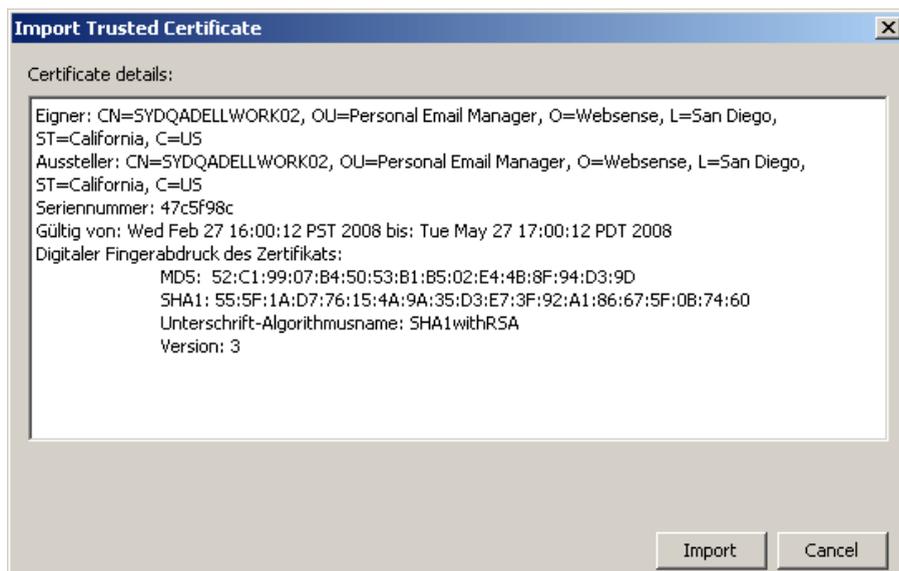
To begin, click **Generate CSR**. The **Certificate Signing Request** screen displays the contents of the request, and describes the steps in the process.



When the certificate is returned, read the CA's installation instructions. Some CA certificates require additional root or intermediate certificates. See [Installing additional certificates](#), page 24 for more information.

After any intermediate certificates are installed, click **Import Certificate**. A file **Open** dialog box is displayed. Navigate to the location of the certificate and select it. The **Import Trusted Certificate** screen displays the details of the certificate.

Click **Import** to complete the installation.



Installing additional certificates

Some CA-issued certificates require additional root or intermediate certificates. These requirements should be stated in the CA's certificate installation instructions. Follow the instructions for Tomcat 5.x to obtain the necessary certificates.

Use the **keytool** application to install the certificates in the Personal Email Manager pemservers.keystore. The **keytool** executable is located in:

```
<PEM Install Folder>\JRE\bin
```

The form of the **keytool** command is:

```
<PEM Install Folder>\JRE\bin\keytool.exe
  -import
  -alias <alias>
  -keystore
  <PEM Install Folder>\jboss-4.0.3SP1\server\default\conf\
    pemservers.keystore
  -trustcacerts
  -file <certificate file>
```

Run **keytool** in a Windows **Run** or **Command Prompt** box.

After the additional root and intermediate certificates are installed, return to the **SSL Certificate Management** screen and click **Import Certificate**. A file **Open** dialog box is displayed. Navigate to the location of the certificate and select it. The **Import Trusted Certificate** screen displays the details of the certificate. Click **Import** to complete the installation.

The following example commands install a root and 2 intermediate certificates:

```
<PEM Install Folder>\JRE\bin\keytool.exe
  -import
  -alias root
  -keystore
  <PEM InstallFolder>\jboss-4.0.3SP1\server\default\conf\
    pemservers.keystore
  -trustcacerts
  -file valicert_class2_root.crt.

<PEM Install Folder>\JRE\bin\keytool.exe
  -import
  -alias cross
  -keystore
  <PEM Install Folder>\jboss-4.0.3SP1\server\default\conf\
    pemservers.keystore
  -trustcacerts
  -file gd_cross_intermediate.crt
<PEM Install Folder>\JRE\bin\keytool.exe
  -import
  -alias intermed
  -keystore
  <PEM Install Folder>\jboss-4.0.3SP1\server\default\conf\
    pemservers.keystore
```

```
-trustcacerts  
-file gd_intermediate.crt
```

Exporting a certificate or private key

Export a certificate or private key when you need to install the same certificate at another location in your network, for example within a firewall or proxy server. Click the appropriate **Export** button and specify or **Browse** to the location.

Configuring notification email

Click the **Notifications** button on the main screen to review, configure, and test the Personal Email Manager notification settings. These settings are stored in the Personal Email Manager configuration database (PEMConfig) and are used for notification and confirmation email messages sent by Personal Email Manager. The **PEM Notification** settings include:

- ◆ The email address and Friendly Name of the sender of the notification
- ◆ The server settings for the links included in the notification email and the confirmation pop-up message

The Personal Email Manager server must be accessible to end users from a Web browser. You need to:

- Select the protocol: HTTP or HTTPS.
- Enter the name of the Personal Email Manager server. This can be the server, proxy server, or DNS name.
- Enter the port number.

Default = 8282

To test the URL, click **Test**.

Should the test fail, an error description is displayed next to the button. For more information about the error, examine the configuration log file. By default, the log file is located at: /Program Files/Personal Email Manager/Configuration Tools/Logs/PEMConfigurator.log.

Configuring notification reply settings

Click the **Replies** button on the main screen to configure Personal Email Manager notification replies.

If the notification replies function is enabled, an end user can reply to Personal Email Manager notification email to release blocked email. This is necessary to allow users of text-based devices, such as a Blackberry®, to release their blocked email.

To configure Personal Email Manager notification replies:

- ◆ Select **Enable Notification Replies (via IMAP)**.
- ◆ Enter the name or IP address of the IMAP server. This is usually the name or IP address of the SMTP server.



Important

The use of a valid Personal Email Manager user account as an IMAP account can cause loss of mail. The IMAP account is for Personal Email Manager notification replies only. You should use a dedicated account for this purpose.

- ◆ Enter the TCP port number of the server.
Default = 143
- ◆ Enter the user name and password of the IMAP mailbox for the Personal Email Manager email account.

To test the settings, click **Test**.

Should the test fail, an error description is displayed next to the button. For more information about the error, examine the configuration log file. By default the log file is located at: /Program Files/Personal Email Manager/Configuration Tools/Logs/PEMConfigurator.log.



Note

If Notification Replies is disabled, no status icon is displayed next to the Replies button on the main screen.

Changing the event logging level

Click the **Logging** button on the main screen to change the logging level and other settings related to the Personal Email Manager log file.

While Personal Email Manager is running, it sends log entries to an XML file named “server.log.” The log file can be helpful in diagnosing Personal Email Manager problems.

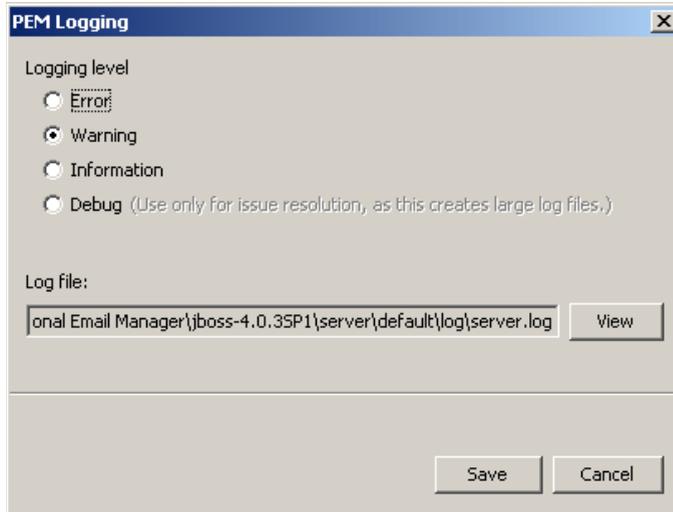
In the **PEM Logging** dialog box, you can specify the amount of detail recorded. The options are:

- ◆ Error – Only serious errors are logged.
- ◆ Warning – (default) Serious errors and minor problems are logged.
- ◆ Information – All Personal Email Manager operations are logged.
- ◆ Debug – Extensive information on Personal Email Manager and underlying frameworks is logged.

Warning (default) typically keeps the log file to a manageable size, while providing sufficient information about Personal Email Manager problems. Use this level during normal operation.

When diagnosing a problem, you might want to increase the level to **Information** or **Debug**. Use these levels only while resolving problems, because the amount of output can create very large log files.

Click **View** to view the log file.



Changing the PEMAdmin password

To change the PEMAdmin password, click the **PEMAdmin Password** button on the main screen.

PEMAdmin is the predefined administrator account. Use the PEMAdmin account to configure Personal Email Manager through the Personal Email Manager Web interface, including creating all other administrator accounts. The PEMAdmin password is encrypted and stored in the Personal Email Manager configuration database (PEMConfig). It is not recoverable.

Because this account may be the only Personal Email Manager administrator account, and because it is possible that the password could be lost, you can reset this password.

Configuring Web server ports

Click the **PEM Web Server** button on the main screen to set the port numbers for the Personal Email Manager Web server.



Note

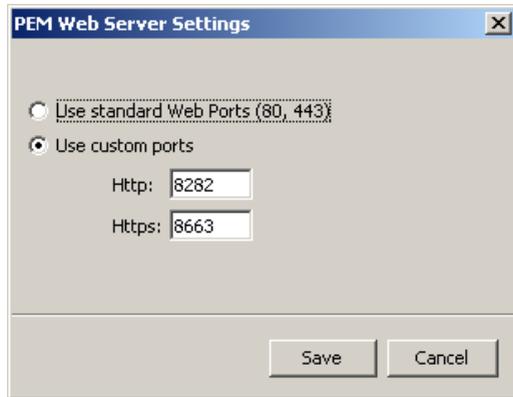
This dialog is available only when the Personal Email Manager service is stopped.

Personal Email Manager uses ports for secured (HTTPS) and unsecured (HTTP) connections to the Personal Email Manager Web interface:

- ◆ HTTP ports (default = 8282) – Used for unauthenticated requests from notification email.

- ◆ HTTPS ports (default = 8663) – Used in conjunction with SSL encryption for authenticated Personal Email Manager Web interface sessions to prevent end-user passwords, which could be domain passwords, from being compromised.

You can elect to use the standard ports, or specify custom ports.



Technical Support

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For telephone requests, please have ready:

- ◆ Websense subscription key
- ◆ Access to Websense Email Security and its components
- ◆ Familiarity with your network's architecture, or access to a specialist
- ◆ Specifications of machines running Websense Email Security and its components

To display the version number of the Personal Email Manager release installed on your system, open the Windows **Add or Remove Programs** application and click on the entry for Personal Email Manager. Click the link for support information.

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