IRONPORT®
SYSTEMS

# IronPort Plug-in for Outlook

**VERSION 1.5**

**ADMINISTRATOR GUIDE**

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## IRONPORT SYSTEMS® , INC.

IronPort Systems, Inc.
950 Elm Ave.
San Bruno, CA 94066

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U.S. Toll-free:1 (877) 641-IRON (4766)

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# The IronPort Plug-in for Outlook

The IronPort Plug-in for Outlook allows your users to submit feedback to IronPort Systems about unsolicited or threatening messages they have received such as spam, viruses, and "phishing" emails. IronPort Systems is an email security company and uses this feedback to update our filters to stop unwanted messages from getting delivered to your inbox in the future.

"False positives," or legitimate email messages that are marked as spam, can also be sent back to IronPort Systems through the "Not Spam" button. Reports sent through this button are used to train the filters to avoid mis-classifying legitimate email in the future.

Once installed, the Plug-in provides a convenient interface through the menu bar and the right-click message menu to make submissions. After reporting messages, the user will see a window indicating that the message has been submitted, but no human follow-up. All submitted messages will be used by automated systems to improve our filters, helping reduce the volume of unsolicited email in your inbox.

This document contains information about the IronPort Plug-in for Outlook and is comprised of the following sections:



Additional information on reporting messages using the plug-in can be found in the online help, available by selecting Other > Help from the plug-in toolbar.

# IRONPORT PLUG-IN FOR OUTLOOK OVERVIEW

The IronPort Plug-in for Outlook provides a tool bar for reporting spam and other email threats. It also provides corresponding items in the right-click menu in Outlook 2002 and 2003. This tool bar contains three buttons Spam, Not Spam, and Other.

Figure 1-1 The IronPort Plug-in for Outlook Toolbar


These three buttons are used to report misclassified or dangerous email. Misclassified mail is mail that is erroneously marked as either spam or not spam.

Dangerous email is typically virus or "phishing" attacks. You can report dangerous mail via the Other > Report threat menu item in the plug-in.

You can report an email message as Spam, Not Spam, or Other. If you choose Other, the threat types include: Phish and Virus.

**Note —** If you select a large number of emails, or if the emails you select are very large, you might exceed the .pst size limit. When this occurs, Outlook displays an error message. To work around this issue, select fewer messages and attempt to report them again.

## How the Plug-in Works

An email that is reported to IronPort Systems as Spam will be removed from the current mail folder and placed in the Deleted Items folder. An email that is reported as Not Spam or Other will stay in the current working folder, and the email will be reported to IronPort Systems. When you report email to IronPort, the messages do not appear in the Sent Items mail folder because messages are transported to IronPort using HTTPS. Using HTTPS as a transport mechanism ensures that the data is transferred securely and prevents the messages from being inadvertently blocked if your organization filters outbound email.

The IronPort Plug-in for Outlook creates a mail folder named `__IPSpam` in your Deleted Items folder. The IronPort Plug-in for Outlook creates this folder to queue messages before they are submitted to IronPort. This folder should ordinarily be empty. If you encounter messages in this folder, the client may have been unable to submit messages via HTTPS. This occurs if you work offline or there are connectivity issues. The IronPort Plug-in for Outlook attempts to send the messages periodically until connectivity is restored and the messages are successfully delivered.

## Deploying the Plug-in

If you want submissions to go through a proxy, first run the proxy configuration utility (see "Configuring IronPort Plug-in for Outlook to Submit Messages via a Proxy" on page 4).

Provide the plug-in installer and .ini file to end users. Instruct them to double-click on the .exe file and follow the prompts. The .ini file should be in the same directory as the plug-in installer.

Once the plug-in is installed, the end users can learn about using the plug-in and access online help by selecting Other > Help from the plug-in toolbar. For troubleshooting, see "Troubleshooting" on page 8.

# CONFIGURING IRONPORT PLUG-IN FOR OUTLOOK TO SUBMIT MESSAGES VIA A PROXY

You can configure the IronPort Plug-in for Outlook to use a proxy when submitting messages to IronPort Systems. To do so, use the IronPort Plug-in for Outlook Proxy Configuration Utility.

This utility defines the behavior for all instances of the plug-in at your domain. The proxy settings you configure are stored in the Complain Report Plugin.ini file distributed along with the plug-in and proxy configuration utility. Be sure to include the .ini file with the plug-in when you distribute it to your end users.

## IronPort Plug-in for Outlook Proxy Configuration Settings

Use the proxy configuration utility to configure the following settings:

### Automatic or Manual Proxy Configuration

You can select whether to use a Proxy Auto-Configuration script or specify a proxy URL and port number.

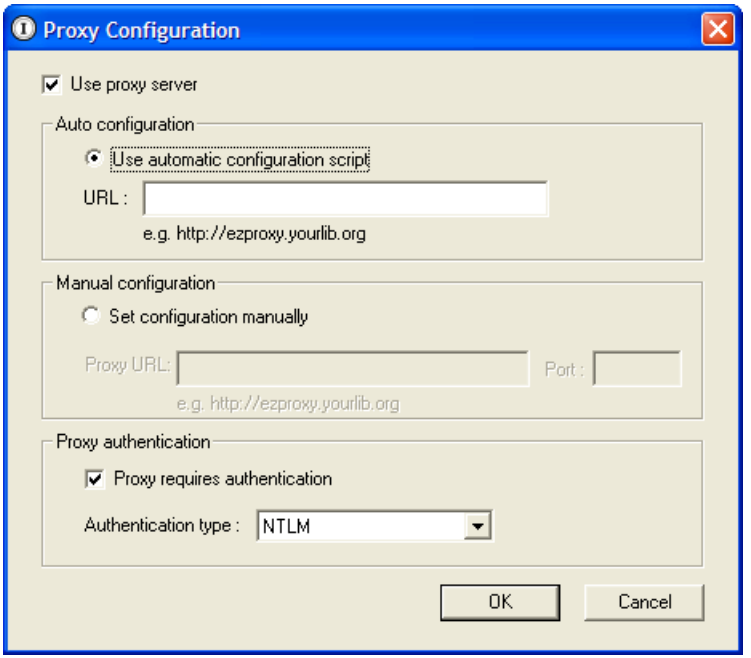
### Proxy Authentication

Specify whether or not to use authentication. You can select either basic authentication (LDAP) or NTLM authentication.

## Using the IronPort Plug-in for Outlook Proxy Configuration Utility

1. Open the proxy configuration utility by double clicking on the IPConfig.exe file.

Figure 1-2 Proxy Configuration




2. Check the Use Proxy Server box. This instructs the various installations of the plug-in to use a proxy.
3. If you have a Proxy Auto-Configuration (PAC) script, select the radio button for Auto Configuration and enter the URL.

   Alternatively, select the radio button for Manual Configuration and enter the URL and port number for your proxy server.

   **Note —** Some browsers, such as Internet Explorer, do not require servers in URL format. However, you must specify the browser in URL format, regardless of your browser.

4. To enable authentication, check the Proxy Requires Authentication box and select an authentication type.
5. Click **OK** to save your changes or click **Cancel** to close the proxy configuration utility without making any changes.

# INSTALLATION / UNINSTALLATION

## Pre-Installation Notes

To install the IronPort Plug-in for Outlook, you must uninstall any previous versions of the application. To uninstall previous versions of the application, see "Uninstalling the IronPort Plug-in for Outlook" on page 6.

If you are running the plug-in on Outlook 2000, you must complete several upgrade steps before you install the IronPort Plug-in for Outlook. To upgrade Outlook 2000, see "Upgrading the IronPort Plug-in for Outlook Running on Outlook 2000" on page 6.

## Installing the IronPort Plug-in for Outlook

To install the IronPort Plug-in for Outlook:

1. Close Microsoft Outlook if it is running.
2. Save the ironport_outlook_plugin_1_5.exe file and ComplaintReportPlugin.ini file in a directory on your computer.
3. Double-click on the setup file (ironport_outlook_plugin_1_5.exe). The InstallShield wizard is launched. Click **Next**.
4. Read and agree to the license agreement.
5. Click **Finish**.

## Upgrading the IronPort Plug-in for Outlook Running on Outlook 2000

Complete the following steps to upgrade when you run the plug-in on Outlook 2000:

1. Uninstall previous versions of the IronPort Plug-in for Outlook.
2. Upgrade to Outlook SR-1 or SR-1a.
3. Install Microsoft Office Service Pack 2 or Service Pack 3.
4. Install the IronPort Plug-in for Outlook.

## Uninstalling the IronPort Plug-in for Outlook

You can uninstall the IronPort Plug-in for Outlook via the Control Panel > Add or Remove Programs option or by running the setup program that you used to install the plug-in. During uninstallation, the following items are removed:

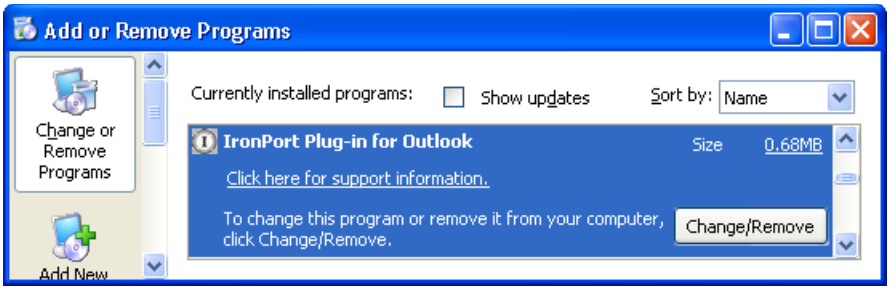
- All registry entries made by the plug-in.
- Entry for the plug-in in the Add/Remove programs listing.
- Files related to the plug-in.

Microsoft Outlook will function normally after the plug-in is uninstalled. To uninstall the Plug-in, complete the following steps:

1. Close Microsoft Outlook if it is running.

2. Click Start > Control Panel >Add/Remove Programs. Select “IronPort Plug-in for Outlook” and click **Change/Remove**.

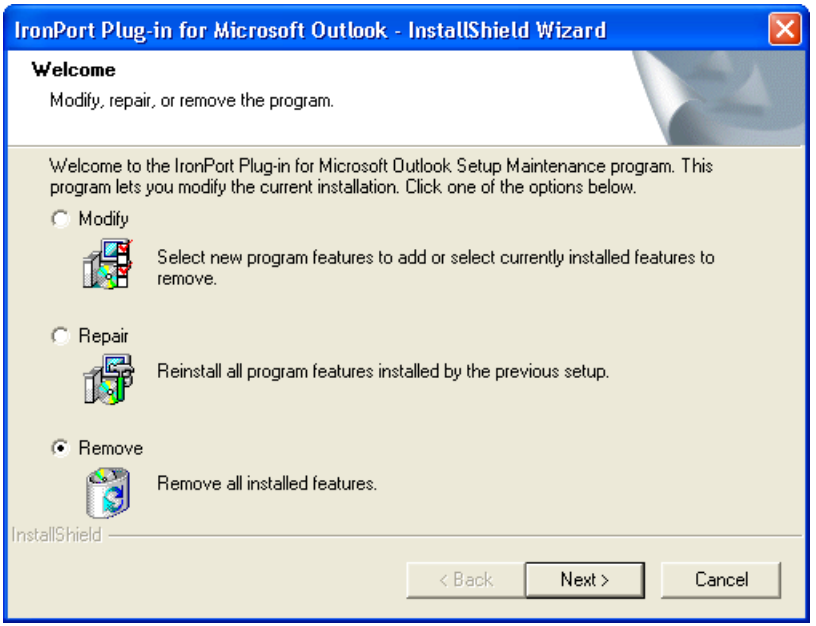
Figure 1-3 Removing the IronPort Plug-in for Outlook




Optionally, you can double-click the IronPort Plug-in for Outlook’s setup file (the file you used to install the plug-in).

The IronPort Plug-in for Outlook Modify, Repair, or Remove dialog is displayed.

Figure 1-4 Removing the IronPort Plug-in for Outlook




3. Select the “Remove” option to uninstall the IronPort Plug-in for Outlook.

# TROUBLESHOOTING

## Error Message When Using the IronPort Plug-in for Outlook

The following message may appear when you click any of the IronPort Plug-in for Outlook toolbar buttons in Outlook:

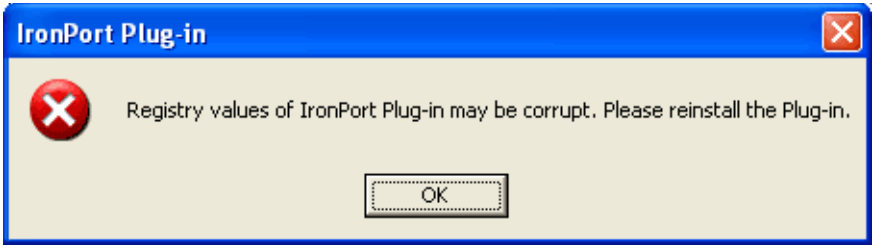
Figure 1-5 Non-Email Item Selected Error


This error message appears if the item selected is a non-email item, such as a meeting request, for example. Click the **Ok** button to dismiss the error. Make sure that the item you select is an email message.

## Error Message When Launching Microsoft Outlook

The following error message may appear when you launch Microsoft Outlook:

Figure 1-6 Registry Values Error




This indicates that certain registry entries associated with the IronPort Plug-in for Outlook are either missing or corrupt. To fix this issue, first close Outlook and then re-run the setup file to either repair or reinstall the plug-in application.

## Outlook Displays Alerts when Reporting Messages

When Outlook reports messages, it may display the following security alert:

Figure 1-7 Outlook Security Alert


If this security alert displays, select Yes to allow Outlook to report the messages.

## Outlook 2000 Displays Errors and Does not Complete Reporting Messages

Outlook 2000 may not complete reporting messages in the following cases:

- You selected a large number of messages to report.
- Each of the messages you selected for reporting is large.

This can cause you to exceed the built-in .pst size limit. When this occurs, Outlook does not complete reporting the messages and it displays an error message. This problem is further described in the following article:

**`http://support.microsoft.com/kb/283175/en-us`**

To work around this issue, select fewer messages, and attempt to report the messages again.

## Outlook Does Not Complete Reporting When Using a Proxy Server

If the plug-in does not complete reporting messages when you use a proxy server, you can test the proxy server by configuring your web browser with the proxy server settings and attempting to connect to the following URL:

**`https://ipas-complaints.ironport.com`**

To configure the proxy server settings, go to Tools > Internet Options > Connection > LAN settings, and configure the same proxy settings you used for the IronPort Plug-In for Outlook. If you cannot connect to the site using the proxy server, the issue is with the proxy server or your configured connection to the proxy server.