IRONPORT®
SYSTEMS

IronPort Plug-in for Lotus Notes

Version 1.0

ADMINISTRATOR GUIDE

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IronPort Plug-in for Lotus Notes

The IronPort Plug-in for Lotus Notes enables Notes users to submit feedback to IronPort Systems about unsolicited and unwanted email messages, such as spam, viruses, and phishing attacks. IronPort Systems uses this feedback to update its filters to stop unwanted messages from being delivered to your inbox.

You can also use the plug-in to report false-positives — legitimate email messages that are marked as spam — to IronPort Systems by using the **Report as Not Spam** command. IronPort Systems uses reports about false-positives to adjust its spam filters to avoid misclassifying legitimate email.

The plug-in provides a convenient interface that enables you to submit feedback by using menu commands in the **Actions** menu in Notes. When you report a message, a dialog box is displayed to show that the message was submitted successfully. The message data that you submit is used by automated systems to improve the IronPort filters.

This document contains information about the IronPort Plug-in for Lotus Notes and consists of the following sections:

- "IronPort Plug-in for Lotus Notes Overview" on page 2
- "Installing and Uninstalling the Plug-in" on page 4
- "Configuring the Plug-in" on page 8
- "Troubleshooting" on page 12

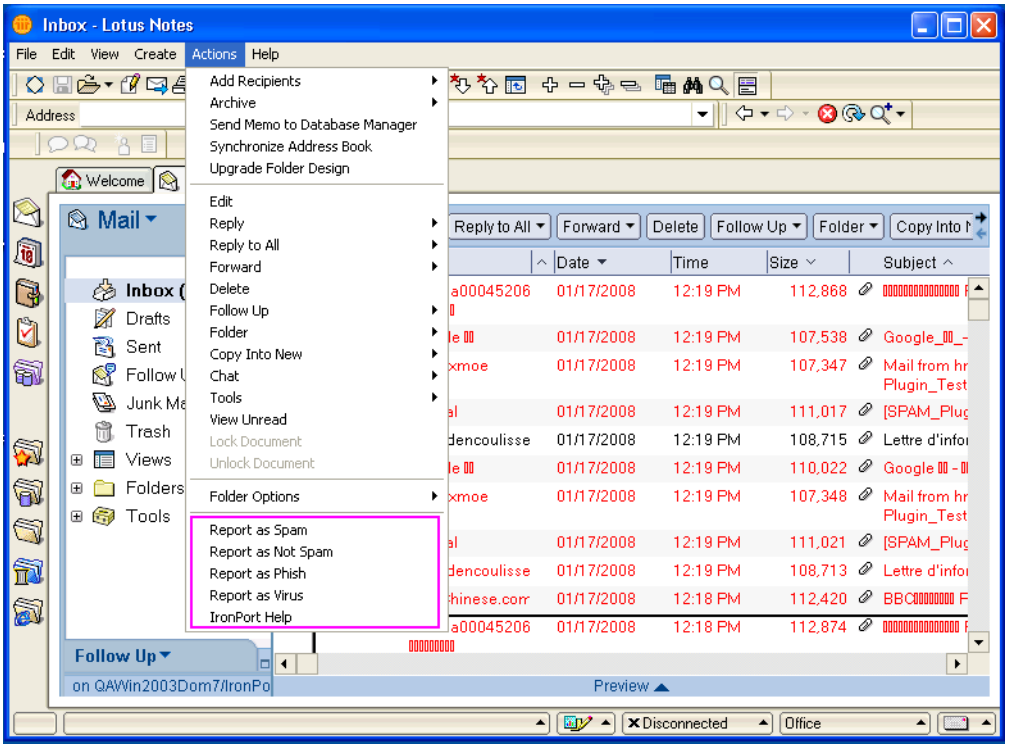
You can find additional information in the online help for the plug-in. After you install the plug-in, you access the online help in Notes by selecting **Actions > IronPort Help**.

IRONPORT PLUG-IN FOR LOTUS NOTES OVERVIEW

The IronPort Plug-in for Lotus Notes provides a convenient mechanism for reporting spam, false-positives, and harmful email, such as virus messages and phishing attacks. The plug-in adds the following commands to the **Actions** menu in Notes:

- Report as Spam
- Report as Not Spam
- Report as Phish
- Report as Virus
- IronPort Help

Figure 1-1 Actions Menu Commands of the IronPort Plug-in for Lotus Notes



Use these commands to send reports to IronPort Systems about spam, false-positives, and harmful email, and to view online help for the plug-in.

How the Plug-in Works

When you report a spam, virus, or phishing email message to IronPort Systems, the plug-in moves the message from the current Notes view or folder to the Trash folder and sends a report to IronPort Systems. (If you report an open message, the plug-in does not move it to the Trash.) When you report a message as Not Spam, the message remains in the current view or folder and the plug-in sends a report about the false-positive.

Note — When you report messages to IronPort Systems, the feedback reports are sent via SMTP. However, you cannot view the report messages, and they do not appear in the Sent folder. The reports are encrypted before sending to prevent outbound mail filters from blocking them.

If you report a message while working offline, the report is stored with your outgoing mail messages and then sent when you connect to the mail server.

Deploying the Plug-in

The plug-in setup file is called IronPortPluginForNotes.msi. Give the plug-in setup file to users along with instructions for installing the plug-in. Installation instructions are included in this guide and in the readme.txt file that is distributed with the plug-in. For more information about installing the plug-in, see "Installing and Uninstalling the Plug-in" on page 4.

For mass deployment of the plug-in, you can use a system management tool, such as Microsoft Systems Management Server. For more information, see "Using Third-Party Products for Mass Deployment of the Plug-in" on page 7.

After the plug-in is installed, end users can click **Actions > IronPort Help** in Notes to access online help for the plug-in. For troubleshooting information, see "Troubleshooting" on page 12.

INSTALLING AND UNINSTALLING THE PLUG-IN

Follow the procedures in this section to install or uninstall the plug-in.

Pre-Installation Notes

To install the plug-in, you must be logged in to Windows as an administrator or member of the Administrators group.

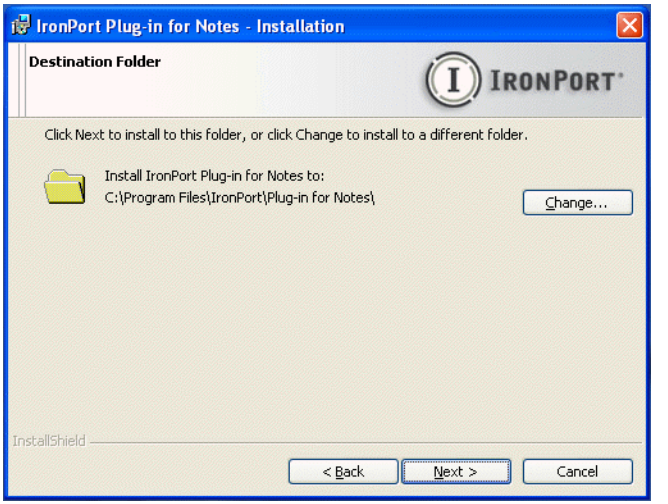
Before you install the IronPort Plug-in for Lotus Notes, you must uninstall previous versions of the plug-in. To uninstall previous versions, see “Uninstalling the IronPort Plug-in for Lotus Notes” on page 6.

Installing the IronPort Plug-in for Lotus Notes

To install the IronPort Plug-in for Lotus Notes:

1. Close Lotus Notes, if it is running.
2. Save the plug-in setup file, IronPortPluginForNotes.msi, to your hard drive.
3. Double-click the plug-in setup file. The InstallShield wizard opens.
4. Click **Next**.

   The Destination Folder wizard page is displayed.



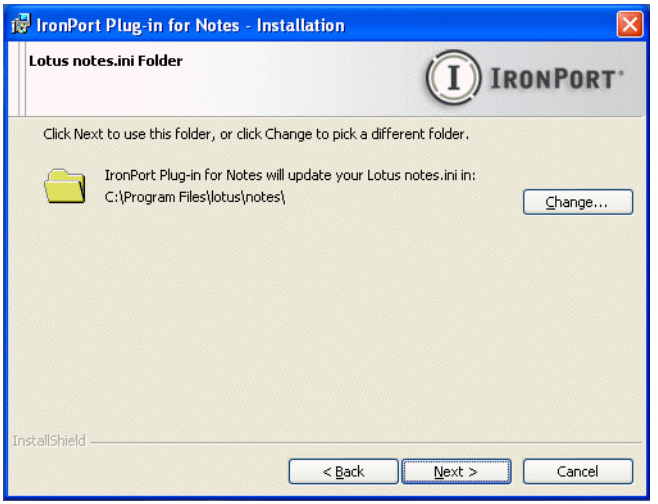
5. Click **Next** to install the plug-in files in the following default location:

   `C:\Program Files\IronPort\Plug-in for Notes\`

   - or -

   Click **Change** to install the files in a different folder. After you select a new folder, click **Next** to proceed.

   The Lotus notes.ini Folder wizard page is displayed.



   Use this wizard page to specify the location of the notes.ini file for the Lotus Notes client. During installation, the plug-in updates information in this file.

   Most users can select the default location for the notes.ini file. If you do not know where the notes.ini file is located, contact your email administrator.

   WARNING: If you specify the wrong location for the notes.ini file, Lotus Notes may not run properly after you install the plug-in.

6. Click **Next** to have the plug-in update the notes.ini file in the default location.

   - or -

   Click **Change** to have the plug-in update the notes.ini file in a different folder. After you select the folder, click **Next** to proceed.

7. Click **Install**.

8. Click **Finish**.

For information about deploying the plug-in to groups of users, see “Using Third-Party Products for Mass Deployment of the Plug-in” on page 7.

Uninstalling the IronPort Plug-in for Lotus Notes

You can uninstall the IronPort Plug-in for Lotus Notes by using the Add or Remove Programs utility on the Windows Control Panel or by running the setup program that you used to install the plug-in.

When you uninstall the plug-in, the following items are removed:

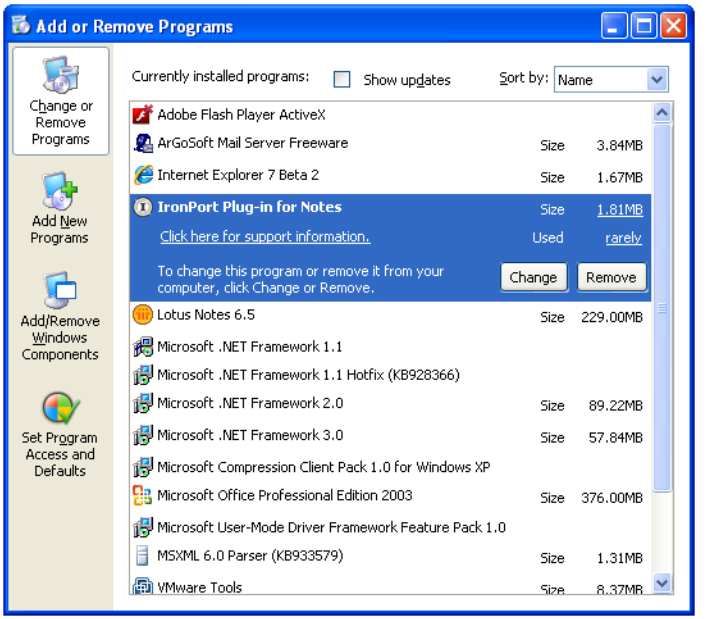
- All registry entries made by the plug-in.
- Plug-in entry in the Add or Remove Programs utility.
- Files related to the plug-in, except for the IronPort_Notes.ini configuration file.
- Plug-in commands in the **Actions** menu in Notes.

Note — Uninstall the plug-in before you uninstall Lotus Notes. If you do not first uninstall the plug-in, you may not be able to run the plug-in setup file when you re-install Lotus Notes.

To uninstall the plug-in from the Windows Control Panel, complete the following steps:

1. Close Lotus Notes, if it is running.
2. On the Windows **Start** menu, open the Control Panel, and run the Add or Remove Programs utility.
3. Select "IronPort Plug-in for Lotus Notes," and click **Remove**.

Figure 1-2 Removing the IronPort Plug-in for Lotus Notes



Alternatively, you can use the plug-in setup file to uninstall the plug-in.

To uninstall the plug-in by using the setup file, complete the following steps:

1. Close Lotus Notes, if it is running.
2. Double-click the IronPortPluginForNotes.msi file that you used to install the plug-in.
3. Click **Next**.

   The Program Maintenance wizard page is displayed.

   Figure 1-3 Removing the IronPort Plug-in for Lotus Notes

4. Select the Remove option to uninstall the plug-in.
5. Click **Next**.
6. Click **OK** to confirm, and then click **Finish**.

Using Third-Party Products for Mass Deployment of the Plug-in

You can use third-party products, such as Microsoft Systems Management Server, to deploy the plug-in to large groups of users. For more information about mass deployment of the IronPort Plug-in for Lotus Notes, see Appendix A, “IronPortPluginForNotes.msi Properties,” on page 15.

CONFIGURING THE PLUG-IN

There are two ways that you can make configuration changes to the plug-in:

- Disabling notifications in the user interface (UI)
- Editing the configuration file, IronPort_Notes.ini

Disabling Notifications in the UI

In the UI, you can configure the plug-in to prevent it from displaying some types of notifications, such as errors and report-count messages. When a notification is displayed, select the check box in the dialog box to disable the notification. Then click **OK** to dismiss the dialog box.

To re-enable notifications, you need to edit the configuration file for the plug-in. The configuration file is named IronPort_Notes.ini. For more information about editing the configuration file, see "Editing the Configuration File for the Plug-in" on page 8.

Editing the Configuration File for the Plug-in

You can edit the configuration file for the plug-in to customize its behavior. The configuration file for the plug-in is named IronPort_Notes.ini.

Note — Most users can use the default settings for the plug-in without making any configuration changes. Edit the .ini file only if customization of the plug-in is required.

Understanding the IronPort_Notes.ini File

When you install the IronPort Plug-in for Lotus Notes, the plug-in configuration information is stored by default in the following location:

Windows XP

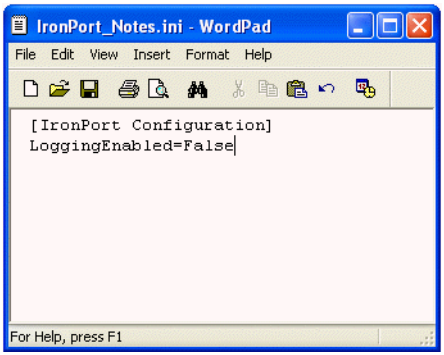
`C:\Documents and Settings\<username>\Application Data\IronPort\IronPort_Notes.ini`

Windows Vista

`C:\Users\<username>\AppData\Roaming\IronPort\IronPort_Notes.ini`

By default, the .ini file contains only one configuration value, which is located in the `[IronPort Configuration]` section, as shown here:

Figure 1-4 Default Configuration Value in the IronPort_Notes.ini File



The `LoggingEnabled` parameter indicates whether or not log files are created for the Overseer.exe Windows monitoring program, which can be used to debug the plug-in. The default value is `False`.

To configure the plug-in, you can add parameters and values to the .ini file. Open the .ini file in a text editor, such as Notepad or WordPad, and insert parameters and values as described in the following section.

Note — Save a copy of the IronPort_Notes.ini file as a backup before you make any changes to the file.

Changes that you make to the IronPort_Notes.ini file override the plug-in program defaults. These changes are persistent, and they apply after you uninstall and reinstall the plug-in. To undo configuration changes, you need to edit the .ini file. You can delete an entry that you have added, change its value, or insert a hash sign (`#`) at the beginning of a line to convert the line to a comment. Alternatively, you can delete the .ini file to restore all of the plug-in default settings.

Understanding Configuration Values

You can add the following parameter to the `[IronPort Configuration]` section in the IronPort_Notes.ini file.

Parameter	Description
`DeleteReportedMessages`	This parameter controls whether or not the plug-in deletes messages after reporting them as spam, virus, or phishing messages. Values are: `True` - The plug-in deletes reported messages. `False` - The plug-in does not delete reported messages. Default is `True`.

You can insert additional sections below the `[IronPort Configuration]` section in the IronPort_Notes.ini file. You can add the following sections (and the corresponding parameters) to customize the plug-in.

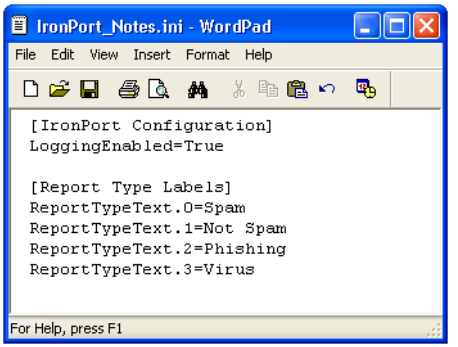
[Report Type Labels]

Add the `[Report Type Labels]` section below the `[IronPort Configuration]` section to customize the menu commands that appear in the **Actions** menu in Lotus Notes. The following table describes the parameters that you can include in this section.

Parameter	Description
`ReportTypeText.0`	This parameter specifies the menu label for the Report as Spam command. Default is `Report as Spam`.
`ReportTypeText.1`	This parameter specifies the menu label for the Report as Not Spam command. Default is `Report as Not Spam`.
`ReportTypeText.2`	This parameter specifies the menu label for the Report as Phish command. Default is `Report as Phish`.
`ReportTypeText.3`	This parameter specifies the menu label for the Report as Virus command. Default is `Report as Virus`.

Example

The following example shows an IronPort_Notes.ini file that has been edited to display custom labels in the **Actions** menu.



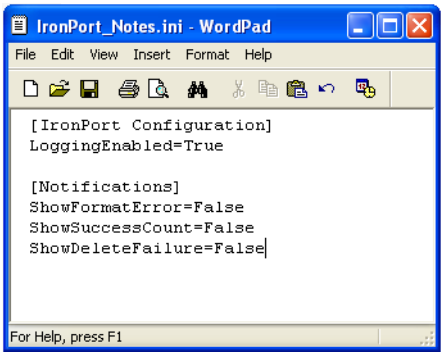
[Notifications]

Add the `[Notifications]` section below the `[IronPort Configuration]` section or the `[Report Type Labels]` section to control the notification dialog boxes that the plug-in displays. The following table describes the parameters that you can include in this section.

Parameter	Description
`ShowFormatError`	This parameter controls whether or not the plug-in displays an error when it cannot send a report because the message has the wrong format. Values are: `True` - The error is displayed. `False` - The error is not displayed. Default is `True`.
`ShowSuccessCount`	This parameter controls whether or not the plug-in displays a dialog box indicating the number of messages that were reported successfully. Values are: `True` - The dialog box is displayed. `False` - The dialog box is not displayed. Default is `True`.
`ShowDeleteFailure`	This parameter controls whether or not the plug-in displays a dialog box indicating a message could not be deleted. Values are: `True` - The dialog box is displayed. `False` - The dialog box is not displayed. Default is `True`.

Example

The following example shows an IronPort_Notes.ini file that has been edited to prevent the plug-in from displaying notification dialog boxes for message-format errors, report counts, and message-deletion errors.



TROUBLESHOOTING

You might encounter the errors described in this section when you use the IronPort Plug-in for Lotus Notes.

Error When Selecting Non-Email Items

The following error message might appear when you select one of the plug-in reporting commands on the **Actions** menu in Notes.

Figure 1-5 Error When Selecting Non-Email Items

This error message appears if the selected item is not an email message — for example, if you select a Calendar entry or a non-email Notes document. Click the **OK** button to dismiss the error message.

Note — To prevent the plug-in from displaying this error in the future, select the check box labeled "Do not show this message again" before you click **OK.**

Before you send a report to IronPort Systems, make sure that the item you select is an email message.

Error When Messages Cannot Be Deleted

An error message might be displayed if the plug-in cannot delete a message after reporting it as a spam, virus, or phishing message. This error can occur if the user does not have permission to delete messages or if the message-deletion is unsuccessful for some other reason. Click the **OK** button to dismiss the error message.

Note — To prevent the plug-in from displaying this error in the future, select the check box labeled "Do not show this message again" before you click **OK.**

After the plug-in deletes a message, the message might continue to appear in the folder or view until you refresh the window. Select **View > Refresh,** or press F9, to refresh the window.

Error When Reporting Deleted Messages

The following error message might appear if you attempt to report a message that has been deleted:

Figure 1-6 Error When Reporting Deleted Messages

This error message appears if the selected item is located in the Trash. If you want to report the message, you need to restore it (select **Actions > Restore**), and then report it from the view or folder where it is restored.

Error When Too Many Messages Are Selected

An error message might be displayed if the plug-in cannot report messages because the total file size is too large.

If the plug-in does not successfully report the messages and it displays an error message, you may have selected too many messages or the selected messages may be too large. To work around this problem, select fewer messages and report the messages again.

APPENDIX A

IronPortPluginForNotes.msi Properties

This appendix includes the following topic:

- "Properties of the IronPortPluginForNotes.msi File" on page 16.

PROPERTIES OF THE IRONPORTPLUGINFORNOTES.MSI FILE

This appendix lists the properties of the IronPortPluginForNotes.msi file. You can use the following properties to configure a systems management tool, such as Microsoft Systems Management Server, to deploy the plug-in to large groups of Notes users.

Property	Description
NOTESINI_DIR	The value of this property is the folder where the Lotus Notes notes.ini file is located.
INSTALLDIR	The value of this property is the folder where the plug-in is installed.

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