

# PureMessage 4 for Lotus Domino startup guide

Lotus Domino 8

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# 1 Before you begin

## 1.1 About this guide

This guide is for Lotus Notes administrators who want to install and set up PureMessage 4 for Lotus Domino on their Lotus Domino servers.

This guide tells you how to configure some of the options in PureMessage. For information about configuring all the options in PureMessage, see the following:

- PureMessage 4 for Lotus Domino Help
- PureMessage 4 for Lotus Domino user manual (printable version of Help)

Sophos documentation is published at [www.sophos.com/support/docs/](http://www.sophos.com/support/docs/) and on the Sophos CDs.

## 1.2 System requirements

For system requirements, go to the system requirements page of the Sophos website (<http://www.sophos.com/products/all-sysreqs.html>).

You must have internet access in order to download the installation software from the Sophos website.

## 1.3 Prepare Lotus Notes and Lotus Domino

Before installing PureMessage, prepare Lotus Notes and Lotus Domino for installation.

1. Read the PureMessage 4 for Lotus Domino release notes, as they may contain important late-breaking information.
2. Log on to your system as Administrator.
3. In the Lotus Notes **Name and Address Book**, create a multi-purpose group called, for example, **PureMessage-Admin** for the administrator(s) that you want to receive email notifications. If you already have a suitable group, you can configure PureMessage to use that instead ([Setting up email notifications](#) (page 15)).
4. Stop the Lotus Domino server.
5. Back up the following Lotus Domino server files:
  - log.ntf
  - mailbox.ntf
  - statrp.ntf/statrp5.ntf

Your own templates will be preserved during the installation. PureMessage will add the necessary extensions to any existing templates.

## 1.4 Install Sophos Anti-Virus

Before you install PureMessage, you must install Sophos Anti-Virus in order to provide virus scanning for PureMessage.

**Note:** You do not need to do this if the Lotus Domino server is being managed by Enterprise Console, as it will already have installed Sophos Anti-Virus for you.

- Using the web address and download credentials provided by Sophos, download and run the standalone installer for Sophos Anti-Virus for Windows, version 7 for Windows 2000 and later. For help with installing Sophos Anti-Virus, see the *Sophos Endpoint Security and Control standalone startup guide*.

Sophos documentation is published at [www.sophos.com/support/docs/](http://www.sophos.com/support/docs/).

## 2 Installing PureMessage

To ensure PureMessage installs and functions correctly it is important to perform all of the following steps in sequence:

1. Choose and install PureMessage in one of the supported modes.  
For information on available install modes, see [Install modes](#) (page 5).
2. Configure exclusions in Sophos Anti-Virus.  
For information on how to set exclusions in Sophos Anti-Virus, see [Configure Exclusions in Sophos Anti-virus](#) (page 11).
3. Place the toolkit.lic file in the PureMessage installation folder.  
For information on how to configure the license file, see [Configure License](#) (page 11).
4. Restart the computer.

### 2.1 Install modes

You can choose to install PureMessage in one of the following modes:

#### Install in Standard mode

If you want to use the default settings listed below, follow the instructions in [Install PureMessage in Standard mode](#) (page 6).

Default setting	Value
Domino program directory	C:\Program Files\IBM\Lotus\Domino\
notes.ini directory	C:\Program Files\IBM\Lotus\Domino\
Domino data directory	C:\Program Files\IBM\Lotus\Domino\data\
PureMessage data subdirectory	PureMessage
PureMessage program directory	C:\Program Files\IBM\Lotus\Domino\PureMessage\
Name of administrator	PureMessage-Admin
Virus scanner support	Sophos Anti-Virus
Proxy settings	false

### Install in Advanced mode

If you want to do any of the following, follow the instructions in [Install PureMessage in Advanced mode](#) (page 7):

- Change the default settings listed above.
- Configure the anti-spam update settings.

### Install in a replicated environment

If you want to do any of the following, follow the instructions in [Install PureMessage in a replicated environment](#) (page 8):

- Change the default settings listed above.
- Configure the anti-spam update settings.
- Install the configuration databases as replicas of existing databases.

### Install on a partitioned server

If you want to do any of the following, follow the instructions in [Install PureMessage on a partitioned server](#) (page 9):

- Change the default settings listed above.
- Configure the anti-spam update settings.
- Install the configuration databases as replicas of existing databases.
- Install PureMessage on a partitioned server.

## 2.2 Install PureMessage in Standard mode

**Note:** The server where you install PureMessage will need to be restarted after installation.

To install PureMessage using the default settings:

1. Using the web address and download credentials provided by Sophos, download the PureMessage 4 for Lotus Domino installer.
2. Locate the installer in the folder where it was downloaded.
3. Double-click the installer. In the installer window, click **Install** to extract the installer's contents to your computer and start the installation wizard.
4. On the **Setup type** page, under **Type of installation**, select **Standard**.
5. Complete the installation wizard.

After the installation is complete and the wizard prompts for a restart, click **No** and continue to the next step in the install sequence. For information, see [Installing PureMessage](#) (page 5).

## 2.3 Install PureMessage in Advanced mode

**Note:** The server where you install PureMessage will need to be restarted after installation.

To install PureMessage by changing the default settings and/or configuring the advanced settings:

1. Using the web address and download credentials provided by Sophos, download the PureMessage 4 for Lotus Domino installer.
2. Locate the installer in the folder where it was downloaded.
3. Double-click the installer. In the installer window, click **Install** to extract the installer's contents to your computer and start the installation wizard.
4. On the **Setup type** page, under **Type of installation**, select **Advanced**.

The PureMessage installation wizard will show you a series of pages that provide installation preference options. Information about the different setup options is provided below.

5. On the **Directories for program files** page, enter the paths to the Domino server and PureMessage program directories.
6. On the **Directories for notes.ini and configuration databases** page, enter the following:
  - The path to the notes.ini file.
  - The name of the PureMessage data subdirectory.
7. On the **Configuration databases** page, leave **Standard database installation** selected.
8. On the **Database administrator** page, enter the name of the group you specified in [Prepare Lotus Notes and Lotus Domino](#) (page 3)

The name of the administrator group is added to the notes.ini file and stored as **Administrator** in the Access Control List (ACL) of the PureMessage configuration databases.

9. On the **Configuration SASI update** page, select the **Configure SASI update** check box if you want to configure the anti-spam update service.
  - a) To configure the proxy settings for the anti-spam update service, select the **Configure proxy** check box, and then configure the proxy URL, port, user name, and password.

You can configure the proxy settings after installation. For information, see [Configure anti-spam updates through a proxy](#) (page 13).
  - b) To configure the notification settings for the anti-spam update service, click **Next**.
10. On the **Notification SASI update** page, various notification options are available if you wish to be notified of the success or failure of an anti-spam update. To receive a notification in both cases, leave **<Errors and successful updates>** selected in the **E-mail options** box.

After the installation is complete and the wizard prompts for a restart, click **No** and continue to the next step in the install sequence. For information, see [Installing PureMessage](#) (page 5).

## 2.4 Install PureMessage in a replicated environment

The server must be available, known, and started. In case the database on the master server cannot be opened (because the server or the database does not exist), the installation is aborted. The target server (on which the software is to be installed) must have sufficient rights to read the master server databases. Otherwise, the databases from the installation package will be installed.

**Note:** The server will need to be restarted after installation.

PureMessage supports replicated multi-server environments i.e. the configuration databases can be installed as replicas of existing databases.

1. Using the web address and download credentials provided by Sophos, download the PureMessage 4 for Lotus Domino installer.
2. Locate the installer in the folder where it was downloaded.
3. Double-click the installer. In the installer window, click **Install** to extract the installer's contents to your computer and start the installation wizard.
4. On the **Setup type** page, under **Type of installation**, select **Advanced**.

The PureMessage installation wizard will show you a series of pages that provide installation preference options. Information about the different setup options is provided below.

5. On the **Directories for program files** page, do the following:
  - a) Enter the paths to the Domino server and PureMessage program directories.
  - b) Leave the **Installation on partitioned servers** check box cleared.
6. On the **Directories for notes.ini and configuration databases** page, enter the following:
  - The notes.ini path.
  - The name of the PureMessage data subdirectory.
7. On the **Configuration databases** page, select **Database installation in replicated environment** to install the configuration databases as replicas of existing databases.

Creating your configuration databases as replicas allows you to keep your existing configuration for the time being and import the new configuration at a later stage.

8. On the **Installation in a replicated environment** page, enter the name of the master server and the subdirectory where the databases are located.

The master server specified here is entered in the notes.ini file.

9. On the **Database administrator** page, enter the name of the group you specified in [Prepare Lotus Notes and Lotus Domino](#) (page 3)

The name of the administrator group is added to the notes.ini file and stored as **Administrator** in the Access Control List (ACL) of the PureMessage configuration databases.

10. On the **Configuration SASI update** page, select the **Configure SASI update** check box if you want to configure the anti-spam update service.
  - a) To configure the proxy settings for the anti-spam update service, select the **Configure proxy** check box, and then configure the proxy URL, port, user name, and password.  
You can configure the proxy settings after installation. For information, see [Configure anti-spam updates through a proxy](#) (page 13).
  - b) To configure the notification settings for the anti-spam update service, click **Next**.
11. On the **Notification SASI update** page, various notification options are available if you wish to be notified of the success or failure of an anti-spam update. To receive a notification in both cases, leave **<Errors and successful updates>** selected in the **E-mail options** box.  
After the installation is complete and the wizard prompts for a restart, click **No** and continue to the next step in the install sequence. For information, see [Installing PureMessage](#) (page 5).

Any errors occurring during database replication are logged in the installation log file `tk_setup_data.log`. This file can be either viewed at the end of the installation or opened after installation from the PureMessage data directory.

## 2.5 Install PureMessage on a partitioned server

To install on a partitioned server, all servers have to be stopped on all partitions, as the basic PureMessage program files are written to the Domino program directory (which exists only once on a partitioned server). The files in this program directory must not be accessed during the installation.

**Note:** The server will need to be restarted after installation.

1. Using the web address and download credentials provided by Sophos, download the PureMessage 4 for Lotus Domino installer.
2. On the **Setup type** page, under **Type of installation**, select **Advanced**.  
The PureMessage installation wizard will show you a series of pages that provide installation preference options. Information about the different setup options is provided below.
3. On the **Directories for program files** page, do the following:
  - a) Enter the paths to the Domino server and PureMessage program directories.
  - b) Select the **Installation on partitioned servers** check box.
4. On the **Installation on partitioned servers** page, enter the following:
  - A list of notes.ini paths. These will usually be the data directories on the partitioned server.
  - The name of the PureMessage data subdirectory.

5. On the **Directories for notes.ini and configuration databases** page, enter the following:

- The notes.ini path.
- The name of the PureMessage data subdirectory.

6. On the **Configuration databases** page, select one of the following options:

- **Install databases without replication**
- **Install databases as replicas**
- **Install databases as replicas of databases located on another server**

Creating your configuration databases as replicas allows you to keep your existing configuration for the time being and import the new configuration at a later stage.

The PureMessage installation modifies the design of various standard databases. To leave the database design unchanged, clear the **Design update** check box.

7. On the **Installation in a replicated environment** page, enter the name of the master server and the subdirectory where the databases are located.

The master server specified here is entered in the notes.ini file.

8. On the **Database administrator** page, enter the name of the group you specified in [Prepare Lotus Notes and Lotus Domino](#) (page 3)

The name of the administrator group is added to the notes.ini file and stored as **Administrator** in the Access Control List (ACL) of the PureMessage configuration databases.

9. On the **Configuration SASI update** page, select the **Configure SASI update** check box if you want to configure the anti-spam update service.

a) To configure the proxy settings for the anti-spam update service, select the **Configure proxy** check box, and then configure the proxy URL, port, user name, and password.

You can configure the proxy settings after installation. For information, see [Configure anti-spam updates through a proxy](#) (page 13).

b) To configure the notification settings for the anti-spam update service, click **Next**.

10. On the **Notification SASI update** page, various notification options are available if you wish to be notified of the success or failure of an anti-spam update. To receive a notification in both cases, leave **<Errors and successful updates>** selected in the **E-mail options** box.

After the installation is complete and the wizard prompts for a restart, click **No** and continue to the next step in the install sequence. For information, see [Installing PureMessage](#) (page 5).

Any errors occurring during database replication are logged in the installation log file tk\_setup\_data.log. This file can be either viewed at the end of the installation or opened after installation from the PureMessage data directory.

## 2.6 Configure Exclusions in Sophos Anti-virus

You must configure Sophos Anti-Virus to add exclusions for PureMessage.

1. With Sophos Anti-Virus installed, right-click the Sophos Anti-Virus icon in the system tray, and then click **Open Sophos Anti-Virus**.
2. On the **Configure** menu, click **On-access scanning**.
3. Click the **Exclusions** tab.
4. Click **Add**.
5. In the **Item type** list, click **Folder**.
6. In the **Exclude item** box, enter the item name as follows:

**Note:** Ensure you have a backslash (\) at the end of path when you exclude a location.

- a) Add the location where Lotus Domino is installed:

**Lotus Domino 8**

**C:\Program Files\IBM\Lotus\Domino\PureMessage\**

- b) Add the Windows temporary folder location. By default the location is **C:\WINDOWS\Temp\**.
- c) With the **Exclude Item** box displayed, click **Start**, and then click **Run**.
- d) In the **Open** box, type **cmd**, and then click **OK**.
- e) At the command prompt, type **set**, press ENTER.

A list of environment variables is displayed. Make a note of the path mentioned for TEMP and TMP variable. If both these variables point to same location (as in the example), enter the path in the **Exclude item** box once and click **OK**.

**Example:**

**TEMP=C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\**

**TMP=C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\**

If the TEMP and TMP variables point to different locations, enter both paths as exclusions.

7. Click **Apply** and exit Sophos Anti-Virus.

## 2.7 Configure License

The toolkit.lic is a license file provided by Sophos to ensure different modules of PureMessage function properly. An invalid toolkit.lic file may result in the product not functioning as expected.

You must place the toolkit.lic file in the PureMessage install location. The default install location for PureMessage is:

■ **Lotus Domino 8**

C:\Program Files\IBM\Lotus\Domino\PureMessage

If you do not have a toolkit.lic file, you can contact Sophos to obtain one. For more information, see <http://www.sophos.com/support/knowledgebase/article/50620.html>.

**Note:** If your license does not include anti-spam functionality, you can still see the jobs/menu items in the left menu, but these jobs will not initialize or work.

### 3 Configure anti-spam updates through a proxy

You can configure the proxy settings for the anti-spam update service after installation by editing the settings.xml file located in the C:\Program Files\IBM\Lotus\Domino\PureMessage\SASI\Update directory, if your license includes it.

The following settings can be configured:

Setting	Value	Description
Proxy enabled	[true   false]	Default: false. Defines whether a proxy server is to be used or not.
Url	proxy	Proxy server address.
Port	8080	Proxy server port used for communication.
Username	proxyuser	User name needed to access the proxy server.
Password	proxypassword	Password needed to access the proxy server.
Authentication mode	[Any   None   Basic   Digest   NTLM]	Default: Any. Defines the method to be used for authentication.
Type mode	[HTTP   SOCKS4   SOCKS5]	Default: HTTP

## 4 Opening PureMessage

1. Log on to Lotus Domino Administrator as an administrator.
2. On the **Bookmark** bar, click your Domino domain.
3. On the menu bar:
  - Select **File>Application>Open**.
4. In the **Look in** list, click the name of the server where PureMessage is installed.
5. Double-click the **PureMessage** data directory.
6. Double-click the **PureMessage 4.5 Admin** database.

The PureMessage user interface displays.



## 5 Setting up email notifications

Before you begin using PureMessage to scan email or databases, set it up to send email notifications to administrators when it detects a virus, blocks an email attachment, or encounters an error whilst processing a message or a file.

To set up email notifications:

1. In the PureMessage **Task** pane, click **Global > Global Parameters** .
2. In the list of parameters in the right-hand pane, double-click **PureMessage administrators (person/group)**.
3. On the menu bar, click **Edit**.
4. On the **Basics** tab, set **Value(s)** to the name of the user group that will receive notifications.
5. Set **Status** to **Active**.
6. On the menu bar, click **Save & Close**.

## 6 Scanning for viruses

### 6.1 Check that mail scanning is working

Mail scanning is active by default in PureMessage when you install it.

- To check that mail scanning is working, download the harmless test file from [www.eicar.org/anti\\_virus\\_test\\_file.htm](http://www.eicar.org/anti_virus_test_file.htm), attach it to an email and send it to yourself.

### 6.2 Set up scheduled database scanning

You set up scheduled database scanning to accomplish the following tasks:

- Scan one or more mail database(s) for viruses.
  - Scan new or modified items only.
  - Alert the administrator(s) and the recipient if a virus is found in a mail database.
  - Place a copy of any infected mail in quarantine, together with a report.
  - Delete infected mail.
1. In the PureMessage **Task** pane, click **Anti-Virus/File Blocking > Database Jobs** .
  2. In the list of database jobs in the right-hand pane, right-click **DEFAULT - DB Virus Check**, and then click **Copy**.
  3. Right-click the list of database jobs, and then click **Paste**.
  4. Double-click the database job to open it for editing.
  5. On the menu bar, click **Edit**, and then set the following options:

Option	Setting
Job name	Type <b>SOPHOS - DB Virus Check</b> , for example.
Status	<b>Active</b>
Execution mode	<b>Scheduled</b>
Start time	Enter, for example, <b>01/12/2008 22:00</b> .
Interval	Enter, for example, <b>1 Days 0 Hours 0 Minutes</b>

**Note:** If you only want to scan one mail database, enter its details in **Database Selection**.

6. On the menu bar, click **Save & Close**.

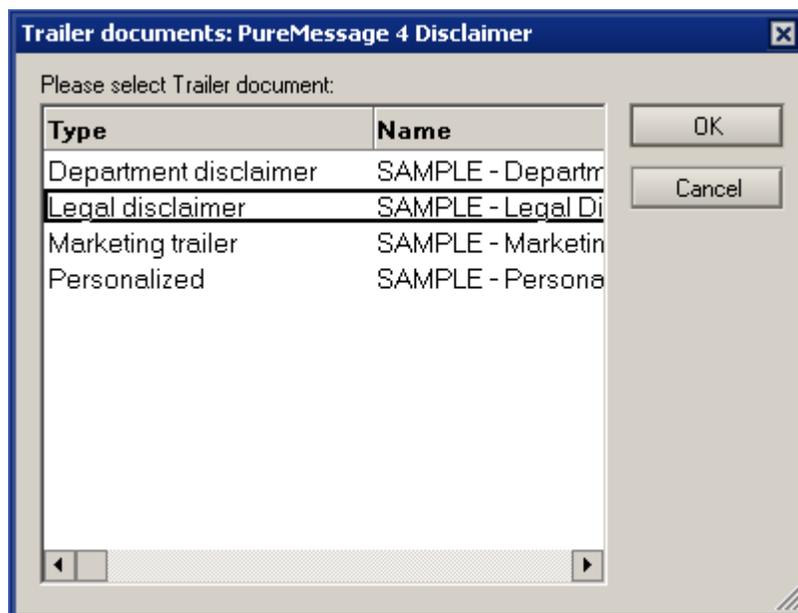
## 7 Adding Disclaimers

### 7.1 Add a text disclaimer to your email

1. In the PureMessage **Task** pane, click **Disclaimer > Mail Jobs** .
2. In the list of mail jobs in the right-hand pane, right-click **DEFAULT - Add a Legal Disclaimer**, and then click **Copy**.
3. Right-click the list of mail jobs, and then click **Paste**.
4. Double-click the new mail job to open it for editing.
5. On the menu bar, click **Edit**, and then set the following options:

Option	Setting
<b>Job name</b>	Type <b>SOPHOS - Add a Legal Disclaimer</b> , for example.
<b>Status</b>	<b>Active</b>

6. Click the **Operations** tab.
7. Under **Disclaimer document**, click **Select**.
8. Select a disclaimer document, and then click **OK**.



9. On the menu bar, click **Save & Close**.

## 7.2 Add an image disclaimer to your email

PureMessage can include images in the email bodies of Richtext emails. You can integrate images in GIF, PNG or JPG format into MIME emails.

### 7.2.1 Administrator side

To be able to use the PureMessage Disclaimer image functionality, the Notes client needs to be extended.

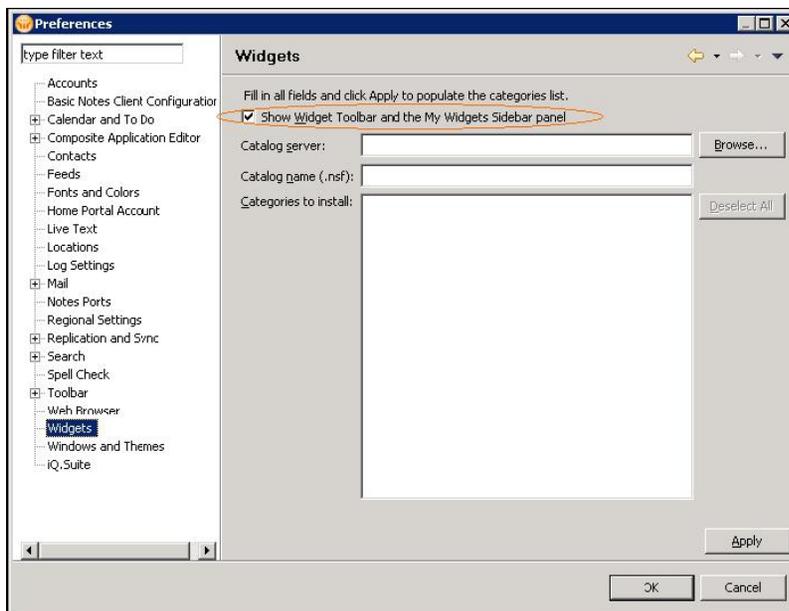
**Note:** You may require basic skills in the use of widgets (window objects). For information on widgets, refer to the IBM Lotus Domino documentation.

1. After PureMessage is installed, check that the `admin_frontend.xml` file and the `g_update.nsf` database are located in the PureMessage data directory under `<update>`.

The database contains the client extensions (plug-ins) needed to use PureMessage Disclaimer. The XML file above defines the storage location of the database. The database is referred to through the Replica ID.

**Note:** The toolbar for widgets must be visible in order to access the 'My Widgets' area. The Notes client settings required to this end depend on the client version used. In the Notes client 8.0.2, these settings are located under: FILE -> PREFERENCES -> WIDGETS -> ENABLE THE CHECKBOX: SHOW WIDGET TOOLBAR AND THE MY WIDGETS SIDEBAR PANEL.

2. Integrate the `admin_frontend.xml` file into the 'My Widgets' sidebar of the Notes client.



3. The PureMessage Disclaimer components are installed and the Notes client is restarted. This may take a few seconds.
4. Select PREFERENCES -> PureMessage -> CONFIGURATION and click the ADD button.
  - a) Check that the Server name or the server's IP address is set correctly and points to the correct Puremessage data directory of the server. If PureMessage has been installed on multiple servers, you may switch between servers. Click ADD to define these servers.
  - b) The new administration console is available in two default languages: German and English. You can change the default setting either manually ('Selection') or dynamically according to the 'Content Language' of the Notes client used (set in the notes.ini file). The language of the new administration console does not have to be the same as for the traditional administration console.
  - c) Change the settings manually as required and verify the installation of the PureMessage components under: HELP -> ABOUT IBM LOTUS NOTES -> FEATURE DETAILS.

## 7.2.2 User side

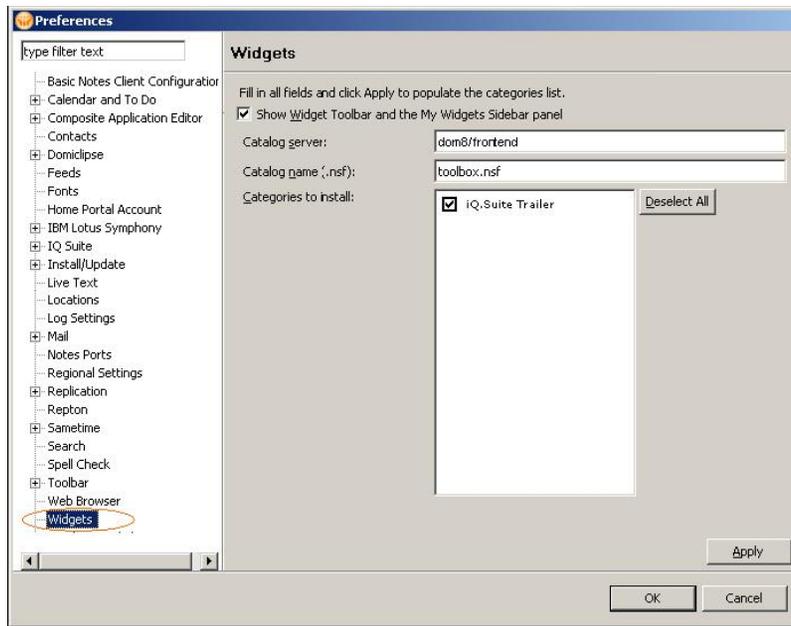
Every user who is to be able to configure Puremessage Disclaimer needs to integrate the admin\_frontend.xml file in the Notes client. Use one of the following methods to provide the users with the XML file:

- a shared directory
- by email
- through a widget catalog

The users import the XML file into the 'My Widgets' sidebar panel of the Notes client, e.g. via Drag&Drop.

As an alternative, you can also publish the XML file in the widget catalog<sup>1</sup>. To do so, in the Domino Administrator of your Notes client, provide the users with appropriate rights for using widgets. Please note that the users require the following information:

- Server where the widget catalog is located (Catalog server).
- Widget category that includes the admin\_frontend.xml file (Categories to install).



For more information on further configurations required to integrate images into email disclaimers, see the PureMessage Administration manual.

## 8 Blocking email attachments

You can block some or all types of email attachment by following these steps:

- Create a mail scanning job for attachment blocking.
- Create a file restriction document, and then associate it with the attachment blocking job.

### 8.1 Create an attachment blocking job

1. In the PureMessage **Task** pane, click **Anti-Virus/File Blocking > Mail Jobs** .
2. In the list of mail jobs in the right-hand pane, right-click **SAMPLE - Denied Attachments all users**, and then click **Copy**.
3. Right-click the list of mail jobs, and then click **Paste**.
4. Double-click the new mail job to open it for editing.
5. On the menu bar, click **Edit**, and then set the following options:

Option	Setting
<b>Job name</b>	Type <b>SOPHOS - Denied Attachments all users</b> , for example.
<b>Status</b>	<b>Active</b>
<b>Runs on</b>	<b>Selected mails</b>

**Note:** The **Selected mails** setting ensures that PureMessage does not take action against emails released from quarantine and emails to and from the administrator.

6. Click the **Operations** tab, and then click the **Denied Attachments** tab.
7. Set the following options:

Option	Setting
<b>Use file restrictions</b>	<b>Yes</b>
<b>Perform general modify option</b>	<b>Yes</b>

8. Optionally, choose to notify the administrator, recipient, and/or the sender when a denied attachment is detected.
9. On the menu bar, click **Save & Close**.

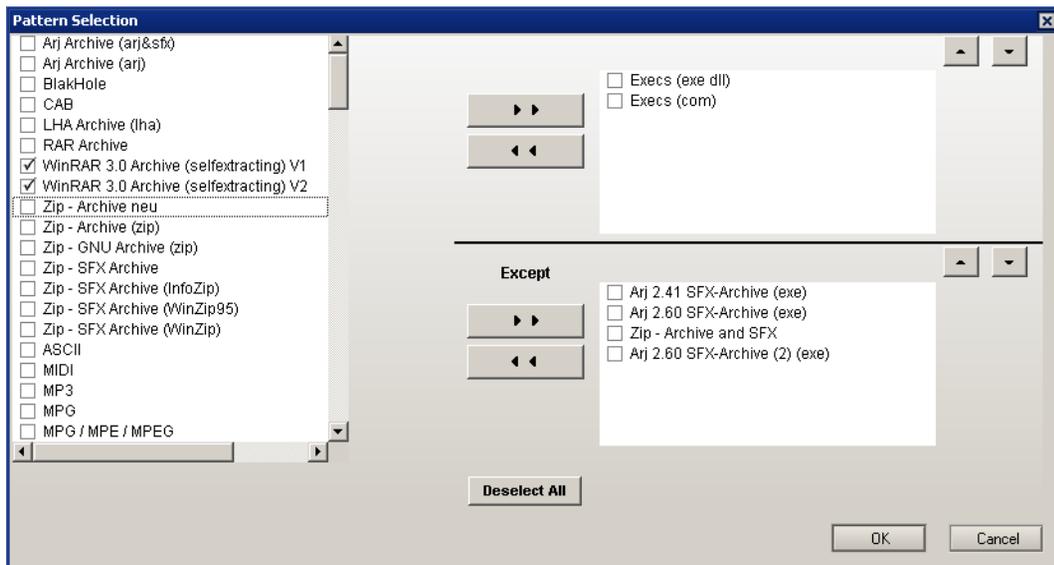
### 8.2 Create a file restriction document

1. In the PureMessage **Task** pane, click **Anti-Virus/File Blocking > Utilities > File Restrictions**

2. In the list of file restriction documents in the right-hand pane, right-click **SAMPLE - Denied Attachments**, and then click **Copy**.
3. Right-click the list of file restriction documents, and then click **Paste**.
4. Double-click the new file restriction document to open it for editing.
5. On the menu bar, click **Edit**, and then set the following options:

Option	Setting
<b>Job name</b>	Type <b>SOPHOS - Denied Attachments</b> , for example.
<b>Status</b>	<b>Active</b>

6. To specify the types of attachment that will be blocked, under **Fingerprint**, click the **Select Categorized** icon.
  - To block an attachment type, select its check box in the list on the left, and then click the upper >> button to add it to the list on the upper right.
  - If you have blocked an attachment type—for example, **MS Office (doc xls)**, but you want to allow a certain sub-type—for example, **MS Excel Version 4**, select its check box in the list on the left, and then click the lower >> button to add it to the **Except** list on the lower right.



7. Click **OK** to close the **Pattern Selection** dialog box.
8. Click the **Misc.** tab.

9. Click the drop-down arrow beside **Job(s) to run with this file restriction**, and then click the name of your attachment blocking job—for example, **SOPHOS - Denied Attachments all users**).
10. On the menu bar, click **Save & Close**.

## 9 Blocking spam and email content

As well as blocking spam and junk mail, PureMessage can search the content of email bodies and attachments for keywords/phrases, which allows you to both monitor for offensive content and reduce accidental data leakage from workstations.

- Use spam detection and blocking to reduce incoming spam levels.
- Use content filtering to monitor for offensive content and enforce acceptable use policies.
- Use content filtering to reduce accidental data leakage from workstations.

### 9.1 About spam detection

Using PureMessage to detect spam requires a correctly configured DNS environment and an open port 53. Without a correctly-configured DNS environment, timeouts will occur, which could strongly affect the processing of emails by the anti-spam component.

For instructions on testing your DNS environment, see [Test your DNS environment](#) (page 24).

The PureMessage anti-spam component analyzes patterns within each email message and evaluates the degree of concordance. Depending on the spam probability calculated, the following results are returned:

- [0%, 50%] **Not spam**. The email does not include spam features and is delivered to the recipients.
- [50%, 80%] **Probable spam** (quarantine or tagging, no delivery). The email should be placed in quarantine or tagged, and may not be delivered to the recipients.
- [80%, 100%] **Definite spam** (deletion, no delivery). The email should be deleted and not delivered to the recipients.

### 9.2 Test your DNS environment

To make sure that the anti-spam component provides satisfactory results, you need to have a correctly configured DNS environment.

To test that your DNS environment is correctly configured:

1. Open Command Prompt.
2. Type **nslookup**.
3. Type **dnsbl.njabl.org**.

If the IP address 69 . 28 . 95 . 178 is returned in response, your DNS environment is correctly configured.

## 9.3 Block spam

To protect your Lotus Domino environment against spam/junk mails:

1. In the PureMessage **Task** pane, click **Anti-Spam/Content > Mail Jobs** .
2. In the list of mail jobs in the right-hand pane, double-click **DEFAULT - From Internet** to open it for editing.
3. On the menu bar, click **Activate**.

## 9.4 Filter email content

To search the content of email bodies and attachments for keywords/phrases:

1. In the PureMessage **Task** pane, click **Anti-Spam/Content > Database Jobs** .
2. In the list of database jobs in the right-hand pane, right-click **SAMPLE - Content analyse based on Dictionary (Body-Subject)**, and then click **Copy**.
3. Right-click the list of database jobs, and then click **Paste**.
4. Double-click the database job to open it for editing.
5. On the menu bar, click **Edit**, and then set the following options:

Option	Setting
<b>Job name</b>	Type <b>SOPHOS - Content analyse based on Dictionary (Body-Subject)</b> , for example.
<b>Status</b>	<b>Active</b>

6. Click the **Operations** tab.
7. Under **Analyse Elements**, select the **Attachments** check box.
8. On the menu bar, click **Save & Close**.

## 10 Removing PureMessage

1. Click **Start**, click **Control Panel**, and then double-click **Add or Remove Programs**.
2. Click **Change or Remove Programs**.
3. Click **PureMessage 4 for Lotus Domino** , and then click **Remove**.
4. Use the **Refresh Design** command to reset the productive databases log.nsf and mail.box to their original state.
5. If necessary, delete the PureMessage databases and database templates from the PureMessage data directory, as they are not removed by the uninstall program.

## 11 Technical support

You can find technical support for Sophos products in any of these ways:

- Visit the SophosTalk community at <http://community.sophos.com/> and search for other users who are experiencing the same problem.
- Visit the Sophos support knowledgebase at <http://www.sophos.com/support/>.
- Download the product documentation at <http://www.sophos.com/support/docs/>.
- Send an email to [support@sophos.com](mailto:support@sophos.com), including your Sophos software version number(s), operating system(s) and patch level(s), and the text of any error messages.

## **12 Legal notices**

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