



Reveal



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Reveal

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Getting Started

Intended Audience

This manual is intended for IT administrators in their use of Reveal or anyone wanting to learn more about Reveal. It includes installation instructions and feature descriptions.

Technical Support

If you have a technical support question, please consult the GWAVA Technical Support section of our website at www.gwava.com.

Sales

To contact a Beginfinite sales team member, please e-mail info@gwava.com or call Tel: 866-GO-GWAVA (866-464-9282) in North America or +1 514 639 4850.

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About Reveal

Reveal is an e-mail auditing solution for Novell GroupWise® that provides a quick, safe and immediate access to a company's GroupWise® system so executives can review e-mail use for best practices and security.

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v-1-biv

Introduction

Reveal allows authorized users to review the contents of any employee's mailbox, search for messages based on key words or content and retrieve these messages from GroupWise while maintaining the security of the system and leaving no hint to the mailbox owner that their e-mail accounts have been inspected for policy compliance. Reveal provides protection from information leaks, misuse of company e-mail, and legal liability. Reveal ensures that executives are able to accurately evaluate e-mail activity so they can properly enforce policy and procedure.

Product Overview

Reveal shows the executive any employee's live mailbox without the need for IT staff assistance. Authorized executives to review the contents of any employee's mail box, search for messages based on key words or content and retrieve these messages from GroupWise.

Live Confidential e-mail Inspection

For legal, human resources and compliance auditors, Reveal provides the ability to maintain oversight to all e-mail communications within Novell GroupWise. Reveal monitors and scans all e-mail. This provides protection from information leaks, misuse of company e-mail, and legal liability. Executives can view live mailbox activity of individual users, and easily monitor company-wide e-mail communication.

Confidential e-mail investigations

Reveal show authorized users the exact same mailbox that the user sees without any modification by an outside source.

Retrieve e-mail for evidentiary review

Reveal can export e-mail into a wide range of formats for evidentiary review and assessment by your legal team including HTML, CSV, XLS and DOC.

Licensing

Reveal is licensed per user. Reveal will operate as a demo for thirty days for testing purposes. Once the demo period elapses, you must purchase a license for the appropriate number of users on your system.

Features

- Confidential e-mail inspection
- Mailbox content review
- Designed for auditors and legal staff
- Search employee mail
- Print and export employee e-mail
- Confidential process - No modifications are made to the mailbox
- Complete logging for review of auditing activities
- Supports full search capabilities of GroupWise
- View employee proxy settings
- View, export, and print employee address book
- View, export, and print employee calendar

Minimum System Requirements

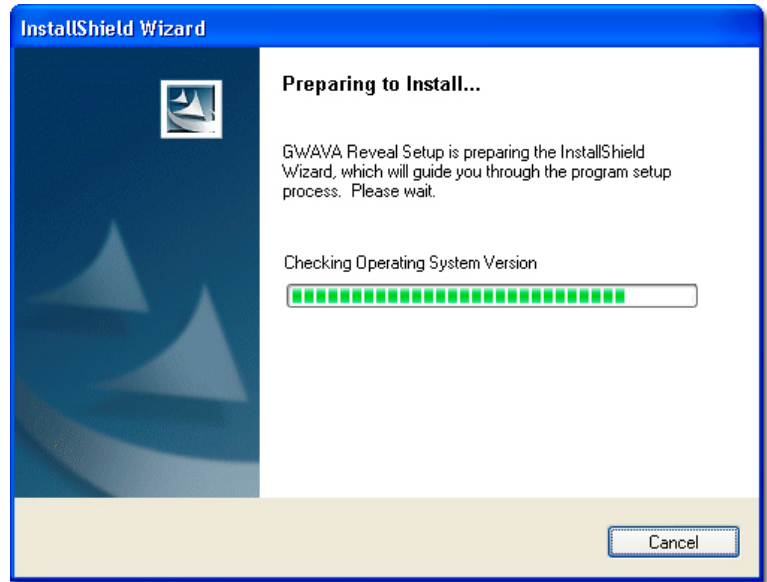
- GroupWise 6.5 with Support Pack 1 or better
- Reveal must be configured as a Trusted Application within GroupWise
- Desktop System: Windows XP or 2000 with GroupWise Windows Client v6.5.1 or later
- 256 mb RAM
- 10 mb hard drive space
- To export into Excel or Word Exporting, those Microsoft products must be installed
- Network access to your GroupWise system

Installing Reveal

Reveal installs on your Windows XP desktop with GroupWise 6.5 SP1 Windows Client installed connecting to a GroupWise 6.5 SP1 e-mail system. You do not need to be running GWAVA or any other Beginfinite products to be a Reveal administrator.

Download Reveal from www.gwava.com

Launch the Reveal set up executable. The first screen is informational: click **Next** to begin. The executable runs a script to ensure its install wizard is configured correctly. Click **Next** twice.



License

Reveal is commercial software and licenses for its operation must be purchased from GWAVA. Please read the license agreement and click to agree to the terms to continue. Click **Next** when ready.

Clicking **Back** or **Cancel** will leave your computer unchanged.

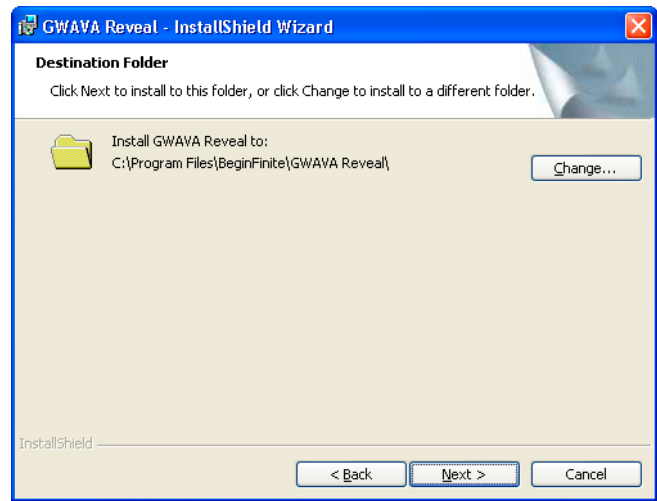


Reveal

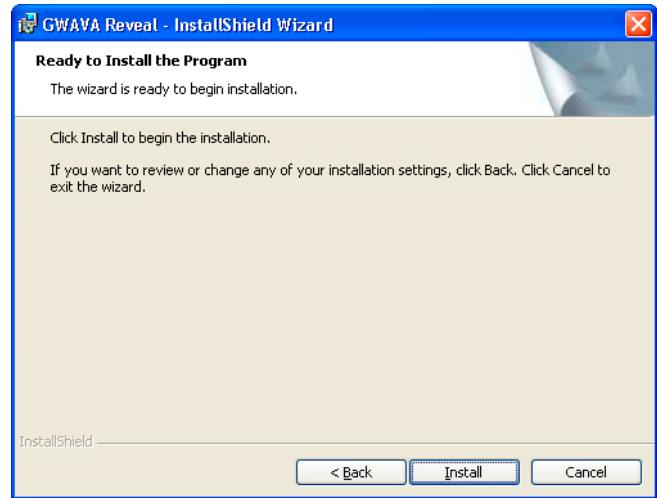
Destination Folder

The next screen is used to select where on your workstation Reveal will be installed. The default location is c:\program files\beginfinite\gwava reveal; however another location can be chosen. Regardless, a shortcut to Reveal will be placed on your desktop

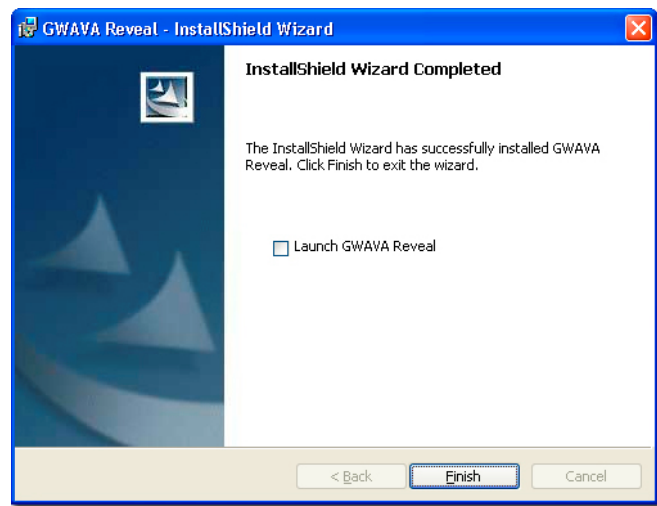
Clicking **Back** or **Cancel** will leave your computer unchanged.



The Install Wizard is now ready to create your Reveal folder. Click Install to place a copy of the Reveal software on your workstation. Clicking **Back** or **Cancel** will leave your computer unchanged.



The wizard will install Reveal. Click Finish to close the installer. You can also enable the **Launch GWAVA Reveal** checkbox to launch the software immediately.



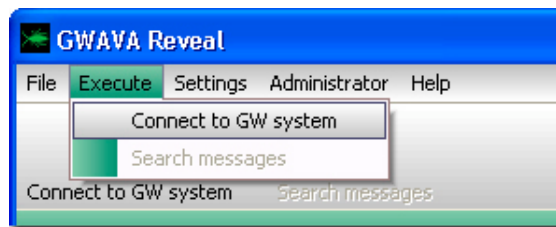
What's Next?

The software has been installed, but now it needs to be configured. This is merely a matter of letting Reveal know where your GroupWise mail system keeps its files.

Configuring Reveal

The first time Reveal is run it prompts users to generate a Trusted Application Key to gain access to the database.

Reveal determines whether a key is present. If a key is not, one is generated automatically. Click the Execute menu on the Reveal interface. Select Connect to GroupWise system. A screen will be presented asking you to identify the path your primary domain directory. Click the **Browse** button and navigate to the required location.



Upgrading from a previous version

The Reveal Installer also contains an updater for upgrading older versions of Reveal.

- Launch the installer. If the installer has a version of Reveal that is newer than is installed, a dialogue box will be presented asking whether an upgrade should be applied. Click **Yes** to continue.
- Click **Next** to apply the update and **Finish** when complete.
- The Installer also has the ability to modify an installation by selectively applying new features. Run the installer. Select **Modify**. Select the specific features required, then click **Next** and **Install**.



Reveal

Using Reveal

From this elegant interface, executives can examine their users' mailboxes instantly.

Menu system

Reveal's menu system gives administrators immediate access to all of the program's functions.

Buttons

Reveal's menu system gives administrators immediate access to all of the program's functions.

Users

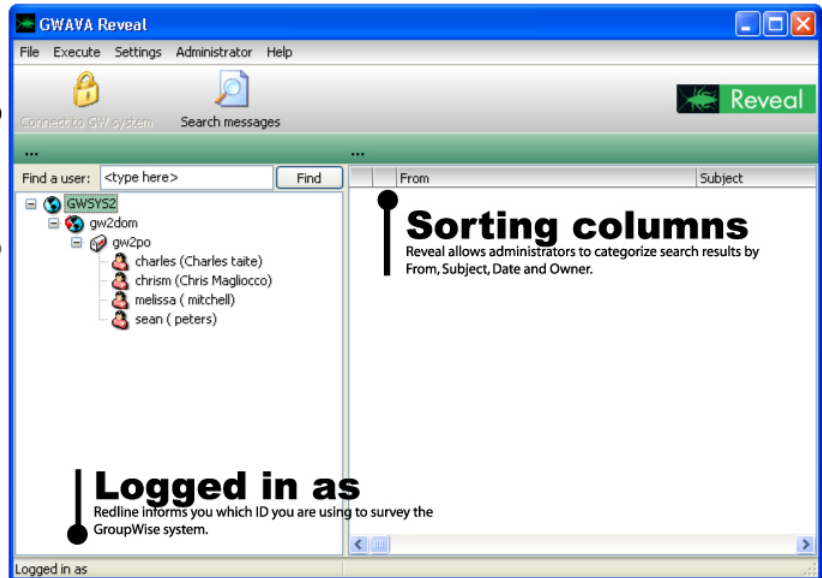
Redline presents a list of all users registered with the system to which you have connected. To locate a user, use the Find field. Note that the Find a user field is separate from the search for message content function.

Sorting columns

Reveal allows administrators to categorize search results by From, Subject, Date and Owner.

Logged in as

Redline informs you which ID you are using to survey the GroupWise system.

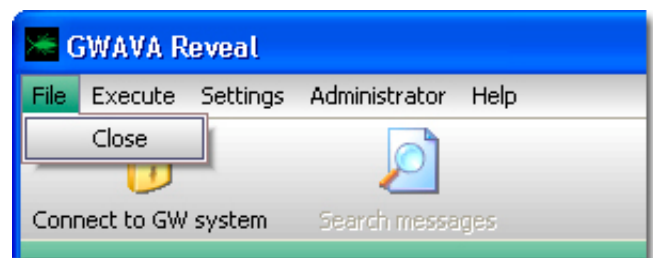


Starting Reveal

Double-click the Reveal icon that was created on your desktop during the installation process or launch the program using the **Start Menu**.

Stopping Reveal

Select Close from the File menu.



The Menu system

- File
 - Close
- Execute
 - Connect to GW system
 - Search Messages
- Settings
 - Languages
 - English
 - Dutch
 - Create LogFile
- Administrator
 - Change Password
 - (Re)Create Trusted Application Profile
- Help
 - About GWAVA Reveal
 - GWAVA Reveal on the web (links to GWAVA.Com)
 - Registration (Enter license)
 - About

Create Log File

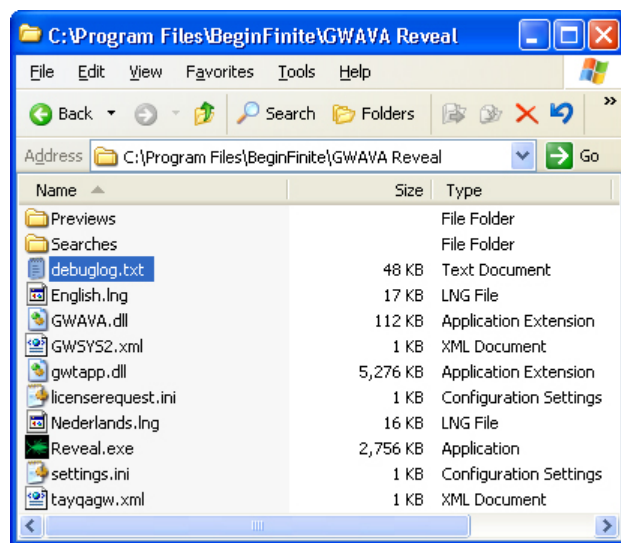
The debuglog.txt file is useful in diagnosing Reveal's behavior and improving performance. It is stored in the Reveal program directory.

(Re)Create Trusted Application Key

The creation of a new security key for connecting to your GroupWise database may be required on occasion. **Note** - Selecting this option may require that you wait one or more minutes before the key enters operation.

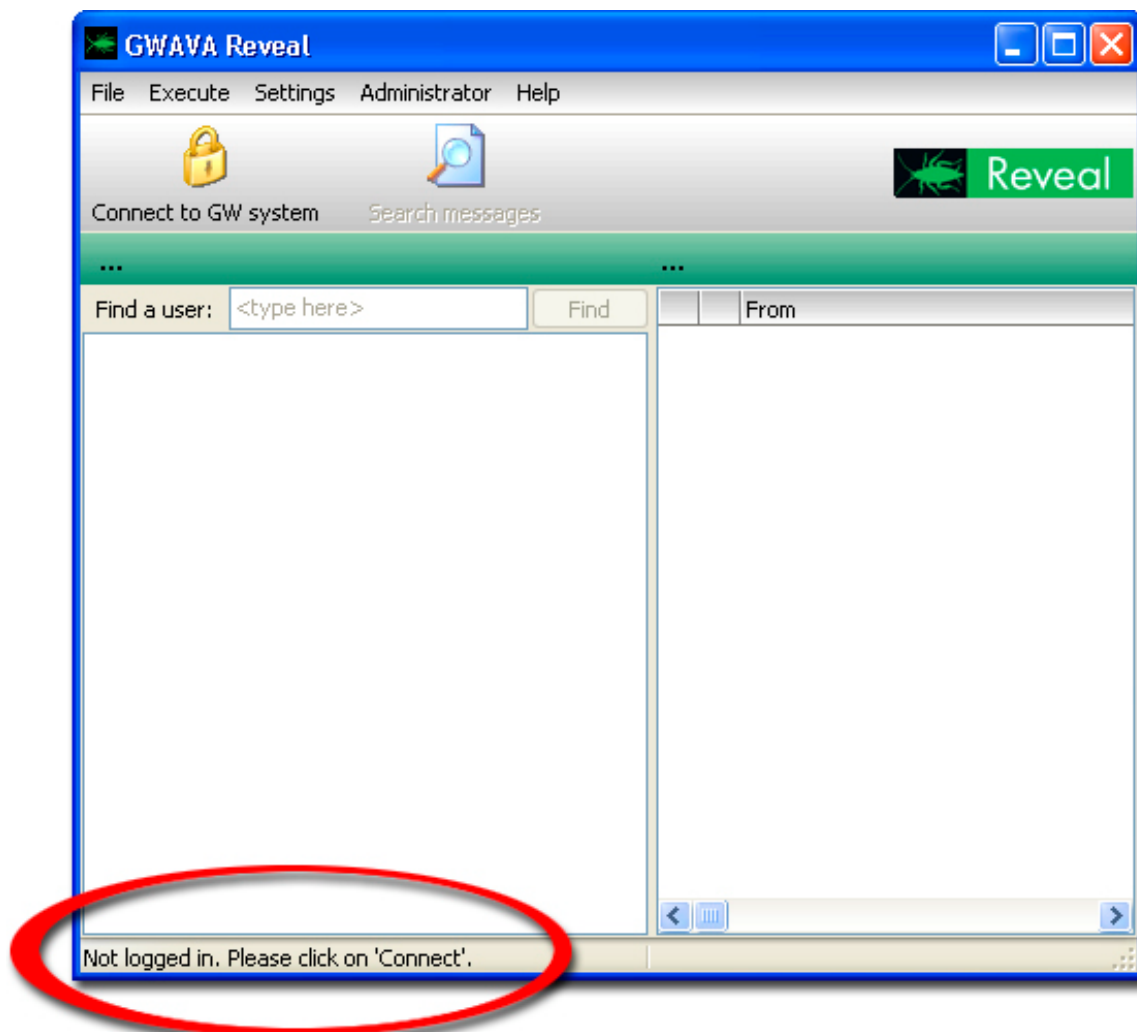
About

This informational screen presents information about your Reveal installation. It is useful for determining which build version is in use and other general debugging requirements.

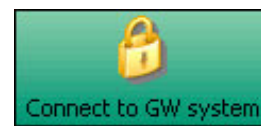


Connecting for the first time

Connecting for the first time successfully involves nothing more complicated than pointing Reveal at the database where GroupWise mail is stored on your network.

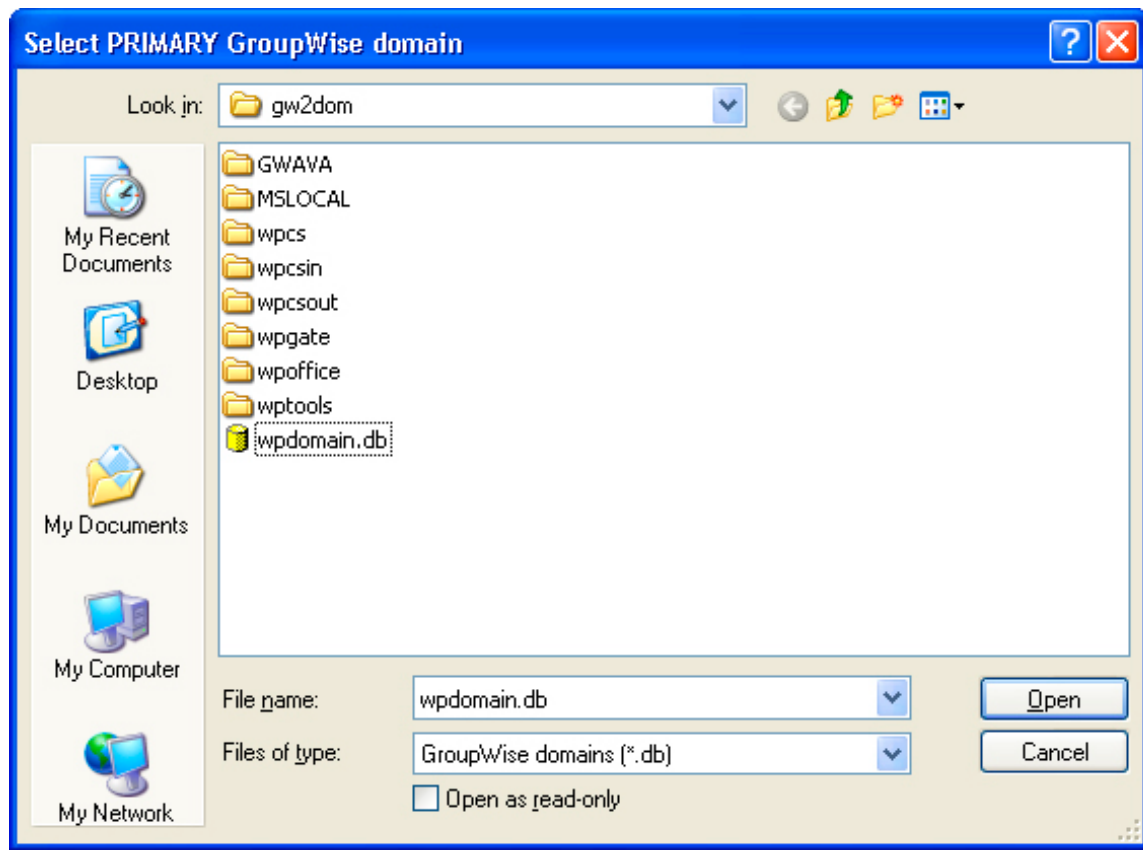


You can tell whether Reveal is connected to your network by the status indicator at the bottom left hand corner of the interface. Click the **Connect to GW system** icon to begin.



Locate DB

A dialogue box will be presented. Navigate to the GroupWise database. To license your copy of Reveal, write access is needed to the Domain Directory of your GroupWise system.



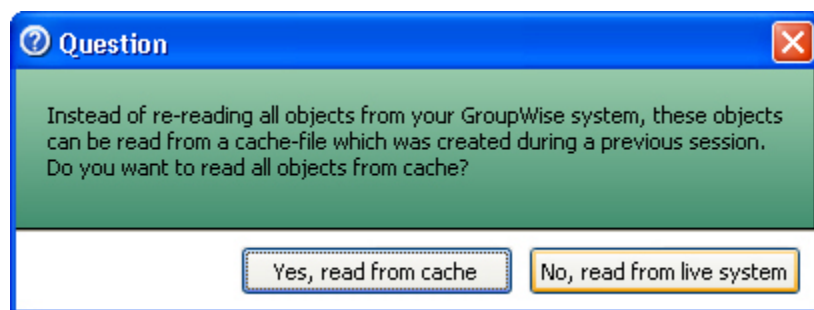
Locate the file called wpdomain.db. Select it.

Default Password

You will be asked for your *case-sensitive* Reveal password. For new installations, your default administrator password is gwava.

Reveal will ask whether to present a view of your GroupWise system that is **read from the cache**, or should it **read from the live system**. For your first run, select the live database since you have no previous session to view. The cache mechanism is for performance improvement only.

This completes the installation and first run requirements. The network—and users in it—will now appear in the left-hand pane. You can now use Reveal.



Request a License

To register for a license, select the **Registration** option from the Help menu.

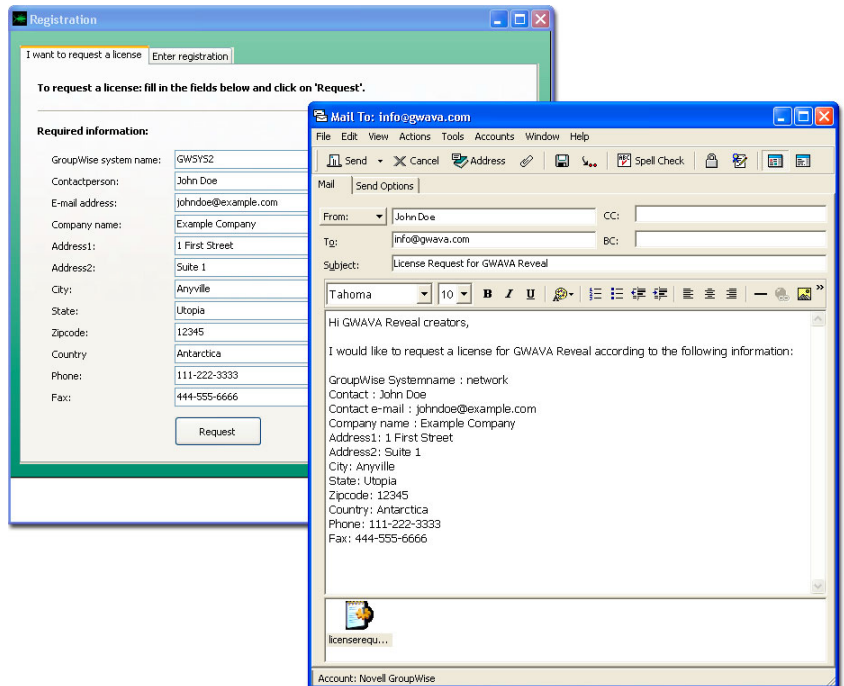
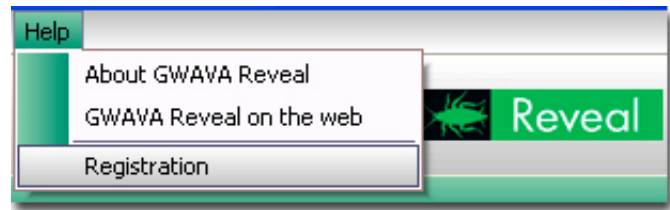
This presents a form with the fields **GroupWise System Name**, **Contact Person**, **E-Mail address**, **Company Name**, **Address**, **City State**, **Zip Code**, **Country**, **Phone** and **Fax**.

Click **Request** when the form is complete or **Close** if you do not wish to complete this form. Clicking **Request** generates an e-mail with your default e-mail program to be sent to GWAVA licensing. Click **Send**.

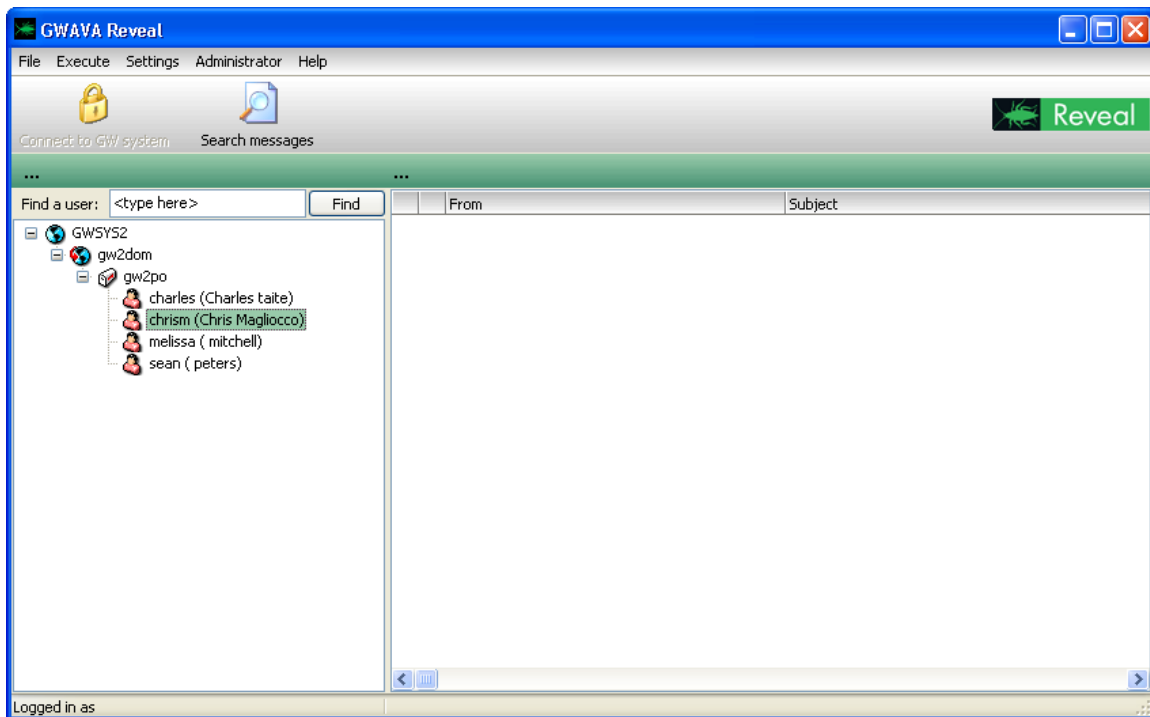
- The only information in this e-mail is the data needed to generate a personalized Reveal license

Enter your license

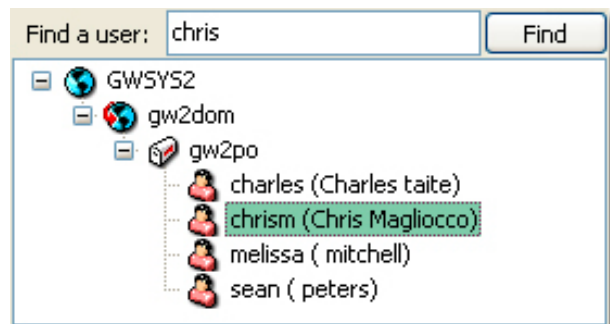
GWAVA will reply by sending a two-part combination. There is a **License Key** and a **License Code**. You must enter both pieces of information correctly. Invalid keys and codes or fields left blank will cause Reveal to remain in Demo or By-Pass mode.



Finding Users



To examine a specific user's mail account, select the user from the list of accounts. To locate a user, use the Find a user field. Enter a name and click the Find button. **Note** - the Find field only locates users from the list, it does not search for content.



Contacts and Calendars

Once Reveal connects to a user mail box, access is gained to that user's address book and calendar data.



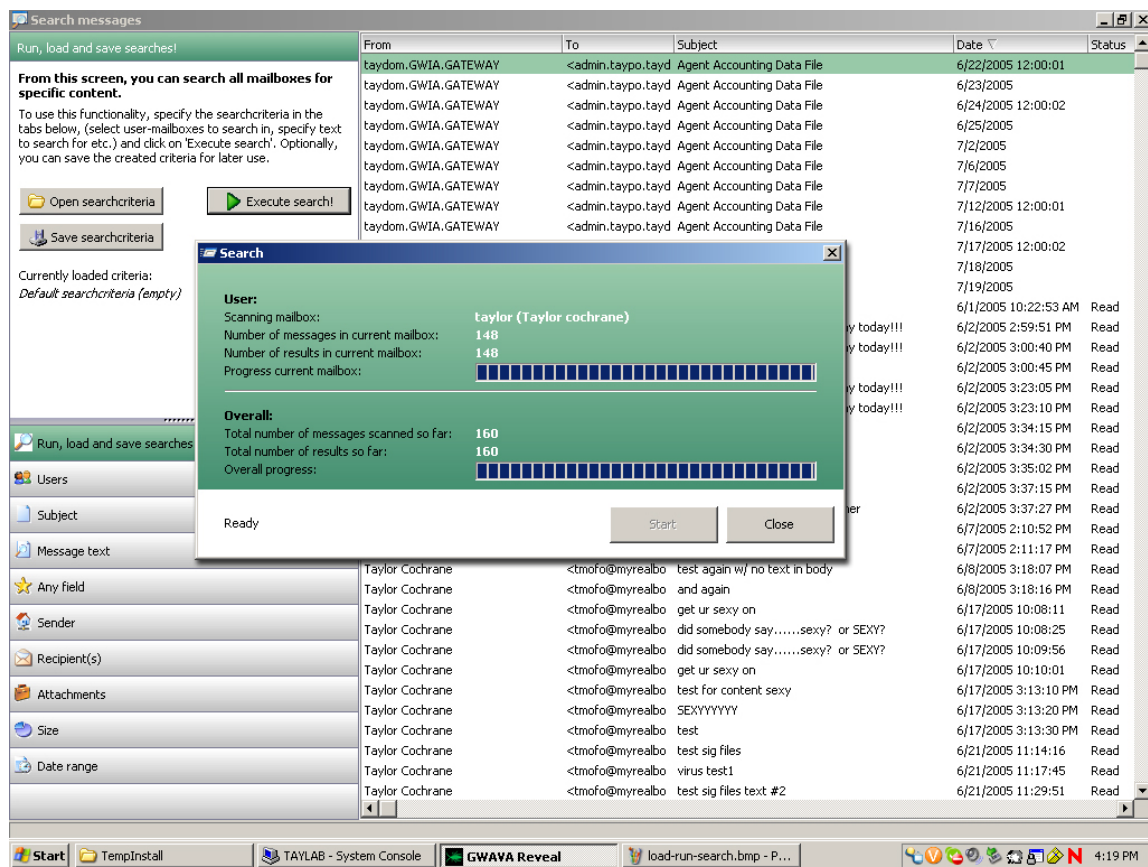
Searching Messages

The Search messages button presents the content searching tools window. From this screen, administrators can search for any content, attachment or element of any e-mail.



- Run, load and save searches
- Users
- Subject
- Message text
- Any field (any key words in any location)
- Sender
- Recipients
- Attachments
- Size
- Date Range

After a connection to the network has been established, load a search by clicking the **Search Messages** button. Click the **Open Search Criteria** button. Select the **default search: Search criteria empty** - this returns all e-mail for your selected users.

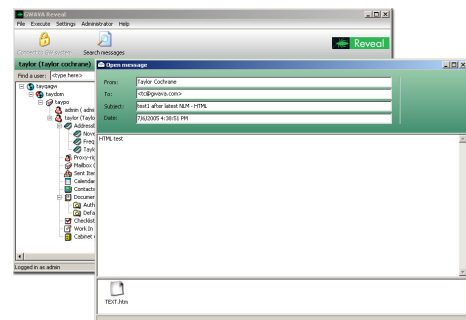


After this point, you can drill down to more granular levels by specifying message characteristics, keywords and attachments.

Click on a mail message to read or export. Note that for any message attachments, the attachments still require their programs. For example, to read a Microsoft Word document that was attached to a mail message, you must have word installed.

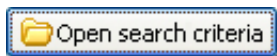
The column titles are clickable and can be used to sort your messages. The directional triangle indicates the sorting direction of the active column.

Subject ▼



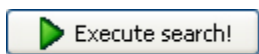
Open Search Criteria

This feature lets Reveal administrators save often used searches. Reveal has several default searches installed as examples.

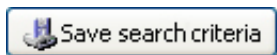


The **Open Search Criteria** button presents a new window with search scripts for your selection. The default example searches are:

- **Default** - Empty (any search criteria)
- **Date Range** - 1-5-2005 and 1-10-2005
- **Too Big** - All mail larger than 2 mb
- **Unwanted attachments** - All mail with non business-related attachments like mp3 and avi
- **Unwanted senders** - All mail from unwanted senders that have attachments



Click the **Execute** button to run the search

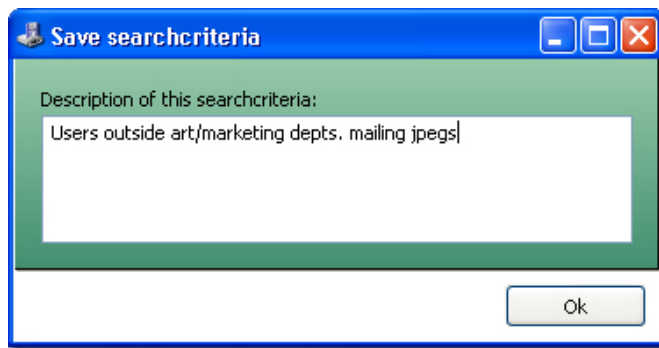
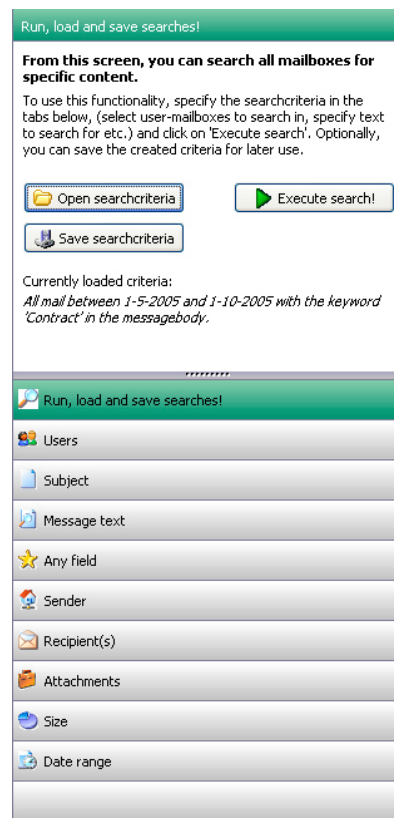


The last search can be saved by clicking the **Save search criteria** button.

You will be asked to name the search, and provide a description. Click **OK** once the description has been entered. Please use a plain text description that will be easy to understand in the future.

Clicking Search now will show your saved search in the list of available actions.

Note - Searches are stored in the GWAVA Reveal/Searches directory and can be edited with by the more technically-minded directly.



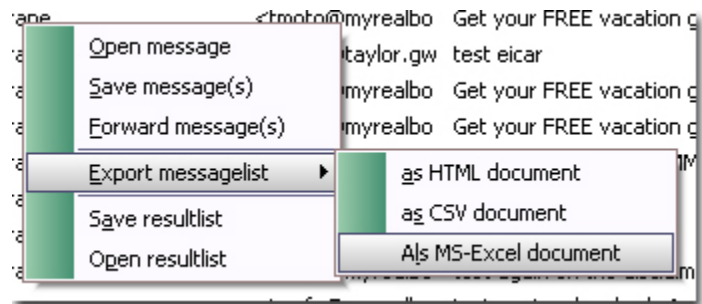
Adding search criteria

The Add to existing criteria if possible checkbox allows complex searches to be built quickly. It adds the characteristics of the selected search to your existing search.

Exporting Search Results

To save a specific mail, or a range of mails, right click the results window. This presents a drop-down menu with the following options:

- Open Message
- Save Message(s)
- Forward Message(s)
- Export message list
 - As HTML document
 - As SCV document
 - As MS-Excel Document
- Save Result List
- Open Result List



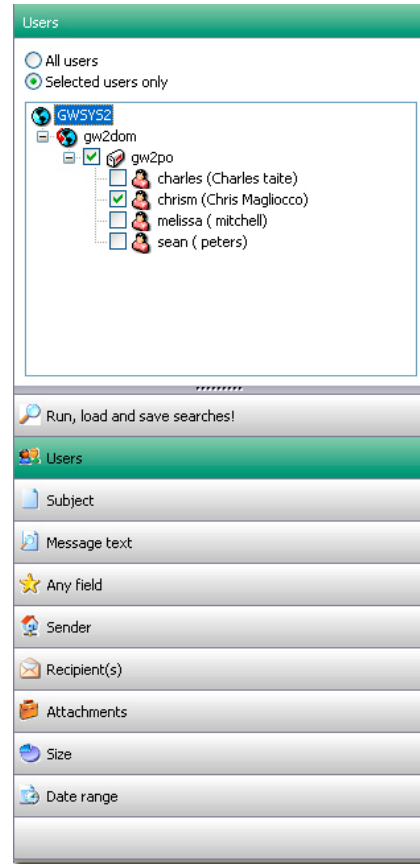
Result Lists

Results can be saved by right-clicking. Note that a range of messages can be selected. Previously saved result list can also be opened.



Users

To search the mailboxes of specific accounts, click the Users tab. Then select the user or users to be included in your search.

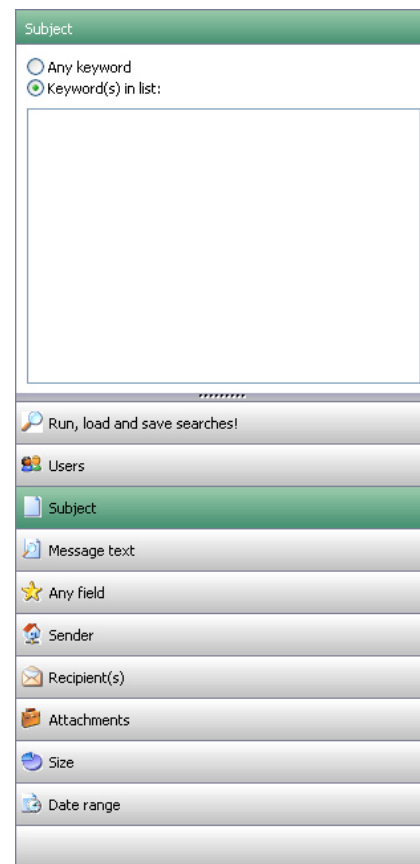


Subject

To search the mailboxes for mail using specific subjects, click the Subjects tab. Then select the user or users to be included in your search.

- Using the **Any keyword** function returns the broadest range of results

Using the **Keyword(s) in list** feature by selecting words from the list presented to narrow a search.



Message Text

To search for mail using specific text strings, click the Messages text tab. Then select the user or users to be included in your search.

- Using the **Any keyword** function returns the broadest range of results
- Using the **Keyword(s) in list** feature by selecting words from the list presented to narrow a search

The screenshot shows the 'Message text' search interface. At the top, there is a green header bar labeled 'Message text'. Below it, there are two radio buttons: 'Any keyword' (selected) and 'Keyword(s) in list:'. Below the radio buttons is a large empty text box for entering search terms. At the bottom, there is a vertical list of search criteria tabs: 'Run, load and save searches!', 'Users', 'Subject', 'Message text' (highlighted in green), 'Any field', 'Sender', 'Recipient(s)', 'Attachments', 'Size', and 'Date range'.

Any Field

To search all fields in mail messages—not merely subject lines, to and from headers—select the Any Field tab.

- Using the **Any keyword** function returns the broadest range of results
- Using the **Keyword(s) in list** feature by selecting words from the list presented to narrow a search

The screenshot shows the 'Any field' search interface. At the top, there is a green header bar labeled 'Any field'. Below it, there are two radio buttons: 'Any keyword' (selected) and 'Keyword(s) in list:'. Below the radio buttons is a large empty text box for entering search terms. At the bottom, there is a vertical list of search criteria tabs: 'Run, load and save searches!', 'Users', 'Subject', 'Message text', 'Any field' (highlighted in green), 'Sender', 'Recipient(s)', 'Attachments', 'Size', and 'Date range'.

Sender and Recipients

To search for keywords in mail sent by users on your network, click the **Sender** tab. To search for mail recipients of mail with certain keywords, click the **Recipients** tab.

- Using the **Any keyword** function returns the broadest range of results
- Using the **Keyword(s) in list** feature by selecting words from the list presented to narrow a search

The screenshot shows the Reveal search interface. At the top, there are two tabs: **Sender** and **Recipient(s)**. Both tabs have the same options: ☒ Any keyword and ☐ Keyword(s) in list:. Below the tabs is a large text input area. At the bottom, there is a list of search criteria: Run, load and save searches! (with a magnifying glass icon), Users (with a person icon), Subject (with a document icon), Message text (with a document icon), Any field (with a star icon), Sender (with a person icon), Recipient(s) (with an envelope icon), Attachments (with a document icon), Size (with a scale icon), and Date range (with a calendar icon). The **Sender** tab is currently selected, and the **Recipients** tab is also visible.

Attachments

Click the **Attachments** tab to search for documents and files appended to e-mails in your system. There are two options for helping narrow your searches for attachments:

- **Message MUST contain an attachment** - This returns all mail with attachments
- **Attachment type in list** (Select the attachment type required for your search.) This narrows search results

The screenshot shows the Reveal search interface with the **Attachments** tab selected. The tab has two checkboxes: ☒ Message MUST contain an attachment and ☒ Attachment type in list:. Below the checkboxes is a large text input area. At the bottom, there is a list of search criteria: Run, load and save searches! (with a magnifying glass icon), Users (with a person icon), Subject (with a document icon), Message text (with a document icon), Any field (with a star icon), Sender (with a person icon), Recipient(s) (with an envelope icon), Attachments (with a document icon), Size (with a scale icon), and Date range (with a calendar icon). The **Attachments** tab is currently selected and highlighted in green.

Size

To search the mailboxes for e-mails based upon the size, click the **Size** tab. There are four options for helping narrow your searches for attachments:

- Size doesn't matter (the default)
- Small (Less than 5 k)
- Average (5kb-500kb)
- Larger (Larger than 500kb)
- Custom size (insert operator with value)

Size

☒ Size doesn't matter
☐ Small (smaller < 5 kb)
☐ Average (5kb - 500kb)
☐ Large (larger than 500kb)
☐ Custom size

> 2000 Kb

Run, load and save searches!

Users
 Subject
 Message text
 Any field
 Sender
 Recipient(s)
 Attachments
Size
 Date range

Date Range

Reveal allows administrators to search for messages by date.

The default is to report all messages (the date doesn't matter option). To narrow a search to within a date range, click on the calendar to choose a **Start Date** and an **End Date**.

The greater left and right arrows can be used to navigate months and years.



Date range

☐ Date doesn't matter
☒ Use date range

Jul 2005
 Sun Mon Tue Wed Thu Fri Sat
 26 27 28 29 30 1 2
 3 4 5 6 7 8 9
 10 11 12 13 14 15 16
 17 18 19 20 21 22 23
 24 25 26 27 28 29 30
 31 1 2 3 4 5 6

As startdate As enddate

7/7/2005 7/12/2005

Run, load and save searches!

Users
 Subject
 Message text
 Any field
 Sender
 Recipient(s)
 Attachments
 Size
Date range

Appendix 1: Troubleshooting

There are only a few reasons Reveal may have issues during operation.

- You are not able to connect to the GroupWise system - Ensure that your Reveal installation has access to the wpdomain.db
- You are not using a GroupWise Client v6.5.1 or later
- You are not currently logged into GroupWise during operation of Reveal
- Your Trusted Application Key is invalid and must be recreated
- User mailboxes are disabled

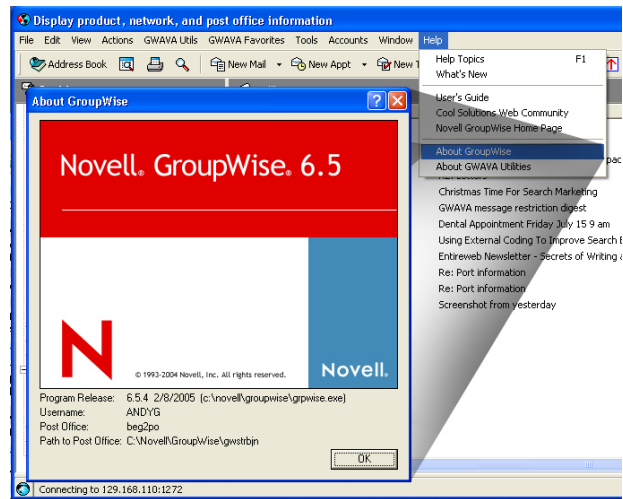
GroupWise version

Ensure your GroupWise client—the mail program installed on your PC—is at least GroupWise 6.5.1 or later. To check, launch your GroupWise client.

Select **About GroupWise** from the Help menu.

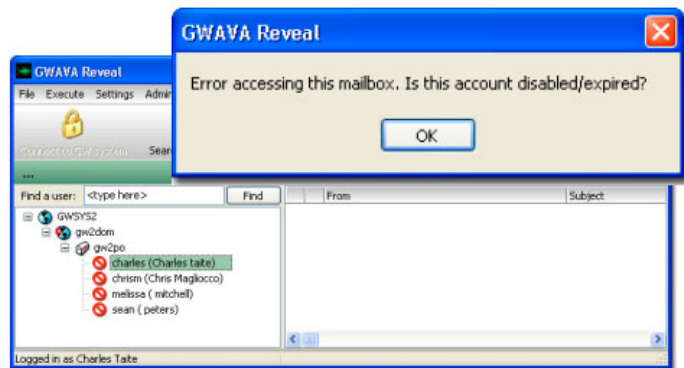
Note the Program Release field in the pop-up window. It must say 'GroupWise 6.5' or later.

Click **OK** when done.



If you cannot connect to users' mailboxes

User accounts are no longer enabled. Ensure Reveal is operating in on-line mode and not caching mode to ensure that the user list is up to date. Also check that you are logged into a GroupWise mailbox of a GroupWise system with which Reveal is to be used.

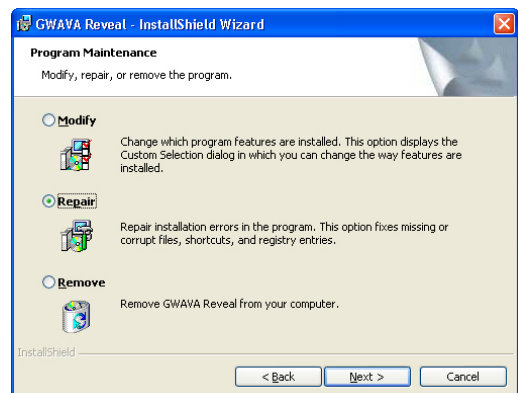


Tip! - Create Log File

Enable log file creation from the Settings Menu. The Log file is useful in debugging Reveal's behavior and can be found in the Reveal program directory with the name debugginglog.txt.

Re-run the installer

The Reveal installer has a built-in repair function. Launch the installer, click the **Repair** button, **Next** and then **Install**.



Appendix 2: Uninstalling Reveal

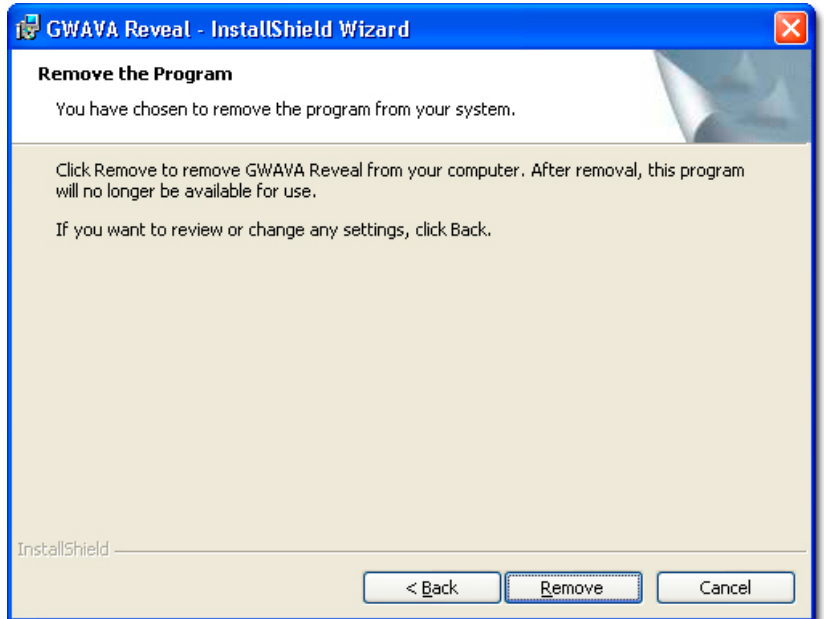
Removing Reveal is a straightforward, entirely automated process.

Launch the Reveal set up executable. Click the **Remove** radio button. Then, click **Next**.



You will be asked to confirm the removal. If you wish to proceed, click **Remove**. If not, click **Cancel** to leave your Reveal installation untouched.

The installer will then remove the program from your computer. Once this has been accomplished, click **Finish**.



Appendix 3: Search Scripts

Below is an example of the search criterion script for non-business-related attachments. Saved scripts are in the BeginFinite/GWAVA Reveal/Scripts directory. Here is what a sample script looks like in its raw form.

[Description]

SearchDescription=All mail with unwanted attachments like mp3, avi, etc.

[Subject]

Any keyword=1
Selected subjects=0

[MessageText]

Any keyword=1
Selected MessageTexts=0

[Any field]

Any keyword=1
Selected AnyFields=0

[Sender]

Any keyword=1
Selected Senders=0

[Recipients]

Any keyword=1
Selected Recipients=0

[Attachments]

MustHaveAttachment=1
Selected Attachments=1
Item0=avi
Item1=mov
Item2=mp3
Item3=mpeg
Item4=mpg
Item5=ogg
Item6=swf
Item7=vqf
Item8=wav

[Size]

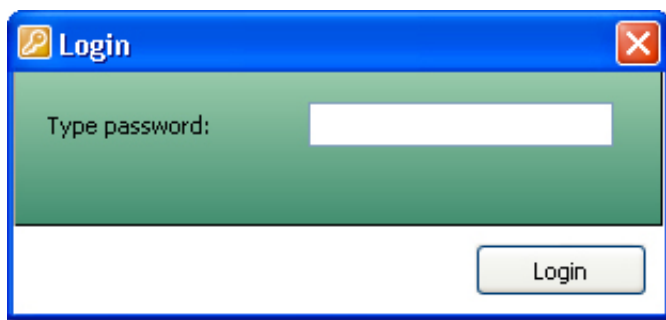
AllSizes=1
Small=0
Average=0
Large=0
Custom=0
CustomValue=2000

[Date]

AllDates=1
Selected dates=0
StartDate=<not set>
EndDate=<not set>

Remember!

Remember to change the Reveal password from its default "gwava".



Contact Reveal

For all of your support and purchasing needs, please visit our home page at www.gwava.com.

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