

Message Security

Release Notes

- [Google Message Filtering](#)
- [Google Message Security](#)
- [Google Message Discovery](#)
- [Postini Email Security](#)

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Google, Inc.

1600 Amphitheatre Parkway
Mountain View, CA 94043

www.google.com

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6.24 Release Notes

6.24 Release Schedule

Release	System	Date	Notes
6.24	8	February 1	
	5, 6, 7, 9, 200	February 4	
	20, 201		Log Search will not be available for Systems 20 and 201.

Following are the Release Notes for Release 6.24.

You can find detailed information and instructions about Postini services in the *Message Security Administration Guide* and the *Message Archiving Administration Guide*.

Message Log Search

The new Message Log Search feature is being released to System 8 on Monday, February 1, and systems 5, 6, 7, 9, and 200 on Thursday, February 4.

Message Log Search provides visibility into how your messages were processed, filtered and delivered, and insight in the traffic patterns for your domain. The message security service captures information about your messages as they're processed, and this information is stored in a log. You can use Message Log Search to run searches on this data using a variety of criteria and queries. You can then view search results and details about groups or individual messages.

With Message Log Search, you can track what happened to an inbound or outbound message -- whether it was delivered, quarantined, archived, encrypted, or other disposition -- and see if the message triggered a specific filter. Log Search also enables you to track all messages for a specific sender, recipient, domain, or IP address.

Note that Message Log Search will not be available for Systems 20 and 201.

Log Search Custom date range 2009/09/10 00:00 to 2009/09/10 00:00 Etc/UTC

From: matthewsmith@ez4utech.com Direction: Inbound

To: Disposition: Any

Sender MTA: User ID:

Recipient MTA: Org ID: Search

Build my query:

For example, the search above will return results like this:

Message ID : 283366869278469070820

From: matthewsmith@ez4utech.com Date: 2009/09/10 00:23 Message Size: 149.3KB Sender MTA: 172.16.120.27 Customer ID: 100-100003708
 Direction: Inbound Proxy: extest3mx1 Sender TLS: Domain Enforced Virus Name: Spam Score: 0.3752
 Session ID: ac12781b1dfbaf4 Commerce Score: 98.6951 Finance Score: 95.539 Legal Score: 95.539 Money Making Score: 97.0282 Sexually Explicit Score: 95.9108
 Racially Insensitive Score: 95.9108

To	User ID	Org ID	Recipient TLS	Recipient MTA	Disposition	Disposition Filter
harrietsmith@jumboinc.com	100-200029046	100-100003740	On	172.17.13.38	Delivered,Archived	
kevinismith@jumboinc.com	100-200029120	100-100003737	On	172.17.13.38	Delivered,Archived	
tedjones@jumboinc.com	100-200029131	100-100003755	On	172.17.13.38	Quarantined	bulk

Primary Address: tedjones@jumboinc.com

Archive Source:	Archive Users:	Archive Action:	Archive Info:	Attachment Setting:
Attachment Type:	Attachment Sender:	Attachment Result:	Content Sender Approved:	Content Filter:
CM Result:	BCC ID:	Quarantine ID:	EDQ Score: 99.9	User Type: Registered
Spam Sender Approved:	Spam Result: quarantine bulk	Spam Setting: On		

matthewt@jumboinc.com	100-200029120	100-100003737	On	172.17.13.38	Delivered,Archived
helensmith@jumboinc.com	100-200029046	100-100003740	On	172.17.13.38	Delivered,Archived

About Log Search Data

The message security service stores information about your messages in a log, such as the message header and how the message was processed, but does not store the actual messages. If you want to save search results for later analysis, you'll be able to export a .csv file.

Important: The Log Search data is managed and stored securely in Google datacenters located in the United States (for customers on Systems 5, 6, 7, 8, 9) and the European Union (for customers on System 200).

For more information about the log data storage in Google datacenters, and how to opt out of the Log Search feature, please see the [Message Log Feature Data FAQ](#).

Access to Message Log Search

When the Message Log Search feature is released, administrators who have the **View Report** permission set to “Modify”, will automatically have the new **Log Search** permission set to “Modify”, and can view and run message log searches.

The *Administration Guide* will contain the complete information about Message Log Search, including how it works, the data displayed, running searches, and how to interpret the results.

6.24 Fixed Issues

Following are the fixed issues in the current release. Each issue includes a tracking number, brief description, and resolution.

Attachment Manager: Scanning of compressed files needed to be set for all recipients [2193576]

Issue: If the first recipient in a multiple-recipient message had the Attachment Manager org setting “Scan inside compressed file types” turned off, then Attachment Manager did not scan inside compressed file attachments for the rest of the recipients, regardless of whether their org was set to “Scan inside compressed file types.”

Resolution: Messages to multiple recipients are now scanned correctly by Attachment Manager when the first recipient has the “Scan inside compressed file types” setting turned off.

Attachment Manager: Encrypted compressed files were being delivered in spite of an Attachment Manager policy set to block them [2173618]

Issue: An encrypted file was being delivered regardless of the established Attachment Manager policy to quarantine encrypted compressed files.

Resolution: Messages with encrypted files are now quarantined by Attachment Manager when this policy is set.

Users: Orphaned aliases potentially affected mail flow when the primary address was later added again [2058602]

Issue: When a user was deleted and then later added with the same address, this potentially affected mail flow if that same address was associated with an orphaned alias (an alias that was not deleted when the primary user was deleted).

Resolution: Orphaned aliases are now deleted prior to a new user being added with the same primary address.

Quarantine Redirect addresses could be set to invalid users [1625415]

Issue: The Quarantine Redirect address could be set to an invalid user.

Resolution: Administrators must now set a Quarantine Redirect address to a valid user. An error message is displayed if the user is not valid.

6.21 - 6.23 Release Notes

6.21 - 6.23 Release Update

Releases 6.21 to 6.23 were limited to internal infrastructure fixes and included no new features for the message security service.

6.23 Fixed Issues

Message Center: Total number of messages in the Message Center is different than in the Administration Console [2245190]

Issue: In some cases, the Message Center shows a different total for messages than in the Administration Console or Message Center Classic.

A greater number of messages may appear in the deleted or trash folder for Message Center than in the Administration Console. The Administration Console permanently deletes messages from the trash after three days. The Message Center may hold messages for slightly longer.

A fewer number of quarantined and delivered messages may be displayed in the Message Center than in the Administration Console. This is due to a slight difference in the calculation of the quarantine expiration date. The Message Center removes messages after 14 calendar days, and the Administration Console removes messages after 14 days based on exact timestamp.

Resolution: The different components of the message security system are working as intended.

6.20 Release Notes

6.20 Release Schedule

Release	System	Date	Notes
6.20 Update	7	October 15	This is a minor update release for message security.
	5, 6, 8, 9, 20, 200, 201	October 19	
6.20	7	July 23	Release 6.20 is a maintenance release for message security and message archiving. No new features are included in this release.
	5, 6, 8, 9, 20, 200	July 27	
	201	July 28	

You can find detailed information and instructions about Postini services in the *Message Security Administration Guide* and the *Message Archiving Administration Guide*.

6.20 Release Update

Outbound services: The 6.20 Release update includes validation of the Private Outbound DNS configuration with Lotus Domino R 8.5.

Private Outbound DNS is generally recommended over using a smarthost for outbound configuration with the message security service.

Private Outbound DNS works with most all common mail servers. The [Outbound Services Configuration Guide](#) provides DNS configuration instructions for Lotus Domino 6. For other version of Lotus Domino, please refer to the product documentation on DNS configuration.

6.20 Fixed Issues

Following is a preliminary list of issues resolved in this release. Each issue includes a tracking number, and brief description.

Notifications: Quarantined inbound messages with multiple recipients were sometimes delivered to only one recipient [1919359]

Issue: When an inbound message sent to multiple recipients was redirected to an administrator's quarantine and then later delivered by that administrator, the message was sometimes delivered to the wrong user. Some users would not receive their quarantined message, while other users would receive multiple copies.

Resolution: Quarantined inbound messages with multiple recipients are now delivered correctly to each of the intended recipients.

Administration Console: Users were occasionally sent to the login page in error [1927970]

Issue: Users were occasionally sent to the login page when clicking any link within Content Manager.

Resolution: Users are no longer sent to the login page when editing Content Manager settings.

Organizations: Moving an org underneath an account org after changing TLS settings could cause a database error [1941944]

Issue: Moving an email config org under a new account org after changing the TLS settings could cause an "invalid configuration" database error.

Resolution: Administrators can now change the TLS settings in an email config org and then move that org without causing a database error.

Outbound TLS: TLS settings of the default organization were used for all messages in multi-message sessions [2028057]

Issue: All messages in a multi-message session used the TLS settings of the default organization, even if the sender's organization had different TLS settings.

Resolution: Messages are now sent using the TLS settings of the sender's organization.

Outbound TLS: Administrators could not change both Outbound TLS modes at the same time [1810692]

Issue: On the Outbound TLS page in the Administration Console, Administrators could not change both Outbound TLS modes at the same time. The two modes are:

1) Choose how the email protection service accepts outbound messages from your mail server, and 2) Choose how the email protection service sends your outbound message to recipient mail servers.

When attempting to change both TLS settings above to different values, only the value in 2 was changed after clicking Save.

Resolution: Administrators can now successfully change and save both Outbound TLS settings at the same.

Web Security: The Web Content page was sometimes displayed with incorrect formatting [1896953]

Issue: The text on the Web Content page of the Administration Console was sometimes displayed with incorrect formatting.

Resolution: The formatting issue was corrected in this release.

Message Archiving: Expired messages with user holds were not returned in archive search when Auto-purge is on [2159924]

Issue: If you had Auto-purge turned on, then expired messages that had a user hold applied were not returned when you searched the archive.

Resolution: With Auto-purge turned on, expired messages with users holds applied are returned when you search the archive.

6.20 Known Issues

When issues do occur, our engineers work as quickly as possible to resolve them, and as release information become available, it will be added to this document.

Note: All release dates provided are estimates only, and are subject to change.

Following the known issues in the current release. Each issue includes a tracking number, brief description, and workaround (if applicable).

Deleting users

When you delete users, keep in mind the following:

- When you delete a user via the Administration Console, that user is considered *deactivated* for a period of time equal to its quarantine period (for example, 14 days). While the user is considered deactivated, you can add the user back to the service. If you have Message Discovery, then all messages for that user (before and after deactivation, and including quarantined messages) are available in the same Personal Archive.

If you add back a user during the deactivation period, specify the org to which you are adding the user. Specifying the org lets you avoid errors associated with the user's original org no longer existing or with the user's original domain having been moved to another org.

- If you delete a user via a batch command and do not use the `purge` argument, you cannot subsequently purge that same user. To purge a user under these circumstances, you need to add back that user, and then delete it with the `purge` argument.

For more information about deleting users, see:

Message Security Administration Guide

Notifications: Quarantined outbound messages with multiple recipients are sometimes delivered to only one recipient [1087256]

Issue: When an outbound message sent to multiple recipients is redirected to an administrator's quarantine and then later delivered by that administrator, the message is sometimes delivered to the wrong user. Some users will not receive their quarantined message, while other users receive multiple copies.

Status: This issue will be addressed in an upcoming release.

Attachment Manager: Scanning of compressed files must be set for all recipients [2193576]

Issue: If the first recipient in a multiple-recipient message has the Attachment Manager org setting "Scan inside compressed file types" turned off, then Attachment Manager does not scan inside compressed file attachments for the rest of the recipients, regardless of whether their org is set to "Scan inside compressed file types."

Workaround: For all user orgs, turn on Attachment Manager and turn on the "Scan inside compressed file types" setting. You do not need to enable Attachment Manager filters for all orgs.

Status: This issue will be addressed in a later release.

Attachment Manager: Microsoft Office 2007 Word (.docx) and PowerPoint (.pptx) files are incorrectly identified as ZIP files [1542203]

Issue: Some Microsoft Office 2007 files are identified as ZIP files by Attachment Manager.

Workaround:

1. Open Inbound Attachment Manager for the affected org.
2. Click **Filters**.
3. Under Scanning Options, uncheck the check box for *Scan inside compressed file types*.

Status: This issue will be addressed in an upcoming release.

Attachment Manager: Compressed .csv files incorrectly identified as executable files [1553225]

Issue: Attachment Manager may incorrectly identify some .csv files which are saved as .zip files, as .exe files.

Status: This issue will be addressed in an upcoming release.

Spool Manager: Messages continue to spool after mail server comes back online [1484881]

Issue: In some cases, messages continue to spool when a mail server comes back online, and messages are not unspooled.

1. Open Spool Manager for the affected email config.
2. Set Spooling Mechanism to Suspend, set Unspooling Control to Automatic, and click Submit.

This action stops the spooling process for the online server and initiates the unspooling process.

Status: This issue will be addressed in an upcoming release.

Delivery Manager: Inaccurate data displayed when a system is running in continuation mode [1465268]

Issue: When a system is running in continuation mode, the Administration Console cannot access mail traffic data from the secondary data center, but can access connection limit data. In this case, the Status value for the mail server can indicate that the mail server is busy, while the Delivery Manager graph incorrectly indicates that no mail is flowing.

Status: This issue will be addressed in an upcoming release.

Content Manager: Filter Name reports list extra data when multiple Content Manager dispositions are triggered for a single message [1408150]

Issue: When a single message triggers multiple Content Manager dispositions, each disposition is counted as a separate message, which in turn inflates the data in the report.

Status: This issue will be addressed in an upcoming release.

Organizations: You can add a domain to an org that is not a sub-org of an email config [1288705]

Issue: It is possible to create an org whose parent is an account org rather than an email config, and to then add a domain and users to that org. Because that org does not have an email config above it in the hierarchy, users in that org do not receive mail.

Workaround: Make sure any org you create for a domain and users has an email config above it in the hierarchy.

Status: This issue will be addressed in an upcoming release.

Message Archiving: Inbound Archiving by Domain report has incorrect data [2197105]

Issue: The number of archived messages indicated in the "Inbound Archiving by Domain" report is lower than the actual number of archived messages. Depending on the number of dispositions applied to a message, the archiving disposition can appear earlier or later in the sequence of dispositions listed for that message. Depending on its location in that sequence, the archiving disposition is sometimes not counted by the report.

Status: This issue will be addressed in an upcoming release.

Message Archiving: Cannot use IP address for host name when exporting via Secure FTP [1863340]

Issue: When you use Secure FTP to export search results that are contained in an MBOX or PST file, you cannot enter the IP address of the FTP server to which you want to transfer your file.

Workaround: Enter the fully qualified domain name instead of the IP address.

Status: This issue will be addressed in an upcoming release.

Message Archiving: Very large messages do not display on initial attempts [1844937]

Issue: If you try to display the contents of a very large message (for example, in excess of 100 MB) from your search results, the message fails to open on the first few attempts, and you see a “Connection Interrupted” error.

Workaround: Continue to click the subject link to open the message until the message opens (usually after three or four attempts).

Status: This issue will be addressed in an upcoming release.

Message Archiving: Hold-Until date not displayed for saved search results [1655739]

Issue: If you save search results and specify a hold-until date, that date is not displayed on the search results page until you refresh the page.

Status: This issue will be addressed in an upcoming release.

Message Archiving: If you attempt to purge messages to which a user hold has been applied, you see a “No records found” message [1385224]

Issue: If you attempt to purge messages to which a user hold has been applied, you see a “No records found” message, which can be misleading. If you refresh your browser, you see the correct count and size for messages on hold for that month.

Status: This issue will be addressed in an upcoming release.

Message Archiving: The Purge Messages page on the Retention tab indicates that messages on hold are available to purge [1348082]

Issue: The Purge Messages page on the Retention tab indicates that messages on hold are available to purge. Messages on hold are included in the Total Count and Total Size columns for each related month, implying that these messages may be purged. Despite the implication, if you click Purge, the messages on hold are not deleted from the archive.

Status: This issue will be addressed in an upcoming release.

Message Archiving: The “Graph data not available” message is displayed on pages that never contain graph data [1324020]

Issue: The “Graph data not available” message is sometimes displayed on pages that never contain graph data.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: If you use Internet Explorer 6.0.2900, you can specify a hold-until date that has already passed [1320796]

Issue: If you use Internet Explorer 6.0.2900 to view the Message Archiving interface, you can save search results with a past value for the “Hold until specific date” option.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: Entering special characters as search criteria returns odd error message [1087930]

Issue: When you enter special characters (e.g., \$, %, or @), as search criteria, an odd error message is returned.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: Searching for user names that include special characters returns no results [1087793]

Issue: If you enter special characters to search for registered users in the system whose names include special characters, no results are returned. For example, if you enter @ in the Find field to search for a user whose name includes the @ character, no results are returned.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: Long names cause UI errors [1087708]

Issue: If you enter a name that contains too many characters for a new investigation, saved search criteria, or saved search results, UI elements become misaligned.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: The Find Related Subjects search fails under some circumstances [1087579]

Issue: When you are viewing the contents of a message and run the Find Related Subjects search, the search can fail if the subject line contains special characters.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: Audit reports for purge events contain wrong date for rearchived data [1087572]

Issue: If you run an audit report that includes Purge Events, any of those events that occurred for rearchived data are listed with the wrong month. The month listed is one month after the event (for example, if the purge event happened in January, then the event is listed in the report as having happened in February). All other data for the event is correct.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: In archived journal reports from Exchange 2007 there is an extra From field [1087568]

Issue: When you use Message Archiving to view the message contents of an archived journal report from Exchange 2007, you see an extra From field.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: On the Investigation Summary page, wrong error messages are displayed for View Messages and Delete buttons [1087553]

Issue: On the Investigation Summary page, if you click View Messages or Delete without selecting a set of search results, you see the same error message that is displayed for the Edit button under those circumstances: Please select the search results to edit.

Status: This issue will be addressed in an upcoming maintenance release.

Message Archiving: If you are displaying the Administration Console in Internet Explorer 6, you may not be able to activate Message Archiving [1087552]

Issue: The interface elements necessary to configure Message Archiving from the Management Console may not be properly displayed when you use Internet Explorer 6.0.2900 SP2. When this occurs, you cannot use those elements to configure archiving.

Workaround: You can use IE 7 or Firefox.

Status: This issue will be addressed in an upcoming maintenance release.

