

Message Security

Release Notes

- Google Message Filtering
- Google Message Security
- Google Message Discovery
- Postini Email Security

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6.27 - 6.29 Release Notes

6.27 - 6.29 Release Schedule

Release	System	Date	Notes
6.29	System 8	June 17	
	All other systems	June 21	
6.28	8	May 18	
	All other systems	May 24	
6.27	8	April 23	
	All other systems	April 27	

Following are the Release Notes for Release 6.27, 6.28, and 6.29. These are maintenance releases with no major new features. For a description of changes and updates, see the sections below.

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

Google Enterprise Support Portal

Postini is now transitioning to the *Google Enterprise Support Portal*. During the month of May, you should have received an email with login and password information for access to the new portal. The Postini Support Portal will continue to be available until all users are fully transitioned to the new portal in the near future.

The Google Enterprise Support Portal provides the same support functionality as the Postini Support Portal. It enables you to manage support cases, view announcements related to Postini, and access support resources and contact information. Your case history will be preserved and accessible within the new portal.

Postini and the Apps Status Dashboard

Postini now has an entry in the Apps Status Dashboard that provides current system status information:

<http://www.google.com/appsstatus>

The information posted in the Apps Status Dashboard replaces the Postini traffic lights that are currently located in the Support Portal. These will be phased out later this year.

Postini Current Status Page

For information on current issues and upcoming scheduled system maintenance events, please refer to the new Postini Current Status page in the Help Center:

<http://www.postini.com/webdocs/postinistatus>

This page also includes a list of known issues and bug fixes in recent releases.

Changes to Message Archiving Journaling Configuration Alerts

The interval for Journaling Configuration alerts has changed from once every 24 hours to the following:

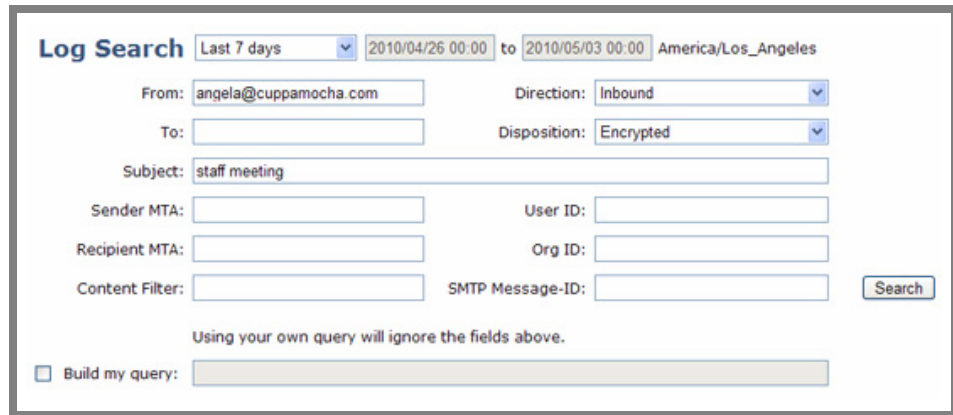
- The first alert is sent after one hour of inactivity.
- Subsequent alerts are sent every six hours until journaled messages are received from the sending IP address.

Message Log Search: SMTP Message-ID

The Message Log Search feature now includes an additional search field called **SMTP Message-ID**.

This is a globally unique message identifier that's generated by the sender of a message. If present, the SMTP Message-ID is located in the message header. Note that the SMTP Message-ID differs from the "Message ID," which is a unique identifier specific to the message security service.

For more information and details, see *About Message Log Search* in the Administration Guide.



The screenshot shows a "Log Search" interface with the following fields and values:

- Log Search** (header)
- Time range: Last 7 days (dropdown), 2010/04/26 00:00 to 2010/05/03 00:00
- Location: America/Los_Angeles
- From: angela@cuppamocha.com
- Direction: Inbound (dropdown)
- To: (empty)
- Disposition: Encrypted (dropdown)
- Subject: staff meeting
- Sender MTA: (empty)
- User ID: (empty)
- Recipient MTA: (empty)
- Org ID: (empty)
- Content Filter: (empty)
- SMTP Message-ID: (empty)
- Search button
- Using your own query will ignore the fields above.
- Build my query: (empty)

Message Log Search for System 201

The Message Log Search feature was made available on System 201 during the month of May. Log Search is also available for Postini customers on Systems 5, 6, 7, 8, 9, and 200.

Log Search data is managed and stored securely in Google data centers. For customers on Systems 201 and 200, log data is stored in data centers located in the European Union. For more information, see *About Message Log Search* in the Administration Guide.

Note: The message security service stores information about your messages in a log, such as the message headers and how messages were processed, but does not store the actual messages.

Google Message Discovery: Support for Exchange Server 2010

In addition to Microsoft Exchange Server 2003 and 2007, Google Message Discovery now supports Exchange Server 2010 for archiving journaled messages.

Microsoft Exchange Server journaling lets you record a copy of, or journal, email communications in your organization and send them to a dedicated mailbox on an Exchange Server. Once you enable journaling on Exchange Server, you can then configure your server to forward journaled messages to Message Archiving. For more information about this feature, see the *Message Archiving Journaling Configuration Guide*.

6.27 - 6.29 Fixed Issues

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

Administration Console and Message Center: Logins did not work when angle brackets were used in the passwords [2534765, 2538059, and 2522790]

Issue: If a user or administrator had an existing password to the Administration Console / Message Center with angle brackets '<>' -- or if they set a new password with angle brackets -- the password did not work.

Resolution: Users and administrators can now log in with passwords that include angle brackets.

Administration Console and Message Center: Administrators were unable to upload logos on the branding page [2482770]

Issue: From the Branding page in the Administration Console, administrators were unable to upload company logos for the Message Center.

Resolution: You can now upload an image through the branding UI without any errors.

Delivery Manager: Incorrect setting was displayed for Dual Delivery [2478684]

Issue: The Dual Delivery setting in the Administration Console did not display correctly when choosing, "Send a copy to Google Apps Gmail." The configuration worked, and mail was sent to Google Apps Gmail; however, the radio button for "Send a copy to this email server" was highlighted when revisiting the page.

Resolution: The correct radio button is now highlighted when an administrator selects "Send a copy to Google Apps Gmail" and later revisits the page.

6.27 - 6.29 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 that is addressed to multiple recipients is quarantined, releasing the message from quarantine only causes it to be delivered to one recipient.

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

6.26 Release Notes

6.26 Release Schedule

Release	System	Date	Notes
6.26	8	March 23	Dual Delivery and Health Check are targeted for release for System 8 on Tuesday, March 30.
	All other systems	March 29	Dual Delivery and Health Check are targeted for release on all other systems on Wednesday, March 31.

Following are the Release Notes for Release 6.26.

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

Dual Delivery and Gmail Options

This release will introduce Dual Delivery, a new feature for Postini that enables incoming email to be delivered to two different mail hosts. If mail is successfully delivered to your primary server or spooled, it will also be delivered to your secondary server. This feature is useful for:

- **Migrating users from a legacy system to a new email solution:** Dual Delivery can be used to migrate users from a legacy client to a new system, such as Gmail, without disrupting your mail flow. With access to both inboxes, users can familiarize themselves with the new system, and IT has time to troubleshoot migration issues before a full roll-out.
- **Backing up email for your users:** If you are unable to access your primary mailbox for any reason or would like to give users remote email access, users can read and reply to mail on a secondary mail server. However, this will not affect data on your main server.

- **Piloting Google Apps or another mail server:** You can let a subset of your users try Google Apps, or another mail server, without any interruption of mail flow.

Note: After you've switched over to Google Apps and have migrated your users, you can use the "Use Google Apps Gmail" feature. This directly routes all of your mail to Gmail (sets Gmail as your primary mail server). The "Use Google Apps Gmail" feature is located in the Delivery Manager settings in the Administration Console.

Dual Delivery is targeted for release on March 30 for System 8, and all other systems on March 31.

To enable Dual Delivery:

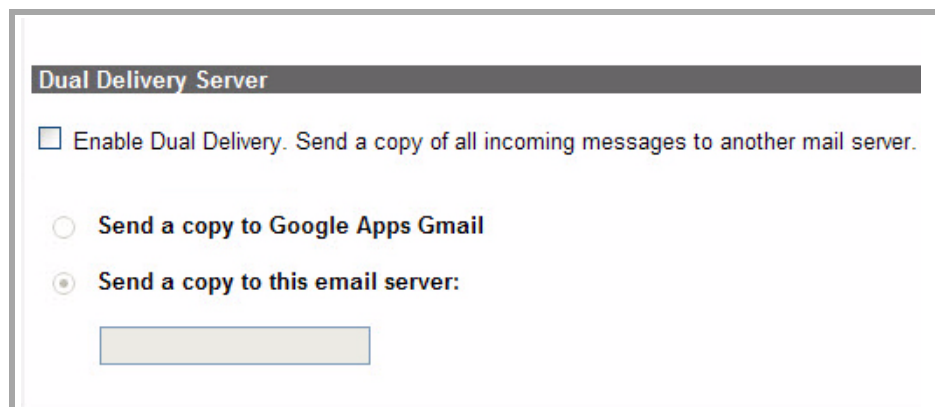
1. Click the Inbound Servers tab in the Administration Console.
2. Select an email server config from the pull-down list.
3. Click the Delivery Manager link.
4. In the Overview page, click the Edit link in the gray bar.
5. Select the Enable Dual Delivery check box. (If selected, a message will be delivered to a dual delivery server if the message was successfully delivered to a registered user.)
6. Select one of the following radio buttons:

Send a copy to Google Apps Gmail - Sets your dual delivery server as Google Apps Gmail.

Send a copy to this email server - Sets your dual delivery server as the MX record or IP address that you specify. Note that dual delivery servers do not support a failover server.

7. Click Save.

For more information and instructions on Dual Delivery, see the Delivery Manager chapter of the Administration Guide on the date of the release.



The screenshot shows a configuration window titled "Dual Delivery Server". It contains a checkbox labeled "Enable Dual Delivery. Send a copy of all incoming messages to another mail server." which is currently unchecked. Below this are two radio button options: "Send a copy to Google Apps Gmail" (which is unselected) and "Send a copy to this email server:" (which is selected). Underneath the selected radio button is a text input field for specifying the email server.

Health Check

To help you maximize the effectiveness of your spam and virus filters, we will soon introduce a new reporting feature in the Administration Console called Health Check.

Your organization's configuration settings can affect how much spam arrives in a user's inbox, and Health Check will show you the best practices and recommendations for these settings. For example, Health Check will help you see problems that may arise from unfiltered mail going through to unregistered users, and it can help you optimize Approved Sender Lists. Health Check also enables you to quickly review your virus filter settings so you can optimize your protection against viruses and malware.

This feature is targeted for release on March 30 for System 8, and March 31 for all other systems. For more information and instructions on Health Check, see the *Message Security Quick Start Guide* on the date of the release.

New Log Search Fields

For the upcoming release, Message Log Search will support searches by both Subject and Content Filter (which enables you to search by the name of the Content Manager filter).

Searches on both exact and partial text are supported for these new fields, as well as phrases within the text. Searches are case insensitive. For example, you can find log search results for an email with the following subject line, "This is a test email," by using any of the following search strings:

```
This is a test email
this
test email
```

Note that non-ASCII characters in the Subject field are currently not supported.

Search results for these new fields will be available in Message Log Search only for new logs that are processed after the date of the release, which is targeted for March 31. For more information about Log Search and these new fields, see the Log Search chapter of the Administration Guide on the date of the release.

Message Log Search for System 201

Beginning in mid-May, the new Message Log Search feature -- which is now available for Postini customers on Systems 5, 6, 7, 8, 9, and 200 -- will also be made available on System 201.

Note: The message security service stores information about your messages in a log, such as the message headers and how messages were processed, but does not store the actual messages.

Log Search data is managed and stored securely in Google data centers. For customers on Systems 201 and 200, log data will be stored in data centers located in the European Union. For more information, see the **Security and Privacy** article in the Help Center:

<http://www.google.com/support/a/bin/answer.py?hl=en&answer=60762>

Opting Out of Message Log Search

If you wish to opt out of this feature, please do the following before the end of April 2010:

- If you have access to the Postini Support Portal, submit a support ticket.
- If you purchased your Postini service online, submit a request through this support form: http://www.google.com/support/appsecurity/bin/request.py?contact_type=general
- If you purchased your Postini service from a reseller, contact your reseller for support.

After receiving your request, or your reseller's request, we will disable the Message Log feature for your account, and prevent any transfer of your log data to the Google data centers.

For more information and details about this feature, see the Message Log Search chapter of the Administration Guide.

Postini in Apps Status Dashboard

The Postini service status is now available in the Apps Status Dashboard. The dashboard offers a single location for the latest service status and options for RSS feeds. This replaces the current Postini traffic lights (which will be phased out over the next few months) and provides more accurate and in-depth information, as well as easier access.

If you are currently relying on Postini Status Announcements on the Traffic Light page, it is very important that you switch to the Apps Status Dashboard and RSS Feed by April 15, 2010, as the Postini Status Announcements will be replaced with this new system at that time.

6.26 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.

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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 that is addressed to multiple recipients is quarantined, releasing the message from quarantine only causes it to be delivered to one recipient.

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*.

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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.

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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.

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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.

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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.

6.25 Release Notes

6.25 Release Schedule

Release	System	Date	Notes
6.25	8	Thursday, February 25	
	5, 6, 7, 9, 200	Monday, March 1	
	20, 201	Monday, March 1	Log Search will not be available for Systems 20 and 201.

Following are the Release Notes for Release 6.25.

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

Use Google Apps Gmail with Postini

This update introduces a new feature that makes it easy to route your email traffic through Postini to Google Apps Gmail. The new “Use Google Apps Gmail” feature in the Administration Console helps optimize delivery to Google Apps, or pilot Google Apps Gmail for a small group of users.

Use Cases

More information on use cases will be available in the Administration Guide when the feature is released.

- **Piloting Google Apps Premier and Education Edition:** You can use the feature to route email for a portion of your users to pilot Google Apps Gmail or as you migrate groups of users to Google Apps Gmail. To set up a split delivery pilot, create a new email config organization that uses Google Apps Gmail, then move pilot users to a user org under your new email config.
- **Optimizing delivery to Google Apps:** If you've already configured your email delivery to Google Apps Gmail, you can keep your current settings or use the new routing feature. With the new routing feature, Postini Delivery Manager automatically synchronizes with the Gmail servers and shares spam information for Gmail processing.

System Requirements

To use the Google Apps Gmail feature, you will need the following:

- Postini account with access to an Email Config organization.
- Any edition of Google Apps for your domain. You must set up your domain beforehand in Google Apps.
- If you want Postini to process outbound mail as well, this option is available only with Google Apps Premier or Education Edition and is configured in the Google Apps Control Panel.

Setup

Set up the new Gmail routing feature in the Postini Administration Console, and then configure outbound and other settings (such as SPF and IP Whitelisting) in Google Apps control panel. When the Gmail routing feature is released, you can find step-by-step setup instructions in the Message Security Administration Guide.

For a complete set up of Google Apps and Postini:

1. Set up your domain and users in Google Apps Control Panel.
2. Set up inbound mail with Use Google Apps Gmail in the Postini Administration Console, under Delivery Manager > Edit.

3. Set up outbound mail in the Google Apps Control Panel if desired.
4. Set up other Google Apps mail settings, such as SPF and Whitelisting, if desired.

To use the new inbound Gmail routing feature, go to Delivery Manager > Edit in the Administration Console.



Mail flow will route to Gmail immediately after you save your changes, and you can change back just as quickly.

Important: If you activated the Postini for Google Apps service through the Google Apps control panel, this feature do not apply -- no action is required. The Postini service automatically takes care of routing to Google Apps in the background.

Apps Status Dashboard

Beginning Monday, March 1st, you can find the Postini service status in the [Apps Status Dashboard](#). The dashboard offers a single location for the latest service status and options for RSS feeds. This replaces the current Postini traffic lights (which will be phased out over the next few months) and provides more accurate and in-depth information, as well as easier access.

If you are currently relying on email incident notifications, please transition to the Apps Status Dashboard and RSS Feed by April 15, 2010.

To view the current status of Postini, see the Apps Status Dashboard at the following URL:

<http://www.google.com/appsstatus>

Postini is located at the bottom of the dashboard. If no issues are reported, a green check mark is displayed for a specific date. If an incident does occur, icons are displayed for service disruptions, service outages, and to open a page with more information. To learn more, click the icon (the wrench, the X, or the letter "i").

Google Apps Status Dashboard

This page offers performance information for Google Apps services. Unless otherwise noted, this status information applies to consumer services as well as services for organizations using Google Apps.

Check back here any time to view the current status of the services listed below. For all other information or to report a problem, please visit the [Google Apps Help Centers](#).

	Today's Status	2/28/10	2/27/10	2/26/10	2/25/10	2/24/10	2/23/10
Google Mail	✓ No Issues	✓	✓	✓	ⓘ	✓	✓
Google Calendar	✓ No Issues	✓	✓	✓	ⓘ	✓	✓
Google Talk	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Docs List	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Documents	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Spreadsheets	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Presentations	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Sites	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Video for business	✓ No Issues	✓	✓	✓	✓	✓	✓
Google Groups	✓ No Issues	✓	✓	✓	✓	✓	ⓘ
Admin control panel	✓ No Issues	✓	✓	✓	✓	✓	✓
Postini Services	✓ No Issues	✓	✓	✓	✓	✓	✓

[Older »](#)

The following symbols signify the most severe issue (if any) encountered during that day. Click a symbol in the table above to view detailed information. [RSS Feed](#)

No Issues
 Service disruption
 Service outage
 Information available

6.25 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 that is addressed to multiple recipients is quarantined, releasing the message from quarantine only causes it to be delivered to one recipient.

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.

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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.

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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.

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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.

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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.