

MBE Server

Version 4.3

Documentation for MBE Server in conjunction with SpamSentinel Server for IBM Domino or SpamSentinel Hosted MX where an IBM Domino server is the destination host.

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MBE 4

Overview/Why MBE?

MBE is a critical piece of SpamSentinel Server and SpamSentinel Hosted MX. MBE was created as replacement to our once daily report. It is the most efficient way for end users to manage suspect/Spam- B messages without visits to a quarantine database, passwords or calls to you, the administrator (whoo hoo!). MBE allows the user the ability to: create allow lists for any false positives that may exist, create deny lists, and manage newsletters. The action a user takes to create these preferences comes from simple drag and drop methods of moving a message to a folder. The MBE product, in conjunction with SpamSentinel Server or SpamSentinel Hosted MX, sends messages that are designated with the Spam-B category directly to the Junk mail folder in the mail file. This placement of category B spam directly into a mail file's Junk folder allows instant access to this category. Category B is where most, if not all, false positives will exist. The MBE product is intended to eliminate false positives in conjunction with our SpamSentinel product line. MBE ensures no false positives by placing these suspect/Spam B messages into the Junk Mail folder for verification in real-time.

System Requirements

Operating System:

Windows 2003 + or Linux (flavor of your choice)

Domino Version:

Domino 6+ both 32 and 64bit where applicable

Under the hood

Look mom we made an add-in!

MBE is a server add-in. MBE Server is installed on the Domino server where the mail files are located. The file is referenced in the Domino server notes.ini file. The line is EXTMGR_Addins. It is a .dll file on Windows and a .so file on Linux. The file name is MBEServerXXXX where XXXX is the current version number of the software. The software is signed digitally with the MayFlower Software signing certificate supplied by Verisign.

MBE server also uses another add-in that does not load using the EXTMGR_Addins line, rather it's loaded on the servertasks= line in the notes.ini. The add-in name is called MBEAdmin. The MBEAdmin program is in cahoots with the MBE Server dll and talk to each other to circumvent the dreaded IBM Domino server semaphore dead and wait locks.

Where's that database?

The configuration database for MBE Server is named MBEAdmin.nsf. The database is located in the MBE folder on the Domino server. This database holds the configuration for MBE Server and the preference documents that the user's create while doing drag and drop events in their IBM Notes client or IBM iNotes.

How is this magical DLL or SO doing all this? It is so cool!

The MBEServerXXXX add-in, which remember is referenced on the Domino server notes.ini file, (there will be a test later) monitors events which take place on the Domino server. When a message is delivered to the inbox of a mail file it determines if the message should be filed in a folder based on either a preference document existing for that sender or if the message is identified as spam and no preference exists.

What about that MBEAdmin.exe file? What's that do?

The MBEAdmin server task is a method we use to overcome some of the, shall we say, poor programming choices IBM has used when accessing databases and releasing locks on Domino databases. It's a critical key to doing lookups into the database to determine if a message is from a preferred sender (someone you have an existing relationship with) as well as the scalability of MBE. If other people in the company have a relationship with a person, MBE has a social aspect that if that same individual sent you a message it will go to the inbox as well since someone else in the company contacts them.

How does SpamSentinel Server get involved here?

SpamSentinel server has the preference to send spam to the Junk mail folder. In order to have this happen you must run MBE Server. If you do not run MBE Server on the Domino server that holds the mail files and have this option enabled the messages will come into the mail file with a [Bulk] tag prepended subject line. If MBE Server is not installed, enabled and configured properly your users will think SpamSentinel server or SpamSentinel Hosted MX is not working correctly. No one wants this. They will call you for help and your coffee will get cold. No one wants cold coffee. MBE Server identifies spam based on the [Bulk] tag and internal fields stamped on each message. This tag is removed by MBE Server. So to reiterate, if you see [Bulk] in a subject, something has gone wrong. It needs addressed.

Missing replies? Try Reply Watcher

<http://www.maysoft.com/web3.nsf/page/Products-Reply-Watcher>

Dig a little deeper, the configuration ...

Edit that configuration!! Let's DO IT!

The configuration for MBE Server is not extensive. For all practical purposes there's not a vast amount of configuration that can happen but let's dig in.

Back to the basics

Item 1 displays the area where the license code will be inserted. Item 2 displays the license status. The license that is used in your local SpamSentinel Server installation on your SMTP server is the same code to insert here. If you use SpamSentinel Hosted MX, MayFlower Software will provide you with a code for MBE Server. If you do not have a code you can contact support@maysoft.com. Item 3 is critical to how MBE Server works. You must include the template names that are applied to your mail files. This is how MBE Server determines what files to act on. If you have custom templates in your organization you will enter them in here. The recommended setting is enabled. Item 4 is the string search for determining what is a newsletter. Item 4, these are prefixes that we will strip from the message. Item 5 is if you have MBE sidebar loaded. That's a really cool sidebar app that not only has MBE in it, but what is cooler is the extra functionality it gives the user (see more in this document!)

The screenshot shows the 'Basic Configuration' tab of the MBE Server configuration interface. The interface includes a navigation bar with 'Basic Configuration', 'Admin Addin', 'Advanced', and 'Edit History'. The configuration fields are as follows:

- Server Name:**
- License Code:** **1**
- Enabled:** Enabled **2**
- License Expiration Date:** 10/16/2014 License Expires in 253.450231481482 days
- Administrator Email:** **2** Person or group. This is important so that you receive notifications and alerts.
- Mail Template Names:** **3** ONLY these template names will be processed. If you use custom mail templates, enter their names here.
- Remove Subject Prefixes:** **4** These tags will be removed from the subject by MBE if:
1. The e-mail has hidden fields from SpamSentinel identifying it as spam.
2. A preferences document exists that applies to the e-mail.
- MBE Sidebar Installed as only means of creating Notes preferences:** Yes **5** Select "Yes" if you are using MBE Sidebar on your Notes clients. iNotes and Traveler preferences still work via drag and drop.
- MBE Install Type:** MBE **6** Select 'MBE and SpamSentinel' if SpamSentinel is also installed on this server.

But I'm an advanced admin! What is a preferred inbox and newsletter search?

The advanced tab displays more granular configuration settings. This is where you configure user preferences.

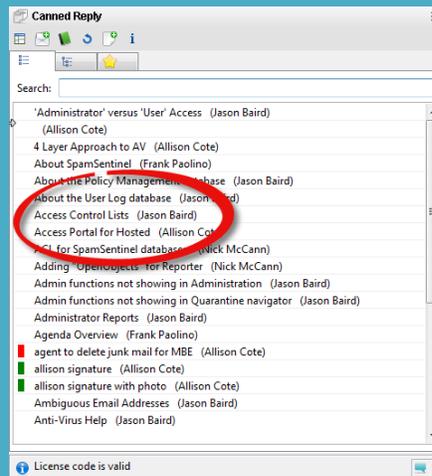
The preferred inbox

An advanced feature that creates another folder called "other inbox." Messages that come from people that are not spam and you have never communicated with before get filed into the other inbox. The inbox then will only have good mail and messages from people that you do have a relationship with. MBE Server determines if you have a relationship with persons based on the sent view of the mail file. So if you have sent a message to me then my messages will always go to the inbox. Cool isn't it?

The newsletter search

An advanced feature that creates a folder called -newsletters in the mail file. This feature is enabled by default and will file messages that are identified as newsletters into the -newsletters folder. So what is a newsletter and how do we figure it out? It's really simple. It's a string. Ever notice that all honest newsletters has to have an unsubscribe option? We find that in the body of the message and send that email over to newsletters. Remember though, if you want a newsletter to go to your inbox. Just drag it to inbox and MBE will create a preference for that. All set, nothing to do after that.

Tired of retyping the same thing? Try Canned Reply!



<http://www.maysoft.com/cannedreply.nsf/>

But can I get a screen shot? Please?

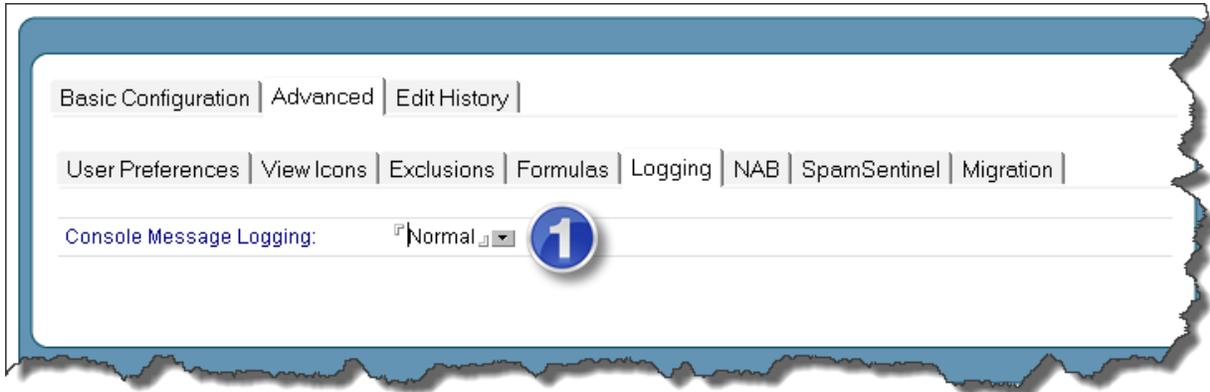
Item 1 determines how MBE Server will operate if the user does not have a specific preference document. If enabled MBE Server will act on the mail file, if disabled the user would need to have an explicit user preference document for the user. Enabled is the recommended setting. Item 2, as with item 1 determines how to act on a mail file if a user preference document does not exist and whether or not the preferred inbox will be used. Disabled is the recommended setting. Item 3, as in item 1 and 2, determine how to act on a mail file and whether or not the newsletter feature is enabled. The recommended option is enabled. Remember the newsletter feature is your friend. Item 4 is the string we are looking for in the body of the message. "Subscrib" covers both Subscribe or Unsubscribe. This is how we identify newsletters remember? Item 5 denotes if preferred sender search is on. As with 5, Item 6 denotes if preferred sender is on socially. Items 7 will create and send suspected spam to a – spam folder instead of junk if your company needs to be able to get spam on handhelds in case of a false positive.

The screenshot shows the configuration interface for MBE Server. At the top, there are tabs for 'Basic Configuration', 'Admin Addin', 'Advanced', and 'Edit History'. Below these are more specific tabs: 'User Preferences', 'View Icons', 'Exclusions', 'Formulas', 'Logging', 'Domino Dir', 'SpamSentinel', 'Cluster', and 'Migration'. The main area contains several settings, each with a dropdown menu and a description. Seven blue circular callouts with white numbers (1-7) are overlaid on the settings to highlight specific items:

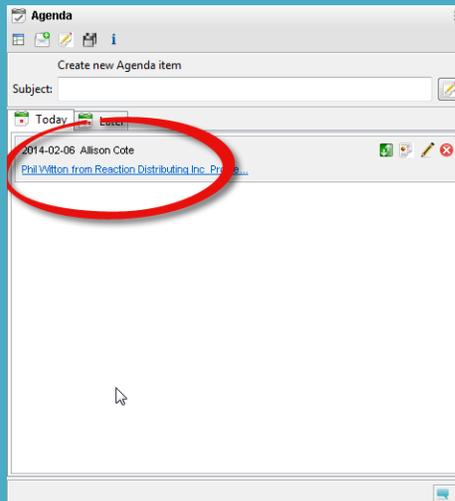
Setting	Value	Item Number	Description
If a user does not have a preference document, MBE is:	Enabled	1	User preference document settings will override this setting. This allows you to enable all users, or only a few users.
If a user does not have a preference document, Preferred Inbox is:	Disabled	2	User preference document settings will override this setting.
Newsletters Folder:	Enabled	3	If enabled, MBE will create a '-Newsletters' folder in each database that receives mail. If disabled, no Newsletters functionality works, even if a user has an individual Preference documents.
Newsletter Search Words:	subscrib example: subscrib	4	User this to redirect certain messages to the "Newsletters" folder. Enter multiple entries on separate lines. (User preferences and Preferred Sender ALWAYS override this setting)
Enable preferred sender search:	Yes	5	This will check if the Sender is a "known" sender and will put the message in the Inbox.
Enable shared preferred senders:	No	6	This will see if anyone in the organization recognizes this sender.
Enable -Spam Folder:	Disabled	7	If enabled, MBE will create a '-Spam' folder in each database that receives mail. The -Spam folder can be seen by mobile devices.

Logging is fun!

Item 1 displays the amount of Domino console logging the add-in will do. Normal is the default logging and this means no logging will take place. If message trace is enabled for each message that is delivered to a mail file you will see the output of the decision process MBE Server is taking to determine what to do with messages. This is very useful information for troubleshooting but should never be left on. Your log.nsf on the Domino server will grow large and increase disk i/o.



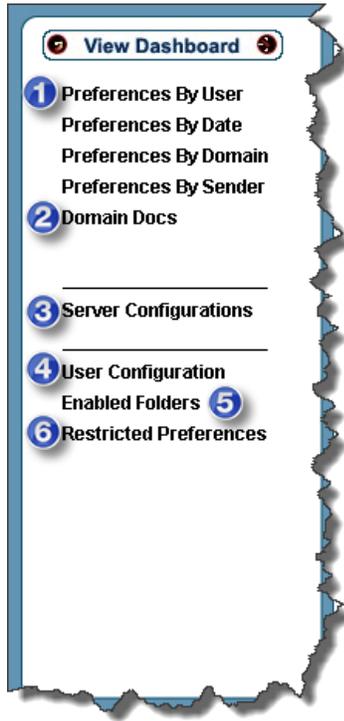
Want a lighter way to manage your day? Try Agenda!



<http://www.maysoft.com/web3.nsf/page/Products-Agenda->

What's this on the left?

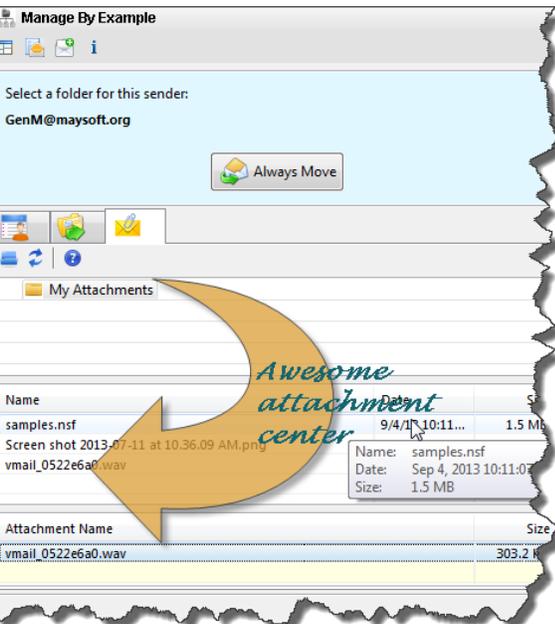
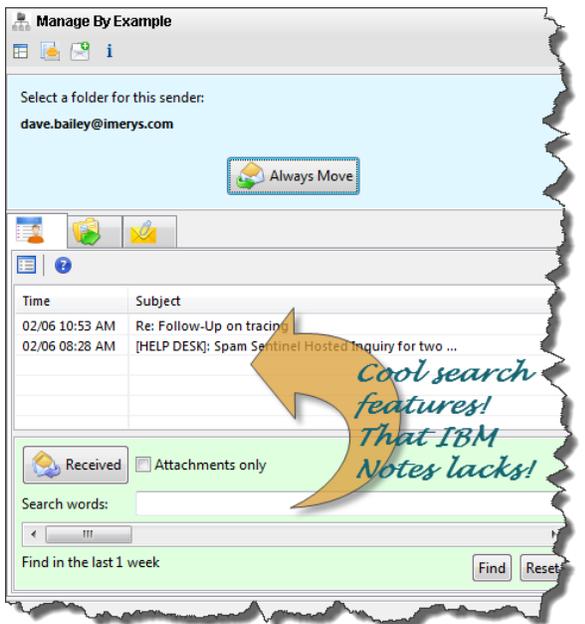
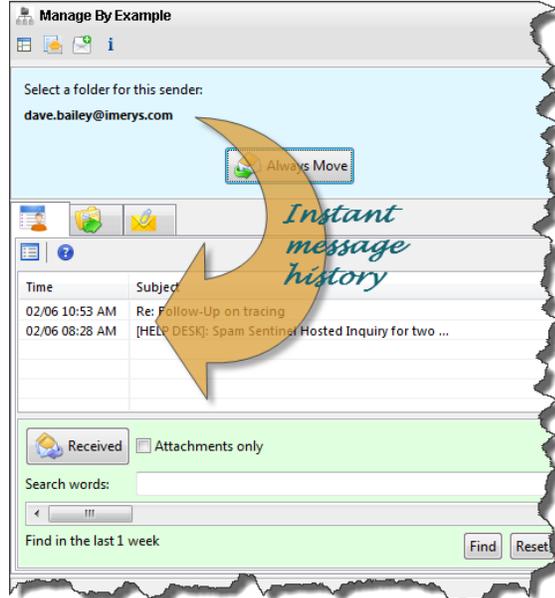
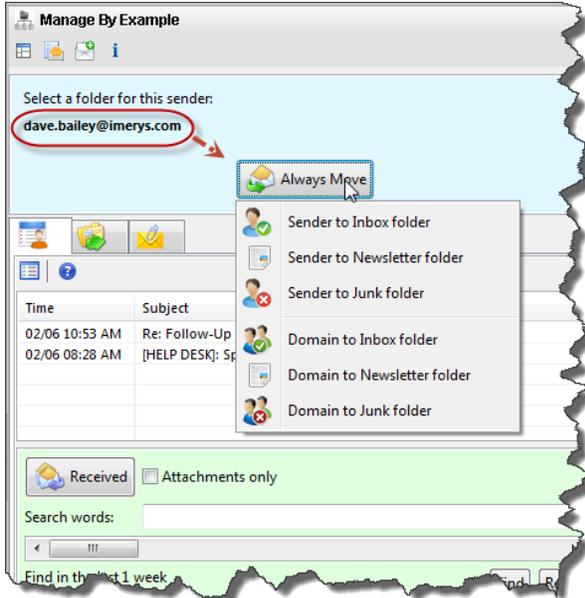
Item 1 shows the 4 views that display the user's preference documents for senders that have been



created when the user of a mail file drags a message to an enabled folder. Item 2 is the view which displays domain documents, domain documents are a means to globally allow or deny for all users. Item 3 displays the MBE Server configuration documents. Item 4 is where individual user preference documents are displayed and created. Item 5 is where the folders that MBE Server monitors are displayed and created. Eg. Inbox, -newsletters, Junk. Item 5 is where restricted preference documents are displayed and created. Restricted preference documents are used to make sure that users cannot, for example, accidentally drag a message from someone internal to the organization to their junk mail folder.

Wait you have a cool sidebar app that has MBE functions AND extra stuff?

The MBE Sidebar application gives MBE functionality and some very useful tools that IBM Notes doesn't have including a sweet attachment management center and a robust search tool. Make sure you contact allison@mayssoft.com for more information.



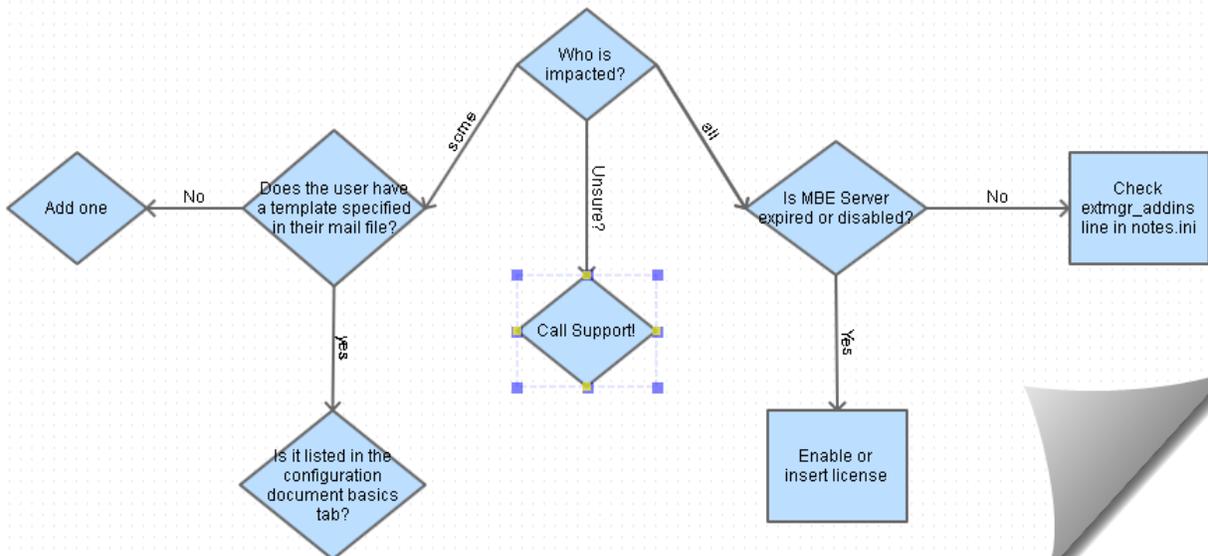
Is this working right?

There's something funny going on here

As with any software there's times that things are not working as expected. Mostly this means that there is a configuration setting that should be modified. Although there is not a lot that can simply go wrong with MBE Server, here are a few key points which may occur and how to fix them.

What's that bulk tag still doing there

At times you may find that a user or a number of users are receiving emails into their inbox with the [Bulk] tag prepended subject. This means that SpamSentinel Server or SpamSentinel Hosted MX is sending category B spam to the mail files but MBE Server is not working. The first thing to identify is how many users are impacted. This simple flowchart can be used as a guide.



Got more questions?

CALL SUPPORT! 😊 Really, we're pretty nice over here.

978-635-1700

EMAIL SUPPORT

SUPPORT@MAYSOFT.COM

QR Code!



Morse Code!

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