

The Granite Quarry



GRANITE SOFTWARE

A Quarterly Newsletter from Granite Software

Volume 1

Summer 2005

From the President's Desk...

Valued Granite Software Customers,

Welcome to the first installment of Granite's customer newsletter, The Granite Quarry. Every quarter, we will provide updates on the latest happenings here at Granite, our perspective on industry events, tips & strategies for maximizing the utility of Granite's products and spotlights on customer and partner successes.

It has been a very exciting start to 2005 in the Lotus community. January once again brought us to IBM's annual Lotusphere conference. The majority of the people I talked to at the show came away with the same unmistakable message: Notes is here to stay. By including exciting new features in Notes 7, as well as giving customers a clear indication that versions 8 and 9 will follow, Lotus showed that it fully understands the value of Notes to tens of thousands of loyal users. The future also looked bright related to Workplace, as IBM articulated a cohesive strategy for driving adoption, including new branding and a new version of the product.

We also saw validation for Notes come from the unlikelyst of sources: Microsoft. With its planned purchase of Groove Networks, Redmond will get as its CTO a true technical pioneer in Notes creator, Ray Ozzie.

In addition to the market momentum, the first half of 2005 was great for Granite, as well. We launched two new products at Lotusphere — CoeXLinX 2.0 and SJProxy 1.0 — and have already seen significant customer interest in both. I also received the personal honor of being named to the Penumbra Board of Directors. You can read more about these developments in the Granite Nuggets section of this newsletter.

As you have doubtlessly seen in many media reports, spam continues to be a tremendous annoyance and productivity drain, with anywhere from 75-90% of all e-mail sent being unwanted. In our Product Tips & Strategies section, we offer advice on how to effectively manage spam beyond simply updating word lists for your "Deny Phrases" setting.

I'd like to take this opportunity to express our most sincere appreciation to all our customers. We are committed to continuing to deliver you the best in e-mail productivity and coexistence tools. If there is something you need or just think we should know, please feel free to contact us at info@gsw.com.

Best regards,



Mark W. Ramos, President



Granite Nuggets

Granite Software Introduces CoeXLinks 2.0

Software Provides Seamless Coexistence of IBM Lotus Notes and Domino and Microsoft Outlook/Exchange E-mail Environments
Orlando, FL - 1/24/2005

Granite Software today announced from Lotusphere 2005 the launch of CoeXLinks 2.0, the latest version of Granite's coexistence tool for preserving the functionality of links between IBM Lotus Notes and Domino and Microsoft Outlook/Exchange e-mail systems. Using standard supported call-out functions, this innovative software checks e-mail messages for the existence of links, and replaces any links with NDL attachments, Lotus Notes URLs or web URLs, before passing the e-mail back to the router.

Granite Software Introduces SJProxy 1.0 for Enhanced Protection of IBM Lotus Notes and Domino E-mail Systems

Software Keeps Viruses and Spam from Entering Corporate Networks
Orlando, FL - 1/24/2005

Granite Software, Inc. today announced from Lotusphere 2005 the availability of SJProxy 1.0, which protects corporate networks from unwanted e-mail by establishing a barrier at the network edge. By stopping harmful viruses and spam messages before they can enter a corporate network, SJProxy reduces the internal storage need for unwanted e-mail quarantine and it reduces CPU utilization for unnecessary content scanning, while also enhancing end-user productivity.

The Penumbra Group Elects Two New Members to Board of Directors

Mark Ramos and Richard Gill Bring More than 30 Years of Combined Experience in Lotus Community

McLean, VA - 4/13/2005

The Penumbra Group, a collaborative partnership of leading software and services groups serving the Lotus software community, today announced it has elected two new members to its Board of Directors. Richard Gill, president of Gill & Piette, will serve a one year term and Mark Ramos, president of Granite Software, will serve a three-year term lasting through 2007.

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Product Tips & Strategies: More Than Words...

We have received numerous requests for techniques that will enable system administrators to seal out spam email with massive word lists for their "Deny Phrases" setting. The following tips demonstrate time saving and less cumbersome approaches to keeping your inbox clean.

Getting More Aggressive

Each department has different requirements for establishing useful email vs. spam. For example, the legal department will have stringent limitations on what email is acceptable, creating a limited, repetitive list of external email addresses.

Applying the following combinations to the spamJam Master Profiles can maximize the product's effectiveness for users with limited inbound addresses:

- In the Allow/Addresses sub-tab, set the Sent Addresses field to "Allow mail from addresses in Sent Mail".
- In the Disposition/Dump sub-tab, set the Unrecognized Mail action to "Reject Unrecognized Mail (to dump)".

These Master Profile combinations will deflect mail coming from unknown senders to the Dump, while continuing to evaluate email for spam spoofing and restricted terms. The remaining messages that meet the criteria set, but are not identified in the Allow setting, are placed in the Unrecognized Senders category. The Log Summary can be switched to Categorized View, identifying new senders and separately listing the Unrecognized Senders in the log summary every day.

Use "Caller ID" to Deflect Email Spoofs

A common trick spammers rely on to access company domain names and email systems is to send a message throughout an organization from an email address that is similar to a company-registered address, in the hopes that the minor change will not be detected.

For example, an anti-spam firewall will accept any email from an account that matches a company's registered domain name — even a fraudulent one.

Rather than adding a domain name to the Allow List, use the Default Domains and IP Addresses/Internal IP settings to tie individual names to specific IP addresses. This linkage acts as a "Caller ID" by confirming the sender's actual identity through the server.

How to Activate this Feature:

In the Master Profile document, add all the company's domain name(s) in the Profile Info/Default Domain(s) section. Separate each domain name with a new line, but note that individual sub-domains are covered under the "umbrella" domain and do not need to be added separately.

Next, enter the IP addresses of these listed domains in the IP Addresses/Internal IP Addresses section of the Master Profile. Wildcards, for example 192.168.*.*, are valid even if they are located throughout several servers in a range of IP addresses. Designate the MX server IP addresses and include any external relay servers. Include external list servers or any other mail-sending devices that use company domain names in email transmissions.

Don't Spam Yourself

Telecommuting employees create an obstacle for tracking spoofed emails by inserting the company domain name in the "FROM" box while using their home ISP accounts. This legitimate email is identified as spam and caught in quarantine because it does not match the registered company SMTP IP address.

This can be solved by activating the iNotes task outside of the company firewall to open up a secure channel for users sending company-branded email. Two benefits will result: false spoofs will be eliminated and control over the flow of outbound email bearing the company domain name is gained.

Ghosts in the Machine

Spammers do not update company email directories, so the presence of outdated email addresses of former employees in cc: lists can sometimes help identify junk emails.

To identify spam, open the Master Profile Document sub-tab Deny/Restricted Recipients and add a terminated employee address to the Restricted Recipient Addresses field. Incoming email containing the terminated address will be rejected as spam.

Industry News

Managing IM and E-Mail Threats in the Workplace

TechNewsWorld.com

Jack M. Germain

May 28, 2005

Featuring commentary from Mark Ramos

http://www.technewsworld.com/story/43300.html?u=sracki&p=ENNSS_5fcc50d44aeb9df2717d156b7c1f2b2

Spim, Like Spam, is on the Rise

MoneyPlans.net

June 6, 2005

<http://archives.moneyplans.net/frontend202-verify-9060.html>

China Joins Spam Fight

InternetNews.com

Jim Wagner

July 5, 2005

<http://www.internetnews.com/security/article.php/3517626>

Customer Corner

"With spamJam, Granite offers an anti-spam system that is cost effective and end-user driven. Each user is able to write their own rules and manage their own email, giving them the freedom necessary to effectively complete their assignments."

— Stephen Towne,
Network Coordinator,
County of Essex, NY