

RecallIT[®] for MIMESweeper for SMTP[™]

WHAT RecallIT DOES

RecallIT[®] for MIMESweeper preserves your organisation's professional image by allowing e-mail users to recall faulty messages before they leave the MIMESweeper gateway.

Often, you will know the instant you have hit the send button that a message was wrong, or your colleagues will quickly call you if they notice something wrong with a message you have sent to a mixture of internal and external recipients. Until now, once a message had been sent to external parties it could not be retrieved.

RecallIT allows you to get those faulty messages back and gives you another chance.

RecallIT can eliminate the embarrassment of mistakenly sending a message:

- That is incomplete (e.g. forgetting to include an attachment referred to in the body, or pressing "send" too early by mistake)
- To an unintended recipient
- With content you discover is out of date or incorrect immediately after sending it. (e.g. copying a message, changing the address but forgetting to change the salutation)
- Containing more than you intended (e.g. forgetting to take old e-mail content and attachments off when replying or forwarding)
- Containing wrong words which are spelled correctly (e.g. Retards instead of Regards, Toady instead of Today or Bets Wishes instead of Best Wishes)
- To external parties that is intended for internal circulation only

RecallIT briefly holds e-mail at the MIMESweeper gateway after it has passed all relevant MIMESweeper policies. This gives you a chance to recall the message if necessary.

RecallIT uses Subject Line Parameters to override the default delay on a message-by-message basis. Urgent messages can be "stamped" to leave immediately if required. Other messages can be stamped as embargoed until specific times. Embargoing allows sensitive information to be released to all interested parties at a specified time or for large mail outs to be sent during work hours but not transmitted until after working hours.



HOW TO GET RecallIT

Who to Contact

Scientific Software and Systems Limited
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e-mail: info@sss.co.nz
web: <http://www.sss.co.nz>

Licensing

RecallIT is licensed on a per user basis. The number of users licensed for RecallIT must be the same as the number licensed for MAILsweeper.

Software prerequisites

MAILsweeper for SMTP version 5 and above.

Release time	Enqueued	To	Subject	Size (kB)	Attachments
Tue 09:00	31/07/2006 15:26	prospects@external.com	Press Release: Announcing RecallIT	200	RecallIT.pdf
Held	31/07/2006 17:55	info@ldaptit.com info@releaseit.com info@secureit.com	Information Request	785	RecallIT_image_sketch.gif RecallIT.pdf RecallIT_graphic.jpg
Release time	Enqueued	To	Subject	Size (kB)	Attachments
Held	31/07/2006 17:27	service@parliament.govt.nz (4 recipients)	Administrative Request	1976	RecallIT_image_sketch.gif (4 attachments)

Users can manage their messages by using **RecallIT's** browser based graphical user interface. Recalled messages can be amended and resent. Selected messages can be released immediately or held indefinitely. Subject to confirmation, messages can also be deleted.

Username/password access to the GUI is authenticated against Active Directory, or against other LDAP directory servers if SSS's LDAPtIT intelligent LDAP proxy is also installed.

Each message is encrypted to preserve message confidentiality whilst waiting for the recall delay to expire. At the end of the delay period, the stored message is decrypted and sent.

RecallIT understands three time zones; working hours, night time and weekends/holidays. If a company policy states that no messages should leave the gateway in the weekend, RecallIT can hold all messages until Monday morning.

RecallIT provides a Subject Line Parameter to "stamp" a message with an E-mail Protective Marking to show it is for internal distribution only. **RecallIT** will hold messages marked in this way indefinitely when sent to external addresses.

RecallIT also provides a Subject Line Parameter that allows you to add a warning to the subject line for consumption by internal recipients. **RecallIT** strips this warning before transmitting the message. This may be used to let internal recipients know who was sent a BCC.

HOW RecallIT WORKS

RecallIT introduces a policy controlled delay in sending e-mail, thereby giving the sender the chance to recall messages if necessary.

The elements of the centrally defined recall policy are:

1. Whether e-mail from an internal sender can be recalled or not
2. The duration of the delay period for the e-mail

For example:

Mail from *@sss.co.nz delay 5 minutes where *@sss.co.nz is the internal address range to which the policy applies.

RecallIT is a product of:
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