



WebSense Support Webinar: Questions and Answers

Introduction to Personal Email Manager v2.0

WebSense Email Security™ Version 7

- Question:** What's the minimum bandwidth requirement for Personal Email Manager?
- Answer:** Personal Email Manager is designed to be run on a local area network. The actual bandwidth usage is equivalent to any HTTP/HTTPS request and response.
- Question:** Can you limit the rules for which a user can release messages, or does each user have access to all rule queues?
- Answer:** Personal Email Manager is not aware of individual rules but rather of the isolation queues associated with the rules. It is possible to limit the user's ability to release messages to particular isolation queues.
- Question:** Is there now, or will there be, a way to select several messages at once, as in the Websense administrator?
- Answer:** When a user is releasing or previewing a message, only a single message can be selected at a time. We will submit your idea as a feature enhancement request. Thank you.
- Question:** We are testing Personal Email Manager v2.0 in our organization. Is there any way to block or mask the subject line of the email in question in the body of the notification email?
- Answer:** There is no way to block the subject line from the body of the notification email. We will submit your idea as a feature enhancement request. Thank you.
- Question:** Is there a way to disable SMTP so that the users will not get any emails, and will instead have to go to the Web page on their own?
- Answer:** There are several solutions that would provide the desired behavior. You could direct the SMTP notifications to a "black hole" (or perhaps direct them to the Websense Email Security server) and create custom rules to isolate the inbound notifications. This technique requires that your end users are trained to log on to Personal Email Manager at regular intervals.
- Question:** Which version of Personal Email Manager are you running?
- Answer:** The version used during the Webinar is Personal Email Manager v2.0.
- Question:** If you use Personal Email Manager with multiple Websense Email Security servers, do both the STEMLog and STEMConfig have to be consolidated? Or just the STEMLog?
- Answer:** Websense recommends that you centralize both the STEMLog and STEMConfig database, because the Personal Email Manager stores "Always Allowed and Always Deleted" lists in the STEMConfig database.



- Question:** Is there a way to modify the Web GUI to insert our own colors, logos, and so forth?
- Answer:** Inclusion of a logo is common to all HTML notifications. Include your logo to ensure that recipients understand that the notification is coming from your organization. Because the logo is embedded in the message, it is best to keep the file size of the image small. See *Recommended logo specifications*, page 28 in the Personal Email Manager Administrator's Guide.
- Question:** Is a client install required?
- Answer:** Personal Email Manager does not require a client application. However, a Web browser is required for the Personal Email Manager Web-based user interface.
- Question:** Does LDAP work with Sun ONE Directory Server?
- Answer:** Personal Email Manager is supported on with Active Directory and Domino. Personal Email Manager does have the ability to integrate with other LDAP environments; however, these have not been thoroughly tested and are not officially supported.
- Question:** Does the LDAP integration support UNICODE?
- Answer:** Language Settings are inherited from the Operating System > Regional Options and support double-byte languages.
- Question:** Can I install in a VMware session?
- Answer:** Personal Email Manager v2.0 is supported in a virtual environment. Microsoft does not recommend installing Microsoft SQL Server on VMware.
- Question:** Is Personal Email Manager 64-bit or 32-bit?
- Answer:** Personal Email Manager is a 32-bit application.
- Question:** We are using Websense software to filter email for some of our customers. The email is then forwarded to a smart host that is not part of our domain. The email recipients do not have Active Directory accounts on our system. Will they be able to use this tool?
- Answer:** Yes. Websense Email Security will filter outbound email based on the rules that are configured in the Websense Email Security Rules Administrator. If email is isolated to a Personal Email Manager-enabled queue, then Personal Email Manager allows end users to release the email. Emails are isolated to the directory that is configured within the Queues Management section of the Websense Email Security Server Configuration.