

CAMEO 2.0 FAQ

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Section 1 - Issues about e-mail management and use

Q: Why does my company want to know about e-mail use?

A: There are two reasons – technical and managerial.

Technically speaking, Exchange servers are very reliable, but administrators need information to keep them working properly. Mailboxes can grow out of control, users can abuse the system, and additional servers may need to be added to accommodate company and message growth. CAMEO 2.0 can give management valuable information about the content of what their employees are sending, as well as information about what is being sent into the organization from outside e-mail users.

From a management perspective, e-mail is an important tool for communicating, but it can be a source of abuse, or worse, a source of potential legal liability. CAMEO 2.0 allows managers to monitor e-mail use and be alerted to potential problems before they get out of hand. Additionally, CAMEO 2.0 can be configured to work as an intelligent agent – forwarding incoming and outgoing e-mail to a specific user based upon content. For example, all incoming e-mail to a general mailbox (say one listed on your web page) that has the word *information* is likely a request for more information about your product or service. CAMEO 2.0 can automatically forward all incoming e-mail that contains the word *information* to a user you designate to handle such a task.

Q: Why do we need to know about the content of Internet e-mail we send and receive?

A: Organizations should be concerned about the content of their e-mail the same way they are concerned about the content of the written correspondence and what their employees say while talking to customers and vendors on the telephone.

You only need to pick up a recent copy of a newspaper or magazine to read about a company that has faced litigation as a result of something that someone 'said' in an email. Even the world's largest and most sophisticated technical company isn't immune to this trap. E-mail is communication, it is relatively permanent, and its use in a typical organization is enormous. These factors explain its troubling use as 'evidence' in litigation.

Q: Why do we need to know about the content of Internal e-mail we send and receive?

A: Organizations should be concerned about the content of their internal e-mail in order to remain informed of how employees are communicating with one another. There are potential liabilities when employers do not keep themselves informed and take action to avoid problematic situations. Employers could be held liable for abuse if there is no policy in place that demonstrates the preventative actions have been taken.

Q: Can my employees take legal action against us if we use CAMEO 2.0?

A: It has been ruled repeatedly in courts that e-mail is the property of the corporation and therefore a company can monitor its e-mail use. Using a product like CAMEO 2.0 can help alert employers to problems early so that they can stop further abuse. For example, if an employee claims that they are receiving sexually explicit e-mail from another employee, CAMEO 2.0 can report on the e-mail the offender sends to ensure that they, in fact, stop. Obviously, for any legal issues you should consult with your own attorney, but the first steps for any company will involve creating an e-mail use policy and putting tools in place to prevent abuse.

Section 2 –CAMEO 2.0 Features & Functionality

Q: Can CAMEO 2.0 audit internal mail?

A: Yes, MicroData CAMEO products are the only ones in the market that have the ability to audit internal (desk to desk) e-mail scanning for critical words. When words are found, CAMEO forwards copies of the messages to the designated recipient(s) for review.

Q: Can CAMEO 2.0 audit Internet mail?

A: Yes, CAMEO 2.0 still has the functionality of auditing Internet mail messages searching for critical words.

Q: What is this new feature of Mailbox Scanning?

A: Mailbox Scanning is the ability to scan any and all users mailboxes for mail messages containing specific words or phrases. When message are found they can either be deleted immediately from the mailbox, without users knowledge, or a copy can be forwarded for review. Additionally, attachments can be found and deleted from messages in mailboxes in one scan without having to access each individual workstation.

Q: Is there anything special that has to be done in order for Mailbox Scanning to work?

A: The user logged in and running CAMEO 2.0 is required to have rights to open the mailboxes in the organization.

Q: How many words or word phrases can be searched for at once?

A: Over 200 words or phrases can be defined for simultaneous searching.

Q: Is there any way to exclude company officials (i.e. CEO, President) from being monitored?

A: Yes there is a new feature in CAMEO 2.0 that allows you to select users that are added to a CAMEO Exclusion Distribution List. During scanning, this exclusion list is used by CAMEO 2.0 to ignore certain user's mail and mailboxes.

Q: Can the Exclusion list be set on a word-by-word basis?

A: Yes, in the *Critical Word List*, there is an option for each word to select if the Exclusion list is respected in the search.

Section 3 – What is the difference between filtering and auditing?

Q: What is e-mail filtering?

A: E-mail filtering is a process where each outgoing and incoming Internet message is examined for inappropriate destinations and/or inappropriate content. When something is found that is inappropriate, the message is stopped and someone typically gets alerted to the fact so they can take action. To get e-mail filtering, you need to purchase a product that sits between your Exchange server and your Internet connection, such as CAMEO SMTP for Exchange. CAMEO 2.0 is not an SMTP filtering product.

Q: What does CAMEO 2.0 do?

A: CAMEO 2.0 is an e-mail auditing application. Quite simply, it permits a user to enter a list of *key words* to search within the content of email. Then, anytime an incoming or outgoing internal or Internet e-mail message is sent or received, the message subject and body and attachment name are scanned. If a word in the message matches any of the *keywords*, a copy of the entire message is forwarded to whoever has been designated in the CAMEO 2.0 setup.

Q: How is CAMEO 2.0 Different than CAMEO SMTP for Exchange?

A: CAMEO 2.0 is not installed on your Exchange Server while CAMEO SMTP for Exchange is setup either on your Exchange server or on another server acting as your SMTP connector. In other words, CAMEO 2.0 watches your e-mail, reports problem content to you, but doesn't stop e-mail messages from being sent or received.

Q: Can CAMEO 2.0 Filter or stop internal (desk to desk) messages from being delivered?

A: No, this is a functionality that cannot be done by any software product. There is no way to filter internal email to prohibit internal messages from being delivered.

Q: Doesn't auditing let a potentially inappropriate message out (or in)?

A: Yes it does, but that's by design – and for good reason. CAMEO 2.0 is designed to be non-invasive so that using CAMEO 2.0 in no way interferes with your Microsoft Exchange Server, its configuration, or operation. This means that CAMEO 2.0 is 100% safe and doesn't interfere with your e-mail system – a mission-critical system in any organization. In fact, no part of CAMEO 2.0 needs to be installed on your Exchange server. This means that management can deploy CAMEO 2.0 with the easy blessing of the IT department.

Q: Then why do you have a filtering tool?

A: In some organizations filtering tools are a necessity given the nature of their business. We offer both tools to the user to allow them to make the decision as to which tool would best suit their requirements for email management.

Q: What about a message that got through?

A: CAMEO 2.0 gives you the same options as most of your other personnel policies. For example, every company has a policy against sexual harassment but such a policy isn't designed (nor can it) to prevent the harassment from occurring. Rather, the policy is intended to provide rapid notification of a problem so that it can be dealt with before it becomes significant. CAMEO 2.0 works in the same way. If a user sends an inappropriate message, someone is instantly alerted. The message can then be reviewed and appropriate action taken to prevent repeated problems. The monitoring of e-mail must ultimately be done on a reasonable-case basis. Each organization needs to ask themselves the following question: *What degree of monitoring do we need to implement a credible and effective e-mail usage policy?* In many cases, CAMEO 2.0 will answer the need. For the remaining that feel filtering is their best solution, CAMEO SMTP for Exchange would be the way to go.

Section 4 – Setup, Configuration, and General Use Issues

Q: I just downloaded the 30-day version. Is its functionality limited in any way?

A: Yes, there are a few limitations in the amount of messages and mailboxes that will be scanned during the trial. However, you will still have enough usage capability to evaluate CAMEO 2.0'S ability to scan Internet and internal e-mail messages in addition to the mailbox functionality. At the end of the 30-day period, the product operation will expire.

Q: What are the limitations in the evaluation copy of CAMEO 2.0?

A: Only 100 messages can be scanned at one time and the "Continuous Scan" option will be disabled. During the Mailbox Scan, 10 mailboxes will be scanned.

Q: Does CAMEO 2.0 need to be installed on each user's workstation?

A: No. CAMEO 2.0 only needs to be installed on a single workstation.

Q: What operating system is required for CAMEO 2.0 installation?

A: CAMEO 2.0 must be installed on a Windows NT or 2000 workstation.

Q: Does CAMEO 2.0 get installed as part of Exchange?

A: No, CAMEO 2.0 by design is totally non-invasive and simply runs on any workstation.

Q: What is necessary to run CAMEO 2.0?

A: The great thing about CAMEO 2.0 is that it doesn't need to be installed on your Exchange Server! This makes it safe and easy to try. There is configuration required on the Exchange server (to enable features that Microsoft has turned off by default) and you're ready to start scanning. CAMEO 2.0 must be installed on a Windows NT or 2000 workstation.

Q: How do I configure CAMEO 2.0 in a multi-site environment?

A: If your organization has multiple sites, MicroData recommends installing one copy of CAMEO 2.0 at each site. CAMEO 2.0 is licensed per mailbox and not per installed copy, so your organization can install as many instances of CAMEO 2.0 as desired.

Q: Scanning all organizational mailboxes can take a long time. Can I keep scanning regular e-mail in the meantime?

A: Yes, but you need to install one additional copy of CAMEO 2.0 to perform mailbox scanning while your first copy of CAMEO 2.0 does normal e-mail scanning. Because of the processor intensive nature of mailbox scanning, CAMEO 2.0 can't do both at the same time.

Q: What must be done at the Exchange Server for Internal Mail Scanning?

A: Please consult the CAMEO User's Guide for detailed configuration instructions. Here are some basic instructions on the settings to configure.

For Exchange 5.5 or lower, in the *Exchange Administrator*, you will need to do the following:

1. Create a special mailbox. In *Exchange Administrator* create a mailbox in the normal fashion. We recommend naming the mailbox CAMEO 2.0.

2. Next, you may need to create an *Exclusion List* for users that you do not wish to be included in CAMEO 2.0's auditing. This is simply an Exchange Distribution List of these selected users.

3. Assign the CAMEO mailbox rights to all other mailboxes for Mailbox Scanning by making CAMEO a member of the *Domain Administrator* group.

4. Enable Journaling. To enable message journaling, each Exchange server must be running Microsoft Exchange Server 5.5 Service Pack 1 or greater.

Message journaling can be configured at the server level, site level, or organization level. When using CAMEO 2.0 and if your organization has a WAN, it is preferred that you enable Journaling at the site level in order to minimize traffic.

Q: How do I enable Journaling on Exchange 5.5?

A: You enable and configure message journaling within the Windows NT Server registry. Complete the following steps on each server.

1. Specifying Where Messages are saved – this is going to be done in the CAMEO 2.0 mailbox you created previously.
2. Add a registry key that references the distinguished name of the mailbox. After creating the mailbox, do the following to obtain the distinguished name:
 - a) Run the Microsoft Exchange Administrator program in raw mode by typing C:\Exchsrvr\Bin\Admin /r at a command prompt.
 - b) Select the recipient object in the appropriate Recipients container.
 - c) On the File menu, choose Raw Properties.
 - d) In the Objects attributes box, select Obj-Dist-Name. The distinguished name of the object is displayed in the Edit value box.
3. Set Exchange to Journal Mail
 - a) At the Exchange server, open the following registry key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\  
MExchangeMTA\Parameters
```

- b) Add a new string value named Journal Recipient Name
 - c) Set the value of Journal Recipient Name to the distinguished name of the CAMEO 2.0 mailbox.
4. Specifying Message Journaling at the Server or Site Level
 - a) MicroData recommends that average size organizations journal at the site level. This will route all messages from all site servers to the designated CAMEO 2.0 mailbox. If e-mail volume is extremely large and/or there are slow speed links between servers, we recommend that journaling occur at the server level. In addition, we recommend that high volume sites deploy a separate Exchange server just to handle journaling and the storage of the CAMEO 2.0 mailbox. This is a good safety precaution, as Exchange servers will shut down if disks become full. A mis-configuration of CAMEO 2.0 could cause journaled e-mail to "pile up" and create such a condition. By default, message journaling is done at the organization level. TO specify journaling at the site or server level, Open the following registry key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\  
MExchangeMTA\Parameters
```


- b) Add a new DWORD value named Per-Site Journal Required
- c) For journaling at the server level, set the value of Per-Site Journal Required to 2. For journaling at the site level, set the value of Per-Site Journal Required to 1.
- d) To return to organization level message journaling, set the value of Per-Site Journal Required to 0.

Q: How do I enable Journaling (Archiving) on Exchange 2000?

A: Always consult the CAMEO User's Guide for detailed configuration instructions. Note that in Exchange 2000, what had been called *Journaling* under Exchange 5.5 is now called *Archiving*.

1. In *Exchange System Manager*, click Servers and expand the tree so that you can see the individual stores.
2. Click **Storage Group**, right-click one of the mailbox stores listed, and then click **Properties**.
3. On the **General** tab, click to select the **Archive all messages sent or received by mailboxes on this store** check box, and then click **Browse** to choose an account for the archived messages.
4. Click **Storage Group**, right-click one of the mailbox stores listed, and then click **Properties**.
5. On the **General** tab, click to select the **Archive all messages sent or received by mailboxes on this store** check box, and then click **Browse** to choose an account for the archived messages.

Q: Are there any problems with Journaling and System Performance?

A: Message journaling adds processing overhead to the Microsoft Exchange Server and increases network traffic. Use Windows NT Performance Monitor after enabling message journaling to ensure that your system can handle the additional load. You may need to upgrade your hardware or balance system resources. The mailbox(es) that receives the message copies must always be available, or message journaling will fail. Depending on message volume, you might need to set up the mailbox or public folder on a dedicated Microsoft Exchange Server computer within the site.

Q: What if I have multiple Sites or a WAN with slow-speed links?

A: You will need to set up multiple instances of CAMEO 2.0 to work at each site in order to properly monitor all internal e-mail. This means that when you create a mailbox, each mailbox will, of course, have to have a unique name. We suggest calling them CAMEO 2.0 and appending the location name (i.e. CAMEO 2.0_Seattle).

Q: What must be done at the Exchange Server 5.5 for Internet Mail Scanning?

A: First open the *Internet Mail Service* connector, and click on the *Diagnostic Logging* tab. At the bottom of the presented list, click on *Message Archival* and set it to maximum. Then, you must stop and restart the IMS – your users don't need to get out of the system. Finally, the machine and user that is running CAMEO 2.0 needs access to the directories that Exchange Server uses for archiving. In a typical Exchange system, those directories would be:

[\\MYSERVER\exchsrvr\imcdata\in\archive](#)

[\\MYSERVER\exchsrvr\imcdata\out\archive](#)

Q: What must be done at the Exchange Server 2000 for Internet Mail Scanning?

A: If Exchange 2000 Archiving has been enabled there are no further steps required for Internet mail.

Q: Does Message Archiving put an extra load on the Exchange 5.5 server's performance?

A: A little, but not as much as you might expect. When you enable message archiving in Exchange, the system writes a copy of the undecoded message to disk. Since the message is unaltered from its original form, the server is simply performing a write operation of data it already has in memory. The disk activity does create some additional server work, but it's not significant in most current vintage hardware.

Q: What is best to do with Exchange 5.5 archived messages once they've been scanned? I see that CAMEO 2.0 can either move them or delete them.

A: This depends on your situation. Once archiving is enabled on an Exchange 5.5 Server, messages can really begin to add up and you can quickly run into a disk capacity problem. If you only want to scan messages once with CAMEO 2.0 and then you're done with them, it's better to let CAMEO 2.0 delete them. However, if you are going to scan with multiple versions of CAMEO 2.0 for multiple *Critical Word Lists* or you just want to be safe, let CAMEO 2.0 move the files instead. We suggest creating a new directory under the archive directories called \done and put the checked files there.

Q: Is there a way to save Journaled Mail Messages?

A: No, once a scan is complete CAMEO 2.0 removes all the scanned messages from the CAMEO 2.0 Mailbox.

Q: Is there a way for multiple users to scan Journaled Mail Messages?

A: No, only one instance of CAMEO 2.0 can monitor the Journaled mail in the CAMEO 2.0 mailbox.

Q: How do I set up multiple users of CAMEO 2.0 in order to allow them to search for different words in Internet e-mail on Exchange 5.5?

A: For each person that wishes to run CAMEO 2.0 and have their own word list, configure CAMEO 2.0 to move the files rather than delete them. Set up the first user as above. Then, have the second user get files from the \done directory of the first user. You can continue this process almost indefinitely. The only drawback is that there will be a slight delay for the second user to scan files because they must wait until the first user has scanned them. In practice, however, this delay is negligible.

Q: In configuration, I'm asked for a CAMEO 2.0 Mailbox and password information for the watched mailbox for Journaled mail. What do I need here?

A: Use the CAMEO 2.0 mailbox you created previously with the setup of Journaled mail. This is where your internal messages will be stored while waiting to be scanned.

Q: What are the Watched Directories for Internet Mail on Exchange 5.5?

A: These are the directories where Internet messages are stored when Message Archival is configured on your Exchange 5.5 Server. Browse to the appropriate location to use CAMEO 2.0 to monitor Internet email.

Q: When I select to "Move Processed Files" what happens?

A: Files will be moved to the directory you select in the In and Out fields respectively. These directories have to already exist, as CAMEO 2.0 does not automatically create them.

Q: What is the benefit of moving processed files?

A: If the files are moved and not deleted they remain available for scanning at a later date if you found you needed to search for different words or phrases you may not have been searching for previously.

Q: Why would I choose to delete my processed files?

A: Messages can really begin to add up and you can quickly run into a disk capacity problem. If you only want to scan messages once with CAMEO 2.0 and then you're done with them, it's better to let CAMEO 2.0 delete them.

Q: What do the purge options do?

A: Upon selection, it will delete all remaining messages from either the directory or mailbox respectively. The benefit of this is to be able to completely remove any old messages that may exist from a previous occurrence of CAMEO in order to begin another scanning process on new data.

Q: In the Alert Options of configuration, I'm asked for a Profile Name and email address. What do I need here?

A: CAMEO 2.0 needs access into your e-mail system in order to send Status messages of CAMEO 2.0's processing. It does this by "logging in" to your Exchange server through the Profile on the machine that it's running on. To see the Profile(s) on the machine on which you are running CAMEO 2.0, open the *Control Panel* and the *Mail* icon. Click on the button marked *Show Profiles*.

Q: What's the ideal configuration for running CAMEO 2.0?

A: CAMEO 2.0 runs from a standard workstation, so the ideal scenario would be to install it on a lightly used or unused PC (Pentium II 450 or better recommended) and just leave it to scan messages 24-hours a day.

Q: How many servers can CAMEO 2.0 work with?

A: You need one installation of CAMEO 2.0 for each Exchange Server where you would want to monitor mail. This does not however, create any conflict with the CAMEO 2.0 licensing as CAMEO 2.0 is licensed on a mailbox basis, *not* on a workstation basis.

Q: Will CAMEO 2.0 work with Outlook 2000?

A: Yes, but you must install Collaboration Data Objects (CDO) as part of the Outlook installation. By default, Outlook 2000 does not install CDO.

Q: Can I select what part of the email message I would like CAMEO 2.0 to scan?

A: Yes, you can choose for CAMEO 2.0 to scan for a word selective parts of messages such as the addresses, subject, body text or attachment name. Or you may select to scan every part of the message. This option can be set on a word-by-word basis in the *Critical Word List*.

Q: Where are matched messages forwarded?

A: If no other address is specified with words in the *Critical Word List*, the matched messages are sent to the email address set up in the Alert Options under CAMEO 2.0's configuration options.

Q: How would I forward messages with specific word matches to selective recipients?

A: This would be defined in the Critical Word List. On the CAMEO 2.0 main screen select Edit List. In the grid next to the word you enter is a field name *Forward To*: this is where you would enter the address of the recipient for forwarded messages pertaining to each word.

Q: How do I view the Profanity List?

A: Select Ctrl and click on Edit List. This will allow you to view and edit the Profanity List.

Q: How do I use CAMEO 2.0 to Scan Mailboxes?

A: On the CAMEO 2.0 Menu select the *Mailbox* pull-down option and select *Scan Mailboxes*.

Q: Can I scan mailboxes at the same time CAMEO 2.0 is performing its regular scan?

A: No, regular message scanning is suspended. You can however install CAMEO 2.0 on a separate workstation to perform Mailbox Scanning while your regular CAMEO 2.0 machine performs the regular scan.

Note: Multiple workstation installations do not create any conflict with the CAMEO 2.0 licensing as CAMEO 2.0 is licensed on a mailbox basis, *not* on a workstation basis.

Q: During a Mailbox Scan, why are there some mailboxes that cannot be opened?

A: If you see a message in the CAMEO 2.0 Mailbox Scanning that states a mailbox cannot be opened this is because you do not have rights to open and scan this mailbox. The user is required to have rights to all mailboxes that are to be scanned during CAMEO 2.0's Mailbox Scan process.

Q: Why does a preview window appear during a Mailbox Scan when I have selected to delete a message from mailbox?

A: This preview window is a safety precaution that allows the user to view the message where the critical word has been found to determine the appropriate action to take on this message. The message can be skipped or deleted.

Q: What is the CAMEO 2.0 Exclusion Distribution List?

A: This is a distribution list that you create to select which users in your organization will be excluded from CAMEO 2.0's monitoring.

Q: Is a status message sent when Mailbox Scanning is completed?

A: Yes, the status message is sent to the user account listed in your Alert options in the CAMEO 2.0 Configuration options.

Q: When I select to forward a message during a Mailbox Scan, where is it forwarded?

A: Messages are forwarded to the recipient listed in the Alert Options in the CAMEO 2.0 Configuration screen.

Q: What happens when CAMEO 2.0 is running continuously?

A: When enabled, CAMEO 2.0 will scan continuously at a selected interval. The time interval for scanning is set in the General Options in the CAMEO 2.0 Setup.

Section 5 – Troubleshooting

Q: CAMEO 2.0 installed, but when it processes, it immediately finishes and no messages appear to be scanned in the Exchange 5.5 “Watched Directories”.

A: Go to the archive directories and look for files there. Exchange 5.5 uses its own naming scheme, but you only need to verify that files are there. The path is typically:

\\MYSERVER\exchsrvr\imcdata\in
\\MYSERVER\exchsrvr\imcdata\out

If there are no files present, CAMEO 2.0 is probably OK but there just isn't any data to process. Make sure that Message Archival for the IMS Connector in Exchange 5.5 Administrator is set to maximum and that the IMS Service has been stopped and restarted in the Services applet. If files are present, then check the paths that you have specified in the CAMEO 2.0 configuration. Finally, check to make sure that the workstation running CAMEO 2.0 has sufficient rights to the archive directories as well as the MOVE directories (if you are using that feature). The easiest way to verify this is to copy a file to each directory and then delete it.

Q: CAMEO 2.0 installs OK, but then I get a “Run Time Error 429 - ActiveX Component Can't Create Object,” when I start the processing.

A: This usually points to a problem with CDO. If you're using Outlook 2000, re-run the installation and install CDO. If you're running older versions of Outlook, try reinstalling Outlook.

Q: CAMEO 2.0 installs OK, but when processing starts, I'm asked for a profile.

A: This indicates that the profile that you selected is invalid. Go to Start, Settings, Control Panel, and select Mail. Click on Show Profiles. Your entry in CAMEO 2.0 must be exactly the same as one of the profiles shown. If you type the correct profile when CAMEO 2.0 prompts you, processing should continue normally.

Q: CAMEO 2.0 does not appear to be scanning the Exchange 5.5 archive directories.

A: In the Configuration options re-browse to the directories for watched mail to assure you are monitoring the correct directories and to refresh the connection.

Q: I have set Message Archival to maximum in Exchange 5.5 but there are no messages in the Archive directories?

A: Restart the Exchange Internet Mail Service in the Services applet to allow the modifications to take effect.

Q: CAMEO 2.0 reports finding a Critical Word in the text of the e-mail but I don't see it, why?

A: Occasionally you may get a Matched Message that doesn't appear to have the Critical Word in it. The word is, in fact, in the message, but it can sometimes be in a portion of the message that doesn't appear.

The Critical Word is not contained in anything you can see. However, for example, it could be located in the coding for an attachment so CAMEO has picked it up. This most

often occurs when a Critical Word is not bracketed with spaces (to force a whole word match). Simply adding the spaces before and after a word will virtually remove false matches.

CAMEO scans every part of the message including the encoding information for the attachments and the attachment names. Attachments themselves are not scanned. While it would be possible to filter out some of this extraneous coding, it would greatly decrease performance and still leave open the possibility for someone to hide information somewhere in a mail message. In summary, it's better to be safe than sorry and it only takes a moment to look at a message and determine that the word is not in the visible text and see that it's OK.

Q: Some of the Critical Words CAMEO 2.0 is finding are fragments of other words in the text of the message, how can I avoid this?

A: If you are getting matches based upon fragments of the words that you are searching for, you have forgotten to add spaces before and after the word. CAMEO 2.0 is very exact and will return any partial matches of words unless instructed otherwise.