



## HCL Domino Phishing Removal Email Tool *Cybersecurity Software*

### INSTALLATION INSTRUCTIONS

#### Requirements

Desktop platforms:	Windows, macOS, Linux
Desktop software:	Notes 14 and earlier
Server platforms:	Windows, Linux, IBM i, AIX
Server software:	Domino 14 and earlier

#### Instructions for a single Domino mail server install, or Domino point-to-point mail network (no hub)

1. Copy the TOTAL Recall DB using filename **recall.nsf** to the root mail server folder.
2. If you would like to allow **all users** to recall messages (not including phishing), then the **-Default-** ACL Access (or end user access) must be set to: **Author** (+Create documents, +Replicate or copy documents)
3. If you would like to allow **message recall administrators** (i.e. Domino administrators, IT help desk technicians) to **remove phishing** messages, then the administrator's ACL level must be set to either (A) at least **Author** (+Create documents, +Replicate or copy documents) with the [Admin] Role enabled, or (B) at least **Designer**.
4. Open the TOTAL Recall DB on server and click the **Enable Scheduler** button using a Notes ID which is listed in the Domino Directory mail server document security setting **Sign or run unrestricted methods and operations**. Open the ACL in the TOTAL Recall DB and enable the "[Admin]" role for both the Server and the Notes ID which clicked the Enable Scheduler button. The recallers can always read the the phishing removal and message recall requests, but the "[Admin]" role allows reader access to all requests. Note: If for some reason you disabled the scheduler and re-enable it, then you must sign the recall.nsf design again using the Server ID option. If you do not sign the design using the Server ID option, then the Notes ID which clicked the Enable Scheduler button must have at least Editor access with the Delete documents privilege in each user's mailbox.
5. Repeat steps 1 thru 4 above using a TOTAL Recall DB copy (non-replica) for each mail server if you have a Domino point-to-point network (no hub).
6. If you would like to allow **all users** to recall messages (not including phishing)... Instruct users to open the TOTAL Recall DB (recall.nsf), then click the **Recall Message** button when they want to recall a message. NOTE: Message recall administrators (i.e. Domino administrators, IT help desk technicians) can recall a message sent by any user if the Notes ID which opens the TOTAL Recall DB has the "[Admin]" Role enabled or at least Designer ACL Access. The Notes ID must have at least Reader access to the user's mailbox.
7. If you would like to allow **message recall administrators** (i.e. Domino administrators, IT help desk technicians) to **remove phishing** messages... Instruct message recall administrators to open the TOTAL Recall DB (recall.nsf), then click the **Remove Phishing Email** button when they want to recall a phishing message. NOTE: Message recall administrators can recall a phishing message sent by an external user if the Notes ID which opens the TOTAL Recall DB has the "[Admin]" Role enabled or at least Designer ACL Access. The Notes ID must have at least Reader access to the user's mailbox.

#### Instructions for Domino hub-and-spoke mail server network

1. Copy the TOTAL Recall DB using filename **recall.nsf** from your local Notes desktop to the root data folder on the Domino hub server using Notes copy.
2. If you would like to allow **all users** to recall messages (not including phishing), then the **-Default-** ACL Access (or end user access) must be set to: **Author** (+Create documents, +Replicate or copy documents)
3. If you would like to allow **message recall administrators** (i.e. Domino administrators, IT help desk technicians) to **remove phishing** messages, then the administrator's ACL level must be set to either (A) at least **Author** (+Create documents, +Replicate or copy documents) with the [Admin] Role enabled, or (B) at least **Designer**.
4. Open the TOTAL Recall DB on server and click the **Enable Scheduler** button using a Notes ID which is listed in the Domino Directory mail server document security setting **Sign or run unrestricted methods and operations**. Open the ACL in the TOTAL Recall DB and enable the "[Admin]" role for both the Server and the Notes ID which clicked the Enable Scheduler button. The recallers can always read the the phishing removal and message recall requests, but the "[Admin]" role allows reader access to all requests. Note: If for some reason you disabled the scheduler and re-enable it, then you must sign the recall.nsf design again using the Server ID option. If you do not sign the design using the Server ID option, then the Notes ID which clicked the Enable Scheduler button must have at least Editor access with the Delete documents privilege in each user's mailbox.
5. Create a **replica** of the TOTAL Recall DB using filename **recall.nsf** on each Domino spoke mail server.
6. Configure the Domino Directory to **replicate** the TOTAL Recall DB (recall.nsf) every **5 minutes** between each spoke and the hub server.
7. If you would like to allow **all users** to recall messages (not including phishing)... Instruct users to open the TOTAL Recall DB (recall.nsf), then click the **Recall Message** button when they want to recall a message. NOTE: Message

recall administrators (i.e. Domino administrators, IT help desk technicians) can recall a message sent by any user if the Notes ID which opens the TOTAL Recall DB has the "[Admin]" Role enabled or at least Designer ACL Access. The Notes ID must have at least Reader access to the user's mailbox.

8. If you would like to allow **message recall administrators** (i.e. Domino administrators, IT help desk technicians) to **remove phishing** messages... Instruct message recall administrators to open the TOTAL Recall DB (recall.nsf), then click the **Remove Phishing Email** button when they want to recall a phishing message. NOTE: Message recall administrators can recall a phishing message sent by an external user if the Notes ID which opens the TOTAL Recall DB has the "[Admin]" Role enabled or at least Designer ACL Access. The Notes ID must have at least Reader access to the user's mailbox.

**OPTIONAL:** The instructions below enables users to recall messages directly from the Sent View in their mailbox. It requires 1 design element modification in the server mail template. Users can then click a "Recall Message..." button which will appear in their Sent view.

1. Copy the TOTAL Recall DB using filename **recall.nsf** to the root Mail server folder.
2. The **-Default-** ACL Access (or end user access) must be set to: **Author** (+Create documents, +Replicate or copy documents)
3. Open the TOTAL Recall DB on server and click the **Enable Scheduler** button using a Notes ID which is listed in the Domino Directory mail server document security setting **Run restricted LotusScript/Java agents**. The Notes ID must have the "[Admin]" Role enabled in the RECALL.NSF DB. The Notes ID must have at least Editor access with the Delete documents privilege in each user's mailbox. i.e. Administrator Notes ID or Server Notes ID
4. **Copy** the green highlighted LotusScript code below to the clipboard.
5. Open the server's mailbox template, for example, **mail14.ntf, mail12.ntf, mail11.ntf, mail10ntf, mail9.ntf**, and edit the (**\$Sent**) View design element. Create a view action button labeled "**Recall Message...**", delete the default text that appears in the window, then **paste** the LotusScript code from the clipboard. All the user mailbox designs should automatically refresh by default overnight, otherwise, you can force manually from the server console. i.e. LOAD DESIGN -d MAIL

#### Step 4 addendum:

### LotusScript Code: (Action) Recall Message...

Sub Click(Source As Button)

' The RecallFile constant value below must match the TOTAL Recall DB filename

```
.....  
Const RecallFile = "RECALL.NSF"  
.....  
' DO NOT MODIFY CODE BELOW  
Dim ws As New NotesUIWorkspace  
Dim session As New NotesSession  
Dim CurrentDB As NotesDatabase  
Dim db As NotesDatabase  
Dim askme As Variant  
Dim PostDoc As NotesDocument  
Dim ProfileDoc As notesdocument  
Dim ReqDoc As NotesDocument  
Dim Title As String  
Dim CurrentServer As String  
Dim OnlineFlag As String  
Dim Msg As String  
Dim Msg1 As String  
Dim Msg2 As String  
Dim MailServer As String  
Dim item As Variant  
Dim ReqSaveFlag As Integer  
Dim RecallUnread As String  
Dim RecallUnreadFlag As String  
Dim RecallStub As String  
Dim RecallStubFlag As String  
Dim RecallReadersFlag As String  
Dim Recipients As Variant  
Dim RecipientCount As Integer  
Dim SelectedRecipients As Variant  
Dim ritem As NotesRichTextItem  
Dim SelectRecipientsPrompt As String  
Dim result As Variant  
On Error Goto ErrHandle  
Title = "Recall Message"  
Set CurrentDB = session.CurrentDatabase  
Set SentView = CurrentDB.GetView("$Sent")  
Set PostDoc = session.DocumentContext  
CurrentServer = CurrentDB.Server  
OnlineFlag = 1  
If CurrentServer = "" Then  
Msg = "You are using a Local mailbox replica. Outgoing mail must be replicated with your mail server before proceeding." & Chr(13) & Chr(13) & _  
"CONTINUE ?"  
askme = ws.Prompt (PROMPT_YESNO, Title, Msg)  
If askme <> 1 Then Exit Sub  
MailServer = session.GetEnvironmentString("MailServer", True)  
Set db = New NotesDatabase(MailServer, RecallFile)  
If db.IsOpen Then OnlineFlag = 1 Else OnlineFlag = 0  
If OnlineFlag = 0 Then  
Set db = New NotesDatabase("", RecallFile)  
If Not db.IsOpen Then
```

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Msgbox "Please connect to your HCL Notes network before trying to recall a message.", , Title
Exit Sub
End If
End If
End If
If CurrentServer <> "" Then Set db = New NotesDatabase(CurrentServer , RecallFile)
If Not db.IsOpen Then
Msgbox "Message recall database (" & RecallFile & ") not found on your mail server.", , Title
Exit Sub
End If
Set ProfileDoc = db.GetProfileDocument("Server Cookies", "NoCache")
RecallOnceFlag = ProfileDoc.RecallOnce(0)
If PostDoc.HasItem("IVE_MessageRecallDate" ) Then
Msg1 = "The message has already been recalled on " & PostDoc.IVE_MessageRecallDate(0) & "."
If RecallOnceFlag = "No" Then
Msg2 = "Recall message again?"
check = ws.Prompt(PROMPT_YESNO, Title, Msg1 & Chr(13) & Msg2)
If check = 0 Then Exit Sub
Else
Msg2 = "You do not have access to recall the message again."
Msgbox Msg1 & Chr(13) & Msg2, , Title
Exit Sub
End If
End If
Msg = "Some recipients may have already read this message." & Chr(13) & Chr(13) & "Message recall can delete copies of this message in recipient mailboxes." & Chr(13) & Chr(13) & "Are you sure you want to delete copies of this message?"
askme = ws.Prompt (PROMPT_YESNO, Title, Msg)
If askme <> 1 Then Exit Sub
SelectRecipientsPrompt = ProfileDoc.RecallSelectRecipients(0)
Msg1 = "Select recipients to recall from. A message can only be recalled from recipients using HCL Notes Mail." & Chr(13) & Chr(13) & "NOTE: " & Chr(13) & Chr(13) & "Click Cancel to Deselect All recipients. Selected recipients are blue highlighted."
Recipients = Evaluate(@Name([abbreviate]; @Unique(@Trim(SendTo : CopyTo : BlindCopyTo)))) , PostDoc)
If SelectRecipientsPrompt = "Yes" Or SelectRecipientsPrompt = "" Then
RecipientCount = Ubound(Recipients) + 1
If RecipientCount > 1 Then
SelectedRecipients = ws.Prompt(PROMPT_OKCANCELLISTMULT, Title, Msg1, Recipients, Recipients)
Msg2 = "Select recipients to recall from. A message can only be recalled from recipients using HCL Notes Mail." & Chr(13) & Chr(13) & "NOTE: " & Chr(13) & Chr(13) & "Selected recipients are blue highlighted."
If Isnumeric(SelectedRecipients) And ClientType <> "Web" Then SelectedRecipients = ws.Prompt(PROMPT_OKCANCELLISTMULT, Title, Msg2, SelectedRecipients, SelectedRecipients)
If Isnumeric(SelectedRecipients) Then
Msgbox "Message recall cancelled!", , Title
Exit Sub
End If
Else
SelectedRecipients = Recipients(0)
End If
End If
If SelectRecipientsPrompt = "No" Then SelectedRecipients = Recipients
' Recipients names must be converted back to Canonical format for nested group optimization
ProfileDoc.SelectedRecipients = SelectedRecipients
SelectedRecipients = Evaluate(@Name([Canonicalize]; SelectedRecipients) , ProfileDoc)
RecallUnread = ProfileDoc.RecallUnread(0)
If RecallUnread = "Unread only" Then RecallUnreadFlag = "Unread only"
If RecallUnread = "BothRequired" Then RecallUnreadFlag = "Both read and unread"
If RecallUnread = "Both" Then
Msg = "Recall the message even if it has been read?"
askme = ws.Prompt (PROMPT_YESNO, Title, Msg)
If askme = 1 Then RecallUnreadFlag = "Both read and unread" Else RecallUnreadFlag = "Unread only"
End If
RecallStub = ProfileDoc.RecallStub(0)
If RecallStub = "Disabled" Then RecallStubFlag = "No"
If RecallStub = "Required" Then RecallStubFlag = "Yes"
If RecallStub = "Optional" Or RecallStub = "" Then
Msg = " Leave a stub message after the message is recalled ?" & Chr(13) & Chr(13) & "NOTE: A stub message appears in recipient Inboxes which lets them know you recalled the message."
askme = ws.Prompt (PROMPT_YESNO, Title, Msg)
If askme = 1 Then RecallStubFlag = "Yes" Else RecallStubFlag = "No"
End If
RecallStatusRep = ProfileDoc.RecallStatusReport(0)
If RecallStatusRep = "Disabled" Then RecallStatusRepFlag = "No"
If RecallStatusRep = "Required" Then RecallStatusRepFlag = "Yes"
If RecallStatusRep = "Optional" Or RecallStatusRep = "" Then
Msg = "Send a recall status report for each recipient?" & Chr(13) & Chr(13) & "NOTE: The Sender will be notified if recall succeeds or fails."
askme = ws.Prompt (PROMPT_YESNO, Title, Msg)
If askme = 1 Then RecallStatusRepFlag = "Yes" Else RecallStatusRepFlag = "No"
End If
Set ReqDoc = db.CreateDocument
ReqDoc.Form = "Message Recall"
ReqDoc.Status = "Pending"
ReqDoc.RecallOnce = RecallOnceFlag
ReqDoc.RecallSelectRecipients = SelectRecipientsPrompt
ReqDoc.RecallUnread = RecallUnreadFlag
ReqDoc.RecallInboxOnly = ProfileDoc.RecallInboxOnly(0)
ReqDoc.RecallStub = RecallStubFlag
ReqDoc.RecallStatusRep = RecallStatusRepFlag
ReqDoc.PostedDate = PostDoc.PostedDate(0)
If PostDoc.HasItem( "$MessageID" ) Then ReqDoc.MessageID = PostDoc.~$MessageID(0)
ReqDoc.UNID = PostDoc.UniversalID
ReqDoc.RecalledBy = Session.Username
ReqDoc.From = PostDoc.From(0)
ReqDoc.Subject = PostDoc.Subject(0)
ReqDoc.SendTo = PostDoc.SendTo
ReqDoc.CopyTo = PostDoc.CopyTo
ReqDoc.BlindCopyTo = PostDoc.BlindCopyTo
ReqDoc.RequestDate = Now()

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ReqDoc.Recipients = SelectedRecipients
Set rItem = New NotesRichTextItem(ReqDoc, "Body")
Call rItem.AppendDocLink(PostDoc, PostDoc.Subject(0))
RecallReadersFlag = ProfileDoc.RecallReaders(0)
If RecallReadersFlag = "Yes" Or RecallReadersFlag = "" Then
    Dim newValues( 1 To 5 ) As String
    newValues( 1 ) = PostDoc.From(0)
    newValues( 2 ) = "[Admin]"
    newValues( 3 ) = db.Server
    newValues( 4 ) = "LocalDomainServers"
    If session.UserName <> PostDoc.From(0) Then newValues( 5 ) = session.UserName
    Dim readersItem As New NotesItem(ReqDoc, "docReaders", Fulltrim(newValues), READERS)

End If
Call ReqDoc.Save( True, True )
ReqSaveFlag = True
PostDoc.IVE_MessageRecallDate = Now()
result = Evaluate(|@Adjust(@Now; 1; 0; 0; 0; 0)|, PostDoc)
If Not PostDoc.HasItem("ExpireDate") Then PostDoc.ExpireDate = result(0)
Call PostDoc.Save(True, True)
Print "A recall request has been sent."
If OnlineFlag = 0 Then
    Msg = "Message recall request sent, however, Message recall database on Local workstation must be replicated to mail server. Establish HCL Notes network replication."
    askme = ws.Prompt (PROMPT_YESNO, Title, Msg)
    If askme <> 1 Then Exit Sub
    Call db.Replicate(MailServer)

Else
    MsgBox "A recall request has been sent." & Chr(13) & Chr(13) & "If you asked for recall status reports," & Chr(13) & "HCL Notes will send you a report for the status of the recall request."

End If
Call ws.ViewRefresh
Exit Sub

ErrHandle:
Select Case Err
Case 4060 : MsgBox "You do not have access to the Message recall database.", , Title
Case 4000 And ReqSaveFlag : MsgBox "Message recall request will activate within 5 minutes.", , Title
Case 4000 And Not ReqSaveFlag : MsgBox "Message recall request not sent since wrong access to message recall database." & Chr(13) & "Minimum ACL Access is required for Message Recall.", , Title
Case Else : MsgBox "Error" & Str(Err) & ": " & Error$
End Select
Exit Sub

End Sub

```

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Prices for this product are listed on our web site. We accept all major credit cards and company checks. Additional charges apply for shipping & handling and international checks. Payment options are listed below.

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## Technical Support



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