



MessageWare's AttachView and SessionGuard Help G8 Summit Planners Meet Rigorous Email Security Requirements



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Industry:
IT Services

Challenge:
Enforce strong Outlook Web Access (OWA) security measures during pre/post event planning

MessageWare Products:
AttachView
SessionGuard

Key Benefits:

- Enable company to secure email attachments
- Secured and further prevented the reuse of login credentials

■ CHALLENGE

Even in the best of times, a summit involving the leaders of the world's major industrial democracies would be a security challenge. Add in the current state of geopolitical affairs, and the task becomes truly formidable.

Dataprise Inc., an experienced enterprise network services provider practicing in the mid-Atlantic region, was contracted by the U.S. government to design and build the data networks for the 30th G8 Summit. The G8, comprised of Canada, France, Germany, Italy, Japan, Russia, the United Kingdom, and the United States, meets once a year to discuss a wide range of international economic, political, and security issues. The conference, to be hosted by President Bush, would test the ability of planners to implement the most stringent security requirements in the history of the event.

To support the G8 Summit Planning Organization's (SPO) email needs, Dataprise was charged with building an email network based on Microsoft Exchange. The network leveraged Microsoft Outlook Web Access (OWA) to give SPO planners send/receive capability from any web browser. This go-anywhere convenience, however, required additional security measures to ensure confidentiality.

"Nearly 400 SPO professionals were involved in logistics and event planning," said Dwight Dougherty, Dataprise Senior Network Engineer and project manager for the G8 assignment. "These people are constantly on the go, sharing highly sensitive information such as itineraries, transportation routes, and briefing documents."

When OWA users open file attachments, the documents are left behind, stored in the web browser's file cache. This cache and the information stored within can be accessed by all users, even after the original user has logged off of their OWA web session. Dougherty and his team realized they needed to protect the integrity of the SPO's extremely classified work.

■ SOLUTION

Dataprise chose two products from MessageWare to protect the confidentiality of documents and files, as well as to secure access to OWA sessions: AttachView and SessionGuard.

"We had used other MessageWare products in the past and knew the company had dependable OWA enhancement solutions," Dougherty said. "We looked at other alternatives, but became convinced MessageWare had the combination of features and pricing we needed."



“AttachView and SessionGuard provided the assurance we needed to limit our security risks. The solutions are transparent, with no performance penalty. Our users were able to work uninterrupted, and that’s what was important.”

Dwight Dougherty
Senior Network Engineer

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Microsoft
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■ SOLUTION CONT'D

AttachView overcomes OWA’s file attachment caching by automatically converting email attachments into secured web pages (non-cached HTML files). “AttachView also adds convenience by enabling users to quickly and easily view and print over 200 types of attachments without needing the associated application,” notes Mark Rotman, President of MessageWare. “Microsoft Office and Adobe Acrobat PDF files, for example, can be instantly opened and viewed from the user’s web browser.”

SessionGuard, the other Dataprise choice, prevents intruders from reusing the logon credentials stored by the web browser that could potentially allow a hijacked OWA session. “SessionGuard includes a handy time-out feature,” Rotman added. “This ensures the Outlook Web Access session is terminated even if the individual walks away or forgets to log off.”

Dougherty and his team found the MessageWare staff helpful during deployment. “Our email networks needed to be up and running very quickly,” he stated. “AttachView and SessionGuard installed in just minutes. And when we encountered a few minor conflicts between Exchange, RSA Secure ID, and the MessageWare products, the MessageWare staff worked diligently with us to create a hot fix for the problem.”

■ RESULTS

Even before looking for a solution, Dataprise was aware that security restrictions are not popular with most users. “That’s why we’re here, “Dougherty points out,” to design and install something they’ll actually use.”

While the data networks built by Dataprise were not considered matters of national security, secrecy was nonetheless imperative. Emails and files were being passed that discussed movements and schedules for government leaders, making strong security essential.

Dataprise felt AttachView and SessionGuard for OWA were excellent choices to achieve the firm’s security protection goals, not only due to the quality of the products, but also for the excellent support MessageWare provided.

■ ABOUT MESSAGEWARE

MessageWare is the world’s leading provider of enhancement and security solutions for Microsoft Office Outlook Web Access (OWA). Our award-winning solutions include ActiveSend, AttachView, NavGuard, Plus Pack, SessionGuard, TimeGuard and CalendarShare. These products are also available bundled together in the OWA Suite.

Founded in 1993, MessageWare is a Microsoft Gold Certified Partner and a Global Exchange ISV. Thousands of the world’s most successful organizations use MessageWare’s OWA solutions to enhance and secure their production email environment.