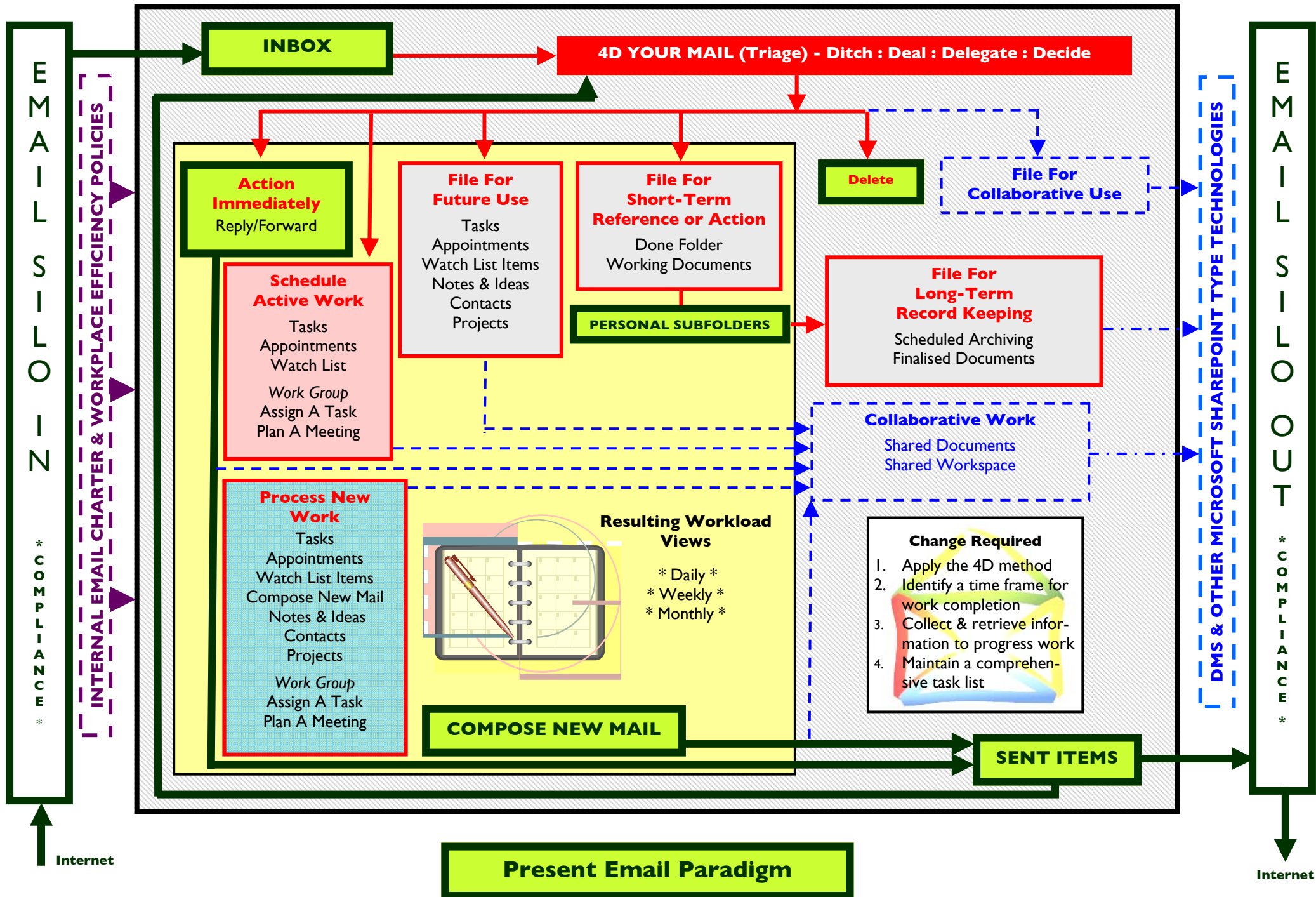


Workflow Management at the Enterprise Level





Purpose

This document was prepared to answer any questions that you might have in relation to security, compliance and standard installation routines when implementing Orla in your organisation.

Security

From an Outlook security perspective, Orla is implication-neutral. Our C++ COM Add-in works to manipulate the existing functionality – there is no additional functionality requiring users to leave the Outlook environment and no external or third party programs are loaded along with Orla.

We do however load *Redemption*. Redemption is a small tool that allows us access to some functions in Outlook that are not exposed by the Outlook Object Model. This does not pose any security threat to your systems. Please see the section below on Redemption for further information.

Compliance

We build our products to work with the latest Office Service Packs from Microsoft. In this respect, the installation of Orla serves to assist in ensuring that your Office software is fully patched and up to date.

Orla is also packaged with training on working with email effectively. This way, although you have to roll out a new software package, you are reducing the amount of email stored in the networked environment. This means less storage space with correspondingly less administration of that space.

About COM Add-ins for Outlook

COM Add-in is an Office feature first implemented in Office 2000. The architecture is supported by all Office programs, including Outlook. COM Add-ins run in-process with the host program, so that custom code runs faster than code implemented by VBA.

The basic COM Add-in architecture is consistent across all Office platforms, whereas in previous versions of Office, each program had its own Add-in architecture.

It is not possible for COM Add-ins to send mail that has not been authorized by the user. Everything that happens within the functionality of the COM Add-in has to pass through the Outlook Object Model. This means that if Outlook thinks that the mail is suspicious in any way, it will prompt you that such an action is occurring.

Versions Available

Orla is available for Microsoft Outlook 2003 (SP1 or later) and Outlook 2007 and is compatible with both the Microsoft XP and VISTA operating systems.

About Redemption for Outlook

Redemption is a regular COM library; once registered on the system, it is accessible to any programming language (VB, VBA, VC++, Delphi, etc). Redemption uses Extended MAPI to duplicate the functionality blocked by Outlook and Office Object Models. All Redemption objects have Item properties which are set to an Outlook item. Once set, you can access any properties and methods, both blocked and not blocked. For the blocked properties and functions, Redemption objects bypass the Outlook object model and behave exactly like Outlook objects. For the properties and methods not blocked, all calls are transparently forwarded to the Outlook objects that are assigned to the Item property.

For more information, please visit: <http://www.dimastr.com/redemption>



Support Issues

For issues concerning Orla we have a variety of ways users can obtain support. None of these methods will place extra strain on the IT support systems of your organisation.

We have a large knowledgebase that contains interactive movies and tutorials that not only help in times of trouble, but also teach and refine the users' skills in terms of using Outlook and Orla. There is also a support ticketing system that is used when a specific answer is required. This system is monitored 24 hours a day, and responses are logged and tracked. You can find this by visiting our Helpdesk at: <http://support.orla.org>

The supported use of this system by your IT Department will ensure that the load on YOUR support department is lessened in terms of supporting Outlook generally and email specifically.

Installation & Un-installation

A. InstallShield

Orla uses world class installation software routines, managed by Installshield. This ensures that our intellectual property is protected whilst also protecting our end users by ensuring that they are shielded from unsafe applications.

For more information on the Installshield Software, please visit:

http://www.macrovision.com/products/flexnet_installshield/installshield/

B. MSI Roll-Out Package

We have also developed a corporate implementation methodology in the form of an MSI package. This is available to all of our corporate customers to enable them to install via a Group Policy. This cuts out the burden of installing the software on each machine individually and allows client network administrators full control over the distribution at the admin level.

For more information on MSI packages, visit:

http://www.microsoft.com/windows2000/community/centers/management/msi_faq.msp

C. Support for a Citrix Based Environment

Orla is available for deployment via Citrix. A customized Citrix roll-out and user administration module allows our client Citrix administrators to decide which users access Orla and which do not. The Citrix supported version of Orla is also available for distribution via InstallShield or MSI Roll-Out packages.



Licensing and IP Protection

Licensing is based upon concurrent users.

Orla deploys a stand-alone internal encrypted licensing module system to determine its own licensed status. An individually encrypted license file key is imported separately into Orla either during or after installation to unlock the application for longer than the provided 30 day trial period. Upon importation of the license and depending on the type of license agreement entered into the license file will unlock the Orla application for the number of users and subscription time purchased.

Each Orla license key file is multi-versatile allowing the unlocking of a single Orla installation right up to large multi-user MSI based role outs utilizing a single license file for one-time network distribution.

There are three types of Orla Licenses available:

- The Orla Trial License – upon the initial installation of Orla the application is restricted to pre-defined Orla trial functionality. Orla installations running under the Trial License will not have access to Orla's 'Tmail' or 'Projects' functionality together with having diminished 'Contacts' module functionality. The Orla Trial License is only valid for 30 days from the date of first install. After the trial period has expired the user must contact Orla to get either an extended Trial period or subscribe to a license agreement.
- The Orla Express License – Express licenses avail Orla users with the same functionality available in the Trial version but is instead under a licensed subscription without the 30 day expiry restrictions. All of Orla's main functionality is available except that users do not have access to Orla's 'Tmail' or 'Projects' functionality and have diminished 'Contacts' module functionality.
- The Orla Premium License – All of Orla's functionality is available to the user with no restrictions added. This is the Enterprise version of Orla.

For large organizations wishing to utilize server based licensing Orla can offer two solutions. Orla licensing can be configured to run with already existing licensing servers allowing Orla to interact with the client's own internal licensing systems ensuring real-time license validity. Or alternatively, Orla has its own centralized public licensing server which the Orla application's license module can resolve against in order to determine updated subscriptions and additional user purchases.

Use of Orla is subject to the terms of the software license – please see schedule 1 for details

Program Information

Orla does not store any information locally or remotely that is specific to each user. Therefore, there is no need for any Program Files to be backed up. In the event that you need to Un-Install or Re-Install, no personal information will be lost.

Simply run the setup file and start using Outlook in the same way.



Schedule 1 – Orla Software license

End User Subscription & License Agreement

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