



iQ.Suite WebCrypt FAQ

- Email encryption for everyone -

FAQ

- Is the password sent to the same email address?
That is not absolutely necessary. As an alternative, it can be sent to the sender of the WebCrypt email or to any other defined email address. Or it can be given by telephone.
- Is it possible to configure the complexity of the password?
Yes, regarding the use of capital letters and the length, for example.
- Is it possible to save the WebCrypt email in Outlook?
Only in its original encrypted form, that is, as an encrypted attachment.
- Can the email be stored outside of the mail client?
Yes, locally in the file system via the WebCrypt interface. Also separately as a zip file or attachments.
- Is the email unencrypted when it is stored locally (in the file system)?
Yes, however, it is not stored as the original email (see previous question).
- Can the language be selected in advance for all recipients?
Yes, the configuration options are German and English.
- Can archived emails be viewed by auditors?
The sender can do this with the iQ.Suite archiving solutions.
- Are file attachments also encrypted?
Yes.
- Is it possible to attach files to the reply email? Or is it possible to work on the attachment and then reply?
Attachments are possible, as is using modified attachments.
- Is the reply to a WebCrypt email unencrypted?
The reply is protected with TLS-Connect or SSL.
- Are performance problems likely to arise if the SQL database is not installed on the WebCrypt server?
We are not aware of any problems.
- Which ports need to be enabled externally on the WebCrypt server?
Externally, only 443, https TLS is required.
- Which version of SQL is used?
The following databases are currently supported: MySQL 5.1, MS SQL 1.2, Oracle 10.2, Postgre 8.2. Additional driver packages can be installed if required.

- The WebCrypt server is located in a DMZ. Can that only be implemented in the user's own data centre?
The solution can also be hosted as an alternative. We have the appropriate scenarios and have already implemented this.
- How do customers send me secure emails?
Via a reply to the original WebCrypt email. There are currently plans to allow customers to send the first email securely.
- How should the WebCrypt server be scaled? How many users make it worth having more than one server?
That depends on the type and quantity of the emails sent, particularly the bandwidth and/or the size of the attachments. This can be clarified in the introduction to the solution. It is also advisable to have more than one WebCrypt server to improve availability of the system or to enable load distribution.
- Is it possible to integrate WebCrypt on the same Notes server?
Only if the Notes server runs on Linux.
- How does licensing work?
On the basis of the mail system users or the number of emails.
- Can emails sent to the DMZ be encrypted?
The connections are generally protected at all times (https, SSL, TLS).
- How has WebCrypt been implemented in the banking environment?
Please see this user report for some helpful information:
www.gbs.com/share/pdf/references/en/SuccessStory_SK_Rhein-Nahe_en.pdf
- Does the WebCrypt backup contain the database or just the configuration?
It can be configured, where the database, CI adjustments and system data are concerned, for example.
- Is it a problem to encrypt emails with umlaut characters?
No.
- Are emails always sent with the same sender address?
No, it is always possible to see individual senders.
- Are all the emails from a user automatically encrypted, or can the sender choose?
The iQ.Suite rules allow this to be a flexible setting. For example, users can also control this with a code word in the subject line of the email.

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