

One of the keys to any successful file transfer, exchange, and send application is the mail notification system. FileGenius is no different in that regard. If your organization is setting up a trial of a FileGenius site or has just purchased a FileGenius site it's important to note and/or implement the following about the mail notification function:

- The notification emails are PHP-generated, and auto-source from the Send Mail function embedded in our RedHat Linux EL5 OS configuration on one of our secure servers hosted in a fully-secure facility. The messages are sent via TLSv1, 256-bit. No client certificate is required, of course.
- The messages are multipart or dual mime and deliver both plain text and HTML-based messages. All relevant elements of the full header, the subject, and the body of each notification message has been carefully constructed to avoid all known SPAM or Junk filter triggers. We typically score mid- to high-negative on all commonly used SPAM filter systems available to the enterprise, including Bayesian auto-learn systems.
- No files or other types of attached entities are transmitted save for the message contained in each of these files and/or the secure links which give access to intended files on the system. Viruses and other aberrations are carefully scanned for on the originating server. There is no POP/IMAP or SMTP function on the originating server.
- The base notification address is "notification@appliedanswers.com." This address should be whitelisted or authorized appropriately in your mail system or notification will not take place. This address will be the "From:" address for first-time, basic events such as the successful setup of the site itself or other basic, site-wide events.
- Secondary notification, which covers specific user events such as uploads, downloads, direct send receipts, etc., will have as their "From:" address those addresses of the users as they were indicated when the user was added to the system.

Just as it's very important to be sure that your systems whitelist the base notification address (above) it's equally important that clients, customers, and other associates who may need to receive these notifications as a result of being users on your FileGenius site also are aware of the need to see that various domains or addresses are whitelisted or authorized for their respective systems. While we are well aware that you and your organization cannot control this aspect of the system it is definitely in your organization's best interest to at least pass along the information above, if only to insure that you realize the full potential and benefit from using FileGenius with clients, customers, and associates.

If there are any urgent questions or needs please contact Keith Bumgarner, fkf@appliedanswers.com, 888.753.2245, extension 706. You may also direct less urgent inquiries to support@appliedanswers.com and we will respond to your needs promptly.