



Dualog Connection Suite

Release information – version 2.36


What's new?

Dualog – Product Management Department

22 September 2017

How Dualog delivers Connection Suite Services

Services delivered through “products”

dualog[®] connection suite[™] CLOUD	dualog[®] connection suite[™] SHIP	 Crew Connection App NEW	Connection Suite Office NEW
<p>A sophisticated suite of servers and applications hosted in state-of-the-art, redundant datacentres (the “Dualog Cloud”). It also contains the Customer Portal (https://dualog.net), where all the administration is done.</p>	<p>A built-to-purpose collection of software that delivers all the Connection Suite services to the onboard environment. It’s composed by software developed by Dualog and third-party components. Connects to the Connection Suite Cloud.</p>	<p>Focused on your end-users onboard vessels equipped with Connection Suite Ship. Current version with logon and quota functionality for BYOD on the Crew Network.</p>	<p>The old “Address Book Replicator” is being relaunched, and will potentially have new data synchronisation features integrating office (shore) to Connection Suite Cloud and, from there, vessels. Currently provides Address Book replication.</p>

Connection Suite Ship 2.36

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SHIP

Highlights

- New webmail (see separate slide)
- New dedicated Windows service for File Transfer
- New LDAP functionality (Address Book), with additional fields and allowing add, modify and delete functionality
- User Groups added to Address book
- Bug fixes and performance improvements in IMAP
- New OS Requirements: minimum Windows 7 Professional SP1 (32 and 64 bit), up to Windows 10 Professional and Windows Server 2016 (both only 64bit)

Connection Suite Cloud 2.36

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CLOUD

Highlights

- New email filtering, with much improved spam and malware detection (*see separate slide*).
- New LDAP functionality (Address Book), with additional fields and allowing add, modify and delete functionality
- New, secure LDAP data integration via webAPI

**New webmail in an upcoming release*

NEW

Connection Suite Office 2.36

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OFFICE

Connection Suite Office is a new product, responsible for reading Exchange or any other LDAP-capable address book for automatic replication to Connection Suite Cloud and Ship.

This product fully replaces the 2.25.000 version of the Dualog Address Book Synchronizer. The old version will remain in support for now, but new installs should use the updated version.

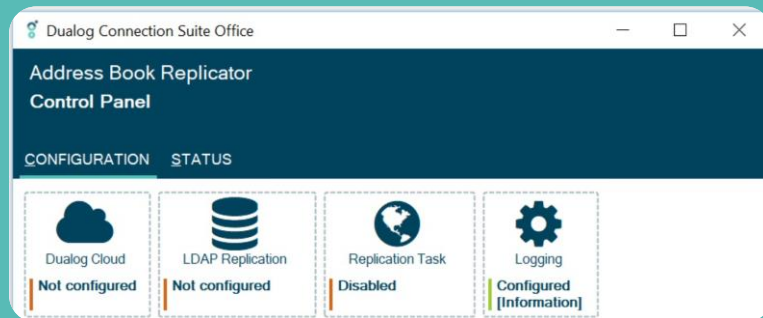
Security

The contact information replication now uses TLS enabled WebAPI-calls for data transfers. E-mail is no longer used for any data transmission.

New Fields

The replicator is now capable of reading a large set of properties from Exchange/LDAP, and not only email addresses.

New product



NEW

Connection Suite Crew Connection App 1.0

New product



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CONNECTION APP

Dualog Crew Connection app is a new product, focused on the people onboard – our largest user base. It works hand-in-hand with our Crew Services, in particular Internet access – with or without Quota.

(It requires at least Connection Suite Ship 2.34 and user accounts to logon)

Logon:

Using the app, the user onboard can logon to the Internet without having to open the captive portal.

Quota administration:

The user have a complete overview and control of their usage, both on data and time. The carrier used is also visible. It's also possible to see and control how many devices are logged on, so no data is used without knowledge.

And finally, users can change their passwords.

Available now in your app store.



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New webmail (Connection Suite Ship)

More details

- Much better search! It's now possible to search across multiple folders and limit the search to a time frame.
- Much better address book! We've added support for groups in the ship- and company-address books, and multiple new fields – phone numbers, address and free-text information fields. It's now also possible to edit contacts if the user has write permission.
- When composing messages, it is possible to “pop out”, enabling support for writing multiple messages at the same time.
- If internet access is available from the Dialog PC, it is now possible to use Google's spell-checking directly from the webmail interface when composing messages.
- Import/export of IMAP messages (Mbox and Maildir supported)
- Import/export of address book entries (vCard supported)
- Support for handling of “mailto://” links directly from the webmail
- Login Screen
The webmail comes now with a separate special log-in screen. It can be found under “/webmail” from the Dialog PC's web-server. New features there include:
 - “Remember me” – Save the session in the browser
 - Stationary users are now allowed to log in using a partial user name. I.e. a user called “master.ship-name@company-domain.com” would be allowed to log in using just “master”



New email filtering

Safer emails

What has been added:

- Multiple state-of-the-art virus scanners, constantly online updated, scanning attachments even inside archives (like zip and all common types).
- Advanced phishing detection engine
Detection based on “cloud intelligence”
Self-learning patterns
Sophisticated rating engine
- Multi-layered anti-spam
Self-learning algorithms
Detection based on “cloud intelligence”
- Advanced attachment and content filtering
Verifies file types and contents within files, calibrated to maritime shipping.
Personalised rules possible to cater for specific customer needs (allow/block certain file types)
- Advanced monitoring and machine-learning providing early detection of anomalies and proactive support.

What happens to an email being processed? Check next page.



New email filtering

What happens to emails

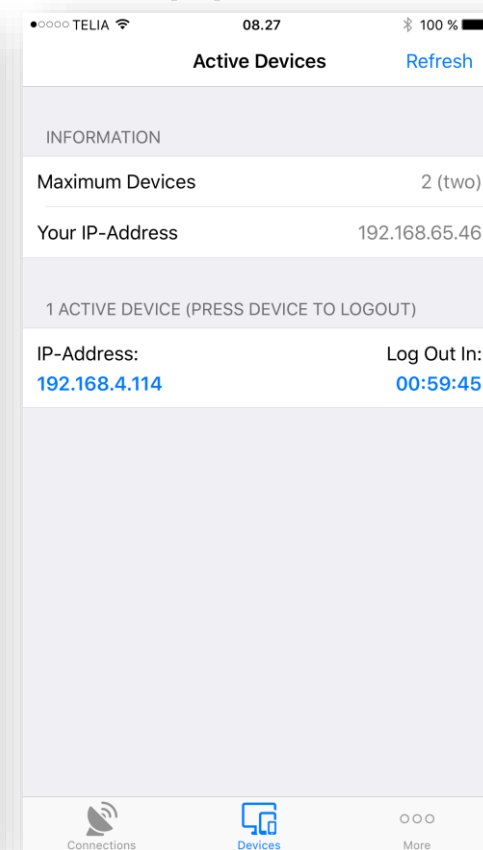
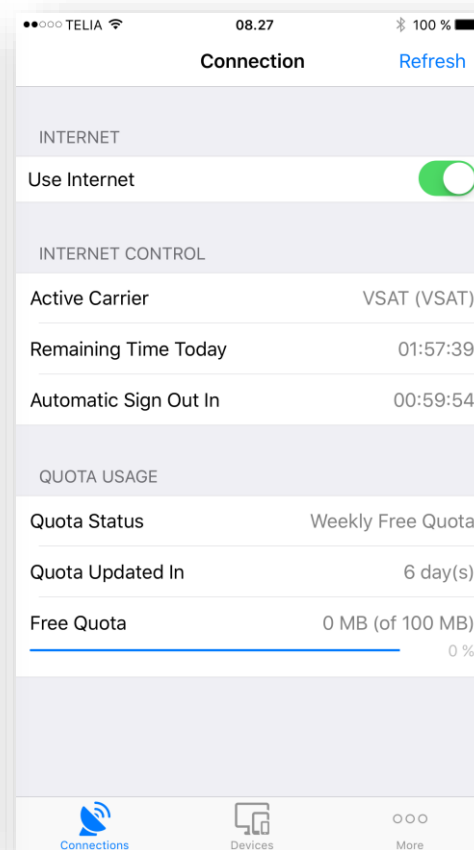
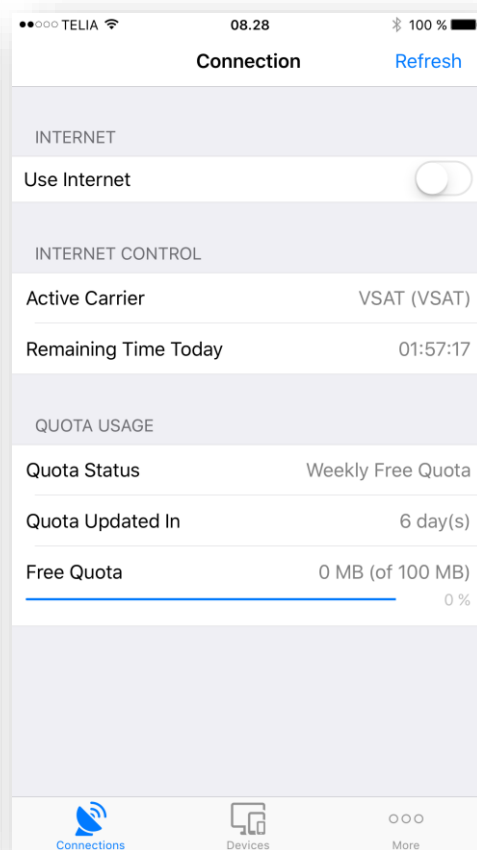
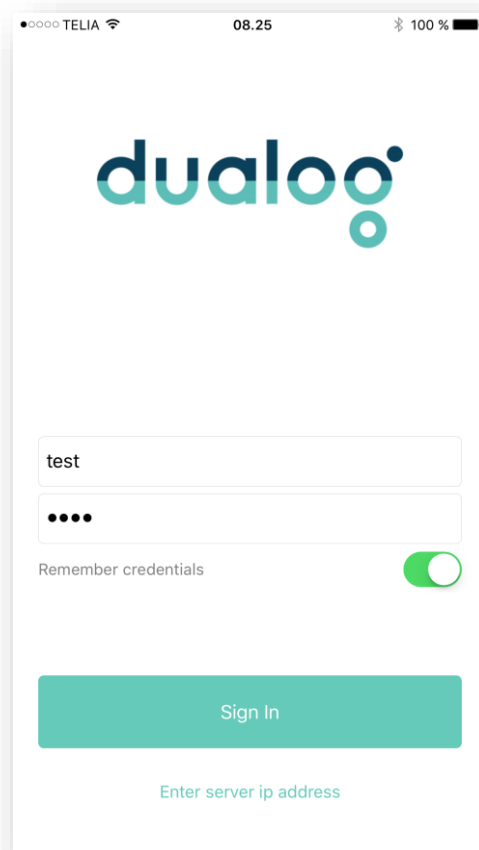
Connection Suite Email Filtering action matrix (2.36)

Content	Result of analysis	System action	User action
Virus	Detected or suspected	Delivery suspended, recipient notified	Ask Dualog Support to manually release (see page 4)
Spam	High score, detected	Delivered with {SPAM!} in subject line	Ignore or delete tagged messages locally
	Low scores, suspected	Delivered with {SPAM?} in subject line	Ignore or filter tagged messages locally
Phishing	Detected	Delivered with inline warning	Do not click highlighted links (see page 5)
	Suspected	Delivered with inline warning	Exercise caution when clicking highlighted links (see page 5)
Attachment	File name or file type not allowed	Suspended, recipient notified	Ask Dualog Support to manually release (see page 6)

Crew Connection App

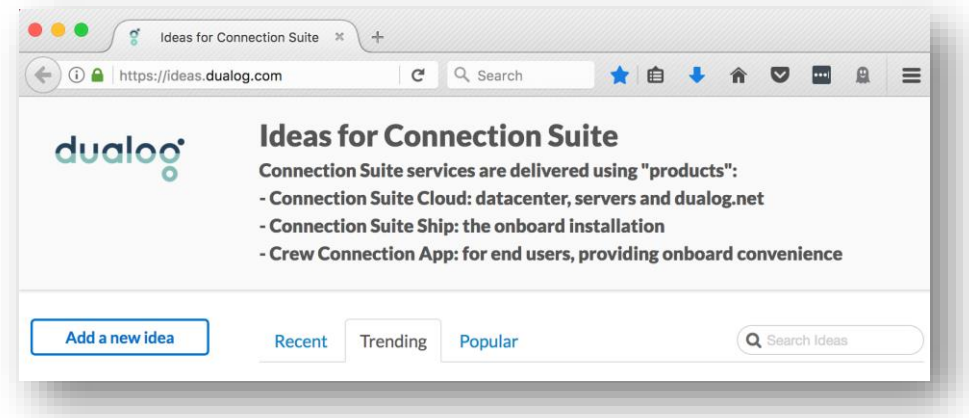


Main screens (search for "Crew Connection") in your app store



Ideas Portal

How to provide product feedback



In the [Ideas Portal](https://ideas.dualog.com) you can write your suggestions (or even eventual bug reports) and vote for others' ideas, helping us prioritise the features that are most important.

Not all ideas can be developed as features but every idea will be carefully analysed and given feedback, whatever the case. How to access? <https://ideas.dualog.com>

- Ideas entered will only show in the portal after being reviewed by us
- Bug reports might not be shown even after reviewing, for security reasons (but feedback always provided by email).

** Remember that support cases should not be entered in the ideas portal.
Our experts are 24x7 with you on support@dualog.com*



Dualog Connection Suite

Fundamentals

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Dualog Connection Suite is a set of services delivered via a few “products”. The services are selected by the customer, on a per-vessel basis. In case your company do not yet use all services, please contact our Customer Care department and book a demo.

Each Connection Suite release can include one or more “products”. For example, Dualog has more frequent releases of Connection Suite Cloud and fewer new versions of Connection Suite Ship, mostly due to the complex deployment in the user base (we usually group as many new developments as possible before release). Because of that, Connection Suite Ship can skip some version numbers.

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Dualog Connection Suite

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Fundamentals

Connection Suite Cloud is always in the latest version. Many Dualog Connection Suite services can only be delivered if both Connection Suite Ship and Connection Suite Cloud are in the same version.

Should Connection Suite Ship be always updated? *Yes.*

When Connection Suite Ship is not updated, users onboard miss many improvements and have to cope with already resolved bugs, which also causes more frequent support cases. And it limits our capacity of innovating even more, as we must keep Connection Suite Cloud backwards-compatible with very old versions of still running Connection Suite Ship.

As part of standard product maintenance, Dualog will cease support for older versions of Connection Suite on a progressive basis.

From January 2018, Connection Suite Ship installations older than 2.26 will no longer be supported.

Please start planning the upgrades.

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Please contact support to
coordinate your upgrades

support@dualog.com

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