Safeguard Send Core

An Outlook Add-In by Sperry Software

Differences between Safeguard Send Core and Safeguard Send for Microsoft 365

Both Safeguard Send for Microsoft 365 and Safeguard Send Core prevent users from making critical outgoing email mistakes.

However, there are also some differences, and this document helps to clarify what features and limitations are in each version.

In the table below, we refer to Safeguard Send for Microsoft 365, our flagship product, as **SS365**. We refer to Safeguard Send Core as **SSC**.

Version/Feature	SSC	SS365
Warn when sending outside the company	X	X
Warn when sending to more than N recipients	X	X
Warn when sending with more than N attachments	X	X
Warn when sending to recipients in certain domains (e.g., gmail.com, hotmail.com, etc)	X	X
Warn when replying to all	X	X
Warn when sending to recipients in two or more domains		X
Works with both messages and meeting invites	X	X
Warning prompt shows external email addresses	X	X
Warning prompt shows attachments names	X	X

Warning prompt has customizable text	X	X
Warning prompt can use your corporate logo		X
Warning prompt shows each recipient in a grid		X
Warning prompt can remove recipients and/or attachments		X
Warning prompt button text is customizable		X
Access to a dashboard for centralized control	X	X
Management reports for better insights		X
Works in traditional Windows desktop Outlook (Version 1910 (Build 12130.20272) or later		X
Works in traditional Windows desktop Outlook (Version 2206 (Build 15330.20196) or later)	X	X
Works in modern UI Web browser	X	X
Works in classic UI Web browser		X
Works in new Outlook on Windows	X	X
Works in Mac (Version 16.47) or later		X
Works in Mac (Version 16.65.827.0 or later)	X	X
Works in iOS		
Works in Android		

Notes:

1. With both SSC and SS365 if the rule is violated (for example, if there are external recipients), the warning prompt is shown and the user decides whether to send or not. In other words, the rules are evaluated in order, and once a rule is violated, the display of the prompt text for that rule occurs and the user is given the opportunity to send the email or go

back and revise it. After that, no other rule conditions are evaluated (unless the user chooses to revise the email, then send it again – in that case all the rules are evaluated again).

2. SSC only shows recipient email addresses in the External Recipients Warning prompt and in the Restricted Recipients Warning prompt. SS365 always shows recipient email addresses *and* attachment names.

3. SS365 and SSC can be purchased via Azure Marketplace and installed by your administrator using Microsoft Admin Center via a manifest file. Alternatively a quote/PO/invoice process is available as well, but is more expensive.

4. SSC only has a standard Office prompt (but the prompt text is customizable). SS365 is fully customizable HTML. Only the *dialog window* title is not customizable (not the prompt title, which is customizable in all versions).

5. When using SSC, the warning prompt displays the first 5 external email addresses and then appends "…and others" if necessary. SS365 displays many more (up to 25).

6. SSC can be configured to trigger on emails sent with Simple MAPI. See <u>Handle OnMessageSend and OnAppointmentSend events in your Outlook add-in with Smart Alerts - Office Add-ins | Microsoft Learn</u> on how to do this. This feature is only available in SSC (which uses Smart Alerts technology from Microsoft) and not SS365 (which uses on-send technology).

Limitations of Safeguard Send Core

There are several important limitations present in Safeguard Send Core. This is because the underlying technology used by this add-in is called *Smart Alerts*, and Microsoft imposes several restrictions. By contrast, Safeguard Send for Microsoft 365 uses a Microsoft technology called *on-send add-ins*.

The limitations of both Safeguard Send Core and Safeguard Send Core Plus:

1. Buttons are not customizable and always say "<u>S</u>end Anyway" or "<u>D</u>on't Send"

2. The dialog's title bar cannot be changed. The add-in's name is always displayed there.

3. The message's format cannot be changed. For example, you can't change the text's font size or color. Some basic HTML elements are available but out only appear when using Outlook on the Web or new Outlook. Classic desktop Outlook on Windows always displays plain text.

4. The dialog options cannot be changed. For example, the Send Anyway and Don't Send options are fixed.

5. The text and options that appear in the timeout and long-running operation dialogs are provided by the Microsoft 365 system and can't be changed.

6. SS365 works on the classic UI Web browser; all versions work on the modern UI Web browser (see https://learn.microsoft.com/en-us/office/dev/add-ins/outlook/smart-alerts-onmessagesend-walkthrough?tabs=xmlmanifest#limitations).

    a. For Exchange 2016 and Exchange 2019 on premises:

        i. For SS365 see <u>On-send feature for Outlook add-ins - Office Add-ins | Microsoft Learn</u>

        ii. For SSC see <u>Handle OnMessageSend and OnAppointmentSend events in your Outlook add-in with Smart Alerts - Office Add-ins | Microsoft Learn</u>

7. Similar to SS365, no version works on phones, neither iOS nor Android (note: at least not yet – Microsoft promises that they are working on this feature).

8. Some rules cannot be applied to SSC, for example the ability to warn when sending to two different companies in the same email.

9. Finally, Microsoft has its own list of differences between Smart Alerts and on-send add-in. See https://learn.microsoft.com/en-us/office/dev/add-ins/outlook/onmessagesend-onappointmentsend-events?tabs=windows#differences-between-smart-alerts-and-the-on-send-feature for more information.