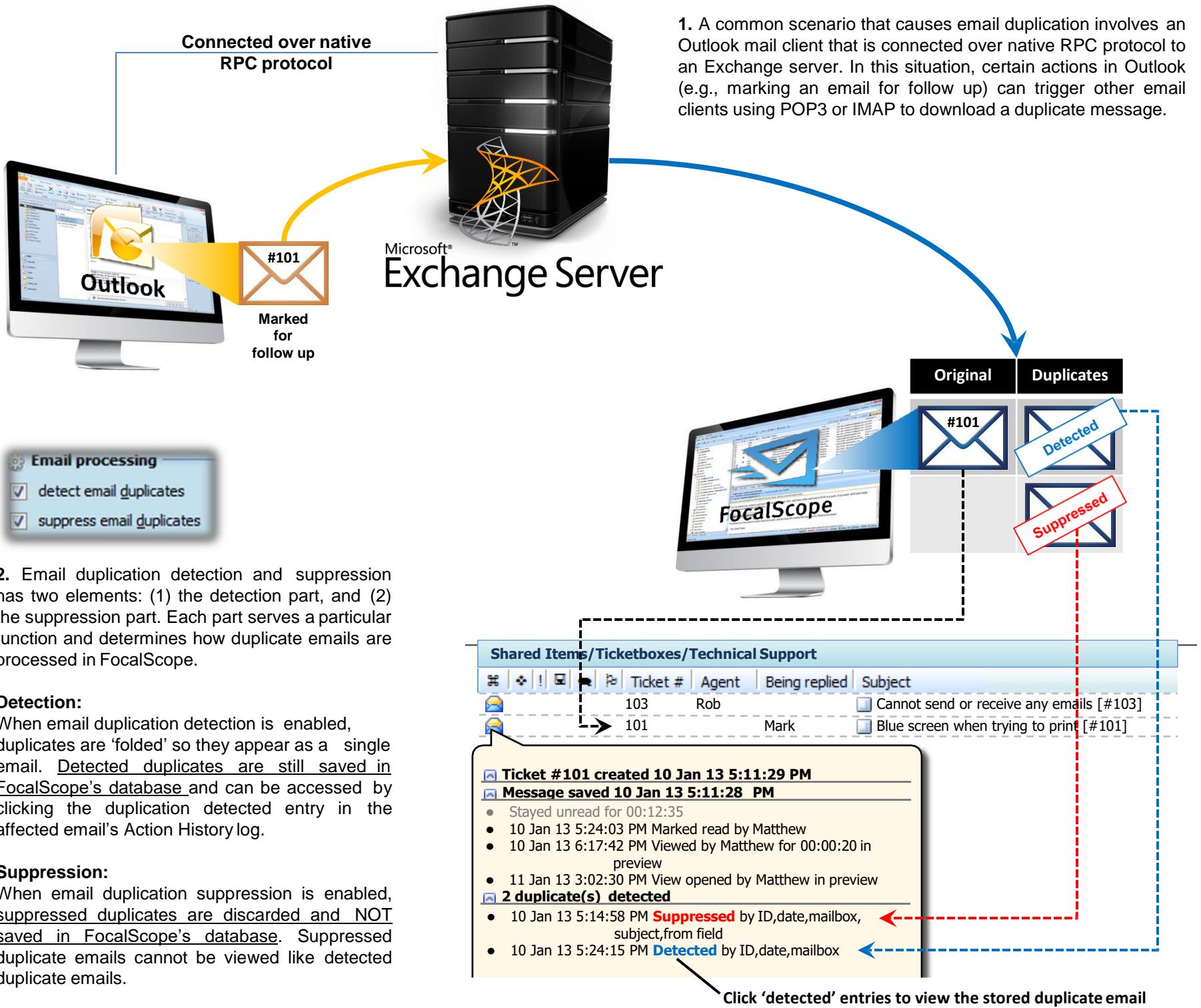


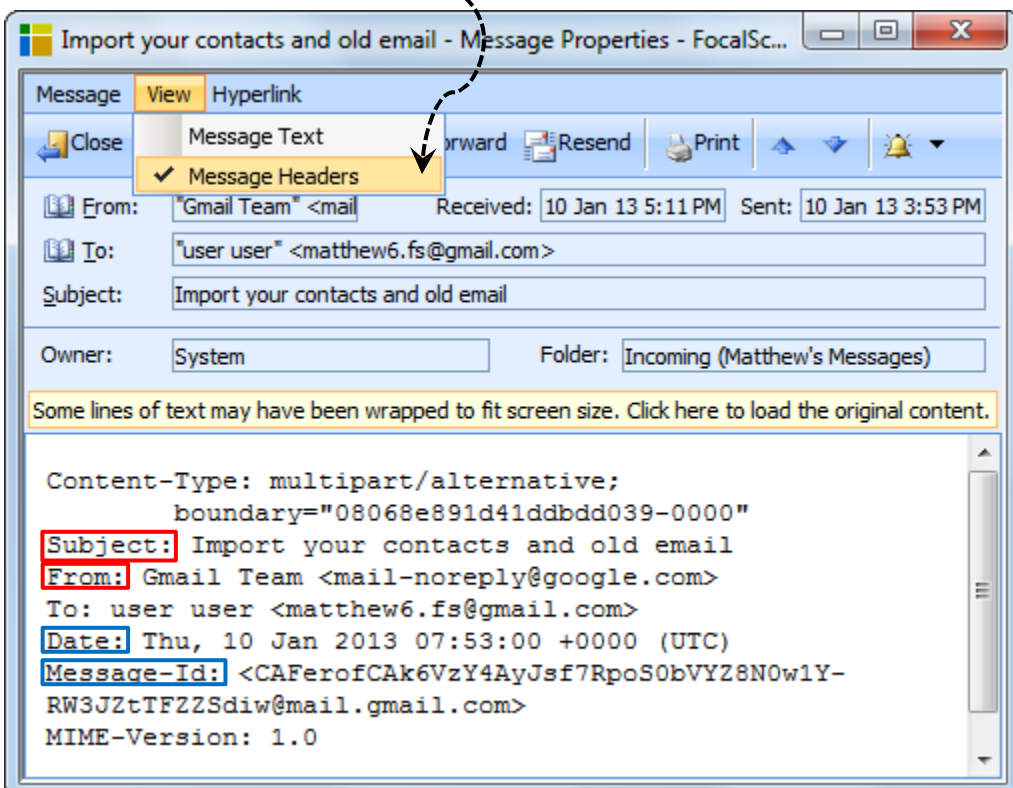
FocalScope Diagram

A common cause of email duplication

Email duplication is a somewhat uncommon but noticeable occurrence for new FocalScope users. This diagram aims to visually and logically represent one of the conditions that causes email duplicates, as well as the built-in functions FocalScope has to effectively deal with the issue. FocalScope uses several criteria to determine if a message is indeed a duplicate. The system is so tuned that only superfluous duplicates are discarded and logged and only if they are received through the same email account in FocalScope. FocalScope can be configured detect duplicates and / or suppress (discard) them.



Viewing email headers (only works for incoming emails)



Duplicate detection and suppression criteria

3. For emails to be **detected** as duplicates:

- The **internal ID** and **sent timestamp** (in the email header) must match with those of an existing email associated with an email account in FocalScope

In addition to the above criteria for duplicate detection, for duplicate emails to be **suppressed**:

- The **subject** and **from headers** must match with those of an existing email associated with an email account in FocalScope

Please note, it is recommended that suppression not be enabled in the initial stages of using FocalScope, as it can hamper troubleshooting. Later on, suppression should be activated to optimize database growth.