policy patrol

Adjusting disclaimer line breaks

By default Policy Patrol adds two line breaks on top of the email signature. In order to reduce the number of line breaks, please follow the instructions below. Note that if you are adding multiple signatures or disclaimers to the same message, it is recommended to place both in the same template in order to avoid extra spacing in between the signature and disclaimer.

To reduce the number of line breaks on top of your email signature, add the following system parameters in Policy Patrol:

1) Open the Policy Patrol Administration console and connect to the Policy Patrol installation.

2) Click on **Local Server** and in the right pane go to **Advanced** > **System parameters** and add the following entries:
System parameter name:

MP_ACT_DISCLAIMER_HTML_APPEND_LINEBREAKS
MP_ACT_DISCLAIMER_PLAIN_APPEND_LINEBREAKS
MP_ACT_DISCLAIMER_RTF_APPEND_LINEBREAKS
MP_ACT_DISCLAIMER_HTML_PREPEND_CUSTOM_TOP_LINEBREAKS
MP_ACT_DISCLAIMER_RTF_PREPEND_CUSTOM_TOP_LINEBREAKS
MP_ACT_DISCLAIMER_PLAIN_PREPEND_CUSTOM_TOP_LINEBREAKS
System parameter value:

Enter 0 or 1 as the value, according to how many line breaks you want to add above the signature.

3) Close the Policy Patrol Administration console.

Note that system parameters are case sensitive and there are no extra spaces at the beginning or the end of the system parameter. The first three system parameters (APPEND) set the dividing line breaks above a signature in a new message. The second set of system parameters (PREPEND_CUSTOM) set the dividing line breaks above a signature when replying to a message and the option 'Place after most recent message text' is selected in the disclaimer/signature rule.

If you still have too many line breaks after setting the above system parameters to 0, check to see if the template contains extra spaces at the bottom. Also, make sure you are not entering any spaces before sending the email.
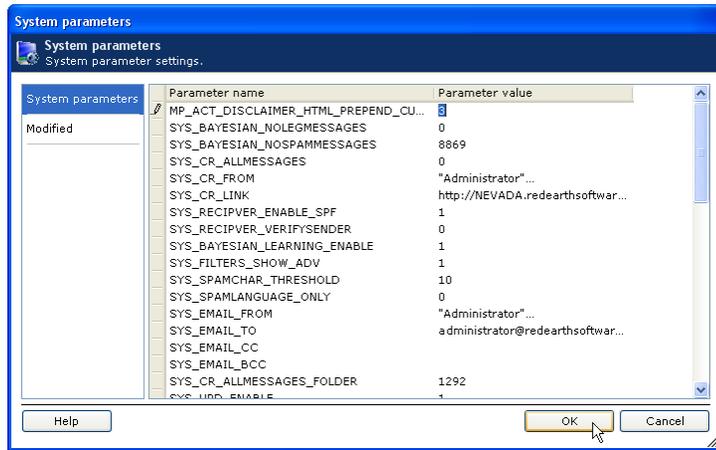
Below is a list of the system parameters that can be entered in order to adjust the number of line breaks before or after a disclaimer text:

System parameter name	Default Value	Description
Place after most recent message text (replies/forwards)		
MP_ACT_DISCLAIMER_HTML_PREPEND_CUSTOM_TOP_LINEBREAKS	2	No. of line breaks on top of reply/forward disclaimer (HTML)
MP_ACT_DISCLAIMER_HTML_PREPEND_CUSTOM_BOTTOM_LINEBREAKS	0	No. of line breaks below reply/forward disclaimer (HTML)
MP_ACT_DISCLAIMER_PLAIN_PREPEND_CUSTOM_TOP_LINEBREAKS	2	No. of line breaks on top of reply/forward disclaimer (plain)
MP_ACT_DISCLAIMER_PLAIN_PREPEND_CUSTOM_BOTTOM_LINEBREAKS	0	No. of line breaks below reply/forward disclaimer (plain)
MP_ACT_DISCLAIMER_RTF_PREPEND_CUSTOM_TOP_LINEBREAKS	2	No. of line breaks on top of reply/forward disclaimer (RTF)
MP_ACT_DISCLAIMER_RTF_PREPEND_CUSTOM_BOTTOM_LINEBREAKS	0	No. of line breaks below reply/forward disclaimer (RTF)
Prepended disclaimers		
MP_ACT_DISCLAIMER_HTML_PREPEND_LINEBREAKS	2	No. of line breaks above a prepended disclaimer (HTML)
MP_ACT_DISCLAIMER_PLAIN_PREPEND_LINEBREAKS	2	No. of line breaks above a prepended disclaimer (plain)
MP_ACT_DISCLAIMER_RTF_PREPEND_LINEBREAKS	2	No. of line breaks above a prepended disclaimer (RTF)
Appended disclaimers		
MP_ACT_DISCLAIMER_HTML_APPEND_LINEBREAKS	2	No. of line breaks above an appended disclaimer (HTML)
MP_ACT_DISCLAIMER_PLAIN_APPEND_LINEBREAKS	2	No. of line breaks above an appended disclaimer (plain)
MP_ACT_DISCLAIMER_RTF_APPEND_LINEBREAKS	2	No. of line breaks above an appended disclaimer (RTF)

Note that you must set the line breaks **per email format** (i.e. HTML, plain and RTF) as well as **for each position** (i.e. prepended, appended and for replies/forwards). For replies and forwards, you must set the system parameters in the top section (i.e. the system parameters containing PREPEND_CUSTOM in the name).

The numbers in the Value column are the default number of line breaks that are used by Policy Patrol. To change these default values you have to enter the system parameter as follows:

1. Open the Policy Patrol Administration console.
2. Go to **Local server** > **Advanced** > **System parameters**.
3. Enter a system parameter name from the above list and in the parameter value enter the desired number of line breaks in between the disclaimer texts. When you are ready, click **OK**.

4. Now send a test message and see whether the result is as intended. If necessary, go back to System parameters and change the value again. Remember that you have to adjust the number of line breaks for each different email format (HTML, plain text and RTF).

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