Miracle Service *Accent* ™

Configuring the
Email interface
components of the Remote Gateway

Components of the Email Gateway

The gateway is made up of the remote gateway (which can also handle requests from the internet and AIRIX) and the email interface. The email interface sits between the remote gateway and a suitable email client (e.g., Microsoft Outlook or a POP3 mailbox). It scans periodically the inbox of the mail client searching for email messages for it, and passes them on to the Remote Gateway (see below) to be actioned. Similarly, it scans periodically for replies from the Remote Gateway and sends them back to the original sender.

> **Note** if you wish to use PGP encryption in the receipt and/or sending of email messages, you must install PGP (see below)

Configuring the components

If you use a MAPI client

Ensure that you have installed a suitable MAPI32 email client on the PC - Microsoft Outlook is recommended. The default configuration is set for a MAPI client.

> **Note** the version of Outlook that is supplied with Office XP and later versions of Office 2000 have strict security issues that may affect the operation of the email gateway. Further configuration will be required if these applications are used

If you use a POP3/SMTP client

You will need to configure the email interface to use your POP3 mailbox and SMTP outgoing server as below. The advantage of using POP3 and SMTP is that no email software is required on the client PC; it is also easy to have a dedicated mailbox rather than a shared inbox.

You will also need to specify a sender's email address so that outgoing emails can be "sent" from a valid address. See *Appendix 1* for configuration options.

Configuring the email interface

If you do not have a dedicated inbox/mailbox, the email interface can be configured to accept emails in the following ways:

- ***By addressee***
  You can designate a specific email address and the email interface will only process those emails sent to that specific address. This is useful if you want to share the mail client with other software or users.

- ***By subject***
  You can instruct the email interface to process only emails with a keyword in the subject. This is not as flexible as the addressee method, but allows for situations where multiple addresses per inbox can not be set up.

- ***All***
  If you are dedicating the mail client to the email interface, you can turn off the above methods and the gateway will process all incoming mail messages.

See *Appendix 1* for configuration options.

Testing the email gateway

Send an email to the gateway that meets the requirements above (subject, address and/or signature). You will get an email back saying "Invalid request". If this is the case, the Email Gateway retrieved the message correctly.

Appendix 1 – configuration options

Before you start the Remote Gateway, locate and edit the file **remotegw.ini** which is installed in the folder chosen during install, which by default, is "Remote Gateway" in your AccentDB folder.

The default configuration:

```
[Email]
; Options are MAPI or POP3
incoming=mapi

; Options are MAPI or SMTP
outgoing=mapi

; Leave this as raw
Transfer=raw

; Uncomment this to use HTML responses - must use MS Outlook as
; the client
; HTML=y

 [email:incoming]
; Specify your POP3 server by name or IP and assign username
; and password
server=localhost
user=username
password=password

 [email:outgoing]
; Specify your SMTP server by name or IP and assign username and
; password if necessary
server=localhost
user=
password=

; You must specify the sender's email address (with optional name)
; e.g., sender=name@yourdomain.com
sender="Gateway" <sender@yourdomain.com>

[email:accept]
; Specify options to accept an incoming email

; This is a wildcard option, eg *service* will only accept
; subjects with service in the subject
subject=

; Only accept emails sent to the following addresses (separated
with semi-colons)
address=

; Uncomment this to use the display name of the recipient to check
; rather than the physical email address (if you have configured
```

```
; Exchange correctly)
; UseDisplayNames=y

[email:reject]
; Specify options to reject an incoming email

; You can use multiple keywords here, separated with semi-colons
subject=
```

Configuration for a MAPI client:

```
[Email]
incoming=mapi
outgoing=mapi
Transfer=raw

[email:accept]
subject=*new job*
address=service@serviceprovider.com
```

Configuration for a POP3 client with an outgoing SMTP server:

```
[Email]
incoming=pop3
outgoing=smtp
Transfer=raw

[email:incoming]
server=pop3.isp.com
user=service
password=abc123

[email:outgoing]
server=smtp.isp.com
sender="Service Dept" <service@serviceprovider.com>

[email:accept]
```
In this example, we will assume the above mailbox is dedicated to this application and we don't need to specify any acceptance criteria