Abstract
This white paper explains how to setup SMTP POP3 on Internet Information Services (IIS). This guide also explains about how to install and configure eRoom for using SMTP POP3 services in windows IIS server to receive mails under inboxes as To, Cc, and BCc clauses.

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Deploying WDK-based applications in JBOSS Application Server which is configured with Apache HTTP Web Server via mod_jk proxy
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Executive Summary

This white paper explains the ideal way to successfully setup/configure SMTP POP3 on windows environment. In addition, this whitepaper also explains the configurations to be done on eRoom server to support receiving mails into Inboxes.

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Purpose

This document explains the process of setting up environment for Simple Mail Transfer Protocol-Post Office Protocol 3 on Windows based environment and explains about configuring eRoom server to receive mails to its Inboxes.

Audience

The audience for this white paper comprises personnel responsible for the configuration and administration of SMTP POP3 server with eRoom on Windows. This document is intended for internal EMC personnel, partners, and customers.

Introduction

This guide discusses basics of SMTP POP3 and how to implement it to make eRoom receive mails.

Simple Mail Transfer Protocol is used for sending e-mail messages between servers over the internet. The messages can then be retrieved with an e-mail client such as Post Office Protocol (In our case I have used the latest version 3). In addition, SMTP is generally used to send messages from a mail client to a mail server.
All modern email client programs support SMTP. Web-based client applications embed the address of an SMTP server in configuration, and PC clients provide SMTP settings that allow users to specify their own server of choice. Because SMTP handles outgoing messages and not incoming ones, email clients require addresses of both an SMTP server and another server that processes inbound messages (usually, POP or IMAP).

SMTP uses TCP port number 25 for standard communication.

The process of installing and configuring the SMTP and POP3 server for eRoom, involves the following steps:

- Installing the SMTP Feature in Windows
- Configuring SMTP server
- Configure eRoom to receive mails
- Restart IIS
- Test it

Prerequisites

Below are the environment details where this setup was configured and tested. This is one of the working scenarios, not requirement of OS.

Note: All the machines used must be under same domain
IIS server machines:  
Windows Server 2008 OS 32 bit machine  
Install the IIS Server version 6 or 7 with its components and eRoom server.

SMTP server machine:  
SMTP can be installed on eRoom server machine or a separate Windows Server 2008.

Database machines:  
Windows Server 2008 OS 32 bit machine  
Install the SQL 2008 server in windows server machine (eRoom server can be in the same machine or in different machine).

eRoom version  
eRoom 744 SP1 is used to install in the IIS server.

Client machine and browser:  
Windows 7 with Internet Explorer 8.

Installing SMTP feature in Windows  
Create/prepare a machine with genuine Microsoft windows 2008 server as OS with necessary requirements in language and other features.  
Go to My Computer and right click to select ‘Manage’ to open Server manager.
Use the Add Features Wizard to select SMTP Server on the Select Features page. To initiate this, right-click on Features and click Add Feature.
In the Features section, check SMTP Server and click Next.

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You may see a dialogue box like the one above stating that certain role services and features are required for SMTP.

Click Add Required Role Services and then you will return to the previous Features section. Ensure SMTP Server is checked then click Next.

In the Web Server (IIS) section, click Next to proceed to the Role Services section.

The Role Services should be pre-populated – IIS 6 Management Compatibility should be selected, and below it, IIS 6 Metabase Compatibility and IIS 6 Management Console should also be checked.

Click Next to continue.
In the Confirmation section click Install.
In the Results section click Close to complete the installation of the SMTP Server.
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Configuring the SMTP Server

Open **Internet Information Services (IIS) Manager 6** from Start > Administrative Tools.

In IIS 6 Manager right-click on SMTP Server and select Properties.
In the General tab, unless you want the SMTP Server to use a specific IP address, leave the settings as they are so that the IP address is set to (All Unassigned).
To proceed, click on the Access tab.

Click on the Authentication button and ensure Anonymous access is checked and then click OK.
Once back in the Access tab, click on the Connection button. Select Only the list below and then click Add. Enter 127.0.0.1 as the IP address and then click OK.

The Connection setting controls which computers can connect to the SMTP server and send mail. By granting only localhost (127.0.0.1) access, it limits only the server itself the ability to connect to the SMTP server. This is a requirement for security.
Click OK to return to the Access tab and then click on the Relay button. Enter 127.0.0.1 as the IP address and then click OK.

The Relay section determines which computers can relay mail through this SMTP server. By only allowing the localhost IP address (127.0.0.1) relay permissions it means that only the server itself can relay mail. Conversely, it prevents the SMTP server from being an open relay and being used to send unsolicited spam email by other computers on the internet, which could lead to the SMTP server being blacklisted.

Next, go to the Messages tab. Here you can enter an email address where copies of non-delivery reports are sent to. You can also configure the location of the Badmail directory, however, the default setting should suffice.
Next, go to the **Delivery** tab
Click on the **Outbound Security** button and ensure **Anonymous access** is selected. As the only server that can connect and relay mail through the SMTP server is localhost this security settings is fine.
Click OK to return to the **Delivery** tab and then click on **Outbound Connections**. Leave the defaults as they are.

Click **OK** to return to the **Delivery** tab and then click on **Outbound Connections**, then click on the **Advanced** button.
Here you will need to enter the fully-qualified domain name of the SMTP server. This will be the host name or A record that has been created in your DNS zone file. This is straight-forward to do but you will have to confirm how you do this with the party that manages DNS for your domain. I have entered maileRoom.com as this is fully-qualified. If you click on the Check DNS button you can confirm whether your chosen name resolves successfully. In my case it does as I see the following.

Click OK and then OK again to exit the SMTP Virtual Server Properties.

You can also perform this test by running nslookup to confirm the existence of the host name as well as confirming the IP address it resolves to – which should the IP address of your server

```
C:\> nslookup
  ➢ machineName.maileRoom.com
```
Testing the SMTP server

Create a text file on your desktop called `email.txt` and paste the following into it, remembering to change the email address information to reflect your own details:

From: blog@machineName.maileRoom.com
To: eRoom.emailInbox@machineName.maileRoom.com

Subject: Email test
This is an email test from your SMTP Server

Save the changes to email.txt and then copy the file to C:\inetpub\mailroot\Pickup. The SMTP server monitors this folder and when it detects the email.txt file, it will read the contents and send the email to the address in the To: section. This should happen almost immediately. Check the eRoom inbox the email was sent to and it should arrive shortly. (Or simply forward the system time by an hour).

An alternative way of doing this is to use Windows Mail desktop application.

Testing by Windows Mail

To install Windows Mail, go to server manager and open features.

Add feature for Desktop Experience
You may see a dialogue box like the one below stating that certain features are required.

**Add Features Wizard**

Add features required for Desktop Experience?

You cannot install Desktop Experience unless the required features are also installed.

<table>
<thead>
<tr>
<th>Features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ink and Handwriting Services</td>
<td>Ink and Handwriting Services includes Ink Support and Handwriting Recognition.</td>
</tr>
</tbody>
</table>

Click “Add Required Features” to proceed.
Click “Next”.

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EMC²
Now click “Install” on confirmation page.
Restart the machine to finish installation.

**Configuring the Windows Mail**

Now to configure Windows mail,

Open Windows Mail from Start> All programs.
Go to Tools > Accounts.

Click Add to create a new Account.
Select E-mail Account and click Next.

Enter a name for the Account and click Next.

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Enter E-mail Address and click Next.

E-mail address: admin@acmemail.com

Where can I find my e-mail account information?
Enter “Incoming and Outgoing mail server” with IP or hostname of the server machine and click Next.

Enter “Email username” and “Password” details and click Next.

On providing all the details click Finish on the Save page.
Configuring eRoom to use SMTP Server

Open “eRoom Server Administration” from Windows programs and go to “Site Settings”.

Go to Email.
Provide IP or hostname of the SMTP server and let the default port number (25) be as it is unless you specifically use different port.

Click ‘test’ to check if eRoom server can connect to SMTP server. The User with Email ID mentioned will get a test mail from eRoom as,

“This message was sent by the eRoom Server to test your SMTP settings.”

**Note:** Please make sure windows firewall is allowed to send and receive mails. Also if you have anti-virus, make sure ‘mass mailing’ is allowed.
Configurations in Windows Server 2008 R2

Open IIS Manager and go to Application Pools.

Go to DefaultAppPool and open Advanced Settings.
In “Process Model”, Change the Identity to “NetworkServices” and click Ok.
Test the application

Now, create an inbox in your room with Email ID (facility.room.inboxname@domain) and use it to receive mails from Windows Mail as To, CC and BCC.

References


Conclusion

This white paper explains how to install and configure SMTP Server on Windows based environment. This white paper also explains on how to configure SMTP POP3 with eRoom to receive mails in its inbox.