

Configuring Queues for Email Call Logging

More than just a Help Desk...

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In order for versaSRS HelpDesk to accept job submission via email, a **POP3 enabled mailbox** is required. (Minimum System Requirement).

If the corporate mail server cannot support POP3, using an alternative mail server just to support versaSRS HelpDesk inbound mail could be used, such as MailEnable or the mail server available with Windows 2003 Server. You would still use your corporate mail server to send email (SMTP - based).

To enable POP3 in Exchange 2000/2003:

1. On your Exchange Server, Enable and start the "Microsoft Exchange POP3" service from the Windows services control panel.
2. Make sure that the "Default POP3 Virtual Server" is started in Exchange System Manager (Under Servers\Servername\Protocols\POP3)

In the properties of the Default POP3 Virtual Server you can also set access control to only allow connections from certain IP addresses. You can set this to be the IP address of the versaSRS HelpDesk server if versaSRS HelpDesk is the only application that will be using POP3.

Single POP3 Mailbox with multiple Queues and Assigned Email Addresses

1. Create or use an existing Primary POP3 Enabled Mailbox (for example, helpdesk@domain.com). (refer to diagram).
2. Designate a Default Queue and associate this email address with this Queue (through Administrator > Manage System Queues; select the Queue to use (or create a new Queue if required) and click Edit; In the Primary Address field enter the above email address).
3. Through the System Registry on the machine where versaSRS HelpDesk is installed, set the Registry Key values for POP3Password, POP3Profile, POP3Server and SMTPServer, to the required credentials – this allows versaSRS to log into the Mailbox and process the emails.
4. Stop and restart the versaSRS MailIn Services on the Server.

All incoming emails will be logged by default to this defined Primary Queue.

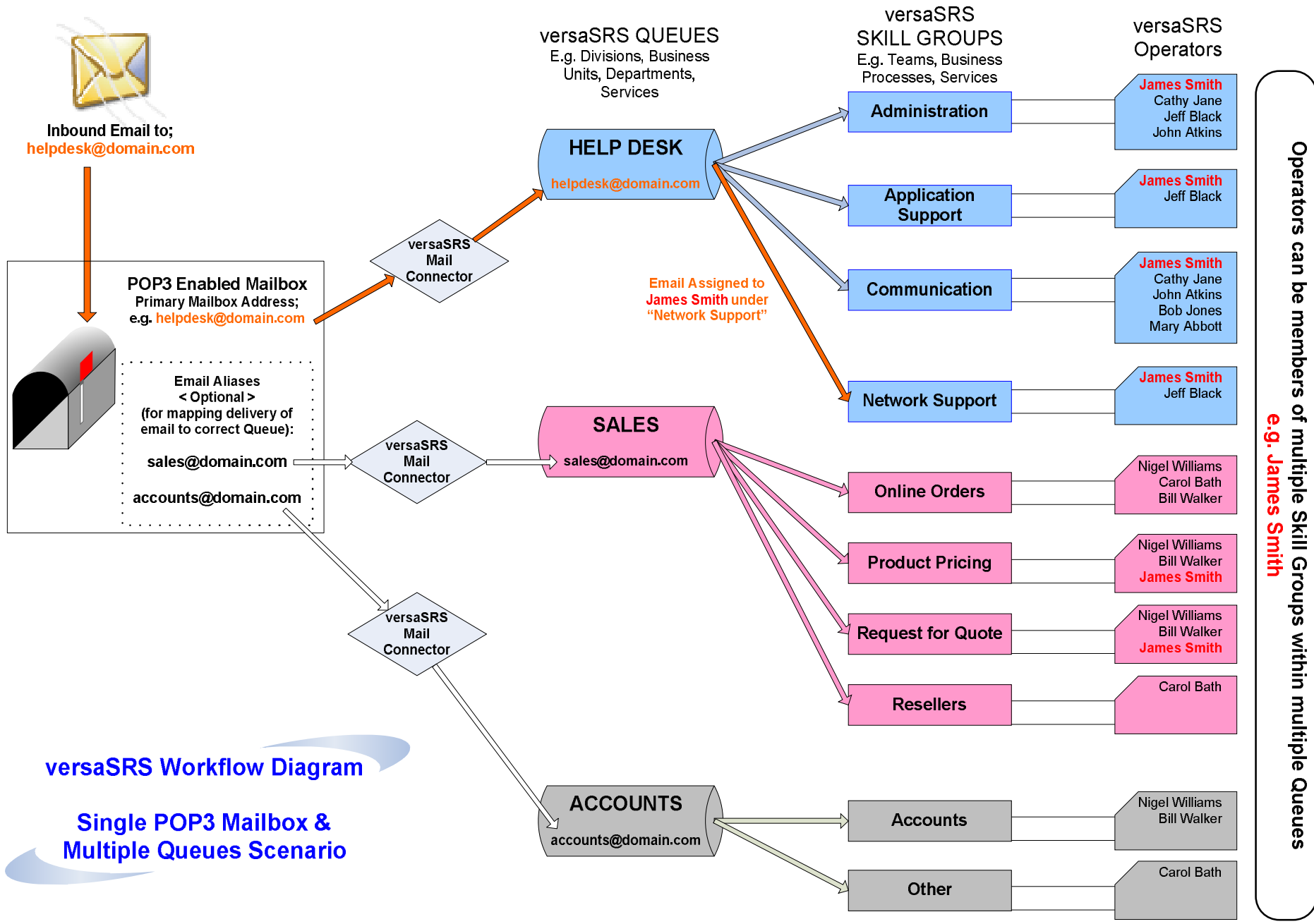
Should you wish to assign a different email address to different Queues, for example, emails to support@domain.com to go into the Support Queue, emails to sales@domain.com to go to the Sales Queue, etc. then the following is required;

1. Create email aliases against the POP3 Mailbox account (helpdesk@domain.com), as per the above example, support@domain.com and sales@domain.com.
2. For each of the Queues in question (through Administrator > Manage System Queues; selecting the Queue to use and click Edit (or create a new Queue if required), set the aliased email addresses to those Queues in the Primary Address field). So for the Support Queue the Primary Address will be support@domain.com, and for the Sales Queue the Primary Address will be sales@domain.com.

Multi POP3 Mailboxes with multiple Queues and Assigned Email Addresses

1. Create POP3 Enabled Mailboxes for each Queue you wish emails to be delivered to. (refer to diagram).
2. Designate a Default Queue and associate this email address with this Queue (through Administrator > Manage System Queues; select the Queue to use (or create a new Queue if required) and click Edit; In the Primary Address field enter the required email address). Repeat for each Queue.
3. Through Microsoft SQL Server Enterprise Manager, open the Table tbl_POP3. Enter the required information for each of the Mailboxes as defined in Step 1. Ensure that the Status for each is set to 1 (Active).
4. Through the System Registry on the machine where versaSRS HelpDesk is installed, set the Registry Key MultiPOP3 to a value of 1.
5. Through the System Registry on the machine where versaSRS HelpDesk is installed, set the Registry Key ApplyDefaultQueue to a value of 0 (zero).
6. Stop and restart the versaSRS MailIn Services on the Server.

All incoming emails will be delivered to the defined Queues.

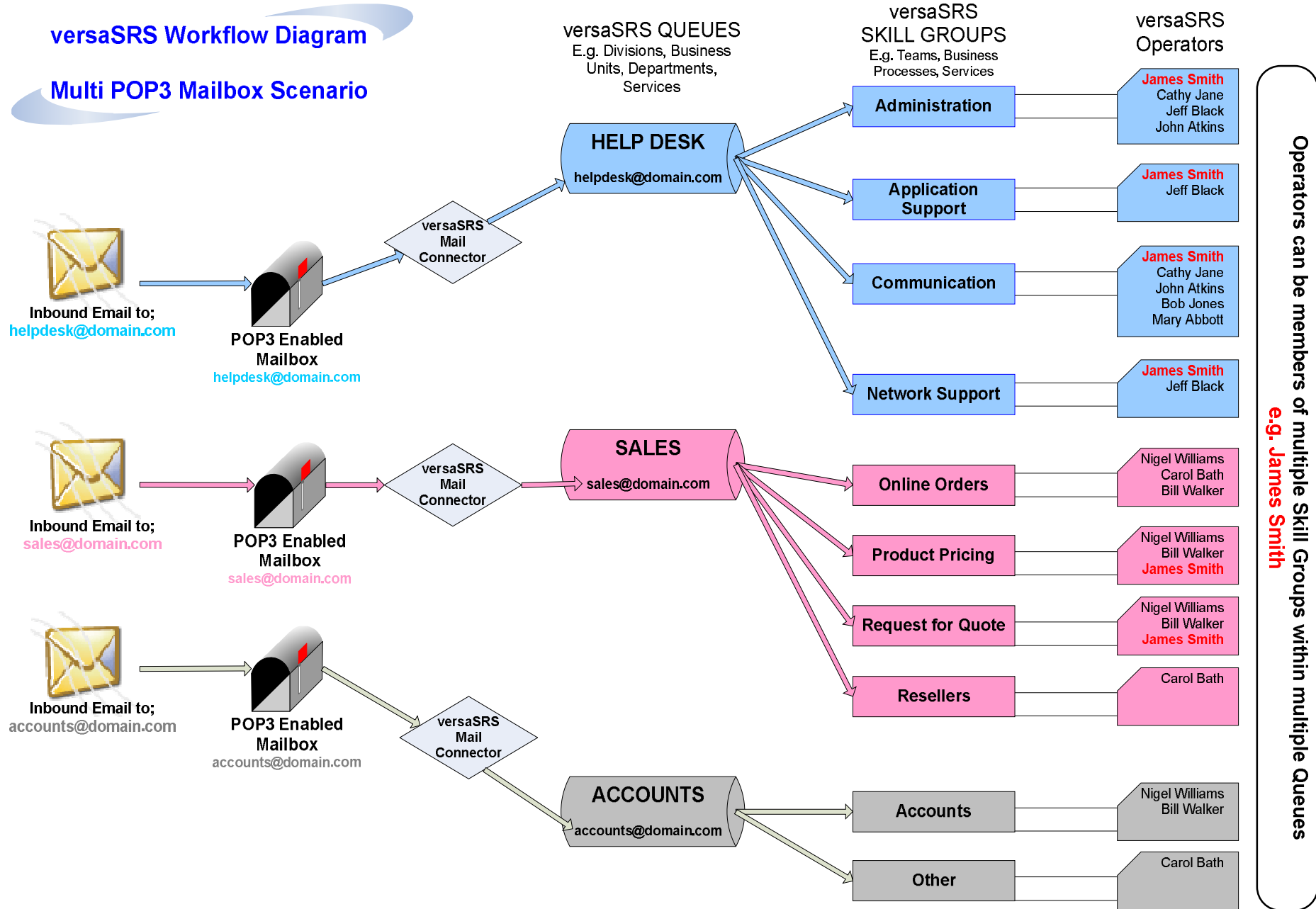


versaSRS Workflow Diagram

Single POP3 Mailbox & Multiple Queues Scenario

versaSRS Workflow Diagram

Multi POP3 Mailbox Scenario



Confirming that Email is Working

Send an email to the versaSRS HelpDesk email address as setup in the previous section.

If a Record is not received and logged in versaSRS HelpDesk automatically, then the first thing to do is perform some simple telnet tests from the machine that is hosting the Windows services (MailIn / Mailout).

Note: versaSRS HelpDesk uses POP3 to receive email and SMTP to send email

The versaSRS HelpDesk MailIn and MailOut services always generate log files, located within c:\temp\ by default.

Open these files using notepad to determine what the services are doing.

Note: If the connection strings in the web.config file has been changed, they will need to be set to the same value against the DSN key (versaSRS HelpDesk Registry Key). Any changes to the registry key will take affect only when the service(s) are restarted.

POP3 - Telnet Test

From a command prompt type the following:

telnet host port# (then press enter)

Where host is the name or IP of Exchange Server and port#=110 (default)

user username (then press enter)

*Where username = username of the POP3 enabled mailbox
(this may be the Alias name of the format MyDomain\MyUsername)*

pass password (then press enter)

Where password = account password

Note the message returned by telnet. If it reads OK Successfully logged on then the versaSRSMailIn service when configured with the same settings (via VersaSRS HelpDesk registry key) will work.

Once email in the POP3 account has been processed by versaSRS HelpDesk it is deleted by default.

SMTP

Set the Primary email address of the default versaSRS HelpDesk Queue (Help Desk) to something like: helpdesk@yourdomain, (refer to section 'Queues – How they are set up and work within versaSRS HelpDesk' in the versaSRS HelpDesk Manual for how to do this).

When versaSRS HelpDesk sends correspondence from this Queue, the sender address (From) will be helpdesk@yourdomain

To verify that mail can be sent from versaSRS HelpDesk (MailOut service), perform the following telnet test from the machine hosting the Windows services.

SMTP - Telnet Test

From a command prompt type the following:

telnet host port# (then press enter)

Where host is the name or IP address of the Exchange Server and port# = 25 (default)

helo test (then press enter)

mail from: helpdesk@yourdomain (then press enter)

rcpt to: <your email>@yourdomain (then press enter)

Where <your email>@yourdomain is some other email to qualify if email was sent successfully.

data (then press enter)

Hi from Me

(then press enter , full stop, enter to send the message)

If there were no errors, the MailOut service will be able to send email and is working correctly.

General Troubleshooting

The VersaSRSMailIn service produces a log file (C:\temp\versasrsmailinlog.txt) that can assist in troubleshooting in-bound email issues. This file can be viewed in Notepad (notepad.exe)

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