Mail Gateway Express User Guide

Build 11

Infor Distribution A+ 10.00.03 or later

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CHAPTER 1

Mail Gateway Express User Interface

1

This section introduces the Mail Gateway Express application and its user interface.

If you are currently using Mail Gateway with the Mail Server module, you can upgrade to Mail Gateway Express. To do this, you first need to install Mail Gateway Express. Once you have installed Mail Gateway Express, you will need to transfer all e-mail settings from Mail Gateway to Mail Gateway Express. Once all settings have been entered in Mail Gateway Express and you have tested the application to be sure it works properly in your environment, you can uninstall Mail Gateway.

Mail Gateway Express Application

Mail Gateway Express is a specialized mail server application that functions as an intermediary between the Infor Distribution A+ Mail Server module and an e-mail account. Mail Gateway Express monitors the Shared Host Drive, searching for control and attachment files representing outgoing messages generated by Mail Server. Each control file is processed to extract all elements of the outgoing e-mail message (such as e-mail addresses, message text, and attachments). The message is then sent via the e-mail account that has been configured in the settings. Mail Gateway Express also maintains a log file that captures all server activities, or any issues that prevent an e-mail from being sent. Mail Gateway Express is designed to work with either Microsoft Exchange or any e-mail provider that follows SMTP protocols.

Within the MSATTCH sub-folder on the Shared Host Drive, each email will create a temporary directory with a unique name that contains the attachment to be sent with the email. The attachment within that sub-folder is renamed to the actual document being sent (e.g. Purchase Order) from the **Attachment Name** field specified on the Email Options Screen prefaced with the word Attachment. For example, an attachment called A123456 would be contained in a temporary folder AttachmentA123456. Once the transaction is completed, both the actual document and the temporary directory are deleted. Up to six documents may be attached to a single document and will be numbered accordingly; therefore the previous example would have attachment called A123456-1, A123456-2, and through A123456-6.

The BadMailFiles folder contains any files from the MSHICTL or MSLOCTR folders that could not be processed. The files will be moved to BadMailFiles if they do not have a valid name (control files start with ‘C’ and are eight characters long) or if they are not formatted properly. They will also be

moved to BadMailFiles if the application encounters any errors attempting to send them. The log will have more information about the errors.

For an SMTP installation, you will also see sub-folder called SENDING in the MSLOCTL or MSHICTL folder for the control files to reduce the risk of potential conflicts when there are many emails being submitted simultaneously.

Mail Gateway Express User Interface

This section describes how to launch Mail Gateway Express and use the Mail Gateway Express Window.

Launching Mail Gateway Express

Mail Gateway Express is a service that runs automatically in the background, without requiring you to actively have the application open and running. However, you will first need to open the Settings Window in order to configure your settings and to start the service.

To launch Mail Gateway Express, click the Mail Gateway Express icon that was placed on the desktop during the installation process. It will open the MailGatewayExpress.exe and display the Mail Gateway Express Settings General Tab Window (p. 2-2).

Without the Mail Gateway Express icon to launch Mail Gateway Express, open the folder where it was installed (by default, this would be: C:\Program Files (x86)\Infor\Mail Gateway Express Build11). Double-click the file called MailGatewayExpress.exe to open the user interface for Mail Gateway Express.

Based on individual system security settings, you may be prompted to allow the program to make changes. Click **Yes.**

The *Mail Gateway Express Window* appears. Refer to the chapter: Configuring Mail Gateway Express (p. 2-1) for details about this window.

CHAPTER 2

Configuring Mail Gateway Express

2

This section describes how to configure the Mail Gateway Express application settings.

IBM i User Name

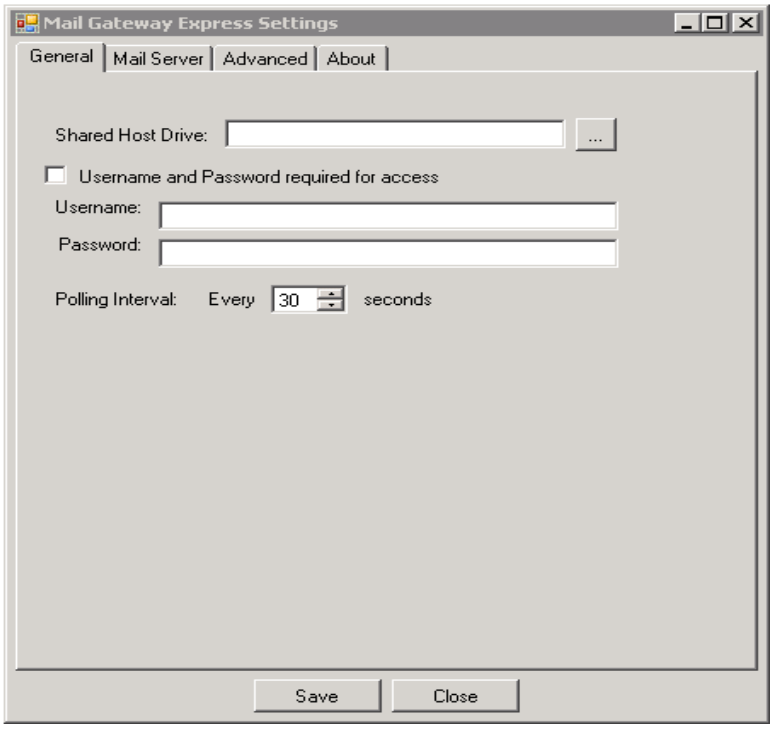
During the configuration, an IBM i User Name and Password will be required to access the Distribution A+Mail Server documents. We recommend that you create a unique user with a **User Class** of *SYSOPR and set the password to not expire.

Configuring Mail Gateway Express

To launch the Mail Gateway Express User Interface, open the folder where it was installed (by default, this would be: C:\Program Files (x86)\Infor\Mail Gateway Express Build11). Double-click the file called MailGatewayExpress.exe to open the user interface for Mail Gateway Express. You may be prompted to allow the program to make changes. Click **Yes.**

After double clicking on the file MailGatewayExpress.exe to open the user interface for Mail Gateway Express, the Mail Gateway Express Settings Window will appear. All of the configuration, daily maintenance (starting and stopping of Mail Gateway Express), and troubleshooting of Mail Gateway Express is performed from this window. The Settings Window is divided into four tabs: General, Mail Server, Advanced, and About.

Mail Gateway Express Settings General Tab Window



The Mail Gateway Express Settings General Tab Window fields are used to identify the **Shared Host Drive** URL path which identifies which Distribution A+ Base ID is being interfaced to.

Mail Gateway Express Settings General Tab Window

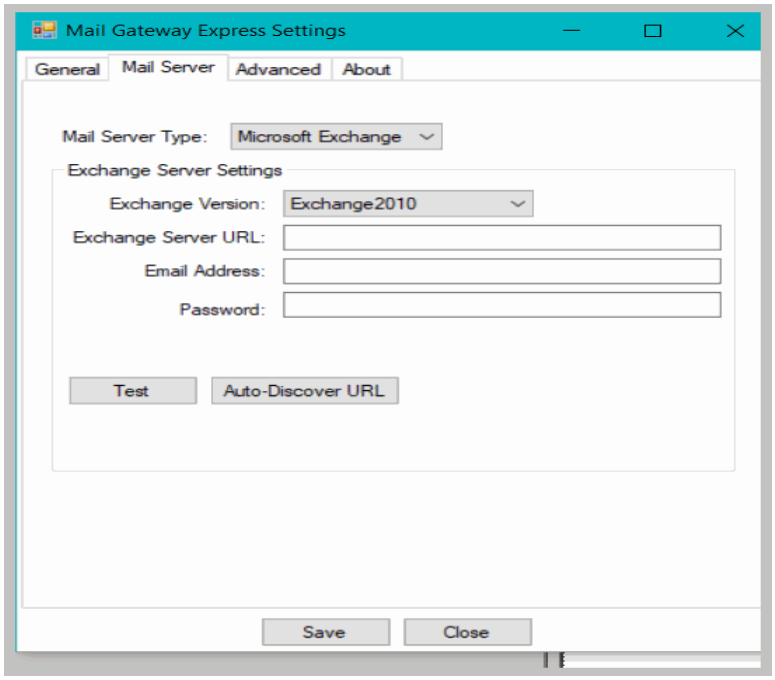
Field/Button/Action	Description
Shared Host Drive	Enter the location of the folder which contains the McLoCtl, MsHiCtl, MsAttch, and BadMailFiles folders. This directory structure was created in the installation of Mail Gateway Express. Use the **Ellipsis** button to browse for the directory location. NOTE: If you have a mapped drive to the IBM i IFS\Root directory, do not select the mapped drive here. This field expects the full directory path such as \\IBMiIPAddress\Root\bbMAILGATE. Selecting the mapped drive will cause the shared host connection to fail. (A 100) Required; field length requirements are established as part of specific network configuration
Username/Password required for access	Authentication is normally required to access the **Shared Host Drive** on the Integrated File System (IFS) of the IBM i. If so, select this checkbox and enter the Username and Password.

Mail Gateway Express Settings General Tab Window

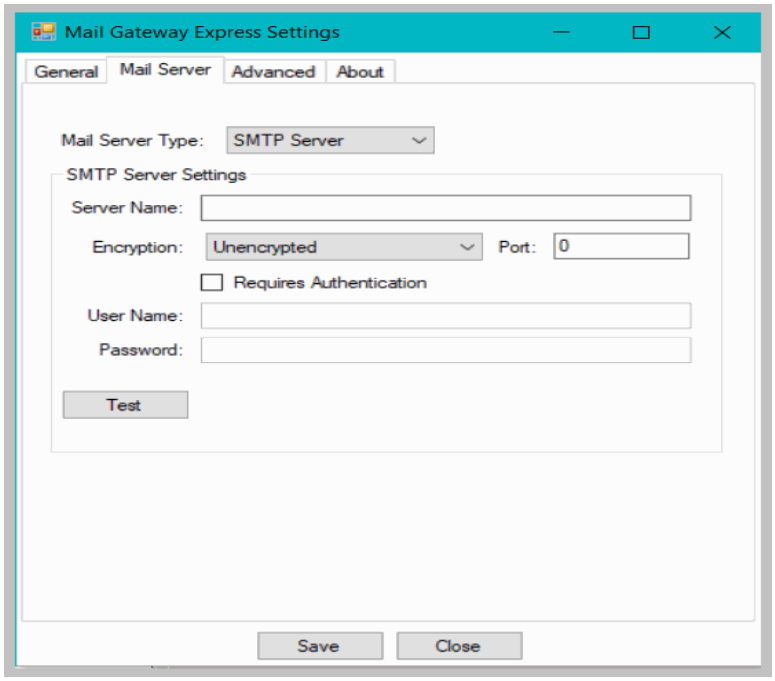
Field/Button/Action	Description
Username	If the **Username and Password required for access** is selected, enter an IBM i User Name that the Mail Gateway Express will use to connect to the IFS. This does not need to be the same as the user who is currently logged in. *Valid Values:* a valid IBM i User Name; it is recommended that a unique User Name is created and established with a **User Class** of *SYSOPR and a password that will not expire. In some cases the system name may need to precede the User ID so the format would be IBMiSystem\UserID. (A 10) Required; field length requirements are established as IBM i System Values
Password	Enter the password to enable access to the IFS. *Valid Values:* The password established on the IBM i for the User Name reserved for Mail Gateway Express. This password must be an exact match and will follow the IBM i System Values established for password security. (A 10) Required/Optional; field length requirements and characteristics are established as IBM i System Values.
Polling Interval	Select the length of time, in seconds, that Mail Gateway Express will wait between checking for e-mails that need to be sent. (N 2,0) Required
Ellipsis	Click to browse for the directory location of the Shared Host Drive. A Windows Explorer window will open for browsing.
Save	Click **Save** to save your settings. The **Save** button will save all of the settings you have changed on all tabs. Refer to Saving your Settings (p. 2-17) for further details.
Close	Click **Close** to close the window without saving your settings.

Mail Gateway Express Settings Mail Server Tab Window

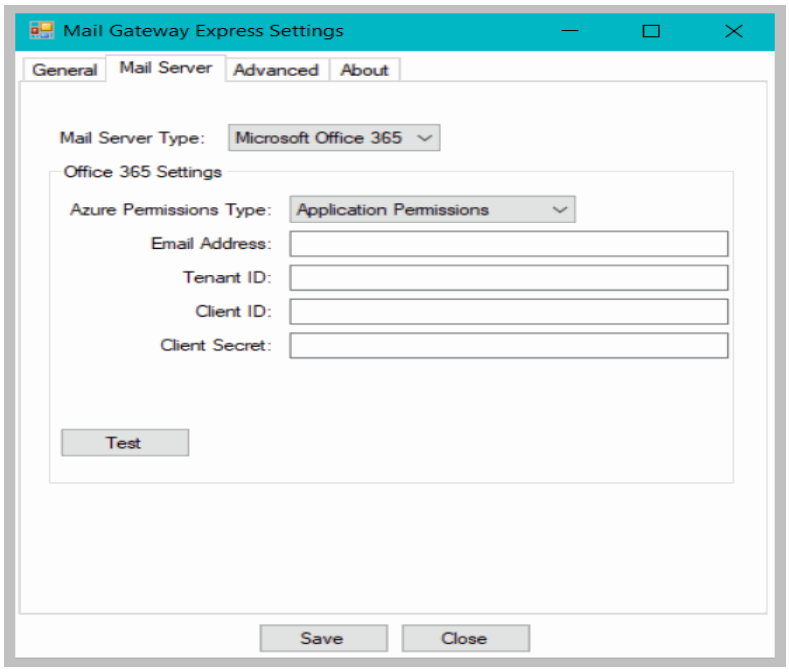
Microsoft Exchange Server Settings View



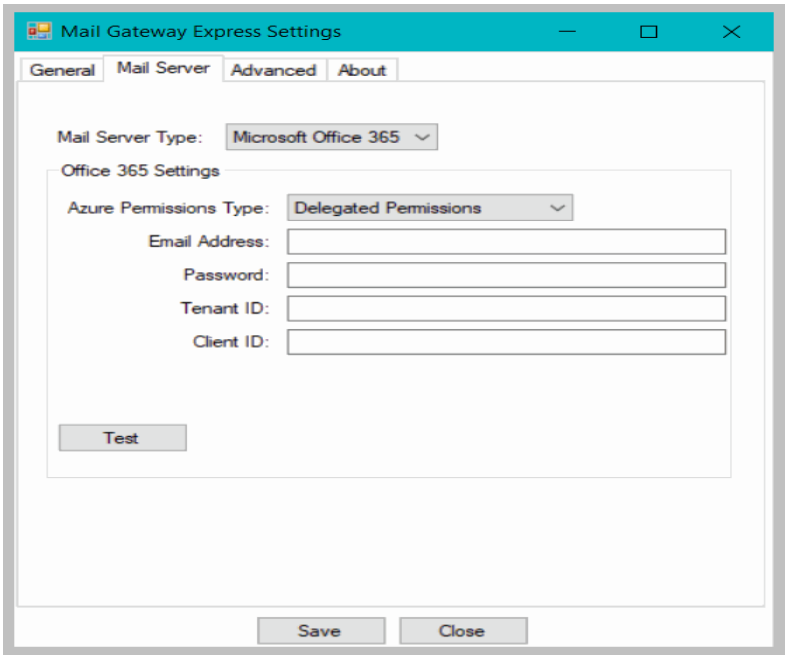
SMTP Server Settings View



Microsoft Office 365 View (Application Permissions)



Microsoft Office 365 View (Delegated Permissions)



On the Mail Gateway Express Settings Mail Server Tab Window, select the type of e-mail server that Mail Gateway Express will use to send e-mail.

NOTE: To use Mail Gateway Express with Microsoft Office 365 with the Application or Delegated Permissions Azure Type, see notes under the Microsoft Office 365 View for Application Permissions and Delegated Permissions on the next few pages.

Mail Gateway Express Settings Mail Server Tab Window

Field/Button/Action	Description
Mail Server Type	Select the type of e-mail server that Mail Gateway Express will use to send e-mail. NOTE: To use Mail Gateway Express with Microsoft Office 365, select Microsoft Office 365 as the e-mail server. *Valid Values:* Microsoft Exchange Server, SMTP Server, or Microsoft Office 365
Microsoft Exchange Server Settings View	
Exchange Version	Select your version of Microsoft Exchange from the drop-down list. *Valid Values:* Mail Gateway Express is compatible with Exchange2007, Exchange2010, and Exchange2013.
Exchange Server URL	Enter the URL that Exchange uses to communicate with Exchange Web Services (EWS). Note that it may be different than the server name. By default, it is the server name followed by "/EWS/Exchange.asmx". For example, the default address would look like this: **https://mail.domain.com/EWS/Exchange.asmx** To find the EWS URL, you can use the **Auto-Discover URL** button. NOTE: The Email Address and Password fields are required for the **Auto-Discover URL** button. (A 100) Required; field length requirements are established as part of specific network configuration
Email Address	Enter the e-mail address that will be used with Mail Gateway Express. When using a Microsoft Exchange server, all e-mails sent from Mail Gateway Express will be sent from this address, regardless of what is entered in the **From** field when the e-mail is generated. *Valid Values:* The e-mail address established on the Microsoft Exchange server for the Mail Gateway Express communications. (A 100) Required; field length requirements are established as part of specific network configuration

Mail Gateway Express Settings Mail Server Tab Window

Field/Button/Action	Description
Password	Enter the password associated with the e-mail address. *Valid Values:* The password established on the Microsoft Exchange server for the Mail Gateway Express **Email Address**. (A 100) Required; field length requirements are established as part of specific network configuration
SMTP Server Settings View	
Server Name	Enter the name of the SMTP server. (A 100) Required; field length requirements are established as part of specific network configuration
Encryption	Select that type of encryption used by your server. *Valid Values:* Unencrypted, SSL/TLS, or STARTTLS
Port	The port number that is configured to accept SMTP requests on your e-mail server. Typically, ports 25 or 587 are often used. (A 10) Required; field length requirements are established as part of specific network configuration
Requires Authentication	If your email server requires authentication of a username and password in order to send e-mails, select this checkbox.
User Name	Enter the user name that Mail Gateway Express will use to access your SMTP server. (A 100) Required; field length requirements are established as part of specific network configuration
Password	Enter the password associated with the user name. (A 100) Required; field length requirements are established as part of specific network configuration
Microsoft Office 365 View (Application Permissions)	

Mail Gateway Express Settings Mail Server Tab Window

Field/Button/Action	Description
To use Mail Gateway Express with Microsoft Office 365 with the **Application Permissions** Azure Type, note the following: • For the **Mail Server Type**, select Microsoft Office 365. • For the **Azure Permissions Type**, select Application Permissions. • For the **Email Address**, enter the Microsoft Office email account that will be used with Mail Gateway Express to send emails. It is recommended that you have a dedicated account for this purpose. • A system administrator will need to perform some configuration Microsoft Azure. Mail Gateway Express needs to be registered with Azure in the Azure Active Directory. A Client Secret needs to be created for Mail Gateway Express. API permissions must be added to allow **Mail.Send** functionality. These permissions should be of type Application Permissions. See the Microsoft documentation for more about application registration in Azure. It is also recommended that you limit access to only the accounts that will be used with Mail Gateway Express: https://docs.microsoft.com/en-us/graph/auth-limit-mailbox-access • Enter the Tenant ID, Client ID, and Client Secret from Azure into Mail Gateway Express and save those settings.	
Azure Permissions Type	The Microsoft identity platform supports two types of permissions: **Application Permissions** and **Delegated Permissions**. From the drop down, select the Azure Permissions Type. *Valid Values:* Application Permissions and Delegated Permissions
Email Address	Enter the Microsoft Office e-mail account that will be used with Mail Gateway Express to send emails. It is recommended that you have a dedicated account for this purpose. *Valid Values:* The e-mail address established on the Microsoft Office 365 server for the Mail Gateway Express communications. (A 100) Required; field length requirements are established as part of specific network configuration
Tenant ID	Enter the Tenant ID (the ID of your organization) from Azure into Mail Gateway Express and save those settings. (A 100) Required
Client ID	Enter the Client ID from Azure into Mail Gateway Express and save those settings. This ID will be a specific value for Mail Gateway Express that is created when you register the application. (A 100) Required
Client Secret	Enter the Client Secret from Azure into Mail Gateway Express and save those settings. (A 100) Required

Mail Gateway Express Settings Mail Server Tab Window

Field/Button/Action	Description
Microsoft Office 365 View (Delegated Permissions)	
To use Mail Gateway Express with Microsoft Office 365 with the **Delegated Permissions** Azure Type, note the following: • For the **Mail Server Type**, select Microsoft Office 365. • For the **Azure Permissions Type**, select Delegated Permissions. • For the **Email Address**, enter the Microsoft Office email account that will be used with Mail Gateway Express to send emails. It is recommended that you have a dedicated account for this purpose. • Enter the password for the selected e-mail account. • A system administrator will need to perform some configuration Microsoft Azure. Mail Gateway Express needs to be registered with Azure in the Azure Active Directory. API permissions must be added to allow **Mail.Send** functionality. These permissions should be of type Delegated Permissions. See the Microsoft documentation for more about application registration in Azure. There may be some additional configuration needed for consent provisioning. See Microsoft documentation for more information: https://docs.microsoft.com/en-us/graph/auth-limit-mailbox-access • Enter the Tenant ID and Client ID from Azure into Mail Gateway Express and save those settings.	
Azure Permissions Type	The Microsoft identity platform supports two types of permissions: **Application Permissions** and **Delegated Permissions**. From the drop down, select the Azure Permissions Type. *Valid Values:* Application Permissions and Delegated Permissions
Email Address	Enter the Microsoft Office e-mail account that will be used with Mail Gateway Express to send emails. It is recommended that you have a dedicated account for this purpose. *Valid Values:* The e-mail address established on the Microsoft Office 365 server for the Mail Gateway Express communications. (A 100) Required; field length requirements are established as part of specific network configuration
Password	Enter the password for the selected email account. (A 100) Required; field length requirements are established as part of specific network configuration
Tenant ID	Enter the Tenant ID (the ID of your organization) from Azure into Mail Gateway Express and save those settings. (A 100) Required

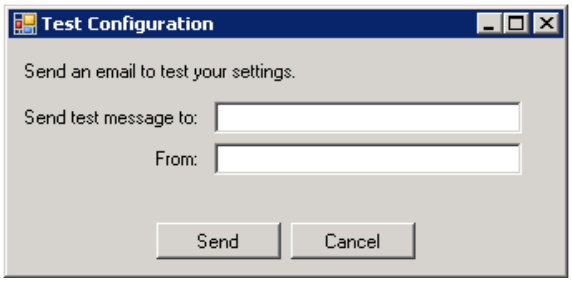
Mail Gateway Express Settings Mail Server Tab Window

Field/Button/Action	Description
Client ID	Enter the Client ID from Azure into Mail Gateway Express and save those settings. This ID will be a specific value for Mail Gateway Express that is created when you register the application. (A 100) Required

Buttons/Actions

Mail Gateway Express Settings Mail Server Tab Window

Field/Button/Action	Description
Test	Use the **Test** button to ensure that Mail Gateway Express is configured properly and able to send e-mails using your email server. Once you have entered the required fields, click the **Test** button. The *Test Configuration Window* will appear.



Exchange Server

Enter an e-mail address in the **To** field. In the **From** field, enter the same e-mail address that you entered on the Mail Server Tab. A test e-mail will be sent to the address in the **To** field. If the test email arrives within a couple of minutes, then your settings are correct. A “Message Sent!” confirmation will appear.

If your settings are not correct, you will not receive confirmation that the message was sent, and you will instead receive an error message from the Exchange Server.

SMTP Server

Enter an e-mail address in the **To** and **From** fields. The address in the **from** field may be overwritten by your SMTP server if it differs from the user entered on the Mail Server Tab. A test e-mail will be sent to the address in the **To** field. If the test email arrives within a couple of minutes, then your settings are correct. A “Message Sent!” confirmation will appear.

If your settings are not correct, you will not receive confirmation that the message was sent, and you will instead receive an error message from the SMTP Server. In some cases, the server will abort an e-mail even after the “Message Sent!” confirmation appears, so verify that the test e-mail arrives in your in-box.

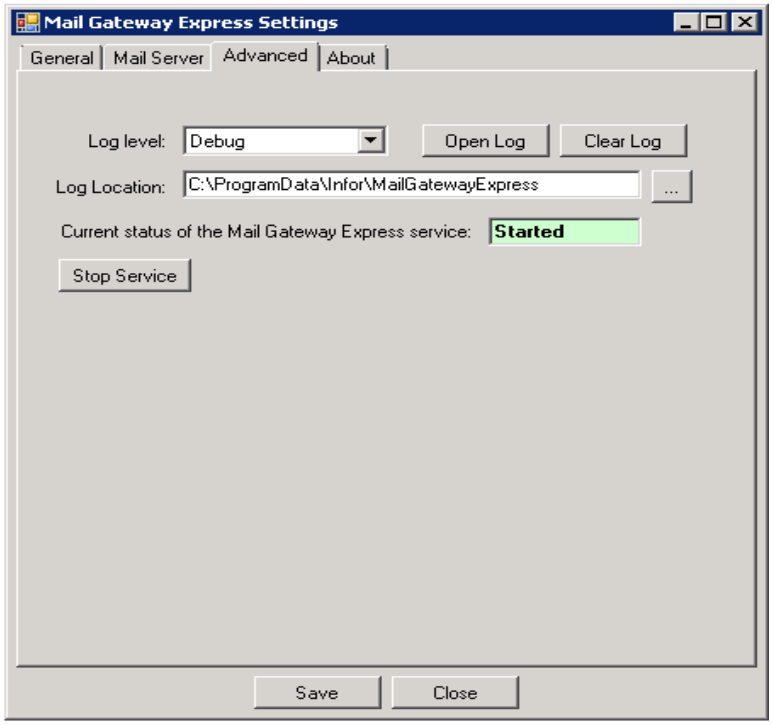
Office 365

Enter an e-mail address in the **To** field. In the **From** field, enter the same e-mail address that you entered on the Mail Server Tab. A test e-mail will be sent to the address in the **To** field. If the test email arrives within a reasonable time-frame, then your settings are correct.

Mail Gateway Express Settings Mail Server Tab Window

Field/Button/Action	Description
Auto-Discover URL	Use the **Auto-Discover URL** button to find the Exchange Server URL. By default, it is the server name followed by "/EWS/Exchange.asmx". For example, the default address would look like this: **https://mail.domain.com/EWS/Exchange.asmx** The **Auto-Discover URL** button will fill this value in for you. First, you must fill in the **Email Address** and **Password** fields. The **Auto-Discover URL** button will use those values to find the correct URL.
Save	Click **Save** to save your settings. The **Save** button will save all of the settings you have changed on all tabs. Refer to Saving your Settings (p. 2-17) for further details.
Close	Click **Close** to close the window without saving your settings.

Mail Gateway Express Settings Advanced Tab Window



On the Mail Gateway Express Settings Advanced Tab Window, you can start and stop the Mail Gateway Express service, as well as view the log of activity and errors.

Mail Gateway Express Settings Advanced Tab Window

Field/Button/Action	Description
Log Level	This field allows you to choose the level of detail that will be recorded in the log. The possible values are: • Debug: the most detailed of these levels. If you are encountering a problem with Mail Gateway Express, you may want to set the log level to Debug in order to record as much information about the problem as possible. • Info: will record a satisfactory level of detail • Warning: this setting will not record any of the standard Mail Gateway Express activity. It will only record when warnings or errors are encountered. • Error: this setting will not record any of the Mail Gateway Express activity, unless an error occurs. • Fatal: the least detailed level, and will only record fatal errors. *Default Value:* Info

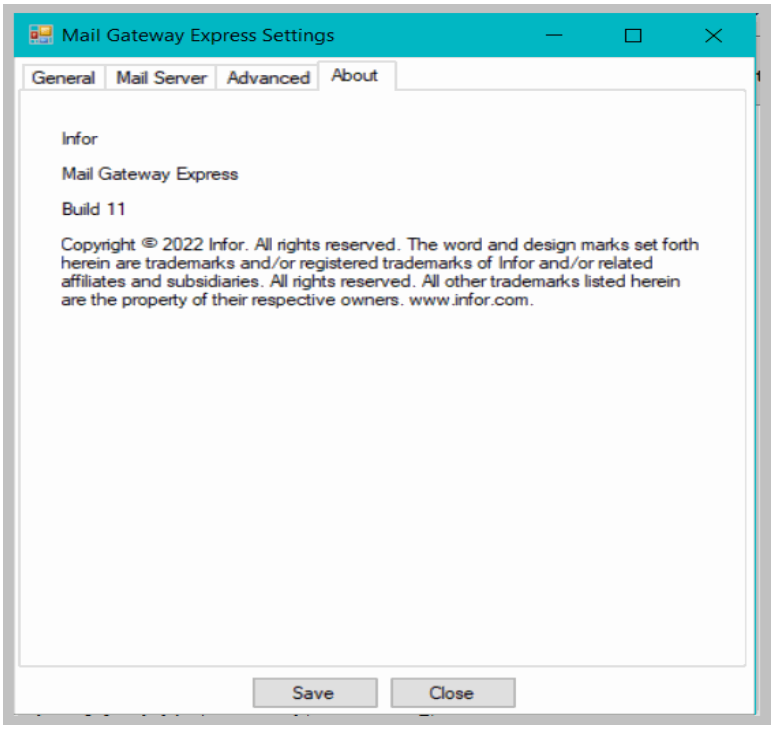
Mail Gateway Express Settings Advanced Tab Window

Field/Button/Action	Description
Open Log	The **Open Log** button will open the log file in notepad, allowing you to view a record of recent activity or errors. It will show a record of messages that have been sent, along with any problems it has encountered (depending on your Log Level setting). NOTE: The log will not display new updates while it is open. Therefore, close and re-open the log to see the most current information.
Clear Log	The **Clear Log** button will delete everything in the log.
Log Location	By default, the log will be stored in your computer's Program Data directory, in the **Infor\MailGatewayExpress** folder. If you wish to change where the log file is stored, you can enter a different path in this field, or click the **Ellipsis** button to browse to a different directory.
Ellipsis	Click to browse for the **Log Location** directory. A Windows Explorer window will open for browsing.
Current status of the Mail Gateway Express service	This field indicates whether or not Mail Gateway Express is currently running. The most common status values are: • Stopped • Starting • Started: Transactions will only process when the service is started. • Stopping • Not Found: If the status is Not Found, then the service is most likely not installed correctly.
Start Service / Stop Service	Click the **Start Service** button to start the Mail Gateway Express Service. Once started, it will begin polling the **Shared Host Drive** and sending e-mails. You should see the status field change from **Stopped**, to **Starting**, and then to **Started**. The **Start Service** button will then change to read **Stop Service**. After you have started the service, it will run automatically in the background on your server. You do not need to start it manually again each time you log out or restart your server. Click the **Stop Service** button to stop the Mail Gateway Express Service. You can watch the status change from **Started** to **Stopping** and then to **Stopped** on the Mail Gateway Express Settings Advanced Tab Window. The **Stop Service** button will then change to read **Start Service**.
Save	Click **Save** to save your settings. The **Save** button will save all of the settings you have changed on all tabs. Refer to Saving your Settings (p. 3-1) for further details.

Mail Gateway Express Settings Advanced Tab Window

Field/Button/Action	Description
Close	Click **Close** to close the window without saving your settings.

Mail Gateway Express Settings About Tab Window



The About Tab includes the version and copyright information for Mail Gateway Express.

Mail Gateway Express Settings About Tab Window

Field	Description
Save	Click **Save** to save your settings. The **Save** button will save all of the settings you have changed on all tabs. Refer to Saving your Settings (p. 3-1) for further details.
Close	Click **Close** to close the window without saving your settings.

Saving your Settings

Once you have entered all of your settings, and confirmed that you can send e-mail using the **Test** button, click the **Save** button. The **Save** button will save all of the settings you have changed on all tabs. Then, go to the Advanced Tab and click **Start Service**. Make sure that the status changes to **Started**.

Mail Gateway Express is now configured, and you may start generating e-mails from the Distribution A+ Mail Server module. You may now close the Mail Gateway Express Settings application. If you experience any problems, you may re-open the Mail Gateway Express Settings application and inspect the Log file for additional information. You may also open the Mail Gateway Express Settings application at any time to stop the service or to change your settings. You do not need to stop the service in order for new saved changes to take effect.

Troubleshooting

Connection problems

1. Verify the Username is not disabled on the IBM i with the `WRKUSRPRF` command.
2. Verify the User is enabled through NetServer
   a. IBM i Access Client Solutions
      - Launch IBM i Access Client Solutions and open Navigator for i.
      - Expand Network and then Servers.
      - Right click on IBM i NetServer. In the drop down, click Disabled User IDs.
      - If the user appears in the list, highlight it and select the Enable User ID button.

   b. System i Navigator
      - Launch System i Navigator and expand the System Name connection.
      - Expand Network and then Servers.
      - Click on TCP/IP to open the right panel and right click on i5/OS NetServer. In the drop down, click Disabled User IDs.
      - If the user appears in the list, highlight it and select the Enable User ID button.
3. Verify the password configuration (case sensitivity) on the IBM i is the same as the password keyed on the Mail Gateway Express Settings General Tab window. Simple is better.

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