OpenScape Business V1R3 myReports

HowTo
Configure E-mail transmission

Version 1.0

Table of Contents

Table of History

Date	Version	Changes
2014-05-26	1.0	Initial Creation

OpenScape Business V1R3 myReports   HowTo configure E-Mail transmission

1. Overview

A report which is defined within myReports can be sent by UC Suite via e-mail to specified recipients. For this reason UC suite supports e-mail forwarding via SMTP.

myReports / UC Suite supports secure SMTP protocol per default using TLS. In case that the e.mail server does not support TLS, UC suite tries to connect via SSL or via unsecured protocol.

For sending reports by myReports / UC Suite with e-mail forwarding the following is required

- Access to an e-mail server, either local, or hosted by an e-mail provider
- E-mail account on the e-mail server with enabled e-mail forwarding option
- Access data to the e-mail account incl. login credentials

UC Suite / myReports uses following ports for transmission:

- Port 25   Standard port for SMTP
- Port 587   Standard Port for ESMTP
- Port 465   Standard Port for SMTP with SSL
- Chosen freely   (has to configured within OpenScape Business)

2. Configuration

In order to enable myReports to send reports by e-mail, access to an already existing e-mail account must be configured.

Figure 1: myReports e-mail setup configuration dialog

Transmission protocol and ports used by myReports depends on theses settings, which are stored by myReports into the UC Suite database.

Important note for using the option "synchronize with system email account":

Email delivery of myReports occurs via this configured email account data only, if the checkbox "Synchronize with the system email account" is n o t marked.

In case that the checkbox "Synchronize with the system email account" is marked, myReports **reads** the settings within OpenScape Business under "Service Center → Email Forwarding".

E-mail Forwarding

Server Information	
Outgoing Mail Server (SMTP)	
Outgoing mail server port	
This server requires an encrypted connection (TLS/SSL)	☐

Logon Information	
User Name	
Password	
Confirm Password	

User Information (Sender)	
E-Mail Address	

Figure 2: OpenScape Business e-mail forwarding configuration dialog

If data are available (no empty fields) myReports overrides its own settings and are stores the retrieved data into its database and applies them for sending emails.

The use of "Synchronize with the system email account" is makes sense if:

- Other ports than SMTP default ports should be used by myReports
- SSL should be used instead of TLS (as myReports do not offer SSL configuration)

In case that another e-mail account should be used for sending reports by myReports as for sending fax and voicemail attachments etc. the checkbox may not be marked.

3. Basic functionality

3.1. myReports behavior without "Synchronization Flag"

In this case myReports uses the settings, which are configured within myReports E-Mail Setup menu.

If an email is sent, myReports automatically checks the ports 25, 456, 587. The first available/open port will be used. By default extended SMTP and the TLS (Transport Layer Security) is used. Transmission synchronization with the e-mail server is done by sending the STARTLS command. In case that TLS is not supported by the server transmission is done unsecured.

There is no need to configure secures / unsecured protocol or port number manually.

3.2. myReports behavior with "Synchronization Flag"

myReports uses the imported settings from OpenScape Business e-mail forwarding, which includes optional a port number and the SSL/TSL Flag .

In case that the no Port is specified and the TSL /SSL flag is **not** set myReports automatically checks the ports 25, 456, 587. The first available/open port will be used. By default extended SMTP and the TLS (Transport Layer Security) is used. Transmission synchronization with the e-mail server is done by sending the STARTLS command. If TLS is not supported by the server transmission is done unsecured.

In case that the TSL/SSL flag is set myReports forces the SSL connection. If no port is configured myReports checks ports 456, 587 or 25. If a port is configured myReports forces an SSL connection to the specified port.

If the server does not support SSL, email sending fails. No fall back is supported in this case.

In case that the TSL/SSL flag and a port number is set, myReports forces an SSL connection at the configured port. If the server does not support SSL, email sending fails.

4. Specific scenarios

As my report e-mail setting do not provide direct configuration of port and SSL / TSL connection the settings within the OpenScape Business systems have to be used in order to fulfill some specific configuration requirements.

4.1. TSL connection using a specified port

The e-mail forwarding settings data have to be entered completely within the OpenScape Business administration instead of the myReports e-mail setup. The following settings are important

- Set Port number to the request server port
- Do **not** mark the TSL/SSL checkbox

Within the email setup of my reports the following has to be entered.

- Set **only** the e-mail setting synchronization flag

These settings force my Report to read the setting from the OpenScape Business e-mail forwarding incl. the port number. As the TLS/SSL flag is not set, myReports is not forced in SSL mode and uses TLS as preferred protocol.

4.2. SSL connection using a specific port

The e-mail forwarding settings data have to be entered completely within the OpenScape Business administration instead of the myReports e-mail setup. The following settings are important

- Set Port number to the request server port
- Mark the TSL/SSL checkbox

Within the email setup of my reports the following has to be entered.

- Set **only** the e-mail setting synchronization flag

These settings force my Report to read the setting from the OpenScape Business e-mail forwarding incl. the port number. As the TLS/SSL flag is set, myReports is now forced to use SSL mode in combination with the given port.

4.3. Reset myReports SSL connection flag or port number

Once the SSL connection flag or server port is set in my Reports via "email synchronization" with OpenScape Business e-mail forwarding settings, a reset can only be done by overwriting the values with new setting in OpenScape business.

This way can also be used to force myReports to use its built in mechanism to setup the email connection. In this case TSL/SSL flag and port number may not be set within OpenScape Business. After reading the new settings, the "synchronization flag" within my Reports has to be unchecked.

4.4. Use different e-mail forwarding by myReports and OpenScape Business

In case that myReports should use another email server than OpenScape Business and that the native settings within my Reports are not sufficient, a two-step configuration is recommended.

1. Step

Set the required myReports setting (SSL,TLS, Server port) as described before by using the OpenScape Business e-mail forwarding parameters and set the "synchronization flag within myReports.

2. Step

After parameters are read by my reports, uncheck the "synchronization flag" within myReports and configure OpenScape Business email forwarding parameter as requested by the other email server.

4.5. Debugging Information

In case of email configuration issues myReports log file includes details about the problem.

5. SMTP standard ports

Port	25	SMTP	with or w/o authentication	not secured or secured with TLS
Port	587	ESMTP	with or w/o authentication	nor secured or secured with TLS
Port	465	SMTP	with or w/o authentication	secured with SSL

6. Abbreviations

SMTP	Simple Mail Transfer Protocol
ESMTP	Extended SMTP
SSL	Secure Socket layer
TLS	Transport Layer Security

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