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E-mail Server Administration Guide

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E-Mail Server Administration Guide

This guide provides information for administrators regarding E-mail Server. In addition to the topics on this page, there is also information on the following:

- How E-mail Server uses [JavaMail properties](#).
- The types of [notification](#) of delivery status and message disposition.
- How to [customize](#) the e-mails from external resources.
- How to set up [Microsoft Azure](#) or [Gmail](#) mailboxes for OAuth 2.0 authorization.
- How to [split](#) the To and CC email recipient list and generate an interaction (an individual email message) for each unique recipient in the list.

See also information, applying to both UCS and E-mail Server, [on mixing IPv6 and IPv4 and on running the server as a Windows Service with TLS](#).

Limitations

- Attachments—There is no limit on the size of attachments to e-mails. You can use the `maximum-msg-size` option to limit the overall size of incoming messages (that is, the total size of all message parts, including the body and any attachments).
- UCS:
 - E-mail Server 8.1.2 can work only with UCS 8.1.1 or later (however UCS 8.1.1 can work with any version of E-mail Server).
 - E-mail Server 8.1.3 or later requires UCS 8.1.3 or later.
 - E-mail Server 8.5.x requires UCS 8.1.4 or later.
- For optimal performance, Genesys recommends that you use no more than 25 mailboxes with each instance of E-mail Server.

Note on deleting interactions in strategies

In its requests to UCS, E-mail Server provides parameters for tenant ID, Interaction type, Interaction subtype, status, and parent ID.

Therefore, when E-mail Server updates threaded interactions in UCS, the parent interaction must still exist in the UCS database. For example, in the case of a chat interaction and a chat transcript being sent, the parent must not be deleted before E-mail Server successfully sends the transcript.

In versions prior to 8.1.400.10, when E-mail Server sent an e-mail, it incorrectly updated the corresponding interaction in the UCS database. This incorrect update prevented statistics from being computed correctly.

List of Attached Files

Starting in release 8.1.0, inbound e-mails can include an attached data type `_AttachmentFileNames`, which contains a list of the names of files attached to the inbound e-mail.

Handling Unparsable E-Mails

If E-mail Server is unable to parse an incoming e-mail, it creates a new e-mail interaction (a "wrapping message") with the following characteristics:

- The header is the same as the header of the original, unparsable e-mail.
 - If the header of the original e-mail is unparsable, the subject of the new interaction is Unknown subject.
 - If the From address of the original e-mail is not valid, the From address of the new interaction is `unknown@<default_domain>`, where `<default_domain>` is the domain specified by the `default_domain` configuration option of the E-mail Server application.
- The text of the new interaction is `Error encountered during preprocessing of this message + <reason_for_failure> + Original Incoming Email` is attached to this Email.
- The original e-mail is attached to the new e-mail.
- The new e-mail has an attached key-value pair, whose key is `_WrappingMessageReason` and whose value is a text string that describes the reason for creating the wrapping message.