



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Engage Digital (eServices)

smtp-client Section

smtp-client Section

- allow-delegate
- client-id
- cnx-check-idle-time
- cnx-max-idle-time
- cnx-pool-size
- connect-timeout
- directory-id
- enable-authentication
- enable-debug
- exchange-version
- grant-type
- password
- port
- protocol-timeout
- scope
- secret
- server
- server-type
- smtp-connection-security
- tenant-authority
- token-expiry-margin-time
- user

allow-delegate

Default Value: false

Valid Values: true, false

Changes Take Effect: At start/restart

Enables or disables sending emails on behalf of another user account, when the smtp-client is using the Graph API. Ensure that you enable the Send As or/and Send On Behalf permission in the Exchange mailboxes before enabling this feature.

client-id

Default Value: No default value

Valid Values: A valid Client ID of the Microsoft Azure or Google application provided by the customer after the mailbox is registered in Microsoft Azure or Google

Changes Take Effect: At start/restart

Introduced: 8.5.107.06

Modified: 8.5.201.05, 8.5.202.02, 8.5.205.03

Specifies the Client ID of the registered Microsoft Azure application for the Office 365 or the Google application for the Gmail account in the SMTP client. This parameter takes effect only when the **mail.<server-type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

cnx-check-idle-time

Default Value: 00:00:30

Valid Values: Any valid time in hh:mm:ss format

Changes Take Effect: At start/restart

Specifies the amount of time an SMTP (Simple Mail Transfer Protocol) connection can stay idle before E-mail Server checks to see whether the connection is really established. If the SMTP connection is idle for longer than the specified value, E-mail Server first sends a NOOP command to the SMTP server on the connection, before using the connection. With the value of 00:00:00, E-mail Server checks the connection each time before using it. However, this is an expensive operation, and some SMTP servers do not support it very well.

cnx-max-idle-time

Default Value: 00:05:00

Valid Values: Any time period in hh:mm:ss format

Changes Take Effect: At start/restart

Specifies the amount of time an SMTP connection can stay Idle before E-mail Server closes the connection.

Warning

Make sure the value of this option is less than the SMTP Server timeout value.

cnx-pool-size

Default Value: 10

Valid Values: Any integer greater than 0

Changes Take Effect: At start/restart

Specifies the pool size for the SMTP connection. This option sets the maximum number of messages SMTP can send in parallel.

connect-timeout

Default Value: 00:05:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Modified: 8.5.204.04

Discontinued: 8.5.205.03

For the **pop-client** and **smtp-client** sections, specifies the timeout value for the socket connection. The timeout is raised if the connection to the server (corporate e-mail server for the **pop-client** section or SMTP server for the **smtp-client** section) cannot be established within the time specified for this option.

This timeout value is also applicable to the HTTP connection for the requests to retrieve oAuth2 token from a customer's IDP and for the Graph API requests.

directory-id

Default Value: No default value

Valid Values: A valid Microsoft Azure application Directory (tenant) ID provided by the customer after the mailbox is registered in Microsoft Azure

Changes Take Effect: At start/restart

Introduced: 8.5.107.06

Modified: 8.5.202.02, 8.5.205.03

Specifies the Directory (tenant) ID of the registered Microsoft Azure application for the Office 365 mailbox in the SMTP client. This parameter takes effect only when the **mail.<server-type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

enable-authentication

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Enables the use of authentication with the corporate e-mail server. With a value of **true**, the options **user** and **password** are used to log in to the corporate e-mail server.

enable-debug

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately

Modified: 8.5.205.03

Enables or disables SMTP logging to the server's standard output. If set to **true**, E-mail Server displays SMTP passwords. It also enables or disables the Graph default logging.

exchange-version

Default Value: Exchange2010

Valid Values: A valid Exchange server version, such as Exchange2010, Exchange2010_SP1, Exchange2010_SP2, Exchange2010_SP3, Exchange2013, Office365, Exchange2016

Changes Take Effect: At the next POP cycle

Modified: 8.5.201.05, 8.5.202.02

Specifies the version of the Exchange corporate server.

Note: For Exchange 2019 support, leave this option empty or set it to Exchange2016.

grant-type

Default Value:

Valid Values: An empty string or client_credentials

Changes Take Effect: At start/restart

Introduced: 8.5.212.01

Specifies the grant type when requesting the OAuth2 bearer token. This option is supported for SMTP protocol. The option will take effect only for OAuth2 is enabled. By default, if option is not set or has an empty value, a *Password Grant* type is assumed. If set to the client_credentials, then *Client Credentials Grant* flow is enabled.

password

Default Value: No default value

Valid Values: A valid password or refresh_token

Changes Take Effect: At start/restart

Modified: 8.5.201.05, 8.5.205.03

Specifies the password associated with this account for basic authentication and OAuth2 enabled (**mail.[type].auth.mechanisms** is X0AUTH2) for a Microsoft Azure mailbox.

You set this value during the E-mail Server setup. This applies only when enable-authentication is set to true.

For Gmail, if a mailbox is OAuth2 enabled (**mail.smtp.auth.mechanisms** is X0AUTH2), this option is used for the *refresh_token* of the SMTP account.

For Outlook, if the type is GRAPH or grant-type is client_credentials, this is used for the Azure application secret.

port

Default Value: 25

Valid Values: Any valid port number

Changes Take Effect: Immediately

Specifies the port number for connecting to the corporate e-mail server. Allows the port to be changed for access through a firewall.

protocol-timeout

Default Value: 00:05:00

Valid Values: Any time period in the hh:mm:ss format

Changes Take Effect: Immediately

Modified: 8.5.204.04, 8.5.205.03

Whether in the **pop-client** or **smtp-client** section, specifies the message timeout value. The timeout is raised if the corporate e-mail server does not reply to protocol messages sent to it within the time specified for this option. You may want to adjust the timeout value to handle large messages. If the timeout expires before a message has finished processing, the following may occur:

- A large incoming message may be repeatedly resubmitted, blocking processing of all following messages. Prevent this by increasing the value for this option in the **pop-client** section.
- A large outgoing message may result in a Send service failure. Prevent this by configuring this option in the **smtp-client** section.

This timeout value is also applicable to the HTTP requests to retrieve OAuth2 token from a customer's IDP and for the Graph API requests.

scope

Default Value: <https://outlook.office.com/.default>

Valid Values:

- The valid scope for Microsoft office 365 Graph API is <https://graph.microsoft.com/.default>
- The valid scope for Microsoft Office 365 is <https://outlook.office.com/.default>

Changes Take Effect: At start/restart

Introduced: 8.5.107.06

Modified: 8.5.205.03

Specifies the access token scope. This parameter takes effect only when the protocol type is EWS and **mail.ews.auth.mechanisms** is XOAUTH2 or type is GRAPH.

secret

Default Value: smtp

Valid Values: Any string without the white space

Changes Take Effect: At start/restart

Introduced: 8.5.201.05

Specifies the secretName of the **secret-[secretName](#)** section to associate with the Google application secret after the SMTP account is registered in Google. This is a Gmail-only option when an SMTP account is OAuth 2.0 enabled (**mail.smtp.auth.mechanisms** is XOAUTH2).

server

Default Value: No default value

Valid Values: Any valid host name or IP address

Changes Take Effect: Immediately

In the **pop-client** section, specifies the host name or IP address of the corporate e-mail server on which the account resides. In the **smtp-client** section, specifies the name of the corporate SMTP server. You set the value during E-mail Server setup.

Note: If connecting to Exchange Server with EWS, the value must be the EWS URL, not the host name or IP address.

server-type

Default Value: SMTP

Valid Values: SMTP, EWS, GRAPH

Changes Take Effect: At the next cycle

Modified: 8.5.205.03

Specifies the protocol used to send messages to a corporate e-mail server.

smtp-connection-security

Default Value: none

Valid Values: 'none', 'start-tls', 'start-tls-required', 'ssl-tls'

Changes Take Effect: At restart

Related Options: [pop-connection-security](#)

In the **smtp-client** section, sets the level of security used. See the explanation of possible values for **pop-connection-security**.

tenant-authority

Default Value: <https://login.microsoftonline.com>

Valid Values: The valid Microsoft authority server is <https://login.microsoftonline.com>. The valid Google authority server is a case-insensitive string that contains "google".

Changes Take Effect: At start/restart

Introduced: 8.5.107.06

Modified: 8.5.201.05, 8.5.202.02, 8.5.205.03

Specifies the authority server of the registered Microsoft Azure application for the Office 365 or the Google application for the Gmail SMTP account in the SMTP client. This parameter takes effect only when the **mail.<server-type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

token-expiry-margin-time

Default Value: 00:00:10

Valid Values: Any less than one hour period in hh:mm:ss format

Changes Take Effect: See the description

Introduced: 8.5.107.06

Modified: 8.5.202.02

Specifies the amount of time an SMTP connection remains connected before its access token expires and the server closes the connection. This parameter takes effect only when the **mail.<server-type>.auth.mechanisms** is set to XOAUTH2.

user

Default Value: No default value

Valid Values: Any valid logon user name

Changes Take Effect: Immediately

Specifies the name used to log in to the corporate e-mail server. This option applies only when the **enable-authentication** option is set to `true`.