

Working with email services in IBM FileNet P8 and Content Navigator

IBM FileNet Content Platform Engine provides a mechanism for sending email notifications relating to Document and Folder actions and Workflow processing. In this scenario the connection details for an external SMTP server are required to be added to the CPE configuration. For document and folder notifications: At the Domain level navigate to the 'SMTP Subsystem' tab, and enable email notification, and enter the connection details for the SMTP server.

If you are configuring email notification for a specific CPE 'Site' or 'Virtual Server', you can override the connection information set here and configure a specific SMTP server for use by the Site or Virtual Server. To override these Domain wide SMTP settings, navigate to the top level of the Site menu or Virtual Server menu and select the SMTP Subsystem tab at the alternative level.

Document and Folder notifications require a custom event action to be created; this is beyond the scope of this document. It is also possible to use the 'SendMail' action in the CE_Operations component queue to send emails during workflow processing. You can also configure email notification for specific Process Workflow events. You must install and configure a language pack in order to enable Process Workflow email notification. Navigate to the Object Store – Workflow System and the Language Packs tab and add an appropriate Language Pack configuration. NOTE the translated email templates are distributed with the CPE platform installation media; these should be copied to a local storage location on the CPE server. After adding the Language Pack, you will be able to enable email notification on the Workflow System – Remote Servers tab. Again here you can override the CPE domain SMTP settings and specify a specific SMTP configuration for Workflow email notification if required, or you can allow the Workflow system to use the existing CPE SMTP configuration.

On the same Remote Servers tab select the event types which will trigger notifications. If using SSL remember to import the SMTP server's certificate into the WebSphere Trust store. In WebSphere navigate to Security -> SSL Certificate and Key Management -> Key stores and certificates -> NodedefaultTrustStore->Signer certificates - click the "Retrieve from port" button.

For testing purposes you could configure a common free mail service SMTP server like google's gmail server 'smtp.gmail.com', however, to use this server you would need a gmail account and it will only allow you to send emails under that account name. An example SSL connection for smtp.gmail.com would use port 465.

Content Navigator also includes the ability to configure email notifications for some repository actions. For example if the administrator has enabled the feature, you can email a document object either as an attachment or just a link to a document. In earlier versions of ICN (before 3.x) this feature requires a java runtime on the desktop. In later versions of ICN 3.x the administrator can configure an HTML solution that does not require a java runtime on the desktop. To use this option MS Outlook should be installed and running on the user desktop. The email is sent via the MS Outlook mail client.

Content Navigator also includes a task scheduler. You can configure ICN to send email notifications relating to 'task' activities. This feature uses the Mail Services in the WebSphere application server and does not rely on any email/SMTP configuration in the P8 CPE environment.

During the deployment of ICN a WebSphere Mail Session configuration is created, the default name is CNMailSession.

The mail session configuration provides the ability to configure the target SMTP server. It may be necessary to add additional custom properties to configure other connection options that are not available on the standard WebSphere admin console page. For example to enable SSL and set a target port to 465; add a custom properties on the mail session definition - mail.smtp.port as an **integer** type with a value of 465, and mail.smtp.ssl.enable as a **Boolean** true.

JavaMail class properties can be found here:

<https://javaee.github.io/javamail/docs/api/com/sun/mail/smtp/package-summary.html>

NOTE: Email messages sent by SMTP have some standard header properties:

The following table lists the header and corresponding properties:

| Header | Property |
|-------------|-------------------------------------|
| From | SmtpMail.From |
| Reply-To | SmtpMail.ReplyTo |
| Sender | SmtpMail.Sender |
| Return-Path | SmtpMail.ReturnPath |

From

This property indicates the original email sender. This is what you see as "FROM" in most mail clients.

Reply-To

This property indicates the reply address. When the user clicks "reply" in a mail client, the Reply-To value should be used as the recipient address of the return email. If you don't set this property, the Reply-To address is same as **From** address.

Sender

This property indicates who submitted/sent the email. When the email is received, the email client displays:

From: "**Sender** address" on behalf of "**From** address".

If you don't set this property, the Sender address is the same as **From** address.

Return-Path

This property indicates a delivery notification report address. If you don't set this property, the Return-Path address is the same as **From** address.

WebSphere mail session attributes:

Outgoing Mail Properties

Server
smtp.gmail.com

* Protocol
smtp

User
steve.cleasby@gmail.com

Password
.....

Verify Password
.....

Return e-mail address
steve.cleasby@gmail.com

The 'User' and 'Password' attributes are the SMTP account name and password.

The 'Return e-mail address' attribute in the mail client will appear as the **From** address.

(NOTE Gmail servers will only accept the account owners Gmail address)

WebSphere mail session custom properties:

Mail Sessions > CNMailSession > Custom properties

Use this page to specify custom properties that your enterprise information system (EIS) requires for the resource providers and resource factories that you configure. For example, most database vendors require additional custom properties for data sources that access the database.

Preferences

| New... Delete | | | |
|---|----------------------|-------|-------------|
| [Icons] | | | |
| Select | Name | Value | Description |
| You can administer the following resources: | | | |
| <input type="checkbox"/> | mail.smtp.port | 465 | |
| <input type="checkbox"/> | mail.smtp.ssl.enable | true | |
| Total 2 | | | |

P8 CPE SMTP mail attributes:

The settings that configure email notification for this domain.

Email Services

☒ Enable email services ?

* SMTP host: ? smtp.easily.co.uk

* SMTP port: 1,025

* Email from ID: ? WorkflowSupervisor@domain.co.uk

* Default email reply-to ID: ? WorkflowSupervisor@domain.co.uk

* Email login ID: ? info@domain.co.uk

Email login password:

SSL Communication

☐ Enable SSL ?

The '**Email from ID**' formatted email address may not be handled by some mail servers, for example Gmail will always pass the 'From' attribute as the Gmail account owner.

'Default email reply-to ID' – The default Reply-To address for system generated notifications.

'Email login ID' is the authentication name for the SMTP account.

SMTP server software downloads

<https://www.pendriveapps.com/portable-smtp-server-mini-relay/>

<https://www.hmailserver.com/>

<http://www.rocketmailer.com/about.asp>

These provide a local personal SMTP server. However, I have not downloaded or tested any of these options.

NOTE: If you do not use a valid email address in the 'From' and 'Reply-To' properties the mail client may put the emails in a JUNK or SPAM folder

Using TLS:-

To use TLS for SMTP connections you can use the following name format in the SMTP host field.

STARTTLS:smtp.gmail.com

Use the associated TLS PORT 587