

Outgoing Email Shared Parameters

Common email parameters enable Imagicle UCX On-prem/Cloud Suite to send email notifications through your company email server. Imagicle UCX Suite leverages this feature to forward voicemail messages, incoming faxes, scheduled reports, alarms, and to notify to the administrators about applications events.

This section describes those settings and their meaning. You can change them by clicking the **System parameters** link in the **Admin** menu, then pressing the **Outgoing Email Parameters** button.

SMTP Configuration

Typically, on-prem email servers like MS-Exchange or Lotus Domino leverage this protocol. In this case, you can select "SMTP" from **Protocol Type** pull-down menu. Please fill the resulting form based on your own email system:

The screenshot shows the Imagicle UCX Suite Administration interface. The top navigation bar includes: Administration, User Management, System Parameters (selected), Licenses, Support, Monitoring, and Presence. Below the navigation bar is a "Back" link. The main content area is titled "Outgoing Email Parameters" and contains the following configuration fields:

- Enable Outgoing Mail:**
- Protocol Type:** SMTP (selected in a dropdown menu)
- Email From Address:** fax-ha@imagiclevg.lab
- Server Name:** 192.168.4.6
- Server Port:** 25
- Use Authentication:**
- Username:** fax-admin@imagiclevg.lab
- Password:** [masked with dots]
- Proxy:** NoProxy (selected in a dropdown menu)

At the bottom right of the form are two buttons: "Test connection" and "Save". A link "Change proxy settings" is located below the Proxy dropdown menu.

- Enable Outgoing Mail: must be checked to enable Imagicle UCX Suite to send emails. **This is mandatory for fax-to-email feature**, if you are leveraging Imagicle Digital Fax application.
- Protocol Type: SMTP
- Email Form Address: This is the address which appears in the "From" field of the mail sent by UCX Suite. Depending on SMTP relay server, this might be a dummy address or an actual email account.
- Server Name: enter the FQDN or the IP address of the email server.
- Server Port: enter the port number on which the mail server is listening (example 25 for SMTP and 465/587 for Secure SMTP).



- Use authentication, Username, and Password: fill these fields if authentication is required.
- Proxy: If a Proxy is in place, please select it. More info [here](#).

Secure SMTP is also supported. The protocol to be used is auto-detected from the remote server choosing the safest first: TLS (we do support 1.2 - 1.0) or SSL (3.0 - 1.0) or plain.

Press the "Test" button to test the connection. Remember to press the "Update" button to save the changes before leaving.

Warning: even if the connection test succeeds, some email server might reject the "email from" address at the moment the email message is sent. Please check your email server configuration.

OAuth2 Configuration

If you are leveraging a Cloud-based email service, like Office365 or Google Mail, then likely you wish to enable email sending by leveraging OAuth2 modern authentication. In this case, you first need to create an App Registration (if not available yet), by following this [KB article](#).

Then you need to create a DEDICATED email account in your Office365 Tenant, used by UCX Suite to populate the "From" field of the emails to be sent to users.

Please select "Office 365" from **Protocol Type** pull-down menu. Please fill the resulting form based on your own email system:



Outgoing Email Parameters

Enable Outgoing Mail	<input checked="" type="checkbox"/>
Protocol Type	<input type="text" value="Office 365"/>
Application (client) ID	<input type="text" value="34325325"/>
Directory (tenant) ID	<input type="text" value="432432432"/>
Client secret	<input type="text" value="••••"/>
Email Address	<input type="text" value="jhonny@imagicle.com"/>
Proxy	<input type="text" value="NoProxy"/>

[Change proxy settings](#)

Configuration summary

The mail server connection is ready for verification. You are encouraged to proceed with testing the connection and save the parameters.

- Enable Outgoing Mail: must be checked to enable Imagicle UCX Suite to send emails. **This is mandatory for fax-to-email feature**, if you are leveraging Imagicle Digital Fax application.
- Protocol Type: Office 365
- Application (client) ID: This field must be populated based on [App Registration](#)
- Directory (tenant) ID: This field must be populated based on [App Registration](#)
- Client secret: This field must be populated based on [App Registration](#)
- Email Address: This is the dedicated email account created on purpose for email sending.
- Proxy: If a Proxy is in place, please select it. More info [here](#).

Companies leveraging a custom Office 365 URL

Some companies are leveraging a custom Office 365 URL to access their email service (like Office 365 Business service).

To change from default Office 365 URL to a custom URL, you must change two internal Windows system variables, by access Imagicle instance through a RDP session:

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- IMAGICLE_OUTGOING_O365_AUTHENTICATION_URL
 - ◆ (default: <https://login.microsoftonline.com>)
- IMAGICLE_OUTGOING_O365_SERVER_URL
 - ◆ (default: <https://outlook.office365.com>)

If you are leveraging an Imagicle UCX Cloud Suite, please contact Imagicle team to let them apply the change for you.

Email queuing for high reliability

Imagicle UCX Suite integrates an email messaging queue which prevents losing notifications when the connection with the email server fails.

If Outgoing Email Parameters has never been configured (especially the server IP address), connection is not attempted, outgoing emails are not generated, voicemail messages and incoming faxes may never reach their recipients.

If Outgoing Email Parameters are wrong, or if the email server cannot be reached at the moment, email messages are generated and stored in a local folder ("StonevoiceAS\Var\Spool\Pickup"). As soon as the connection is available, all the messages stored in queue are sent.

The queue service tries to reconnect to the email server every 30 seconds. The email messages are sent one by one in sequence.