# Genesys Engage Digital (eServices)

E-mail Server

5/4/2025

# E-mail Server

Options for this component are contained in the following configuration sections:

- chat-client
- email-encoding
- email-processing
- endpoints:<tenant_dbid>
- endpoints:*tenant_dbid*
- iwe-processing
- log
- log-filter
- mime-customization
- outbound-collaboration-invite
- pop-client
- proxy
- secret-<secretName>
- secret-*secretName*
- services
- settings
- smtp-client
- ucs-x
- web-proxy

## Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

**Power users: Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

| Section | Option | Default | Changes Take Effect |
|---|---|---|---|
| chat-client | address | | Immediately |
| chat-client | block-parent-userdata-with-prefix | | Immediately |
| email-encoding | x-user-defined | us-ascii | At start/restart |
| email-processing | attachment-mngt | LEAVE | Immediately |
| email-processing | autobot-agent-login-name | | Immediately |
| Section | Option | Default | Changes Take Effect |

| Section | Option | Default | Changes Take Effect |
|---|---|---|---|
| email-processing | autowar-detect-period | 00:10:00 | Immediately |
| email-processing | autowar-max-reply-count | 5 | Immediately |
| email-processing | autowar-scan-all-threads-of-contact | false | Immediately |
| email-processing | bcc-address | | Immediately |
| email-processing | cc-userdata-limit | -1 | At start/restart |
| email-processing | check-email-address | true | At start/restart |
| email-processing | contact-identification | IDENTIFY-AND-CREATE | Immediately |
| email-processing | default-domain | | Immediately |
| email-processing | default-from-address | | Immediately |
| email-processing | default-inbound-queue | | Immediately |
| email-processing | enable-autowar-detect | false | At start/restart |
| email-processing | enable-extract-uuencoded-file | false | Immediately |
| email-processing | enable-firstname-lastname-auto-filling | true | Immediately |
| email-processing | enable-inbound-processor | true | Immediately |
| email-processing | enable-inbound-submitter | true | Immediately |
| email-processing | enable-mail-loops | false | Immediately |
| email-processing | enable-message-id-check | true | At the next POP cycle |
| email-processing | enable-outbound-submitter | true | Immediately |
| email-processing | enable-same-mail-from-mailboxes | false | At the next POP cycle |
| email-processing | enable-stop-initial-emailin-after-extreply | true | Immediately |
| email-processing | ext-resource-incoming-address | | Immediately |
| email-processing | fieldcode-format-locale | | Immediately |
| email-processing | inbound-msg-thread-pool-size | 10 | Immediately |
| email-processing | inbound-processor-high-watermark | 50 | At start/restart |
| email-processing | inbound-processor-low-watermark | 10 | At start/restart |
| email-processing | inbound-processor-period | 00:00:30 | Immediately |
| Section | Option | Default | Changes Take Effect |

| Section | Option | Default | Changes Take Effect |
|---|---|---|---|
| email-processing | inbound-processor-thread-pool-size | 5 | At start/restart |
| email-processing | inbound-submitter-high-watermark | 50 | At start/restart |
| email-processing | inbound-submitter-low-watermark | 10 | At start/restart |
| email-processing | inbound-submitter-period | 00:00:30 | Immediately |
| email-processing | ixn-server-cnx-max-idle-time | 00:05:00 | At start/restart |
| email-processing | ndr-senders-list | mailer-daemon,postmaster,mmdf | Immediately |
| email-processing | outbound-msg-charset | utf-8 | Immediately |
| email-processing | outbound-status-update-retry-count | 1 | Immediately |
| email-processing | outbound-submitter-high-watermark | 50 | At start/restart |
| email-processing | outbound-submitter-low-watermark | 10 | At start/restart |
| email-processing | outbound-submitter-period | 00:00:30 | Immediately |
| email-processing | quote-cc | Cc: | Immediately |
| email-processing | quote-from | From: | Immediately |
| email-processing | quote-prefix | > | Immediately |
| email-processing | quote-sent | Sent: | Immediately |
| email-processing | quote-separator | ----- Original Message ----- | Immediately |
| email-processing | quote-subject | Subject: | Immediately |
| email-processing | quote-to | To: | Immediately |
| email-processing | socket-timeout | 00:02:00 | Immediately |
| email-processing | subject-forward-prefix | Fwd: | Immediately |
| email-processing | subject-reply-prefix | Re: | Immediately |
| email-processing | subject-threading-substrings | re:,reply,out of office,out of the office | Immediately |
| endpoints:*tenant_dbid* | default | *queue name* | Immediately |
| endpoints:<tenant_dbid> | default | <queue name> | Immediately |
| iwe-processing | address | | Immediate |
| iwe-processing | endpoint | default | Immediately |
| log | all | stdout | Immediately |
| log | buffering | false | Immediately |
| Section | Option | Default | Changes Take Effect |

| Section | Option | Default | Changes Take Effect |
|---------|--------|---------|---------------------|
| log | debug | stdout | Immediately |
| log | messagefile | EmailServer.lms | At start/restart |
| log | standard | stdout | Immediately |
| log | trace | stdout | Immediately |
| log | verbose | standard | Immediately |
| log-filter | default-filter-type | copy | Immediately |
| log-filter | email-address-filter-type | copy | Immediately |
| mime-customization | enable-inbound | false | At the next pop cycle |
| mime-customization | enable-inbound-debug-log | false | At the next pop cycle |
| mime-customization | enable-outbound | false | Immediately |
| mime-customization | enable-outbound-debug-log | false | Immediately |
| mime-customization | inbound-class-name | | At the next pop cycle |
| mime-customization | inbound-keep-received-mime | false | At the next pop cycle |
| mime-customization | outbound-class-name | | Immediately |
| mime-customization | outbound-keep-sent-mime | false | Immediately |
| outbound-collaboration-invite | attach-parent-email | true | Immediately |
| outbound-collaboration-invite | attach-parent-email-masquerading-from-address | | Immediately |
| outbound-collaboration-invite | quote-parent-email | false | Immediately |
| pop-client | address | | Immediately |
| pop-client | allow-bad-msg-size | false | At the next pop cycle |
| pop-client | client-id | | At the next pop cycle |
| pop-client | connect-timeout | 00:05:00 | At the next pop cycle |
| pop-client | copy-message-to-recipients | false | At the next pop cycle |
| pop-client | copy-message-with-header | X-Genesys-To | At the next pop cycle |
| pop-client | cycle-time | 00:00:30 | At the next pop cycle |
| pop-client | delete-bad-formatted-msg | false | At the next pop cycle |
| pop-client | delete-big-msg | false | At the next pop cycle |
| pop-client | directory-id | | At the next pop cycle |
| pop-client | enable-big-msg- | true | At the next pop cycle |
| **Section** | **Option** | **Default** | **Changes Take Effect** |

| Section | Option | Default | Changes Take Effect |
|---|---|---|---|
|  | stripping |  |  |
| pop-client | enable-client | true | At the next pop cycle |
| pop-client | enable-debug | false | At the next pop cycle |
| pop-client | endpoint | default | At the next pop cycle |
| pop-client | exchange-version | Exchange2010 | At the next pop cycle |
| pop-client | failed-items-folder-name | failedItems | At the next pop cycle |
| pop-client | folder-path | INBOX | At the next pop cycle |
| pop-client | folder-separator | / | At the next pop cycle |
| pop-client | grant-type |  | At the next pop cycle |
| pop-client | inbound-msg-copy-limit | 10 | At the next pop cycle |
| pop-client | leave-msg-on-server | false | At the next POP cycle |
| pop-client | mail.*javamail-property* | No default value | At the next POP cycle |
| pop-client | mailbox |  | At the next pop cycle |
| pop-client | maximum-msg-number | 100 | At the next POP cycle |
| pop-client | maximum-msg-size | 5 | At the next pop cycle |
| pop-client | move-failed-ews-item | true | At the next pop cycle |
| pop-client | password | No default value | At the next POP cycle |
| pop-client | pop-connection-security | none | At restart |
| pop-client | port | 110 | At the next pop cycle |
| pop-client | processed-items-folder-name | empty string | At the next POP cycle |
| pop-client | protocol-timeout | 00:05:00 | At the next pop cycle |
| pop-client | scope | https://outlook.office.com/.default | At the next pop cycle |
| pop-client | secret | smtp | At the next pop cycle |
| pop-client | server |  | At the next pop cycle |
| pop-client | service-account | No default value | At the next POP cycle |
| pop-client | service-mailbox-delimiter |  | At the next POP cycle |
| pop-client | service-plus-mailbox-connect | true | At the next POP cycle |
| pop-client | tenant-authority | https://login.microsoftonline.com | At the next pop cycle |
| pop-client | type | POP3 | At the next pop cycle |
| proxy | host |  | At start/restart |
| proxy | password |  | At start/restart |
| proxy | port | 0 | At start/restart |
| proxy | socksVersion | 5 | At start/restart |
| proxy | useProxy | false | At start/restart |
| **Section** | **Option** | **Default** | **Changes Take Effect** |

| Section | Option | Default | Changes Take Effect |
|---------|--------|---------|---------------------|
| proxy | user | | At start/restart |
| secret-*secretName* | password | false | At the next POP cycle for pop-client;At start/restart for smpt-client |
| secret-<secretName> | password | No default value | At the next POP cycle for a POP client (pop-client) or at start/restart for an SMTP client (smtp-client) |
| services | third-party-max-queueing-time | 15000 | At start/restart |
| services | third-party-pool-size | 50 | At start/restart |
| settings | hide-attached-data | true | At start/restart |
| settings | ucs-reconnect-timeout | 80000 | At start/restart |
| settings | ucs-x | false | At start/restart |
| smtp-client | allow-delegate | false | At start/restart |
| smtp-client | client-id | | At start/restart |
| smtp-client | cnx-check-idle-time | 00:00:30 | At start/restart |
| smtp-client | cnx-max-idle-time | 00:05:00 | At start/restart |
| smtp-client | cnx-pool-size | 10 | At start/restart |
| smtp-client | connect-timeout | 00:05:00 | Immediately |
| smtp-client | directory-id | | At start/restart |
| smtp-client | enable-authentication | false | Immediately |
| smtp-client | enable-debug | false | Immediately |
| smtp-client | exchange-version | Exchange2010 | At the next pop cycle |
| smtp-client | grant-type | | At start/restart |
| smtp-client | password | No default value | At start/restart |
| smtp-client | port | 25 | Immediately |
| smtp-client | protocol-timeout | 00:05:00 | Immediately |
| smtp-client | scope | https://outlook.office.com/.default | At start/restart |
| smtp-client | secret | smtp | At start/restart |
| smtp-client | server | | Immediately |
| smtp-client | server-type | SMTP | At the next cycle |
| smtp-client | smtp-connection-security | none | At restart |
| smtp-client | tenant-authority | https://login.microsoftonline.com | At start/restart |
| smtp-client | token-expiry-margin-time | 00:00:10 | Immediately |
| smtp-client | user | | Immediately |
| Section | Option | Default | Changes Take Effect |

| Section | Option | Default | Changes Take Effect |
|---------|--------|---------|---------------------|
| ucs-x | ccid | | At start/restart |
| ucs-x | gws-auth-client-id | | At start/restart |
| ucs-x | gws-auth-path | /auth/v3/oauth/token | At start/restart |
| ucs-x | gws-auth-url | | At start/restart |
| ucs-x | gws-grant-type | client_credentials | At start/restart |
| ucs-x | password | | At start/restart |
| ucs-x | ucs-x-path | /ucs/v3/rest/request/ | At start/restart |
| ucs-x | ucs-x-url | | At start/restart |
| web-proxy | host | | At start/restart |
| web-proxy | password | | At start/restart |
| web-proxy | port | 0 | At start/restart |
| web-proxy | usageType | both | At start/restart |
| web-proxy | useProxy | false | At start/restart |
| web-proxy | user | | At start/restart |
| **Section** | **Option** | **Default** | **Changes Take Effect** |