Genesys Engage Digital (eServices)

pop-client Section

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pop-client Section

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address

Default Value: No default value
Valid Values: Any valid e-mail address
Changes Take Effect: Immediately

Specifies both the mailbox address used to route outgoing reply messages and the e-mail address used to fill in the From field in an email-out that is created from an email-in received from this pop-client. If the email-out is an automated response or an acknowledgement, the default From address used will be the address specified in this option. However, if an agent creates a reply email-out, the agent can change the From address by choosing an address from the pop-client addresses defined in all E-mail Server components connected to the same Interaction Server as the desktop application. The value must comply with RFC2822, and therefore must be encoded according to RFC2047.

Examples of valid values include the following:

- legal@mycompany.com
- "Legal Dpt" <legal@mycompany.com>

- "=?Cp1252?Q?Dpt_=E9_Legal?=" <legal@mycompany.com> where "=?Cp1252?Q?Dpt_=E9_Legal?=" is the French equivalent of Legal Dept and includes French diacritics.

If you have multiple POP clients, you can create multiple **pop-client xxx** sections. For each section, you must include a name starting with pop-client; for example, section **pop-client support** containing option **address** with value **support@genesyslab.com**, section **pop-client sales** containing option **address** with value **sales@genesyslab.com,** and so on.

You must not use the same mailbox address for more than one POP client. Each POP client requires a unique mailbox address, which you define using the **address** option for that **pop-client xxx** section.

Note that in the E-mail Server log file, the `mailbox` output refers to this mailbox **address** option, not to the explicit mailbox option used to specify the login name for your corporate mail server.

For each POP client you also specify an endpoint queue, to which the client submits outgoing e-mails. A one-to-one relationship is built between the mailbox address and the endpoint queue, and E-mail Server uses the resulting map to route e-mails accordingly. Therefore, if multiple POP clients share the same address, outgoing messages from one POP client might get routed to another POP client's queue.

If you want to use the same outgoing email address for more than one POP client, do *not* use the **address** option; instead use the **default-from-address** option in the **email-processing** section of the application object.

allow-bad-msg-size

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next POP cycle

Specifies how E-mail Server handles messages with a negative size. If set to `false`, the message is left on the corporate server, if set to `true`, the message is considered a normal message.

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 the next POP cycle
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 mailbox or the Google application for the Gmail mailbox in the corresponding POP client. This parameter takes effect only when the **mail.<type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH..

connect-timeout

Default Value: 00:05:00
Valid Values: Any time period in the hh:mm:ss format
Changes Take Effect: At the next POP cycle
Modified: 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.

copy-message-to-recipients

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next POP cycle
Introduced: 8.5.108.00

When the option is set to `true` and the POP client processes an email to the mailbox, E-mail Server copies the same email message, then creates and submits an interaction for every unique recipient in the **To** and **CC** headers. All of the copied messages will have the same message body and headers. When this option is set to `true`, it disables the **enable-message-id-check** option in the **email-processing** section.

copy-message-with-header

Default Value: X-Genesys-To
Valid Values: Any valid header name
Changes Take Effect: At the next POP cycle
Introduced: 8.5.108.00

Specifies the name of the header to be added to the InteractionAttributes for each copy of the inbound email made when the **copy-message-to-recipients** option is set to `true`. This header is used by a routing strategy that applies screening rules to an interaction and routes the email.

cycle-time

Default Value: 00:00:30
Valid Values: Any time period in the hh:mm:ss format except 00:00:00
Changes Take Effect: At the next pop cycle

Specifies the time that E-mail Server waits before retrieving new messages from this account again.

delete-bad-formatted-msg

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next POP cycle

Specifies whether a message is deleted from the corporate e-mail server if it cannot be retrieved from that server.

Note that leaving messages on a corporate e-mail server works only when using the IMAP protocol; it does not work when using the POP3 protocol.

delete-big-msg

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next pop cycle

Specifies whether an e-mail should be deleted from a corporate server if the E-mail's message size exceeds the value set in the option maximum-msg-size.
Leaving messages on a corporate e-mail server works only when using IMAP protocol; it does not work when using POP3 protocol. When you are using IMAP, these messages are flagged as read and are not selected any more. When you are using POP3, these messages are considered each time.

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 the next POP cycle
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 corresponding POP client. This parameter takes effect only when the **mail.<type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

enable-big-msg-stripping

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next POP cycle

Specifies whether E-mail Server must create a stripped version of messages whose size exceeds the configured **maximum-msg-size** option value. The stripped version contains only the headers of the original message, plus specific attached data to identify it.

enable-client

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next POP cycle

Enables monitoring of this account. All other options in this **pop-client** section apply only if this **enable-client** option is set to `true`.

enable-debug

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next POP cycle
Modified: 8.5.205.03

Enables or disables POP3 logging to the server's standard output. If set to `true`, E-mail Server displays POP passwords. It also enables or disables the Graph default logging.

> ### Warning
> Enabling this option slows down the server.

endpoint

Default Value: default
Valid Values: A string that matches the name of an endpoint defined in the endpoints:<tenant_dbid> section
Changes Take Effect: At the next POP cycle
Related Links: endpoints:<tenant_dbid>

Specifies the endpoint name by which E-mail Server identifies the queue to which it submits an e-mail from this POP client. This endpoint name must be defined in the **endpoints:<tenant_dbid>** section. If this endpoint name is not defined in that section, E-mail Server uses the default endpoint from the **endpoints:<tenant_dbid>** section. If no default endpoint is configured in the **endpoints:<tenant_dbid>** section, or if the **endpoints:<tenant_dbid'>** section does not exist, E-mail Server works in 7.1 compatibility mode, and uses the **default-inbound-queue** option the **email-processing** section.

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 Exchange corporate server.

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

failed-items-folder-name

Default Value: failedItems
Valid Values: Any valid string to a folder on the corporate e-mail server
Changes Take Effect: At the next POP cycle

Specifies the folder where failed items from the Exchange server are moved. Effective only if the **move-failed-ews-item** option is set to `true` and the **type** option is set to `Exchange Web Services (EWS)`.

The value must be the name of a valid folder on the corporate server. If a folder with that name does not exist in the corporate server, E-mail Server tries to create it. If folder creation fails for some reason, a log message similar to the following is sent: `15:01:02.115 Std 25118 [MsgIn-11] Unable to create in corporate server folder 'failed_stuff' for failed item.`

folder-path

Default Value: INBOX
Valid Values: Any valid path to an existing folder in corporate e-mail server
Changes Take Effect: At the next pop cycle

Specifies the folder to be checked for incoming e-mails. When the option, type = EWS, by default the folder is set to **Inbox**, and any value of the **folder-path** option will be treated as subfolder path for the **Inbox** folder. Therefore, to retrieve messages from the **Inbox** folder, the **folder-path** option value must be an empty string.

folder-separator

Default Value: /
Valid Values: Any valid char
Changes Take Effect: At the next pop cycle

Specifies the folder separator used in folder-path.

grant-type

Default Value:
Valid Values: An empty string or client_credentials
Changes Take Effect: At the next pop cycle
Introduced: 8.5.212.01

Specifies the grant type when requesting the OAuth2 bearer token. This option is supported for IMAP 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.

inbound-msg-copy-limit

Default Value: 10
Valid Values: Any integer from 1 to 50 inclusive
Changes Take Effect: At the next POP cycle
Introduced: 8.5.108.00

Specifies the maximum number of interactions that can be created by copying the same inbound email when the **copy-message-to-recipients** option is set to `true`. When the limit is reached, E-mail Server stops creating further interactions even if there are still unique recipients in the list.

leave-msg-on-server

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next POP cycle

Specifies whether retrieved incoming messages should be deleted from a corporate e-mail server after being successfully downloaded.

Leaving messages on a corporate e-mail server works over all email protocols except the POP3 protocol.

mail.*javamail-property*

Default Value: No default value
Valid Values: Depends on the specific property; see reference below.
Changes Take Effect: At the next POP cycle

You can set certain JavaMail properties by simply adding them as option names to the E-mail Server's **pop-client** or **smtp-client** section. One example would be **mail.pop3.disabletop**, with a value of `true`. For a list of the JavaMail properties that you are allowed to set in this manner, and for further explanation, see the E-Mail Server Administration Guide.

mailbox

Default Value: No default value
Valid Values: Any valid login name associated with a POP/IMAP account
Changes Take Effect: At the next POP cycle
Related Options: address

Specifies the login name associated with the POP/IMAP account. You set this value during the E-mail Server setup.

maximum-msg-number

Default Value: 100
Valid Values: Any integer greater than 0
Changes Take Effect: At the next POP cycle

Specifies the maximum number of messages that E-mail Server can retrieve during an incoming cycle for this account.

Important: When using the EWS protocol, the recommended range of valid values is from 1 to 10, because the **ews-java-api** library saves all the new incoming email messages in the memory before E-mail Server processes these emails.

maximum-msg-size

Default Value: 5
Valid Values: Any integer greater than 0
Changes Take Effect: At the next POP cycle

Specifies the maximum size (in MB) of an incoming message. See also the **delete-big-msg** option.

move-failed-ews-item

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next POP cycle

Enables or disables moving a failed item to another folder (only supported by the EWS connector).

password

Default Value: No default value
Valid Values: A valid password or refresh_token
Changes Take Effect: At the next POP cycle

Modified: 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.

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

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

pop-connection-security

Default Value: none
Valid Values: none, start-tls, start-tls-required, ssl-tls
Changes Take Effect: At restart

Sets the level of security used.

For values other than none:

- `start-tls`—Enables the use of the STARTTLS command (if supported by the server) to switch to a TLS-protected connection before issuing any login commands. If a TLS connection is not available, a plain-text connection is used.

- `start-tls-required`—Enables the use of the STARTTLS command (if supported by the server) to switch to a TLS-protected connection before issuing any login commands. If a TLS connection is not available, the connection is aborted.

- `ssl-tls`—Enables and enforces the use of Secure Sockets Layer (SSL) encryption when connecting to the corporate e-mail server.

port

Default Value: 110
Valid Values: Any valid port number
Changes Take Effect: At the next pop cycle

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

processed-items-folder-name

Default Value: empty string
Valid Values: Any valid string to a folder on the corporate e-mail server
Changes Take Effect: At the next POP cycle

Specifies the folder where retrieved items from Exchange server are moved. If the value is empty, the items will not be moved. The value must be the name of a valid folder on the corporate server. If a folder with that name does not exist in the corporate server, E-mail Server tries to create it. The option is effective only for the following protocols: IMAP, GRAPH, and EWS.

protocol-timeout

Default Value: 00:05:00
Valid Values: Any time period in the hh:mm:ss format
Changes Take Effect: At the next POP cycle
Modified: 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 the next POP cycle
Introduced: 8.5.107.06
Modified: 8.5.202.02, 8.5.205.03

Specifies the access token scope. This parameter takes effect only when the **mail.<type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

secret

Default Value: No default value

Valid Values: Any string without the white space
Changes Take Effect: At the next POP cycle
Introduced: 8.5.201.05
Modified: 8.5.202.02

Specifies the secretName of the secret-*<secretName>* section to associate with the Google application secret after the mailbox is registered in Google. This is a Gmail-only option when a mailbox is OAuth 2.0 enabled (**mail.<type>.auth.mechanisms** is XOAUTH2).

server

Default Value: No default value
Valid Values: Any valid host name or IP address
Changes Take Effect: At the next POP cycle

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 the 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.

service-account

Default Value: No default value
Valid Values: Any valid service account name in Office 365
Changes Take Effect: At the next POP cycle
Introduced: 8.5.204.04
Modified: 8.5.209.05

Specifies the service-account name. When its value is not empty, E-mail Server uses it as the username to acquire the oAuth2 token to access mailboxes under the service account.

This option is supported for POP3, IMAP, and EWS protocols.

service-mailbox-delimiter

Default Value:
Valid Values: Any ASCII character
Changes Take Effect: At the next POP cycle
Introduced: 8.5.203.03
Discontinued: 8.5.204.04

Specifies the delimiter for `[service account]` and `[mailbox name]` in the value of the **mailbox** option when the **mailbox** option has the value of `[service account][delimiter][mailbox name]`.

When this option has a value, E-mail Server uses the `[service account]` part of the **mailbox** option value as the username to acquire the OAuth2 token to access the mailbox.

service-plus-mailbox-connect

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next POP cycle
Introduced: 8.5.203.03
Discontinued: 8.5.204.04

When the value is set to `true`, the POP client connects to its mailbox by using the entire value in the **mailbox** option as the user name. When the value is set to `false`, the POP client connects to its mailbox by using only the `[service account]` part of the value in the **mailbox** option as the user name, when the **mailbox** option has the value of `[service account][delimiter][mailbox name]`.

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 the next POP cycle
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 mailbox in the corresponding POP client. This parameter takes effect only when the **mail.<type>.auth.mechanisms** is set to XOAUTH2 or type is GRAPH.

type

Default Value: POP3
Valid Values: POP3, IMAP, EWS, GRAPH
Changes Take Effect: At the next POP cycle
Modified: 8.5.205.03

Specifies the protocol used to retrieve incoming messages from a corporate e-mail server.