

INFO MAIL

Configuration Guide

Version: 7.4

Written by: Product Knowledge, R&D
Date: November 2017



© 2017 Kofax. All rights reserved.

Kofax is a trademark of Kofax, Inc., registered in the U.S. and/or other countries. All other trademarks are the property of their respective owners. No part of this publication may be reproduced, stored, or transmitted in any form without the prior written permission of Kofax.

Table of Contents

About INFO MAIL	5
About this guide	5
Deployment.....	5
System requirements.....	5
Installation files	6
Configuration overview	6
Web Application settings	7
General settings	7
<i>Schedule</i>	<i>7</i>
<i>Parameters</i>	<i>8</i>
SAP logon settings	14
<i>Connecting to a message server</i>	<i>14</i>
<i>Connecting to similar systems</i>	<i>15</i>
Statistics messages.....	15
<i>Filename, location and encoding.....</i>	<i>15</i>
<i>Content</i>	<i>15</i>
Log files	17
<i>Filename and location.....</i>	<i>17</i>
<i>Content</i>	<i>17</i>
HTML title	19
<i>Filename and location.....</i>	<i>19</i>
<i>Content</i>	<i>19</i>
INFO MAIL settings inside SAP	20
Basic settings	21
<i>INFO MAIL basic customizing table.....</i>	<i>22</i>
<i>Vendor selection</i>	<i>22</i>
<i>Terms of Invoice</i>	<i>22</i>
<i>Result emails</i>	<i>22</i>
<i>Examples</i>	<i>23</i>
Editing email content	23
Activate user exits	25
<i>User Exit 701: Adjust INFO MAIL subject keywords</i>	<i>25</i>
Status change from internal to external.....	27

<i>Modify internal document status values</i>	27
<i>Define external document status</i>	28
<i>Status change from internal to external</i>	29
Email servers	30
Supported protocols	30
SSL settings	30
Apache Tomcat	31
settings.properties	31
Appendix A. Plug-ins	32
Configuration	32
<i>Web application configuration</i>	32

About INFO MAIL

INFO MAIL is an additional component for ReadSoft PROCESS DIRECTOR Accounts Payable. It allows vendors to easily and quickly check the status of their invoices with buyers using PROCESS DIRECTOR Accounts Payable, via email.

INFO MAIL works as follows:

1. The vendor sends an email to a specified email account.
2. INFO MAIL receives the email and requests the relevant information from PROCESS DIRECTOR Accounts Payable.
3. INFO MAIL sends an email to the vendor containing a summary of the status(es) of the invoice(s).
4. The vendor can click on links in the email to retrieve more detailed information about particular invoices.

About this guide

INFO MAIL is highly customizable. This guide is for people who install INFO MAIL for ReadSoft PROCESS DIRECTOR Accounts Payable and want to configure it to suit the needs of an organization. The guide explains all the settings and configuration options for INFO MAIL.

You must have in-depth knowledge of PROCESS DIRECTOR Accounts Payable to use this guide.

Deployment

System requirements

See the ReadSoft document *PROCESS DIRECTOR Web Applications System Requirements*, which lists:

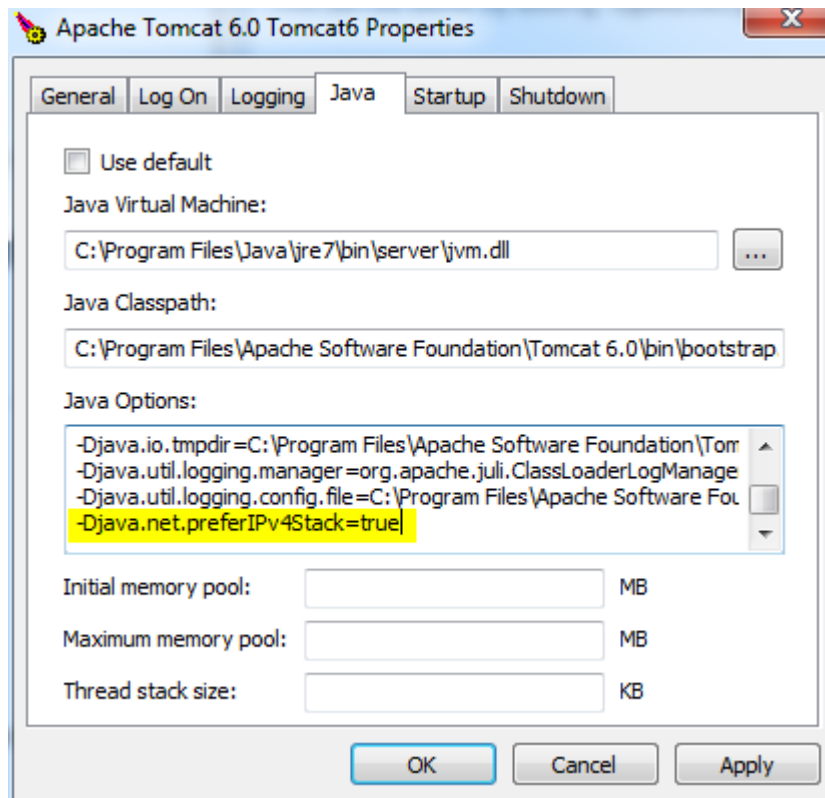
- Hardware requirements
- Software requirements
- Tested environments

Note: If you use JCo3 and deploy INFO MAIL together with the PROCESS DIRECTOR Web Application or other web applications such as MOBILE APPROVAL, you must move the jcolayer library to the Tomcat main library folder and remove it from all Web Application library folders. See the ReadSoft document *PROCESS DIRECTOR Web Applications System Requirements* for more information.

Installation files

These files are sent as ZIP files and are password protected (to ensure they are not blocked by email server protection filters). The password is **readsoft**.

Note: When running InfoMail on a Java 7 VM, add the property **-Djava.net.preferIPv4Stack=true** to the JVM startup parameters:



Configuration overview

INFO MAIL settings are specified in different files:

- INFO MAIL Web Application
- webapps\infomail-app\WEB-INF\web.xml

To change these settings, you can either edit these files or use the INFO MAIL Web Application. Changes you make using the Web Application are saved to the respective settings file.

Web Application settings

General settings

Schedule

File: `scheduler.xml`

Web: **Schedule** tab

INFO MAIL can operate on a schedule of your choice. The schedule is configured in the `.../WEB-INF/conf/scheduler.xml` file.

The first things you must determine are the days and times the INFO MAIL Web Application runs:

1. Log in to the INFO MAIL web page.
2. Select the **Schedule** tab.
3. You have three options:
 1. Permanently

INFO MAIL runs continuously.



The screenshot shows a configuration form for the 'Permanently' schedule. It features three radio buttons: 'Permanently' (which is selected), 'Every day', and 'Selected days of week'. Below the radio buttons is a text input field labeled 'Interval (minutes):' with the value '3' entered.

2. Every day

INFO MAIL runs every day, but only during the times you specify here.



The screenshot shows a configuration form for the 'Every day' schedule. It features two radio buttons: 'Every day' (which is selected) and 'Selected days of week'. Below the radio buttons are three text input fields: 'Interval (minutes):' with the value '3', 'Start time (HH:mm):' with the value '09:00', and 'End time (HH:mm):' with the value '22:00'.

3. Selected days of the week

INFO MAIL runs only on the days and times you specify.

Every day
 Selected days of week

Interval (minutes):

Start time (HH:mm):

End time (HH:mm):

For all options, you must specify the **Interval** of how often INFO MAIL checks for new email.

Parameters

File: `\WEB-INF\conf\settings.properties`

Web: **Parameters tab > Parameters configuration**

This file contains the main configuration settings for the INFO MAIL application. It can be found in the `WEB-INF\conf\` directory of the Web Application or in the external configuration directory of your specification.

Configuration settings

Setting	Valid values	Description
<code>config.filename.logwriter</code>		The path to the log settings file.
<code>config.filename.mimetypes</code>		The path to the MIME types settings file. It lists the supported MIME types.
<code>config.filename.sap</code>		The path to the SAP server and logon settings file.

General settings

Setting	Valid values	Description
<code>general.directory.languagefiles</code>		The path where statistic message templates are saved.
<code>general.statistics</code>	true/false	Set to true to record statistics.
<code>general.timeslice.minutes</code>	Positive integer	The time between checking for new email and the sending of the email response.

Setting	Valid values	Description
general.reply.error.codes		<p>A list of SAP error codes that you wish to display to users.</p> <p>Valid format:</p> <pre>/COCKPIT/<error code 1>;/COCKPIT/<error code 2></pre> <p>Example:</p> <pre>/COCKPIT/WC.133;/COCKPIT/WC.22</pre> <p>If SAP returns one of these error codes, an email containing the error message is sent to the user.</p>

Mail settings

Setting	Valid values	Description
mail.pop3.folder mail.imap.folder		The name of the folder that MOBILE APPROVAL checks for incoming messages. For example, INBOX.
mail.pop3.host mail.imap.host		Name of the POP3/IMAP server.
mail.pop3.password mail.imap.password		Password for the POP3/IMAP account.
mail.pop3.port mail.imap.port		Port number of the POP3/IMAP server.
mail.pop3.socketFactory.class		Optional. Specifies the name of the class that implements the <code>javax.net.SocketFactory</code> interface. This class is used to create POP3 sockets. <code>javax.net.ssl.SSLSocketFactory</code> can be used.
mail.pop3.socketFactory.fallback	true/false	
mail.pop3.socketFactory.port		The port to use when using the specified socket factory. If left blank, the default port will be used.
mail.pop3.user mail.imap.user		User name for the POP3/IMAP account.
mail.pop3.user.address mail.imap.user.address		The email address of the user for the POP3/IMAP account.

Setting	Valid values	Description
mail.smtp.auth	true/false	Set to true to allow only authorized email to be sent.
mail.smtp.from		The email address that appears in the From field for emails sent to suppliers by INFO MAIL.
mail.smtp.host		Name of the SMTP server.
mail.smtp.password		Password for the SMTP account.
mail.smtp.port		Port number of the SMTP server.
mail.smtp.socketFactory.class		Optional. Specifies the name of the class that implements the <code>javax.net.SocketFactory</code> interface. This class is then used to create SMTP sockets. <code>javax.net.ssl.SSLSocketFactory</code> can be used.
mail.smtp.socketFactory.fallback	true/false	
mail.smtp.socketFactory.port		The port to use when using the specified socket factory. If left blank, the default port will be used.
mail.smtp.starttls.enable	true/false	

Mail logging settings

There are five different kinds of log emails that INFO MAIL can send, depending on the type of event:

1. Administration
2. Application closing
3. Errors
4. Information
5. Warnings

For each type, you specify:

- Whether an email is sent when the event type occurs.
- The email subject and the text that appears at the start of every email, before the content of the logs.

Setting	Valid values	Description
maillogger.admin.mailaddress		The email address of the INFO MAIL administrator.
maillogger.from.mailaddress	Name <email address>	The name and email address that appears in the From field for log emails. Example: INFO MAIL Logs <name@company.com>

Setting	Valid values	Description
maillogger.logwindow	on/off	Turns Log Window feature on or off. If the Log Window feature is turned on, all available log information is written in the current system log window. If INFO MAIL is running as a Windows NT service, you must use the Services control panel to modify the logging service and enable the Allow interaction of service and desktop setting by using the Services control panel.
maillogger.message.admin.send	true/false	Enables or disables administration log emails
maillogger.message.admin.subject		The subject for administration emails.
maillogger.message.admin.text		The text that appears at the start of every administration email, before the content of the logs.
maillogger.message.close.send	true/false	Set to true if application closing log emails will be sent.
maillogger.message.close.subject		The subject for application closing emails.
maillogger.message.close.text		The text that appears at the start of every application closing email, before the content of the logs.
maillogger.message.error.send	true/false	Set to true if error log emails will be sent.
maillogger.message.error.subject		The subject for error emails.
maillogger.message.error.text		The text that appears at the start of every error email, before the content of the logs.
maillogger.message.info.send	true/false	Set to true if information log emails will be sent.
maillogger.message.info.subject		The subject for information emails.
maillogger.message.info.text		The text that appears at the start of every information email, before the content of the logs.
maillogger.message.warning.send	true/false	Set to true if warning log emails will be sent.
maillogger.message.warning.subject		The subject for warning emails.
maillogger.message.warning.text		The text that appears at the start of every warning email, before the content of the logs.

SAP settings

Setting	Valid values	Description
sap.logon.system		The SAP system that INFO MAIL connects to. Note: Further SAP system settings are saved in the <code>saplogon.properties</code> file.
sap.rfc.value.flag.delete		The RFC function sets a delete flag in its export parameter and if this value matches <code>sap.rfc.value.flag.delete</code> , the email will be deleted without sending any information to the sender.

Statistics settings

Setting	Valid values	Description
statistics.language	ISO 639-2 language code	The language of the statistic emails. For example, a value of DE for German sets the use of <code>statisticMessage_de.txt</code> (file located in directory <code>wcconfig\WEB-INF\conf\lang\</code>)
statistics.mail.addresses.from	Name <email address>	The name and email address that appears in the From field for statistic emails. Example: INFO MAIL Statistics <name@company.com>
statistics.mail.addresses.to		The email address of the receiver.
statistics.mail.subject		The subject of the email.
statistics.send.every	hour, day, month, year	The frequency of sending statistic emails. You can use one or more values. Multiple values must be separated by a semicolon. Example: hour;day
statistics.tempfiles.dictionary		The directory where temporary statistic files are saved.

Verifier (spam) settings

Use these settings to filter out spam email, so that INFO MAIL only processes incoming email from authentic suppliers.

Setting	Valid values	Description
verifier.blacklist	true/false	Set to true to enable the use of a blacklist (list maintained in runtime object)
verifier.blacklist.resettime.hours		Time (in hours) until blacklist object is cleared
verifier.blacklist.resettime.maxmails		This defines the maximum number of emails that a user can send to MOBILE APPROVAL within the time set in <code>verifier.blacklist.resettime.hours</code>
verifier.blacklist.resettime.minutes		The time interval, in minutes, to reset the blacklist
verifier.maxmailsize.bytes <i>(Optional setting)</i>	Positive integer	Optional. The maximum size (in bytes per email) of emails allowed by INFO MAIL. Emails greater than the amount specified here will not be processed. Example: 524288. (0.5 Megabytes).
verifier.regex.subject <i>(Optional setting)</i>		Optional regular expression. This expression will be evaluated on each subject line and if matched, the mail will be ignored. Only one regular expression string is allowed. Note: In the configuration file the backslash symbol (\) outside of the character string must be set as \\ For example: <code>.\ \ \ **SPAM.\ \ \ **</code>
verifier.timeslice.maxmails <i>(Optional setting)</i>	Positive integer	The maximum number of emails that INFO MAIL is allowed to process with the time limit. If the number exceeds this amount, INFO MAIL will close. By default, the time limit is determined by parameter <code>general.timeslice.minutes</code> or from the Scheduler if it has been set.

SAP logon settings

File: `\WEB-INF\conf\saplogon.properties`

Web: **Parameters** tab > **Saplogon properties**

INFO MAIL can be used for one or more SAP systems. For every system it connects to, you must enter the following settings in the `saplogon.properties` file. You cannot initially enter these settings via the INFO MAIL Web Application, but you can change them later using it.

Setting	Valid values	Description
<code><SAPID>.activate</code>	yes/no	Set to yes to enable the connection to the SAP system. If set to no , the connection is disabled and all other settings are ignored.
<code><SAPID>.ashost</code>		The host of the SAP application server.
<code><SAPID>.client</code>		The SAP logon client.
<code><SAPID>.sysnr</code>		The three-digit system number for SAP.
<code><SAPID>.lang</code>	ISO 639-2 language code	The language of the SAP system.
<code><SAPID>.maxconnections</code>		The maximum number of simultaneous connections allowed.
<code><SAPID>.user</code>		The logon username for SAP.
<code><SAPID>.passwd</code>		The logon password for SAP.

Connecting to a message server

To connect to an SAP message server instead of directly to the application server, substitute `<SAPID>.msghost` for `<SAPID>.ashost`. You must also specify the server group using the `<SAPID>.group` setting.

Example:

```
<SAPID>.msghost=10.1.5.113
<SAPID>.group=WORKGROUPNAME
```

Connecting to similar systems

You can connect to systems that differ only in the SAP logon client `<SAPID>.client` and/or SAP system number (`<SAPID>.sysnr`). To do so:

1. Use the `<SAPID>.system` setting to specify the SAP ID.
2. Add the SAP logon client to the SAP ID that precedes the settings.

Example:

Specifying two systems that differ only in their client number:

```
DR1-0.system=DR1
DR1-0.client=0
DR1-800.system=DR1
DR1-800.client=800
```

All other settings for these systems must then be preceded with either `DR1-0` or `DR-800`, as appropriate.

Statistics messages

Filename, location and encoding

Filename

You can create one statistics message template per language. The filename must follow the format:

```
statisticMessage_<language>.txt
```

where `<language>` is the ISO 639-2 language code, for example, `en`, `de`. The `statisticMessage.txt` file is used when no language is specified in the `statistics.language` setting.

Location

By default, statistic message templates are saved in the `\WEB-INF\conf\lang` folder. This location can be changed using the `statistics.tempfiles.dictionary` setting.

Encoding

All files must be saved in UTF-8.

Content

The content is a mixture of regular text and variables. The content can be changed either by editing the file or by using the INFO MAIL Web Application (**Parameters** tab > **Statistics message** > **<Language>**).

Comments

All lines starting with a hash sign `#` are treated as comments and are not included in the email.

Email subject

The first line of the file that does not start with `#` is used as the email subject.

Variables

All variables start and end with the percentage character, %.

Variable	Description
%date_from()%, %date_to()%	Specifies the date the statistics start and end. The date format can be specified inside the brackets, and must conform to <code>java.text.SimpleDateFormat</code> (see http://java.sun.com/j2se/1.5.0/docs/api/java/text/SimpleDateFormat.html). The brackets may include clear text. These must be enclosed by single quotation marks '. Example: %date_from(dd.MM.yyyy 'at' HH:mm:ss)%
%statistics_type()%	
%mails_received()%	The number of emails received by INFO MAIL.
%sap_system_calls%	The number of SAP system calls.
%mails_blocked()%	The number of emails blocked.
%block_reason_subject()%	The number of emails blocked due to their subject.
%block_reason_blacklist()%	The number of emails blocked because the sender was on the blacklist.
%block_reason_mailsize()%	The number of emails blocked because they were too large.
%block_reason_rfc_return()%	
%list_begin% and %list_end%	Denotes the start and end of the list of statistics for each email address. It can contain one or more of the variables below.
%list_mailaddress%	The email address for the list element.
%list_received()%	The number of emails received for the list element.
%list_sent()%	The number of email sent for the list element.
%list_blocked()%	The number of blocked emails for the list element.

Formatting the variables

The format of the variables can usually be changed by including formatting instructions within the brackets. For all amount variables, you can specify the number of digits and the preceding character. For example:

Example variable	Result
<code>%mails_received()%</code>	168
<code>%mails_received(5;)%</code>	168 [Note the two spaces in front of the three-digit number.]
<code>%mails_received(2;)%</code>	168 [Note that the number is not cut because it is longer than 2 digits.]
<code>%mails_received(5;0)%</code>	00168
<code>%mails_received(10;-)%</code>	-----168

Log files

Filename and location

Filename

```
wctrc.YYYY.MM.DD.log
```

By default, a new log file is created for each day (this can be changed using the [dailyFile](#) setting).

Location

By default, log files are saved in the Tomcat `\logs\infomail-app` folder (this can be changed using the [logDir](#) setting). Log file settings can only be changed in the `config.filename.logwriter` file in the INFO MAIL `\WEB-INF\conf` folder.

Content

The content of every log entry is:

```
[Date]<Sep>Time<Sep>[Host<Sep>] [Application<Sep>] SessionID<Sep>Level<Sep>Message
```

All items in square brackets [] are optional. If the message is WARNING, ERROR or FATAL, it is preceded by an error number.

You can customize the filename, location and content of the log files using the settings below.

Setting	Valid values	Description
level	0 (Off) 1 (Fatal) 2 (Error) 3 (Warning – default) 4 (Info) 5 (Debug)	Determines the content of the log files. Only log messages lower or equal to the setting are written to the log.
logDir		The path where log files are saved. If the path is not absolute, it is relative to the Tomcat application server's path. Default: INFO MAIL creates an <code>infomail-app</code> folder in the log directory of the Tomcat application server.
logName		The name of the log files. Use <code>%date</code> to include the current date in the filename. Default: <code>wctrace.%date.log</code>
Separator		The character that separates columns in the log files. Default: ;
dateFormat	Must conform to <code>java.text.SimpleDateFormat</code>	The format of the date in the log files. Default: <code>dd.MM.yyyy</code>
timeFormat	Must conform to <code>java.text.SimpleDateFormat</code>	The format of the time in the log files. Default: <code>hh.mm.ss.SSS</code>
host		The hostname of the application server. Specifying <code>%host%</code> will insert the hostname from the HTTP request. Default: (Empty)
appName		The name of the application. Default: (Empty)
showDate	yes/no	Display or hide the date in the log. Default: yes

Setting	Valid values	Description
dailyFile	yes/no	Yes generates a new log file every day. No uses only one log file. Note: If using yes , <code>logName</code> must contain <code>%date%</code> , otherwise a daily log file will not be created.

HTML title

Filename and location

Filename

`tiles-defs.xml`

Location

The INFO MAIL `\WEB-INF\` folder.

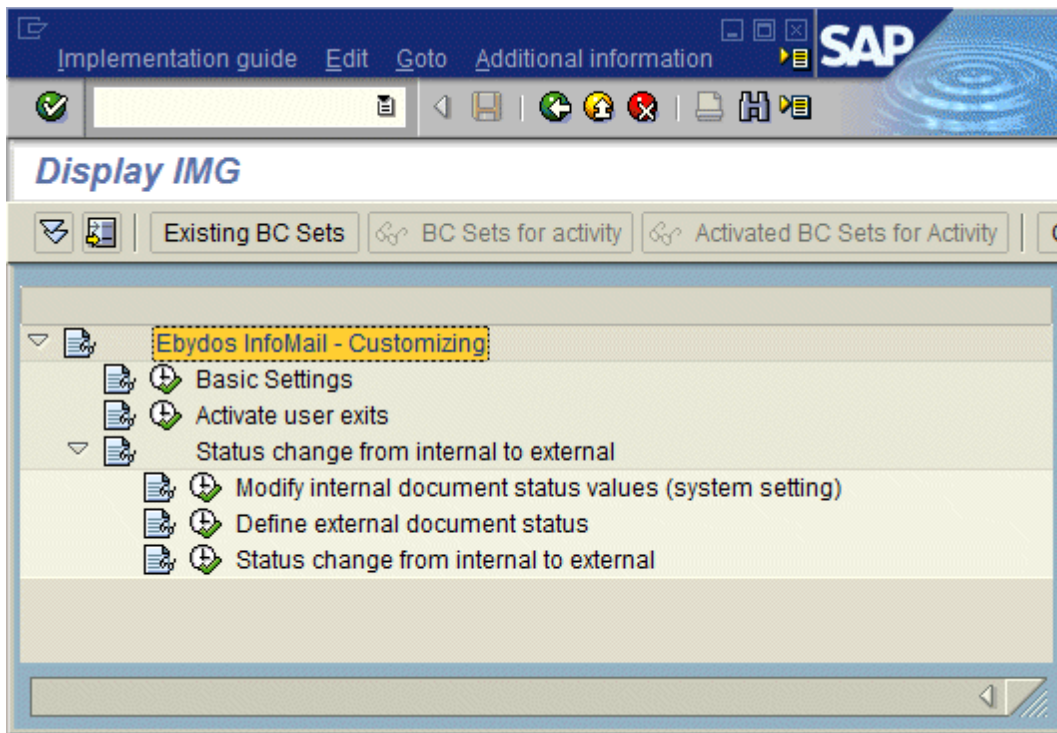
Content

This file contains the page names for the different INFO MAIL menu items. You should only change the `appTitle` setting. This determines the HTML `<TITLE>` tag. If it is left blank, **INFO MAIL** is used.

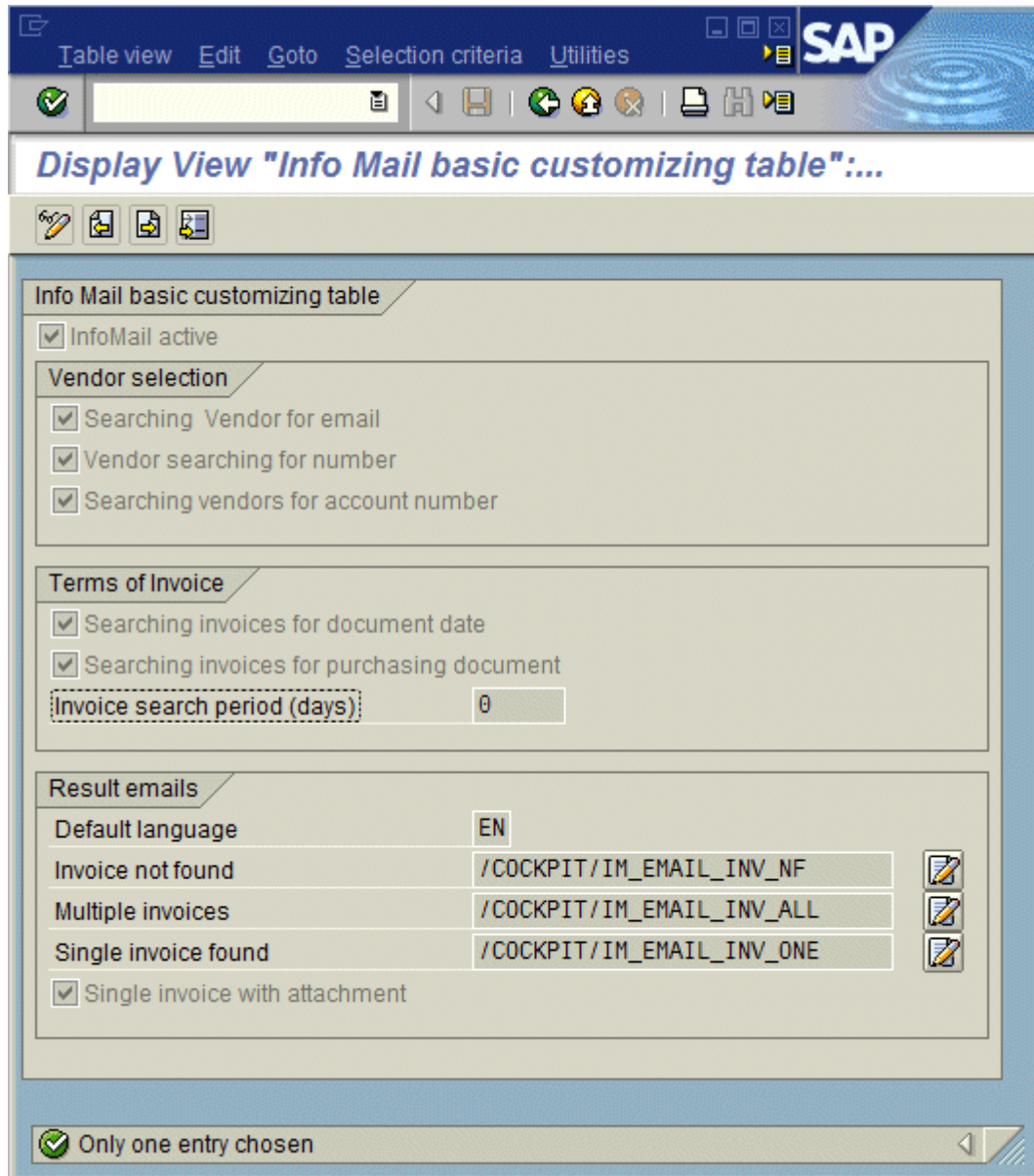
INFO MAIL settings inside SAP

There are a number of INFO MAIL settings that you configure within SAP. These settings relate to the searching of vendors and their invoices, document status definitions, as well as the content of the emails sent to vendors.

The transaction code to open INFO MAIL customization is /COCKPIT/II.



Basic settings



INFO MAIL basic customizing table

Setting	Description
InfoMail active	Activates the INFO MAIL service.

Vendor selection

At least one of the following settings must be selected. They determine how INFO MAIL determines the vendor from the email it sends to the INFO MAIL service.

Setting	Description
Searching vendor for email	Determines the vendor from the email address of the sender.
Vendor searching for number	Determines the vendor from the vendor's number within the email.
Searching vendors for account number	Determines the vendor from the vendor's account number (EIKTO) contained within the email.

Terms of Invoice

Once the vendor has been identified, INFO MAIL searches the database for its invoices, using the settings below:

Setting	Description
Searching invoices for document date	If specified in the email, INFO MAIL searches for invoices using the given document dates.
Searching invoices for purchasing document	If specified in the email, INFO MAIL searches for invoices using the given purchase order numbers.
Invoice search period (days)	How far back in time INFO MAIL searches for invoices. The time is measured using the document creation date in PROCESS DIRECTOR Accounts Payable. If set to 0 , the filter is disabled and the entire database is searched.

Result emails

Setting	Description
Default language	Is this the default language for all result emails, or for error emails only? In the latter case, this setting should be renamed.
Invoice not found	The path to the email template that is used for emails stating there were no invoices found.
Multiple invoices	The path to the email template that is used for emails listing more than one invoice.

Setting	Description
Single invoice found	The path to the email template that is used for emails listing only one invoice.
Single invoice with attachment	If only one invoice is found, this setting can be used to attach an image of the invoice to the reply email.

Examples

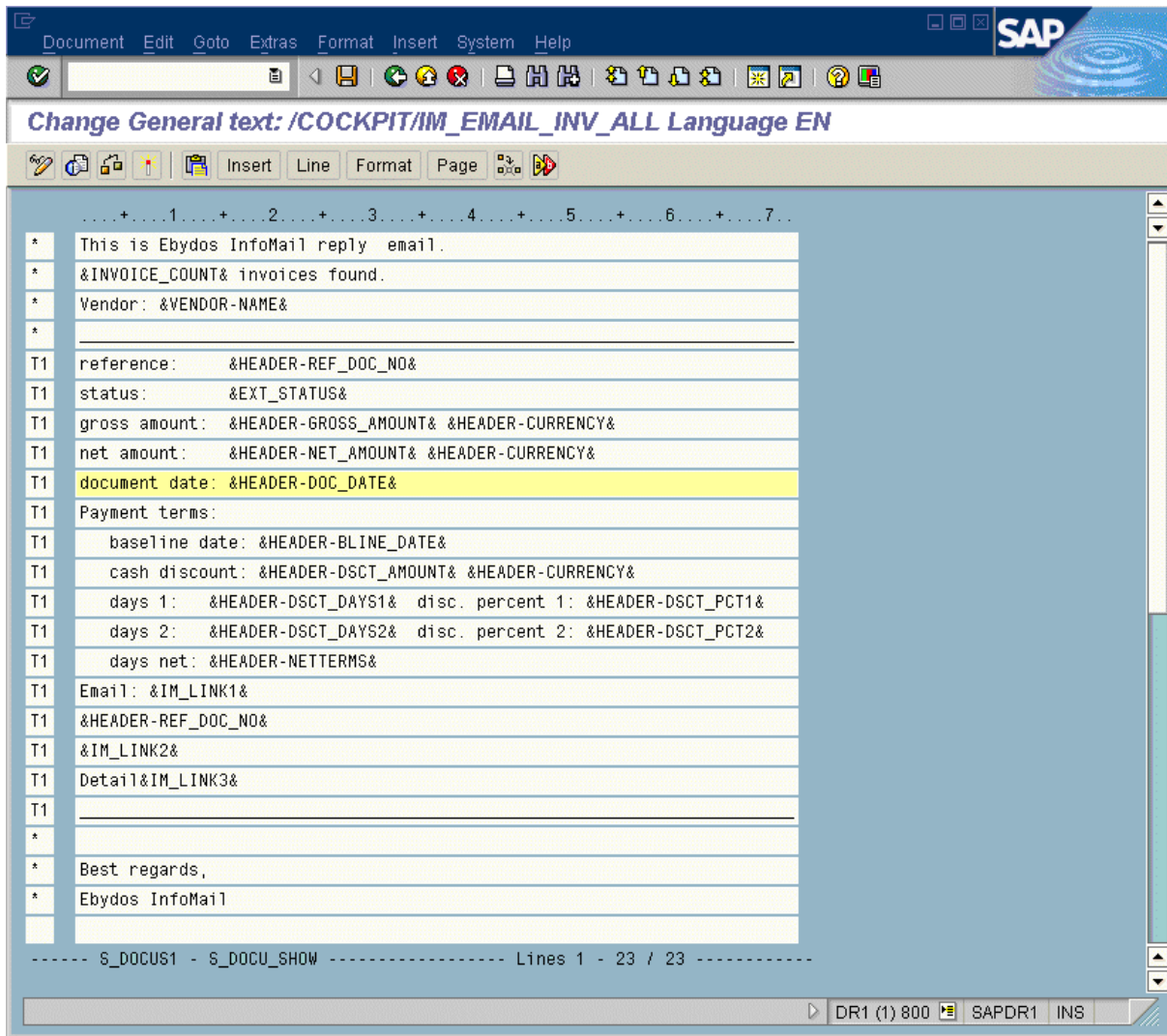
Email subject	Result
LIFNR=13;EIKTO=1234;DOC_DATE=20080201; PO_NUMBER=4500000000;REF_DOC_NO=I IU7M8J J1 1I	The vendor and invoice will be searched according to these search criteria, if they are enabled.
I IU7M8J J1 1I	If the subject is only one string, it is treated as a REF_DOC_NO.
[No subject]	All invoices in the system belonging to the vendor will be returned. The sender's email address is used to search the vendor list.

Editing email content

You can customize the content of each of the three [result email templates](#):

1. Click on the **Change text** icon  to open the template.
2. Click  to edit the template.

You can use either plain text or HTML.



As you can see in this screenshot, there are different variables that you can use:

The column on the left shows whether the text in the line should be repeated for every invoice found (**T1**) or displayed only once in the email (*).

Activate user exits

User exits can be added here.

User Exit 701: Adjust INFO MAIL subject keywords

In order to analyze incoming email subjects, INFO MAIL supports five fields by default (LIFNR, EIKTO, DOC_DATE, PO_NUMBER and REF_DOC_NO). You can use this user exit to add support for additional fields. When an email is received with values for these additional fields, the values are added to the standard query.

This user exit can be used to expand the functionality of INFO MAIL. For example, you could use INFO MAIL to register new WORK CYCLE users, where these users could send an email to the INFO MAIL service containing the user's name and contact details, and a separate user exit could be written to take these details to create a new WORK CYCLE user. Similarly, new vendors could register for the INFO MAIL service by sending an email containing their vendor number and contact details, and a user exit could be executed to take these details to register the vendor for INFO MAIL.

```
User Exit 701 - Template
FUNCTION /COCKPIT/USEX_IM_KEYWORDS .
*-----
**"Local interface:
**    TABLES
**        ET_FIELD_VALUES STRUCTURE /COCKPIT/SIM_IMPORT_DATA
**    OPTIONAL
**        CT_MESSAGES STRUCTURE BAPIRET2 OPTIONAL
*-----
ENDFUNCTION.
```

Example:

```
FUNCTION Z_USEX_IM_KEYWORDS.
*-----
**"Local interface:
**    TABLES
**        ET_FIELD_VALUES STRUCTURE /COCKPIT/SIM_IMPORT_DATA
**    OPTIONAL
**        CT_MESSAGES STRUCTURE BAPIRET2 OPTIONAL
*-----
*@US@RZ      => Signature of Creator, e.g. HH for Harry Hirsch
*@CU@aaa... => Customer Name
*@K1@ ... *@K9@ => Keywords for Implemented Functionality

* Dummy entry for user exit cross reference check
  IF con_exit_infomail_keywords IS INITIAL. ENDIF.

* User exit 701

*>>> START OF IMPLEMENTATION >>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
  et_field_values-field = 'ACTION'.
```


Status change from internal to external

Modify internal document status values

Display View "Internal document status": Overview

Internal status	Description
01	Unprocessed
02	Errors
03	Posted
04	Deleted
05	Partially posted
06	Web Cycle non-posted document
08	Web Cycle posted document
09	Paid
10	Collective invoice complete
11	Collective invoice incomplete
13	Rejected
23	Parked

Position... Entry 1 of 12

Define external document status

The screenshot shows the SAP SAPGUI interface for defining external document status. The window title is 'Display View "External document status": Overview'. The main content area contains a table with the following data:

External status	Description
E1	In work
E2	Processed
E3	Payed

At the bottom of the table, there are navigation arrows and a 'Position...' button. A status indicator shows 'Entry 1 of 3'. The SAP logo and standard menu options like 'Table view', 'Edit', 'Goto', 'Selection criteria', 'Utilities', and 'System' are visible at the top.

Status change from internal to external

The screenshot shows the SAP Display View interface. The title bar indicates the view is for "Switching document status of Coc...". The main area contains a table with the following structure:

Int status	Status description	Ext status	Status description

Below the table, there is a status bar that reads "Entry 0 of 0". At the bottom of the interface, a message box states "No entries found that match selection criteria".

Email servers

Supported protocols

INFO MAIL requires an email account that can be accessed using POP3 or IMAP. It does not support the MAPI protocol used by Microsoft Exchange.

SSL settings

Some email servers only accept SSL connections using a valid certificate. You can specify this certificate information using the following parameters for Java Virtual Machine.

Parameter	Description
javax.net.ssl.trustStore	The path to the file that contains the KeyStore object used by the default TrustManager.
javax.net.ssl.trustStorePassword	The password for the KeyStore object used by the default TrustManager.
javax.net.ssl.trustStoreType	The type of KeyStore object used by the default TrustManager.
javax.net.ssl.keyStore	The path to the file that contains the KeyStore object used by the default KeyManager.
javax.net.ssl.keyStorePassword	The password for the KeyStore object used by the default KeyManager.
javax.net.ssl.keyStoreType	The type of KeyStore object used by the default KeyManager.

The parameters can be specified using one of two methods:

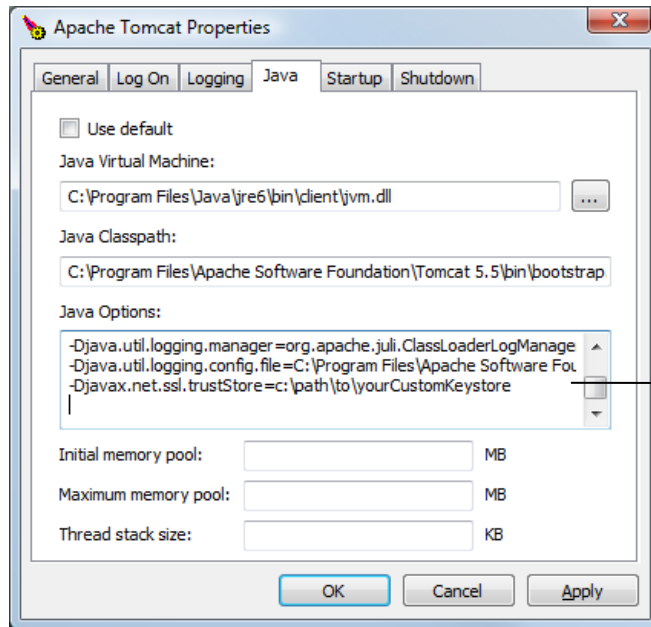
- In the Apache Tomcat Properties dialog.
- In the `settings.properties` file.

Apache Tomcat

1. Start the **Configure Tomcat** application.

It can be started from the Windows Start Menu or by running `tomcat5w.exe` in the Tomcat `bin` directory.

2. Enter the SSL parameters in the **Java Options** box on the **Java** tab.



You must include the `-D` option before each entry (this is the Java option to specify environment properties.)

settings.properties

Enter the Java environment property=value pairs in the INFO MAIL `settings.properties` file. For example:

```
javax.net.ssl.trustStore=c:\path\to\yourCustomKeystore
```

Note: Do not add the `-D` Java option before each entry.

Appendix A. Plug-ins

Configuration

Plug-in configuration is set in both the Web Application and SAP.

Web application configuration

```
<init-param>
  <param-name>plugin1</param-name>
  <param-value>com.readsoft.ebydos.plugin.Plugin</param-value>
</init-param>
```

- Param-name must be plugin plus the number of the plugin. Param-value must be the full plugin name.
- The plugin class must implement two methods, one for initialization and one for running.
- Plugin classes must be copied to the WEB-INF/lib directory. The properties file name must be the same as the plugin name set in the parameters with a .properties extension. This properties file must be in the web-app/conf directory.
- When plugins are set, the plugins are executed instead of INFO MAIL functionality.

Initialization method

The initialization method can implement one of two possible interfaces:

1. `public void init(SAPLogonBean logonBean, Log log, Properties props)`
throws Exception : this method will be called on init web app and on initializing web app and on start
2. `public void init(SAPLogonBean logonBean, Log log, Properties props, Hashtable propsTable)`
throws Exception : this method will be called on init web app and on initializing web app on start.
Parameter propsTable has additional properties files that are in conf dir and name is as plugin name plus some string and extension as properties. Key in propsTable is substring of file name on the disk, for example for file
com.ebydos.cockpit.infomail.TestJobPlugin.mimetypes.properties
key will be
mimetypes.properties

Running method

`public void run()` throws Exception: this method is run periodically according to the scheduler.