

EMLmonitor

**Inbound Email
Integration – POP3**

Installation and User Guide

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Overview

EMLmonitor is designed to create support requests from emails sent to a central support mailbox. It will create new support requests and update any existing requests with replies from customers/users.

Incoming email integration is provided by a POP3 component (DLL) which can access any POP3 enabled mail system – MS Exchange, Lotus Notes, Internet Email etc.

Visit <http://www.sitehelpdesk.com/prices> for prices or email sales@sitehelpdesk.com for a written quotation.

There are two interfaces to EMLmonitor:

1. **Manual** - Using the Check Email option under Call Management you can manually create or update calls from incoming emails.
2. **Automated** - Running EMLmonitor.exe interactively or as a Windows service will automatically pick up all incoming emails with a valid email address and convert them to tickets (or add events to existing calls).

EMLmonitor.exe will

- a. Create or update call tickets from new emails that arrive into the POP3 mail box
- b. Optionally sends replies back to end users or customers notifying them that a support request has been created.

Note: If the 'from' email address cannot be found against an End User or Customer Contact the email record cannot be imported automatically and will remain in the email queue. These do require intervention to assign to the appropriate person or Customer or be selected for deletion. In effect this protects you from Call tickets being created from SPAM or rogue emails.

Email attachments are automatically added as attachments to the Call ticket.

Installation Instructions

Once EMLmonitor is purchased you will receive a zip file that contains the necessary software.

1. Install EMLmonitor software

Extract the contents of the installation package into \sitehelpdesk\email folder.

2. Register the DLL

The email POP3 component needs to be registered on the web server.

- Open up windows explorer
- Locate the ANPOP.DLL file in \sitehelpdesk\email
- Right click the file(s) and select Open With
- Select Microsoft(C) Register Server
- If it is not available then click on Other or select Program from a List.
- Browse to WINDOWS\SYSTEM32 or \WINNT\SYSTEM32 (depending on your operating system) and select REGSVR32.EXE

or

- From a DOS Prompt type in *REGSVR32 c:\sitehelpdesk\email\anpop.dll*

3. Configure Email Account

Set the email configuration options to connect to the required mailbox on the mail server.

- Open up \sitehelpdesk\email\mailconst.asp with Notepad
- Set *MailServer* = "*servername*" e.g. www.myweb.com or IP address of Server
- Set *MailID* = "*logonid*" e.g. me@myco.com or network account (domain\username)
- Set *MailPass* = "*password*"

The mailconst.asp has other configurable options:

Mailrefresh – how often the EMLmonitor.exe will automatically retrieve new emails in minutes.

MailUserConfirm – set to "Y" if you wish to automatically send a reply email with the Call ticket id that has been assigned

MailUserText – This is the text that will accompany the email reply.

IgnoreSubject – is set to "Auto Reply, Undelivered" to prevent the creation of endless additional events should the email be returned automatically.

4. Configure sitehelpdesk

Configure the option in sitehelpdesk to allow incoming email integration

- Logon to sitehelpdesk
- Select Administration, Configuration
- Select Email Integration section
- Set "Have you purchased EMLmonitor?" to Yes
- Apply Changes
- Logoff sitehelpdesk

5. Configure Email alerts

EMLmonitor can generate automated email alerts to customers / users to confirm that an email has been processed.

The email alerts are sent using the SMTP component of IIS. Use the following instructions to install and configure SMTP service: -

[Install SMTP Service](#)

Then use the Test Email button from within EMLmonitor.exe to confirm that email alerts are delivered ok.

Please check [FAQs](#) if you experience any issues.

6. Troubleshooting

Confirm POP3 connection

EMLmonitor uses POP3 to connect to the Mail server. You need to ensure that POP3 is enabled on your mail server.

From a Dos prompt on the webserver enter the following...

```
TELNET {mailserver} 110
```

This will prove that you can connect to the Mail server using POP3.

Confirm Mail Account

Double-check the account details provided in the mailconst.asp.

If you are using web based email then the MailID will be the email address ([me@myco.com](#)). If you are using an internal mail server like Exchange Server then the MailID will be the network account (domain\username)

Further Support

If you are still experiencing issues that please check our [FAQs](#). For further assistance please contact support@sitehelpdesk.com.

EMLmonitor features

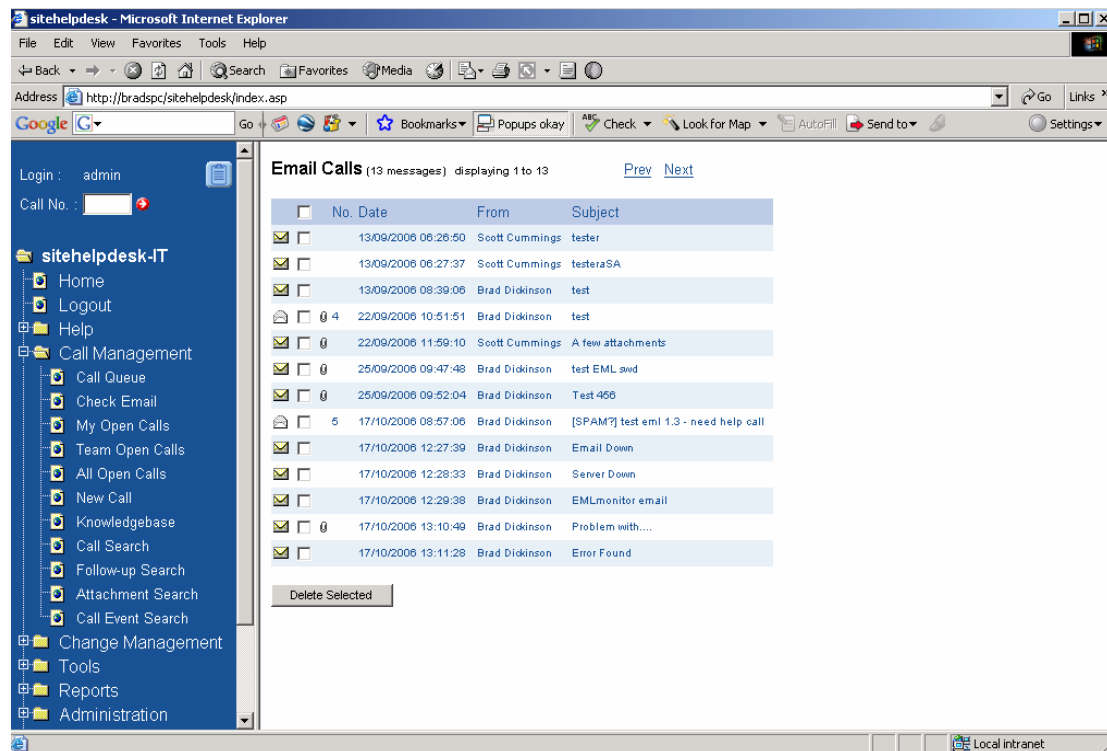
Manual Email Handling

Once additional software is installed on the web server and configured, an additional menu option labelled '*Check Email*' will appear under Call Management.



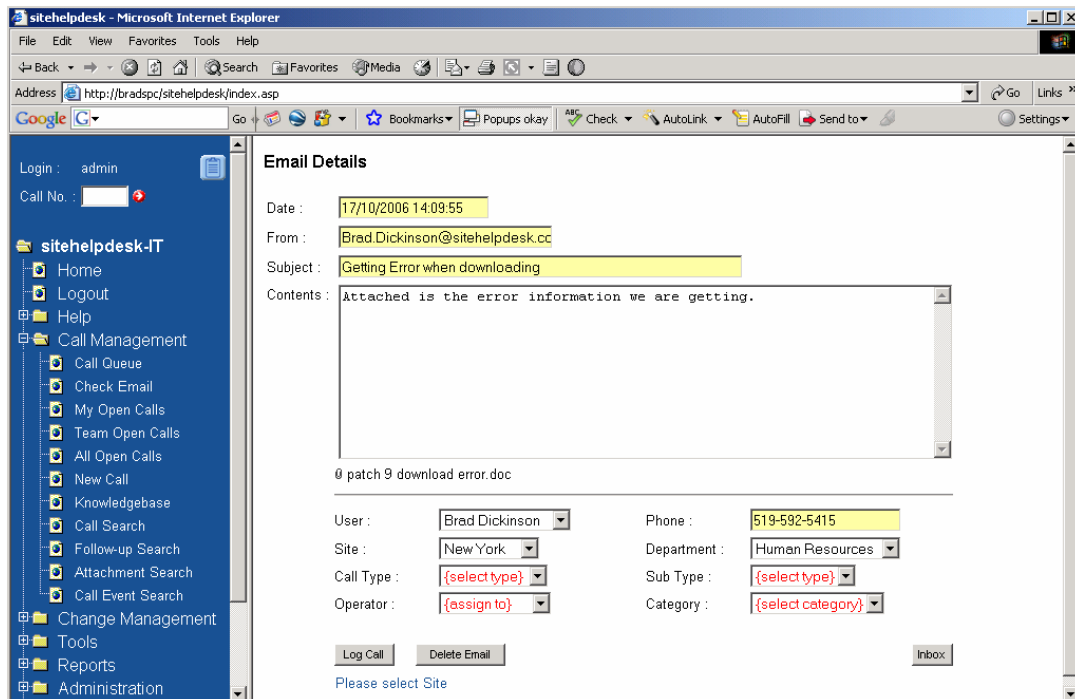
This will display all emails from the predefined central mailbox.

Any emails already processed will have an open email icon and will have the Call number displayed.



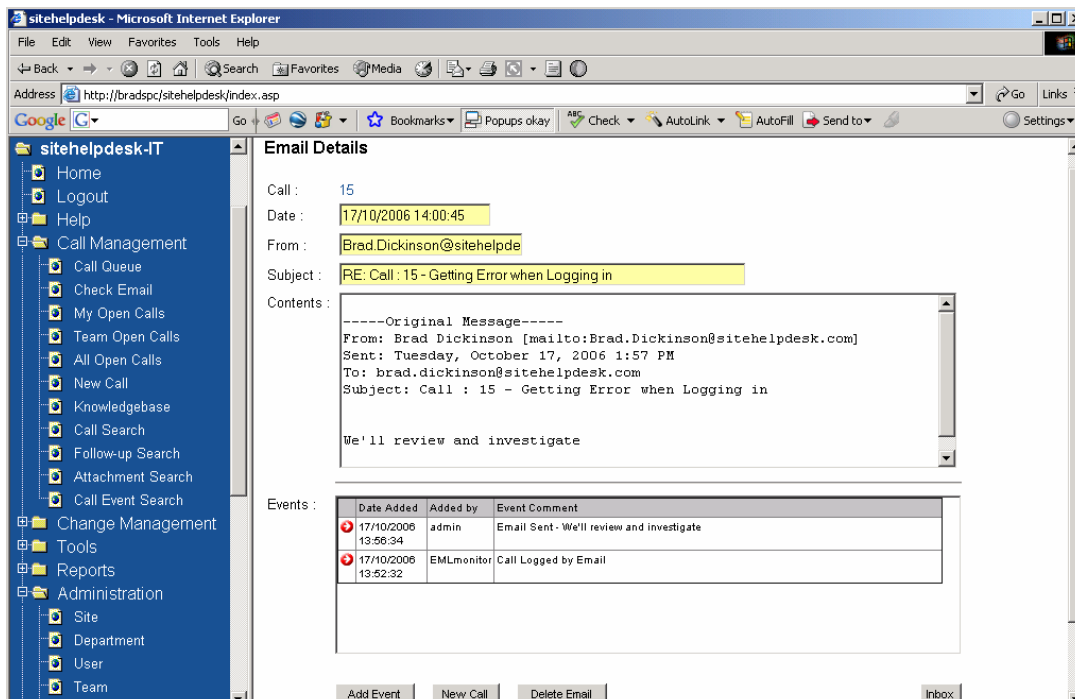
Any junk email may be deleted immediately by selecting and using the Delete option

The email can then be opened and the contents viewed. If the users email address is recognised it will pre-populate the user details. Select the call types, category and assign to an operator then click on Log Call.



This will then create a new support request and report the Call id. You may then opt to delete the email, go back to the Inbox or create a new call.

Note: If you select the same email for import again you will be taken to the Call Update page of the call that was created.



Selecting an email that is a reply to an email that has been sent out from the helpdesk will create an event on the original ticket.

Note: You may edit the email body text to remove any signature information or disclaimers etc that may clutter the system before adding.

The screenshot shows the 'sitehelpdesk' web application in Microsoft Internet Explorer. The address bar shows 'http://bradspc/sitehelpdesk/index.asp'. The left navigation menu includes 'Home', 'Logout', 'Help', 'Call Management', 'Change Management', 'Tools', 'Reports', and 'Administration'. The main content area displays 'Email Details' for call number 16, dated 17/10/2006 14:37:46, from Brad.Dickinson@sitehelpde. The subject is 'RE: Call : 16 - Getting Error Messages'. The email content includes a reply and an original message header. Below the email content is an 'Events' table with three entries.

Date Added	Added by	Event Comment
17/10/2006 14:39:34	EMLmonitor	Email received - This is a reply regarding the information previously sent
17/10/2006 14:36:28	admin	Email Sent - demo reply
17/10/2006 14:35:51	EMLmonitor	Call Logged by Email

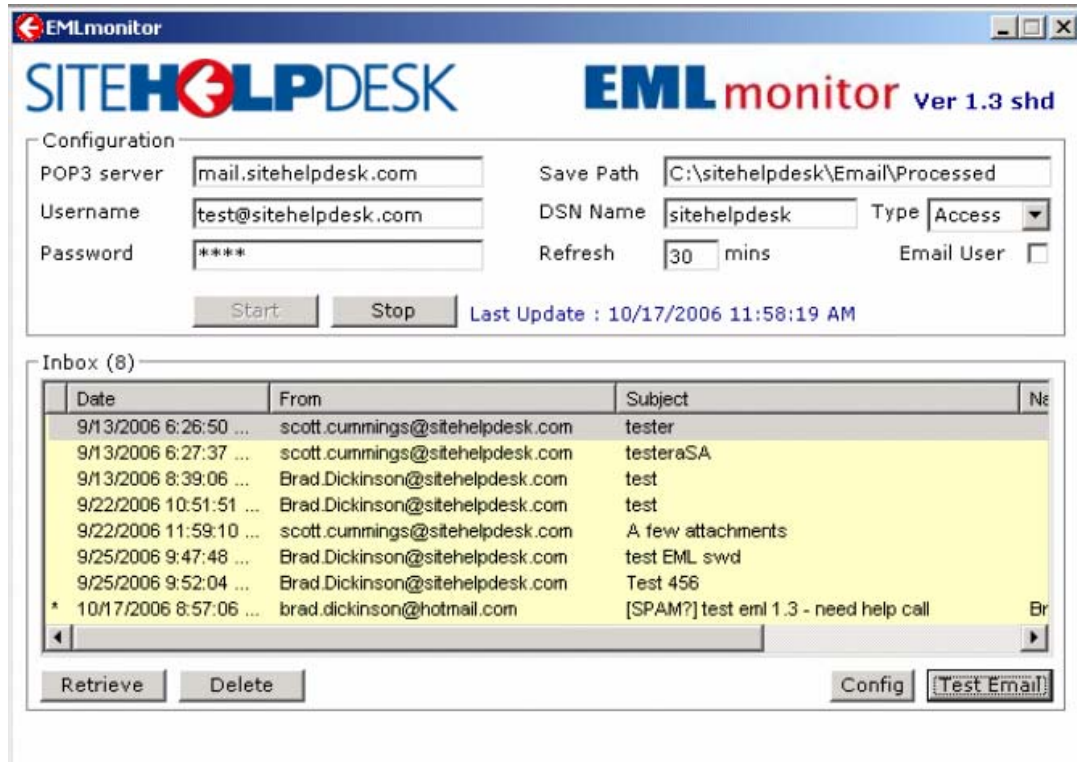
You may delete that email now (or later)

Automated email checking and Call Generation

EMLmonitor.exe can be run interactively or as a Windows service and will automatically create support requests from emails sent to a specific mailbox.

Reply emails will be attached to the original ticket as an Event using the call id in the subject line and the operator notified.

Run the emlmonitor.exe located in the sitehelpdesk\email folder



Emails with valid email addresses will be highlighted with a '*' and have the company and contact details displayed to the right.

You may also intervene and retrieve or delete individual items manually by highlighting them if you wish.

Email notifications to Operators

sitewebdesk

- If a new call is logged then it will look at the support contact held against the customer. If one exists it will send an email
- If a reply to an existing call then it will email the operator/team who is assigned the call

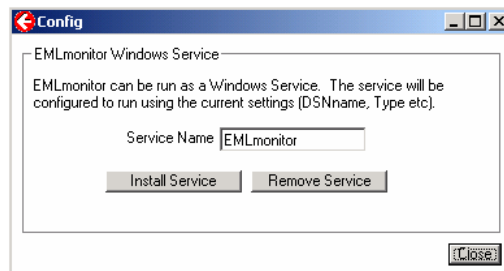
sitehelpdesk / IT

- If a new call is logged then it will look at the email address for {assign to}. Check [FAQ](#)
- If a reply to an existing call then it will email the operator/team who is assigned the call

Running EMLmonitor as a Service

Once EMLmonitor has been executed and the configuration settings have been confirmed then you may run EMLmonitor as a Windows service rather than interactively.

Click on the Config button will bring up the option to Add or Remove the EMLmonitor service. Running as a service allows you to define the service name.



EMLmonitor's last run time will be displayed on the welcome page when logging into sitehelpdesk. It will also maintain a log file (\sitehelpdesk\email\emlmonitor.log) which can be viewed to check on the status.