

Sending E-mail Out of the Cisco E-Mail Manager from an Address Other Than the Default

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Introduction

This document explains how to add additional addresses (other than the default e-mail address) for the "From" field when an e-mail is sent from Cisco E-Mail Manager.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Cisco E-Mail Manager administration

Components Used

The information in this document is based on these software and hardware versions:

- Cisco E-Mail Manager versions 4.0.5i, 4.0.6 and 5.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Introduce Additional Addresses

When an e-mail is sent from Cisco E-Mail Manager version 4.0.5i, it automatically uses the address of the default inbox address in the "From" field. You can use an address other than the default inbox address. For this, you must introduce other addresses, or aliases, into the system.

Cisco E-Mail Manager version 4.0.6 and 5.x behave the same way. However, if a system rule assigns an e-mail address to a group with an alias, the group alias is used by default. Aliases from users can be used in the same way as they are in 4.0.5i.

Add a Single Address

Complete these steps in order to introduce an additional address:

1. Click **User Management**.
2. Click **Manage Groups**.
3. Click the *<group name>*.
4. Type the alias in the Alias field.

You can enter only one alias for each group. In order to see the alias, the user must belong to the group.

Add Multiple Addresses

Complete these steps in order to add multiple aliases:

1. Click **User Management**.
2. Click **Manage Users**.
3. Click the *<user name>*.
4. Type the alias in the Aliases field.

Separate multiple aliases with a comma.

When you have added one or more addresses, select the required address from the Options list next to the From field in the Response Info dialog box (see Figure 1).

Here is an example, in which agent1@fakecompany.com and group1@fakecompany.com have been added to the system and can be selected from the list box.

Figure 1 The Response Info Dialog Box

The screenshot shows a dialog box titled "Response Info" with a dark green header. It contains several input fields and a dropdown menu. The "From:" field is populated with "popbox1@fakecompany.co". The "Options:" dropdown menu is open, showing a list of email addresses: "popbox1@fakecompany.com" (selected), "agent1@fakecompany.com", and "group1 : group1@fakecompany.com". The "To:" field contains "customer1@customerhome.". The "CC:" field is empty. The "BCC:" field is empty. The "Subject:" field contains "Re: this is a test message".

Field	Value
From:	popbox1@fakecompany.co
To:	customer1@customerhome.
CC:	
BCC:	
Subject:	Re: this is a test message

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