

Table of Contents

<u>How to Configure the Tracking Pattern in Cisco E-Mail Manager</u>	1
<u>Document ID: 20405</u>	1
<u>Introduction</u>	1
<u>Prerequisites</u>	1
<u>Requirements</u>	1
<u>Components Used</u>	1
<u>Conventions</u>	2
<u>Trackline</u>	2
<u>Trackpattern</u>	2
<u>Trackname</u>	2
<u>Related Information</u>	3

How to Configure the Tracking Pattern in Cisco E-Mail Manager

Document ID: 20405

Introduction
Prerequisites
Requirements
Components Used
Conventions
Trackline
Trackpattern
Trackname
Related Information

Introduction

By default, when a customer receives an e-mail from the Cisco E-Mail Manager, the tracking number is displayed at the top of the email in this format:

Please include this line in all replies. Tracking number: 3TXXXXXXXXX_XXXXXXXXXX

You cannot change the location of the tracking number in the response, but you can change the text and format. The parameters discussed in this document can be changed in the `rserver.cfg` file.

For Cisco E-Mail Manager 4.x, this file is located in the [DRIVE]:\Program Files\Cisco\eMail Manager\Instances\

For Cisco E-Mail Manager 5.x and 6.x, this file is located in the [DRIVE]:\Program Files\Cisco\E-Mail Manager\Instances\

Prerequisites

Requirements

Readers of this document must be knowledgeable of:

- Cisco E-Mail Manager administration
- How to edit the basic text file in Microsoft Windows

Components Used

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

- Cisco E-Mail Manager 3.x, 4.x, 5.x or 6.x

The information presented in this document was created from 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.

Trackline

One or more tracklines are added to each piece of mail that is sent, and the lines contain the tracking number. The part of the message before the tracking number contains characters which can help you find the tracking number in the body of the returned mail. The format option is similar to the `c printf` function.

Here is a partial list of the supported format options and the meanings of each:

- `\n` New line
- `\r` Carriage return
- `\r\n` When used together, this is the same as a hard break or an Enter keystroke.
- `\\` Backslash
- `'` Single Quote
- `"` Double Quote
- `%s` This is the location where the tracking number is inserted.

```
TRACKLINE="<printf-style message about preserving the tracknumber>"
default: TRACKLINE="Please include the following line in all replies.\r\nTracking number:
      %s \r\n\r\n"
```

Note: This value is displayed over two lines due to space limitations.

Trackpattern

This pattern is used by the Cisco E-Mail Manager to identify the tracking number in a piece of returned mail. The trackpattern must be very unique so that the tracking number is not confused with anything else in the e-mail.

```
TRACKPATTERN="<pattern of identifying characters">
default: TRACKPATTERN=Tracking number:
```

Trackname

This is an identification string attached at the start of this instance's transaction code number. The identification string or the trackname is used internally and must be eight characters or less. Multiple instances that run on the same server must have different tracknames.

```
TRACKNAME=<tracking pattern>
Default: TRACKNAME=3T
```

For example, when you add these lines to the `rserver.cfg` file:

```
TRACKLINE=" \"This is my trackline\" Tracking Value: %s \r\n\r\n"
TRACKPATTERN="Tracking Value:"
TRACKNAME=5N
```

The result displayed is:

```
"This is my trackline" Tracking Value: 5NXXXXXXXX_XXXXXXXXXX
```

Related Information

- **Technical Support – Cisco Systems**
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