

Formatting E-Mail Received Through the Inbox Directory for E-Mail Manager

Document ID: 23108

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Introduction

There are two ways to place mail into Cisco E-Mail Manager. You can either download files from the Post Office Protocol 3 (POP3) box or save mail to a flat file on disk. This document discusses how to save mail to a flat file.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- E-Mail Manager administration
- Familiarity with POP3 protocol

Components Used

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

- E-Mail Manager version 3.0.x
- E-Mail Manager version 4.0.5i and 4.0.6
- E-Mail Manager version 5.0.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.

Format the Mail

In order to submit mail into the system from a flat file, save a text file in the RFC 822 format in this directory:

```
\Program Files\cisco\email manager\instances\instance name\inbox
```

The name of the file that you choose is important. The file name serves as the inbox name for functions and activities such as the System Performance by Mailbox report. If you choose a unique name for each file that you place in the directory, the System Performance by Mailbox report becomes very long and slow. Therefore, reuse the file name in a sensible way. For example, assume that there are two locations on a website where you can complete a form to produce mail, HR and Support. Give the name HR_mail to all files from the HR page and the name Sup_mail to all files from the Support website.

Note: The immediate removal of files from the inbox directory occurs, so the overwrite of files is not an issue.

Be sure that the file placed in the inbox directory looks like a typical e-mail with a header at the top. The headers that E-Mail Manager requires are:

- **From:** This is the customer e-mail address to which the reply goes when you send the reply from E-Mail Manager.
- **To:** This is a valid e-mail address that E-Mail Manager reads. The purpose is to allow the customer to choose Reply and have the reply return to E-Mail Manager.
- **Subject:** The rules can use this field to process the mail.
- **Date:** This is the current time in standard mail format: ddd, d mmm yyyy time difference form Coordinated Universal Time (UTC). An example is Mon., 3 Apr 2001 21:00:12 - 0400.
- **Reply-To:** This field is not necessary. But the field is popular because you can use the field to specify a reply-to address that is different from the From field.

This example demonstrates these fields:

```
To: user@somecompany.com
From: anotheruser@somecompany.com
Date: Tue, 18 Dec 2001 13:14:38 - 0500
Subject: this is a subject
Reply-To: stillanotheruser@somecompany.com
This is the body of the e-mail
```

In this example, the order of the fields does not matter. Have all the headers appear together without any spaces between the headers. Have a blank line between the headers and the body of the mail.

The form can use E-Mail Manager to parse headers that the user defines. The only limitation is that the headers must be in RFC 822 mail header format. This example shows the use of additional headers:

```
X-CustomerNumber: 334232434-49494-Dxx
X-CustAddr: 2001 Cisco Lane
X-CustAddr1: Apt 8-F
X-CustCity: Lowell
X-CustState: MA
X-CustZip: 11238
X-CustRequest: Wendell & Marshall AMPICO
X-CustComment: To continue a line in a header, put a space in front of it.
```

Related Information

- **Technical Support – Cisco Systems**
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Updated: Mar 29, 2005

Document ID: 23108
