

# How to configure Email Enabled Lists in MOSS2007 beta 2 using Exchange 2003 in the domain for receiving both local and external e-mail to the list

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This 'How to' guide will take you through installing and configuring your MOSS2007 beta 2 environment for lists to receive incoming e-mail using a standard e-mail address that can be used both internally and externally.

My server topology for this guide was as follows

Server Name	Role	Products Installed
Rootdc	Domain Controller DNS Server Exchange Server	Windows server 2003 SP1 Exchange Server 2003 SP1
SQL	Database server	SQL 2000 SP4
MOSS2007	MOSS2007 Server	MOSS2007 Enterprise

My internal domain name configured for the Active Directory is trainsbydave.com  
You will need to replace trainsbydave.com with your own testing domain name

**Troubleshooting – See the section at the end of the document**

## Step 1 – Let's get the Active Directory Ready.

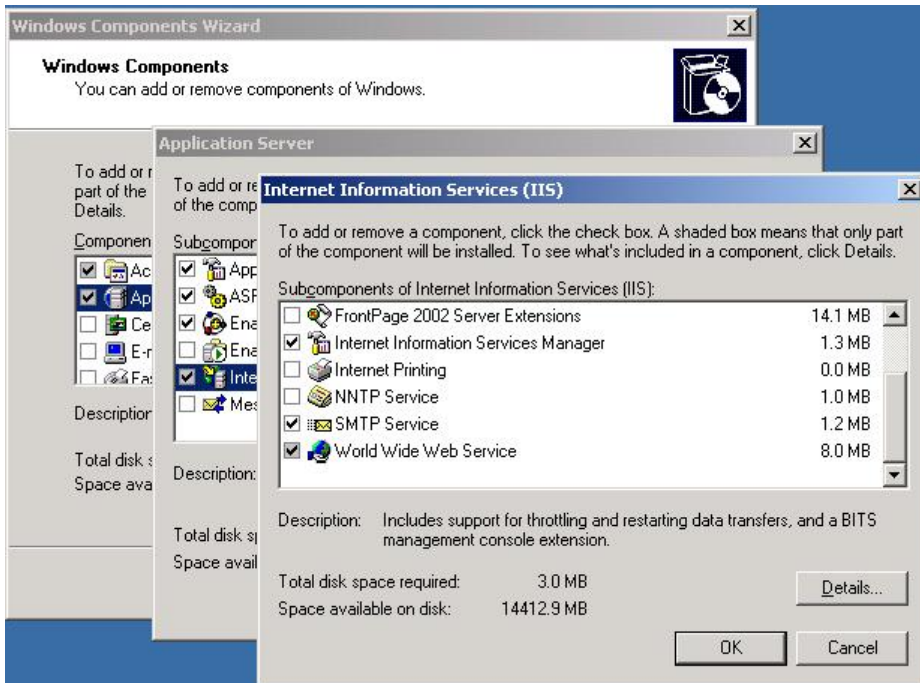
When you mail enable a list in a site it will create a new contact in the OU we specify for the AD. Therefore it makes sense to have an OU dedicated to MOSS2007 list e-mail addresses. I will point another good reason for this later in the guide.

Open Active Directory Users and Computers on the domain controller and create a new Organizational Unit under your main domain name. In my case I used the OU name sharepointDL in the domain trainsbydave.com

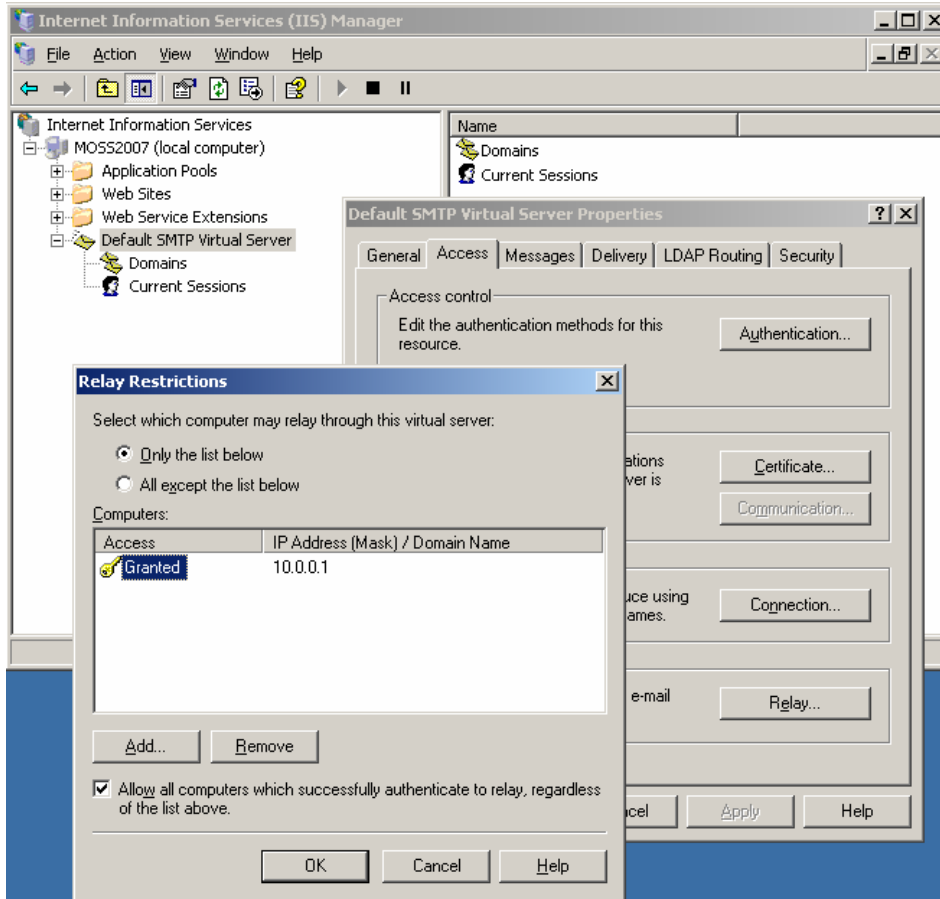


## Step 2 – install the SMTP service on the MOSS 2007 Server

Add/Remove Programs, Windows Components, Application Server, IIS, SMTP Service



## Configure SMTP Server to except relaying from the domain exchange server

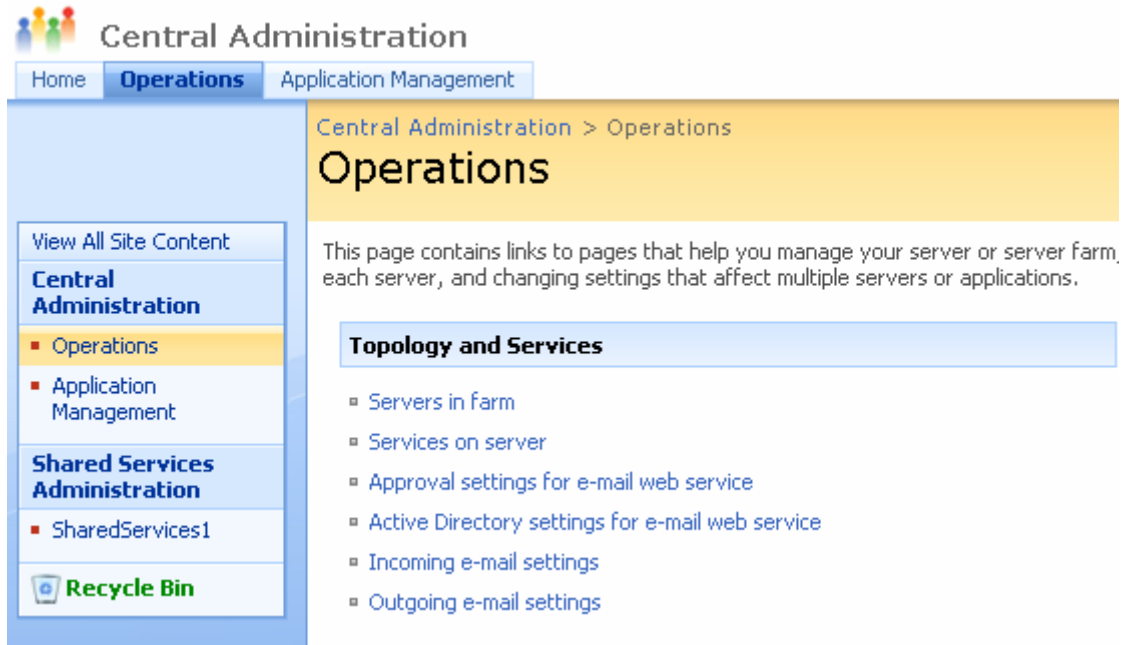


- Start, Administrative Tools, Internet Information Services
- Right click on Properties of Default SMTP Virtual Server
- Click the Access Tab, Relay. Add the IP address of the servers that can relay through this server. In my case this was the Exchange server in my domain
- Click Ok, Ok, and Apply

**OK so we now have an SMTP service running on the MOSS2007 server. We now need to configure the incoming e-mail settings on the MOSS 2007 server.**

## Step 2 – Configuring incoming e-mail settings in central administration

Open MOSS2007 Central Administration, Operations Tab

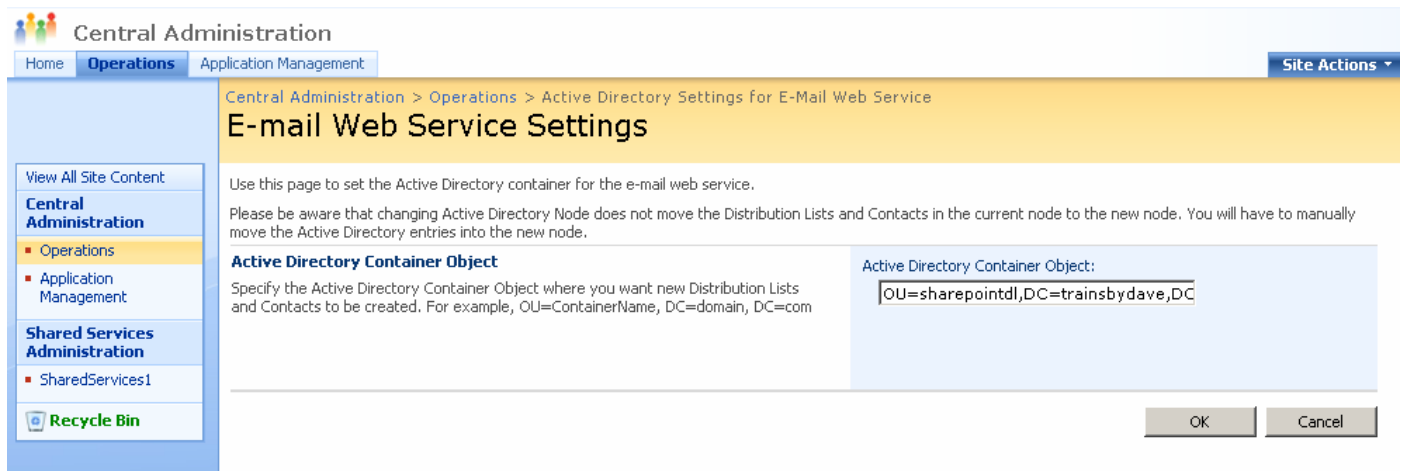


The screenshot shows the MOSS2007 Central Administration interface. The 'Operations' tab is selected. The breadcrumb path is 'Central Administration > Operations'. The main heading is 'Operations'. Below this, there is a description: 'This page contains links to pages that help you manage your server or server farm, each server, and changing settings that affect multiple servers or applications.' A 'Topology and Services' section contains a list of links: 'Servers in farm', 'Services on server', 'Approval settings for e-mail web service', 'Active Directory settings for e-mail web service', 'Incoming e-mail settings', and 'Outgoing e-mail settings'. On the left, there is a navigation pane with 'Central Administration' and 'Shared Services Administration' sections.

### Click Active Directory settings for the e-mail web service

Now add the full distinguished path to the OU we created earlier in Active Directory. In my case this would be OU=sharepointdl,DC=trainsbydave,DC=com

Click OK



The screenshot shows the 'E-mail Web Service Settings' page in MOSS2007 Central Administration. The breadcrumb path is 'Central Administration > Operations > Active Directory Settings for E-Mail Web Service'. The main heading is 'E-mail Web Service Settings'. Below this, there is a description: 'Use this page to set the Active Directory container for the e-mail web service. Please be aware that changing Active Directory Node does not move the Distribution Lists and Contacts in the current node to the new node. You will have to manually move the Active Directory entries into the new node.' The 'Active Directory Container Object' section contains a text box with the value 'OU=sharepointdl,DC=trainsbydave,DC'. At the bottom right, there are 'OK' and 'Cancel' buttons.

## Click Incoming e-mail settings

Central Administration Welcome MOSS2007\administrator | My Site | My Links | | Beta Feedback

Central Administration Site Actions

Home **Operations** Application Management

Central Administration > Operations > Incoming E-Mail Settings

### Incoming E-Mail Settings

Use this page to change the e-mail settings for this server. You can enable or disable incoming e-mail, choose e-mail options, and configure the Microsoft SharePoint Directory Management Web Service.

<b>Enable Incoming E-Mail</b> If enabled, SharePoint sites can receive e-mail and store incoming messages in lists. Sites, lists, and groups will need to be configured individually with their own e-mail addresses.	<b>Enable sites on this server to receive e-mail?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No <b>Settings mode:</b> <input type="radio"/> Automatic <input checked="" type="radio"/> Advanced
<b>Directory Management Service</b> If enabled, SharePoint sites will use a Microsoft SharePoint Directory Management Service to manage e-mail addresses for SharePoint lists.	<b>Connect to a SharePoint Directory Management Service?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No <b>Directory Management Service URL:</b> <input type="text" value="http://moss2007:44922/_vti_bin/share"/> <b>E-mail server address:</b> <input type="text" value="moss2007.trainsbydave.com"/> For example, server.sharepoint.example.com <b>Does this Directory Management Service manage distribution lists?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No <b>Should distribution lists accept mail only from authenticated senders?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Incoming E-Mail Server Display Address</b> Specify the e-mail server address that will be displayed in Web pages when users create an incoming e-mail address for a list or group.  This setting is often used in conjunction with the Microsoft SharePoint Directory Management Web Service to provide a more friendly e-mail server address for users to type.	<b>E-mail server display address:</b> <input type="text" value="mylist@trainsbydave.com"/> For example, mysite@example.com
<b>Safe E-Mail Servers</b> Choose to restrict the set of e-mail servers that can route mail directly to Windows SharePoint Services. This setting can help ensure the authenticity of e-mail stored in SharePoint.	<input checked="" type="radio"/> Accept mail from all e-mail servers <input type="radio"/> Accept mail from these safe e-mail servers: <input type="text"/>
<b>E-Mail Drop Folder</b> Windows SharePoint Services will poll for incoming e-mail from the Windows SMTP Service. This setting specifies the folder in which to look for e-mail.	<b>E-mail drop folder:</b> <input type="text" value="C:\Inetpub\mailroot\Drop"/>

- a. Choose radio button Enable sites on this server to receive email
- b. For Settings mode choose radio button Advanced
- c. For Directory Management Service Choose radio button yes to connect to a Sharepoint directory management service. ( this is responsible for synchronizing with your AD )
  - a. Add the URL of your Central administration web application to the service URL on the MOSS server. In my case this was as follows:  
**http://MOSS2007:44922/\_vti\_bin/sharepointemailws.asmx**, you need to replace the URL with your own server name and port number.

- b. Select the yes button for the ‘ does this directory management service manage distribution lists
- d. Add your domain name that you want your lists to use for their e-mail addresses. In my case I wanted all lists to use listname@trainsbydave.com so I entered trainsbydave here.
- e. For the drop folder put C:\Inetpub\mailroot\drop (default - change this if you are not using default)
- f. Click OK

### Step 3 – Creating a mail enabled document library in a team site

Now we have configured the Central administration side in MOSS 2007 we can create a new list and configure it to accept incoming e-mail. In my example I am going to create a document library and mail enable it to receive incoming mail.


I am going to call this document library fanmail as it will receive incoming mail messages sent to fanmail@trainsbydave.com from all the fans in the world.

Browse to your team site and create a new list. – new document library

When creating the document library select ‘Yes’ for enable this document library to receive e-mail.

Add the e-mail address we are going to use in this case fanmail

Click Create

<p><b>Name and Description</b></p> <p>Type a new name as you want it to appear in headings and links throughout the site. Type descriptive text that will help site visitors use this document library.</p>	<p>Name: fanmail</p> <p>Description: <input type="text"/></p>
<p><b>Navigation</b></p> <p>Specify whether a link to this document library appears in the Quick Launch.</p>	<p> Display this document library on the Quick Launch?  <input checked="" type="radio"/> Yes <input type="radio"/> No</p>
<p><b>E-Mail</b></p> <p>If enabled you can add items to this document library by sending e-mail to its alias from your e-mail client.</p>	<p>Enable this document library to receive e-mail?  <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>E-mail address: fanmail@trainsbydave.com</p>
<p><b>Document Version History</b></p> <p>Specify whether a version is created each time you edit a file in this document library. <a href="#">More information on versions.</a></p>	<p>Create a version each time you edit a file in this document library?  <input type="radio"/> Yes <input checked="" type="radio"/> No</p>
<p><b>Document Template</b></p> <p>Select a document template to determine the default for all new files created in this document library.</p>	<p>Document Template: Microsoft Office Word document</p>

## Set the email settings for the document library in the team site

1. Open the document library we have just created
2. Click Settings – document library settings
3. Under Communication Settings click E-Mail Settings
4. click yes for save original e-mail
5. Click OK

helpdesk > fanmail > Settings > Change E-Mail Settings

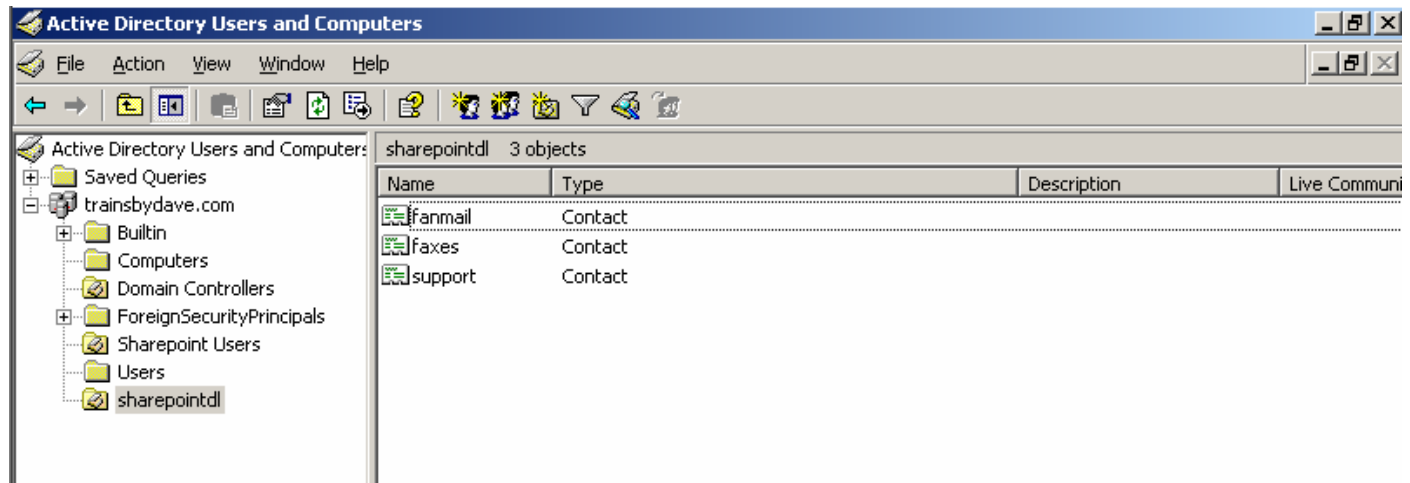
### Change E-Mail Settings: fanmail

Use this page to change the e-mail settings of this document library. You can set the e-mail address for this document library, choose to save or discard e-mail attachments, and set e-mail security policy.

<b>Incoming E-Mail</b> <p>If enabled you can add items to this document library by sending e-mail to its e-mail address from your e-mail client.</p>	<b>Enable this document library to receive e-mail?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No <b>E-mail address:</b> fanmail @trainsbydave.com
<b>E-Mail Attachments</b> <p>Specify whether to group attachments in folders, and whether to overwrite existing files with the same name as incoming files.</p>	<b>Group attachments in folders?</b> <input checked="" type="radio"/> Save all attachments in root folder <input type="radio"/> Save all attachments in folders grouped by e-mail subject <input type="radio"/> Save all attachments in folders grouped by e-mail sender <b>Overwrite files with the same name?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No
<b>E-Mail Message</b> <p>Specify whether to save the original .eml file as an attachment in this document library.</p>	<b>Save original e-mail?</b> <input checked="" type="radio"/> Yes <input type="radio"/> No
<b>E-Mail Meeting Invitations</b> <p>Specify whether to save e-mailed meeting invitations in this document library.</p>	<b>Save meeting invitations?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No
<b>E-Mail Security</b> <p>Use document library security for e-mail to ensure that only users who can write to the document library can send e-mail to the document library.</p> <p><b>Caution:</b> "Archive all e-mail regardless of sender" will allow users to anonymously author to your document library. Choose this option only if you are aware of the security implications.</p>	<b>E-mail security policy:</b> <input checked="" type="radio"/> Use document library security for e-mail <input type="radio"/> Archive all e-mail regardless of sender

## Step 4 – Managing the contacts created in Active Directory

Shortly after the document library has been created and mail enabled a new contact should appear automatically in the OU in Active Directory. This was the job of the directory management service to do this. (DIRMAN)



The default e-mail address will be **fanmail@MOSS2007.trainsbydave.com** as this is what we configured the mail addresses to be in MOSS2007 central administration – operations – incoming e-mail settings earlier in this document. This is fine for internal mail but if I wanted to have external users mail the library I need to use a global company address. I.e. **fanmail@trainsbydave.com**. I have two options to manage this.

Option 1 – Go into the properties of this contact and add a new SMTP mail address under the e-mail addresses tab for @trainsbydave.com. You will have to do this for each contact created

Option 2 – Create a new Exchange Server Global recipient policy so that all contacts created in that OU Automatically get the second mail address added.

I have edited the fanmail contact and added the @trainsbydave.com SMTP address. Now my contact can receive e-mail address to both SMTP addresses with the **primary** configured as **fanmail@MOSS2007.trainsbydave.com**

Active Directory Users and Computers

File Action View Window Help

Active Directory Users and Computers [rootdc.trainsbydave.com]

sharepointdl 3 objects

Name	Type
fanmail	Contact

Active Directory Users and Computers [rootdc.trainsbydave.com]

- Active Directory Users and Computers [rootdc.trainsbydave.com]
  - Saved Queries
  - trainsbydave.com
    - Builtin
    - Computers
    - Domain Controllers
    - ForeignSecurityPrincipals
    - Sharepoint Users
    - Users
    - sharepointdl

### fanmail Properties

General Address Telephones Organization Member Of

Exchange General E-mail Addresses Exchange Advanced

Each e-mail address type has one default reply address. To change the default, select an entry in the list, and then click Set As Primary.

E-mail addresses:

Type	Address
<b>SMTP</b>	<b>fanmail@moss2007.trainsbydave.com</b>
smtp	fanmail@trainsbydave.com
<b>X400</b>	<b>c=US;a= ;p=Sharepoint Summi;o=Exc...</b>

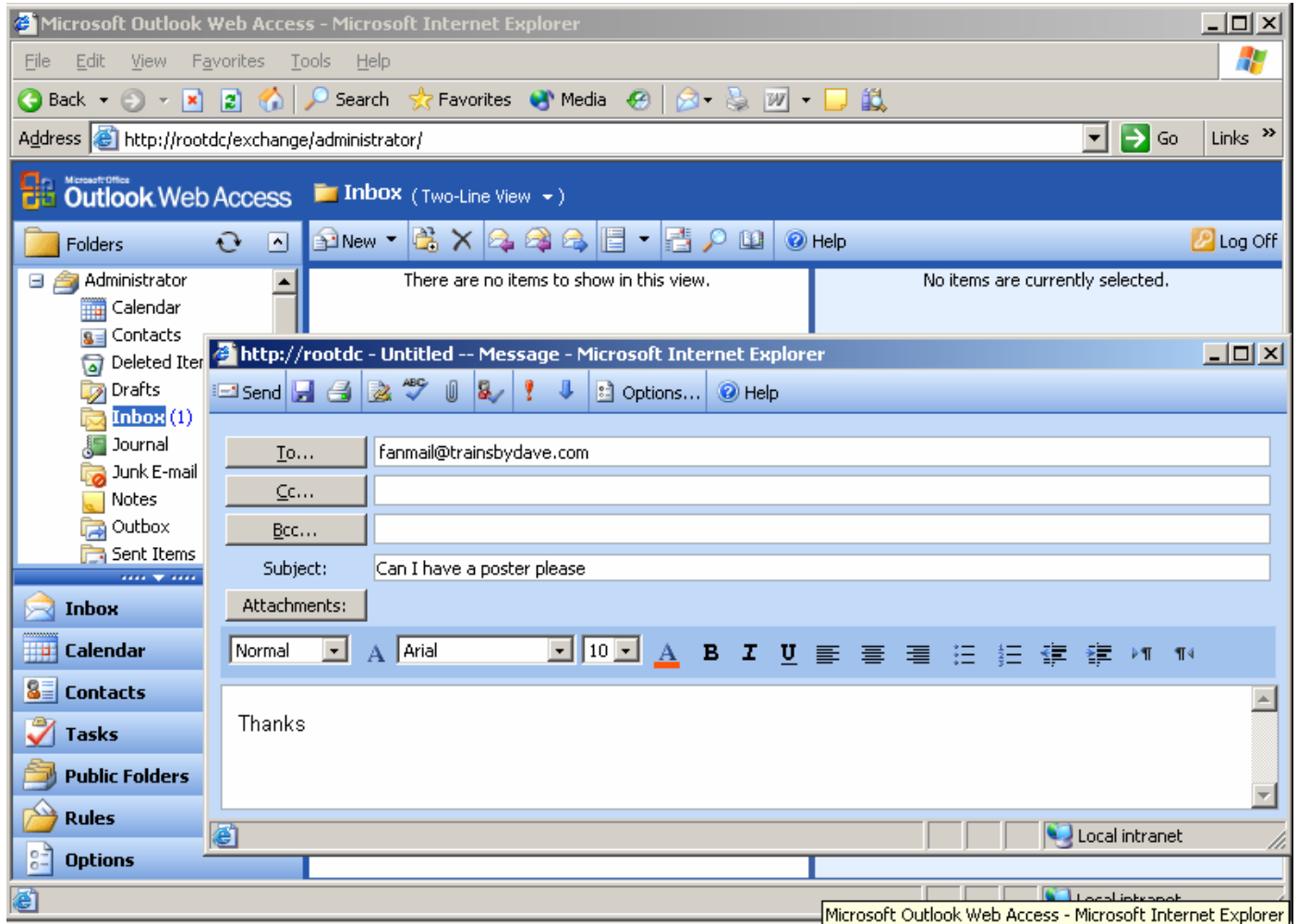
New... Edit... Remove Set As Primary

Automatically update e-mail addresses based on recipient policy

## Step 5 – Testing the solution

Let's open Outlook now as a client and send a mail to fanmail address and follow its progress to appearing the document library

In my testing I am using Outlook web access rather than Outlook but the result is the same.

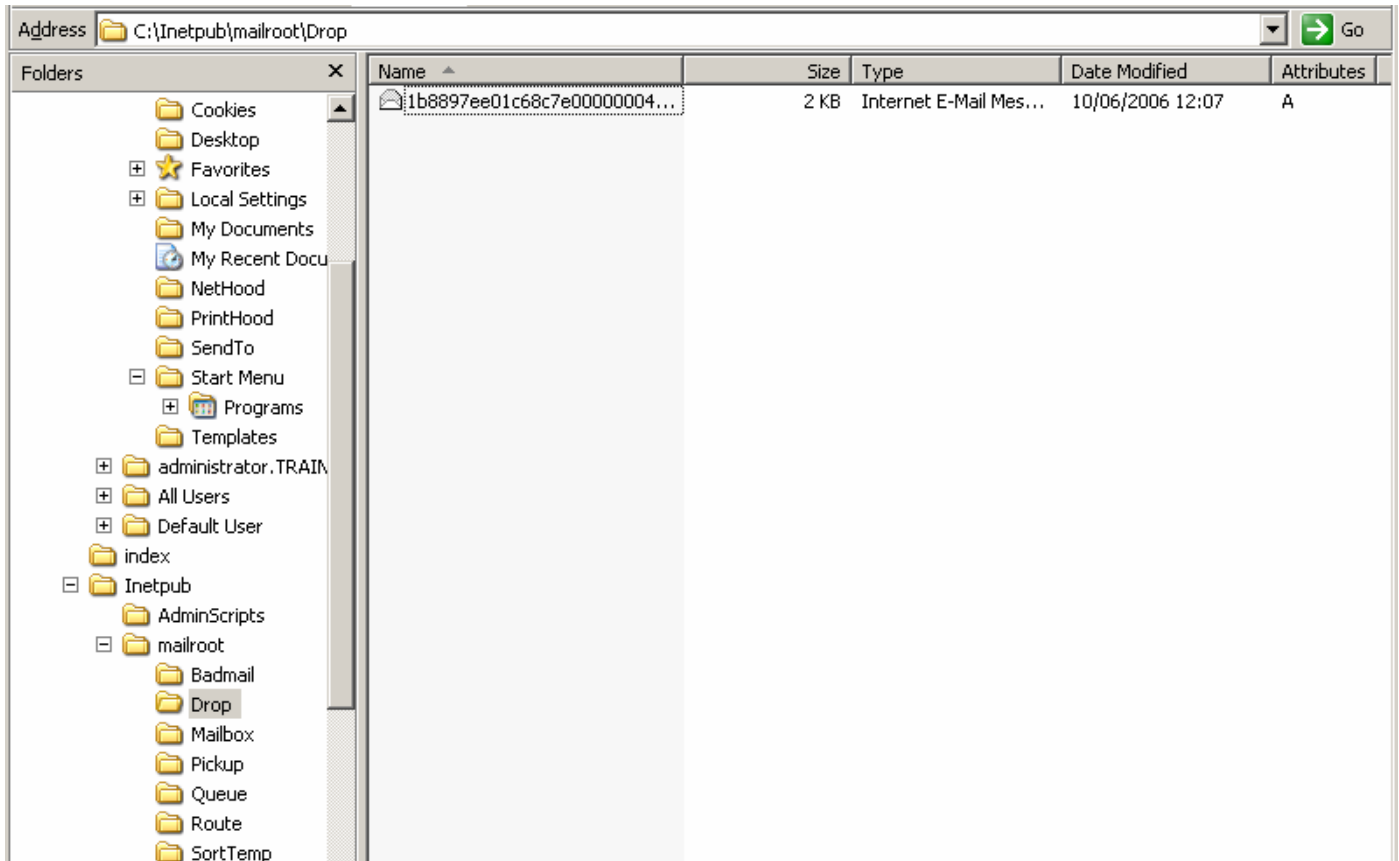


After sending the mail you can monitor the C:\inetpub\mailroot\drop folder to see when WSS picks up the message.

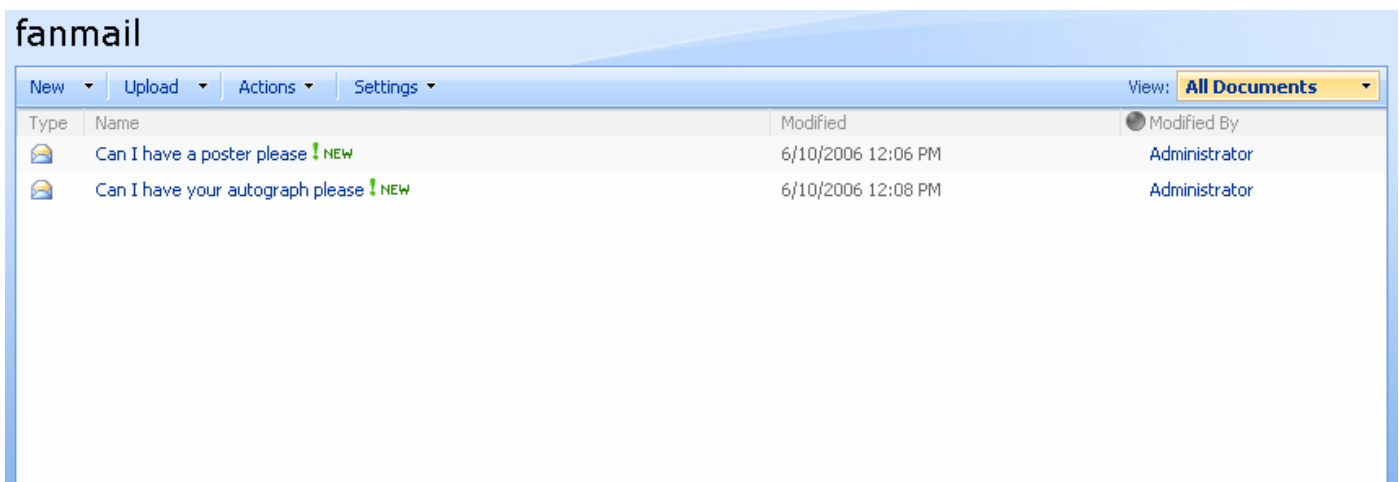
Make sure that the SP Timer service is running on the MOSS2007 server as this server will be responsible for taking the mail from the Drop folder and putting it in the Document library.

Windows Management Instrumentation Driver Extensions	Monitors all...		Manual	Local System
Windows SharePoint Services Administration	Performs a...	Started	Automatic	Local System
Windows SharePoint Services Search	Provides fu...		Manual	Local Service
<b>Windows SharePoint Services Timer</b>	<b>Sends notif...</b>	<b>Started</b>	<b>Automatic</b>	<b>trainsbyd...</b>
Windows SharePoint Services Tracing	Manages tr...	Started	Automatic	Local Service
Windows SharePoint Services VSS Writer	Windows S...		Manual	Local System
Windows Time	Maintains d...	Started	Automatic	Local Service
Windows User Mode Driver Framework	Enables Wi...		Manual	Local Service
WinHTTP Web Proxy Auto-Discovery Service	Implement...	Started	Manual	Local Service

After a short time the mail will appear in the drop folder configured earlier in Central administration – operations – incoming e-mail settings



Finally once the SPTimer service picks up the message it will disappear from the drop folder and the item will be created in the list.



That's it, e-mail enable library for internal and external mail. Remember this guide was written and tested on MOSS2007 Beta 2. Comments welcome.

# Troubleshooting

Thanks to Mat Chase for providing these troubleshooting tips for those that have issues configuring Incoming mail.

\*Step 0.5: Make sure the app pool account for the web application you are trying to mail enable is running as the MOSS Administrator account you are running Central Administration under.

\*Step 1.5: Grant rights to the OU you have created in AD to the app pool account you setup in step 0.5.

\*Step 4.5: Create a SMTP connector in Exchange to deliver mail to machine.domain.name where your MOSS SMTP service is running.