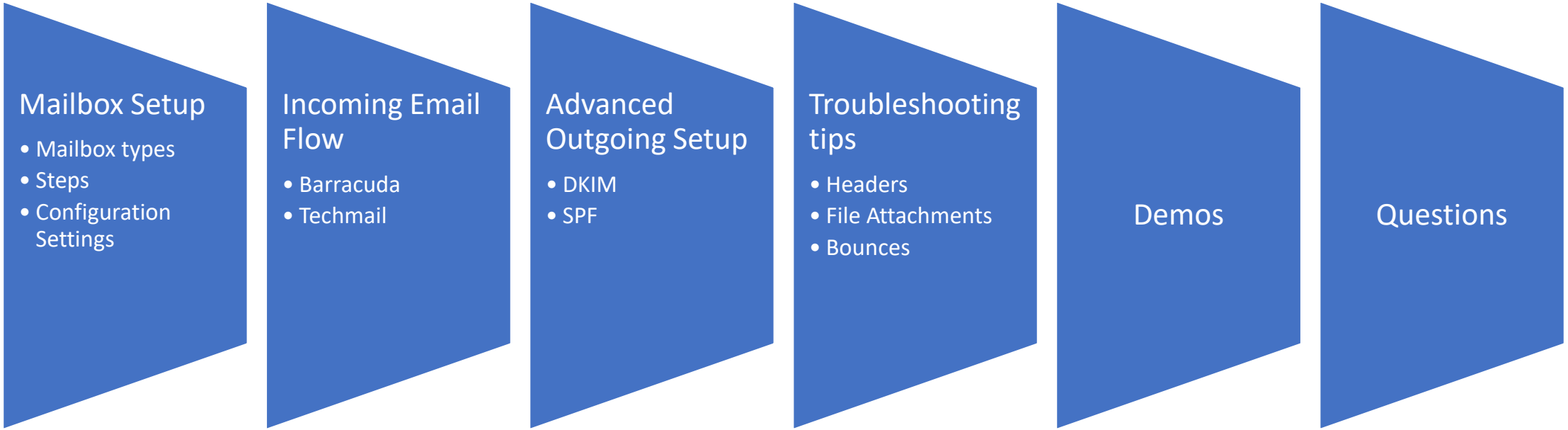
Email with Oracle Service Cloud

Andrei Vatamanu
Senior Technical Support Engineer
OSvC Technical Support
May 30, 2018

Copyright © 2018, Oracle and/or its affiliates. All rights reserved. |

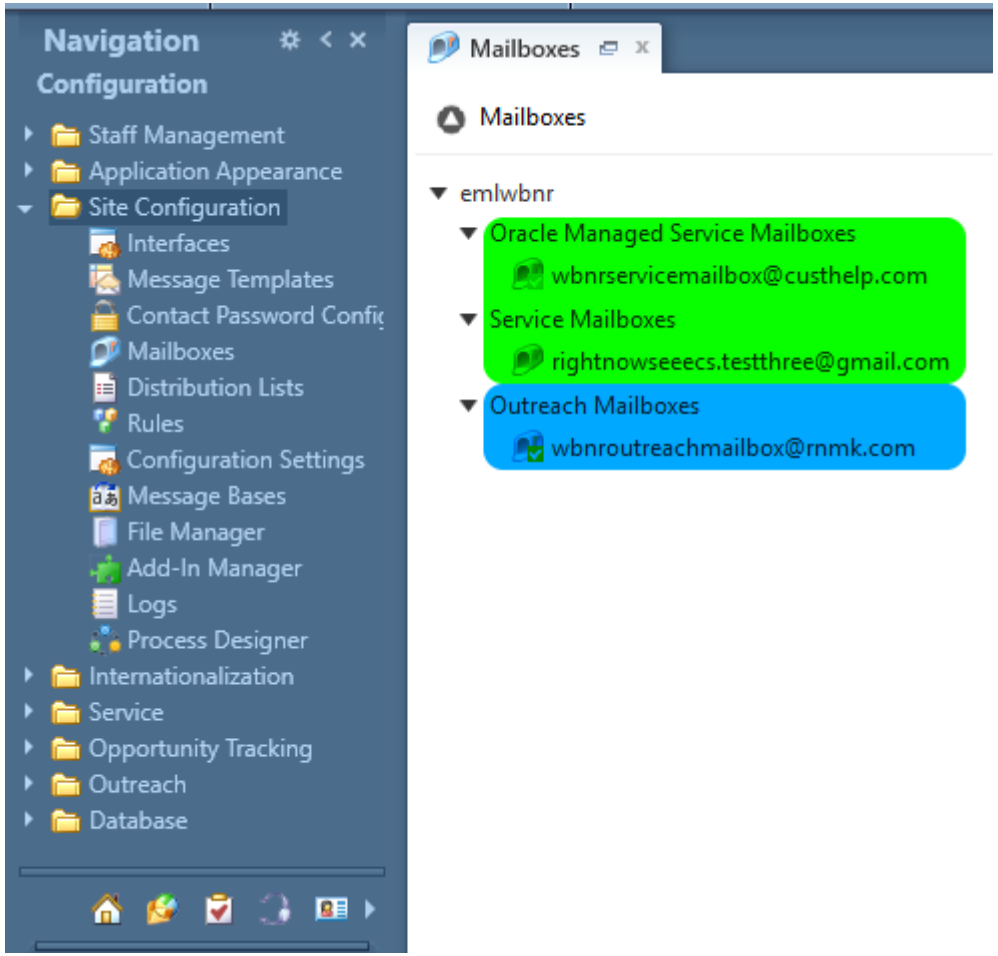
Agenda


Mailbox Setup
• Mailbox types
• Steps
• Configuration Settings
Incoming Email Flow
• Barracuda
• Techmail
Advanced Outgoing Setup
• DKIM
• SPF
Troubleshooting tips
• Headers
• File Attachments
• Bounces
Demos
Questions

Types of mailboxes

Two types of mailboxes that are used by Oracle Service Cloud:

1. Service Mailboxes - process email communications on incidents
2. Outreach Mailboxes - send outreach email communications (surveys and mailings)



Types of mailboxes

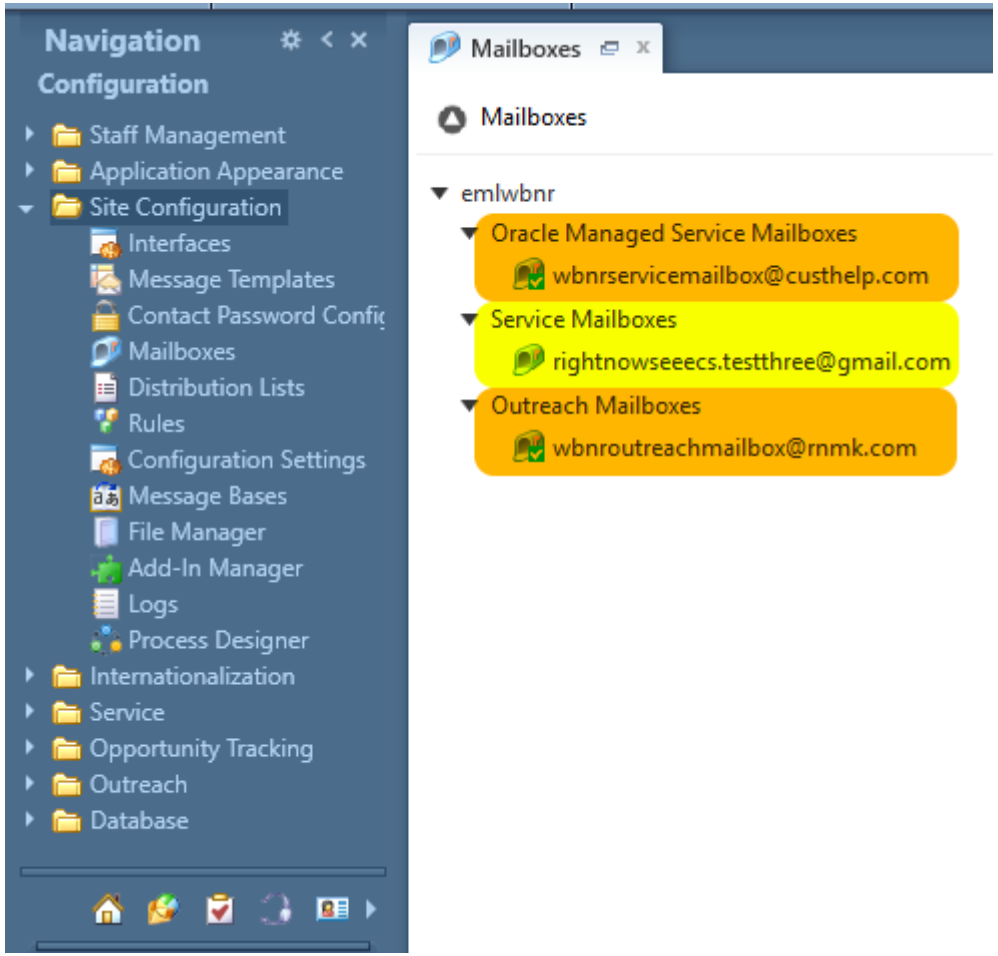
Two types of mailboxes that are used by Oracle Service Cloud:

1. Service Mailboxes - process email communications on incidents
2. Outreach Mailboxes - send outreach email communications (surveys and mailings)

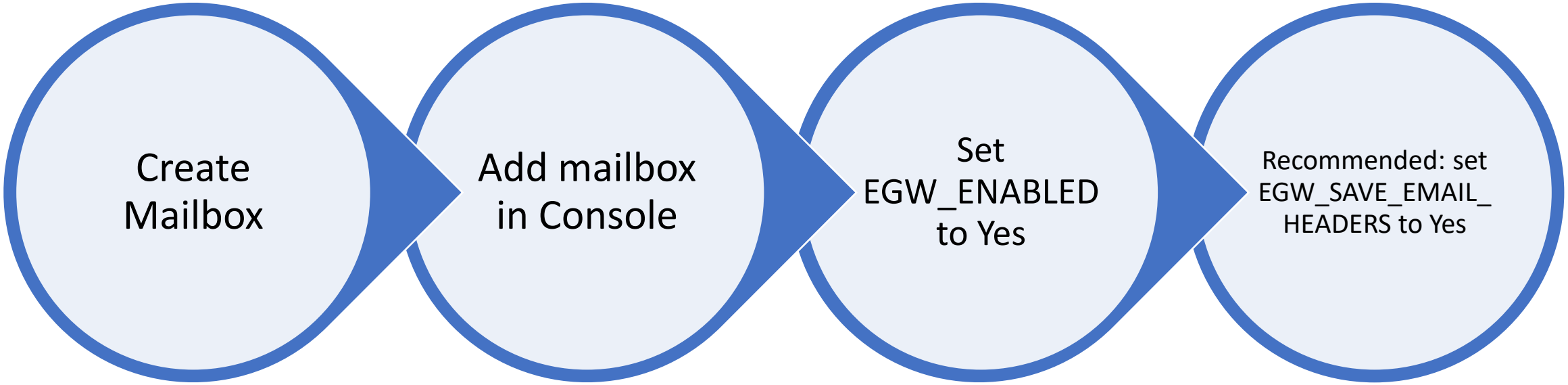
Both Service and Outreach mailboxes can in turn can be of two kinds:

a. Oracle-managed mailboxes - hosted on Oracle's servers

b. General mailboxes - hosted outside of Oracle's infrastructure

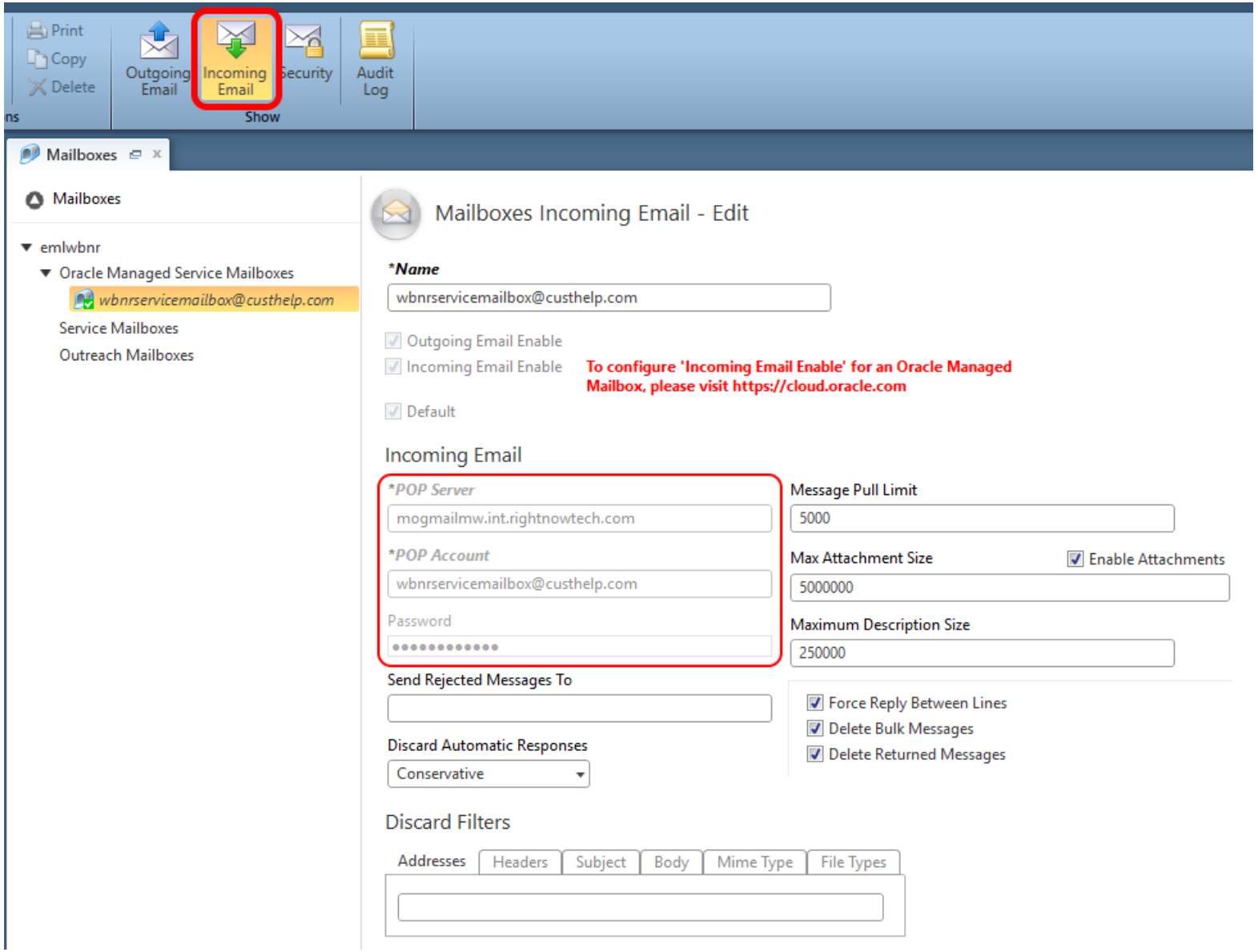


Steps of Mailbox Setup

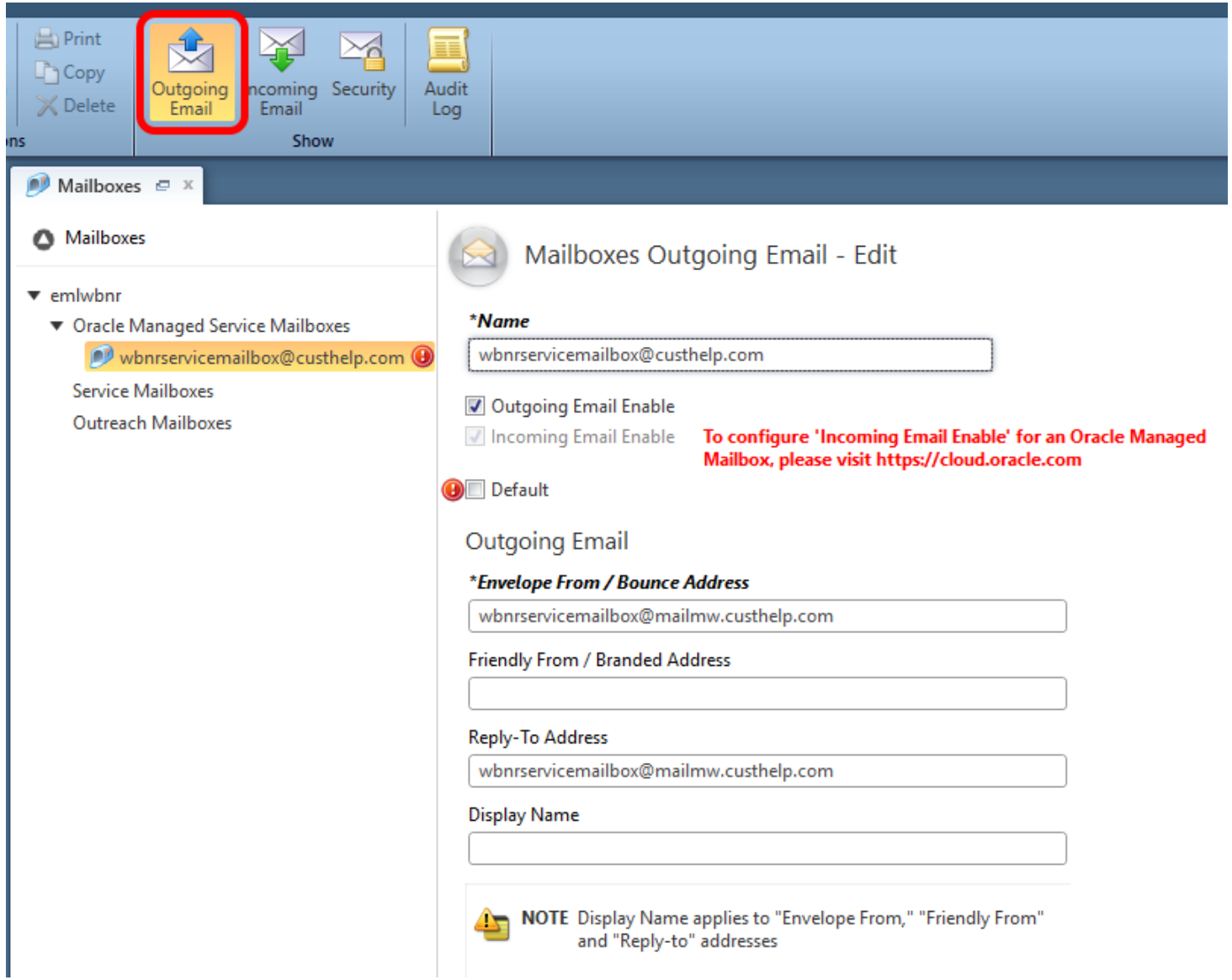


[Answer ID 331: Setting up mailboxes in Oracle Service Cloud]

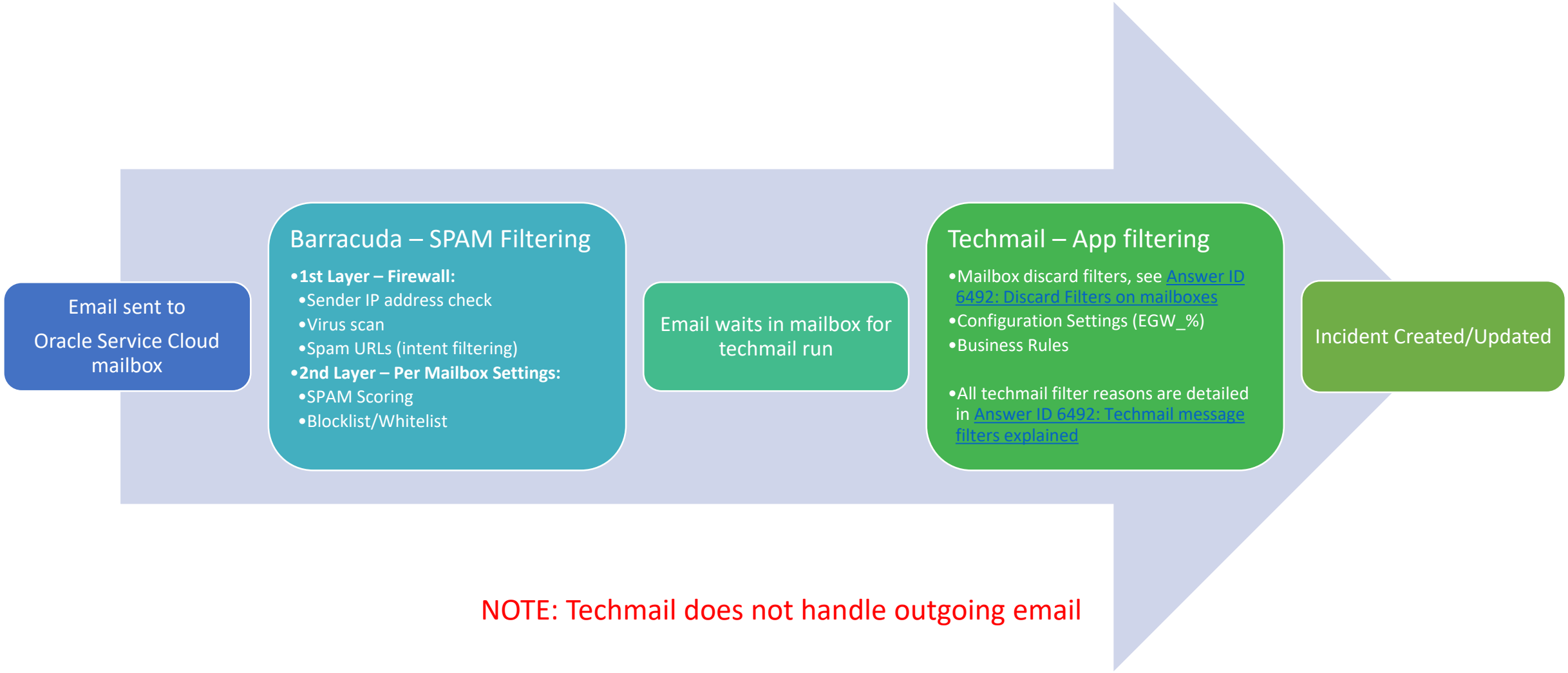
Setting up Oracle-managed Mailboxes



Setting up Oracle-managed Mailboxes

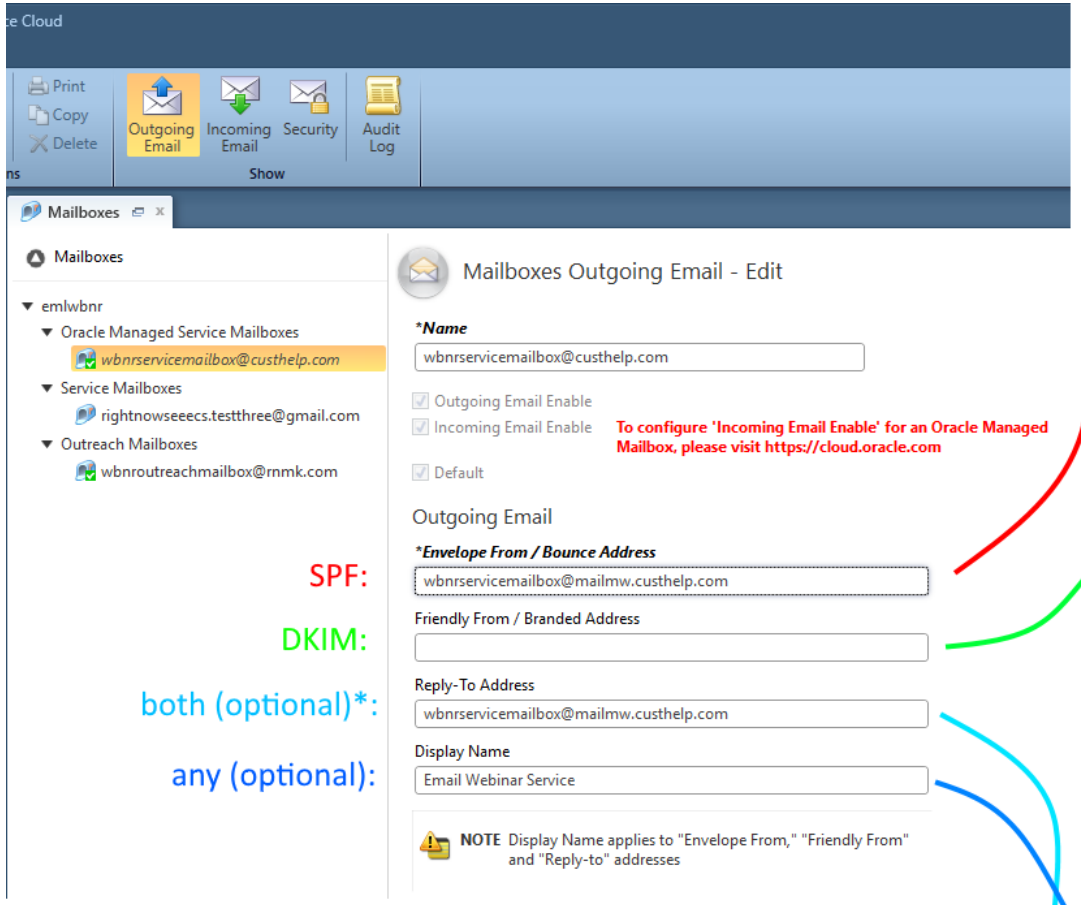


Incoming email: Flow (1)



NOTE: Techmail does not handle outgoing email

Outgoing email: DKIM and SPF (1)



SPF:

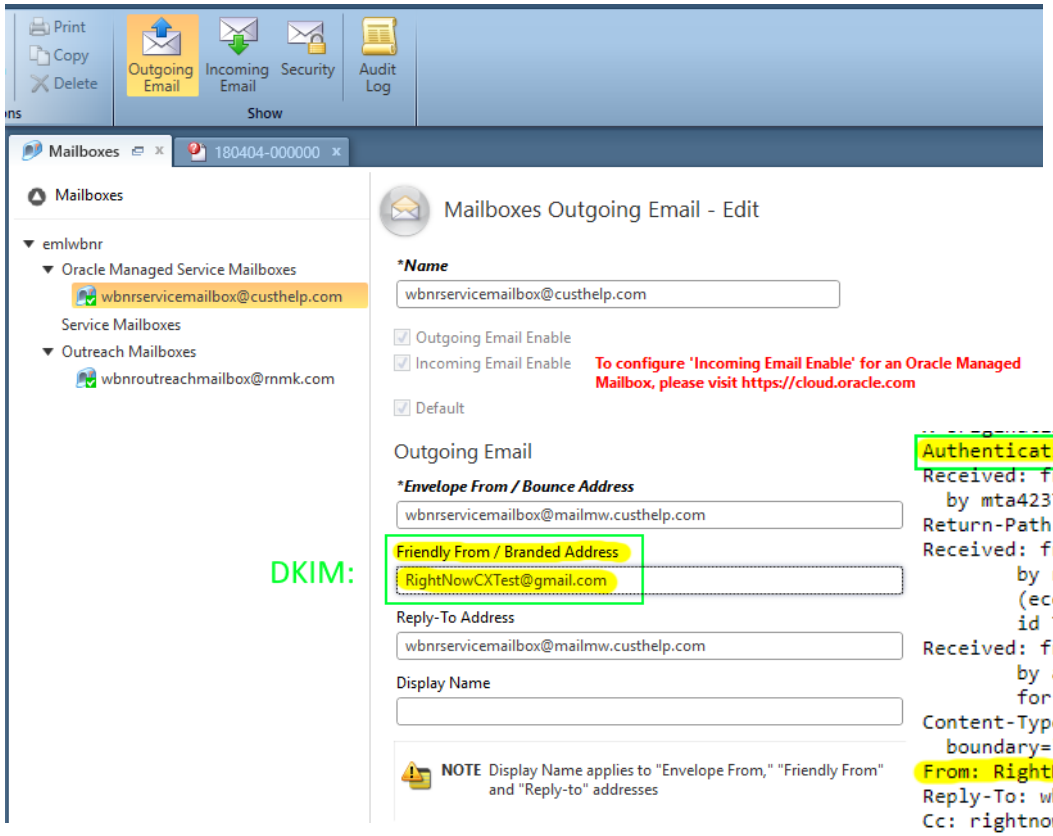
DKIM:

both (optional)*:

any (optional):

```
X-Apparently-To: rightnowseeecs.testone@yahoo.com; Wed, 04 Apr 2018 10:40:49 +0000
Return-Path: <wbnrservicemailbox@mailmw.custhelp.com>
Received-SPF: pass (domain of mailmw.custhelp.com designates 74.117.203.124 as permitted sender)
X-YMailISG: lwXrakAWLDuEppdyKfNIQZOCPRQsuYJhpcz96YIb9VMTuPMQ
 jpptx1H8uyhuC95yNitl1wBNRQ.zHclC_15mKK6lEeVvDJQSQpJZ1Hm9zd35
 LwWvjNS2tIJKwYJFviNjX27RdTMbvl1w3Tjzw_FiOWQZyRFJUtG2NyrNIis6
 1Fqz82DF43Xf7XYXsT7lHhafhJcxdotMoJWs5BDY5sbsqHZDzU6ucLW4asli
 733JVoUsMCmnVAf1KApeswbQLo3VtBhpL8fO5uICQbH6OYqmCAa1SXOfri_1
 pTMpxTJWYRKhCx_Vkecm4aj1M8HKY6JRYR_7Lej9clN3ovIFp8Bl.9oFCoXG
 f.Tqd.tujT3R87mlX9KRorLmMGbsyrA4XdudQPFy1FleDbG1RiagXEuj1tWU
 5H1An5bJcVv56KL9j2F5gRJAyJM.e3XdXsHkudgkpUwh.P8P8McdTl8796vn
 XVQevXkRAn99JoKaGp4o_q9LDRuw7Y9cUJlg8TxzS1VvTqG6d_A_QWHfNdrx
 0Uw10R4cMUE8DZvbSxx8S_4cEnjbgEwmjVZScJsc3ml7C9K5uuUQCyF.CdsN
 sCdvJ.AIgV3b3w9cX_3B6C2US41wHwRlxgGQ3eJn5TT9nfV8ErmOM.lX_Myc
 0GeOE0VU3ehj63vVVEG8.zh1F.JLTvXJE2NNNHTBcV5TsWIANaTUWcthCGsa
 C4JL1MUBr3pKqJdyc1nCRbR1E6RqaNwgClS0afrihcKmT7hEVzYXfL7.04zY
 ElmkluKpbgT191N59rBqae42QHqSY7QEQF2QOOu6QFOCIfY9Y3Bqpck3viGt
 43VaiwKKvHshNnxqoulGLr0xVy9w_HbahFuJsPWQD3MPQxerdwLAORlUKAlu
 IyLoG08glfbvsfO3FsgeAmuRuyjbIU5cPXd3W8PryDTksXklfr7_NP1qLgVo
 _1yKUEAzZ16yn45oMAh1GJxjDYxSSu.jx1OBXpnYuoOdwnuy7CJunHP36S0A
 Jt9CloWw49gPMwIMajOx15tuQ7NBRMEE15GrNTSh5atCHt9fJrqRges8Ojyv
 PSU4yBpsbCeRSzXAqSGLlzy9Wgzk02lR20nq_3jwz1kAkz2wLn7SB312gk.G
 YctleaMi5VXsAEJJGB9ubl0yodMbvdezz2nunqyndQH8uiffqLGJqPCl3xRp
 ZqtudQ--
X-Originating-IP: [74.117.203.124]
Authentication-Results: mta4466.mail.gq1.yahoo.com  from=mailmw.custhelp.com; domainkeys=pass (ok);  from=mailmw.custhelp.com; dkim=pass (ok)
Received: from 127.0.0.1  (EHLO mailgwmw04.rightnowtech.com) (74.117.203.124)
  by mta4466.mail.gq1.yahoo.com with SMTPS; Wed, 04 Apr 2018 10:40:49 +0000
Return-Path: <wbnrservicemailbox@mailmw.custhelp.com>
DomainKey-Signature: q=dns; a=rsa-sha1; c=nofws;
        s=dkrnt; d=mailmw.custhelp.com;
        h=DKIM-Signature:Received:Content-Type:From:Reply-To:Cc:To:Date:Subject:MIME-Version:Message-Id;
        b=W8opGHJDMjlRTeEqG+l8wHf4arhAIiX1JyhCLpAdVKMu17zzPFJS30jDLqFZGFHt
        3XvXdGomRe8E8s1p+jDtMhlg0HyGVS2AjHvlhikjOOCm4Xlb1diPKIWAFoWSjnyA
        nGlrnTPeOq33ZOpoynR5270EOKeYQwUfDPLSEKX0yLY=
DKIM-Signature: v=1; a=rsa-sha1; d=mailmw.custhelp.com; s=dkimrnt; c=relaxed/relaxed;
        q=dns/txt; i=@mailmw.custhelp.com; t=1522838448;
        h=From:Subject:Date:To:MIME-Version:Content-Type;
        bh=n+be82FZiPqZhrkQuod3h+07dvU=;
        b=hwJmuGv9toW/CUQnIJY4WINWTss0b8i4H48N2RfHJRWL15AdJBVCRaqFb0qghTA8
        G6rWAQzepmm9kQTy9w4Ysqbhi86COv7fLFE95rPfK5ew1g7+b95dsllUgB9KgRxk
        usBpWmFAb3Te8Gw1bpjAAIDb+g+jqeZIwWI7UPa9T00=;
Received: from [10.70.0.85] ([10.70.0.85:39589] helo=access-mw.rightnowtech.com)
        by rntmw125.rnmk.com (envelope-from <wbnrservicemailbox@mailmw.custhelp.com>)
        (ecelerity 3.6.25.56547 r(Core:3.6.25.0)) with ESMTP
        id 54/3A-08006-0BBA4CA5; Wed, 04 Apr 2018 05:40:48 -0500
Received: from webmw22.int.rightnowtech.com (localhost [127.0.0.1])
        by access-mw.rightnowtech.com ("Mail Server") with SMTP id 45F101E5405
        for <rightnowseeecs.testone@yahoo.com>; Wed,  4 Apr 2018 05:40:48 -0500 (CDT)
Content-Type: Multipart/Alternative;
  boundary="------------Boundary-00=_0OPNVA40000000000000"
From: "Email Webinar Service"
    <wbnrservicemailbox@mailmw.custhelp.com>
Reply-To: "Email Webinar Service"
    <wbnrservicemailbox@mailmw.custhelp.com>
Cc: rightnowseeecs.testone@yahoo.com,rightnowseeecs.testone@outlook.com
To: rightnowseeecs.testone@gmail.com
Date: Wed, 4 Apr 2018 03:40:48 -0700 (PDT)
Subject: test standard setup [Incident: 180404-000000]
MIME-Version: 1.0
Message-Id: <RNTT.AvMG~wrxDv8S~Rb~GtEe~yL1Jv8q~7b~SJppazj~Pv_g.1522838448.2DXoJ9Y7Gw!!@webmw22.int.rightnowtech.com>
Content-Length: 6199
```

Outgoing email: DKIM (2)

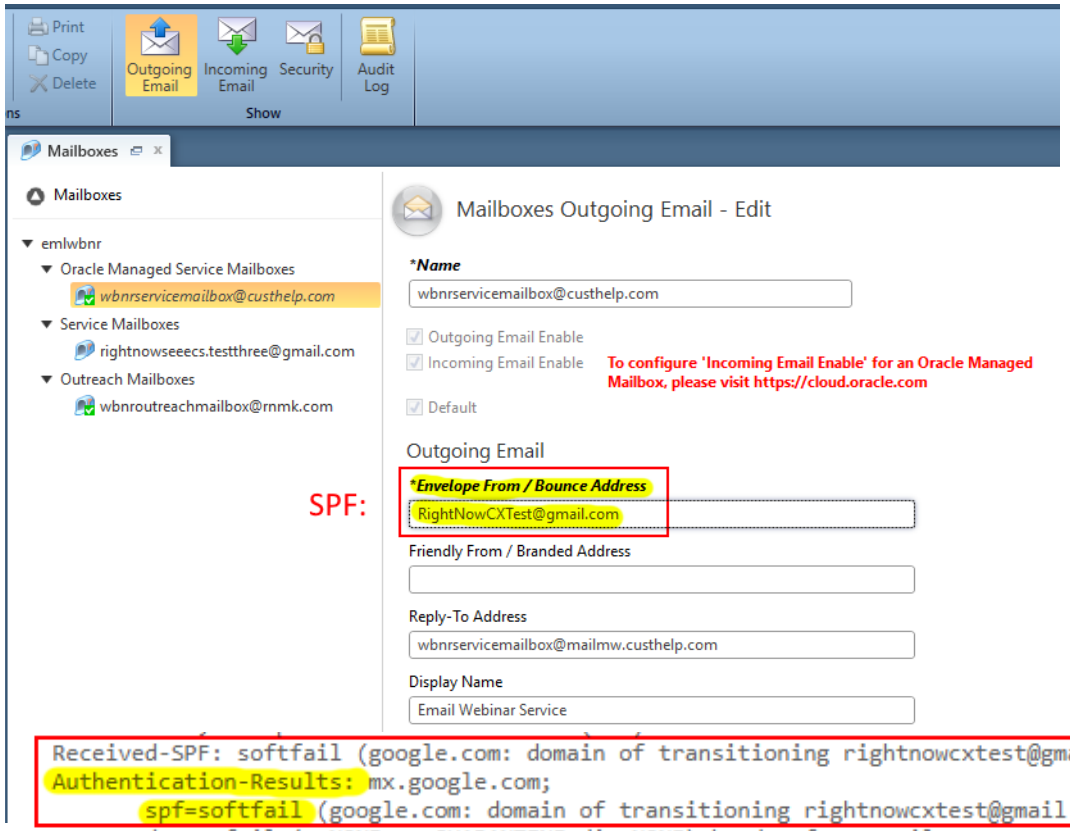


DKIM:

```
Authentication-Results: mta4237.mail.ne1.yahoo.com  from=gmail.com; domainkeys=neutral (no sig);  from=gmail.com; dkim=neutral (no sig)
Received: from 127.0.0.1  (EHLO mailgwmw05.rightnowtech.com) (74.117.203.125)
  by mta4237.mail.ne1.yahoo.com with SMTPS; Wed, 04 Apr 2018 10:05:53 +0000
Return-Path: <wbnrservicemailbox@mailmw.custhelp.com>
Received: from [10.70.0.68] ([10.70.0.68:37949] helo=access-mw.rightnowtech.com)
        by rntmw124.rnmk.com (envelope-from <wbnrservicemailbox@mailmw.custhelp.com>)
        (ecelerity 3.6.25.56547 r(Core:3.6.25.0)) with ESMTP
        id 7A/F1-07930-083A4CA5; Wed, 04 Apr 2018 05:05:52 -0500
Received: from webmw05.int.rightnowtech.com (localhost [127.0.0.1])
        by access-mw.rightnowtech.com ("Mail Server") with SMTP id A4DAAE061
        for <rightnowseeecs.testone@yahoo.com>; Wed,  4 Apr 2018 05:05:52 -0500 (CDT)
Content-Type: Multipart/Alternative;
  boundary="------------Boundary-00=_S1ONVA40000000000000"
From: RightNowCXTest@gmail.com
Reply-To: wbnrservicemailbox@mailmw.custhelp.com
Cc: rightnowseeecs.testone@yahoo.com,rightnowseeecs.testone@outlook.com
To: rightnowseeecs.testone@gmail.com
Date: Wed, 4 Apr 2018 03:05:52 -0700 (PDT)
Subject: test standard setup [Incident: 180404-000000]
```

[Answer ID 2701: DomainKeys and DKIM email authentication configuration]

Outgoing email: SPF (3)

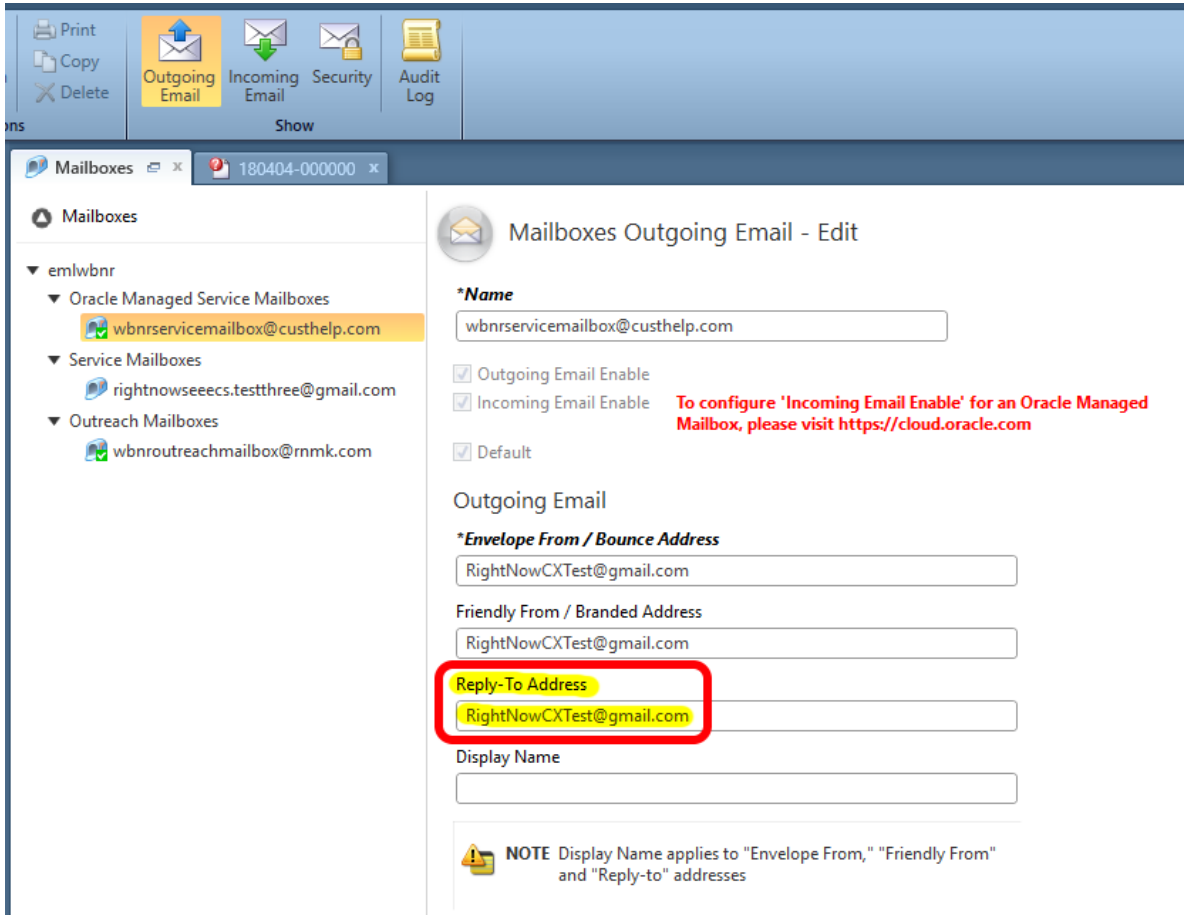


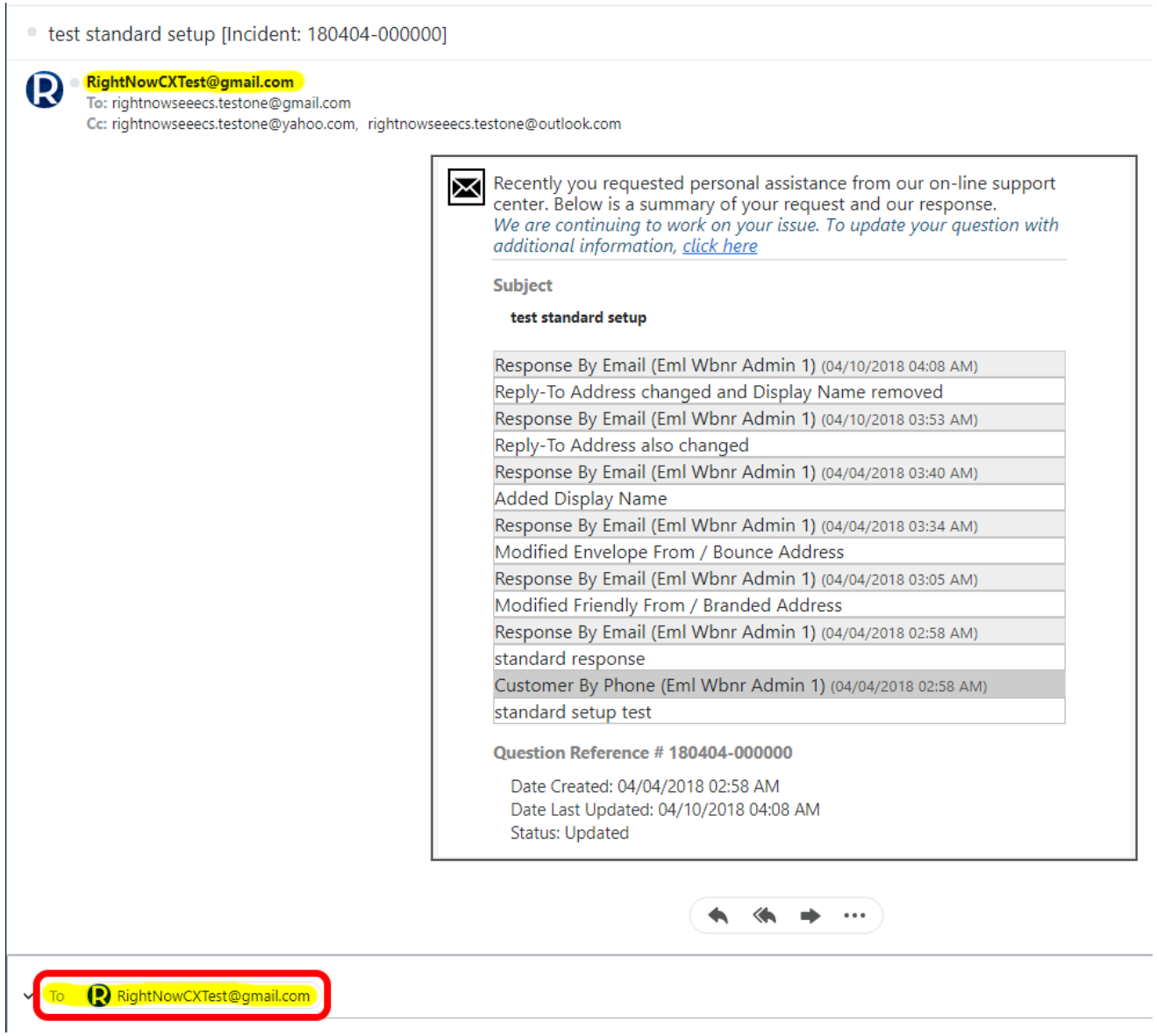

```
Received-SPF: softfail (google.com: domain of transitioning rightnowcxtest@gmail.com does not designate 74.117.203.125 as permitted sender) client-ip=74.117.203.125;
Authentication-Results: mx.google.com;
       spf=softfail (google.com: domain of transitioning rightnowcxtest@gmail.com does not designate 74.117.203.125 as permitted sender) smtp.mailfrom=RightNowCXTest@gmail.com;
       dmarc=fail (p=NONE sp=QUARANTINE dis=NONE) header.from=gmail.com
Return-Path: <RightNowCXTest@gmail.com>
Received: from [10.70.0.97] ([10.70.0.97:22108] helo=access-mw.rightnowtech.com) by rntmw123.rnmk.com (envelope-from <RightNowCXTest@gmail.com>) (ecelerity 3.6.25.56547 r(Core:3
07930-F1AA4CA5; Wed, 04 Apr 2018 05:34:08 -0500
Received: from webmw25.int.rightnowtech.com (localhost [127.0.0.1]) by access-mw.rightnowtech.com ("Mail Server") with SMTP id DF8E0C5C87 for <rightnowseeecs.testone@gmail.com>;
  4 Apr 2018 05:34:07 -0500 (CDT)
Content-Type: Multipart/Alternative;
  boundary="------------Boundary-00=_VCPNBHK0000000000000"
From: RightNowCXTest@gmail.com
Reply-To: wbnrservicemailbox@mailmw.custhelp.com
Cc: rightnowseeecs.testone@yahoo.com, rightnowseeecs.testone@outlook.com
To: rightnowseeecs.testone@gmail.com
Date: Wed, 4 Apr 2018 03:34:07 -0700 (PDT)
Subject: test standard setup [Incident: 180404-000000]
```

[Answer ID 2489: SPF and Sender ID considerations with Oracle Service Cloud sites]

Define SPF in DNS: *include:rnmk.com*

Outgoing email: Reply-To (4)

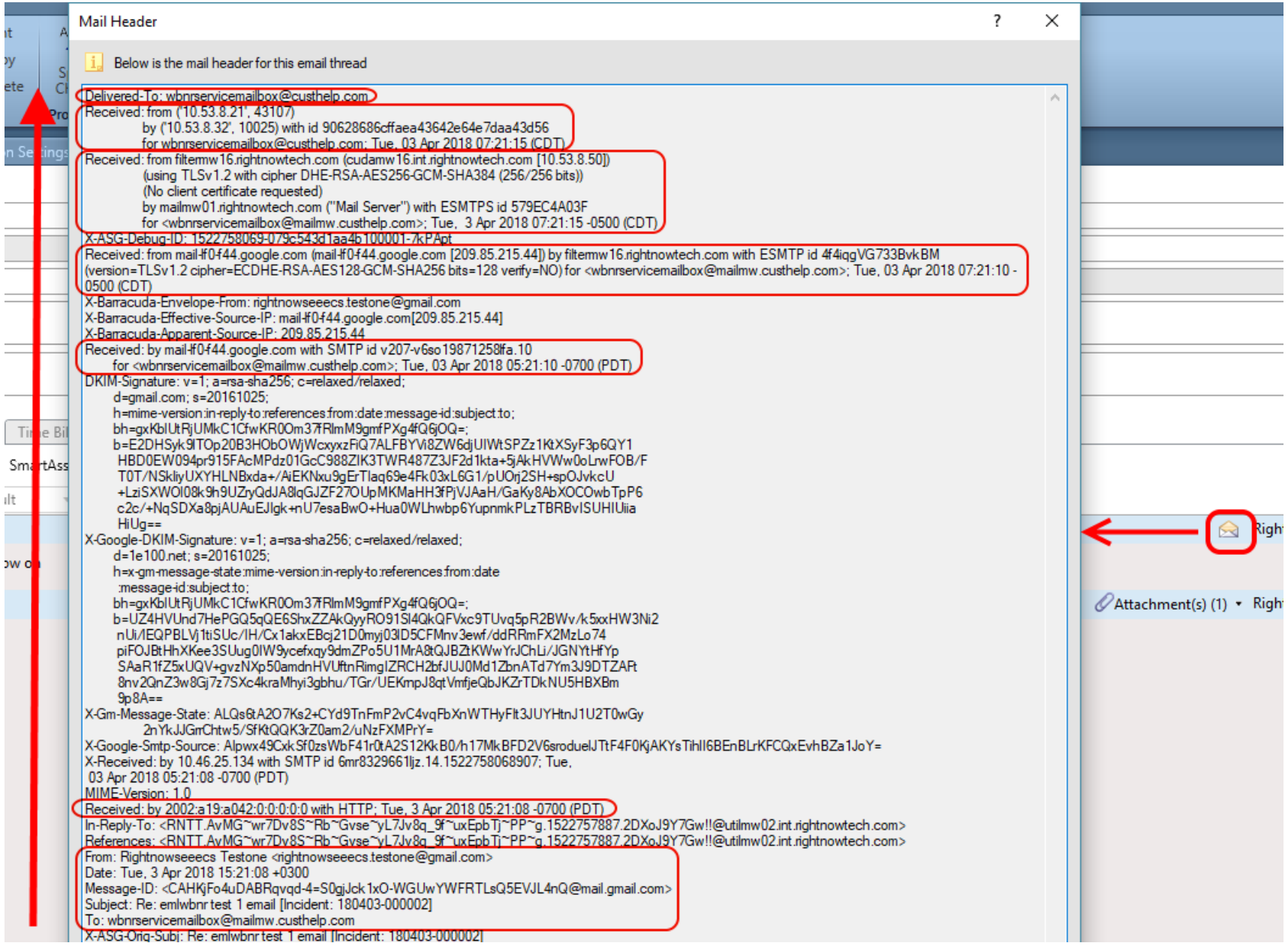




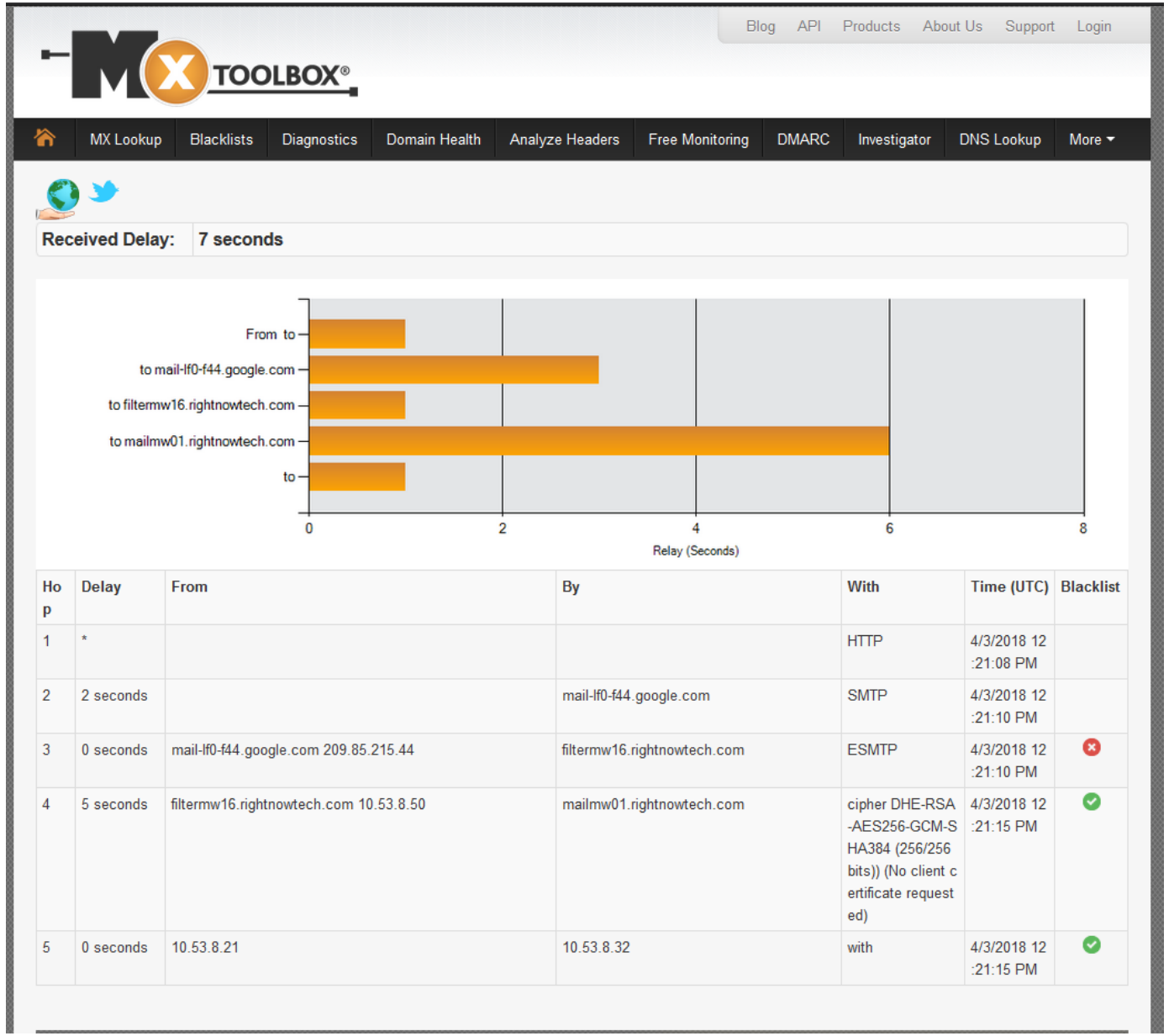
NOTE: SMTP forward setup is required if Reply-To is changed!

NOTE 2: Oracle's SMTP server is still the one sending the email

Troubleshooting Email - Header



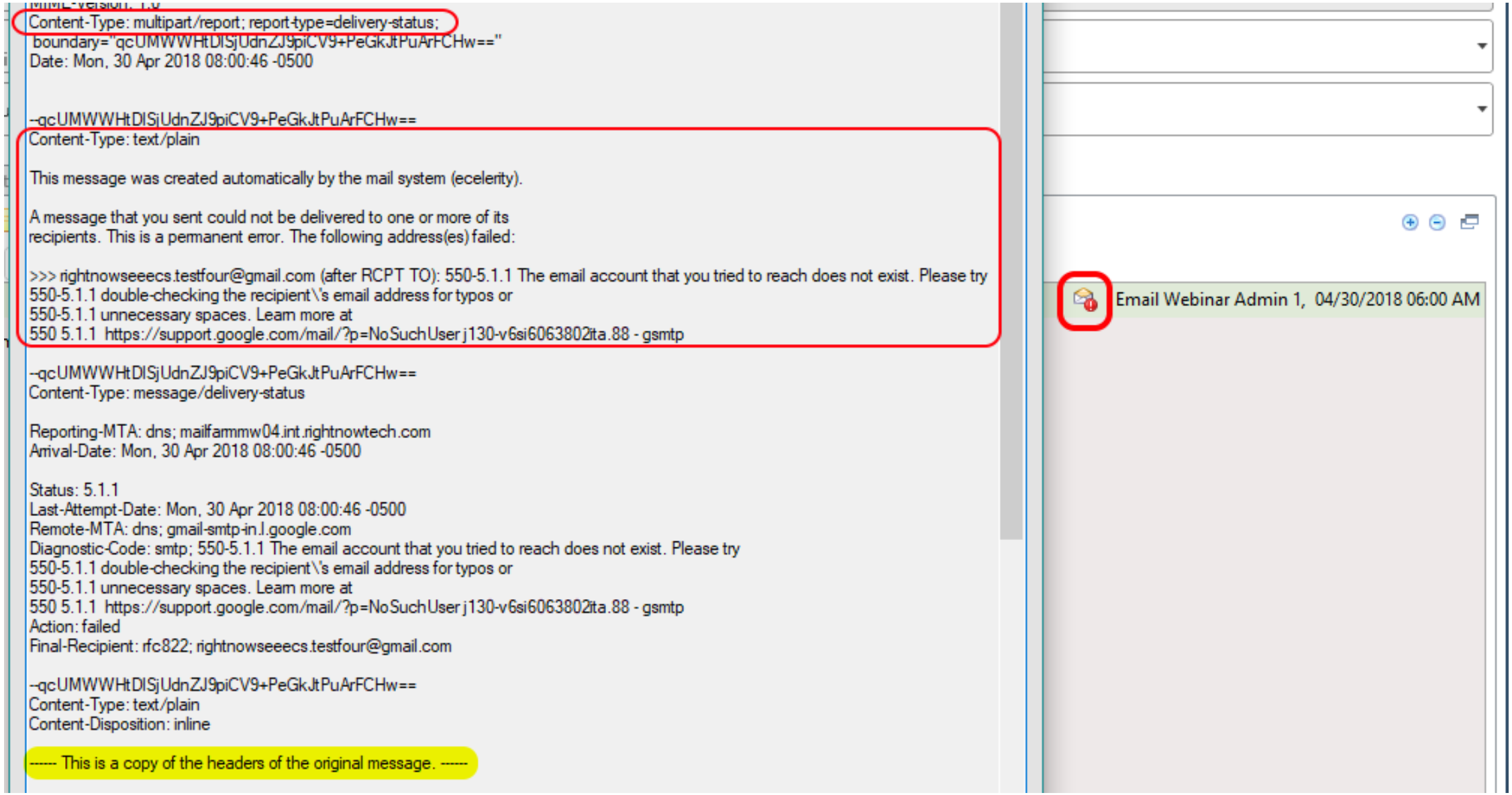
Troubleshooting Email - Header



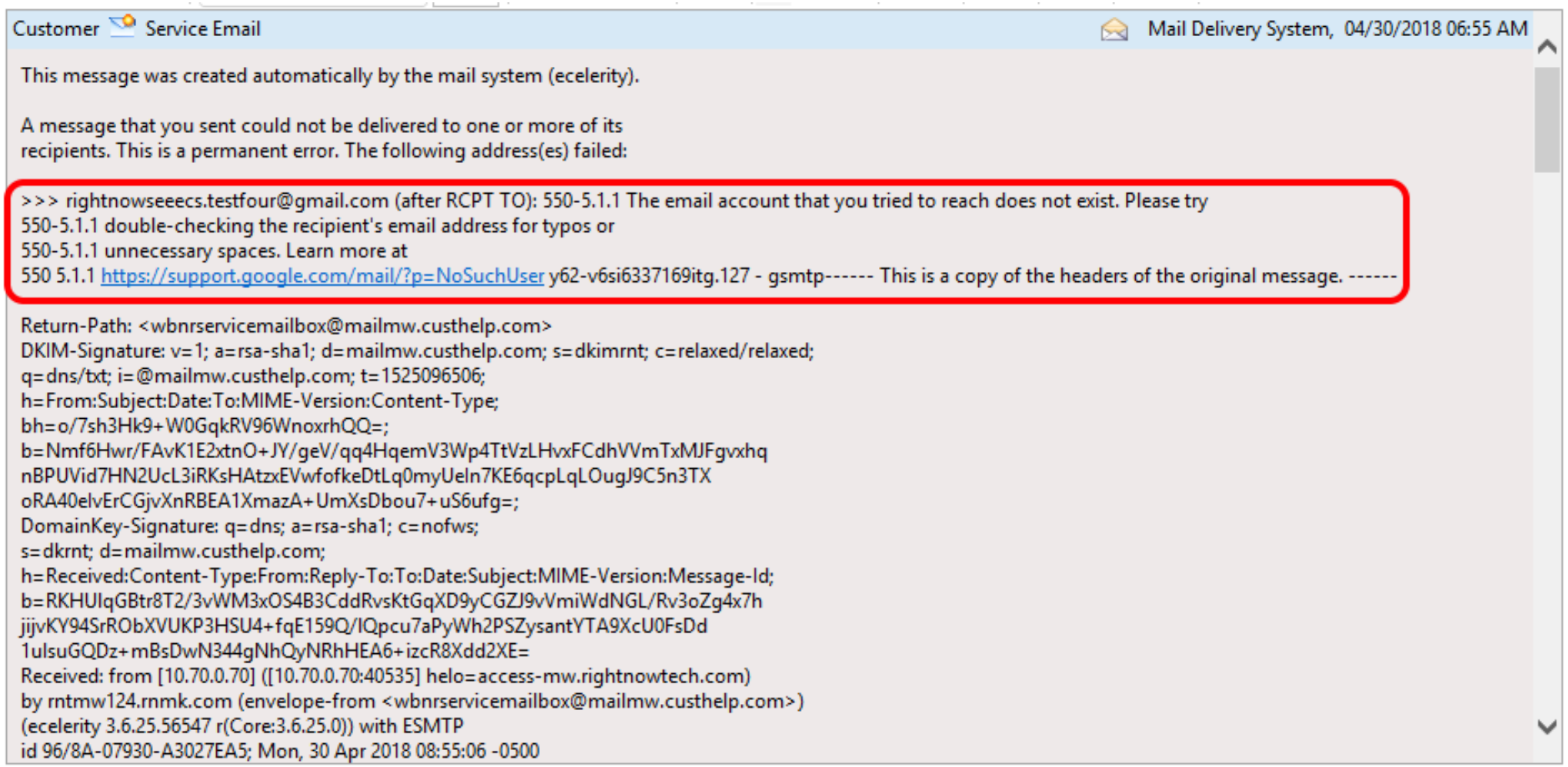
Hop	Delay	From	By	With	Time (UTC)	Blacklist
1	*			HTTP	4/3/2018 12:21:08 PM	
2	2 seconds		mail-lf0-f44.google.com	SMTP	4/3/2018 12:21:10 PM	
3	0 seconds	mail-lf0-f44.google.com 209.85.215.44	filtermw16.rightnowtech.com	ESMTP	4/3/2018 12:21:10 PM	✖
4	5 seconds	filtermw16.rightnowtech.com 10.53.8.50	mailmw01.rightnowtech.com	cipher DHE-RSA-AES256-GCM-SHA384 (256/256 bits)) (No client certificate requested)	4/3/2018 12:21:15 PM	✔
5	0 seconds	10.53.8.21	10.53.8.32	with	4/3/2018 12:21:15 PM	✔

NOTE: does not take into account techmail processing time

Bounce Email Handling (1)



Bounce Email Handling (1)



Customer Service Email — Mail Delivery System, 04/30/2018 06:55 AM

This message was created automatically by the mail system (ecelerity).

A message that you sent could not be delivered to one or more of its
recipients. This is a permanent error. The following address(es) failed:

>>> rightnowseeecs.testfour@gmail.com (after RCPT TO): 550-5.1.1 The email account that you tried to reach does not exist. Please try
550-5.1.1 double-checking the recipient's email address for typos or
550-5.1.1 unnecessary spaces. Learn more at
550 5.1.1 https://support.google.com/mail/?p=NoSuchUser y62-v6si6337169itg.127 - gsmtp------ This is a copy of the headers of the original message. ------

Return-Path: <wbnrservicemailbox@mailmw.custhelp.com>
DKIM-Signature: v=1; a=rsa-sha1; d=mailmw.custhelp.com; s=dkimrnt; c=relaxed/relaxed;
q=dns/txt; i=@mailmw.custhelp.com; t=1525096506;
h=From:Subject:Date:To:MIME-Version:Content-Type;
bh=o/7sh3Hk9+W0GqkRV96WnoxrhQQ=;
b=Nmf6Hwr/FAvK1E2xtnO+JY/geV/qq4HqemV3Wp4TtVzLHvxFCdhVVmTxMJFgvxhq
nBPUVid7HN2UcL3iRKsHAtzxEVwfofkeDtLq0myUeln7KE6qcpLqLOugJ9C5n3TX
oRA40elvErCGjvXnRBEA1XmazA+UmXsDbou7+uS6ufg=;
DomainKey-Signature: q=dns; a=rsa-sha1; c=nofws;
s=dkrnt; d=mailmw.custhelp.com;
h=Received:Content-Type:From:Reply-To:To:Date:Subject:MIME-Version:Message-Id;
b=RKHUIqGBtr8T2/3vWM3xOS4B3CddRvsKtGqXD9yCGZJ9vVmiWdNGL/Rv3oZg4x7h
jijvKY94SrRObXVUKP3HSU4+fqE159Q/IQpcu7aPyWh2PSZysantYTA9XcU0FsDd
1ulsuGQDz+mBsDwN344gNhQyNRhHEA6+izcR8Xdd2XE=
Received: from [10.70.0.70] ([10.70.0.70:40535] helo=access-mw.rightnowtech.com)
by rntmw124.rnmk.com (envelope-from <wbnrservicemailbox@mailmw.custhelp.com>)
(ecelerity 3.6.25.56547 r(Core:3.6.25.0)) with ESMTP
id 96/8A-07930-A3027EA5; Mon, 30 Apr 2018 08:55:06 -0500

[Answer ID 1638: Allowing bounced incident responses into Oracle Service Cloud for review]

More info in tables inc_bounced_mgs, message_trans

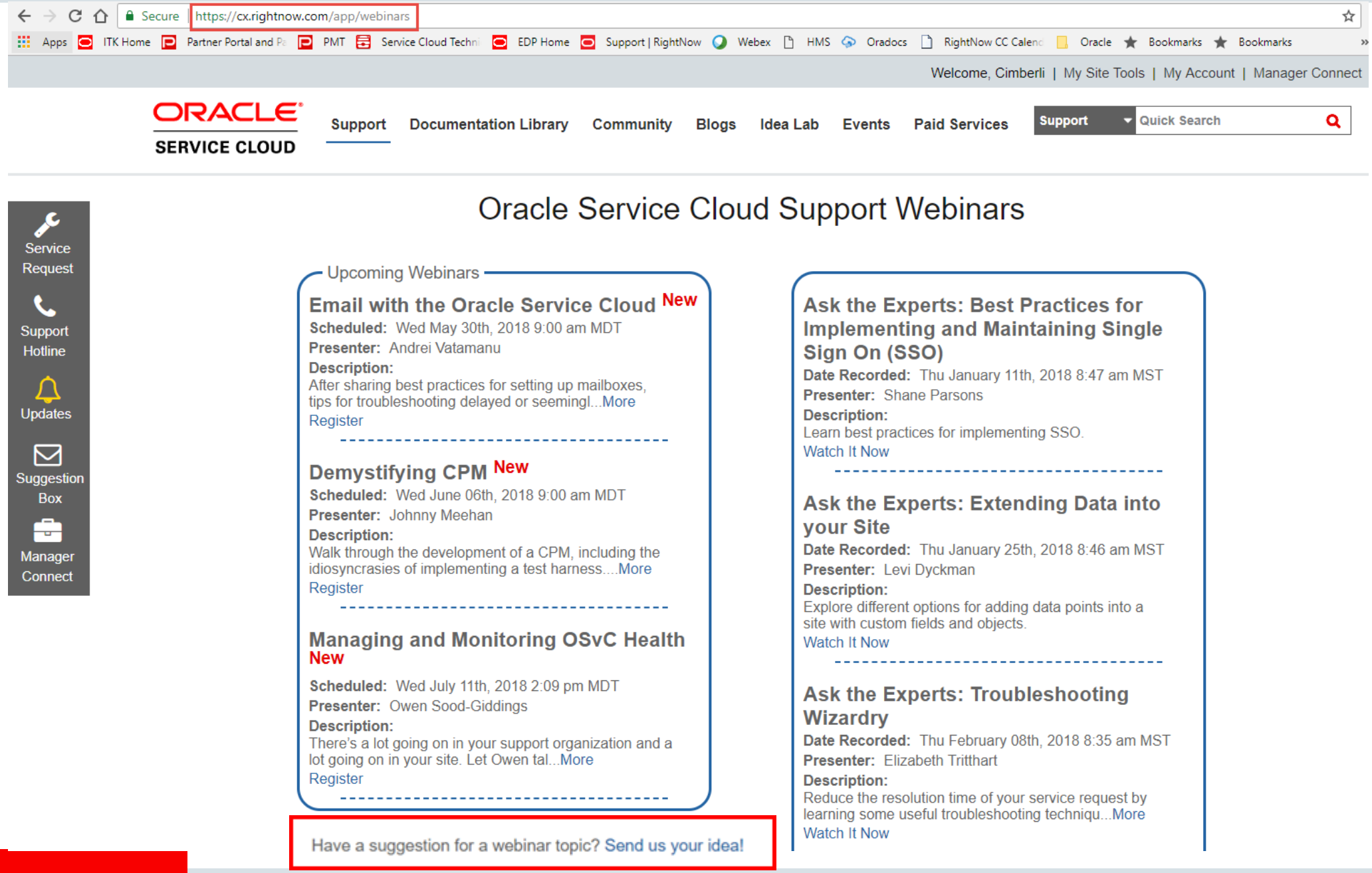
Investigating Missing emails

Incoming emails:

1. Get From/To/Date/Subject
2. Make sure recipient mailbox is setup correctly (forwarding, mailbox setup)
3. Utilities/EGW_ENABLED (test sites)
4. Check Barracuda
5. Check tm_filter_details
6. Check threads

Outgoing emails:

1. Check mailbox is correctly configured
2. Check Audit log (response sent, message delivery to some recipients failed, etc)
3. Check inc_bounced_mgs, message_trans



Copyright © 2018, Oracle and/or its affiliates. All rights reserved. | Confidential – Oracle Internal/Restricted/Highly Restricted