

# OSvC TECHNICAL SUPPORT WEBINARS:

## Email with Oracle Service Cloud

*our experts are your guides*

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# Agenda

## Mailbox Setup

- Mailbox types
- Steps
- Configuration Settings

## Incoming Email Flow

- Barracuda
- Techmail

## Advanced Outgoing Setup

- DKIM
- SPF

## Troubleshooting tips

- Headers
- File Attachments
- Bounces

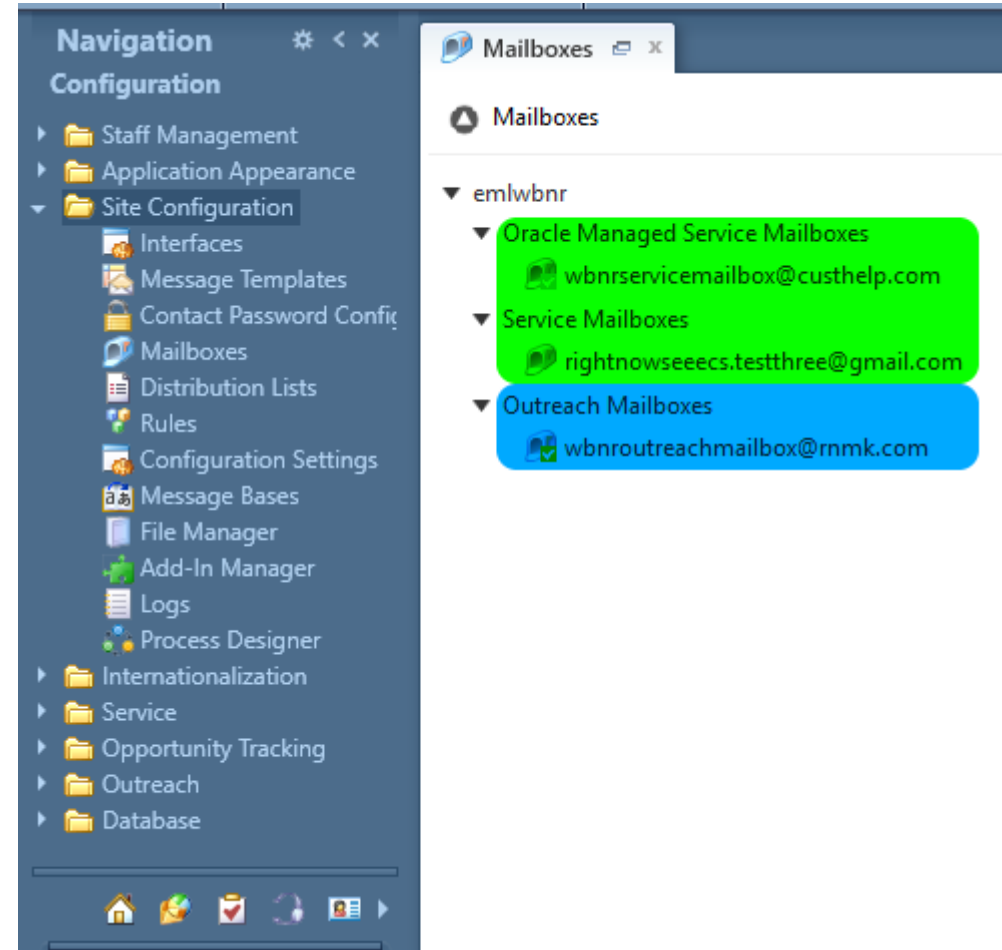
Demos

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)



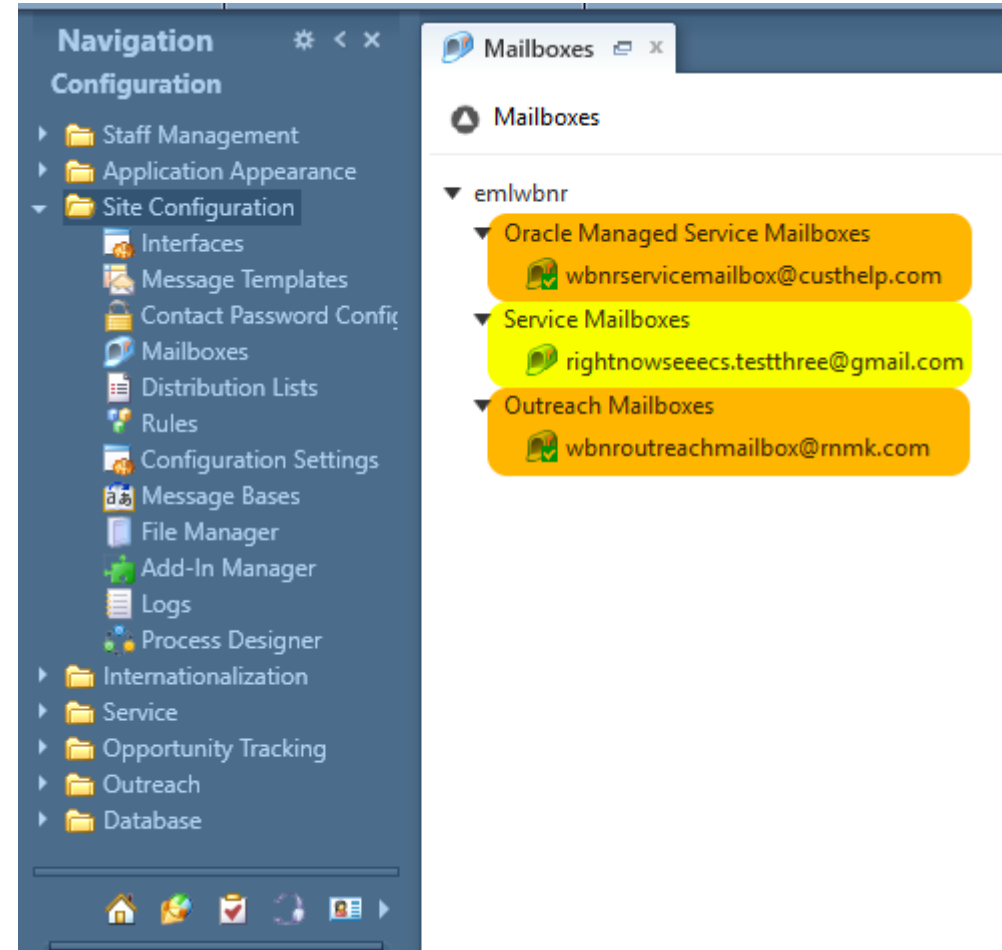
# Types of mailboxes

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

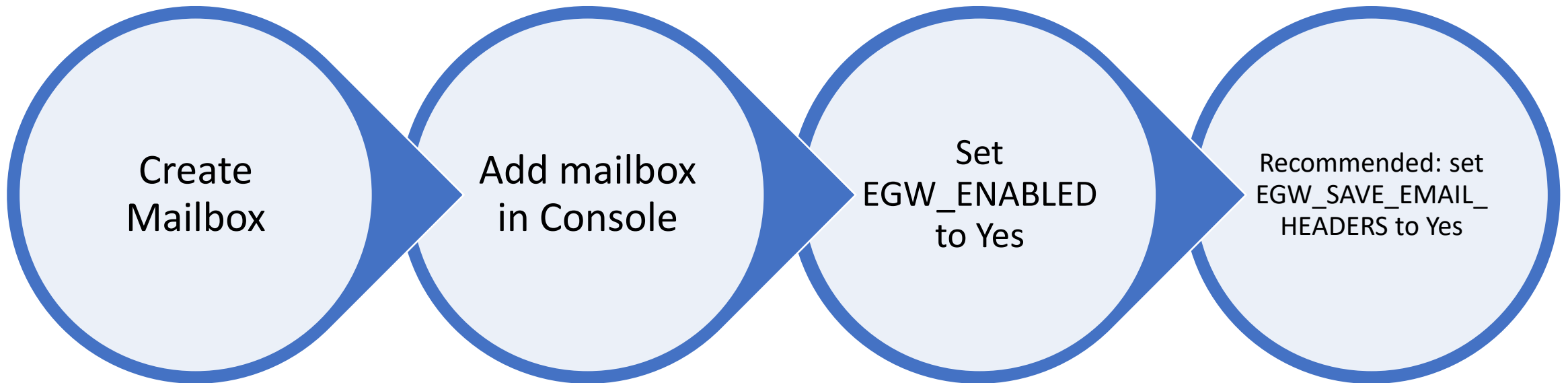
1. **Service Mailboxes** - process email communications on incidents
2. **Outreach Mailboxes** - send outreach email communications (surveys and mailings)

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



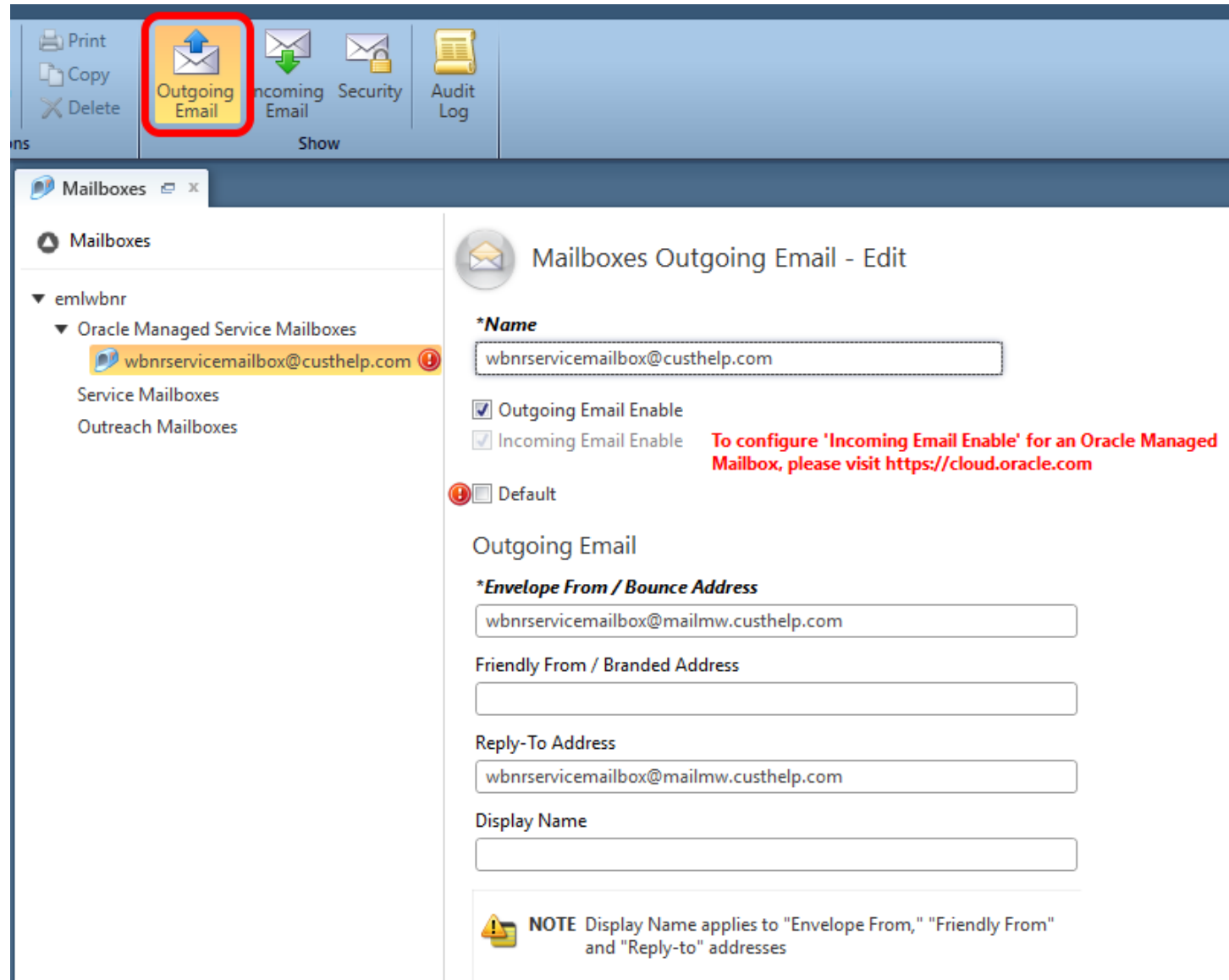
[Answer ID 331: Setting up mailboxes in Oracle Service Cloud](#)

# Setting up Oracle-managed Mailboxes

The screenshot displays the Oracle Mailboxes configuration interface. At the top, a navigation bar includes icons for Print, Copy, Delete, Outgoing Email, Incoming Email (highlighted with a red box), Security, and Audit Log. Below this, the 'Mailboxes' section is visible on the left, showing a tree structure with 'emlwbmr' and 'Oracle Managed Service Mailboxes'. The 'Incoming Email' icon is highlighted with a red box. The main content area is titled 'Mailboxes Incoming Email - Edit' and contains the following fields and options:

- \*Name**: wbnrservicemailbox@custhelp.com
- ☒ Outgoing Email Enable
- ☒ Incoming Email Enable **To configure 'Incoming Email Enable' for an Oracle Managed Mailbox, please visit <https://cloud.oracle.com>**
- ☒ Default
- Incoming Email**
  - \*POP Server**: mogmailmw.int.rightnowtech.com
  - \*POP Account**: wbnrservicemailbox@custhelp.com
  - Password**: [masked]
- Message Pull Limit**: 5000
- Max Attachment Size**: 5000000 ☒ Enable Attachments
- Maximum Description Size**: 250000
- Send Rejected Messages To**: [empty field]
- Discard Automatic Responses**: Conservative
- Discard Filters**:
  - Addresses
  - Headers
  - Subject
  - Body
  - Mime Type
  - File Types
-

# Setting up Oracle-managed Mailboxes



The screenshot displays the Oracle Mailboxes configuration interface. At the top, a navigation bar includes icons for Print, Copy, Delete, Outgoing Email (highlighted with a red box), Incoming Email, Security, and Audit Log. Below this, the left sidebar shows a tree view of mailboxes under 'Mailboxes', with 'wbnrservicemailbox@custhelp.com' selected. The main panel, titled 'Mailboxes Outgoing Email - Edit', contains the following configuration options:

- \*Name**: wbnrservicemailbox@custhelp.com
- ☒ Outgoing Email Enable
- ☒ Incoming Email Enable
- ☐ Default

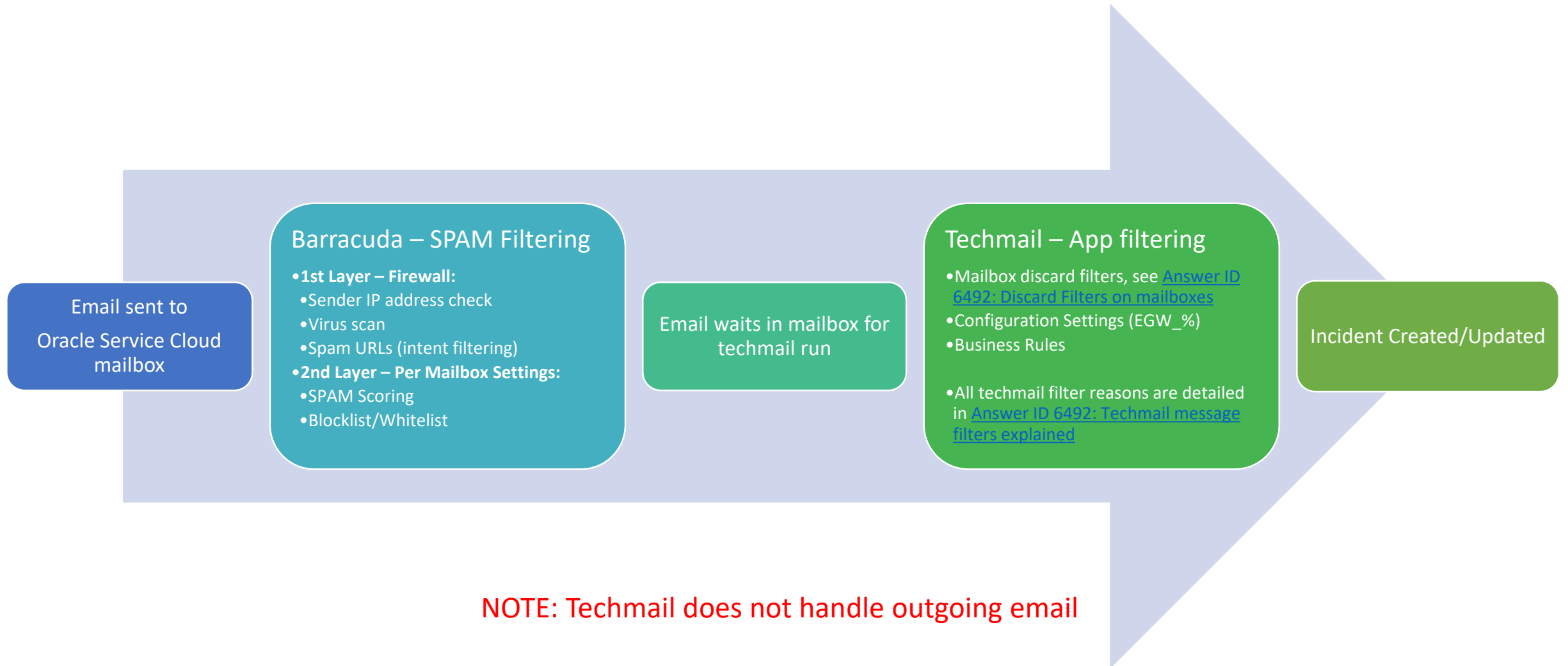
**Outgoing Email**

- \*Envelope From / Bounce Address**: wbnrservicemailbox@mailmw.custhelp.com
- Friendly From / Branded Address**: (empty field)
- Reply-To Address**: wbnrservicemailbox@mailmw.custhelp.com
- Display Name**: (empty field)

**NOTE** Display Name applies to "Envelope From," "Friendly From" and "Reply-to" addresses

**Red Text Note:** To configure 'Incoming Email Enable' for an Oracle Managed Mailbox, please visit <https://cloud.oracle.com>

# Incoming email: Flow (1)





# Outgoing email: DKIM and SPF (1)

Cloud

Print Copy Delete Outgoing Email Incoming Email Security Audit Log Show

Mailboxes

Mailboxes

emlwbmr

Oracle Managed Service Mailboxes

wbnrservicemailbox@custhelp.com

Service Mailboxes

rightnowseeecs.testthree@gmail.com

Outreach Mailboxes

wbnroutreachmailbox@rnmk.com

Mailboxes Outgoing Email - Edit

\*Name

wbnrservicemailbox@custhelp.com

☒ Outgoing Email Enable

☒ Incoming Email Enable

To configure 'Incoming Email Enable' for an Oracle Managed Mailbox, please visit <https://cloud.oracle.com>

☒ Default

Outgoing Email

\*Envelope From / Bounce Address

wbnrservicemailbox@mailmw.custhelp.com

Friendly From / Branded Address

Reply-To Address

wbnrservicemailbox@mailmw.custhelp.com

Display Name

Email Webinar Service

NOTE Display Name applies to "Envelope From," "Friendly From" and "Reply-to" addresses

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: 1wXrakAWLDuEppdyKfNIQZOCPRQsuYJhpcz96YIb9VMTuPMQ  
jptpx1H8uyhuC95yNt11wBNRQ.zHc1C\_15mKK61EeVvD3QSQpJZ1Hm9zd35  
LwkvjNS2tIJKwYJFvInjX27RdTMbv1w3Tjzw\_FiOWQZyRFJUtG2NyrNiIs6  
1Fqz82DF43Xf7XYXsT7lHhahfJcxdotMoJWs5BDY5sbsqHZDzU6ucLW4as1i  
733JVoUsMcnnVaf1KApswbQLo3VtBhpL8f05uICQbH6OYqmCAa15X0fri\_1  
pTMpxTJWYRKhCx\_Vkecm4aj1M8HKY6JRYR\_7Lej9c1N3ovIFp8B1.9oFCoXG  
f.Tqd.tuJT3R87m1X9KRorLmMGbsyrA4XduQPfY1FLeDbG1RiagXEuJ1tWU  
5H1An5bJcVv56KL9j2F5gRJAYJM.e3XdxShKudgkpuh.P8P8McdT18796vn  
XVQevXkRAn99JoKaGp4o\_q9LDRuw7Y9cUJlg8Txz51VvTqG6d\_A\_QWHfNdrx  
0Uw10R4cMUE8DZvbSxx8S\_4cEnjbgEwmjVZScJsc3m17C9K5uuUQCyF.CdsN  
sCdvJ.AIGV3b3w9cX\_3B6C2US41wHwR1xgGQ3eJn5TT9nfV8ErmOM.IX\_Myc  
0GeOE0VU3ehj63vVVEG8.zh1F.JLTvXJE2NNNHTBcV5TswIANaTUwchCGsa  
C4J1LUBr3pKqJdyC1nCRbR1E6RqaNwgCL50afrihcKmT7hEVzYXfL7.04zY  
Elmk1ukpbgt191N59rBqae42QHqSY7QE9F2Q00u6QFOCIY9Y3Bqpk3viGt  
43Va1wKkvHshNnxqou1GLr0xVy9w\_HbahFu3sPWQD3MPQxerwLAOR1UKAUL  
IyLoG08glfbv5f03FsgeAmuRuyjbIU5cPXd3W8PryDTksXklfr7\_NP1qLgVo  
\_1yKUAzZ16yn45oAh1GJxjDYxSSu.jx108XpnYuoOdwnuy7CJUnHP3650A  
Jt9C1oWw49gPMwIMajOx15tuQ7NBRMEE15GrNtSh5atCht9fJrqRges80jyv  
PSU4yBpsbCeRSzXAqSGL1zy9Wgzk021R20nq\_3jwz1kAkz2wLn7SB312gk.G  
YctleaMi5VXsAEJJGB9ub10yodMbvdz22nunqyndQH8uiffqL6JqPCl3xRp  
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 mailgw04.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=noofws;  
s=dkrnt; d=mailmw.custhelp.com;  
h=DKIM-Signature:Received:Content-Type:From:Reply-To:Cc:To:Date:Subject:MIME-Version:Message-Id;  
b=W8opGHJDMjlrTEqG+18wHf4arhAIiX1JyhCLpAdVKMu17zzPFJ530jDLqFZGFHT  
3XvXdGomRe8E8s1p+JdTMhlg0HyGVS2AJHvHlkhikj0OCm4X1b1dIPKIWAfowSjnyA  
nGlrnTpeQ3320poyrR5270E0KeYQWfDPLESEKX0yLY=  
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  
G6rWAZqezpm9kQTy9w4Ysqbhi86Cov7fLFE95rPfk5ew1g7+b95ds11UgB9KgRkx  
usBpWmFAB3Te8Gw1bpjAaIDb+gt+jqeZlWwI7UPa9T00=;  
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-08006-08BA4CA5; 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=\_00PNVA400000000000000"  
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-wrxvDv8S~Rb~GtEvyL1jv8q~7b~SJppazj~Pv\_g.1522838448.2DXoJ9Y7Gw!!@webmw22.int.rightnowtech.com>  
Content-Length: 6199

# Outgoing email: DKIM (2)

The screenshot displays the Oracle Mailboxes configuration interface. On the left, a sidebar shows the navigation tree with 'Mailboxes' selected. The main area is titled 'Mailboxes Outgoing Email - Edit'. It contains several configuration sections:

- Name:** wbnrservicemailbox@custhelp.com
- Outgoing Email Enable:** ☒
- Incoming Email Enable:** ☒ To configure 'Incoming Email Enable' for an Oracle Managed Mailbox, please visit <https://cloud.oracle.com>
- Default:** ☒
- Outgoing Email:** This section is highlighted with a green box.
- \*Envelope From / Bounce Address:** wbnrservicemailbox@mailmw.custhelp.com
- Friendly From / Branded Address:** RightNowCXTest@gmail.com (highlighted with a green box and labeled 'DKIM:' in green text to the left)
- Reply-To Address:** wbnrservicemailbox@mailmw.custhelp.com
- Display Name:** (empty field)

Below the configuration fields, a 'NOTE' states: 'Display Name applies to "Envelope From," "Friendly From" and "Reply-to" addresses'.

On the right side of the interface, the email headers for a specific message are displayed. The 'Authentication-Results' header is highlighted with a green box and contains the following information:

```
Authentication-Results: mta4237.mail.ne1.yahoo.com from=gmail.com; domainkeys=neutral (no sig); from=gmail.com; dkim=neutral (no sig)
```

The rest of the email headers are as follows:

```
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 ESMT
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=_S10NVA4000000000000000"
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)

Print  
Copy  
Delete

Outgoing Email  
Incoming Email  
Security  
Audit Log

Show

Mailboxes

Mailboxes

emlwbmr

Oracle Managed Service Mailboxes

wbnservicemailbox@custhelp.com

Service Mailboxes

rightnowseeecs.testthree@gmail.com

Outreach Mailboxes

wbnroutreachmailbox@rnmk.com

Mailboxes Outgoing Email - Edit

\*Name

wbnservicemailbox@custhelp.com

☒ Outgoing Email Enable

☒ Incoming Email Enable To configure 'Incoming Email Enable' for an Oracle Managed Mailbox, please visit <https://cloud.oracle.com>

☒ Default

Outgoing Email

\*Envelope From / Bounce Address

RightNowCXTest@gmail.com

Friendly From / Branded Address

Reply-To Address

wbnservicemailbox@mailmw.custhelp.com

Display Name

Email Webinar Service

SPF:

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

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

Define SPF in DNS: *include:rnmk.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=\_VCPNBHK0000000000000000"

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]

# Outgoing email: Reply-To (4)

Print Copy Delete Outgoing Email Incoming Email Security Audit Log Show

Mailboxes 180404-000000

Mailboxes

emlwbmr

Oracle Managed Service Mailboxes

wbnrservicemailbox@custhelp.com

Service Mailboxes

rightnowseeecs.testthree@gmail.com

Outreach Mailboxes

wbnroutreachmailbox@rnmk.com

Mailboxes Outgoing Email - Edit

**\*Name**

wbnrservicemailbox@custhelp.com

☒ Outgoing Email Enable

☒ Incoming Email Enable To configure 'Incoming Email Enable' for an Oracle Managed Mailbox, please visit <https://cloud.oracle.com>

☒ Default

Outgoing Email

**\*Envelope From / Bounce Address**

RightNowCXTest@gmail.com

Friendly From / Branded Address

RightNowCXTest@gmail.com

**Reply-To Address**

RightNowCXTest@gmail.com

Display Name

**NOTE** Display Name applies to "Envelope From," "Friendly From" and "Reply-to" addresses

test standard setup [Incident: 180404-000000]



**RightNowCXTest@gmail.com**

To: rightnowseeecs.testone@gmail.com

Cc: rightnowseeecs.testone@yahoo.com, rightnowseeecs.testone@outlook.com



Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response. *We are continuing to work on your issue. To update your question with additional information, [click here](#)*

## Subject

test standard setup

Response By Email (Eml Wbmr Admin 1) (04/10/2018 04:08 AM)

Reply-To Address changed and Display Name removed

Response By Email (Eml Wbmr Admin 1) (04/10/2018 03:53 AM)

Reply-To Address also changed

Response By Email (Eml Wbmr Admin 1) (04/04/2018 03:40 AM)

Added Display Name

Response By Email (Eml Wbmr Admin 1) (04/04/2018 03:34 AM)

Modified Envelope From / Bounce Address

Response By Email (Eml Wbmr Admin 1) (04/04/2018 03:05 AM)

Modified Friendly From / Branded Address

Response By Email (Eml Wbmr Admin 1) (04/04/2018 02:58 AM)

standard response

Customer By Phone (Eml Wbmr Admin 1) (04/04/2018 02:58 AM)

standard setup test

## Question Reference # 180404-000000

Date Created: 04/04/2018 02:58 AM

Date Last Updated: 04/10/2018 04:08 AM

Status: Updated



To **RightNowCXTest@gmail.com**

# Troubleshooting Email - Header

Mail Header

Below is the mail header for this email thread

Delivered-To: wbnrservicemailbox@custhelp.com

Received: from (\*10.53.8.21\*, 43107)  
by (\*10.53.8.32\*, 10025) with id 90628686cfaea43642e64e7daa43d56  
for wbnrservicemailbox@custhelp.com; Tue, 03 Apr 2018 07:21:15 (CDT)

Received: from filtermw16.rightnowtech.com (cudamw16.int.rightnowtech.com [10.53.8.50])  
(using TLSv1.2 with cipher DHE-RSA-AES256-GCM-SHA384 (256/256 bits))  
(No client certificate requested)  
by mailmw01.rightnowtech.com ("Mail Server") with ESMTPS id 579EC4A03F  
for <wbnrservicemailbox@mailmw.custhelp.com>; Tue, 3 Apr 2018 07:21:15 -0500 (CDT)

X-ASG-Debug-ID: 1522758069-079c543d1aa4b100001-7kPApt

Received: from mail-f0f44.google.com (mail-f0f44.google.com [209.85.215.44]) by filtermw16.rightnowtech.com with ESMTP id 4fiqgVG733BvkBM  
(version=TLSv1.2 cipher=ECDHE-RSA-AES128-GCM-SHA256 bits=128 verify=NO) for <wbnrservicemailbox@mailmw.custhelp.com>; Tue, 03 Apr 2018 07:21:10 -0500 (CDT)

X-Barracuda-Envelope-From: rightnowseeecs.testone@gmail.com  
X-Barracuda-Effective-Source-IP: mail-f0f44.google.com[209.85.215.44]  
X-Barracuda-Apparent-Source-IP: 209.85.215.44

Received: by mail-f0f44.google.com with SMTP id v207-v6so19871258ffa.10  
for <wbnrservicemailbox@mailmw.custhelp.com>; Tue, 03 Apr 2018 05:21:10 -0700 (PDT)

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;  
d=gmail.com; s=20161025;  
h=mime-version:in-reply-to:references:from:date:message-id:subject to;  
bh=gxKblUtRjUMkC1CfwKR0Om37RlmM9gmfPXg4fQ6jOQ=;  
b=E2DHsyk9ITOp20B3HObOWjWcxyxziQ7ALFBYV8ZW6djUIWtSPZz1KtXSyF3p6QY1  
HBD0EW094pr915FAcMPdz01GcC988ZIK3TWR487Z3JF2d1kta+5jAkHVVw0oLrwFOB/F  
T0T/NSklyUXYHLNBxda+/AiEKXnu9gErTlaq69e4Fk03xL6G1/pUOq2SH+spOJvkcU  
+LzSXW0I08k9h9UzryQdJA8lqGJZF270UpMKMaHH3fPjVJAaH/GaKy8AbXOCObwTpP6  
c2c/+NqSDXa8pjAUauEJlgk+nU7esaBwO+Hua0WLhwbp6YupnmkPLzTBRBvISUHIUia  
HiUg==

X-Google-DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;  
d=1e100.net; s=20161025;  
h=x-gm-message-state:mime-version:in-reply-to:references:from:date  
:message-id:subject to;  
bh=gxKblUtRjUMkC1CfwKR0Om37RlmM9gmfPXg4fQ6jOQ=;  
b=UZ4HVUnd7HePGQ5qQE6ShZZAKQyYRO91Si4QkQFVxc9TUvg5pR2BWv/k5xxHW3Ni2  
nUiEQPBLVj1tiSUc/IH/Cx1akxEBcj21D0mj03D5CFMnv3ewf/ddRRmFX2MzLo74  
piFOJBthHxKee3SUug0IW9ycefxy9dmZPo5U1MrA&QJBZiKWwYrChLi/JGNYtHfYp  
SAaR1fZ5xUQV+gvzNXp50amdnHVUftnRimgIZRCH2bfJUJ0Md1ZbnATd7Ym3J9DTZAr  
8nv2QnZ3w8Gj7z7Sxc4kraMhyi3gbhu/TGr/UEKmpJ8qtVmffeQbJKZrTdkNU5HBxBm  
9p8A==

X-Gm-Message-State: ALQs6tA207Ks2+CYd9TnFmP2vC4vqFbXnWThYfIt3JUYYHtnj1U2T0wGy  
2nYkJJGmChtw5/SfKtQKQ3rZ0am2/uNzFXMPry=

X-Google-Smtp-Source: AlpwX49CkSf0zsWbF41r0tA2S12KkB0/h17MkBF2V6srodueJtTf4F0KjAKYsTihl6BEnBLrKFCQxEvhBZa1JoY=

X-Received: by 10.46.25.134 with SMTP id 6mr8329661lj.14.1522758068907; Tue,  
03 Apr 2018 05:21:08 -0700 (PDT)

MIME-Version: 1.0

Received: by 2002:a19:a042:0:0:0:0 with HTTP; Tue, 3 Apr 2018 05:21:08 -0700 (PDT)

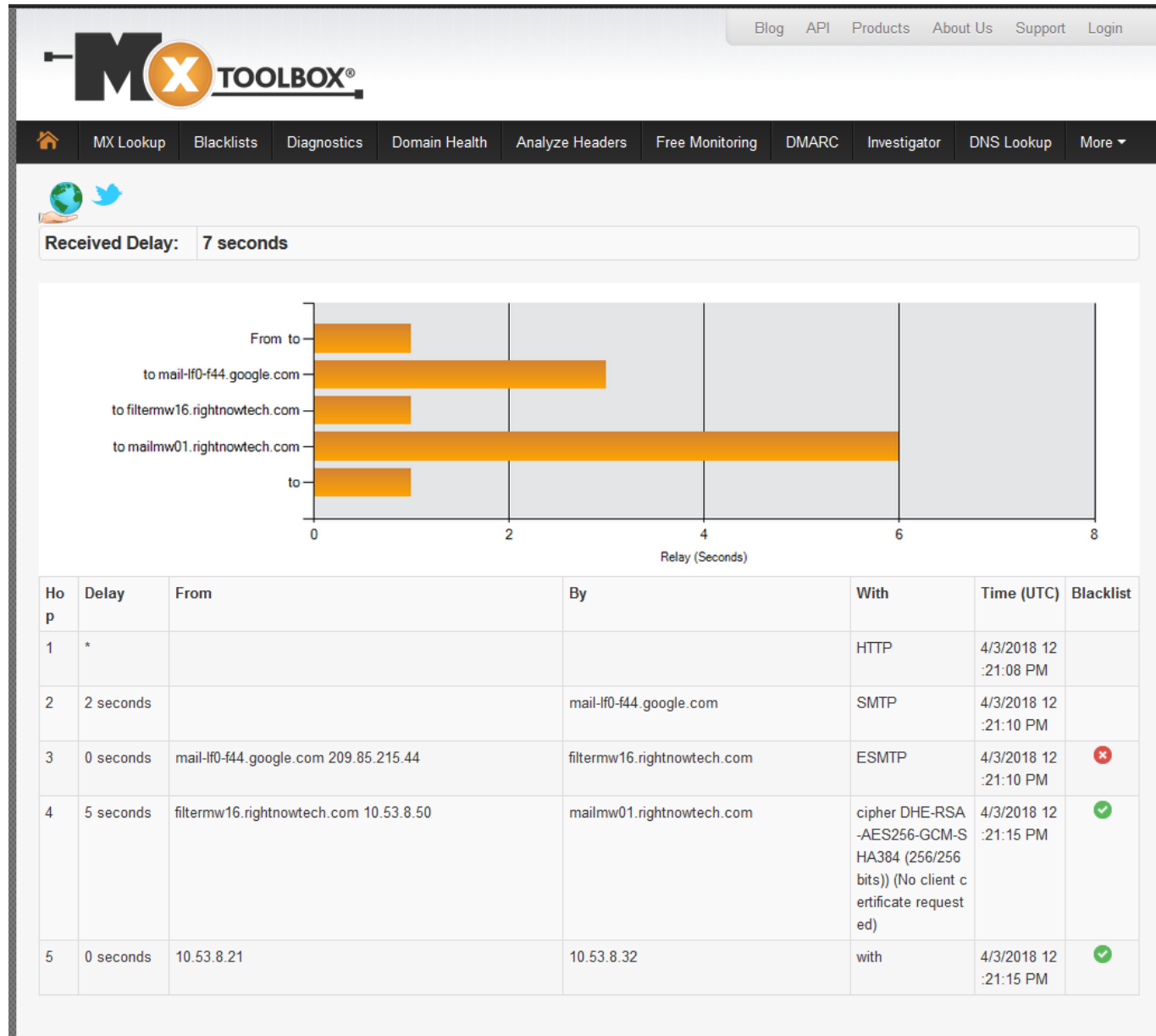
In-Reply-To: <RNTT.AvMG~wr7Dv8S~Rb~Gvse~yL7Jv8q\_9f~uxEpbTj~PP~g.1522757887.2DXoJ9Y7Gw!!@utilmw02.int.rightnowtech.com>  
References: <RNTT.AvMG~wr7Dv8S~Rb~Gvse~yL7Jv8q\_9f~uxEpbTj~PP~g.1522757887.2DXoJ9Y7Gw!!@utilmw02.int.rightnowtech.com>

From: Rightnowseeecs Testone <rightnowseeecs.testone@gmail.com>  
Date: Tue, 3 Apr 2018 15:21:08 +0300  
Message-ID: <CAHKjFo4uDABRqvqd-4=S0gjck1xO-WGUUwYWFRTLSQ5EVJL4nQ@mail.gmail.com>  
Subject: Re: emlwbnr test 1 email [Incident: 180403-000002]  
To: wbnrservicemailbox@mailmw.custhelp.com  
X-ASG-Orig-Subj: Re: emlwbnr test 1 email [Incident: 180403-000002]

Attachment(s) (1) ▾ Right



# Troubleshooting Email - Header



**NOTE:** does not take into account techmail processing time

# Bounce Email Handling (1)

Content-Type: multipart/report; report-type=delivery-status;  
boundary="qcUMWWHtDISjUdnZJ9piCV9+PeGkItPuArFCHw=="  
Date: Mon, 30 Apr 2018 08:00:46 -0500

--qcUMWWHtDISjUdnZJ9piCV9+PeGkItPuArFCHw==  
Content-Type: text/plain

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=NoSuchUserj130-v6si6063802ita.88> - gsmtip

--qcUMWWHtDISjUdnZJ9piCV9+PeGkItPuArFCHw==  
Content-Type: message/delivery-status

Reporting-MTA: dns; mailfammw04.int.rightnowtech.com  
Arrival-Date: Mon, 30 Apr 2018 08:00:46 -0500

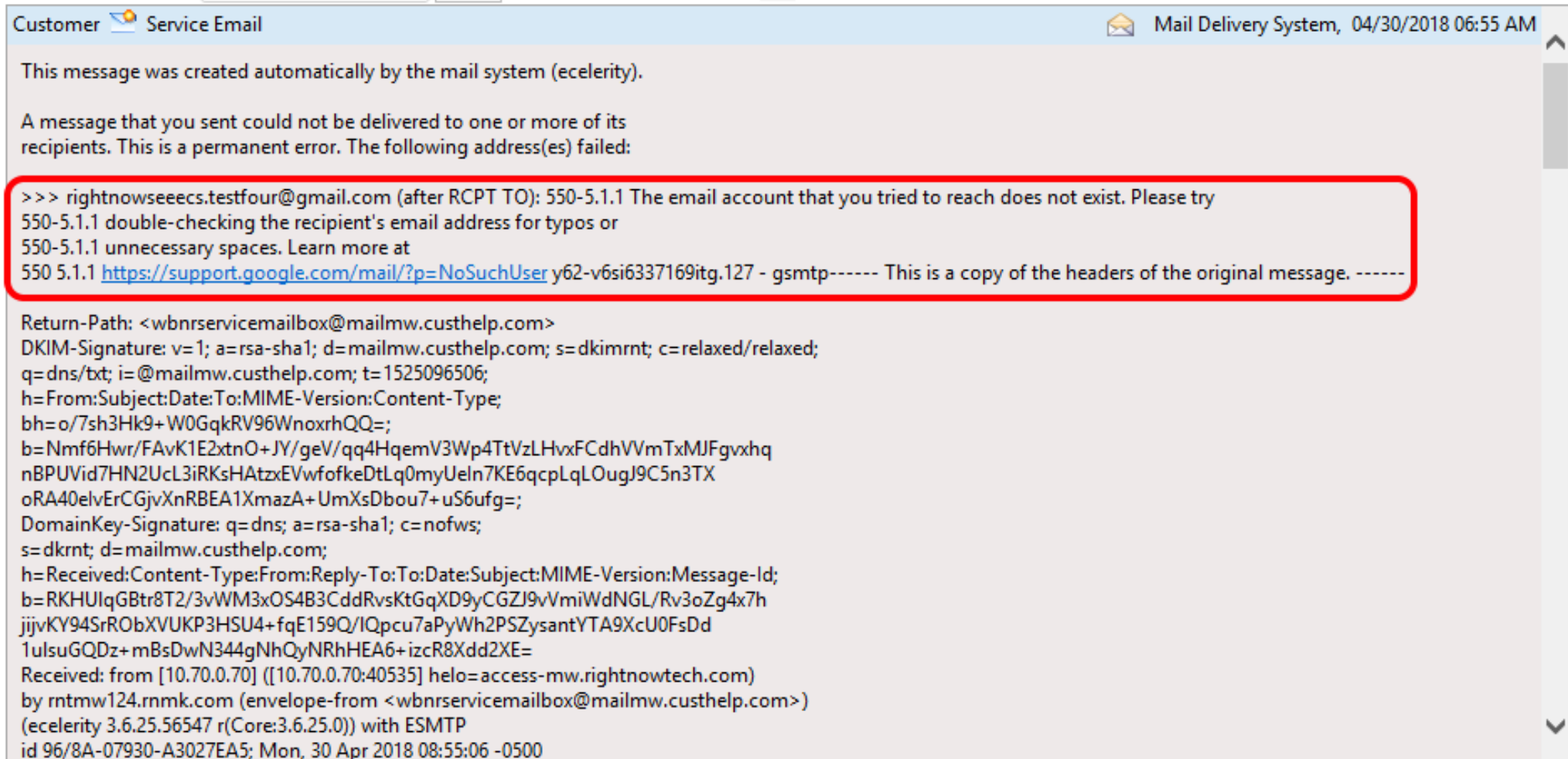
Status: 5.1.1  
Last-Attempt-Date: Mon, 30 Apr 2018 08:00:46 -0500  
Remote-MTA: dns; gmail-smtp-in.l.google.com  
Diagnostic-Code: smtp; 550-5.1.1 The email account that you tried to reach does not exist. Please try  
550-5.1.1 double-checking the recipient's email address for typos or  
550-5.1.1 unnecessary spaces. Learn more at  
550 5.1.1 <https://support.google.com/mail/?p=NoSuchUserj130-v6si6063802ita.88> - gsmtip  
Action: failed  
Final-Recipient: rfc822; rightnowseeecs.testfour@gmail.com

--qcUMWWHtDISjUdnZJ9piCV9+PeGkItPuArFCHw==  
Content-Type: text/plain  
Content-Disposition: inline

----- This is a copy of the headers of the original message. -----

Email Webinar Admin 1, 04/30/2018 06:00 AM

# Bounce Email Handling (1)



[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

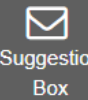
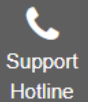
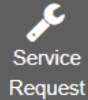
## Incoming emails:

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

## Oracle Service Cloud Support Webinars



### Upcoming Webinars

#### Email with the Oracle Service Cloud **New**

**Scheduled:** Wed May 30th, 2018 9:00 am MDT

**Presenter:** Andrei Vatamanu

**Description:**

After sharing best practices for setting up mailboxes, tips for troubleshooting delayed or seemingl...[More](#)

[Register](#)

#### Demystifying CPM **New**

**Scheduled:** Wed June 06th, 2018 9:00 am MDT

**Presenter:** Johnny Meehan

**Description:**

Walk through the development of a CPM, including the idiosyncrasies of implementing a test harness....[More](#)

[Register](#)

#### Managing and Monitoring OSvC Health **New**

**Scheduled:** Wed July 11th, 2018 2:09 pm MDT

**Presenter:** Owen Sood-Giddings

**Description:**

There's a lot going on in your support organization and a lot going on in your site. Let Owen tal...[More](#)

[Register](#)

Have a suggestion for a webinar topic? [Send us your idea!](#)

#### Ask the Experts: Best Practices for Implementing and Maintaining Single Sign On (SSO)

**Date Recorded:** Thu January 11th, 2018 8:47 am MST

**Presenter:** Shane Parsons

**Description:**

Learn best practices for implementing SSO.

[Watch It Now](#)

#### Ask the Experts: Extending Data into your Site

**Date Recorded:** Thu January 25th, 2018 8:46 am MST

**Presenter:** Levi Dyckman

**Description:**

Explore different options for adding data points into a site with custom fields and objects.

[Watch It Now](#)

#### Ask the Experts: Troubleshooting Wizardry

**Date Recorded:** Thu February 08th, 2018 8:35 am MST

**Presenter:** Elizabeth Trithart

**Description:**

Reduce the resolution time of your service request by learning some useful troubleshooting techniqu...[More](#)

[Watch It Now](#)