

Techmail vs Techmail On Demand Q&A

Question	Answer
Can you provide a solution for the mailbox filtering by address due to "Sender is our own mailbox"?	Sender and recipient are the same email address which implies a looping email. Use EGW_LOOP_PREVENT_ENABLED.
Is there a setting to automatically strip out embed images in an email and put them into attachments in the Incident?	Not in the standard functionality
Any additional feature included within Tech Mail on Demand in terms of managing the Bouncing especially for CC and BCC ?	Not in the standard functionality
Is POP3 going to be an issue with O365 mailbox in Nov 2020?	Further information on this will be provided at a later date.
Microsoft has confirmed they will stop POP access for 2020 October 13th. How does this impact Oracle hosted mailboxes and Outlook?	Further information on this will be provided at a later date.
how can we prevent the entire message history in the email from being sent as one email thread when a user respond from email .. in regards to the byte count/check sum	As long as there are no modifications done to the old email details and only the new reply is typed in, this should be done automatically, if doing so still replicates the issue, please open a service request to support
Is there a better way to show the CC'ed emails on incoming than just looking at the email headers?	Not in the standard functionality
How do I access the utilities available in Oracle Service cloud? to know which utilities are running	Configuration Assistant has basic utility information
Is there a cost for Techmail-O or using ORacle hosted mailboxes	Techmail-O is free for oracle hosted mailboxes and Configuration Assistant lists how many mailboxes you are entitled to.
Is techmail enabled by default or is that done using an SR	Techmail is enabled automatically on production sites. It must be manually enabled on test sites through Configuration Assistant.
Can you clarify where these filters get hit/processed in relation to when business rules get run?	Techmail filters get evaluated prior to business rules
would having Ref-no in the subject line of a forwarded email prevent email replies to get into the system? we have EGW_SECURE_UPDATE_MODE set to 2, the desired behavior is to have a new incident created when a reply is sent from a forwarded email. Instead we had emails filtered.	If the ref_no is present in the subject of an email, techmail will try to update that incident. Additionally, another reply detection method is a tracking string within the mail header. If the email contains this tracking string as well, it will also try to update the incident in accordance with the details from the tracking string

	For new incidents, it's best practice to send out new emails and if needed, you can copy the email content.
how do you enable Techmail on Demand?	It's enabled by default when you use Oracle hosted mailboxes
On the MXToolbox.com it shows a checkbox under Blacklist, does it mean it was checked or that these domains are Blacklisted?	The green checkmarks on the right side is a blacklist check for each of the servers the email went through, if it's green, it means the server is not blacklisted
Is there any attachment size limitation for techmail?	Answer ID # 280 Maximum size of file attachments(FATTACH_MAX_SIZE) config and maximum attachment size option under Mailboxes -> incoming email for each mailbox
Can you provide some insight into the maximum number of emails that can be sent from a certain email address in a day? We have our phone system forward voicemails to CX, and after 25 in a day, the system rejects them.	This is configurable through config settings: EGW_MAX_PER_ADDRESS and EGW_MAX_MSG_DURATION
what is the difference between Tech-mail and Tech-mail On-demand	Techmail on demand runs each time an email arrives in the mailbox. Regular techmail runs on a 15 minute schedule.
When I connect to a non hosted Oracle mailbox, the techmail functionality check this mailbox, create/update the incident and clean the inbox. Is there any configuration so we can prevent this behavior and keep this emails?	I wrote up 'Answer ID # 10284 We would like to keep a copy of incoming emails for audit' a while back for cases like this one.
How would you accomplish "Reply All" from the console?	This is not available with standard functionality. You can add secondary contacts or use the CC field.
is there a tool or utility we could use to show us if a email from Oracle service cloud gets delivered or if there was a problem with sending the email ?	The audit log will show if the outgoing email failed to send. You can also submit an SR.
I have an email address that is marked with "An earlier message could not be sent to this address". How can I determine which email was not sent?	This indicates a hard bounce and there should be a red circled exclamation sign on the response thread which was not delivered on the top right corner. Clicking the envelope should reveal the mail header and the bounce details.
@Mig: if the secondary contact reply to the email, does it update the existing incident?	Doesn't seem like a standalone question but rather as a question to an existing reply to the 'reply all' question before. See the description of EGW_SECURE_UPDATE_MODE in answer 1457.