# How to configure Incoming Email Enabled Libraries in MOSS 2007 RTM using Exchange Server in an Active Directory Domain

### Note: Applicable for SharePoint 2010 also

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Prior to the release of Exchange Server 2007, Microsoft announced that the future of public folders was in question, and that SharePoint libraries would take their place. Microsoft quickly changed its stance and continues to support Exchange public folders, but there still might be a number of compelling reasons why you would want to consider storing incoming messages in SharePoint document libraries -- instead of public folders.

SharePoint can enable incoming mail on lists and libraries. It also offers several out-of-the-box features like Alerts, Enterprise Search and Information Management policies, all of which provide for a richer collaborative experience.

One instance where these features are valuable actually has to do with technical newsletters. Many SharePoint users subscribe to various email-based technical newsletters and forward those messages to team members. Email-enabled document libraries provide a central location to store these newsletters, removing the administrative burden of manually sharing the information with other team members.

This feature also allows users to subscribe to the document library via SharePoint Alerts. These alerts can be set to *immediate, daily* or *weekly* summary notifications.

Newsletter subscriptions that are automatically delivered to an email-enabled document library form part of SharePoint's full-text index. Employees can search this index at a later date using SharePoint's

My server topology for this guide was as follows

Server Name	Role	Products Installed
DC	Domain Controller DNS Server	Windows server 2003 SP1
MAIL	Mail Server	Exchange 2007 Enterprise
SQL	Database server	SQL 2008 Enterprise SP1
MOSS 2007	MOSS 2007 Server	MOSS 2007 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

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

When you E-Mail enable a library 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 MOSS 2007 list e-mail addresses.

Note 1 – It is the account configured as the SharePoint Central Administration Application Pool in IIS that created the contact object in Active Directory, make sure this account his write access to the OU.

Note 2 – Even though the objects are going to be created in the active directory they will now be managed in the Exchange management console. This is a significant change from Exchange 2003 where objects were managed in AD only.

On a Domain Controller Open Active Directory Users and Computers in the administration tools 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



At this point we can new delegate control to the Central Administration Application Pool account to have Write access to the OU.

🐗 Active Directory Users and Comp	uters		
Eile Action View Window He	lp		
← →  E II % B × B	🖸 🖪 😫 🦉	💆 🖄 🖓 🍕	1
🧳 Active Directory Users and Computer	SharePointdl 0 obje	ects	
🕀 🦲 Saved Queries	Name	Туре	Des
Computers     Omain Controllers     SorreignSecurityPrincipals     SharePoint Service Accounts     Users     SharePointcl     Delegate Control     Mtve     Find			

- 1. Right Click on the OU and click Delegate control
- 2. Click Next on the Wizard
- 3. Click Add to select the Central Admin Service Account from AD

Delegation of Control Wizard	×
Users or Groups Select one or more users or groups to whom you want to delegate control.	B
Selected users and groups:	
SPAdmin (SPAdmin@trainsbydave.com)	
<u>A</u> dd <u>R</u> emov	e
< <u>B</u> ack <u>Next</u> >	Cancel

- 4. Click Next
- 5. Tick 'Create a Custom Task to Delegate'
- 6. Click Next

Delegation of Control Wizard	×
Tasks to Delegate You can select common tasks or customize your own.	(B)
Delegate the following common tasks:	
<ul> <li>Modify the membership of a group</li> <li>Manage Group Policy links</li> <li>Generate Resultant Set of Policy (Planning)</li> <li>Generate Resultant Set of Policy (Logging)</li> <li>Create, delete, and manage inetOrgPerson accounts</li> <li>Reset inetOrgPerson passwords and force password change at ne</li> <li>Read all inetOrgPerson information</li> </ul>	
Create a custom task to delegate	
< <u>B</u> ack <u>N</u> ext >	Cancel

- 7. Accept the default setting for the next page
- 8. Click next

Delegation of Control Wizard	×
Active Directory Object Type Indicate the scope of the task you want to delegate.	8
Delegate control of:	
This folder, existing objects in this folder, and creation of new objects in this folder	
Only the following objects in the folder:	
<ul> <li>* objects</li> <li>account objects</li> <li>aCSResourceLimits objects</li> <li>ADC Connection Agreement objects</li> <li>ADC Schema Map Policy objects</li> <li>ADC Service objects</li> <li>ADC Service objects</li> <li>I Delete selected objects in this folder</li> </ul>	
< <u>B</u> ack <u>N</u> ext > Cancel	

9. In the permissions box select **Read**, **Write** & **Create All Child Objects** 10. Click Next

#### 11. Click Finish

Delegation of Control Wizard	×
<b>Permissions</b> Select the permissions you want to delegate.	6P
Show these permissions: <u>G</u> eneral <u>P</u> roperty-specific <u>C</u> reation/deletion of specific child objects	
Permissions: Full Control Read Vite Create All Child Objects Delete All Child Objects Read All Properties	-
<	Back Next > Cancel

#### Add an MX record in DNS for the Moss Server.

On the domain controller open DNS manager in the administrator tools. In DNS manager right click on your domain name and create a new MX record for your Moss server – MOSS 2007, and point it to your moss server.

#### I.e. moss2007.trainsbydave.com

See Picture example on the next page

🚊 dnsmgmt - [DNS\ROOTDC\Forwa	rd Lookup Zones\trainsbydave.com]	
🚬 Eile Action View Window H	elp	
← → 🗈 🖬 🗙 🗗 💀		
A DNS	trainsbudaya.com 18 racord(s)	
RootDC     Porward Lookup Zones     Proward Lookup Zones     Prove A content of the second seco	New Resource Record         Mail Exchanger (MX)         Host or child domain:         moss2007         By default, DNS uses the parent domain name when creating a M Exchange record. You can specify a host or child name, but in mo deployments, the above field is left blank.         Fully qualified domain name (FQDN):         moss2007.trainsbydave.com.         Eully qualified domain name (FQDN) of mail server:         moss2007.trainsbydave.com         Mail gerver priority:         2>	ail st wse
<b>▲</b>	J	

The reason why we must have this DNS entry is to ensure that we can resolve the e-mail domain name to the Moss server once the E-mail is received by your mail server. What happens is that the mail is received by the Exchange 2007 mail system. The mail system now needs to know where to send the mail with an address of xyz@moss.trainsbydave.com. It will do a lookup on the directory of mail addresses used by Exchange 2007 in order to resolve the name. Once it has found the matching e-mail address for the object it will either send the mail to the object held on the Exchange server such as a mailbox or it will forward to another mail server if configured in a SMTP send connector that matches the address space.

In our case we will need to make sure that the incoming mail for Moss lists is forwarded to the Moss server that has the SMTP service installed and for that we will need a DNS entry as well as an SMTP send connector in Exchange. We will cover creating an SMTP send connector later in this whitepaper.

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

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

<b>₩indows Com</b> You can add	<b>ponents</b> d or remove cor	nponents of Windows.	5
To add or r part of the Details. <u>C</u> omponen ☑ ☞Ac	Application S To add or re of the comp Sub <u>c</u> ompor Sub <u>c</u> ompor	nternet Information Services (IIS) To add or remove a component, click the check box. A shaded of the component will be installed. To see what's included in a c	box means that only part
Ap     Ap     Br     Br     Ce     AF     Ce     AF     Ce     AF     Ce     AF     Ce     Ce     Coscription     Total disk s     Space ava	ASF     ASF     ASF     ASF     Ast     Ena     SEna     SEna     Ast     Ena     Mex     Description:	Subgomponents of Internet Information Services (IIS):	14.1 MB 1.3 MB 0.0 MB 1.0 MB 1.2 MB 8.0 MB
Space and	Total disk sj Space avail	Description: Includes support for throttling and restarting data management console extension. Total disk space required: 3.0 MB Space available on disk: 14412.9 MB	transfers, and a BITS

#### B) 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 IP address of the Exchange server in my domain
- Click Ok, Ok, and Apply

Internet Information Services (IIS) Manager         Image: Service (IIS) Manager	×
Thermet Information Services MOSS2007 (bcal computer) Application Pouls Web Sites Web Service Extensions Default SMTP Virtual Server Domains Current Sessions Current Sessions Current Sessions	Name
Relay Restrictions         Select which computer may relay through this virtu. <ul> <li></li></ul>	al server:
Add <u>R</u> emove Allow all computers which successfully authent of the ist above OK Car	icate to relay, regardless rcelHelp

OK so we now have an SMTP service running on the MOSS 2007 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 MOSS 2007 Central Administration and click on the Operations Tab



#### **Click Incoming E-Mail**

On the incoming mail page we are now going to configure the page to use the Directory Management Service and configure this service to use the Organizational unit that we created earlier in order to create the new contact objects.

• Click Yes to enable incoming mail and the settings mode on Automatic

Central Administration > Operations > Incoming E-Mail Settings Configure Incoming E-Mail Settings	3			
Use this page to change the e-mail settings for this server. You can enable or disable incoming e-mail, specify e-mail options, and configure the Microsoft SharePoint Directory Management Web Service. Learn about enabling and configuring incoming e-mail.				
	OK Cancel			
Enable Incoming E-Mail 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. In automatic mode, all required settings are retrieved automatically. Advanced mode is necessary only if you are not using the SMTP service to receive incoming e-mail. When using advanced mode, you need to specify the e-mail drop folder.	Enable sites on this server to receive e-mail? • Yes O No Settings mode: • Automatic • Advanced			

If you select Advanced you are given the opportunity at the bottom of this page to specify which folder location will be used for the incoming mail drop folder. By default the drop folder will be the one used by the SMTP service which is located at C:\InetPub\Mailroot\Drop Once mail is sent to this drop folder by the SMTP mail flow process then it is the responsibility of the SharePoint Timer Service to pick the mail up and distribute it to the correct List or Library.

- In the Directory Management Service (DirMan) section select Yes to use the DirMan service.
  - In the Active Directory Field type the name of your Organizational unit that we created earlier. In my case this would be OU=Sharepointdl ,DC=trainsbydave,DC=com.
  - In the SMTP mail server field type the name of your moss server tat has the SMTP server installed. In my case this was the MOSS 2007 server so the mail server address is MOSS 2007.trainsbydave.com
  - 3. Leave the default to **Yes** for Accepting messages from authenticated users only if you wish to use incoming mail for trusted senders only.

Note - If you are sending mail to the Moss Server from multiple locations and various account types then you may be need to enable **No** for incoming mail to work.

Allow Creation of distribution groups. If you want to allow Site Administrators to create E-Mail enabled distribution groups in Active Directory for their Site Groups then leave the default to yes and then select the approval setting for the DirMan service. By using approval the Site Administrator may be able to create a mail address for the Site Group but until a farm Administrator approves the new group it will not be created in AD.

To Approve the Site Groups mail enabled distribution group go the SharePoint Central Administration – Operations – Topology and Services – Approve/ Reject Distribution Groups.



Type the name of the mail domain that you wish to use with all new List or Libraries that are mail enabled in SharePoint sites associated with this SharePoint Farm. IE @MOSS 2007.trainsbydave.com or @trainsbydave.com.

In my case I have used MOSS 2007.trainsbydave.com which means when the contact object is created in Active Directory it will have a default SMTP alias of contact@MOSS 2007.trainsbydave.com. However depending on how your mail routing is configured you may need to add the local SMTP address for the domain to the contact after the object is created is created in active Directory.

See later in this White Paper to see how to do this.

Finally choose which mail servers are allowed to route mail through this server. If you have a dedicated SMTP routing server in your organization then you could secure the mail traffic by specifying only the IP address here of your internal server. If you are not sure then the default to accept from all mail servers or speak with your mail server Admin.

Then Click OK

Incoming E-Mail Server Display Address Specify the e-mail server address that will be displayed in Web pages when users create an incoming e-mail address for a site, 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.	E-mail server display address: <i>mylist</i> @ moss2007.trainsbydave.com For example, mylist@example.com
Safe E-Mail Servers Specify whether to restrict the set of e-mail servers that can route mail directly to this server farm. This setting can help ensure the authenticity of e-mail stored in SharePoint sites.	C Accept mail from all e-mail servers Accept mail from these safe e-mail servers:
	OK Cancel

You must use an IP address if using safe e-mail servers. FQDN names will give you the following error.

Go back to site			
Error			

The IP address list is in an invalid format. Please enter one IP address per line, in the format "11.22.33.44" or "11.22.33.44, 255.255.0.0".

Troubleshoot issues with Windows SharePoint Services.

## If after dicking OK you receive 'ERROR IN APPLICATION'

This is usually caused by a permissions error. Check the troubleshooting section at the end of the white paper for some suggested things to check. You may also need to check the logs of your moss servers, active directory and exchange though to try and track down the exact cause of the permissions error.

You may also get an error due to an incorrect location or typed mistake for the Organizational Unit

#### 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 enables it to receive incoming mail.

I am going to call this document library fanmail as it will receive incoming mail messages sent to fanmail@MOSS 2007.trainsbydave.com.

- Browse to your team site and create a new library. New document library
- When creating the document library select 'Yes' for enable this document library to

receive email

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

Name and Description	
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.	Name: fanmail Description:
Navigation Specify whether a link to this document library appears in the Quick Launch.	<ul> <li>Display this document library on the Quick Launch?</li> <li>Yes</li> <li>No</li> </ul>
Incoming E-Mail	Allow this document library to receive e-mail?
Specify whether to allow items to be added to this document library through e-mail. Users can send e-mail messages directly to the document library by using the e-mail address you specify.	

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

Although we have mail enabled the library there are still a few settings that we need to decide on for the mail sent to this library.

- 1. Open the document library we have just created
- 2. Click Settings document library settings
- 3. Under Communication Settings click E-Mail Settings

The settings in the library are all optional but for my test I am going to save all the attachments in the library plus I am going to keep a copy of the mail message in the library as well.

- 4. In the E-Mail Message Section Select Yes for save original e-mail
- 5. In the E-Mail Security section Select Yes to Accept e-mail messages from any sender
- 6. Click OK

If you choose to use the document library permissions for e-mail then only senders with add rights to the library can send mail to the library.

#### Corp Site > Sites > HR > fanmail > Settings > Incoming E-Mail Settings Incoming 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  $\varepsilon$  policy.

Incoming E-Mail Specify whether to allow items to be added to this document library through e-mail. Users can send e-mail messages directly to the document library by using the e-mail address you specify.	Allow this document library to receive e-mail?
E-Mail Attachments Specify whether to group attachments in folders, and whether to overwrite existing files with the same name as incoming files.	Group attachments in folders? Save all attachments in root folder Save all attachments in folders grouped by e-mail subject Save all attachments in folders grouped by e-mail sender Overwrite files with the same name? Yes No
E-Mail Message Specify whether to save the original .eml file for an incoming e-mail message.	Save original e-mail?
E-Mail Meeting Invitations Specify whether to save e-mailed meeting invitations in this document library.	Save meeting invitations? C Yes © No
E-Mail Security 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. Caution: If you allow e-mail from any sender, you are bypassing the security settings for the document library. This means that anyone could send an e-mail to the document library's address and their item would be added. With this option turned on, you are opening your document library to spam or other unwanted e-mail messages.	E-mail security policy: C Accept e-mail messages based on document library permissions C Accept e-mail messages from any sender
	OK Cancel

#### 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)

4 Active Directory Users and Comp	uters			_ 8 ×
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← → 🗈 📧 💼 🗳 🗟	😫   🦉 🖉 👸	a V 🍕 🙍		
or Active Directory Users and Computer:	sharepointdl 3 ob	jects		
😟 🧰 Saved Queries	Name	Туре	Description	Live Communi
🖻 🎲 trainsbydave.com	Fanmail	Contact		
	📰 faxes	Contact		
Computers     Domain Controllers	E support	Contact		
- 🧭 Sharepoint Users				
🛄 Users				

Although the contact is in Active Directory we now need to go and manage the contact in

Exchange 2007 and we also need to create the SMTP send routing connector in Exchange as well.

In my testing environments you must always create a Send connector to the Moss server SMTP address space in order for mail routing to work correctly from Exchange 2007 \*\*\*

- Go to your Exchange 2007 Server and open the Exchange Management Console.
- Click on Hub Management Transport



- Click on the Send Connectors Tab
- In the right hand Actions column click 'New send Connector'
- Give your new connector and name and select the appropriate untended use. In my case this was for internal connection use.
- Click Next

🔀 Exchange Management Console			
<u>File Action View H</u> elp			
Microsoft Exchange Grganization Configuration Mailbox Client Access Hub Transport Unified Messaging Server Configuration Recipient Configuration Mailbox Distribution Group Mail Contact Disconnected Mailt Toolbox	Hub Transpor Remote Domains Transport Rules Name A New SMT Introduction Address space Network settings Source Server New Connector Completion	t O objects Accepted Domains E-mail Address Policies Journaling Send Connectors Edge Subscriptions Status There are no items to show in this view.  P Send Connector Introduction This wizard helps you create a new SMTP Send connector on the server. To configure properties not shown in this wizard, in the Exc Console, select the new connector. Then, in the action pane, click Name: Moss Select the intended use for this Send connector: Internal Description: Internal Send connectors are used to send e-mail to yo servers as smart hosts.	Actions Hub Transport • New Remote Do New Accepted D New E-mail Addr selected Exchange change Management k Properties. ervers in your Exchange pour internal Exchange

We now need to add an Address space to tell the Exchange server about the Moss server. This address space will be used by Exchange to route any mail received for the moss server addresses directly to the SMTP service running on the Moss server configured for incoming mail.

Click add and complete the name to the Moss server configured to receive incoming mail. Click OK to add the address Space entry Then Click Next

If you want to support multiple mail addresses on your Moss server then you can add multiple address spaces here.

New SM	ITP Send Connector
Introduction	Address space
🔲 Address space	Specify the address space(s) to which this connector will route mail:
Network settings	Add X
Source Server	Domain Type
New Connector	
Completion	Add Address Space       Domain:       moss2007.tranbydave.com       Include all gubdomains       DK
Help	< Back Next > Cancel

Now we need to add the IP address or Fully Qualified domain name of the smart host to receive this address space. This will be the IP address of the Moss server.

- Add the address and Click OK
- Then click Next

Introduction	Network settings
<ul> <li>Address space</li> <li>Network settings</li> <li>Source Server</li> <li>New Connector</li> <li>Completion</li> </ul>	Select how to send mail with this connector: Select how to send mail with the select how to send mail with the send mail with the send mail with the send mail with the select how to send mail with the send mail w
	IP Address:     10 . 0 . 0 . 4     Example: 192.168.10.10     Eully qualified domain name (FQDN):     Example: smarthost.company.com     OK Cancel
	☐ Use the Egternal DNS Lookup settings on the transport server

 If you wish to further secure communication between Exchange and the Moss SMTP server then you can configure additional security. By default you should select 'None'

Introduction	Configure smart host authentication settings
Address space	• None
Network settings	C Basic Authentication
Configure smart	■ Basic Authentication over TLS
	Uger name:
Source Server	
New Lonnector	Password:
	Note: all smart hosts must accept the same user name and password.
	C Exchange Server Authentication
	Externally Secured (for example, with IPsec).

- On the next screen you can choose an additional Hub transport server if you have more than one Exchange server handling mail routing. In our case it is the default Exchange server.
- Click Next
- Check the Summary page and then click 'New' to continue.
- Click Finish

<ul> <li>Introduction</li> <li>Address space</li> <li>Network settings</li> </ul>	New Connector The wizard will use the configuration below. Click New to continue. Configuration Summary:
Configure smart host authenticatio Source Server New Connector Completion	Moss (Xee Moss) Name: Moss Usage: Internal Address spaces: moss2007.tranbydave.com · Domain Smart hosts: [10.0.0.4] Smart host authentication: None Source Servers: MAIL
Help	Select Ctrl+C to copy the contents of this page.           < Back

- Let's now look at the contact created in the Exchange management console
- Go to Recipient Configuration
- Click mail Contact Find the SharePoint library contact object select it and click properties
- Then click E-mail addresses

Exchange Management Consc	le	
<u>File Action View H</u> elp		
← → 🗈 🖬 🕄 🖬		
Miclosoft Configuration     Mailbox     Client Access     Hub Transport     Unified Messaging     Server Configuration     Mailbox     Client Access     Lufified Messaging     Glient Access     Lufified Messaging     Mailbox     Client Access     Mailbox     Client Access     Mailbox     Client Access     Distribution Group     MailContact     Mailbox     Toolbox	Mail Contact - trainsbydave.com 4 obje Create Filter	Actualis       Mail Contact       Mail Contact       Mail Contact       New Mail Contac       New Mail Contac       New Mail User       New Mail User       Refresh       Help       HR fanmail       Remove       Properties       Help
	Image: Second state information       Address and Phone         Organization       Member Of       E-Mail Addresses       Mail Flow Settings         Every e-mail address type has one default reply address, displayed in bold. To change the default, select an entry in the list, and then click 'Set as Reply'. To set one address as external e-mail address, click 'Set as External'.         E-mail Addresses:       Image: Addresses:       Image: Addresse Sector and	

Make sure that the SMTP E-Mail address for the contact is present. If not or you get an error when clicking properties make sure that the recipient policy has been applied. You can force

the recipient policy to run by running the recipient policy wizard in the Exchange management console as part of the organizational configuration - hub transport settings. Alternatively waiting for a short time will usually update automatically.

#### **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.

🛎 Microsoft Outlook Web Access - Microsoft Internet Explorer	
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools <u>H</u> elp	<b>A</b>
😋 Back 🔻 🕥 👻 😰 🐔 🔎 Search 👷 Favorites 🛯 Media 🤣 😥 + 😓 🕎 👻 🖵 🚉	
Address 🙆 http://rootdc/exchange/administrator/	inks »
Outlook Web Access	
Defense → 🖸 🖸 New 👻 😤 💫 😂 🚔 → 📑 🔎 💷 🔞 Help 🛛 💋	Log Off
Administrator     Administrator     Administrator     Administrator     Administrator     Coptacts	
🙀 Condecs 🖓 Deleted Iter 🌁 http://rootdc - Untitled Message - Microsoft Internet Explorer	
Drafts 🖂 Send 🚽 🎒 遂 🍄 🕖 🍇 🖞 🕴 Options 🕢 Help	
Journal To Farmai@trainchudave.com	
Junk E-mail	
Notes	
Subject Items	
Call have a poster please	
Se Contacts	
Tasks	
Public Folders	-
Rules	
Deptions Containtrainer	
	Evelever

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 MOSS 2007 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
Windows SharePoint Services Timer	Sends notif Started	Automatic	trainsbyd
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.

fanr	nail		
New	Upload      Actions      Settings		View: All Documents
Туре	Name	Modified	Modified By
	Can I have a poster please 🕻 NEW	6/10/2006 12:06 PM	Administrator
	Can I have your autograph please ! NEW	6/10/2006 12:08 PM	Administrator

Ensure that the SPTimer Service account can also delete objects from the chosen drop folder location. If it cannot then you may find that you get duplicate E-Mails.

# Troubleshooting

This list does not mean you need to do all of them; they are suggestions to try in case you run into problems. All configurations are different and it is impossible for me to know how you have built your SharePoint up.

- Ensure that the Central Administration Application pool account and the SharePoint Timer Service account are using the same service account. THIS ONE IS IMPORTANT. A lot of errors stem from these accounts not being the same DOMAIN service account.
- Make sure the above account has access rights to all files on the server used by incoming mail such as the sharepointemailws.asmx file on the Moss server that is receiving the incoming mails. Alternatively make these accounts local administrators on the web servers receiving the incoming mail
- 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.
- Grant rights to the OU you have created in AD to the app pool account you setup.
- Create a SMTP send connector in Exchange to deliver mail to machine.domain.name where your MOSS SMTP service is running.
- Make sure the account that is running the SharePoint Timer Service has delete rights to the drop folder or you will receive duplicate E-Mails
- When using Outlook 2003 may need to send the attachment as a Uuencode or Binhex format in order to get the attachment listed separately in the List or Library. Also see this MS article for another workaround for adding two attributes to the contact in http://support.microsoft.com/default.aspx?scid=kb;en-us;926891
- If you have installed Forefront security for SharePoint then you may encounter a problem where the E-Mail will arrive in the drop folder and then disappear without reaching the document library. This MS article explains the way to fix this. http://support.microsoft.com/kb/934285
- If you have used permissions on the document library to control who can send the process is based on the header of the E-Mail, it is then checked against the users who have rights to the list or library.
- If you see content in the document library that is assigned to the system account it means that the document library has treated the incoming mail as an anonymous users

due to not be able to resolve the name in the list of users with rights to submit mail. You will have to allow the library to accept mail from all senders to see this.

- When sending to a calendar list to be sent correctly send as a .vcf file from a new appointment or meeting request in Outlook
- If you try and setup a workflow on the mail as it arrives in the library and it fails make sure that the Timer Service and the Central Admin Application pool account are using the same Domain service account.
- When supporting multiple SMTP domains make sure that you add these domains to the SMTP domains in the SMTP settings on the Moss Server hosting the SMTP service. SharePoint can support external domain names as long as the domains are supported by the mail routing topology and also the Moss servers SMTP domain name listing.

I hope you found this article useful, please do feel free to send me queries  $\odot$