

CAMPUS CAFÉ SOFTWARE

# Email Configuration

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SMTP Relaying using Exchange or Google Apps

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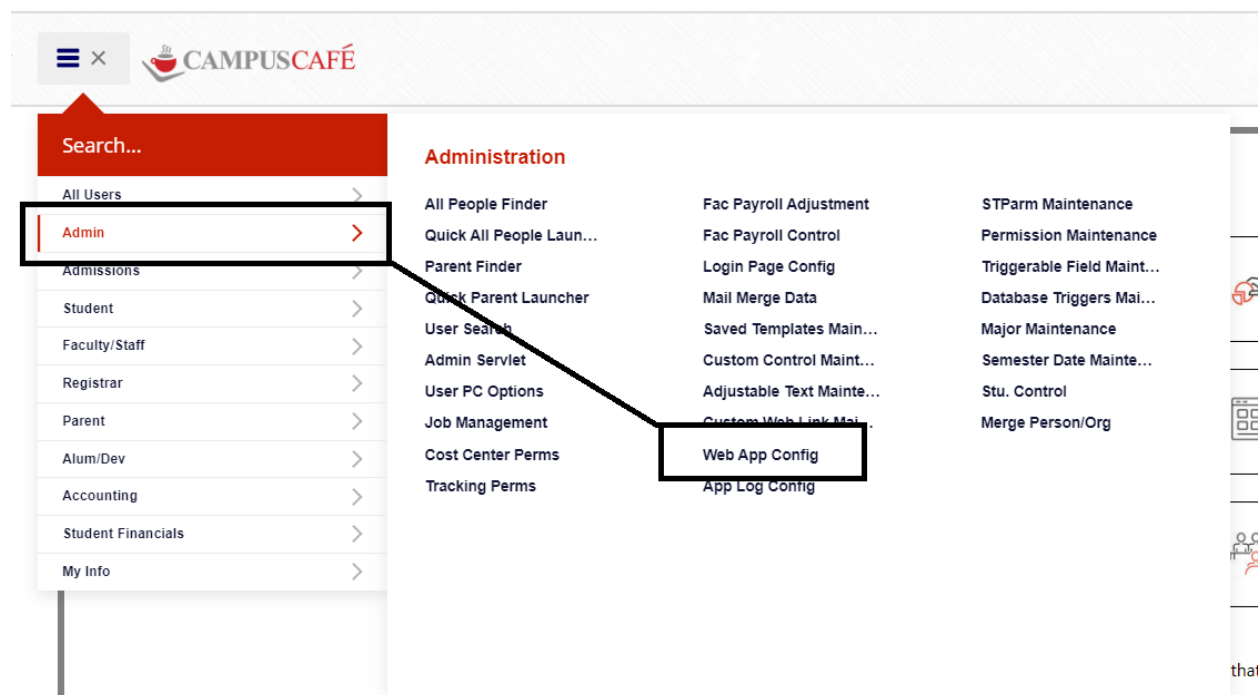
**12/27/2019**

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## Campus Café SMTP Relay set up and configuration

Campus Café web can be configured to use an SMTP relay service to send emails from within the application. To access the configuration for this service, navigate to the Campus Café > Admin > Web App Config screen as shown here:



In the Web App Config screen, type “SMTP” in the search box and you should get the following results:

### Web App Config Listing Page

Edit Selected

Select all

Select none

Copy

Excel

PDF

Print

Column Visibility

▲	Parameter	Description	Value	▼
<input type="checkbox"/>	SMTP_DEBUG	Enable SMTP debug? Y or blank	N	
<input type="checkbox"/>	SMTP_HOST	IP or Domain Name of SMTP Host	smtp.[yourexchangeserver].edu	
<input type="checkbox"/>	SMTP_PASSWORD	Password of account being authenticated (For example, google apps)	password	
<input type="checkbox"/>	SMTP_PORT	Port Number of SMTP Host (Blank sets it to default)	user@yourschool.edu	
<input type="checkbox"/>	SMTP_SSL	Enable SSL SMTP encryption? Y or blank		
<input type="checkbox"/>	SMTP_SSL_TRUST	Optional: specify SSL trusted domain - i.e. mycollege.gmail.com		
<input type="checkbox"/>	SMTP_TLS	Enable TLS SMTP encryption? Y or blank	N	
<input type="checkbox"/>	SMTP_USER	User name of account being authenticated. (For example, google apps). Blank turns authentication off.	user@yourschool.edu	

Showing 1 to 8 of 8 entries (filtered from 124 total entries)

- SMTP\_DEBUG – Only use during setup and testing if you need to debug issues with setting up your relay service
- SMTP\_HOST – The IP address or DNS name of your server
- SMTP\_PASSWORD: the password for the user account that can be used to relay for TLS authenticated emails
- SMTP\_PORT – The port number your server is accepting email relays on (most servers default to port 25 (Google Requires 587 for TLS) but this must be configured in Campus Café)
- SMTP\_SSL – Not used in Exchange configuration. Only used for gmail relay setup
- SMTP\_SSL\_TRUST – Not used in Exchange configuration. Only used for gmail relay setup
- SMTP\_TLS – Not used in Exchange configuration. Only used for gmail relay setup
- SMTP\_USER – The username of the account allowed to relay SMTP messages using TLS

*\*Note that if you have the username and password configured on this screen, Campus Café web will automatically use the TLS method. If it is blank, then it will automatically use the Basic Authentication method which uses your Exchange server’s Anonymous account.*

## Exchange Server Configuration (Basic authentication)

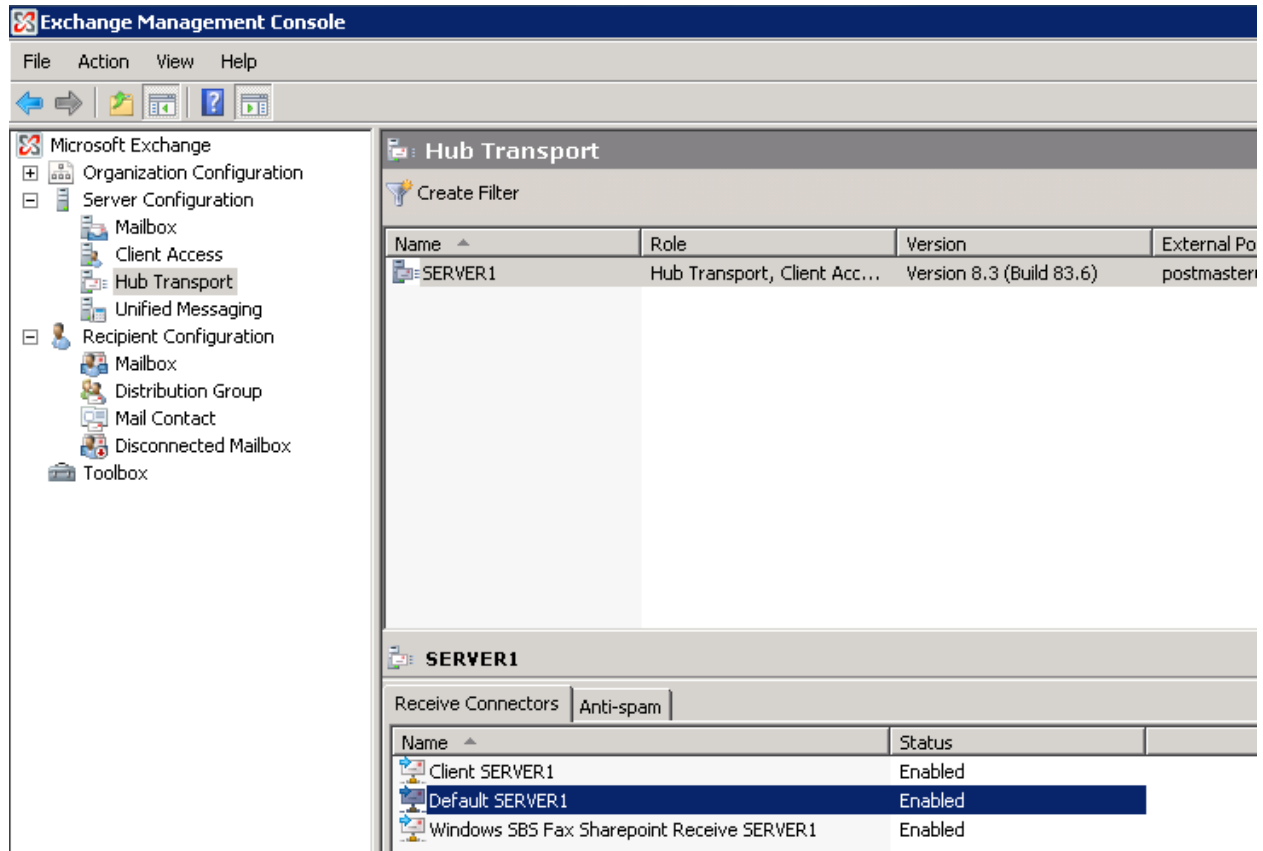
Campus Café has two different ways of relaying using the SMTP service:

1. Basic Authentication – This means that the Campus Café web server will attempt to relay using the anonymous account (for windows Exchange servers only, Google Apps does not support anonymous (Basic Auth) relaying).
2. TLS (Transport Layer Security) Authentication – This requires the username and password for an authorized relaying account be configured in the web app config screen in Campus Café. This has currently only been tested against a google app account. Exchange has specific configuration instructions that are outside the bounds of this documentation. Scan does not provide consulting on Exchange server configuration to work with Campus Café at this time. In

theory, TLS relay using Exchange should work with Campus Café using an authenticated username and password from a valid account.

To configure your exchange server for Basic (or TLS if using Google apps) authentication, at a minimum, you have to have a working SMTP relay service configured to accept relay connections from your Campus Café web server. Usually this is done by specifying the Campus Café web server IP address in the allowed relay list on your Exchange server or Google Apps account.

Open your Exchange Management Console and select “Hub Transport”:




On the bottom right of the screen, in this example, we will be examining the “Default SERVER1” under the “Receive Connectors” tab. SERVER1 is just an example server name; your network would have the actual server name of the exchange server you wish to configure.

Right Click on the server you wish to connect and select properties. You should get a dialog box that looks like this:

**Default SERVER1 Properties** [X]

General | **Network** | Authentication | Permission Groups

 Default SERVER1

---

Connector status: Enabled

Modified: Thursday, December 13, 2012 10:12:03 AM

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Protocol logging level: None ▼

Specify the FQDN this connector will provide in response to HELO or EHLO:

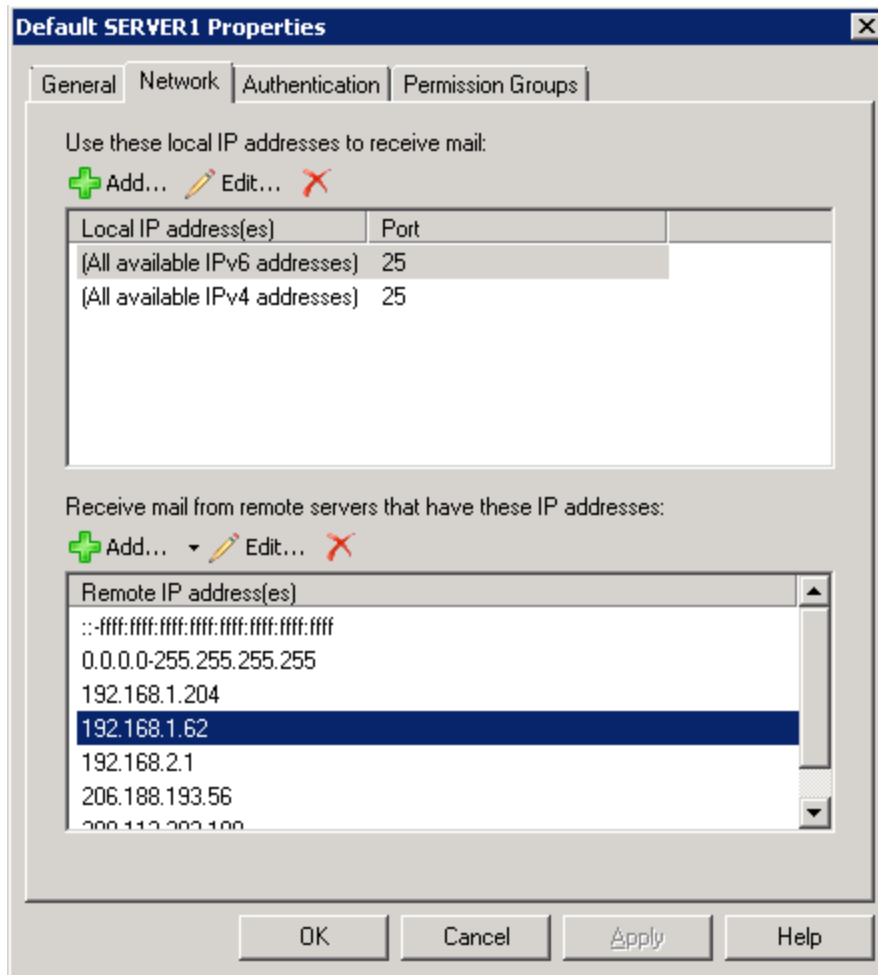
SERVER1.scansoftware.local

(Example: mail.contoso.com)

Maximum message size (KB): 10240

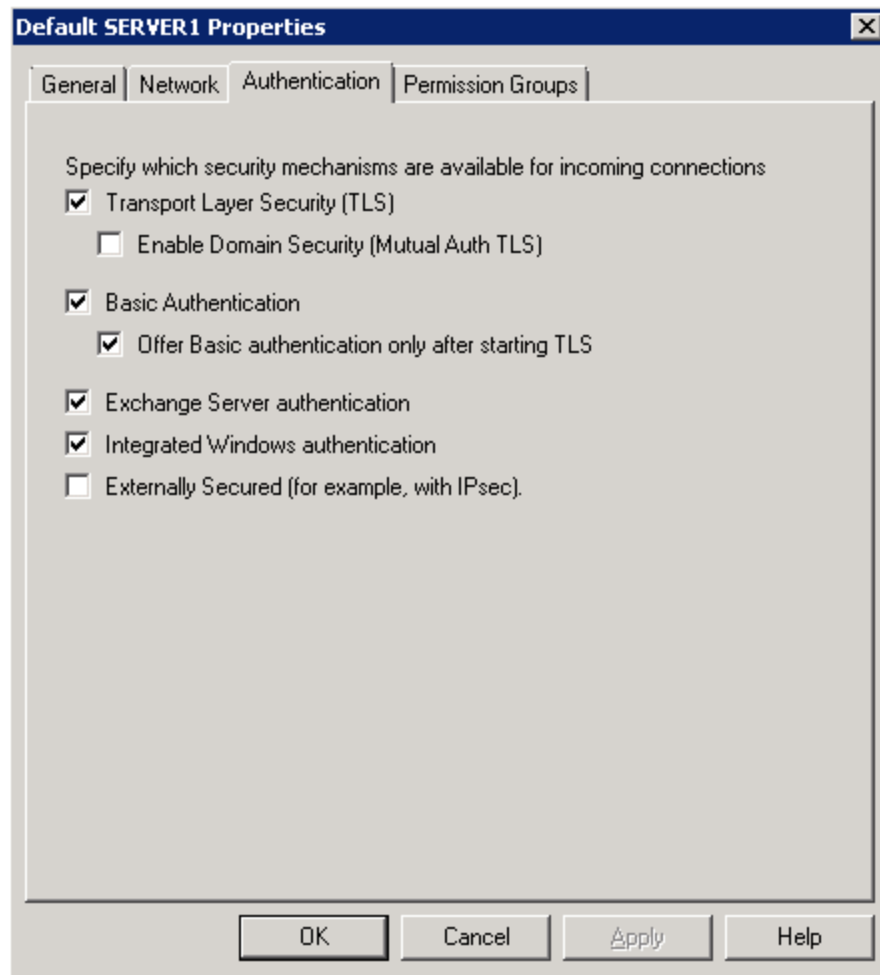
OK Cancel Apply Help

Select the Network Tab:



In this example, the lower half of the screen displays a list of remote servers that can send incoming mail to this exchange server. The top half tells you which IP addresses available on the exchange server that should listen for incoming mail connections and on which port. Both the top and bottom half of this dialog configuration will be unique to each institution.

Under the Authentication Tab:



You will notice several authentication types. At this time, Basic Authentication is the only supported method using exchange so ensure this is checked.

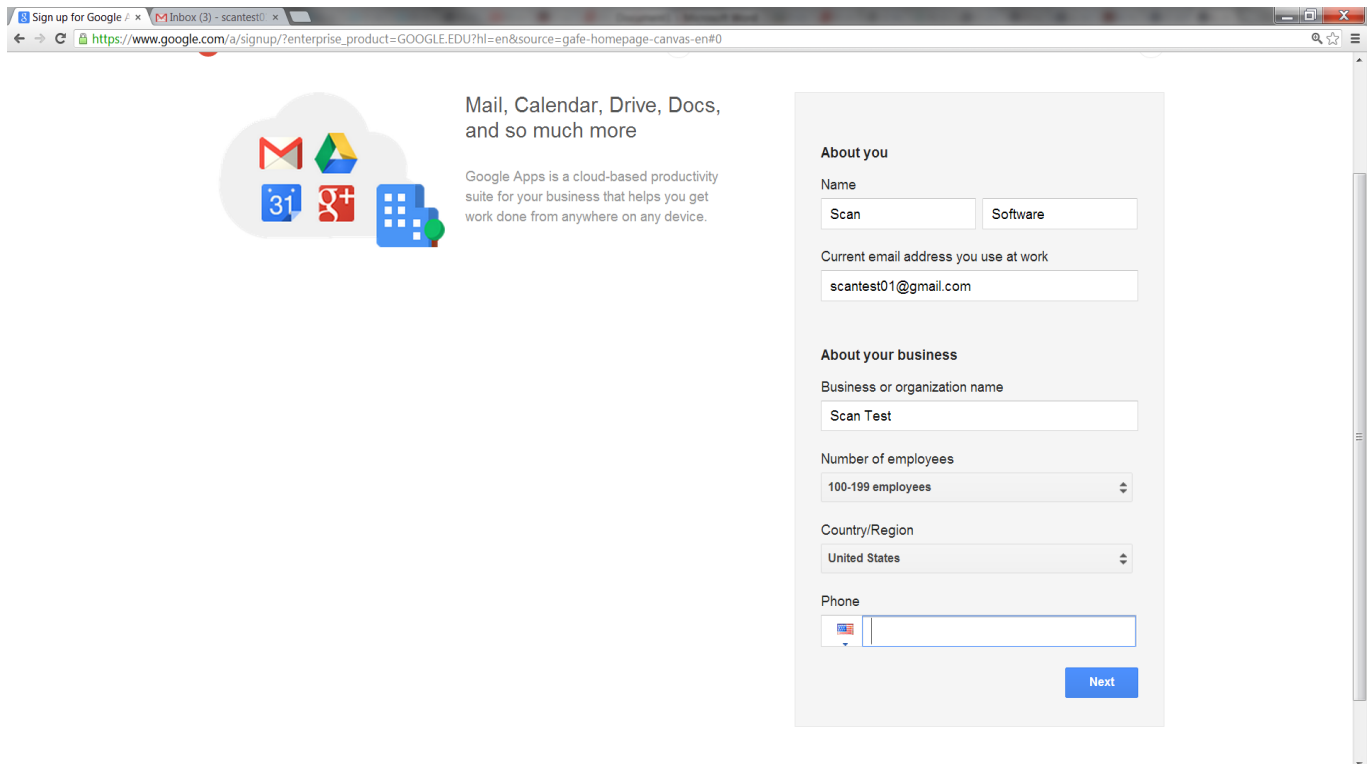
## Setting Up Relay Using Google Apps (TLS Only)

Sign up to Google Apps:

[https://www.google.com/enterprise/apps/education/#utm\\_medium=et&utm\\_source=catch\\_all](https://www.google.com/enterprise/apps/education/#utm_medium=et&utm_source=catch_all)

Click on “Get Apps Today” which leads to

[https://www.google.com/a/signup/?enterprise\\_product=GOOGLE.EDU?hl=en&source=gafe-homepage-canvas-en#0](https://www.google.com/a/signup/?enterprise_product=GOOGLE.EDU?hl=en&source=gafe-homepage-canvas-en#0)



The screenshot shows a web browser window with the Google Apps sign-up page. The browser's address bar displays the URL: [https://www.google.com/a/signup/?enterprise\\_product=GOOGLE.EDU?hl=en&source=gafe-homepage-canvas-en#0](https://www.google.com/a/signup/?enterprise_product=GOOGLE.EDU?hl=en&source=gafe-homepage-canvas-en#0). The page features a header with Google Apps icons (Gmail, Drive, Docs, etc.) and a description: "Mail, Calendar, Drive, Docs, and so much more. Google Apps is a cloud-based productivity suite for your business that helps you get work done from anywhere on any device." The main content area is a form titled "About you" and "About your business". The form includes fields for Name (Scan, Software), Current email address (scantest01@gmail.com), Business or organization name (Scan Test), Number of employees (100-199 employees), Country/Region (United States), and Phone (with a dropdown menu). A "Next" button is located at the bottom right of the form.

Mail, Calendar, Drive, Docs, and so much more

Google Apps is a cloud-based productivity suite for your business that helps you get work done from anywhere on any device.

**About you**

Name

Scan Software

Current email address you use at work

scantest01@gmail.com

**About your business**

Business or organization name

Scan Test

Number of employees

100-199 employees

Country/Region

United States

Phone

Next



Select if you would like to buy a domain, use a domain you own, or use the free domain provided. For the sake of testing, we will use the free domain provided.


Sign up for Google / x Gmail: Email from G... x  
https://www.google.com/a/signup/?enterprise\_product=GOOGLE.EDU?hl=en&source=gafe-homepage-canvas-en#1

# Google Apps for Business

1


2

3



**Use your own domain**

Use Google Apps with your online business identity: `you@yourcompany.com`. Start with Drive and Docs right away and set up Mail when you're ready.



**Or, use a complimentary mygbiz.com domain**

Try out Google Apps with a domain that we give you: `you@yourcompany.mygbiz.com`. Keep this domain as long as you like, or change to your own domain later.

**Your new online address for Google Apps**

I would like to:

- ☒ Use a complimentary mygbiz.com address  
Keep it forever, change it whenever. No setup needed. [Learn More](#)
- ☐ Buy a new domain now.  
Starting from \$8 a year. Includes automatic email setup.

**Your complimentary mygbiz.com address**

.mygbiz.com


scantest.mygbiz.com is available!

[Check Availability](#)

[Next](#)

## Create your google apps account:

Sign up for Google / Gmail: Email from G...  
https://www.google.com/a/signup?enterprise\_product=GOOGLE.EDU7hl=en&source=gafe-homepage-canvas-en#2



### Your new Google Apps account

This is how you will sign in to Google Apps to see your mail, calendar, and documents. You can add your colleagues later.

#### Create your Google apps account

Choose your username

creator @scantest.mygbiz.com


Create password

\*\*\*\*\*

Re-enter password

\*\*\*\*\*

Prove you're not a robot



Type the two words:

wsingsy sur

☐ I would like to receive emails regarding updates, announcements, special offers, and market research.

☒ I have read and agree to the [Google Apps for Business agreement](#).

I have created a person who is the new administrator with the user name of creator.

Now sign in:

The screenshot shows a web browser window with the Google Apps sign-in page for 'Scan Test'. The page has a blue header with the Google logo and 'Scan Test'. On the left, there is a sign-in form with fields for 'Username' (containing 'creator') and 'Password' (masked with dots). Below the password field is a 'Stay signed in' checkbox and a 'Sign in' button. A link 'Can't access your account?' is at the bottom of the form. To the right of the form, there is a section titled 'Powerful communication and collaboration tools for your organization' with a list of bullet points: 'Collaborate more effectively online with your colleagues' and 'Access your data from anywhere, even from mobile devices'. Below this is a note: 'If you are an administrator, sign in here for the control panel'. Further right, there is a yellow box with the Chrome logo and text: 'Download Chrome to get a faster & enhanced Google Apps experience. Chrome is a secure and stable browser that offers the fastest and most feature-rich Google Apps experience, including offline support for Gmail, Docs & Calendar. Deploy Chrome company-wide via the MSI or download Chrome for your personal use.' At the bottom of the page, there is a footer with '©2013 Google' and links to 'Privacy Policy' and 'Terms of Service', and a 'Powered by Google' logo on the right.

You are now in!

The screenshot shows the Google Admin Control Panel for 'Scan Test'. The page has a blue header with the Google logo and 'Scan Test'. Below the header, there is a navigation bar with tabs: 'Dashboard', 'Organization & users', 'Groups', 'Settings', and 'Help'. The 'Dashboard' tab is selected. The main content area shows a 'Welcome to Google Apps!' message with a list of icons representing various Google Apps (Gmail, Drive, Calendar, etc.). Below the message, there is a section titled 'Your users' with a table showing the user 'Scan Software' (creator@scantest.mygbiz.com) and their last login time (10:01 AM PDT). There is a 'Create a new user' button. At the bottom of the page, there are links to 'Add users', 'View all users', 'Enable more services', and 'View all settings'. A 'SEND FEEDBACK' button is in the bottom right corner.

**Campus Cafe Setup:**

Setup on the Campus Café side is identical to using Exchange. However TLS is required for Google Apps so you must have a username and password configured here:

SMTP\_HOST: smtp.gmail.com

SMTP\_PASSWORD: the password you just added for the google apps

SMTP\_PORT: 465

SMTP\_USER: the email address of the account you just created. In this example it should be **creator@scantest.mygbiz.com**. (If you were setting it up only through gmail and not google apps, everything else would be the same except the username would not include the suffix, in other words it would only be creator).

**To apply these changes you must restart Tomcat.**

Here is an example email sent through our email client from [adam@scansoftware.com](mailto:adam@scansoftware.com) to scanclient@scansoftware.com:

Compose Email - Google Chrome

localhost:8080/cafeweb/email?reset=true&group=sessionBCC

**To:** scanclient@scansoftware.com

**CC:** (use commas to separate addresses)

**BCC:** (use commas to separate addresses)

**From:** adam@scansoftware.com

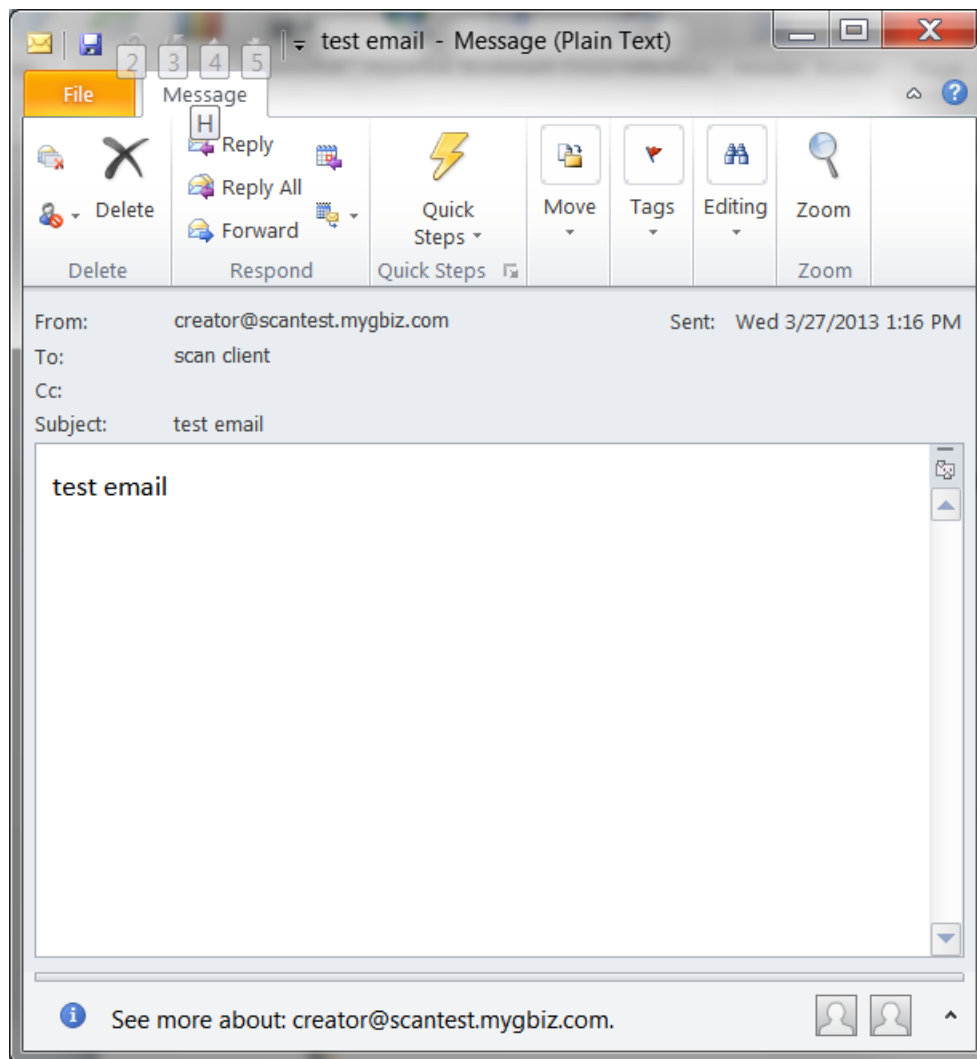
**Subject:** test email

**Attachments:** [ Attachment ]

test email

Send

And here is it when it was received by scanclient@scansoftware.com:



As you can see, the Sender address was overwritten to the google apps email we setup. This is because the email is being relayed from the google account we created, and in the process is being resent by the gmail address.

## To retain original sender

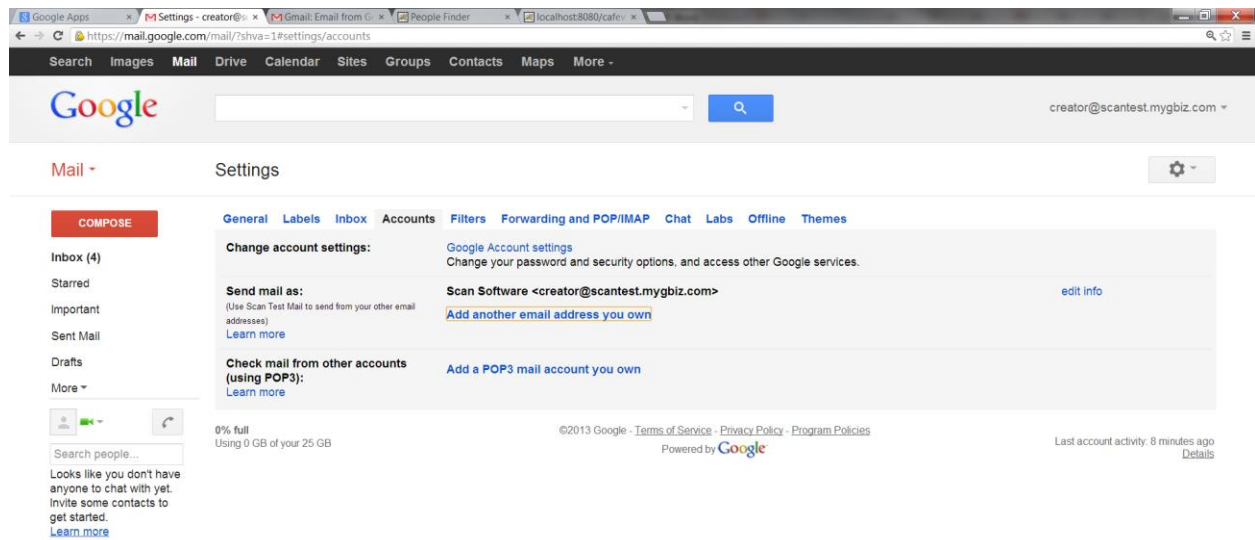
From the google apps dashboard:

The screenshot shows the Google Admin Control Panel for the domain scantest.mygbiz.com. The top navigation bar includes links for Dashboard, Organization & users, Groups, Domain settings, Reports, Advanced tools, Setup, Support, Settings, and Help. The main content area is divided into three sections: 'Your users' (listing users like Scan Software), 'Your Google apps' (listing Gmail, Google Calendar, Drive and Docs, Google Talk, and Contacts), and 'Support' (with links to Admin help center and Support options). A red 'SETUP BILLING' button is visible, indicating that billing is not yet set up. The user creator@scantest.mygbiz.com is logged in.

Go into the creator's gmail account by clicking on "Mail" in the black header bar

The screenshot shows the Gmail inbox for the user creator@scantest.mygbiz.com. The top navigation bar includes links for Search, Images, Mail, Drive, Calendar, Sites, Groups, Contacts, Maps, and More. The main content area shows the inbox with several emails from 'The Google Apps Team' and 'Gmail Team'. A settings menu is open in the top right corner, showing options like 'Display density', 'Comfortable', 'Cozy', 'Compact', 'Settings', 'Manage this domain', 'Themes', 'Send feedback', and 'Help'. The user is logged in as creator@scantest.mygbiz.com.

Click on the gear in the upper right and select Settings.



Then click on Accounts and Add another email address you own. This will popup this:

Scan Test Mail - Add another email address you own - Google Chrome

<https://mail.google.com/mail/?ui=2&ik=92562553ef&view=cf&at=AF6bupOvtJmB9yWtuFef>

## Add another email address you own

**Enter information about your other email address.**  
(your name and email address will be shown on mail you send)

Name:

Email address:

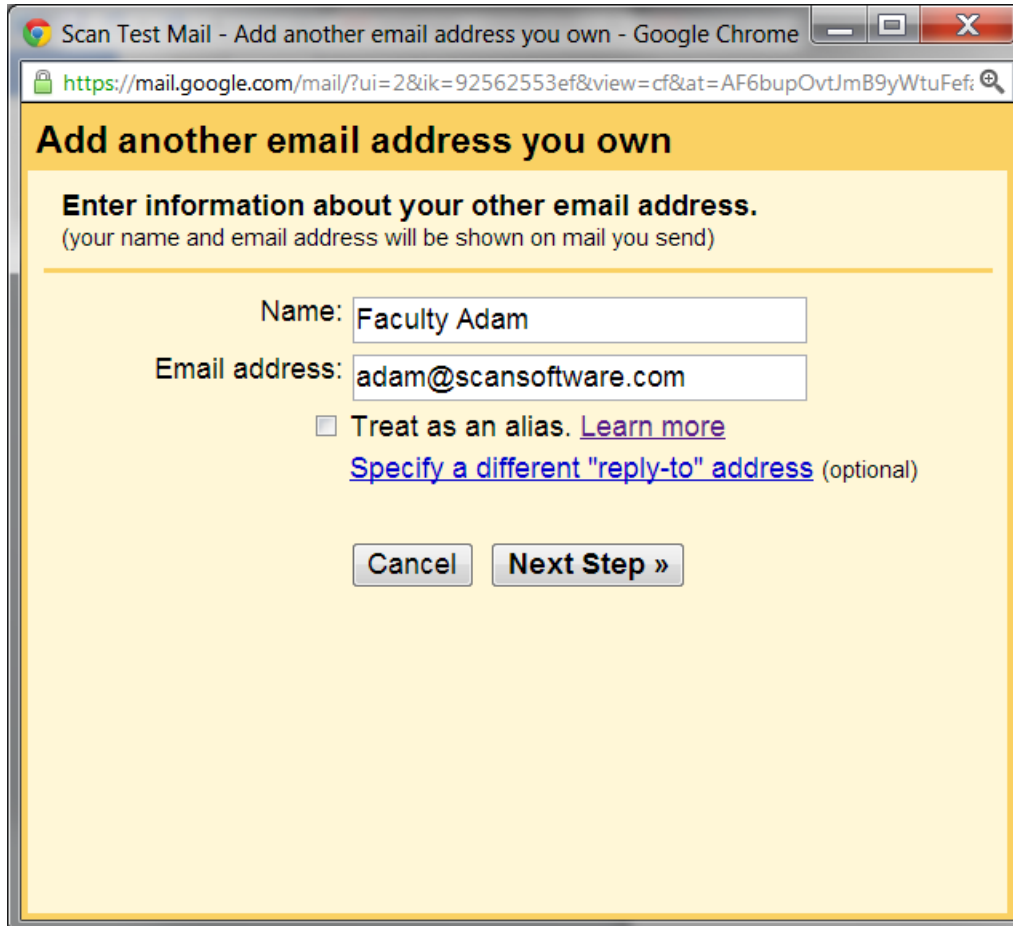
☒ Treat as an alias. [Learn more](#)

[Specify a different "reply-to" address](#) (optional)



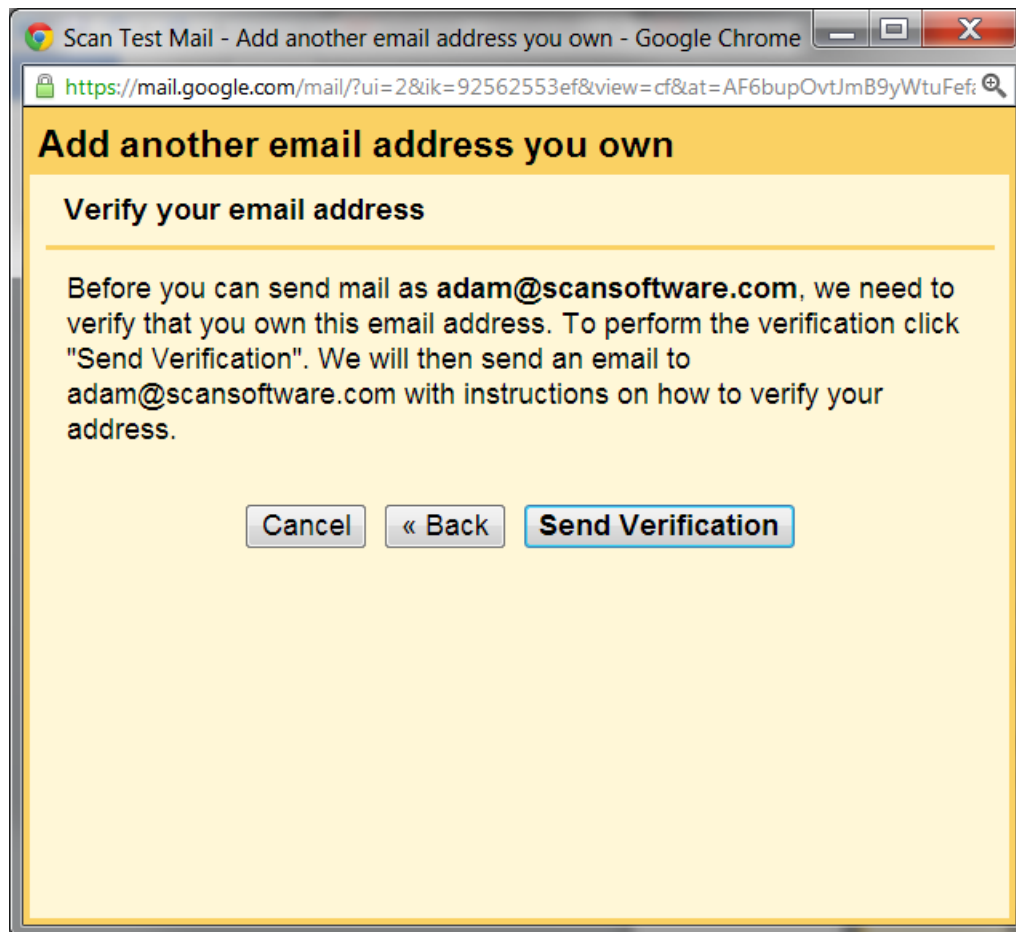
Since I'm trying to send an email from [adam@scansoftware.com](mailto:adam@scansoftware.com), which is the email address of a faculty member at my test institution, I need to tell google apps that this email address is part of my institution. I will need to do this for every person/email address I want to be able to send emails from within cafeweb.

Filled out:

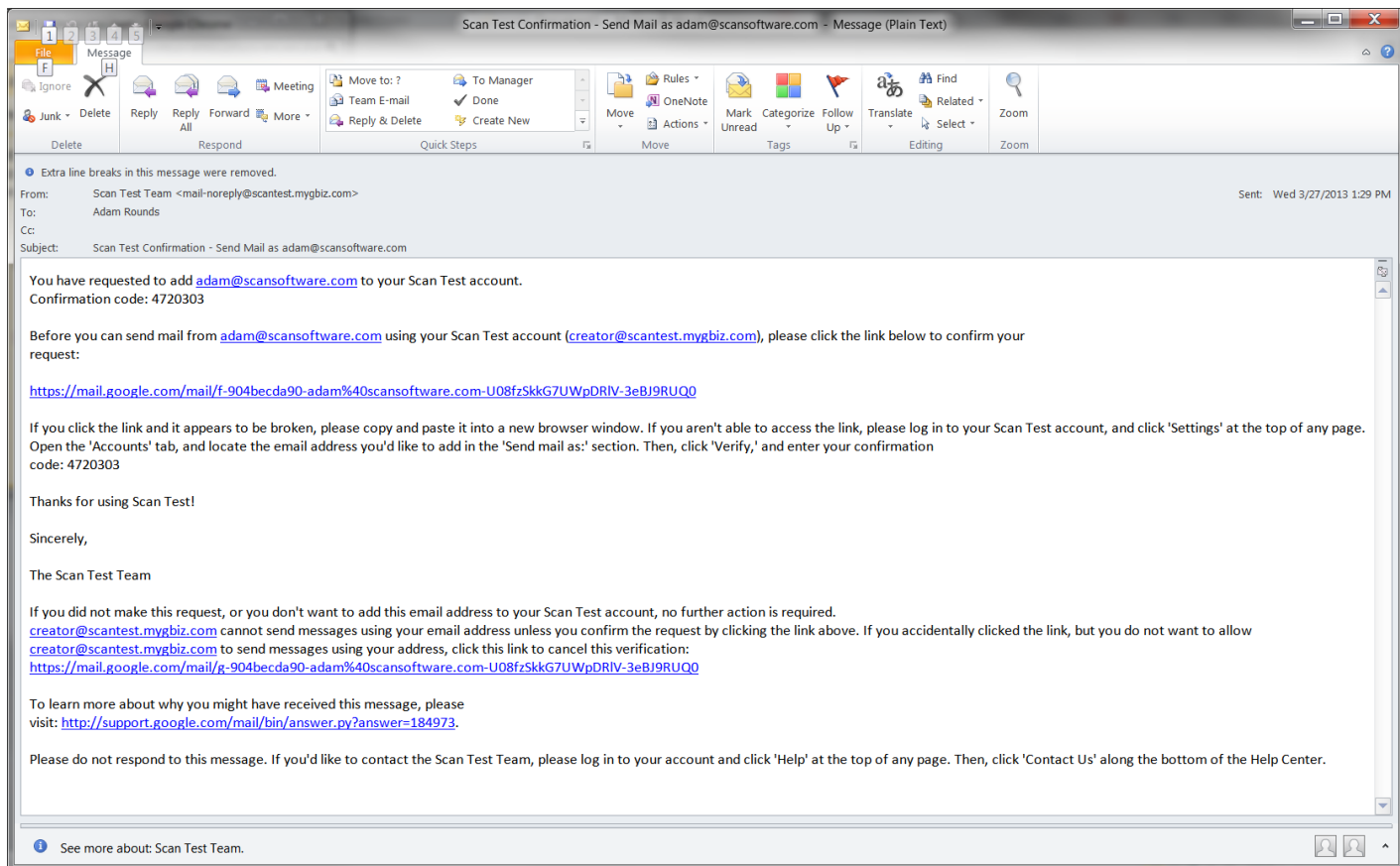


The screenshot shows a web browser window titled "Scan Test Mail - Add another email address you own - Google Chrome". The address bar displays a URL from mail.google.com. The main heading is "Add another email address you own". Below this, a sub-heading reads "Enter information about your other email address." followed by a note in parentheses: "(your name and email address will be shown on mail you send)". The form contains two input fields: "Name:" with the value "Faculty Adam" and "Email address:" with the value "adam@scansoftware.com". Below these fields is a checkbox labeled "Treat as an alias." with a link "Learn more" next to it. Underneath the checkbox is a link "Specify a different 'reply-to' address" followed by the text "(optional)". At the bottom of the form are two buttons: "Cancel" and "Next Step »".

Hit next, then it will ask for verification:



Once you hit "Send Verification" an email will sent to the faculty member at [adam@scansoftware.com](mailto:adam@scansoftware.com) from no-reply at scantest.mygbiz.com (my google app):



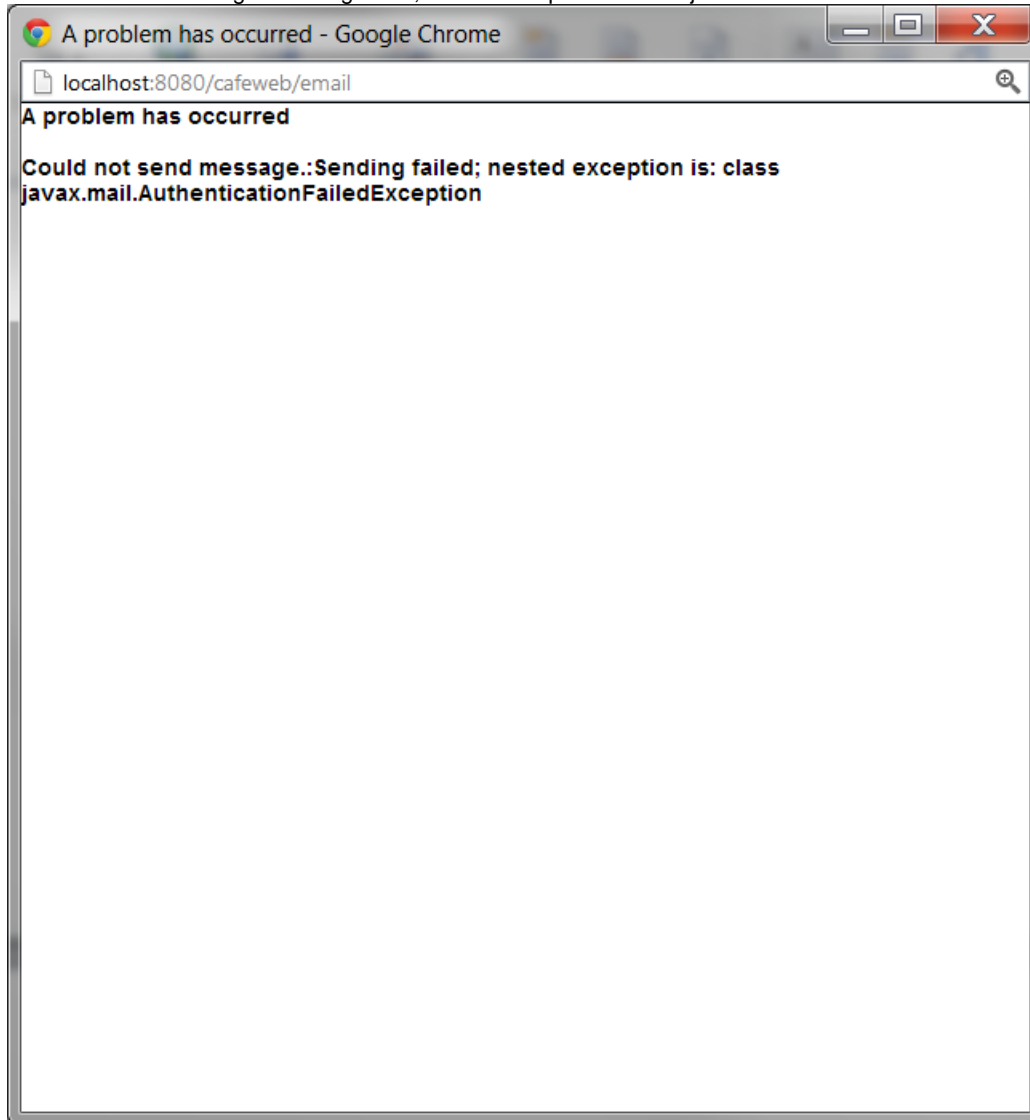
I will need to copy the confirmation code into

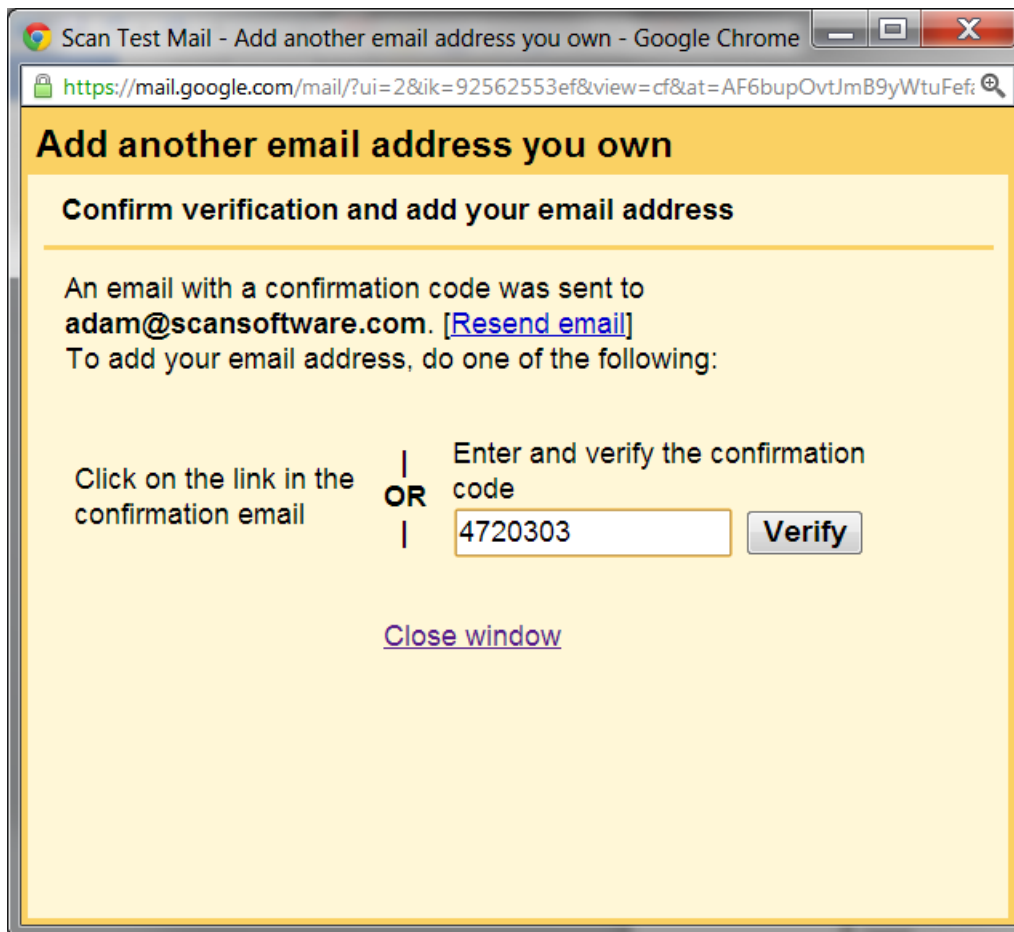
At this point you should be able to send email through cafeweb.

If authentication is not correct in the setup you will receive this error upon send:

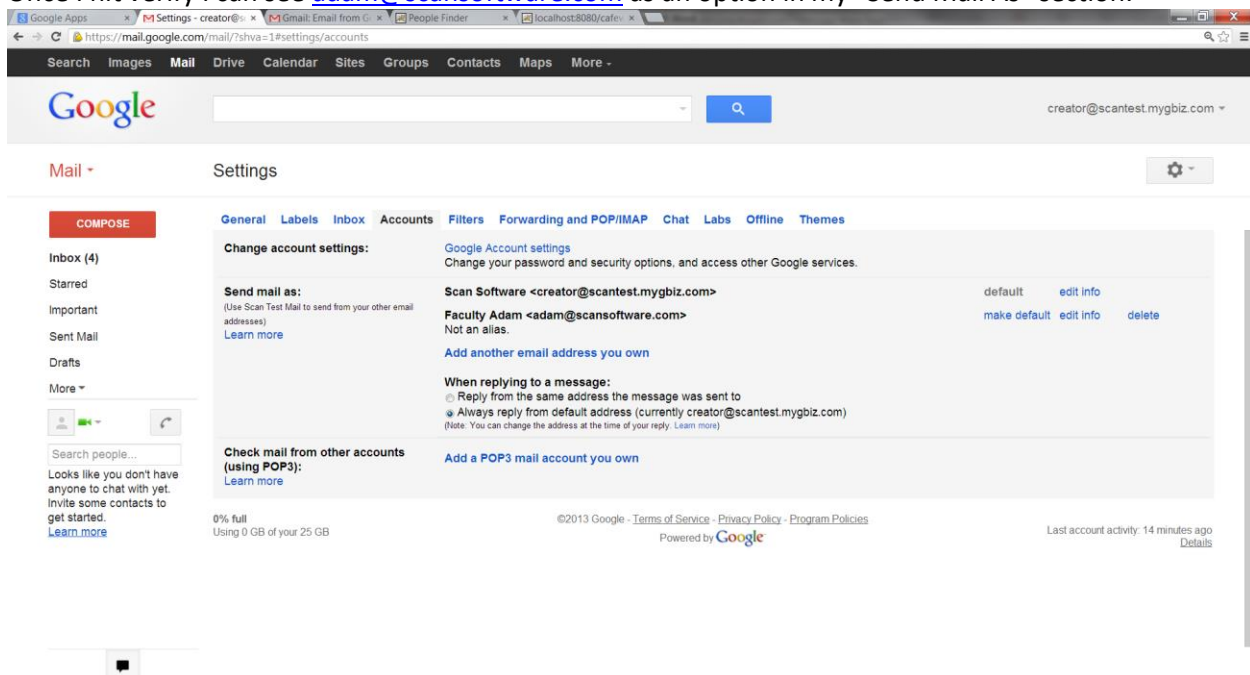
A problem has occurred

Could not send message.:Sending failed; nested exception is: class javax.mail.AuthenticationFailedException



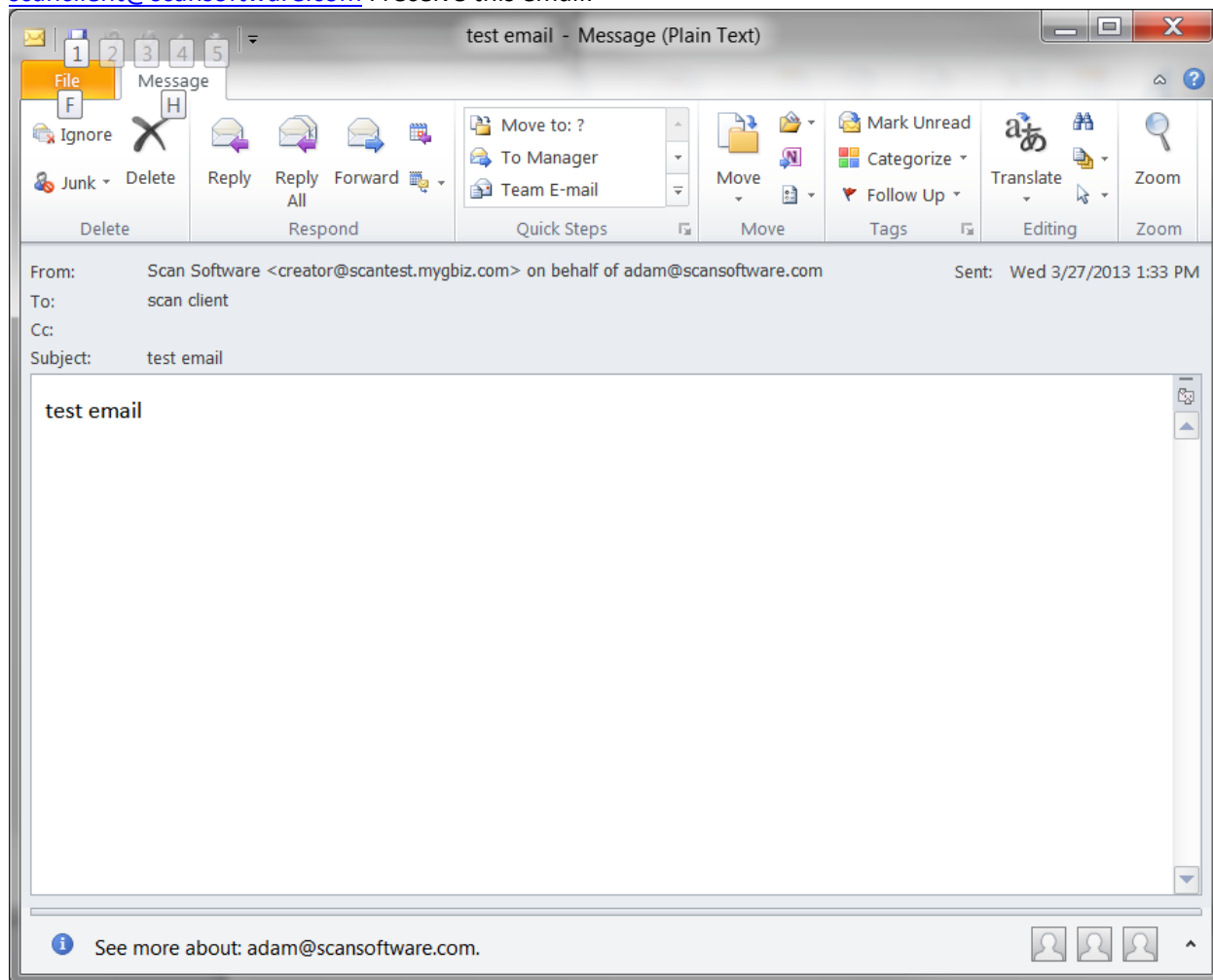


Once I hit verify I can see [adam@scansoftware.com](mailto:adam@scansoftware.com) as an option in my "Send Mail As" section:



## Send email again

Now when I send the exact same email from [adam@scansoftware.com](mailto:adam@scansoftware.com) to [scanclient@scansoftware.com](mailto:scanclient@scansoftware.com) I receive this email:



Mostly, it looks like the email is from [adam@scansoftware.com](mailto:adam@scansoftware.com). When I hit reply it will reply to [adam@scansoftware.com](mailto:adam@scansoftware.com). However, it still says it is from Scan Software ([creator@scantest.mygbiz.com](mailto:creator@scantest.mygbiz.com)) on behalf of [adam@scansoftware.com](mailto:adam@scansoftware.com). (If this email was to a gmail account it would say From [adam@scansoftware.com](mailto:adam@scansoftware.com) via [creator@scantest.mygbiz.com](mailto:creator@scantest.mygbiz.com).)

## To Remove “On Behalf Of” or “Via” in Sender

Go back into mail settings, then hit Accounts:

The screenshot shows the Google Mail Settings interface. The top navigation bar includes links for Search, Images, Mail, Drive, Calendar, Sites, Groups, Contacts, Maps, and More. The user's email address, creator@scantest.mygbiz.com, is displayed in the top right. The left sidebar shows the 'Mail' section with options like Compose, Inbox (4), Starred, Important, Sent Mail, Drafts, and More. The main content area is titled 'Settings' and has tabs for General, Labels, Inbox, Accounts, Filters, Forwarding and POP/IMAP, Chat, Labs, Offline, and Themes. The 'Accounts' tab is selected. Under 'Change account settings:', there are two accounts listed: 'Scan Software <creator@scantest.mygbiz.com>' and 'Faculty Adam <adam@scansoftware.com>'. The 'Faculty Adam' account is currently selected. Below the accounts, there are options for 'When replying to a message' and 'Check mail from other accounts (using POP3)'. The bottom of the page shows the Google logo, copyright information, and a link to the Terms of Service.

Google Account settings  
Change your password and security options, and access other Google services.

**Send mail as:**  
(Use Scan Test Mail to send from your other email addresses)  
[Learn more](#)

**Scan Software <creator@scantest.mygbiz.com>**  
default [edit info](#)

**Faculty Adam <adam@scansoftware.com>**  
Not an alias.  
[make default](#) [edit info](#) [delete](#)

[Add another email address you own](#)

**When replying to a message:**  
☐ Reply from the same address the message was sent to  
☒ Always reply from default address (currently creator@scantest.mygbiz.com)  
(Note: You can change the address at the time of your reply. [Learn more](#))

**Check mail from other accounts (using POP3):**  
[Learn more](#)

[Add a POP3 mail account you own](#)

0% full  
Using 0 GB of your 25 GB

©2013 Google - [Terms of Service](#) - [Privacy Policy](#) - [Program Policies](#)  
Powered by

Last account activity: 1 hour ago  
[Details](#)

<https://mail.google.com/mail/#settings/accounts>

Edit Info on the email address you just set up ([adam@scansoftware.com](mailto:adam@scansoftware.com)):

Scan Test Mail - Edit email address - Google Chrome

[https://mail.google.com/mail/?ui=2&ik=92562553ef&view=cf&at=AF6bupOxLO\\_XgtFTC6Hfi](https://mail.google.com/mail/?ui=2&ik=92562553ef&view=cf&at=AF6bupOxLO_XgtFTC6Hfi)

## Edit email address

**Edit information for adam@scansoftware.com**  
(your name and email address will be shown on mail you send)

Name:

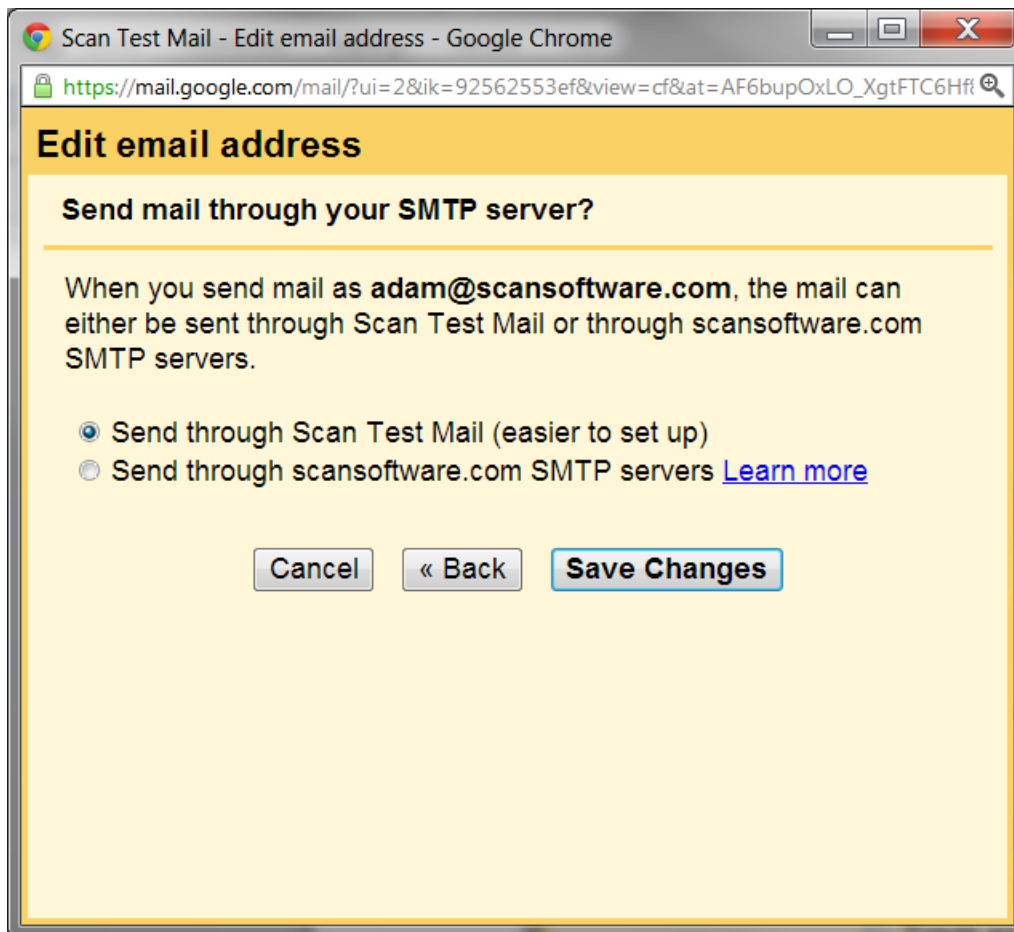
Email address: **adam@scansoftware.com**

☐ Treat as an alias. [Learn more](#)

[Specify a different "reply-to" address](#) (optional)

Hit Next Step:





Click on the Send through scansoftware.com SMTP servers (or whichever domain the email is)

Scan Test Mail - Edit email address - Google Chrome

[https://mail.google.com/mail/?ui=2&ik=92562553ef&view=cf&at=AF6bupOxLO\\_XgtFTC6Hf8n1TnqpGanwq3A&cfa=adam](https://mail.google.com/mail/?ui=2&ik=92562553ef&view=cf&at=AF6bupOxLO_XgtFTC6Hf8n1TnqpGanwq3A&cfa=adam)

## Edit email address

### Send mail through your SMTP server?

When you send mail as **adam@scansoftware.com**, the mail can either be sent through Scan Test Mail or through scansoftware.com SMTP servers.

- ☐ Send through Scan Test Mail (easier to set up)
- ☒ Send through scansoftware.com SMTP servers [Learn more](#)

**You are currently using: secured connection on port 587 using TLS**  
To edit, please adjust your preferences below.

SMTP Server:  Port:

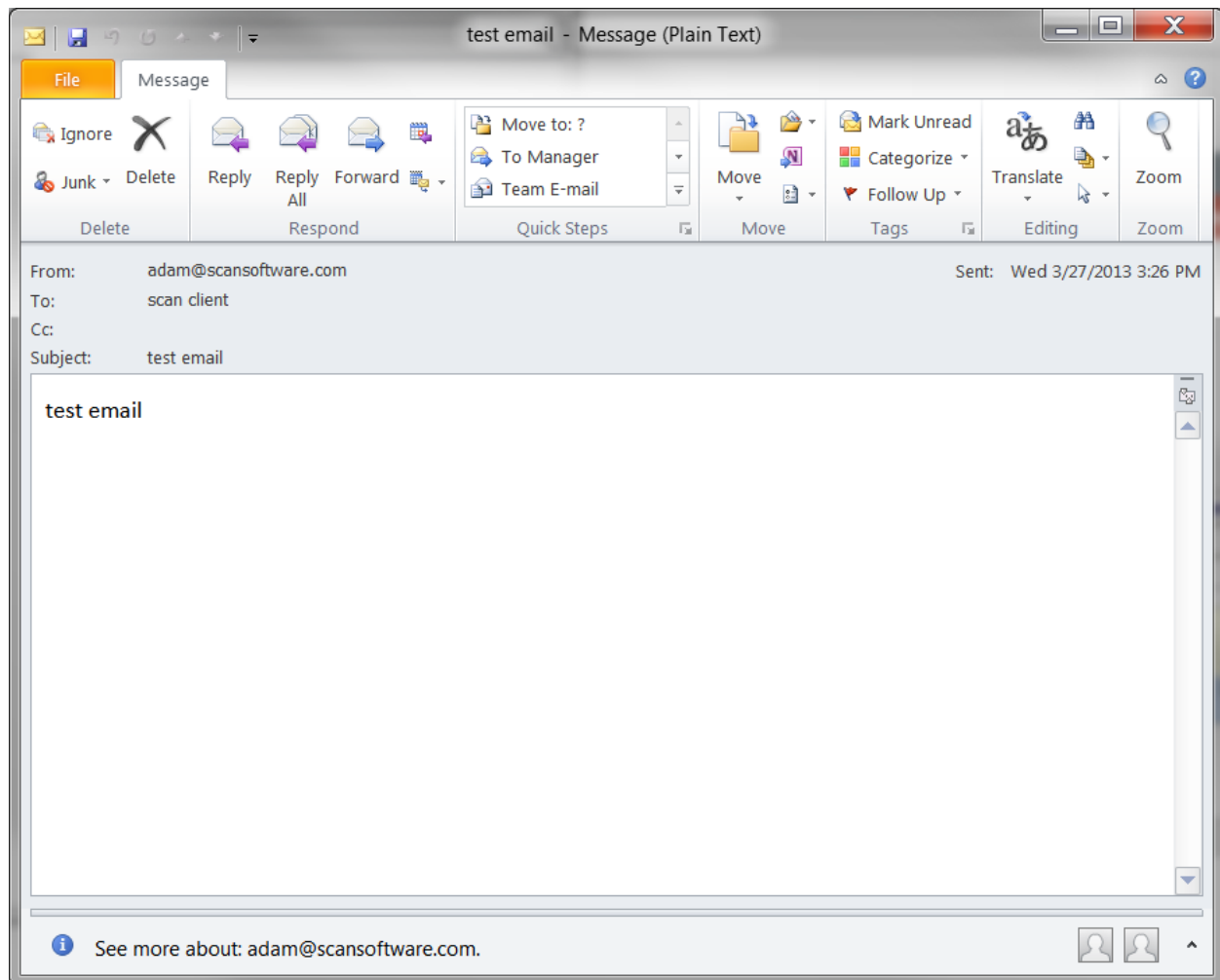
Username:

Password:

- ☒ Secured connection using [TLS](#) (recommended)
- ☐ Secured connection using [SSL](#)

Fill out the screen with the correct information, including user name and password for the [adam@scansoftware.com](mailto:adam@scansoftware.com) account. Then hit Save Changes.

Now resend the test email. You will see upon receipt that the email is sent from the correct sender:



## Using DynDNS for SMTP relaying

<http://dyn.com/>

**This option may be a possible solution if you do not have either Google Apps or an Exchange server in your network that you control. As a disclaimer, Scan has not setup or tested this methodology. However a few customers have reported that they have configured email relaying using this service for a small fee with success. Scan makes no guarantees as to the accuracy of this documentation or stability of this methodology. If an institution decides to utilize DynDNS, Scan does not officially support this methodology and would consider any requests for assistance in troubleshooting, setup or configuration a consulting engagement.**

It costs about \$20 at [dyn.com/dns](http://dyn.com/dns) for a MailHop Outbound Relay for a year (150 msgs/day max). This would probably be acceptable volume for a smaller institution that does not handle a lot of inquiries or applications every day. Larger institutions that could exceed this limit should purchase a higher volume account.

You will have to set up a Microsoft IIS SMTP service as follows:

IIS / SMTP / Properties / Delivery / Outbound Security

Basic authentication / <yourcollegename> (your DynDNS account) / (your DynDNS password)

IIS / SMTP / Properties / Delivery / Advanced

Masquerade=<yourschoolname>.edu - this is most probably not necessary (you don't need the '<>' symbols in your actual configuration)

FQDN <yourcollegename>.edu - also probably not necessary

Smart host: [outbound.mailhop.org](http://outbound.mailhop.org)

**NOTE** that IIS7 doesn't support configuration of SMTP - you have to configure it with IIS6 Manager, which means that must be installed: <http://forums.iis.net/p/1184131/2006583.aspx>

Note that the mail host name must be specified in the Cafe / System Admin / Web App Config / SMTP\_HOST parameter