



**Virto Incoming E-mail Feature for SharePoint  
Release 3.0.0**

**User and Installation Guide**

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# Virto Incoming E-mail Feature for SharePoint

## Overview

SharePoint enables process incoming e-mail messages and rout them to a list of predefined type. This feature is organized with Incoming Email Service and can be found in "Operations" tab in SharePoint "Central Administration" block.

If Incoming e-mail service is working, SharePoint runs background job - Windows SharePoint Services Incoming E-Mail - according to timer settings. This job is controlled by Windows SharePoint Services Timer like other planned jobs. At the same time e-mail messages are collected from only one SMTP-domain.

After e-mail routing is adjusted on the farm level, site administrators can allow sending e-mail to certain lists in the library. Not all the types of lists are supported for this procedure. The list of available ones is in "Incoming email settings" block in "Communications" section. Available settings depend on type of the list – for example, document library asks what you are going to do with an attachment, and blog list enables to define if contained element should be instantly published. When email is processed, four parameters are saved by default - EmailTo, EmailCc, EmailFrom, EmailSubject.

With the help of this functionality you can process incoming e-mail messages and keep them in a single list. Usually this service is used for collecting e-mail messages from e-mail boxes for groups, such as Support, Sales, Info etc.

After such e-mail message was processed by the service and placed to a certain list, you can adjust sending alerts to groups notifying about new incoming e-mail message or start processing of this e-mail with custom workflow (for instance for working with help desk service).

SharePoint Incoming E-mail has several disadvantages, such as collecting e-mails only from SMTP-server, attachments and original format of e-mail are not displayed in a list; and it is impossible to collect e-mail messages to a custom list, only lists of certain types can be used.

**Virto SharePoint Incoming E-mail Feature** is also supposed for processing incoming e-mails and recording them to lists. But it works with POP3 and IMAP servers and supports extended features such as:

1. Working with POP3 and IMAP e-mails
2. Collecting emails from different e-mail servers to a single list.
3. Saving incoming e-mail to any list or local disc
4. Special list template (for more comfortable work)
5. Ability to add e-mails to a list of any type including custom list (not only predefined lists can be used)
6. Fields EmailTo, EmailCc, EmailFrom, EmailSubject, **EmailHtmlBody** are added to the list automatically. Original email format and all attachments are saved in the list attachment.
7. Email Document Object Model (EDOM) for developers is supported.
8. Extracting e-mail attachments from Outlook "winmail.dat" file.

## System Requirements

### Operating System

Microsoft Windows Server 2003, 2008, 2012

### Server

SharePoint Release 2013:

- Microsoft Windows SharePoint Foundation 2013 or Microsoft Office SharePoint Server 2013;
- Microsoft .NET Framework 4.5;

SharePoint Release 2010:

- Microsoft Windows SharePoint Foundation 2010 or Microsoft Office SharePoint Server 2010;
- Microsoft .NET Framework 3.5;

SharePoint Release 3:

- Microsoft Windows SharePoint Services v3 or Microsoft Office SharePoint Server 2007;
- Microsoft .NET Framework 3.5;

**Note:** *This product is not compatible with SPS 2003 and WSS v2.*

### Browser

Microsoft Internet Explorer 7 or higher.

## Installation

This section describes how to install, upgrade, uninstall, or contact Support for the Virto Incoming E-mail Feature for SharePoint.

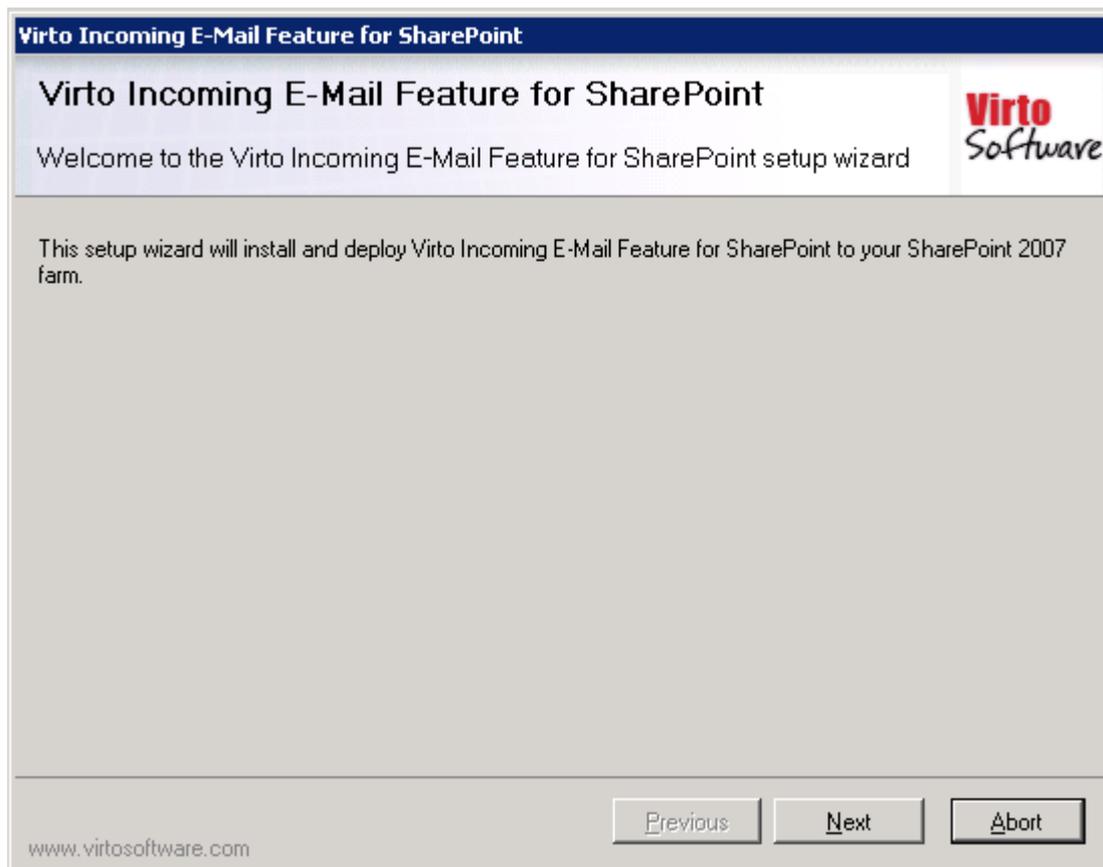
### Installing Virto Incoming E-mail Feature for SharePoint

Before you begin, you need to make sure you have access to the server and your account must have the appropriate administrative privileges to install applications.

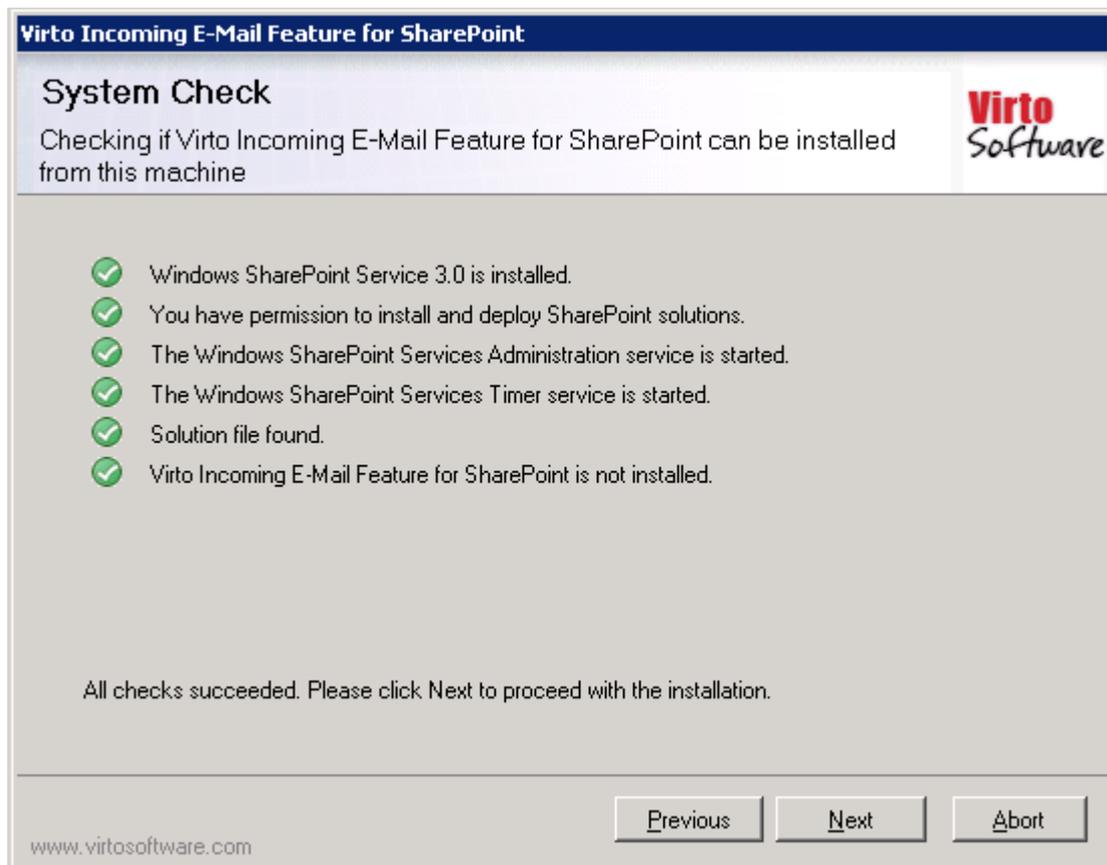
Virto Incoming E-mail Feature setup program provides links to the various installation components for the calendar.

To access Virto Incoming E-mail Feature Setup program download **Virto.Incoming.EMail.X.X.zip** file and unzip it. Run extracted Setup.exe file.

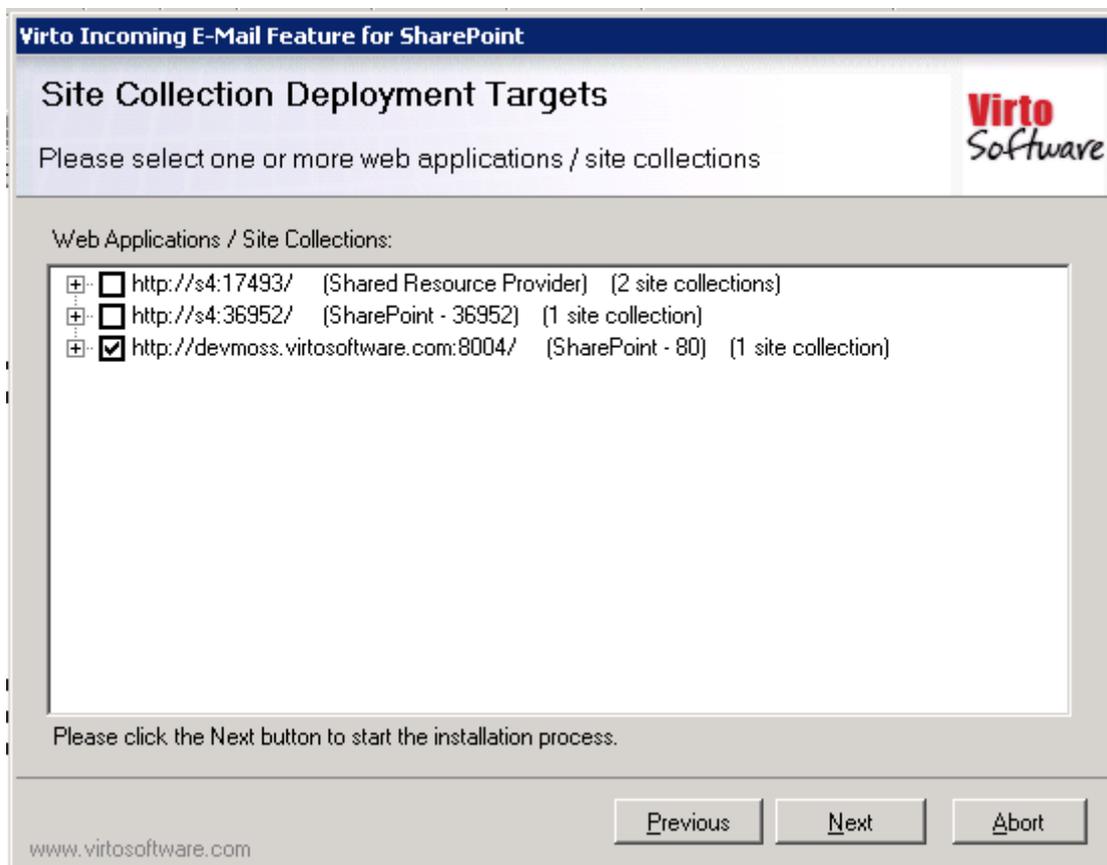
The setup wizard window will appear.



Virto Incoming E-mail Feature wizard performs a system check prior to the installation. All the system checks must be completed successfully in order to proceed with the installation. After the checks have completed, click "Next".



Check “I accept the terms in the License Agreement” and click “Next”.



Select the web application(s) where you want to install the product.

**Warning:** You must be logged in to the SharePoint server with a Site Collection Administrator account to automatically activate this feature.

**Virto Incoming E-Mail Feature for SharePoint**

## Site Collection Deployment Targets

Please select one or more web applications / site collections

Virto Software

Web Applications / Site Collections:

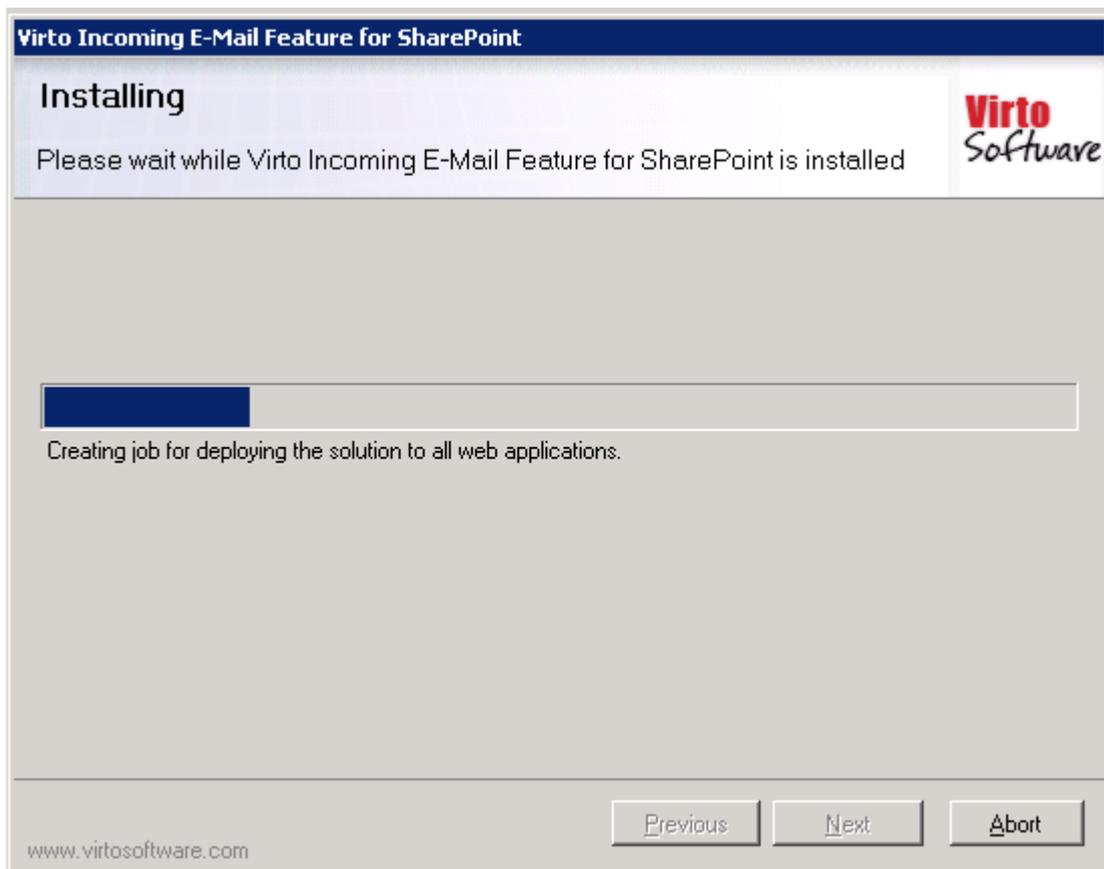
- http://s4:17493/ (Shared Resource Provider) (2 site collections)
- http://s4:36952/ (SharePoint - 36952) (1 site collection)
- http://devmoss.virtosoftware.com:8004/ (SharePoint - 80) (1 site collection)

Please click the Next button to start the installation process.

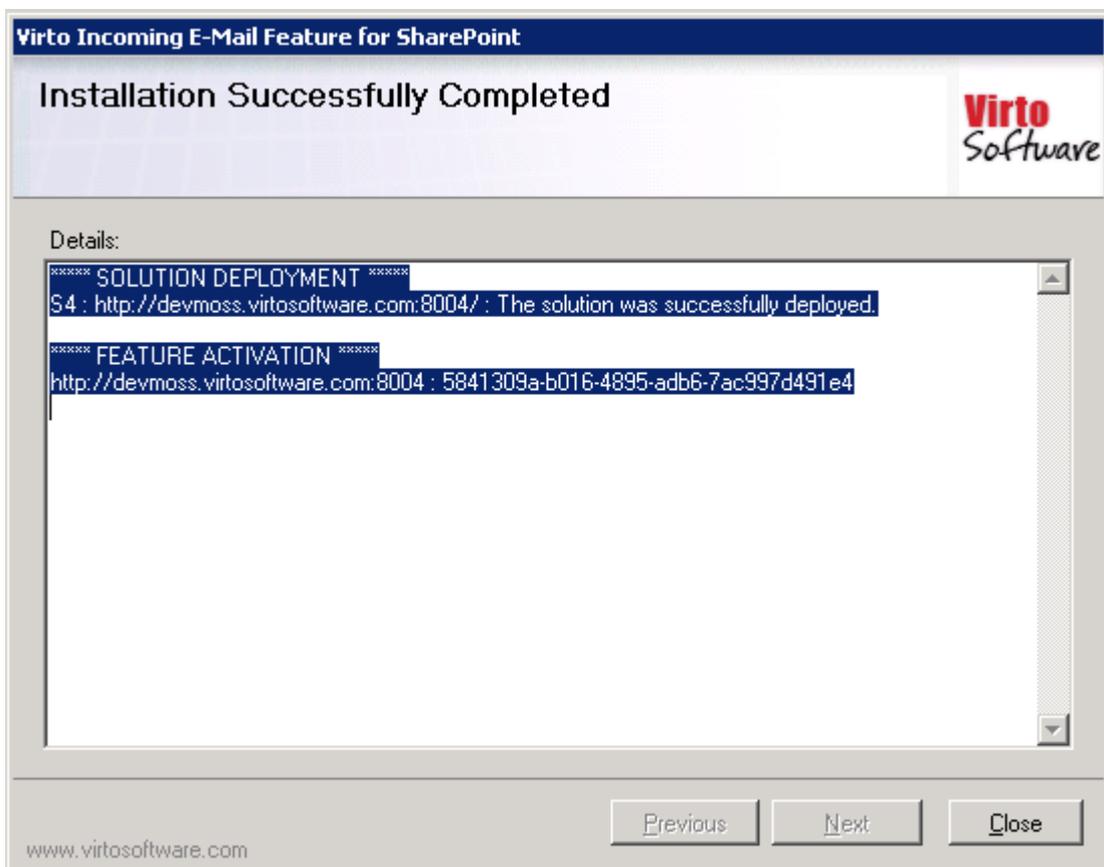
Previous Next Abort

www.virtosoftware.com

Then click "Next".



Click "Close" to complete the installation.



## License Activation

To see full instruction for successful activation of your component, please download “Virto License Manager” PDF instruction from [Downloads](#) section of our site or read it in [Wiki](#).

## Upgrading Virto Incoming E-mail Feature for SharePoint

If you already use Virto Incoming E-mail Feature for SharePoint and need to upgrade it to the latest version, download the.zip file from <http://www.virtosoftware.com>. Unzip the file and run setup.exe as it is described in the *Installing Virto Incoming E-mail Feature for SharePoint* section.

**Note: it is highly recommended to exit License Manager before upgrading. If you need to use License Manager, run it after upgrading.**

On the step 3 check the box “Upgrade” and click “Next”.

**Note:** *if you had activated the license while installing the previous Virto Incoming E-mail Feature for SharePoint version, you do not need to activate it now.*

## Uninstalling Virto Incoming E-mail Feature for SharePoint

To uninstall the Add-On:

1. Double click the Setup.exe extracted from downloaded **Virto.Incoming.EMail.X.X.zip** file.
2. The program performs the system checks again. Once that has successfully completed, the program prompts you to Repair or Remove the solution. Select Remove, and click “Next”.

Installation -> List Template (Optional) -> POP3 box creation and adjustment -> how it looks in the List (or in another place where the routing is organized to).

## Creating List for E-mail Collecting

E-mail messages should be collected to a single place on a SharePoint site – a special **list**.

**Note:** *Virto Incoming E-mail Feature for SharePoint enables to use a list of **any type** (including custom lists) for collecting e-mails.*

So just create new list on the required SharePoint site.

Home > All Site Content

## All Site Content

View: Lists

Name	Description	Items	Last Modified
<b>Lists</b>			
Contacts	Create a contacts list when you want to manage information about people that your team works with such as customers or partners. You can share information between your contacts list and Windows SharePoint Services-compatible contacts programs.	2	7 days ago
Content and Structure Reports	Use the reports list to customize the queries that appear in the Content and Structure Tool views	7	5 months ago
Draft Templates	Draft Templates	0	3 weeks ago

You can use special list template for e-mail messages collecting – **Virto Incoming Email List**. This template will appear in the list of available list templates after installation of Virto Incoming Email Feature.

Home > Create

## Create

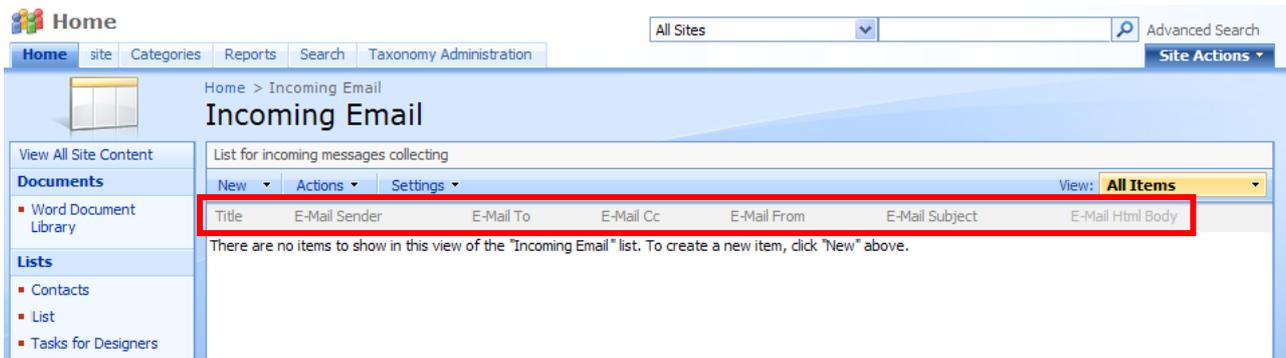
**Virto Incoming E-Mail List**  
Virto Incoming E-Mail List

Libraries	Communications	Tracking	Custom Lists	Web Pages
<ul style="list-style-type: none"> <li>Document Library</li> <li>Form Library</li> <li>Wiki Page Library</li> <li>Picture Library</li> <li>Translation Management Library</li> <li>Slide Library</li> <li>Report Library</li> <li>Data Connection Library</li> </ul>	<ul style="list-style-type: none"> <li>Announcements</li> <li>Contacts</li> <li>Discussion Board</li> </ul>	<ul style="list-style-type: none"> <li>Links</li> <li>Calendar</li> <li>Tasks</li> <li>Project Tasks</li> <li>Issue Tracking</li> <li>Survey</li> </ul>	<ul style="list-style-type: none"> <li>Custom List</li> <li><b>Virto Incoming E-Mail List</b></li> <li>Custom List in Datasheet View</li> <li>Languages and Translators</li> <li>KPI List</li> <li>Import Spreadsheet</li> </ul>	<ul style="list-style-type: none"> <li>Basic Page</li> <li>Web Part Page</li> <li>Sites and Workspaces</li> <li>Publishing Page</li> </ul>

**Note:** *Virto Incoming Email List template is not mandatory to use.*

Created List will be used for email message collecting when the POP3 box is adjusted. See the next section.

Five fields will be created in the list automatically: **EmailTo**, **EmailCc**, **EmailFrom**, **EmailSubject**, **EmailHtmlBody**.



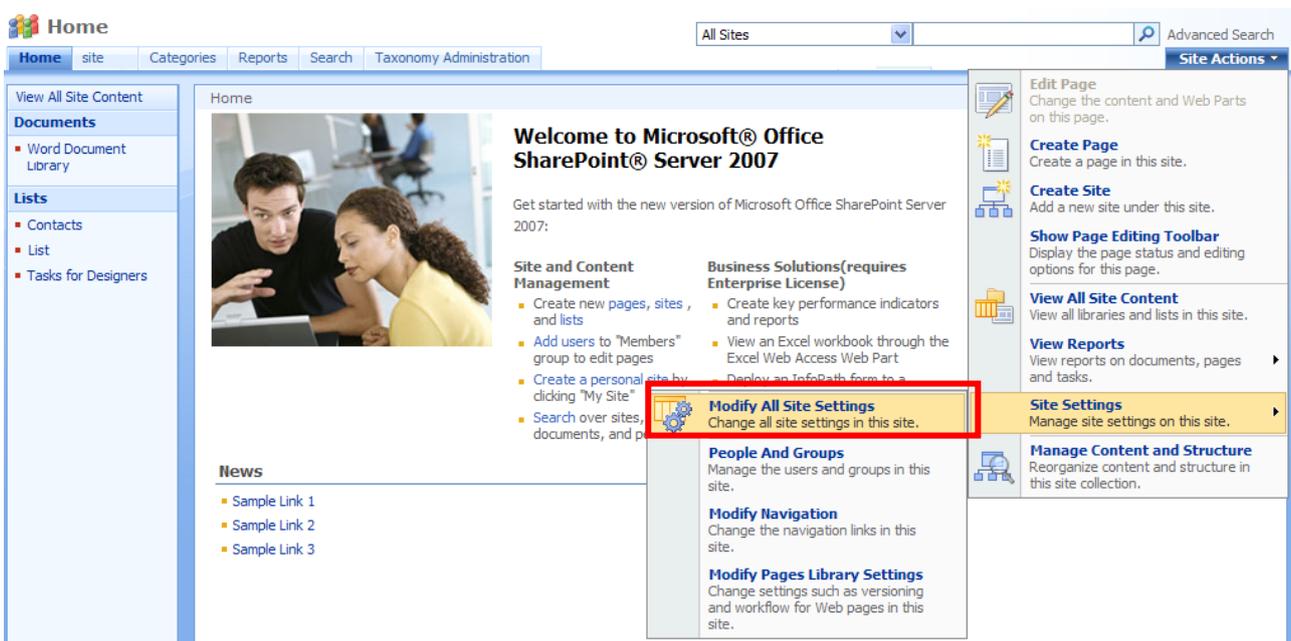
If you are going to use another type of a list, these fields will be automatically added to this list when it is selected for e-mail collecting.

## Creating POP3 E-mail Box

Before creating e-mail box, adjust domain from which e-mail messages will be taken.

Virto Incoming E-mail feature works does not support SMTP servers. Therefore, to collect messages from an e-mail server, you have to create at list one **E-mail box (POP3 Box)** or **IMAP Email box** (please see the next section to learn how to create IMAP E-mail box).

Go to “Site Actions – Site Settings – Modify All Site Settings”.



Now roll down and find “Virto Incoming Email Settings” in “Site Administration” block and click it.

Home > Site Settings

## Site Settings

**Site Information**

Site URL: <http://devmoss.virtosoftware.com:8004/>  
 Mobile Site URL: [http://devmoss.virtosoftware.com:8004/\\_layouts/mobile/default.aspx](http://devmoss.virtosoftware.com:8004/_layouts/mobile/default.aspx)  
 Version: 12.0.0.6421

**Users and Permissions**

- People and groups
- Site collection administrators
- Advanced permissions

**Look and Feel**

- Master page
- Title, description, and icon
- Navigation
- Page layouts and site templates
- Welcome page
- Tree view
- Site theme
- Reset to site definition
- Searchable columns

**Galleries**

- Interactive approval templates
- Site content types
- Site columns
- Site templates
- List templates
- Web Parts
- Workflows
- Master pages and page layouts

**Site Administration**

- Regional settings
- Site libraries and lists
- Site usage reports
- User alerts
- RSS
- Search visibility
- Sites and workspaces
- Site features
- Delete this site
- Related Links scope settings
- Site output cache
- Content and structure
- Content and structure logs
- Virtio Active Directory Service Settings
- Virtio Incoming E-Mail Settings**

**Site Collection Administration**

- Search settings
- Search scopes
- Search keywords
- Recycle bin
- Site directory settings
- Site collection usage reports
- Site collection features
- Site hierarchy
- Portal site connection
- Site collection audit settings
- Audit log reports
- Site collection policies
- Site collection output cache
- Site collection cache profiles
- Site collection object cache
- Variations
- Variation labels
- Variation logs
- Translatable columns

Use “Click here to add a new E-mail Box”.

Home > Site Settings > Virtio Incoming E-Mail Settings

## Virtio Incoming E-Mail Settings

**List of available E-mail boxes**

Use this page to manage E-mail boxes on this site.

Name	Is Active	Connection Type	Server Host	Recent Activity	
zhukoo@gmail.com		POP3	pop.gmail.com	2/2/2010 3:35:00 PM	X
					X

[Click here to add a new E-mail box](#)

Now fill out the fields on the “Creating POP3 Box” page.

- 1) Enter **name** for POP3 mail box. Check the box “**Is Active**” to make this E-mail box working.
- 2) Select “**IMAP**” **connection type**.
- 3) Enter **server name**, **port**, define type of **secure connection**, enter **user name** and **password**.
- 4) Define the frequency of e-mail checking (every 30 minutes, for instance).
- 5) Click “**Check Settings**” to validate the data you’ve entered.
- 6) Select a place to store e-mail messages – a **list** (select required list in the dropdown) or **local disc** (type the path to a folder on your local disc).
- 7) Choose where **attachments** will be saved:
  - a. Do not save attachments
  - b. Save all attachments in root folder
  - c. Save all attachments in folder grouped by email subject
  - d. Save all attachments in folder grouped by email sender
  - e. Save all attachments in folder grouped by email file name
- 8) Click “**Save**” to save new e-mail box.

Home &gt; Site Settings &gt; Virto Incoming E-Mail Settings &gt; Creating E-mail Box

## Creating E-mail Box

Use this page to change the e-mail settings for this server. You can activate or deactivate incoming e-mail, specify connection settings and configure the e-mail processing rules.

<p><b>General Information</b> Type a name for this E-mail box and select activity</p>	<p>Name: Main Email Box <input type="checkbox"/> Is Active</p>
<p><b>Connection Settings</b> Specify connection settings for E-mail server. Press 'Check Settings' button to check parameters.</p>	<p>Connection Type: POP3</p> <p>Server: pop.gmail.com</p> <p>Port: 25</p> <p>Use Secure Connection: SSL</p> <p>User Name: ozh@med.com</p> <p>Password: .....</p> <p>Check e-mail every 5 minutes</p> <p><input type="button" value="Check Settings"/></p>
<p><b>Email Processing</b> Specify incoming E-Mail processing rule. Note: After receiving the E-Mail will be removed from the mail server. E-Mail fields will be added to list automatically.</p>	<p><input checked="" type="radio"/> Store E-Mail To List List Name: Incoming Email</p> <p><input type="radio"/> Save E-Mail To Local Disk Local disk path: For example: c:\inetpub\ <input type="text"/></p>
<p><b>Email Attachments</b> Specify whether to group attachments in folders. <b>Note:</b> This function is available for Document library only.</p>	<p>Group attachments in folders?</p> <p><input type="radio"/> Do not save attachments</p> <p><input checked="" type="radio"/> Save all attachments in root folder</p> <p><input type="radio"/> Save all attachments in folder grouped by email subject</p> <p><input type="radio"/> Save all attachments in folder grouped by email sender</p> <p><input type="radio"/> Save all attachments in folder grouped by email file name</p>
<p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>	

**Note:** you can create any amount of POP3 Boxes. But pay attention to the fact that only **one** list (or folder) can be selected for each of POP3 Boxes.

**Note:** Five fields will be created in the list automatically: **EmailTo**, **EmailCc**, **EmailFrom**, **EmailSubject**, **EmailHtmlBody**.

New POP3 Box will appear in the list of available e-mail boxes.

Home > Site Settings > Virto Incoming E-Mail Settings

## Virto Incoming E-Mail Settings

**List of available POP3 boxes**

Use this page to manage POP3 boxes on this site.

Name	Is Active	Pop3 Server Host	Recent Activity
Main Email Box	✓	pop.gmail.com	✕

[Click here to add a new POP3 box](#)

If this e-mail box is active, e-mail messages sent to pointed e-mail address will be automatically processed and sent to defined list or folder. See the next section.

## Creating IMAP E-mail Box

To create IMAP E-mail box, go to “Site Actions – Site Settings – Modify All Site Settings”.

The screenshot shows the SharePoint 2007 Home page. The 'Site Actions' menu is open, and the 'Modify All Site Settings' option is highlighted with a red box. The menu includes options like 'Edit Page', 'Create Page', 'Create Site', 'Show Page Editing Toolbar', 'View All Site Content', 'View Reports', 'Site Settings', 'Manage Content and Structure', 'People And Groups', 'Modify Navigation', and 'Modify Pages Library Settings'.

Now roll down and find “Virtio Incoming Email Settings” in “Site Administration” block and click it.

The screenshot shows the SharePoint 2007 Site Settings page. The 'Site Administration' section is expanded, and the 'Virtio Incoming E-Mail Settings' option is highlighted with a red box. Other options in the Site Administration section include 'Regional settings', 'Site libraries and lists', 'Site usage reports', 'User alerts', 'RSS', 'Search visibility', 'Sites and workspaces', 'Site features', 'Delete this site', 'Related Links scope settings', 'Site output cache', 'Content and structure', 'Content and structure logs', and 'Virtio Active Directory Service Settings'.

Use “Click here to add a new E-mail Box”.

Home > Site Settings > Virto Incoming E-Mail Settings

## Virto Incoming E-Mail Settings

**List of available E-mail boxes**

Use this page to manage E-mail boxes on this site.

Name	Is Active	Connection Type	Server Host	Recent Activity	
zhukoo@gmail.com		POP3	pop.gmail.com	2/2/2010 3:35:00 PM	X
					X

[Click here to add a new E-mail box](#)

Now fill out the fields on the “Creating E-mail Box” page.

- 1) Enter **name** for IMAP mail box. Check the box “**Is Active**” to make this E-mail box working.
- 2) Select “**IMAP**” **connection type**.
- 3) Enter **server name**, **port**, define type of **secure connection**, enter **user name** and **password**.
- 4) Define the frequency of e-mail checking (every 30 minutes, for instance).
- 5) Click “**Check Settings**” to validate the data you’ve entered.
- 6) Check the box “**Active IMAP Subscriptions**” and select IMAP folders to collect e-mail messages from. Click “**Load IMAP folders**” if there are no required ones displayed.
- 7) Select a place to store e-mail messages – a **list** (select required list in the dropdown) or **local disc** (type the path to a folder on your local disc).
- 8) Choose where **attachments** will be saved:
  - a. Do not save attachments
  - b. Save all attachments in root folder
  - c. Save all attachments in folder grouped by email subject
  - d. Save all attachments in folder grouped by email sender
  - e. Save all attachments in folder grouped by email file name
- 9) Click “**Save**” to save new e-mail box.

Home > Site Settings > Virto Incoming E-Mail Settings > Creating E-mail Box

## Creating E-mail Box

Use this page to change the e-mail settings for this server. You can activate or deactivate incoming e-mail, specify connection settings and configure the e-mail processing rules.

**General Information**  
Type a name for this E-mail box and select activity

Name:

Is Active

**Connection Settings**  
Specify connection settings for E-mail server. Press 'Check Settings' button to check parameters.

Connection Type:

Server:

Port:

Use Secure Connection:

User Name:

Password:

Check e-mail every  minutes

<p><b>IMAP Subscriptions</b></p> <p>Select the IMAP folder from which you want to receive new messages. Click 'Load IMAP folder' button to get all available IMAP folders. Enable the corresponding checkbox to add a folder to the subscribed list.</p> <p>Note: You should select at least the Inbox folder.</p>	<p>Active IMAP Subscriptions:</p> <p><input type="button" value="Load IMAP folders"/></p>
<p><b>Email Processing</b></p> <p>Specify incoming E-Mail processing rule.</p> <p>Note: After receiving the E-Mail will be removed from the mail server. E-Mail fields will be added to list automatically.</p>	<p><input checked="" type="radio"/> Store E-Mail To List</p> <p>List Name:  <input type="text" value="Incoming Email"/></p> <p><input type="radio"/> Save E-Mail To Local Disk</p> <p>Local disk path:  For example: c:\inetpub\  <input type="text"/></p>
<p><b>Email Attachments</b></p> <p>Specify whether to group attachments in folders.</p> <p>Note: This function is available for Document library only.</p>	<p>Group attachments in folders?</p> <p><input type="radio"/> Do not save attachments</p> <p><input checked="" type="radio"/> Save all attachments in root folder</p> <p><input type="radio"/> Save all attachments in folder grouped by email subject</p> <p><input type="radio"/> Save all attachments in folder grouped by email sender</p> <p><input type="radio"/> Save all attachments in folder grouped by email file name</p>
<p><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>	

**Note:** you can create any amount of IMAP Boxes. But pay attention to the fact that only **one** list (or folder) can be selected for each of Boxes.

**Note:** Five fields will be created in the list automatically: **EmailTo**, **EmailCc**, **EmailFrom**, **EmailSubject**, **EmailHtmlBody**.

New IMAP Box will appear in the list of available e-mail boxes.

Home > Site Settings > Virto Incoming E-Mail Settings

### Virto Incoming E-Mail Settings

List of available E-mail boxes

Use this page to manage E-mail boxes on this site.

Name	Is Active	Connection Type	Server Host	Recent Activity
IMAP E-mail Box	✓	IMAP	pop.gmail.com	2/2/2010 3:35:00 PM

[Click here to add a new E-mail box](#)

If this e-mail box is active, e-mail messages sent to pointed e-mail address will be automatically processed and sent to defined list or folder. See the next section.

## E-mail Processing

All the messages sent to mentioned email box, will be collected from the e-mail server, placed to E-mail E-mail box created on the SharePoint site and then placed to a corresponding list or folder.

Go to the list you selected for collecting e-mail message (**Incoming Email** list in this case). You will see e-mail messages divided into five fields.

Home > Incoming Email

## Incoming Email

View All Site Content

Documents

- Word Document Library

Lists

- Contacts
- List
- Tasks for Designers
- TaskTest
- Custom List

Title	E-Mail Sender	E-Mail To	E-Mail Cc	E-Mail From	E-Mail Subject	E-Mail Html Body
(no title)	Will Peters	username@gmail.com		partner@gmail.com	Artides	<p>Dear <b>Ted</b> here are the Artides published <b>Tuesday, 11 August 2009</b> on QJ.NET blogs network :</p> <p><b>QJ.NET Blog :</b></p> <p>PSP homebrew - PSPHUGO v1.3.1</p> <p>Will Peters</p> <p>Wii homebrew - Homebrew Browser v0.3.4</p> <p>Civilization Revolution now available in the App Store</p> <p>More on PS3 Slim Rumors: French retailer claims PS3 Slim is real, makes a blurry appearance in a game developer video?</p> <p>PSP homebrew - JPCSP v0.3 revision 1131</p>

You can see **original e-mail format (.eml)** in the E-mail HTML Body field.

Home > Incoming Email

## Incoming Email

View All Site Content

Documents

- Word Document Library

Lists

- Contacts
- List
- Tasks for Designers
- TaskTest
- Custom List

Title	E-Mail Sender	E-Mail To	E-Mail Cc	E-Mail From	E-Mail Subject	E-Mail Html Body
(no title)	Will Peters	username@gmail.com		partner@gmail.com	Artides	<p>Dear <b>Ted</b> here are the Artides published <b>Tuesday, 11 August 2009</b> on QJ.NET blogs network :</p> <p><b>QJ.NET Blog :</b></p> <p>PSP homebrew - PSPHUGO v1.3.1</p> <p>Will Peters</p> <p>Wii homebrew - Homebrew Browser v0.3.4</p> <p>Civilization Revolution now available in the App Store</p> <p>More on PS3 Slim Rumors: French retailer claims PS3 Slim is real, makes a blurry appearance in a game developer video?</p> <p>PSP homebrew - JPCSP v0.3 revision 1131</p>

To view e-mail **attachments**, click "View Item".

Home > Incoming Email

## Incoming Email

View All Site Content

Documents

- Word Document Library

Lists

- Contacts
- List
- Tasks for Designers
- TaskTest
- Custom List

Title	E-Mail Sender	E-Mail To	E-Mail Cc	E-Mail From	E-Mail Subject	E-Mail Html Body
(no title)	Will Peters	username@gmail.com		partner@gmail.com	Artides	<p>Dear <b>Ted</b> here are the Artides published <b>Tuesday, 11 August 2009</b> on QJ.NET blogs network :</p> <p><b>QJ.NET Blog :</b></p> <p>PSP homebrew - PSPHUGO v1.3.1</p> <p>Will Peters</p> <p>Wii homebrew - Homebrew Browser v0.3.4</p> <p>Civilization Revolution now available in the App Store</p> <p>More on PS3 Slim Rumors: French retailer claims PS3 Slim is real, makes a blurry appearance in a game developer video?</p> <p>PSP homebrew - JPCSP v0.3 revision 1131</p>

Links on all the attachments will be displayed. Use them to view attachments.

Home

Home > Incoming Email > (no title)

## Incoming Email: (no title)

Close

New Item | Edit Item | Delete Item | Manage Permissions | Alert Me | Version History

Title	Attachments
	Original Email.eml

Version: 1.0  
 Created from e-mail at 11/13/2009 3:13 PM by System Account  
 Last modified at 11/13/2009 3:13 PM by System Account

Close

This way you can organize e-mail routing and collect e-mail messages from different email boxes to special lists and folders on your SharePoint site.

## Version Release History

Release Date	Version	Description
09/06/2013	v. 3.0.0	Added new license manager
01/02/2012	v. 2.5.0	Added "Email Attachments" settings. Specify whether to group attachments in folders.
04/27/2010	v. 2.0.0	Added IMAP protocol. Added saving to Discussion Board.
12/09/2009	v. 1.1.0	Frequency of e-mail box checking is added to e-mail box settings.
11/20/2009	v. 1.0.0	First Release