BPO_MAIL SERVICE

We are currently updating our site; thank you for your patience.

VERSION RELEASE NOTES

BPO_Mail Service Version List:

[3.0.0.2] [3.0.0.1]

3.0.0.2 (30.07.2021 4:45 PM)

- **Release Priority**: Low
- **Database Prerequisites**: BPO v2.4.0.0 or higher
- **Application Type**: BPO Supporting Application – Windows service

FIXES AND UPDATES

- DBN0102191 – When attempting to re-email a document from BPO that had been emailed previously, an error would occur, stating that the file could not be accessed because it was in use by another process. This has been resolved.

⚠ Rollout Details

- Install BPO_MailService_v3.0.0.2_x64

File Location on WinSCP

\Implementations\CO3_Releases\Applications\BPO_V2\BPO2_CompanionInstallers\Services\BPO_MailService

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3.0.0.1 (15.03.2019 9:10 AM)

Functionality:

- The following functionality was missing from the initial BPOv2 BPO_MailService v3.0.0.0, and has been included in v3.0.0.1:
  - Update to support Certificate authentication where required on the client's SMTP server.

Application Version Compatibility:
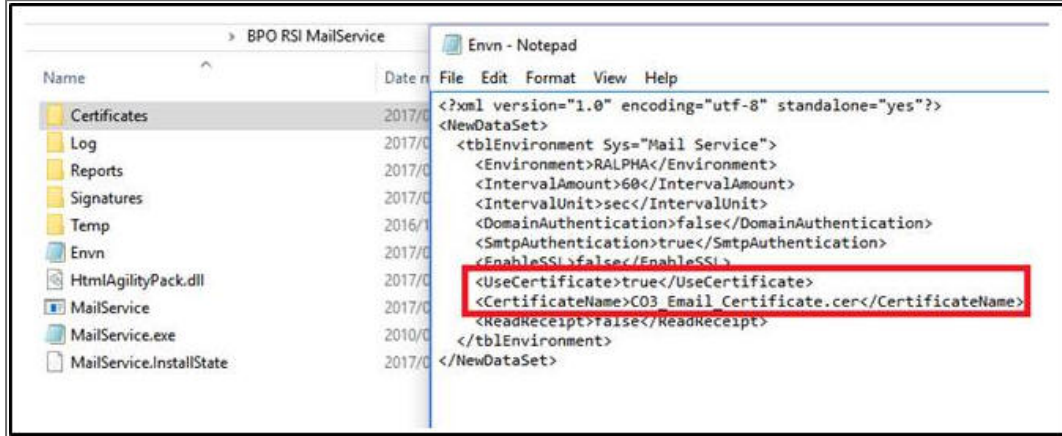
- BPOv2 – all versions.

Troubleshooting Notes:

- The following error message, in the RSI_MailService log file, will indicate that the upgrade is required or where upgraded but not correctly configured: "Error sending Email : Mailbox unavailable. The server response was: SMTP AUTH is required for message submission on port [port number] Exception Type: SmtpFailedRecipientException"

⚠ Upgrade Notes:

- You will need the client's Certificate – please note that a X509 encrypted certificate is required. Keep a copy of the RSI_MailService 'Envn'.xml file for reference.
- Uninstall the prior version of the Mail Service and Install BPO_MailService_v3.0.0.1.
- Create a 'Certificates' folder in BPO RSI MailService folder.
- Paste the client's certificate (.ces) file into the Certificates folder.
- Edit the 'Envn'.xml file:
  - Ensure the environment details are set up correctly – you may need to refer to the original 'Envn' file.

- For clients with where certification authentication is required – set 'UseCertificate' to 'true' and ensure the certificate name matches the certificate pasted in the Certificates folder.

Files in:

\Implementations\CO3_Releases\Applications\BPO_V2\BPO2_
CompanionInstallers\Services\BPO_MailService\v3.0.0.1

BPO.RSI.040