

Connect with Remedy – Troubleshooting Email Engine Issues Webinar Q&A

Subscribe to the DSM Remedy & Discovery Youtube Channel

<https://www.youtube.com/c/BMCRemedyandDiscovery>

Presentation References

Support Site documentation on logs needed for various scenarios in SRM

<https://docs.bmc.com/docs/srm1805/troubleshooting-functional-areas-of-the-application-805368023.html>

How to Enable TLS on the Email Engine - KA [000015148](#)

Email Connectivity Test Utility - KA [000129255](#)

How to Clean up the Email Messaging forms to Improve Performance - KA [000161655](#)

Enabling the APIRECORDING logs for Email Engine - KA [000160986](#)

Enabling Debug Logs for Email Engine - KA [000101104](#)

Q&A

Q: What other more preferred/secure methods for incoming email accounts? Pop3 is not the greatest.

A: MAPI protocol is another option, with POP3/IMAP can enable SSL or TLS. Also check KA Number 000058003 - Can we connect Remedy Email Engine to Microsoft Cloud E-mail using EWS

Q: Be aware: Exchange 2016 eliminates MAPI as a protocol !

A: Microsoft still supports POP3 and IMAP4

Q: How do we make email engine "listen" to new email records in 'AR System Email Messages' rather than having it poll?

A: No, current design only used polling.

Q: Can we put 1 second in the Polling interval so that it constantly polls? Will it adversely impact the performance?

A: It is not recommended to put 1 second. We have seen this cause a problem with threading. This was not considered to be a product issue since 1 second is an unreasonable setting. In the Webinar, Doug mentioned setting it as low as 15-30 seconds.

Q: Is TLS 1.2 supported?

A: TLS is supported by java so you just need to make sure java version you are using supports TLS 1.2.

Q: Is there a way for the email.sh_log to wrap?

A: No, there is no option for this

Q: Can number of backup log files be configured to withstand restarts? We get one backup log file and it is overwritten each restart.

A: Currently you cannot configure the number of backup log files.

Q: Can we have 'Active-Active' email engine setup versus failovers? As per ranking form, we can only assign 1 server as primary..is my understanding correct?

A: multiple email engines can be running but each mailbox can only be run on one server at a time.

Q: Approval from mobile device is not working and approval from outlook is working for same user, why?

A: Do you see modify key when user click on approve/reject button? One common problem is some mail client remove ## which is used for Modify keyword. You can try change com.bmc.arsys.emaildaemon.ModifyKeyCharacter property to @@ and see if it helps. If not open a support case for the issue.

Q: How to delete mass amounts of email records?

A: See <https://communities.bmc.com/thread/146197> or <http://remedylegacy.com/tools/delete-requests/>

Q: What is a max capacity of incoming and outgoing mail server?

A: there is no defined max limit and each polling limit is defined in "com.bmc.arsys.emaildaemon.IncomingConnectionRecycleSize" for incoming and "com.bmc.arsys.emaildaemon.SendEmailSetSize" for outgoing.

Q: Can you show a Severe example in the email.log?

A: Here is an excerpt that shows SEVERE, FINE, FINEST, and INFO types.

```
<EML> <TID: 49> <SEVERE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.250 */ No field values were specified for submit or modify operation. Specify values for the action. . Email ID: incoming/Admin Inbox
<EML> <TID: 49> <INFO > <ReceiverModule> /* Mon Nov 26 2018 19:56:40.250 */ *****Receiver [Thread[AGGAA5V0H3C5UAO38K2BO2MZETTE9G,5,Receiver Module]] Trying to open a mailbox connection.
<EML> <TID: 49> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.250 */ Came in initializeIncommingMailbox for mailbox incoming/Admin Inbox @ time 2018-11-26 19:56:40.25
<EML> <TID: 49> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.250 */ Attempting to Login to incomming mailbox outlook.office365.com, MailBox Name = incoming/Admin Inbox
```

<EML> <TID: 42> <SEVERE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.293 */ No field values were specified for submit or modify operation. Specify values for the action. . Email ID: incoming/Employee Inbox

<EML> <TID: 42> <INFO > <ReceiverModule> /* Mon Nov 26 2018 19:56:40.293 */ *****Receiver [Thread[AGGAA5V0H3C5UAO38KJPO2MZC6TBRH,5,Receiver Module]] Trying to open a mailbox connection.

<EML> <TID: 42> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.293 */ Came in initializeIncommingMailbox for mailbox incoming/Employee Inbox @ time 2018-11-26 19:56:40.293

<EML> <TID: 42> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.293 */ Attempting to Login to incomming mailbox outlook.office365.com, MailBox Name = incoming/Employee Inbox

<EML> <TID: 52> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.803 */ Successfully Logged into incomming mailbox outlook.office365.com, MailBox Name = incoming/Solutions Inbox

<EML> <TID: 46> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.910 */ Came in initializeIncommingMailbox for mailbox incoming/Support Inbox @ time 2018-11-26 19:56:40.91

<EML> <TID: 46> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:40.910 */ Attempting to Login to incomming mailbox outlook.office365.com, MailBox Name = incoming/Support Inbox

<EML> <TID: 49> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:41.036 */ Successfully Logged into incomming mailbox outlook.office365.com, MailBox Name = incoming/Admin Inbox

<EML> <TID: 42> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:41.150 */ Successfully Logged into incomming mailbox outlook.office365.com, MailBox Name = incoming/Employee Inbox

<EML> <TID: 52> <INFO > <ReceiverModule> /* Mon Nov 26 2018 19:56:41.169 */ Incoming message queue size: 0, MailBox Name = incoming/Solutions Inbox

<EML> <TID: 49> <INFO > <ReceiverModule> /* Mon Nov 26 2018 19:56:41.310 */ Incoming message queue size: 0, MailBox Name = incoming/Admin Inbox

<EML> <TID: 42> <INFO > <ReceiverModule> /* Mon Nov 26 2018 19:56:41.443 */ Incoming message queue size: 0, MailBox Name = incoming/Employee Inbox

<EML> <TID: 46> <SEVERE > <LoggingModule> /* Mon Nov 26 2018 19:56:42.542 */ Could not connect to Email server Name/IP :outlook.office365.com because of Authentication Failed. Mailbox Configuration used: Email Server Type :IMAP4 , Email Server Port :993 , Email Server User name :Employee.Center@mydomain.com, Email Server Requires SSL :YES . Email ID:

<EML> <TID: 46> <SEVERE > <com.sun.mail.imap.IMAPStore> /* Mon Nov 26 2018 19:56:42.542 */ AUTHENTICATE failed. . Email ID:

<EML> <TID: 46> <INFO > <ReceiverModule> /* Mon Nov 26 2018 19:56:42.542 */ *****Receiver [Thread[AGGAA5V0H3C5UAP737F8P6661NKDB3,5,Receiver Module]] Attempt : 2 failed to open a store will retry after one minute.

<EML> <TID: 38> <INFO > <LoggingModule> <CreatorModule.java:303> /* Mon Nov 26 2018 19:56:42.967 */ Entering

<EML> <TID: 38> <FINEST > <LoggingModule> <CreatorModule.java:347> /* Mon Nov 26 2018 19:56:42.967 */ [Thread[AGGAA5V0H3C5UAP73730P66696KDCU,5,Creator Module]] DoMessageQ Begin

<EML> <TID: 38> <INFO > <LoggingModule> <CreatorModule.java:671> /* Mon Nov 26 2018 19:56:42.967 */ Entering

<EML> <TID: 38> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:42.972 */ [Thread[AGGAA5V0H3C5UAP73730P66696KDCU,5,Creator Module]]Querying the AR System Server for new outgoing emails. MailBox Name = outgoing/Employee Outgoing

<EML> <TID: 38> <FINE > <LoggingModule> /* Mon Nov 26 2018 19:56:42.976 */ [Thread[AGGAA5V0H3C5UAP73730P66696KDCU,5,Creator Module]]Total number of emails to send are: 0, MailBox Name = outgoing/Employee Outgoing

<EML> <TID: 38> <INFO > <LoggingModule> <CreatorModule.java:778> /* Mon Nov 26 2018 19:56:42.976 */ Exiting
