

Commence Email Dropbox

Commence RM makes it easy to store contact-related emails. Even if your company is **not** using **Microsoft Outlook** you still have the ability to capture and connect email exchanges to a contact by using an email dropbox. Messages you choose to send to the dropbox are automatically linked to the contact if a matching contact email address is found in the Commence database.

All the Commence users will send email to be logged to the same dropbox address. Before you can configure the dropbox settings, ask your email administrator to create a dedicated mailbox for this purpose. For example, if you work for Acme Company and your email address is yourname@acme.com, your Email dropbox should be setup as crm@acme.com. This must be a POP3 email account.

The email account must also be configured to delete messages in the inbox once they've been accessed via Commence to avoid duplication when logging email. Finally, to complete the setup procedure you will also need to know the username (email address) and password for this account.

Configuring the Dropbox (for Administrators)

Dropbox settings should only be entered by a Commence administrator. Once the dropbox is set up it is ready for use by any user at your company.

Note: If no one has Administrator rights at your company, please contact Commence to help you with the dropbox configuration.

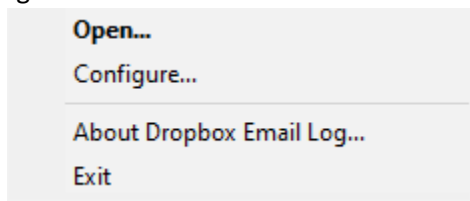
Edit the database DATA.INI file and add the setting

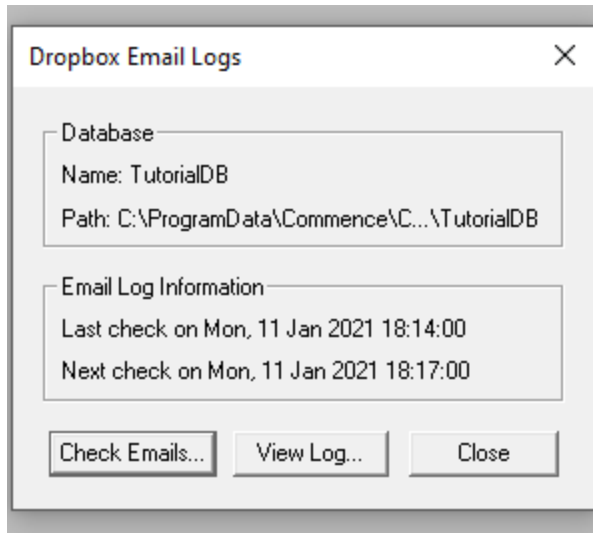
```
[OtherOptions]
DropBoxEmailLog = 1
```

On restarting Commence, the Email dropbox app will be started and show as an icon in the Windows taskbar.



Right click on the icon to show the menu items

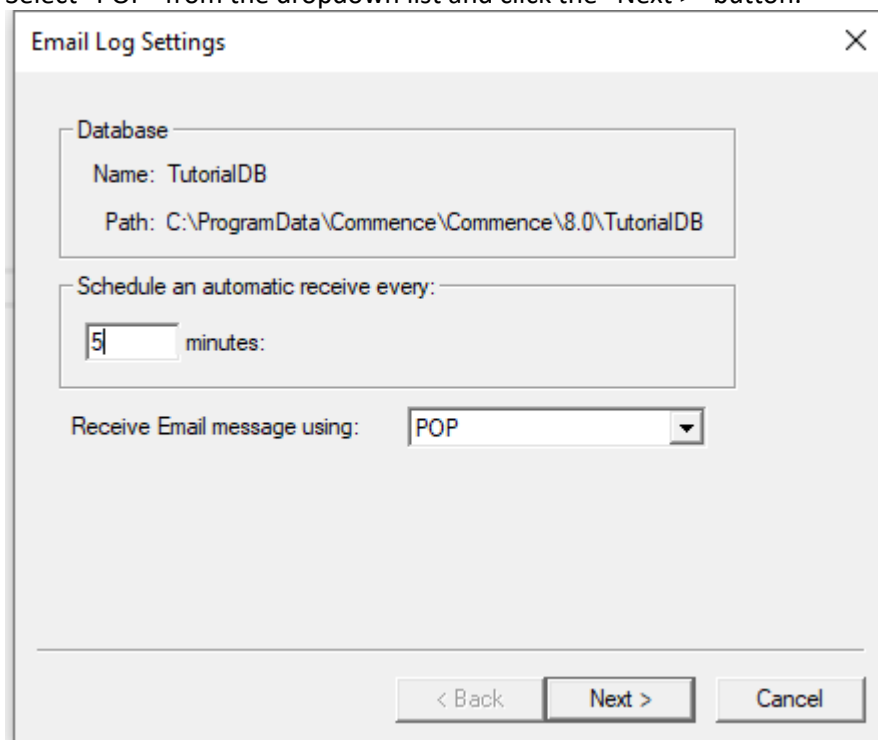




Use the Configure menu command to connect to your Email server, either a POP3 Email server or Microsoft Office 365. See more configuration details in the sections below.

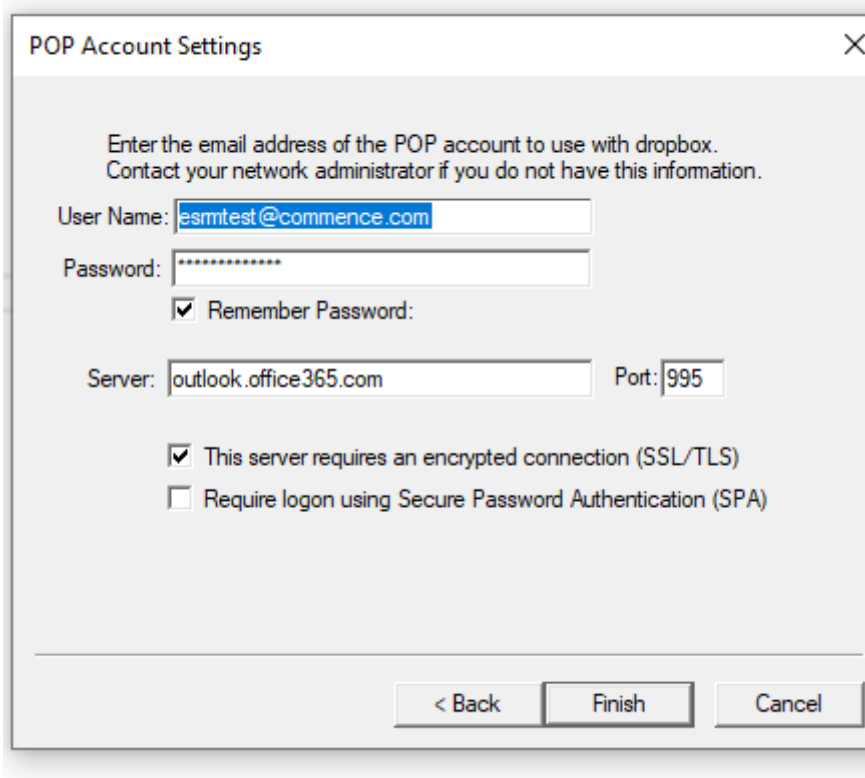
Configure to Send via POP Email Server

Select "POP" from the dropdown list and click the "Next >" button.



[The POP Account Settings Page](#)

Enter your Email server settings in the screen below:



Enter the following information and click **Save**:

- **Login Information**
 - User Name: Enter the email address for the dropbox account. This allows Commence to check your dropbox (inbox) at regular intervals and capture any email messages that have been sent by Commence users.
 - Password: Enter the email password for the dropbox account. Be sure to keep this updated if your email administrator requires passwords to be changed regularly.
- **Server Information**
 - Server: This is the URL used by your mail server to receive email. Using the fictional Acme Company, this would be “mail.acme.com”.
 - Port: This is typically “110” for POP3. Check with your email provider if you are not sure of the correct settings.
 - SSL: Check this box only if your mail server requires encryption.

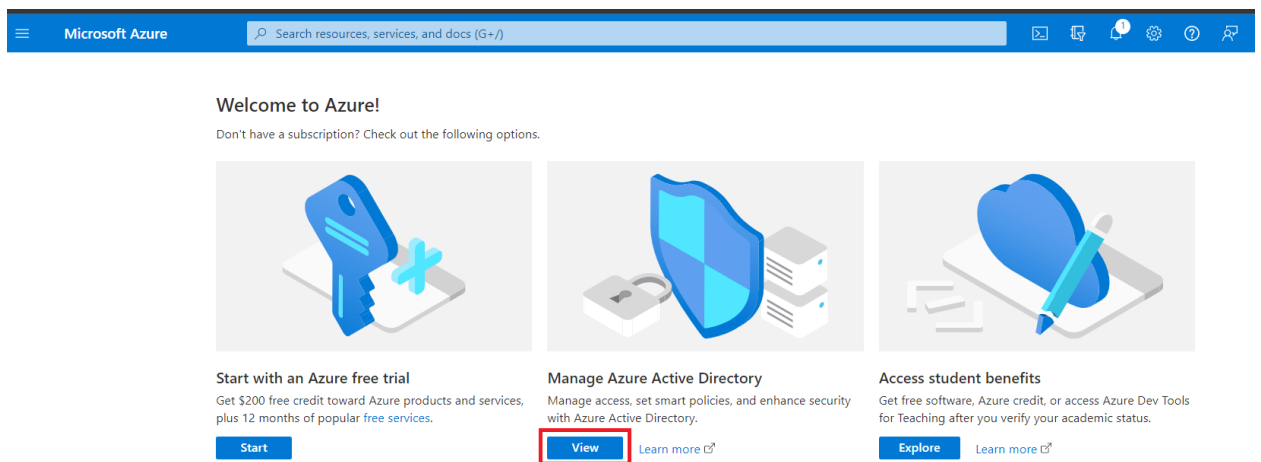
Your company dropbox setup is complete.

Configure to Send via Microsoft Office 365 Email Server

The Microsoft 365 / Office 365 service requires additional configuration to allow login and access to the POP email server.


Create Microsoft Azure Application Registration

- 1 Open the Azure portal home page <https://portal.azure.com/#home>
- 2 Login using the Microsoft 365 email address to use with the Dropbox feature
- 3 Click Manage Azure Active Directory – View button




Microsoft Azure Search resources, services, and docs (G+)


Welcome to Azure!
Don't have a subscription? Check out the following options.



Start with an Azure free trial
Get \$200 free credit toward Azure products and services, plus 12 months of popular free services.
[Start](#)

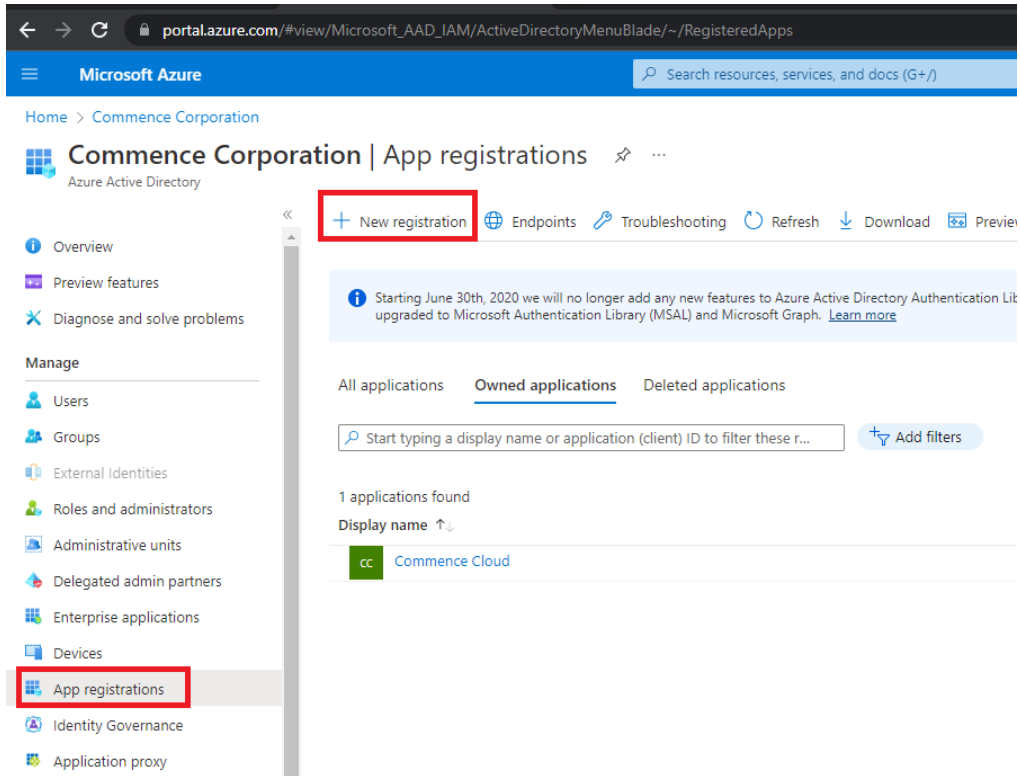


Manage Azure Active Directory
Manage access, set smart policies, and enhance security with Azure Active Directory.
[View](#) [Learn more](#)



Access student benefits
Get free software, Azure credit, or access Azure Dev Tools for Teaching after you verify your academic status.
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In the left panel select the “App registrations” option. In the right panel, click on the “+ New registration” button.



The screenshot shows the Microsoft Azure portal interface. At the top, the browser address bar displays `portal.azure.com/#view/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/~~/RegisteredApps`. The page title is "Commence Corporation | App registrations". The left-hand navigation pane includes sections for "Overview", "Manage", and "App registrations", with the latter being highlighted. The main content area features a "New registration" button (highlighted with a red box), a search bar, and a table of applications. One application, "Commence Cloud", is listed with a green "cc" icon.

Add Application Details

In the next screen enter an application Name, for example “Commence Email Dropbox”. For Supported Account Types select the highlighted option (see screenshot below).

For the Redirect URI, select “Web” and then use “`http://localhost:3017/`”. Make sure to enter “`http://localhost:3017/`” exactly as shown. Don’t use “`https://`”. Use “`http://`”. Also, the trailing “/” in the Redirect URI is important, so be sure to include it.

Microsoft Azure Search resources, services, and docs (G+)

Home > Commence Corporation | App registrations >

Register an application

*** Name**
The user-facing display name for this application (this can be changed later).

Commence Email Dropbox ✓

Supported account types
Who can use this application or access this API?

- Accounts in this organizational directory (Commence Corporation only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

Redirect URI (optional)
We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

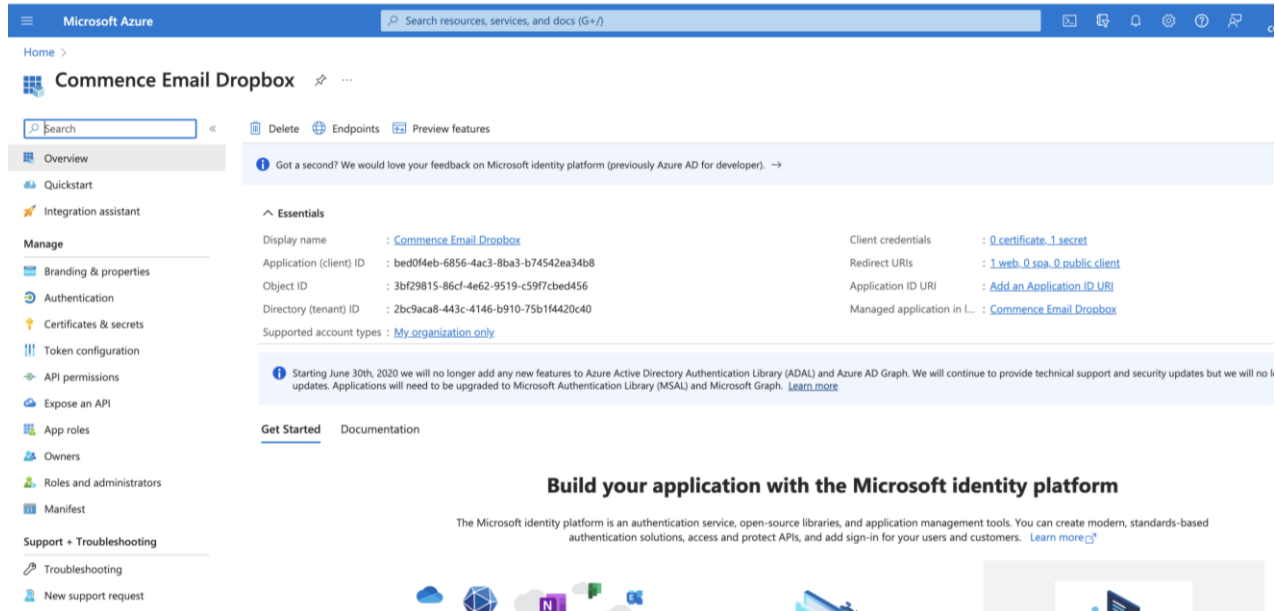
Web http://localhost:3017/ ✓

Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

By proceeding, you agree to the [Microsoft Platform Policies](#)

Register

Click the “Register” button and the screen will refresh showing the Application detail screen. Copy the “Application (client) ID” and “Directory (tenant) ID” which you will need in the configuration steps below. Then, select the “Certificates & secrets” menu item in the left side menu.



Microsoft Azure | Search resources, services, and docs (G+)

Home > **Commenge Email Dropbox**

Search | Delete | Endpoints | Preview features

Overview | Quickstart | Integration assistant

Manage

- Branding & properties
- Authentication
- Certificates & secrets**
- Token configuration
- API permissions
- Expose an API
- App roles
- Owners
- Roles and administrators
- Manifest

Support + Troubleshooting

- Troubleshooting
- New support request

Got a second? We would love your feedback on Microsoft identity platform (previously Azure AD for developer). →

Essentials

Display name : [Commenge Email Dropbox](#)

Application (client) ID : bed0f4eb-6856-4ac3-8ba3-b74542ea34b8

Object ID : 3bf29815-86cf-4e62-9519-c59f7cbed456

Directory (tenant) ID : 2bc9aca8-443c-4146-b910-75b1f4420c40

Supported account types : [My organization only](#)

Client credentials : [0 certificate, 1 secret](#)

Redirect URIs : [1 web, 0 spa, 0 public client](#)

Application ID URI : [Add an Application ID URI](#)

Managed application in L... : [Commenge Email Dropbox](#)

Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer add new features. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Graph. [Learn more](#)

[Get Started](#) | [Documentation](#)

Build your application with the Microsoft identity platform

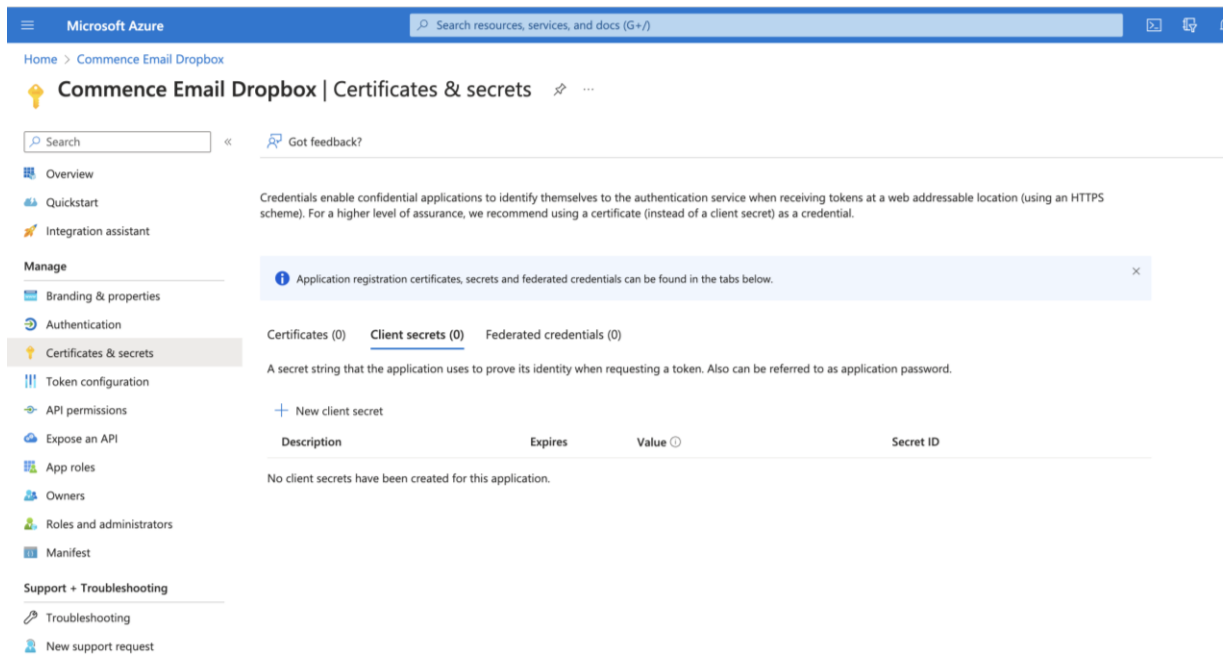
The Microsoft identity platform is an authentication service, open-source libraries, and application management tools. You can create modern, standards-based authentication solutions, access and protect APIs, and add sign-in for your users and customers. [Learn more](#)

Call APIs
Build more powerful apps with rich user and business data from Microsoft services and your own company's data sources. [View API permissions](#)

Sign in users in 5 minutes
Use our SDKs to sign in users and call APIs in a few steps. Use the quickstarts to start a web app, mobile app, SPA, or daemon app. [View all quickstart guides](#)

Configure for your organization
Assign users and groups, apply conditional access policies, configure single sign-on, and more in Enterprise applications. [Go to Enterprise applications](#)

The screen will refresh opening the Certificates & secrets details.



Microsoft Azure | Search resources, services, and docs (G+)

Home > **Commenge Email Dropbox**

Commenge Email Dropbox | Certificates & secrets

Search | Got feedback?

Overview | Quickstart | Integration assistant

Manage

- Branding & properties
- Authentication
- Certificates & secrets**
- Token configuration
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Support + Troubleshooting

- Troubleshooting
- New support request

Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a web addressable location (using an HTTPS scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential.

Application registration certificates, secrets and federated credentials can be found in the tabs below.

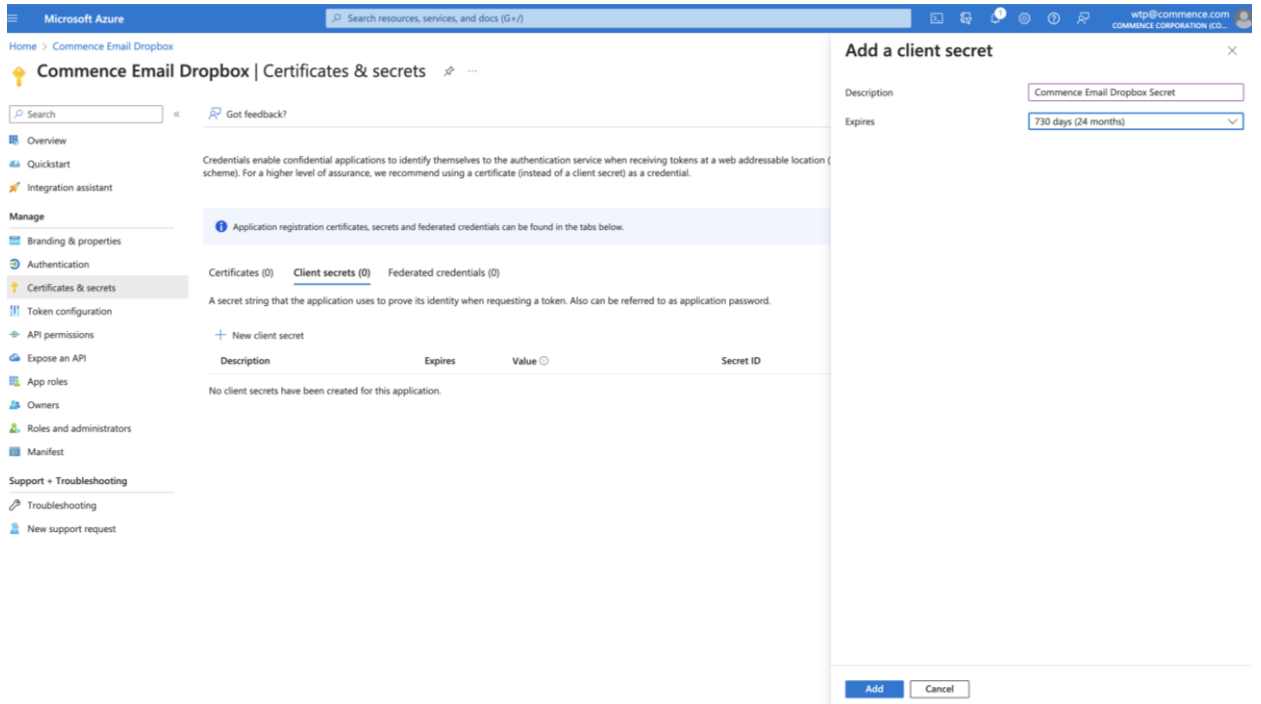
Certificates (0) | **Client secrets (0)** | Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

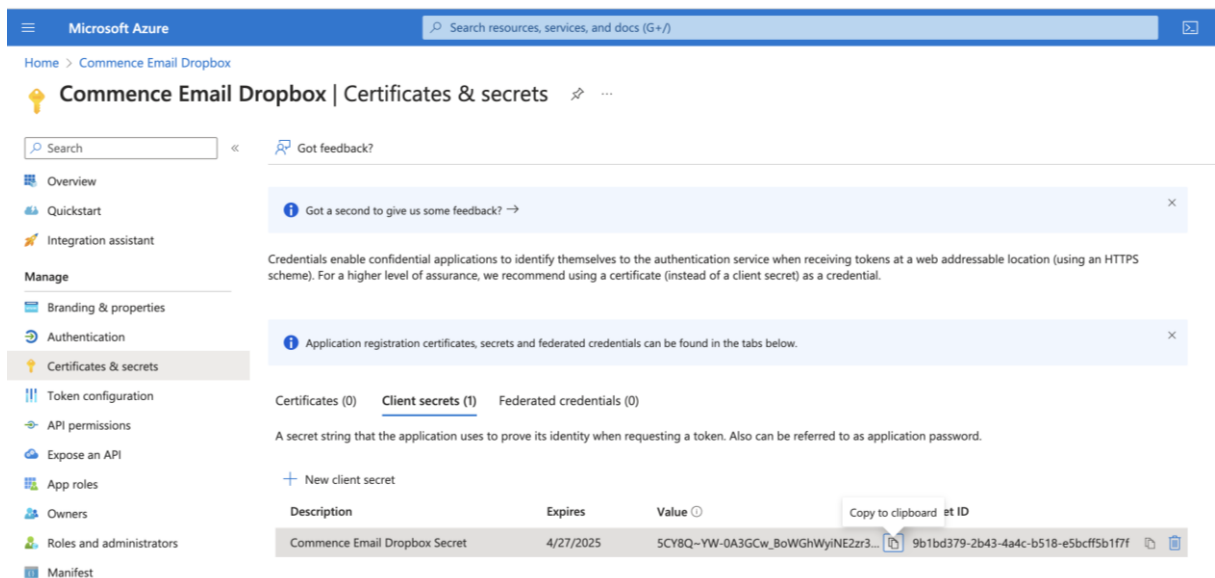
+ New client secret

Description	Expires	Value	Secret ID
No client secrets have been created for this application.			

Click on the "+ New client secret" button.

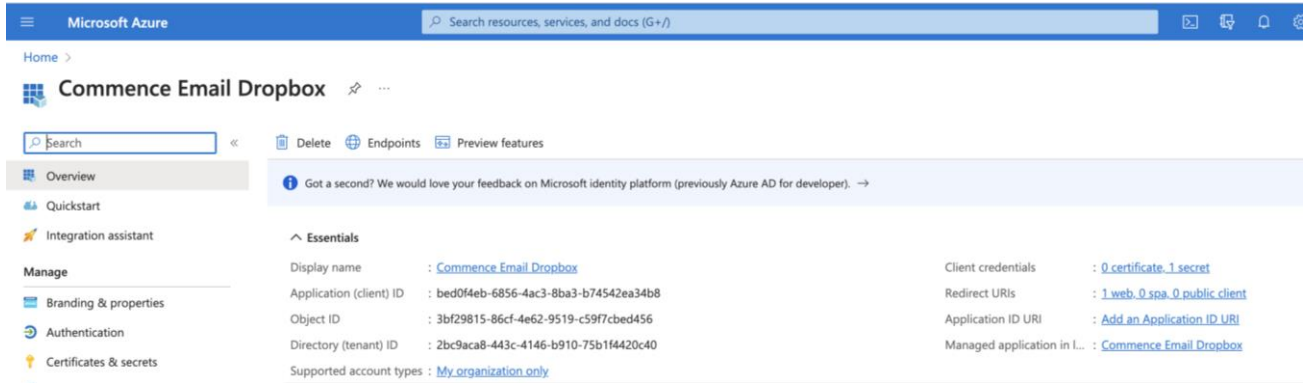


Give the Client Secret a Description and Expiration, then Click the “Add” button to save your settings.



Copy the client secret value by clicking the icon that is to the right of the partially shown secret. Save the secret along with your tenant ID and client ID. You may not be able to get the secret later.

Click the “Overview” item in the left menu.



The screenshot shows the Microsoft Azure portal interface for an application named 'Commence Email Dropbox'. The left sidebar contains navigation options: Overview, Quickstart, Integration assistant, Manage, Branding & properties, Authentication, and Certificates & secrets. The main content area displays the 'Essentials' section with the following information:

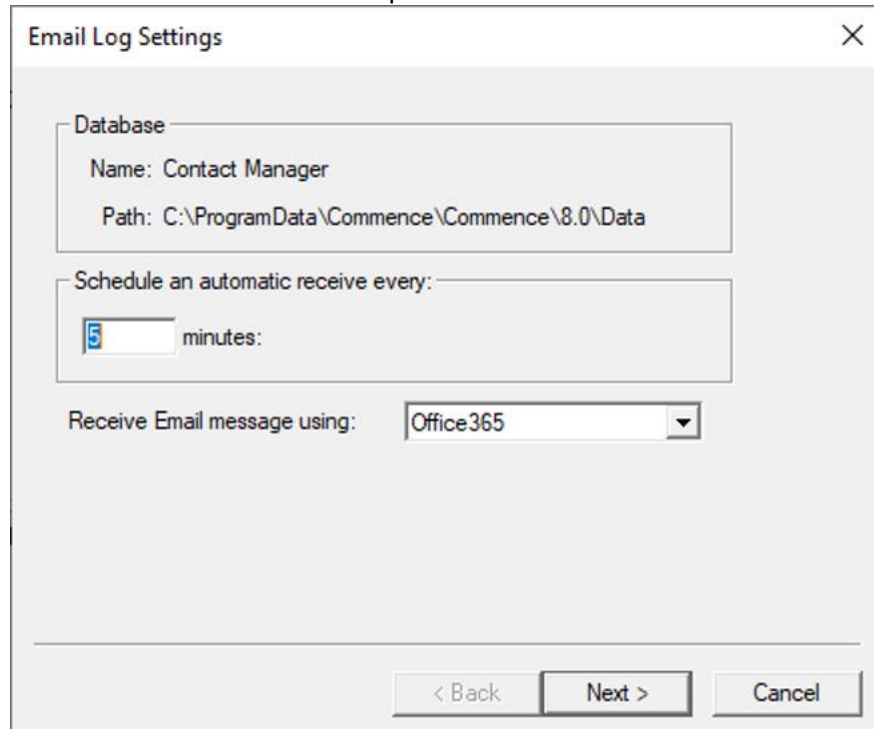
Display name	: Commence Email Dropbox	Client credentials	: 0.certificate_1.secret
Application (client) ID	: bed0f4eb-6856-4ac3-8ba3-b74542ea34b8	Redirect URIs	: 1.web_0.spa_0.public.client
Object ID	: 3bf29815-86cf-4e62-9519-c59f7cbed456	Application ID URI	: Add an Application ID URI
Directory (tenant) ID	: 2bc9aca8-443c-4146-b910-75b14420c40	Managed application in L...	: Commence Email Dropbox
Supported account types	: My organization only		

The Microsoft Azure App Registration is complete. There are 3 pieces of information needed to obtain an access token for Outlook 365 email authentication / login:

- 1) Your Directory (tenant) ID
- 2) Your Application (client) ID
- 3) Your Application client secret value

Configure the Office365 Account Settings

Select "Office365" from the dropdown list and click the "Next >" button.



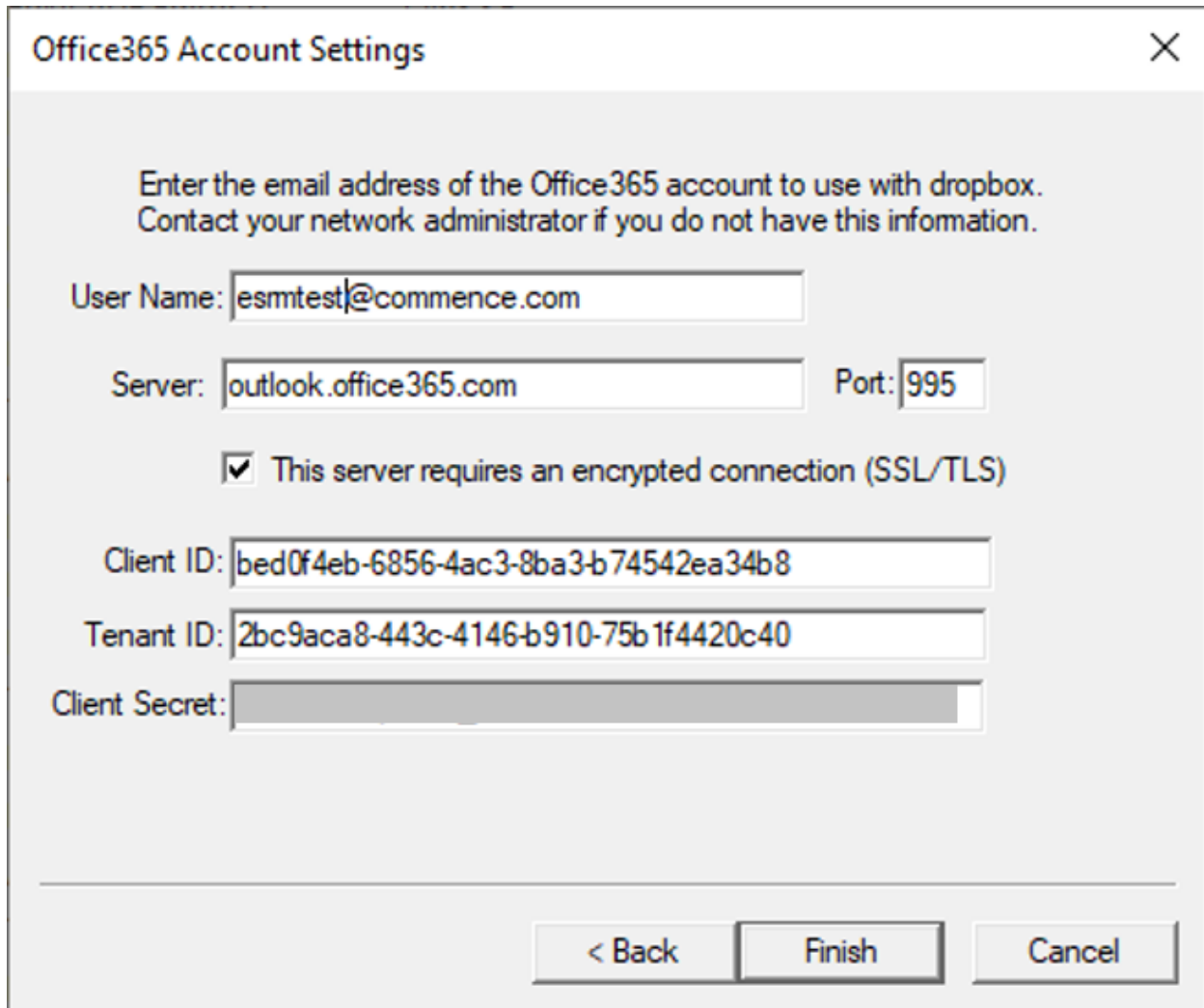
The 'Email Log Settings' dialog box contains the following fields and controls:

- Database:**
 - Name: Contact Manager
 - Path: C:\ProgramData\Commence\Commence\8.0\Data
- Schedule an automatic receive every:**
 - 5 minutes
- Receive Email message using:**
 - Office365 (selected in dropdown)

At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

The Office365 Account Settings Page

Enter your Email server settings in the screen below:



Office365 Account Settings

Enter the email address of the Office365 account to use with dropbox.
Contact your network administrator if you do not have this information.

User Name:

Server: Port:

This server requires an encrypted connection (SSL/TLS)

Client ID:

Tenant ID:

Client Secret:

< Back Finish Cancel

Enter the following information and click **Save**:

- **Login Information**
 - User Name: Enter the email address for the dropbox account. This allows Commence to check your dropbox (inbox) at regular intervals and capture any email messages that have been sent by Commence users.

- **Server Information**
 - Server: outlook.office365.com

- Port: 995
- select “This server requires an encrypted connection (SSL/TLS)”
- enter the Client ID copied in the previous section of this document
- enter the Tenant ID copied in the previous section of this document
- enter the Client Secret Value copied in the previous section of this document

Click the Finish button and Microsoft Office 365 will now complete the Authorization / OAuth process by opening a web browser screen to login to Office 365. Enter the email address again, click Next. Enter the password for that Office 365 account. Note: if your account uses “multifactor authentication (MFA)” you may need to acquire and enter an additional code to login.

Once the login is complete a redirect will occur and show the web browser page stating the OAuth2 access has been granted.



OAuth2 access is granted.

Your company dropbox setup is complete.

Sending New Email & Logging to the Dropbox (for Users)

As you send new email you can simultaneously log the email to the dropbox. Simply compose a new email message to one of your contacts and BCC your company's dropbox.

From: – This is your email address.

To: – This is the email address of the recipient. This can be any contact email address in Commence.

BCC: – This is your company's dropbox email address (for example: crm@acme.com).

Body: - This is the content of the email message that will be logged to Commence

Logging Historical Email to the Dropbox (for Users)

You can log any existing email message to the dropbox. There are two ways to do this. Choose whichever method is simplest for you.

OPTION 1 – FORWARD AS ATTACHMENT:

Select the message in your **Inbox**, **Sent** folder, or any other folder and forward the message as an attachment. Put your company dropbox address in the **To:** field.

From: – This is your email address.

To: – This is your company's dropbox email address (for example: crm@acme.com).

Body: - The message body can be blank. The contents of the attachment (the original email message including any original attachments) will be logged to Commence.

Note: Your message must be addressed *directly to the dropbox* to successfully log the forwarded email message.

OPTION 2 – FORWARD AS INLINE TEXT:

If your email program does not allow you to easily forward messages as an attachment, you can send your message to the dropbox as inline text.

From: – This is your email address.

To: – This is your company’s dropbox email address (for example: crm@acme.com).

Body: - The message body will show the contents of the original email message. Everything after the *** will be logged to Commence.

In the body of the forwarded email message, instead of being blank this will show the original message content including the original Message Date, From, To, and CC. Retype this header information at the top of your forwarded message using the following syntax. The **From:**, **To:** and **CC:** must clearly show the email addresses that correspond to contact email addresses in Commence. The information must be followed by three asterisk symbols. Everything after the asterisks will be the original message content logged to Commence.

For example, type the following information in the body of the email message:

From: websupport@commence.com

Sent: 08/28/2012 6:00pm

To: websupport@commence.com

Cc: p.roche@commence.com

>> Original Message Body starts here...

Viewing Logged Dropbox Email in Commence

To view the message you sent to the dropbox, open the associated account or contact record. If a matching email address was found (in the From:, To:, or CC: fields of the logged email) then the message will be attached to that account record or contact record.

Note: It may take a few minutes for your logged dropbox email message to appear in Commence.

Item Detail (History)

Email

Date	Subject	
11/24/2020	Email_Create n number of request file	
Message Time	Message Size	Message Type
4:58 PM		
CC	Importance	Sensitivity

Body

If emaillog.req file exist then create a new one

messageFile

[email_1905128384...requestfile.eml](#)
File stored on local drive

Employee
(none)

Contact
(none)

Account
(none)

Opportunity
(none)

Activity Code
(none)

Result Code
(none)

Commence Logged Email from the Dropbox