

OSTicket Email Configuration Overview

Overview

This document provides an overview of the various components that make up the OSTicket (OST) email ecosystem.

This document specifically references OST version 1.10 running under `Ubuntu 16.04 LTS` with the `Apache webserver`.

`msmtplib` is used as an optional MTA.

OST uses email for the following:

- Converting incoming emails into tickets
- Sending event confirmations - such as new ticket created etc
- Sending administrative emails when there are problems with OST

OST distinguishes between a number of different roles:

- User - a person creating a ticket, either via email or the portal
- Organization - a grouping of users from the same Company
- Agent - a person tasked with resolving the ticket
- Department - a grouping of agents. A ticket belongs to a department
- Department extended access - a grouping of agents with access to a department which is not their main department
- Team - a grouping of agents from various departments. A ticket may be assigned to a team
- Account Manager - an agent who is responsible for an organization
- Primary Contacts - key users within an organization.
- Collaborators - users who are copied on a ticket either from within OST or via a cc: on an incoming email. Note that if an agent's email address is added as a collaborator, that agent is also added to OST as a user and is treated as such when a collaborator. For a specific ticket, an agent can be both a collaborator and an agent (as ticket owner, team or department member, account manager)
- Administrators - these are system administrators, not OST application administrators

These roles play a part in determining who receives an email and when within the OST work flows.

This document will not detail all of the possible email configuration options, but it will provide an overview of where these configurations reside.

Receiving and sending emails

Depending upon the OST configuration, an MTA (Mail Transfer Agent such as Postfix for Linux or Exchange for Windows) is *not* required for receiving or sending emails. However, it may be beneficial as will be described later.

Receiving emails

To take incoming emails and convert them to OST tickets, the following configuration needs to be done in the OST

Agent Panel :

- Create an OST email queue:

Emails -> Emails

Configure the Fetching and Sending sections

- Create an OST Department that will receive emails from the mail queue:

Agents -> Departments

- Configure the Department to use the email queue:
'Department -> Outgoing Email Settings -> Outgoing Email'
- Configure OST to fetch emails:

Emails -> Settings -> Incoming Emails -> Enable

- Configure a scheduled task to poll the email queue(s)

In Linux this is done with a cron job - this can be run with minimal permissions as user `nobody` , group

`nogroup`

```
*/1 * * * * /usr/bin/php /var/www/html/osticket/api/cron.php
```

This polls every minute and assumes that OST was installed under the `/var/www/html/osticket` folder

There is an option to pipe emails rather than poll. This requires greater access to the mailserver and is beyond the scope of this document

- Add agents to the department - or as extended access - to see the incoming tickets

Agents -> Agents -> Add New Agent or edit existing agent to configure the agent's primary department

As above or via Department -> Access to configure agents for extended access

Sending emails

Outgoing emails can be tested using:

Admin Panel -> Emails -> Diagnostic

- Configure the OST mail queue Sending settings:

Emails -> Emails -> Sending Email via SMTP

- Configure the default OST outgoing email queue

Emails -> Settings -> Outgoing Email

This is used when the previous step is set to `Disable` or if the sending fails

- Configure the correct email queue to send responses through:

Department -> Outgoing Email Settings

If the default OST outgoing email queue is left at the default setting:

None: Use PHP mail function

then the `php.ini` file needs to be configured to send emails. An appropriate MTA needs to be installed and configured.

Note: If the email queue `Sending Email via SMTP` option is `Disabled` then emails are sent using the default

Emails -> Settings -> Outgoing Email . The `From` address is controlled by this setting.

If this default queue is set to a different SMTP server than the departmental email, responses to tickets from this department will have a different `Reply-to` header than the department email address.

This may be overridden by using the `msmtp` MTA with an appropriate configuration file.

`msmtp` allows the emails from the department to be sent via a different SMTP server while rewriting the `From` header to match the department email.

Installing and configuring `msmtp` - Ubuntu 16.04

- Install `msmtp`
`sudo apt-get install msmtp msmtp-mta`
- Create configuration file: `/etc/msmtprc`
- Ensure `/etc/msmtprc` permissions allow reading by the Apache webserver account

Example `/etc/msmtprc` configuration. Note that passwords are plain text in this example. See the `msmtp` documentation for alternative configurations.

```
# Set defaults
defaults
# Enable or disable TLS/SSL encryption.
tls on
tls_starttls on
aliases /etc/aliases

# Setup accounts
account department1
host smtp.gmail.com
port 587
tls_trust_file /etc/ssl/certs/ca-certificates.crt
auth login
user dept1user@gmail.com
password dept1userpassword
from dept1user@gmail.com
logfile /var/log/msmtp.log

account department2
host mail.corp.com
port 587
tls_certcheck off
auth login
user dept2user@corp.com
password dept2userpassword
from dept2user@corp.com
logfile /var/log/msmtp.log

#Aliases for the OSTicket queues
account department3 : department2
from dept3user@gmail.com

account default : department1
```

Emails from department3 will use the department2 SMTP server to send emails. The `From` address will be set to `dept3user@support.corp.com`

Note: Other MTAs can be used in place of `msmtp`, such as `postfix`, `sendmail`, `exim` or `Exchange` for Windows. Their configuration is more involved and beyond the scope of this document.

When and where are emails sent

OST has a rich configuration for defining when and where emails are sent.

This document simply points to all of the relevant areas of OST that affect email delivery.

- Admin Panel -> Settings -> System - define Default Department
- Admin Panel -> Settings -> Tickets -> Autoresponder - global settings
- Admin Panel -> Settings -> Tickets -> Alerts and Notices - global settings
- Admin Panel -> Settings -> Tasks -> Alerts and Notices - global settings
- Admin Panel -> Manage -> Help Topic -> New ticket options
- Admin Panel -> Manage -> Ticket Filters - filters can send or suppress emails
- Admin Panel -> Manage -> SLA Plans - Overdue Alerts
- Admin Panel -> Emails -> Settings - Default Alert Email and Admin's Email Address
- Admin Panel -> Emails -> Settings - Accept Email Collaborators
- Admin Panel -> Agents -> Access - enable Alerts
- Admin Panel -> Teams -> Team - Assignment Alert
- Admin Panel -> Teams -> Members - enable Alerts
- Admin Panel -> Departments -> Settings -> Autoresponder Settings
- Admin Panel -> Departments -> Settings -> Alerts and Notices
- Admin Panel -> Departments -> Access - enable Alerts
- Agent Panel -> Organizations -> Select Organization -> Settings - controls who is automatically added to tickets
- Agent Panel -> Tickets -> Select Ticket -> Collaborators
- Agent Panel -> Tasks -> Select Ticket & Task -> Add Participants