



SCUtils Email Connector 2016 SE Guide

Solution for Microsoft System Center 2016 Service Manager

Published: 25th June 2018

Version: 2.0

Authors:

Marat Kuanyshev

Feedback:

support@scutils.com

Contents

1.	Getting started.....	4
1.1	Compatibility.....	4
1.2	Migrating from SCUtils Email Connector 2016.....	4
1.3	TLS 1.2 support	4
1.4	Try before buy	4
1.5	Feedback.....	4
2	Requirements	5
2.1	Validating signed email messages	5
2.2	Installing a certificate for decrypting email messages	5
3	Installation	7
3.1	Online activation.....	7
3.2	Offline activation	8
3.3	Upgrade from SCUtils Email Connector 2016 (first edition).....	8
4	Email processing	9
4.1	Supported Work Items	9
4.2	Processing logic and parsing keywords	10
4.2.1	Email reply parsing keyword.....	10
4.2.2	Incident/Problem resolved parsing keyword	10
4.2.3	Service Request completed parsing keyword.....	10
4.2.4	Manual Activity completed parsing keyword	10
4.2.5	Incident/SR first response parsing keyword.....	11
4.2.6	Manual Activity failed parsing keyword	11
4.2.7	Review Activity approved parsing keyword	11
4.2.8	Review Activity rejected parsing keyword.....	11
4.2.9	Incident/Problem/SR closed parsing keyword	11
4.2.10	Incident/Problem/SR reactivated parsing keyword	12
4.2.11	Work Item assigned to me parsing keyword	12
4.2.12	Incident/SR cancelled parsing keyword.....	13
5	Configuration.....	14
5.1	Welcome page	14
5.2	General page.....	14
5.3	Mail Server Connection Settings page.....	15
5.4	Common Settings page.....	16
5.5	Parsing Keywords page.....	17
5.6	Categories, templates, image filtering, schedule page	18
5.7	Summary page	19
5.8	Completion Page.....	20

6	Known issues and troubleshooting.....	22
6.1	Logging.....	22
6.2	“Next” button on the Connection Settings page is disabled even after the connection test is successfully passed.....	22
6.3	Activation error - License Key doesn’t match to Company Name.....	22

1. Getting started

SCUtils Email Connector 2016 is an extension for Microsoft System Center 2016 Service Manager that processes incoming emails using **IMAP** or **POP3** protocols. Majority of Service Manager customers use Microsoft Exchange Server as a primary email solution but there are some organizations that utilize other email platforms.

Developing this solution our team engaged our own consulting experience as well as the community opinion about what features should be included. That means the solution can be interested not only for clients with IMAP/POP3 email infrastructure but also for those with Exchange who are looking for more advanced connector than the vendor offers.

1.1 Compatibility

SCUtils Email Connector 2016 was designed and tested for the following versions of Microsoft System Center 2016 Service Manager:

- Microsoft System Center 2016 Service Manager.

1.2 Migrating from SCUtils Email Connector 2016

License keys for SCUtils Email Connector 2016 (first edition) are not compatible with SCUtils Email Connector 2016 SE. If you have purchased SCUtils Email Connector 2016 (first edition) and have an active support and maintenance subscription, you have to request a new license key for SCUtils Email Connector 2016 SE and get it free of charge. In the opposite case, you have to purchase a new license for SCUtils Email Connector 2016 SE.

If you upgrade SCUtils Email Connector 2016 with SCUtils Email Connector 2016 SE, please don't forget to activate the product with a new license key.

1.3 TLS 1.2 support

SCUtils Email Connector 2016 SE supports TLS protocols of the version 1.2 and lower.

1.4 Try before buy

SCUtils Email Connector 2016 SE has a unified installer for a trial and full versions and can be obtained on <http://www.scutils.com> on the Download page. We highly recommend to evaluate the software in a testing lab before the implementing in the production environment.

The free 15-day trial version is fully functional and offers every feature of the product. Please become familiar with this guide before starting using SCUtils Email Connector 2016 SE and do not hesitate to contact us at support@scutils.com. You are also more than welcome to our [YouTube channel](#) where you will find video tutorials for SCUtils Email Connector 2016 SE and other our products.

1.5 Feedback

Our team is always on the way of the improvement of our solutions. We highly appreciate every feedback from our customers. Please send us your thoughts, complains, and feature requests at support@scutils.com.

2 Requirements

SCUtils Email Connector 2016 SE does not support the work through a proxy. Before you start to setup a first connector, make sure that the Service Manager management server can access your IMAP or POP3 email server without using a proxy service.

To create connectors the administrative rights are required.

Please be aware that connector always connects to the **Inbox** folder of the monitored mailbox.

The connector looks for work items IDs **in square brackets** like **[IR42510]** in the email's subjects. You have to add work items ID **in square brackets** in each email template used with work items.

2.1 Validating signed email messages

SCUtils Email Connector 2016 SE can process and validate signed email messages. The email messages can be scanned regardless the result of the validation. However, you may choose to skip the messages that fails the validation. If you decided to ignore the signature validation's errors, the connector will process all email messages and consume less server resources.

To validate email messages you have to ensure that the Service Manager management server has an access to the certificate authority's server. In the case of the commercial certificate authorities the Service Manager management server must have a connection to Internet.

Please be aware that the validation of the sender's signature consumes an additional time and server resources.

2.2 Installing a certificate for decrypting email messages

SCUtils Email Connector 2016 SE can decrypt email messages encrypted by email senders. An email message is always encrypted by a public key of the certificate that belongs to a recipient. After receiving the encrypted email message, the recipient decrypts the email body's content using the private key of the recipient's certificate.

In order to add a support for encrypting/decrypting email messages sent to the mailbox monitored by the email connector, you have to:

- Obtain a **secure email certificate** associated with the monitored mailbox's **email address** from a **trusted certificate authority** (can be a certificate authority deployed in Active Directory or commercial certificate authority like Comodo, VeriSign, etc).
- Deploy the obtained certificate to a **personal certificate store** for **Local Computer** on the **Service Manager management server** with a **private key** (see Fig. 1).
- Distribute the certificate with a **public key** among users. If you use Outlook/Exchange, you can add the certificate to a Global Address List.

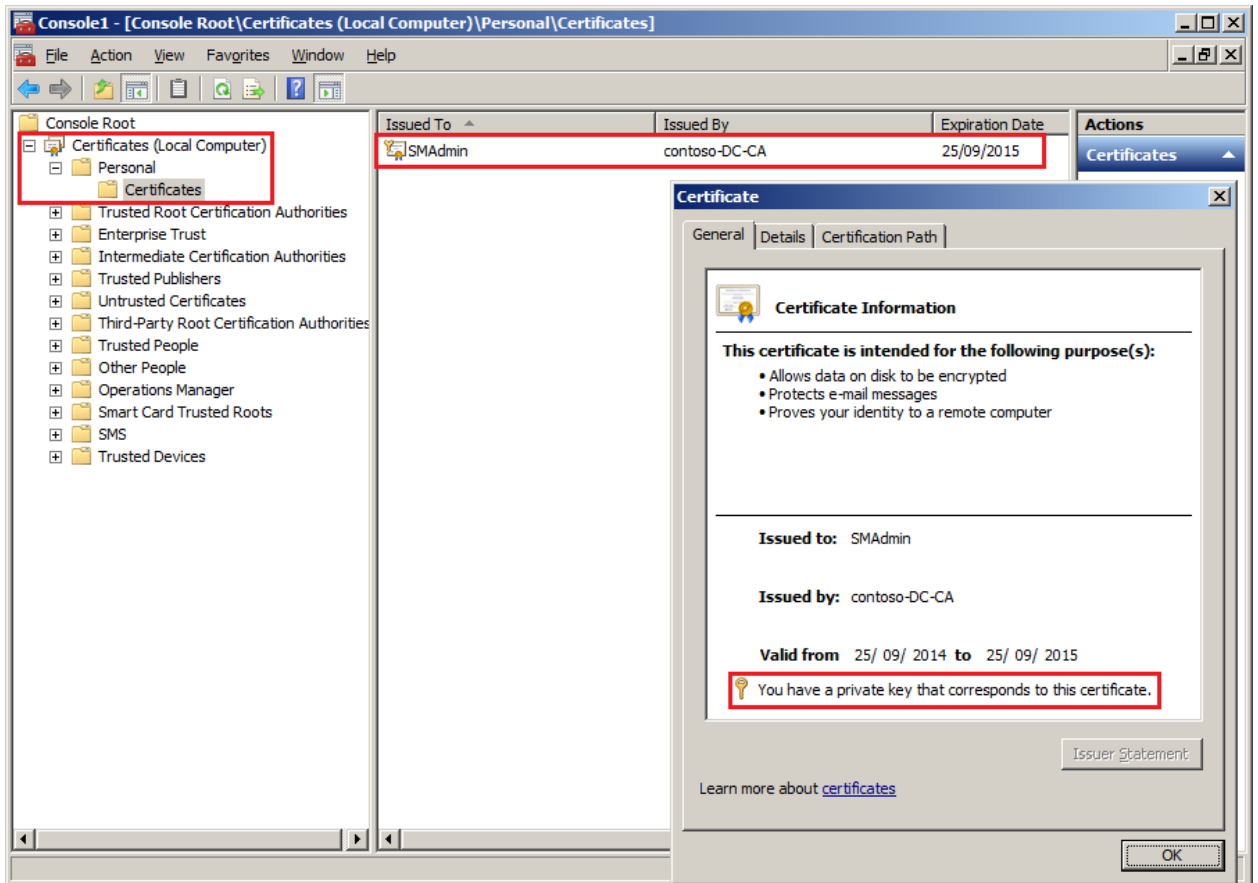


Fig. 1 Personal store for Local Computer

3 Installation

Download the installation package **SCUtils Email Connector 2016 SE Setup.msi** from Download page of www.scutils.com. Copy the installation package to the Service Manager management server (this is usually the first installed server).

Close (!) all instances of the Service Manager console opened on this server.

Run **SCUtils Email Connector 2016 SE Setup.msi** file on the server.

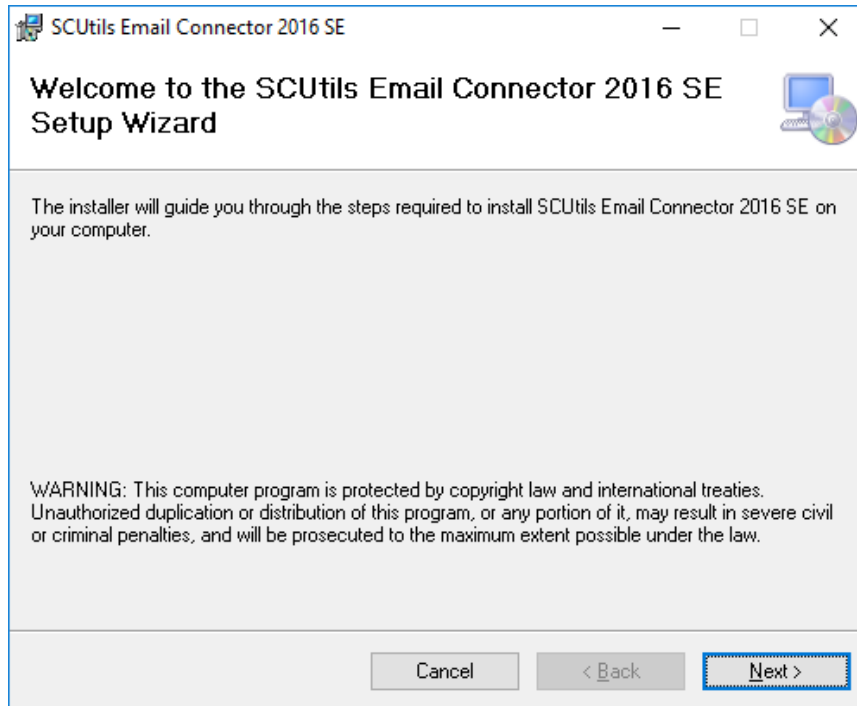


Fig.2 Installing

Follow the installation wizard steps (Fig.2). On the **Select Installation Folder** page you can change the location in which **SCUtils Email Connector 2016 SE** will be installed.

After the successful setup close the installation wizard.

After the initial installation you have to activate your copy of the software. There are two ways to activate the product: online (recommended) and offline.

3.1 Online activation

Run the Service Manager console under an administrative account on the computer connected to internet. Open **Email Connector Settings** to activate the copy of the product:

1. In the Service Manager console, select **Administration**.
2. In the **Administration** pane, expand **Administration**.
3. In the **Administration** view, in the **Settings** area, click **SCUtils Email Connector 2016 SE Activation**.
4. In the **Tasks** pane, under **SCUtils Email Connector 2016 SE Activation**, click **Activate**.
5. **SCUtils Email Connector 2016 SE activation** window will be opened (Fig.3).

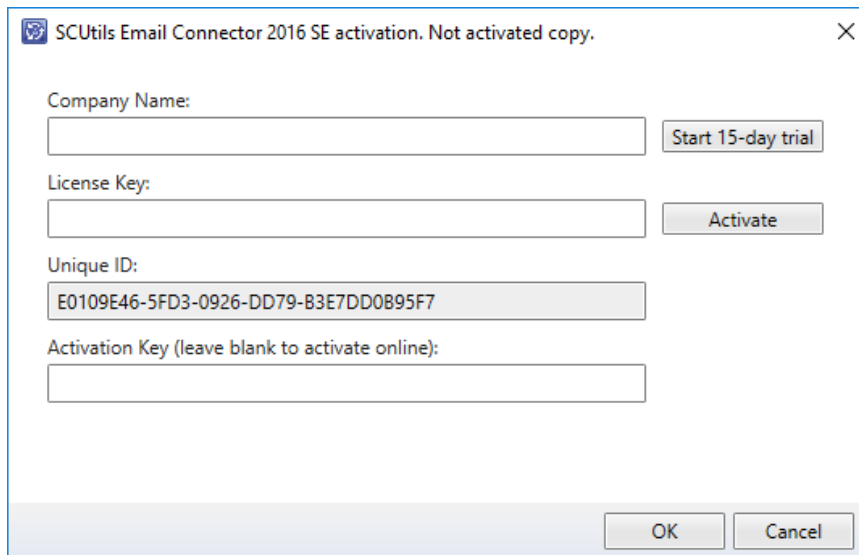


Fig.3 SCUtils Email Connector 2016 SE activation

If you want to evaluate the product, click on **Start 15-day trial** button.

If you want to activate a full version, fill **Company Name** and **License Key** (exactly as in the license), then click on **Activate** button.

If you have any issues with the activation process, please send your **Unique ID** at support@scutils.com and we will provide you with offline **Activation Key**.

3.2 Offline activation

If you prefer to activate offline or for some reasons you are not able to use the online activation, send your **Unique ID** at support@scutils.com and note what activation type you need (trial or full) and we will provide you with offline **Activation Key**.

After you receive the Activation Key, fill out **Company Name**, **License Key**, and **Activation Key**, then click on **Activate** button.

3.3 Upgrade from SCUtils Email Connector 2016 (first edition)

Before deploying in the production environment, please carefully evaluate the SCUtils Email Connector 2016 SE in the testing environment. In the production environment, please don't forget to activate the product again with a new license key.

4 Email processing

SCUtils Email Connector 2016 SE allows to monitor an IMAP or POP3 mailbox and process incoming emails using the following common rules:

- If there is no work item ID in square brackets in the email's subject, the connector will create a new work item using the subject as **Title**, email's body text (up to 4000 symbols) as a **Description**, and a sender as an **Affected User**.
- For creating the new work item the connector uses a template defined in the connector's settings.
- The type of the new work item is determined by the type of the predefined template for new work items.
- If a type of the new work item is Incident and the required fields **Urgency** and **Impact** are not defined in the template, then those properties will be set to **Low**.
- If the source is not specified in the new work's template, the work item source will be set to **E-mail**.
- If the status is not specified in the new work's template, the work item status will be set to **Active** for Incident and **New** for Service Request.
- If there is a work item ID in square brackets in the email's subject, the connector will update an existing work item.
- When the connector updates the existing work item, an **optional** template can be applied. Using the template the connector can define/overwrite the work item's properties like Urgency, Support Group, etc.
- **To** or **CC** recipients except the sender and the mailbox that the connector is monitoring will be added as **Related Items**.
- If it is defined in the connector's settings, the email will be added to the work item as an **Attachment** while the number of the attachments is not exceeded the limit defined for this type of work items.
- Any attachment to the email is added to the work item as an **Attachment** while the number of the attachments is not exceeded the limit defined for this type of work items.
- **Manual and Review Activity do not have limits for the number of the attachments** in the Service Manager but the connector has its own limits equals to **100**.
- **Manual and Review Activity do not have Related Items tab** in the default forms so that it is impossible to open related items from the Service Manager console by design. The **email, recipients, and email attachments** can be linked to the **parent work item** (as well as to **parent Sequence or Parallel Activity**) that has the **Related Items tab** or to the target Activity or both **depending on the connector's settings**.
- For those work items that supports using Action Log the connector adds action log's records. For Change Request that does not support the action log "out-of-the-box", the solution includes an optional Action Notes management pack. If the connector detects the presence of this management pack, it appends the email text to **Action Notes** field. The Action Notes management pack is located in the SCUtils Email Connector 2016 SE installation folder (default path: *C:\Program Files\SCUtils\SCUtils Email Connector 2016 SE*) and named "**SCUtils.ChangeRequest.ActionNote.Library.mp**".

4.1 Supported Work Items

SCUtils Email Connector 2016 SE updates the following work items:

1. Incidents
2. Service Requests
3. Problems
4. Change Requests
5. Manual Activities
6. Review Activities

4.2 Processing logic and parsing keywords

In the connector's setting you have to define parsing keywords that used for the processing of the incoming emails.

The connector looks for work items IDs **in square brackets** like **[IR42510]** in the email's subjects. You have to add work items ID in square brackets in each email template. The work item ID **must** be surrounded by square brackets to be recognized as an existing work item.

4.2.1 Email reply parsing keyword

Default value: *From:*

Using: this keyword is used to find the end of the email last message in the email's text.

4.2.2 Incident/Problem resolved parsing keyword

Default value: *[Resolved]*

Using: If this keyword is presented in the email last message's text and Incident or Problem status is not **Resolved** or **Closed**, the connector sets:

1. The status of the work item to **Resolved**.
2. **Resolution Description** copying the email last message's text.
3. **Resolution Category**, if the **Resolution Category** is predefined in the connector's settings.
4. **First Response Date** to **Now**, if the **First Response Date** is not set.
5. A sender as a **Resolved By** user.
6. **Resolved Date** to **Now**.
7. **Auto resolve related incidents** to **True** for Problem, if it is set in the connector's settings.

Finally, the connector commits all changes to the Service Manager database.

4.2.3 Service Request completed parsing keyword

Default value: *[Completed]*

Using: If this keyword is presented in the email last message's text and Service Request status is not **Completed**, **Closed**, **Failed** or **Cancelled** and Service Request **does not have any activity**, the connector sets:

1. The status of the work item to **Completed**.
2. **Implementation Notes** appending the email last message's text.
3. **Implementation Results**, if the **Implementation Results** is predefined in the connector's settings.
4. **First Response Date** to **Now**, if the **First Response Date** is not set.
5. **Completed Date** to **Now**.

Finally, the connector commits all changes to the Service Manager database.

4.2.4 Manual Activity completed parsing keyword

Default value: *[Completed]*

Using: If this keyword is presented in the email last message's text and Manual Activity status is **In Progress**, the connector sets:

1. The status of the activity to **Completed**.
2. **Notes** appending the email last message's text.

4.2.5 Incident/SR first response parsing keyword

Default value: *[Acknowledged]*

Using: If this keyword is presented in the email last message's text and the **First Response Date** is not set, the connector sets **First Response Date** to **Now** and adds the email last message's text as a comment. Applied to:

1. Incidents
2. Service Requests

4.2.6 Manual Activity failed parsing keyword

Default value: *[Failed]*

Using: If this keyword is presented in the email last message's text and Manual Activity status is **In Progress**, the connector sets:

1. The status of the activity to **Failed**.
2. **Notes** appending the email last message's text.

4.2.7 Review Activity approved parsing keyword

Default value: *[Approved]*

Using: If this keyword is presented in the email last message's text and Review Activity status is **In Progress** and a sender is a reviewer(or a member of the group that is set as a reviewer, if the connector's setting allows to vote members of the group), the connector sets:

1. The vote decision to **Approved**.
2. Decision Date to **Now**.
3. **Comment** of the vote copying the email last message's text.

4.2.8 Review Activity rejected parsing keyword

Default value: *[Rejected]*

Using: If this keyword is presented in the email last message's text and Review Activity status is **In Progress** and a sender is a reviewer(or a member of the group that is set as a reviewer, if the connector's setting allows to vote members of the group), the connector sets:

1. The vote decision to **Rejected**.
2. Decision Date to **Now**.
3. **Comment** of the vote copying the email last message's text.

4.2.9 Incident/Problem/SR closed parsing keyword

Default value: *[Closed]*

Using:

Case: Incident or Problem

If this keyword is presented in the email last message's text and Incident or Problem status is not **Closed** or **Resolved**, first the connector resolves Incident or Problem. Then the connector sets:

1. The status of the work item to **Closed**.
2. **First Response Date** to **Now**, if the **First Response Date** is not set.
3. A sender as a **Closed By** user.
4. **Closed Date** to **Now**.

Case: Service Request

If this keyword is presented in the email last message's text and Service Request status is not **Closed**, **Completed**, **Failed**, or **Cancelled** and Service Request **does not have any activity**, the connector completes Service Request. Then if the Service Request status is **Completed**, **Failed**, or **Cancelled**, the connector sets:

1. The status of the work item to **Closed**.
2. **First Response Date** to **Now**, if the **First Response Date** is not set.
3. A sender as a **Closed By** user.
4. **Closed Date** to **Now**.

4.2.10 Incident/Problem/SR reactivated parsing keyword

Default value: *[Reactivated]*

Using:

Case: Incident

If this keyword is presented in the email last message's text and Incident's status is not **Closed** or **Active**, the connector sets:

1. The status of the work item to **Active**.
2. Remove Resolved By, Resolution Category, Resolution Description, and Resolved Date, if any.

Case: Problem

If this keyword is presented in the email last message's text and Problem's status is not **Active**, the connector sets:

1. The status of the work item to **Active**.
2. Remove Resolved By, Closed By, Resolution Category, Resolved Date, Closed Date, if any.

Case: Service Request

If this keyword is presented in the email last message's text and Service Request's status is not **Closed**, **Submitted** or **New** and Service Request **does not have any activity**, the connector sets:

1. The status of the work item to **In Progress**.
2. Remove **Completed Date**.

Finally, the connector commits all changes to the Service Manager database.

Please note that after Service Request status is set to **In Progress**, the Service Manager default workflow changes the status of the work item with **no** activities to **Submitted** automatically.

4.2.11 Work Item assigned to me parsing keyword

Default value: *[AssignToMe]*

Using: If this keyword is presented in the email last message's text, the connector sets:

1. A sender as an **Assigned To** user.
2. **First Response Date** to **Now**, if the **First Response Date** is not set.

Applied to:

1. Incidents
2. Problems
3. Service Requests

4. Change Requests
5. Manual Activities

4.2.12 Incident/SR cancelled parsing keyword

Default value: *[Cancelled]*

Using:

Case: Incident

Using: If this keyword is presented in the email last message's text and Incident's status is not **Resolved** or **Closed** and a sender is an **Affected user**, the connector sets:

1. The status of the work item to **Resolved**.
2. **Resolution Description** copying the email last message's text.
3. **Resolution Category** to **Cancelled**.
4. **First Response Date** to **Now**, if the **First Response Date** is not set.
5. A sender as a **Resolved By** user.
6. **Resolved Date** to **Now**.

Case: Service Request

If this keyword is presented in the email last message's text and Service Request status is not **Closed**, **Completed**, **Failed**, or **Cancelled** and a sender is an **Affected user**, the connector sets:

1. The status of the work item to **Cancelled**.
2. **Notes** appending the email last message's text.

Finally, the connector commits all changes to the Service Manager database.

5 Configuration

Before creating the first connector you have to activate **SCUtils Email Connector 2016 SE**. To do it, please refer to p.3.1 or p.3.2.

After the successful installation and activation of SCUtils Email Connector 2016 SE, in the Service Manager console go to **Administration -> Connectors**.

Click **Create Connector**, and then, in the Task pane's list, select **IMAP/POP3 Email Connector**. In the **Create IMAP/POP3 Email Connector** wizard, perform the following steps.

5.1 Welcome page

On the Welcome page, click **Next**.

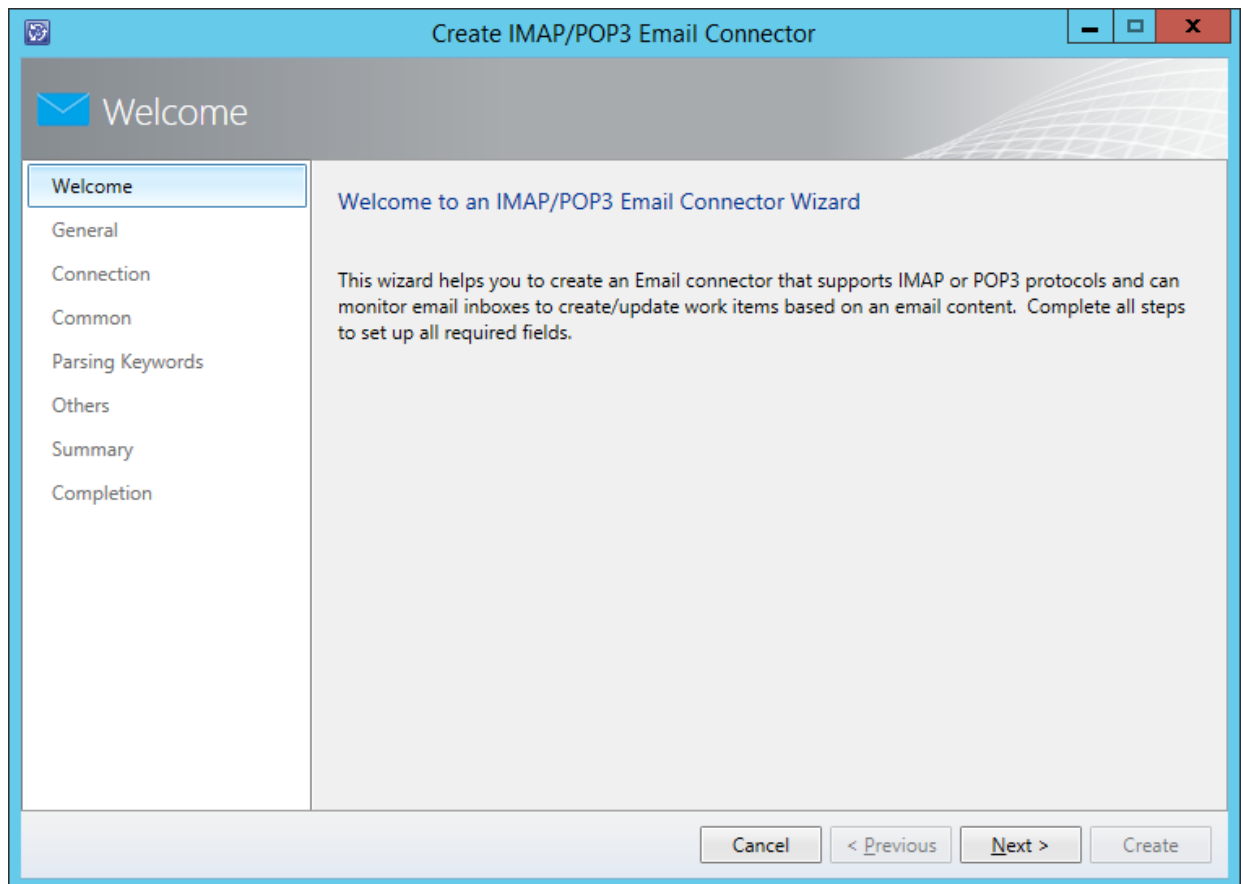


Fig. 4 Welcome page

5.2 General page

On the General page, provide a name and optional description for the connector. Here you can also enable or disable the connector.

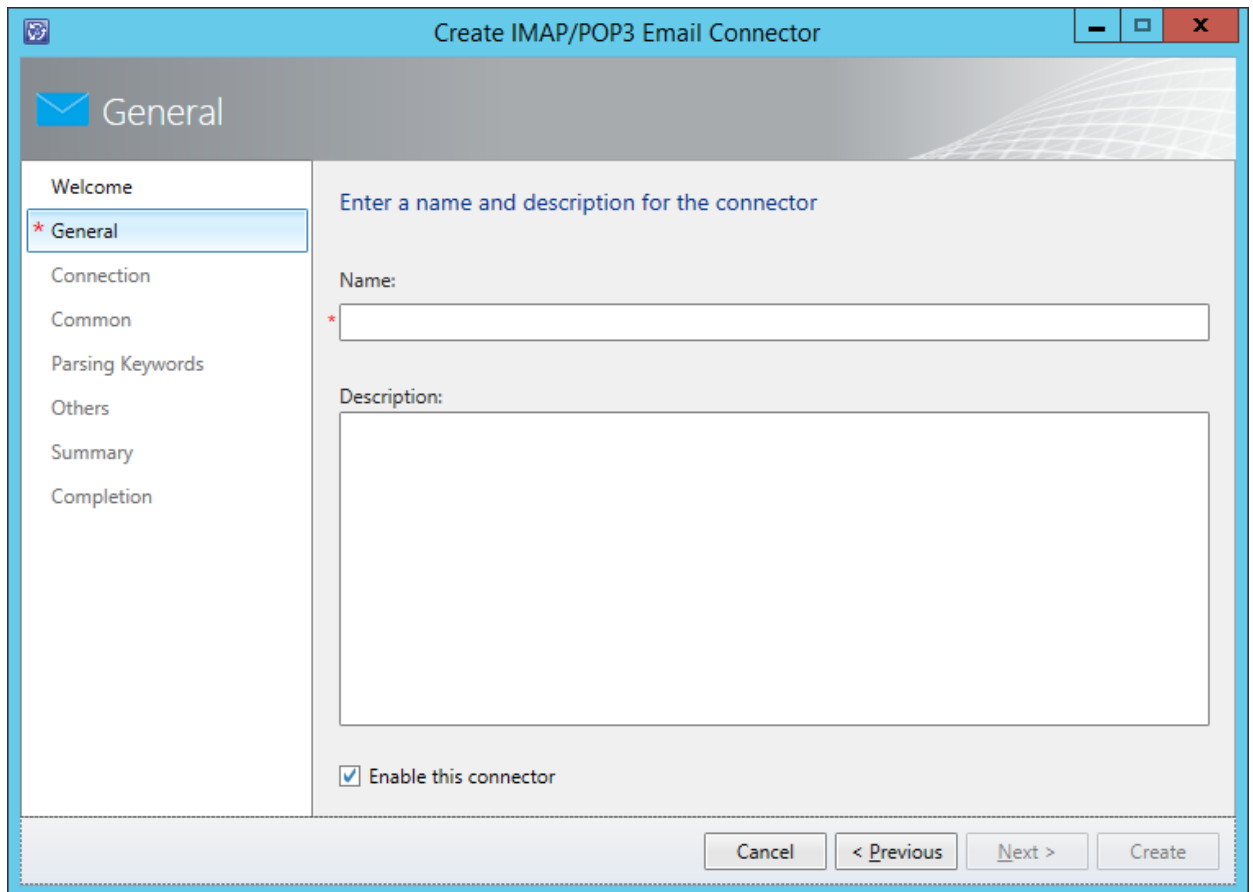


Fig.5 General page

5.3 Mail Server Connection Settings page

On this page you have to specify the connection settings.

First, you need to set a type of email protocol the connector will use to connect to the email server.

We highly recommend to use the **IMAP** protocol because POP3 is an out-of-date protocol. If you choose POP3 you have to be aware that POP3 protocol cannot mark messages as read or unread and in order to avoid downloading all messages and multiple processing the same emails, the connector retrieves only emails received since the last run's start time. Almost all more or less modern email platforms support **IMAP** so that we recommend to enable the **IMAP** protocol on your mail server and set the connector to use **IMAP**.

Second, specify the name of the mail server, mail server port, security and authentication methods. The authentication is set to **Auto** by default and in the majority of cases the connector can determinate the proper type of authentication automatically.

Third, set the timeout for the connection. Be informed, that this timeout value will be used not only to test a connection but also by a **workflow** so that set it wisely. The default value is 15 seconds.

Forth, enter a user name (usually in the email format like *JohnSmith@contoso.com*) and password of the mail server's account that has a full rights to manage the mailbox.

Finally, after filling out all required fields, you have to pass a connectivity test. Click on the **Test Connection** button. If you fail the connectivity test, try to use different values for the port, security and authentication.

For IMAP the usual **ports** are **143** (default) and **993**.

For POP3 the usual **ports** are **110** (default) and **995**.

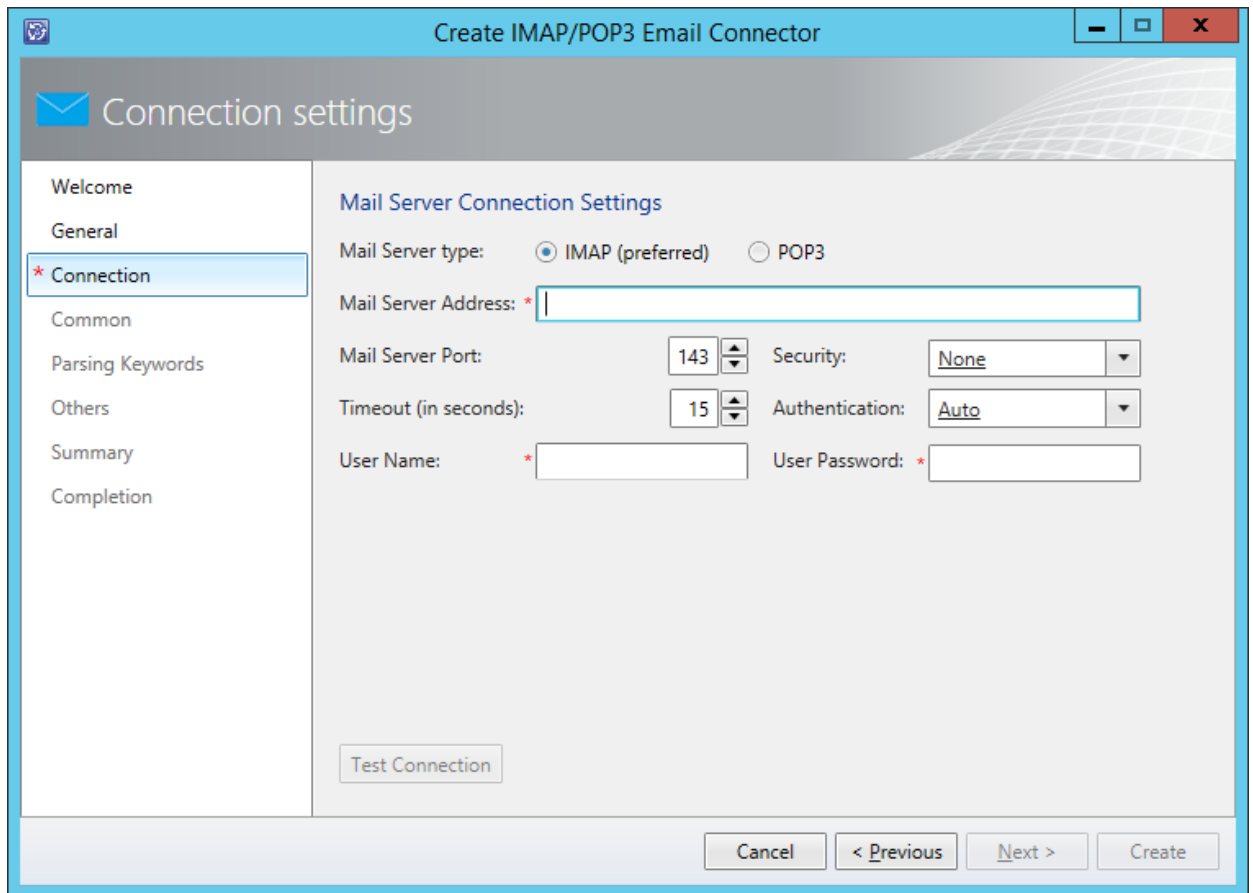


Fig.6 Mail Server Connection Settings page

5.4 Common Settings page

On the Common Settings page provide the name of the Active Directory forest where users reside that send emails to Service Manager. If there are multiple forests, type them separating by semi-colons.

Here you specify should the incoming emails be attached as attachments using **Attach each email as an .eml file attachment to the work item**.

If you uncheck the default value for **Only process emails from users from CMDB**, then the connector will create a new user in CMDB for each unknown sender by a recognized email address.

In some cases, usually when the email server is integrated with other systems, the sender's email address can be or be recognized as blank. If you check **Process emails with an empty sender's address**, the connector will create a new work item with no affected user. The received email will be attached to the new work item regardless **Attach each email as an .eml file attachment to the work item** value.

You also specify the method for deleting the processed emails. You can delete the emails immediately after the processing or keep them for the period of time in the range of 1 to 365 days. Please note that the connector actually **only marks email as deleted** and the final result depends on the mail server's way to handle emails marked as *Deleted*.

If required, you can allow members of the groups to vote on the behalf of those groups checking **Allow members of Active Directory groups vote on behalf of the groups**. That could be useful if you use Review Activity assignment to groups to let all the group's members be informed about the assignments. The connector checks the **direct membership for distribution groups** and **direct and indirect (through nested groups) membership for security groups**.

If you want the entire content of email message body to be added to the new or existing work item's action log, check **Append the full body of the email message (up to 4000 characters) to the action log**.

The connector can process encrypted and signed email messages. If you want to skip signed email messages with validation errors like expired and compromised certificates, etc. uncheck **Ignore certificate validation errors for signed emails**. Please be aware that the validation of the sender's signature consumes an additional time and server resources and is also required an access to a server of the certificate authority that issued the sender's certificate. In the case of the commercial certificate authority the Service Manager management server must have a connection to Internet.

To mark all analyst comments as private, check **Mark analyst comments as Private**. If you check **Only for parsing keyword**, only messages with the defined keyword (the default value *[Private]*) in the message body's text will be added as the private analyst comments.

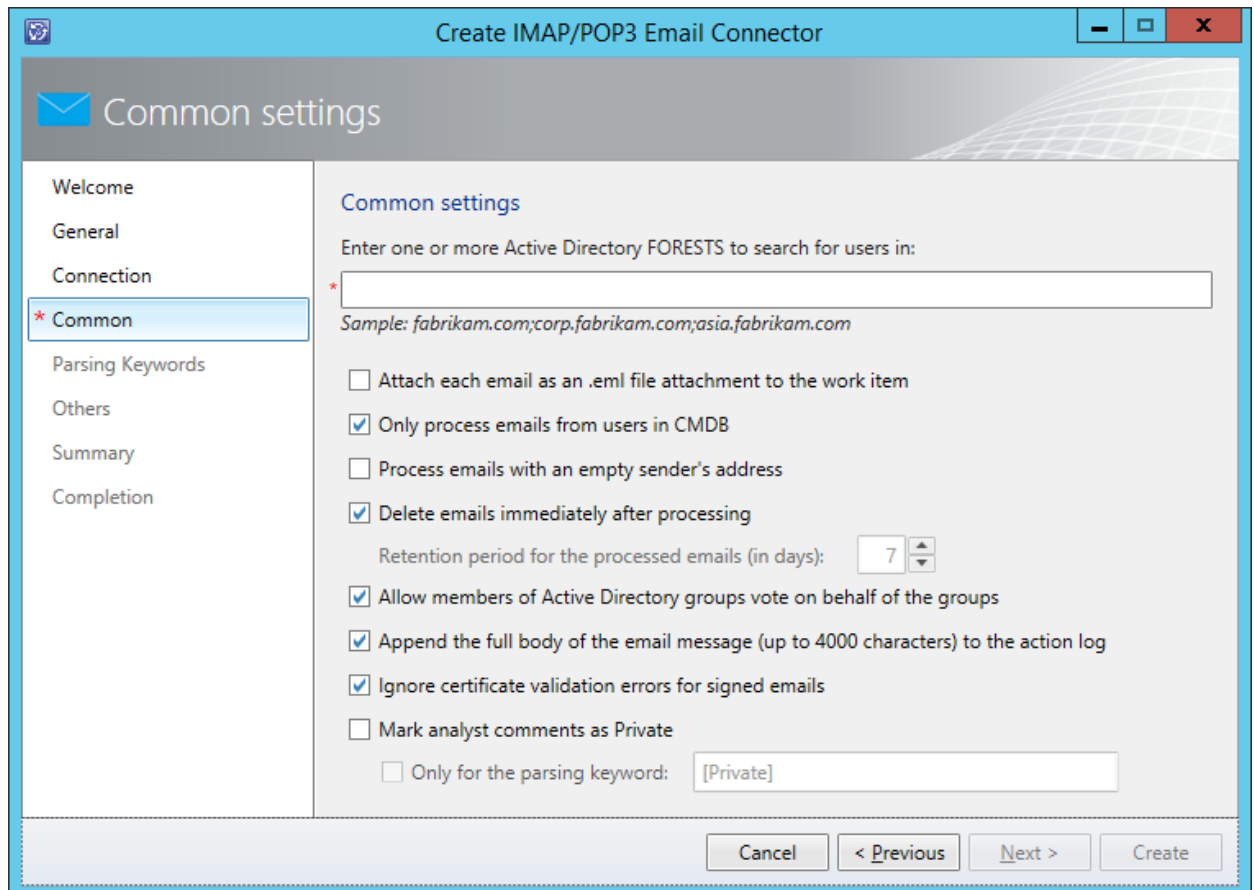


Fig.7 Common Settings page

5.5 Parsing Keywords page

On the Parsing Keywords page define parsing keywords to search for in the incoming email messages.

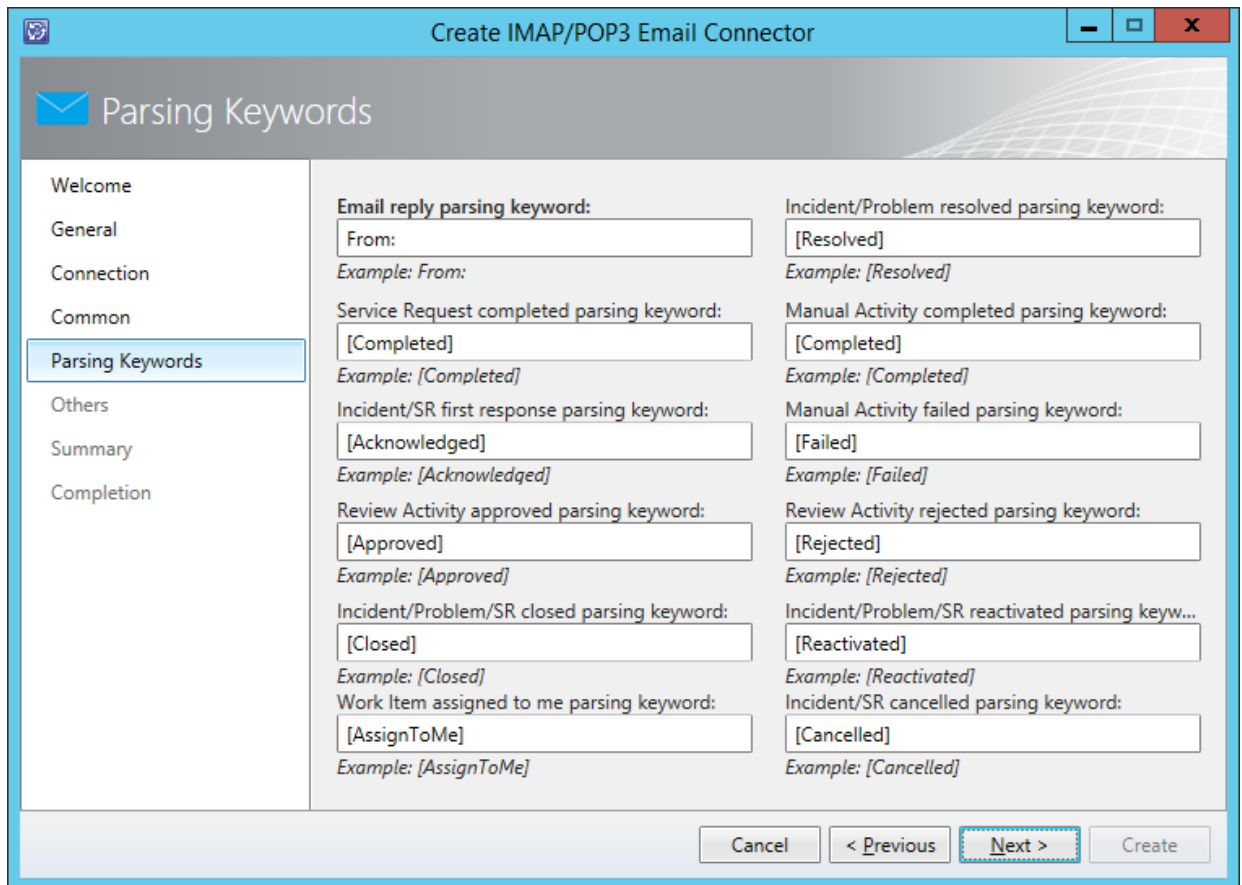


Fig.8 Parsing Keywords

5.6 Categories, templates, image filtering, schedule page

On the Categories, templates, schedule page you provide some additional settings for the email processing.

Using **Resolution category for resolved incidents (optional)** you can set **Resolution Category** to be automatically set for all resolved Incidents.

Using **Implementation results for completed service requests (optional)** you can set **Implementation results** to be automatically set for all completed Service Requests.

Using **Resolution category for resolved problems (optional)** you can set **Resolution Category** to be automatically set for all resolved Problems.

Here you also set the mode for automatically resolving Incidents linked to Problems using **Auto-resolve all incidents associated with Problems**.

Below on the page you have an option to set templates for the processing emails. You are required to set the template for a new work item choosing among **Incident** and **Service Request** templates.

The other two templates are optional and can be defined to update/route the existing work items. You can safely erase the optional list picker's values and there are two button "Clear" to help.

Manual and Review Activity do not have **Related Items** tab so that it is impossible to open related items from the Service Manager console. The **email, recipients, and email attachments** can be linked to the **parent work item** with **Related Items** tab (as well as to **parent Sequence or Parallel Activity**) or to Activity or both depending on the setting of **Link attachments, recipients (and the email if required) related the activity to**.

You can filter small images embedded in the message bodies like pictures in the user's signatures to avoid adding them as attachments. To do it check **Don't attach message's embedded images smaller than (in KB)** setting and specify the limit value in KB.

The last setting on the page is **Polling interval (in seconds)**. The default value is 300 seconds. Avoid using too short intervals other than for testing purposes. The range of the interval is between 30 and 1440 seconds. If you set the interval less than 30 seconds, the wizard will use the minimum value (30 seconds).

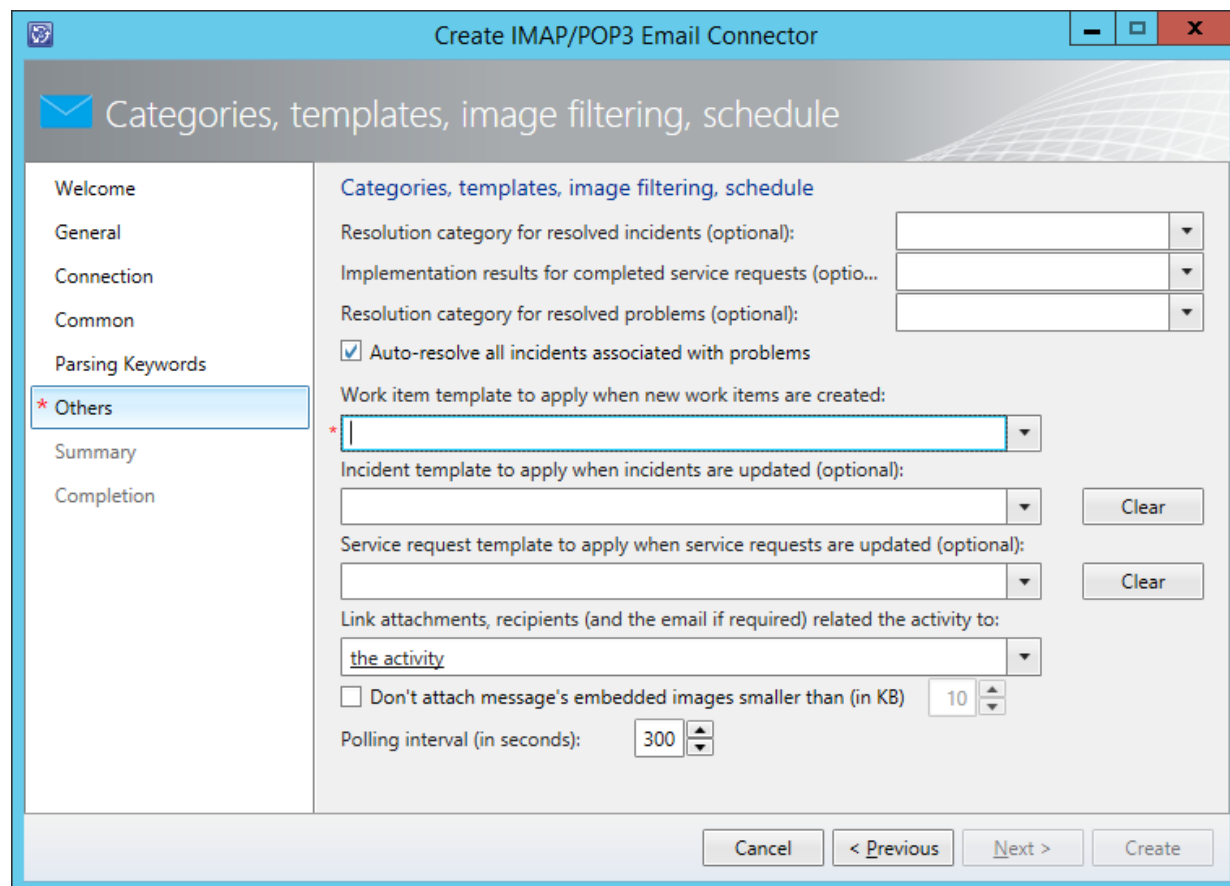


Fig.9 Categories, templates, schedule page

5.7 Summary page

On the Summary page review all settings and then click on **Create**. If required, return and make necessary changes. You can also edit the settings of the connector after its creating.

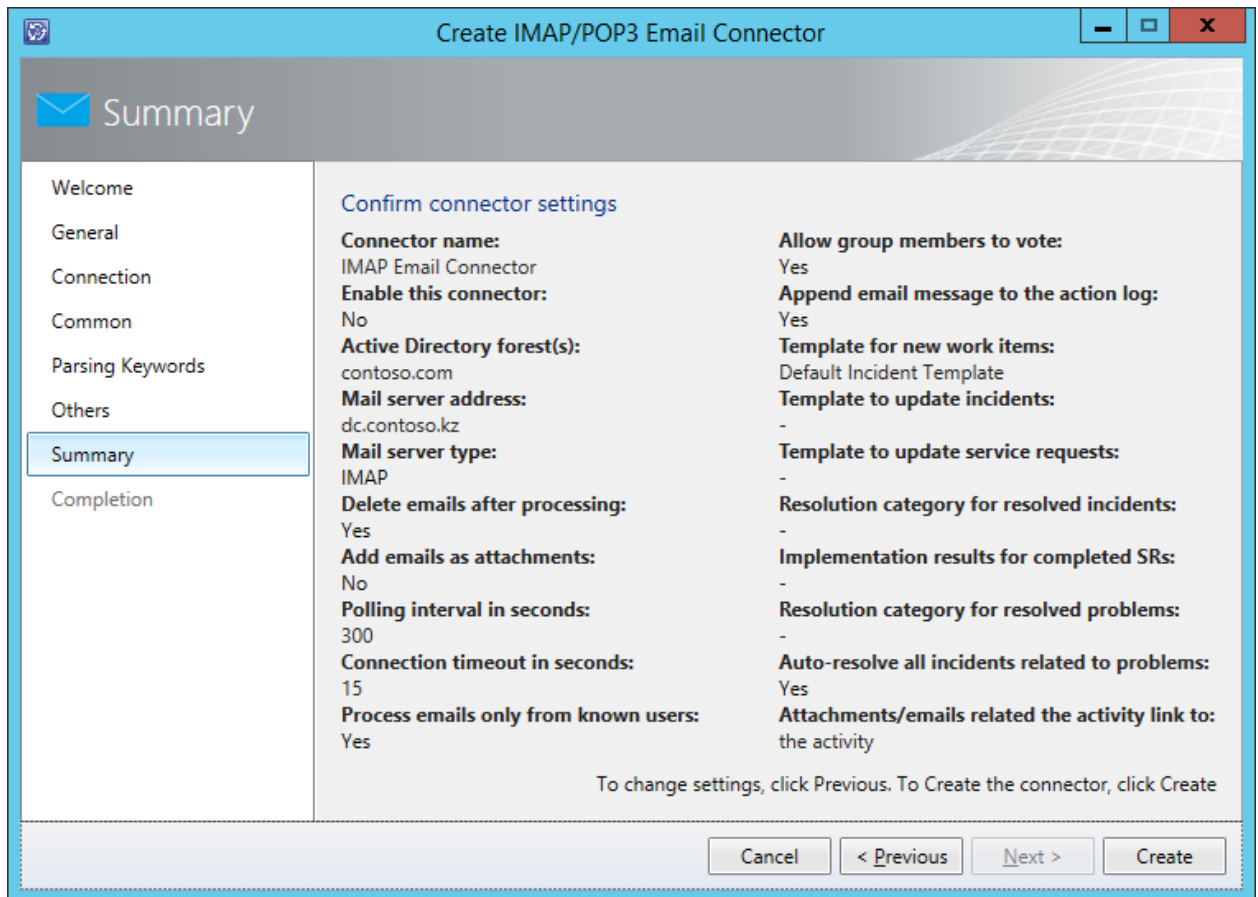


Fig.10 Summary Page

5.8 Completion Page

On the Completion page review the result and close the wizard.

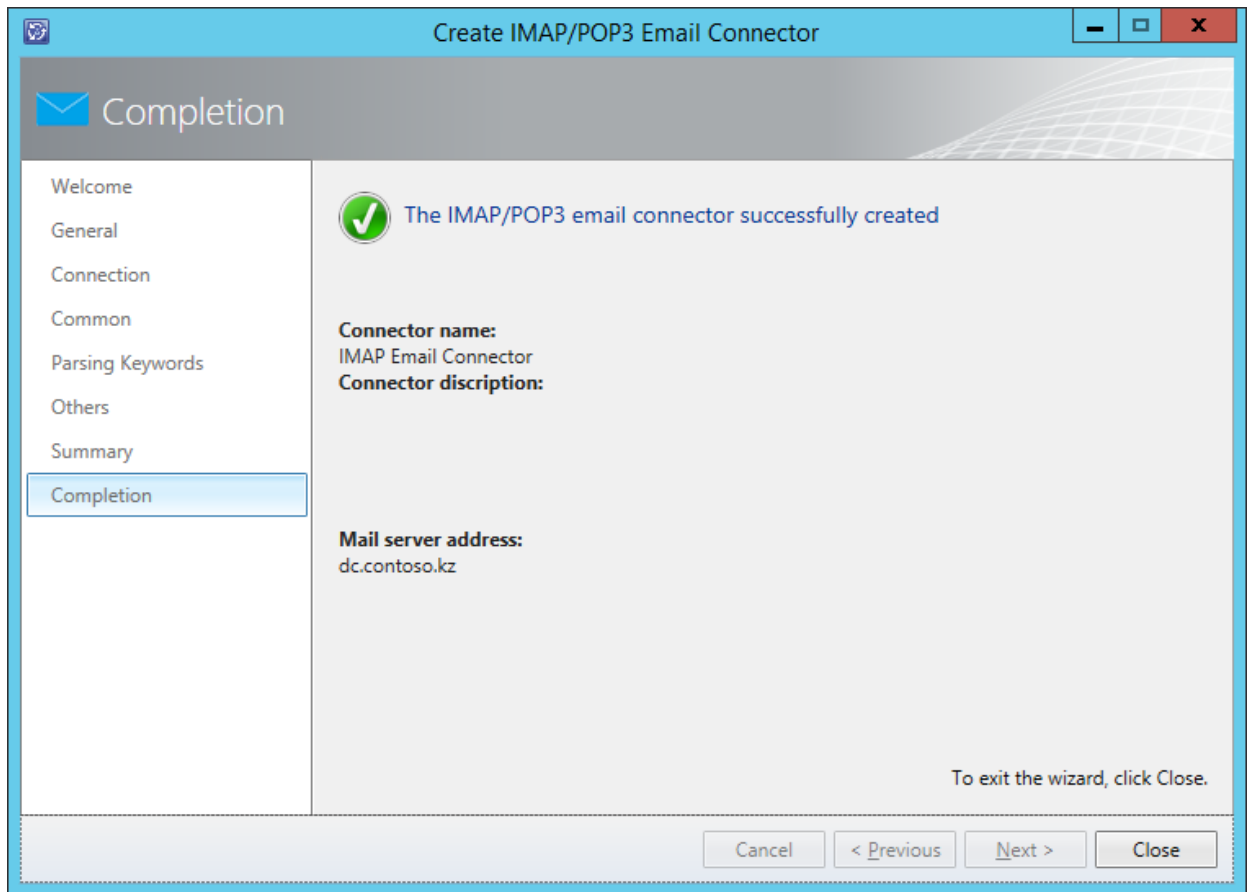


Fig. 11 Completion Page

6 Known issues and troubleshooting

Here we describe the known issues. If you haven't found a solution in this section, please contact us at support@scutils.com.

6.1 Logging

When the connector runs it logs events in the Operations Manager event log. The source of these event is **IMAP/POP3 Email Connector**. In the installation folder (default path is *C:\Program Files\SCUtils\SCUtils Email Connector 2016 SE*) you can find a registry file named **SCUtils Email Connector 2016 SE Registry settings.reg**. After running it and adding the required folder and key in the registry (path **HKEY_LOCAL_MACHINE\SOFTWARE\SCUtils\SCUtils Email Connector 2016**) you can edit the value of **LoggingLevel** that defines the level of the logging. By default, the connector logs only error events into the Operations Manager event log. You could set the **LoggingLevel** value from 1 (low level) to 7 (high level).

If the registry value does not exist, then the default logging level is set to 1 (only errors logging).

6.2 “Next” button on the Connection Settings page is disabled even after the connection test is successfully passed

In some situations after using 'Previous' button on the Connection Settings page you cannot click on the “Next” button even after the connectivity test has been successfully passed. To avoid this issue simply restart the connector wizard and do not use 'Previous' button unless you pass the connectivity test.

6.3 Activation error - License Key doesn't match to Company Name

License keys from SCUtils Email Connector 2016 (first edition) are not compatible with SCUtils Email Connector 2016 SE. Please refer to the section **Migrating from SCUtils Email Connector 2016** for details.