

Dexik Mail Capture Overview

Dexik Mail Capture is a stand-alone component that provides exceptional capabilities when it comes to e-mail capture and processing. This component can be easily integrated with Dexik Conversion Server and any Document Management System.

Despite the seeming simplicity of this task, most of Document Management Systems doesn't provide easy and graceful tool to automate e-mail capture.

Let us review the main advantages of Dexik Mail Capture comparing to the competitors:

- Dexik Mail Capture is able to handle multiple content types. From images to Microsoft Office, Audio and Video files and other.
- Dexik Mail Capture is able to handle ZIP archives. It will extract contents of the archive as separate attachments and prepare the index file for the mail body and attachments.
- Dexik Mail Capture is able to handle e-mails up to 300 MB (tested limit).
- Dexik Mail Capture is able to integrate with **any** Document Management System.
- One server of Dexik Mail Capture is able to handle multiple accounts.
- Dexik Mail Capture supports SSL communications.
- Dexik Mail Capture natively supports 32-bit and 64-bit OS.
- Dexik Mail Capture has simple setup and configuration interface.
- Dexik Mail Capture is a .NET based application, automatically supports new Microsoft OS.
- Dexik Mail Capture can be integrated with Dexik Conversion Server to enable automatic document conversion and merge before importing into the target Document Management System.
- Dexik Mail Capture licensing fee is 3-10 times lower than competitors'.

Dexik Mail Capture is the best solution on the market at the low price, allowing your business to grow and improve without significant investment.

Dexik will guarantee the "functionality match" with any competitor – if there is a function that Dexik Mail Capture doesn't support, please let us know and we'll provide an updated version at no cost to you.

Chapter 1: Installing Dexik Mail Capture

This chapter introduces Dexik Mail Capture, lists system requirements, and provides installation instructions. The following topics are included in this section:

[System Requirements](#)
[Installing Mail Capture Server](#)

System Requirements

Dexik Mail Capture server-side requirements are as follows:

Dexik Mail Capture server-side requirements	
Component	Description
Operating system	Windows Server 2000/2003/2008 (x86 or x64) with .NET 2.0 installed.
RAM	At least 512 MB RAM, 4 GB recommended.
Available disk space	2 MB, excluding processed mail storage space.
Processor	Pentium III or higher.
Networking system	MS Network, Novell.
Protocols	One of the following: <ul style="list-style-type: none">• TCP/IP• SPX/IPX• Named Pipes

The following database server requirements must be met:

Database server requirements	
OS	Database software
Windows, Novell, UNIX	ORACLE 8i or higher.
Windows	MS SQL Server 2000 or higher.

Installing Dexik Mail Capture

To install Dexik Mail Capture, proceed as follows:

1. Run Dexik Mail Capture installation.
2. In the **Installation options** window, ensure that **MailCapSrv core** is selected and click **Next**.

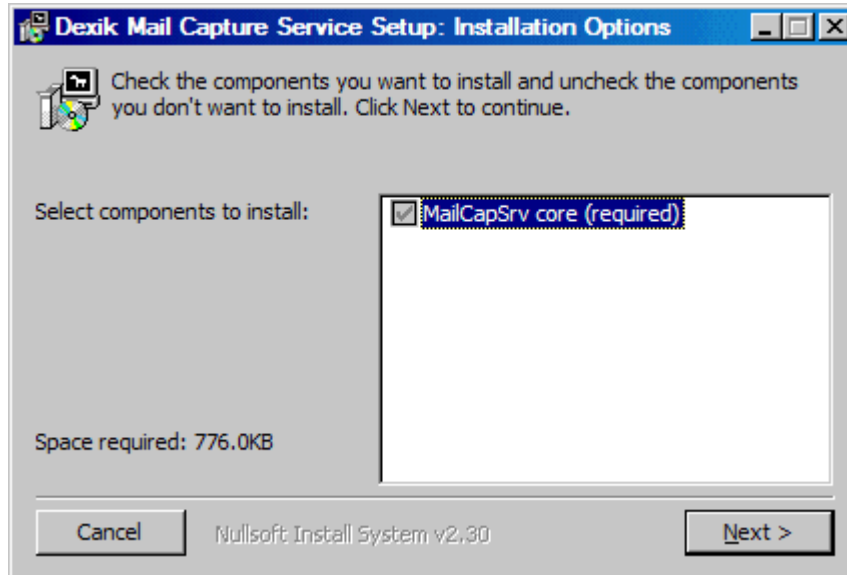


Figure 1: Initiating installation

3. In the **Installation folder** window, review installation destination folder and if necessary, modify it.
4. Click **Install**.
5. When Dexik Mail Capture is installed, in the **Complete** window, click **Close**.

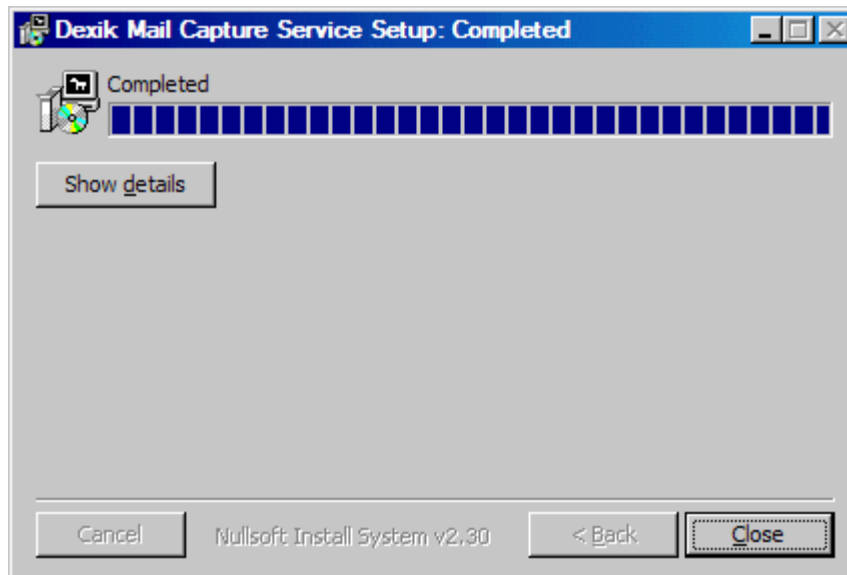


Figure 2: Completing installation

Chapter 2: Using Dexik Mail Capture

This section introduces Dexik Mail Capture user interface (UI) and describes how to work with Dexik Mail Capture. The following topics are included:

[Understanding Dexik Mail Capture UI](#)

[Managing Accounts](#)

[Configuring Dexik Mail Capture Settings](#)

[Displaying Processing Log](#)

Understanding Dexik Mail Capture UI

To start Dexik Mail Capture in the user mode, proceed as follows:

Select **Start > Programs > Dexik > Mail Capture Service > Start in User Mode**.

The **Mail Capture Service** window appears.

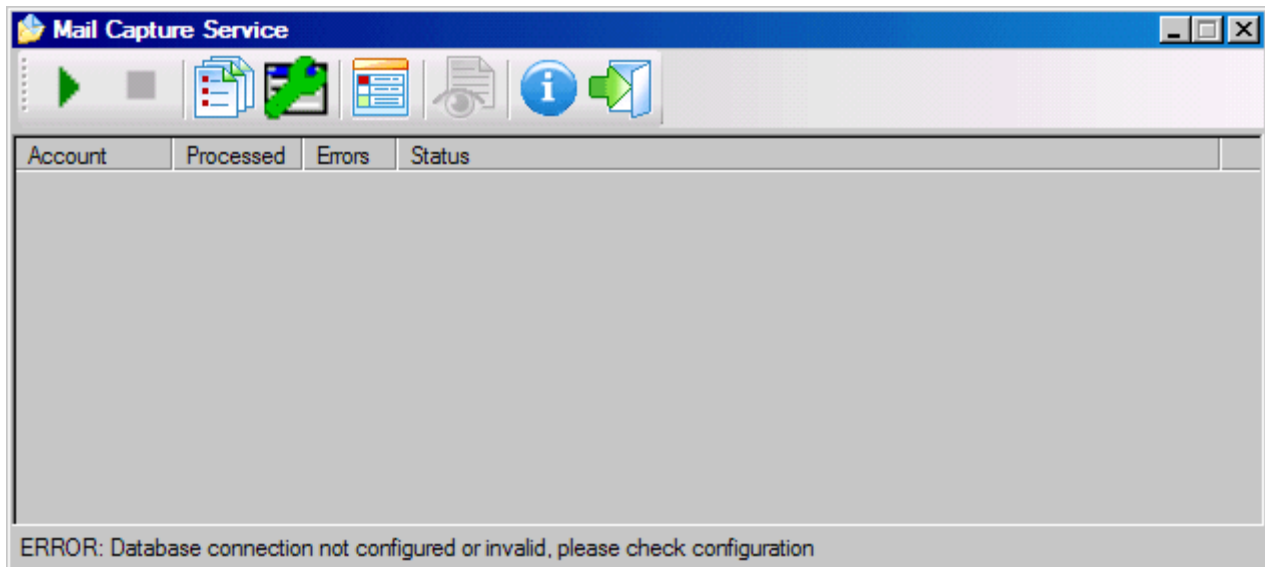



Figure 3: Mail Capture Service window

A message in the status bar saying that the connection is not configured or invalid identifies that an account must be created, and connection settings must be configured.

Create an account as described in [Managing Accounts](#).

Configure connection settings as described in [Configuring Dexik Mail Capture Settings](#).

To start the service, click **Start** .

To stop the service, click **Stop** .

To display or hide details, click **View Details** or **Hide Details** .

To view processing log, proceed as described in [Displaying Processing Log](#).

To view information about Dexik Mail Capture, click **About** .

To close Dexik Mail Capture, click **Exit** .

Managing Accounts

To work with accounts, proceed as follows:

Start Dexik Mail Capture as described in [Understanding Dexik Mail Capture UI](#).

Click **Accounts** .

To add an account, click **Add** and proceed as follows:

In the **General** window, enter properties as follows:

New account General tab properties	
Property	Description
Account name	Generic name describing email account.
Host	Mail server host or IP address.
Port	Mail server POP3 port.
User	User name for accessing email account.
Password	Password for accessing email account.
Configuration Enabled	Option for enabling specific configuration. Only emails from enabled configurations will be processed.

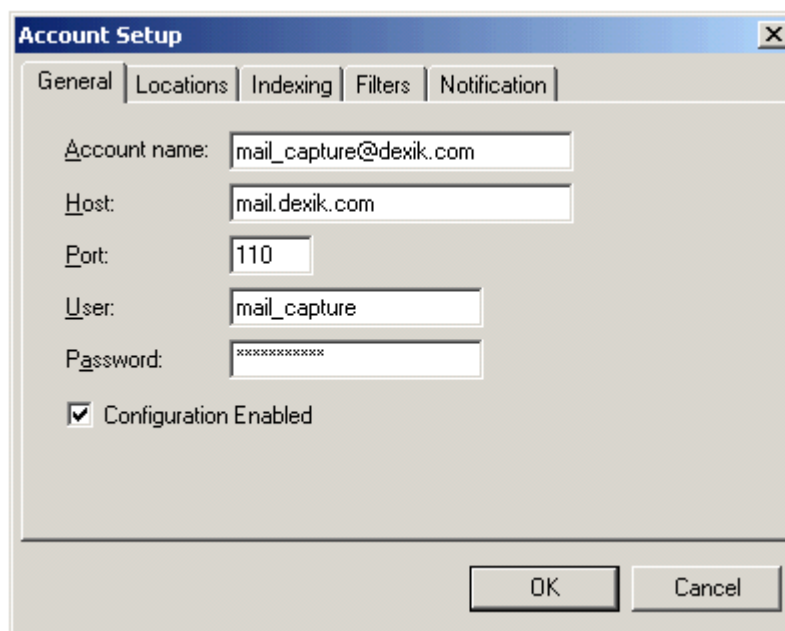


Figure 4: Setting up the General tab properties

In the **Locations** window, enter properties as follows:

New account Locations tab properties	
Property	Description
Folder for index files	Index files location folder.
Folder for processed images	Folder where processed email messages are stored. All messages are saved in the EML format.
Folder for message contents	Folder where email contents is stored, including e-mail body (HTML) and attachments.
Error folder	Folder where email contents is stored if a processing error occurs.

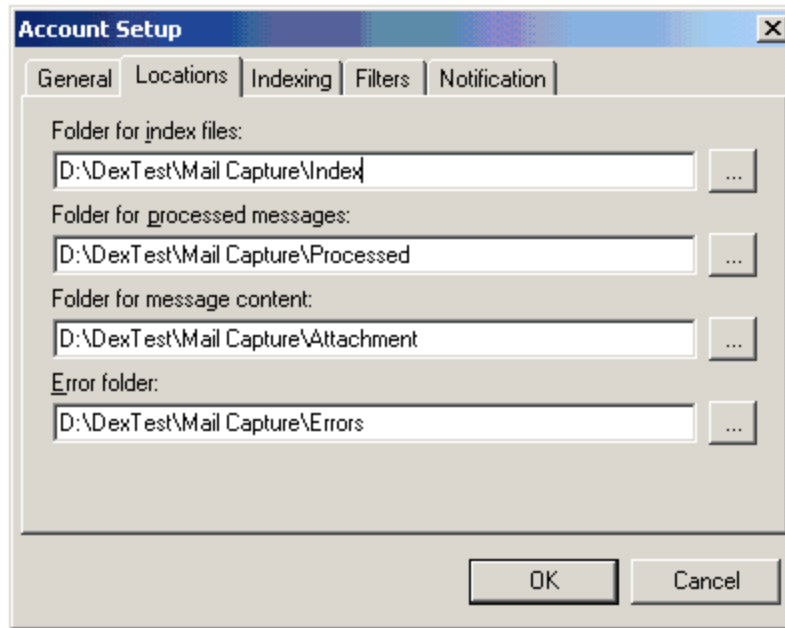


Figure 5: Setting up the Locations tab properties

In the **Indexing** window, define an indexing format using text entered by administrator and the following variables:

Variables for an indexing format	
Variable	Description
PATH	Location of a detached file, which is email body or attachment, on physical storage.
ISN	Unique email identifier from the VML_MAIL_STORAGE table. The table is created automatically if it does not exist and contains ISN and PATH to the original EML file saved.
SUBJECT	Email subject.
DATETIME	Email arrival date and time.
FROM	Email sender.
TO	Email addressee.
CC	Email copy addressee.

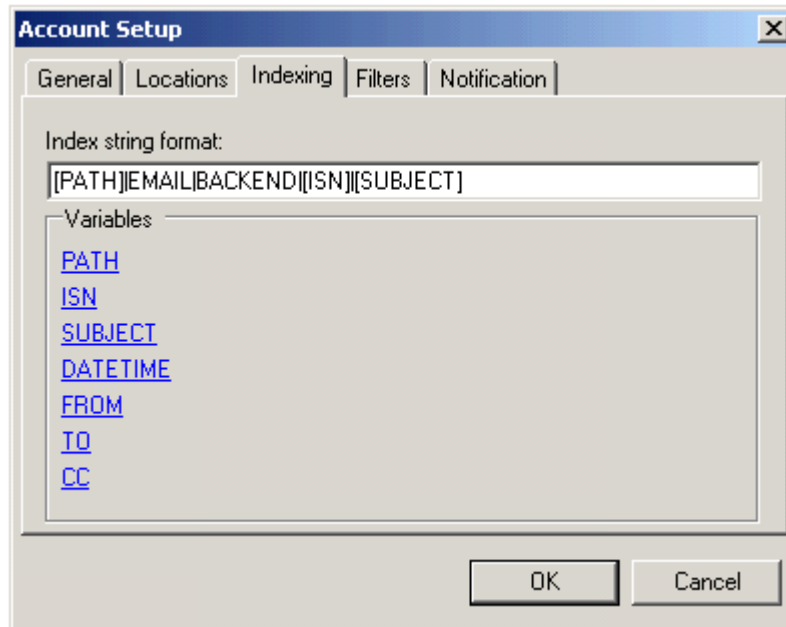





Figure 6: Indexing format example

In the **Filters** window, do one of the following:

To add a filter, click **Add**  and specify file extension and size.
Incoming files of the specified extension that are less than of the specified size are not detached. This option allows filtering stationary images.

To edit a filter, select it and click **Modify** .

To delete a filter, select it and click **Delete** .

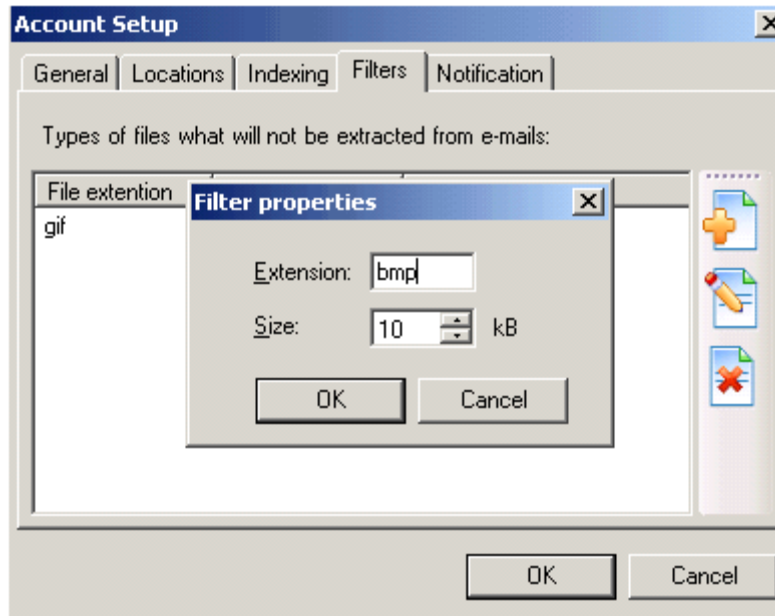


Figure 7: Creating a filter

In the **Notification** window, to enable sending error notifications via email, select the **Send error...** check box and set up the following properties:

Error notification settings	
Property	Description
From	Email address from which a notification is sent.
To	Email address to which a notification is sent.
Host	SMTP Mail Server Host.
Port	SMTP Mail Server Port.
User	E-mail account user.
Password	E-mail account password.

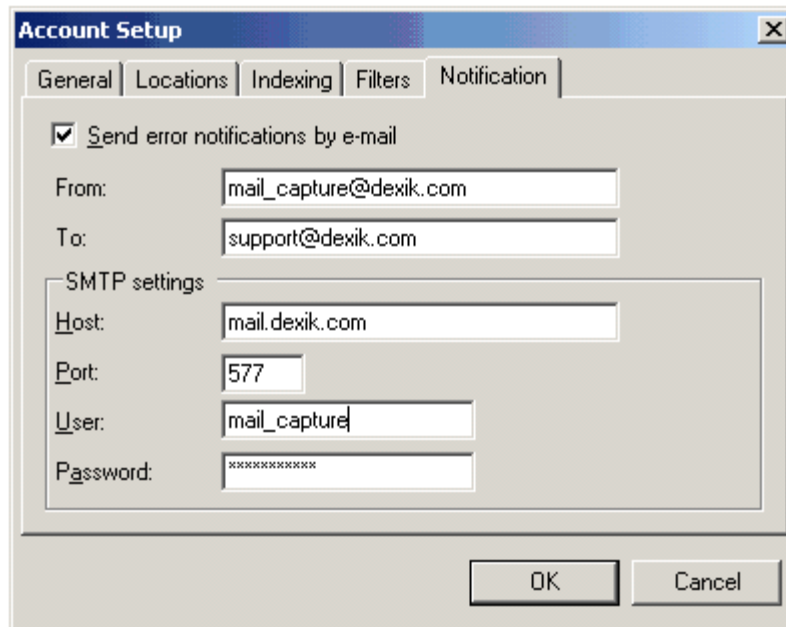


Figure 8: Setting up the Notification tab properties

To modify an account, select it and click **Modify**.

To delete an account, select it and click **Delete**.

Configuring Dexik Mail Capture Settings

To configure Dexik Mail Capture Settings, proceed as follows:

Start Dexik Mail Capture as described in [Understanding Dexik Mail Capture UI](#).

Click **Settings** .

Select the **Database** tab and define database connection properties as follows:

For Microsoft SQL Server, connection properties are as follows:

Microsoft SQL Server database connection properties	
Property	Description
Brand	Database server type.
Provider	Connection provider.
Server	Database server name or IP address.
Database	Database name.
UserID	Database user name.
Password	Database user password.
Connection Timeout	Time in seconds to stop connecting if connection is not established.
IntegratedSecurity	Option for allowing trusted connection to a database server.
PacketSize	Network packet size. This property is used to optimize data access to remote servers by compromising between responsiveness and overall throughput. Larger

Microsoft SQL Server database connection properties	
Property	Description
	packets provide less packet overhead and better throughput. Smaller packets are more responsive. An application can change the packet size by using the DB-Library DBSETLOACKET() call. The packet size can also be changed while using the BCP and ISQL utilities, using the [/a packetsize] parameter.

For Oracle Server, connection properties are as follows:

Oracle Server database connection properties	
Property	Description
Brand	Database server type.
Provider	Connection provider.
DataSource	Oracle data source, or instance, name.
UserID	Database user name.
Password	Database user password.
IntegratedSecurity	Option for allowing trusted connection to a database server.
PersistSecurityInfo	Option that being set to FALSE, protects security sensitive information, such as password.
Unicode	Option for enabling the UTF16 mode for API calls by .NET Data Provider for Oracle.

Note that at least one account must be configured for connecting to a database as described in [Managing Accounts](#).

To test provided data, click **Test Connection**.

The **Tests completed successfully** window must appear.

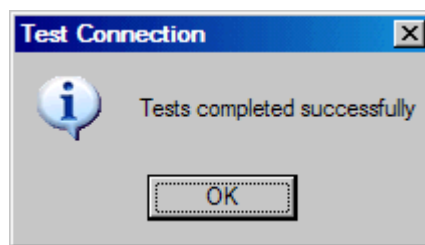


Figure 9: Verifying connection

Select the **Advanced** tab and set up properties as described in the following table:

Advanced properties setup	
Property	Description
Pending time	Time period between two different processing activities.
Automatically start capture when program is run in user mode	Enables automatic email capture startup when a program is run in the user mode.
Write processing log	Enables writing activity log.
Clear log file	Cleans up the activities log file.

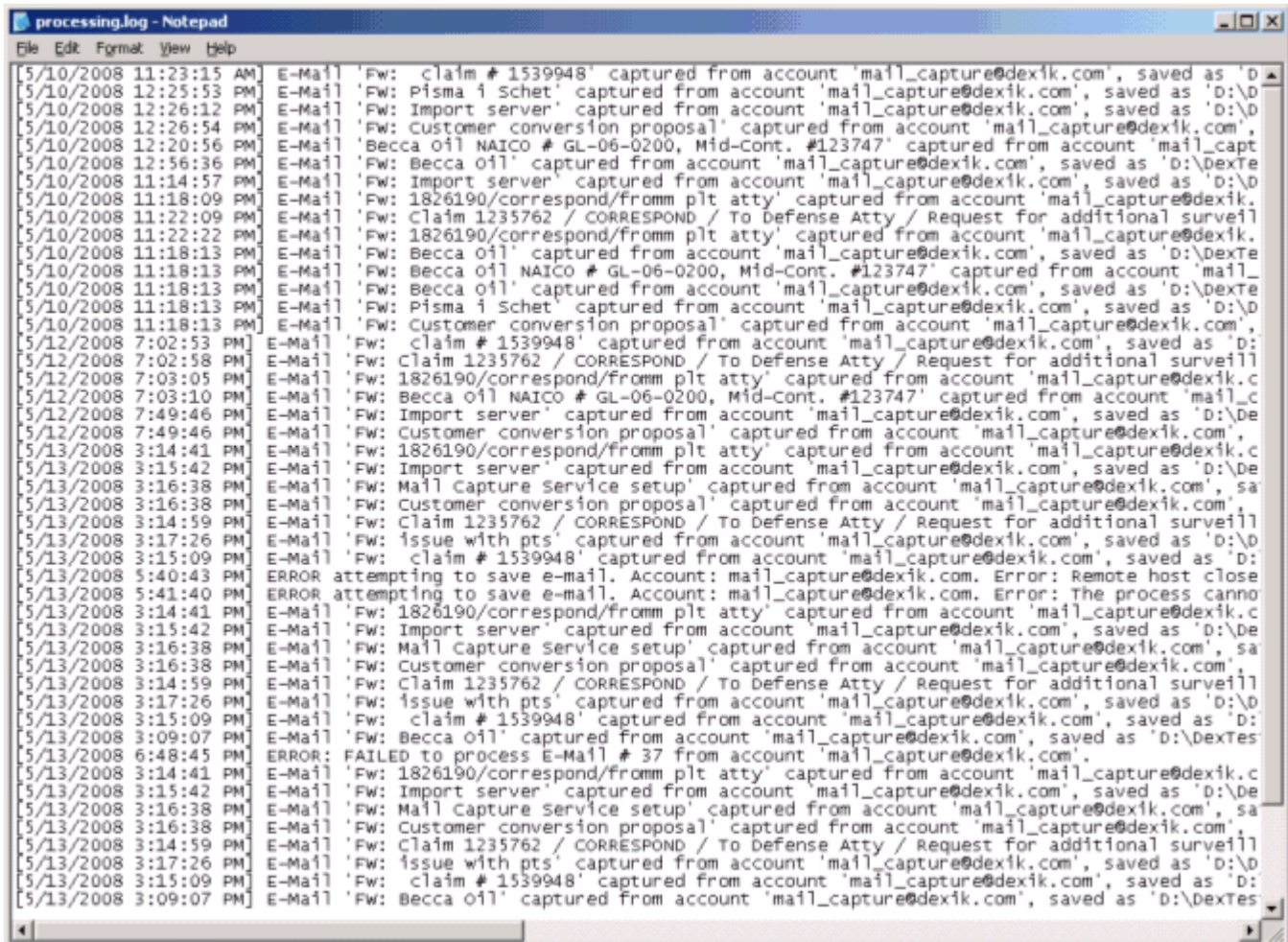
Click **OK**.

Displaying Processing Log

To display Dexik Mail Capture processing log, proceed as follows:

Start Dexik Mail Capture as described in [Understanding Dexik Mail Capture UI](#).

Click **View Processing Log**



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processing.log - Notepad
File Edit Format View Help
[5/10/2008 11:23:15 AM] E-Mail 'Fw: claim # 1539948' captured from account 'mail_capture@dexik.com', saved as 'D:\DexTe
[5/10/2008 12:25:53 PM] E-Mail 'Fw: Pisma i Schet' captured from account 'mail_capture@dexik.com', saved as 'D:\D
[5/10/2008 12:26:12 PM] E-Mail 'Fw: Import server' captured from account 'mail_capture@dexik.com', saved as 'D:\D
[5/10/2008 12:26:54 PM] E-Mail 'Fw: Customer conversion proposal' captured from account 'mail_capture@dexik.com',
[5/10/2008 12:20:56 PM] E-Mail 'Becca oil NAICO # GL-06-0200, Mid-Cont. #123747' captured from account 'mail_capt
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[5/10/2008 11:14:57 PM] E-Mail 'Fw: Import server' captured from account 'mail_capture@dexik.com', saved as 'D:\D
[5/10/2008 11:18:09 PM] E-Mail 'Fw: 1826190/correspond/fromm plt atty' captured from account 'mail_capture@dexik.
[5/10/2008 11:22:09 PM] E-Mail 'Fw: Claim 1235762 / CORRESPOND / To Defense Atty / Request for additional surveil
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[5/12/2008 7:02:53 PM] E-Mail 'Fw: claim # 1539948' captured from account 'mail_capture@dexik.com', saved as 'D:
[5/12/2008 7:02:58 PM] E-Mail 'Fw: Claim 1235762 / CORRESPOND / To Defense Atty / Request for additional surveil
[5/12/2008 7:03:05 PM] E-Mail 'Fw: 1826190/correspond/fromm plt atty' captured from account 'mail_capture@dexik.c
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[5/12/2008 7:49:46 PM] E-Mail 'Fw: Import server' captured from account 'mail_capture@dexik.com', saved as 'D:\De
[5/12/2008 7:49:46 PM] E-Mail 'Fw: Customer conversion proposal' captured from account 'mail_capture@dexik.com',
[5/13/2008 3:14:41 PM] E-Mail 'Fw: 1826190/correspond/fromm plt atty' captured from account 'mail_capture@dexik.c
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[5/13/2008 3:16:38 PM] E-Mail 'Fw: Mail capture service setup' captured from account 'mail_capture@dexik.com', sa
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[5/13/2008 3:14:59 PM] E-Mail 'Fw: Claim 1235762 / CORRESPOND / To Defense Atty / Request for additional surveil
[5/13/2008 3:17:26 PM] E-Mail 'Fw: issue with pts' captured from account 'mail_capture@dexik.com', saved as 'D:\D
[5/13/2008 3:15:09 PM] E-Mail 'Fw: claim # 1539948' captured from account 'mail_capture@dexik.com', saved as 'D:
[5/13/2008 5:40:43 PM] ERROR attempting to save e-mail. Account: mail_capture@dexik.com. Error: Remote host close
[5/13/2008 5:41:40 PM] ERROR attempting to save e-mail. Account: mail_capture@dexik.com. Error: The process canno
[5/13/2008 3:14:41 PM] E-Mail 'Fw: 1826190/correspond/fromm plt atty' captured from account 'mail_capture@dexik.c
[5/13/2008 3:15:42 PM] E-Mail 'Fw: Import server' captured from account 'mail_capture@dexik.com', saved as 'D:\De
[5/13/2008 3:16:38 PM] E-Mail 'Fw: Mail capture service setup' captured from account 'mail_capture@dexik.com', sa
[5/13/2008 3:16:38 PM] E-Mail 'Fw: Customer conversion proposal' captured from account 'mail_capture@dexik.com',
[5/13/2008 3:14:59 PM] E-Mail 'Fw: Claim 1235762 / CORRESPOND / To Defense Atty / Request for additional surveil
[5/13/2008 3:17:26 PM] E-Mail 'Fw: issue with pts' captured from account 'mail_capture@dexik.com', saved as 'D:\D
[5/13/2008 3:15:09 PM] E-Mail 'Fw: claim # 1539948' captured from account 'mail_capture@dexik.com', saved as 'D:
[5/13/2008 3:09:07 PM] E-Mail 'Fw: Becca oil' captured from account 'mail_capture@dexik.com', saved as 'D:\DexTe
[5/13/2008 6:48:45 PM] ERROR: FAILED to process E-Mail # 37 from account 'mail_capture@dexik.com'.
[5/13/2008 3:14:41 PM] E-Mail 'Fw: 1826190/correspond/fromm plt atty' captured from account 'mail_capture@dexik.c
[5/13/2008 3:15:42 PM] E-Mail 'Fw: Import server' captured from account 'mail_capture@dexik.com', saved as 'D:\De
[5/13/2008 3:16:38 PM] E-Mail 'Fw: Mail capture service setup' captured from account 'mail_capture@dexik.com', sa
[5/13/2008 3:16:38 PM] E-Mail 'Fw: Customer conversion proposal' captured from account 'mail_capture@dexik.com',
[5/13/2008 3:14:59 PM] E-Mail 'Fw: Claim 1235762 / CORRESPOND / To Defense Atty / Request for additional surveil
[5/13/2008 3:17:26 PM] E-Mail 'Fw: issue with pts' captured from account 'mail_capture@dexik.com', saved as 'D:\D
[5/13/2008 3:15:09 PM] E-Mail 'Fw: claim # 1539948' captured from account 'mail_capture@dexik.com', saved as 'D:
[5/13/2008 3:09:07 PM] E-Mail 'Fw: Becca oil' captured from account 'mail_capture@dexik.com', saved as 'D:\DexTe
```

Figure 10: Displaying Dexik Mail Capture processing log

Chapter 3: Starting Dexik Mail Capture as a Service

Dexik Mail Capture can be started as a Windows service. This startup method allows performing the same automatic management and handling as for any other Windows service, including automatic startup when a computer boots up and automatic restart if the service fails.

To start Dexik Mail Capture as a service, proceed as follows:

Select **Start > Settings > Control Panel > Administrative Tools > Services**.

To start the service, right click **Mail Capture Service** and select **Start**.

To view service properties, right click the service and select **Properties**.

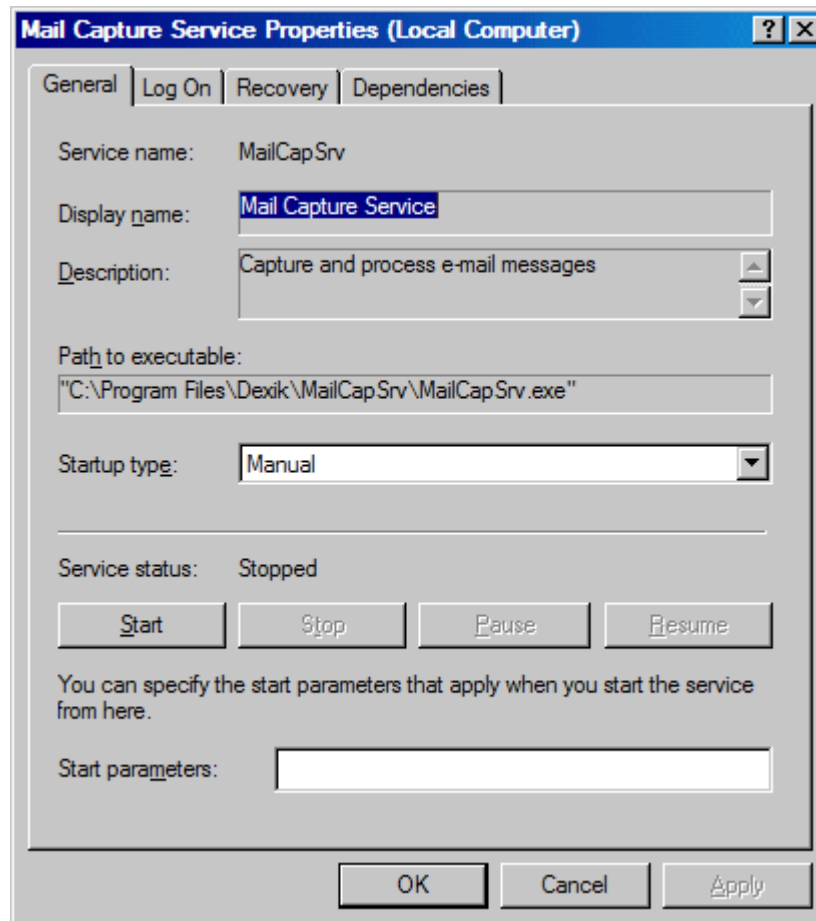


Figure 11: Viewing Dexik Mail Capture properties