

Offboard Diagnostic Information System Service (ODIS Service)

Number: AOS-13-11

Subject: ODIS Service Email Outbox Configurations

Date: May. 22, 2013

Supersedes AOS-12-14 to include information from ODIS Service version 1.2.0.

1.0 – Introduction

A variety of network and email types are in use at US/CDN dealerships. In many cases, the firewalls or other network restrictions applied by dealership IT and security policies define how the network and email services are used by dealership personnel. As a result, the unique **Email Outbox Connection** parameters required during **ODIS Service installation and configuration** “Phase 2” instructions depend entirely on the specific email type and network configuration in use at individual dealerships.

We are aware that ODIS Service installers who performed successful email outbox configurations were the same individuals who installed and set up the existing email services used on the dealership network, or had the contracted dealership IT professional that originally did so, assist them with the email outbox configuration.

Note:

Without exception, the various settings and configurations that were applied during the original dealership email type installation must be known in order to configure the ODIS Service Email Outbox. Guesswork is not an option!

2.0 – General Information

Due to the above, our immediate suggestions are as follows:

1. For assistance with the ODIS Service **Email Outbox connection configuration** contact the individual who originally set up the email services on your dealership network or an IT professional with email/network experience. Specific knowledge of your dealerships specific email type and its setup on the dealership network are absolutely necessary.
2. If the individuals mentioned above are not accessible or the connection details are otherwise not known, an option is to open a free web-based email account used only for submitting feedback via the ODIS Service Support button. Follow the web-based email setup instructions and note the mail server SMTP address and port number.

Be aware that web-based email accounts are often blocked by certain dealership IT and security policies, so please check first.

3. Should one exist, contact your email services or network tech support line.

The variable and often customized nature of email setup, especially to fulfill dealership IT or security policies, precludes VWGoA DTSS consultants from assisting with specific ODIS Service email outbox connection parameter advice.

For overview information on various email types in use at dealerships refer to **Section 3.0** (Page 2). For a guide to the ODIS Service Email Outbox configuration window, refer to **Section 4.0** (Page 3).

3.0 – Email Types – Overview

The following subsections contain overview information on the two most common email types in use today. Your dealership will likely use one or the other type. In some cases, both types may be used (different departments, etc.) or advanced, highly-secure variations of them may be used.

Regardless of email type, all email traffic takes place over the internet via the dealership's network connection. Email functions must be set up (and the applicable connection particulars recorded or otherwise known) to enable receipt of emails via **POP3** (Post Office Protocol 3), IMAP, HTTP etc. servers, and sending emails via **SMTP** (Simple Mail Transfer Protocol) servers.

ODIS Service must be configured for **sending** emails.

3.1 – Web-Based Email

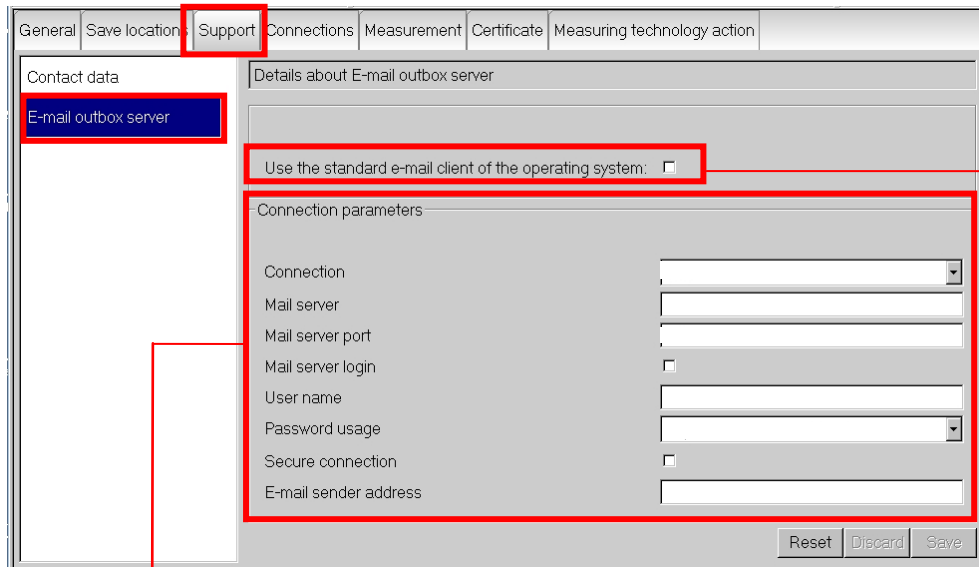
- Typically free, web-hosted service that enables sending and receiving emails using a computer's internet browser. An open network (Internet) connection is required.
- Users register for the service and create appropriate user names and passwords that are used during a browser session.
- No email application files are installed or stored on the user's computer.
- Incoming and outgoing messages are stored on the service provider's mail server.
- All messages are managed (i.e.: read, composed, saved and deleted) by the user entirely via an internet browser session. Outgoing message functions can be integrated with other applications installed on the computer.
- A limited number of standardized, mostly non-customizable server connection settings may be required on each computer using the service.
- Security capabilities are limited.

3.2 – Email Client Software

- Typically requires purchase and installation of dedicated email client software on a computer and/or standalone server for multiple email clients on a network.
- Incoming messages from the mail server are downloaded to the mail client software and then deleted from the mail server.
- Outgoing messages are composed using the mail client software and transmitted to the mail server. The message is deleted from the server after transmission.
- All messages are managed (i.e.: read, composed, saved and deleted) by the user via the mail client software. Outgoing message functions can be integrated with other applications installed on the computer.
- A number of specific, often-customizable mail server and network connection settings are required in order to route incoming and outbound messages through the email servers.
- Security capabilities range from limited to advanced (client software-dependent).

4.0 – ODIS Service Email Outbox Connections Guide

From the **Admin** operating mode, select the **Support** tab and **E-mail outbox** server category. After selecting/entering data, click **Save/Yes**.



Email Outbox Settings Guide – Legend

If you wish to use a **client-based** email program (i.e.: Outlook, Thunderbird etc.) installed as the default email program on the diagnostic device, check the box. No additional configuration is then necessary.

Connection Parameters:	Connection Descriptions:
Connection (dropdown menu)	Specifies when email is sent: Select Mail to send emails immediately or select Queue to consolidate multiple emails for sending all later .
Mail Server (manual entry)	Outbound mail (SMTP) server address. Entry depends on email type in use . Web-based mail services and mail client software always specify their SMTP server addresses*. Addresses must be an alpha-numeric domain name , e.g.: mailserver2@domainname.com, or a numeric IP (Internet Protocol) address, e.g.: 11.22.333.444.
Mail server port (manual entry)	Numeric value for outbound mail (SMTP) server port. Entry depends on email type in use and whether secure or non-secure SMTP. Web-based mail services and mail client software always specify their outbound server port values*.
Mail server login (check/uncheck)	Check only if email type requires authentication/login before allowing email to be sent. If selected, the user name and password parameters must also be entered .
User name (manual entry)	Only in conjunction with manual mail server login above; specify the login user name.
Password usage (dropdown menu)	Only in conjunction with manual mail server login above; select how the password is managed from the dropdown menu.
Secure connection (check/uncheck)	Check only if outbound mail server is of the secure SMTP type*.
E-Mail sender address (manual entry)	Enter your alpha-numeric domain/email address, e.g.: mymail2@mymail.com

* Refer to the webmail service or client software installation documentation for specifics. Many webmail services and mail client software companies publish their SMTP server address and port information online.