**Email-Enabling SharePoint Document Libraries and Lists**

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As you know, Microsoft is gently nudging users to migrate away from public folders and onto SharePoint document libraries and lists.  In the initial release of Exchange Server 2007, there wasn’t even a GUI interface to manage public folders, although this was added in Exchange 2007 SP1.  It is fairly easy to configure SharePoint to accept incoming email for document libraries and lists.  Once a document library or list is configured to accept incoming email, you can send messages to the Document library or list just like a public folder.

If your message has an attachment, the attachment will also be saved in the document library, however the attachment and email message (if you’ve configured the document library to save your email messages) will appear as two separate entries in the document library.  If you’re currently using public folders to track message threads, consider enabling inbound email for a Discussion Board Web Part, which is probably the closest match for this type of use of a public folder.   Here are the high-level steps to configure incoming email for your Document Library or List:  
1. Install SMTP on the SharePoint front-end server.  
2. Configure Active Directory (AD) for SharePoint Contacts.  
3. Configure Inbound Email Settings using SharePoint Central Administration.  
4. Configure a document library to accept incoming email.  
5. Test.

Install SMTP on the SharePoint Front-End Server  
If you want to enable inbound email on SharePoint, verify that the SMTP Service is installed on the SharePoint front-end server.  Complete the following steps to install SMTP on the SharePoint Server.  
1. Click Start, Settings, Control Panel, Add/Remove Programs.  
2. Click Add/Remove Windows Components.  
3. Click the Application Server, Details button.  
4. Click Internet Information Server (IIS), Details button  
5. Select the SMTP Service check box and click OK.

Alternately you can specify an email drop folder that's on a different server or share, however Microsoft doesn't recommend doing this, because there is no way for the SharePoint server to detect if the drop location has changed.

Configure Active Directory for SharePoint Contacts  
You can configure SharePoint to automatically update contact information, groups and distribution lists in AD.  To segregate out these SharePoint-generated Active Directory Objects, I suggest you create a separate organizational unit (OU) in AD.  In this example, I created an OU called SharePoint that is placed off of the root container in AD.

Configure Inbound Email Settings Using SharePoint Central Administration  
Complete the following steps to enable incoming email on SharePoint.

1. Start SharePoint Central Administration on the SharePoint server.  
2. Click the Operations tab, Incoming e-mail Settings.  
a. Select Yes to enable incoming mail.  
b. Select Automatic for the Settings mode.  
c. Select Yes to use SharePoint Directory Management.  
d. Specify the location of the SharePoint OU in AD.  If you created a SharePoint OU off of the root the entry would be OU=SharePoint, DC=<domain\_name>, DC=com.  
e. Specify the fully qualified name of the SharePoint server that will accept incoming email.  
f. Select Yes (highly recommended), to only accept messages from authenticated users.  
g. Select Yes, (recommended) to allow creation of Distribution Groups from SharePoint.  
h. Optionally check approval requests for New distribution group, Change distribution group e-mail address, Change distribution group title and description, and Delete distribution group.   
i. Enter the email display address.  
j. Safe Email Servers.  I suggest specifying which servers your Sharepoint Server will receive mail from, otherwise you may receive a lot of Spam into your document library.

After you have configured your Sharepoint Server to accept incoming mail, you must configure a document library or list to accept incoming mail.  Complete the following steps to allow a document library or list to accept email.

1. Navigate to the desired document library or list and click Settings, Document Library Settings, and Incoming E-mail Settings.   
2. Select Yes to allow the Document Library to receive e-mail.  
3. Assign an email address to the document library.  
4. Select an Option for Attachments.  You can save attachments in the root folder, in a sub-folder grouped by email subject, or a sub-folder grouped by sender.  
5. Select an option to overwrite files with the same name.  
6. Select an option to save the original email.  If you select Yes, and you send a message with an attachment, the message and the document will be stored as two separate items in the document library.  I suggest initially selecting Yes for this option until you verify that the document library is properly accepting emails.  
7. Select an option to save meeting invitations.  
8. Select an Email security policy to accept messages based on document library permissions (recommended) or to accept messages from any sender.

After you configure the document library, start Active Directory Users and Computers on a domain controller (DC).  If you’ve configured your SharePoint Active Directory Management properly you should see Contact in the SharePoint OU that has the Document Library Address.  However, you may notice that it does not have the same email address domain that you specified when you set up the email address for the Document library.  It probably will have an address in the format of <document\_library\_email\_address>@<fully\_ qualified\_name\_of\_your\_SharePoint\_Server>.   You can use this address, but if you want to have the address with your standard domain name and not the name of your SharePoint server, you can add in an additional email address for the document library if you are running Exchange.  Start the Exchange Management Console and navigate the SharePoint Contact object and add the desired email address for the document library.  After you’ve configured the document library, send an email message with a test attachment and verify that it was properly received into the document library.  It can take a few minutes for the email message to appear in the document library.

Tip

After you configure a document library to receive email, any attachments in the message may not be stored in the document library, although the message does appear in the document library.  If you run into this problem follow the instructions in <http://support.microsoft.com/kb/926891> to solve the issue.

Add content to sites by sending e-mail

Applies to: [Microsoft Office SharePoint Server 2007](http://office.microsoft.com/en-us/sharepointserver/FX101211721033.aspx), [Windows SharePoint Services 3.0](http://office.microsoft.com/en-us/winsharepointadmin/FX101494691033.aspx)

[[Show All](javascript:AlterAllDivs('block');)Show All](javascript:AlterAllDivs('block');)

[[Hide All](javascript:AlterAllDivs('none');)Hide All](javascript:AlterAllDivs('none');)

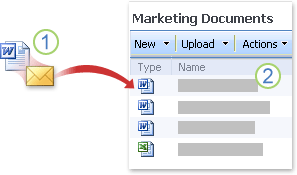
You can add content — such as e-mail discussions, documents, pictures, and calendar items — to a Microsoft Windows SharePoint Services 3.0 site by sending the content in e-mail to your site. If your list or library is set up to receive e-mail, this may be a more convenient way to work.

In this article

* [Overview](http://office.microsoft.com/en-us/sharepointserver/HA100867301033.aspx#1)
* [Which lists and libraries can receive e-mail?](http://office.microsoft.com/en-us/sharepointserver/HA100867301033.aspx#2)
* [Find out more about the e-mail settings of a list or library](http://office.microsoft.com/en-us/sharepointserver/HA100867301033.aspx#3)
* [Send e-mail to a list or library](http://office.microsoft.com/en-us/sharepointserver/HA100867301033.aspx#4)

## Overview

Suppose you want to send a document to your team and add it to your team's document library. You can perform both tasks at once, instead of sending e-mail and then switching to Windows SharePoint Services 3.0 to add the document to the site.



Callout 1 Documents, discussions, and other content are sent by e-mail.

Callout 2 The content is added to lists and libraries.

Adding items to a Windows SharePoint Services 3.0 site by e-mail is similar to sending a standard e-mail message to a colleague or group. A list that is set up to receive e-mail has its own address, and you just include the e-mail address in the **To** or **Cc** box of your message.

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## Which lists and libraries can receive e-mail?

By default, the following lists and libraries in Windows SharePoint Services 3.0 can be set up to receive e-mail:

* **Discussion boards**   You can capture your team's e-mail discussions in one place, so that you can browse through and locate the messages and related files more easily.
* **Announcements**   When you send announcements to your team, you can use e-mail to automatically add the announcements to your Announcements list on your Windows SharePoint Services 3.0 site.
* **Calendars**   Calendar items such as meeting requests that your group sends through e-mail can also be sent to your calendar on a Windows SharePoint Services 3.0 site. If your Windows SharePoint Services 3.0 calendar is set up to receive e-mail, you can see all your calendar items at once — the items that you added to your team's calendar on the site, as well as the items that people have sent through e-mail.

**Note**  To send a calendar item to a Windows SharePoint Services 3.0 site, your e-mail application must be compatible with Windows SharePoint Services or it must support the iCalendar format, which is a format that is used by many e-mail applications that support Internet mail.

* **Document libraries**   You can send documents as e-mail attachments to a document library that is set up to receive e-mail. There is no need to switch to Windows SharePoint Services 3.0, search for the document, and then add it to the library. You can also choose how the versions of a document that are submitted through e-mail are handled.
* **Picture libraries**   You can send pictures as e-mail attachments to a picture library that is set up to receive e-mail. For example, if you are sending pictures of a product launch to a colleague while you are away from the office, you don't have to also open the picture library to upload your pictures. Instead, you can include the e-mail address of the library in your message.
* **Form libraries**   You can submit a completed form, such as an absence report or expense report, by sending it in e-mail to a form library.
* **Blogs**   You can post to a blog (weblog) list by e-mail. You cannot add comments to a blog post by using e-mail.

To find out which of your lists are enabled to receive e-mail or to obtain the e-mail addresses of the lists, see your site owner or administrator.

**Notes**

* Some lists, such as announcements and discussions, can be set up to accept meeting requests. These lists store only the text of the meeting request. To store a meeting request in calendar format, send it to a calendar list.
* Other lists and libraries can be customized by your organization to receive mail. For more information, see your administrator.
* You cannot add content to lists in Meeting Workspace sites by sending e-mail.

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## Find out more about the e-mail settings of a list or library

Before you can send e-mail to a list or library, you need to know whether the list or library is set up to receive e-mail and then obtain the address from the person who set up the list or library. Do one or more of the following:

* Depending on your situation, the e-mail address of the list or library may appear in the address book of your e-mail application. If it does not appear, you need to obtain the address from the person who set up the list or library. Then you can add it to the contacts list of your e-mail application, so that you can easily find it later.
* Your site owner may have added the e-mail address of the list or library to its description. The description appears just under the title.
* If the e-mail address of the list or library doesn't appear in its description, you can use the following procedure to view the e-mail settings for the list or library, if you have permission to view the settings:
  1. If the list or library is not already open, click its name on the Quick Launch.

If the name of your list or library does not appear, click **View All Site Content**, and then click the name of your list or library.

* 1. Do one of the following:
     + On the **Settings** menu Settings menu, click **List Settings** or settings for the type of library you are opening.
     + On a blog site, under **Admin Links**, click **Manage Posts** to display the posts list. On the **Settings** menu, click **List Settings**.
  2. If the list or library is enabled to receive e-mail, its address will appear under **List Information**, next to **E-mail Address**.
* Your group may also have its own e-mail list, called a [SharePoint group (SharePoint group: A group of users that can be created on a SharePoint site to manage permissions to the site and to provide an e-mail distribution list for site users. A group can be used by many sites in one site collection.)](javascript:AppendPopup(this,'wssharepointgroup_1')), which enables its members to send mail to each other. The SharePoint group address can contain the addresses of the lists or libraries, so that when you send e-mail to members of the SharePoint group, the items are automatically added to your Windows SharePoint Services 3.0 site. For example, you can send a contract as an attachment to your team's SharePoint group, and the contract is also added to your team's document library.

If the SharePoint group address does not appear in your address book, you need to obtain it from the site owner and then add it to your contacts list, so that you can easily find it later.

**Note**  Your list or library may restrict who can send e-mail items to it, depending on how your administrator set it up. For example, the list or library might accept items only from people who are members of your site, or there may be additional restrictions. For more information, see your site owner or administrator.

**Tip**  If you are sending mail to an individual, but you also want to add that item to a list or library, you can include the e-mail address of the list or library in the **Cc** box of the message.

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## Send e-mail to a list or library

1. In your e-mail application, prepare the item that you want to send in one of the following ways:
   * To send a discussion item or to post an item to a team blog (weblog), include your content in the body of the message.
   * To send a calendar item, send a meeting request or an appointment from your e-mail or calendar application.
   * To send a picture, form, or document, add that item as an attachment to your message.
   * To send a standard e-mail message or reply, include your content in the body of the message as you do with any e-mail message.
2. In the **To** or **Cc** box, add the address of the list or library.

If your list is already part of a SharePoint group, you can add content to a list or library by just sending mail to the SharePoint group. For more information, see your site owner or administrator.

1. Send the message. In most e-mail applications, you click **Send** to send the message.

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Enable and configure e-mail support for a list or library

Applies to: [Microsoft Office SharePoint Server 2007](http://office.microsoft.com/en-us/sharepointserver/FX101211721033.aspx), [Windows SharePoint Services 3.0](http://office.microsoft.com/en-us/winsharepointadmin/FX101494691033.aspx)

Before a list or library can receive e-mail, the site owner must enable and configure incoming e-mail support for the list or library.

What do you want to do?

* [Overview](http://office.microsoft.com/en-us/sharepointserver/HA100823071033.aspx?pid=CH101237651033#Overview)
* [Enable and configure e-mail settings for a library](http://office.microsoft.com/en-us/sharepointserver/HA100823071033.aspx?pid=CH101237651033#DocLib)
* [Enable and configure e-mail settings for an announcements list](http://office.microsoft.com/en-us/sharepointserver/HA100823071033.aspx?pid=CH101237651033#Announcement)
* [Enable and configure e-mail settings for a calendar list](http://office.microsoft.com/en-us/sharepointserver/HA100823071033.aspx?pid=CH101237651033#Calendar)
* [Enable and configure e-mail settings for a discussion board](http://office.microsoft.com/en-us/sharepointserver/HA100823071033.aspx?pid=CH101237651033#DiscBoard)

## Overview

In Microsoft Windows SharePoint Services 3.0, a site owner can enable and configure incoming e-mail support for the following:

* Document, picture, or form library
* Announcements list
* Calendar list
* Discussion board
* Blog

When you create a list or library, you can enable incoming e-mail support for any of these types of lists or libraries, if incoming e-mail support is enabled in Central Administration. This procedure includes specifying the e-mail address for the list or library. However, all other configuration options are set to the default values when you create a list or library.

**Notes**

* You cannot add content to lists or libraries in Meeting Workspace sites by sending e-mail.
* To enable or configure incoming e-mail support for a list or library, you must have the **Manage Lists** permission on the list or library. The **Manage Lists** permission is granted by default to the *Site name* owners SharePoint group.

The steps for changing the e-mail settings on a list or library vary by list or library type. The following sections provide the steps to enable and configure incoming e-mail support for the list and library types listed above.

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## Enable and configure e-mail settings for a library

Do the following to enable and configure the e-mail settings for a document, picture, or form library.

1. Open the library for which you want to enable and configure e-mail settings.
2. On the **Settings** menu Settings menu, click **Document Library Settings**, **Picture Library Settings**, or **Form Library Settings**, depending on the type of library you are enabling and configuring.
3. Under **Communications**, click **Incoming e-mail settings**.

**Note**  The **Incoming e-mail settings** link is not available if incoming e-mail support is not enabled in Central Administration.

1. In the **E-Mail** section, click **Yes** to enable this library to receive e-mail.
2. In the **E-mail address** box, type a unique name to use as part of the e-mail address for this library.
3. In the **E-Mail Attachments** section, choose where to save and how to group e-mail attachments in this library, and then choose whether to overwrite files with the same name.

If you choose not to overwrite files with the same name and then later attempt to save a file with the same name as one that already exists in the library, four random digits are appended to the file name for the new attachment. If this action fails, a globally unique identifier (GUID) is appended to the file name. If neither of these actions can produce a unique file name, the attachment is discarded.

1. In the **E-Mail Message** section, choose whether to save the original e-mail message in this library.

If you choose **Yes**, the original message is saved as a separate item in the library.

1. In the **E-Mail Meeting Invitations** section, choose whether to save attachments to your meeting invitations in this library.
2. In the **E-Mail Security** section, choose whether to archive e-mail from only members of the site who can write to the library or to archive regardless of who sends the e-mail.

**Important**  Archiving e-mail from all senders allows everyone (including unauthenticated users) to write to your library. Because of the potential security risk, you should give this option careful consideration.

1. Click **OK** to save your settings.

**Note**  Selecting **Yes** to this option archives files attached to your meeting invitations to the document library. Note that e-mail handlers are not aware of other lists that you send any particular piece of e-mail to. If you send a meeting invitation to both the calendar and a document library, the meeting request is archived in the calendar list and any attachments associated with the meeting request are archived in the document library.

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## Enable and configure e-mail settings for an announcements list

1. Open the announcements list for which you want to enable and configure incoming e-mail support.
2. Click **Settings**, and then click **List Settings**.
3. Under **Communications**, click **Incoming e-mail settings**.

**Note**  The **Incoming e-mail settings** link is not available if incoming e-mail support is not enabled in Central Administration.

1. In the **E-Mail** section, choose **Yes** to enable this list to receive e-mail, and then type the alias that you want to use to send e-mail to this list.
2. In the **E-Mail Attachments** section, choose whether you want to archive the e-mail attachments in this list.

**Note**  If you choose **No**, e-mail attachments will be discarded.

1. In the **E-Mail Message** section, choose whether to save the original e-mail in this list.

If you choose **Yes**, the original e-mail is saved as an attachment.

1. In the **E-Mail Meeting Invitations** section, choose whether to archive meeting invitations that were sent as e-mail in this list.

Choosing **Yes** for this option provides a way to archive your meeting invitations to the Announcements list. Note that because e-mail handlers are not aware of which other lists you send e-mail to, you can send a meeting invitation both to the e-mail address of the calendar and to the e-mail address of the Announcements list (choosing **Yes** for this setting). This way, the meeting request will appear in both the calendar and the Announcements list.

1. In the **E-Mail Security** section, choose whether to accept e-mail from only members of the site who can write to the list or to accept e-mail regardless of who sends the e-mail.

**Important**  Archiving e-mail from all senders allows everyone (including unauthenticated users) to write to your library. Because of the potential security risk, you should give this option careful consideration.

1. Click **OK** to save your settings.

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## Enable and configure e-mail settings for a calendar list

1. Open the Calendar list for which you want to enable and configure incoming e-mail support.
2. Click **Settings**, and then click **List Settings**.
3. Under **Communications**, click **Incoming e-mail settings**.

**Note**  The **Incoming e-mail settings** link is not available if incoming e-mail support is not in Central Administration.

1. In the **E-Mail** section, choose **Yes** to enable this list to receive e-mail, and then type the alias that you want to use to send e-mail to this list.
2. In the **E-Mail Attachments** section, choose whether you want this list to archive e-mail attachments.

**Note**  If you choose **No**, e-mail attachments will be discarded.

1. In the **E-Mail Security** section, choose whether to archive e-mail from only members of the site who can write to the list or to accept e-mail regardless of who sends the e-mail.

**Important**  Archiving e-mail from all senders allows everyone (including unauthenticated users) to write to your library. Because of the potential security risk, you should give this option careful consideration.

1. Click **OK** to save your settings.

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## Enable and configure e-mail settings for a discussion board

1. Open the discussion board for which you want to enable and configure incoming e-mail support.
2. Click **Settings**, and then click **List Settings**.
3. Under **Communications**, click **Incoming e-mail settings**.

**Note**  The **Incoming e-mail settings** link is not available if incoming e-mail support is not enabled in Central Administration.

1. In the **E-Mail** section, choose **Yes** to enable this list to receive e-mail, and then type the alias that you want to use to send e-mail to this site.
2. In the **E-Mail Attachments** section, choose whether you want this list to archive e-mail attachments.

**Note**  If you choose **No**, e-mail attachments will be discarded.

1. In the **E-Mail Message** section, choose whether to save the original e-mail message in this list.

If you choose **Yes**, the original e-mail message is saved as an attachment.

1. In the **E-Mail Meeting Invitations** section, choose whether to save meeting invitations that were sent as e-mail in this list.

Choosing **Yes** for this option provides a way to archive your meeting invitations to the discussion board. Note that because e-mail handlers are not aware of which other lists you send e-mail to, you can send a meeting invitation both to the e-mail address of the calendar and to the e-mail address of a discussion board (choosing **Yes** to this setting). This way, the meeting request will appear in both the calendar and the discussion board.

1. In the **E-Mail Security** section, choose whether to archive e-mail from only members of the site who can write to the list or to accept e-mail regardless of who sends the e-mail.

**Important**  Archiving e-mail from all senders allows everyone (including unauthenticated users) to write to your library. Because of the potential security risk, you should give this option careful consideration.

1. Click **OK** to save your settings.

Configure incoming e-mail settings (Office SharePoint Server)

**Updated: 2009-06-25**

In this article:

* [Install and configure the SMTP service](http://technet.microsoft.com/en-us/library/cc262947.aspx#section1)
* [Configure Active Directory](http://technet.microsoft.com/en-us/library/cc262947.aspx#section2)
* [Configure permissions to the e-mail drop folder](http://technet.microsoft.com/en-us/library/cc262947.aspx#section3)
* [Configure DNS Manager](http://technet.microsoft.com/en-us/library/cc262947.aspx#section4)
* [Configure attachments from Outlook 2003](http://technet.microsoft.com/en-us/library/cc262947.aspx#section5)
* [Configure incoming e-mail settings](http://technet.microsoft.com/en-us/library/cc262947.aspx#section6)
* [Configure incoming e-mail on SharePoint sites](http://technet.microsoft.com/en-us/library/cc262947.aspx#section7)
* [Are attachments missing from e-mail messages that are sent to a SharePoint document library?](http://technet.microsoft.com/en-us/library/cc262947.aspx#section8)

Use this procedure to configure the incoming e-mail settings for Microsoft Office SharePoint Server 2007.

The features of Office SharePoint Server 2007 that use incoming e-mail are not available until these settings are configured.

Before you configure incoming e-mail settings in Office SharePoint Server 2007, confirm that:

* You have read the topic [Plan incoming e-mail (Office SharePoint Server)](http://technet.microsoft.com/en-us/library/cc263260.aspx).
* One or more servers in your server farm are running the Internet Information Services (IIS) Simple Mail Transfer Protocol (SMTP) service, or you know the name of another server that is running the SMTP service. This server must be configured to accept relayed e-mail from the mail server for the domain.
* One or more servers in your server farm are running the Microsoft SharePoint Directory Management Service, or you know the name of another server that is running the SharePoint Directory Management Web Service.
* The application pool account for the SharePoint Central Administration Web site has the **Create, delete, and manage user accounts** right to the container in the Active Directory directory service.
* The application pool account for Central Administration, the logon account for the Windows SharePoint Services Timer service, and the application pool accounts for your Web applications have the correct permissions to the e-mail drop folder.
* The domain controller running Active Directory has a Mail Exchanger (MX) entry in DNS Manager for the mail server that you plan to use for incoming e-mail.

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| **NoteNote:** |
| All of these configuration steps are described in detail in the following sections. |

**Install and configure the SMTP service**

Incoming e-mail for Office SharePoint Server 2007 uses the SMTP service. The SMTP service can be either installed on one or more servers in the farm, or administrators can provide an e-mail drop folder for e-mail forwarded from the service on another server. The drop folder option is not recommended because administrators of the other server can affect the availability of incoming e-mail by changing the configuration of SMTP, and because this requires the additional step of configuring permissions to the e-mail drop folder.

If a drop folder is not used, the SMTP service must be installed on each server that is used to receive and process incoming e-mail. Typically, this includes every front-end Web server in the farm.

**Start the Windows SharePoint Services Web Application service**

Each server that is running the SMTP service must also be running the Windows SharePoint Services Web Application service. These servers are called front-end Web servers. In many cases, this service will have already been configured.

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| **ImportantImportant:** |
| Membership in the Administrators group of the Central Administration site is required to complete this procedure. |

**Start the Windows SharePoint Services Web Application service**

1. On the top navigation bar, click **Operations**.
2. On the Operations page, in the **Topology and Services** section, click **Services on server**.
3. On the Services on Server page, find **Windows SharePoint Services Web Application** in the list of services, and click **Start**.

**Install the SMTP service**

The SMTP service is a component of IIS. It must be installed on every front-end Web server in the farm that you want to configure for incoming e-mail.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer is required to complete this procedure. |

**Install the SMTP service**

1. In Control Panel, click **Add or Remove Programs**.
2. In Add or Remove Programs, click **Add/Remove Windows Components**.
3. In the Windows Components Wizard, in the **Components** box, click **Application Server**, and then click the **Details** button.
4. In the **Application Server** dialog box, in the **Subcomponents of Application Server** box, click **Internet Information Services (IIS)**, and then click the **Details** button.
5. In the **Internet Information Services (IIS)** dialog box, select the **SMTP Service** check box.
6. Click **OK** to return to the **Application Server** dialog box.
7. Click **OK** to return to the main page of the Windows Components Wizard.
8. Click **Next**.
9. When Windows has finished installing the SMTP service, on the Completing the Windows Components Wizard page, click **Finish**.

**Configure the SMTP service**

After installing the SMTP service, you must configure the service to accept relayed e-mail from the mail server for the domain.

You can decide to accept relayed e-mail from all servers except those you specifically exclude. Alternatively, you can block e-mail from all servers except those you specifically include. You can include servers individually, or in groups by subnet or domain.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer is required to complete this procedure. |

**Configure the SMTP service**

1. Click **Start**, point to **All Programs**, point to **Administrative Tools**, and then click **Internet Information Services (IIS) Manager**.
2. In IIS Manager, expand the server name that contains the SMTP server that you want to configure.
3. Right-click the SMTP virtual server that you want to configure, and then click **Properties**.
4. On the **Access** tab, under **Access control**, click **Authentication**.
5. In the **Authentication** dialog box, under **Select acceptable authentication methods for this resource**, verify that **Anonymous access** is selected.
6. Click **OK**.
7. On the **Access** tab, under **Relay restrictions**, click **Relay**.
8. To enable relaying from any server, under **Select which computer may relay through this virtual server**, select **All except the list below**.
9. To accept relaying from one or more specific servers, follow these steps:
   1. Under **Select which computer may relay through this virtual server**, select **Only the list below**.
   2. Click **Add**, and then add servers one at a time by IP address, or in groups by using a subnet or domain.
   3. Click **OK** to close the **Computer** dialog box.
10. Click **OK** to close the **Relay Restrictions** dialog box.
11. Click **OK** to close the **Properties** dialog box.

**Add an SMTP connector in Exchange Server**

In some scenarios, mail from Microsoft Exchange Server computers might not be automatically relayed to the Office SharePoint Server 2007 servers that are running the SMTP service. In these scenarios, administrators of Exchange mail servers can add an SMTP connector so that all mail sent to the Office SharePoint Server 2007 domain uses the Office SharePoint Server 2007 servers that are running the SMTP service.

For more information about SMTP connectors, see the Help documentation for Exchange Server.

**Configure Active Directory**

Incoming e-mail uses the Microsoft SharePoint Directory Management Service to connect SharePoint sites to the directory services used by your organization. If you enable the Microsoft SharePoint Directory Management Service, users can create and manage distribution groups from SharePoint sites. SharePoint lists that use e-mail can then be found in directory services, such as the Address Book. You must also select which distribution group requests from SharePoint lists require approval. The Microsoft SharePoint Directory Management Service can be installed on a server in the farm, or you can use a remote Microsoft SharePoint Directory Management Service.

To use the Microsoft SharePoint Directory Management Service on a farm or server, you must configure the Central Administration application pool identity account to have the **Create, delete, and manage user accounts** right to the container that you specify in Active Directory. The preferred way to do this is by delegating the right to the Central Administration application pool identity account. An Active Directory administrator must set up the organizational unit (OU) and delegate the **Create, delete, and manage user accounts** right to the container. The advantage of using the Microsoft SharePoint Directory Management Service on a remote farm is that you do not have to delegate rights to the organizational unit for multiple farm service accounts.

If the application pool account for Central Administration is different from the application pool account for the Web application of the list or site that is enabled for e-mail, you must use the application pool account for the Web application when completing the following procedures. You must then delegate additional rights to the Central Administration application pool account.

The following procedures are performed on a domain controller that runs Microsoft Windows Server 2003 SP1 (with DNS Manager) and Microsoft Exchange Server 2003 SP1. In some deployments, these applications might run on multiple servers in the same domain.

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| **ImportantImportant:** |
| Membership in the Domain Administrators group or delegated authority for domain administration is required to complete this procedure. |

**Create an organizational unit in Active Directory**

1. Click **Start**, point to **Control Panel**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. In Active Directory Users and Computers, right-click the folder for the second-level domain that contains your server farm, point to **New**, and then click **Organizational Unit**.
3. Type the name of the organizational unit, and then click **OK**.

After creating the organization unit, we recommend that you delegate the **Create, delete, and manage user accounts** right to the container.

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| **ImportantImportant:** |
| Membership in the Domain Administrators group or the Enterprise Administrators group in Active Directory, or delegated authority for administration, is required to complete this procedure. |

**Delegate right to the application pool account**

1. In Active Directory Users and Computers, find the organizational unit that you just created.
2. Right-click the organizational unit, and then click **Delegate control**.
3. On the Welcome page of the Delegation of Control Wizard, click **Next**.
4. On the Users and Groups page, click **Add**, and then type the name of the application pool identity account that the Web application uses.
5. In the Select Users, Computers, and Groups dialog box, click **OK**.
6. On the Users or Groups page of the Delegation of Control Wizard, click **Next**.
7. On the Tasks to Delegate page of the Delegation of Control Wizard, select the **Create, delete, and manage user accounts** check box, and then click **Next**.
8. On the last page of the Delegation of Control Wizard, click **Finish** to exit the wizard.

If you must add permissions for the application pool identity account directly, complete the following procedure.

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| **ImportantImportant:** |
| Membership in the Account Operators group, Domain Administrators group, or the Enterprise Administrators group in Active Directory, or delegated authority for administration, is required to complete this procedure. |

**Add permissions for the application pool account**

1. In Active Directory Users and Computers, click the **View** menu, and then click **Advanced Features**.
2. Right-click the organizational unit that you just created, and then click **Properties**.
3. In the **Properties** dialog box, click the **Security** tab, and then click **Advanced**.
4. Click **Add**, and then type the name of the application pool identity account for the Web application.
5. Click **OK**.
6. In the **Permission Entries** section, double-click the application pool identity account.
7. In the **Permissions** section, under **Allow**, select the **Modify permissions** check box.
8. Click **OK** to close the Permissions dialog box.
9. Click **OK** to close the Properties dialog box.
10. Click **OK** to close the Active Directory Users and Computers plug-in.

If you decide instead to use the remote Microsoft SharePoint Directory Management Service, you must know the URL for the Web service. This URL is typically in the following format: http://*server:adminport*/\_vti\_bin/SharePointEmailWS.asmx.

**Configure Active Directory under atypical circumstances**

If you are using the Directory Management Service and the Central Administration application pool uses a different account from the Web application for the list or site on which you want to enable incoming e-mail, you must delegate additional rights to the Central Administration application pool account. If you do not delegate these rights, then you cannot enable incoming e-mail for the list or site.

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| **NoteNote:** |
| Before you delegate the following rights to the Central Administration application pool account for the organizational unit, you must delegate rights to the application pool account for the Web application. The procedures for delegating those rights are explained in the previous section. |

Administrators must delegate full control of the organizational unit to the Central Administration application pool account. After this delegation is complete, administrators can enable incoming e-mail.

**To delegate full control of the organizational unit to the Central Administration application pool account**

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| **ImportantImportant:** |
| Membership in the Domain Administrators group or the Enterprise Administrators group in Active Directory, or delegated authority for administration, is required to complete this procedure. |

**Delegate full control of the organizational unit to the Central Administration application pool account**

1. Right-click the organizational unit, and then click **Delegate control**.
2. In the Delegation of Control wizard, click **Next**.
3. Click **Add**, and then type the name of the application pool account for Central Administration.
4. Click **OK**.
5. Click **Next**.
6. On the Tasks to Delegate page of the Delegation of Control wizard, select **Create a custom task to delegate**, and then click **Next**.
7. Select **This folder, existing objects in this folder, and creation of new objects in this folder**, and then click **Next**.
8. In the **Permissions** section, select **Create all Child Objects** and **Delete all Child Objects**.
9. Click **Next**.
10. On the last page of the Delegation of Control wizard, click **Finish** to exit the wizard.

Delegating full control of the organizational unit to the Central Administration application pool account enables administrators to enable e-mail for a list. Administrators cannot disable e-mail for the list or document library after delegating full control because the Central Administration account tries to delete the contact from the entire organizational unit rather than deleting the contact from the list.

**To add the Delete Subtree permission for the Central Administration application pool account**

To enable administrators to disable incoming e-mail on a list, you must add the **Delete Subtree** permission for the Central Administration application pool account.

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| **ImportantImportant:** |
| Membership in the Account Operators group, Domain Administrators group, or the Enterprise Administrators group in Active Directory, or delegated authority for administration, is required to complete this procedure. |

**Add the Delete Subtree permission for the Central Administration application pool account**

1. In Active Directory Users and Computers, click the **View** menu, and then click **Advanced Features**.
2. Right-click the organizational unit and then click **Properties**.
3. In the **Properties** dialog box, click the **Security** tab, and then click **Advanced**.
4. In the **Permission Entries** section, double-click the Central Administration application pool account.
5. In the **Permissions** section, under **Allow**, select **Delete Subtree**.
6. Click **OK** to close the Permissions dialog box.
7. Click **OK** to close the Properties dialog box.
8. Click **OK** to close the Active Directory Users and Computers plug-in.

After adding the permission, you must restart Internet Information Services (IIS) for the farm.

For more information about Active Directory, see the Help documentation for Active Directory.

**Configure permissions to the e-mail drop folder**

When incoming e-mail settings are set to advanced mode, you must ensure that certain accounts have the correct permissions to the e-mail drop folder.

**Configure e-mail drop folder permissions for the logon account for the Windows SharePoint Services Timer service**

Ensure that the logon account for the Windows SharePoint Services Timer service has the Modify permission on the e-mail drop folder. If the logon account for the service does not have the Modify permission, e-mail enabled document libraries will receive duplicate e-mail messages.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer that contains the e-mail drop folder is required to complete this procedure. |

**Configure e-mail drop folder permissions**

1. In Windows Explorer, right-click the drop folder, click **Properties**, and then click the **Security** tab.
2. On the **Security** tab, under the **Group or user names** box, click the **Add** button.
3. In the **Select Users, Computers, or Groups** dialog box, in the **Enter objects to select** box, type the name of the logon account for the Windows SharePoint Services Timer service, and then click **OK**.

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| **NoteNote:** |
| This account is listed on the **Log On** tab of the **Properties** dialog box for the service in the Services console. |

1. In the **Permissions for** *User or Group* box, next to **Modify**, select the **Allow** check box.
2. Click **OK**.

**Configure e-mail drop folder permissions for the application pool account for a Web application**

If your deployment uses different application pool accounts for Central Administration and one or more Web applications for front-end Web servers, each application account must have permissions to the e-mail drop folder. If the application pool account for the Web application does not have the required permissions, e-mail will not be delivered to document libraries on that Web application.

In most cases, when you configure incoming e-mail settings and select an e-mail drop folder, permissions are added for two worker process groups:

* WSS\_Admin\_WPG, which includes the application pool account for Central Administration and the logon account for the Windows SharePoint Services Timer service, has Full Control permission.
* WSS\_WPG, which includes the application pool accounts for Web applications, has Read & Execute, List Folder Contents, and Read permissions.

In some cases, these groups might not be configured automatically for the e-mail drop folder. For example, if Central Administration is running as the Network Service account, the groups or accounts needed for incoming e-mail will not be added when the e-mail drop folder is created. It is a good idea to check whether these groups have been added automatically to the e-mail drop folder. If the groups have not been added automatically, you can add them or add the specific accounts that are required.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer that contains the e-mail drop folder is required to complete this procedure. |

**Configure e-mail drop folder permissions**

1. In Windows Explorer, right-click the drop folder, click **Properties**, and then click the **Security** tab.
2. On the **Security** tab, under the **Group or user names** box, click the **Add** button.
3. In the **Select Users, Computers, or Groups** dialog box, in the **Enter objects to select** box, type the name of the worker process group or application pool account for the Web application, and then click **OK**.

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| **NoteNote:** |
| This account is listed on the **Identity** tab of the **Properties** dialog box for the application pool in IIS. |

1. In the **Permissions for** *User or Group* box, next to **Modify**, select the **Allow** check box.
2. Click **OK**.

**Configure DNS Manager**

Incoming mail requires a Mail Exchanger (MX) resource record to be added in DNS Manager for the host or subdomain running Office SharePoint Server 2007. This is distinct from any existing MX records in the domain.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer is required to complete this procedure. |

**Add a Mail Exchanger (MX) resource record for the subdomain**

1. In DNS Manager, select the forward lookup zone for the domain that contains the subdomain for Office SharePoint Server 2007.
2. Right-click the zone and then click **New Mail Exchanger**.
3. In the **Host or domain** text box, type the host or subdomain name for Office SharePoint Server 2007.
4. In the **Fully qualified domain name (FQDN) of mail server** text box, type the fully qualified domain name for the server that is running Office SharePoint Server 2007. This is typically in the format *subdomain.domain.com*.
5. Click **OK**.

**Configure attachments from Outlook 2003**

Attachments to messages sent from Microsoft Outlook 2003 must be encoded in UUEncode or Binhex format to appear separately in e-mail enabled document libraries. Attachments from Outlook 2003 that use different encoding will not be listed, but e-mail messages that contain attachments will be listed.

**Configure incoming e-mail settings**

Before you can enable incoming e-mail on the server that is running Office SharePoint Server 2007, you must have configured the SMTP service on front-end Web servers in the farm and the Active Directory and DNS Manager on the domain controller, or you must know the name of other servers that are running these services.

This procedure configures the settings that are used for incoming e-mail. You can also configure options for safe e-mail servers and the incoming e-mail display address.

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| **ImportantImportant:** |
| Membership in the Administrators group of the Central Administration site is required to complete this procedure. |

**Configure incoming e-mail settings**

1. On the top navigation bar, click **Operations**.
2. On the Operations page, in the **Topology and Services** section, click **Incoming e-mail settings**.
3. If you want to enable sites on this server to receive e-mail, on the Incoming E-mail Settings page, in the **Enable Incoming E-Mail** section, click **Yes**.
4. Select either the **Automatic** or the **Advanced** settings mode.

If you select **Advanced**, you can specify a drop folder instead of using an SMTP server.

1. If you want to connect to the Microsoft SharePoint Directory Management Service, in the **Directory Management Service** section, click **Yes**.
   1. In the **Active Directory container where new distribution groups and contacts will be created** box, type the name of the container in the format **OU=***ContainerName***, DC=***domain***, DC=***com*, where *ContainerName* is the name of the organizational unit in Active Directory, *domain* is the second-level domain, and *com* is the top-level domain.

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| **NoteNote:** |
| The Central Administration application pool account must be delegated the **Create, delete, and manage user accounts** task for the container. Access is configured in the properties for the organizational unit in Active Directory. |

* 1. In the **SMTP mail server for incoming mail** box, type the name of the SMTP mail server. The server name must match the fully qualified domain name in the MX entry for the mail server in DNS Manager.
  2. To accept only messages from authenticated users, click **Yes** for **Accept messages from authenticated users only**. Otherwise, click **No**.
  3. To allow creation of distribution groups from SharePoint sites, click **Yes** for **Allow creation of distribution groups from SharePoint sites**. Otherwise, click **No**.
  4. Under **Distribution group request approval settings**, select the actions that will require approval. Actions include the following:
  5. **Create new distribution group**
  6. **Change distribution group e-mail address**
  7. **Change distribution group title and description**
  8. **Delete distribution group**

1. If you want to use a remote SharePoint Directory Management Web Service, select **Use remote**.
   1. In the **Directory Management Service URL** box, type the URL of the Microsoft SharePoint Directory Management Service that you want to use.
   2. In the **SMTP mail server for incoming mail** box, type the name of the SMTP mail server. The server name must match the fully qualified domain name in the MX entry for the mail server in DNS Manager on the domain server.
   3. To accept messages from authenticated users only, click **Yes** for **Accept messages from authenticated users only**. Otherwise, click **No**.
   4. To allow creation of distribution groups from SharePoint sites, click **Yes** for **Allow creation of distribution groups from SharePoint sites**. Otherwise, click **No**.
2. If you do not want to use the Microsoft SharePoint Directory Management Service, click **No**.
3. In the **Incoming E-Mail Server Display Address** section, type a display name for the e-mail server (for example, mail.fabrikam.com) in the **E-mail server display address** box.

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| **TipTip:** |
| You can specify the e-mail server address that is displayed when users create an incoming e-mail address for a list or group. Use this setting together with the Microsoft SharePoint Directory Management Service to provide an e-mail server address that is more user-friendly. |

1. In the **Safe E-Mail Servers** section, select one of the following options:
   1. **Accept mail from all e-mail servers**
   2. **Accept mail from these safe e-mail servers**. If you select this option, type the IP addresses (one per line) of the e-mail servers that you want to specify as safe in the corresponding box.
2. In the **E-mail Drop Folder** section, in the **E-mail drop folder** box, type the name of the folder in which Microsoft Windows SharePoint Services polls for incoming e-mail from the SMTP service.

This option is available only if you selected advanced mode.

1. Click **OK**.

**Configuring incoming e-mail on SharePoint sites**

After configuring incoming e-mail settings, site administrators can configure e-mail enabled lists and document libraries. For more information about e-mail enabled document libraries, see [Enable and configure e-mail support for a list or library](http://go.microsoft.com/fwlink/?LinkId=120164&clcid=0x409)(http://go.microsoft.com/fwlink/?LinkId=120164&clcid=0x409).

Contact addresses created for these document libraries appear automatically in Active Directory Users and Computers under the organizational unit for Office SharePoint Server 2007, and must be managed by the administrator of Active Directory. The Active Directory administrator can add more e-mail addresses for each contact. For more information about how to manage contacts in Active Directory, see the Help documentation for Active Directory.

Alternatively, the Exchange Server computer can be configured by adding a new Exchange Server Global recipient policy to automatically add external addresses that use the second-level domain name and not the subdomain or host for Office SharePoint Server 2007. For more information about how to manage Exchange Server, see the Help documentation for Exchange Server.

**Are attachments missing from e-mail messages that are sent to a SharePoint document library?**

If attachments are missing from e-mail messages that are sent to an Office SharePoint Server 2007 document library, it might be because you have associated the document library with an e-mail address. When you do this, Directory Management Service may not add the following two attributes:

* **internet Encoding = 1310720**
* **mAPIRecipient = false**

You must use Active Directory Service Interfaces (ADSI) to manually add these two missing attributes.

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| **NoteNote:** |
| On the Windows Server 2003 product CD, ADSI Edit is included in Windows Support Tools. To install Support Tools for Windows Server 2003, use the Suptools.msi program that is located in the Support\Tools folder. To install Support Tools for Microsoft Windows 2000 Server, use the Setup.exe program that is located in the Support\Tools folder. |

**Add attributes by using the ADSI tool**

1. Click **Start**, and then click **Run**.
2. In the **Run** dialog box, type **Adsiedit.msc**, and then click **OK**.
3. In the ADSI Edit window, expand **ADSI Edit**, expand **Domain [DomainName]**, expand **DC=DomainName, DC=com**, and then expand **CN=Users**.
4. Right-click the user name to which you want to add the missing attributes, and then click **Properties**.
5. In the **Properties** dialog box, double-click **internet Encoding** on the **Attribute Editor** tab.
6. In the **Integer Attribute Editor** dialog box, type **1310720** in the **Value** box, and then click **OK**.
7. In the **Properties** dialog box, double-click **mAPIRecipient** on the **Attribute Editor** tab.
8. In the **Boolean Attribute Editor** dialog box, click **False**, and then click **OK** twice.

Use this procedure to configure the incoming e-mail settings for Microsoft Office SharePoint Server 2007.

The features of Office SharePoint Server 2007 that use incoming e-mail are not available until these settings are configured.

Before you configure incoming e-mail settings in Office SharePoint Server 2007, confirm that:

* You have read the topic [Plan incoming e-mail (Office SharePoint Server)](http://technet.microsoft.com/en-us/library/cc263260.aspx).
* One or more servers in your server farm are running the Internet Information Services (IIS) Simple Mail Transfer Protocol (SMTP) service, or you know the name of another server that is running the SMTP service. This server must be configured to accept relayed e-mail from the mail server for the domain.
* One or more servers in your server farm are running the Microsoft SharePoint Directory Management Service, or you know the name of another server that is running the SharePoint Directory Management Web Service.
* The application pool account for the SharePoint Central Administration Web site has the **Create, delete, and manage user accounts** right to the container in the Active Directory directory service.
* The application pool account for Central Administration, the logon account for the Windows SharePoint Services Timer service, and the application pool accounts for your Web applications have the correct permissions to the e-mail drop folder.
* The domain controller running Active Directory has a Mail Exchanger (MX) entry in DNS Manager for the mail server that you plan to use for incoming e-mail.

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| **NoteNote:** |
| All of these configuration steps are described in detail in the following sections. |

# Install and configure the SMTP service

Incoming e-mail for Office SharePoint Server 2007 uses the SMTP service. The SMTP service can be either installed on one or more servers in the farm, or administrators can provide an e-mail drop folder for e-mail forwarded from the service on another server. The drop folder option is not recommended because administrators of the other server can affect the availability of incoming e-mail by changing the configuration of SMTP, and because this requires the additional step of configuring permissions to the e-mail drop folder.

If a drop folder is not used, the SMTP service must be installed on each server that is used to receive and process incoming e-mail. Typically, this includes every front-end Web server in the farm.

### Start the Windows SharePoint Services Web Application service

Each server that is running the SMTP service must also be running the Windows SharePoint Services Web Application service. These servers are called front-end Web servers. In many cases, this service will have already been configured.

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| **ImportantImportant:** |
| Membership in the Administrators group of the Central Administration site is required to complete this procedure. |

### Start the Windows SharePoint Services Web Application service

1. On the top navigation bar, click **Operations**.
2. On the Operations page, in the **Topology and Services** section, click **Services on server**.
3. On the Services on Server page, find **Windows SharePoint Services Web Application** in the list of services, and click **Start**.

### Install the SMTP service

The SMTP service is a component of IIS. It must be installed on every front-end Web server in the farm that you want to configure for incoming e-mail.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer is required to complete this procedure. |

### Install the SMTP service

1. In Control Panel, click **Add or Remove Programs**.
2. In Add or Remove Programs, click **Add/Remove Windows Components**.
3. In the Windows Components Wizard, in the **Components** box, click **Application Server**, and then click the **Details** button.
4. In the **Application Server** dialog box, in the **Subcomponents of Application Server** box, click **Internet Information Services (IIS)**, and then click the **Details** button.
5. In the **Internet Information Services (IIS)** dialog box, select the **SMTP Service** check box.
6. Click **OK** to return to the **Application Server** dialog box.
7. Click **OK** to return to the main page of the Windows Components Wizard.
8. Click **Next**.
9. When Windows has finished installing the SMTP service, on the Completing the Windows Components Wizard page, click **Finish**.

### Configure the SMTP service

After installing the SMTP service, you must configure the service to accept relayed e-mail from the mail server for the domain.

You can decide to accept relayed e-mail from all servers except those you specifically exclude. Alternatively, you can block e-mail from all servers except those you specifically include. You can include servers individually, or in groups by subnet or domain.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer is required to complete this procedure. |

### Configure the SMTP service

1. Click **Start**, point to **All Programs**, point to **Administrative Tools**, and then click **Internet Information Services (IIS) Manager**.
2. In IIS Manager, expand the server name that contains the SMTP server that you want to configure.
3. Right-click the SMTP virtual server that you want to configure, and then click **Properties**.
4. On the **Access** tab, under **Access control**, click **Authentication**.
5. In the **Authentication** dialog box, under **Select acceptable authentication methods for this resource**, verify that **Anonymous access** is selected.
6. Click **OK**.
7. On the **Access** tab, under **Relay restrictions**, click **Relay**.
8. To enable relaying from any server, under **Select which computer may relay through this virtual server**, select **All except the list below**.
9. To accept relaying from one or more specific servers, follow these steps:
   1. Under **Select which computer may relay through this virtual server**, select **Only the list below**.
   2. Click **Add**, and then add servers one at a time by IP address, or in groups by using a subnet or domain.
   3. Click **OK** to close the **Computer** dialog box.
10. Click **OK** to close the **Relay Restrictions** dialog box.
11. Click **OK** to close the **Properties** dialog box.

### Add an SMTP connector in Exchange Server

In some scenarios, mail from Microsoft Exchange Server computers might not be automatically relayed to the Office SharePoint Server 2007 servers that are running the SMTP service. In these scenarios, administrators of Exchange mail servers can add an SMTP connector so that all mail sent to the Office SharePoint Server 2007 domain uses the Office SharePoint Server 2007 servers that are running the SMTP service.

For more information about SMTP connectors, see the Help documentation for Exchange Server.

# Configure Active Directory

Incoming e-mail uses the Microsoft SharePoint Directory Management Service to connect SharePoint sites to the directory services used by your organization. If you enable the Microsoft SharePoint Directory Management Service, users can create and manage distribution groups from SharePoint sites. SharePoint lists that use e-mail can then be found in directory services, such as the Address Book. You must also select which distribution group requests from SharePoint lists require approval. The Microsoft SharePoint Directory Management Service can be installed on a server in the farm, or you can use a remote Microsoft SharePoint Directory Management Service.

To use the Microsoft SharePoint Directory Management Service on a farm or server, you must configure the Central Administration application pool identity account to have the **Create, delete, and manage user accounts** right to the container that you specify in Active Directory. The preferred way to do this is by delegating the right to the Central Administration application pool identity account. An Active Directory administrator must set up the organizational unit (OU) and delegate the **Create, delete, and manage user accounts** right to the container. The advantage of using the Microsoft SharePoint Directory Management Service on a remote farm is that you do not have to delegate rights to the organizational unit for multiple farm service accounts.

If the application pool account for Central Administration is different from the application pool account for the Web application of the list or site that is enabled for e-mail, you must use the application pool account for the Web application when completing the following procedures. You must then delegate additional rights to the Central Administration application pool account.

The following procedures are performed on a domain controller that runs Microsoft Windows Server 2003 SP1 (with DNS Manager) and Microsoft Exchange Server 2003 SP1. In some deployments, these applications might run on multiple servers in the same domain.

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| **ImportantImportant:** |
| Membership in the Domain Administrators group or delegated authority for domain administration is required to complete this procedure. |

### Create an organizational unit in Active Directory

1. Click **Start**, point to **Control Panel**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**.
2. In Active Directory Users and Computers, right-click the folder for the second-level domain that contains your server farm, point to **New**, and then click **Organizational Unit**.
3. Type the name of the organizational unit, and then click **OK**.

After creating the organization unit, we recommend that you delegate the **Create, delete, and manage user accounts** right to the container.

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| **ImportantImportant:** |
| Membership in the Domain Administrators group or the Enterprise Administrators group in Active Directory, or delegated authority for administration, is required to complete this procedure. |

### Delegate right to the application pool account

1. In Active Directory Users and Computers, find the organizational unit that you just created.
2. Right-click the organizational unit, and then click **Delegate control**.
3. On the Welcome page of the Delegation of Control Wizard, click **Next**.
4. On the Users and Groups page, click **Add**, and then type the name of the application pool identity account that the Web application uses.
5. In the Select Users, Computers, and Groups dialog box, click **OK**.
6. On the Users or Groups page of the Delegation of Control Wizard, click **Next**.
7. On the Tasks to Delegate page of the Delegation of Control Wizard, select the **Create, delete, and manage user accounts** check box, and then click **Next**.
8. On the last page of the Delegation of Control Wizard, click **Finish** to exit the wizard.

If you must add permissions for the application pool identity account directly, complete the following procedure.

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| --- |
| **ImportantImportant:** |
| Membership in the Account Operators group, Domain Administrators group, or the Enterprise Administrators group in Active Directory, or delegated authority for administration, is required to complete this procedure. |

### Add permissions for the application pool account

1. In Active Directory Users and Computers, click the **View** menu, and then click **Advanced Features**.
2. Right-click the organizational unit that you just created, and then click **Properties**.
3. In the **Properties** dialog box, click the **Security** tab, and then click **Advanced**.
4. Click **Add**, and then type the name of the application pool identity account for the Web application.
5. Click **OK**.
6. In the **Permission Entries** section, double-click the application pool identity account.
7. In the **Permissions** section, under **Allow**, select the **Modify permissions** check box.
8. Click **OK** to close the Permissions dialog box.
9. Click **OK** to close the Properties dialog box.
10. Click **OK** to close the Active Directory Users and Computers plug-in.

If you decide instead to use the remote Microsoft SharePoint Directory Management Service, you must know the URL for the Web service. This URL is typically in the following format: http://server:adminport/\_vti\_bin/SharePointEmailWS.asmx.

### Configure Active Directory under atypical circumstances

If you are using the Directory Management Service and the Central Administration application pool uses a different account from the Web application for the list or site on which you want to enable incoming e-mail, you must delegate additional rights to the Central Administration application pool account. If you do not delegate these rights, then you cannot enable incoming e-mail for the list or site.

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| **NoteNote:** |
| Before you delegate the following rights to the Central Administration application pool account for the organizational unit, you must delegate rights to the application pool account for the Web application. The procedures for delegating those rights are explained in the previous section. |

Administrators must delegate full control of the organizational unit to the Central Administration application pool account. After this delegation is complete, administrators can enable incoming e-mail.

### To delegate full control of the organizational unit to the Central Administration application pool account

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| **ImportantImportant:** |
| Membership in the Domain Administrators group or the Enterprise Administrators group in Active Directory, or delegated authority for administration, is required to complete this procedure. |

### Delegate full control of the organizational unit to the Central Administration application pool account

1. Right-click the organizational unit, and then click **Delegate control**.
2. In the Delegation of Control wizard, click **Next**.
3. Click **Add**, and then type the name of the application pool account for Central Administration.
4. Click **OK**.
5. Click **Next**.
6. On the Tasks to Delegate page of the Delegation of Control wizard, select **Create a custom task to delegate**, and then click **Next**.
7. Select **This folder, existing objects in this folder, and creation of new objects in this folder**, and then click **Next**.
8. In the **Permissions** section, select **Create all Child Objects** and **Delete all Child Objects**.
9. Click **Next**.
10. On the last page of the Delegation of Control wizard, click **Finish** to exit the wizard.

Delegating full control of the organizational unit to the Central Administration application pool account enables administrators to enable e-mail for a list. Administrators cannot disable e-mail for the list or document library after delegating full control because the Central Administration account tries to delete the contact from the entire organizational unit rather than deleting the contact from the list.

### To add the Delete Subtree permission for the Central Administration application pool account

To enable administrators to disable incoming e-mail on a list, you must add the **Delete Subtree** permission for the Central Administration application pool account.

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| **ImportantImportant:** |
| Membership in the Account Operators group, Domain Administrators group, or the Enterprise Administrators group in Active Directory, or delegated authority for administration, is required to complete this procedure. |

### Add the Delete Subtree permission for the Central Administration application pool account

1. In Active Directory Users and Computers, click the **View** menu, and then click **Advanced Features**.
2. Right-click the organizational unit and then click **Properties**.
3. In the **Properties** dialog box, click the **Security** tab, and then click **Advanced**.
4. In the **Permission Entries** section, double-click the Central Administration application pool account.
5. In the **Permissions** section, under **Allow**, select **Delete Subtree**.
6. Click **OK** to close the Permissions dialog box.
7. Click **OK** to close the Properties dialog box.
8. Click **OK** to close the Active Directory Users and Computers plug-in.

After adding the permission, you must restart Internet Information Services (IIS) for the farm.

For more information about Active Directory, see the Help documentation for Active Directory.

# Configure permissions to the e-mail drop folder

When incoming e-mail settings are set to advanced mode, you must ensure that certain accounts have the correct permissions to the e-mail drop folder.

### Configure e-mail drop folder permissions for the logon account for the Windows SharePoint Services Timer service

Ensure that the logon account for the Windows SharePoint Services Timer service has the Modify permission on the e-mail drop folder. If the logon account for the service does not have the Modify permission, e-mail enabled document libraries will receive duplicate e-mail messages.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer that contains the e-mail drop folder is required to complete this procedure. |

### Configure e-mail drop folder permissions

1. In Windows Explorer, right-click the drop folder, click **Properties**, and then click the **Security** tab.
2. On the **Security** tab, under the **Group or user names** box, click the **Add** button.
3. In the **Select Users, Computers, or Groups** dialog box, in the **Enter objects to select** box, type the name of the logon account for the Windows SharePoint Services Timer service, and then click **OK**.

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| **NoteNote:** |
| This account is listed on the **Log On** tab of the **Properties** dialog box for the service in the Services console. |

1. In the **Permissions for** User or Group box, next to **Modify**, select the **Allow** check box.
2. Click **OK**.

### Configure e-mail drop folder permissions for the application pool account for a Web application

If your deployment uses different application pool accounts for Central Administration and one or more Web applications for front-end Web servers, each application account must have permissions to the e-mail drop folder. If the application pool account for the Web application does not have the required permissions, e-mail will not be delivered to document libraries on that Web application.

In most cases, when you configure incoming e-mail settings and select an e-mail drop folder, permissions are added for two worker process groups:

* WSS\_Admin\_WPG, which includes the application pool account for Central Administration and the logon account for the Windows SharePoint Services Timer service, has Full Control permission.
* WSS\_WPG, which includes the application pool accounts for Web applications, has Read & Execute, List Folder Contents, and Read permissions.

In some cases, these groups might not be configured automatically for the e-mail drop folder. For example, if Central Administration is running as the Network Service account, the groups or accounts needed for incoming e-mail will not be added when the e-mail drop folder is created. It is a good idea to check whether these groups have been added automatically to the e-mail drop folder. If the groups have not been added automatically, you can add them or add the specific accounts that are required.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer that contains the e-mail drop folder is required to complete this procedure. |

### Configure e-mail drop folder permissions

1. In Windows Explorer, right-click the drop folder, click **Properties**, and then click the **Security** tab.
2. On the **Security** tab, under the **Group or user names** box, click the **Add** button.
3. In the **Select Users, Computers, or Groups** dialog box, in the **Enter objects to select** box, type the name of the worker process group or application pool account for the Web application, and then click **OK**.

|  |
| --- |
| **NoteNote:** |
| This account is listed on the **Identity** tab of the **Properties** dialog box for the application pool in IIS. |

1. In the **Permissions for** User or Group box, next to **Modify**, select the **Allow** check box.
2. Click **OK**.

# Configure DNS Manager

Incoming mail requires a Mail Exchanger (MX) resource record to be added in DNS Manager for the host or subdomain running Office SharePoint Server 2007. This is distinct from any existing MX records in the domain.

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| **ImportantImportant:** |
| Membership in the Administrators group on the local computer is required to complete this procedure. |

### Add a Mail Exchanger (MX) resource record for the subdomain

1. In DNS Manager, select the forward lookup zone for the domain that contains the subdomain for Office SharePoint Server 2007.
2. Right-click the zone and then click **New Mail Exchanger**.
3. In the **Host or domain** text box, type the host or subdomain name for Office SharePoint Server 2007.
4. In the **Fully qualified domain name (FQDN) of mail server** text box, type the fully qualified domain name for the server that is running Office SharePoint Server 2007. This is typically in the format subdomain.domain.com.
5. Click **OK**.

# Configure attachments from Outlook 2003

Attachments to messages sent from Microsoft Outlook 2003 must be encoded in UUEncode or Binhex format to appear separately in e-mail enabled document libraries. Attachments from Outlook 2003 that use different encoding will not be listed, but e-mail messages that contain attachments will be listed.

# Configure incoming e-mail settings

Before you can enable incoming e-mail on the server that is running Office SharePoint Server 2007, you must have configured the SMTP service on front-end Web servers in the farm and the Active Directory and DNS Manager on the domain controller, or you must know the name of other servers that are running these services.

This procedure configures the settings that are used for incoming e-mail. You can also configure options for safe e-mail servers and the incoming e-mail display address.

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| **ImportantImportant:** |
| Membership in the Administrators group of the Central Administration site is required to complete this procedure. |

### Configure incoming e-mail settings

1. On the top navigation bar, click **Operations**.
2. On the Operations page, in the **Topology and Services** section, click **Incoming e-mail settings**.
3. If you want to enable sites on this server to receive e-mail, on the Incoming E-mail Settings page, in the **Enable Incoming E-Mail** section, click **Yes**.
4. Select either the **Automatic** or the **Advanced** settings mode.

If you select **Advanced**, you can specify a drop folder instead of using an SMTP server.

1. If you want to connect to the Microsoft SharePoint Directory Management Service, in the **Directory Management Service** section, click **Yes**.
   1. In the **Active Directory container where new distribution groups and contacts will be created** box, type the name of the container in the format **OU=**ContainerName**, DC=**domain**, DC=**com, where ContainerName is the name of the organizational unit in Active Directory, domain is the second-level domain, and com is the top-level domain.

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| **NoteNote:** |
| The Central Administration application pool account must be delegated the **Create, delete, and manage user accounts** task for the container. Access is configured in the properties for the organizational unit in Active Directory. |

* 1. In the **SMTP mail server for incoming mail** box, type the name of the SMTP mail server. The server name must match the fully qualified domain name in the MX entry for the mail server in DNS Manager.
  2. To accept only messages from authenticated users, click **Yes** for **Accept messages from authenticated users only**. Otherwise, click **No**.
  3. To allow creation of distribution groups from SharePoint sites, click **Yes** for **Allow creation of distribution groups from SharePoint sites**. Otherwise, click **No**.
  4. Under **Distribution group request approval settings**, select the actions that will require approval. Actions include the following:
  5. **Create new distribution group**
  6. **Change distribution group e-mail address**
  7. **Change distribution group title and description**
  8. **Delete distribution group**

1. If you want to use a remote SharePoint Directory Management Web Service, select **Use remote**.
   1. In the **Directory Management Service URL** box, type the URL of the Microsoft SharePoint Directory Management Service that you want to use.
   2. In the **SMTP mail server for incoming mail** box, type the name of the SMTP mail server. The server name must match the fully qualified domain name in the MX entry for the mail server in DNS Manager on the domain server.
   3. To accept messages from authenticated users only, click **Yes** for **Accept messages from authenticated users only**. Otherwise, click **No**.
   4. To allow creation of distribution groups from SharePoint sites, click **Yes** for **Allow creation of distribution groups from SharePoint sites**. Otherwise, click **No**.
2. If you do not want to use the Microsoft SharePoint Directory Management Service, click **No**.
3. In the **Incoming E-Mail Server Display Address** section, type a display name for the e-mail server (for example, mail.fabrikam.com) in the **E-mail server display address** box.

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| **TipTip:** |
| You can specify the e-mail server address that is displayed when users create an incoming e-mail address for a list or group. Use this setting together with the Microsoft SharePoint Directory Management Service to provide an e-mail server address that is more user-friendly. |

1. In the **Safe E-Mail Servers** section, select one of the following options:
   1. **Accept mail from all e-mail servers**
   2. **Accept mail from these safe e-mail servers**. If you select this option, type the IP addresses (one per line) of the e-mail servers that you want to specify as safe in the corresponding box.
2. In the **E-mail Drop Folder** section, in the **E-mail drop folder** box, type the name of the folder in which Microsoft Windows SharePoint Services polls for incoming e-mail from the SMTP service.

This option is available only if you selected advanced mode.

1. Click **OK**.

# Configuring incoming e-mail on SharePoint sites

After configuring incoming e-mail settings, site administrators can configure e-mail enabled lists and document libraries. For more information about e-mail enabled document libraries, see [Enable and configure e-mail support for a list or library](http://go.microsoft.com/fwlink/?LinkId=120164&clcid=0x409)(http://go.microsoft.com/fwlink/?LinkId=120164&clcid=0x409).

Contact addresses created for these document libraries appear automatically in Active Directory Users and Computers under the organizational unit for Office SharePoint Server 2007, and must be managed by the administrator of Active Directory. The Active Directory administrator can add more e-mail addresses for each contact. For more information about how to manage contacts in Active Directory, see the Help documentation for Active Directory.

Alternatively, the Exchange Server computer can be configured by adding a new Exchange Server Global recipient policy to automatically add external addresses that use the second-level domain name and not the subdomain or host for Office SharePoint Server 2007. For more information about how to manage Exchange Server, see the Help documentation for Exchange Server.

# Are attachments missing from e-mail messages that are sent to a SharePoint document library?

If attachments are missing from e-mail messages that are sent to an Office SharePoint Server 2007 document library, it might be because you have associated the document library with an e-mail address. When you do this, Directory Management Service may not add the following two attributes:

* **internet Encoding = 1310720**
* **mAPIRecipient = false**

You must use Active Directory Service Interfaces (ADSI) to manually add these two missing attributes.

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| **NoteNote:** |
| On the Windows Server 2003 product CD, ADSI Edit is included in Windows Support Tools. To install Support Tools for Windows Server 2003, use the Suptools.msi program that is located in the Support\Tools folder. To install Support Tools for Microsoft Windows 2000 Server, use the Setup.exe program that is located in the Support\Tools folder. |

### Add attributes by using the ADSI tool

1. Click **Start**, and then click **Run**.
2. In the **Run** dialog box, type **Adsiedit.msc**, and then click **OK**.
3. In the ADSI Edit window, expand **ADSI Edit**, expand **Domain [DomainName]**, expand **DC=DomainName, DC=com**, and then expand **CN=Users**.
4. Right-click the user name to which you want to add the missing attributes, and then click **Properties**.
5. In the **Properties** dialog box, double-click **internet Encoding** on the **Attribute Editor** tab.
6. In the **Integer Attribute Editor** dialog box, type **1310720** in the **Value** box, and then click **OK**.
7. In the **Properties** dialog box, double-click **mAPIRecipient** on the **Attribute Editor** tab.
8. In the **Boolean Attribute Editor** dialog box, click **False**, and then click **OK** twice.

# See Also

#### Concepts

[Plan incoming e-mail (Office SharePoint Server)](http://technet.microsoft.com/en-us/library/cc263260.aspx)

#### Other Resources

[Plan incoming e-mail (Windows SharePoint Services)](http://technet.microsoft.com/en-us/library/cc288433.aspx)

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"Delegating full control of the organizational unit to the Central Administration application pool account enables administrators to enable e-mail for a list. Administrators cannot disable e-mail for the list or document library after delegating full control because the Central Administration account tries to delete the contact from the entire organizational unit rather than deleting the contact from the list. "  
  
I think the above statement is wrong. When "Administrator" (SharePoint site administrator) enable and disable the email for a list or document library, this happens on the web site and has nothing to do with the "Centeral Admin Page" or the "Central Administration" account. When the Web App Pool account is different from Centeral Admin App Pool account, it should be Web App Pool account who should have the permission.



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If you are using IIS 6, download the IIS 6.0 resource kit (<http://www.microsoft.com/downloads/details.aspx?familyid=56FC92EE-A71A-4C73-B628-ADE629C89499&displaylang=en>) and use the Metabase explorer tool to modify the ACL for the "AppPools" Node. Grant permissions to the Application Pool identity for the web app hosting the list you are working with as stated above. In my case it seems the AppPools node was not inheriting permissions from the parent so I had to se the permissions directly on the node. Once I did that all worked fine for create.   
  
The CreateContact webservice enumerates the app pools to compare the Identity of the current user. If you do not have permissions for the web app identity it is unable to retrieve the app pool collection from the metabase.  
  
Also, make sure that the farm admin account and the portal identity account used above have the correct permissions on your OU you created to store the contact objects. If you do not delegate control and set permissions manually on the OU, you need to ensure the "Apply onto" setting (found in the advanced security settings) is set to "This object and all child objects". If you create the security entries manually, "Apply onto" gets set to "This Object Only" and will cause the DeleteContact and ModifyContact webservices to fail with an Access Denied Message.



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Steps in Windows 2008 to Install the SMTP service

1. In Administrative Tools, click Server Manager.
2. Click Features, Add Features in the right pane, select SMTP Server.

When Windows has finished installing the SMTP service, click Finish



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If you try to enable incoming e-mail on a List or Library and you get an Access Denied error message even though you have followed all of the above steps with regard to setting up Active Directory OU's and delegating control etc, take a look at the security permissions on the following file:-

C:\Windows\System32\inetsrv\config\applicationHost.config

Make sure that the User Account that the Application Pool runs as, for the Web Application that hosts the site/List/Library that you are trying to e-mail enable, has Full control permissions on this file. As pointed out in this excellent article (<http://technet.microsoft.com/en-us/magazine/cc718983.aspx>) by Pav Cherny, the App Pool identity needs to be able to modify this file whenever a user e-mail enables a List or Library, and the Access Denied error message can be just as easily generated by this file as it can be by incorrectly configured security permissions on the Active Directory objects.



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Practical experience in setting this up in a Windows Enterprise Server 2008/IIS 7.0/Exchange Server 2007 farm environment showed that there is one more step required to get Incoming e-mails delivered to the actual Drop folder on the SharePoint SMTP server so that SharePoint can then pick them up from there. This applies if you choose ***Automatic*** mode under **Configure incoming e-mail settings>Step 4.** and can even apply if you choose ***Advanced*** mode as well (if you are still using the SMTP server in IIS).

The step is that you need to tell the SMTP Service that it is the destination for the domain specified in the e-mail address that you configure in Central Administration. E.g. if you set the e-mail address domain for recieving SharePoint e-mail destined for Lists and Libraries to say sharepoint.somecompany.com (which would result in an e-mail address that could look like [somelist@sharepoint.somecompany.com](mailto:somelist@sharepoint.somecompany.com) for a list), then you will need to set the SMTP Service up to recognise that it is the endpoint for mail destined for this domain so that it moves the received mail into the Drop folder for SharePoint to pick up. Otherwise mail will sit in the Queue folder on the SMTP Service machine forever, as it won't know where to send it next. When SharePoint is in **Automatic** mode, it gets the folder to pick mail up from, from the SMTP Service, which by default tells it to look in C:\inetpub\mailroot\Drop.

To do this, on the Web Front End Server running the SMTP Service under IIS

1. Go to ***Administrative Tools>Internet Information Services (IIS) 6.0 Manager*** (NOT the IIS 7.0 Manager which is listed as ***Internet Information services (IIS) Manager***).
2. Once the IIS 6.0 manager dialogue has opened, expand your server, and then expand the SMTP Virtual Server node.
3. You should see a node called ***Domains***. right click on it and select ***New>Domain...***
4. In the ***New SMTP Domain Wizard*** select ***Alias*** as the domain type and click the ***Next*** button.
5. Enter the domain name exactly as entered in Step 4. of ***Configure DNS Manager*** (and as in Step 5 b. of ***Configure incoming e-mail settings***)
6. Click ***Finish***.
7. If you have e-mails sitting in the Queue folder from previous tests, restart the SMTP Service and it will process them and park them in the Drop folder, ready for SharePoint's timer service to pick them up on it's next run.

Assuming that you have got everything else set up properly, you should see messages landing in the Drop folder, and then being picked up by SharePoint for loading into the appropriate List or Library.



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| Make sure to do IISRESET /NOFORCE |  | [ithelpsguy](http://technet.microsoft.com/en-us/library/user-276623.aspx)   |   [Edit](javascript:WebForm_DoPostBackWithOptions(new%20WebForm_PostBackOptions(%22ctl00$WikiContent$ctl06$Edit%22,%20%22%22,%20false,%20%22%22,%20%22http://technet.microsoft.com/en-us/library/Community-Signup.aspx?ru=http%253a%252f%252ftechnet.microsoft.com%252fen-us%252flibrary%252fcc262947(office.12).aspx%253fwbi%253d1%22,%20false,%20true)))   |   [Show History](javascript:__doPostBack('ctl00$WikiContent$ctl06$History','')) |

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One thing I didn't see in the document was to do an IISRESET /NOFORCE. My setup of using two different domain accounts for central admin and my team collaboration web app only worked after doing that. What is strange is that the central administration site would work without an IISRESET.

