

User Guide: fn_outbound_email

Table of Contents

- **User Guide: fn_outbound_email**
 - [Table of Contents](#)
 - [Release Notes](#)
 - [Key Features](#)
 - [Function - Send Email HTML](#)
 - [Function - Send Email Text](#)
 - [Rules](#)
 - [Support](#)
-

Release Notes

Version	Date	Notes
v1.1.1	3/2021	Bug fixes associated with sending attachments
v1.1.0	10/2020	Bug fixes and send all or specific attachments
v1.0.9	5/2020	App Host compatibility
v1.0.8	4/2020	Initial Release after internal development by Professional Services, no prior release notes

1.1.1 Notes

Sending attachments are now enabled with the function input field `mail_attachments`. Specify the attachments as a case-sensitive comma separated list. Use `*` to represent sending all attachments.

Key Features

- Send a plain text or HTML-formatted email by triggering a Resilient action
 - Add incident data to the email body as well as incident attachments to the outgoing email
 - TLS cert login on port 589, which is possible by permitting less secure apps by your email provider or giving this application a specific login (recommended)
-

Function - Send Email

► Inputs:

Name	Type	Required	Example	Tooltip
<code>mail_bcc</code>	<code>text</code>	No	<code>changeme@email.com</code>	edit in script or app.config (precedence on smtp_user)
<code>mail_body_html</code>	<code>text</code>	No	<code><html></code>	template in script

Name	Type	Required	Example	Tooltip
mail_body_text	text	No	plain_text	template in script
mail_cc	text	No	changeme@email.com	user input
mail_from	text	No	changeme@email.com	edit in script or app.config (precedence on smtp_user)
mail_incident_id	number	No	2085	Taken from incident
mail_subject	text	No	[incident type id]	Taken from incident
mail_to	text	Yes	changeme@email.com	user_input
mail_attachments	text	No	myattach1.txt, myattachment2.csv	comma separated attachment list or '*' for all

► Outputs:

► Example Pre-Process Script:

```
inputs.mail_to = rule.properties.mail_to
inputs.mail_cc = rule.properties.mail_cc
inputs.mail_incident_id = incident.id
inputs.mail_from = "changeme@resilientsystems.com"
inputs.mail_subject = "[{0}] {1}".format(incident.id, incident.name)

inputs.mail_body_html = ""
{% set NOT_FOUND = ["Not Found!","-","None",None] %}
{% macro get_row(label,field_name) -%}
    {% set value = template_helper.get_incident_value(incident,field_name) %}
{%
    {% set style = "font-family: Calibri; color: rgb(31,73,125)" %}
    {% if value and value not in NOT_FOUND and not value.startswith('-') %}
{%
    <tr>
        <td width="100" style="{{style}}; font-weight:bold">{{ label }}
    </td>
        <td style="{{style}}">{{ value | striptags }}</td>
    </tr>
    {% endif %}
{%- endmacro %}
<table width="100%" >
<tr>
    <td colspan="2">
        <h3 style="color: rgb(68,114,196)">INCIDENT DETAILS</h3>
        <hr size="1" width="100%" noshade style="color:#FFDF57"
align="center"/>
    </td>
</tr>
    {{ get_row('Severity:', 'severity_code') }}
    {{ get_row('Status:', 'status') }}<br>
    {{ get_row('Created:', 'create_date') }}<br>
```

► Example Post-Process Script:

```
results = {  
    """2020-03-29 13:23:23,135 DEBUG [actions_component] Result: {'success':  
True, 'message': 'Content-Type: multipart/mixed;  
boundary="=====3279704273121734511=="\nMIME-Version: 1.0\nFrom:  
changeme@resilientsystems.com\nTo: dummy@email.com\nCC: \nBCC: \nSubject:  
[2095] aueo\n\n--=====3279704273121734511==\nMIME-Version:  
1.0\nContent-Type: text/html; charset="utf-8"\nContent-Transfer-Encoding:  
base64\n\nnCgoKPHRhYmxlIHdpZHRoPSIxMDAlIiA+Cjx0cj4KICAgIDx0ZCBjb2xzczGFuPSIy  
Ij4KICAgICAg\nICA8aDMgc3R5bGU9ImNvbG9yOiByZ2IoNjgsMTE0LDE5NikiPkloQ00LERU5U  
IERFVEFJTfM8L2gz\nnPgogICAgICAgIDxociBzaXplPSIxIiB3aWR0aD0iMTAwJSIgbm9zaGFk  
ZSBzdHlsZT0iYT9sb3I6\nInI0ZGREY1NyIgYWxpZ249ImNlbnRlc i IvPgogICAgPC90ZD4KPC90  
cj4KICAgIAoJCIgAgICAKICAg\nnIDx0cj4KICAgICAgICA8dGQgd2lk dGg9IjEwMC Igc3R5bGU9  
ImZvbnQtZmFtaWx5O iBDYWxpYnJp\n\n0yBjb2xvcjogcm diKDMxLDczLDEyNSk7IGZvbnQt d2Vp  
Z2h0OmJvbGQiPlnl dmVyaXR5PC90ZD4K\n\nnICAgICAgICA8dGQgc3R5bGU9ImZvbnQtZmFtaWx5  
O iBDYWxpYnJp0yBjb2xvcjogcm diKDMxLDcz\n\nnLDEyNSkiPkxvdzwvdGQ+CiAgICA8L3RyPgog  
ICAgCiAgICAKCQogICAgCiAgICA8dHI+CiAgICAg\n\nnICAgPHRkIHdpZHRoPSIxMDAlIHNoeWxl  
PSJmb250LWZhbmWlseTogQ2FsaWJyaTsgY29sb3I6IHJn\n\n\nYigzMSw3MywxMjUp0yBmb250LXdlaWdodDpib2xki j5TdGF0dXM8L3RkPgogICAgICAgIDx0ZCBz\n\nndHlsZT0iZm9udC1mYW1pbHk6IENhbglicmk7IGNvbG9yOiByZ2IoMzEsNm90MTI1KS I+QTwdGQ+\n\nnC iAgICA8L3RyPgogICAg
```

```
CiAgICAKCQogICAgCiAgICA8dHI+CiAgICAgICAgPHRkIHdpZHRoPSIx\nMDAiIHN0eWxlPSJm
b250LWZhbWlseTogQ2FsaWJyaTsgY29sb3I6IHJnYigzMSw3MywxMjUp0yBm\nb250LXdlawdo
dDpib2xkIj5DcmVhdGVkPC90ZD4KICAgICAgICA8dGQgc3R5bGU9ImZvbnQtZmFt\ naWx50iBD
YWxpYnJp0yBjb2xvcjogcmdiKDMxLDczLDEyNSkiPjIwMTktMTEtMTRUMTQ6MTQ6NDE8\nL3Rk
PgogICAgPC90cj4KICAgIAogICAgCgkKICAgIAogICAgPHRyPgogICAgICAgIDx0ZCB3aWR0\n
aD0iMTAwIiBzdHlsZT0iZm9udC1mYW1pbHk6IENhbGlicmk7IGNvbG9y0iByZ2IoMzEsNzMsMT
I1\nKTsgZm9udC13ZWlnaHQ6Ym9sZCI+Q2F0ZWdvcnk8L3RkPgogICAgICAgIDx0ZCBzdHlsZT
0iZm9u\ndC1mYW1pbHk6IENhbGlicmk7IGNvbG9y0iByZ2IoMzEsNzMsMTI1KSI+Q29tbXVuaW
NhdGlvbiBl\nncnJvciAoZmF40yBlbWVpbCk8L3RkPgogICAgPC90cj4KICAgIAo8dHI+CiAgIC
A8dGQgY29sc3Bh\nnbj0iMiI+CiAgICAgICAgPGJyPjxoMyBzdHlsZT0iY29sb3I6IHJnYig20C
wxMTQsMTk2KSI+SU5D\nSURFTlQgREVtQ1JJUFRJT048L2gzPgogICAgICAgIDxociBzaXplPS
IxiB3aWR0aD0iMTAwJSIg\nnbm9zaGFkZSBzdHlsZT0iY29sb3I6I0ZGREY1NyIgYWxpZ249Im
NlbnRlciIvPgogICAgPC90ZD4K\nPC90cj4KPC90YWJsZT4KPGJyPg==\n\n--
=====3279704273121734511==--\n'}
<Ack[*] ()>
}""""
}
```

Rules

Rule Name	Object	Workflow Triggered
Example: Send Incident Email HTML	incident	example_send_incident_email_html
Example: Send Incident Email Text	incident	example_send_incident_email_text

Support

[My Support link](#)