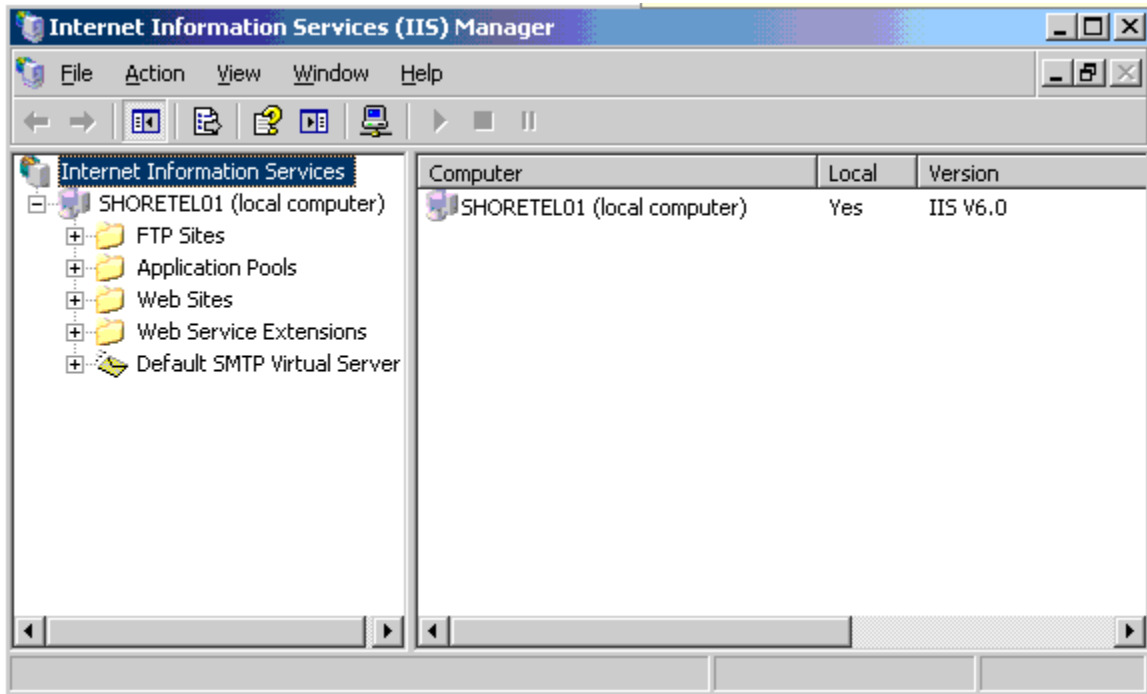


Voice mail received in ShoreTel system is using the following path to reach Gmail system.

ShoreTel system uses localhost's Internet Information Services (IIS) SMTP Virtual Server to route wav formatted voice mail attachment email to a smarthost.

Documented: 04.20.2011 after ShoreTel 11.2 installed


Note: All captures are default setting except those stated



## General tab

**Default SMTP Virtual Server Properties** [?] [X]

General | Access | Messages | Delivery | LDAP Routing | Security

 Default SMTP Virtual Server

IP address:  
[All Unassigned] [v] [Advanced...]

Limit number of connections to: [ ]

Connection time-out (minutes): [10]

Enable logging

Active log format:  
[W3C Extended Log File Format] [v] [Properties...]

[OK] [Cancel] [Apply] [Help]

**Advanced** [X]

Configure multiple identities for this virtual server.

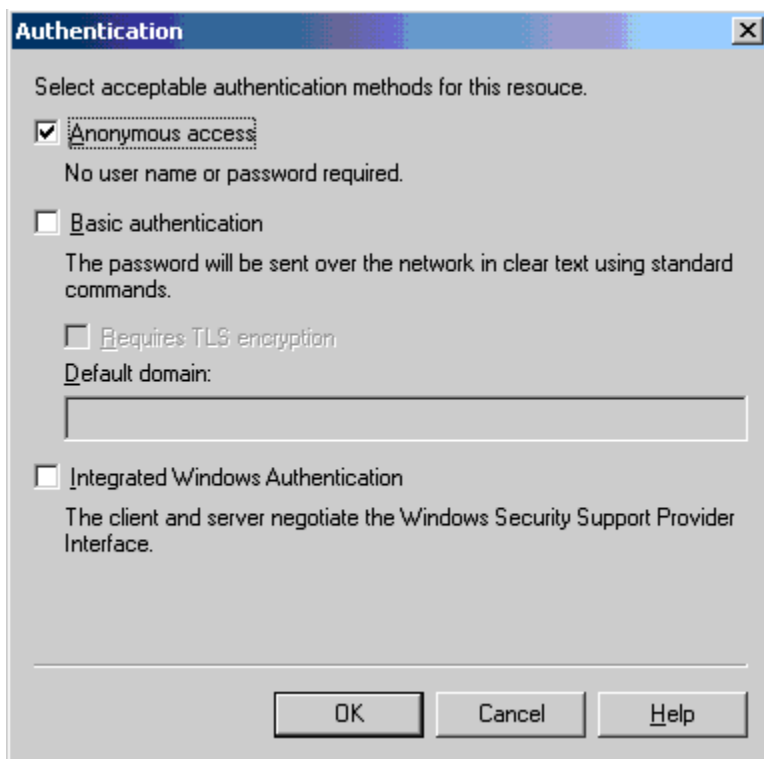
Address:

IP Address	TCP Port
[All Unassigned]	25

[Add...] [Edit...] [Remove]

[OK] [Cancel] [Help]

## Access tab



Nothing on Certificate button.

**Connection** [X]

Select which computers may access this virtual server:

Only the list below

All except the list below

Computers:

Access	IP Address (Mask) / Domain Name
--------	---------------------------------

Add.. Remove

OK Cancel Help

**Relay Restrictions** [X]

Select which computer may relay through this virtual server:

Only the list below

All except the list below

Computers:

Access	IP Address (Mask) / Domain Name
--------	---------------------------------

Add.. Remove

Allow all computers which successfully authenticate to relay, regardless of the list above.

OK Cancel Help

## Messages tab

The screenshot shows the 'Messages' tab of the 'Default SMTP Virtual Server Properties' dialog. The 'Messages' tab is selected, and the 'General' tab is also visible. The dialog contains the following settings:

- Limit message size to (KB): 6835
- Limit session size to (KB): 10240
- Limit number of messages per connection to: 20
- Limit number of recipients per message to: 100

Send copy of Non-Delivery Report to: [Empty text box]

Badmail directory: C:\inetpub\mailroot\Badmail [Browse...]

Buttons: OK, Cancel, Apply, Help

## Delivery tab

The screenshot shows the 'Delivery' tab of the 'Default SMTP Virtual Server Properties' dialog. The 'Delivery' tab is selected, and the 'Messages' tab is also visible. The dialog contains the following settings:

**Outbound**

- First retry interval (minutes): 15
- Second retry interval (minutes): 15
- Third retry interval (minutes): 15
- Subsequent retry interval (minutes): 15
- Delay notification: 12 Hours
- Expiration timeout: 2 Days

**Local**

- Delay notification: 12 Hours
- Expiration timeout: 2 Days

Buttons: Outbound Security..., Outbound connections..., Advanced..., OK, Cancel, Apply, Help

At Outbound Security, we select **Basic authentication**, enter User name: info@sfcta.org  
Password: \*\*\*\*4\*\*\*\*\*

Put a check mark at **TLS encryption**

**Outbound Security**

Anonymous access  
No user name or password required.

Basic authentication  
The password will be sent over the network in clear text using standard commands.

User name: info@sfcta.org Browse...

Password: \*\*\*\*\*

Integrated Windows Authentication  
The client and server negotiate the Windows Security Support Provider Interface.

Account: Browse...

Password: \*\*\*\*\*

TLS encryption

OK Cancel Help

At Outbound Connections, change TCP port from 25 to **587**

**Outbound Connections**

Limit number of connections to: 1000

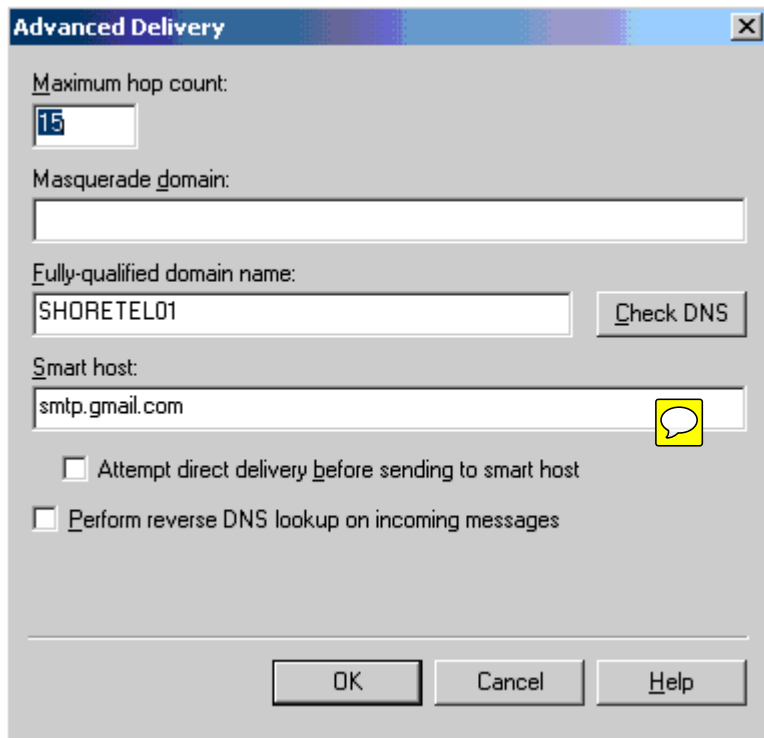
Time-out (minutes): 10

Limit number of connections per domain to: 100

TCP port: 587

OK Cancel Help

At Advanced Delivery, change Smart host to **smtp.gmail.com**



The 'Advanced Delivery' dialog box contains the following fields and controls:

- Maximum hop count:** A text box containing the value '15'.
- Masquerade domain:** An empty text box.
- Fully-qualified domain name:** A text box containing 'SHORETEL01' and a 'Check DNS' button to its right.
- Smart host:** A text box containing 'smtp.gmail.com' with a yellow speech bubble icon to its right.
- Attempt direct delivery before sending to smart host**
- Perform reverse DNS lookup on incoming messages**
- Buttons at the bottom: 'OK', 'Cancel', and 'Help'.

LDAP Routing tab



The 'Default SMTP Virtual Server Properties' dialog box has the following tabs: 'General', 'Access', 'Messages', 'Delivery', 'LDAP Routing', and 'Security'. The 'LDAP Routing' tab is selected and contains:

- Enable LDAP routing**
- Server:** An empty text box.
- Schema:** A dropdown menu with 'Active Directory' selected.
- Binding:** A dropdown menu with 'Anonymous' selected.
- Domain:** An empty text box.
- User name:** An empty text box.
- Password:** A text box with 'XXXXXXXX' as a placeholder.
- Base:** An empty text box.
- Buttons at the bottom: 'OK', 'Cancel', 'Apply', and 'Help'.

## Security tab

