

MCC 8.0 - How to set EmailSizeLimitBytes and UseSmtpSizeLimit in the Global Application Settings Editor

INFORMATION

As of version 8.0, two settings have been added to Multimedia Contact Center to limit the size (in bytes) of all emails being sent from Ignite. This size limit applies to the email and its attachment(s). By default, the limit is 10MB, but this limit can be changed in the Global Application Settings Editor (see details below).

FEATURE BEHAVIOR

Ignite will warn agents when the sum of attachments and email body exceeds the max message size supported by the mail server, and fail the attachment.

When the agent attempts to send an email, an additional validation is done, and the system will again warn the agent if the email exceeds the max message size.

In both cases the agent will be able to edit the email reduce the mail message size.

Purpose of the "Failed to Send" Subfolder in Ignite

If the max message size in Global Applications Settings is greater than the max message size that the email server will accept, the system attempts to send the email, the send will fail and the email will be placed in the subfolder "Failed to Send" which resides under the agent's "Failed" folder.

For example, if your mail server will only send outgoing messages that are 5MB and under, but you have left the EmailSizeLimitBytes setting at its default value of 10 MB, any email large than 5MB that agents attempt to send from Ignite will end up in the "Failed to Send" folder.

This failed email will also appear in the supervisor's "Failed to Send" subfolder which resides under "Failed" folder located in the all level folders.

To call attention to the presence of emails that have failed to send, the name of the "Failed" folder will change color and appear red when there are emails present in the "Failed to Send" folder. This color change will be visible in Ignite for both the agent who attempted the send, and for the supervisor.

In both cases the agent and the supervisor will be provided an "Edit" button to correct the size issue and allow the message to be sent again. Protection exists to prevent both the supervisor and agent from simultaneously editing the same email draft.

CONFIGURING THE EmailSizeLimitBytes

The EmailSizeLimitBytes value is editable in the Global Applications Settings editor.

NOTE: The max message size is configurable and is applied to all supported mail servers. Therefore it must be set to the lowest message size supported across all mail servers.

To configure this setting:

1. Open the **GlobalAppSettingsEditor** located in **[InstallDir]\CCM\Services\ConfigService**
2. Fill in the following details:

- **Application:** Leave this blank.
 - **Section Group:** Select **appSetting** from the drop-down
 - **Name:** Enter **EmailSizeLimitBytes**
 - **Value:** The default value of **10485760** will appear - equivalent to 10 MB. <http://bit-calculator.com/> can be used to calculate the correct value to enter for a different number of MB.
 - **Description:** Add a note on why this is being changed. **NOTE:** You must enter something in this field in order to save.
3. Click **Save**. Note that saving these changes can take 30 to 60 seconds. Wait until you get a confirmation screen to close the GlobalAppSettingsEditor.

CONFIGURING THE UseSmtpSizeLimit

This option is set to False by default. If set to True, it will attempt to poll each SMTP server for its own unique size limit. If it gets a value back from an SMTP server, we will use that value instead of the one specified with EmailSizeLimitBytes specified above.

NOTE: Polling your mail server automatically will not always yield accurate results. In our testing some servers return a value larger than they will actually accept. If you use the UseSmtpSizeLimit setting, please test the auto-detected limit.

To configure this setting:

1. Open the **GlobalAppSettingsEditor** located in **[InstallDir]\CCM\Services\ConfigService**
2. Fill in the following details:
 - **Application:** Leave this blank.
 - **Section Group:** Select **appSetting** from the drop-down
 - **Name:** Enter **UseSmtpSizeLimit**
 - **Value:** Set this to **True**
 - **Description:** Add a note on why this is being changed. **NOTE:** You must enter something in this field in order to save.
3. Click **Save**. Note that saving these changes can take 30 to 60 seconds. Wait until you get a confirmation screen to close the GlobalAppSettingsEditor.

CONFIGURING the maxAllowedContentLength

In some cases, even with the above two settings users may still receive a warning about the file size. In this case, you can add this last configuration.

1. Go to **[InstallDir]\WebSites\MCCWa** folder.
2. Make a copy of **web.config** as a backup.
3. Edit **web.config** with an application like Notepad.
4. Search for **maxAllowedContentLength**. You should find the following section:


```
<security>
```

```
<requestFiltering>
  <requestLimits maxAllowedContentLength="26214400" />
</requestFiltering>
</security>
```

5. Edit the length value (in bits) for the maximum size for an email message to be sent (this includes body and all attachments).

6. Save.

7. Restart the Mccwa application pool, or perform an IISRESET.

NOTE: The default value is 25MB.

APPLIES TO

8.0

Keywords: Global Application Settings EmailSizeLimitBytes Ignite Attachment Limit Email Size Limit Failed to Send folder red

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