



## **EngageOne Connect and Deliver Configuration Guide**

### **Configuration Guide: PB EngageOne Deliver with EngageOne Connect**

The prerequisite for the procedure described below is that both Deliver and Columba have already been installed.

#### **Main Integrated Product Features**

Email and SMS messages can be sent from the Connect system via Deliver by using the batch processing capability at Deliver.

To execute such batch send, it is required to select a specific profile during the Communication Delivery setup phase.

#### **Selection of Vendor Profile for a Communication Run**

The Vendor Profile selection is described below:

1. Vendor and vendor profiles should be pre-configured on the Deliver system.
2. Connect will use Deliver to retrieve and display a list of available vendor profiles, pre-defined in Deliver.
3. In the Communication Delivery setup phase, the user can select the desired vendor profile for the Communication Run.

Example:

### Delivery Profile

#### Email Profile

Select Email Profile:

Vendor Name: TestVendor

Message Type: HTML

Folder for DIJ file: C:\vendors\testVendor\OutProfiles\smtp\_email\di

Folder for HTML file: C:\vendors\testVendor\OutProfiles\smtp\_email\html

Folder for TEXT file: C:\vendors\testVendor\OutProfiles\smtp\_email\text

#### SMS Profile

Select SMS Profile:

Vendor Name: TestVendor

Message Type: SMPP SMS

Folder for DIJ file: C:\vendors\testVendor\OutProfiles\SMPP\_tranceiver\_profile\di

Folder for HTML file: C:\vendors\testVendor\OutProfiles\SMPP\_tranceiver\_profile\html

Folder for TEXT file: C:\vendors\testVendor\OutProfiles\SMPP\_tranceiver\_profile\text

## System Configuration Process

Below is a list of configuration steps required in order to enable the feature and Delivery options described in the previous sections

1. In order to enable the Deliver User control at the Communication Delivery setup page (as described in the previous section), one must first configure several fields at the Configuration table as described below\*

\*Currently it should be done manual by editing Configuration table at the database level directly

Name	Description	Example
ExtendedDelivery.Email.Type	The email gateway type	DELIVER
ExtendedDelivery.Email.Vendor	The email gateway vendor	TestVendor
ExtendedDelivery.Email.Connection	The email gateway connection	<a href="http://&lt;DeliverIP&gt;:8080/emessaging/resource/v1/outboundprofiles">http://&lt;DeliverIP&gt;:8080/emessaging/resource/v1/outboundprofiles</a>
ExtendedDelivery.Email.UserControl	The email gateway user control	PBProfilesDeliveryConfiguration
ExtendedDelivery.Email.PluginName	The email gateway plugin name	PBDeliveryConfiguration

ExtendedDelivery.Sms.Type	The SMS gateway type	DELIVER
ExtendedDelivery.Sms.Vendor	The SMS gateway vendor	TestVendor
ExtendedDelivery.Sms.UserControl	The SMS gateway user control	PBProfilesDeliveryConfiguration
ExtendedDelivery.Sms.PluginName	The SMS gateway plugin name	PBDeliveryConfiguration
ExtendedDelivery.Sms.Connection	The SMS gateway connection	http://<DELIVER_ADDRESS>/deliver/resource/v1/outboundprofiles

2. Apply the appropriate gateway binaries which communicate with Deliver during the delivery process. For this you need to modify the default channels plugins:
  - a. Browse to the Connect delivery engine Plugins
  - b. Delete the original gateway binaries depending on the required Deliver integration:
    - To use Deliver email plugin, delete EmailPlugin.dll
    - To use Deliver SMS plugin, delete SMSPlugin.dll
  - c. Apply the corresponding Deliver plugin instead of the deleted binaries:
    - For Deliver email plugin binary, copy EMessagingEmailPlugin.dll and EMessagingEmailPlugin.dll.config
    - For Deliver SMS plugin binary, copy EMessagingSMSPlugin.dll and EMessagingSMSPlugin.dll.config

3. Apply the appropriate Collector binary which communicates with Deliver to collect delivered messages status for sent items.

There are two collectors. The first reports back statuses for sent emails while second reports back statuses for sent SMS.

- a. Browse to the Connect Collectors Plugin
- b. Apply Deliver collector plugin by copying PBEmailCollector.dll and PBEmailCollector.dll.config files.
- c. Open PBEmailCollector.dll.config for edit
- d. Under PBEmailUrl key, provide the correct URL to connect to Deliver API.  
Example:  
[http://<DELIVER\\_ADDRESS>/deliver/resource/v1/messages/deliveryStatus?fromDate={0}&toDate={1}](http://<DELIVER_ADDRESS>/deliver/resource/v1/messages/deliveryStatus?fromDate={0}&toDate={1})
- e. Under CollectState key-set, define what kind of events need to be reported back:
  - fail = report only failed events
  - success = report only successful events
  - none = do not report any event

- all = report failed and successful events

#### Example:

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <appSettings>
    <add key="PBemailUrl" value="http://<EMESSAGING_ADDRESS>/emessaging/resource/v1/messages/deliveryStatus?fromDate={0}&toDate={1}"/>
    <!--<add key="PBemailTimezone" value="Eastern Standard Time"/-->
    <add key="CollectState" value="all"/> <!--all/Fail/success/none-->
  </appSettings>
  <runtime>
    <assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
      <dependentAssembly>
        <assemblyIdentity name="Microsoft.Practices.ServiceLocation" publicKeyToken="31bf3856ad364e35" culture="neutral" />
        <bindingRedirect oldVersion="0.0.0.0-1.3.0.0" newVersion="1.3.0.0" />
      </dependentAssembly>
    </assemblyBinding>
  </runtime>
</configuration>
```

## Deliver notes for Outbound vendor profile

1. Batch or Real-time: should be set to Check as Batch
2. Attachment: Define a number of attachments based on an early estimation of the maximum number of attachment that might be sent. All attachments configuration should be set to Check as Optimized and Optional
3. If Connect is being used as a Deliver getaway

The following fields should point to the Connect SMTP mail server

- From Address:
- Reply-to-Address:
- Return-path-Address:
- Errors-to-Address:

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