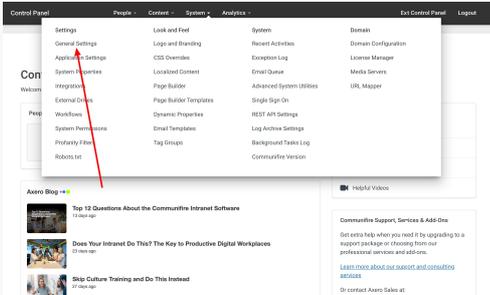# Email Settings

Version 15

Published 3/24/2017 11:59 PM by Matt Trujillo   Last updated 1/30/2020 07:07 PM by Grace Kamau

Email settings are for outgoing and incoming emails.

| People | Content | System | Analytics | | Exit Control Panel | Logout |

⊖ Email Settings

Configure settings to send and receive email using your own email server.

	Setting	Value
ⓘ	Enable email sending	☑ Yes
ⓘ	Email throttling	Send [15] emails Every [1] minutes

SMTP server

Setting	Value
From email address	community@cfire.co *
Friendly email name	Communifire
SMTP server	smtp.mailgun.org
SMTP username	postmaster@cfire.co
SMTP password	••••••••••••
SMTP port	587
Use SSL	☑ Yes

Setting	Description
Enable email sending	Based on actions that people take in the platform, emails are sent to others to notify them of activity. If you do not want any email to be sent to users, then turn this off. Leave this feature on if you would like emails to be sent.
Email throttling	You can throttle email sending in the platform. This is useful if you are using a 3rd party email server that you have no control over the settings. Sometimes a 3rd party email server will restrict the number of emails that can be sent through the server. You can choose to send X emails every X minutes. For intranets with under 100 users, we suggest sending 100 emails every one minute. For intranets with over 100 users, we suggest sending 1000 emails every one minute.
Outgoing (SMTP)	• From email address (custom email address requires smtp configuration.) • Friendly email name: This name appears as the sender of emails. • SMTP server, username, password, and port
Use SSL	If checked, emails sent from the admin email will be encrypted to allow for private transfers of data. The SMTP port must match your SSL selection.

Incoming (POP3)	• Incoming mail server
	• Port
	• Use SSL
	• Catch-all email address: A catch-all mailbox allows you to receive emails sent to your domain that might be misaddressed or misspelled, even mail sent to email addresses at your domain that do not exist. Enter a catch-all email if you want to enable blog posts, forum posts, or replying to cases via email. The catch-all email should be a valid email account created in your mail server dedicated only to Communifire. All emails in this mailbox are deleted after processing.
	• Catch-all email account password
Additional email settings	The settings below enable or disable functions throughout your entire community. Ability to reply to forum posts is a site-wide setting however individual spaces have the ability to set up email for posting new cases and replying to cases. These settings (including what email address to use for each case "project") are set up and controlled by each individual space. These settings in the admin dashboard allow you to enable or disable those settings for every space.
	• Allow emails to be parsed and posted as cases
	• Enable forum posting via email
	• Enable case reply via email

Note: If you use a Microsoft Exchange Server for email sending, you may receive the following exception in Communifire:

```
Email Sending Failed.
Reason: Service not available, closing transmission channel.
The server response was: 4.4.2 Message submission rate for this client has exceeded the configured limit
```

To fix this issue, execute the following command in Exchange Management PowerShell:

```
set-receiveconnector -identity connector -MessageRateLimit unlimited
```

How to Change the System Email Sender Name