

Ideas

ID	035996	Submitted by	-hidden-
Status	Submitted	Last modified	28-01-2022 13:52
Date of report	28-01-2022 13:52		
SLA			

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Make sure you also vote on ideas that you want to see in the product, as we will take this into account when deciding on what ideas to implement.

If you have an immediate need for a feature please submit a Change Request instead.

Short summary of idea*

User configuration of SMTP server details & credentials....

Application/Area

General

Description

Hi there,

Users should be responsible for configuring (or at least - have the option to configure) their own SMTP email credentials for on-Premise installations of Claromentis.

A user interface for this (presumably somewhere under Admin) would be created to allow users to configure:

- SMTP Server Name
- Account Name
- Password
- "From" email address
- TLS Enabled/Disabled
- Port

These details should be stored in an encrypted format so that they are not humanly readable, but the system can use them to send notifications.

There should also be a button to send a "test" email to a specified account, so that the supplied credentials can be validated.

The key benefits of this are adherence to strict security policies that may be set by the organisations IT department, as well as making it simple and straightforward to update the credentials when they change, in case there are password policies in place which mean regular changes. We would not need to raise regular CR's to schedule in the time for Claromentis to make these changes and we can do them in-line with the exact time the password changes, and minimise risk that some emails may fail to send.

As an enhancement to this, it would also be good if SaaS installs can also opt to use clients SMTP accounts to send notifications, instead of it being entirely managed by Claromentis using SendGrid. This would of course be opt-in, but then the same UI can be presented with the secure storage and use of SMTP credentials.

Thanks,

Mike

Total Likes