

How to administratively intercept an email sent by a Mobility server where there is no SMTP available

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How to administratively intercept an email sent by a Mobility server where there is no SMTP available

Note: These steps are to be used if there is no working SMTP or outbound delivery method available in the environment. For steps on how to connect to an SMTP server see the appendix at the end of this article.

1. Backup the settings configurations found in
`/usr/local/nukona/appstore_cu/appstore_cu/settings_local.py:`
`cp /usr/local/nukona/appstore_cu/appstore_cu/settings_local.py`
`/usr/local/nukona/appstore_cu/appstore_cu/.backup_settings_local.py`
2. Change the SMTP mail relay after completing the **bootstrapping** process: open a terminal to the FE. As root edit `/usr/local/nukona/appstore_cu/appstore_cu/settings_local.py:`
`vi /usr/local/nukona/appstore_cu/appstore_cu/settings_local.py`

```
EMAIL_PROXY_TYPE='localhost'  
EMAIL_HOST='localhost'  
EMAIL_HOST_PASSWORD = "  
EMAIL_PORT=25  
EMAIL_HOST_USER=""  
EMAIL_USE_TLS = False
```

For example:

```
EMAIL_BACKEND = 'django.core.mail.backends.smtp.EmailBackend'
EMAIL_TO_CONSOLE_ONLY=False
EMAIL_SUBJECT_PREFIX='[Stage Mobility Manager] '
EMAIL_PROXY_TYPE='smtp'
EMAIL_HOST='localhost'
EMAIL_HOST_PASSWORD = ''
EMAIL_PORT=25
EMAIL_HOST_USER=''
EMAIL_USE_TLS=False
EMAIL_SES_FROM_ADDR=''
SEND_TRACE_EMAIL = True
```

Restart Mobility Services:

sudo /etc/init.d/appcenter-services restart

3. Backup the postfix configuration file:
cp /etc/postfix/main.cf /etc/postfix/.backup_main.cf
4. Comment out any duplicate directives and add the following to the end of the file:

```
smtp_sasl_auth_enable = No
smtp_sasl_security_options = noanonymous
smtp_tls_security_level = may
header_size_limit = 4096000
relayhost = [localhost]:25
```

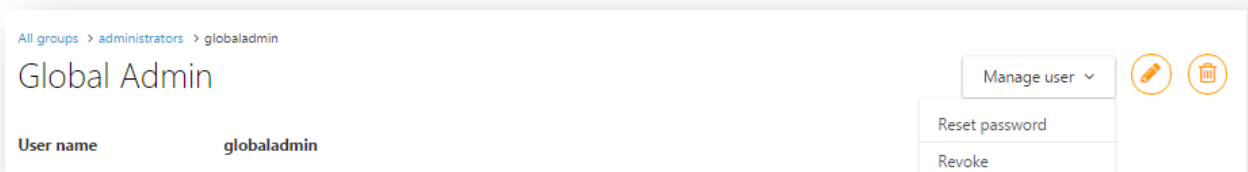
5. Restart the postfix services:
service postfix restart

```
[root@fel iso]# service postfix restart
Shutting down postfix: [ OK ]
Starting postfix: [ OK ]
[root@fel iso]#
```

6. Clear the current mailq with the following command:
postsuper -d ALL

```
[root@fel iso]# postsuper -d ALL
postsuper: Deleted: 1311 messages
[root@fel iso]#
```

7. From the Mobility admin console, send a reset email to the administrative account:



8. View the queue with the following command:
mailq

For example:

```
[root@fel iso]# mailq
-Queue ID- --Size-- ----Arrival Time---- -Sender/Recipient-----
BB69816048C*      844 Mon Dec 21 18:12:13  noreply@smmglobal.net
                                adam_burner@symantec.com
```

9. Copy the **Queue ID** for the message to the clipboard and enter it into the following:
postcat -q <QueueID>

For example:

```
[root@fel iso]# postcat -q BB69816048C
*** ENVELOPE RECORDS deferred/B/BB69816048C ***
message_size:      844      638      1      0      844
message_arrival_time: Mon Dec 21 18:12:13 2015
create_time: Mon Dec 21 18:12:13 2015
named_attribute: rewrite_context=local
sender: noreply@smmglobal.net
named_attribute: log_client_name=localhost
named_attribute: log_client_address=127.0.0.1
named_attribute: log_client_port=59348
named_attribute: log_message_origin=localhost[127.0.0.1]
named_attribute: log_helo_name=fel.testlab.smmglobal.net
named_attribute: log_protocol_name=ESMTP
named_attribute: client_name=localhost
named_attribute: reverse_client_name=localhost
named_attribute: client_address=127.0.0.1
named_attribute: client_port=59348
named_attribute: helo_name=fel.testlab.smmglobal.net
named_attribute: protocol_name=ESMTP
named_attribute: client_address_type=2
named_attribute: dsn_orig_rcpt=rfc822;adam_burner@symantec.com
original_recipient: adam_burner@symantec.com
recipient: adam_burner@symantec.com
*** MESSAGE CONTENTS deferred/B/BB69816048C ***
Received: from fel.testlab.smmglobal.net (localhost [127.0.0.1])
    by fel.testlab.smmglobal.net (Postfix) with ESMTP id BB69816048C
    for <adam_burner@symantec.com>; Mon, 21 Dec 2015 18:12:13 -0800 (PST)
MIME-Version: 1.0
Content-Type: text/plain; charset="utf-8"
Content-Transfer-Encoding: 7bit
Subject: Password reset on mob8256.testlab.smmglobal.net
From: noreply@smmglobal.net
To: adam_burner@symantec.com
Date: Tue, 22 Dec 2015 02:12:13 -0000
Message-ID: <20151222021213.25631.1544@fel.testlab.smmglobal.net>

    You're receiving this email because you requested a password reset for your account at mob8256.testlab.smmglobal.net.

    Click this link to set your new password:

        https://mob8256.testlab.smmglobal.net/appstore/resetconf/1k/47v-120cf1b3cf4dd773f752

    The Mobility Manager Team

*** HEADER EXTRACTED deferred/B/BB69816048C ***
*** MESSAGE FILE END deferred/B/BB69816048C ***
[root@fel iso]#
```

10. Finally enter the URL to reset the administrative password.

Tip: Postfix mail logs are stored in `/var/log/maillog`

Appendix

Using telnet to confirm SMTP connectivity between the Mobility front-end (FE) and the SMTP server

1. Install telnet client:

sudo yum -y install telnet

2. Enter the following syntax:
telnet <FQDN> <PORT>

For example:

```
[root@fel iso]# telnet smtp.smmnglobal.net 25
Trying 127.0.0.1...
Connected to smtp.smmnglobal.net.
Escape character is '^]'.
220 fel.testlab.smmnglobal.net ESMTP Postfix
```

3. Once the above or something like it is displayed, enter the following to manually send a message through the SMTP service.
4. Type the following followed by hitting <enter>:
EHLO <domain>

For example:

```
[root@fel iso]# telnet smtp.smmnglobal.net 25
Trying 127.0.0.1...
Connected to smtp.smmnglobal.net.
Escape character is '^]'.
220 fel.testlab.smmnglobal.net ESMTP Postfix
EHLO smmnglobal.net
250-fel.testlab.smmnglobal.net
250-PIPELINING
250-SIZE 10240000
250-VRFY
250-ETRN
250-ENHANCEDSTATUSCODES
250-8BITMIME
250 DSN
```

5. Enter the following as the from address:
MAIL FROM:<email>

For example:

```
MAIL FROM:adam_burner@symantec.com
250 2.1.0 Ok
█
```

6. Enter the recipient's email address:

RCPT TO:<email>

For example:

```
RCPT TO:adam_burner@symantec.com
250 2.1.5 Ok
█
```

7. Type the following command to tell the server that you are ready to send data:
DATA
8. Type the following:
Subject: test message from Mobility server

Press Enter twice (there is no response to this action).

9. Now enter the message body:
This is a test message
10. Type a period at the end of a blank line to send the message:

```

[root@fe1 iso]# telnet smtp.smmglobal.net 25
Trying 127.0.0.1...
Connected to smtp.smmglobal.net.
Escape character is '^]'.
220 fe1.testlab.smmglobal.net ESMTP Postfix
EHLO smmglobal.net
250-fe1.testlab.smmglobal.net
250-PIPELINING
250-SIZE 10240000
250-VRIFY
250-ETRN
250-ENHANCEDSTATUSCODES
250-8BITMIME
250 DSN
MAIL FROM:adam_burner@symantec.com
250 2.1.0 Ok
RCPT TO:adam_burner@symantec.com
250 2.1.5 Ok
DATA
354 End data with <CR><LF>.<CR><LF>
Subject:Test message from Mobility front-end

This is a test message
.
250 2.0.0 Ok: queued as 05373160291

```

Changing the Mail-relay Post Configurator ([HOWTO110249](#))

(Return to this step as needed)

To change the SMTP mail relay after completing the **bootstrapping** process: open a terminal to the FE. As root edit `/usr/local/nukona/appstore_cu/appstore_cu/settings_local.py`:

`vi /usr/local/nukona/appstore_cu/appstore_cu/settings_local.py`

The below lines can be changed and the following entries are accepted:

`EMAIL_PROXY_TYPE='<smtp or localhost>'`

`EMAIL_HOST='<SMTPFQDN or localhost>'`

`EMAIL_HOST_PASSWORD = '<password or blank>'`

`EMAIL_PORT=<any port>`

`EMAIL_HOST_USER='<user or blank>'`

`EMAIL_USE_TLS=<True or False>`

For example:

```
EMAIL_BACKEND = 'django.core.mail.backends.smtp.EmailBackend'
EMAIL_TO_CONSOLE_ONLY=False
EMAIL_SUBJECT_PREFIX=''
EMAIL_PROXY_TYPE='smtp'
EMAIL_HOST='smtp.mydomain.com'
EMAIL_HOST_PASSWORD = ''
EMAIL_PORT=25
EMAIL_HOST_USER=''
EMAIL_USE_TLS=False
EMAIL_SES_FROM_ADDR=''
SEND_TRACE_EMAIL = True
```

Restart Mobility Services:

sudo /etc/init.d/appcenter-services restart

If the **EMAIL_PROXY_TYPE='localhost'** and the **EMAIL_HOST='localhost'** the Mobility Suite FE will use postfix to proxy messages to the relay. Edit the postfix configuration file located at the end of the

/etc/postfix/main.cf file:

vi /etc/postfix/main.cf

The below lines can be changed and the following entries are accepted:

smtp_sasl_auth_enable = <Yes or No>

smtp_sasl_security_options = noanonymous

smtp_tls_security_level = may

header_size_limit = 4096000

relayhost = [<SMTPFQDN or IP>]:<any port>

smtp_sasl_password_maps = static:<user>:<password>

For example:

Without Authentication:

```
smtp_sasl_auth_enable = No
smtp_sasl_security_options = noanonymous
smtp_tls_security_level = may
header_size_limit = 4096000
relayhost = [smtp.mydomain.com]:25
```

With authentication:

```
smtp_sasl_auth_enable = Yes
smtp_sasl_security_options = noanonymous
smtp_tls_security_level = may
header_size_limit = 4096000
relayhost = [smtp.mydomain.com]:587
smtp_sasl_password_maps = static:user@mydomain.com:mypassword
```


Restart postfix:

sudo service postfix restart

Tip: Postfix mail logs are stored in **/var/log/maillog** if the mail log contains messages regarding an **untrusted issuer** follow [TECH209709](#) to build troubleshoot TLS failures.