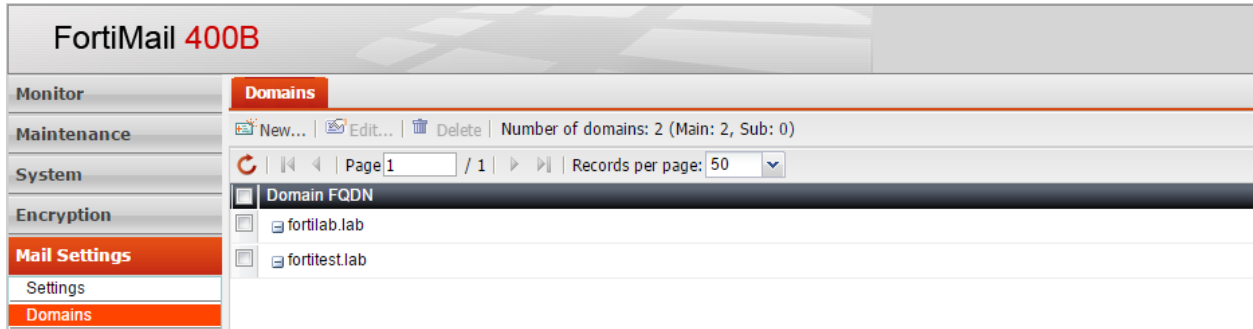


Technical Note: Changing the Alert Mail from address on FortiMail

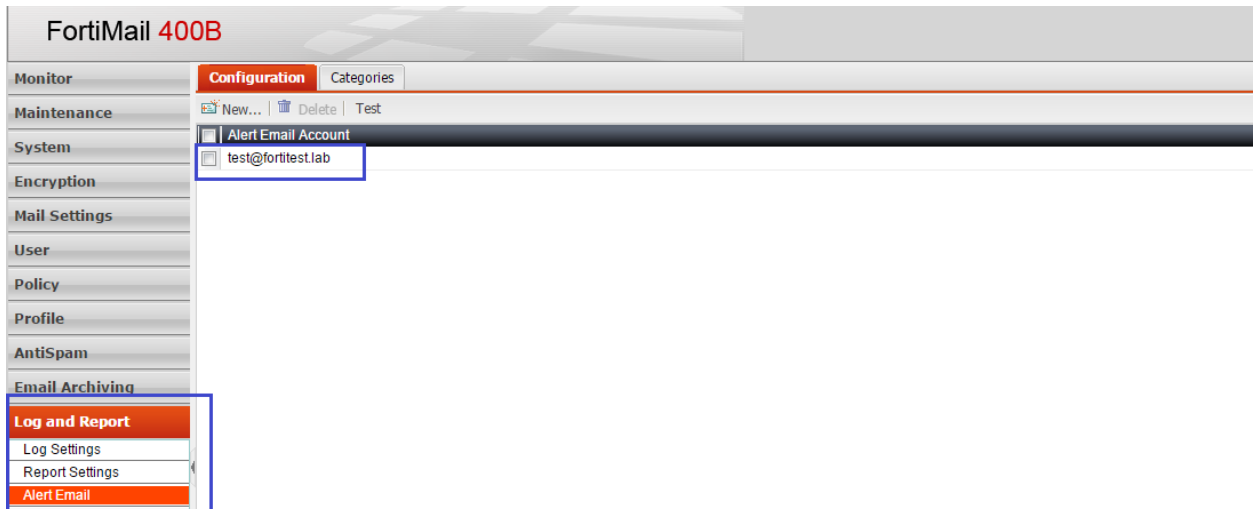
Product: FortiMail

Versions: 5.0.1 Build 123 onwards

Domain Settings



After configuring the Alert Email option under Log & Report > Alert Email > to any destination email id, when any alert mail generated from address will be empty.



The logs would be like below

Column	Content
Log Type	Event
Date	2015-02-04
Time	06:55:28
Session ID	t145tSLH003203-t145tSLH003203
Message	from=<>, size=800, class=0, nrcpts=1, msgid=<20150204065528.t146tS8w002500@9000262>, relay=[127.0.0.1]
Action	NONE
Level	information
Type	event
UI	mail
User	mail
Log ID	0008003203

Many MTA's will reject the empty domain emails.

To overcome this we need to configure 'Custom Email Template' as below

System > Customization > Custom Email Template > Notification > Alert email l> edit

The screenshot shows the FortiMail 400B web interface. The top navigation bar includes 'FortiMail 400B', 'Basic Mode >>', and a 'Help' icon. The left sidebar contains a menu with categories: Monitor, Maintenance, System, Encryption, Mail Settings, and Log and Report. The 'System' category is expanded, showing sub-items like Network, Configuration, Customization, Administrator, RAID, High Availability, and Certificate. The 'Customization' sub-item is selected, leading to the 'Custom Email Template' configuration page. The page has tabs for 'Appearance', 'Custom Message', and 'Custom Email Template'. The 'Custom Email Template' tab is active, showing the 'Email Template' configuration. The 'Name' field is 'default'. The 'Type' is 'Alert email' with an 'Edit Variable...' link. The 'Description' field is empty. The 'Subject' field contains '%%SUBJECT%%' with an 'Insert Variables...' link. The 'From' field contains '%%POSTMASTER%%' with an 'Insert Variables...' link. The 'Envelope from' field is empty with an 'Insert Variables...' link. The 'Content' field is a text area containing HTML code: 

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN">
<html>
<head>
<meta http-equiv="content-type" content="text/html; charset=UTF-8">
</head>
<body bgcolor="#ffffff" text="#000000">
<pre>%%CONTENT%%</pre>
</body>
</html>
```

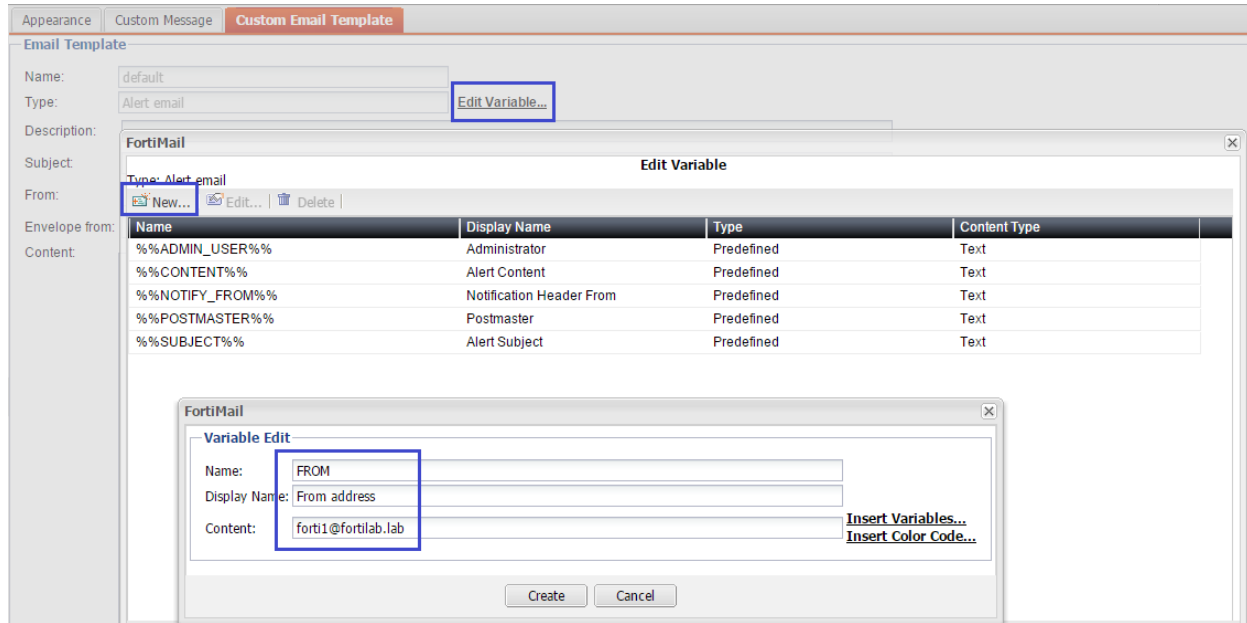
 There are 'Insert Variables...' and 'Insert Color Code...' links next to the content field, and a 'Preview' button at the bottom right. A 'Previous settings' link is also visible on the right side of the page.

Need to create variable for From Address as below

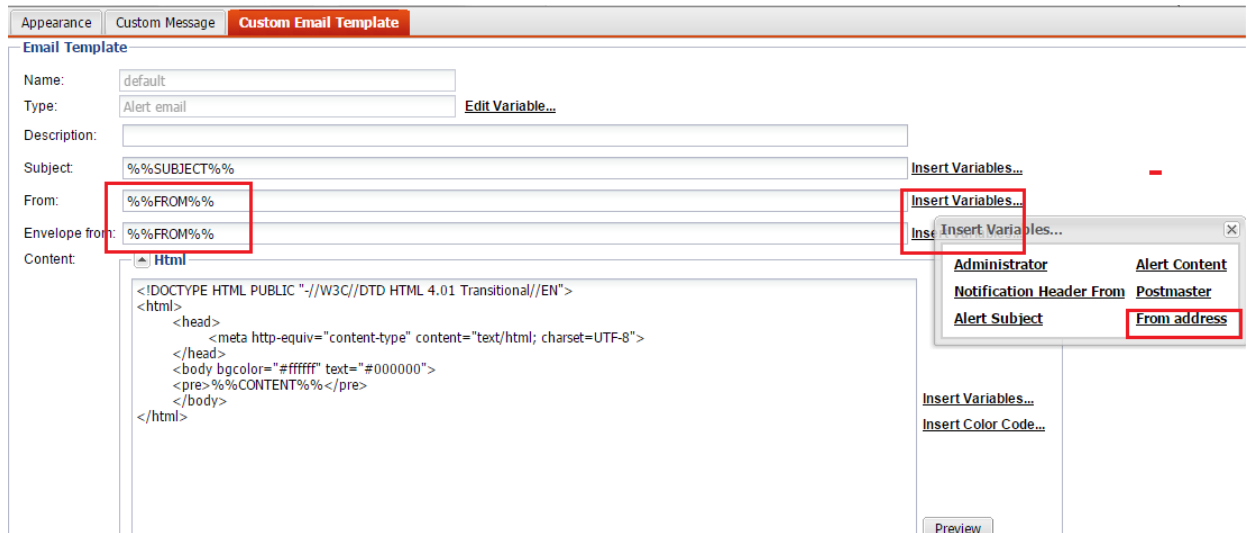
Variable Name should be 'FROM'

Display Name: From Address

Content: <from address using which you want to send alert email>



Then need to select the correct variable for the From:/Envelope From: Field



Test alert message log as below

Column	Content
Log Type	Event
Date	2015-02-04
Time	07:27:56
Session ID	t146RuHE003254-t146RuHE003254
Message	from=forti1@fortilab.lab, size=798, class=0, nrcpts=1, msgid=<20150204072756.t147RuZ9002499@fortilab.lab>, relay=[127.0.0.1]
Action	NONE
Level	information
Type	event
UI	mail
User	mail
Log ID	0008003254

Column	Content
Log Type	Event
Date	2015-02-04
Time	07:27:57
Session ID	t146RuHE003254-t146RuHE003254
Message	to=test@fortitest.lab, mailer=local, stat=Sent
Action	NONE
Level	information
Type	event
UI	mail
User	mail
Log ID	0008001321

Alert mails received on test@fortitest.lab user

