

Sterling B2B Integrator



# Shared and Linked Mailboxes

*Version 5.2.2*



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**Note**

Before using this information and the product it supports, read the information in "Notices" on page 9.

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## Chapter 1. Shared and Linked Mailboxes Overview

The Shared mailbox functionality allows you to instantly share real-time data with the trading partners. You can use the Linked mailbox functionality to link individual trading partner's mailboxes with one or more shared mailboxes. Linking trading partner mailboxes to shared mailboxes allows the trading partners to view the real-time data stored in the shared mailboxes. In other words, a linked mailbox provides a link to view the data in a shared mailbox. The linked mailbox is a read-only copy of the shared mailbox and the data in the mailbox cannot be modified or deleted.

To enable the shared and linked mailbox functionality, set the `mailbox.enableSharedLinkedMailboxes` property to true in the `customer_overrides.properties` file. By default, this property is set to false.

A linked mailbox can be related to only one shared mailbox. Multiple linked mailboxes can point to the same shared mailbox. Adding data to a shared mailbox immediately makes that data available to all links.

A Regular or a Shared mailbox can be the parent of a Shared mailbox. A Regular or a Linked mailbox can be the parent of a Linked mailbox. A sub-mailbox under a Shared or Linked mailbox must be the same mailbox type as its parent.

A user's regular mailbox can contain a combination of regular, linked, and shared mailboxes. Shared mailboxes and linked mailboxes need not be in the same directory. User permissions can be explicitly applied to linked mailboxes. Routing rules cannot be applied to linked mailboxes. However, virtual roots can be applied directly to linked mailboxes.

The following are some of the limitations when converting a regular mailbox to a shared or linked mailbox and converting a shared or linked mailbox to a regular mailbox:

- A regular mailbox can be converted to a shared or linked mailbox type.
- A shared mailbox can be converted to a regular mailbox type only if the parent of the shared mailbox is a regular mailbox type. The links to the shared mailbox should be removed before converting the shared mailbox to a regular mailbox.
- A linked mailbox can be converted to a regular mailbox type only if the parent of the linked mailbox is a regular mailbox type.
- A shared mailbox cannot be converted to a linked mailbox.
- A linked mailbox cannot be converted to a shared mailbox.
- A regular mailbox with sub-mailboxes can be converted to a linked mailbox type when all the sub-mailboxes are of the linked mailbox type.
- A regular mailbox with sub-mailboxes can be converted to a shared mailbox type when all the sub-mailboxes are of the shared mailbox type.





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## Chapter 2. View a List of Mailboxes

### About this task

To view a list of mailboxes:

### Procedure

1. From the **Deployment** menu, select **Mailboxes & Configuration**.
2. Open the configuration data of the mailbox you want to view using one of the following methods:
  - In the **By Mailbox Name** field of the **Search** section, type the name or partial name of the mailbox you want to view and click **Go!**
  - In the **Alphabetical** section, select the letter the mailbox starts with or select all to pull a list of all mailboxes and click **Go!**
3. A list of available mailboxes opens. The following table describes the content of each column:

Column Title	Description
Select	Contains the icons for <ul style="list-style-type: none"><li>• editing a mailbox</li><li>• deleting a mailbox</li><li>• creating a sub-mailbox</li></ul>
Mailbox Name	Displays the name and path of the mailbox
Description	Displays the short description of the mailbox
Type	Displays the type of Mailbox: <ul style="list-style-type: none"><li>• R - Regular - Standard mailbox that cannot be linked to any other mailbox</li><li>• S - Shared - Mailbox that can be linked from other mailboxes</li><li>• L - Linked - Mailbox whose data is stored in a shared mailbox</li></ul>
Linked To	Displays the shared mailbox path where linked mailboxes are pointing to. <b>Note:</b> You must remove links to the shared mailboxes before deleting a shared mailbox.
Last Modified	Displays the timestamp to indicate when the mailbox was last modified.



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## Chapter 3. Create a Shared Mailbox

### About this task

To create a shared mailbox:

### Procedure

1. From the **Deployment** menu, select **Mailboxes & Configuration**.
2. In the **Create** section, click **Go!**
3. On the **Mailbox: Name** page, select the parent mailbox in which the mailbox you are creating will be embedded. You can type a partial name in the **Filter by Name** field and click the **filter** button for a filtered list. The root mailbox is denoted by a slash (/).
4. In the **Name** field, type a name for the mailbox you want to create. This name is used to identify the mailbox in the application.
5. In the **Description** field, type a short description for the mailbox. Use this field to describe the mailbox. This is a required field. This field is not used by any other resource in the system.
6. In the **Mailbox Type** field, select Shared as the type of the mailbox you want to create from the following options:
  - Regular (Default)
  - Shared
  - Linked

When creating linked sub-mailboxes, the available shared sub-mailboxes will be restricted to those belonging to its parent's shared mailbox.

7. Click **Next**.
8. On the **Assign Groups** page, use the arrows to add the groups to the **Selected Groups** list and click **Next**. All groups in the **Selected Groups** list will have permissions on this mailbox. Click the first double arrow to add all available groups to the **Selected Groups** list. You can type a partial group name in the **Filter by Name** field and click the **filter** button for a filtered list. No groups are required. Groups can be added from the **Accounts** menu.
9. Use the arrows to add users to the **Selected Users** list and click **Next**. All users in the **Selected Users** list will have permissions on this mailbox. Click the double arrow to add all available users to the **Selected Users** list. You can type a partial user name in the **Filter by ID** field and click the **filter** button for a filtered list. No users are required. Users can be added from the **Accounts** menu.
10. On the **Confirm** page, verify your mailbox configuration and click **Finish**.



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## Chapter 4. Create a Linked Mailbox

### About this task

To create a linked mailbox:

### Procedure

1. From the **Deployment** menu, select **Mailboxes & Configuration**.
2. In the **Create** section, click **Go!**
3. On the **Mailbox: Name** page, select the parent mailbox in which the mailbox you are creating will be embedded. You can type a partial name in the **Filter by Name** field and click the **filter** button for a filtered list. The root mailbox is denoted by a slash (/).
4. In the **Name** field, type a name for the mailbox you want to create. This name is used to identify the mailbox in the application.
5. In the **Description** field, type a short description for the mailbox. Use this field to describe the mailbox. This is a required field. This field is not used by any other resource in the system.
6. In the **Mailbox Type** field, select **Linked** as the type of the mailbox you want to create from the following options:
  - Regular (Default)
  - Shared
  - Linked

When creating linked sub-mailboxes, the available shared sub-mailboxes will be restricted to those belonging to its parent's shared mailbox.

7. Click **Next**.
8. On the **Assign Groups** page, use the arrows to add the groups to the **Selected Groups** list and click **Next**. All groups in the **Selected Groups** list will have permissions on this mailbox. Click the first double arrow to add all available groups to the **Selected Groups** list. You can type a partial group name in the **Filter by Name** field and click the **filter** button for a filtered list. No groups are required. Groups can be added from the **Accounts** menu.
9. Use the arrows to add users to the **Selected Users** list and click **Next**. All users in the **Selected Users** list will have permissions on this mailbox. Click the double arrow to add all available users to the **Selected Users** list. You can type a partial user name in the **Filter by ID** field and click the **filter** button for a filtered list. No users are required. Users can be added from the **Accounts** menu.
10. On the **Confirm** page, verify your mailbox configuration and click **Finish**.



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