

OpenEMM Installation & Configuration Wiki

Latest Version of **OpenEMM 20.10**: 20.10.000.**152**

Latest Version of **OpenEMM 21.04**: 21.04.000.**118**

Utility Package for OpenEMM Deployment & Runtime: 20.10.075 (OpenEMM 20.10) or 21.04.086 (OpenEMM 21.04)

(as of July 29, 2021)

OpenEMM is a web based enterprise application for email and marketing automation. OpenEMM is used for automated email communication with customers, leads, members and employees.

This video briefly introduces OpenEMM: <https://youtu.be/3zl6dpyO5jY>

If you do not want to compile and deploy the source code of OpenEMM manually, we recommend to download the package for OpenEMM deployment & runtime at

<https://www.agnitas.de/en/download/openemm-binaries/> . This package contains the OpenEMM Maintenance Tool (OMT) which lets you download, install and manage OpenEMM.

Alternatively, you may download the source code of OpenEMM from GitHub and compile and deploy the software manually yourself. See the instructions at the end of this page.

The guide to installation and administration of OpenEMM can be found here:

- OpenEMM 20.10: [OpenEMM 20.10 Installation & Administration Guide 1.0.14](#)
- OpenEMM 21.04: [OpenEMM 21.04 Installation & Administration Guide 1.0.3](#)

If you use MariaDB as database and plan to upgrade to OpenEMM 21.04, read section 7.4 of the Install&Admin Guide first!

We also offer an [OVA version](#) for OpenEMM 21.04:

<https://share.agnitas.de/index.php/s/eDSGW55Y6N6ddje/download>

We kindly ask you to contribute feedback for OpenEMM! Please leave your questions and comments in the OpenEMM forum at <https://forum.openemm.org> . This helps us to improve the documentation, installation, configuration and administration of OpenEMM.

More resources:

Here is a video with first steps:

- <https://youtu.be/WBnkq1pzprY> (English)
- <https://youtu.be/9iw81WGoXWE> (German)

If you want to install the context-sensitive online help feature of OpenEMM (including the user manual with about 500 pages), visit

- <https://www.agnitas.de/en/download/openemm-manual/> (English)
- <https://www.agnitas.de/download/openemm-handbuch/> (German)

to get the download link for the manual package. You can use this link in OMT's menu "Install or

update package from AGNITAS Cloud” to install the documentation.

1. Introduction

OpenEMM is a professional open source software for email marketing and automation. If you want to automate your email communication, OpenEMM is the right choice for you. The software is not artificially limited in any way, because we will not try to push you to use a commercial cloud OpenEMM service instead. You are free to operate OpenEMM on whatever hardware you like, depending on the performance you need.

The first version of OpenEMM was published in 2006. The source code of the frontend and the backend of OpenEMM 19.04 and later is available at [GitHub](#). It uses the popular open source license [AGLPv3](#). At the end of this page you can find instructions on how to build OpenEMM by yourself.

2. Requirements

- RedHat 7 or 8; CentOS 7 or 8; SLES 15
 - with VirtualBox: Windows, macOS or any other Linux → see section [OpenEMM on VirtualBox](#) for details
 - Java Open JDK 8 or 11
 - Apache Tomcat 8.5 or 9
 - Python 3.8 or later
 - DBMS: MariaDB 10.2 or later; MySQL 5.7
 - MTA: Postfix 2.6 or later; Sendmail 8.10 or later
 - wkhtmltox 0.12.2.1 or later
 - for HTTPS support: Apache Tomcat Native Library
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3. Mailing Templates and Forms

You do not have to start from scratch when producing mailings and creating forms in OpenEMM. At <https://www.agnitas.de/en/download-center/> you can download templates and forms which you can import into OpenEMM. **Make sure to replace all placeholders for a company ID with value “1”.**

4. Updates

The top of this Wiki lists the latest available versions of OpenEMM backend, frontend and the deployment & runtime package.

You can download the latest versions of packages with menu “Install or update package from

AGNITAS Website” of OMT (OpenEMM Maintenance Tool). An update of the code will also update the schema of the OpenEMM database, if necessary.

If you do not use the latest version of OpenEMM, OMT offers you to upgrade to a new release. If you are not happy with the new release (or any other version of OpenEMM), you can roll back OpenEMM to an earlier (or later) version with menu “Switch OpenEMM version”.

Do not forget to restart OpenEMM with menu “Restart OpenEMM” after you have downloaded and installed an update package to activate it. But do the restart at a convenient time: Do not restart OpenEMM during a dispatch of a mailing, or right after the dispatch (due to the brief downtime of the redirect service causing missed openings and click redirects).

5. Administration

See the Installation & Administration Guides linked at the top of this document for extensive information on administration of OpenEMM.

6. Known Issues

6.1 Open Issues

- O-409: openings and clicks are always shown for end user device class “PC” independent from its real origin

6.2 Fixed Issues

20.10.000.134 or later:

- E-7438: Added permission for REST API to GUI permissions

20.10.000.103 or later:

- E-8073: Since CentOS8 allows bigger process IDs than CentOS7, file names for admin and test mails can become too long (Sendmail)

Frontend 20.04.000.188 or later:

- E-7052: no limit for no. of recipient profile fields

Frontend 20.04.000.185 or later:

- O-447: statistics for mailing comparison do not work

Frontend 20.04.000.155 or later:

- O-416: database update script reports error due to missing database entry

Backend 20.04.000.190 or later:

- O-465: binary backend now works with both CentOS 8 **and** 7 out of the box

Backend 20.04.000.181 or later:

- L-511: during busy times process table is not cleaned up properly from defunct python processes

7. New Features of OpenEMM 20.04 (major changes)

- E-7114: new methods getMailingName and getMailingSubject for use in Velocity scripts
- E-7053: edit mode for comments in blacklist records
- E-7022: warning when saving a mailing with obsolete tags
- E-6956: prevent disabling of mailings used in activated autoresponder
- E-6955: new field "reason" for blacklist entries
- E-6954: action-based mailings used by bounce filters can not be deactivated
- E-6947: show relations of custom profile fields to target groups
- E-6934: show fields of default salutations as read-only
- E-6905: show by which actions an action-based mailings is used
- E-6901: keep search parameters for multiple recipient searches
- E-6883: bulk delete feature for images
- E-6841: improved usability for creating date-based target groups
- E-6824: "used in" tab of target groups extended with mailing content blocks and export profiles as "used in" sources
- E-6762: improved usability for page to edit mailing contents
- E-6526: improved usability for HTML-to-text conversion option
- E-6468: redesign of configuration page in tab "send mailing"
- E-6431: email confirmation for password changes
- E-6329: improved usability of configuration for bounce filter and autoresponder
- E-5987: edit lock for mailing content if more than one user tries to change it at the same time
- E-5839: when a newly entered email address already exist, offer to show (and edit) its profile data
- E-5586: new permission for every web service method to grant fine-grained permission schemas to web service accounts
- E-5583: new math tag agnDAYS_UNTIL
- E-5496: show anonymous openings and clicks over time in separate charts
- E-5223: detect duplicate recipients in EMM database
- E-4686: brute-force login protection for webservice API
- E-4542: end device type as selector for heatmap statistics
- E-2609: assess complexity of target groups and show resulting performance indicators
- E-0707: redesign of left navigation bar
- G-4289: reworked link tab for user forms
- G-4376: A/B test campaigns for workflow manager and new tab "Auto Optimization" in sub-menu Archive of Mailing menu
- S-1791: ability to stop and resume mailings even when generation or sending of mailing has

already started

- various minor usability improvements like easier navigation, better formatting and sorting, optimized default settings, more precise notifications, better warning and error messages, new help balloons, additional logging of user activities, etc.
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8. New features of OpenEMM 20.10 (major changes)

- E-7664: User roles can be assigned to another user role
 - E-7639: support more than one forward email address for response mail filters
 - E-7518: more granular data types: for numbers integer and float can be selected, for dates datetime and date only are possible
 - E-7438: universal RESTful API
 - E-7396: new script methods for subscription forms to filter accepted and rejected email address domains
 - E-7105: period of validity for passwords and 2FA cookies can be configured via GUI
 - E-7103: number of login retries and blocking time can be configured via GUI
 - E-7101: revised requirements for complexity of GUI passwords and WS passwords (can be modified by user)
 - E-7084: sort option for link list in link tab of mailing menu
 - E-6793: OpenEMM users can be assigned more than one role
 - E-6529: statistic summary for auto-optimized list split mailings
 - E-6294: allow date calculations for target groups using binding information
 - E-0712: dark mode for GUI
 - G-4162: export of web forms as JSON file
 - G-4157: export of mailings as JSON file
 - L-0483: extend system status page with download of individual configuration parameters (backup)
 - O-0417: backend and frontend merged into one single tarball
 - various minor usability improvements like easier navigation, better formatting and sorting, optimized default settings, more precise notifications, better warning and error messages, new help balloons, additional logging of user activities, etc.
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9. New Features of OpenEMM 21.04 (major changes)

- E-8150: allow selection of country-specific date formats
- E-8105: WYSIWYG editor selects HTTPS protocol by default
- E-8098: changed “password changed” warning mail from TXT to HTML format
- E-8097: checkbox “Do not send mailings with empty text” in mailings of workflows deactivated by default
- E-8038: improved usability of “activate” button in links tab
- E-7933: improved usability for stopping and resuming mail dispatch
- E-7895: link checker warns if HTTP protocol is used
- E-7620: improved usability of button for web form testing
- E-7554: validator to check for invalid agnTag syntax
- E-7339: limit size of upload files

- E-7138: show mailing ID and IP address of unsubscribe requests in detail view of recipients
- E-7009: send login credentials automatically to newly created EMM users
- E-6754: improved usability of mailing tab “Links”
- E-6591: improved support of agn tags in WYSIWYG editor
- E-6531: improved usability for not-equal condition in target group editor
- E-6486: EQL now supports binding status “bounced”
- E-6531: improved usability for not-equal condition in target group editor
- E-6167: new method to ease saving of recipient data in action scripts
- E-5501: show anonymous openings and clicks in monthly statistic of top 10 mailings
- E-5491: re-organized (very long) list of permission settings
- E-699: improved usability for tables of triggers
- E-698: improved usability for tables of web forms
- B-914: new methods `setSubscriberBindingwithAction` and `sendServiceMail` for RESTful API
- O-490: DKIM support
- S-2118: switch to optionally enforce setting of target groups for regular mailings

10. Building OpenEMM yourself

Download the source code of OpenEMM from GitHub at <https://github.com/agnitas-org/openemm> to a directory of your choice.

Backend

```
$ sudo su -  
# cd backend  
# ./build-backend.py
```

Frontend

Copy template files *build.properties.default*, *build-birt.properties.default* and *build-ws.properties.default* to files with names *build.properties*, *build-birt.properties* and *build-ws.properties* and adapt the paths listed in those three files to your needs.

```
$ cd frontend  
$ ant -f build.xml
```

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Permanent link:
<https://wiki.openemm.org/doku.php?id=start>

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