Disabling the Email Functionality in Cisco WebEx Social 3.0.1 SR3, 3.1 SR1, and 3.3

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This document provides steps as to how to disable and then, if desired, reenable various email-related features in Cisco WexEx Social.

Complete the procedures in this guide in the following order:

Backing Up Existing Community Templates

This procedure describes how to back up your community templates before you modify them to not feature the Community Email application as described in Creating Community Email-Free Community Templates. Complete these steps for each community template you have:

Step 1   Sign in to Cisco WebEx Social using an account with Administrator privileges.

Step 2   Create a new community using the template you want to back up.

Step 3   Click **Go Live**.

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Step 4   Export the community as template:

    a.   Hover over the gear icon next to the community name and click Manage Community.

    b.   Click the **Pages** tab and then click the **Export/Import** subtab.

    c.   On that subtab, ensure that the Export tab is selected.

    d.   (Optional) Change the output filename in the "Export the selected data to the given LAR file name" text box.

    e.   Click the **Export** button on the bottom of the page and save the file accordingly.

Creating Community Email-Free Community Templates

To prevent users from creating new communities that feature the Community Email application, you need to update your Cisco WebEx Social community templates. Complete these steps for each community template you have got:

Step 1   Sign in to Cisco WebEx Social using an account with Administrator privileges.

Step 2   Create a new community using the template you want to update.

Step 3   Click **Go Live**.

Step 4   Remove the Community Email application from the home page of the community.

Step 5   Export the customized community as template:

    a.   Click the **Change Layout** icon in the global navigation bar and then click **Advanced page management**.

    b.   Click the **Export/Import** tab.

    c.   On that tab, ensure that the Export tab is selected.

    d.   Optionally, change the output filename in the "Export the selected data to the given LAR file name" text box.

    e.   Click the **Export** button on the bottom of the page and save the file accordingly.

After exporting each updated template, you need to substitute them for the existing templates. Complete these steps:

Step 1   Sign in to Cisco WebEx Social using an account with Administrator privileges.

Step 2   Click the down-arrow next to your account name in the global navigation bar and select **Account Settings**.

Step 3   Expand Portal and click **Community Manager**.

Step 4   Click the **Templates** tab.

Step 5   For each community template, complete these steps:

    a.   Click the template name in the table.

    b.   Click **Browse** next to Upload Template (.lar) file.

    c.   Navigate to the location where you saved the exported template for the respective community type and select it.

    d.   Wait for the upload to complete and click **Save**.

Removing the Community Email Application from Existing Communities

After you have prevented users from creating new communities that feature the Community Email application you may want to remove the application from existing communities. Running it does not prevent community administrators or owners from readding the application; to do this, see Hiding Community Email from the Add Application List.

You must have Administrator privileges on App Server nodes to complete this procedure successfully. The steps are as follows:

Step 1   Transfer communityEmailPortlet.jsp to an App Server node:

    a.   Log in as admin to any App Server node in your topology.

    b.   Using your preferred method, transfer the provided communityEmailPortlet.jsp file to the App Server node's filesystem (for example to /home/admin).

    c.   Copy the communityEmailPortlet.jsp file to /opt/cisco/quad/tomcat/webapps/ROOT/. For example if you stored the file to /home/admin use this command:

```
sudo cp /home/admin/communityEmailPortlet.jsp /opt/cisco/quad/tomcat/webapps/ROOT
```

Step 2   Use communityEmailPortlet.jsp to remove the Community Email application from all existing communities:

    a.   Sign in to Cisco WebEx Social using an account with Administrator privileges.

    b.   Keeping the page loaded, open a new tab or window in your Web browser.

    c.   In the address bar of the new tab or window enter:

        http(*s*)://<*WebEx_Social_URL*>/communityEmailPortlet.jsp?action=remove

        where *WebEx_Social_URL* is the base URL that you use to access Cisco WebEx Social.

    d.   Press enter to execute the removal request. You see a confirmation message when the operation completes.

Later, if you want to undo the removal of the Community Email application, you can do so by substituting **?action=add** for **?action=remove** at the end of the URL.

Hiding Community Email from the Add Application List

After you have removed the Community Email application from existing communities and prevented it from appearing on new communities, you may want to remove the application from the Add Application list so that community owners or administrator cannot readd the application. Complete these steps:

Step 1 Sign in to Cisco WebEx Social using an account with Administrator privileges.

Step 2 Click the down-arrow next to your account name in the global navigation bar and select **Account Settings**.

Step 3 Expand Portal and click **Plugin Settings**.

Step 4 On the Portlet Plugins tab locate **Community Email**.

Step 5 Click the entry to edit it.

Step 6 Uncheck the box labeled Active.

Step 7 Click **Save**.

Note In communities where the application is still visible it displays "This portlet is inactive" instead of the normal application content.

Hiding Email Notifications from Account Settings

This procedure hides the "Email Notifications" menu item and all related settings from Account Settings.

Step 1 Sign in to the Director.

Step 2 Click **Application: Portal**.

Step 3 Scroll down until you find the **Advanced Portal Properties** section.

Step 4 Search for the following two properties:

- users.form.my.account.email-notifications
- users.form.update.email-notifications

Step 5 (Optional) Take note of the property values to have for future references.

Step 6 Delete both property values and click **Save**.

Note Clicking Save will restart all App Server nodes.

Disabling Inbound Email

This procedure describes how to disable the Inbound Email feature on Cisco WebEx Social if it has been enabled.

Step 1   Sign in to the Director.

Step 2   Click **Application: Portal**.

Step 3   Scroll down until you find the **Email Digest** section.

Step 4   Uncheck the **Enable Inbound Email** box.

Step 5   Click **Save**.

Note   Clicking Save will restart all App Server nodes.

Disabling Outbound Email

This procedure described how to disable the Outbound Email feature on Cisco WebEx Social if it has been enabled.

Step 1   Sign in to the Director.

Step 2   Click **Application: Portal**.

Step 3   Scroll down until you find the **Advanced Portal Properties** section.

Step 4   Search for the outbound.enabled property and change its value to "false".

Step 5   Search for the worker.digestscheduler.isActive property and change its value to "false".

Step 6   Click **Save**.

Note   Clicking Save will restart all App Server nodes.