

OpenEMM Installation & Configuration Wiki

Latest version of **OpenEMM 21.10**: 21.10.000.108

Latest version of **OpenEMM 22.04**: 22.04.000.207

Utility Package for OpenEMM Deployment & Runtime: 21.10.044 (OpenEMM 21.10) or 22.04.008 (OpenEMM 22.04)

(as of September 8, 2022)

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>

You can download the source code of OpenEMM at GitHub: <https://github.com/agnitas-org/openemm>
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 21.10: [OpenEMM 21.10 Installation & Administration Guide 1.0.6](#)
- OpenEMM 22.04: [OpenEMM 22.04 Installation & Administration Guide 1.0.0](#)

If you use MariaDB as database and plan to upgrade to OpenEMM 21.04 or 21.10, 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)

7. New Features of OpenEMM 21.10 (major changes)

- E-8643: introduction of new quota system for usage of RESTful API
- E-8525: improved usability for definition of default values in import profile
- E-8420: list of datasource IDs sortable by description

- E-8384: show warning if date-based mailings uses several target groups combined with OR instead of AND
 - E-8327: improve deletion of mailing lists (show helpful warnings, but permit deletion in more cases than before)
 - E-8319: new WS method to retrieve mailing info based on a range of send dates
 - E-8286: optional cleanup for recipients being inactive for 6, 12 or 24 months (data minimization/GDPR)
 - E-8270: new RESTful method to generate webview URL for mailing
 - E-8269: new RESTful method to list mailings received by a certain recipient
 - E-8238: CToken as replacement for CI in web form URLs to hinder form spamming
 - E-8211: Warning at leaving a mailing, when target group has been changed but mailing is not saved
 - E-8207: improve definition of customized gender values in import profile
 - E-8146: introduction of new quota system for webservices usage
 - E-7885: option to bulk unsubscribe recipient from selected or all mailing lists
 - E-7262: If another user is editing mailing, show his/her name in warning message
 - E-6613: allow to mark target groups as favourites and show them first in lists
 - E-5899: consider also duplicate email addresses when setting a recipient to status “bounced”
 - S-2187: optional cleanup after 7, 14 or 30 days of profile fields and tracking data for recipients who have unsubscribed from all lists (data minimization/GDPR)
 - S-2116: new RESTful method to dispatch mailing
 - L-0669: also show used mailing list in info popup that is shown before dispatch of a mailing
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8. New features of OpenEMM 22.04 (major changes)

- E-8945: if the same web browser is used for more than one tenant, settings for GUI formatting are saved separately for each tenant
- E-8936: do not accept potentially dangerous UTF characters for code of action scripts
- E-8923: renamed Blacklist and Whitelist to Blocklist and Allowlist
- E-8796: Split RESTful users and GUI users and offer separate tab for configuration of RESTful users
- E-8762: links generated by agnFORM, agnPROFILE and agnUNSUBSCRIBE use CToken instead of CI
- E-8744: Optionally define columns with fixed values to be included in CSV export file
- E-8686: use date picker for all date fields without time
- E-8644: new time delay values for action based mailings
- E-8640: new option for action “send action-based mail” to include or to exclude subscribed recipients
- E-8589: duplicate analysis now can work case sensitive or case insensitive
- E-8588: RESTful API normalizes email addresses to lower case by default
- E-8551: show hint if speed of Internet connection is less than 750 kbps
- E-8513: improved progress bar for import and export jobs
- E-8430: added meaningful default values for mailing import
- E-8245: honor tracking veto in realtime, i.e. even links of e-mails sent before tracking veto will not be tracked any longer
- E-7686: new option to globally activate tracking veto for all recipients of tenant
- G-4404: visual web form builder
- S-2270: expand SOAP webservice method ListMailings with filter option

- S-2223*: added various new methods to RESTful API (update mailing, copy mailing, get mailing status, add/update/list target groups)

9. Roadmap for OpenEMM 22.10

- tbd

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
```

From:

<https://www.openemm.org/> - **OpenEMM Wiki**

Permanent link:

<https://www.openemm.org/doku.php?id=start>

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