How to Change the OU Campus System Notification Email

Windows & Linux Instructions

Windows

1. RDP (or otherwise log in) to the desktop of your OU Campus server with an account that has Administrator privilege.
2. Open the Tomcat configuration directory. The default is `D:\omniupdate\tomcat\conf`.
3. Locate the `OX.xml` file and open it in a text editor (such as Notepad).
4. Locate the `<entrykey="replyEmail">` element in the document. If it does not exist:
    a. Add a new line right below the `<entrykey="mailHost">` element.
    b. On the new line put:
        `<entrykey="replyEmail">`donotreply@omniupdate.com</entry>
5. Replace `donotreply@omniupdate.com` with the appropriate school owned email address (e.g. `noreply@school.edu`).
6. Save the document and close the text editor.

For the change to take effect, the Apache Tomcat service must be restarted. This will take OU Campus offline while the service is restarting.

7. Open an elevated PowerShell window.
8. Type `Get-Service` into the prompt and press enter.
9. Locate the Apache Tomcat service in the list. Copy down the Name (the second column) of the service. This is the name you will use instead of "tomcat" in the next command.
10. Type `Restart-Service -Name tomcat`.
11. Wait about ninety seconds for the service to restart, then verify it has restarted by going to your OU Campus login page.
12. Test the email address has been successfully changed by sending workflow emails, completion of file operations like scheduled publishes, or sending mailbox messages within OU Campus.

Linux

1. SSH to your OU Campus server with an account that has sudo privileges.
2. Open the `OX.xml` file in a text editor (such as `vim` or `nano`). The default location is `/etc/OX.xml`.
   a. Note: You need to use sudo when opening the file or you won't be allowed to save the changes you make.
3. Locate the `<entrykey="replyEmail">` element in the document. If it does not exist:
   b. Add a new line right below the `<entrykey="mailHost">` element.
   c. On the new line put:
      `<entrykey="replyEmail">`donotreply@omniupdate.com`</entry>`
4. Replace the email address `donotreply@omniupdate.com` with the appropriate school owned email address (e.g. `noreply@school.edu`).
5. Save the document and close the text editor.

For the change to take effect, the Apache Tomcat service must be restarted. This will take OU Campus offline while the service is restarting.

6. Restart the Apache Tomcat service (e.g. `systemctl restart tomcat`).
7. Wait about ninety seconds for the Apache Tomcat to finish its startup process, then verify it has restarted by going to your OU Campus login page.
8. Test the email address has been successfully changed by sending workflow emails, completion of file operations like scheduled publishes, or sending mailbox messages within OU Campus.