21 February 2018

E-mail API via REST

Version 1.0.1

Introduction

This is the manual for the asynchronous E-mail API via REST.

Location

The base path for all URI:s that are described in this API should start with:

https://wsx.sp247.net/email

Changes

Version	Date / Who	Description
1.0.1	2018-02-21 Kenny Colliander Nordin	Added result codes and recommendations.
1.0	2017.05-19 Kenny Colliander Nordin	Initial version.

Data Types

The following data types are being used by the API

Boolean

May be either "true" or "false".

ContentType

String that contain a specific content type, e.g. "application/json" or "application/xml".

Date

String that contains a date which is formatted per RFC3339.

Example:

2010-03-30T12:59:40+02:00 or 2010-03-30T10:59:40Z (UTC).

EmailAddress

Contains an email address (See RFC5321, RFC5322, RFC6531)

Integer

Signed 32-bit Integer.

KeyValue

Contains key value pairs of type String.

Example:

```
{
  "key1":"value1", "key2":"value2", "key3":"value3"
}
```

String

Normal string definition.

EmailContent

EmailContent has the following properties

Parameter	Data Type	Description
type	Constant: EMAIL	
subject	String	The e-mail's subject
data	Byte Array	Zipped data structure containing all files that should be used

EmailDeliveryReport

The following object is replied when the message has received a final status.

Parameter	Data Type	Description
timestamp	DateType	Time of event
messageId	String	The internal messageId
refId	String	The refId that was used when the e-mail was submitted
resultCode	Integer	The result code
resultDescription	String	Textual description of the result code
customParameters	KeyValue	Custom parameter that may be available • link – the link that might have been clicked • emailClient – the e-mail client used when reading the mail • operatingSystem – the client's operating system when reading the e-mail Note that other parameters may be added in the future

EmailMessage

The following object may be replied when a recipient reply to a message. Note that bounceGateIds needs to be set for messages to be replied.

Parameter	Data Type	Description
fromAddress	EmailAddress	The e-mail address from the recipient
toAddress	EmailAddress	The reply e-mail address
data	Byte Array	The complete mail with headers and body
messageId	String	The messageId for the message that the mail is replied to
refId	String	The textual referenceId that was used when creating the original e-mail
platformId	String	The platformId supplied when creating the original e-mail
platformPartnerId	String	The platformPartnerId supplied when creating the original e-mail
customParameters	KeyValue	Custom parameters

Methods

The following methods are available in the API.

Send e-mail
POST /v1/send

Submit a composed e-mail to the queue for sending. Send an array of the following resource.

Parameter	Data Type	Description
fromAddress	EmailAddress	The e-mail address that the mail is sent from, must be a valid e-mail address or the request will be rejected
fromName	String Optional	The name of the sender
toAddress	EmailAddress	The e-mail address to send to, must be a valid e-mail address or the request will be rejected
toName	String Optional	The name of the recipient
data	String	The mail data that should be sent, formatted as a mail or MIME-message, see RFC 2822

startTime	DateType Optional	The start time when the mail should be sent or not set if the message should be sent immediately,
absoluteValidityTime	DateType Optional	The absolute time when the mail should expire if not been delivered
relativeValidityTime	Long Optional	The relative time of how long the mail should be resent before expiring in milliseconds. The parameter absoluteValidityTime will take priority if both absoluteValidityTime and relativeValidityTime are specified at the same time.
refId	String	Custom specified value that will echo back in the response and the status update
platformId	String	The platformId, value for identifying the customer
platformPartnerId	String	The platform partnerId, value of identifying the customer
customParemeters	KeyValue Optional	Custom parameters that may be used by the system
gateIds	List<String>	List of gates that should receive delivery reports

Example

```
POST https://wsx.sp247.net/email/v1/send
Authorization: Basic dXNyO3Bhc3M=
Content-Type: application/json

[{
   "fromAddress":"noreply@example.com",
   "fromName":"Example Company",
   "toAddress":"inge.person@example.net",
   "toName":"Inge Person",
   "data": "Subject: This is my test mail\r\n\r\nHi,\r\nThis is a
test.\r\n\r\nBR\r\nExample\r\n",
   "refId":"ref123-1227",
   "platformId":"EMAILC",
   "platformPartnerId":"11111111111",
   "gateIds":[
      "htvbcrfX"
   ]
}]
```

Compose and send e-mail
POST /v1/compose

Compose and submit e-mails to the queue for sending. Send an array of the following resource.

Parameter	Data Type	Description
fromAddress	EmailAddress	The e-mail address that the mail is sent from, must be a valid e-mail address or the request will be rejected
fromName	String Optional	The name of the sender
toAddress	EmailAddress	The e-mail address to send to, must be a valid e-mail address or the request will be rejected
toName	String Optional	The name of the recipient
content	EmailContent	The mail data that should be sent
bodyDocuments	List<String>	Specifies the files that will be used as body documents (correlate to contentId or filename). Note that the body document will be added in the order as they are specified and that one content type only should be used once per mail. Content types that generally are supported by e-mail clients are text/html (.html) and text/plain (.txt)
startTime	DateType Optional	The start time when the mail should be sent or not set if the message should be sent immediately,
absoluteValidityTime	DateType Optional	The absolute time when the mail should expire if not been delivered
relativeValidityTime	Long Optional	The relative time of how long the mail should be resent before expiring in milliseconds. The parameter absoluteValidityTime will take priority if both absoluteValidityTime and relativeValidityTime are specified at the same time.
refId	String	Custom specified value that will echo back in the response and the status update
platformId	String	The platformId, value for identifying the customer
platformPartnerId	String	The platform partnerId, value of identifying the customer
customParemeters	KeyValue Optional	Custom parameters that may be used by the system
gateIds	List<String>	List of gates that should receive delivery reports

Get status

GET /email/platform/[platformId]/partner/[platformPartnerId]/ref/[refId]

Get status of a submitted e-mail. The status is available up to 40 days after the e-mail has expired.

Parameter	Data Type	Description
platformId	String	The platformId, value for identifying the customer
platformPartnerId	String	The platform partnerId, value of identifying the customer
refId	String	Custom specified value that will echo back in the response and the status update

Return on success
HTTP 200 and EmalDeliveryReport as body.

Custom Parameters

The following parameters may be used when creating an e-mail.

Parameter	Description
bounceDomain	The domain that will be used as Reply-To, List-Unsubscribe and base domain for DKIM
dkim.selector	The DKIM selector that should be used when signing e-mail. The DKIM selector is used together with "bounceDomain" as the corresponding domain.
baseLinkUrl	The base URL that will be used when replacing images or links to the click service. The URL should be set to something similar: http://wsx.sp247.net/emailcclick
bounceGateIds	Constant that is used when forwarding bounce messages to a specific gate

Result Codes

The following codes may be returned.

Code	Description
0	Unknown error
2	Temporary internal error
3	SMTP protocol error
4	TLS not supported
211	System status, or system help reply
214	Help message
220	Service ready
221	Service closing transmission channel
250	Requested mail action okay, completed
251	User not local; will forward
252	Cannot VRFY user, but will accept message and attempt delivery
354	Start mail input
421	Service not available, closing transmission channel
450	Requested mail action not taken: mailbox unavailable
451	Requested action aborted: local error in processing
452	Requested action not taken: insufficient system storage
500	Syntax error, command unrecognized
501	Syntax error in parameters or arguments
502	Command not implemented
503	Bad sequence of commands
504	Command parameter not implemented
550	Requested action not taken: mailbox unavailable
551	User not local
552	Requested mail action aborted: exceeded storage allocation
553	Requested action not taken: mailbox name not allowed
554	Transaction failed
1000	Queued
1001	Sent
1002	Greylisted
1003	SPF rejected
1004	Broken connection
1005	Line too long
1006	Expired
1007	Spam rejected

1210	2.1.0 Other address status (success)
1211	2.1.1 Bad destination mailbox address (success)
1212	2.1.2 Bad destination system address (success)
1213	2.1.3 Bad destination mailbox address syntax (success)
1214	2.1.4 Destination mailbox address ambiguous (success)
1215	2.1.5 Destination mailbox address valid (success)
1216	2.1.6 Mailbox has moved (success)
1217	2.1.7 Bad sender's mailbox address syntax (success)
1218	2.1.8 Bad sender's system address (success)
1220	2.2.0 Other or undefined mailbox status (success)
1221	2.2.1 Mailbox disabled not accepting messages (success)
1222	2.2.2 Mailbox full (success)
1223	2.2.3 Message length exceeds administrative limit (success)
1224	2.2.4 Mailing list expansion problem (success)
1230	2.3.0 Other or undefined mail system status (success)
1231	2.3.1 Mail system full (success)
1232	2.3.2 System not accepting network messages (success)
1233	2.3.3 System not capable of selected features (success)
1234	2.3.4 Message too big for system (success)
1240	2.4.0 Other or undefined network or routing status (success)
1241	2.4.1 No answer from host (success)
1242	2.4.2 Bad connection (success)
1243	2.4.3 Routing server failure (success)
1244	2.4.4 Unable to route (success)
1245	2.4.5 Network congestion (success)
1246	2.4.6 Routing loop detected (success)
1247	2.4.7 Delivery time expired (success)
1250	2.5.0 Other or undefined protocol status (success)
1251	2.5.1 Invalid command (success)
1252	2.5.2 Syntax error (success)
1253	2.5.3 Too many recipients (success)
1254	2.5.4 Invalid command arguments (success)
1255	2.5.5 Wrong protocol version (success)
1260	2.6.0 Other or undefined media error (success)
1261	2.6.1 Media not supported (success)
1262	2.6.2 Conversion required and prohibited (success)
1263	2.6.3 Conversion required but not supported (success)
1264	2.6.4 Conversion with loss performed (success)
1265	2.6.5 Conversion failed (success)

1270	2.7.0 Other or undefined security status (success)
1271	2.7.1 Delivery not authorized, message refused (success)
1272	2.7.2 Mailing list expansion prohibited (success)
1273	2.7.3 Security conversion required but not possible (success)
1274	2.7.4 Security features not supported (success)
1275	2.7.5 Cryptographic failure (success)
1276	2.7.6 Cryptographic algorithm not supported (success)
1277	2.7.7 Message integrity failure (success)
1410	4.1.0 Other address status (transient)
1411	4.1.1 Bad destination mailbox address (transient)
1412	4.1.2 Bad destination system address (transient)
1413	4.1.3 Bad destination mailbox address syntax (transient)
1414	4.1.4 Destination mailbox address ambiguous (transient)
1415	4.1.5 Destination mailbox address valid (transient)
1416	4.1.6 Mailbox has moved (transient)
1417	4.1.7 Bad sender's mailbox address syntax (transient)
1418	4.1.8 Bad sender's system address (transient)
1420	4.2.0 Other or undefined mailbox status (transient)
1421	4.2.1 Mailbox disabled not accepting messages (transient)
1422	4.2.2 Mailbox full (transient)
1423	4.2.3 Message length exceeds administrative limit (transient)
1424	4.2.4 Mailing list expansion problem (transient)
1430	4.3.0 Other or undefined mail system status (transient)
1431	4.3.1 Mail system full (transient)
1432	4.3.2 System not accepting network messages (transient)
1433	4.3.3 System not capable of selected features (transient)
1434	4.3.4 Message too big for system (transient)
1440	4.4.0 Other or undefined network or routing status (transient)
1441	4.4.1 No answer from host (transient)
1442	4.4.2 Bad connection (transient)
1443	4.4.3 Routing server failure (transient)
1444	4.4.4 Unable to route (transient)
1445	4.4.5 Network congestion (transient)
1446	4.4.6 Routing loop detected (transient)
1447	4.4.7 Delivery time expired (transient)
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1451	4.5.1 Invalid command (transient)
1452	4.5.2 Syntax error (transient)
1453	4.5.3 Too many recipients (transient)

1454	4.5.4 Invalid command arguments (transient)
1455	4.5.5 Wrong protocol version (transient)
1460	4.6.0 Other or undefined media error (transient)
1461	4.6.1 Media not supported (transient)
1462	4.6.2 Conversion required and prohibited (transient)
1463	4.6.3 Conversion required but not supported (transient)
1464	4.6.4 Conversion with loss performed (transient)
1465	4.6.5 Conversion failed (transient)
1470	4.7.0 Other or undefined security status (transient)
1471	4.7.1 Delivery not authorized, message refused (transient)
1472	4.7.2 Mailing list expansion prohibited (transient)
1473	4.7.3 Security conversion required but not possible (transient)
1474	4.7.4 Security features not supported (transient)
1475	4.7.5 Cryptographic failure (transient)
1476	4.7.6 Cryptographic algorithm not supported (transient)
1477	4.7.7 Message integrity failure (transient)
1510	5.1.0 Other address status (permanent)
1511	5.1.1 Bad destination mailbox address (permanent)
1512	5.1.2 Bad destination system address (permanent)
1513	5.1.3 Bad destination mailbox address syntax (permanent)
1514	5.1.4 Destination mailbox address ambiguous (permanent)
1515	5.1.5 Destination mailbox address valid (permanent)
1516	5.1.6 Mailbox has moved (permanent)
1517	5.1.7 Bad sender's mailbox address syntax (permanent)
1518	5.1.8 Bad sender's system address (permanent)
1520	5.2.0 Other or undefined mailbox status (permanent)
1521	5.2.1 Mailbox disabled not accepting messages (permanent)
1522	5.2.2 Mailbox full (permanent)
1523	5.2.3 Message length exceeds administrative limit (permanent)
1524	5.2.4 Mailing list expansion problem (permanent)
1530	5.3.0 Other or undefined mail system status (permanent)
1531	5.3.1 Mail system full (permanent)
1532	5.3.2 System not accepting network messages (permanent)
1533	5.3.3 System not capable of selected features (permanent)
1534	5.3.4 Message too big for system (permanent)
1540	5.4.0 Other or undefined network or routing status (permanent)
1541	5.4.1 No answer from host (permanent)
1542	5.4.2 Bad connection (permanent)
1543	5.4.3 Routing server failure (permanent)

1544	5.4.4 Unable to route (permanent)
1545	5.4.5 Network congestion (permanent)
1546	5.4.6 Routing loop detected (permanent)
1547	5.4.7 Delivery time expired (permanent)
1550	5.5.0 Other or undefined protocol status (permanent)
1551	5.5.1 Invalid command (permanent)
1552	5.5.2 Syntax error (permanent)
1553	5.5.3 Too many recipients (permanent)
1554	5.5.4 Invalid command arguments (permanent)
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1560	5.6.0 Other or undefined media error (permanent)
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1562	5.6.2 Conversion required and prohibited (permanent)
1563	5.6.3 Conversion required but not supported (permanent)
1564	5.6.4 Conversion with loss performed (permanent)
1565	5.6.5 Conversion failed (permanent)
1570	5.7.0 Other or undefined security status (permanent)
1571	5.7.1 Delivery not authorized, message refused (permanent)
1572	5.7.2 Mailing list expansion prohibited (permanent)
1573	5.7.3 Security conversion required but not possible (permanent)
1574	5.7.4 Security features not supported (permanent)
1575	5.7.5 Cryptographic failure (permanent)
1576	5.7.6 Cryptographic algorithm not supported (permanent)
1577	5.7.7 Message integrity failure (permanent)
2000	Authentication failed
3000	Invalid parameter
3001	Invalid start time
3002	Invalid expire time
3003	Invalid messageId
3004	Invalid from address
3005	Invalid to address
4000	Link clicked
4001	E-mail read
4002	Unsubscribed

Recommendations

Here are a few useful recommendations during integration.

Size of requests

We recommend you send requests that are less than 20MB if possible. i.e. 100 e-mails of 200KB size in a sendMulti or a composeSendMulti request.

Threading of requests

We recommend that you use threading in your application and submit parallel requests to increase performance. Also consider using the Multi versions of the requests if possible.

Retrieve status for e-mails

It's recommended to not spam get status requests, i.e. check result each minute.

Instead wait 5 minutes after the e-mail has been submitted or after the specified start time has occurred and then check in a 10-minutes interval the first hour, then only check once per hour, and after 24h only check every 12h. This recommendation is for smaller sendings, less than 20000 e-mails. Larger sendings should check status more seldom. Please ask the technical support if you're uncertain.

Status updates may arrive from bounces etc, but will probably not arrive more than 48h after the first non-Queued (1000) response code.

The status will be stored minimum 20 days from the submit date, but will be removed shortly after 30 days.

Please don't write infinite loops that will check status codes for eternity, Invalid messageId (3000) will be returned when the status has been deleted.

Scheduled sendings

Use scheduled e-mails if possible and are doing large sendings that you want to be delivered at a certain time. All e-mails can't be delivered simultaneous, but the system may poll mail servers to reduce greylisting before the e-mails should be delivered which may shorten the delivery time.

Internationalization and user friendly

It's recommended to use UTF-8 in HTML and text documents.

Use only accepted web formats such as GIF, PNG, JPEG, PDF instead of BMP, DOC (Microsoft Word), DOCX, XLS or XLSX when composing your e-mail to ensure that the recipient can read your message.

Consider making a link to your document instead of submitting large documents which the user may not be interested in, to save bandwidth and storage for your recipient.

Remember that many users are using mobile phones to view their e-mail today and want to read your message fast.