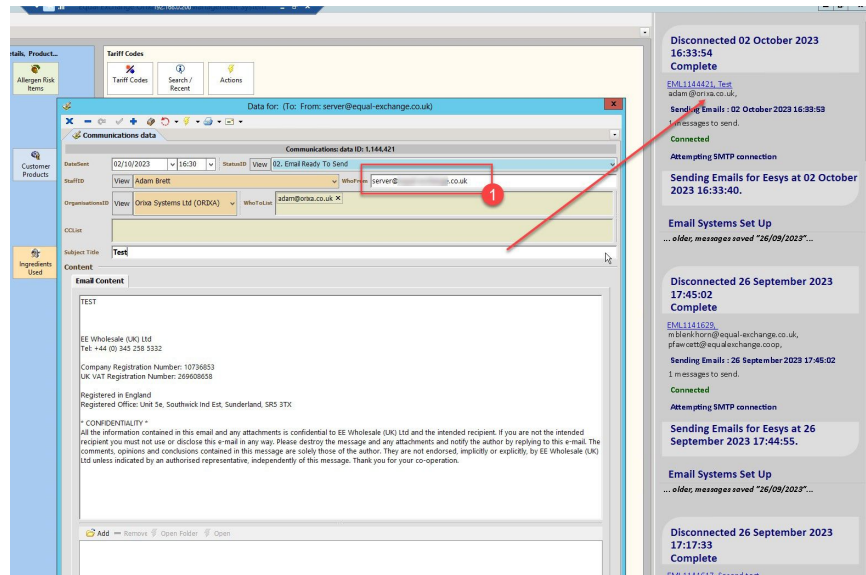


Automated Email Settings for EESys

EESys sends email using the standard SMTP protocol. SSL/TSL encryption / security is applied, so email servers "trust" the resulting emails, and addresses are verified to match sending accounts. Making all this work requires some technical set up. How to do this is detailed in the following document.

Successfully sending a message



EESys, send email

When EESys successfully sends emails, users should see the above image. Note the "Message Log" on the right hand side of the screen, showing the details of the sent message. Note the email address marked at 1., in the image. The contents of the test email are shown in the main Edit Form in the image

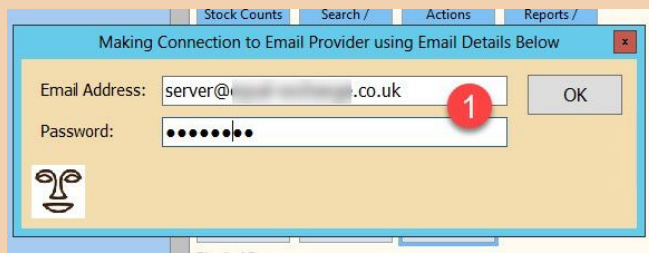
Email Settings

Email Settings

Each user on EESys has their own Email Settings.

These are shown, and set, in the attached image. Note that the email address shown at 1., matches the email address used in the email.

The details entered for other "outgoing mail server" settings should also match the settings of your email server provider.



Send email dialog-box

When a user actually sends emails, their details are confirmed in a "making connection" step.

The details marked at 1., in the image should match those entered elsewhere on the system.

Trying to trouble-shoot problems.

If the email entered in the "WhoFrom" field of the Communications record does not match the one used for the email settings, the email will not transmit successfully. Please check these values match when there are issues sending emails. This is test text I am adding to the record to see how the word wrap performs. and it is not working correctly.

If the Password entered in the email settings does not match the values used in the "making connection" step, then the email will not transmit successfully. Please check these values match when there are issues sending emails.

Equal Exchange Logo.jpg	08/12/2022 12:54	JPEG image	36 KB
OxDBCUtil.exe	28/11/2022 09:23	Application	21,441 KB
libeay32.dll	29/09/2022 16:50	Application extens...	2,234 KB
ssleay32.dll	29/09/2022 16:50	Application extens...	378 KB
en_US.aff	28/11/2020 19:02	AFF File	4 KB
en_GB.aff	28/11/2020 19:02	AFF File	73 KB
en_GB.dic	28/11/2020 19:02	Text Document	686 KB

SSL/TCP library files.

To make the email send successfully, EESys refers to 2 open-source, public code libraries. If EESys cannot see these files or it tries to load the wrong version of these files, then the email will not transmit successfully.

If EESys fails to send emails with a message similar to "security credentials did not match" or "failure to register security credentials", there may be an issue with EESys "seeing" the correct version of these files. In this case please take the following steps:

1. Check which version of EESys the user is accessing, the actual "exe" file, either on their machine, or on a server.
2. Check that the 2 dll files shown in the image above are present in the **same folder** as this "exe" file. Be sure to check the **size** of the dlls, as these exist in a number of different versions. The sizes should exactly match the sizes shown above.
3. If the dlls are incorrect or missing, replace them with the correct versions. The correct versions are kept in the "Uploads" store on the server.
4. If correcting these dlls does not work, please search the user's machine for other versions of the dlls. If they are present elsewhere on their systems it is possible that the alternative versions are a cause of the conflict. Note the the powerful free utility program: "UltraSearch" by Jam Software is a really useful tool for fast searching of a user's entire hard-drive to locate specific files. If necessary download and use this utility to look for the files.

