Emailing from The E2 Shop System

With recent releases of E2SS (at least 7.2.7.23), we will be allowing two protocols for EMail delivery. A new protocol for EMail delivery – Simple Mail Transfer Protocol (SMTP) – is now available. Please note that anti-virus software and junk mail filters can interfere with SMTP delivery so users should verify that their products work together. If they do not, you may consider continuing to use the Exchange protocol.

We have added new fields to the User Table to accommodate this: **EMail address**, **Server Name**, **Server Port, Encryption Protocol, Encryption Type, SMTP User ID** (email account login), and **SMTP Password** (email account password).


You will need to work with the person who administers **The E2 Shop System** and the person responsible for you company's computers to configure the appropriate email delivery system.

Settings
Login to E2 as a user that has access to **System Maintenance | User Maintenance**. Edit the user id in question. Click on the **E-Mail Settings** tab. The default **Email Type** will be **Exchange**.

When deciding which protocol to use, there are a few things to consider:

- What program do you use now for email that you send or receive outside of the E2 Shop System? If you are accustomed to looking for email that you send in the Sent Items folder in Outlook or Outlook Express, then you should consider using Exchange. Be aware that you will get the following pop-up message when trying to send email out of E2 with the email protocol set to Exchange.
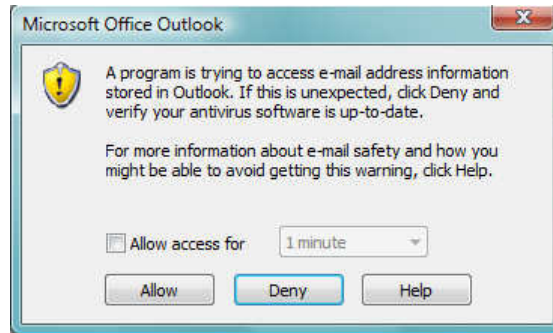
- If you do not want to see the above warning message, then you should consider using the SMTP protocol. If you use the SMTP protocol, E2 will *NOT* put a copy of the sent message in the Sent Items folder in Outlook or Outlook Express.

- Do you use some sort of web based email system; like Gmail, AOL, Yahoo! Mail? If you do, then you will probably want to use the SMTP protocol.

EMail address will be the users actual email address. The **SMTP Server Name** will be your Exchange Server's fully qualified name (servername.domain.local or servername.domain.com) or IP address. If you do not have an Exchange Server, then you will use your ISP's or email host's server name (like smtp.gmail.com). The **Server Port** is the communication port your server uses to send mail in and out. The default port for EMail servers is typically 25, but you should check with your provider to ensure you have the correct port.

Your mail server or email host may or may not require that connections be encrypted. If an encrypted connection is required then select 'SSL' (Secured Sockets Layer) if not, then select 'None' for the **Encryption Protocol**.

If you have an Exchange Server, then enter the **User's Network Login** in the **SMTP User ID** field. Enter the **User's Network Password** in the **SMTP Password** field by clicking the **Change SMTP Password** button.
**Note: When tested, if the email fails or you get an error, try clearing the SMTP User ID and password fields. Your mail server may allow open relay from authenticated computers on your domain.

If your email is hosted externally, then you will need to enter the **SMTP User ID** and **SMTP Password**.

You can often confirm that all of your settings are correct by checking the user's email Account Settings in Outlook or Outlook Express. In Outlook/Outlook Express, click Tools | Account Settings or Tools | Account respectively.

EMails sent via SMTP will not automatically display in the sender's outbox or sent items; so we have included a checkbox on this screen so users can opt to have a copy of the EMail forwarded to their Inbox. The sender will be BCC'd on the EMail so a copy will be forwarded to them also. This option will not be checked by default so users will have to check it if they want a copy of the EMail. Attachments can be included to EMails as usual. CC and BCC options are now available in both protocols and easily selected in the Email Recipients section of the Email Report dialog box. Emails will be delivered as one Email with a distribution list.

Exchange Email Type
If you use Outlook or Outlook Express as your default Email program and integrate it with E2SS. There are some settings that you will need to configure to make sure that it does work.
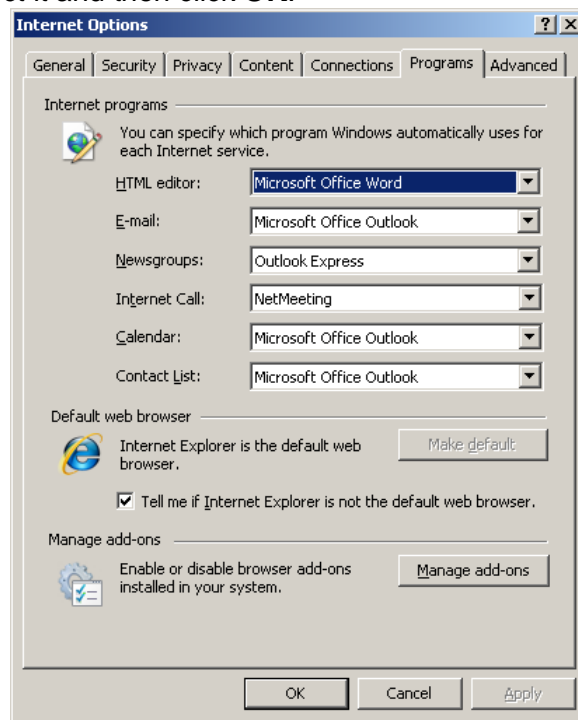
1. Open **Internet Explorer**.
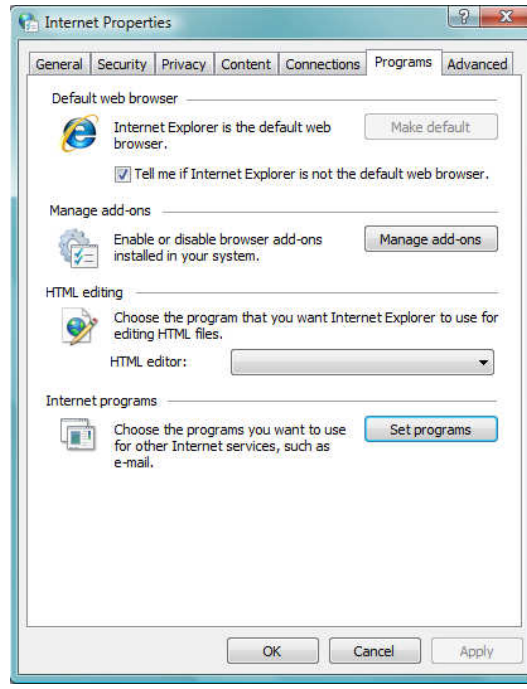
2. In the Toolbar, click on **Tools | Internet Options**.
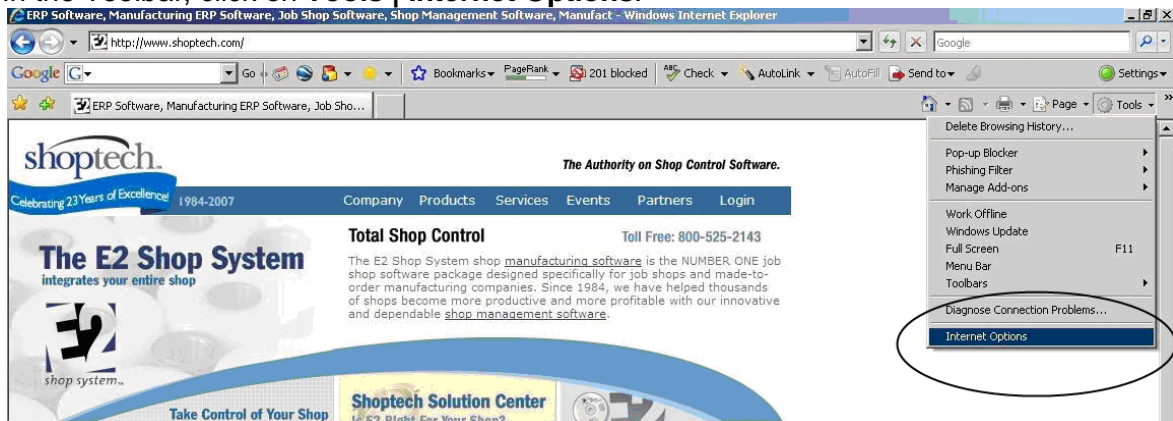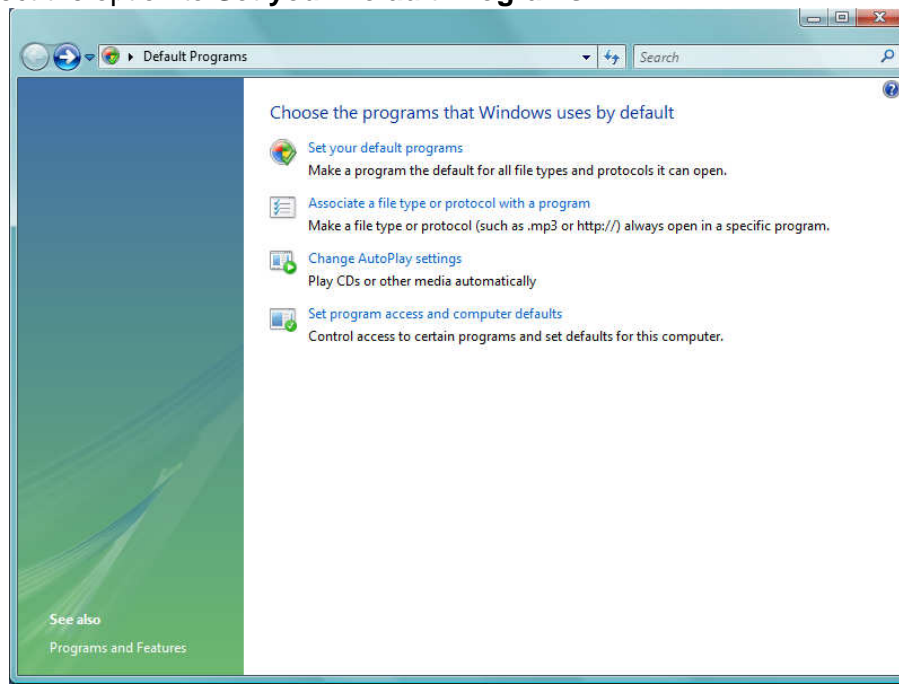

3. Click on the **Programs** tab.

   a. If your computer's operating system is **Windows XP**, the Email drop down menu is your Default Email application. If you use Microsoft Office Outlook you will need to select it and then click **OK**.
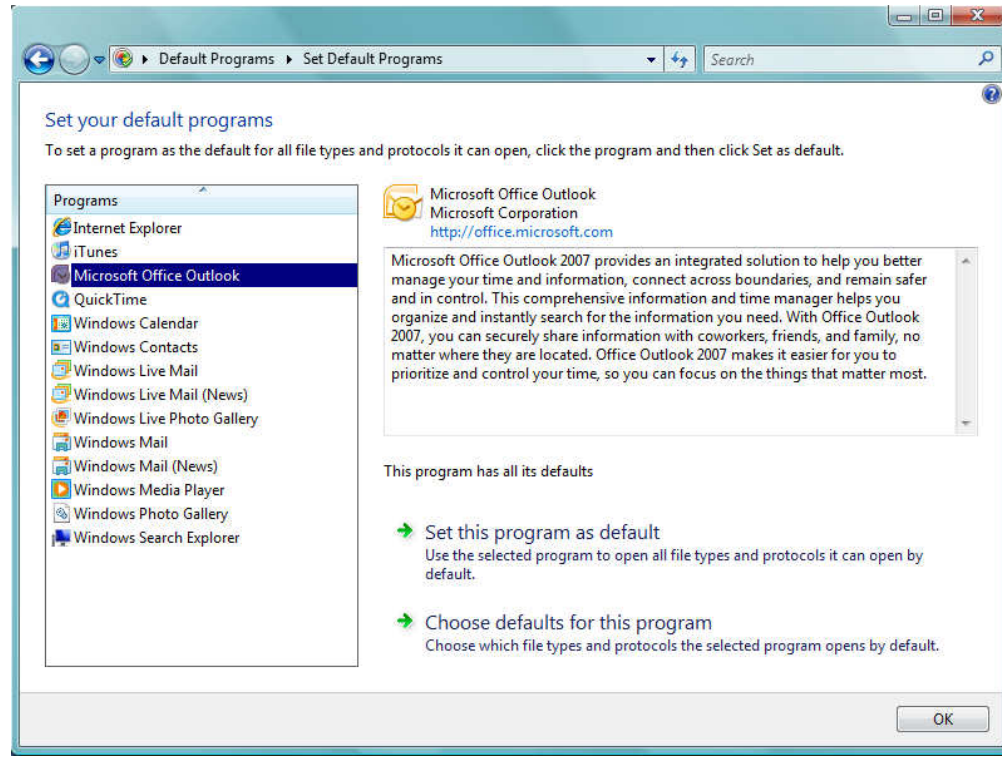

   b. If your computers operating system is **Windows Vista or Windows 7**, click the **Set Programs** button.

c. Select the option to **Set your Default Programs**.

d. Select **Microsoft Office Outlook** (or other email program like Outlook Express) from the list of Programs. Click the option to **Set this program as default**.

    e. Click **OK** to close this window, click the **X** to close the Default Programs window, and click **OK** to close the Internet Options window.

    f. Close Internet Explorer.

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NOTE: These settings are workstation specific. That means that if you have additional E2 users that need to be able to email out of E2, the same procedure needs to be followed at their workstations.