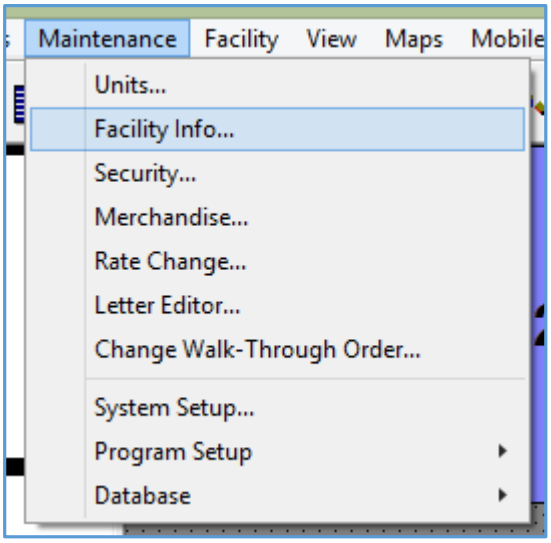
How to Setup and Troubleshoot Email

by Marcus Clarke, Software Engineer

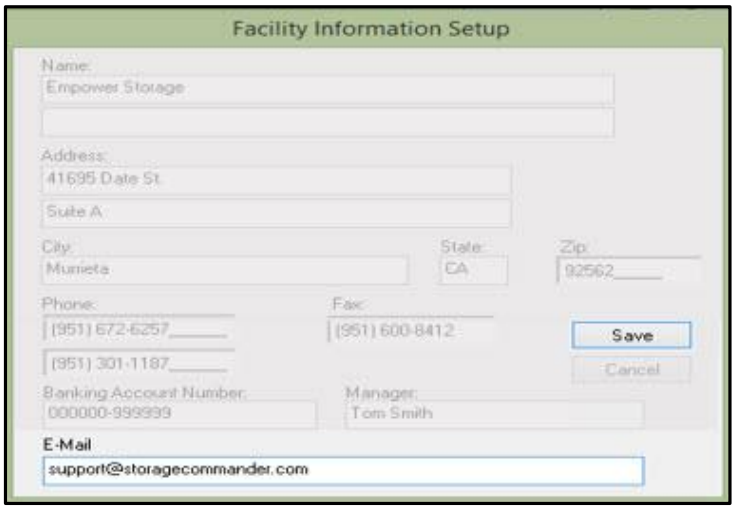
Setup

Configuring the email settings in Storage Commander is very similar to setting up email in Microsoft Outlook or Mozilla Thunderbird.

1. You must get your ***email account information*** from your ***email provider***.
   - 1.1. An ***email provider*** is the company that you purchased an email address from or gave you an email address.
   - 1.2. ***Email account information*** consists of the following:
     - 1.2.1. Email Address
     - 1.2.2. User Name
     - 1.2.3. Password
     - 1.2.4. SMTP Server Name (example: smtp.gmail.com)
     - 1.2.5. Server Port Number (examples: 25, 465, 587)
     - 1.2.6. Secure Connection settings (Non-secure, SSL or TLS authentication)
2. Input the information into Storage Commander.
   - 2.1. Start Storage Commander, and log in. You must log in with a user account that can edit the facility's information and the email settings.
   - 2.2. Go to **Maintenance | Facility Info…**

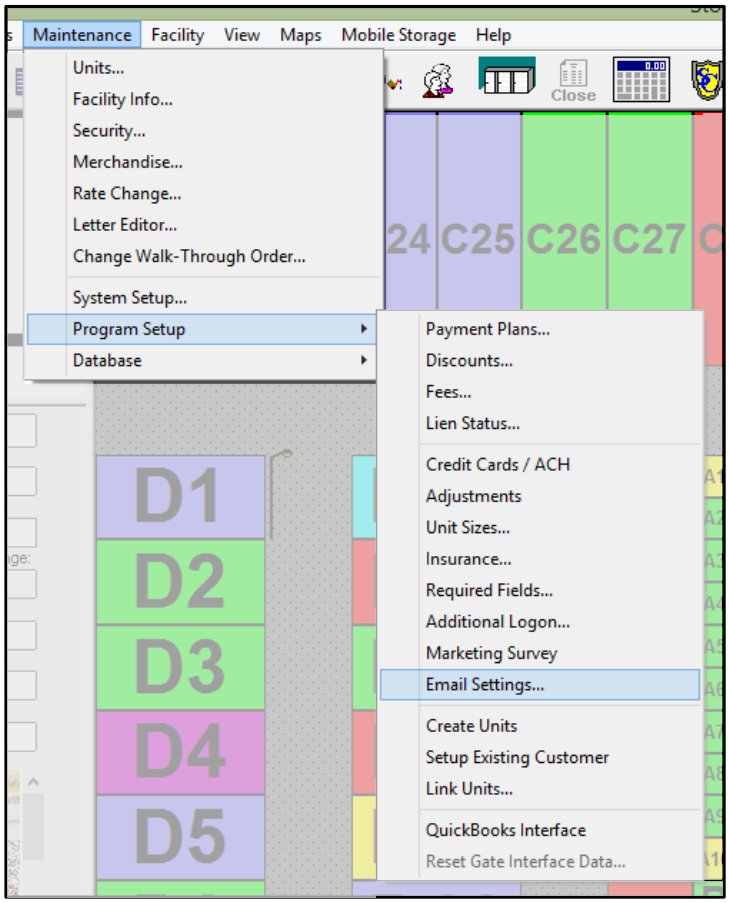


2.3. Once you have opened the **Facility Information Setup** window, go to the **E-Mail** section of the window to enter the facility's email address.

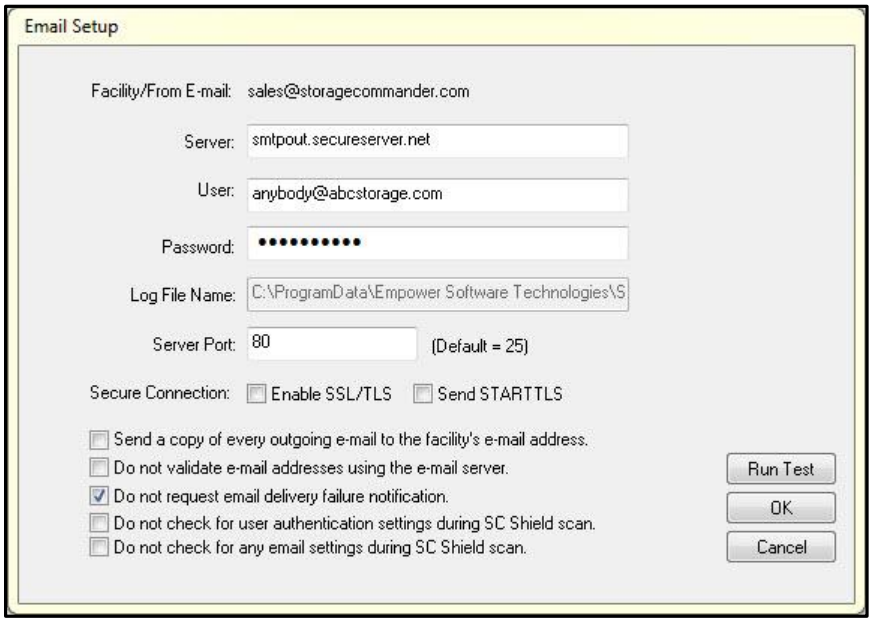


2.4. Click on the **Save** button when you are done.

2.5. To setup Storage Commander to match the required configuration setting of your email provider, go to **Maintenance | Program Setup | Email Settings...**



2.6. The **Email Setup** window will be displayed.



2.7. The minimum that you need to fill out is the **Server**, **User**, **Password**, **Server Port**, and the **Secure Connection** check boxes. You need to fill this information in using the **email account information** that you received from your **email provider** earlier.

2.8. Turn on **Enable SSL/TLS** if the **email provider** tells you that their email server requires either SSL or TLS authentication. If they require TLS authentication, then turn on **Send STARTTLS**.

2.9. ☐ Send a copy of every outgoing e-mail to the facility's e-mail address.

This option will add a **BCC** (**blind carbon copy**) to the **Facility/From E-mail** address for every email that is sent from Storage Commander. This is generally not necessary, and this option is off by default.

2.10. ☐ Do not validate e-mail addresses using the e-mail server.

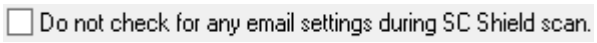
Storage Commander allows you to manually validate email addresses (they are also automatically validated during the End of Day processing). Validation is where the syntax of the email address (such as making sure there is a ".com" at the end, and there is an "@" symbol in the email address) and the existence of the email address is checked. The existence of the email address is verified using the email server, and some email servers do not accept these requests. If the email servers rejects requests to check the existence of mailboxes, then you would need to turn this option on. However, since that is very uncommon, this option is turned off by default.

2.11. ☑ Do not request email delivery failure notification.

Some email servers allow you to request an email delivery failure notification if the email is not delivered successfully. Sometimes this is automatic for the email server, and sometimes the email servers do not support it. It is on by default.

2.12. ☐ Do not check for user authentication settings during SC Shield scan.

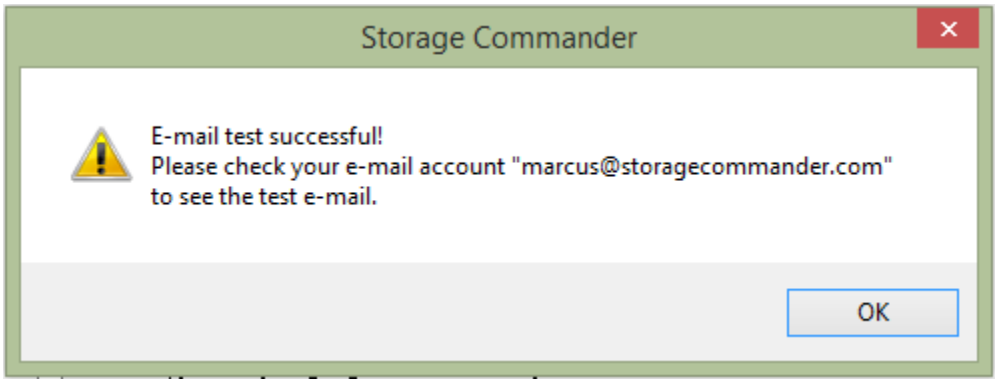
This option is only required if your **email provider** tells you that you do not need to enter a user name and password to send email (the user name and password are left blank).

2.13. 

This option is never recommended except in certain rare circumstances as directed by our technical support department.

2.14.

Once you have all of the email settings filled in, click on the **Run Test** button. If you have completed the email setup successfully, then you will see this window in Storage Commander:



If you did not receive this “test successful” message, then read the **Troubleshooting** section for more information.

1. **Maintenance | Program Setup | Email Settings…** or **Maintenance | Facility Info…** is grayed out.
   1.1. Your Storage Commander administrator must enable your Security clearance for this setting using **Maintenance | Security**. Contact the owner of the facility, your regional manager, or whomever has clearance to use **Maintenance | Security**.
2. **Potential failure messages after you click the Run Test button. An ellipsis (...) will be used in place where some portion of your email account information would be listed**.
   2.1. Error with connecting server; current server: **...**;getaddrinfo failed for **…**, error: 0x00002af9
      2.1.1. *The **Server** name is not correct.*
   2.2. Error with connecting server; current server: **…**; connect failed, error: 0x0000274c
      2.2.1. *The **Server Port** is not correct.*
   2.3. Error with user authentication;Server says: 535 Authentication Failed for **…**
      2.3.1. ***User** or **Password** is not correct.*
   2.4. Error when connecting server; socket timeout(exact)
      2.4.1. You do not have an internet connection.
      *2.4.2. You need to turn off **Send STARTTLS**.*
3. **If you are still having trouble, then please call your email provider's technical support department. Ask them to setup your email account in Storage Commander.**
   3.1. If the **email provider** refuses to help you setup Storage Commander, then ask them to help you setup Microsoft Outlook or Mozilla Thunderbird to send email.
   3.2. If you do not have access to Microsoft Outlook on any computer, then you can download Mozilla Thunderbird from https://www.mozilla.org/en-US/thunderbird/
   3.3. If you can do not understand how to copy the email settings from Outlook or Thunderbird to Storage Commander, please contact a qualified computer technician to help you do this.
4. **Can I contact Empower Software to setup my email in Storage Commander?**
   4.1. You must have a computer technician contact us directly to discuss the problems that they are encountering while setting up the email in Storage Commander.
   4.2. The computer technician must have all of the **email account information** from your **email provider**, and they must have tried to setup the email settings in Storage Commander.
   4.3. They must have either Microsoft Outlook or Mozilla Thunderbird successfully set up to send emails (even if you never intend to use Outlook or Thunderbird to send emails. For example: if you log into your email through a website like Gmail or Yahoo! instead of a desktop application). If this step has not been done, then the computer technician must contact the **email provider** to complete this step.
   4.4. You must use a SMTP email server. We do not support sending mail through a Microsoft Exchange server. If your email address is provided through a Microsoft Exchange server, then Outlook/Thunderbird must be set up as an SMTP email server, not an Exchange email server.
   4.5. You can have the computer technician email us a screenshot of the error message, screenshots of the settings from Outlook/Thunderbird, and include all of the **email account information** in an email to **support@storagecommander.com**. If needed, the computer technician can request to schedule a time to speak to a Storage Commander technician by calling (951) 672-6257, and then speak to the receptionist to schedule this appointment.