APPLICATION NOTE

Product Family: Do-More

Number: AN-DM-001

Subject: Do-More email setup and functionality

Date Issued: 10-3-2013

Revision:

Do-more Email functionality

- What it can do and what it can't do

- Setting up the email function

- Other configuration items necessary for email to function

What it can and can't do…

Do-more can do SMTP, SMTP Authenticated and POP3 before SMTP Authentication.
Do-more CANNOT do SSL or STARTTLS.

Other caveats…

- A Do-more CPU with a built-in Ethernet port is required. (Cannot use an ECOM)

- The specific port numbers entered must be determined by the email provider.

- POP3 before SMTP Authentication is supported however… the ISP/Email provider must use the same IP address for the SMTP server and POP3 server. They are not separate fields in Do-more.

Who do we work with?

- Any email server that supports SMTP, SMTP Authentication or POP3 before SMTP Authentication.

- AuthSMTP.com. Going through a service like this allows any other email server to work. (GMAIL is in this camp)

Steps to Configure Email

- Gather all necessary information to connect to ISP/Email Provider to include:

    - Authentication method required by ISP (SMTP AUTH, POP before SMTP, SSL, etc…)

    - SMTP server IP/DNS and port number

    - POP server IP/DNS and port number

    - Log on credentials

    - Domain name (IE… myemail@xxxxx.xxx)

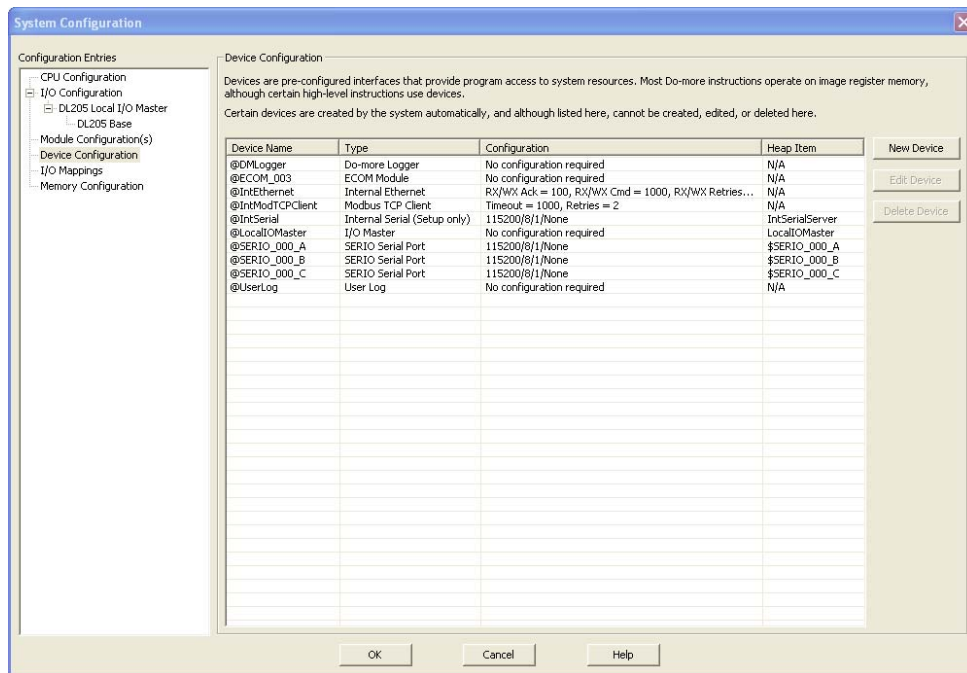   - Allowed email addresses for account

    - Email addresses to send to

Steps to Configure Email

Server Config

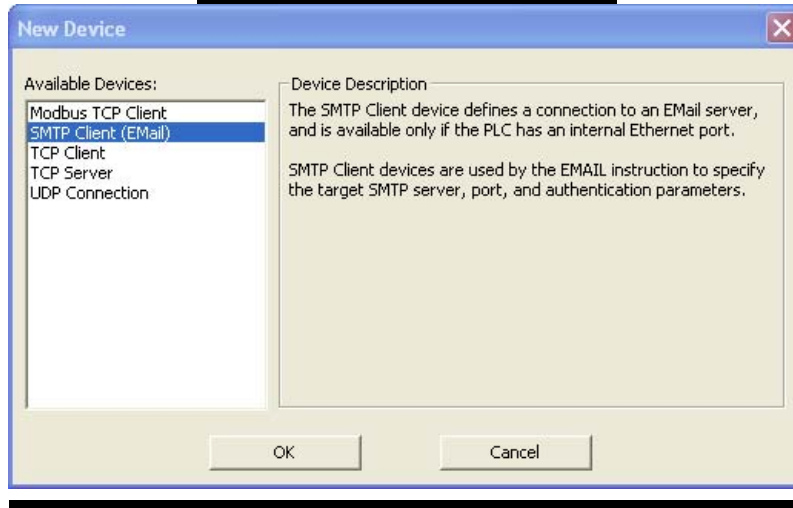Go to the System Configuration screen, click on "Device Configuration" on the left hand side.
Click on the "New Device" button on the right hand side.

Server Config

Choose "SMTP Client (Email)" and click Ok.

Steps to Configure Email Server Config (Ladder method)

Fill in the information acquired from the ISP/Email provider in this instruction.
If you want to use a DNS name for the Email server, leave the "SMTP Server IP Address" as is and use the DNS Lookup instruction in ladder.

Steps to Configure EMAIL

You just fill in the target email address, any CCs or BCCs you need, the Subject and the Message Body. You can also embed variable data in the Message Body.

Steps to Configure Email

Using DNS name for the Mail server requires 2 steps: the DNSLOOKUP instruction (added to Do-more in version 1.1) and a DEVWRITE instruction. The DNSLOOKUP finds the IP address for the DNS mail server name. The DEVWRITE then plugs that IP address into the EMAIL setup. You can view the IP address retrieved by the DNSLOOKUP instruction in Data View. There is a selection to view the value in IP address format.

Other items: Default Gateway

Probably one of the most common mistakes made when setting up Do-more to send email (or to be accessible on the Internet) is not specifying the Gateway address. The Do-more CPU cannot respond to nor target an IP address that is not on its subnet without the Gateway (which a public IP address WILL be). The default gateway IP address is the IP address of the router.

Other items: Error Bits/Codes
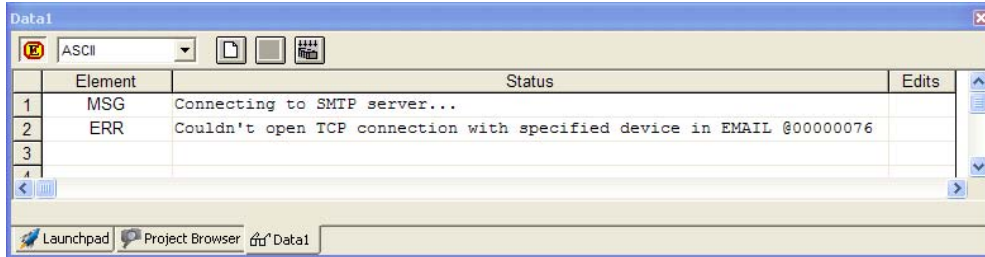
There are Success and Error bits in the EMAIL instruction to alert the status of an email. To see more details about why an Error occurred when sending an email, use the System Tag called, "ERR". The System Tag called, "MSG" will give information about which step in the emailing process that Do-more is currently in.

Other items: Detailed diagnostics

You can gather a great deal of info about the emailing process by enabling
a System Bit called, "$EnableMsgDump".
Then run the Do-more Logger application (found in Launchpad
applications), to log the steps of the email process.

**Technical
Assistance:** If you have questions regarding this Application Note, please contact us at
770-844-4200 for further assistance.