



# APPLICATION NOTE

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**Product Family: C-more**

**Number: AN-EA-013**

**Subject: C-more email setup and functionality**

**Date Issued: 10-3-2013**

**Revision:**

## C-more Email functionality

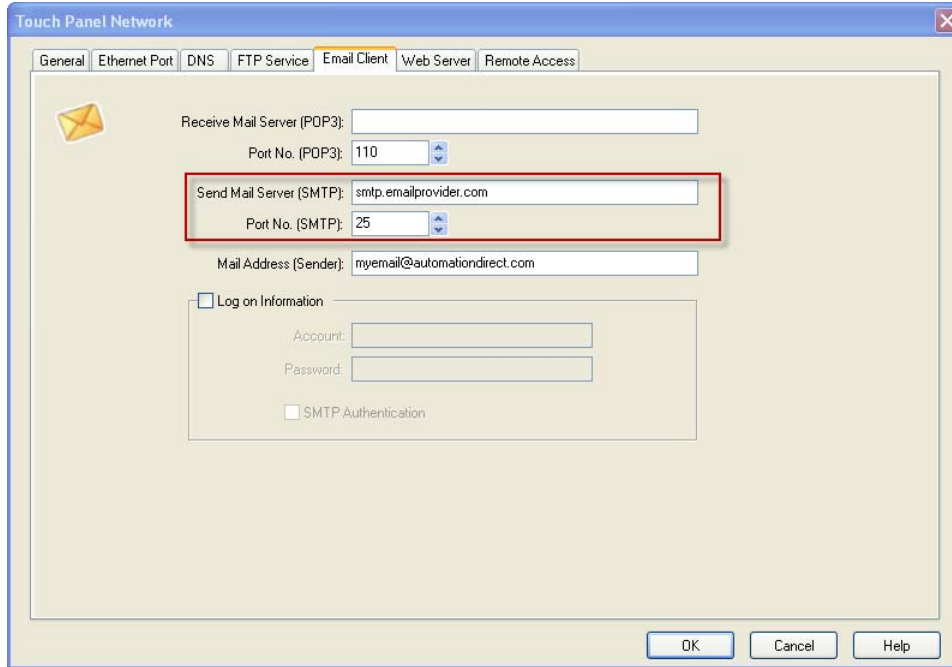
- What it can do and what it can't do
- Setting up the email function
- Other configuration items necessary for email to function



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## What it can and can't do...



With only the SMTP server filled in, C-more does only standard SMTP protocol.



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## What it can and can't do...

The screenshot shows the 'Email Client' configuration window in the 'Touch Panel Network' software. The window has several tabs: 'General', 'Ethernet Port', 'DNS', 'FTP Service', 'Email Client', 'Web Server', and 'Remote Access'. The 'Email Client' tab is selected. The configuration fields are as follows:

- Receive Mail Server (POP3): pop.emailprovider.com
- Port No. (POP3): 110
- Send Mail Server (SMTP): smtp.emailprovider.com
- Port No. (SMTP): 25
- Mail Address (Sender): myemail@automationdirect.com

Below these fields, there is a section for 'Log on Information' with a checkbox that is unchecked. It contains two input fields: 'Account:' and 'Password:'. At the bottom of this section, there is another checkbox labeled 'SMTP Authentication' which is also unchecked. At the bottom right of the window, there are three buttons: 'OK', 'Cancel', and 'Help'.

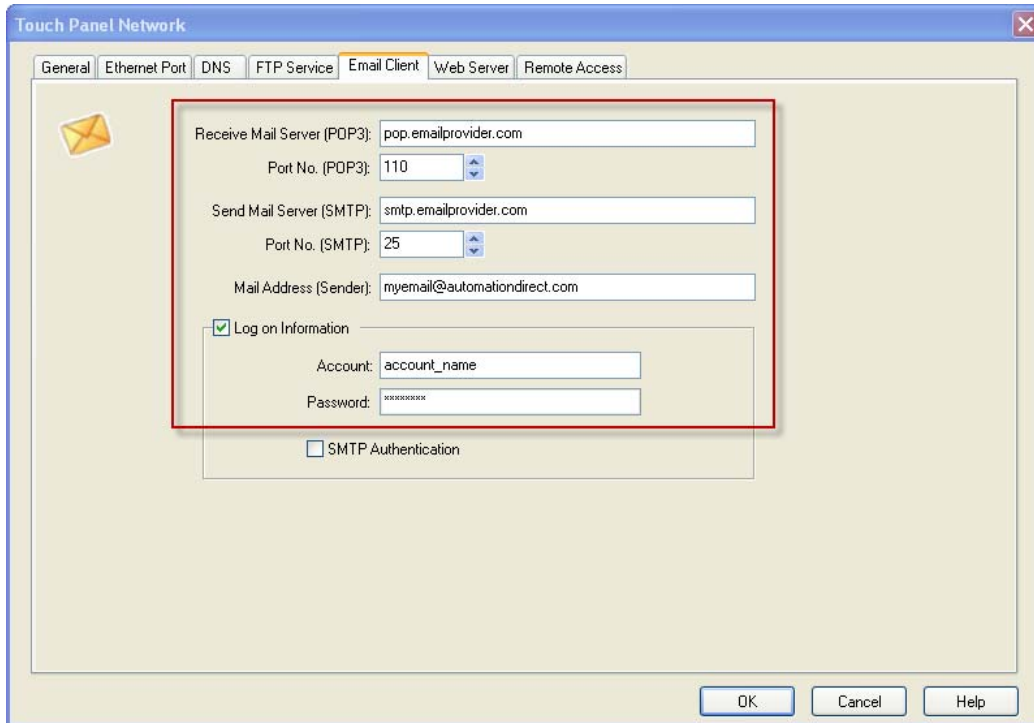
With both the SMTP server field and the POP server field filled in, C-more STILL does standard SMTP. Log on credentials are required for POP before SMTP.



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# What it can and can't do...



This setup does POP before SMTP properly.



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## What it can and can't do...

The screenshot shows the 'Email Client' configuration window in the 'Touch Panel Network' application. The window has several tabs: General, Ethernet Port, DNS, FTP Service, Email Client (selected), Web Server, and Remote Access. The 'Email Client' tab contains the following fields and options:

- Receive Mail Server (POP3): [Empty text box]
- Port No. (POP3): 110 (dropdown menu)
- Send Mail Server (SMTP): smtp.emailprovider.com (text box)
- Port No. (SMTP): 25 (dropdown menu)
- Mail Address (Sender): myemail@automationdirect.com (text box)
- Log on Information
  - Account: account\_name (text box)
  - Password: [Masked with asterisks] (text box)
- SMTP Authentication

At the bottom of the window are three buttons: OK, Cancel, and Help. A red rectangular box highlights the 'Port No. (POP3)', 'Send Mail Server (SMTP)', 'Port No. (SMTP)', and 'Mail Address (Sender)' fields.

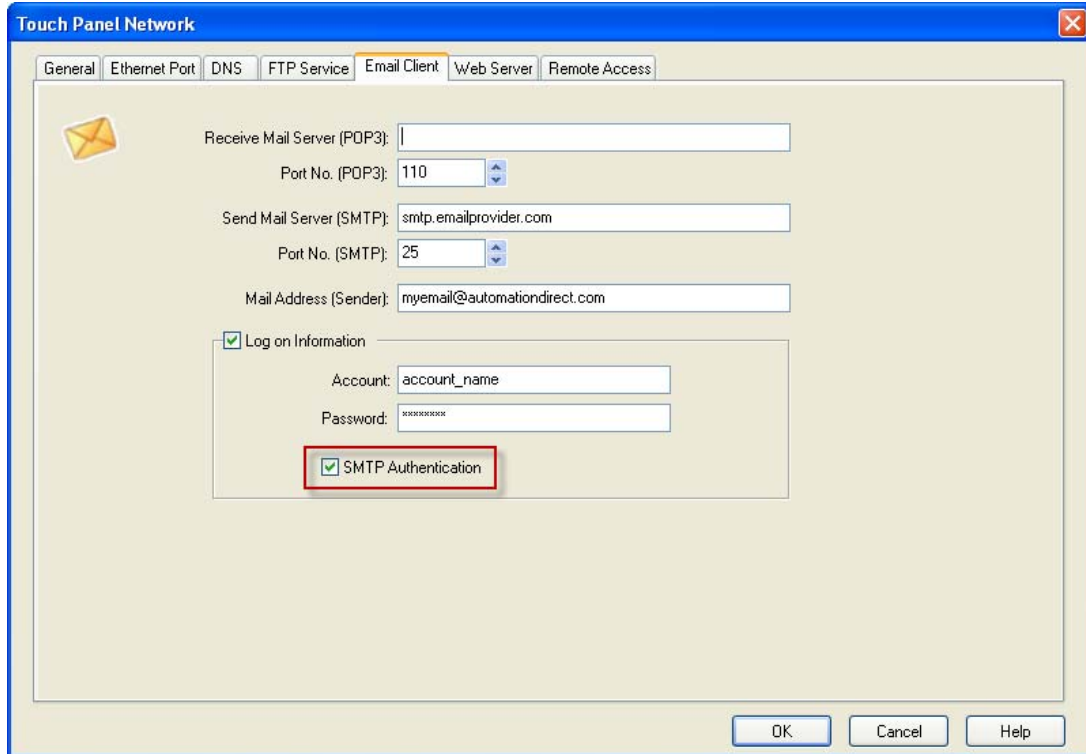
NOTE: This also does POP before SMTP even though no DNS/IP has been entered into the POP server field. C-more will use the DNS/IP entered in the SMTP server field to query the POP server for authentication but use the Port number specified for the POP3.



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## What it can and can't do...



Selecting the “SMTP Authentication” forces C-more to use SMTP Authentication protocol. Although the default SMTP port number still shows 25, the more typical port number for SMTP AUTH is 587. Port 25 will still work if the server is configured in that way.

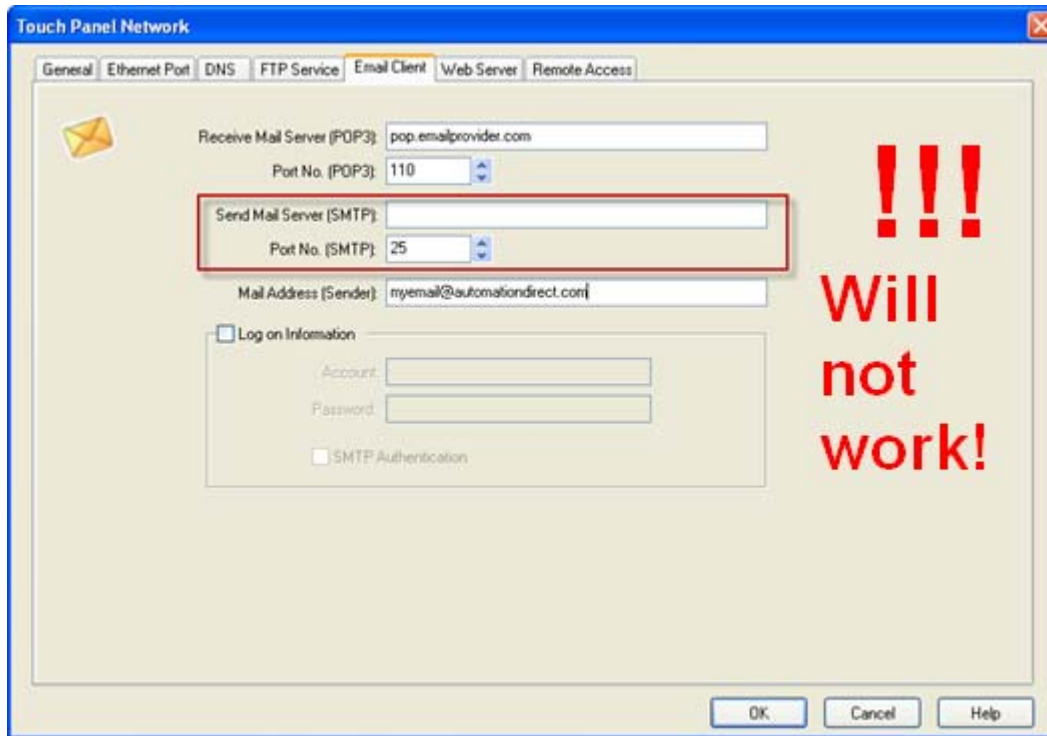
NOTE: Putting in a POP server address will do nothing in this configuration.



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## Invalid GUI Configurations



This won't work because you can't send email with POP, you can only receive. C-more doesn't receive email, it only sends. The POP server is only in the configuration for the cases where POP before SMTP Authentication is needed.



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## **Other caveats...**

- The specific port numbers entered must be determined by the email provider.
- SSL is not supported at this time.
- STARTTLS is not supported.

## **Who do we work with?**

- NOT GMAIL (they want SSL).
- AUTHSMTP.com email provider works fine.
- Anybody that supports SMTP, SMTP Authentication or POP before SMTP.





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## **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 DNS/IP and port number**
  - **POP3 server DNS/IP (if necessary) and port #**
  - **Log on credentials**
  - **Domain name (IE... myemail@xxxxx.xxx)**
  - **Allowed email addresses for account**
  - **Email addresses to send to**



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## Steps to Configure Email

The screenshot shows the "Touch Panel Network" configuration window with the "Email Client" tab selected. The window contains the following fields and options:

- Receive Mail Server (POP3):** [Empty text box]
- Port No. (POP3):** 110 (dropdown menu)
- Send Mail Server (SMTP):** smtp.emailprovider.com
- Port No. (SMTP):** 25 (dropdown menu)
- Mail Address (Sender):** myemail@automationdirect.com
- Log on Information**
  - Account:** account\_name
  - Password:** [Masked with asterisks]
- SMTP Authentication**

Buttons at the bottom: OK, Cancel, Help.

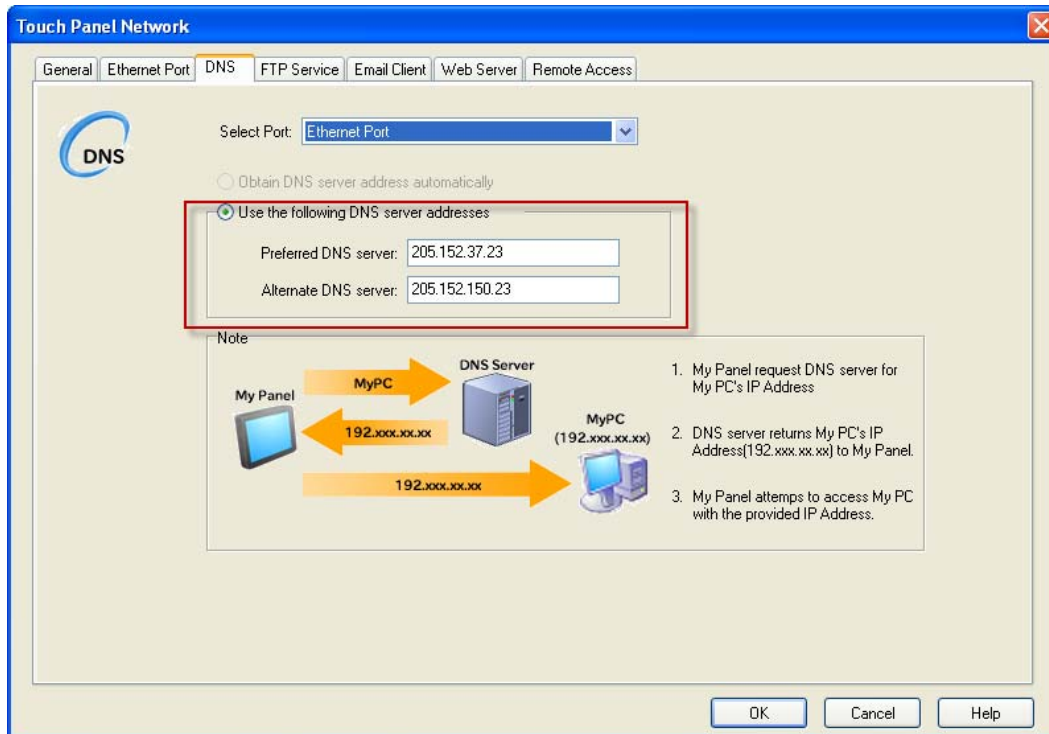
Once you have gathered the information required by the ISP/Email provider, go to the "Touch Panel Network" page of C-more and click on the "Email Client" tab. Fill in the information.



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## Steps to Configure Email



**NOTE:** In order to use DNS names for the SMTP and POP servers, C-more must be able to reach a DNS server and the IP address must be known for these servers. If this is not possible, IP addresses can be entered in the SMTP and POP server fields. To enter DNS IP addresses, go to the "DNS" tab of the "Touch Panel Network" page.



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## **DNS Servers**

- **DNS stands for Domain Name Servers. It is the function that converts your names of devices such as an email server or a website like Google.com into an IP address that your device can use to send messages.**
- **If you don't know or are unable to use DNS and you don't know the IP addresses of the SMTP and POP Servers, this can be found easily by bringing up a DOS command window on a PC with Internet access.**
- **Use the PING command to find your server. For example: ping pop.emailprovider.com or ping smtp.emailprovider.com. You will then see the public IP addresses of these server to enter in the fields of the "Email Client" tab of the "Touch Panel Network".**



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## DNS Servers

- Here is an example of PINGing a DNS name to find the public IP address. Note that it places the IP address in brackets after the DNS name. In this case, we PINGed google.com. You would simply enter in the provided DNS name for your SMTP or POP server in place of google.com.

A screenshot of a Windows command prompt window. The title bar reads "C:\WINDOWS\system32\cmd.exe". The command prompt shows the command "C:\>ping google.com" and its output. The output includes the IP address [74.125.140.101] in brackets, followed by four successful ping replies and ping statistics. The IP address and the brackets around it are highlighted with a red box.

```
C:\WINDOWS\system32\cmd.exe
C:\>ping google.com

Pinging google.com [74.125.140.101] with 32 bytes of data:

Reply from 74.125.140.101: bytes=32 time=6ms TTL=47
Reply from 74.125.140.101: bytes=32 time=6ms TTL=47
Reply from 74.125.140.101: bytes=32 time=6ms TTL=47
Reply from 74.125.140.101: bytes=32 time=6ms TTL=47

Ping statistics for 74.125.140.101:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 6ms, Maximum = 6ms, Average = 6ms

C:\>
```





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## Steps to Configure Email

The screenshot shows the 'Event Add' configuration window. At the top, the 'Event No.' is set to 1. Under 'Event Type', the 'Tag' dropdown is set to 'Tag', and the 'Tag Name' is 'ALARM\_OCCURED'. The 'Event State' is set to 'ON', and the 'Limits' are set to 'Outside Range' with a 'Min' of 0 and a 'Max' of 65535. A blue arrow points down to the 'Action' section. In the 'Action' section, the 'Sequence List' contains '01-Mail'. The 'Mail' tab is active, showing a 'Send Address' list with 'John Doe' selected. The 'Language' is 'Language 1', the 'Subject' is 'Error Occured', and the 'Message' is 'There is a problem.'. There are also buttons for 'Add Action...', 'Delete Action', and 'Attached File'.

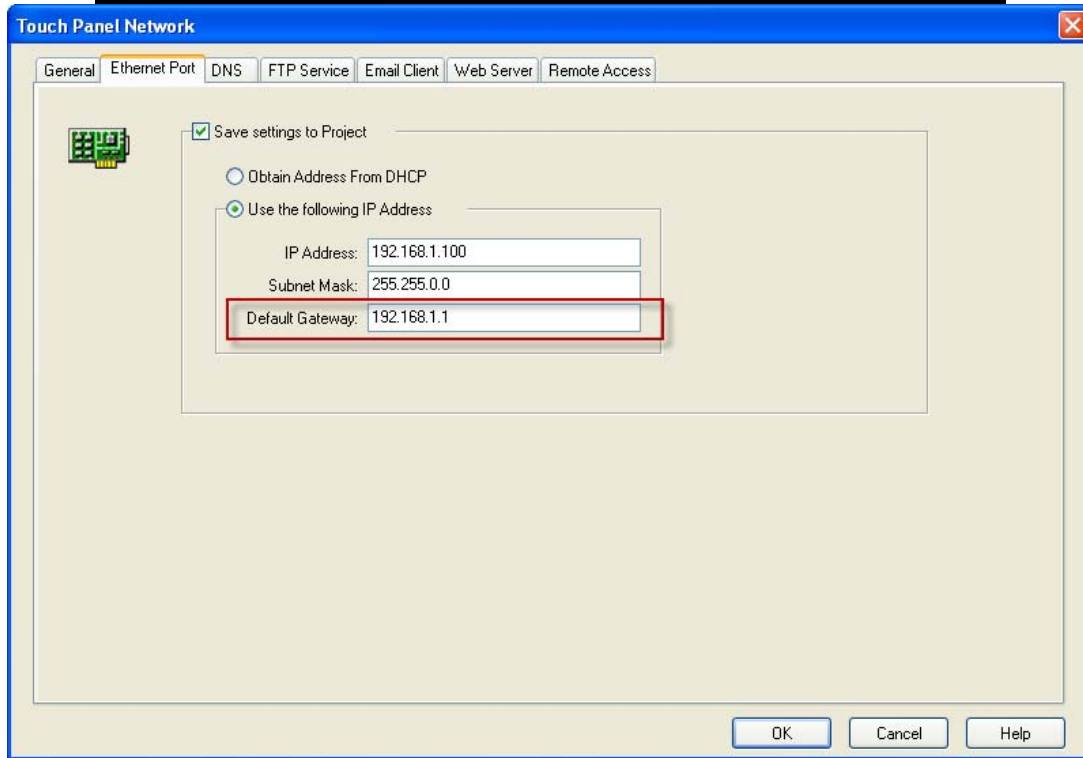
To actually send an email, create an Event (Event Manager>Tag Event). Choose the "Mail" action. Select one or multiple email addresses that you created in the Address book and choose an Event (Bit on, value in or outside of ranges) to trigger the email.



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## Other items: Default Gateway



Probably one of the most common mistakes made when setting up C-more to send email (or to be accessible on the Internet) is not having a default Gateway. C-more 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.





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## Other items: Error Codes

Email			
RTE-041	E-mail Connection Error %Address%	2041	An incorrect SMTP address has been entered into the Touch Panel Network dialog screen.
RTE-042	Send E-mail Error %Address%	2042	An incorrect email address has been entered into the Address Book.

There are a couple of error codes that can help narrow down whether the problem is the destination email address or a problem in the email server setup.

Another tool that can help is Wireshark. Many times, people can troubleshoot the problem themselves since SMTP is a well known protocol that is dissected well in readable terms in the Wireshark software.

## Other items: UTF-8 with SMS/Email

Some people have seen a situation where they were using SMS (text messaging) or particular email servers that do not support UTF-8 in the Subject line. This will result in some strange characters being displayed on the end device.

Everything is changing over to supporting UTF-8 so this problem will be seen less over time.

### Technical

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