



APPLICATION NOTE

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Product Family: C-more

Number: AN-EA-013

Subject: C-more email setup and functionality

Date Issued: 08-02-2017

Revision: A

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

What it can and can't do...

Panel Network

General Ethernet Port DNS FTP Service **Email Client** Web Server Remote Access

Mail Address (Sender): myemail@automationdirect.com

Send Mail Server (SMTP): smtp.emailprovider.com

Port No. (SMTP): 25 This Server requires an encrypted connection (SSL)

SMTP (No Authentication)

POP3 before SMTP Authentication

SMTP Authentication

Account:

Password:

Receive Mail Server (POP3):

Port No. (POP3): 110 This Server requires an encrypted connection (SSL)

OK Cancel Help

With SMTP selected the Send Mail Server (SMTP) must be filled-in. This can be an IP Address or Domain Name. For a Domain name to work, the DNS Server information must be configured in the DNS Tab of Panel Network settings. See Help Topic **Touch Panel Network CM-431**

In this mode, the C-more does only standard the SMTP protocol.

The Port No. for SMTP is typically 25. This is a setting in the email server. Check with your IT Department or your email service provider.

No authentication is required. This is the least secure configuration.

SSL – Select this if the Sending Mail Server requires an SSL encrypted connection.

What it can and can't do...

Panel Network

General Ethernet Port DNS FTP Service **Email Client** Web Server Remote Access

Mail Address (Sender): myemail@automationdirect.com

Send Mail Server (SMTP): smtp.emailprovider.com

Port No. (SMTP): 25 This Server requires an encrypted connection (SSL)

SMTP (No Authentication)

POP3 before SMTP Authentication

SMTP Authentication

Account: accountname

Password: *****

Receive Mail Server (POP3): pop.emailprovider.com

Port No. (POP3): 110 This Server requires an encrypted connection (SSL)

OK Cancel Help

With POP3 before SMTP selected, the Send Mail Server(SMTP) field must be filled-in. The Receive Mail Server(POP3) field may be filled in with the POP3 server as shown above, or may be left blank as shown below. This can be an IP Address or Domain Name. For a Domain name to work, the DNS Server information must be configured in the DNS Tab of Panel Network settings. See Help Topic **Touch Panel Network CM-431**

The Port No. for POP3 is typically 110. This is a setting in the email server. Check with your IT Department or your email service provider.

Authentication is required for POP3.

SSL – Select this if the Sending Mail Server requires an SSL encrypted connection.

What it can and can't do...

Panel Network

General Ethernet Port DNS FTP Service **Email Client** Web Server Remote Access

Mail Address (Sender): myemail@automationdirect.com

Send Mail Server (SMTP): smtp.emailprovider.com

Port No. (SMTP): 25 This Server requires an encrypted connection (SSL)

SMTP (No Authentication)

POP3 before SMTP Authentication

SMTP Authentication

Account: accountname

Password: *****

Receive Mail Server (POP3):

Port No. (POP3): 110 This Server requires an encrypted connection (SSL)

OK Cancel Help

POP3 before SMTP may also work if the Receive Mail Server (POP3) is left blank. This is a setting in the email server. Check with your IT Department or your email service provider.

In this case the C-more will use the Send Mail Server (SMTP) Server to query the POP3 server for authentication but use the Port number specified (110) for the POP3.

What it can and can't do...

Panel Network

General Ethernet Port DNS FTP Service **Email Client** Web Server Remote Access

Mail Address (Sender): myemail@automationdirect.com

Send Mail Server (SMTP): smtp.emailprovider.com

Port No. (SMTP): 25 This Server requires an encrypted connection (SSL)

SMTP (No Authentication)

POP3 before SMTP Authentication

SMTP Authentication

Account: accountname

Password: *****

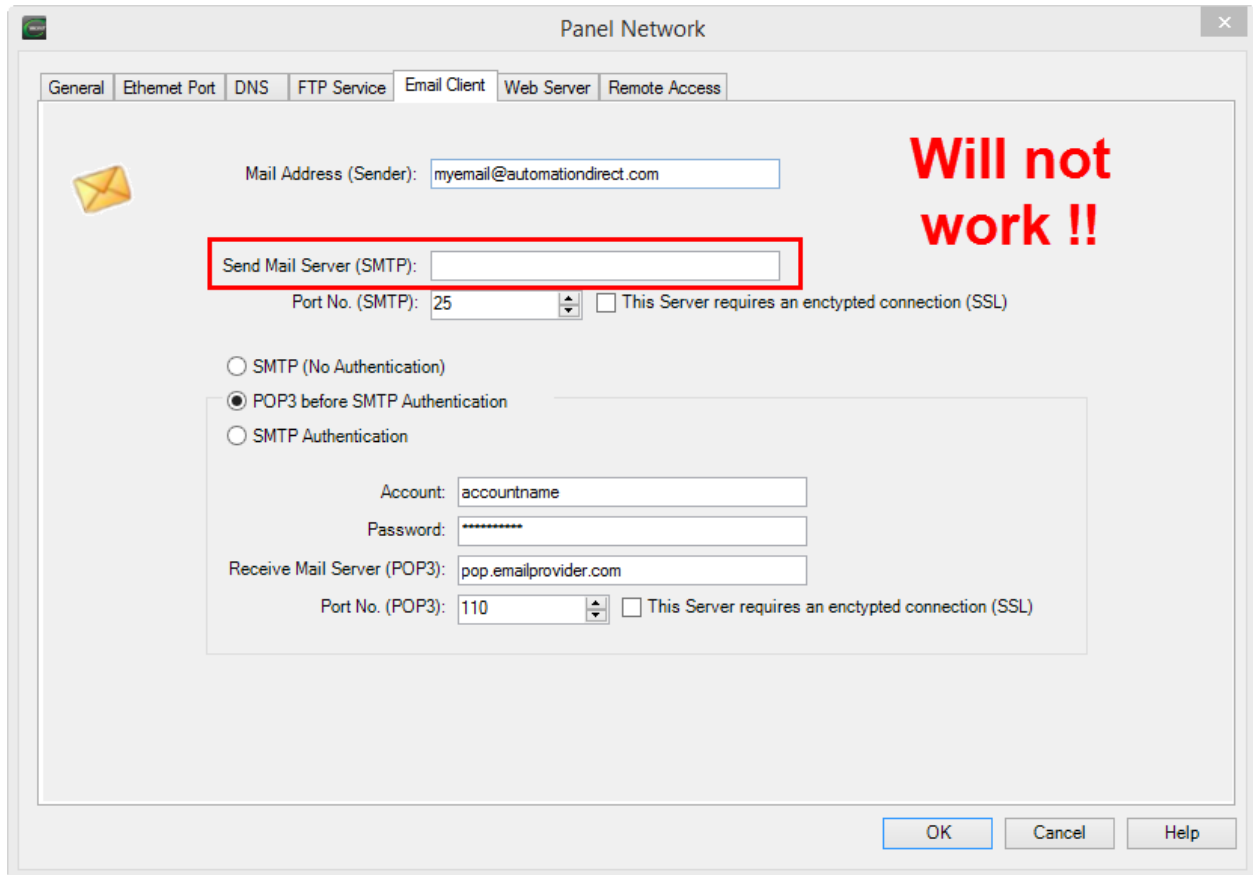
Receive Mail Server (POP3):

Port No. (POP3): 110 This Server requires an encrypted connection (SSL)

OK Cancel Help

Selecting the “SMTP Authentication” forces C-more to use the SMTP Authentication protocol. Although the default SMTP port number still shows 25, the more typical port number for SMTP AUTH is 587. This is a setting in the email server. Check with your IT Department or your email service provider.

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 POP3 server is only in the configuration for the cases where POP3 before SMTP Authentication is needed.

Other items to consider...

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

Who do we work with?

- GMAIL (using SSL) See following configuration information.
- AUTHSMTP.com email provider works fine.
- Anybody that supports SMTP, SMTP Authentication or POP before SMTP.

Using C-more (EA9) with Gmail March 2015

Disclaimer: Email configurations are a moving target. As network security increases and as hackers find ways around these security measures, the email service providers change their setup to mitigate these issues. This will necessitate that this document be 'live' and will require periodic updates. Please check back for newer versions if a system stops working that was previously working.

Information required:

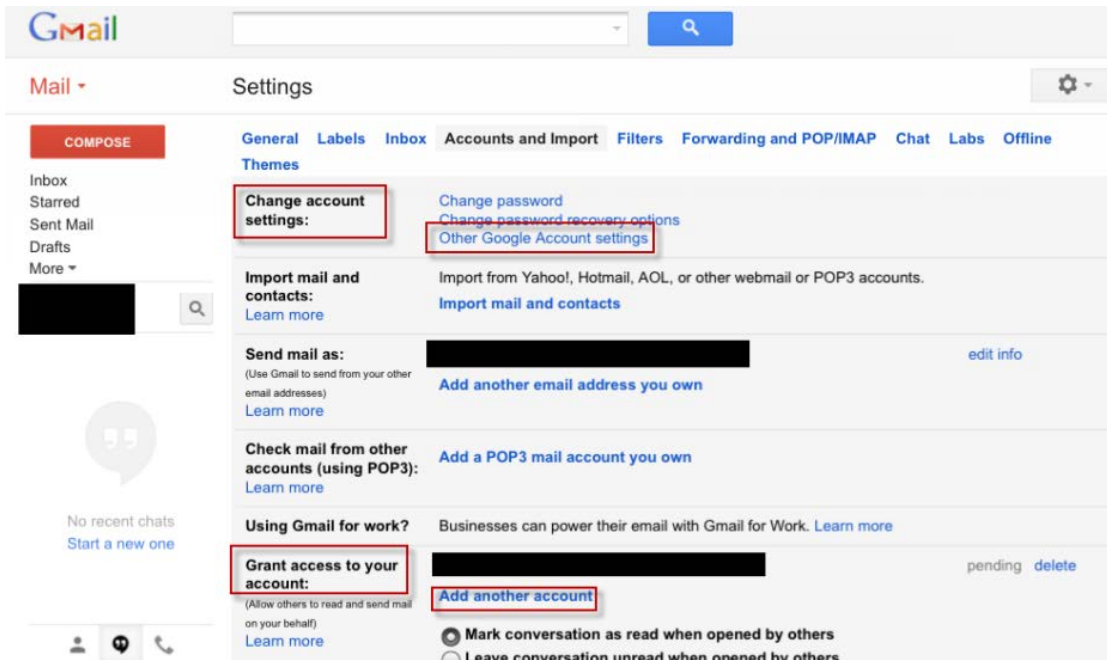
- DNS addresses for the network that C-more is on. If DNS is not supported on this network, then a hard IP address will be needed for smtp.gmail.com. NOTE: This may change over time and may need to be updated.
- Gmail account name and Password.
- IP address, subnet and Default gateway for C-more on the network that it resides on. The default gateway is crucial.

A separate Gmail account should be created for the C-more setup as a "Sending Account" and NOT used for your personal or business emails. The security will have to be lowered, somewhat, in order for it work with C-more. If the account was breached, no harm could be done if the account contains no important information.

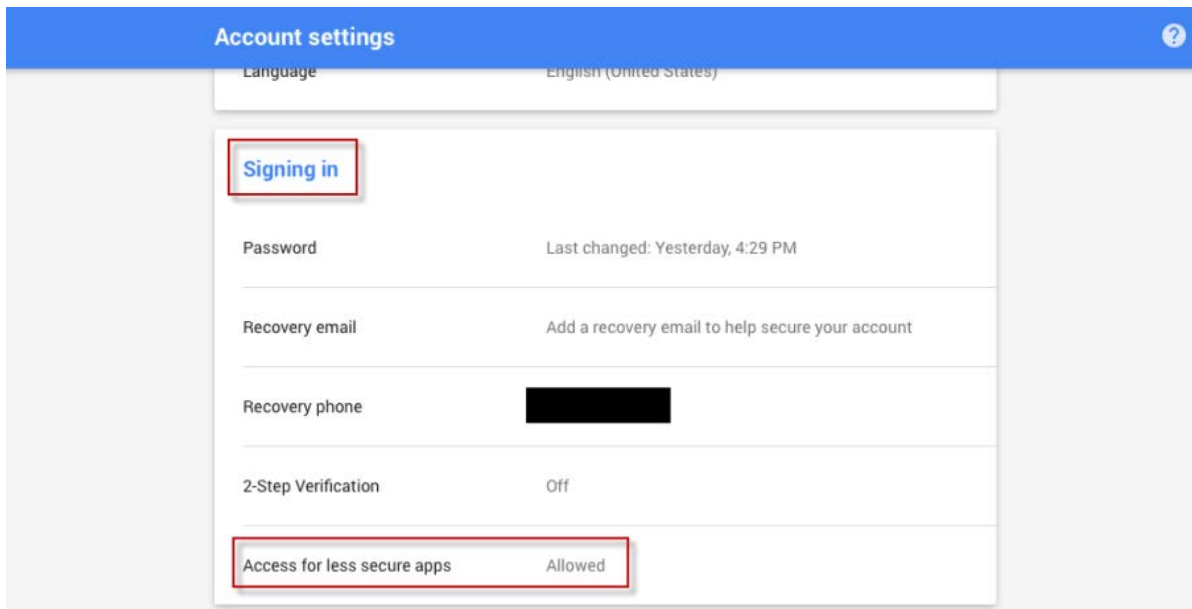
Gmail setup items:

The account should be setup as a normal account. Two exceptions need to be made:

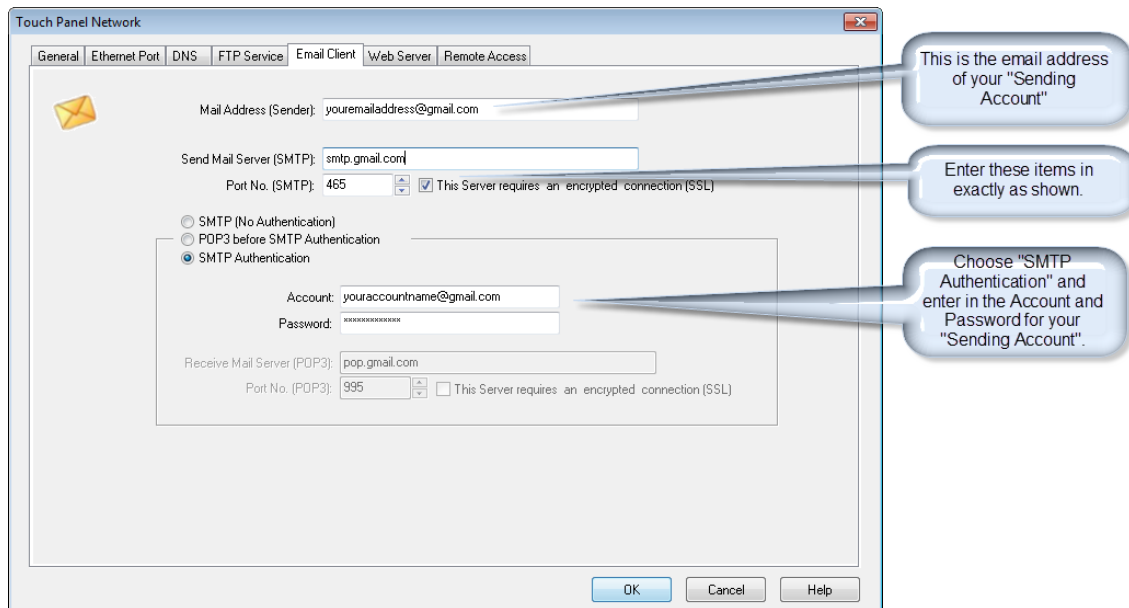
Under Settings and the "Accounts and Import" page, there is a "Grant access to your account:" setting. This simply allows other email addresses to be used with this account. Add an additional email to this account. It doesn't really matter what email address is used. Just by virtue of using this setting, the permissions are relaxed for other devices to send emails with this account credentials.



Under Settings and “Change account settings:” there is an “Other Google Account settings” option. Choose this option. On this page, there is an option to allow “Access for less secure apps” in the “Signing in” section. Set this option to Allow.



The Email Client tab in the Touch Panel Network setup of the C-more programming software should be setup as shown below:



The rest of the setup for email is the same as it is for any email provider and the information can be found in the C-more programming software help file (Address book setup and Event Manager setup).

Steps to Configure Email

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

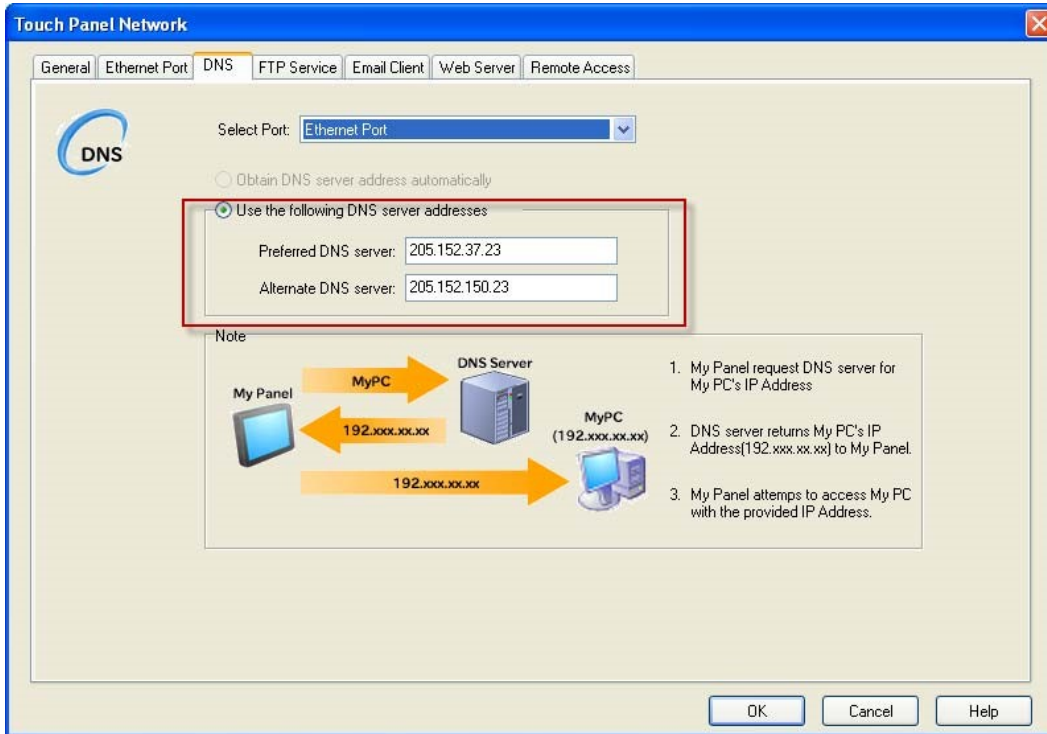
- Authentication method required by ISP (SMTP AUTH, POP before SMTP, SSL, etc...)
- SMTP server DNS/IP and port number
- POP3 server DNS/IP (if necessary) and port #
- Log on credentials
- Domain name (IE... myemail@xxxxx.xxx)
- Allowed email addresses for account
- Email addresses to send to

The screenshot shows the 'Panel Network' dialog box with the 'Email Client' tab selected. The dialog contains the following fields and options:

- Mail Address (Sender):** myemail@automationdirect.com
- Send Mail Server (SMTP):** smtp.emailprovider.com
- Port No. (SMTP):** 25
- This Server requires an encrypted connection (SSL)
- SMTP (No Authentication)
- POP3 before SMTP Authentication
- SMTP Authentication
- Account:** accountname
- Password:** *****
- Receive Mail Server (POP3):** pop.emailprovider.com
- Port No. (POP3):** 110
- This Server requires an encrypted connection (SSL)

Buttons at the bottom: OK, Cancel, Help

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



To use DNS names for the SMTP and POP servers, Cmore 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 instead. To enter the DNS IP addresses, go to the "DNS" tab of the "Panel Network" page.

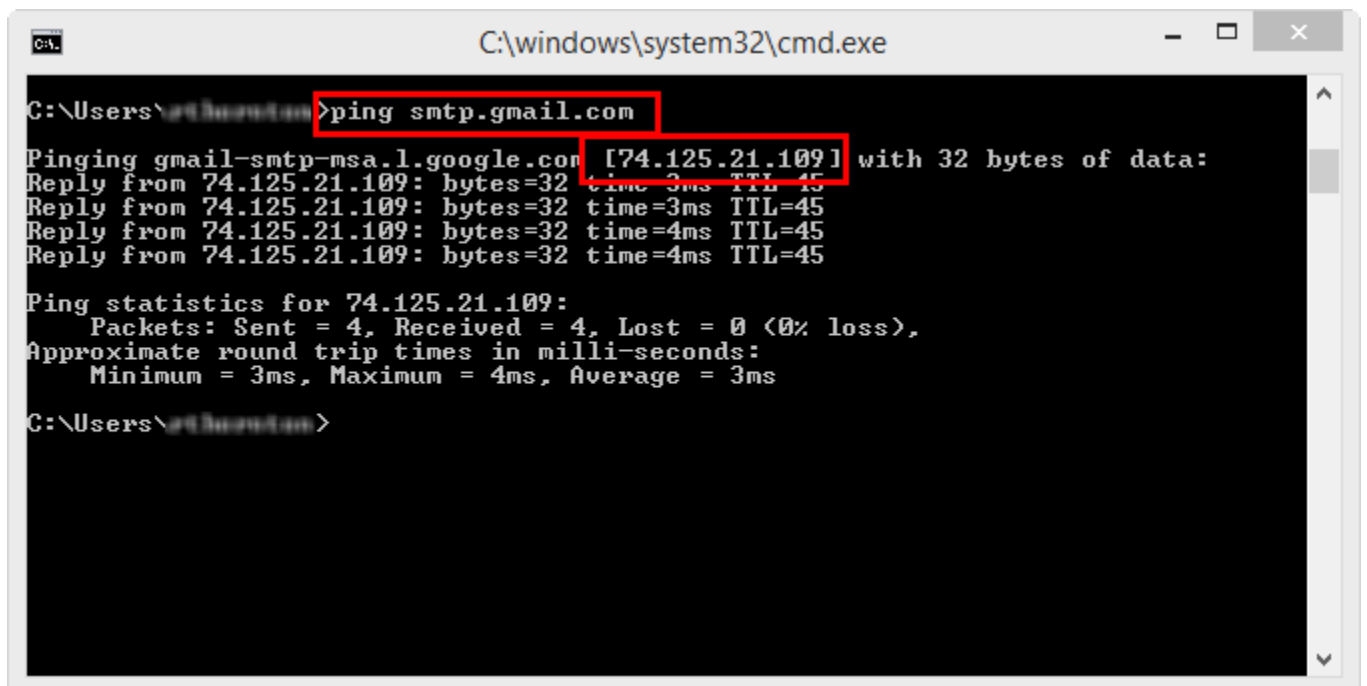
DNS Servers

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 do not know the DNS server IP or the Mail server IP

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 connected to the Internet.

In the Command line ping the mail server. For example ping smtp.gmail.com. You will then see the public IP address for the Gmail SMTP server.



```
C:\windows\system32\cmd.exe

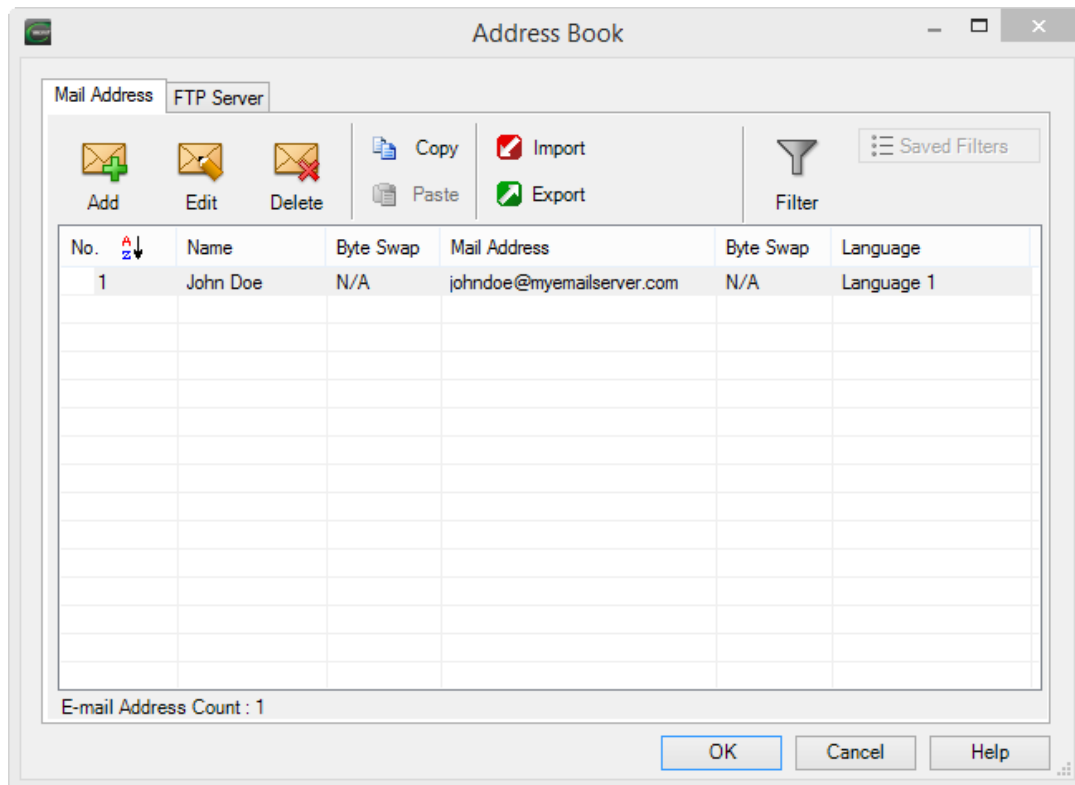
C:\Users\athornton>ping smtp.gmail.com

Pinging gmail-smtp-msa.l.google.com [74.125.21.109] with 32 bytes of data:
Reply from 74.125.21.109: bytes=32 time=3ms TTL=45
Reply from 74.125.21.109: bytes=32 time=4ms TTL=45
Reply from 74.125.21.109: bytes=32 time=4ms TTL=45

Ping statistics for 74.125.21.109:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 3ms, Maximum = 4ms, Average = 3ms

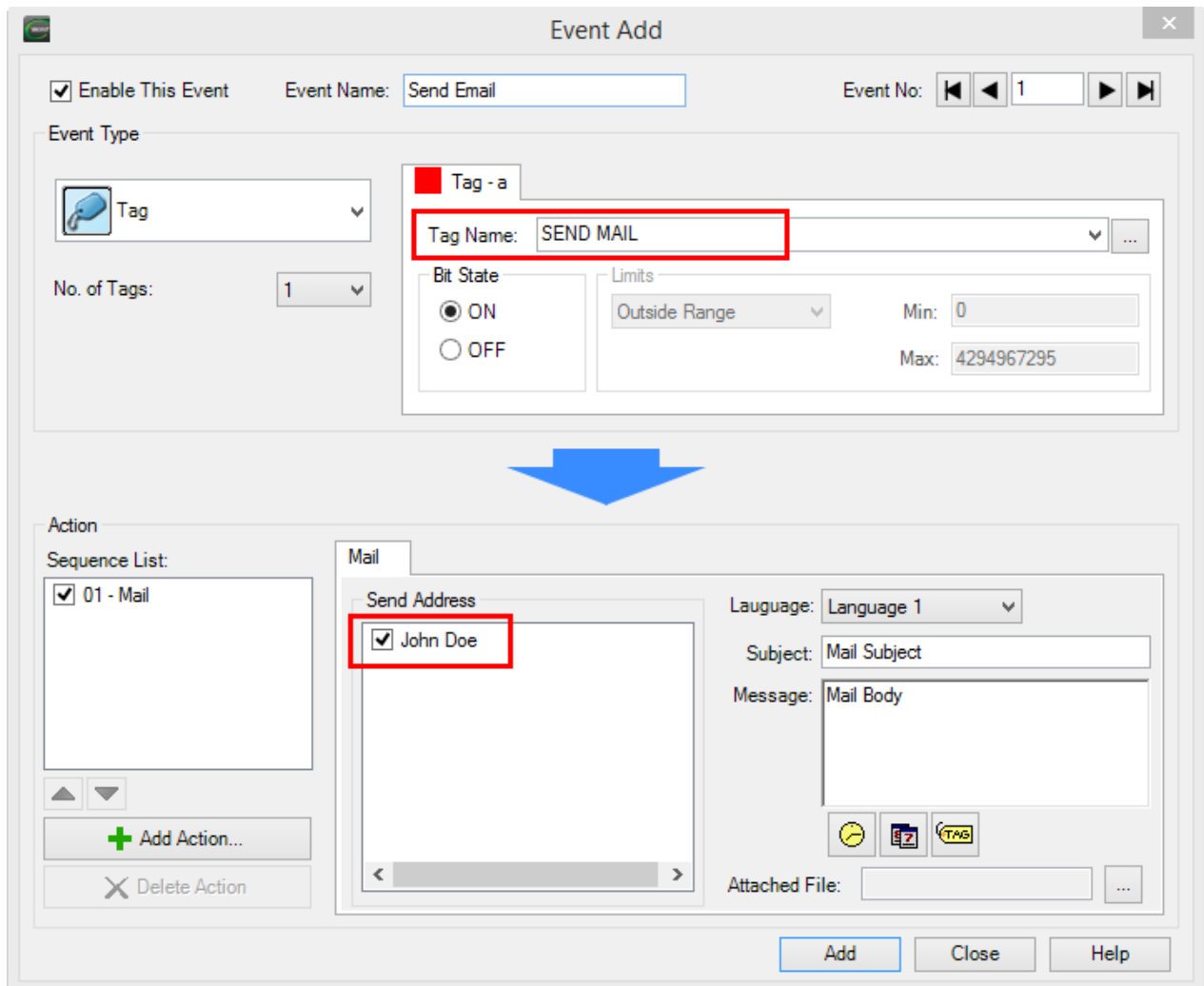
C:\Users\athornton>
```

Steps to Configure Email



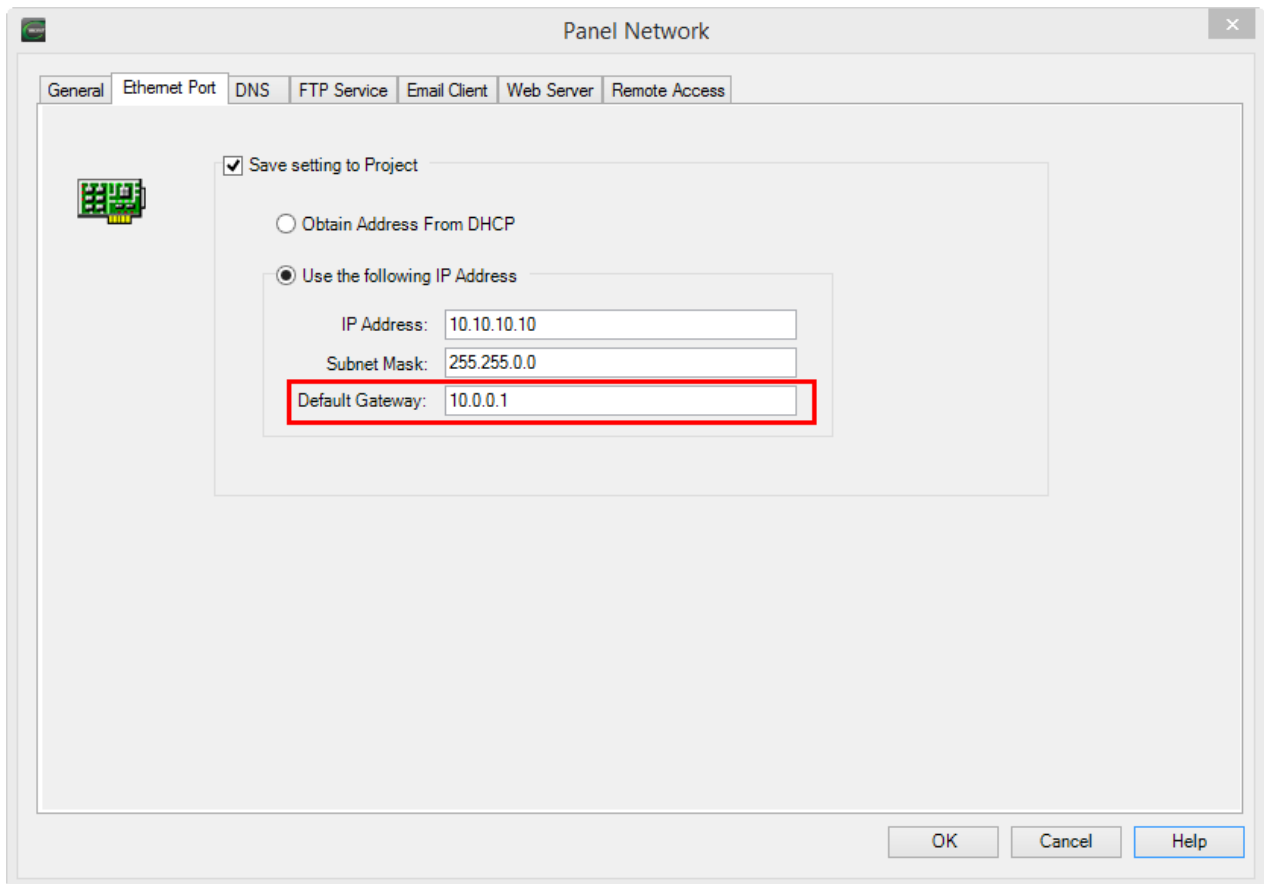
Now that you have configured the email setup for C-more, you must enter in destination email addresses. To do this, go to "Database>Address Book" as shown above. Enter a name and email address. You can enter multiple email addresses if needed.

Steps to Configure Email



To 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.

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 IP Address. C-more cannot respond to nor target an IP address that is not on its subnet without the Default Gateway. The default gateway IP address is the IP address of the router on your network. Check with your IT department or Internet Service Provider to get this IP Address.

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	This may be the result of incorrectly entering the send-to email address in the Address Book database, or incorrectly entering the Sent-from email address in the Email Client tab of Touch Panel Settings. The log on Information (account or password) on that tab may be incorrect. The email server may be blocking the Send-from email address or the C-more IP address. Or the email server may require an SSL connection.
RTE-043	E-mail failed. The file cannot be attached.	2043	

These are a few errors that will display on the C-more Panel 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 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.