



Application Note

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Product Family:	C-More	Number:	AN-EA-013
Subject:	C-more Email Setup	Date Issued:	July 18, 2022
		Revision:	V3.0

C-More Email Setup

Before you get started, you will need to gather all necessary information to connect to ISP/Email Provider to include:

- Authentication method required by ISP (SMTP AUTH, POP before SMTP, SSL, TLS, STARTTLS, 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

There are three areas (steps) that you must configure:

- Configure Email Client
- Adding destination email addresses to Address Book
- Create an email event in the Event Manager

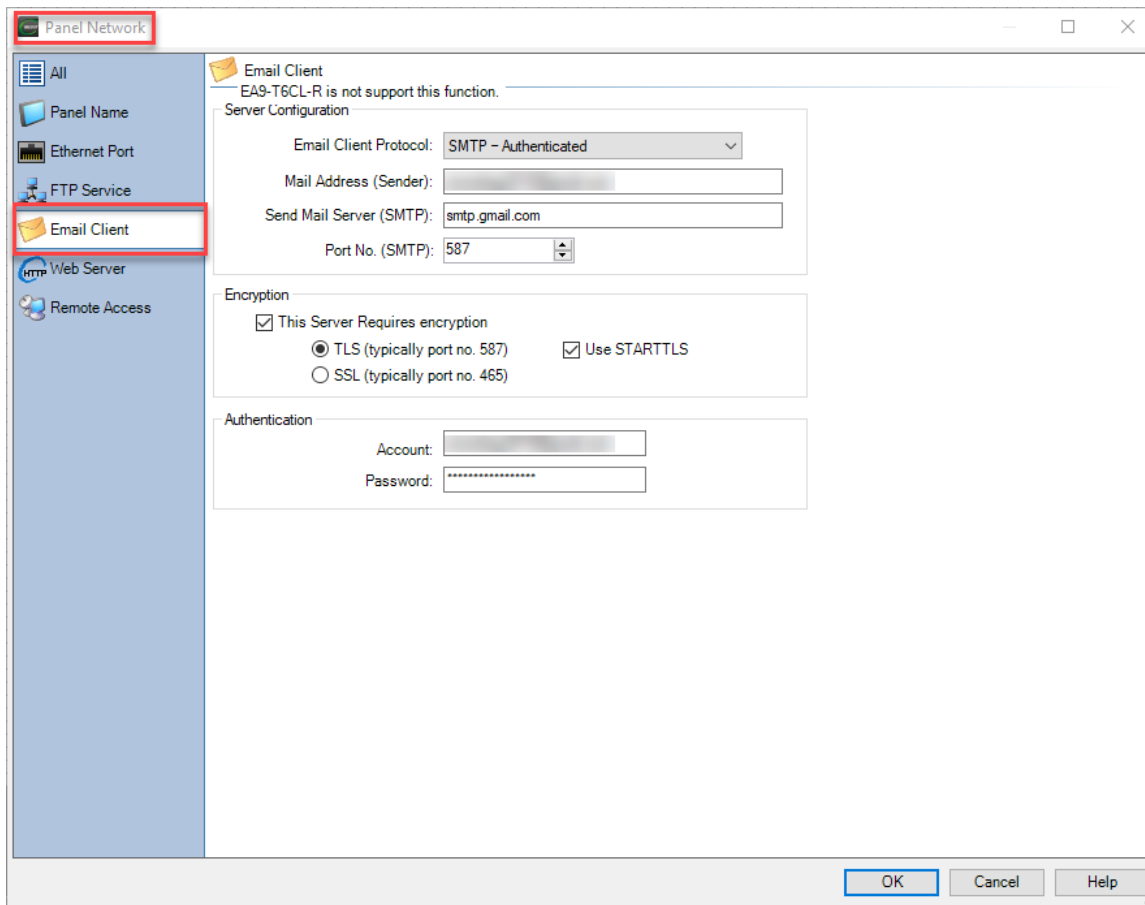


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Configure Email Client

Once you have gathered the information required by the ISP/Email provider, In the C-More software, go to the “**Setup >> Panel Network**” and click on the “**Email Client**” tab. Fill in out the appropriate fields with your information.



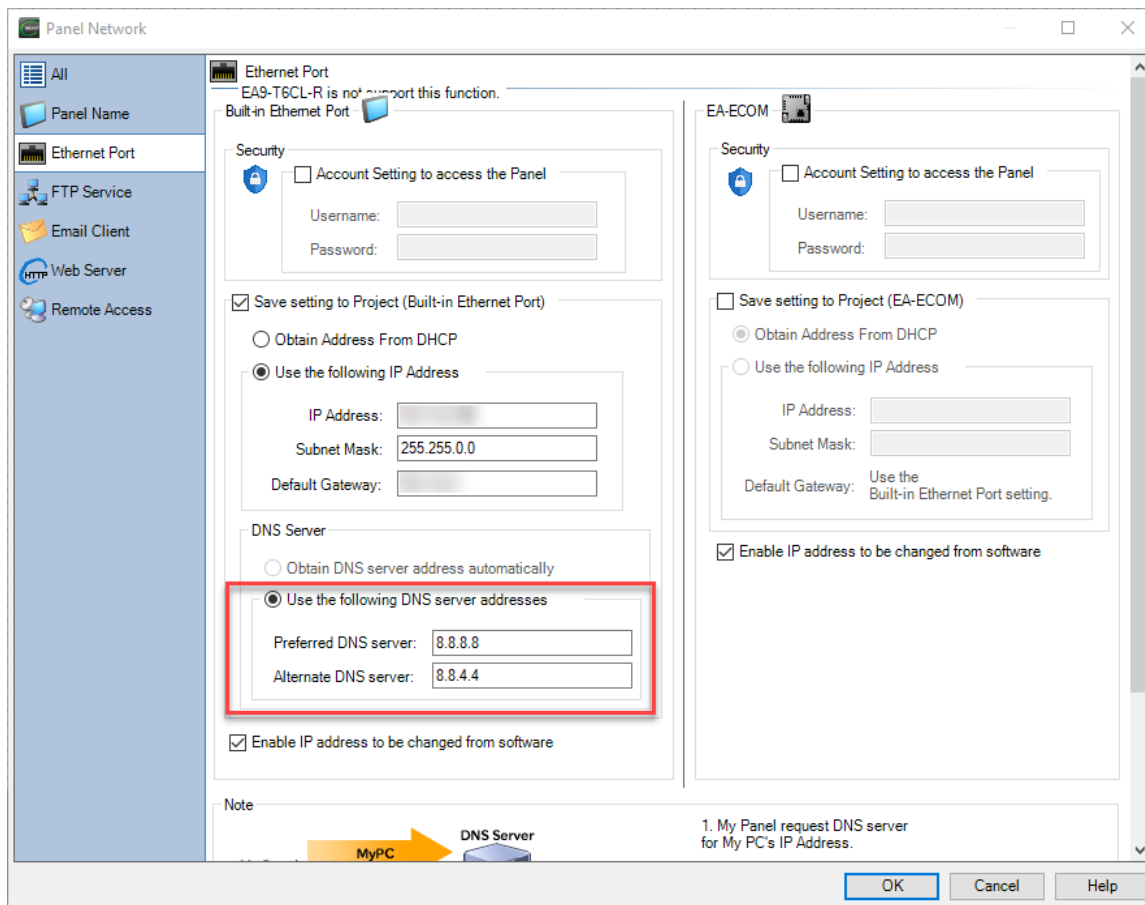
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NOTE: In order to use DNS names for the SMTP and POP servers, C-More must be able to reach a DNS server and the IP address must be known for these servers. If this is not possible, IP addresses can be entered in the SMTP and POP server fields. To enter DNS IP addresses, go to the DNS Server area in the **“Setup >> Panel Network >> Ethernet Port”** 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 do not 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".

Here is an example of PINGing a DNS name to find the public IP address.

A screenshot of a Windows command prompt window titled "C:\WINDOWS\system32\cmd.exe". The user has entered the command "C:\>ping google.com". The output shows that the IP address for google.com is 74.125.140.101. The output includes four successful replies with a time of 6ms and TTL of 47. Ping statistics for 74.125.140.101 show 4 packets sent, 4 received, and 0% loss. The command prompt ends with "C:\>".

```
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:\>
```

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".

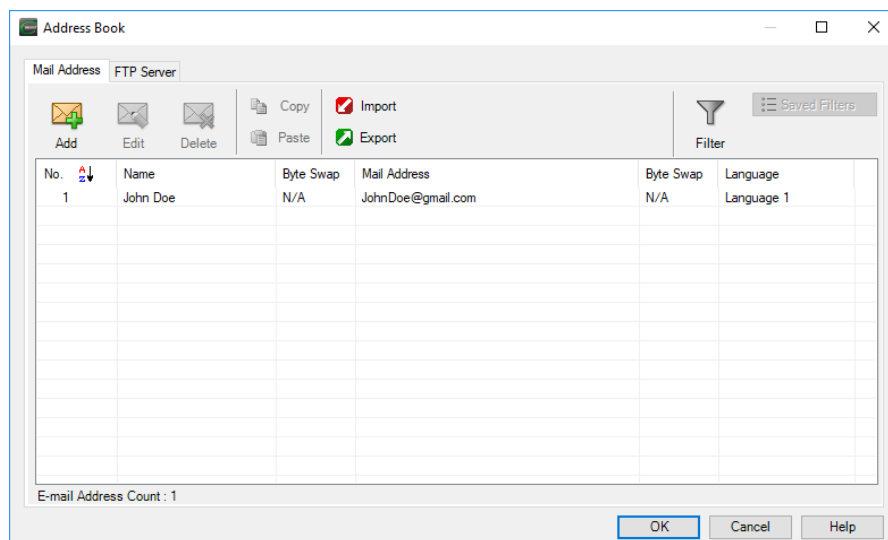
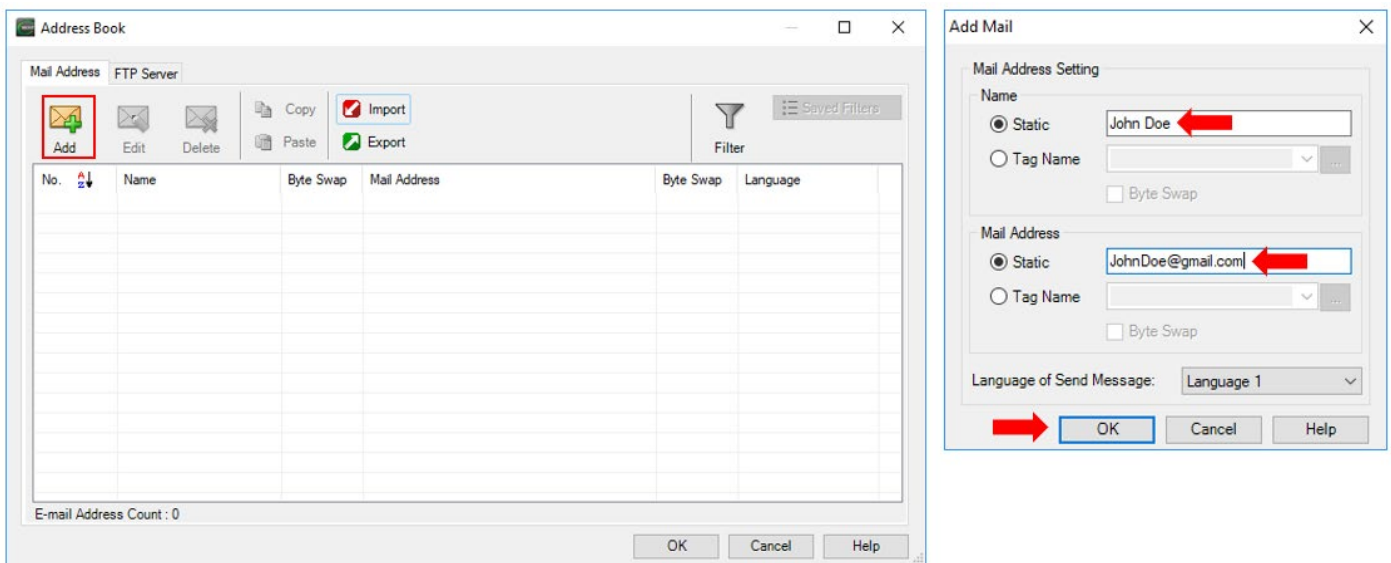


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Adding Destination email addresses to Address Book

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 below. Enter a name and email address. You can enter multiple email addresses if needed.



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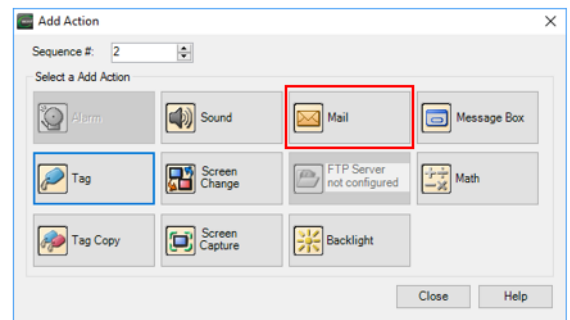
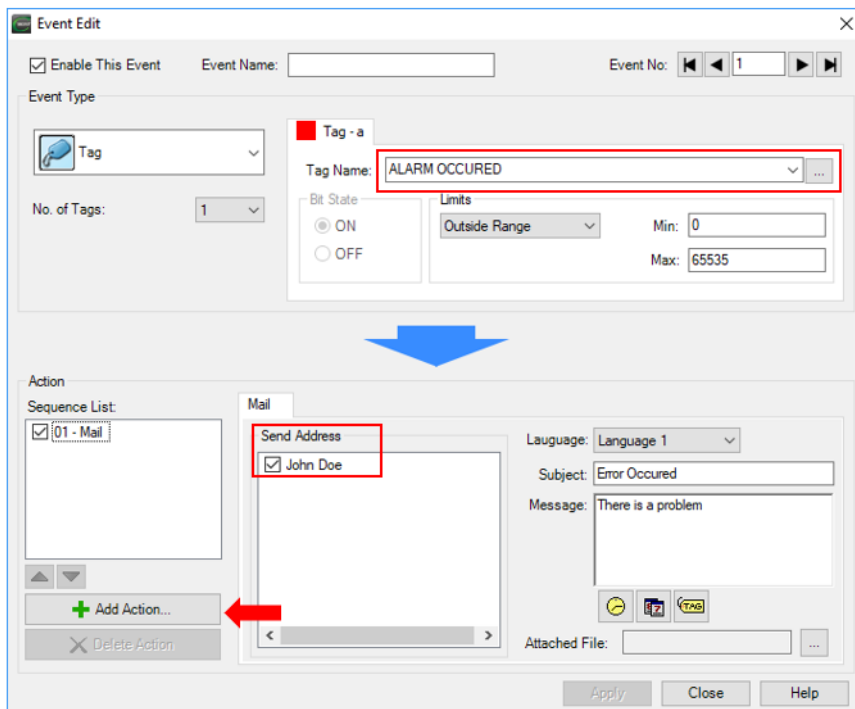
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Create Email Event in Event Manager

To create the email event, go to “**Database >> Event Manager**”, and add an event. Select “**Add Action**” and choose the “**Mail**” action.

- Select the tag needed to trigger the email event. It can be a bit on/off, value in/outside a range, etc.
- Select one or multiple email addresses that you created in the Address book.
- Add email Subject and Message





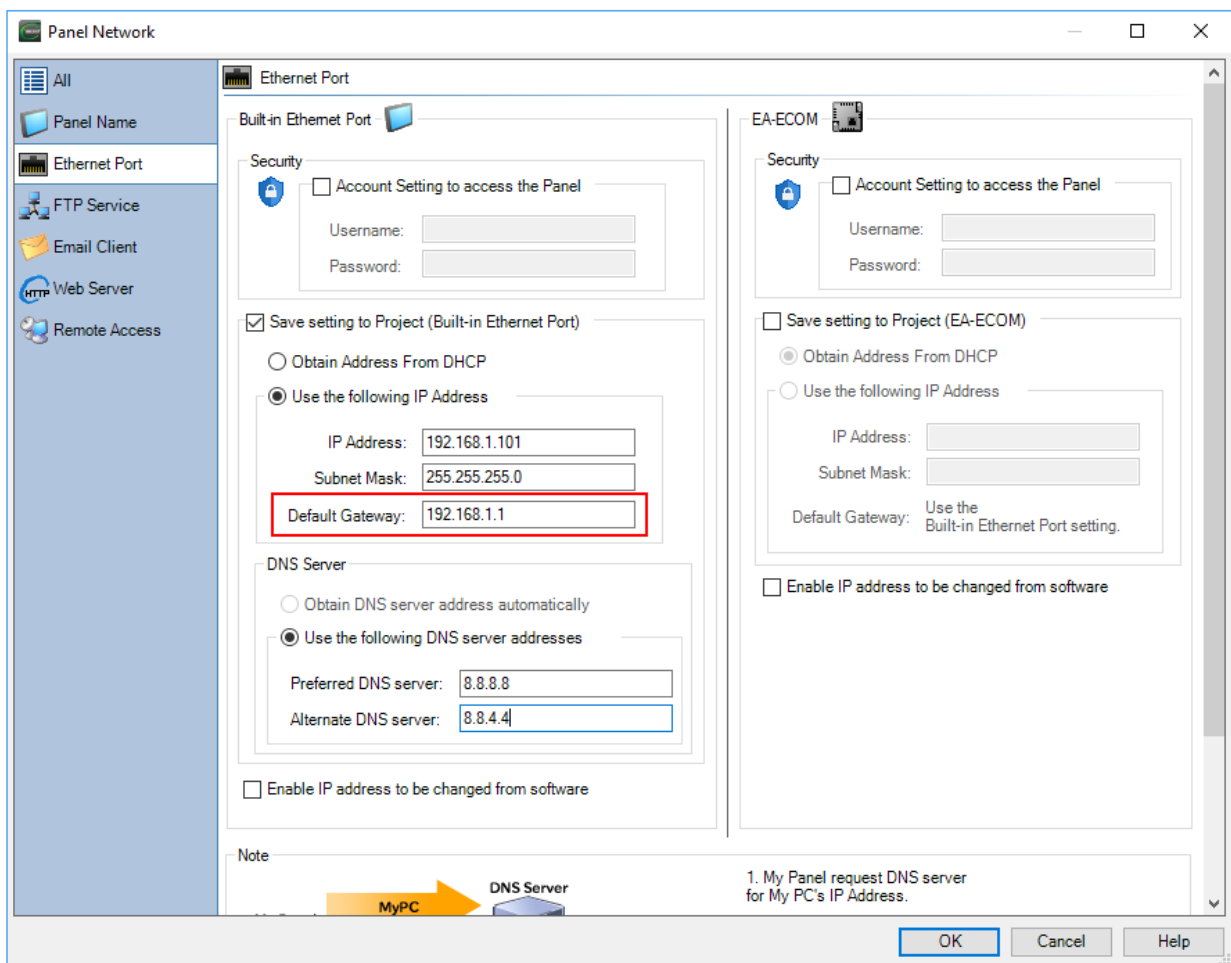
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Other Items to Consider

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 C-More "Default Gateway" IP address is the IP address of the router.



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Error Codes

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.

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.

Another tool that can help is Wireshark (<https://www.wireshark.org>). 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.

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.



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Sending Email Account Security Settings (Allow Less Secure Apps)

Some email providers have additional security settings that will allow apps created by that company to accept emails. Check with your email provider to see what is required to let other devices (like C-More or other AutomationDirect PLCs) generate emails.

For Google's Gmail settings, please see [KB-MISC-002](#)

For Yahoo's Mail settings, please see [KB-MISC-003](#)