



Express Maintenance V48+ – Email Setup

The Email components that have been in use inside Express Maintenance and related software have been replaced as of 5/20/2020 to a solution that supports the latest security features. This means that some Email settings have been depreciated and new settings added.

The new MAS software will migrate your existing settings and automatically enable the new settings. Due to the variance in how Email works for each Email server type, you may still need to adjust your Email settings for optimal effect.

IMPORTANT NOTE

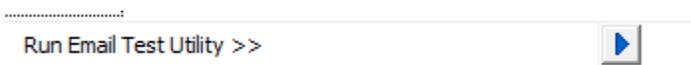
If you use the internal Email system in Express Maintenance and related software, you should verify that the new Email with advanced security features is working. Here is the easiest way to setup and test the Express Maintenance internal Email.

1. Start Express Maintenance
2. Click on the Administration – Configuration – Email Settings – General Email Settings
3. Enter all correct Data into the Fields for Email Settings.

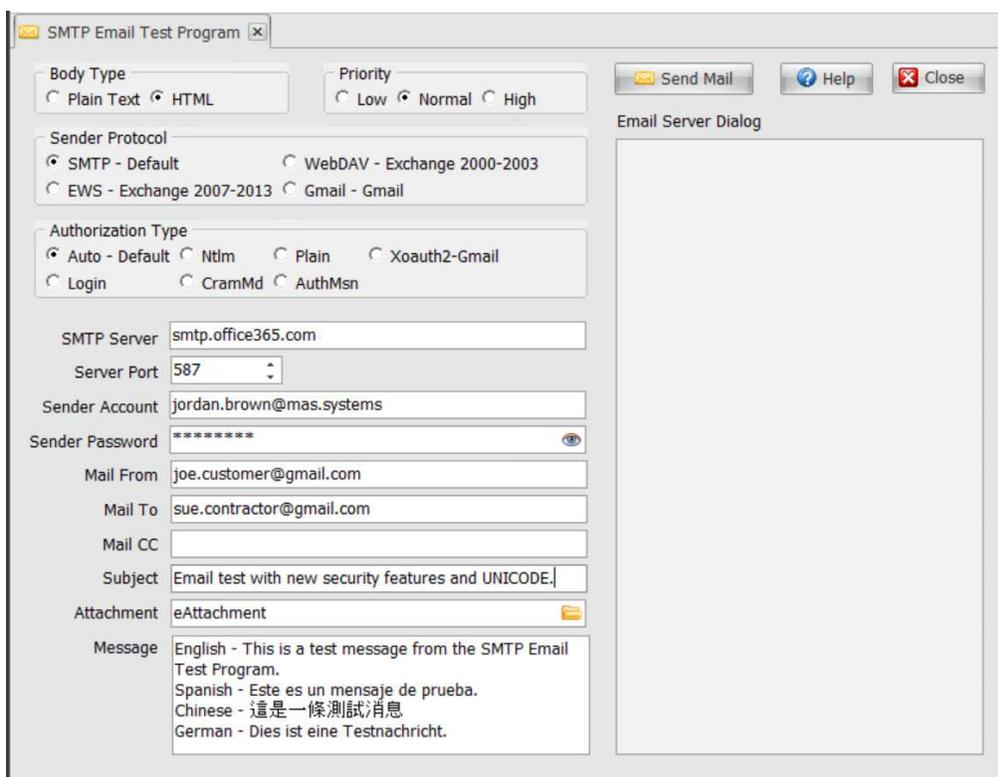
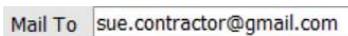
General Email	
Run Email Test Utility >>	
SMTP Server Name	smtp.gmail.com
Sender Account on Server	jordanbrown03.jb@gmail.com
Sender Password on Server	*****
Email Port (Default 587)	587
Email Priority	<input type="radio"/> Low <input checked="" type="radio"/> Normal <input type="radio"/> High
Email Protocol	<input checked="" type="radio"/> SMTP <input type="radio"/> EWS <input type="radio"/> WebDAV <input type="radio"/> Gmail
Email Auth Type	<input checked="" type="radio"/> Auto <input type="radio"/> Login <input type="radio"/> NTLM <input type="radio"/> CramMD5 <input type="radio"/> Plain <input type="radio"/> MSN <input type="radio"/> XOAuth2
Email Format	HTML
Email Sending Option	Optional
Email Try Times	3
Attachments Format	
Email Sender IP (Default Blank)	
Requires Authentication (SPA)	Y
TLS Setting	Explicit TLS



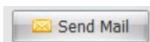
4. Run the Email Test Utility



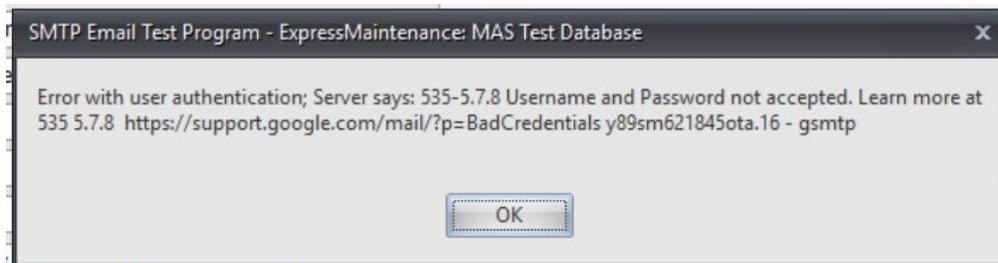
5. Fill in the Mail To address.



6. Press the Send Mail button.



If the Email test failed, you will see a popup window with details about why the failure occurred. For example:





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Generally, reading and following the instructions on the failure window will allow you to make corrections and try sending another test Email. In the case above, Gmail rejected the Email as the Username or Password supplied was incorrect. The error could also be that we used the wrong SMTP server name. The Username and Password are correct but are for the server smtp.office365.com.

If the Email test passed you will see a lot of text appear in the Email Server Dialog window. The text will allow you to verify that your connection to the Email server is secure. In the example below, we can see that we are using SSL and TLS.

```
[14:39:34.659] DATE: Mon, 18 May 2020 14:39:34 -0700
[14:39:34.670] start to connect smtp.office365.com 587 ...
Apply for IPv6 Policy
Current Policy: IPV6Policy_Default
start to connect 2, 1, 0, 0x00000000
connected
[14:39:34.833] 220 DM6PR02CA0110.outlook.office365.com Microsoft ESMTMP MAIL Service ready
at Mon, 18 May 2020 21:39:34 +0000
[14:39:34.843] EHLO mas-dev1.local
[14:39:34.887] 250-DM6PR02CA0110.outlook.office365.com Hello [204.17.39.154]
250-SIZE 157286400
250-PIPELINING
250-DSN
250-ENHANCEDSTATUSCODES
250-STARTTLS
250-8BITMIME
250-BINARYMIME
250-CHUNKING
250 SMTPUTF8
[14:39:34.898] STARTTLS
[14:39:34.943] 220 2.0.0 SMTP server ready
[14:39:34.953] [SSL]start to initialize security library
[14:39:34.964] [SSL] credentials
[14:39:34.974] [SSL]start to enable direct SSL
[14:39:34.984] [SSL]client handshake
[SSL]warning: client certificate is required
[14:39:35.156] [SSL]verify server certificate
[14:39:35.171] [SSL]SSL channel established
[14:39:35.181] [SSL][14:39:35.191] EHLO mas-dev1.local
[14:39:35.228] 250-DM6PR02CA0110.outlook.office365.com Hello [204.17.39.154]
250-SIZE 157286400
250-PIPELINING
250-DSN
250-ENHANCEDSTATUSCODES
250-AUTH LOGIN XOAUTH2
250-8BITMIME
250-BINARYMIME
250-CHUNKING
250 SMTPUTF8
[14:39:35.238] [SSL][14:39:35.250] AUTH LOGIN
[14:39:35.283] 334 VXNlcm5hbWU6
[14:39:35.294] [SSL][14:39:35.305] am9yZGFuLmJyb3duQG1hcy5zeXN0ZW1z
[14:39:35.339] 334 UGFzc3dvcmQ6
[14:39:35.350] [SSL][14:39:35.361] U29zbzgwMTI=
[14:39:36.617] 235 2.7.0 Authentication successful
[14:39:36.627] [SSL][14:39:36.637] MAIL FROM:<jordan.brown@mas.systems>
[14:39:36.718] 250 2.1.0 Sender OK
```



```
[14:39:36.730] [SSL][14:39:36.742] RCPT TO:<mrmpor@comcast.net>
[14:39:36.817] 250 2.1.5 Recipient OK
[14:39:36.828] [SSL][14:39:36.840] DATA
[14:39:36.914] 354 Start mail input; end with <CRLF>.<CRLF>
[14:39:36.926] [DATA]
[14:39:37.394] 250 2.0.0 OK <22a3608bf738a13406073a47001dc743@mas.systems>
[Hostname=BY5PR16MB3617.namprd16.prod.outlook.com]
[14:39:37.404] [SSL][14:39:37.414] QUIT
[14:39:37.488] 221 2.0.0 Service closing transmission channel
```

Note the text you see in the Email Server Dialog window will change depending on your Email settings and the SMTP Server type.

New Settings:

The following sections explain the new settings and list the depreciated settings.

Priority

The priority setting will default to Normal and you should leave it that way. A High priority email just gets a flag next to it when you view the list of incoming emails. Note that some Email servers like Gmail will ignore the Low priority setting and deliver the Email as normal.

Sender Protocol

The Sender Protocol is best left to SMTP.

SMTP	Specifies that the mail server uses standard SMTP protocol.
ExchangeEWS	Specifies that that the mail server uses Exchange Web Service protocol. Exchange 2007 or later version supports this protocol.
ExchangeWebDav	Specifies that that the mail server uses Exchange Web Dav protocol. Exchange 2000/2003 supports this protocol.
GmailApi	<p>Specifies that that the mail server uses Gmail RESTful API. Google OAUTH is required.</p> <p>Gmail supports SMTP + OAUTH, but the API (https://mail.google.com/) scope is restricted API which requests to have full access to the Gmail account. Restricted API is throttled before your project is authenticated by Google.</p> <p>Using less restricted API (https://www.googleapis.com/auth/gmail.send) scope to send email via Gmail server is recommended.</p>



Authorization Type

The Authorization Type is best left to AuthAuto.

AuthAuto	Specifies that the smtp client selects the authentication mechanism automatically. (default and recommended) . The software will negotiate with the SMTP server and will agree on the highest level of security that both can support.
AuthLogin	Specifies that the smtp server uses AUTH LOGIN mechanism.
AuthPlain	Specifies that the smtp server uses AUTH PLAIN mechanism.
AuthCRAM5	Specifies that the smtp server uses AUTH CRAM-MD5 mechanism.
AuthNTLM	Specifies that the smtp server uses AUTH NTLM mechanism.
AuthMSN	Specifies that the smtp server uses AUTH MSN mechanism.
XOAUTH2	Specifies that the smtp server uses Gmail OAUTH mechanism.

Deprecated Settings:

Email Sender IP

If you must use an IP address, fill it into the SMTP Server Name field.

Requires Authentication

This has been replaced with Sender Protocol. The Email software will use the highest level of security that it can negotiate with the SMTP server.

TLS Settings

This has been replaced with Authorization Type. The Email software will use the highest level of security that it can negotiate with the SMTP server.

Note on TLS:

Transport Layer Security (TLS) is a protocol that provides authentication, privacy, and data integrity between two communicating computer applications. It's the most widely-deployed security protocol used today and is used for web browsers and other applications that require data to be securely exchanged over a network, such as web browsing sessions, file transfers, VPN connections, remote desktop sessions, and voice over IP.



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Express Maintenance now fully supports SSL 3.0 and TLS versions 1.0 - 1.2.

You do not have to set any property to enable TLS 1.2 encryption. If your server requires TLS 1.2 encryption, TLS 1.2 encryption is used automatically with AuthAuto.

Notes on Gmail:

The best way to use Gmail as your SMTP Server is to setup a sign in using App Passwords. See <https://support.google.com/accounts/answer/185833?hl=en>

Notes on UNICODE:

Express Maintenance and related software can now support UNICODE. This means you can send Emails with the body containing one or more multi-byte characters sets. For example, Chinese (both traditional and simplified).

The default message send by the Express Maintenance SMTP Email Test Program demonstrates this with the following message:

English - This is a test message from the SMTP Email Test Program.

Spanish - Este es un mensaje de prueba.

Chinese - 這是一條測試消息

German - Dies ist eine Testnachricht.



IMPORTANT NOTE

After setting up your default Email settings, you should review the following related settings:

1. Requests Emails
2. Purchase Order Emails
3. Work Order Emails

- <u>Email Settings:</u>	
+ General Email	
- Requests Emails	
Email New Requests To	Requests Only
New Request Recipient List	jordan.brown@mas.systems
Subject Line for Requests	Maintenance Request
Body Format for Requests	Content
- Purchase Order Emails	
Subject Line for POs	
Copy Recipients for POs	jordan.brown@mas.systems
Body Text for POs	
Subject Line for RFQs	Request For Quote Attached
Copy Recipients for RFQs	
Body Text for RFQs	this is a test...
- Work Order Emails	
Subject Line for Work Orders	Work Order
Copy Recipients for Work Orders	jordan.brown@mas.systems
Body Text for Work Orders	