



# System Requirements and Configuration Information for Emailing

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## System Requirements:

- Network access to an outgoing email server (SMTP)
- The SMTP server MUST accept Basic Authentication without TLS
- A working email account, user name and password

## This document is split into three sections:

- Email Server (SMTP) Configuration
- Activity Software Configuration
- Troubleshooting



### Email Server (SMTP) Configuration

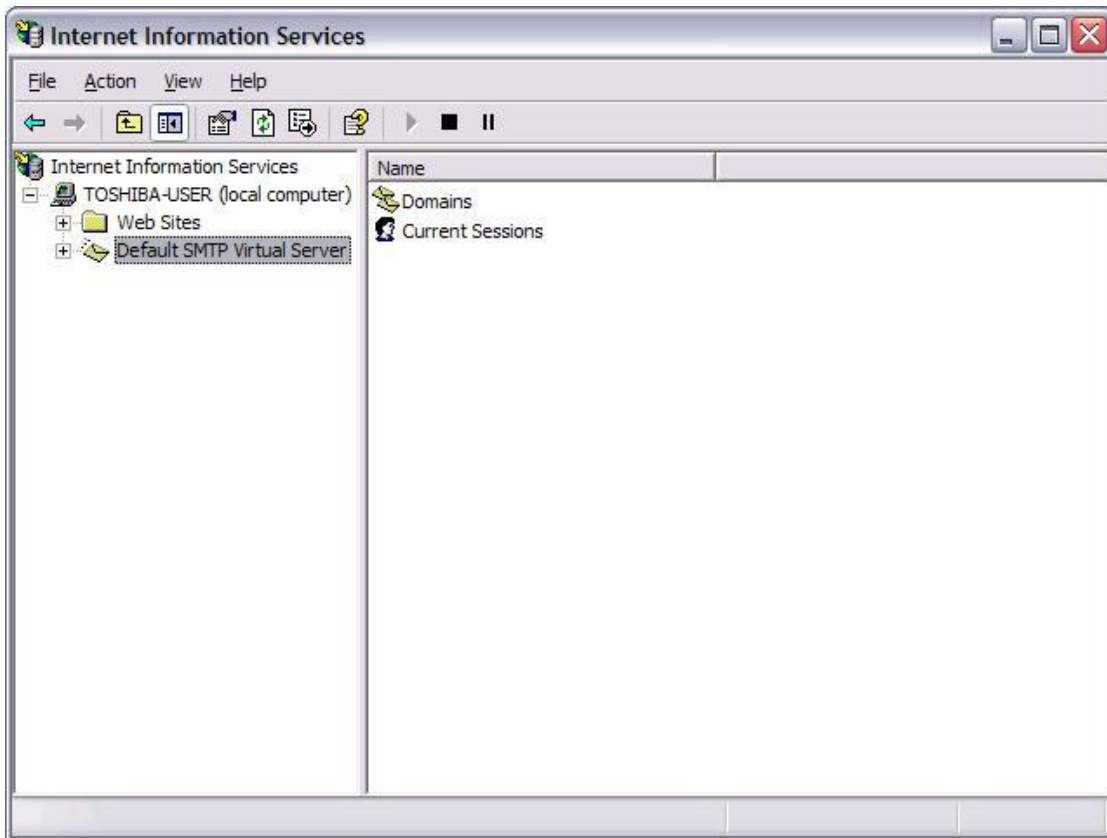
Following are instructions for configuring your email server to allow Basic Authentication without TLS. The steps required on your server may vary from what is illustrated below. If you do not host your own email server, you will need to contact your email service provider to verify that Basic Authentication without TLS is supported.

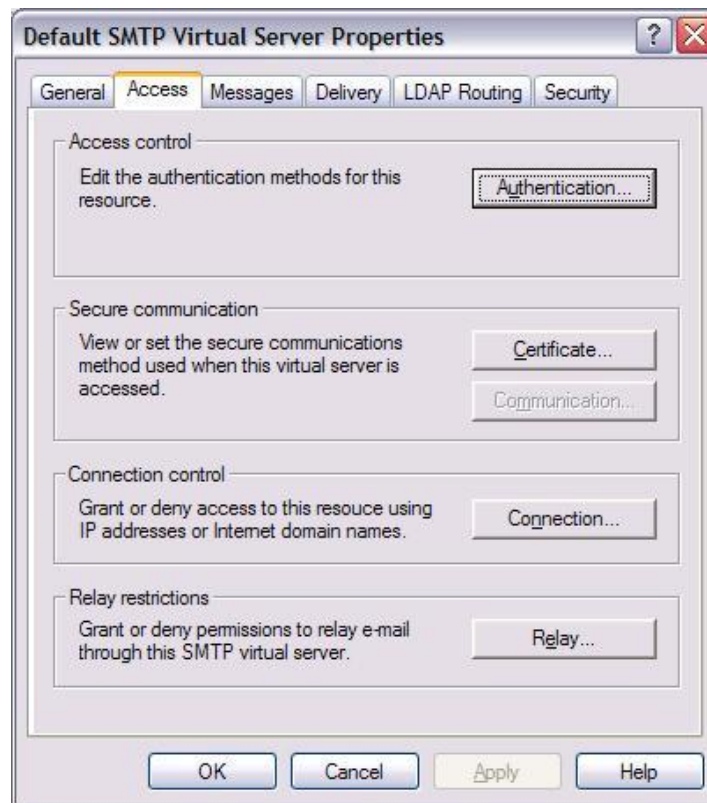
Go to Control Panel > Administrative Tools

Open Internet Information Services

- Right-click on Default SMTP Virtual Server and click Properties
- Select the Access tab and click the Authentication button

Make sure Basic authentication is checked and Requires TLS encryption is unchecked. Anonymous and Integrated Windows Authentication may be on or off

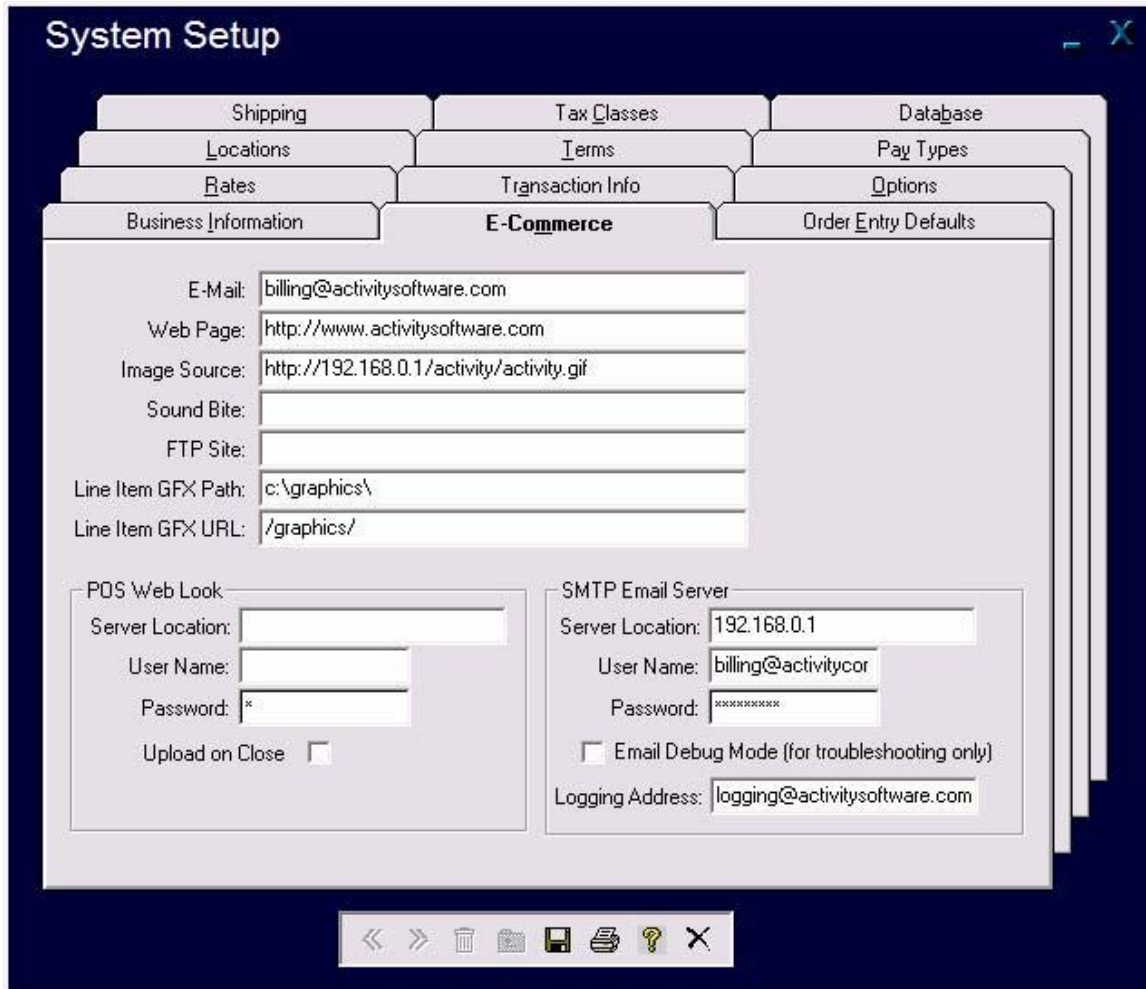






## Activity Software Configuration

Setting up Activity to send email is done through the System Setup module:



**System Setup**

Shipping Tax Classes Database  
 Locations Terms Pay Types  
 Rates Transaction Info Options  
 Business Information **E-Commerce** Order Entry Defaults

E-Mail:   
 Web Page:   
 Image Source:   
 Sound Bite:   
 FTP Site:   
 Line Item GFX Path:   
 Line Item GFX URL:

POS Web Look  
 Server Location:   
 User Name:   
 Password:   
 Upload on Close

SMTP Email Server  
 Server Location:   
 User Name:   
 Password:   
 Email Debug Mode (for troubleshooting only)  
 Logging Address:

Navigation icons: << >> [trash] [folder] [save] [print] [help] [close]

**Server Location:** Enter the address of the email server

**User Name:** Enter the email account login user name. Some email account require just the user name, some require the user name followed by the domain (*username@domain.com*)

**Password:** Enter the emails account password. Please note that it may be case-sensitive

**Email Debug Mode:** Only check this if you are having problems emailing. More information is in the following Troubleshooting section

**Logging Address:** Since Activity no longer requires an external email client such as Microsoft Outlook, there is no outbox to log outgoing addresses. The

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logging address will receive copies of outgoing invoice and estimate emails so a record can be kept of sent emails.

### Troubleshooting

There are several issues that may prevent emailing:

Email server does not accept Basic Authentication: refer to the *Email Server (SMTP) Configuration* section above

Firewall software is blocking outgoing email: if ZoneAlarm or similar firewall software is installed on your system, please make sure it is set to allow network access to both Activity and Jmail

Incorrect email settings: please make sure that the email settings in the System Setup module are correct

Computer does not have access to the email server

There are other issues that may affect outgoing email. If you are experiencing problems with outgoing emails, check the Email Debug Mode box pictured in the above section. Try sending an email. It may take up to two minutes as Activity attempts to send the email, but eventually the following debugging window will pop up:



Please highlight, cut and paste the entire contents and forward to Activity support for troubleshooting support.