

Email setup guide v9 & v10

Introduction:

This is a quick guide for configuring the settings required to send emails from Touch versions 9 & 10.

Chilkat DLL:

First step is to register the Chilkat DLL that is required for sending emails from Touch.

- A sub folder "Email Control" can be found within the main touch folder that contains a file ChilkatAx-9.5.0-win32.dll along with two batch files (1 x 32 bit & 1 x 64 bit)
- To register the ChilkatAx-9.5.0-win32.dll select the relevant batch file for the OS installed on the PC (either 32 bit or 64 bit)
- Run the batch file with elevated permissions (right click and run as administrator)
- The screen below will prompt when running the batch file, if successful the message box will show succeeded



Email settings:

• The screen below shows the back office setting 'Using Email' that is required to enable email

Settings				
Settings				
All	Local (modified settings shown in blue) Option		Setting	
System	Section : Sales Settings Using Email?	YES		
Sales Viewer				
Sales				
Receipt Printer				
Remote Printer				
Accounts				
Locate				
Search	Edit			
			Save	Exit



• When the 'Using Email?' setting is set to YES an EMAIL button will appear in the back office menu as shown below

Sales / Review	Products	Stock In/Out	Reports	Customers	Bookings		Utilities
Operators	Receipt Setup	Hotcodes	Reasons	Foreign Exchange	Post Sale	Enquiry Display	System Menu
Commission	Mail Merge Wizard	Daily Chalkboard	Label Printing	Fridge / Freezers			
Passwords	Tenders	Charge Sheets	Database	Import / Export	Customer Display	Tax Settings	Settings
Screens	Archive Sales	Document Settings	File Checker	Hotel Link	ResDiary Configuration	JSM Bar Bookings Configuration	
Backups	Licence	Company Details	Remote Printers	EOD Reset	Startup Wizard	Paths	Email
Settings			CES Touch - V LICENCE	ersion 10.0.013 VERIFIED			Exit

• Press the Email button to access the screen below, the first page is where you select the various options that are available for email, Sales Receipts, End of Day etc

limi letinp	- 6
Email Settings	
Sales Receipts	
Sales A4 Receipts	
Loyalty Point Receipts	
Ind of Day Report (automatic*)	
*Email addresses for Reports - split using a , (comma) inbetween	
michael@cessoftware.com	¢.
Signature	
That you	Ĵ
Email Logo URL	
	X
Email Credentials Email History Save	Close

• Press the Email Credentials to button to access the screen below where the email account details are configured

🕮 Email Configuration			
Email Configuration			
SMTP Server SMTP Port	smtp.gmail.com 465 : • Secure SSL/TLS connection?		l
Email Address	cesv9demo@gmail.com		
Reply Address	cesv9demo@gmail.com Leave blank to use Email Address as Reply Address]
Username	cesv9demo@gmail.com		Copy from email address
Password	*****		
Confirm Password	*****	Test	1
		Save	Close



• Enter the smtp email account credentials for the email account used to send emails and press the test button, if everything is set correctly the message below will show

Smail Configuration		23
Email Configuration		
SMTP Server	smtp.gmail.com	
	Email sent	
Í	Email sent successfully.	
		ок
Confirm Password	Test	
	Save	Close

• If there is an issue with the account credentials the below message will show and a log file will be written to the path shown on the message

Email Configuration		8
Email Configuration		
SMTP Server	smtp.gmail.com]
	Email Error	
X	There has been an error sending the email, for full details p C:\TOUCH\logs\emails\20200304161806.	lease see the log file: log
Confirm Password	Test	ок
		,
	Save	Close

• The example below shows a wrong username or password (intentionally done for this example)

<pre>SmtpCmdSent: Y2VzdjlkZWlvQGdtYWlsLmNv<crlf>sendCmdToSmtp readSmtpResponse: SmtpCmdResp: 334 UGFzc3dvcmQ6readSmtpResponse sendCmdToSmtp: SmtpCmdSent: {PasswordOrCredentials}sendCmdToSmtp readSmtpResponse: SmtpCmdResp: 535-5.7.8 Username and Password not accepted. Learn more at</crlf></pre>
SmtpCmdResp: 535 5.7.8 https://support.google.com/mail/?p=BadCredentials r12sm5013138wrw.77 - gsmtp
readSmtpResponse
SMTP authentication failed after sending password.
Check your username/password or your SMTP server's auth settings
auth_login
Failed to login using LOGIN method
smtpAuthenticate
ConnectionType: SSL/TLS
smtpAuthenticate
ensureSmtpAuthenticated
ansunaGeterCossian



Note:

• Email clients such as Gmail or Hotmail may need account settings enabled to allow third party or less secure apps to connect.

Email Settings:

• The screen below is where you can select the various email options by ticking the box against the various options to enable

i Setirgi	- 0
Email Settings	
Sales Receipts	
Sales A4 Receipts	
Loyalty Point Receipts	
End of Day Report (automatic*)	
*Email addresses for Reports - split using a , (comma) inbetween	
michael@cessoftware.com	Ĵ
Signature	
Tank you	^
Email Logo URL	
Email Credentials Email History Save	Close

• Sales Receipts:

This option will send an email version of the till receipt.

If a customer is active with an email addressed stored the customers email address will auto populate in the screen below. Note: if the email address is changed in this screen the customer record will get updated with the updated email details.

If no customer is active the email address on the screen below will be blank and the email address can be manually entered.

If a customer is active with no email address stored the and the email address is manually entered the customer record will get updated with the email address entered.





• Sales A4 Receipts:

This option can only be used when a customer with a stored email address is open and will send a PDF version of the A4 sales receipt.

• Loyalty Points Receipt:

This option will email a loyalty points balance receipt whenever a customer's loyalty balance changes when adding of redeeming loyalty points.

• End of Day report:

This option will email the EOD report automatically to the email address (or addresses for multiple use a comma to separate in between email addresses).

The EOD report gets emailed automatically every time the EOD is run to the email address stored in the setting. There are three other reports that can also be emailed using the email button as shown on the screen below which are the Current Financial, Daily Sales and Sales by Period. For the other reports you need to press the email button and manually enter the email address.

Current	Repo	rt
Branch: 001	Term	inal: 01
Transactions:	1	
Gross Sales:	2	2.95
		2.95
Less Refunds:	0	0.00
Nett Sales:		2.95
Balance:	==:	2.95
Ch CH -		
CASH:	1 	2.95
Tender Total #1:		2.95
Balance:		2.95
Average	e Sale:	2.95
Average Qua	antity:	2
VAT AN	ALYSI	S
Dataila	Coode (Em)	577 m