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**Known issues - E-MailPro**

|  |  |
| --- | --- |
|  | ***Document EMail Pro Plugin -*** *Manual - Shop -* ***Licence*** *: Once-off - This Plugin is included in the osFinancials5 subscription.*  ***Documentation*** *: Help documentation* ***Online Help documentation*** *: Document email pro*  ***Translations*** *: Outstanding* |

# Attach files (Invoices not attached to mail message)

## Invoice (or other documents not attached)

Invoice not attached to Mail message could possibly be a result of the EMailheader text not refresh with the Invoice details (*EHeaderText=Faktuur <#SDOCNO#> vanaf <#FROMCOMPANYNAME#>)* does not add the company name before sending mail

**Preview att** button does not launch the Invoice.

## UBL setting

UBL setting - All – Attach the UBL for the Invoice as UBL prefixed with the Invoice number e.g. IN000031UBL2.xml

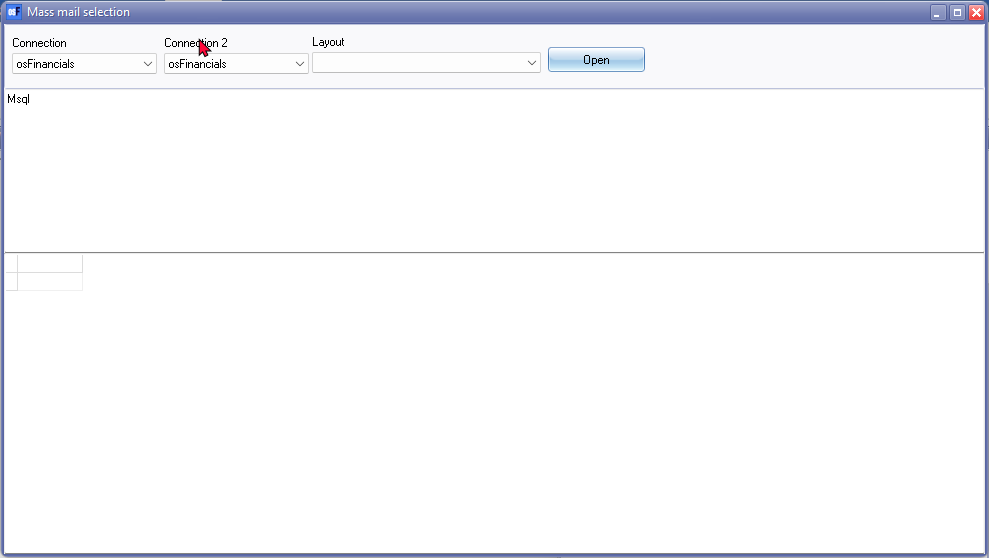
UBL setting – With SQL field UBL – does not attach the UBL file.

## Templates may need updating

Dates - date of invoice and system date. No dates are included in the 10 Invoice html. And other document types.

Only comments ate imported. May need to add remarks, if included in the document.

# Mass mail button on Setup E-mail Pro (Error)

******

Launch "*Mass mail selection*" screen. Click on **Open** button, produces sql error

*Dynamic SQL Error  
SQL error code = -104  
Token unknown - line 1, column 1  
Msql*

Screen not translatable.

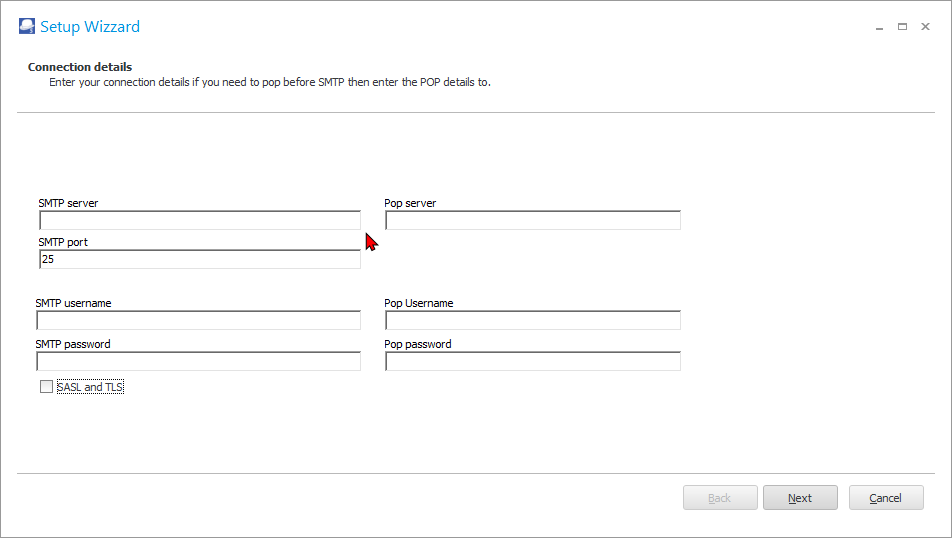
Before the point to the shop was initiating a message.

|  |  |
| --- | --- |
|  | ***Massmail*** *button Initiated the following message:*  *This feature needs a separate serial please request your trail at* [*https://www.osfinancials.org/en/webshop/*](https://www.osfinancials.org/en/webshop/) *“* |

# Setup Wizard (Not launched)

If Setup Wizard should be launched, these screens should be translatable

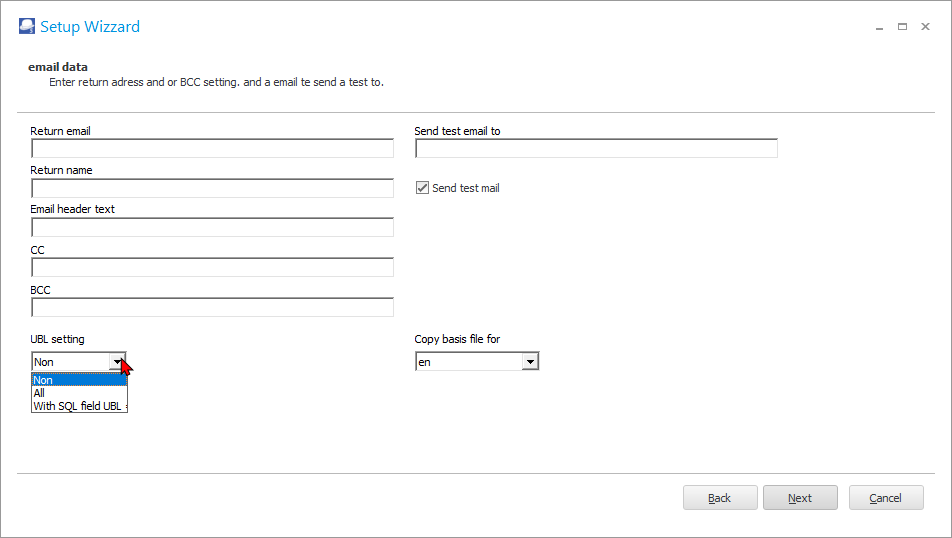
In addition to the **Settings** tab, you may also launch the “*Setup Wizzard*” to configure your connection details, for your SMTP and POP servers:



The options, is as follows:

|  |  |
| --- | --- |
| ***Field*** | ***Description*** |
| *SMTP server:* | *Enter a valid SMTP (outgoing mail server) as registered with your ISP (Internet Service Provider) for your e-mail account settings.*  *Note - with POP before SMTP (usually if you do not send e-mails via your provider) it is best to create an e-mail box that no one else will read. This is because if mail is read with multiple IPS on the mail box, the pop for SMTP will not work properly.*  *It is best to use an account that is not used by anyone else.* |
| *SMTP Port:* | *The default port is “25”. This is determined by the default configuration of your operating system.* |
| *SMTP username:* | *Enter the SMTP username as registered with your ISP (Internet Service Provider) for your e-mail account settings.* |
| *SMTP password:* | *Enter the SMTP password as registered with your ISP (Internet Service Provider) for your e-mail account settings.* |
| *POP server:* | *Enter the POP server as registered with your ISP (Internet Service Provider) for your e-mail account settings.* |
| *POP Username:* | *Enter the POP username as registered with your ISP (Internet Service Provider) for your e-mail account settings.* |
| *POP password:* | *Enter the POP password as registered with your ISP (Internet Service Provider) for your e-mail account settings.* |

Click **Next**.



The options, is as follows:

|  |  |
| --- | --- |
| ***Field*** | ***Description*** |
| *Return e-mail:* | *This field is optional. You may enter your own e-mail address.* |
| *Return name:* | *Enter your name.* |
| *E-mail header text:* | *Add the text you need to send as the e-mail subject.* |
| *CC: (multiple separate with ;)* | *This abbreviation* ***CC*** *“Carbon Copy” indicates secondary recipients of a message. Those recipients who are to receive a copy of a message directed to another. The list of recipients in the CC field is visible to all other recipients of the message.*  *Enter a valid e-mail address, if necessary.* |
| *BCC: (multiple separate with ;)* | *This abbreviation* ***BCC*** *“Blind Carbon Copy” allows you to send a copy of your correspondence to a third party when you do not want to let the recipient know that you are doing this (or when you do not want the recipient to know the third party's e-mail address). You may also wish to enter this filed, when sending an e-mail to multiple recipients, you can hide their e-mail addresses from each other.*  *Enter a valid e-mail address, if necessary.* |
| *Send test mail to:* | *Here you can enter your own email address for the test.* |
| *Send test mail to:* | *Thick this option if a valid e-mail address is entered in the “Send test mail to” field.* |
| *Copy basis file for:* | *The default setting is “nl for the Dutch language. Select “en” for English.* |
| *Certificate password:* | *If you have selected a certificate, you need to enter a valid password for that certificate.* |
| *UBL:* | *From osFinancials version 4.0.0.1102 and TurboCASH5.2 (365) it is possible to send UBL2.0 files with the document.*  *The option can be enabled on the settings tab and has 3 settings*  *• Do not send UBL (standard)*  *• Always send a UBL*  *• Based on a UBL field in the dataset that contains the value T.*  *The output can be checked for validity via this website*  *https://peppol.helger.com/public/locale-en\_US/menuitem-validation-bis2*  *By default, EUR is used for currency exports.*  *For stock unit standard SK is used or the first 2 letters of the stock unit.* |

Click **Next** to check your settings.



If there are any errors, you need to click **Back** and correct your settings and configuration.

**Access violations Plugin - E-MailPro**

***Access violation – Sudden Internet connection lost***

osFinancials 5.0.0.374

Replicated when we had a Load shedding and lost Wifi connection all of a sudden whilst busy with email pro processes

*Access violation at address 0F30F000 in module 'accounting.exe'. Read of address 0F30F000.*

***Replicated Access violation from the E-Mail Pro tab on Debtors account -*** ***not replicated - osFinancials5.1.0.227***

osFinancials 5.0.0.374

*Access violation at address 5005FD90 in module 'rtl260.bpl'. Read of address 0E5D7248.*

Copied a layout file (TRN\_3174 Document layout) from DOCUMENTS / DOCUMENTS to

D: \ osfinancials5 \ plug\_ins \ reports \ REPORTS\DEBTOR \ reports folder – Available for selection then selected and then produced the access violation error clicking on the Email pro screen.

The files in that folder is LANG\_906062 – Selected debtor label and LANG\_906065 – Selected debtor delivery label

# Access violation – UBL - With SQL UBL not replicated - osFinancials5.1.0.227

If the With SQL UBL is selected on the Settings tab of E-mail Pro access violation error:

*“Access violation at address 124D52F6 in module 'emailDll.tpd'. Read of address 00000000”*

Setup wizard inactive may need to be hidden / removed

UBL Setting (Not saving correctly) en – Defaults to nl

