

Courier Console

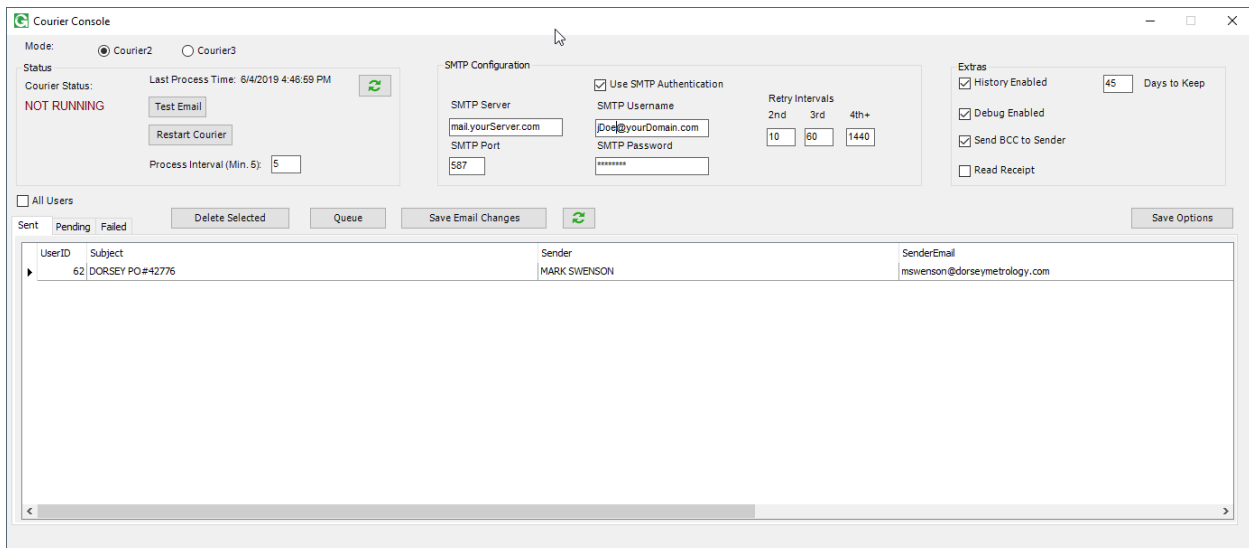
ARC 5095

Script name: GAB_5095_Courier_Console.g2u

The Courier Console consolidates options and functionality to one location and increases visibility and access to emails sent from Global Shop through Courier.

From the console all emails including successfully sent, currently pending, or failed emails are all available for review.

The console is segmented into four sections: Status, SMTP Configuration, Extras, and the main "Email View". Each section is described in more detail further in the pages below.



The screenshot shows the Courier Console interface with the following sections:

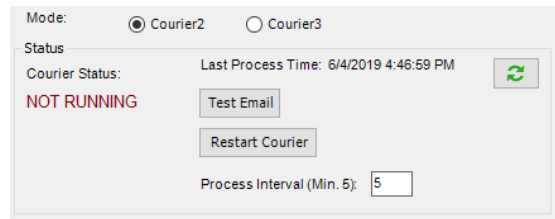
- Status:** Mode: Courier2 (selected), Courier3. Status: NOT RUNNING. Last Process Time: 6/4/2019 4:46:59 PM. Buttons: Test Email, Restart Courier. Process Interval (Min. 5): 5.
- SMTP Configuration:** SMTP Server: mail.yourServer.com, SMTP Port: 587. SMTP Username: Doe@yourDomain.com, SMTP Password: [masked]. Use SMTP Authentication: [checked]. Retry Intervals: 2nd: 10, 3rd: 60, 4th+: 1440.
- Extras:** History Enabled: [checked], Days to Keep: 45. Debug Enabled: [checked]. Send BCC to Sender: [checked]. Read Receipt: [unchecked].
- Email View:** Filter: All Users. Buttons: Delete Selected, Queue, Save Email Changes, Save Options. Table:

UserID	Subject	Sender	SenderEmail
62	DORSEY PO#42776	MARK SWENSON	mswenson@dorseymetrology.com




By default, users will only see their own sent emails, and will not have access to change any options or alter email records. A security group called **EMCADMIN** must be created via *System Support > File > Group Security Maintenance* and users who require more Administrative functionality should be added to this group.

Status



The screenshot shows a web interface for monitoring the Courier status. At the top, there are two radio buttons for 'Mode': 'Courier2' (selected) and 'Courier3'. Below this, the 'Status' section displays 'Courier Status: NOT RUNNING' in red text. To the right, it shows 'Last Process Time: 6/4/2019 4:46:59 PM' and a green refresh button. Below the status, there are two buttons: 'Test Email' and 'Restart Courier'. At the bottom, there is a 'Process Interval (Min. 5):' label followed by a text input field containing the number '5'.



All information in this section is static. The refresh button  is required to update this information.

Set the mode to Courier2 or Courier3 to reflect which version you use. The Courier Status, Last Process Time, and Restart Courier functionality will change accordingly.

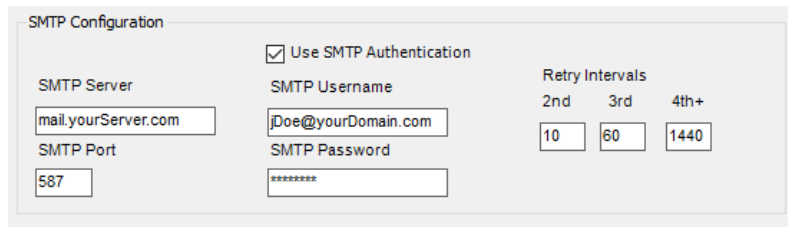
From this section you can see:

- **Courier Status:** RUNNING or NOT RUNNING
- **Process Interval:** How often Courier processes emails. (Minimum 5 minutes)
- **Last Process Time:** When Courier last checked for emails. This information requires that Debug is enabled and a Courier log exists.

From this section you can:

- **Test Email:** Allows you to send a test email with an optional attachment
- **Restart Courier:** This requires Online Update be running and can take several minutes to complete. This will start Courier if it is not already running. Courier will run on the same Windows profile that Online Update is currently running.

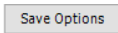
SMTP Configuration



The screenshot shows the 'SMTP Configuration' window. It includes a checkbox for 'Use SMTP Authentication' which is checked. Below this are fields for 'SMTP Server' (mail.yourServer.com), 'SMTP Username' (jDoe@yourDomain.com), and 'SMTP Password' (masked with asterisks). There is also a field for 'SMTP Port' (587). To the right, under 'Retry Intervals', there are three input boxes for '2nd' (10), '3rd' (60), and '4th+' (1440).

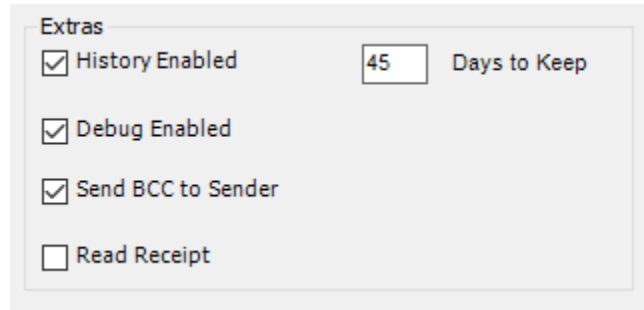


From this section you can see many of the SMTP options also found in Communication Options (*System Support > Administration > Communication Options*). These options will affect how Courier works and require Courier to be restarted in order to pick up any changes made.

These options can be edited directly from this screen and saved with the  button.

- SMTP Server
- SMTP Port
- Use SMTP Authentication
- SMTP Username (*Inactive if Authentication is disabled*)
- SMTP Password (*Inactive if Authentication is disabled*)
- **Retry Intervals:** Intervals in which Courier will attempt to retry failed emails. All attempts past the 4th attempt will default to the value set for the 4th attempt. ***Courier3 stops attempting after the 4th attempt.**

Extras

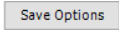


The screenshot shows a configuration window titled 'Extras'. It contains four settings:

- ☒ History Enabled: 45 Days to Keep
- ☒ Debug Enabled
- ☒ Send BCC to Sender
- ☐ Read Receipt



From this section you can see several of the general Courier options found in Communication Options (*System Support > Administration > Communication Options*). These options will affect how Courier works and require Courier to be restarted in order to pick up any changes made.

These options can be edited directly from this screen and saved with the  button.

- **History Enabled:** This option is recommended in order to have a few of successfully sent emails.
- **Days to Keep** (*Inactive if History is disabled*): The number of days to keep successfully sent email history
- **Debug Enabled:** This option is recommended to generate logs for troubleshoot purposes. It is also required for some console functionality.
- **Send BCC to Sender:** If enabled, all emails sent through Courier will be copied and sent back to the sender
- **Read Receipt:** If enabled, recipients of emails sent through Courier will be prompted to return a read receipt.

Email View

All Users

SentPendingFailed

Delete SelectedQueueSave Email Changes

Save Options

Sender Email	Recipient Email	Subject	Error	Error Date	Attempt	Next Delivery Attempt	/ ...	User ID ...	Read Rcpt	Delete	Queue	Attach
▶ pgrekstas@gssmail.com	mistypedEmail@gssmail.com	Successful Test Email			21		...	62 ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Depending on the amount of emails sent through Courier at your company and the amount of history that you are maintaining, the loading of the emails -- particularly the Sent Emails -- can take a little time.



Non-EMCADMIN users will not see the option for “All Users”, but will see emails sent both from their GSS profile and also emails that match the address associated with their GSS profile. They will also not be able to delete, queue, or edit email records.

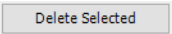
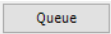
Three distinct views exist:

1. **Sent Email:** Emails successfully processed and sent by Courier (*not a confirmation of delivery*)
2. **Pending Email:** Emails generated since the last Courier process interval. No attempts have been made to send these emails. Emails in this view can be edited to correct issues if necessary.
3. **Failed Email:** Emails that have failed for any number of reasons. Emails in this view can be edited to correct issues if necessary.



Some fields within the Pending and Failed grids can be edited to correct isolated issues. Changes only effect the email record and do not propagate throughout the rest of Global Shop. For instance, correcting a bad email address will not fix the source email address where it was pulled from. Changes to email records will not apply until is used.

Records within the Pending and Failed tabs can be selected for deletion or queueing. Queue will update the NextDeliveryAttempt value to the current time rather than waiting for whatever it may be. You can select email records individually, or you can right-click on the grids to view a context menu with the ability to **Select/Deselect All for Delete** or **Select/Deselect All for Queue**.

Click  or  to delete or queue those selected records, respectively.

Export functionality is available by right-clicking on any grid and selecting Export from the context menu. If Excel is installed on the machine, an XLSX file will be created in the %Temp%\GSS location on the local machine named Courier_gsgc[tab]_Export.xlsx where [tab] will change depending on which tab you are exporting. If Excel is not found to be installed, a CSV file will be created instead and opened in your default program to handle that file type.

You can click on the name of an attachment on any email record to open it in the default program for that file type.

Days Old is a field added to the Failed tab to estimate the age of the email record in the system. This is a best effort attempt at estimating based on the number of attempts so far and calculations based on your current retry intervals. If these settings have been changed during the life of the email, then this estimate will likely be unreliable.