Email Settings Help File (Version 2408)

1. Choose **plain text** or **HTML** email. HTML email includes formatted text, two hyperlinks & two inline images (MDSBanner.png & TitleBar.png)
   The image files MUST be located in the same folder as this application

2. Enter the email settings for your network and click **Send EMail.**
   Attached file(s), CC & BCC are optional but all other email settings must be completed.

The **Email Subject Line** can be edited – the number of attachments will be added.
You can optionally include **Email Settings/Password** in the email body.
You can also change the email **Importance** level from Normal to High / Low

You will see this message if your email sends successfully.
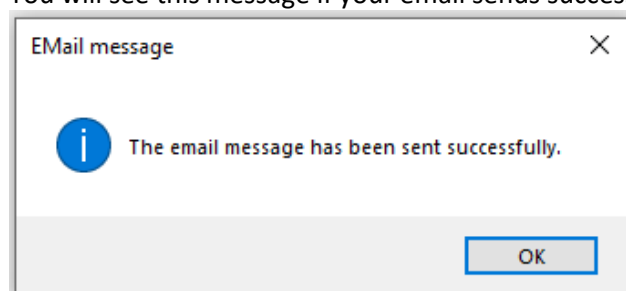
3. Example Messages

a) **Plain text** with 1 attachment and email settings


```
Test plain text message - 1 attachment

    [I]    xxxxxxxxxx@gmail.com
           To  info@mendipdatasystems.co.uk

    [📄]   TestFile.txt            [v]
           105 bytes


This is a test message to send a plain text email from Access with an attached file


EMail Settings
==============
Send Using = 2
SMTP Port = 465
SMTP Server = mail.btinternet.com
SMTP Authenticate = 1
Timeout = 60
Use SSL = True
Importance = Normal
Send User Name = c.riddington
Send Password = (not shown)
Send EMail Address = xxxxxxxxx@gmail.com
```
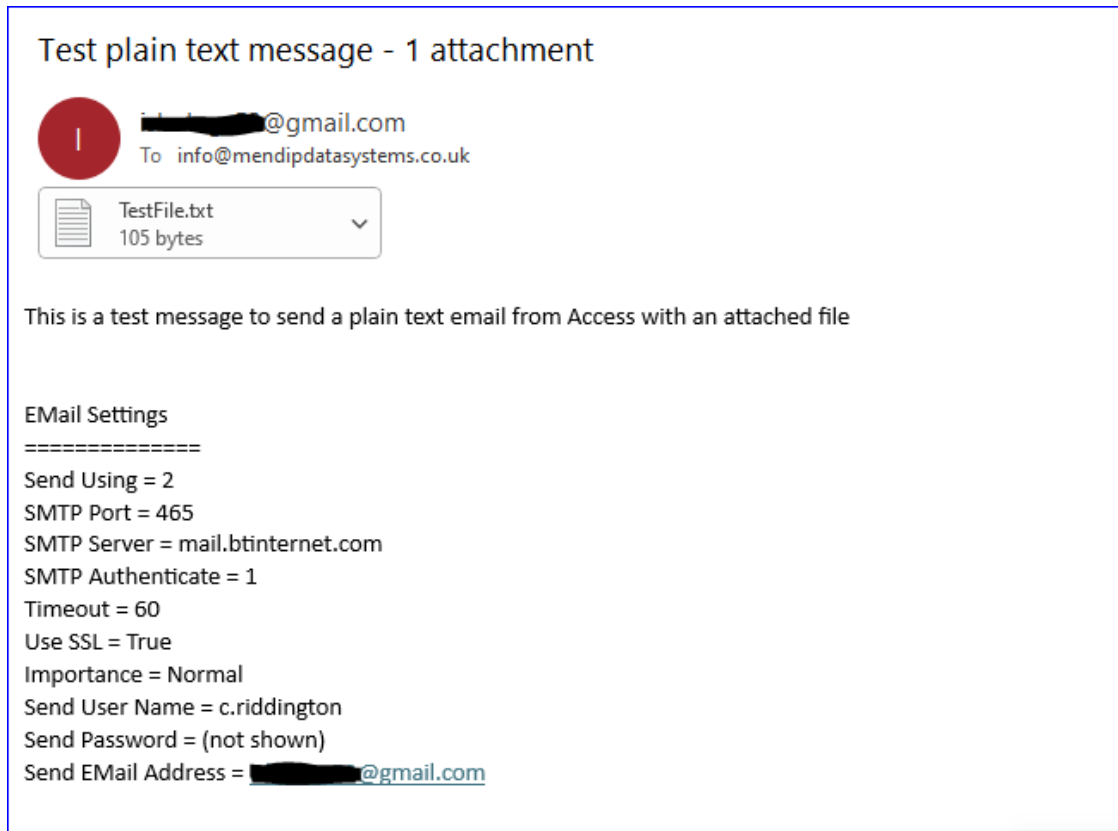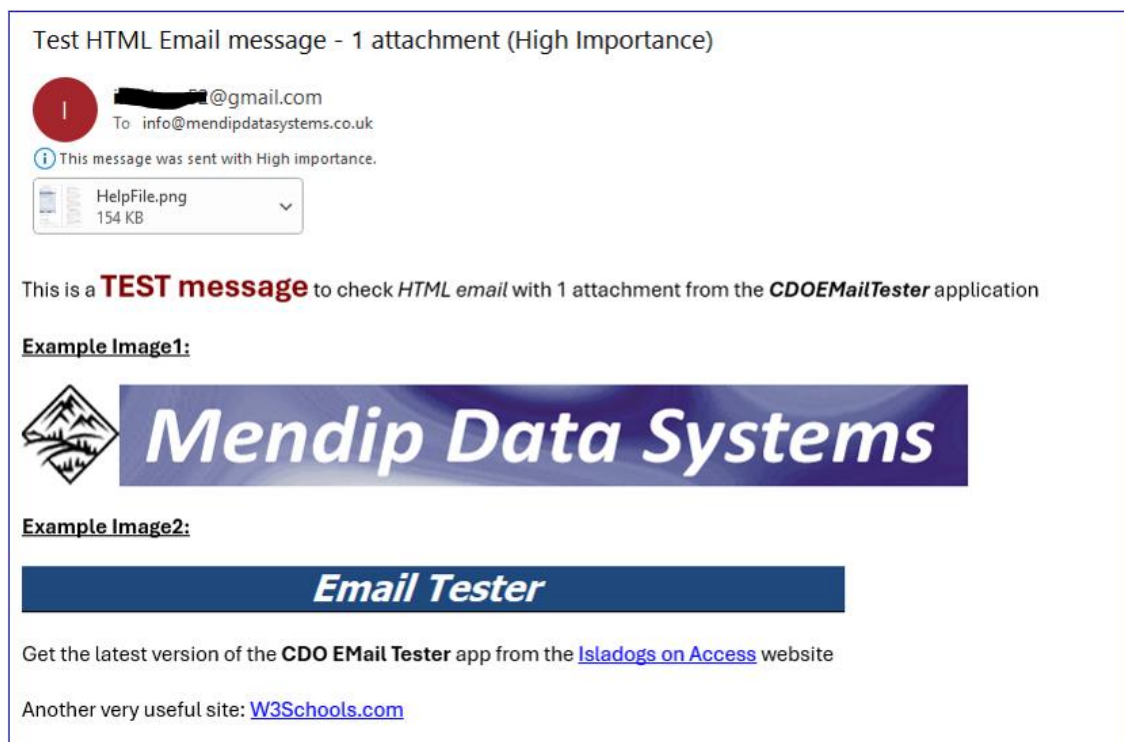
b) **HTML** with inline images / hyperlinks and high importance


```
Test HTML Email message - 1 attachment (High Importance)

    [I]    xxxxxxxx@gmail.com
           To  info@mendipdatasystems.co.uk
    (i) This message was sent with High importance.

    [🖼]   HelpFile.png            [v]
           154 KB


This is a TEST message to check HTML email with 1 attachment from the CDOEMailTester application

Example Image1:

    [Mendip Data Systems logo]

Example Image2:

    [Email Tester]

Get the latest version of the CDO EMail Tester app from the Isladogs on Access website

Another very useful site: W3Schools.com
```
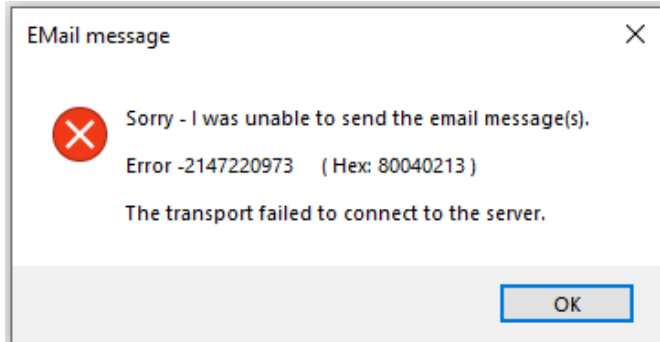
4. **Problems**
   If your email cannot be sent, you will see an error message giving the reason.
   Both the error number and its hex equivalent are included as well as the error description.

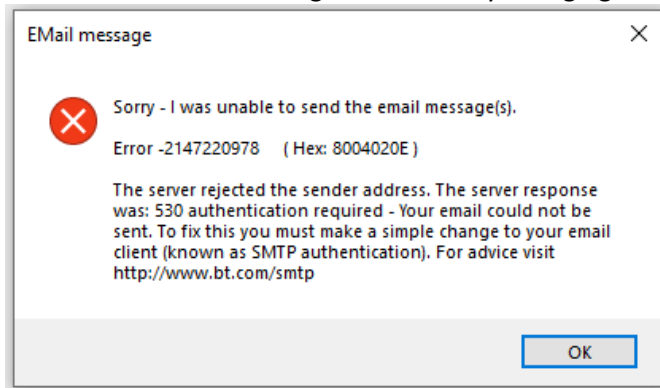   Some possible errors are shown below:

a) Incorrect settings e.g. server address or port wrong
   This is also shown if Use SSL setting or Password is incorrect
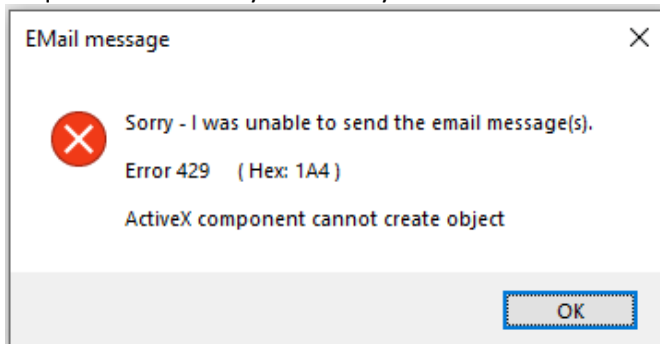

b) One or more settings have not been completed
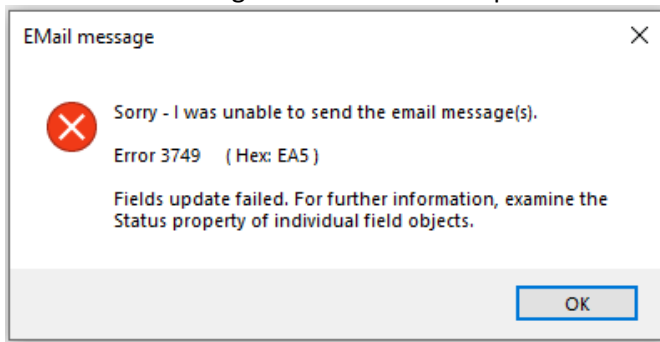
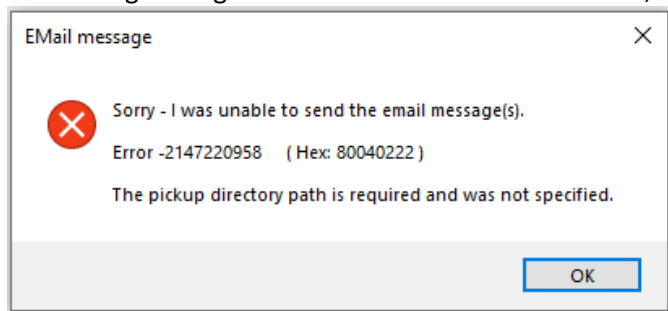c) SMTP Authenticate setting incorrect – try changing this from 0 to 1

d) Required code library file "cdosys.dll" not installed or not registered

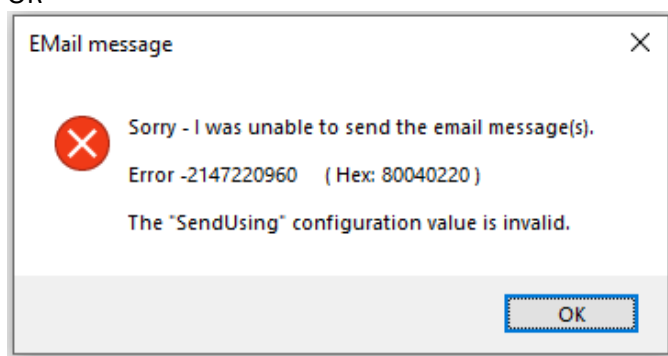   If using early binding, make sure that cdosys.dll is in the c:\windows\system32 folder
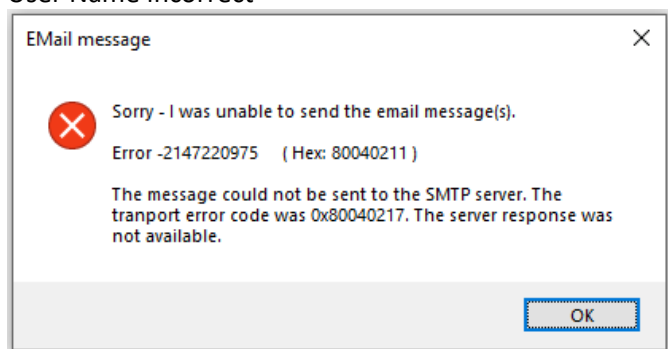   Run "regsvr32 cdosys.dll" to register

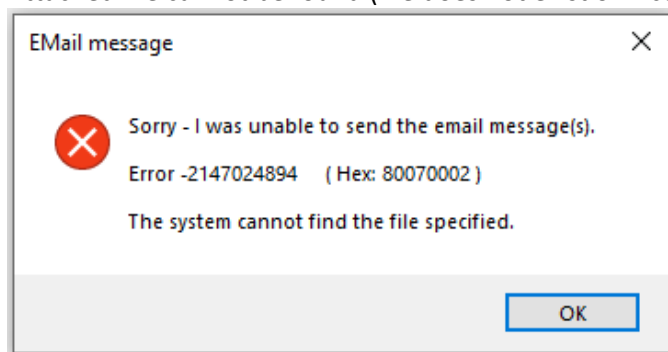e) Send Using setting incorrect – use 1 for local machine; 2 for network

> **EMail message** ✕
>
> ❌ Sorry - I was unable to send the email message(s).
>
> Error -2147220958   (Hex: 80040222)
>
> The pickup directory path is required and was not specified.
>
> OK

OR

> **EMail message** ✕
>
> ❌ Sorry - I was unable to send the email message(s).
>
> Error -2147220960   (Hex: 80040220)
>
> The "SendUsing" configuration value is invalid.
>
> OK

f) User Name incorrect

> **EMail message** ✕
>
> ❌ Sorry - I was unable to send the email message(s).
>
> Error -2147220975   (Hex: 80040211)
>
> The message could not be sent to the SMTP server. The tranport error code was 0x80040217. The server response was not available.
>
> OK

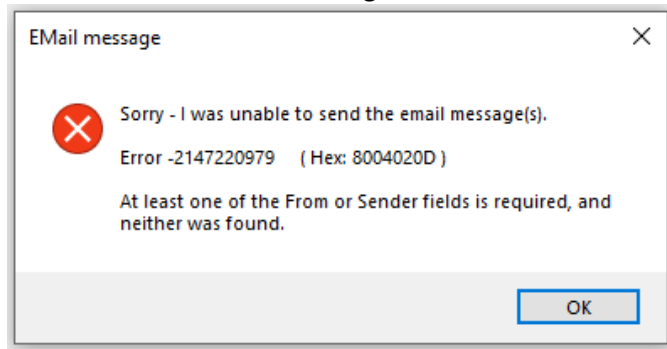NOTE: This error will occur using **GMail** accounts even when the user name / password are both correct. See **Appendix A** for a solution

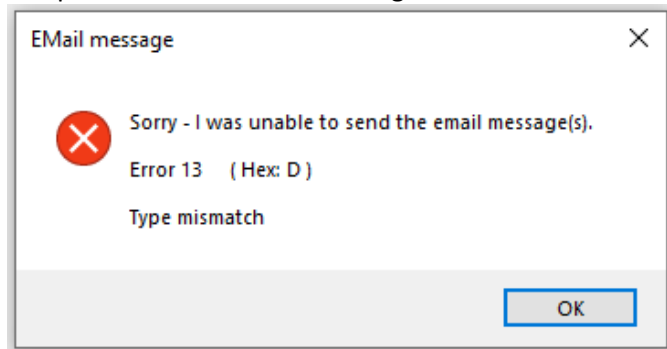g) Attached file cannot be found (file does not exist or incorrect file path)

> **EMail message** ✕
>
> ❌ Sorry - I was unable to send the email message(s).
>
> Error -2147024894   (Hex: 80070002)
>
> The system cannot find the file specified.
>
> OK

h)   Sender's email address missing

i)   Recipient's email address missing

NOTE:
The program cannot test whether the sender's and/or recipient's email addresses are valid.

Correct the error(s) and try again.
When all settings are correct your email should send successfully.

NOTE:
You can clear your personal data (user name, password, email address) by clicking the button on the form.
This does NOT clear the network email settings.

Colin Riddington   *Mendip Data Systems*   *Last Updated 21 Aug 2024*

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Appendix A – Managing Security in GMail Accounts

There is a new issue with **sending email using CDO** using a **GMail account.**

The correct settings for GMail are:

Send Mail Using Method	2	1 = local; 2 = network
Port used to send email	465	Usually 25
Email server	smtp.gmail.com	e.g. "pop-email.outlook.com"
SMTP Authenticate	1	Usually 1
Timeout (seconds)	60	e.g. 60
Use SSL?	True	True / False
Your email address	Your GmailAccount@gmail.com	
UserName	Your GmailAccount@gmail.com	
Password	••••••••••••••••	

However, Google has added **additional security** which effectively blocks email sent from any app it considers less secure (including Outlook).
This results in an **incorrect password error** (see item f above) when you enter your correct account details.

There are **two possible solutions** both of which require a change in the **security sectio**n of your **Google account settings**:

a) **allow less secure apps** - if this is applied, **GMail** will again work via CDO.
However, this is not available if you have switched on **two-step authentication**

b) **set app password** = enter a name for the app e.g. **CDO EMail Tester** and it will generate a unique password for that app and your account.
Enter that in place of your usual password & **CDO email** for your GMail account will again work perfectly!

See these links for more info:
https://support.google.com/accounts/answer/6010255?hl=en&ref_topic=7188673#
https://support.google.com/accounts/answer/185833?hl=en