Email Setup (Gmail, Yahoo, etc.)

The EZTouch Editor 2.0 now has support for sending emails that can be used with any Email Server (Gmail, Yahoo, etc.). The email setup is very fast and easy and allows for the EZ12 panel to send emails if there is an alarm or even on a scheduled basis (such as product count at shift change).

To setup the please go to **Remote Access > Email Setup...** The following dialog will appear with 4 tabs.
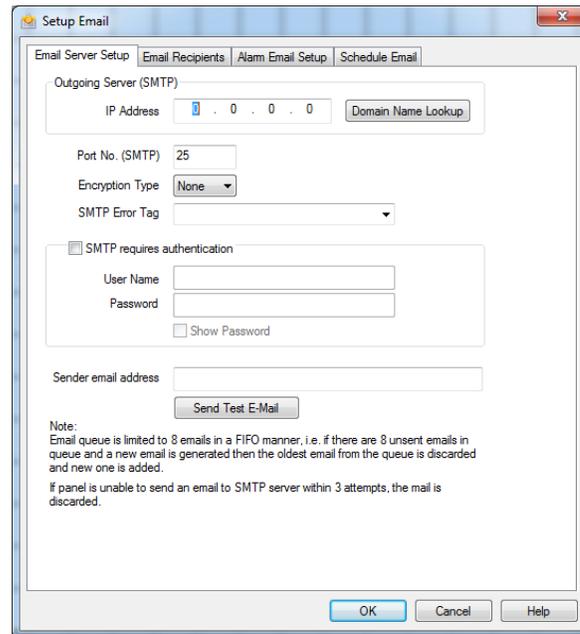
Email Server Setup

The main tab for setup is the Email Server Setup. Here you will need to input all the parameters for your email client, for example your gmail account. It is usually best to setup an account which you will use exclusively for these emails but it is not required.

Outgoing Server (SMTP)

To setup your emails you will have to enter the IP address of the server on your network. To find this IP address use the Domain Name Lookup and enter the domain name (ex. www.gmail.com). The found IP address will be the Server IP on your network. To use this IP address press the Use Selected IP.

Note: If the development network is different than production network the Server IP might be different.
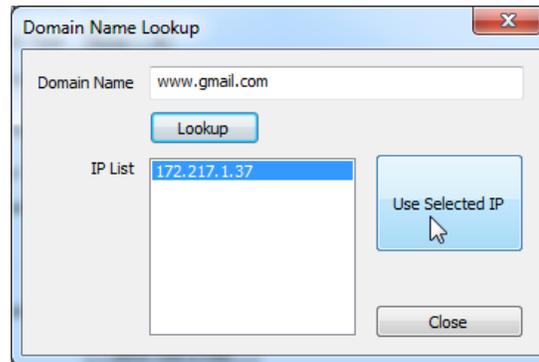
You can also just directly enter the domain name and it will automatically detect the IP address needed. Note that the DNS Server has to configure for this to work correctly.

Port Number (SMTP)

Every Server will have a specified Port No. that is used with it. Please enter the number here.

Note: Based on encryption the Port No. might change.

Encryption Type

For most Email Servers you will be required to use encryption (encryption is different then authentication, you will most likely require both). Encryption is used to make sure your emails are not intercepted and go to the correct Server. The Email provider will inform you which encryption and Port Number should be used.

SMTP Error Tag

SMTP Error Tag [▼]

For easier troubleshooting a tag input is provided. This tag will display error codes based on what error has occurred. This error tag is divided in half contains both an error code and a count (up to 255) of how many emails have not been sent. The counter will reset when an email is finally sent.

The Most Significant 8 bits are the counter and the Least Significant 8 bits are the error code

Error Code	Error Cause
0	No Error
1	Internal Error. Re download Project.
2	Cannot connect to Server (check Ethernet cable, Panel IP and Mac address)
3	No TLS (check if TLS is required by Server)
4	Send Error (Cannot send email, check message and sender/receiver email address)
5	Authorization Error (Check Username / Password)
6	DNS Error (Please check DNS server and make sure it is connecting)

Note: To use this correctly you will most likely need to separate the bits and the easiest way is to move only certain bits in the PLC into another register.

Error Register:

Counter   ←   Error Code ←

15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0
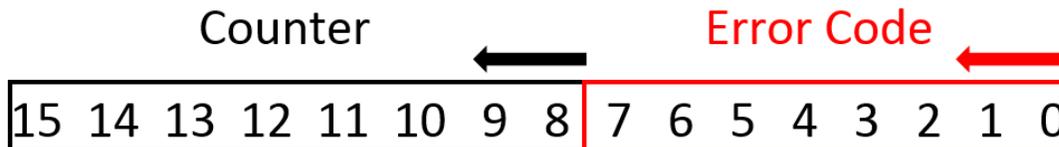
SMTP Authentication

☑ SMTP requires authentication

User Name [   ]

Password [   ]

☐ Show Password

For most Email Servers each email address will have its own Username and Password. If the Email address to be used as the Sender email requires a Username and Password. Please activate the SMP requires authentication and enter the specified emails Username and password here. Most current Email Servers will require both encryption and authentication.

Sender Email Address

Enter the Email address which the emails will be sent from here. Also you can use the Send Test Email option to verify that all your settings are correct.
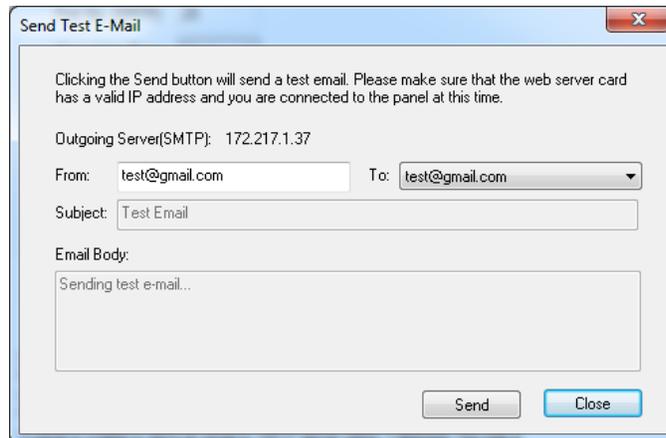
The Send Test Email option requires all information to be entered and then it connects to your selected panel (make sure have Serial/Ethernet connection to panel) and request that the panel send the email to the specified recipient (you will need to enter a recipient in the Email recipient tab). If everything works correctly the recipient should receive the test email. If the recipient does not get the email please check all your settings.

Unsent Email FIFO

Sending email takes a certain amount of time and therefore email might be generated at a faster rate than they can be sent. Therefore there is a FIFO queue where up to 8 unsent emails are stored till they are sent. As mentioned this queue is a FIFO and therefore the oldest email will be dropped if a 9th email is generated.

Note: The panel will attempt to send each email up to 3 times and then the email will be discarded. Each attempt will be followed by short waiting period.

Email Recipients

Click on the Email Recipients tab to add the email addresses of the new recipients or to edit the email addresses of the existing recipients. Recipients can be tag based but if an email recipient address is incorrect you will not receive any indication from the panel. The panel cannot receive emails from server that an email was not delivered.

Note: The maximum number of recipients could be 8. Once an alarm is triggered, the alarm emails will be sent to all the email addresses added to this list.
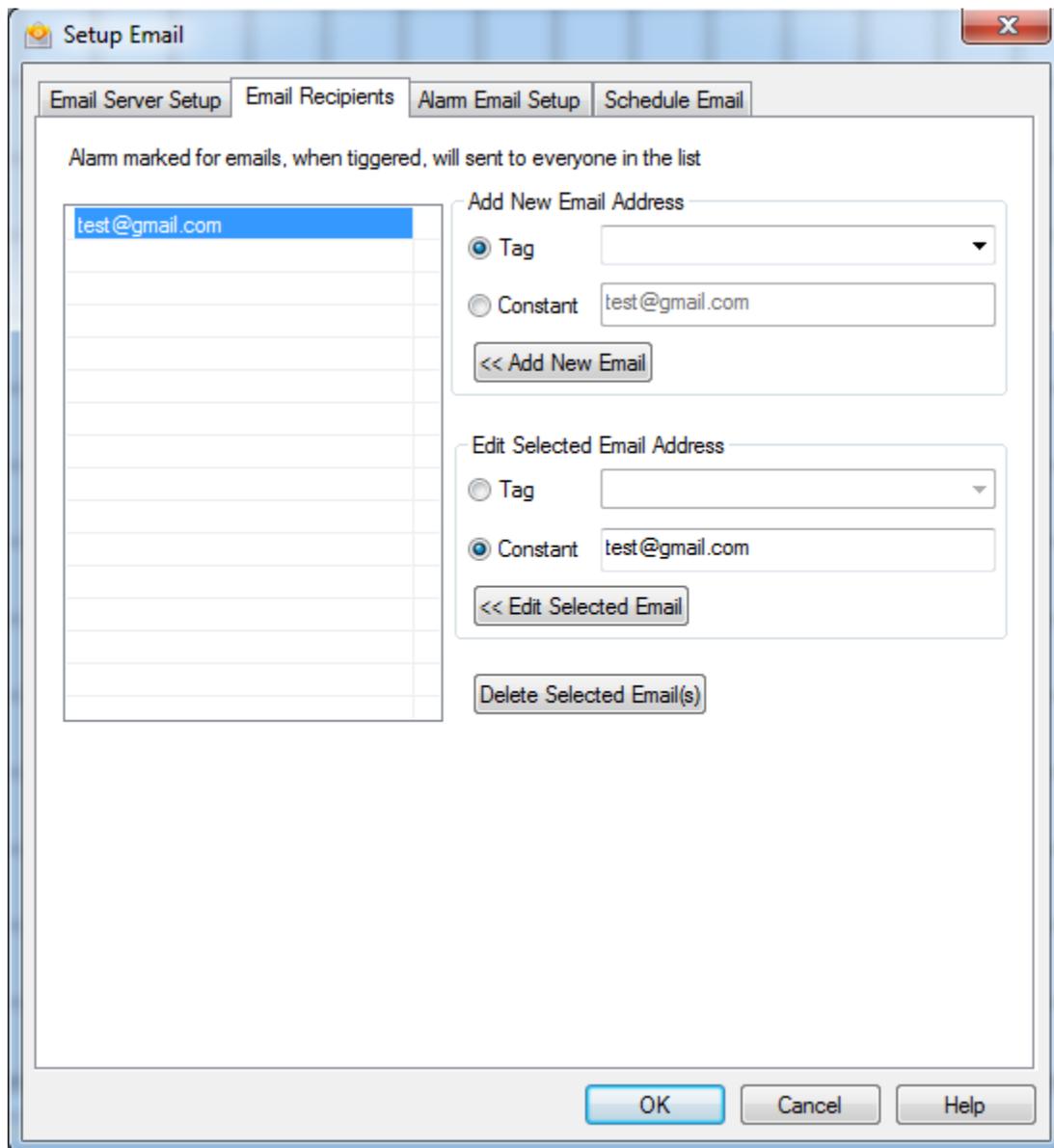
Alarm Email Setup

Alarm Email Setup allows you to create one template with user defined email subject line, and the user defined email body. You may check the Append Alarm Message to Subject Line, and the Append Alarm Message Details to the Body boxes to automatically add the triggered alarm message, or/and the alarm message details, right after your Subject Line and the Email Text.

Appending the alarm message allows inserting of tags to the email since Alarm messages can include tag data.

NOTE: Subject Line can be max of 128 characters including the triggered Alarm message. Whereas, the Email Body can be maximum of 1000 characters including the Alarm message details, if appended.

Example:

IMPORTANT NOTE: You may only add/edit the email addresses for the new or existing users in the OFF-LINE programming mode.

Schedule Email

Click on the Schedule Email tab to create a desired email schedule. This scheduled email will be sent at specified intervals to specific email recipients. The schedule can be tag-based or occur on regularly scheduled intervals such as hourly, daily, weekly, monthly or at specifically chosen times. The email can also be sent to one or several email recipients and include variables in the body of the email such as date, time, numeric tag, discrete tag, or ASII tag information.

Below is an example which will be sent at 8:00 AM, 4:00 PM, and Midnight (12:00 AM). The example has a date and 2 tags embedded. Finally it has an ASCII tag which has the current status embedded as well.
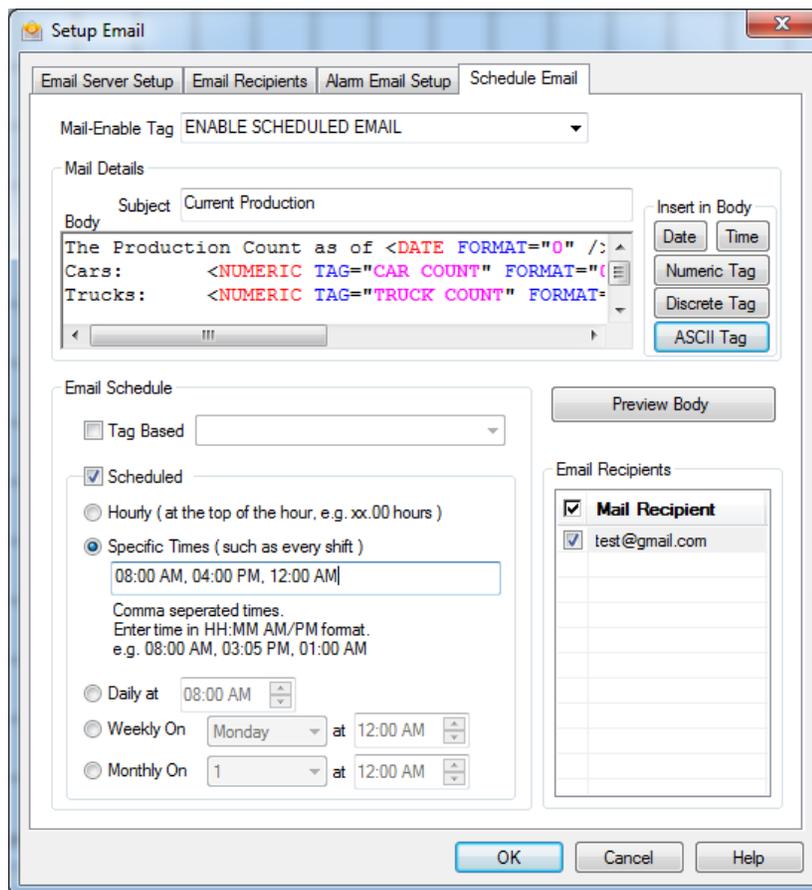
Use the *Preview Body* button to view a generated email based on selections.
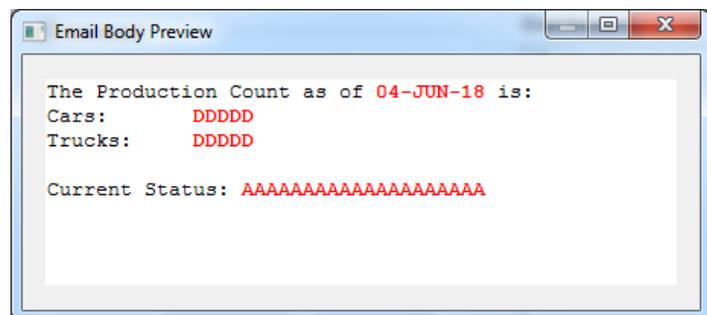
Ethernet and NTP Setup

In the **Panel Main Programming Window**, if you click on **Setup** > **Ethernet Setup**, it will display the Ethernet Setup window for defining the Ethernet settings for your corresponding Panel. When selected, the following screen will be shown.

Note: These settings can also be changed on the Panel using the Setup Screen Button.
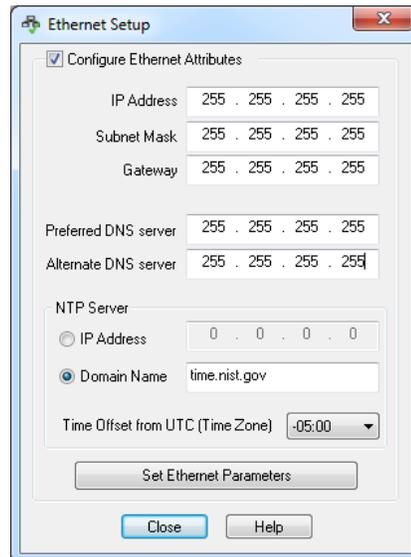
As shown in the above screen, user can specify the IP Address, Subnet Mask, and Gateway for the Panel. Also for Domain Name functionality you can configure your DNS server IP Addresses.

For easier troubleshooting a DNS Error Tag is provided in the Panel Attributes. This tag will display a count for both a DNS NTP lookup failure and a DNS SMTP lookup failure (up to 255). The counter will reset when a DNS lookup does not fail.

The Most Significant 8 bits are the SMTP lookup failure counter and the Least Significant 8 bits are the NTP lookup failure counter.

Note: To use this correctly you will most likely need to separate the bits and the easiest way is to move only certain bits in the PLC into another register.

Error Register:
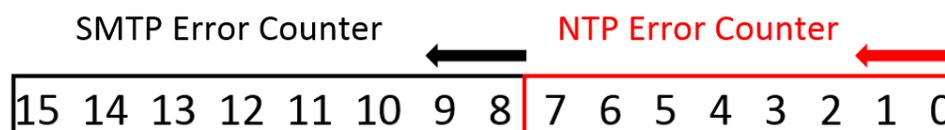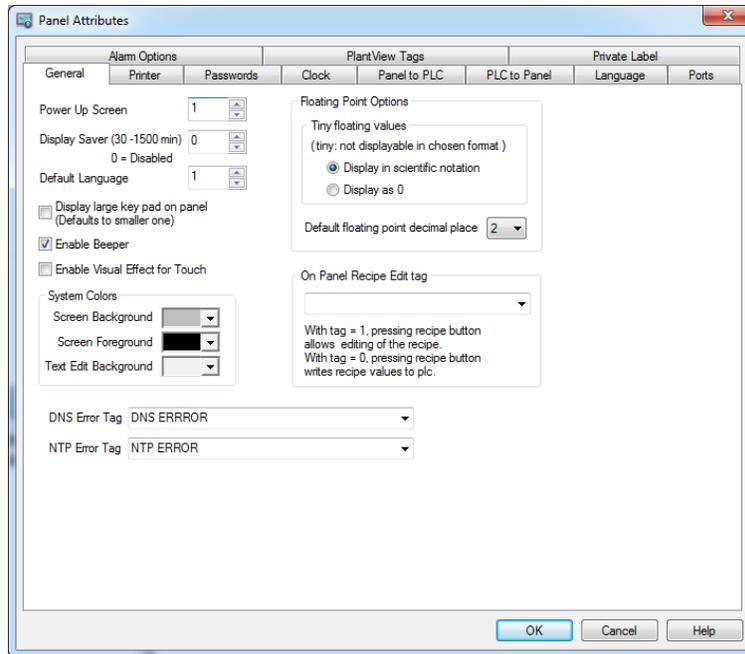
NTP Setup

The NTP Server communication setup is also included in the Ethernet Setup. This means that the NTP Server will retain and function no matter what the project on the Panel is. To setup NTP server you only have to add the NTP Server IP and the Time Offset from UTC. Below is a simple chart of some UTC times.

Note: Current daylight savings is not implemented so might need to change the offset to allow for daylight saving.
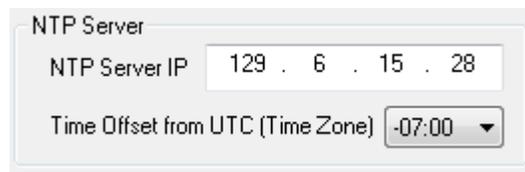
Time Zone	GMT time offset (UTC)
Eastern Standard Time (EST)	- 5:00
Central Standard Time (CST)	- 6:00
Mountain Standard Time (MST)	- 7:00
Pacific Standard Time (PST)	- 8:00
Middle European Time (MET)	+ 1:00
Indian Standard Time (IST)	+ 5:30
China Standard Time (CST)	+ 8:00
Australian Eastern Standard Time (AEST)	+ 10:00

For troubleshooting there does exist a NTP Error Tag in Panel Attributes.

Error Code	Error Cause
0	No Error
>0	Cannot connect to NTP Server please check IP of server