

Customize Email Templates and Email Delivery Options

Summary

This article provides help on configuring Email Delivery options and how to customize email templates that are sent to the customers.

Applies To

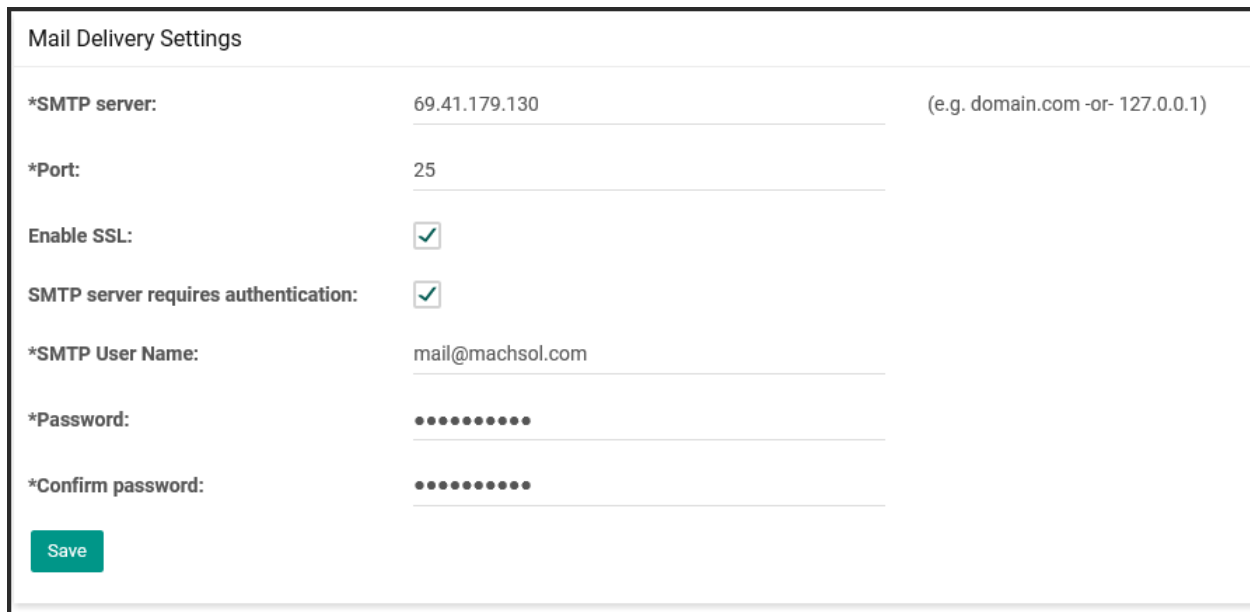
MachPanel all versions

How To Configure Email Delivery Options?

ERR MSG: Error In Sending Mail. Details: Mailbox Unavailable. The Server Response Was 5.7.1. Client Does Not Has Permission To Send As This Sender

To configure automatic emailing feature in MachPanel you need to provide SMTP information. In Microsoft Exchange based email environment, follow these steps:

- Create an Exchange mailbox for SMTP authorization. For example, app.mailing@domain.com
- Go to **Home » System Configuration » Emails Configuration » Email Delivery Settings**. See snapshot below:



The screenshot shows the 'Mail Delivery Settings' form. It contains the following fields and options:

- *SMTP server:** 69.41.179.130 (e.g. domain.com -or- 127.0.0.1)
- *Port:** 25
- Enable SSL:** ☒
- SMTP server requires authentication:** ☒
- *SMTP User Name:** mail@machsol.com
- *Password:** [masked with dots]
- *Confirm password:** [masked with dots]
- Save** button

1. Enter Internal/external IP of Edge/HUB server in SMTP server field.
2. Enter 25 in port number field. Enter 995 in port number field if it is being protected.

Customize Email Templates and Email Delivery Options

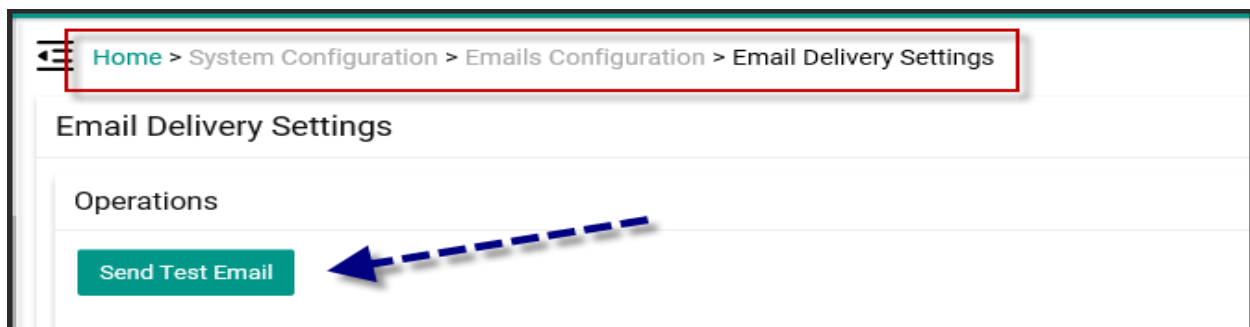
3. Turn on SMTP server requires authentication.
4. Enter app.mailin@domain.com in SMTP user name field and provide its password.

IMPORTANT: You should ensure that app.mailing@domain.com can send email as your sales/support account. For example, if your support account is support@oxyhosting.com and you want to send emails using app.mailing@domain.com then it should have Send As permission on support@oxyhosting.com account.

To set Send As permission:

1. Start the Exchange Management Console.
2. In the console tree, click **Recipient Configuration**.
3. In the result pane, select the mailbox (support@oxyhosting.com in our example) for which you want to grant the Send As permission.
4. In the action pane, under the mailbox name, click **Manage Send As Permission**. The Manage Send As Permission wizard opens.
5. On the **Manage Send As Permission** page, click **Add**.
6. In **Select User or Group**, select the user (app.mailing@domain.com in our example) to which you want to grant the Send As permission, and then click **OK**.
7. Click **Manage**.
8. On the **Completion** page, the **Summary** states whether the Send As permission was successfully granted. The summary also displays the Exchange Management Shell command that was used to grant the Send As permission.
9. Click **Finish**.

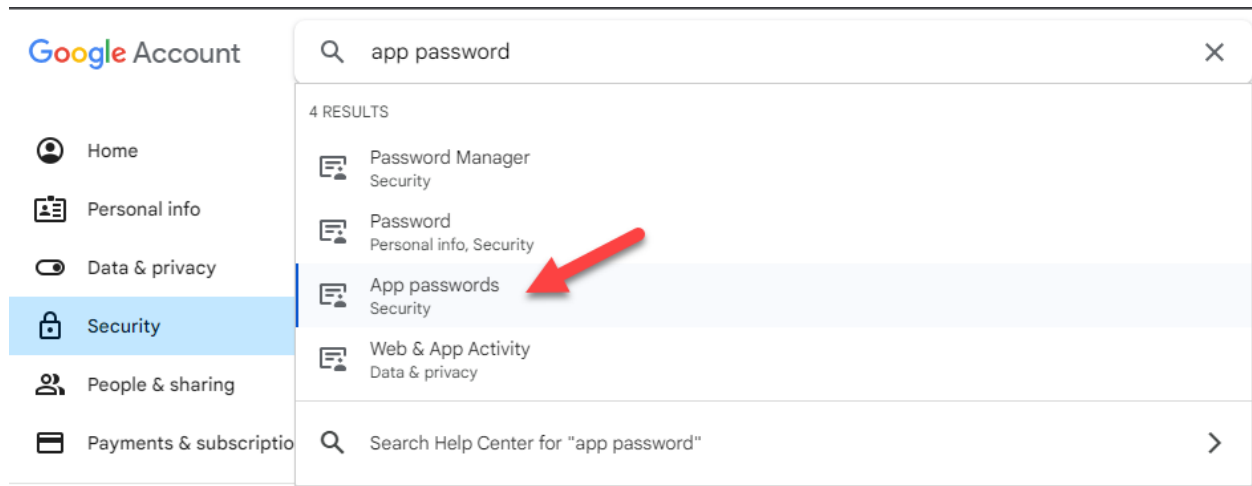
After this you need to verify emailing works. To do this, Click **Send Test Email** button.



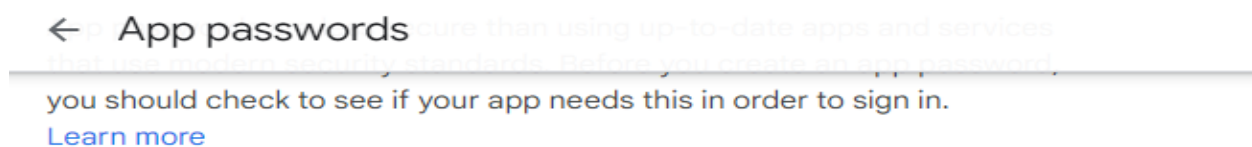
Customize Email Templates and Email Delivery Options

Configuration of Email Delivery for Gmail SMTP

- Sign in to your Google Account
- Visit Google Account Security Page
- On the Search Bar, type 'app password' and then from drop down click 'App Passwords'



- Create an App Password (Give the App Name and then click Create)



Your app passwords

To create a new app specific password, type a name for it below...

App name
test

Create

Customize Email Templates and Email Delivery Options

- Copy the password
- Set Email Delivery Settings as below

Operations

[Send Test Email](#)

Mail Delivery Settings

*SMTP server: *smtp.gmail.com* (e.g. domain.com -or- 127.0.0.1)

*Port: *587*

Enable SSL: ☒

SMTP server requires authentication: ☒

*SMTP User Name: ******@gmail.com*

*Password: *Paste the App Password*

*Confirm password: *Paste the App Password*

SPF Record: SPF Record value that reseller can set in his domain DNS record to use provider SMTP server.

[Save](#)

***Note:** Ensure that outbound traffic on port **587** is allowed

Specify Email address for Email Templates:

Go to **Home » System Configuration » Emails Configuration » Email Templates** and specify the 'to' and 'from' email addresses along with relevant fields.

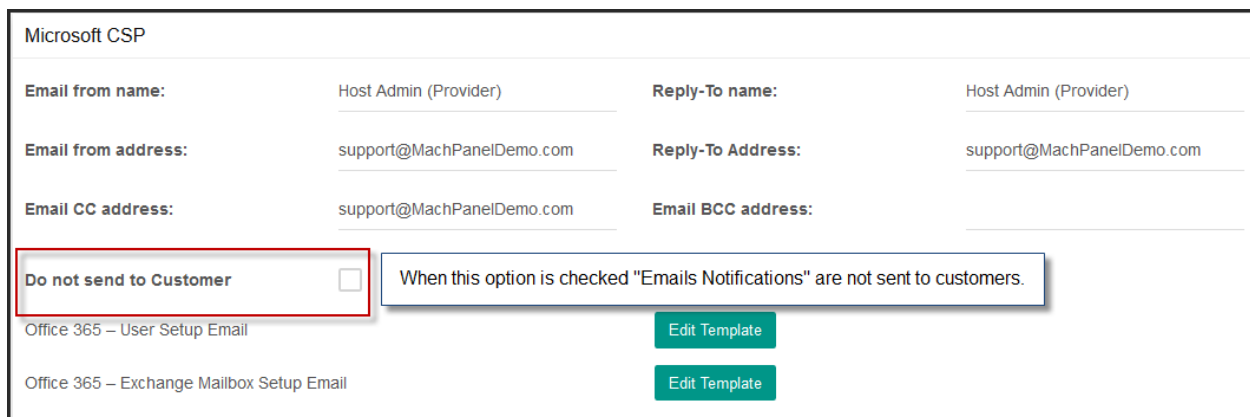
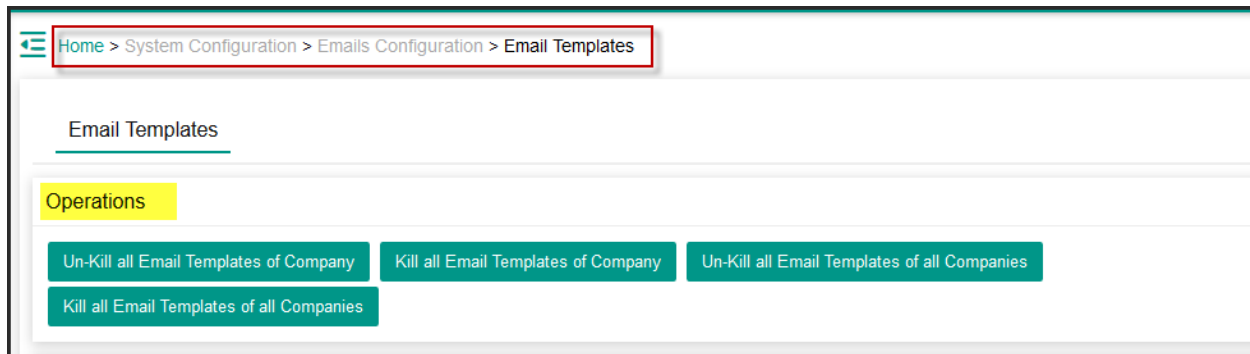
Customize your email Templates:

The emails that are sent out to your customers can be fully customized. Before customizing templates, understand the following concept.

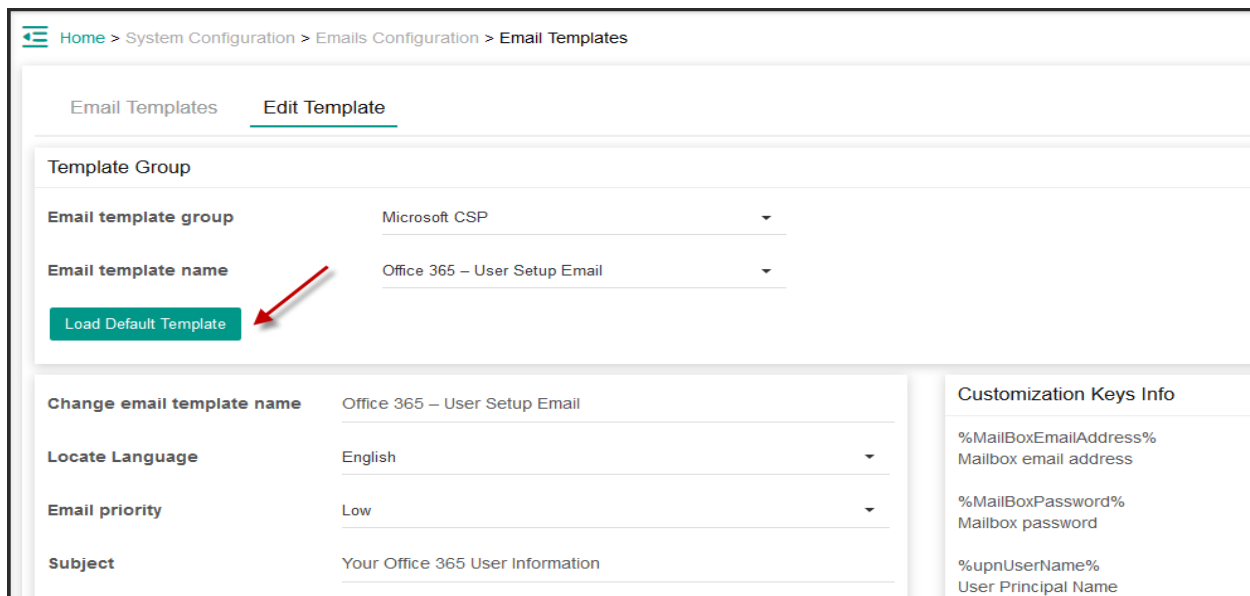
1. To setup email templates navigate to the path: **Home >> System Configuration >> Email Configuration >> Email Templates**

Customize Email Templates and Email Delivery Options

- Click **Edit Template** link for the template you wish to customize. See the snapshot below:



The edit template screen shows following:



Customize Email Templates and Email Delivery Options

- **Runtime Variables:** Runtime variables are set of variables which you can use in the email template. These variables are replaced with actual value at the time of email generation. Runtime variables are great for fully customizing your emails.

Example: If you insert **%companyName%** variable in an email template it will be replaced with "Your Company Name" when the email is actually sent out to the customer.

When customizing email template, you will notice 3 types of runtime variables available.

1. **Company Variable:** These are set of company related variables.
 2. **Customer Variables:** These are set of customer related variables.
 3. **Group Variables:** These are specific to email group you are editing. For example, when editing Package Information Group emails you will see variables like %packageName%, %subscriptionID% etc.
- **Kill Template:** Enable this check box if you want to suppress the email template. In this case the email will always be bypassed.
 - **Kill/Unkill all templates of Group:** By selecting this option all of the Template of Group will not be sent to anyone.
 - **Do not send to Customer:** When this option is checked "Emails Notifications" are not sent to customers.

Kill Template	<input type="checkbox"/> (force system not to use this template)
Kill/Un-Kill all Templates of Group	--- Select Option ---
Set as default	<input checked="" type="checkbox"/> (mark selected locale's email template as default)
Do not send to Customer	<input checked="" type="checkbox"/>
<input type="button" value="Save"/>	<input type="button" value="Cancel"/>

Customize Email Templates and Email Delivery Options

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50121/Customize-Email-Templates-and-Em...>