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:

Mail Delivery Settings		
*SMTP server:	69.41.179.130	(e.g. domain.com -or- 127.0.0.1)
*Port:	25	
Enable SSL:	\checkmark	
SMTP server requires authentication:	\checkmark	
*SMTP User Name:	mail@machsol.com	
*Password:	•••••	
*Confirm password:	•••••	
Save		

- 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.

- 3. Turn on SMTP server requires authentication.
- 4. Enter <u>app.mailin@domain.com</u> 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 (<u>support@oxyhosting.com</u> 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.
- In Select User or Group, select the user (<u>app.mailing@domain.com</u> 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.

Home > System Configuration > Emails Configuration > Email Delivery Settings
Email Delivery Settings
Operations
Send Test Email

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'

Google Account	Q app password	×
	4 RESULTS	
Home	Password Manager Security	
Personal info	Password Personal info, Security	
Data & privacy	E App passwords	
🔒 Security	- Security	
People & sharing	Web & App Activity Data & privacy	
Payments & subscriptio	Q Search Help Center for "app password"	>

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

App passwords our than using up-to-date apps and services.

you should check to see if your app needs this in order to sign in. Learn more

Your app passwords	
To create a new app specific password, type a name for it below	
App name test	
	Create
	Create

- 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:	\checkmark	
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.

 To setup email templates navigate to the path: Home >> System Configuration >> Email Configuration >> Email Templates 2. Click **Edit Template** link for the template you wish to customize. See the snapshot below:

Home > System Configuration > Emails Configuration > Email Templates			
Email Templates			
Operations			
Un-Kill all Email Templates of Company Kill all Email Kill all Email Templates of all Companies	Templates of Company Un-Kill all Em	ail Templates of all Companies	

Microsoft CSP			
Email from name:	Host Admin (Provider)	Reply-To name:	Host Admin (Provider)
Email from address:	support@MachPanelDemo.com	Reply-To Address:	support@MachPanelDemo.com
Email CC address:	support@MachPanelDemo.com	Email BCC address:	
Do not send to Customer	When this option is checke	ed "Emails Notifications" are not sent to	o customers.
Office 365 – User Setup Email		Edit Template	
Office 365 – Exchange Mailbox Setup	Email	Edit Template	

The edit template screen shows following:

Email Templates Edit Te	emplate	
emplate Group		
mail template group	Microsoft CSP -	
mail template name	Office 365 – User Setup Email 🗸	
Load Default Template		
Load Default Template	Office 365 – User Setup Email	Customization Keys Info
Load Default Template	Office 365 – User Setup Email	Customization Keys Info
Load Default Template	Office 365 – User Setup Email English	Customization Keys Info %MailBoxEmailAddress% Mailbox email address
Load Default Template	Office 365 – User Setup Email English Low	Customization Keys Info %MailBoxEmailAddress% Mailbox email address %MailBoxPassword% Mailbox password

• **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	(force system not to use this template)
Kill/Un-Kill all Templates of Group	Select Option •
Set as default	✓ (mark selected locale's email template as default)
Do not send to Customer	\checkmark
Save Cancel	

MachPanel Knowledgebase

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