E-mailing in Triumph 5

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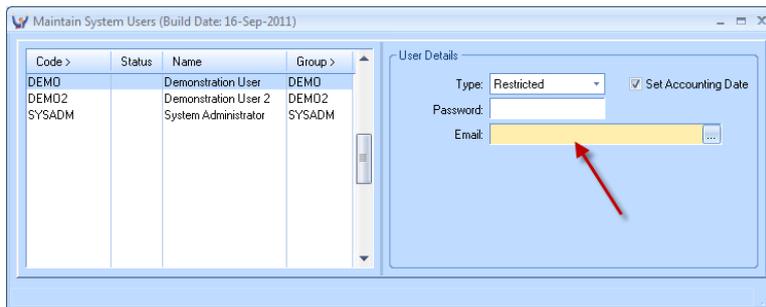
1. Introduction

In Triumph 5 forms may be e-mailed by the Simple Mail Transfer Protocol (SMTP) or the Messaging Application Programming Interface (MAPI). This allows Triumph to either e-mail simply using MAPI via Microsoft Outlook which is the default or handle more advanced e-mailing via SMTP, including via the cloud like gmail or other internet based e-mail.
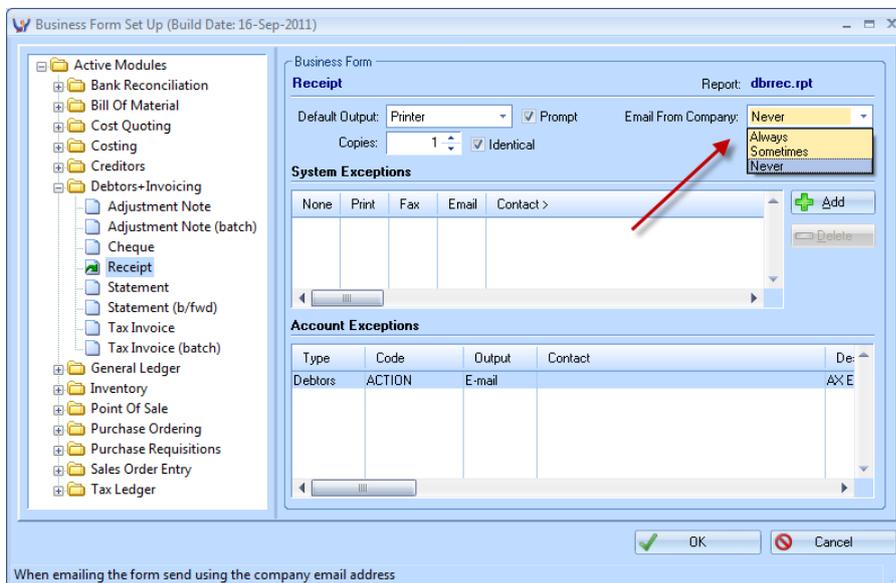
2. General Setup

To e-mail forms out of Triumph 5, the users e-mail addresses must be entered first. This is setup in the Maintain System Users$^{(S-M-U)}$ option.

If you login as a user without an e-mail address, e-mailing will be off.

Forms may also be e-mailed out of Triumph from the user's e-mail address or the company e-mail address, this is setup in the Business Form Set Up$^{(S-U-F)}$ option.

Forms may be e-mailed from the company;
- **Always –** e-mailed forms will always be from the company e-mail address
- **Sometimes –** multiple e-mailed forms will be from the company e-mail address, while a single form will be from the user e-mail address
- **Never –** e-mailed forms will always be from the user e-mail address

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The company e-mail address is setup in System Control Maintenance[(S-S-S-S)] and may also be setup in Maintain Division Details[(S-S-S-D)] in a multi-division company. In a multi-division company, e-mails from the company will use the e-mail address of the current working division. If the address has not been filled out the form will not be e-mailed out.

3. MAPI

This is the default for e-mailing from Triumph 5. It requires you to have Microsoft Outlook installed on your computer. The supported versions of Microsoft Outlook are 2003, 2007 and 2010 including the 64bit version.

To check if Triumph is setup for MAPI open the triumph.ini file in the library folder under the main Triumph installation folder in notepad and check for the following section:

```
[MAPI]
Exchange=0
AuditBccName=
AuditBccAddress=
```

As long as the MAPI section exists Triumph will e-mail out forms via the MAPI interface. This is all that needs to be setup and should already be in place by default. The e-mails will go out from the windows user's default e-mail.

If you would like an audit of what is sent out of Triumph, you may fill out the **AuditBccName** and **AuditBccAddress** in the MAPI section above and a blind copy will be sent to that address.

If you have Microsoft Exchange, you may also send e-mails out of Triumph from other e-mail addresses that you have access to. E-mails may go out from the e-mail address setup on the Triumph user or from the company e-mail address, see point 2. General Setup for more details. To set this up turn on **Exchange** in the triumph.ini;

```
[MAPI]
Exchange=1
```


4. SMTP

SMTP e-mailing is used for mail systems other than Outlook. It is also setup in the triumph.ini under the section SMTP. If there is a MAPI section it needs to be renamed and removed as MAPI takes precedence over SMTP. The SMTP section is setup as follows;

```
[SMTP]
AuthMethod=
Host=
Port=-1
CharSet=iso-8859-1
Username=
Password=
QueueMail=1
QueueFolder=
AuditBccName=
AuditBccAddress=
```

Entry	Description
AuthMethod	This property is usually left empty, the SMTP manager will be default choose the most secure login method. However some SMTP servers may not advertise the acceptable authorization method and therefore can't be defaulted, in these cases the authorization method may be set to one of the following; • NONE • LOGIN • PLAIN • CRAM-MD5 • NTLM
Host	The domain name of the SMTP server. Do not include "http://" in the domain name. This property may also be set to an IP address string, such as "168.144.70.227". Both IPv4 and IPv6 address formats are supported.
Port	The port number of the SMTP server used to send e-mail. When this is to -1, which is the default, the default port setting

	will be used.
CharSet	This should be set to iso-8859-1
Username	In many cases, an SMTP server will not require authentication when sending to an email address local to it's domain. However, when sending email to an external domain, authentication is required
Password	The password for logging into the SMTP server. Use this only if your SMTP server requires authentication. If NTLM (Windows-Integrated) authentication is used, the SmtpUsername and SmtpPassword properties may be set to the string "default" to cause the component to use the current logged-on credentials (of the calling process) for authentication.
QueueMail	Set to 1 to turn on e-mail queuing or 0 to turn off
QueueFolder	The folder the e-mails will be stored when e-mail queuing is turned on
AuditBccName	The name of the audit mail account where copies of e-mails out of Triumph may be sent to
AuditBccAddress	The e-mail address of the audit mail account where copies of e-mails out of Triumph may be sent to, this may be left blank if an audit is not required

The SMTP method of e-mailing also has the ability to queue the outgoing mail to a central folder. This is the recommended way when e-mailing via SMTP. The queuing service is installed on one machine and all the Triumph workstations then point to a shard folder on the network, which the queuing service monitors and sends out e-mails as they are saved in the folder. The benefits are only one machine needs access to the SMTP server and any problems during e-mailing are logged.

5. Troubleshooting

If the e-mail and fax buttons on the form output prompt are disabled or nothing was e-mailed when process a range i.e. debtor statements, then go to Help on the menu, select About and click on the System Info button. This will pop up a new dialog detailing the Triumph setup.

Look for the e-mail manager heading in the list:

> `[eMail Manager]`

If the next line is:

> `Emailing: off`

Then either the logged in user's e-mail address hasn't been setup or neither a MAPI nor SMTP section was found in the triumph.ini.

Other errors will be prefixed with;

> `Emailing: bad configuration: MAPI`

or

> `Emailing: bad configuration: SMTP`

Please refer to the relevant section below based on the e-mailing type.

5.1. MAPI

> `MAPI: Outlook is not installed.`

Microsoft Outlook is not installed on this workstation.

> `MAPI-64: Triumph EMAPI program not found.`

The separate e-mail pass through program for 64bit versions of Microsoft Outlook was not found, please contact your Triumph support consultant to resolve.

5.2. SMTP

`SMTP: Queue folder does not exist.`

Queuing has been turned on but the entered queue folder is incorrect.

`SMTP: Queue folder is not defined.`

Queuing has been turned on but the queue folder has not been entered.

`SMTP: Login failed`

The entered login details for the username and password are incorrect.

`SMTP: Connection failed.`

Triumph is unable to connect to the SMTP server

`SMTP: Email host is not defined.`

The SMTP server has not been entered.