Multiple Products: How to set up SMTP Server information

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This article applies to: InventoryControl v6 & v7, MobileAsset v7, MobileAsset Web v6 & v7, PackageTracker, WaspTime v6 & v7. AssetCloud and InventoryCloud are configured by default with working settings, but they can also be configured as below.

Wasp does not know your email settings; for assistance in determining the proper settings, consult your email server administrator. It may be necessary to perform trial-and-error to determine settings that will work for your environment. Some email servers require that sending client PCs are added to their Allow List (whitelist).

For InventoryControl and MobileAsset's features that send email immediately, the logged-in IC or MA user must have an email address specified in the user settings. Depending on your SMTP server's policies, that email address may need to be valid on that Server in

InventoryControl's Tools, Options, or MobileAsset's Administration, Options.

When setting up email alerts, specify the time to send alerts in 24-hour time, with a colon.
For example, 13:30 corresponds to 1:30pm. Do not leave out the colon; do not use a
dot/period instead.

When received, the sending email address will appear as the address specified in
InventoryControl's Tools, Options, or MobileAsset's Administration, Options.
In order to successfully set up the email settings, the following things should be checked:

* The SMTP server must be set up to relay packets.
* Exchange Server usually does not require SSL to be enabled.
* If SSL is disabled, do not enter anything for SMTP User or SMTP Password.
* If SSL is enabled, it will require SMTP User and SMTP Password.
* For some configurations, the SMTP Server must be entered as the full domain name (e.g.
mailserver.waspbarcode.com), rather than just the server name (e.g. mailserver).
* Make sure the SMTP Port is correct for your server. The default when not using SSL is port
25. Common ports for SMTP over SSL are 465 and 587.
* In WaspTime's SMTP settings, try checking the box for Use SSL (even if you don't).

Examples:

With SSL, the settings usually look like:
- SMTP Password = *****
- SMTP Port   = 465
- SMTP Server   = mailserver.waspbarcode.com
- SMTP SSL/TSL = √ Yes
- SMTP User   = jasonw

Without SSL, the settings usually look like:
- SMTP Password =
- SMTP Port   = 25
- SMTP Server   = mailserver.waspbarcode.com
- SMTP SSL/TSL =
- SMTP User   =

Troubleshooting:

The third-party SMTP module used by Wasp software doesn't have a troubleshooting
feature, so we suggest configuring a third-party SMTP email client which should return more
descriptive error mesages when it can't connect. When you are able to send an outgoing
message (SMTP), the same settings should work in the Wasp software.

Example email clients: Outlook (SMTP-only account, not Exchange), Thunderbird.

The PC sending the email usually should be able to ping the email server (unless ping responses are disabled on the server).

SMTP Prober: portable freeware available from http://www.alexnolan.net

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Note 1: "TLS" in the program is a typo and should be "TSL".

Note 2: These products do not have any provision for two-factor authentication.

Related Pages

- MobileAsset v7.1 Terminology: Alerts, Email, Reminders, Lead Time, Maintenance, Check Out
- Alternative email server to use if email alerts are not passing through your server