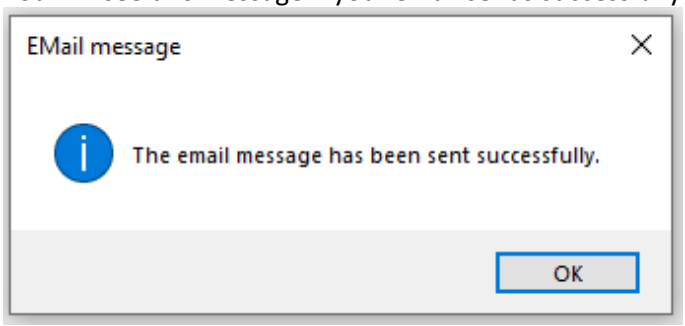
Email Settings Help File

1. Choose plain text or HTML email
   HTML email includes formatted text & one or more inline images (MDSBanner.png/TitleBar.png).
   The image files MUST be located in the same folder as this application

2. Enter the email settings for your network and click **Send EMail.**
   An attached file is optional but all other email settings must be completed.

You can edit the Email Subject Line and optionally include Email Settings in the email body.

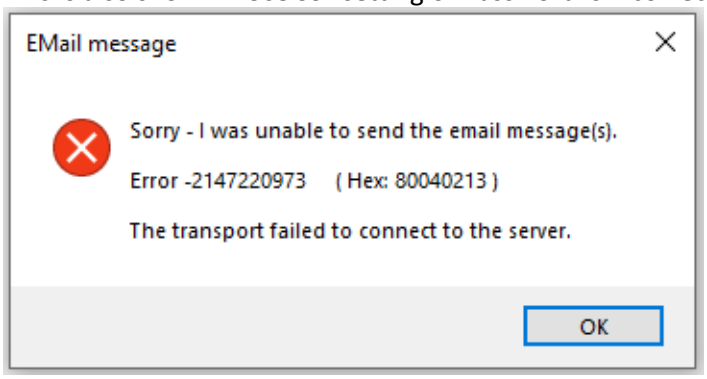
You will see this message if your email sends successfully.



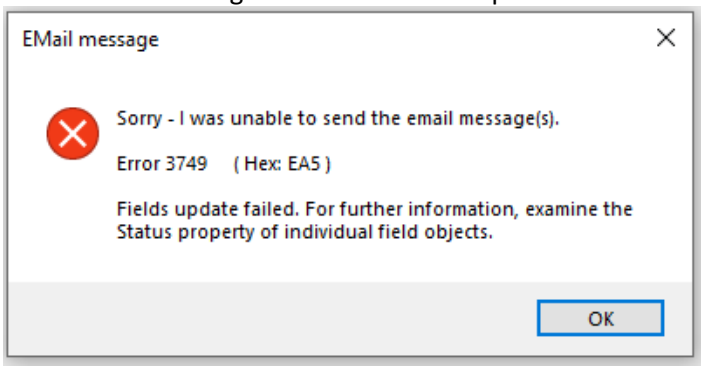
3. **Problems**
   If your email cannot be sent, you will see an error message giving the reason.
   Both the error number and its hex equivalent are included as well as the error description.

Some possible errors are shown below:

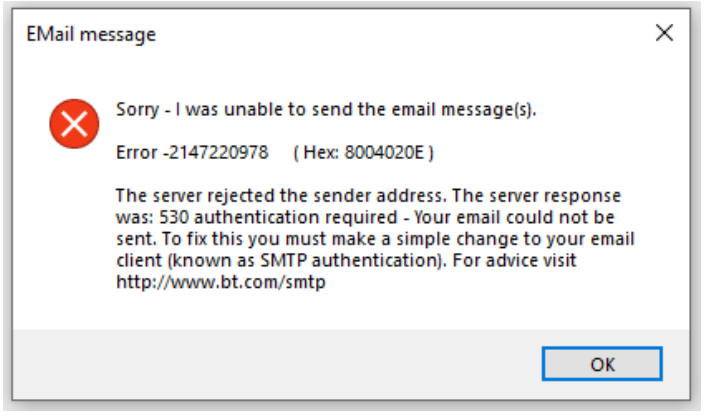
a) Incorrect settings e.g. server address or port wrong
This is also shown if Use SSL setting or Password is incorrect



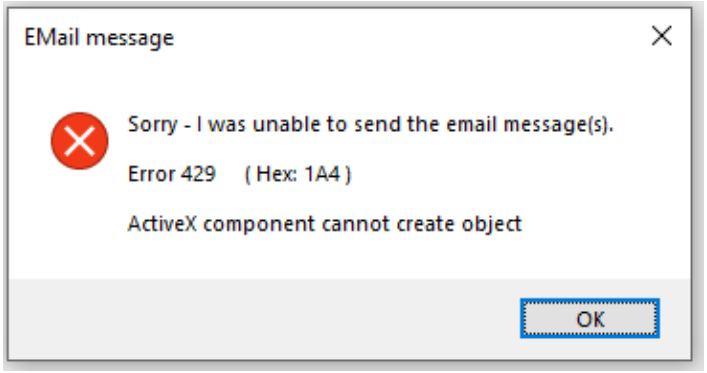
b) One or more settings have not been completed



c) SMTP Authenticate setting incorrect – try changing this from 0 to 1

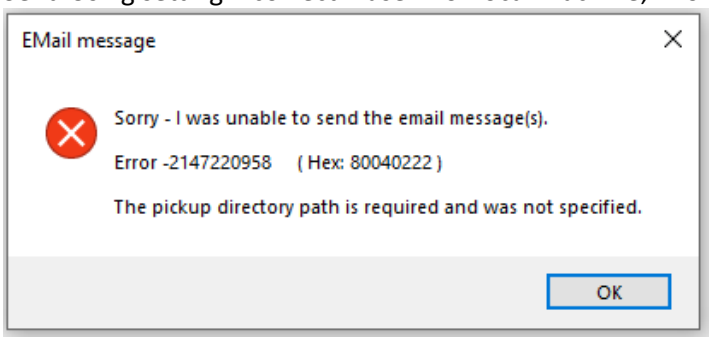


d) Required code library file “cdosys.dll” not installed or not registered

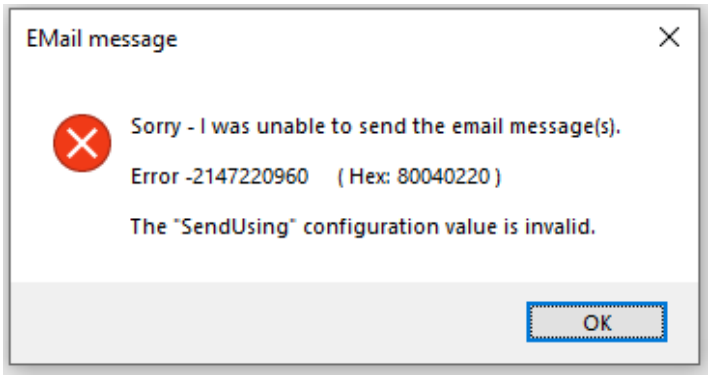


If using early binding, make sure that cdosys.dll is in the c:\windows\system32 folder
Run “regsvr32 cdosys.dll” to register

e) Send Using setting incorrect – use 1 for local machine; 2 for network



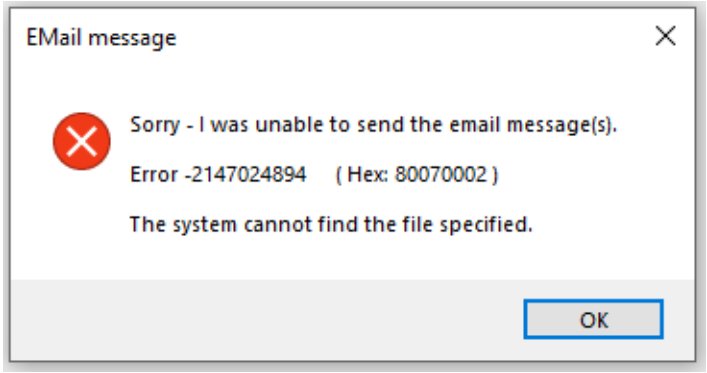
OR



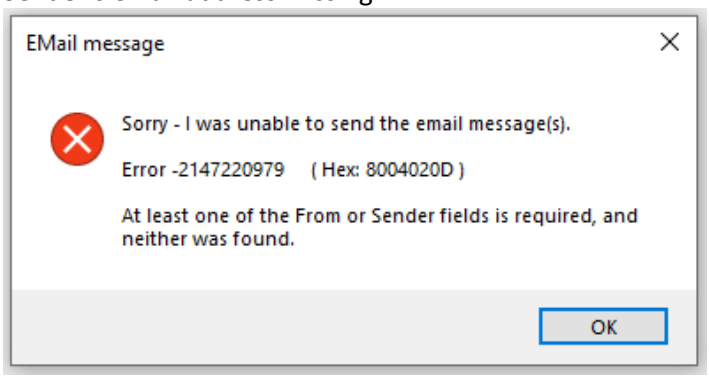
f) User Name incorrect

NOTE: This error will occur using **GMail** accounts even when the user name / password are both correct. See **Appendix A** for a solution

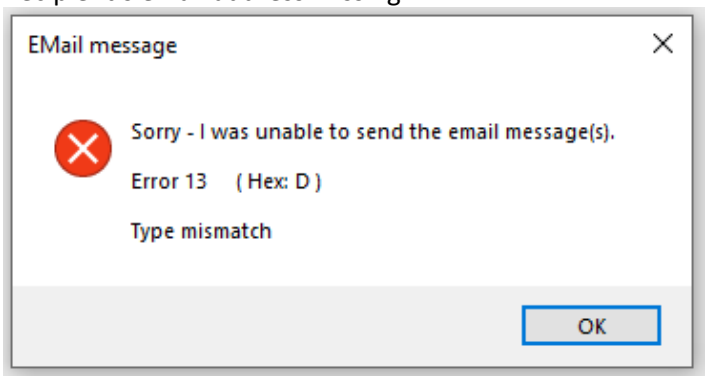
g) Attached file cannot be found (file does not exist or incorrect file path)



h) Sender's email address missing



i) Recipient's email address missing



NOTE:
The program cannot test whether the sender's and/or recipient's email addresses are valid.

Correct the error(s) and try again.
When all settings are correct your email should send successfully.

NOTE:
You can clear your personal data (user name, password, email address) by clicking the button on the form.
This does NOT clear the network email settings.

Colin Riddington ***Mendip Data Systems*** ***Last Updated 7 January 2024***

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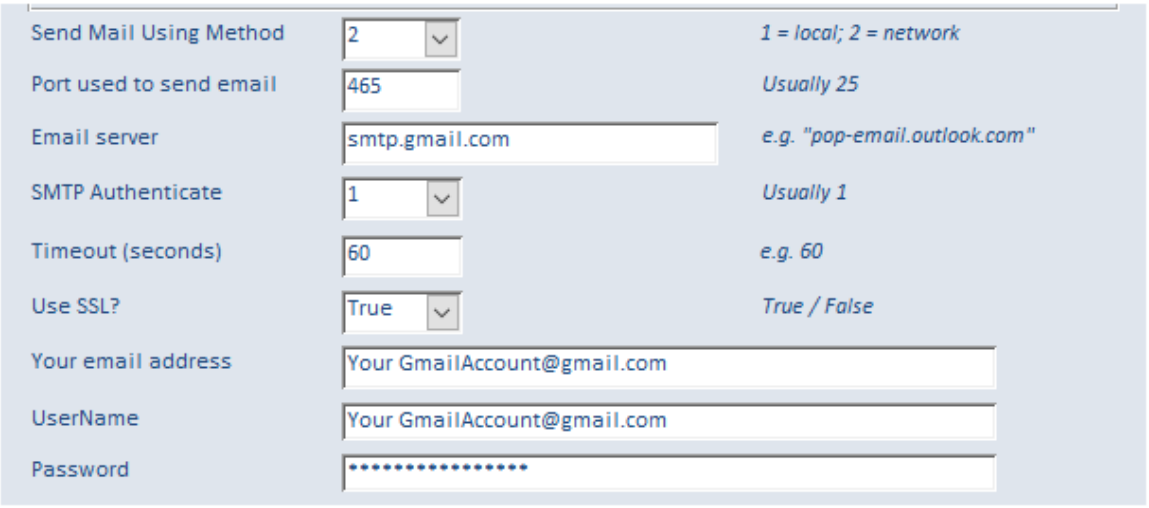
Email: support@mendipdatasystems.co.uk

Appendix A – Managing Security in GMail Accounts

There is a new issue with **sending email using CDO** using a **GMail account.**

The correct settings for GMail are:



However, Google has added **additional security** which effectively blocks email sent from any app it considers less secure (including Outlook).
This results in an **incorrect password error** (see item f above) when you enter your correct account details.

There are **two possible solutions** both of which require a change in the **security sectio**n of your **Google account settings**:

a) **allow less secure apps** - if this is applied, **GMail** will again work via CDO.
However, this is not available if you have switched on **two-step authentication**

b) **set app password** = enter a name for the app e.g. **CDO EMail Tester** and it will generate a unique password for that app and your account.
Enter that in place of your usual password & **CDO email** for your GMail account will again work perfectly!

See these links for more info:
https://support.google.com/accounts/answer/6010255?hl=en&ref_topic=7188673#
https://support.google.com/accounts/answer/185833?hl=en