

1280 Enterprise™ Series

Sending Email with SMTP

Product: 1280 Enterprise Series Programmable Weight Indicator and Controller

Symptom: Addressee does not receive email originating from 1280

Solution: Verify configuration or if network prohibits email service

Simple Mail Transfer Protocol (SMTP) is used by the 1280 indicator in combination with an email server to distribute email messages. Issues can occur for a variety of reasons and are generally resolved by reconfiguring email parameters.



Manuals are available from Rice Lake Weighing Systems at www.ricelake.com/manuals

Warranty information is available at www.ricelake.com/warranties

Verify 1280 Email Configuration



NOTE: See 1280 Technical Manual (167659) for more information about the system, operation, and configuration.



IMPORTANT: The 1280 indicator operates as a client to an email server, it must match the email server's configuration.

1. Power on the 1280.
2. Navigate to Settings and then **email**.
3. Verify the following parameters are correct:
 - SMTP Server Address
 - SMTP Server Port
 - User name and password



IMPORTANT: The 1280 can use any port number as long as it used by the email server.

The screenshot shows the 'System' menu with a red sidebar containing options: Devices, Email (selected), Card Utilities, and Update Utilities. The main area displays the 'Email' configuration settings:

Enable Email Notification	<input checked="" type="checkbox"/> ON
SMTP Server Address	smtp.email.com >
SMTP Server Port	465 >
User Name	user@email.com >
Password	Hidden >
Default To Address	Example@email.com >
Default From Address	user@email.com >
Default Subject	NOTIFICATION 1280 >
Use Secure (SSL/TLS)	<input checked="" type="checkbox"/> ON

Figure 1. 1280 Email Parameters

4. If SSL/TLS is required, enable the check box. The 1280 attempts to use security on the configured SMTP server port.

Verify Email Server Configuration

In addition to email parameters on the 1280, email server configuration parameters can affect communication with the 1280.



IMPORTANT: *The 1280 operates as a client to an email server, it must match the email server's configuration.*



NOTE: *Typically a system administrator (or similar) manages email servers. If needed, request administrator assistance while verifying email server configuration.*

1. Verify the following are configured correctly:
 - Server SMTP Address
 - Server Port Number
 - Account Credentials
 - Security
2. Verify the 1280 email parameter configuration reflects the email server's configuration (server address, port number, account and security settings).



IMPORTANT: *In some cases, port numbers can cause issues. Email server ports that are frequently used during configuration include: 25 (typically unencrypted connection), 485 (typically SSL connection), and 587 (typically TLS connection). If a port malfunctions, try configuring the email server and 1280 with a different port number.*

Verify Network Configuration



NOTE: *Typically a system administrator (or similar) manages networks. If needed, request administrator assistance while verifying network configuration.*

Some networks may have features/protocols prohibited by the system administration or Internet service provider (ISP). Verify with the systems administrator if features/protocols are impacting communication between the email server and 1280. Items that may impact communication include:

- Email server Port number
- Ports blocked by network or firewall
- Server domain blocked by network or firewall
- Remote SMTP service blocked

Set Up Local Relay

If communication between the email server and 1280 can not be established, an SMTP relay could resolve the issue. A relay is configured to transmit email from one server to another. For example, an SMTP relay could be used to transmit email from the 1280 to another email server.



IMPORTANT: *See documentation provided with SMTP relay for configuration information.*



NOTE: *If necessary, set ports on the email server and 1280 to 25. If needed, open port 25 in the network and Firewall.*

