

MarshallSoft Client Mailer

User's Manual

Version 3.1

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1 Introduction

With the push of a button, send **personalized** email to your clients or customers **directly** from your application program, programmable database or spreadsheet!

The **MarshallSoft Client Mailer (MCM)**, designed for software developers and database programmers, provides the capability to easily send personalized email from an application. MCM consists of a DLL (MCM32.DLL) and several example programs written in one of the supported programming languages.

This manual covers the information necessary to effectively use the **MarshallSoft Client Mailer**.

1.1 Introductory Remarks

The basic steps in using the **MarshallSoft Client Mailer (MCM)** are:

- Download **MCM** from <http://www.marshallsoft.com/mcm.htm>
- Install **MCM**.
- Configure **MCM** with server names.
- Prepare the Letter Template.
- Prepare the Recipient List.
- Run the **SendMail** example program to send email.
- Run the **GetReply** example program to read server and client replies.

The features of the **MarshallSoft Client Mailer** include:

- Send personalized email **directly** from an application, programmable database or spreadsheet.
- Uses macro substitution strings to personalize outgoing letters (Also called email merge).
- Can send text, Rich Text or HTML letters.
- Supports multiple attachments.
- Can handle arbitrarily large lists of recipients.
- Detects duplicate email addresses.
- Supports multiple lists of recipients that should always be skipped.
- Supports ASCII, UTF8, and ISO_8859 character sets.
- Supports WIN_1250, WIN_1252, and WIN_1255 character sets.
- Can use up to 32 connections simultaneously for fast email delivery.
- Can process "undeliverable mail" replies.
- Can process multiple user replies ("REMOVE", "CONFIRM", etc).
- Has extensive error detection and logging capability.
- Includes **SendMail** example program (with source) to send email.
- Includes **GetReply** example program (with source) to read replies.
- Supports Windows 95/98/NT/2000/2003/XP/Vista/Windows 7.
- Can be called from any program that can call the Windows API.
- Includes one year of technical support & updates.
- Royalty free distribution with your compiled application.
- The license can be used with all supported computer programming languages.

For many users, the two example programs (**SendMail** and **GetReply**) can be used without modification. Both example programs are extensively commented.

Before reading this manual, it is highly recommended that the brief **MarshallSoft Client Mailer Tutorial Manual (mcm_tutorial.pdf)** be read. Refer to Section 1.8 for the list of all manuals.

1.2 Versions of MCM

Four versions are available: Personal, Professional, Professional-Plus, and Unlimited.

	<u>Personal</u>	<u>Pro</u>	<u>Pro+</u>	<u>Unlimited</u>
Channels	4	8	16	32
Recipients	1000	5000	10000	unlimited
Purchase	\$99	\$199	\$299	\$399
Updates	\$33	\$33	\$33	\$33

A developer license for MCM comes with one year of technical support and updates. After one year, license updates are \$33 for an additional year of technical support and downloadable updates. License updates can be purchased online at <http://www.marshallsoft.com/order.htm>. Prices are valid for one year from the release date.

After the support period, the purchased versions of MCM **will continue working** - the MCM DLL does not expire. However, technical support is available only to customers with current licenses.

Channels: The number of simultaneous server connections used to send email. Using multiple connections significantly speeds up the sending process.

Recipients: The number of recipients allowed in the recipient list.

Support: One year of technical support is included with a developer license or license update.

Updates: One year of downloadable updates are included with the purchase of a developer license or update.

Each of the example programs in the APPS directory will display the MCM version and build number. When requesting technical support, be sure to include the MCM version as well as your customer ID. Both are displayed by each of the example programs.

1.3 Evaluation Version Download

Fully functional evaluation versions of our **MarshallSoft Client Mailer** software components (Personal Version) are provided so that the developer can test the **MCM** library in their environment. The evaluation version can be used for 30 days. The evaluation version as well as a list of the many **MarshallSoft Client Mailer** features provided can be found on our website at

<http://www.marshallsoft.com/mcm.htm>.

The **MarshallSoft Client Mailer** may be downloaded from

http://www.marshallsoft.com/mcm4c.htm	C/C++
http://www.marshallsoft.com/mcm4d.htm	Delphi
http://www.marshallsoft.com/mcm4vb.htm	Visual Basic
http://www.marshallsoft.com/mcm4fp.htm	FoxPro
http://www.marshallsoft.com/mcm4db.htm	dBase
http://www.marshallsoft.com/mcm4xb.htm	Xbase++

1.4 Purchase

The **MarshallSoft Client Mailer** may be purchased at

<http://www.marshallsoft.com/order.htm>.

Refer to Section 1.2 for the different versions of MCM available.

There are **MarshallSoft Client Mailer** packages for each supported language:

C/C++	Delphi	Visual Basic
FoxPro	dBase	Xbase++

Ordering any one particular package will allow you to run with all other supported programming languages.

The registered package includes:

- (1) Win32 MCM DLL Library without the evaluation version popup window.
- (2) Email support for one year.
- (3) Free downloadable updates to the registered DLLs for one year.

Note that the MCM DLL never expires.

1.5 Updates

One year of updates is included with each developer license. After one year, updates, including technical support, can be purchased on our web site at <http://www.marshallsoft.com/order.htm>.

1.6 Support

The purchased versions of the **MarshallSoft Client Mailer** include email support for one year. Additional periods of support that also includes downloadable updates may be purchased.

Support includes:

- Help with installing MCM.
- Help with determining server names & ports.
- Help with running the example programs.
- Help with calling MCM functions.

Support for the evaluation version is provided on a limited basis. We want you to be successful in developing software applications using our **MarshallSoft Client Mailer!** We are committed to providing the best, most robust software development toolkit that we can. If you have any suggestions for enhancements or comments, please let us know.

If you are having a problem using **MCM**, and you have a current purchased (1 year) license, email us at

support@marshallsoft.com

To avoid having your email deleted by our SPAM scanners, begin the subject with "MCM HELP" or with the product name (MCM4C, MCM4VB, etc.). Zip up any attachments and send plain ASCII text email only.

The latest versions of our products are available on our web site at:

<http://www.marshallsoft.com/mcm.htm>

and on our anonymous FTP site at:

<ftp://ftp.marshallsoft.com/pub/windows/>

Registered users with a current license (12 months or less) can update to the latest DLL at:

<http://www.marshallsoft.com/update.htm>.

1.7 Consulting

Consulting is available for those who would like help:

- Customizing the example programs.
- Developing custom applications that use MCM.
- Special enhancements to MCM

For more information and pricing, email us at info@marshallsoft.com with "MCM CONSULTING" as the subject.

1.8 Documentation Set

There are five manuals in Adobe PDF format for the **MarshallSoft Client Mailer**.

- **Tutorial Manual:** Introduces the basic functionality of the **MarshallSoft Client Mailer**.
- **Servers Manual :** Covers background information on SMTP & POP3 servers.
- **User Manual:** Covers information (letter & list preparation, etc.) needed to use MCM.
- **Reference Manual:** Contains details for each individual MCM function.
- **Programmer Manual:** Contains programming language (C/C++, VB, etc.) specific information.

The manuals can be found in the DOCS subdirectory in the **MarshallSoft Client Mailer** file structure when it is installed.

- **Tutorial Manual:** `mcm_tutorial.pdf`
- **Servers Manual:** `mcm_servers.pdf`
- **User Manual:** `mcm_user.pdf`
- **Reference Manuals**

<code>mcm4c_reference.pdf</code>	(C/C++)	<code>mcm4d_reference.pdf</code>	(Delphi)
<code>mcm4fp_reference.pdf</code>	(FoxPro)	<code>mcm4vb_reference.pdf</code>	(Visual Basic)
<code>mcm4db_reference.pdf</code>	(dBase)	<code>mcm4xb_reference.pdf</code>	(Xbase++)
- **Programmer Manuals**

<code>mcm4c_programmer.pdf</code>	(C/C++)	<code>mcm4d_programmer.pdf</code>	(Delphi)
<code>mcm4fp_programmer.pdf</code>	(FoxPro)	<code>mcm4vb_programmer.pdf</code>	(Visual Basic)
<code>mcm4db_programmer.pdf</code>	(dBase)	<code>mcm4xb_programmer.pdf</code>	(Xbase)

Links to the above manuals can also be found online on the **MarshallSoft Client Mailer** product page at:

<http://www.marshallsoft.com/mcm.htm>

or the **MarshallSoft Client Mailer** download page at:

<http://www.marshallsoft.com/download.htm>

1.9 Filenames

Filenames follow the following convention:

- Recipient list filenames begin with "List" and end with ".txt"
- Text letter filenames begin with "Letter" and end with ".txt"
- HTML letter filenames begin with "Letter" and end with ".htm"
- HTML template filenames begin with "Template" and with ".htm"
- Background tile filenames begin with "Tile" and end with ".jpg"
- Image filenames begin with "Image" and end with ".jpg"

1.10 Customer ID

The Customer ID is the 5-digit number following the product name (MCM) in the license file. (See also Section 1.11). For example, customer 12345 will receive license file **MCM12345.LIC**. Provide the Customer ID in the SUBJECT of an email when contacting us for technical support (MCM4C 12345).

1.11 License File

The license file is an encrypted binary file used only for updating the MCM DLL. A license file MCMxxxxx.LIC, where “xxxxx” is the 5 or 6 digit customer ID, is provided with each developer license. The license file is required in order to create (or update) the registered DLL’s. The file can be found in the /DLLS directory created after SETUP is run.

1.12 KeyCode and Edition Key

When a developer license is purchased, the developer will receive a new MCM32.DLL as well as a unique KeyCode and a unique Edition key for the MCM DLL. Pass the KeyCode as the first argument to **mcmAttach** and the Edition key as the second argument. The KeyCode will be found in the file named “KEYCODE” and the Edition key will be found in the file named “EDITION”. The KeyCode and edition key are both 0 for the evaluation version. The KeyCode and Edition key for the registered version will be unique 9 or 10 digit numbers. Note: Your KeyCode is NOT your Customer ID/Registration number. The Edition Key identifies which version of MCM was purchased.

1.13 Distribution

To run an application (that calls MCM functions) on another computer, the file MCM32.DLL must be copied to the Windows directory of the other computer. The Windows directory is normally \WINDOWS for Windows 95/98/2003/XP/Vista/Win7 and \WINNT for Windows NT/2000. Do not attempt to “register” the DLLs.

2 Installation

Installation of the **MarshallSoft Client Mailer** is straight-forward:

- Download the **MarshallSoft Client Mailer**.
- Unzip into an empty directory.
- Run the SETUP program.
- Look over the documentation (see Section 1.8 above).

3 Email Configuration

The SMTP and POP3 server names (or IP address) and corresponding ports must be specified before the **MarshallSoft Client Mailer** example application programs can be run. These email parameters should be entered into the **SendMail.ini** and **GetReply.ini** text files used by the **SendMail** and **GetReply** example programs.

It is recommended that a new email account be created for the sole purpose of sending email and checking replies using the **MarshallSoft Client Mailer**. Most ISPs (Internet Service Providers) allow multiple email accounts for their customers.

If using an existing email account, refer to the **MCM Servers Manual (mcm_servers.pdf)** for help on determining the SMTP and POP3 server names.

Refer to the MCM Programmers Manual for details on how the servers (email parameters) are specified in the application program examples. Depending on the programming language, the specification may be different.

If your security software scans outgoing email, you may need to disable this feature since some security software does not handle multiple connections correctly.

4 Letter Preparation

4.1 Letter Format

The letter is a text, rich text or HTML file that consists of a header section followed by the actual letter to be sent. An example of a text letter is shown below. A description of each part of the letter is provided following the example.

Letter Example

```
To: %EmailAddress%  
Subject: Your Dental Appointment
```

Dear %FullName%,

Your dental appointment is tomorrow at %AppointmentTime%.

To confirm your appointment, please reply to this email with "CONFIRM %EmailAddress%" as the subject.

Sincerely,
Dr. John H. Holliday

PS: If you prefer that email notices not be sent, reply to this email with subject "REMOVE %EmailAddress%"

Header Lines

The letter to be emailed may be either a plain text file or a HTML text file. In both cases, the letter begins with the required header lines

```
To:  
Subject:
```

and may continue with the optional header lines

```
CharSet:  
CC:  
BCC:  
Attach:
```

A blank line must follow the last header line.

To Header

The "To:" header lines should contain the email address of the recipient. Since the recipient is normally taken from the file containing the list of all recipients, a substitution string ("macro") is used. For example,

```
To: %EmailAddress%
```

Subject Header

The "Subject:" header is the next required header. It may contain up to 256 characters and may not be blank.

```
Subject: Your appointment tomorrow at %AppointmentTime%
```

CharSet Header

Following the "Subject:" header, the "CharSet:" may optionally appear. It contains the character set used in the construction of the letter. If the "CharSet:" header is omitted, no particular character set will be implied. Supported character sets are:

- us-ascii
- iso-8859-1
- iso-8859-2
- iso-8859-7
- iso-8859-8
- win-1250
- win-1252
- win-1255
- utf8

For example,

```
CharSet: iso-8859-1
```

CC & BCC Headers

The CC ("Carbon Copy") header specifies additional recipients who will receive an identical copy of the outgoing email. The BCC ("Blind Carbon Copy") header works the same as the CC header except that the BCC header itself is not included in the outgoing email. For example,

```
BCC: copy@my_isp.com
```

Attach Headers

The last header is the "Attach:" header. This header is optional, and may also appear multiple times. Multiple attachment filenames may appear separated by a semicolon. For example

```
Attach: invoice.pdf  
Attach: details.zip;logo.jpg
```

Attachment headers, like all headers, may contain macros, as for example

```
Attach: %YourInvoice%
```

The total length of all "Attach:" headers must be less than 1000 characters.

A blank line must follow the last header line.

4.2 Text Letters

A text letter contains only text characters and can be prepared with any text editor such as the Microsoft Notepad editor. An example text letter is shown in the previous section.

Text letters should be saved using the ".txt" file extension.

4.3 HTML Letters

An HTML letter consists of HTML tagged text. A simple HTML letter is shown below:

```
To: %EmailAddress%
Subject: Your Dental Appointment

<HTML><HEAD></HEAD><BODY>
<FONT FACE="helvetica">
Dear %FullName%,

Your dental appointment is <B>tomorrow</B> at %AppointmentTime%.

Sincerely,
<I>Dr. John H. Holliday</I>

PS: If you prefer that email notices not be sent, click
<A HREF="mailto:<remove@your_isp.com>?subject=REMOVE
%EmailAddress%?body=%AppointmentTime%">REMOVE ME</A>
</FONT></BODY></HTML>
```

HTML letters end with the ".htm" extension. Note the use of the "mailto:" link above that allows the user to click the REMOVE ME link. The `remove@your_isp.com` address above should be replaced with the address to which the reply should be sent.

HTML letters can be prepared in one of two ways: (1) Manually inserting the HTML tags, or (2) Using a HTML Editor.

4.3.1 Creating HTML Letters Manually

Since most email letters use just a very small subset of the possible HTML tags that could be used, it is actually quite easy to manually insert your own HTML tags. There is a wealth of information on HTML available of the Internet, as well as a large selection of books.

Creating HTML letters manually also provides maximum design flexibility.

4.3.2 Using a HTML Editor

HTML letters can be also be prepared by using a HTML editor. There are quite a few HTML editors on the Internet, including free editors such as the WYSIWYG "KompoZer" editor (<http://kompozer.net/>).

One can also do the initial HTML design using a HTML editor, then make enhancements manually.

4.3.3 HTML Graphics

There are many resources available for those wanting to use graphical elements in their HTML emails. Even simple graphics (such as using a tiled background) can make an HTML email look more attractive.

Among the resources available are:

- Graphics Programs : Microsoft Paint, Paint Shop Pro, Adobe Photoshop, etc.
- Background Tiles : See example `Tile(BrownPaper).jpg`
- Email Templates : See example `Template(Style1Blue).htm`

Graphics programs, tiled backgrounds, graphics images, and email templates can all be found on the internet.

4.4 HTML Letter Templates

An HTML letter template is an HTML letter file that is ready to be edited by the user. Template filenames begin with "Template" and often contain more advanced HTML tags such as HTML Tables.

Example HTML templates include

- `Template(Style1Blue).htm`
- `Template(Style2Green).htm`

Open any template file with your web browser to see how the letter template will be displayed by the receiving email client.

5 Recipient Lists

The recipient list is a text file containing the list of recipients to whom email is to be sent and related information that will be referenced by the letter template. A simple recipient list is shown below:

```
EmailAddress,      AppointmentTime,  FullName
m.marshall0610@yahoo.com, 10:00 a.m.,      Mike Marshall
p.marshall0610@yahoo.com, Noon,                    Paula Marshall
l.marshall0610@yahoo.com, 2:30 p.m.,        Lacy Marshall
```

Note that the first line contains the substitution (macro) names that will also appear in the letter template. The remaining lines contain the details for each recipient to whom email is to be sent. Although the comma is used in the above example as the delimiter character, the semicolon, tab, carrot ^, and tilde ~ could also be used instead.

6 Skip Lists

A "skip list", also known as an "exclusion list", is a list of email addresses to which email should not be sent, whether they appear in the recipient list or not. Multiple skip lists may be used.

Skip lists are optional, may be empty, and do not have to contain any email addresses.

A skip list is typically created by the **MarshallSoft Client Mailer** program that reads replies, such as the **GetReply** example program. In this case, two types of skip lists are created: One type is the list of email addresses for which an "undeliverable email" message was received (from a previous email run) and the other type is reply files corresponding to the reply strings ("REMOVE", "CONFIRM", .etc) specified in a previous email run.

Consider the files "bounce.txt" and "remove.txt" used by the **SendMail** and **GetReply** example programs. The file "bounce.txt" is opened by **GetReply** (by `mcmOpenBounce`) at runtime which appends the email address of undeliverable email resulting from an earlier **SendMail** run. The file "bounce.txt" is also opened by **SendMail** at runtime as a skip file (by `mcmOpenSkip`).

The file "remove.txt" is opened by **GetReply** (by `mcmOpenReply`) at runtime which appends the email address of the email having "REMOVE email" as the subject. The file "remove.txt" is also opened by **SendMail** at runtime as a skip file (by `mcmOpenSkip`).

<u>SendMail</u>		<u>GetReply</u>	
skip file	=	bounce file	(list of bounced addresses)
skip file	=	reply file	(list of REMOVE replies from clients)

7 Example Data

There are two sets of example data that can be used by the example program SendMail.

7.1 Dentist Example

In the dentist example, a dentist is sending appointment reminders to his patients.

```
List(Dentist).txt    -- List of recipients (patients).
```

Use one of the following letters with the list above.

```
Letter(Dentist).txt  -- A text letter.  
Letter(Dentist).htm -- An HTML letter with an image background & embedded image.  
Lettre(Dentiste).txt -- Une lettre en français (a letter in French).
```

Image files referenced in the HTML letter.

```
Tile(Dentist).jpg   -- Background image tile (stored on server).  
Image(Dentist).jpg  -- Footer image (stored on server).
```

7.2 Widget Example

In the widget example, the customer has purchased widgets from the ACME Widget company, which is sending an email specifying which widgets the customer has ordered along with an invoice.

```
List(Widgets).txt   -- The list of recipients (customers).
```

Use one of the following letters with the list above.

```
Letter(Widgets).txt -- A text letter with an attachment.  
Letter(Widgets).htm -- An HTML letter with an attachment.
```

The following invoice files are referenced in the list of recipients.

```
Invoice(lmarsh).htm -- Invoice for L. Marshall  
Invoice(mmarsh).htm -- Invoice for M. Marshall  
Invoice(pmarsh).htm -- Invoice for P. Marshall
```

The following widget description files are referenced in the list of recipients.

```
widget_blue.txt    -- Blue widget item file.  
widget_red.txt     -- Red widget item file.
```

8 Exporting Data

Refer to the **MarshallSoft Client Mailer Programmers Manual** for information on how to write code to export selected data. However, it is possible to export data from most database and spreadsheet application programs without having to write code.

8.1 Exporting Access Data

1. Open the Microsoft ACCESS database.
2. Click the "Export to text file" icon from the toolbar.
3. When the popup appears, do NOT check "Export data with formatting and layout."
4. When the text is displayed, choose "Delimited", then click "Next".
5. Choose "Comma", then click "Next".
6. Check the box "Include Field Names on First Row".
7. Select "none" for "Text Qualifier".
8. Click "Finish".

8.2 Exporting Excel Data

The following procedure exports a block consisting of multiple rows and columns. The first row should contain the substitution names.

1. Open the Microsoft EXCEL spreadsheet.
2. Using the left mouse button, open a box containing the rows and columns to be exported. The first row should contain the substitution names.
3. Choose "Save As" from the EXCEL menu.
4. Enter the "File name:" to use (e.g.: "example(excel).txt").
5. Choose "Text (Tab delimited)" for "Save As Type".
6. Click the "Save" button.

8.3 Exporting the Outlook Express Address Book

Click the "File" menu item then click "Export", then "Address Book". Choose "Text File (Comma Separated Values)", then click the "Export" button and chose a filename for the exported address book.

After exporting the address book, open the exported text file with a text editor to verify the contents.

9 Delete Codes

When reading email (recipient replies), **MCM** divides incoming email into three mutually exclusive classes:

- a. Failure messages ("bounced email") from the server.
- b. User reply message (e.g.: "REMOVE email-address").
- c. Everything else.

As each email is read when **mcmReadReply** is called, the 'DeleteCode' argument specifies if the email is to be deleted after it is read.

DeleteCode Action

- | | |
|---|--|
| 1 | Delete if message is a failure message |
| 2 | Delete if message is a recipient reply message |
| 4 | Delete if message is not one of the above. |

The above DeleteCodes can be added together to expand the messages deleted. For example, passing DeleteCode = 3 is equivalent to specifying DeleteCode = 1 and DeleteCode = 2. Hence, DeleteCode = 3 will delete failure (bounced) email and recipient replies but keep all other messages.

If no messages are to be deleted, use DeleteCode = 0

See the **GetReply** example program.

10 Sending Mail Logic

The logic to send email is:

```
Start Client Mailer [mcmAttach]
Open letter to be sent [mcmOpenLetter]
Open list of recipients [mcmOpenList]
Open skip files (recipients to be excluded) [mcmOpenSkip]
Connect to the SMTP server [mcmSmtpConnect]
LOOP
    Merge letter with next recipient [mcmMergeNext]
    Send merged letter to this recipient [mcmSendMail]
END-LOOP
Close connection to server [mcmSmtpClose]
Release Client Mailer [mcmRelease]
```

Refer to the **SendMail** example program, which opens the two skip files "remove.txt" and "bounce.txt" for reading.

11 Reading Mail Logic

The logic to check for replies to your previous sent email is:

```
Start Client Mailer [mcmAttach]
Specify file for bounced email addresses [mcmOpenBounce]
Specify 1st reply string & file [mcmOpenReply]
Specify 2nd reply string & file [mcmOpenReply]
. . .
Specify last reply string & file [mcmOpenReply]
Connect to the POP3 server [mcmPop3Connect]
LOOP
    Read next reply [mcmReadReply]
END-LOOP
Close connection to server [mcmSmtpClose]
Release Client Mailer [mcmRelease]
```

Refer to the **GetReply** example program, which opens the two reply files "remove.txt" and "bounce.txt" for writing in append mode.

In the above logic, the addresses for undeliverable email are appended to the 'bounced' file of addresses, and the address of client replies matching one of the specified reply strings (such as "CONFIRM" or "REMOVE") are appended to the corresponding reply file of addresses.

The bounced and reply files of addresses can be used as skip (exclusion) files the next time that email is sent.

Also see Section 8 "Delete Codes".

12 Performance

The speed at which email can be sent depends on many factors, such as:

- The speed of your computer.
- The speed of your net connection.
- The size of the email.
- The overhead of email scanning programs.
- The number of email channels being used.
- The work load of the SMTP server.

A 2,000 character email was sent to 10,000 recipients connecting across a 56 Mbps LAN to a SMTP server. Both client (the SendMail example C program) and server were running on Windows XP computers.

<u>Channels</u>	<u>Time [Secs/Email]</u>
1	2.50
4	0.50
8	0.32
12	0.28
16	0.23
24	0.18

In the above tests, the scanning of outgoing email was disabled since our security software does not handle multiple SMTP connections correctly.

13 Using Stunnel

Stunnel is a free SSL proxy server that provides SSL services to Windows programs. Stunnel is easy to install, very robust, and functions transparently with very little overhead.

Stunnel is required by MCM application programs when connecting to an email server that requires SSL services such as Gmail, Hotmail, Yahoo, and Microsoft Online. See <http://www.marshallsoft.com/stunnel.htm>

Step 1: Download Stunnel

Stunnel may be downloaded from <http://www.stunnel.org/download/binaries.html> or from our FTP site at <ftp://ftp.marshallsoft.com/pub/stunnel/stunnel.zip>

Step 2: Install Stunnel

The recommended installation directory is directory is \MCM4C\SSL (C/C++), \MCM4D\SSL (Delphi), \MCM4VB\SSL (Visual Basic), etc.

If Stunnel was downloaded from <http://www.stunnel.org>, the downloaded Stunnel installation program must be run. If Stunnel was downloaded from <ftp://ftp.marshallsoft.com/pub/stunnel/stunnel.zip>, unzip into the installation directory such as \MCM4C\SSL, \MCM4D\SSL, etc. There is no installation program to run.

Once Stunnel has been installed, you are now ready to run MCM programs that connect to email servers that require SSL. MCM will configure, load, and unload Stunnel automatically. See the SendMail example program.

Most national ISPs (Gmail, Yahoo, Hotmail, .etc) require SSL. However, compared to local ISPs, the national ISPs enforce the most stringent limitations on the number of emails than can be sent and they also tend to be slower. For this reason, local ISPs (which usually don't require SSL) are recommended for sending email.

14 Resolving Problems

14.1 Evaluation Pop-up Window Still Displayed After Purchase

Search your computer for all copies of MCM32.DLL and remove them all except for the copy in the \WINDOWS directory and the copy in the .\DLLS directory (created when SETUP was run from the purchased version). These two copies should be exactly the same size.

Verify that you are passing your (9 or 10 digit) keycode value to mcmAttach.

Run the TestMCM program. If it fails to run as expected, zip up the MCM and SEE log files and send them to

`info@marshallsoft.com`

with subject

`MCM HELP xxxxxx`

where xxxxxx is your (5 or 6 digit) customer ID.

14.2 SendMail (or GetReply) Fails

If you encounter a problem running the SendMail (or GetReply) example program, do this:

First run the TestMCM example program. If it fails to run as expected, send the MCM and SEE log files as in # 14.1 above.

If TestMCM runs correctly, pass `MCM_DEBUG_LOW` as the second to last argument in mcmAttach in the SendMail example program. Run SendMail. If it fails to run as expected, zip up and send us the MCM and SEE log files as in # 14.1 above.

14.3 Your Program Fails

First, verify that the example programs run correctly. Then, make the minimum modifications to the SendMail (or GetReply) example program that demonstrates the problem. Be sure to pass `MCM_DEBUG_LOW` as the second to last argument in mcmAttach. Run the modified example program, then zip up and send us the example program, example data, MCM log file, and SEE log file as in #14.1 above.

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