

Trouble-Shooting Ostendo Emailing with Office 365



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1. OSTENDO SETTINGS

Ensure that the following Ostendo settings are set to Outlook.

File -> System Configuration -> System Settings -> Environment Settings:

The screenshot shows the 'System Settings' dialog box with the 'Environment Settings' tab selected. The 'General' section contains various configuration options. The 'Email Client' is set to 'Outlook'. The 'Prefix' is set to 'smtp'. The 'Incl Signature' checkbox is unchecked. The 'Advanced Searching' checkbox is checked. The 'Auto Collapse on Advanced Search' checkbox is unchecked. The 'For a multi value search use' radio buttons are set to 'and'. The 'Licence Notification to Administration Users Only' checkbox is unchecked. The 'Location Map Link' is set to 'http://maps.google.com/?q='. The 'Embed fonts when saving or emailing reports as PDF' checkbox is unchecked. The 'Activate Screen Logging' checkbox is unchecked. The 'Enable Database Message Trace' checkbox is unchecked. The 'Web Services Code' is set to 'WnnRaCv4iveKLhUgeF6tkR3dzrQx6X3o9CSrhPD0IHAFp(t3+SSCOjpTOW58i'. The 'Web Services Company' is set to 'Web Services Trial'. The 'Web Services Expiry' is set to '0'. The 'Wordwrap column headings for Inquiry and Analysis Views' checkbox is unchecked. The 'Dynamic Archive Days for Closed and Updated Orders, Invoices & Payments' is set to '0'. The 'Currency Symbol Override' is set to an empty field. The 'Network' section has two radio buttons: 'Standalone: No other computers need to access Ostendo' (unchecked) and 'Shared Access: Other computers need to access Ostendo (Client/Server, Peer to Peer or Terminal Server)' (checked).

1.1 Email Client should be set to 'Outlook'.

File -> System Configuration -> User Security & Options:

The screenshot shows the 'Users (ADMIN)' dialog box with the 'User Options' tab selected. The 'Users' section contains a table with the following data:

Username	First Name	Last Name	Administrator
ADMIN	System	Administrator	<input checked="" type="checkbox"/>
GENERAL	General	User	<input type="checkbox"/>
JANE	Jane	Steel	<input type="checkbox"/>
PRODUCTION	Production		<input type="checkbox"/>
SOLUTION	Solution	Management	<input checked="" type="checkbox"/>

1.2 In the User tab, highlight the User.

1.3 Click the 'User Options' tab.

Users (ADMIN)

Users | Security Access | **User Options** | Desktop Views | Workflow | Operations Centre Exclusions

Grid Options

☒ Save Grid layouts ☒ List Customizing

☒ Save List Filter Conditions ☒ Auto Activate Filtering & Sorting ☐ Disable Grid Print / Export

Other Options

☒ Allow Approvals ☐ Cannot change order prices ☒ Alert Screen is not displayed on Login

☒ Allow change of Customer calculated Prices ☐ Blind POS End of Day ☐ Allow Site Change

☐ Hide Purchase Receipt Cost ☐ Enable Option Price Change ☐ Disable Preview Export

☐ Display Sales Costs ☐ Inventory Availability by Site ☐ Allow Inventory Site Change

☐ Allow Pricing Matrix Exclusions ☐ Disable Graphical Plant View Editing ☒ No External GL Posting

☐ Hide Assembly Costs ☐ Hide Item Buy Price ☐ Hide Descriptor Buy Price ☐ Allow Purchase Approvals

☐ Can only Create Prospect Default Assignment Profile

Default Ops Centre Company Type

Purchase Order Alert Limit \$10,000.00 User Site Name Company

☐ Inherit Security From Login Script

Email Client Outlook ☒ Prefix smtp: ☐ Incl Signature ☐ Email Address kevinw@solutionm.co.nz

☐ Flag Announcements as Read

System Style

Skin Skin Caramel

First Name	Last Name
John	Smith
Joe	Bloggs

2

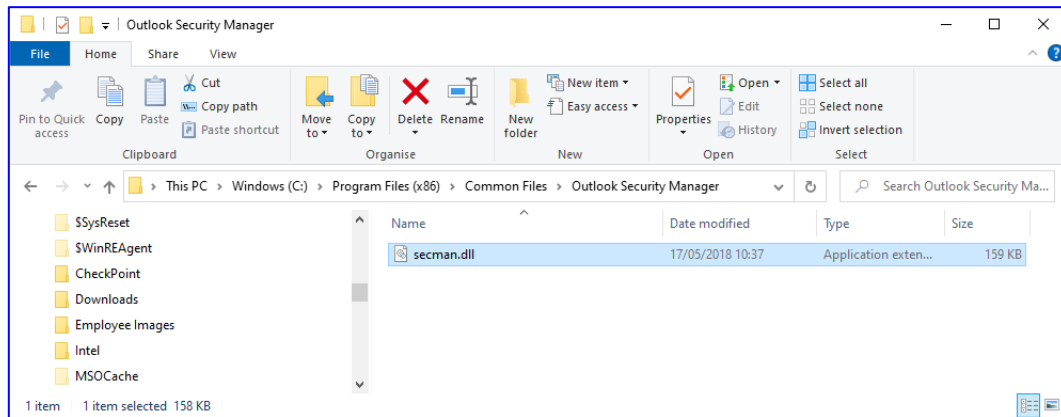
☐ RadioButton ☐ CheckBox

Edit & Combo

1.4 Email Client should be set to 'Outlook'.

2. CHECKING FOR SECMAN.DLL OR SECMAN64.DLL

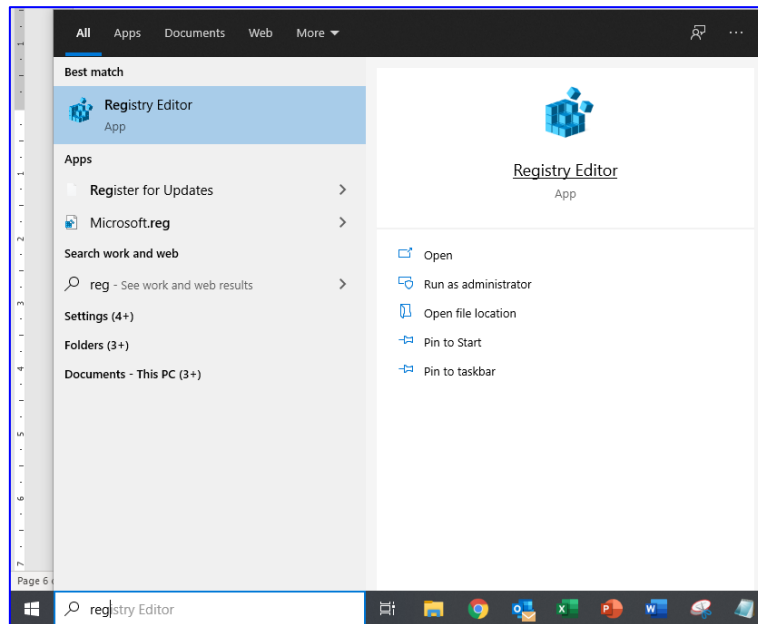
- 2.1 Is the '**secman.dll**' or '**secman64.dll**' located in folder '**C:\Program Files (x86)\Common Files\Outlook Security Manager**'?



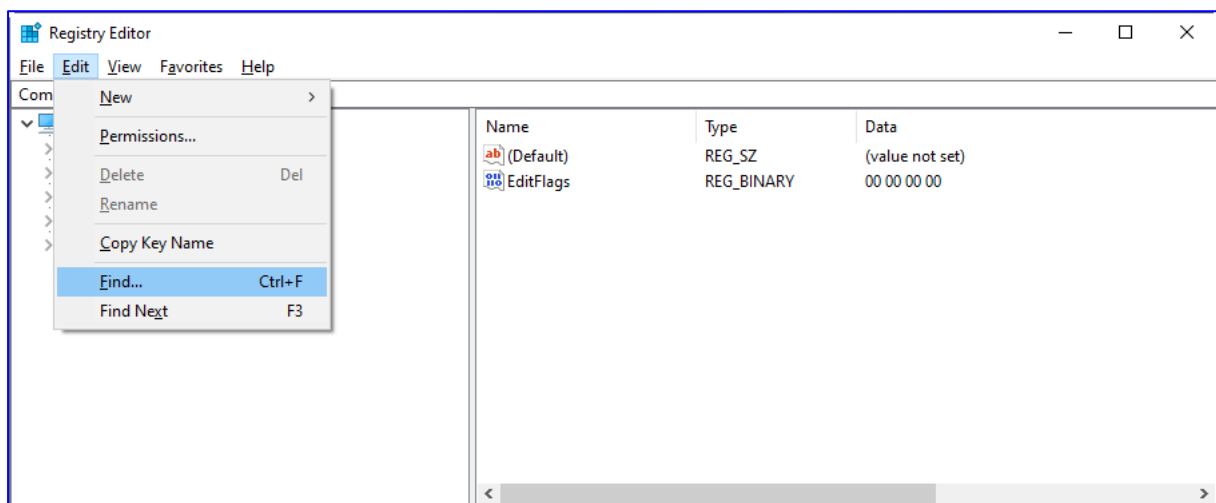
- 2.2 If this folder does not exist then goto the '**...\Ostendo\Client**' folder and run the '**ClientInstall.exe**' application. This will install the '**secman.dll**' to the correct folder and register it.
- 2.3 If you are running Outlook 365 64bit and '**secman64.dll**' is not in this folder please copy '**secman64.dll**' into the folder.

3. CHECKING THE REGISTRATION OF SECMAN.DLL / SECMAN64.DLL

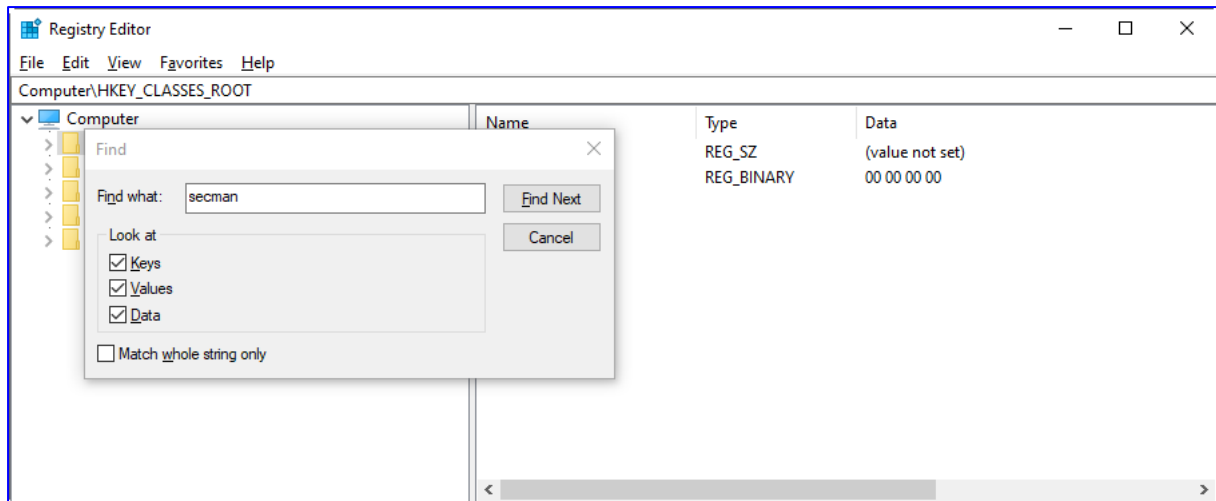
3.1 From the windows Quick Launch bar type 'reg' and windows should find the registry editor.



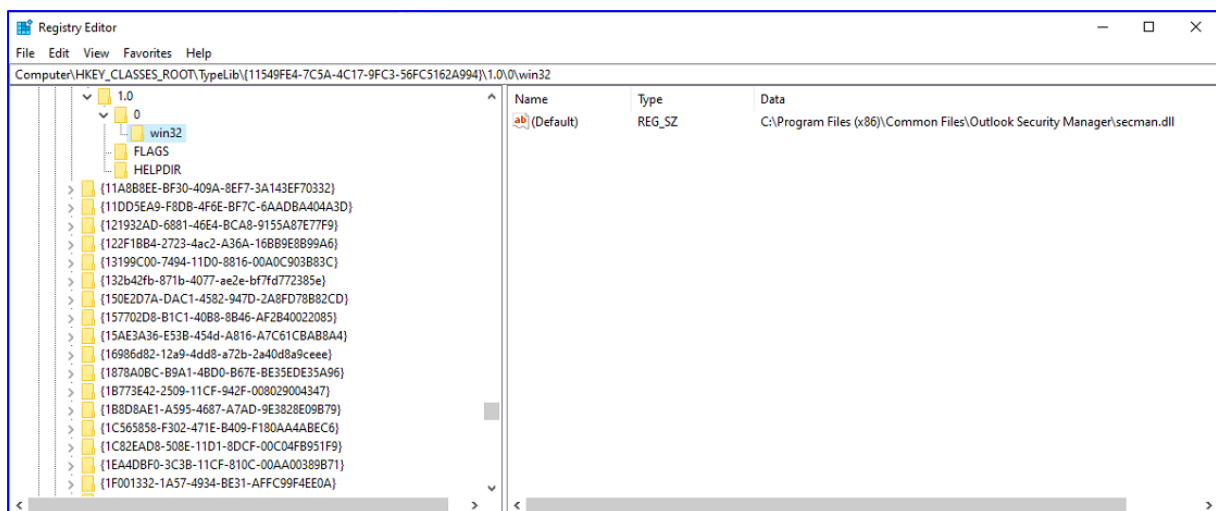
3.2 Click the 'Open' option.



3.3 Click the 'Edit' tab then the 'Find' option.



3.4 In the 'Find what' data entry box, type 'secman' and click the 'Find Next' button.



- 3.5 If you do not find an equivalent location entry as per above then press the 'F3' to search for the next occurrence of 'secman'.
- 3.6 Repeat step 3.5 until you have found an equivalent entry. If a folder entry has been found for 'secman' then continue to step 4.1
- 3.7 Goto the '...\Ostendo\Client' folder and run the 'ClientInstall.exe' application. This will install the secman.dll to the correct folder and register it.

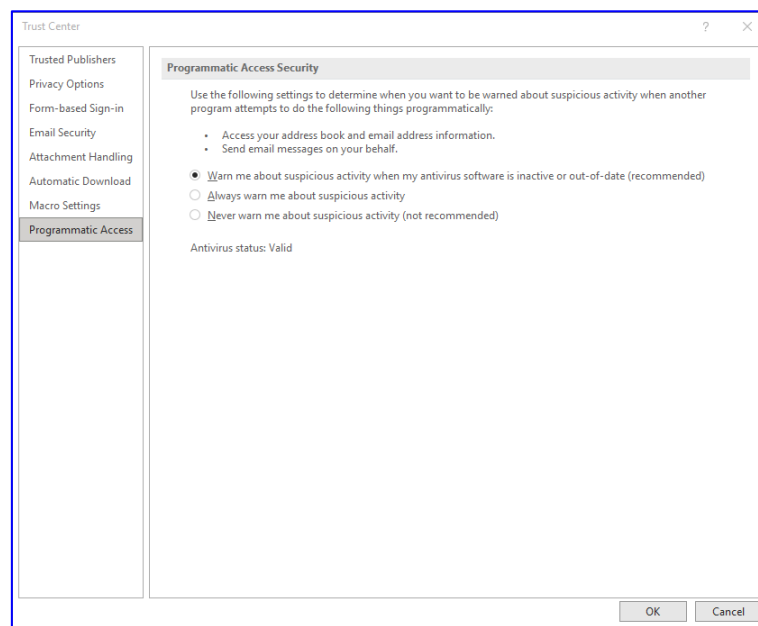
4. CHANGING THE OUTLOOK PROGRAMMATIC ACCESS SECURITY

Outlook itself may inhibit Ostendo from starting it. You may be required to change the Programmatic Access Security setting on Outlook.

You will need to start up outlook in Administrator mode (Run as administrator).

Once outlook has been started:

1. Click '**File -> Options -> Trust Center**' options.
2. Click the '**Trust Center Settings**' button.



3. Click the '**Programmatic Access**' option.
4. Click the '**Never warn me about suspicious activity (not recommended)**' radio button.
5. Click the '**OK**' button.
6. Click the '**Cancel**' button.

5. CHANGING THE OFFICE 365 SETTINGS

This procedure is intended for Office365 Admins to set SMTP-mailing ability, per-user, as the feature is disabled by default in Office365.

The **green items** need to be adjusted to the specific user's mailbox.

It is recommended only for users that need Ostendo-mailing ability.

This also is useful for SMTP-enabling Office365 mailboxes which are to be used for emailing from devices which do not have outlook, e.g. scanners, copiers etc.

If you already have a Powershell connected to ExchangeOnline, skip to Step 4.3.

- 4.1 Connect to ExchangeOnline Management: open PowerShell (as an administrator):

```
[Net.ServicePointManager]::SecurityProtocol = [Net.SecurityProtocolType]::Tls12
```

```
Find-Module -Name ExchangeOnlineManagement
```

```
Install-Module -Name ExchangeOnlineManagement -Scope AllUsers
```

```
Get-Command -Module ExchangeOnlineManagement
```

```
Connect-ExchangeOnline -UserPrincipalName adminuser@domain.com
```

- 4.2 List SMTP-enabled users:

```
$Users = Get-CASMailbox -ResultSize unlimited
```

```
$Users | where {$_.SmtpClientAuthenticationDisabled -eq $false}
```

- 4.3 This command allows SMTP connections for a specific mailbox:

```
Set-CASMailbox -Identity user@domain.com -SmtpClientAuthenticationDisabled $false
```

- 4.4 Confirm setting has changed for the user:

```
$Users = Get-CASMailbox -ResultSize unlimited
```

```
$Users | where {$_.SmtpClientAuthenticationDisabled -eq $false}
```

#Tip: use value \$True to disable SMTP protocol for that user.