

2Email FAQ

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Common Questions

Q: I can't change the names of the user groups / add more

A: Since 2Email was designed to work towards and teach the Year 3 ICT QCA unit about email, the available user groups are Reception, Year 1, Year 2, Year 3 and Adult. It is not currently possible to edit these groups.

Q: Is there a csv import utility for this program?

A: No, unfortunately not.

Q: How do I install 2Email on a network ?

Q: I need to log in to the teacher settings but I don't know the user name and password

Q: When I run the program for the first time, I'm asked to browse to the server

Q: Users can log in and send emails, but they aren't being received

Q: The program works fine, but keeps losing the connection to the 2Email server periodically.

Q: Is there a way of moving users up from each year group without having to delete the user first?

Q: Should I use the latest version when installing 2Email?

Q: I have an old version which was working fine but now the emails are not being delivered

Q: I am unable to open an attachment I sent with an email

Q: I am unable to attach some file types to my email

Q: Does the 2Email service use any registry settings?

Q: I am unable to view the videos

Q: Can I add different wordbanks to 2Email?

Q: The first time I click on a word in the wordbank, nothing happens

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Errors

Q: "Could not send. SaveEmail Error. Path/file access error (75)" when trying to send an email

Q: "53 – File not found: ...\\icon.gif"when clicking on "Setup Users" in the configurator

Q: "76: Path not found" when clicking on "Teacher Email" in the configurator

Q: "Path not found" when clicking on "Teacher Email" in the configurator

Q: "Path not found" when pressing ctrl+shift+"o" from the login screen

Q: "Run-time error 13: Type mismatch"

Q: "Run-time error 70: Permission denied" when running the Sorter

Q: "Run-time error 339: Component SimpleUI5.ocx or one of its dependencies ..."

Q: "Run-time error 429: Activex component can't create object" when trying to start the sorter

Q: One of the Mailbox folders is causing the program to have an error

Q: "Attachment folder is too big. Please have a clean up."

Q: "Error 1904. Module C:\\...\\SimpleUI5.acx failed to register."

Q: "2Simple Email Sorter is already running elsewhere."

Q: How do I install 2Email on a network ?

A: Unlike all other 2Simple programs, 2Email has a 2 part installation :

1. A **server** part, which installs the mailboxes as well as the "sorter" which delivers the mail. This needs to be installed on **1 machine only**, and needs to be installed to a location which is

[accessible and with full read-write permissions](#) to all users on the network. The sorter runs as a background service and will continue to run as long as the machine on which it is running is turned on. This part is usually installed on the network server machine. It is installed onto a local drive of the server (eg C: or D:) which is then mapped to a drive letter which is accessible from all the workstations. Eg the default install location of the server part is C:\Program Files\2Simple Software\2Simple Email (Sorter)\ and this could be mapped to Z:\2Simple\2Email\. [Make sure the server part is accessible through a drive mapping, rather than a UNC path](#) (ie one which starts off with \\).

2. The **client** part can be installed on every machine. The first time the client part is run, it will ask you to locate the server part. You need to do this once on each machine – or alternatively, once you have done this on 1 machine you can copy the “Email.ini” and “Configurator.ini” files - which store this setting - to each computer on the network. These 2 ini files are located in the folder where the client part has been installed, typically C:\Program Files\2Simple Software\2Simple Email (Client)\. There a number of ways to copy the ini files – see www.2simple.com > support > networks > copying 2Simple settings across a network.

An alternative to installing the client part on every machine is to install it on the server only. The advantage of this method is that there is now only one set of ini files to modify. Bear in mind however, that you will still need to install the 2Email client dlls on every machine. For more information on installing 2Simple software on a server only, see www.2simple.com > support > networks > installing on a server only.

We recognise that the 2Email installation is more complex than other 2Simple programs installs so please contact us if you have any difficulty. Our technical support team can perform remote logins to help with installations.

Q: I need to log in to the teacher settings but I don't know the user name and password

A: Any of the default user names from the “Adult” group will work. These are all colours, so you could use “red” (user name and password are identical).

Q: When I run the program for the first time, I'm asked to browse to the server

A: When browsing to the server, you need to ensure that the last word in the path is “Server”. So, for example, if you installed the server install part of 2Email on Z drive, the path might be Z:\2Simple 2Email\Server.

Q: Users can log in and send emails, but they aren't being received

A: Check the MAILBANK folder in the 2Email server folder. If it is not empty, do the following (on the machine on which the server part was installed):

1. **Restart the 2Email Sorter service:** click START > RUN and type [services.msc](#) and press enter. Select the [2Simple Email Sorter](#) service and click the STOP button. Once it has stopped, click the START button. Once it has restarted, check the contents of the 2Email mailbank folder. If it becomes empty after a few seconds, the problem has been fixed and the emails will now have been delivered (and new emails should be delivered also). If the folder does not become empty, go to step 2.
2. **Stop the service, register a dll, and restart the service:** Again stop the 2Email service as above and then click START > RUN and add the following line [regsvr32 "C:\program files\2simple software\2simple email \(sorter\)\server\mail2sobjmod1.dll"](#) and click OK (if the sorter is installed to a different location, you'll have to change the path accordingly.) Now restart the 2Email Sorter using [services.msc](#) and check if the mailbank folder becomes empty

after a few seconds. If that still doesn't work, try register "scrrun.dll" in [C:\Windows\system32](#) using the same method as above.

If the MAILBANK folder was empty in the first place but emails aren't being received, it is probably due to teacher **monitoring** being enabled. In this mode all work can be checked by the teacher before reaching the recipient's inbox. To disable this, open the 2Email Configurator utility, select Teacher Email and untick the 'monitoring' option).

Finally, if you're still getting problems, stop the 2Email service (see above) and instead run the Sorter manually as follows:

1. Open Windows Explorer and go to the location where the 2Email server has been installed, eg C:\Program Files\2Simple Software\2Simple Email (Sorter)\Server.
2. In this folder will be a file named "Sorter.exe" with an icon of a mailbox. Double-click it.
3. A small window should now appear for a few seconds, displaying "2Simple Email Sorter. Loading... Please wait". After this window disappears, a small postbox icon should appear on your system tray at the bottom right of your screen. This means that the Sorter is running as a minimised application rather than a service, but it should still work in the same way. If the Sorter was having difficulties when running as a service then it most likely will have problems when running as a minimised application, but the chances of getting a more descriptive error message are higher in this case. For example, you may get "Run-time error 70: Permission denied" (see separate question on how to resolve that error).

Q: The program works fine, but keeps losing the connection to the 2Email server periodically.

A: Make sure the 2Email server is accessible through a drive mapping, rather than a UNC path (ie one which starts off with \\).

Q: Is there a way of moving users up from each year group without having to delete the user first?

A: Yes. You can edit the year group of an individual user as follows: Navigate to the location where the 2Email server is installed. In the "Mailbox" folder you will find a subfolder for each user. Within each subfolder is a file named "Config.ini". Open this file with a text editor such as Notepad and edit the entry named "Level=..." to change the year group for the user. Level 1=Reception, 2=Year1, 3=Year2, 4=Year3, 5=Teacher. Note that you can use the Windows search utility to help you with this, for example you could search for all files where "a word or a phrase in the file" equals "level=4" to find all year 3 users.

Q: Should I use the latest version when installing 2Email?

A: If you have a specific problem with the program then it is often useful to install the latest version, however if the version you are using is working fine then there is no reason to change it. Most 2Simple programs have only had a couple of release versions, but some (such as 2Email, 2Animate and Infant Toolkit) went through a number of versions before stabilising. 2Email versions before 1.0.8 did not install the sorter part of the program as a "service" – instead it ran as a background program and showed up as an "e" or a postbox icon on the bottom right corner of the server screen. This technique worked fine except if the user logged off the server, in which case the 2email sorter stopped running and emails stopped getting delivered. In v1.0.8 and later, the sorter runs as a service. It does not show up on the bottom right corner of the screen but it is visible in the list of services (start > run > services.msc). The advantage to being run as a service is that the sorter continues to run even if the user is logged out of the machine. Please check www.2simple.com > support > Most Recent Versions for the latest 2Email version.

Q: I have an old version which was working fine but now the emails are not being delivered

A: This can occur on 2Email versions older than v1.0.8. In these versions, the 2Email sorter runs as a background process rather than a service (see previous question). When you log out or switch off the server machine, the sorter stops running – but it should automatically restart when you log back

in. However, if the server machine shuts down unexpectedly, the automatic sorter restart does not take place. To rectify this, navigate to the location where the sorter is installed, and find the file "sorter.ini". Edit it in Notepad and change "Running=True" to "Running=False". Save and exit the file. Now double-click on the Sorter.exe to start the sorter again.

Q: I am unable to open an attachment I sent with an email

A: 2Email will attempt to open an attachment using the default program associated with the type of file that has been attached. For example, if a .txt file was attached, 2Email will open it using Notepad if that is the program that is associated with .txt files. If a file type has no program associated with it on the computer you are using, 2Email will *not* open the attached file. One way to remedy this is to manually create your own "file association": You can do this as follows: Navigate to a specific file using Windows Explorer and double-click it. Windows will display a message "Windows cannot open this file..." Choose to "Select the program from a list", then scroll through the list and choose the program you want to use, or browse your hard drive for the program if it does not appear on the list. Once you have selected your program, tick "Always use the selected program to open this kind of file" and click OK.

Q: I am unable to attach some file types to my email

A: 2Email only allows specific types of files to be attached, in the interests of security; for example this prevents executables being attached and then being run by the person who receives the email and opens the attachment. On occasion, however, there are legitimate file types which 2Email does not allow to be attached, for example .docx. To work around this, you can do the following: click the Attach icon, browse to the folder, type * in the "file name" text box and click "open". The browse window will now display all file types including ones which were previously hidden, and you can choose to attach a file and send it. Please exercise caution when using this workaround.

Q: Does the 2Email service use any registry settings?

A: Yes, the "srvany.exe" file (which enables the sorter to be run as a service) has its location stored here: HKLM\SYSTEM\CurrentControlSet\Services\2Simple Email Sorter, ImagePath = "C:\Program Files\2Simple Software\2Simple Email (Sorter)\Server\Service\srvany.exe", and the location of the sorter itself is stored here: HKLM\SYSTEM\CurrentControlSet\Services\2Simple Email Sorter\Parameters, Application="C:\Program Files\2Simple Software\2Simple Email (Sorter)\server\Sorter.exe"
The data values above are examples and do not have to be those specific locations.

Q: I am unable to view the videos

A: Go to www.adobe.com and install Flash Player.

Q: Can I add different wordbanks to 2Email?

A: No, this cannot be done, although the user guide suggests it can be. You can however edit the existing word bank as follows: Go to the location where the 2Email server is installed. Open the "\Server\WordBanks" folder. Open the file named "Default.2wbk". It is a simple text file so you can open it with Notepad or any other text editor. This file is the default wordbank which you can edit and save.

Q: The first time I click on a word in the wordbank, nothing happens

A: Yes, this is a slight bug with the program – the first time you click on a word in the wordbank, nothing happens and you have to click a second time for the word to get inserted. This only happens for the first word.

Q: I am unable to install the sorter on a Windows 98 machine

A: The latest version of the Sorter install (1.0.82d) is not designed to be run on Windows 95/98/Me. If you have the 1.0.82d CD, browse the contents and there will be a folder named "Win 98 Me". This folder contains a Sorter install which can be used on Windows 98 or Me (2Email is not supported on Windows 95). If you do not have this folder on your CD please contact 2Simple for a download link. (Note: The latest version of the Sorter install, 1.0.82d, installs and runs the sorter as a *service*, whereas the Sorter install for Windows 98 installs and runs the sorter as a minimised background app.)

Q: I don't want to install the sorter onto my server machine

A: Some technicians prefer not to install software onto their server machines. It is still possible to use 2Email in such cases, for example: Install the 2email sorter to a teacher's machine in the ICT Suite, to the default location on the C drive. Now copy the contents of the installed folder - C:\Program Files\2Simple Software\2Email (Sorter) - to a shared folder on the server which all pupils have write access to, for example the P drive. Make sure the Mailbank and Mailbox folders have full permissions to all users. Now double-click the "Sorter" exe (it has a postbox icon) in the P drive. It will show a splash screen for a few seconds and then show up as a minimised app in the system tray on the bottom right of your screen. In the client installations of 2Email, modify the 2email.ini and configurator.ini files to point to the sorter folder on the P drive. 2Email should now work fine. Used this way, the sorter will only run while the teacher's machine is logged in (since we're running it as a minimised app rather than a service); when logged out, emails will not be delivered. You can add a link to the sorter.exe to the startup folder on the teacher's machine so it will start up as soon as you log in to that machine.

Errors

Q: "Could not send. SaveEmail Error. Path/file access error (75)" when trying to send an email

A: Make sure the 2Email server folder has full access permissions for all users.

Q: "53 – File not found: ...icon.gif" when clicking on "Setup Users" in the configurator

Q: "76: Path not found" when clicking on "Teacher Email" in the configurator

A: These errors may indicate a problem with one or more of the mailbox subfolders, for example a missing icon.gif file (the user's picture). These errors could be caused by manually creating a subfolder within Mailbox but not adding all the relevant files and folders within it. See separate FAQ "One of the Mailbox folders is causing the program to have an error" for more info.

Q: "Path not found" when clicking on "Teacher Email" in the configurator

Q: "Path not found" when pressing ctrl+shift+"o" from the login screen

A: These errors have a similar cause to the errors described just above, but here it is most likely because the "Guest" mailbox folder has been manually deleted (The Guest folder must exist within the mailboxes folder). To get a new copy of the Guest folder, download a "clean" set of mailboxes from http://support.2simpleweb.com/public/fixes/2Email/clean_mailboxes.zip .

Q: "Run-time error 13: Type mismatch"

A: If this error occurs when clicking on the "Show Users" button in the login screen, or when clicking on the Address book, it may indicate a problem with one or more of the mailbox subfolders, for example the Config.ini file containing "level=" and on the next line a "4" by itself. See separate FAQ "One of the Mailbox folders is causing the program to have an error" for more info.

Q: "Run-time error 70: Permission denied" when running the Sorter

A: This error could indicate that an anti-virus program running on the server is erroneously finding the 2Email suspicious. We have found this occurring with Norman antivirus; in that case the problem

was resolved by opening the Norman control panel, selecting Norman Virus Control > Common Settings, and adding the 2Email server path in the "Exclude list".

Q: "Run-time error 339: Component SimpleUI5.ocx or one of its dependencies ..."

A: This error message may occur on older versions of 2Email – please contact 2Simple for the latest version of this program. Its recommended to uninstall the older version first before installing the new version.

Q: "Run-time error 429: Activex component can't create object" when trying to start the sorter

A: Log in to the machine where the sorter has been installed. Click Start > Run and type `regsvr32 "C:\program files\2simple software\2simple email (sorter)\server\mail2sobjmod1.dll"` and click OK (if the sorter is installed to a different location, change the path above accordingly.) Also, click Start > Run and type `regsvr32 "C:\WINDOWS\system32\scrrun.dll"` and click OK. Now try run the sorter again.

Q: One of the Mailbox folders is causing the program to have an error

A: Sometimes a mailbox folder for a specific user may cause a problem with 2Email, for example the folder may be missing a file it needs, or its Config.ini file may contain invalid data. This might occur when adding your own users to 2Email. The only way to work out which mailbox folder is at fault is through a process of trial and error, ie go to the folder on the server where all the mailboxes are located and move half of the folders out of the main mailbox folder, to a temporary holding area. Try 2Email and see if the error message still occurs. If it still occurs, you know one of the remaining folders has the problem, etc. Using this binary search method you can relatively quickly find out which is the problematic folder and then analyse it further to determine what is wrong with it. If the existing mailbox folders are no longer required you can simply delete them all (without having to try determine which one is at fault), and replace the contents of the mailbox folder with a "clean" set of mailboxes from http://support.2simpleweb.com/public/fixes/2Email/clean_mailboxes.zip . You could place the old mailboxes in a separate folder and go through them at a later date if there is anything you do not want to lose within them.

Q: "Attachment folder is too big. Please have a clean up."

A: This error will occur if the "attachments" folder in the 2email server is over 50MB in size (this limit is not configurable.) Please either delete past emails, or go to the Configurator (Start > programs > 2Simple > 2Email) and click "Clean Slate" which will delete **ALL** emails.

Q: "Error 1904. Module C:\...\SimpleUI5.acx failed to register."

A: Please contact 2Simple support for a download link of the latest version which should fix this.

Q: "2Simple Email Sorter is already running elsewhere."

A: In the folder which contains the 2Email Server files, is a file named "sorter.ini". One of the settings it contains is "Running" which can either be set to "False" or "True". When the 2Email Sorter is launched, it checks the contents of this file and if Running=False, the Sorter sets Running=True and then continues to run as usual. When you shut down your computer or manually close the Sorter, it sets Running to false again. However, if you launch the Sorter and Running is already set to true, the Sorter throws the above error message. This error could possibly indicate that the Sorter is already running elsewhere, but it is more likely that this is not the case; rather the last time the Sorter ran on this computer, it closed down unexpectedly (eg the computer did not shut down gracefully) and the Sorter did not get a chance to reset Running to false. In this case the simple solution is to manually edit the sorter.ini file and set Running=false, then try run the sorter again.

2Simple Software

support@2simple.com

020 8203 1781

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