

2Email FAQ

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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: 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: 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. Stop 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.
2. 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.)
3. Restart the 2Email Sorter using [services.msc](#)

Within a few seconds the MAILBANK folder should be clear and users will start receiving the missing emails. 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.

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

A: No, unfortunately not.

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: Can I add different wordbanks to 2Email?

A: No, this cannot be done, although the user guide suggests it can be. You however can 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: 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 workaroud 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.

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: “76: Path not found” When clicking on “Teacher Email” in the configurator

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

A: The 2Email server regards every folder within the Mailbox folder on the server as a unique user. When the configurator runs, it scans through all these folders and looks for specific files in them, such as icon.gif (the user’s picture). If it cannot find a file in one of the Mailbox subfolders, it throws the errors above. These errors are usually caused by having manually created a subfolder within Mailbox but not adding all the relevant files and folders within it.

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”.