

# R:Mail 11



## Help Manual



# R:Mail 11

## Manual

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*by R:BASE Technologies, Inc.*

*Welcome to R:Mail 11!*

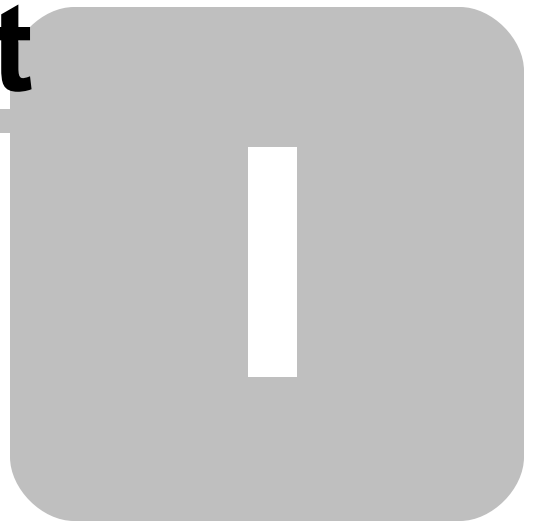
*R:Mail is an email Plugin that allows users to send custom email messages, in either stylish HTML formatting or plain text, directly to one or more SMTP mail servers.*

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**Part**



# 1 Introduction

## 1.1 Introduction to R:Mail 11

R:Mail is an email Plugin that allows users to send custom email messages, in either stylish HTML formatting or plain text, directly to one or more SMTP mail servers. With HTML email, messages can include embedded images and international character sets. Email message options also include message priority and return receipt.

R:Mail has an easy to use configuration GUI for setting up specific server settings, which allows SMTP authentication. Encrypted mail is supported through Secure Sockets Layer (SSL v2/v3) and Transport Layer Security (TLS v1).

With the PLUGIN command, all email parameters are available for dynamic setup and configuration. SMTP transaction logging is available for error checking and storage of sessions.

An in-depth progress window can be displayed during the SMTP session, with ability to show/hide detailed SMTP logs.

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First Edition

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- To have the database(s) being converted, safely backed-up before attempting conversion process. RBTI will NOT be held responsible for lost data or corruption as a result of advice given.

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## 1.4 Complimentary Support

### 30 DAY LIMITED COMPLIMENTARY TECHNICAL SUPPORT

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2. To have operating system, workstations, and local network installed and functional. R:BASE Technologies will NOT be responsible for resolving issues not pertaining to the software product.
3. Our support staff deals with advanced issues, therefore the person contacting R:BASE Technologies for assistance should be the system administrator or have other R:BASE/SQL experience and be able to understand and implement the advice given.
4. To have the database, application, and command files being reviewed, safely backed-up before attempting assistance. R:BASE Technologies will NOT be held responsible for lost data or corruption as a result of advice given.

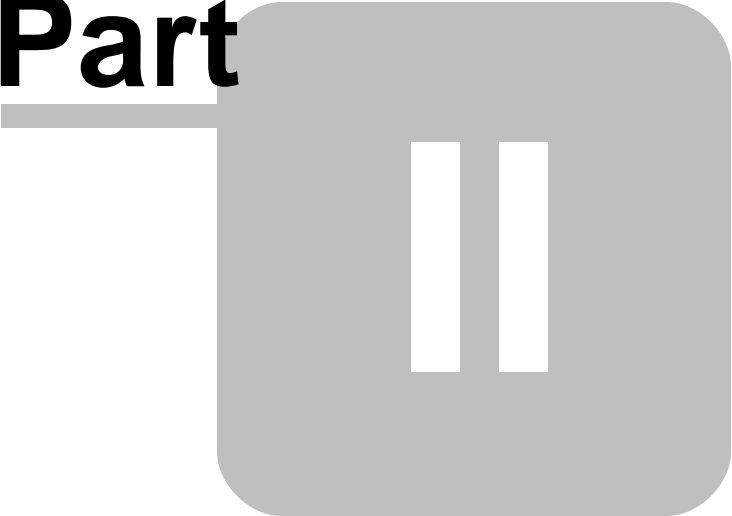
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1. To provide quality assistance in a timely manner to aid in the installation of the product and elementary conversion of database, application, and command files within 30 days of the date of purchase.
2. To provide a reasonable solution for any solvable issue. Not all issues may be solved, and therefore we will acknowledge the existence of known issues, or bugs, which we are presently aware of, that have no reasonable work-around.

R:BASE Technologies reserves the right to limit the amount of support time allotted to a maximum of 2 HOURS during the 30-Day Complimentary Technical Support period. We also reserve the right to limit the quantity of calls from a particular licensee to 30 MINUTES in a single day. Issues are dealt with on a case-by-case basis, and are handled at the discretion of the support agent assigned to the case. Complimentary Support is limited to INSTALLATION and ELEMENTARY CONVERSION related issues ONLY. Our support hours are Monday through Friday, from 10:00 AM to 6:00 PM (EST).

For application, design, or advanced conversion assistance, R:BASE Technologies offers Technical Support Plans of various types to meet your needs. Please visit the Support page at <https://www.rbase.com/support> for details and pricing.

**Part**



## 2 Installation

### 2.1 System Requirements

The following system specifications are recommended for the optimal use of R:BASE and R:BASE-related software.

#### Workstation Hardware

- 2-Core 2GHz+ CPU
- 2 GB of available RAM (4 GB recommended)
- 2 GB of available hard disk space
- 1024x768 or higher resolution video adapter and display
- Standard mouse or compatible pointing device
- Standard keyboard

#### Server Hardware

- 2-Core 2GHz+ CPU
- 6 GB of available RAM (8 GB recommended)

#### Operating System

- Microsoft Windows 11 (Professional)
- Microsoft Windows 10 (Professional)
- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012, 2012 R2

#### Network

- Ethernet infrastructure (Gigabyte recommended)
- Internet connection recommended, but not required, for license activation, software updates, and support
- Anti-virus programs should exclude the R:BASE program, and any add-on product, executable and database files

### 2.2 Things You Will Need

- License Key

Before launching the installer, it is recommended that you have your 32-character License Key readily available. The License Key is provided in a document, with the email message, when the software was originally purchased. If you have lost or misplaced your License Key, please contact our Support Staff by email at [support@rbase.com](mailto:support@rbase.com).

- Internet Access

The computer where the software will be launched should have access to the Internet for activation. The Internet access is used to visit the R:BASE Technologies Web site to provide your required Activation Key.

In instances where the software will be installed on a computer that is not connected to the Internet, you must then contact R:BASE Technologies to provide information displayed on the computer screen. Please contact our Product Activation Staff by email at [activationkey@rbase.com](mailto:activationkey@rbase.com). The Registration Number must be provided. The Registration Number is displayed on the invoice/order slip, and within the email, when the software was originally purchased.

## 2.3 Software Installation

The installation of R:Mail 11 is fully automated and does not require user intervention for the initial setup.

Run the installer ".exe", provided by download, while physically sitting at the workstation to begin the installation process, and read the installer screens for licensing and other information as the program installs.

### Installation Directory

C:\RBTI\RMail11

### Files Installed

RMail11.RBM  
libeay32.dll  
ssleay32.dll  
RMail11Setup.exe  
RMail11.pdf  
RMail11.chm  
License.rtf  
Readme.txt

### Requirements:

#### Plugin and DLLs

The R:Mail 11 Plugin file (RMail11.rbm) must be placed in the R:BASE 11 program directory (default: C:\RBTI\RBG11) or the runtime/compiled application directory. The SSL DLLs (libeay32.dll, ssleay32.dll) must also be placed in the folder for for HTTPS functionality.

## 2.4 Plugin Activation

R:BASE Plugins can be used to enhance, or extend R:BASE operations. Current R:BASE Plugins use the .RBM file extension.

To begin using any plugin product, the plugin must be registered for use.

The license type for R:BASE and R:BASE plugin products must match. The license keys supplied with Single Seat and 5 Seat plugin products will only be accepted within Single Seat and 5 Seat versions of R:BASE, and are not accepted within R:Compiler for R:BASE or Runtime for R:BASE programs. The same license structure is also in place for Runtime License Keys for plugin products, where the key will not be accepted within Single Seat and 5 Seat Licenses R:BASE.

### 2.4.1 R:BASE

To begin using a plugin product, you must register the software within R:BASE by selecting "Help" > "Product Activation" from the main Menu Bar. In this window, select the "Add New" button where you can enter or copy and paste the License Key you received with your product.

Only "Per Seat" License Keys are valid for this entry screen. All "Runtime" License Keys must be registered within R:Compiler for R:BASE or within Runtime for R:BASE separately.

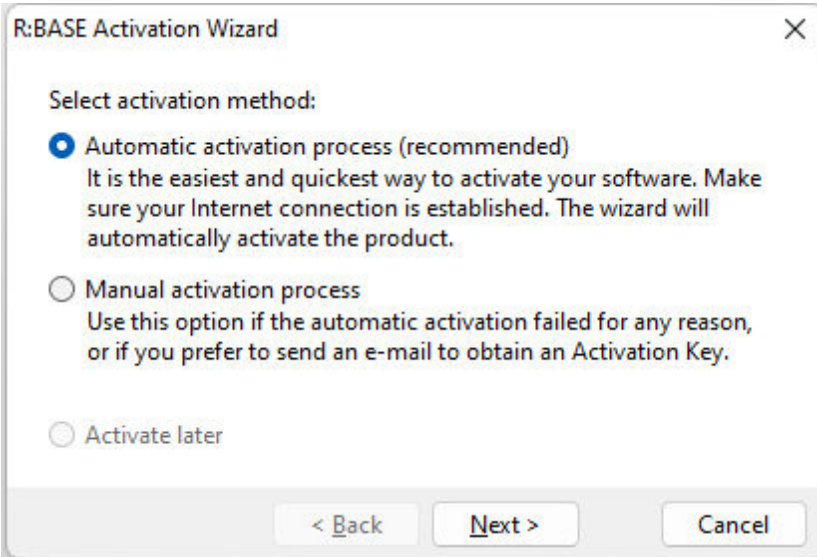


License Information

Enter License Key:

-  -  -  -  -  -  -

After entering the License Key, you will see a dialog to prompt for your activation method. The software can be activated automatically over the Internet, or manually by retrieving an Activation Key from R:BASE Technologies by email or over the phone. If you select "Later", you will be reminded each time R:BASE starts to activate your copy.



R:BASE Activation Wizard

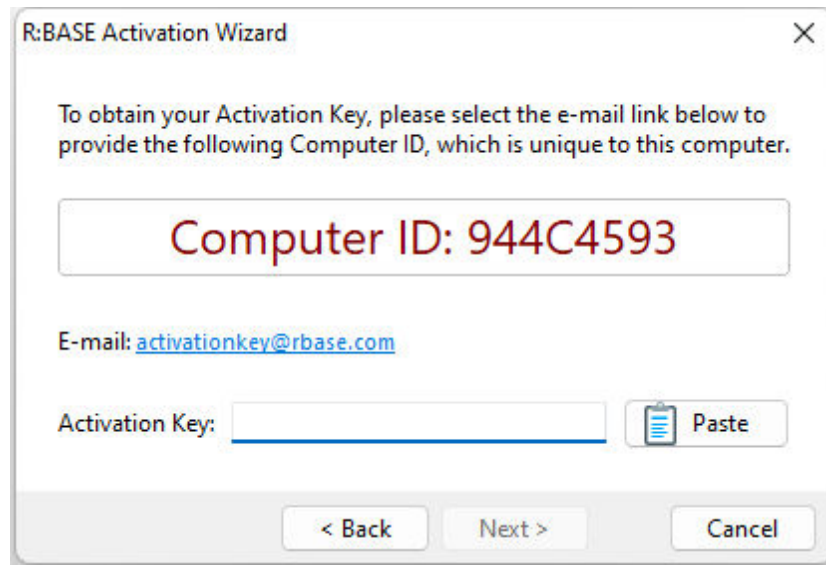
Select activation method:

Automatic activation process (recommended)  
It is the easiest and quickest way to activate your software. Make sure your Internet connection is established. The wizard will automatically activate the product.

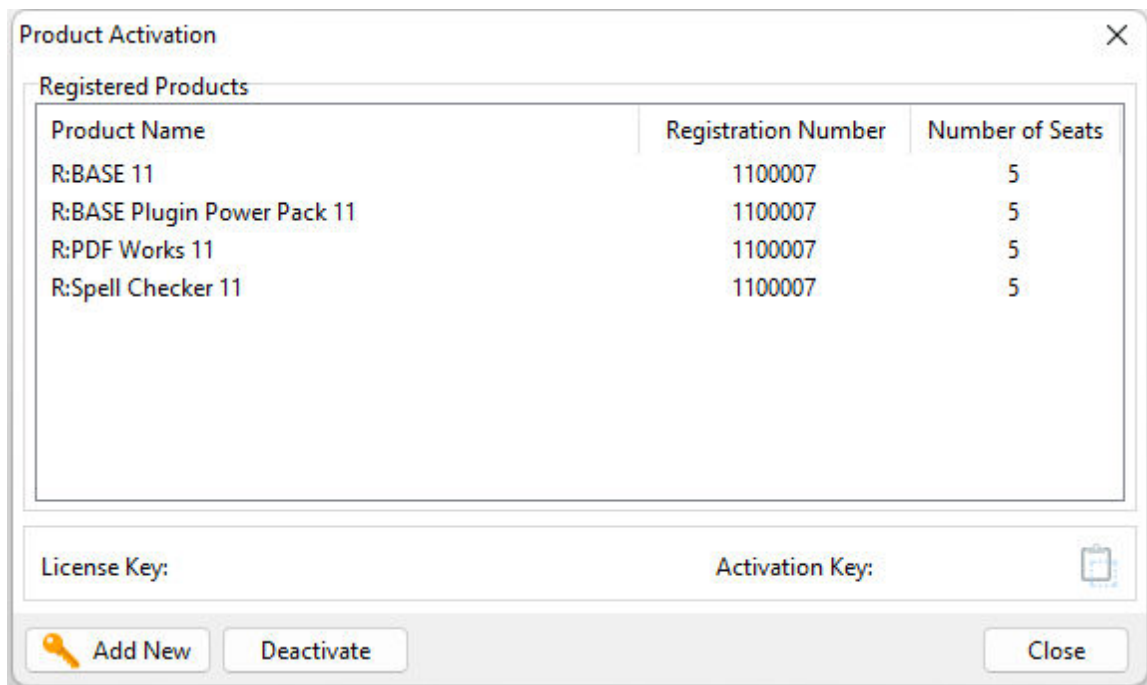
Manual activation process  
Use this option if the automatic activation failed for any reason, or if you prefer to send an e-mail to obtain an Activation Key.

Activate later

When activating the software manually, you select the e-mail link to launch your email client and send a pre-formatted message to R:BASE Technologies that will contain your License Key and the displayed Computer ID. You will need to provide your R:BASE Registration Number and Computer ID.



At any time, you can review your product information by starting R:BASE, and from the Menu Bar clicking on "Help" > "Product Activation". Your R:BASE Registration Number is displayed on the window. You can also enter additional License Keys for R:BASE add-on products.



**Please be advised that if you are activating multiple workstations, it is highly recommended that you keep records of the computer name, Computer ID and Activation Key for future reference. Access to this information will prove convenient in the event of a hardware failure or license transfer when uninstalling R:BASE.**

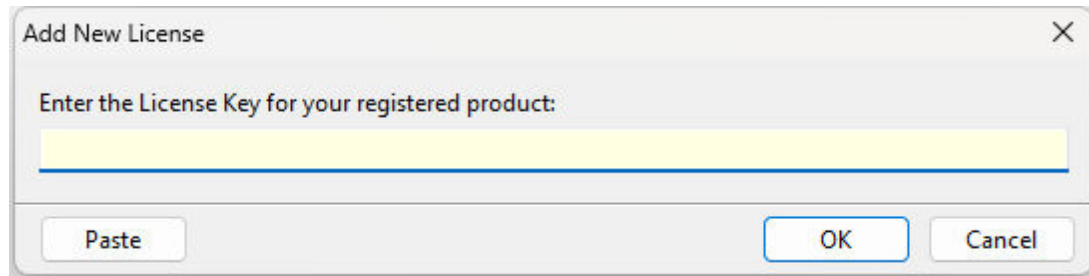
**Please see:** [Uninstall/Reinstall](#)



## 2.4.2 R:Compiler for R:BASE

### Runtime License Key

Runtime license keys for an R:BASE Plugin must be stored within the compiled executable. A specific Runtime License Key would be provided after your purchase of the Runtime software product. Adding a Runtime License to your project can be done by selecting the "Add License" button, and pasting the appropriate Runtime License Key into the displayed dialog window.



After a Runtime License is added as a resource, it will be assigned a "Resource ID". This ID consists of the word "License" and an incrementing value for the number of licenses added to the executable.

### Plugin File (.RBM)

R:BASE Plugin files can be added and stored within the compiled executable or included within the R:BASE application directory. The Runtime license key pertaining to the R:BASE Plugin must be stored in the compiled executable.

Adding a Plugin to the list of resources can be performed by selecting the "Add Plugin" button on the Tool Bar. You will be prompted to locate the appropriate Plugin file with the .RBM file extension. After a Plugin file is added as a resource, it will be assigned a "Resource ID". This ID consists of the Plugin file name.

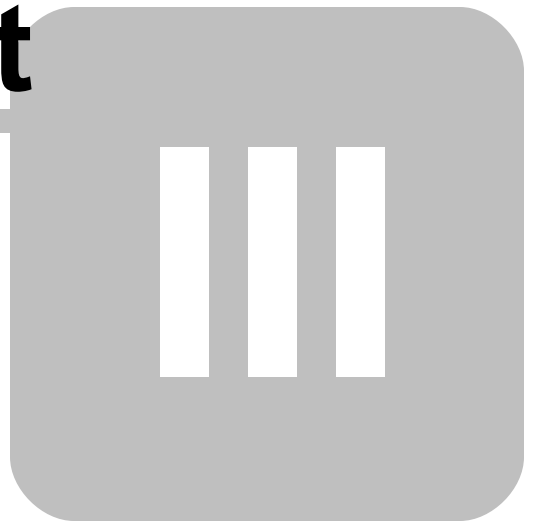
## 2.4.3 Runtime for R:BASE

After R:BASE Plugins are acquired for Runtime for R:BASE applications, the Plugin file must be included in the Runtime application folder, to be loaded when the Runtime application launches.

To load the Plugin, the License Key must be included into the Runtime for R:BASE session by adding the following PROPERTY command within the application startup file:

```
PROPERTY ADD_LICENSE #####-#####-#####-#####-#####-#####-#####-##### ' '
```

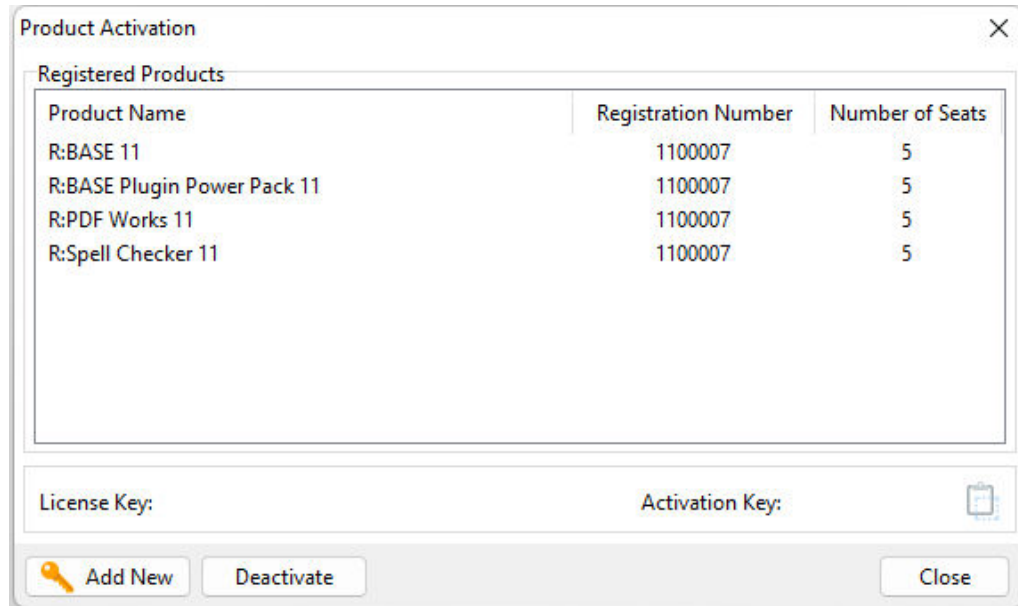
**Part**



### 3 Uninstall

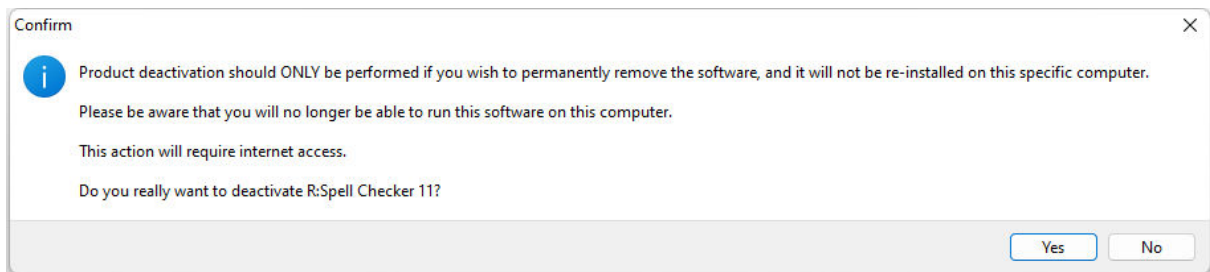
If a computer is no longer using R:Mail, through license transfer or hardware failure, the Activation Key that was used on that computer must be submitted to R:BASE Technologies so we can then remove the Activation Key from our log. We will disable the Key, which will then free up that used activation. Once a key is reported to us as no longer in use and deactivated, it can no longer be used on that computer.

Product deactivation can be performed automatically from within R:BASE. To review your product information select "Help" > "Product Activation" from the Menu Bar. Here, the License Key and Activation Key for a selected product is available for review.



If the License Key for your product is not readily available for the license transfer, select the "Copy License Key" button to send your License Key to the clipboard.

To deactivate a listed product, select it and press the "Deactivate" button. The below confirmation dialog will appear. After selecting "Yes", the product will be removed from the list.



After completing the deactivation of the product, it can be successfully reinstalled and activated.

**Part**



## 4 Server Authentication

R:Mail is versatile in that the mail server authentication credentials may be specified in either the R:Mail configuration file or within the command file(s). Either, or both, methods may be used to define the SMTP server and user credentials.

### Credentials in Configuration File

When using the R:Mail configuration file to store SMTP account credentials, the file is encrypted to secure sensitive information. The configuration file also allows for the storage of multiple SMTP accounts. And when building the R:Mail email message in the command file, you are only required to specify the ACCOUNT\_NAME [parameter](#) and R:Mail will retrieve the host, port, login name, password, and encryption details from the configuration file.

After creating or altering your SMTP Server Accounts, the information will be stored and encrypted within the R:Mail configuration file, RMail11.CFG. The default file location for the configuration file is C:\RBTI\RMail11. The R:Mail configuration file must be placed into your R:BASE program directory (i.e. C:\RBTI\RBG11), or compiled/Runtime application folder with the R:Mail plugin (RMail11.RBM). This will allow you to refer to the SMTP Server Account settings for the R:Mail command parameters.

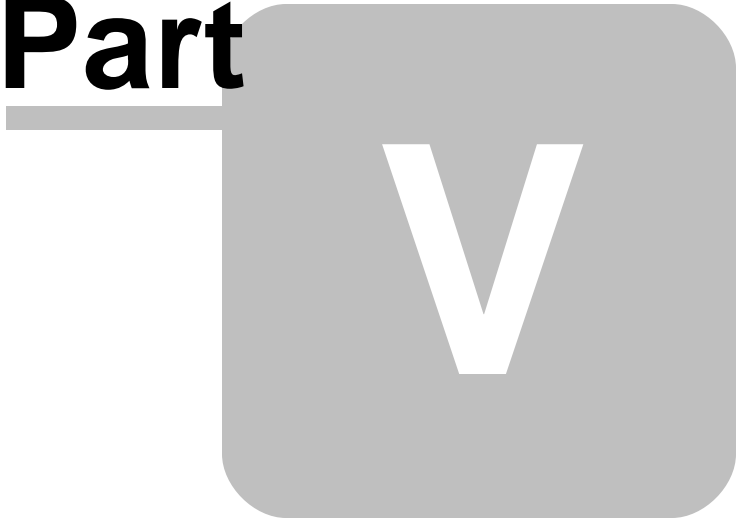
If any changes are made to your R:Mail SMTP server credentials, the new configuration file must be moved once again into the folder location where the R:Mail Plugin resides. Otherwise, R:Mail 11 will not recognize the changes. It may be ideal to copy the RMail11Setup.exe file into the R:BASE program directory during testing.

**Important:** After configuration file changes are made, the R:BASE session must be restarted.

### Credentials in Command File

When specifying the SMTP server host, port, login name, password, and encryption SMTP within the command syntax parameters, it is possible to skip the setup/configuration file method. However, you must assume the risk of listing privileged email passwords within your command files. There are methods in R:BASE to codelock command files and add a passwords when designing a form. If SMTP server credentials change, each command file location must be altered, whereas with the configuration file method, only the single configuration file must be updated for all R:Mail plugin use.

**Part**



## 5 Configuration

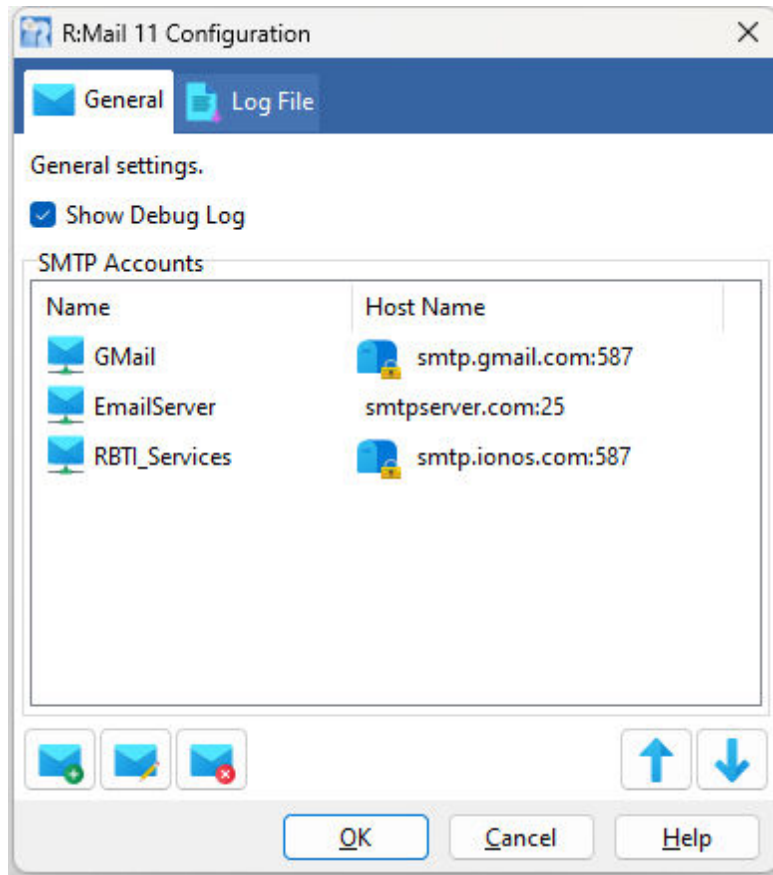
The R:Mail Configuration can be accessed from the R:Mail 11 installation directory (default: C:\RBTI\RMail11).

The "General" tab will allow you to add, edit, and delete SMTP server accounts and place them within a specified order of processing.

The "Log File" tab will allow you to create a daily log for all email messages sent through R:Mail.



### 5.1 General

The "General" tab will allow you to add, edit, and delete SMTP server accounts and place them within a specified order of processing. A debug log can also be created for all email messages being sent through R:Mail.



The "Show Debug Log" check box will display the lower "SMTP Session Log" panel within [Progress Window](#), when the [SHOW PROGRESS](#) parameter is used in your command files.

Button	Description
	Adds a SMTP Account to the list of Predefined SMTP Accounts
	Edits the selected SMTP Account
	Deletes the selected SMTP Account from the list

	Moves the selected SMTP Account up within the list
	Moves the selected SMTP Account down within the list

### 5.1.1 SMTP Server Accounts

As part of the initial installation, and any future SMTP mail server changes, you will need to configure R:Mail to communicate with the SMTP mail server(s) that you are using. After you have made changes, click the "OK" button to apply the settings, or "Cancel" to discard the changes.

**Account Name** - An SMTP Server account name must be used to refer to the SMTP Mail Server that you wish to configure with R:Mail. Use the first field at the top of the window to specify the SMTP Server Account name. This value will be used with the ACCOUNT\_NAME parameter with the [PLUGIN](#) command syntax.

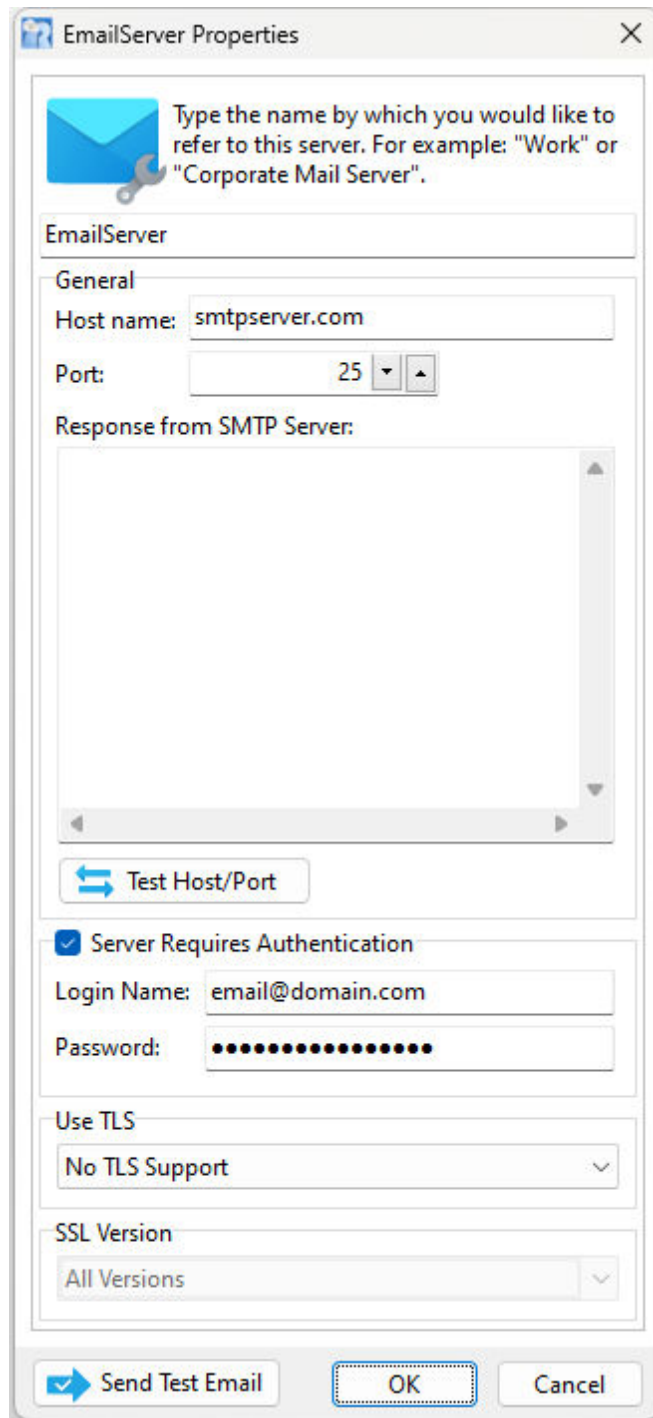
#### General

- Host name - Enter the SMTP mail server that you are using. This field also accepts an IP address for the mail server.
- Port - Enter the port that the mail server is using. The Port is defaulted to 25 as this is the standard port that most mail servers use for transferring mail via SMTP. If your SMTP server port is designated to anything other than 25, then you will need to alter this setting. To make Port number changes, use the up/down arrows to alter the port number or place your cursor in the field to enter the number.
- Test Host/Port - Use the test button to perform a test for the host name and port number. The process will test if a connection to the server can be established using the parameters provided. Note that connecting to the server is different from sending an email. The Login Name/Password authentication values are not used to test the connection. With the test, you will receive either "Connection Established" or "Connection Failed" within the return message.

If the connection is established, you will receive a message from the SMTP server in the "Response from SMTP Server" panel. If the connection fails, you will need to correct the host and/or port values. The following may assist in correcting the test.

- Verify the host and port from your network administrator or Internet service provider. You may ping your Host name at a command prompt to ensure you can reach the Host.
- To test connectivity out, perform a test using another Host name and Port, for example "smtp.gmail.com" for the host, and "25" for the port number.
- Ensure that your firewall is configured to allow RMail11Setup.exe full in/out access.
- Use Telnet to test the SMTP server connectivity.





**Server Requires Authentication**

If the SMTP mail server that you are using requires authentication, you must enable the "Server Requires Authentication" check box and enter the Login Name and Password for the SMTP account.

**Use TLS (Transport Layer Security)**

- No TLS Support - specifies data will be transmitted without encryption.
- Use Implicit TLS - specifies if server doesn't support SSL/TLS then the connection is aborted. R:Mail connects to the server and TLS/SSL encryption is switched on implicitly as soon as the channel is

established. R:Mail talks to the server using an encrypted channel. The login name and password is sent as encrypted.

- Use Require TLS - R:Mail connects to the server which requires the use of explicit TLS/SSL. R:Mail talks to the server using an encrypted channel. The login name and password is sent as encrypted. Some servers make sure that certain commands can only be executed by clients over an already-secure SSL/TLS connection. If the connection is not secure, those commands fail.
- Use Explicit TLS - specifies SSL/TLS is activated dynamically only when the server supports it. R:Mail connects to the server and explicitly requests TLS/SSL encryption to be switched on. R:Mail talks to the server using an encrypted channel. The login name and password is sent as encrypted.

#### **SSL Version (Secure Sockets Layer)**

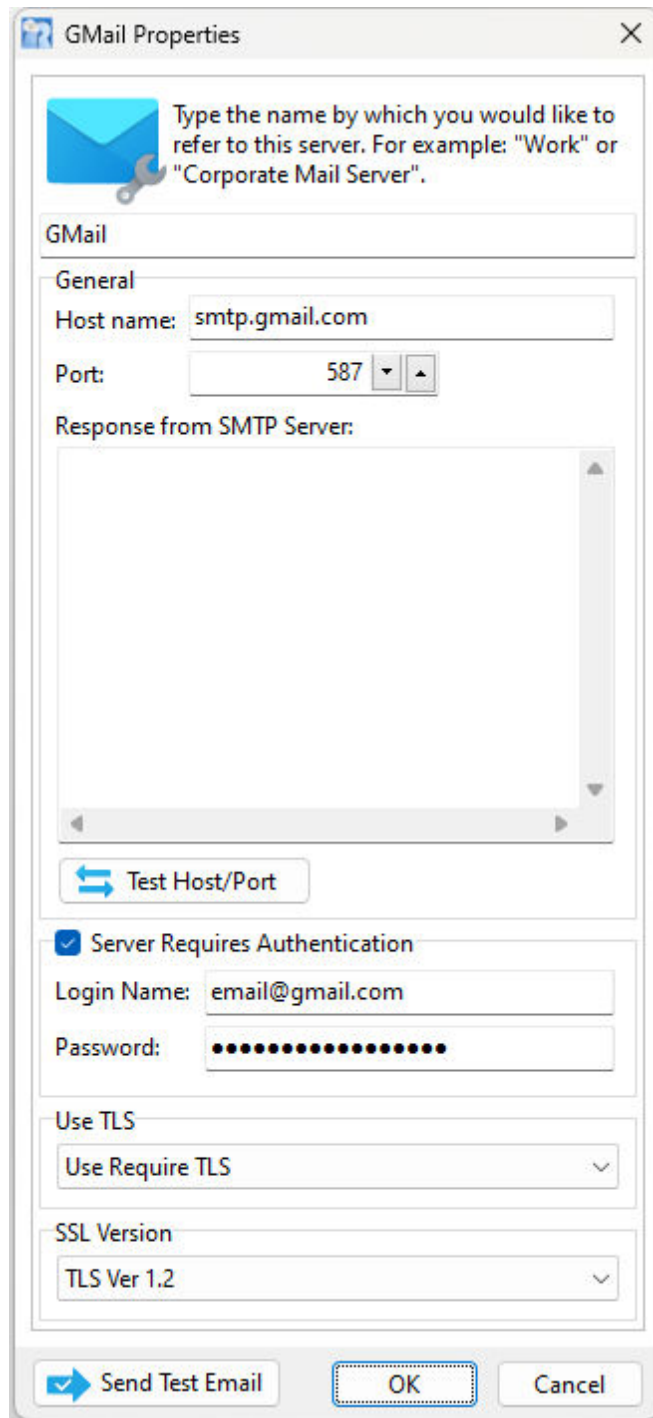
The setting specifies the SSL version to use for the SMTP server. The hosting provider or network administrator will supply the correct values to use. With SSL Ver 2 or SSL Ver 3, you are explicitly telling R:Mail to use that version. With "All Versions", you are telling R:Mail to use whatever is the highest version supported by the SSL library. In the image below an example is displayed using the TLS and SSL settings.

- All Versions
- SSL Ver 2
- SSL Ver 3
- TLS Ver 1
- TLS Ver 1.1
- TLS Ver 1.2

**Send Test Email** - Use the test email button to send a test message. The Login Name/Password authentication values and encryption settings (SSL/TLS) are used to send the test message.

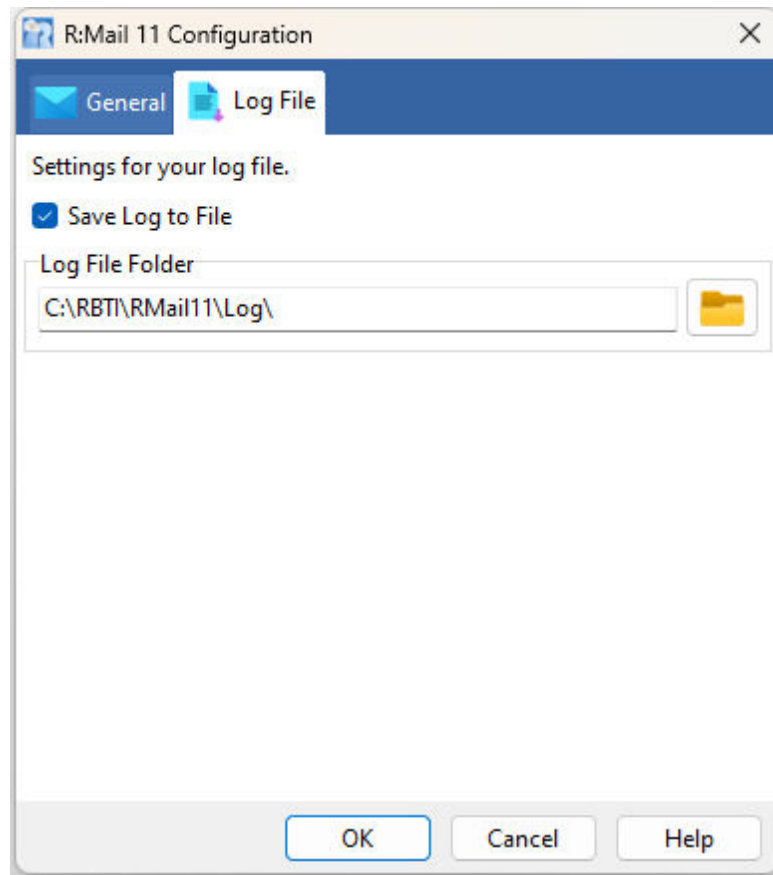
Below is an example of a configuration used with GMail for sending encrypted with port 587, using "Use Require TLS" and "TLS Ver 1.2" as the settings. Within the R:Mail setup configuration utility, also enable logging and specify a folder path. After sending a test R:Mail message, reference the log file, where in the file, you may see a GMail response and a URL containing instructions to enable custom apps access to your GMail account. Follow the instructions in the GMail web pages to enable the Google account access.

Remember, if any changes are made to your R:Mail SMTP server credentials, the new configuration file must be moved once again into the folder location where the R:Mail Plugin resides. Otherwise, R:Mail 11 will not recognize the changes. It may be ideal to copy the RMail11Setup.exe file into the R:BASE program directory during testing. **Important:** After configuration file changes are made, the R:BASE session must be restarted.



## 5.2 Log File

R:Mail provides the option to create a log for all email messages. When logging is enabled, a separate log file will be created for each R:BASE session that launches R:Mail.



To enable message logging, select the "Save Log to File" check box.

Then specify a folder location for the log files to reside. To specify the location, select the "Browse for Folder" button. A dialog box will appear to browse your computer for a specific location to save the log files. An option is available to create a new folder for the log file location.

Click the "OK" button to apply the changes, or "Cancel" to discard the changes.

**Part**



## 6 Using R:Mail

Use the **PLUGIN** command to initiate R:Mail 11 from within your R:BASE applications and command files.

```
PLUGIN RMail 'VarName|<Parameter Value>'
```

### 6.1 Command Syntax

Use the **PLUGIN** command to initiate R:Mail from within your R:BASE applications and command files.

#### Syntax:

```
PLUGINS RMail VarName|<parameter value>
```

#### Parameters:

Supported Parameters	Value	Description
CLEAR_ALL		Clears all email settings; such as To:, CC:, BCC:, Subject:, etc.
ACCOUNT_NAME	value	Specifies the <a href="#">SMTP Account</a> , listed in the Configuration panel
HOST_NAME	value	Specifies the SMTP host name
HOST_PORT	value	Specifies the SMTP port number
AUTHENTICATION	ON OFF	Sets the Authentication mode
USER_NAME	value	Specifies the username, if Authentication mode is ON
PASSWORD	value	Specifies the password, if Authentication mode is ON
LOG_FILE	ON OFF	Turns on/off logging to the log file
LOG_FILE_FOLDER	value	Specifies the log file folder
SENDER_INFO_NAME	value	Specifies the sender name
SENDER_INFO_ADDRESS	value	Specifies the sender e-mail address
SENDER_INFO_TEXT	value	Specifies the sender name and e-mail address (format: "Your Name" <your@name.com>)
ADD_RECIPIENT	value	Adds an individual recipient to the "To:" section. When sending to multiple recipients, each recipient must be separated by a comma, or a separate command must be used for each recipient. (format: "Your Name" <your@name.com> or your@name.com)
ADD_CC_RECIPIENT	value	Adds an individual recipient to the "CC:" section. When sending to multiple recipients, each recipient must be separated by a comma, or a separate command must be used for each recipient. (format: "Your Name" <your@name.com> or your@name.com)
ADD_BCC_RECIPIENT	value	Adds an individual recipient the "BCC:" section. When sending to multiple recipients, each recipient must be separated by a comma, or a separate command must be used for each recipient. (format: "Your Name"

		<your@name.com> or your@name.com)
RECEIPT_TO	value	Adds an individual return receipt email address. (format: "Your Name" <your@name.com> or your@name.com)
CLEAR_RECIPIENTS		Clears the list of "To:" recipients
CLEAR_CC_RECIPIENT		Clears the list of "CC:" recipients
CLEAR_BCC_RECIPIENT		Clears the list of "BCC:" recipients
SUBJECT	value	Specifies the message "Subject:" field
PRIORITY	LOWEST LOW NORMAL HIGH HIGHEST	Specifies the message priority
MESSAGE_TYPE	TEXT HTML	Specifies the message type
ADD_ATTACHMENT	value	Adds an attachment to the message, which MUST exist. When sending multiple attachments, file names must be separated by an asterisk (*), or a separate command can be used for each attachment.
EMBED_ATTACHMENT	value	Adds embedded attachments to the message, which MUST exist. The embedded attachment will be sent as an embedded portion of the message. (format: YourFilename.EXT# <a href="#">ContentType</a> ) For additional information, refer to <a href="#">Example 4</a>
CLEAR_ATTACHMENTS		Clears all attachments from message
<a href="#">CHARSET</a>	value	Specifies the character set (for international users)
ORGANIZATION		Specifies the value of the organization field in message header
ADD_REPLY_TO	value	Adds recipients to the "REPLY TO" list (format: "Your Name" <your@name.com> or your@name.com)
CLEAR_REPLY_TO		Clears the list of all "REPLY TO" recipients
DATE	value	Specifies the message date
USE_NOW_FOR_DATE	ON OFF	Uses the current date and time in the DATE value when the message is sent to the server (Default is ON).
SHOW_PROGRESS		Shows the progress window
HIDE_PROGRESS		Hides the progress window
TOP	value	Moves the progress window location, in pixels, from the top edge of the monitor down
LEFT	value	Moves the progress window location, in pixels, from the left edge of the monitor to the right
SHOW_LOG		Shows the log panel in progress window
HIDE_LOG		Hides the log panel in progress window
CLEAR_LOG		Clears the log panel in progress window
WAIT	value	Instructs R:Mail to wait <i>nnn</i> milliseconds (WAIT 1000 = wait 1 second)

ADD_TO_MESSAGE_BODY	value	Adds a line to the message body
LOAD_MESSAGE_BODY_FROM_VAR	<value>	Loads text or html data from a variable into the message body. When used, the entire message body is loaded from the file and ADD_TO_MESSAGE_BODY is not used. Note that the variable name is passed, not it's value, where the variable should not be dotted.
LOAD_MESSAGE_BODY_FROM_FILE	value	Loads text or html data from a file into the message body. When used, the entire message body is loaded from the file and ADD_TO_MESSAGE_BODY is not used.
CLEAR_MESSAGE_BODY		Clears text in message body
TEMPLATE_NAME *	value	Specifies the R:Mail Editor template file (.rmt)
HYPertext_IMAGE_BORDERS	ON OFF	Specifies if borders are displayed around images that are set as hyperlinks
USE_TLS	NO_TLS_SUPPORT USE_IMPLICIT_TLS USE_REQUIRE_TLS USE_EXPLICIT_TLS	Specifies the type of TLS to use
SSL_VERSION	SSLV2 SSLV23 SSLV3 TLSV1 TLSV11 TLSV12 <b>AUTO</b>	Specifies the SSL version. The ALL value enables all supported versions of SSL and TLS. With the AUTO value all supported versions will be tried.
CHECK_SSL		Checks to see if the OpenSSL libraries are installed on the computer. Three return variables are created with the parameters:  vSSLLOAD - returns "OK" if both libeay32.dll and ssleay32.dll DLLs are loaded. Error messages are provided if something is wrong with the loaded DLLs or if the DLLs are not found.  vSSLEAY32_DLL - lists the full path of the loaded ssleay32.dll  vLIBEAY32_DLL - lists the full path of the loaded libeay32.dll
PIPELINING	ON OFF	Specifies SMTP pipelining when sending messages, which speeds up the back and forth server/client communication by sending multiple commands in a batch, without waiting for a response to each command (default: ON).
SEND		Sends the message

\* You must purchase R:Mail Editor in order to use this parameter. R:Mail Editor is an add-on to R:Mail, and is sold separately.

**Where:**



VarName is the resulting text variable which will return the status of the email process, such as 'OK' or the exact -ERROR- message. **This return value is where one can capture the delivery status of the email after the SEND parameter is issued.**

**Notes:**

- The returned variable name and parameter must be separated by a "|" pipe symbol.
- Each parameter must be used separately with the **PLUGIN** command.
- All of the parameters are optional, with the exception of "**ADD\_RECIPIENT**" and "**SEND**". If you are having difficulty sending messages, compose a command file using the bare essentials. Then, you will be able to see where any problems are stemming from.
- When populating the message body, **ADD\_TO\_MESSAGE\_BODY**, **LOAD\_MESSAGE\_BODY\_FROM\_FILE**, or **LOAD\_MESSAGE\_BODY\_FROM\_VAR** can be used. More than one parameter can not be used at the same time.

## 6.1.1 CHARSETS

The following is a list of several basic CHARSETS.

CHARSET	Description
big5	Chinese Traditional (Big5)
euc-kr	Korean (EUC)
iso-8859-1	Western Alphabet
iso-8859-2	Central European Alphabet (ISO)
iso-8859-3	Latin 3 Alphabet (ISO)
iso-8859-4	Baltic Alphabet (ISO)
iso-8859-5	Cyrillic Alphabet (ISO)
iso-8859-6	Arabic Alphabet (ISO)
iso-8859-7	Greek Alphabet (ISO)
iso-8859-8	Hebrew Alphabet (ISO)
koi8-r	Cyrillic Alphabet (KOI8-R)
shift-jis	Japanese (Shift-JIS)
x-euc	Japanese (EUC)
utf-8	Universal Alphabet (UTF-8)
windows-1250	Central European Alphabet (Windows)
windows-1251	Cyrillic Alphabet (Windows)
windows-1252	Western Alphabet (Windows)
windows-1253	Greek Alphabet (Windows)
windows-1254	Turkish Alphabet
windows-1255	Hebrew Alphabet (Windows)
windows-1256	Arabic Alphabet (Windows)
windows-1257	Baltic Alphabet (Windows)
windows-1258	Vietnamese Alphabet (Windows)
windows-874	Thai (Windows)

## 6.1.2 Multipart Internet Mail Extensions (MIME)

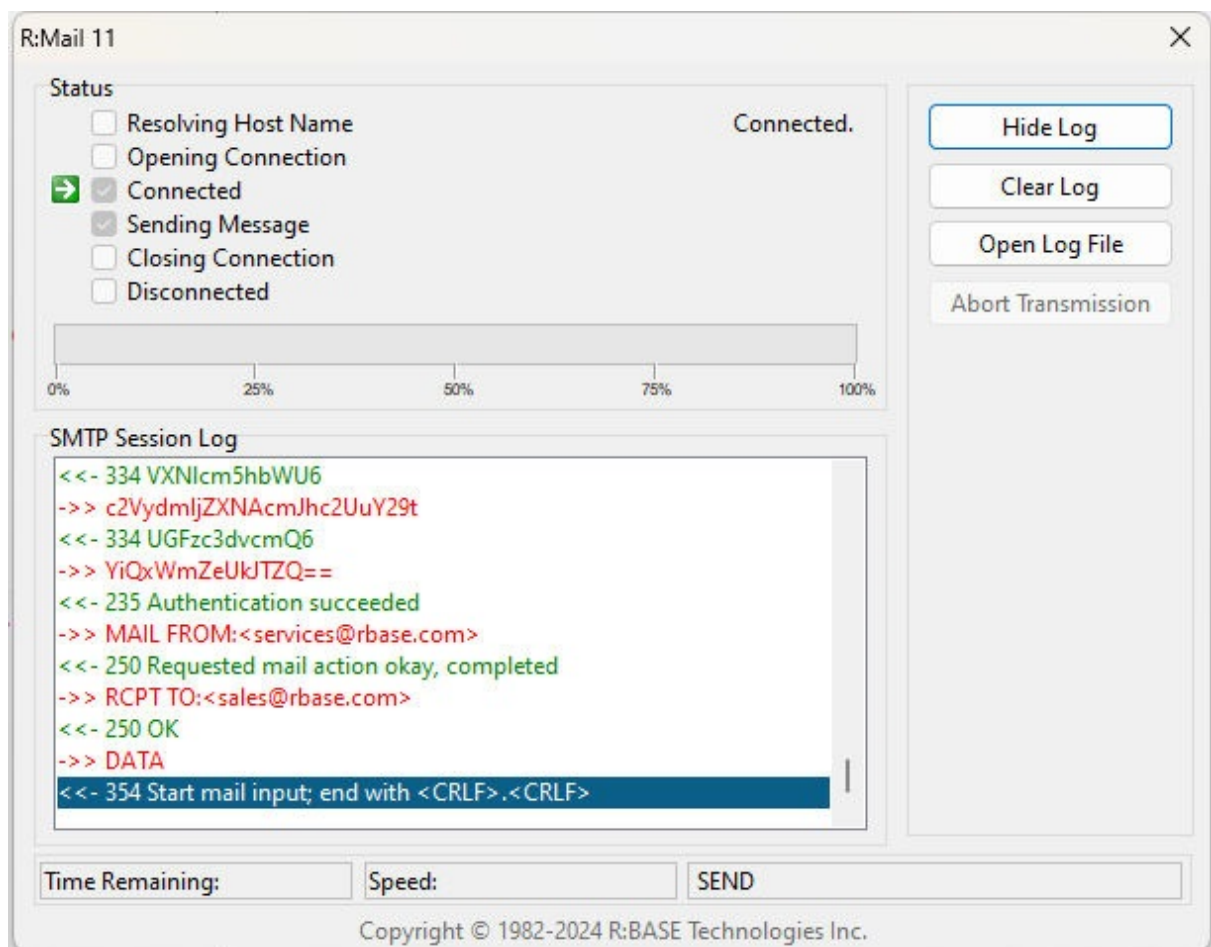
The following tables list the many different image MIME content types in use for embedding images in HTML email. A description of the format, extension, and MIME type/subtype is provided.

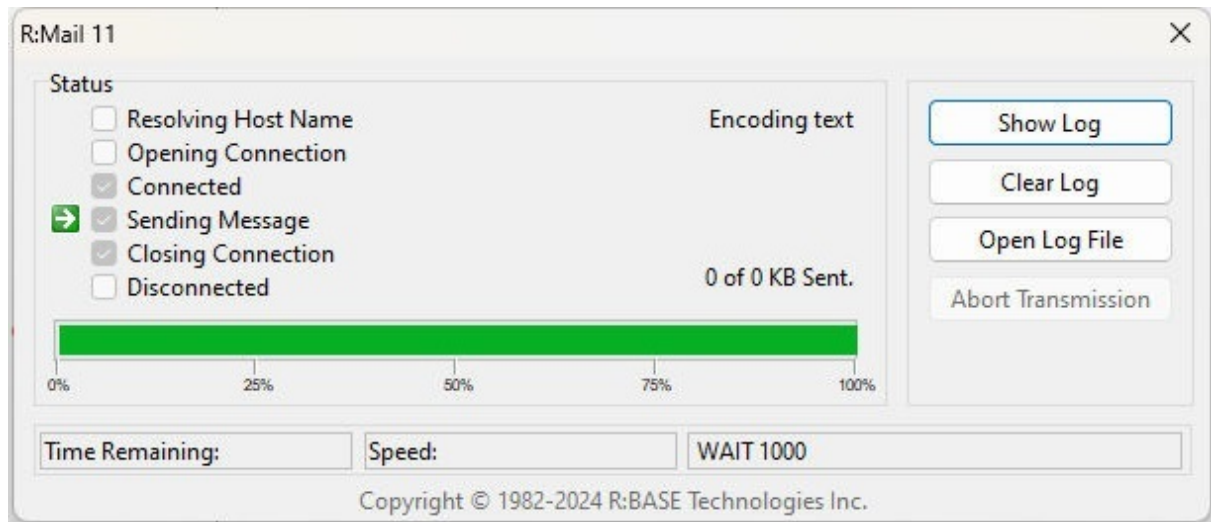
Image Format	Extension	Content Type
GIF	gif	image/gif
X-Windows bitmap (b/w)	xbm	image/x-xbitmap
X-Windows pixmap (8-bit color)	xpm	image/x-xpixmap
Portable Network Graphics	png	image/x-png
Image Exchange Format (RFC 1314)	ief	image/ief
JPEG	jpeg jpg jpe	image/jpeg

TIFF	tiff tif	image/tiff
RGB	rgb	image/rgb image/x-rgb
Group III Fax (RFC 1494)	q3f	image/g3fax
X Windowdump format	xwd	image/x-xwindowdump
Microsoft Windows bitmap	bmp	image/x-ms-bmp
CMU raster	ras	image/x-cmu-raster
Kodak Photo-CD	pcd	image/x-photo-cd
Computer Graphics Metafile	cgm	image/cgm
North Am. Presentation Layer Protocol		image/naplps
CALS Type 1 or 2	mil cal	image/x-cals
Fractal Image Format (Iterated Systems)	fif	image/fif
QuickSilver active image (Micrografx)	dsf	image/x-mgq-dsf
CMX vector image (Corel)	cmx	image/x-cmx
Wavelet-compressed (Summus)	wi	image/wavelet
AutoCad Drawing (SoftSource)	dwg	image/vnd.dwg image/x-dwg
AutoCad DXF file (SoftSource)	dxg	image/vnd.dxf

## 6.2 Progress Window

The progress window, which can be disabled, displays what percentage of the message bytes are transferred. The SMTP Session Log can be hidden, displayed, cleared and/or opened from this window. The progress window also contains an "Abort Transmission" button to cease the current SMTP session.





## 6.3 R:Mail Editor

The R:Mail Editor is an add-on to R:Mail that allows users to compose email messages in a graphic user interface. A key feature is the ability to create the body of their messages in an Advanced Rich View Editor. With this utility, users are no longer required to compose the line-by-line HTML body for their R:Mail messages, and in the process saving many hours of code development.

The R:Mail Editor allows you to specify all email header details, like where the message is being sent from, the recipient list (with CC and BCC options), attachments, and the message body.

### Template Files

When you have populated the R:Mail Editor with your specific settings, all of the values can be saved into a template file to be referenced by the R:Mail 11 Plugin, specifically, the **TEMPLATE\_NAME** parameter.

The settings specified in the R:Mail Editor template files will take precedence over any settings specified in your command file.

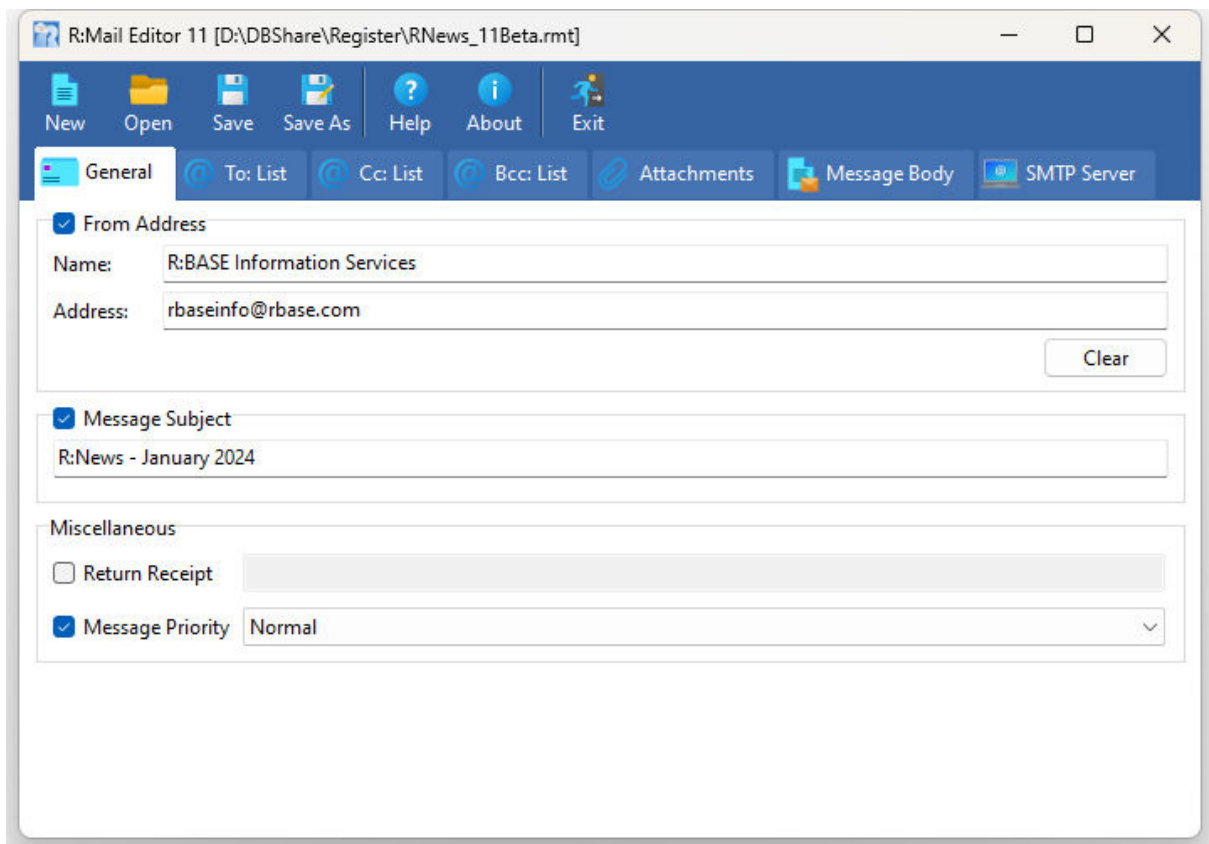
### Template Use

In instances where you are using R:Mail in a WHILE loop, you would continue to use the command file to specify the changing email addresses, and then only use the R:Mail Editor to compose the stylish message body. For any variables that need to be utilized within the message body, those variables can be inserted using the [Advanced Rich View Editor](#).

**You must have purchased the R:Mail Editor in order to use this utility. The R:Mail Editor is an add-on to R:Mail 11, and is sold separately.**

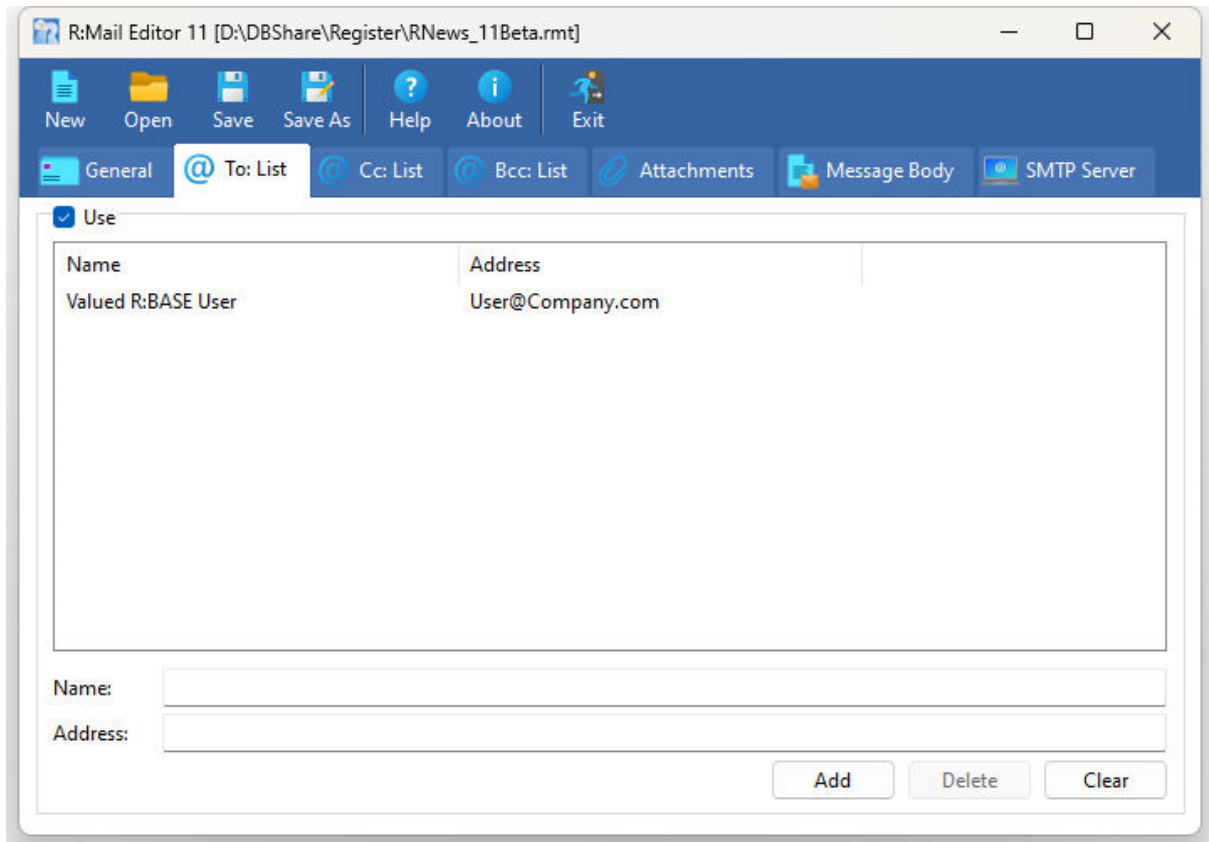
### 6.3.1 General

The "General" tab allows you to specify the address where the email messages are being sent from, the message subject, and other miscellaneous options, such as return receipt and message priority.



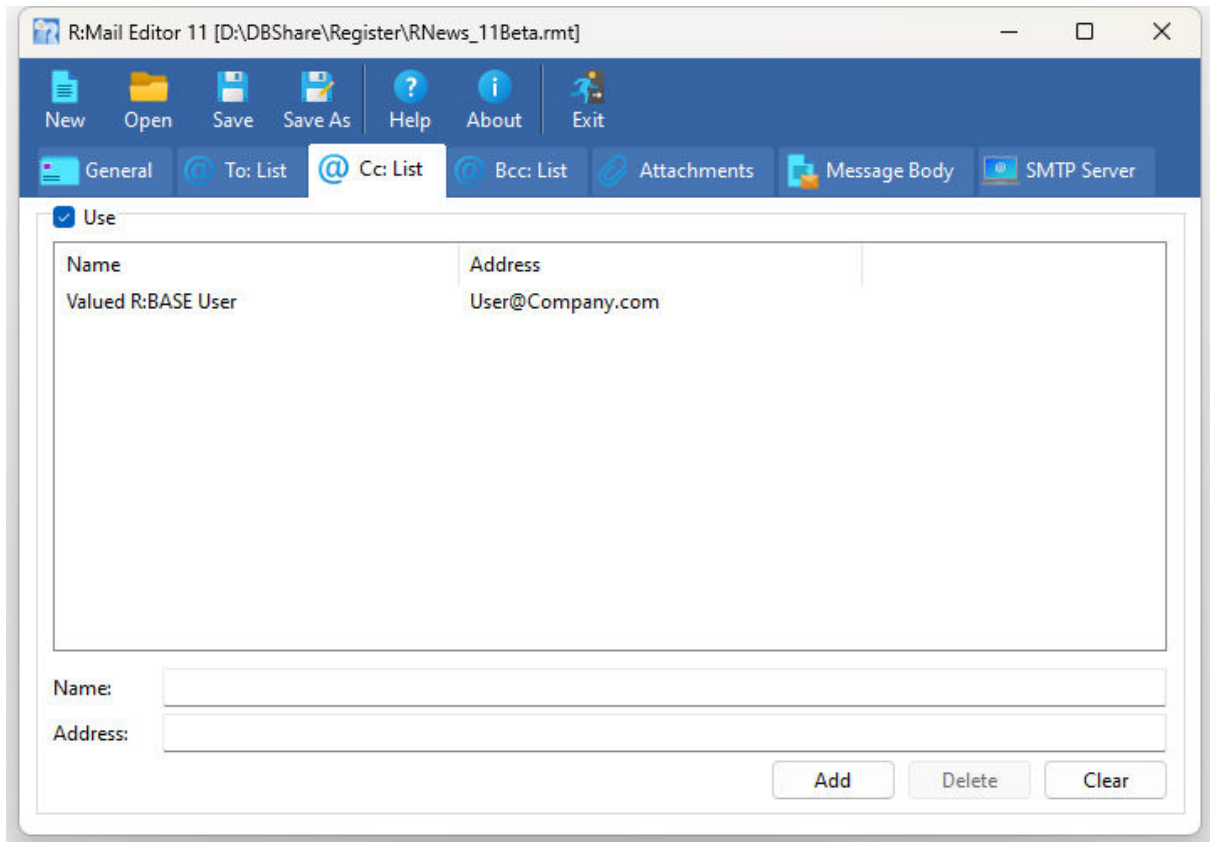
## 6.3.2 TO: List

To "TO: List" tab allows you to generate a list of recipients of your email.



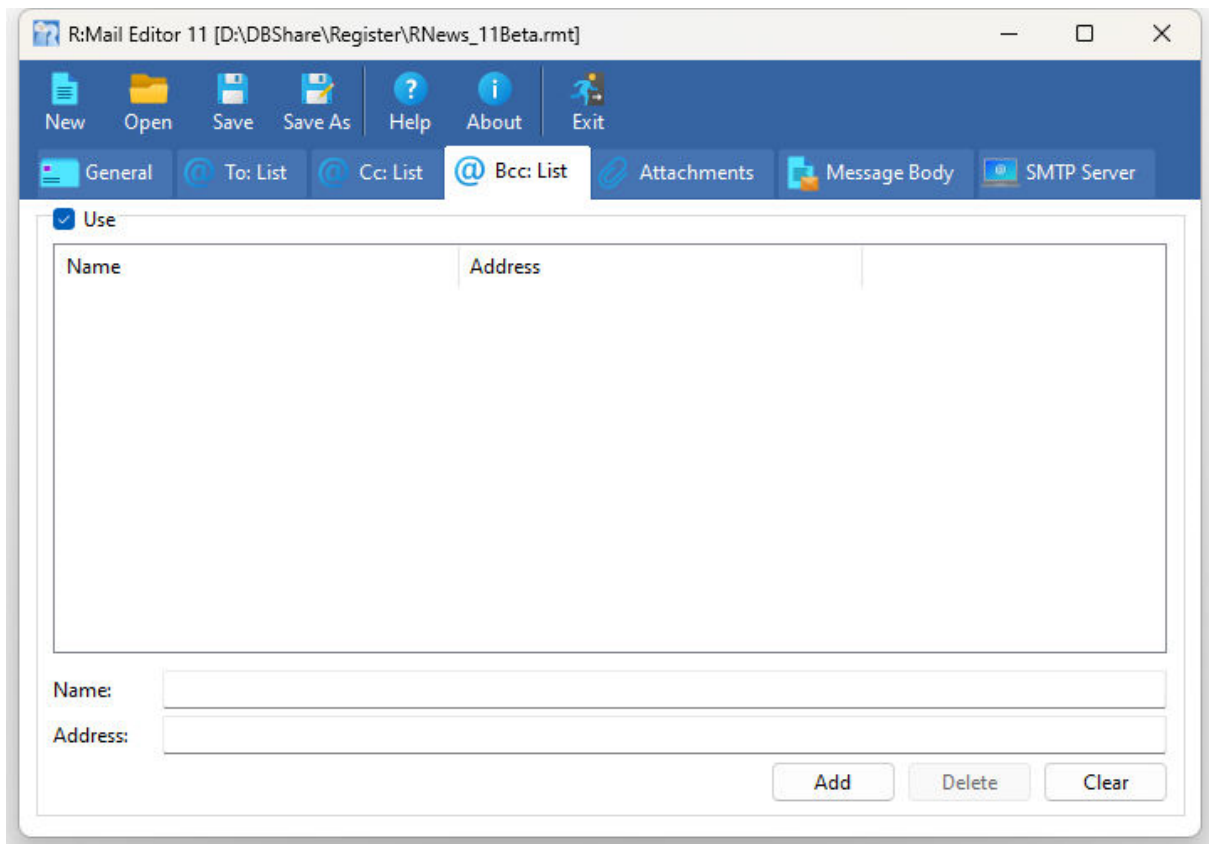
### 6.3.3 CC: List

To "CC: List" tab allows you to generate a list of carbon copy recipients of your email.



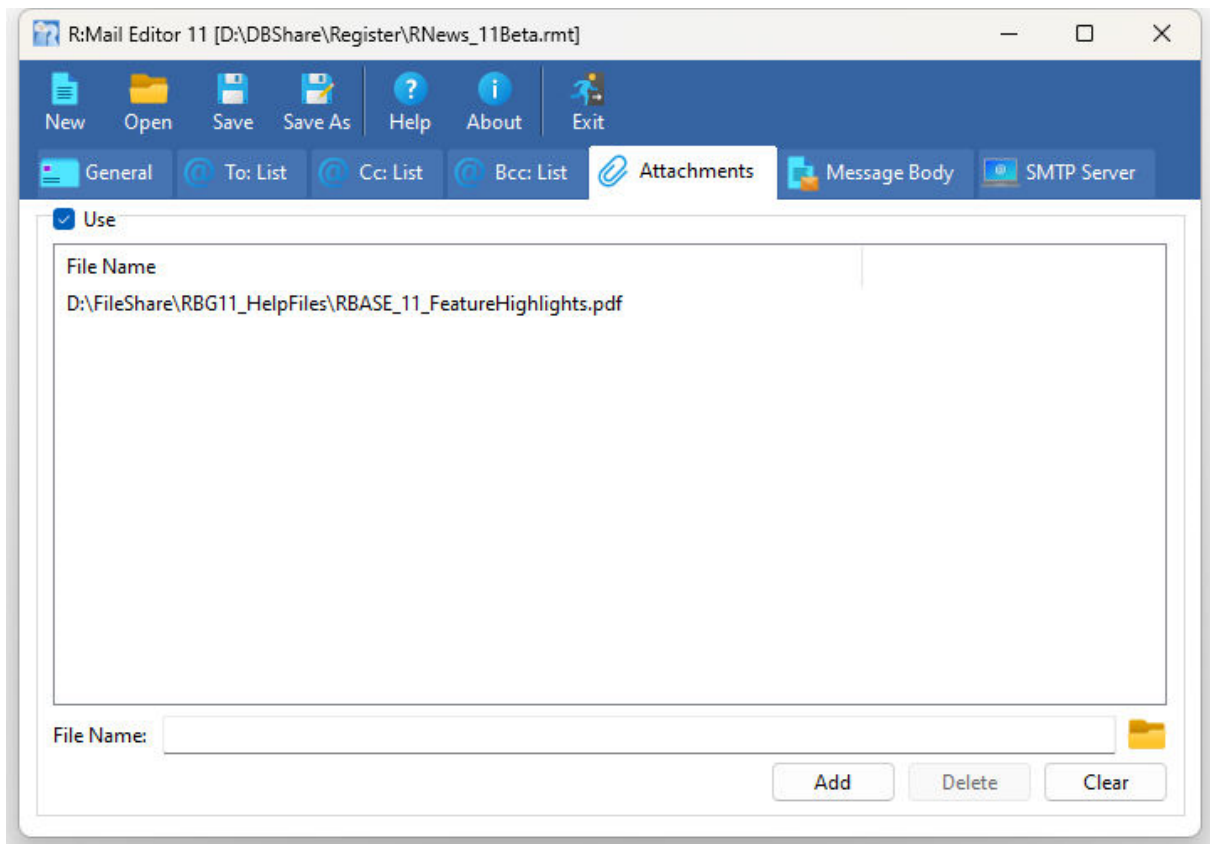
### 6.3.4 BCC: List

To "BCC: List" tab allows you to generate a list of blind carbon copy recipients of your email.



### 6.3.5 Attachments

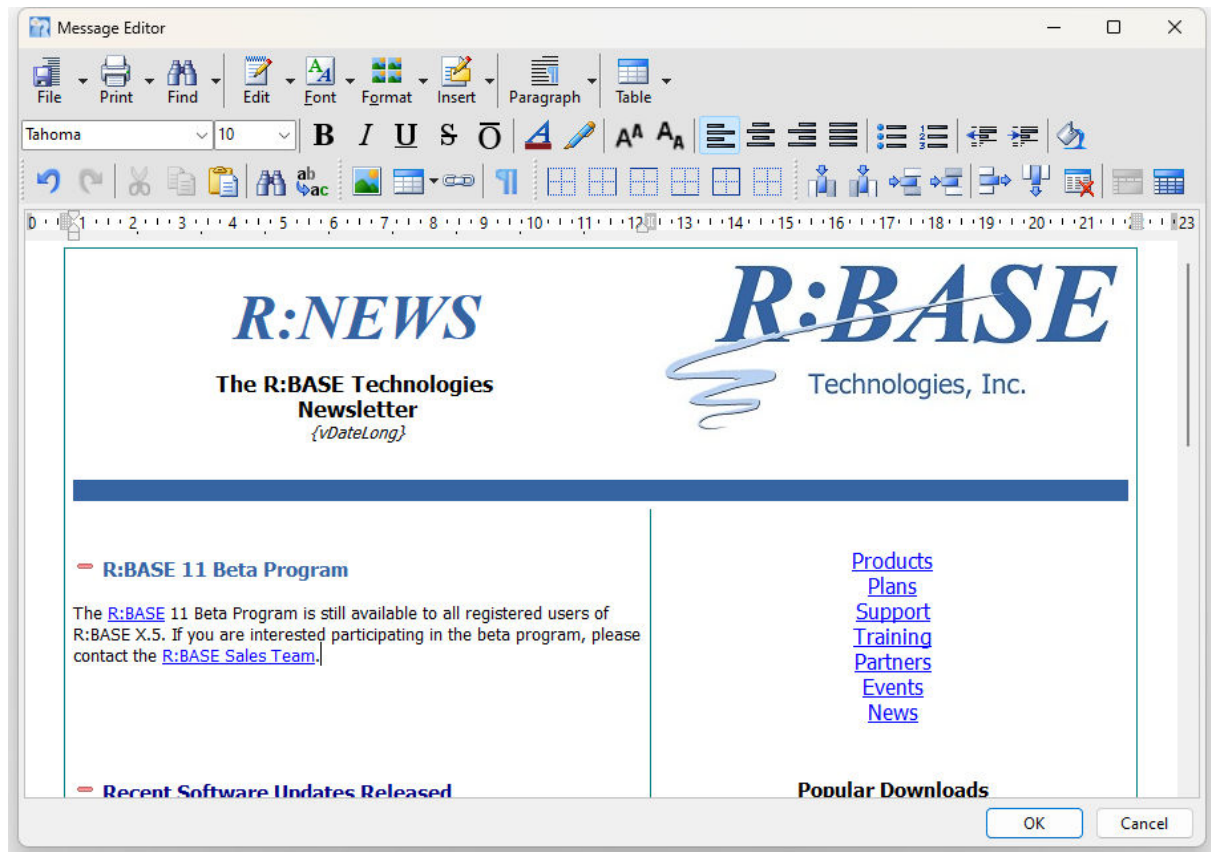
The "Attachments" tab allows you to specify if any file attachments are included in your outgoing email.



### 6.3.6 Message Body

The "Message Body" tab allows you to edit your message body using the Message Editor, which is launched by selecting the "Edit" button.





### Message Editor

The Message Editor allows for the rich formatting of text content, including common structural treatments like lists, formatting treatments like bold and italic text, and drag-and-drop inclusion and sizing of images. The toolbar allows users to achieve a high degree of customization. An important feature for R:BASE user is the ability to insert R:BASE variables. Other features include:

#### Text Formatting

- Paragraphs , Borders, Backgrounds, Indents, Spacing, etc.
- Select the font face and font size and font color for selected text
- Standard formatting (Bold, Italic, Underline, Strike out, Overline)
- Left, Center, Right and Full Alignment of selected text
- Remove formatting from selected text
- Indent and outdent selected text

#### Table Formatting

- Insert tables
- Insert table row before current row
- Insert table row after current row
- Insert table column before current column
- Insert table column after current column
- Delete current column
- Delete current row
- Edit table properties

#### Hyperlinks

- Create hyperlinks
- Remove hyperlinks

- Edit Hyperlinks

**Images**

- Insert images
- Change layout properties such as alignment and spacing

**Lists**

- Insert numbered lists
- Insert bulleted lists

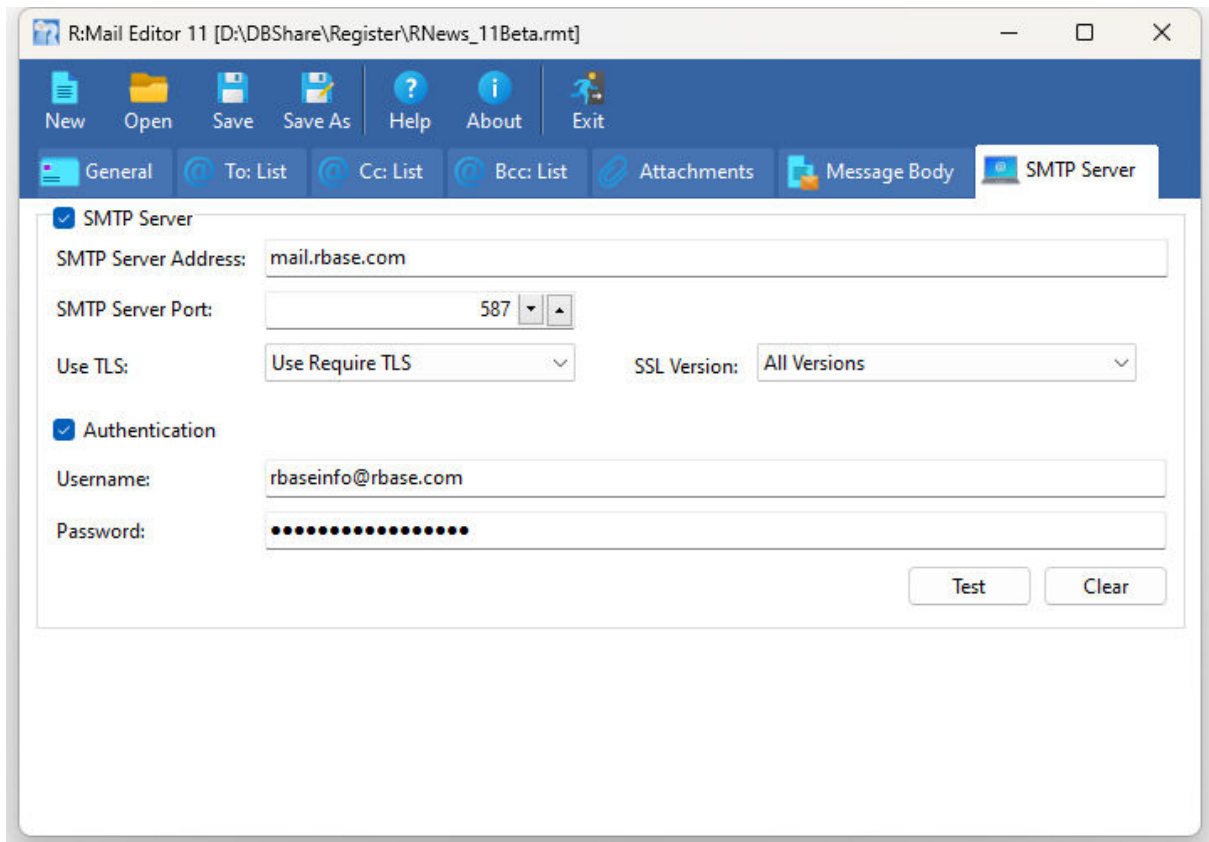
**Other Functionality**

- Insert R:BASE variables
- Insert horizontal lines
- Insert symbols from character map
- Undo/Redo
- Cut, copy and paste
- Select all
- Print
- Print Preview
- Page Setup
- Find and Replace
- Toggle the display of not-printing characters

Users may also switch between Delphi or HTML RGB Hex notation. The default is Delphi notation. Most colors (online color combinations) are presented in HTML format (#AARRGGBB), where being able to accept that format directly from a copy/paste source can save time in active development. In Delphi mode, the Color Editor will appear as "\$ [.....]" in the bottom right corner. In HTML mode, the Color Editor will appear as "# [.....]".

### 6.3.7 SMTP Server

The "SMTP Server" tab allows you to specify the SMTP mail server and port. Encrypted mail is supported through Secure Sockets Layer (SSL v2/v3) and Transport Layer Security (TLS v1). The options to include authentication and the ability to test the SMTP connection are provided.



**Part**



## 7 Examples

The following examples offer different method to send text and HTML email messages.

Please take note that when building the email body, the samples place quotes around the Plugin parameter.

Reasons for doing so include:

- it is needed to place a blank line in the email body
- to insure the word case (upper/lower) is not altered when using R:Style, which would apply to other email parts and not just the body
- you will avoid letting R:BASE recognize semicolon in an HTML message body, thus preventing R:BASE from thinking a new command line has begun

### 7.1 Example 1

-- The following is a basic text email message example using line spacing.  
 -- A IF...ENDIF is used to capture the success of the message.

```
CLS
PLUGIN RMail v1 | CLEAR LOG
PLUGIN RMail v1 | CLEAR_ALL
PLUGIN RMail v1 | SHOW PROGRESS
PLUGIN RMail v1 | WAIT 2000
PLUGIN RMail v1 | SHOW LOG
PLUGIN RMail v1 | MESSAGE_TYPE TEXT
PLUGIN RMail v1 | ACCOUNT_NAME Inhouse_MailServ
PLUGIN RMail v1 | SENDER_INFO_TEXT "Joe Tanner" <joe@myisp.com>
PLUGIN RMail v1 | ADD_RECIPIENT "Robert Meyers" <robert@theirisp.com>
PLUGIN RMail v1 | ADD_REPLY_TO joe@myisp.com
PLUGIN RMail v1 | ORGANIZATION My Company
PLUGIN RMail v1 | PRIORITY NORMAL
PLUGIN RMail v1 | SUBJECT Invoice Request
PLUGIN RMail 'v1 | ADD_TO_MESSAGE_BODY Dear Robert, '
PLUGIN RMail 'v1 | ADD_TO_MESSAGE_BODY '
PLUGIN RMail 'v1 | ADD_TO_MESSAGE_BODY Please reply with the sales invoice.'
PLUGIN RMail 'v1 | ADD_TO_MESSAGE_BODY '
PLUGIN RMail 'v1 | ADD_TO_MESSAGE_BODY Thank you!'
PLUGIN RMail 'v1 | ADD_TO_MESSAGE_BODY '
PLUGIN RMail 'v1 | ADD_TO_MESSAGE_BODY Joe Tanner'
PLUGIN RMail v1 | SEND
IF v1 <> 'OK' THEN
  SET VAR vError TEXT = .v1
  PAUSE 3 USING .vError CAPTION 'Info' ICON SERIOUS
  GOTO file_end
ELSE
  SET VAR v1 = ('Message sent ' + .v1 + '!')
  PAUSE 3 USING .v1 CAPTION 'Info' ICON CONFIRM
ENDIF
LABEL file_end
PLUGIN RMail v1 | HIDE PROGRESS
PLUGIN RMail v1 | WAIT 2000
```

```
CLS
RETURN
```

## 7.2 Example 2

-- The following is a variable-based text email message example using a WHILE loop.  
 -- A IF...ENDIF is used to capture the success of the message.

```
CLS
SET VAR vGreeting TEXT = NULL
SET VAR vRecipient TEXT = NULL
SET VAR vRecipient2 TEXT = NULL
SET VAR vError TEXT = NULL
SET VAR vCheckCursor INTEGER = NULL
SET VAR vCheckCursor = (CHKCUR('c1'))
SET VAR vCustFName TEXT = NULL
SET VAR vCustEmail TEXT = NULL
SET VAR vCustEmail2 TEXT = NULL
IF vCheckCursor = 1 THEN
  DROP CURSOR c1
ENDIF
DECLARE c1 CURSOR FOR SELECT CustFName,CustEmail,CustEmail2 FROM Customer
OPEN c1
FETCH c1 INTO +
  vCustFName INDICATOR iv1, +
  vCustEmail INDICATOR iv2, +
  vCustEmail2 INDICATOR iv3
WHILE SQLCODE <> 100 THEN
  SET VAR vGreeting = ('v1|ADD_TO_MESSAGE_BODY Dear ' + .vCustFName)
  SET VAR vRecipient = ('v1|ADD_RECIPIENT ' + .vCustEmail)
  SET VAR vRecipient2 = ('v1|ADD_RECIPIENT ' + .vCustEmail2)
  PLUGIN RMail v1|CLEAR LOG
  PLUGIN RMail v1|CLEAR_ALL
  PLUGIN RMail v1|SHOW PROGRESS
  PLUGIN RMail v1|WAIT 2000
  PLUGIN RMail v1|SHOW LOG
  PLUGIN RMail v1|MESSAGE_TYPE TEXT
  PLUGIN RMail v1|ACCOUNT_NAME Inhouse_MailServ
  PLUGIN RMail v1|SENDER_INFO_TEXT "Joe Tanner" <joe@myisp.com>
  PLUGIN RMail .vRecipient
  PLUGIN RMail .vRecipient2
  PLUGIN RMail v1|ADD_REPLY_TO joe@myisp.com
  PLUGIN RMail v1|ORGANIZATION My Company
  PLUGIN RMail v1|PRIORITY NORMAL
  PLUGIN RMail v1|SUBJECT Feedback Request
  PLUGIN RMail .vGreeting
  PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY '
  PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY Thank you for your interest in our
services!'
  PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY '
  PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY Please reply with any comments or
questions.'
  PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY '
```

```

    PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY Best Regards,'
    PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY '
    PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY Joe Tanner'
    PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY Customer Service Representative'
    PLUGIN RMail v1|SEND
IF v1 <> 'OK' THEN
    SET VAR vError = .v1
    PAUSE 3 USING .vError CAPTION 'Info' ICON SERIOUS
    PLUGIN RMail v1|HIDE PROGRESS
    PLUGIN RMail v1|WAIT 2000
    CLS
    GOTO File_End
ELSE
    SET VAR v1 = ('Message sent ' + .v1 + '!!')
    PAUSE 3 USING .v1 CAPTION 'Info' ICON CONFIRM
    PLUGIN RMail v1|HIDE PROGRESS
    PLUGIN RMail v1|WAIT 1000
    CLS
ENDIF
    SET VAR vCustFName = NULL
    SET VAR vCustEmail = NULL
    SET VAR vCustEmail2 = NULL
    FETCH c1 INTO +
        vCustFName INDICATOR v1, +
        vCustEmail INDICATOR v2, +
        vCustEmail2 INDICATOR v3
ENDWHILE
DROP CURSOR c1
LABEL File_End
CLEAR VAR iv%,vGreeting,vRecipient,vRecipient2,vError,vCustFName, +
vCustEmail,vCustEmail2,v1
RETURN

```

## 7.3 Example 3

-- The following is a variable-based HTML email message example with  
-- an embedded image (image stored on a Web server) using a WHILE loop.  
-- The message is being sent to a server which requires authentication.  
-- A IF...ENDIF is used to capture the success of the message.

```

CLS
SET VAR vGreeting TEXT = NULL
SET VAR vRecipient TEXT = NULL
SET VAR vError TEXT = NULL
SET VAR v1 TEXT = NULL
SET VAR vCheckCursor INTEGER = (CHKCUR('c1'))
IF vCheckCursor = 1 THEN
    DROP CURSOR c1
ENDIF

DECLARE c1 CURSOR FOR SELECT CustFName,CustEmail FROM Customer +
    WHERE CustEmail CONTAINS '@'

```

```

OPEN c1
FETCH c1 INTO vCustFName INDICATOR iv1, vCustEmail INDICATOR iv2

WHILE SQLCODE <> 100 THEN
  SET VAR vGreeting = ('v1|ADD_TO_MESSAGE_BODY <div>Dear ' + .vCustFName +
    ',</div>')
  SET VAR vRecipient = ('v1|ADD_RECIPIENT ' + .vCustEmail)
  PLUGIN Rmail v1|CLEAR LOG
  PLUGIN Rmail v1|CLEAR_ALL
  PLUGIN Rmail v1|SHOW PROGRESS
  PLUGIN Rmail v1|WAIT 2000
  PLUGIN Rmail v1|SHOW LOG
  PLUGIN Rmail v1|MESSAGE_TYPE HTML
  PLUGIN Rmail v1|ACCOUNT_NAME Inhouse_MailServ2
  PLUGIN Rmail v1|HOST_PORT 25
  PLUGIN Rmail v1|AUTHENTICATION ON
  PLUGIN Rmail v1|SENDER_INFO_TEXT "Joe Tanner" <joe@myisp.com>
  PLUGIN Rmail .vRecipient
  PLUGIN Rmail v1|ADD_REPLY_TO joe@myisp.com
  PLUGIN Rmail v1|ORGANIZATION My Company
  PLUGIN Rmail v1|PRIORITY NORMAL
  PLUGIN Rmail v1|SUBJECT Seasons Greetings
  PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY <HTML><HEAD>'
  PLUGIN Rmail +
    'v1|ADD_TO_MESSAGE_BODY <BASEFONT FACE="Verdana" SIZE="2"
    COLOR="#000000">'
  PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY </HEAD>'
  PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY <BODY BGCOLOR="White">'
  PLUGIN Rmail .vGreeting
  PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY <div>&nbsp;</div>'
  PLUGIN Rmail +
    'v1|ADD_TO_MESSAGE_BODY <div>Seasons Greetings from all of us at
    MyISP!</div>'
  PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY <div>&nbsp;</div>'
  PLUGIN Rmail +
    'v1|ADD_TO_MESSAGE_BODY <P align=left valign="top"><A
    href="http://www.myhomepage.com"> +
    <IMG height=68 src="http://www.myhomepage.com/myimage.jpg" width=179
    border=1 NOSEND="1">+
    </A></P>'
  PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY </BODY></HTML>'
  PLUGIN Rmail v1|SEND
  IF v1 <> 'OK' THEN
    SET VAR vError = .v1
    PAUSE 3 USING .vError CAPTION 'Info' ICON SERIOUS
    PLUGIN Rmail v1|HIDE PROGRESS
    PLUGIN Rmail v1|WAIT 2000
    CLS
    GOTO file_end
  ELSE
    SET VAR v1 = ('Message sent ' + .v1 + '!')
    PAUSE 3 USING .v1 CAPTION 'Info' ICON CONFIRM
    PLUGIN Rmail v1|HIDE PROGRESS

```



```

    PLUGIN RMail v1|WAIT 1000
    CLS
    ENDIF
    FETCH c1 INTO vCustFName INDICATOR iv1, vCustEmail INDICATOR iv2
ENDWHILE
DROP CURSOR c1

LABEL file_end
CLEAR VAR vGreeting, vRecipient, vError, vCustFName, vCustEmail, v1
RETURN

```

## 7.4 Example 4

-- The following is a variable-based HTML email message example with an  
 -- embedded image (image physically added to message) using a WHILE loop.  
 -- A IF...ENDIF is used to capture the success of the message.

```

CLS
SET VAR vGreeting TEXT = NULL
SET VAR vRecipient TEXT = NULL
SET VAR vError TEXT = NULL
SET VAR v1 TEXT = NULL
SET VAR vCheckCursor INTEGER = (CHKCUR('c1'))
IF vCheckCursor = 1 THEN
  DROP CURSOR c1
ENDIF

DECLARE c1 CURSOR FOR SELECT CustFName,CustEmail FROM Customer +
  WHERE CustEmail CONTAINS '@'

OPEN c1
FETCH c1 INTO vCustFName INDICATOR iv1, vCustEmail INDICATOR iv2

WHILE SQLCODE <> 100 THEN
  SET VAR vGreeting TEXT = ('v1|ADD_TO_MESSAGE_BODY <div>Dear ' +
    .vCustFName + ',</div>')
  SET VAR vRecipient TEXT = ('v1|ADD_RECIPIENT ' + .vCustEmail)
  PLUGIN RMail v1|CLEAR LOG
  PLUGIN RMail v1|CLEAR_ALL
  PLUGIN RMail v1|SHOW PROGRESS
  PLUGIN RMail v1|WAIT 2000
  PLUGIN RMail v1|SHOW LOG
  PLUGIN RMail v1|MESSAGE_TYPE HTML
  PLUGIN RMail v1|ACCOUNT_NAME Inhouse_MailServ
  PLUGIN RMail v1|SENDER_INFO_TEXT "Joe Tanner" <joe@myisp.com>
  PLUGIN RMail .vRecipient
  PLUGIN RMail v1|ADD_REPLY_TO joe@myisp.com
  PLUGIN RMail v1|ORGANIZATION My Company
  PLUGIN RMail v1|PRIORITY NORMAL
  PLUGIN RMail v1|SUBJECT Seasons Greetings
  PLUGIN RMail 'v1|ADD_TO_MESSAGE_BODY <HTML><HEAD>'
  PLUGIN RMail +

```

```

    'v1|ADD_TO_MESSAGE_BODY <BASEFONT FACE="Verdana" SIZE="2"
    COLOR="#000000">'
    PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY </HEAD>'
    PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY <BODY BGCOLOR="White">'
    PLUGIN Rmail .vGreeting
    PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY <div>&nbsp;</div>'
    PLUGIN Rmail +
    'v1|ADD_TO_MESSAGE_BODY <div>Seasons Greetings from all of us at
    MyISP!</div>'
    PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY <div>&nbsp;</div>'
    PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY </br>'
    PLUGIN Rmail 'v1|ADD_TO_MESSAGE_BODY </BODY></HTML>'
    PLUGIN Rmail 'v1|EMBED_ATTACHMENT Holiday07.gif#image/gif'
    PLUGIN Rmail v1|SEND
    IF v1 <> 'OK' THEN
        SET VAR vError = .v1
        PAUSE 3 USING .vError CAPTION 'Info' ICON SERIOUS
        PLUGIN Rmail v1|HIDE PROGRESS
        PLUGIN Rmail v1|WAIT 2000
        CLS
        GOTO file_end
    ELSE
        SET VAR v1 = ('Message sent ' + .v1 + '!')
        PAUSE 3 USING .v1 CAPTION 'Info' ICON CONFIRM
        PLUGIN Rmail v1|HIDE PROGRESS
        PLUGIN Rmail v1|WAIT 1000
        CLS
    ENDIF
    FETCH c1 INTO vCustFName INDICATOR iv1, vCustEmail INDICATOR iv2
ENDWHILE
    PLUGIN Rmail v1|HIDE PROGRESS
    DROP CURSOR c1

    LABEL file_end
    CLEAR VAR vGreeting, vRecipient, vError, vCustFName, vCustEmail, v1
    RETURN

```

## 7.5 Example 5

-- The following example embeds a HTML file into the message body.

```

OUTPUT MonthlyInventory.htm
SELECT Part_ID, Part_Name, Part_Location FROM Parts HTML 'Part Inventory'
OUTPUT SCREEN

    PLUGIN Rmail v1|CLEAR LOG
    PLUGIN Rmail v1|CLEAR_ALL
    PLUGIN Rmail v1|SHOW PROGRESS
    PLUGIN Rmail v1|WAIT 2000
    PLUGIN Rmail v1|SHOW LOG
    PLUGIN Rmail v1|MESSAGE_TYPE HTML
    PLUGIN Rmail v1|ACCOUNT_NAME Inhouse_MailServ
    PLUGIN Rmail v1|SENDER_INFO_TEXT "Joe Tanner" <joe@myisp.com>

```

```
PLUGIN RMail v1 | ADD_RECIPIENT "Jane Tanner" <jane@myisp.com>
PLUGIN RMail v1 | ADD_REPLY_TO joe@myisp.com
PLUGIN RMail v1 | ORGANIZATION My ISP, Inc
PLUGIN RMail v1 | PRIORITY NORMAL
PLUGIN RMail v1 | SUBJECT Weekly Inventory
PLUGIN RMail v1 | LOAD_MESSAGE_BODY_FROM_FILE MonthlyInventory.htm
PLUGIN RMail v1 | SEND
PLUGIN RMail v1 | HIDE PROGRESS
PLUGIN RMail v1 | WAIT 2000
CLS
RETURN
```

**Part**



## 8 SMTP Error Codes

Your R:Mail log files may contain some of these SMTP errors. This table will help you to understand what the errors mean.

Code	Enhanced Code	Message	Description
500	5.5.1	Command unrecognized	The SMTP command currently used was unrecognized or is not supported.
501	5.5.2	Domain name required	Sender has no domain specified
501	5.5.2	Unbalanced	SMTP session syntax invalid
501	5.5.4	Syntax error in parameters scanning	Common syntax error. You probably mistyped last command or last string is invalid.
501	5.5.1	HELO/EHLO requires domain address	Usually when there was blank or invalid string sequence after HELO/EHLO command.
501	5.0.0	Authentication cancelled	The process of authentication was cancelled for any reason.
501	5.7.0	Authentication failed	The username/password combination provided during authentication was invalid.
501	5.7.1		You are not allowed to send.
502	5.5.1		This operation is not allowed.
503	5.5.1	Incorrect command sequence	A supported command was issued out of sequence.
503	5.5.1	Authentication already done	Error occurs by re-authentication.
503	5.5.1	HELO/EHLO command required	Greeting error.
503	5.5.1	HELO/EHLO already specified	Greeting used again.
504	5.7.6	Unrecognized authentication type	Invalid authentication type. Incorrect or none type of AUTH specified.
530	5.7.1	Authentication required [AUTH]	Authentication with command AUTH is required.
550	5.7.1	We do not relay	Server is not open for relay.
550	5.7.1	We do not relay, account limits apply	
550	5.7.1	You have rights to send mail to local domains only	The user who gets this error is allowed to send mail only to local domains.
550	5.7.1	Access not allowed	
550	5.7.1	Permission denied	
550	5.1.1	Unknown user local	
550	5.1.1	Unknown user; rejecting	Unknown user account. The recipient is not local, thus reject the message.
551	5.1.1	No such user found	User account is not local.
551	5.1.1	No such mailing list found	Mailing list is not local.
552	5.5.3	Too many recipients	The number of recipients exceeds the maximum of allowed recipients.
554	5.3.4	Message size exceeds fixed maximum message size	Too much data was sent by the user. User account has an amount limitation.
554	5.7.1	Message cannot be accepted, virus found	Virus was found in the message body or in the message attachment.
554	5.7.1	Message cannot be accepted, content filter rejection	Content filter applied and the message was rejected.
554	5.7.1	Message cannot be accepted, spam filter rejection	Message is probably spam.

**Part**

**IX**

## 9 Frequently Asked Questions

**Q. What R:BASE versions support R:Mail 11?**

A. R:Mail 11 includes the new plugin (.RBM) formatted for R:BASE 11.

**Q. Does it matter which mail client (Eudora, Outlook, Pegasus, etc.) that I am using?**

A. No. R:Mail works COMPLETELY independent of mail clients. R:Mail accesses your SMTP mail server directly.

**Q. Does R:Mail support Secure Sockets Layer and/or Transport Layer Security for encrypted SMTP email?**

A. Yes. R:Mail allows users to send encrypted email messages using SSL and TLS protocols, with the OpenSSL Project files installed on the computer.

**Q. How large of an attachment can I send?**

A. Keep in mind that all servers have different limitations, and unless you know the limitations of your recipient's server, your message could bounce. R:Mail has worked successfully with attachments totaling 8 MB in size. Any attachment, or collective attachments that total more than 8 MB in size are to be sent at your discretion.

**Q. How fast and how many messages is R:Mail capable of sending?**

A. R:Mail's speed is completely dependent on your network's capabilities and the speed of your Internet connection. R:Mail will NOT flood the server with messages because it waits until each message is sent before returning focus back to R:BASE. Thus, it is perfectly safe to implement R:Mail in WHILE loops.

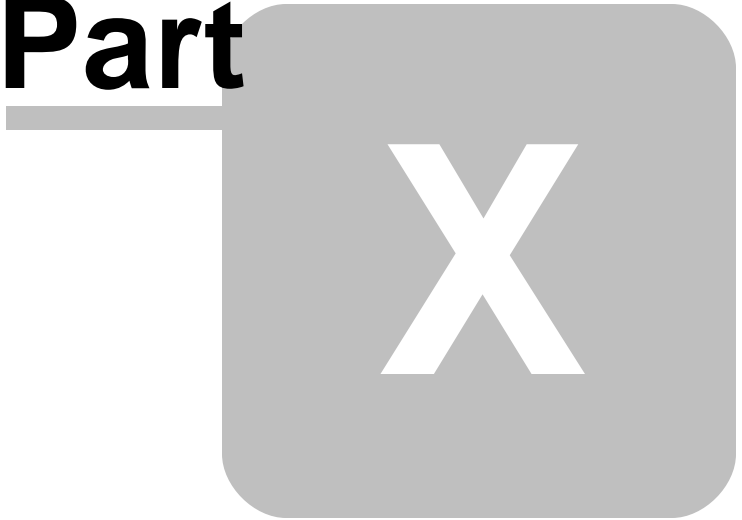
**Q. Can I send embedded images within R:Mail?**

A. Yes. Using the HTML format in the message body, you can embed an image that is stored on your Web server, or you can physically embed an image into the email message.

**Q. Can I embed an entire file as the message body?**

A. Yes. You can load the email message body from an external text file.

**Part**





## 10 Technical Support

Please read over the help documentation at least once before seeking support. We have worked very hard to make the help documentation clear and useful, but concise. It is suggested that you reread these instructions once you have become accustomed to using the software, as new uses will become apparent.

If you have further questions, and cannot find the answers in the documentation, you can obtain information from the below sources:

- Email our Technical Support Staff at: [support@rbase.com](mailto:support@rbase.com)
- Access the R:BASE Technologies Support home page online at <https://www.rbase.com/support>

You may be required to purchase a technical support plan. Several support plans are available to suit the needs of all users. [Available Technical Support Plans](#)

Please be prepared to provide the following:

- The product registration number, which is located on the invoice/order slip for the purchased product
- The type of operating system and hardware in use
- Details regarding your operating environment; such as available memory, disk space, your version of R:BASE, local area network, special drivers, related database structures, application files, and other files that are used or accessed by your application

All provide information will be used to better assist you.

R:BASE Technologies has a number of different services available for R:BASE products. As a registered user, you will receive information about new features for R:BASE and other R:BASE Technologies products. Please remember to register your software. <https://www.rbase.com/register/>

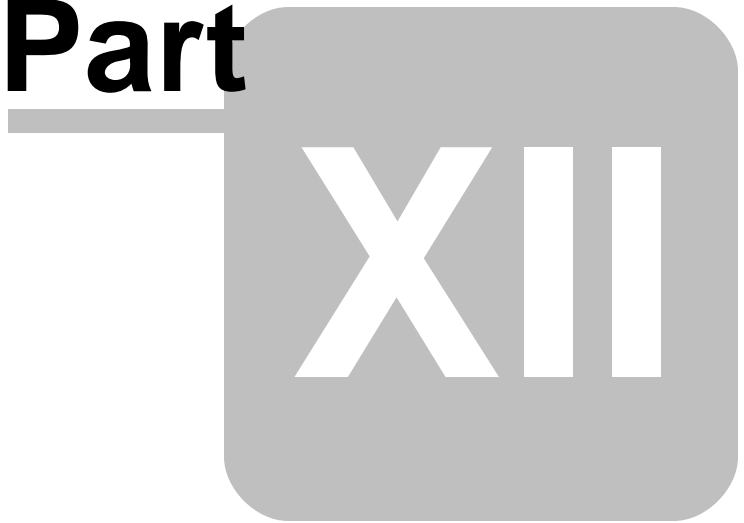
**Part**

**XI**

## 11 Useful Resources

- . R:BASE Home Page: <https://www.rbase.com>
- . Up-to-Date R:BASE Updates: <https://www.rbaseupdates.com>
- . Current Product Details and Documentation: <https://www.rbase.com/rbg11>
- . Support Home Page: <https://www.rbase.com/support>
- . Product Registration: <https://www.rbase.com/register>
- . Official R:BASE Facebook Page: <https://www.facebook.com/rbase>
- . Sample Applications: <https://www.razzak.com/sampleapplications>
- . Technical Documents (From the Edge): <https://www.razzak.com/fte>
- . Education and Training: <https://www.rbase.com/training>
- . Product News: <https://www.rbase.com/news>
- . Upcoming Events: <https://www.rbase.com/events>
- . R:BASE Online Help Manual: <https://www.rbase.com/support/rsyntax>
- . Form Properties Documentation: <https://www.rbase.com/support/FormProperties.pdf>
- . R:BASE Beginners Tutorial: <https://www.rbase.com/support/rtutorial>
- . R:BASE Solutions (Vertical Market Applications): <https://www.rbase.com/products/rbasesolutions>

**Part**



## 12 Feedback

### **Suggestions and Enhancement Requests:**

From time to time, everyone comes up with an idea for something they'd like a software product to do differently.

If you come across an idea that you think might make a nice enhancement, your input is always welcome.

Please submit your suggestion and/or enhancement request to the R:BASE Developers' Corner Crew (R:DCC) and describe what you think might make an ideal enhancement. In R:BASE, the R:DCC Client is fully integrated to communicate with the R:BASE development team. From the main menu bar, choose "Help" > "R:DCC Client". If you do not have a login profile, select "New User" to create one.

If you have a sample you wish to provide, have the files prepared within a zip archive prior to initiating the request. You will be prompted to upload any attachments during the submission process.

Unless additional information is needed, you will not receive a direct response. You can periodically check the status of your submitted enhancement request.

If you are experiencing any difficulties with the R:DCC Client, please send an e-mail to [rdcc@rbase.com](mailto:rdcc@rbase.com).

### **Reporting Bugs:**

If you experience something you think might be a bug, please report it to the R:BASE Developers' Corner Crew. In R:BASE, the R:DCC Client is fully integrated to communicate with the R:BASE development team. From the main menu bar, choose "Help" > "R:DCC Client". If you do not have a login profile, select "New User" to create one.

You will need to describe:

- What you did, what happened, and what you expected to happen
- The product version and build
- Any error message displayed
- The operating system in use
- Anything else you think might be relevant

If you have a sample you wish to provide, have the files prepared within a zip archive prior to initiating the bug report. You will be prompted to upload any attachments during the submission process.

Unless additional information is needed, you will not receive a direct response. You can periodically check the status of your submitted bug.

If you are experiencing any difficulties with the R:DCC Client, please send an e-mail to [rdcc@rbase.com](mailto:rdcc@rbase.com).

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