



How can I configure Driveve | Image to send an email in the case of an error?

Knowledge base article #1117



Prerequisites

To use the functionality described in this article, the following conditions have to be met:

- To send emails using an SMTP server, the module **Scanner Power Tools (SPT)** has to be licensed.
- To send emails using a Microsoft Exchange Server, the module **Exchange | Fax Connector (UEC)** has



to be licensed. In addition, an Exchange Server data source has to be configured (see [I create an Exchange Server data source in Driveve | Image?](#)).

[How do](#)

How can I configure Driveve | Image to send an email in the event that an error occurs?

Sample error

The output folder was configured to be on a network share and the server of the share is down.

To configure email notification, proceed as follows:

1. Start the Driveve | Image configuration program.
2. On the **Tools** menu, click **Options**.
3. Select the **Notification** tab.
4. Configure the required settings.
The following settings are available:

Options X

Global settings Help

Active Directory Server | Shared login | Advanced | **Notification** | Universal MFP | Security Configuration

Email preferences

Server information

Server:

Port: Default
 SSL

SMTP authentication

User:

Password:

User information

Sender name:

Sender E-Mail:

Recipient email:

Prefer logged on users credentials
 CC ()

Test settings

Enable email notification

Default subject and message text

OK Cancel

Email preferences	Details
Server	Select the required email server.
Port	Shows the used port. Default port is port 25.
Default	Select the port to be used: <ul style="list-style-type: none"> • Using the default port Tick the Default checkbox. • Using another port Clear the Default checkbox and enter the required port into the Port field.
SSL	Tick the SSL checkbox to send email with SSL encryption.
SMTP authentication	If your server required SMTP authentication, proceed as follows: <ul style="list-style-type: none"> • Tick the checkbox SMTP authentication. • Enter the user name and the password of the user to be used for accessing the server.
User	
Password	

Sender name	Select the user displayed as sender.
Sender email	Select the sender email address.
Recipient email	Enter the email address of the user to be notified
Prefer logged on users credentials	Tick this checkbox to notify the user logged on at the device.
CC ()	<p>Note</p> <p>This field is only available if the checkbox Prefer logged on users credentials is ticked.</p> <p>Tick this checkbox to send a carbon copy to the email address entered in the fields Recipient email.</p>
Test settings	<p>Note</p> <p>Do use this button only after you have configured all settings on the Notification tab.</p> <p>Click this button to test whether a connection to the selected email server can be established. Drivve Image tries to send a test email using the select email server.</p>
Enable email notification	Tick the checkbox Enable email notification to be able configure the settings for email notification.
Default subject and message text	Enter a default subject and a default message text. For both, you can use variables (see Working with variables).



Note: Test-email failed

If no test email could be sent, an error message is displayed. In this case, proceed as follows:

- Click **OK** to close the error message.
- Verify the setting of the **Notification** tab and correct them if required.
- Click the button **Test settings** again.

1. Click **OK** to confirm your settings.