

What To Do If You Stop Receiving Emails

Last Updated 20/12/2022

What can you do if you stop receiving emails from PSD Logistics?

PSD Logistics has the capability to send emails to deliver such things as notifications, reports and error messages.

Solution

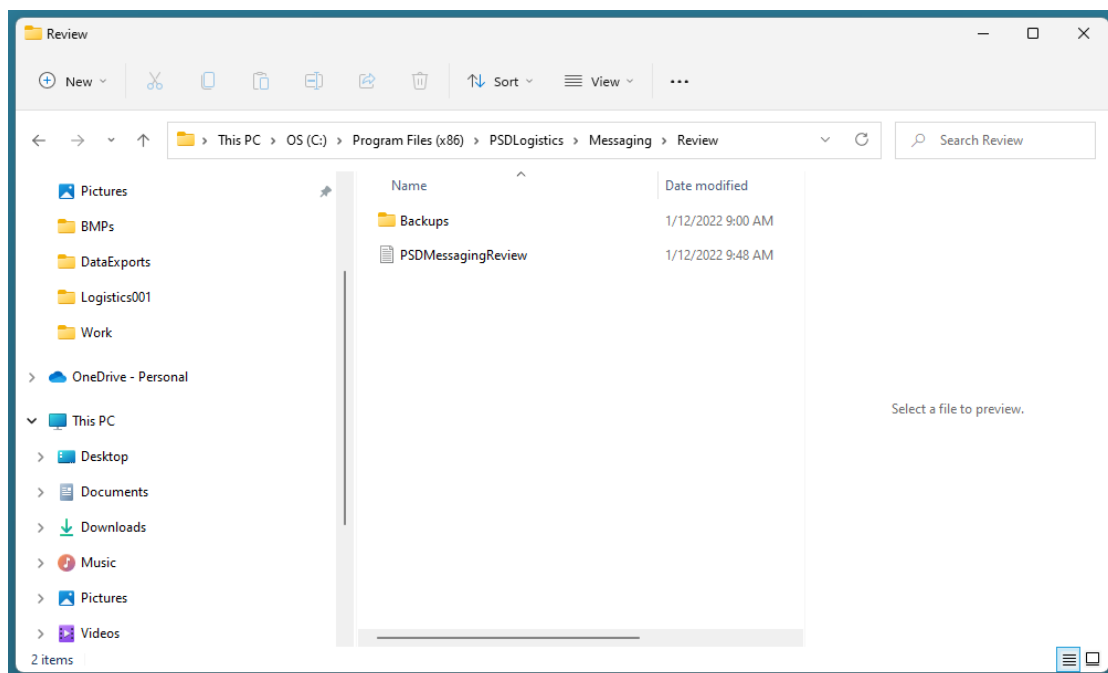
1) Check your SPAM folder. Even if you have successfully received emails from PSD Logistics in the past, it's possible that changes to your email provider, or information within the email message causes emails to be incorrectly marked as SPAM.

2) If you requested the email from PSD Logistics either via requesting a report or sending a notification, try generating it again but check your email address. Any typo will obviously cause the email to not be received.

3) Open and investigate the PSD Logistics Messaging review files for the date the emails were not received.

Ask your IT support team to Log into the PSD Logistics Server server, and browse to the Messaging review folder. The default folder path is:

C:\Program Files (x86)\PSD Logistics\Messaging\Review\



If the emails were requested today, open the:

C:\Program Files (x86)\PSD Logistics\Messaging\Review\PSDMessagingReview.txt

file and search for the appropriate email address.

If the emails were requested on a previous day, open the:

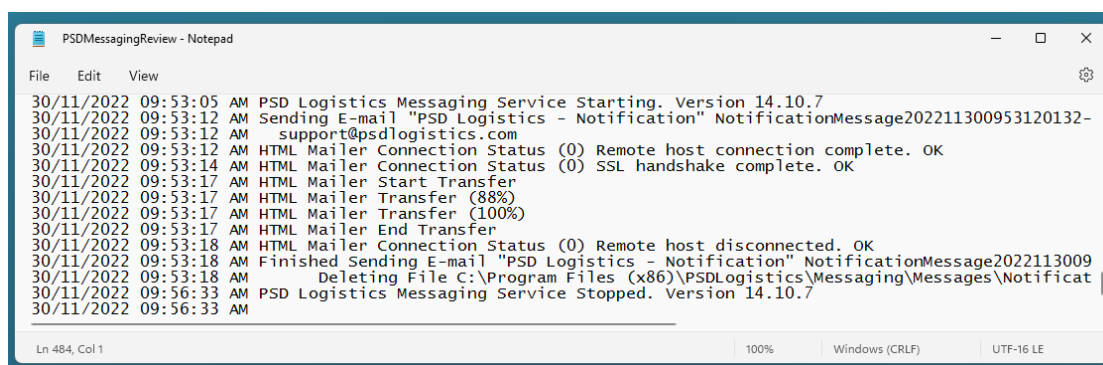
C:\Program Files (x86)\PSD Logistics\Messaging\Review\Backups\

folder, and search for the appropriate date time named zip file.

Backup zip files are named according to the day on which they were created, and contain all data up to the point at which it was created. Because backup files are created daily, they usually contain all data for the PREVIOUS day on which they were created.

Backup zip files are named RVWyyyymmdd-X.zip, where X is the backup number in case multiple backup files are created on a particular day.

i.e. if you need the review for 02/01/2022, you would need to open RVW20220101-1.zip



```
PSDMessagingReview - Notepad
File Edit View
30/11/2022 09:53:05 AM PSD Logistics Messaging Service Starting. Version 14.10.7
30/11/2022 09:53:12 AM Sending E-mail "PSD Logistics - Notification" NotificationMessage202211300953120132-
support@psdlogistics.com
30/11/2022 09:53:12 AM HTML Mailer Connection Status (0) Remote host connection complete. OK
30/11/2022 09:53:14 AM HTML Mailer Connection Status (0) SSL handshake complete. OK
30/11/2022 09:53:17 AM HTML Mailer Start Transfer
30/11/2022 09:53:17 AM HTML Mailer Transfer (88%)
30/11/2022 09:53:17 AM HTML Mailer Transfer (100%)
30/11/2022 09:53:17 AM HTML Mailer End Transfer
30/11/2022 09:53:18 AM HTML Mailer Connection Status (0) Remote host disconnected. OK
30/11/2022 09:53:18 AM Finished Sending E-mail "PSD Logistics - Notification" NotificationMessage2022113009
Deleting File C:\Program Files (x86)\PSDLogistics\Messaging\Messages\Notificat
30/11/2022 09:56:33 AM PSD Logistics Messaging Service Stopped. Version 14.10.7
30/11/2022 09:56:33 AM
Ln 484, Col 1
100% Windows (CRLF) UTF-16 LE
```

Correctly Sent Emails

If an email is sent correctly, the review will look something like this. Look for the "HTML Mailer Transfer (100%)" line, which signifies that the email was sent correctly.

```
30/11/2022 09:53:12 AM Sending E-mail "PSD Logistics - Notification"
NotificationMessage202211300953120132-1.emh (1)
30/11/2022 09:53:12 AM support@psdlogistics.com
30/11/2022 09:53:12 AM HTML Mailer Connection Status (0) Remote host
connection complete. OK
30/11/2022 09:53:14 AM HTML Mailer Connection Status (0) SSL handshake
complete. OK
30/11/2022 09:53:17 AM HTML Mailer Start Transfer
30/11/2022 09:53:17 AM HTML Mailer Transfer (88%)
30/11/2022 09:53:17 AM HTML Mailer Transfer (100%)
30/11/2022 09:53:17 AM HTML Mailer End Transfer
30/11/2022 09:53:18 AM HTML Mailer Connection Status (0) Remote host
disconnected. OK
30/11/2022 09:53:18 AM Finished Sending E-mail "PSD Logistics - Notification"
NotificationMessage202211300953120132-1.emh
```

30/11/2022 09:53:18 AM Deleting File C:\Program Files
(x86)\PSDLogistics\Messaging\Messages\NotificationMessage202211300953120132
-1.emh. (DeleteEmailRequest1)

Incorrectly Sent Emails

If an email is not sent correctly, the review will look something like this. Look for any error messages such as: "SMTP protocol error"

30/11/2022 09:47:22 AM Sending E-mail "PSD Logistics - Notification"
NotificationMessage202211300947220704-1.emh (1)
30/11/2022 09:47:22 AM support@psdlogistics.com
30/11/2022 09:47:22 AM HTML Mailer Connection Status (0) Remote host
connection complete. OK
30/11/2022 09:47:24 AM HTML Mailer Connection Status (0) SSL handshake
complete. OK
30/11/2022 09:47:25 AM 161: SMTP protocol error. 535 5.7.8
<https://support.google.com/mail/?p=BadCredentials>
w13-20020a17090a4f4d00b002191873187dsm1955742pjl.33 - gsmtip.
30/11/2022 09:47:25 AM Rcpt : support@psdlogistics.com
30/11/2022 09:47:25 AM Subj : PSD Logistics - Notification
30/11/2022 09:47:25 AM Bdy1 : PSD Logistics - Test E-mail.

30/11/2022 09:47:25 AM Bdy2 :
30/11/2022 09:47:25 AM Foot : PSD Logistics Manager [PSD : PSD-NEILAPC4]
30/11/2022 09:47:25 AM Attc :

If PSD Logistics is unable to send emails, contact your IT department and ask them to investigate the error message.

For information on how to configure PSD Logistics to send emails, please refer to the following how to guide on the PSD Logistics website www.psdlogistics.com/support/

08) How To Configure PSD Logistics To Send E-mails