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Custom SMTP

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Extension page: **http://ecommerce.aheadworks.com/magento-extensions/custom-smtp.html**

This extension allows you to use custom SMTP host and monitor all outgoing email messages.

> Having hard time finding an answer to your question?
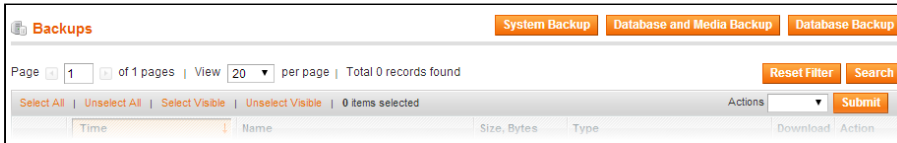>
> Check out our Knowledge Base.

Installation

1. Backup your web directory and store database.
   Click to view details
   You can make backup copies with any tool you find appropriate

   If you are going to use the native Magento backup function, navigate to **System -> Tools -> Backups** and perform *System* and *Database* backups

2. Log in to the Magento backend
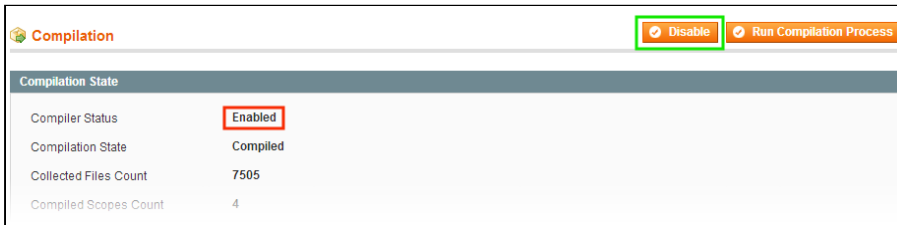
3. Disable compilation
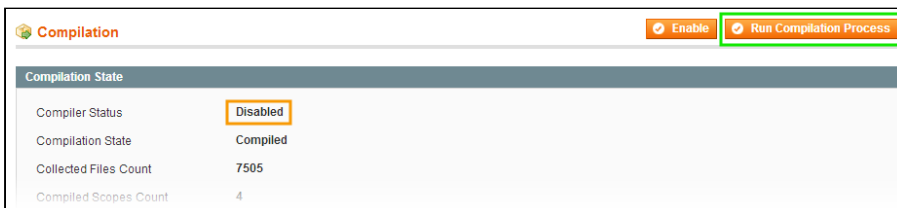   Click to view details
   Navigate to **System -> Tools -> Compilation**.

   If Compiler status is Disabled, you can skip to the next step

   If Compiler is enabled, disable it.

   IMPORTANT: after the extension is installed, you can enable the compilation again; **IT IS CRUCIAL** that you use "**Run Compilation Process**" function, not just "Enable button"

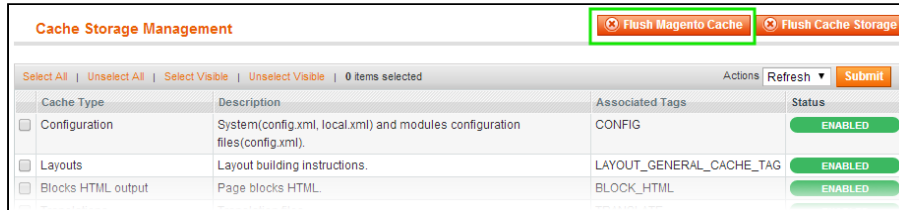> Installing an extension with the Compilation enabled will result in store downtime.

4. Flush store cache
   Click to view details
   You can flush the store cache in 2 ways:

   - **via the backend**:

   Navigate to **System -> Cache Management** menu, and click **Flush Magento Cache** button

   - **via filesystem**:

   On your server, navigate to Magento root folder, then proceed to **/var/cache/;** delete all the content there.

5. Download the extension package from your account and extract the downloaded archive

6. Copy the content of **/Step_1/** folder to your store's root directory

7. Copy the content of **/Step_2/** folder to your store's root directory

8. Flush store cache again; log out from the backend and log in again.

Configuration

Main Configuration

Go to the **System > Config > aheadWorks extesions > Custom SMTP** page at the backend and set up the options you need:

- **Enabled** - if "No" is selected, native Magento mailer is used
- **Send emails** - define whether to send emails via localhost, custom host or don't send them at all
- **Enable emails logging** - specify whether to log outgoing emails or not
- **Host**, **Port**, **Login**, **Password**, **Authorization type**, **Use SSL/TLS** - define these settings with proper data if you want to use external SMTP host

Uninstallation

1. Disable compilation, in case it is enabled.
2. Login to your FTP, navigate to **app/etc/modules/**
3. Open the file AW_Customsmtp.xml and change the following line:

```
<active>true</active>
```

to

```
<active>false</active>
```

Now your Magento is unaware of the existence of FUE

4. Clear the cache under var/cache
5. Make sure that the site is working properly, otherwise roll back the changes and apply to our technical support.
6. If everything works fine, it is safe to delete the files of the extension.
7. In case you need to clean the database, **make a backup** and then run the following query in MySQL:

```
DROP TABLE `aw_customsmtp_mail`;
```

```
delete from core_resource where code ='customsmtp_setup';
```

Note, if you are using the table with prefixes, you must specify them in all table names.
If you are not sure how to do that or expect any troubles with it, please contact your server administrator regarding the matter.
If you remove the tables as it is described above, you will need to configure the extension and create all rules again after it is reinstalled.

Troubleshooting

After the extension installation the store gives an error, or blank page, or suggests to start Magento installation procedure.

Change the owner of the extracted extension files to the web server user and set 775 permissions on them. Clear the store cache and try again.

There is no aheadWorks extensions under my configuration section, or having the extension tab clicked I get a blank page, or Access Denied error.

Clear the store cache, browser cookies, logout and login again.

I've set up everything correctly, inserted the HTML code but there is nothing on that page.

Clear the store cache, clear your browser cache and domain cookies and refresh the page.

My configuration changes do not appear on the store.

Clear the store cache, clear your browser cache and domain cookies and refresh the page.

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