



## Setting up Email Notifications in Commerce Manager

If you are new to the eCommerce Framework and are reading this article, the “Commerce Manager” refers to the back-end or administration interface of the e-Commerce Framework. In this article I will deal with the configuration of the email notification service.

The email notification service allows you to send email confirmations to customers soon after their purchase. By default the customer will receive a personalized message that contains their order information including a link to their order and a note thanking them for their business. Confirmation emails are sent out in intervals each time the service is executed.

The screenshot shows the "Services" screen in Commerce Manager. At the top, it says "Services" and "List of services". Below that is a breadcrumb trail: "Home > Configuration > Site Settings > Services". There is a "New ECFSservice" button. The main content is a table with the following data:

| Name                | Last Start            | Next Start            | IsActive | Options  |
|---------------------|-----------------------|-----------------------|----------|--|
| Maintenance         | 8/22/2006 10:40:48 AM | 8/23/2006 10:40:48 AM | True     | <a href="#">Configure</a> <a href="#">View History</a> <a href="#">X</a> |
| Recurring service   | 8/23/2006 9:31:36 AM  | 8/23/2006 10:31:36 AM | True     | <a href="#">Configure</a> <a href="#">View History</a> <a href="#">X</a> |
| Email Notifications | 8/23/2006 10:13:44 AM | 8/23/2006 10:14:44 AM | True     | <a href="#">Configure</a> <a href="#">View History</a> <a href="#">X</a> |
| Statistics          | 8/23/2006 10:14:02 AM | 8/23/2006 10:15:04 AM | True     | <a href="#">Configure</a> <a href="#">View History</a> <a href="#">X</a> |

At the bottom left, there is a "Page Size" dropdown menu set to "10".

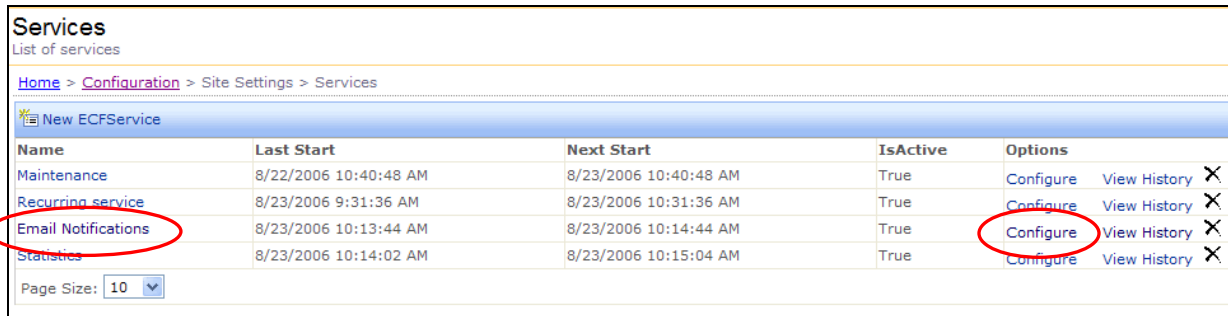
**Services in Commerce Manager**  
**Figure 1**

The above view is the services screen in the Commerce Manager. You can navigate here in Commerce Manager: **Configuration** → **Site Settings** → **Services**. The services screen details the following:

|                      |  |
|----------------------|--|
| <b>Name:</b>         | The name of the service. Clicking it displays the service edit screen.   |
| <b>Last Start:</b>   | The time the service last executed.                                      |
| <b>Next Start:</b>   | The next scheduled execution of the service.                             |
| <b>Is Active:</b>    | Boolean true or false, determining whether or not the service is active. |
| <b>Options:</b>      | Clicking Options will bring you to the service edit screen.              |
| <b>View History:</b> | Displays the history of past instances of the service.                   |

## Configuring your service

To configure your service click on either “Configure” or “Email Notifications”:



Services  
List of services

[Home](#) > [Configuration](#) > Site Settings > Services

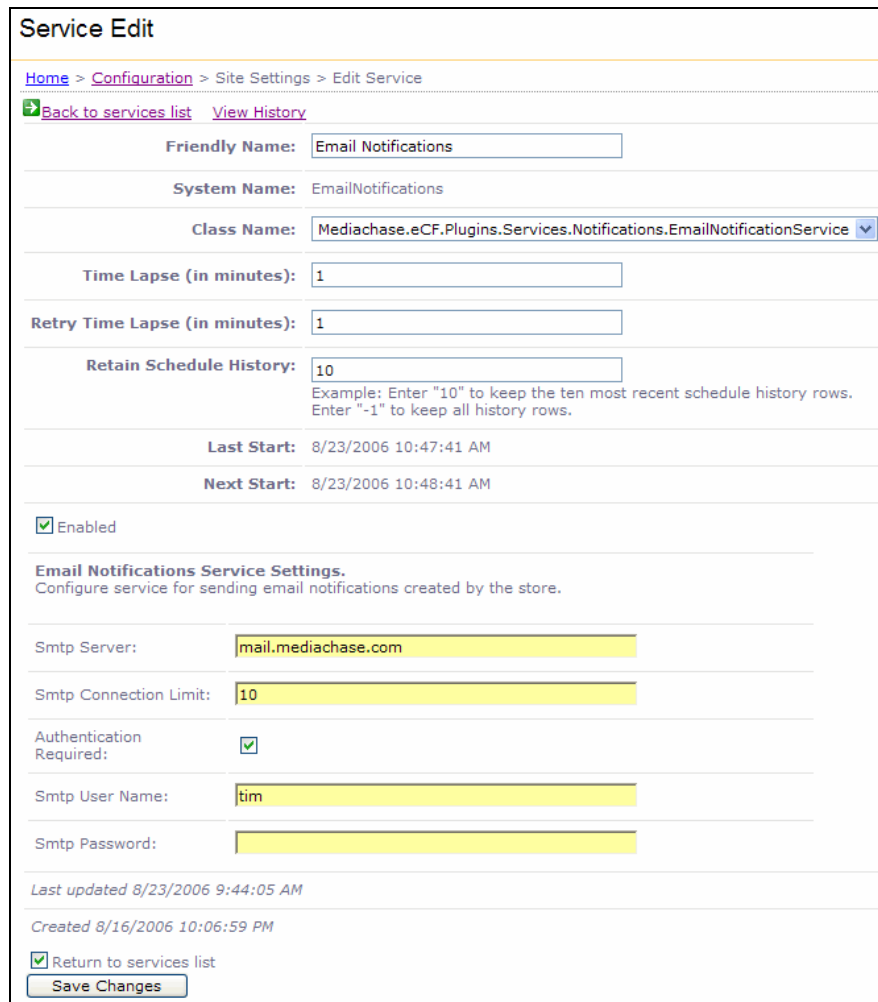
New ECFServices

| Name                       | Last Start            | Next Start            | IsActive | Options  |
|----------------------------|-----------------------|-----------------------|----------|--|
| Maintenance                | 8/22/2006 10:40:48 AM | 8/23/2006 10:40:48 AM | True     | <a href="#">Configure</a> <a href="#">View History</a> ✕ |
| Recurring service          | 8/23/2006 9:31:36 AM  | 8/23/2006 10:31:36 AM | True     | <a href="#">Configure</a> <a href="#">View History</a> ✕ |
| <b>Email Notifications</b> | 8/23/2006 10:13:44 AM | 8/23/2006 10:14:44 AM | True     | <a href="#">Configure</a> <a href="#">View History</a> ✕ |
| Statistics                 | 8/23/2006 10:14:02 AM | 8/23/2006 10:15:04 AM | True     | <a href="#">Configure</a> <a href="#">View History</a> ✕ |

Page Size: 10

**Configuring your service**  
**Figure 2**

By clicking either link you will be brought to the Service Edit screen:



Service Edit

[Home](#) > [Configuration](#) > Site Settings > Edit Service

[Back to services list](#) [View History](#)

Friendly Name:

System Name: EmailNotifications

Class Name:

Time Lapse (in minutes):

Retry Time Lapse (in minutes):

Retain Schedule History:   
Example: Enter "10" to keep the ten most recent schedule history rows.  
Enter "-1" to keep all history rows.

Last Start: 8/23/2006 10:47:41 AM

Next Start: 8/23/2006 10:48:41 AM

Enabled

**Email Notifications Service Settings.**  
Configure service for sending email notifications created by the store.

Smtp Server:

Smtp Connection Limit:

Authentication Required:

Smtp User Name:

Smtp Password:

Last updated 8/23/2006 9:44:05 AM

Created 8/16/2006 10:06:59 PM

Return to services list

**The service edit screen**  
**Figure 3**

Within the service edit screen you can do everything you need to do to configure your email service. The Critical fields that you must make sure you have correct in order to run your notifications are:

1. Make sure the class name is set to:  
**Mediachase.eCF.Plugins.Services.Notifications.EmailNotifications**
2. Set up your mail server.
3. Set Authentication.
4. Fill in your Username.
5. Fill in your password.
6. Click Save Changes.

Once this is done you can go back to the services page and there you will see that your service is running by viewing the next start time which will display the next interval at which the service will execute. For example: Your service will run every ten minutes **according to the time of last activity on your public store**. For example: If you have your emails set to send at every 10 minutes and the last activity on your store was 9:03am, those emails will send at 9:13am. It is important to remember that **the intervals are relative to the last activity on your store**.

## Viewing History

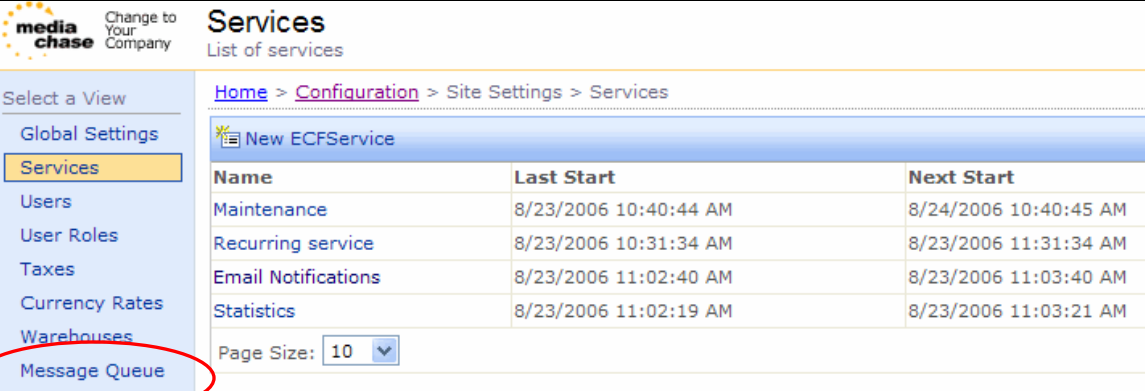
You can view the history of your service by clicking on “View History”. You will be taken to the “Service” History page which details the time the service started and when it ended, so you can see how long it took to send your batch of emails. You can the number of items you want to keep in your history list from the service edit screen. You will also see whether or not the email succeeded and any notes:

| Service History  |                       |           |   |
|--|-----------------------|-----------|---|
| <a href="#">Home</a> > <a href="#">Configuration</a> > Site Settings > Service History |                       |           |   |
| <a href="#">Back to service</a>  |                       |           |   |
| Started  | Ended                 | Succeeded | Notes   |
| 8/23/2006 11:06:40 AM  | 8/23/2006 11:06:40 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 11:05:40 AM  | 8/23/2006 11:05:40 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 11:04:40 AM  | 8/23/2006 11:04:40 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 11:03:40 AM  | 8/23/2006 11:03:40 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 11:02:40 AM  | 8/23/2006 11:02:40 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 11:01:40 AM  | 8/23/2006 11:01:40 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 11:00:40 AM  | 8/23/2006 11:00:40 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 10:59:41 AM  | 8/23/2006 10:59:41 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 10:58:41 AM  | 8/23/2006 10:58:41 AM | True      | Email Notification Service Started. Emails sent successfully. |
| 8/23/2006 10:57:40 AM  | 8/23/2006 10:57:40 AM | True      | Email Notification Service Started. Emails sent successfully. |

**Service History**  
**Figure 4**

## The Message Queue

Within the Message queue you can see the emails that are queued up for delivery. The queue contains a number of basic fields such as: From, To, Subject, Priority, and Created. The queue can be seen in the left column:



**media chase** Change to Your Company

### Services

List of services

Home > Configuration > Site Settings > Services

Select a View

- Global Settings
- Services**
- Users
- User Roles
- Taxes
- Currency Rates
- Warehouses
- Message Queue

New ECFServices

| Name                | Last Start            | Next Start            |
|---------------------|-----------------------|-----------------------|
| Maintenance         | 8/23/2006 10:40:44 AM | 8/24/2006 10:40:45 AM |
| Recurring service   | 8/23/2006 10:31:34 AM | 8/23/2006 11:31:34 AM |
| Email Notifications | 8/23/2006 11:02:40 AM | 8/23/2006 11:03:40 AM |
| Statistics          | 8/23/2006 11:02:19 AM | 8/23/2006 11:03:21 AM |

Page Size: 10

**The Message Queue**  
**Figure 5**

The queue is cleared after a successful delivery of the messages. You can also navigate to the queue from: Configuration → Site Settings → Message Queue.

## Conclusion

This completes our tutorial on the Email Notification Service. If you have any questions/comments/or concerns please post them here at Paddy O's corner or email us at [support@mediachase.com](mailto:support@mediachase.com)

To continue to learn more about the e-Commerce Framework continue to check out Paddy O's corner: <http://www.mediachase.com/Community/blogs/paddyos/default.aspx>

Check out our documentation at: <http://www.mediachase.com/ecf/documentation.aspx>

And last but not least please send us your comments at Paddy O's corner! We'd love to hear from you, so tell us your thoughts on what you would like to see detailed or explained on Paddy O's corner, or if you feel can add any of your knowledge to expand on any of the articles listed there, please send us your suggestions!