TaiRox™ Memo

SOX Check Approval and Office365

Summary

TaiRox's check approval product, SOX Check Approval, notifies users by email when payment batches are submitted, approved, or rejected. The December 2022 version of SOX Check Approval incorporates the necessary protocol changes to work with current Office365 SMTP servers. Details in this memo may help Sage 300 users improve email reliability.

How Do TaiRox Programs Send Emails?

TaiRox products include the Chilkat email library to send emails. This library is widely used by over 25,000 companies, including: Microsoft, Oracle, IBM and TaiRox.

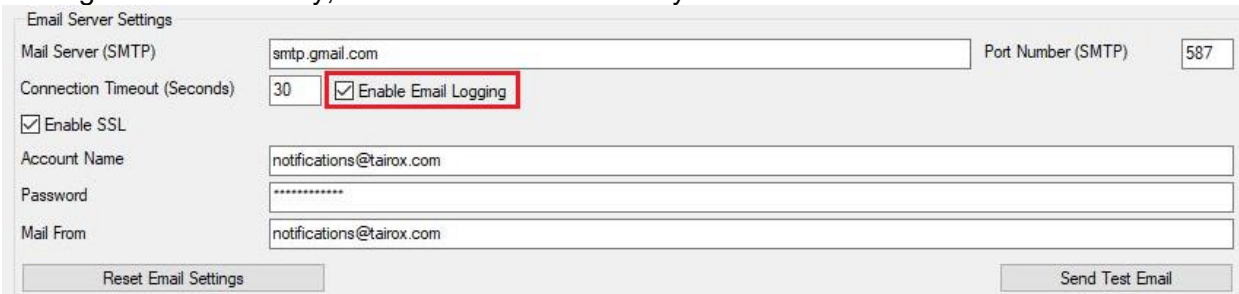## Chilkat, Office365 and SOX Check Approval

On November 30 Chilkat released a version created on November 17 to address Office365 issues. This Chilkat update fixes the most common email issue seen by clients using SOX Check Approval and Office365 SMTP servers (email not delivered).

Can TaiRox Programs Use Sage 300 Email Programs?

Sage does not provide the ability to decrypt email passwords or an API to send emails. Without these, TaiRox cannot use Sage's built-in programs.

Diagnosing Timeouts and Other Email Errors

Uncommonly, an SMTP server may timeout or experience other problems. The current version of SOX Check Approval includes an ability to produce a technical email log that documents the handshaking between the Chilkat library and an SMTP server. We do not expect that turning on this log will be necessary, but is available should any further issues arise.

Relay Mail Servers

When SOX Check Approval attempts to send an email, that attempt may time out after 30 seconds. The program does not attempt a retry – to do so would "hang" the program for several minutes. Should you experience frequent timeouts, one solution is to have a "relay mail server" on your local network. One such server TaiRox has used is hMailServer. hMailServer is a free, open-source program in wide use.

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