Modulwerft

High Quality Spare Parts
Magento Extensions by Shopwerft

E-Mails are a central means of communication for every online store. They are automatically sent to process orders. This Magento extension allows you to keep track of all sent e-mails so you know which information your customers have received. Get a detailed view of emails, displayed exactly how your customers receive them.

After the initial configuration, this extension lists all sent e-mails with a link to the corresponding customer, order, invoice, credit memo or shipment in the Magento backend.

Expertise, Passion, Reliability – setting sail together!

E-Mail Manager

Prerequisites for this Extension

The logging of emails in the Magento backend has a cleaning mechanism that deletes all entries that are no longer needed. For this mechanism the cronjob in your Magento system must be set up and running properly.

General Configuration

To put the extension in operation and adjust it to your personal preferences, activate it in the system configuration. To do so, go to **Configuration** under the tab **System**. In the left menu, you will find the item **E-Mail Management** under **General**. That's where the general configuration settings of this extension can be found.

At the top of the configuration settings, you got basic information about the extension. Next to the displayed extension version, there is a link with which you can check if your installed version is still uptodate. The link directs you to the Modulwerft store, transmitting the extension name and the installed version to operate the update check. The following links will guide you to further information about the extension, as well as documentations and finally the Modulwerft support.

Should you experience any troubles with the extension, we recommend the following approach:

1. Check for available extension updates

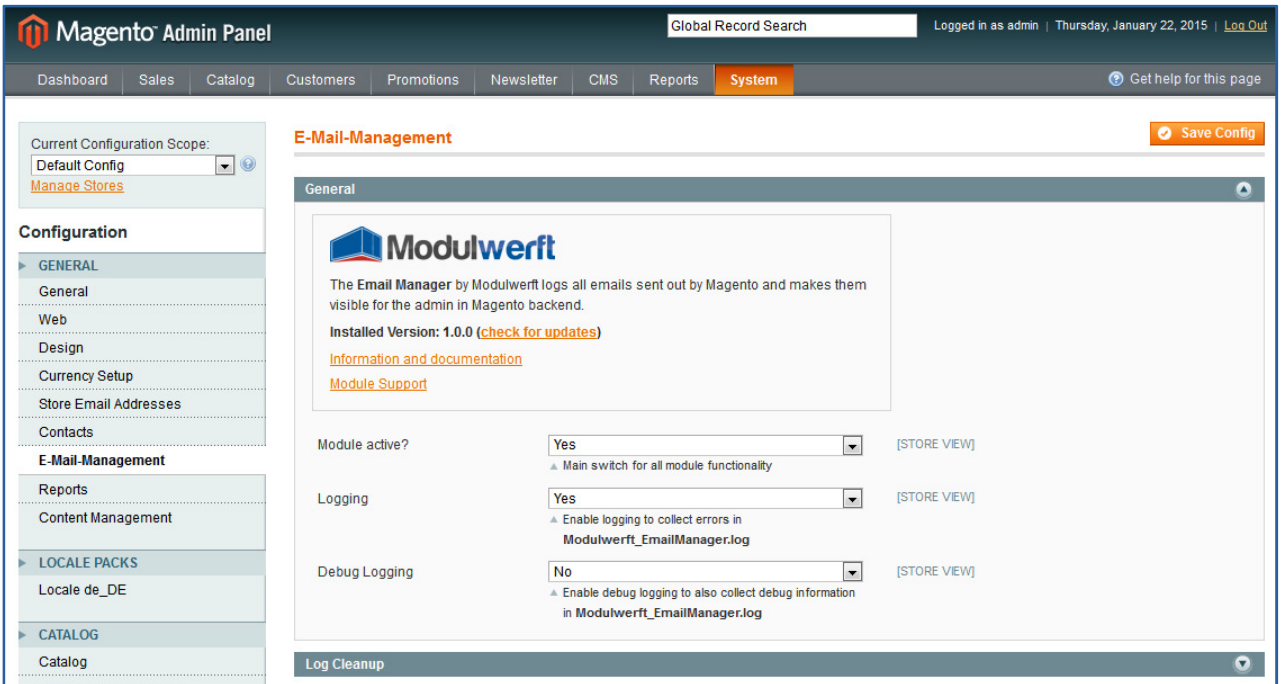2. Check documentations for troubleshooting sections

3. Contact support

Illustration 1: Information about the extension

Choose the value **Yes** from the drop-down menu **Module active?** to activate the extension. Afterwards, you can activate Logging as well as Debug Logging to record additional information about possible difficulties. You will find the log file named **Modulwerft_EmailManager.log** in the **file /var/log/** of your Magento system.

Configuration of the E-Mail Log

In this section you can activate single features of extension:

- Reduction of log entries
- Removal of log entries

Due to the continual recording of new e-mails the log file's size will grow a lot. You have the option to reduce the extent of log file entries as well as the possibility to remove log entries completely.
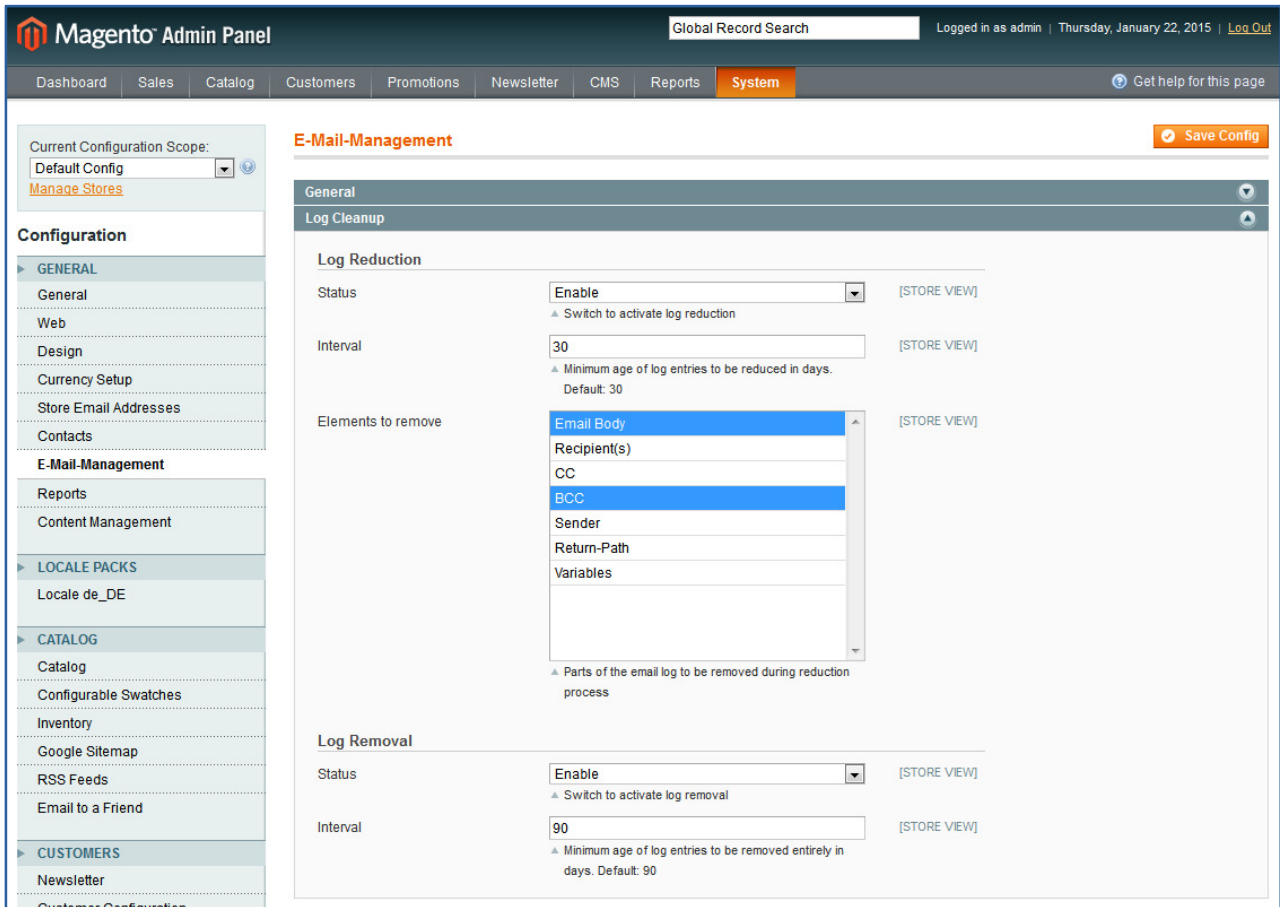
Illustration 2: Configuration of the e-mail log

In the first case, you choose which information of the log file entries you don't need. Often that's for example BCC information. Then switch the **Status** to **Enable** for **Log Reduction**. In the following field **Interval** you set the minimum age for log entries when they will be reduced. Up to this age, they will be available with the complete set of information. Next, you configure which **Elements to remove**. Pressing Ctrl while clicking you can select multiple values.

The greatest effect has the removal of e-mail body and variables. We recommend the selection of CC, BCC, Sender, Return-Path and Variables. The e-mail will still be displayed in your backend, however, a few details will be missing.

Click **Save** in your configuration to apply the new settings.
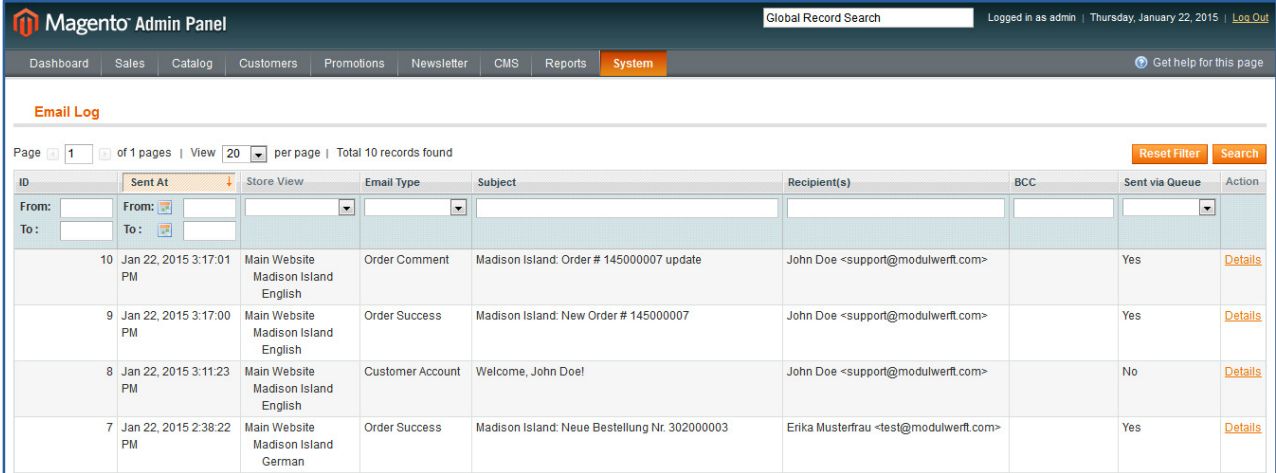
If you want to remove not only parts of the log entries but complete entries, the section **Log Removal** will help you. Switch the **Status** to **Enable** to use the option. Afterwards just set the **Interval** in days after which entries are to be removed.

E-Mail Log

The extension creates a list of all sent e-mails in your Magento backend, except for sent newsletters. You can find this overview under **E-Mail Log** in the menu item **System**. Entries will be visible until they have reached the maximum age according to your extension's configuration and thereafter will be removed

automatically.

A click on any of the list's rows opens the respective e-mail and displays it as the customer received it. All data is included accordingly.

Illustration 3: Overview of sent e-mails in log

E-mails Related to Orders

Besides the general log, the extension links e-mails also in all affected data records sets (e.g. orders, customers) to which the e-mail belongs. It may be orders when the e-mail has a connection to an order. This is the case for example for order confirmations, order comments, invoices, shipping notifications and credit memos. These mails will be shown in the related order's **comments history**. With one click on the e-mail symbol will display the e-mails in a layer.
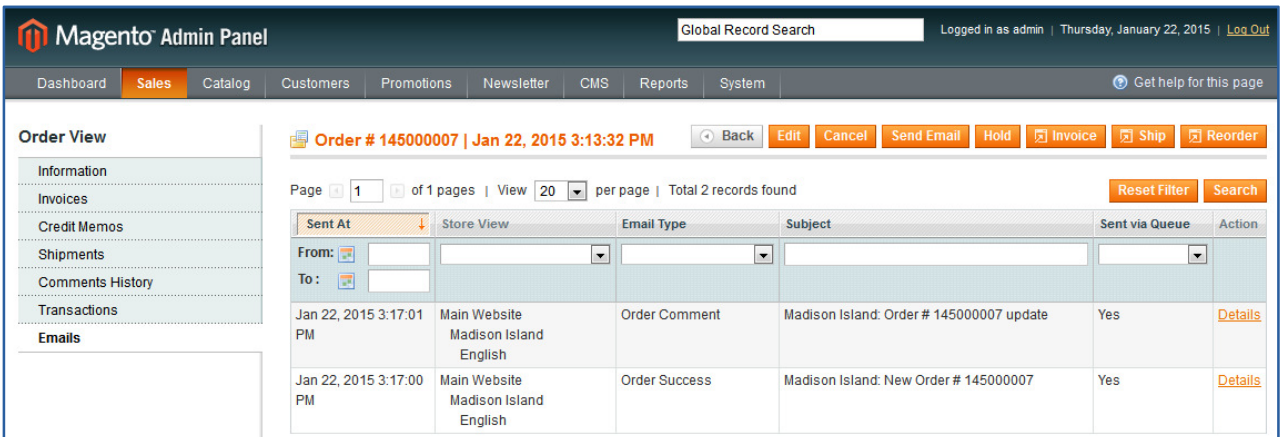
Illustration 4: Integration of e-mail log in an order's comments history

Additionally, these order's e-mails are listed under the tab **E-Mails**. There, too, you can click on a row or on the link **Details** for a graphic display to see what the e-mail sent to your customer looks like.
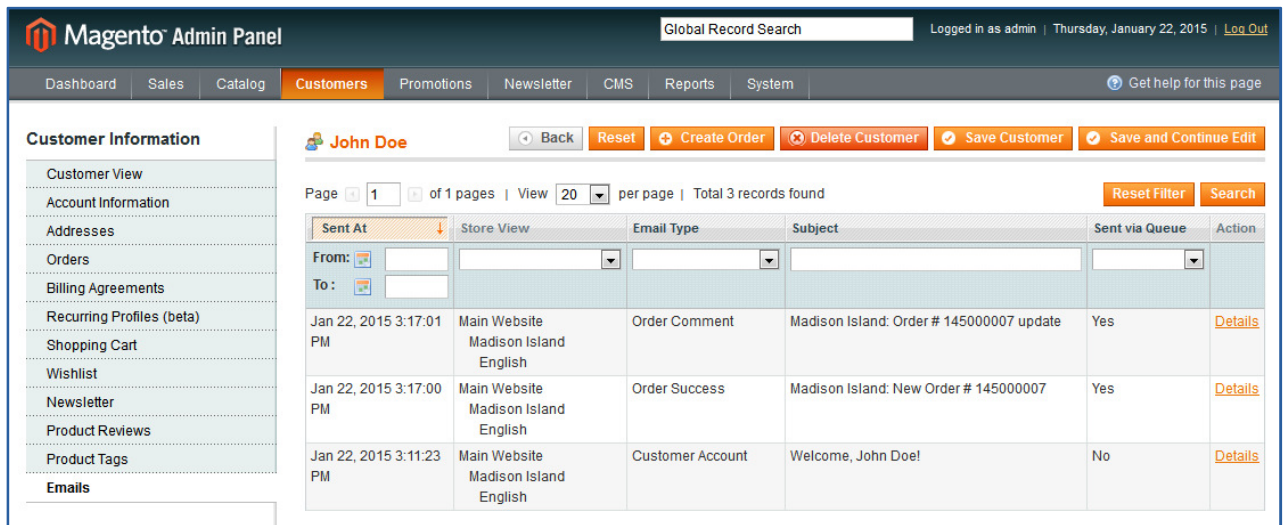
Illustration 5: Overview of all e-mails related to an order

E-Mails Related to Customers

The tab with a list of all related e-mails is not just available for orders, but for the detailed view of **customer accounts** in your Magento backend, too. This will allow you to track e.g. if a customer has received a confirmation for his registration, or an e-mail to reset his password.

Illustration 6: Overview of e-mails related to a customer

E-Mails in Detailed View

In the general e-mail log as well as for any list of related e-mails in the customer management and order management, you are able to view the e-mail in detail. Click on the corresponding row in a list or on the link **Details**. In the comments history of orders, a click on the e-mail symbol will open the detailed view layer.

Illustration 7: Detailed view of an e-mail

Link with all Matching Data Records

Every e-mail is classified by the extension, e.g. as an order confirmation or a customer account e-mail. These classifications help when looking for a particular e-mail, as any list of e-mails can be filtered accordingly.

In addition, the e-mails are linked to all related store data records. These include customer accounts, orders, invoices, shipments, and credit memos. In each of these elements, you will find a link to the corresponding e-mails.

An example

An e-mail to customer John Doe with an attached invoice will be listed in the general e-mail log. Furthermore, you will find it the comments history in Mr Doe's order in your Magento backend and under the tab e-mails. It will also be linked in the detailed view of the corresponding invoice and in Mr Doe's entry in the customer management section.

Troubleshooting

- If Logging or Debug Logging is activated, you can find the **log file** named **Modulwerft_EmailManager.log** in the file **/var/log/** of your Magento system.

- If e-mails are displayed without a time stamp, they probably have not been sent yet but are still queued. As of Magento Community Edition 1.9.1.0, some e-mails are first registered in an e-mail queue and sent out later by a cronjob.

Shopwerft – always a reliable partner.

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