

Email monitoring

Overview

Emails can be sent directly from Backstage, for example those containing a link to a lightbox or an electronic invoice. Please note that monitoring only covers the outgoing email messages on the Backstage side. Backstage does not provide confirmation whether the email was successfully received by the recipient.

You can view all outgoing emails in **Administration > Email Settings > Monitoring**.

Note

The menu item is NOT active in the standard configuration of Backstage. Please contact support@picturemaxx.com if you would like to use this function.

Email monitoring is divided into two sections:

- Unsent Emails
- Sent Emails

You can double-click any entry to open it and view the details.

Email Settings / Monitoring 

▼ Unsent Emails

Edit ▼

Quick Search Filter Sorting Views ▼ Export

ID	Date Sent	Sta...	Subject	Recipient Email Address	Recipient Name	Carbon Copy (CC)	Retries	Error Message	Attachmen...
6283	30.11.2023 13:44:0	0	Your download link to order from				1	Temporary local problem	0

1 Results

▼ Sent Emails

Edit ▼

Quick Search Filter Sorting Views ▼ Export

ID	Date Sent	Subject	Recipient Email Address	Recipient Name	Blind Carbon Copy (BCC)	Attachments
12191	23.07.2025 18:24:56	Invoice for your order at			.com	1
12188	23.07.2025 18:24:59	Your download link to order from				0
12185	23.07.2025 18:04:36	Your registration with			.com	0

Email Settings Monitoring overview: Error Message in Unsent Emails

Note

You can remove the entries that are no longer needed with **Edit > Delete**. Please note that the system does not delete entries automatically.

Unsent Emails

In **Administration > Email Settings > Monitoring**, this section displays all emails that have not yet been sent or are still pending. Double-click an entry to open it and view details.

The following fields provide a quick overview:

Status	Possible values: 0 = New / Waiting for dispatch 99 = Final failed (no further sending attempts)
Retries	This field remains empty until the email has not been initially sent (i.e. while it is still in the queue). As long as the "Retries" field shows a number ≤ 50 and the "Error message" field is empty, Backstage will continue attempting to send the email.
Error message	If an error occurs that prevents the email from being sent, the error message appears in this field. The error code comes from the SMTP server or destination server.

Sent Emails

This section displays all emails that have been successfully sent by Backstage. In these cases, the status is set to 1.

Double-click an entry to open a detailed view:

▼ Sent Email

ID:

62

Date Sent:

21.05.2025

12:57:27

+00:00

Sender Email Address:

mamd@picturemaxx.com

Sender Name:

PM MAM/DAM Team

Recipient Email Address:

support@picturemaxx.com

Recipient Name:

Carbon Copy (CC):

Blind Carbon Copy (BCC):

Subject:

Confirm newsletter subscription: Webgate

Text:

Dear ,
Thank you for your subscription to the following mailing list:
Name: Webgate
Description:
Please confirm your email address by following this link:

Attachments:

0

Mail Server:

127.0.0.1

Port:

25

Connection Security:

0

Use SMTP Authentication:

☐

Header:

Organization: picturemaxx AG

Character Encoding:

utf-8

Mime Type:

plain

Status:

1

Retries:

0

Error Message:

Back to Overview

Email Settings Monitoring: Sent Email details

Email management in Backstage

You can set the email addresses to send messages from Webgate in **Web > Settings > Email Addresses**.

- Enter the default names and addresses for the emails your system sends to your website users.
For example, messages related to lightboxes, download links, new registration notifications or user data changes.
- You can also define who should be copied (CC) or blind copied (BCC) on emails triggered by user actions such as registration, media downloads, or updates to “My Account” information.
- Separate multiple addresses with a comma.

Settings / Email

▼ Website independent notifications

Notification for undelivered mails

'From' Address: 

▼ Website

1 | Web 1.0 

▼ Email Addresses

The names and addresses below are used when your system sends standard emails from your website, such as lightbox and registration emails. Determine who is copied on registration emails and the emails a user receives when downloading media files via your site's basket or changing info on your My Account page. Separate multiple addresses with a comma.

Sender of all System Emails

'From' Address: you@name.tld

'From' Name: Your Name

Download Emails

'CC' Address: 

you@name.tld

'CC' Name: Your Name

User Registration

'BCC' Address: you@name.tld

'BCC' Name: Your Name

Reply To: you@name.tld

My-Account Page Changes

'BCC' Address:

Reply To:

Revert

Save

Set Web Email Addresses