

Service Managed Gateway™

How to Configure an Email Client on an SMG



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1 About this document

1.1 Scope

This document describes how to configure email notification on an Service Managed Gateway (SMG).

1.2 Readership

This document is for engineers who have previous experience configuring and managing networks.

1.3 More information

For more general information about managing the SMG, read the Service Managed Gateway documentation. The current documentation is available online at <http://virtualaccess.com/smgdocs/>

1.4 Terminology

SMTP	Simple Mail Transfer Protocol
ICMP	Internet Control Message Protocol

2 Configuring the SMG

The Service Managed Gateway (SMG) contains an internal web server that is used to configure the SMG. Before you can access the internal web server and start the SMG configuration, you must ensure that your PC has the correct networking set up.

When your Service Managed Gateway is correctly connected to your PC, type `fast.start` into the URL line of your browser to display the Start page.



Figure 1: The SMG start page

If a login page appears type in the login password you received from your administrator.

If you have not received a password, contact the Virtual Access Support team.

Access the Fast Start Wizard by clicking the Fast.Start icon on the Start page of the embedded web.

The Fast Start Wizard will guide you through a series of forms that you must complete to configure your SMG.

3 Email notification

3.1 Email notification overview

You can use the Mail Notification page to configure an email client. The mail notification application uses Simple Mail Transfer Protocol (SMTP) as the transport mechanism that allows the router to forward email event notifications reliably and efficiently to users specified in a recipient list.

When it is configured, this protocol verifies that mail notification is enabled and validates recipient email addresses.

An ICMP Echo Request is issued to the SMTP Server IP address to ensure that a connection has been established with the SMTP server prior to send an email message. In the event that an email delivery fails, a retry will be attempted after the configured Delivery Retry Delay. If the number of retries is exceeded, the mail delivery will fail, an event will be generated, and the email will be discarded.

The mail notification client will generate an INFO event for all mail messages delivered successfully to a user mailbox.

The mail notification client will generate a NOTICE event for all mail messages that are **not** delivered successfully to a user mailbox. In addition to a recipient list, you can also configure a carbon copy (CC Recipients) list to allow a single event notification message to be distributed to multiple users.

3.2 Configuring mail notification

The Mail Notification page can be used to forward filtered events from the SMG to a remote mail server account. For more information on configuring event filters, read the guide '[How to Configure Event Filters on an SMG](#)'.

3.2.1 Create a mail notification client

To create a mail notification client, from the SMG Start page, click **Advanced**.

In the Expert View menu, select **system -> local clients -> mail notification**. The Mail Notification page appears. To view the advanced options, click **Advanced**.

Mail Notification

Enabled

E-Mail From Address

Server IP Address

Server Port

Number of Retries

Delivery Retry Delay

Figure 2: The mail notification page showing advanced options

Field	Description	Command Line				
Enabled	<p>Enables or disables the mail notification client. The server address is tested during initialisation of the email client and is also tested periodically. If the value changes, the mail notification client must initialise or terminate accordingly. Select yes.</p> <table border="1"> <tr> <td>yes</td> <td>Enables the mail notification client</td> </tr> <tr> <td>no</td> <td>Disables the mail notification client</td> </tr> </table>	yes	Enables the mail notification client	no	Disables the mail notification client	Set Smtip System Enabled =
yes	Enables the mail notification client					
no	Disables the mail notification client					
E-mail From Address	<p>The address that will appear in the 'From' line of the email.</p> <p>Note: your mail server may require this to be a valid email address.</p> <p>Enter an email address for the router.</p>	Set Smtip System Sender Email Address =				
Server IP Address	<p>The IP address or the host name of the outgoing mail server.</p> <p>Enter the IP address or the host name of the outgoing mail server.</p>	Set Smtip System Server IP Address =				
Server Port	<p>Enter the number of the application port that the SMTP server is listening on.</p> <table border="1"> <tr> <td>Minimum Value</td> <td>0</td> </tr> <tr> <td>Maximum Value</td> <td>65535</td> </tr> </table>	Minimum Value	0	Maximum Value	65535	Set Smtip System Server Port =
Minimum Value	0					
Maximum Value	65535					

	Default	25	
Number of Retries	Enter the number of times to attempt an email delivery upon failure.		SmtP System Maximum Number Of Email Delivery Retries =
	Minimum Value	0	
	Maximum Value	256	
	Default	3	
Delivery Retry Delay	Enter the number of seconds to delay between email delivery retries.		Set SmtP System Email Delivery Retry Delay =
	Minimum Value	0	
	Maximum Value	3600	
	Default	30	

Table 1: The mail notification fields and their descriptions

When you have adjusted your settings, click **Update**. The Configuration Result Page appears.

You can leave saving your configuration until you have made all the configuration changes you need to. Read section 4 'Saving your configurations', for details on how to permanently save your settings.

3.2.2 Remove a mail notification client

To remove a mail notification client, in the Mail Notification page, click **Delete** and then click **Update**.

3.3 Configuring mail recipients

The destination address for outgoing mail from the SMG is set in the Mail Recipients folder. You can specify the primary recipients using the To List and add secondary recipients to the CC List.

3.3.1 Specify the primary recipients

The TO Recipient Address List identifies the primary users that are to receive event notification messages. A maximum of four recipients can be specified.

In the Expert View menu, select **system -> local clients -> mail recipients -> to list**.

Index	E-Mail Address	Operation
1	karl@virtualaccess.com	modify/delete
2	bobbie@virtualaccess.com	modify/delete
3	unconfigured	add
4	unconfigured	add

Figure 3: The 'to recipient' address list page

3.3.1.1 Add a new user address

To add a new user to the TO Recipient Address List, click **Add**. The TO Recipient Address Entry page appears.

Figure 4: The to recipient address entry page

Enter the user's email address in the field provided and then click **Update**.

Field	Description	Command Line
-------	-------------	--------------

Email Address	Enter the email address of the user that is to receive forwarded event notifications.		Set Smtip Recipient Email Address Value =
	Minimum Length	0	
	Maximum Length	64	
	Units	Alphanumeric	

Table 2: The 'to recipient' address entry field and description

3.3.1.2 Modify an existing user address

To modify an existing user on the TO Recipient Address List, click **Modify/Delete**. Change the user's email address, and then click **Update**.

3.3.1.3 Remove an existing user address

To remove an existing user from the TO Recipient Address List, click **Modify/Delete**. Verify the email address in the field is the desired address. Then click **Delete**.

3.3.2 Add secondary recipients

The CC Recipient Address list identifies the users that are to be carbon copied on event notification messages. You can specify a maximum of four recipients.

Index	E-Mail Address	Operation
1	john@virtualaccess.com	modify/delete
2	unconfigured	add
3	unconfigured	add
4	unconfigured	add

Figure 5: The cc recipient address list page

3.3.2.1 Add a new user address on the CC list

To add a new user onto the CC Recipient Address List, click **Add**. The CC Recipient Address Entry page appears.

CC Recipient Address Entry 2

E-Mail Address

Figure 6: The cc recipient address entry page

Enter the user's email address in the field provided and then click **Update**.

Field	Description	Command Line
Email Address	Enter the email address of the user that is to be carbon copied on forwarded event notifications.	Set SmtP Cc Recipient Email Address Value =
	Minimum Length	0
	Maximum Length	64
	Units	Alphanumeric

Table 3: The CC recipient address entry field and description

3.3.2.2 Modify an existing user address on the CC list

To modify an existing user on the CC Recipient Address List, click **Modify/Delete**. Change the users email address, and then click **Update**.

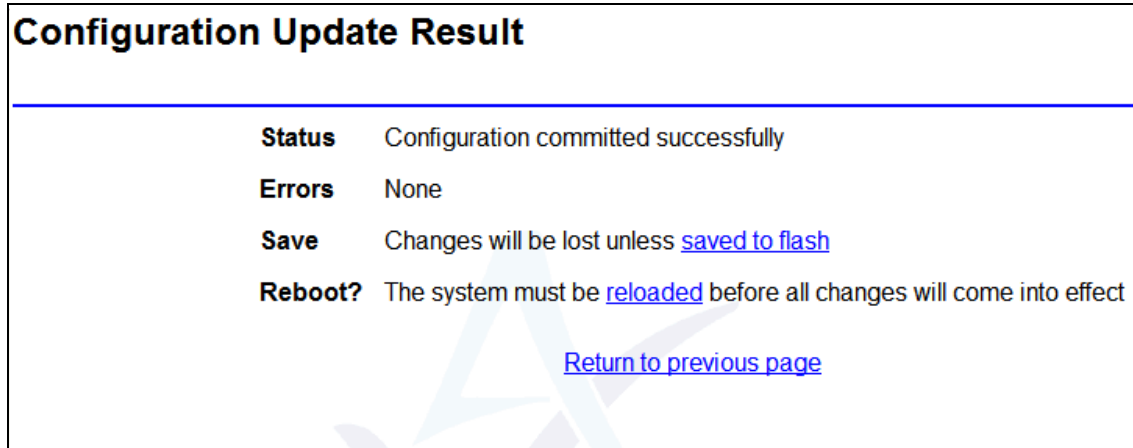
3.3.2.3 Remove an existing user from the CC List

To remove an existing user from the CC Recipient Address List, click **Modify/Delete**. Verify the email address in the field is the desired address. Then click **Delete**.

Click **Update**.

4 Saving your configurations

When you have made all your configurations, click **Update**, the Configuration Update Result page appears.



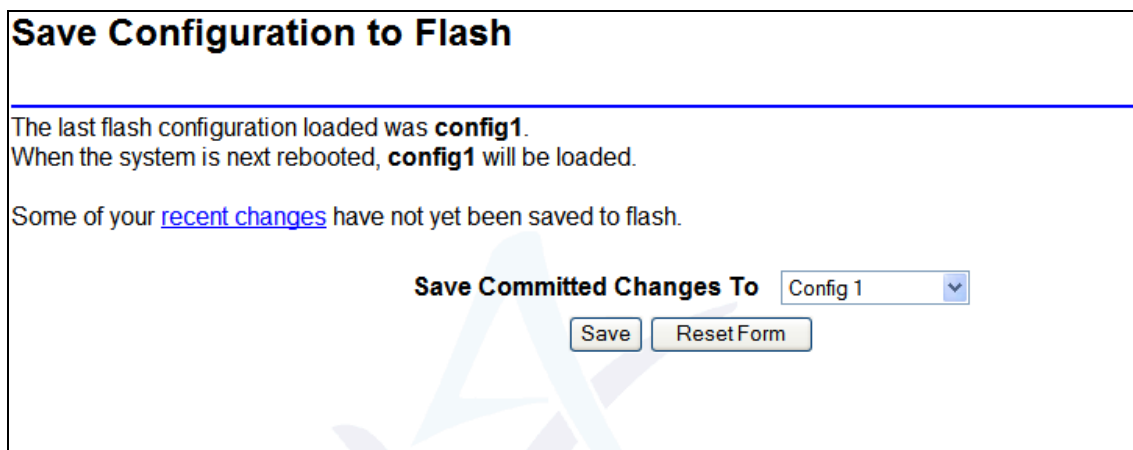
Configuration Update Result

Status	Configuration committed successfully
Errors	None
Save	Changes will be lost unless saved to flash
Reboot?	The system must be reloaded before all changes will come into effect

[Return to previous page](#)

Figure 7: The configuration update result page

Click **saved to flash**. The Save Configuration to Flash page appears.



Save Configuration to Flash

The last flash configuration loaded was **config1**.
When the system is next rebooted, **config1** will be loaded.

Some of your [recent changes](#) have not yet been saved to flash.

Save Committed Changes To

Figure 8: The save configuration to flash page

Click **Save**. The Configuration Saved page appears.

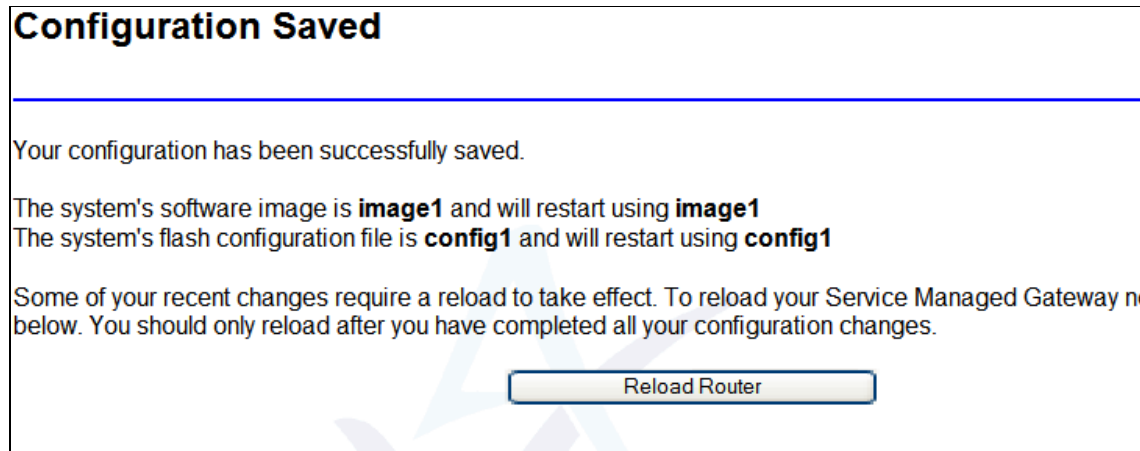


Figure 9: The configuration saved page

Click **Reload Router**.

The Reload Router button shows a progress timer and then the page returns to the Fast.Start page.

5 Test mail notifications

Before you test mail notifications, ensure that all your configuration modifications and additions are permanently stored. Read section 4, 'Saving your configurations', for details.

To test mail notifications, click **Advanced** on the SMG Start page. The Advanced menu appears.

In the left-hand menu, click **Expert View**.

Click **Operations** at the top of the page. In the Operations menu, select **status -> trouble-shooting -> tests -> mail notification test**. The Test Mail Notification page appears.

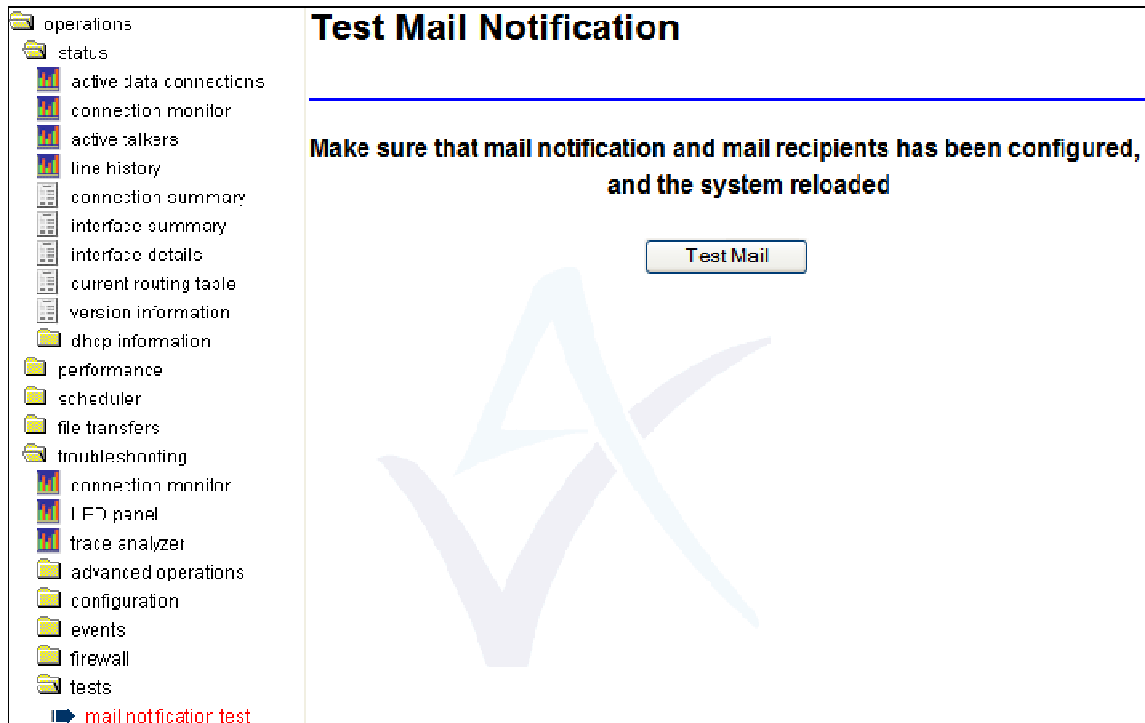


Figure 10: The test mail notification page

Click **Test Mail**.

6 Diagnostics

The Service Managed Gateway supports extensive remote diagnostics, status and SLA monitoring capabilities. The status and diagnostics tools are provided as a series of Java applets.

For more information on general diagnostics, read the guide 'General Diagnostics'.

6.1 Trace analyzer

The Trace Analyzer provides a web interface to event tracing allowing you to quickly locate and analyze problems.

To view the Trace Analyzer, from the SMG start page, click **Advanced**.

In the **Advanced** menu, click **Diagnostics**.

On the Diagnostics page, click **Trace Analyzer**. The Trace Analyzer pop-up window appears.

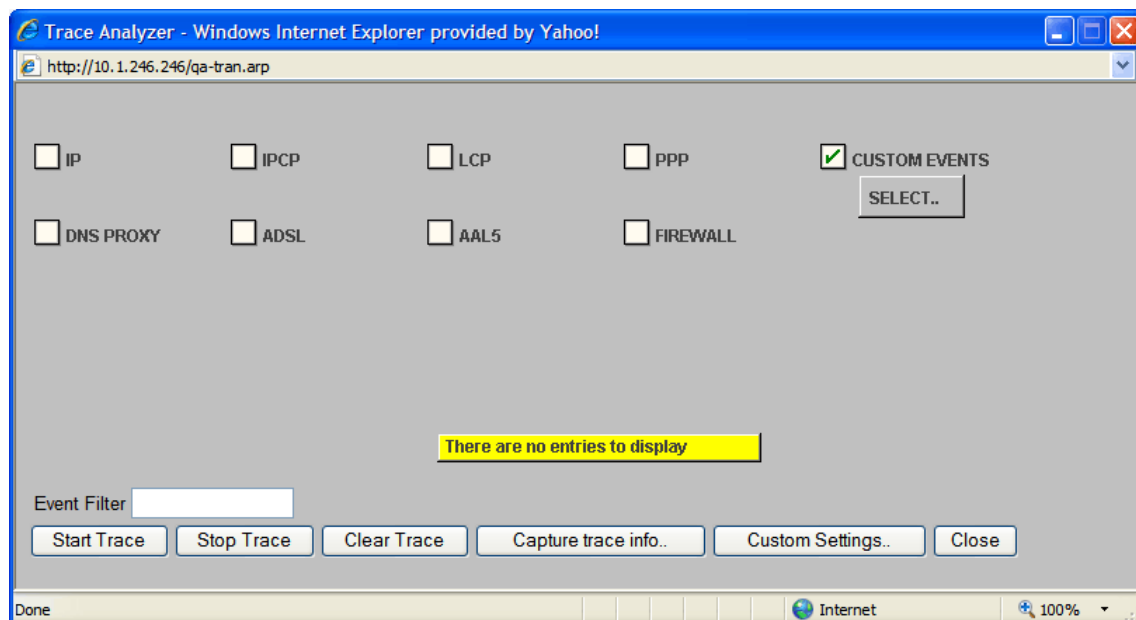


Figure 11: The trace analyzer pop-up window

To view the SNMP traces, check **Custom Events** and then click **Select**. The Select Events to Trace pop-up window appears.

In the Events Available window, scroll to the bottom of the list and select **SMTP**. Click **ADD** and SMTP appears in the Selected Events window.

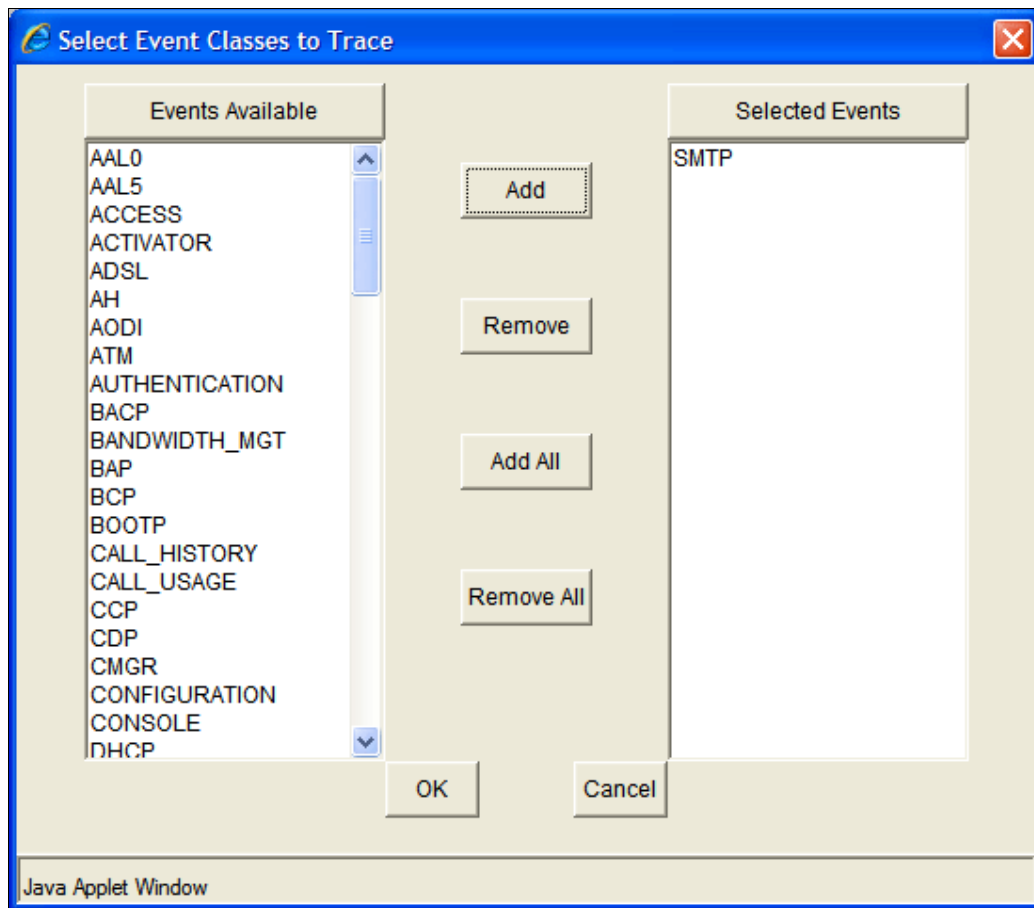


Figure 12: The trace analyzer pop-up window

Click **OK** to save. The pop-up window closes automatically.

When you have added the events, the Trace Analyzer will capture SMTP events. Click **Start Trace**.

6.2 Tracing using the command line

For information on logging on to the command line interface, read the quick guide 'Using the CLI to Manage an SMG'

Tracing via the command line is more flexible than using the trace analyser as you can specify the event severity and use the all class event to trace all event classes.

Command line tracing also allows you to trace to a log file for examining events over a protracted period of time.

If you enter no event severity, all event severities are displayed.

If you chose an event severity, all events of your chosen severity and greater are displayed.

Syntax	Description
++smtp	Starts tracing SMTP events
-snmp	Stops SMTP tracing
++ip::25	SMTP uses TCP port 25. To trace SMTP IP packets via the command line, use this syntax.

-- ip	Stops IP tracing.
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Table 4: The command line tracing syntax and their descriptions

For more information on how to configure diagnostics for the SMG, read the guide 'General Diagnostics'.