

Configuring SiteWatch™ For e-Mail Notification

From time to time the e-Watch® Service program may encounter errors. It is important that errors be identified and corrective action taken. This document describes how to configure SiteWatch™ to send e-mail notification when errors occur.

From time to time the e-Watch Service program may encounter errors. These may be caused by incorrect configuration of SiteWatch, or by network or operating system events beyond SiteWatch control. In either case, it is important that errors be identified and corrective action taken.

One way to identify errors is to regularly check the System Log Report. The System Log Report contains information about all errors encountered by the e-Watch Service program.

A second way to identify errors is to configure SiteWatch to send an e-mail message when an error occurs, as follows.

1. Install Simple Mail Transfer Protocol (SMTP) service on the SiteWatch Server. SMTP is a component of Microsoft Internet Information Services (IIS). Consult the Microsoft IIS documentation for details about installing the SMTP service. The SMTP service must be able to communicate with a POP3 or IMAP mail server. See below for more information about configuring the SMTP service.
2. Run the e-Watch Server App on the SiteWatch server, then click the **Registry** tab.
3. Set the value of registry key **AlertFromEmailAddress** to a valid e-mail address. This address is used as the “From” address in all e-mail messages sent by the e-Watch Service program. *This address must be a valid e-mail address or messages will not be sent.*
4. Set the value of registry key **SupportEmail** to the e-mail address of the desired recipient. This address is used as the “To” address in all error notification e-mail messages sent by the e-Watch Service program.

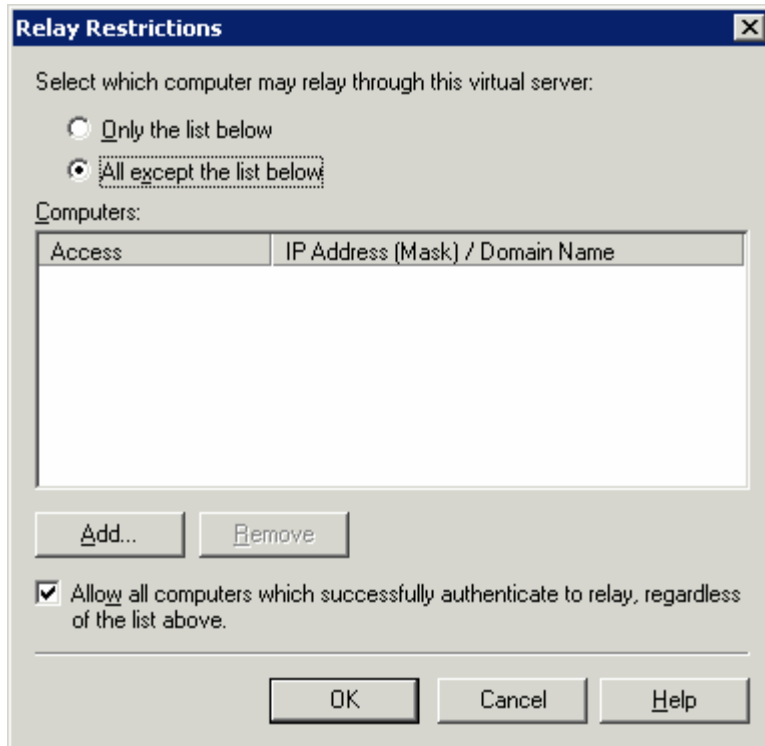
When correctly configured, the e-Watch Service program will send an e-mail message with descriptive information to the **SupportEmail** address whenever an error occurs.

If the e-mail messages are not delivered to the **SupportEmail** address, check the folders under the SMTP service root (typically c:\inetpub\mailroot) . Messages with an invalid “From” or “To” address will be found in the Badmail folder. Messages that have not been forwarded to a POP3 or IMAP mail server will be found in the Pickup folder.

Configuring The SMTP Service

These are the minimum configuration steps required for the SMTP service.

1. Open the IIS Manager.
2. Right-click on SMTP Virtual Server, then click Properties.
3. Click the Access tab
4. In the Relay restrictions box, click the Relay button.
5. Configure the SMTP server to allow relay, as shown below:



6. Click the Delivery tab.
7. Click the Advanced button.
8. Configure the Fully-qualified domain name and Smart host as shown below:

Advanced Delivery

Maximum hop count:
15

Masquerade domain:
[Empty text box]

Fully-qualified domain name:
EWATCHDEV [Check DNS]

Smart host:
[192.199.76.17]

Attempt direct delivery before sending to smart host

Perform reverse DNS lookup on incoming messages

OK Cancel Help

9. The Fully-qualified domain name can be anything, but should not match any real network domain name. The default is the computer's computer name. The Smart host must be the IP address or network name of a real POP3 or IMAP mail server. IP address are in brackets as shown; network names are not.

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