Configuring E-mail Send/Receive Monitoring
With Sentry-go Quick & Plus! monitors

Be Proactive, Not Reactive!

One of the key tasks of any Windows Exchange server is to allow connected users (and external customers) to send & receive e-mail. It is therefore important to ensure that mail can both be sent and received using your standard methods. If mail cannot be sent, many - if not all users will be affected, as may their ability to communicate with other organisations & customers.

With Sentry-go, you can easily monitor the ability to send/receive e-mail using ...

- SMTP (to send e-mails)
- POP3
- IMAP4

Sentry-go performs these checks by periodically sending a dummy e-mail from one account to another and then checking to ensure the message arrives within the given timeout period. Typically, a dummy e-mail account is used for this check.

In this guide

System requirements

This component is fully compatible with both Sentry-go Quick Monitors v6 and above, and Sentry-go Plus! v6 monitors and above. Access to Microsoft Exchange and a suitable e-mail account is required for this component to function correctly.

In order for Sentry-go to logon & access the mailbox for the target user using POP3 or IMAP, you should ensure ...

- The ID specified has "Logon As a Service" permissions on the local server (or domain)
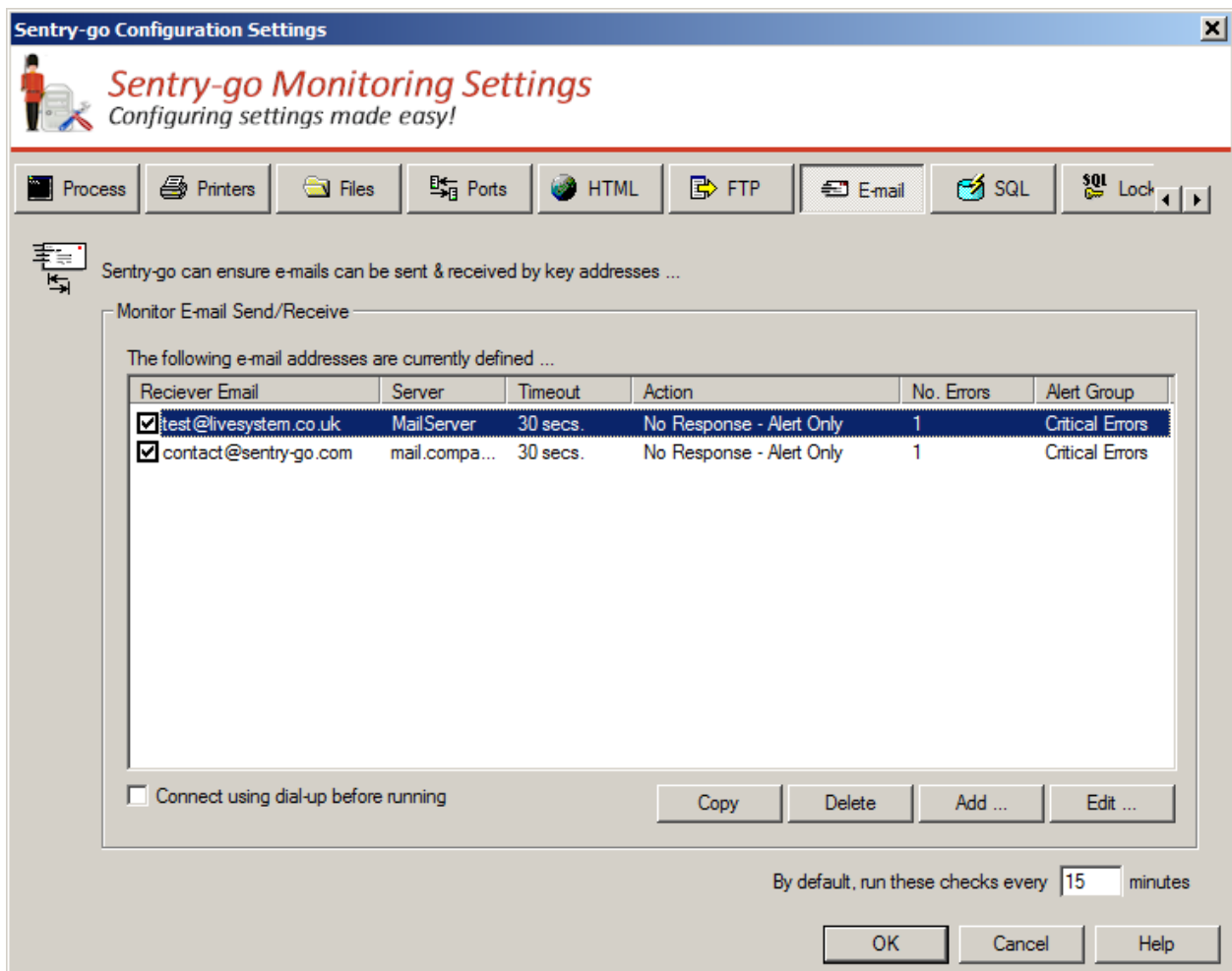- The ID specified has "Logon Locally" permissions on the local server (or domain)

The ID specified is defined as an Administrator of the local machine or domain

Recommended monitoring settings

It is recommended that a dummy e-mail address be set up on each Exchange server and periodically the sending & receiving of e-mails to/from this address be tested using your standard protocols.

Monitoring e-mail send/receive availability

To configure e-mail send/receive monitoring, configure the appropriate monitor and select the "E-mail" tab.

Connect using dial-up before running checks

Tick this option if your server isn't permanently connected to the network & you want Sentry-go to use dial-up to connect prior to running e-mail checks.

For more information, please see the "Sentry-go Dial-up Networking" guide.

By default, run these checks every (minutes)

This value specifies how often, in minutes, the monitor should check that an e-mail can be sent & received by each defined mailbox etc.

Configuring e-mail send/receive availability monitoring

To monitor a new e-mail address or mailbox, or edit an existing one, select the Add or Edit option from the main window. The upper portion of the window defines how the test e-mail is to be sent using SMTP. The lower portion determines how the arrival of the e-mail is to be verified, using either POP3 or IMAP4.

From here you can define the mailboxes that will be used to check that e-mail can be sent & received.

SMTP Server

This is the name or IP address of your SMTP server - the server used to send e-mails within your organisation. This is typically the same as the server specified in your mail client's configuration such as Microsoft Outlook.

Using Port

This is the number of the port on which the SMTP server defined listens for inbound requests. In most cases, this will be the standard SMTP port, 25.

Sender's e-mail address

This value is used to specify the e-mail address that will send the dummy e-mail. It should typically be an address that belongs to your own domain and should be in the format similar to SentrygoUser@<YourDomain>, e.g. SentrygoUser@Company.com

Using (SMTP type)

This option determines how the monitor will send the e-mail …

- You can select one of the following options – typically to match your e-mail client settings, or you can click "Auto Detect". The latter allows Sentry-go to determine the available e-mail options and display these to you.

- **Non-authenticated SMTP.** Select this option if you do not need to logon to your SMTP server in order to send e-mails.

- **Auth, Secure SMTP (Win 2000/CDO Only).** Select this option if you wish to send an e-mail using authenticated & secure (SSL) SMTP through the older Microsoft CDO library.

  - To use this option, Microsoft Collaborative Data Objects (CDO) must be installed on the monitoring server. This option is usually used only when configuring older Windows servers. If you have the Microsoft .NET framework installed, use one of the new options below.

- **Auth, Secure SMTP.** Select this option if you wish to send an e-mail using authenticated & secure (SSL) SMTP.

  - To use this option, the Microsoft .NET framework version 2.0 must be installed on the monitoring server.

- **Auth, Non-Secure SMTP.** Select this option if you wish to send an e-mail using authenticated but non secure SMTP.

  - Use this option to use when your e-mail (SMTP) server doesn't support secure connections but still requires authentication (user/password logon).

    To use this option, the Microsoft .NET framework version 2.0 must be installed on the monitoring server.

Auto Detect …

When you click this button, the Configuration Utility connects to the monitor, sending it the details entered on this window. It then uses these details to determine which e-mail options are available to you – displaying the results in a window similar to this …
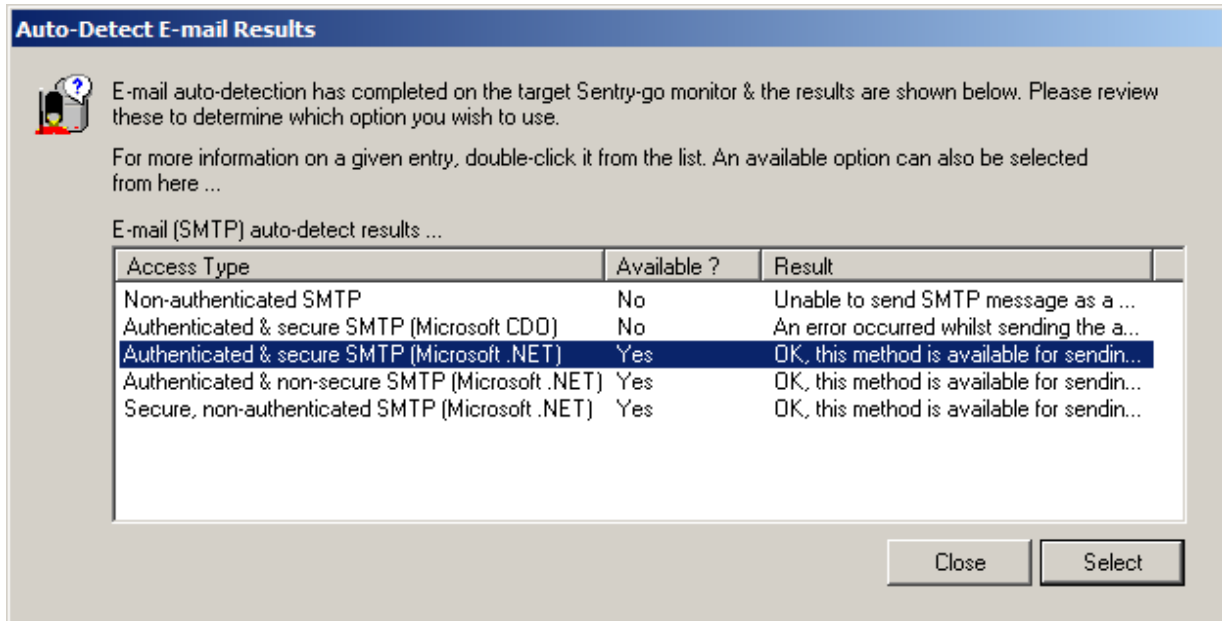
From here you can view the results & see which e-mail options are available to you, based on the settings entered. You can also select the entry you wish to use.

SMTP User

Enter the user ID that can logon to your SMTP server, if required.

Password

Enter the password for the above user ID, if required.

Retrieve e-mail using

Select the method by which you wish to check the receiving e-mail - typically the method you use within your mail client ...

- **Post Office Protocol (POP3)**

    Select this option to retrieve e-mail through a POP3 server.

- **Internet Mail (IMAP4)**

    Select this option to retrieve e-mail through internet mail via an IMAP server.

POP3, IMAP Server

This value defines the name or IP address of your POP3 or IMAP4 server. This is typically the same as the server specified in your mail client's configuration such as Microsoft Outlook.

Recipient's e-mail address

This value is used to specify the target e-mail address - i.e. the address that will receive the dummy e-mail. It should be a valid address defined on your Exchange server - typically a dummy account and in the format <User>@<YourDomain>.

> The monitor will access this account's in-box to verify the arrival of the message and so it's permissions should be set accordingly. The dummy e-mail is automatically deleted once it has arrived.

Mailbox User

This is the Windows ID of the user who's mailbox the e-mail is being sent to - i.e. the user defined above.

> This must be a valid account and have access to the inbox corresponding to the "receivers e-mail address" - see "System requirements " above

Password

This is the password for the above user. This enables the monitor to access the inbox to verify message receipt.

Fail if not received within

This value specifies the number of seconds the monitor will wait for the dummy e-mail message to arrive in the above user's in-box. If the message has been sent successfully, an error is raised if the e-mail is not received within this time period.

Typically, this value should be approx. 30 seconds, but a higher value may be needed on busy or slower systems.

Testing SMTP, POP3 or IMAP connectivity

You can optionally check connectivity to the defined mail servers by clicking the appropriate "Test" button. When selected, the Configuration utility connects to the target monitoring server (the server being configured) in order to run the test, the results of which are then displayed in the resulting web page.

In order to check the configuration, the target Sentry-go monitor must be running with web reports enabled.

The monitoring check itself is not run. However, depending on the button selected, connectivity to the defined SMTP server (standard or authenticated), POP3 or IMAP4 server will be verified.

For authenticated SMTP checks, a dummy e-mail will be sent to the defined e-mail address.

The parameters, along with the test results are shown on the web page. In some cases, errors may be obvious and easily corrected; in others, additional diagnostic information may be found in the Sentry-go log file, accessible on the server or via the web reports menu.

For more information on the Sentry-go log file, please see the "Configuring Logging Options" guide.

Temporarily ignoring a configured check

In some cases, you may wish to exclude a check from monitoring without removing it permanently. To do this, simply remove the "tick" or check against the entry you wish to ignore in the main list.

Configuring an automatic response

In the event an error is detected, Sentry-go can be configured to optionally respond automatically - i.e. to take action itself.

To configure this, select entry from the list and click Edit. On the resulting window, select the "Response" tab.

For more information on the options available as well as details on how to configure automatic responses, please see the "Configuring Automatic Responses" guide.

Configuring an alert

In the event an error is detected and either no automatic response is defined or the response doesn't resolve the fault, an alert will be triggered. Depending on the monitor's general settings, you can either notify one or more contacts individually, or specify the alert group you wish to inform.

To configure these options, select the entry from the list and click Edit. On the resulting window, select the "Alert" tab.

For more information, please see the "Configuring Sentry-go Alerts" guide.

More Information

If you need more help or information on this topic …

- Read all papers/documents on-line.
- Watch demonstrations & walkthrough videos on-line.
- Visit http://www.Sentry-go.com.
- Contact our Support Team.