

The Sentry-go Monitoring System Monitoring E-mail Send/Receive Functionality

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Be Proactive, Not Reactive!

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Symbols

Thank you for choosing Sentry-go® as your monitoring solution for Windows. In this guide, the following symbols are used to denote specific items ...



Important information which should be noted – it may affect what you are trying to do.



Additional information relating to the operation being described is shown.

Background

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.

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.

User Permissions

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

Quick Facts

Here is a summary of the options available with this component. They are discussed in more detail in the pages that follow ...

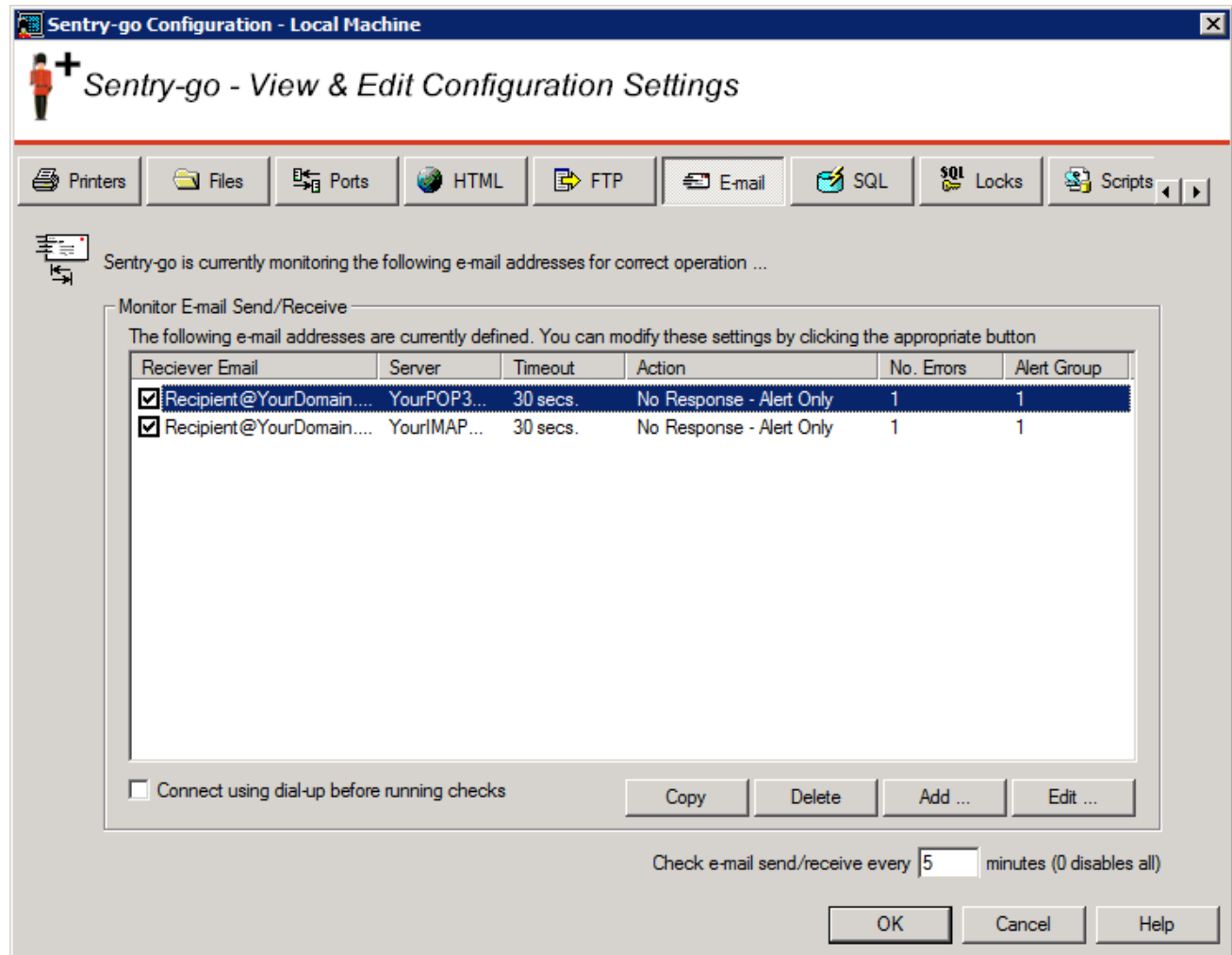
Component :	E-mail Send/Receive Monitor
Aim/Description :	To ensure e-mails can be successfully sent & received within a given timeframe in order to test all underlying transports & services. To mimic a user e-mail send/receive function.
Main Monitoring Features :	<ul style="list-style-type: none">• Check e-mails can be sent using SMTP• Check e-mails can be received using POP3• Check e-mails can be received using IMAP4• Check e-mails are received within the expected timeframe
Periodic Monitoring :	✓
Scheduled Monitoring :	
Local Monitoring :	✓
Dial-up Support :	✓
Alerting :	All alerting & auto-response options available
Web Reports :	Status report
External software req's :	Microsoft CDO, or .Net Framework v2.0 for the sending of authenticated e-mails.

Monitoring E-mail Send/Receive Functionality

To monitor e-mail send/receive functionality, simply select the Sentry-go monitor from the Client Console with the right mouse button and click "Configure".

A window containing a number of tabs will be displayed. Select the "E-mail" tab to check the sending & receiving of e-mails to/from one or more addresses.

The resulting list will show all the currently defined e-mail address/mailboxes that are to be periodically checked. From here you can add new monitored items, edit existing ones or delete them from the monitor's scan.



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 ["Sentry-go - Configuring Dialup Networking"](#).

Check e-mail send/receive 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 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.

Edit E-mail Address

E-mail Send/Recv **Response**

This check periodically monitors the sending and receiving of a test e-mail. Please define the e-mail address you wish to verify & how the mail should be sent ...

These details entered will be the same as used by your mail client (e.g. Microsoft Outlook)

How should the e-mail be sent ?

SMTP Server : YourSMTPServer using port : 25

Sender's e-mail address : Sentry-go@YourDmain.com

Using : Non-authenticated SMTP

SMTP User : Password :

Test ...

How should the e-mail be received ?

Retrieve e-mail using : Post Office Protocol (POP3)

POP3 or IMAP Server : YourPOP3Server

Recipient's e-mail address : Recipient@YourDomain.com

Mailbox user : Recipient

Password (no spaces) : *****

Test ...

Fail if not received within : 30 seconds

OK Cancel Help

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 ...

- **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 (Microsoft CDO).** Select this option if you wish to send an e-mail using authenticated & secure (SSL) SMTP through the Microsoft CDO library.


 To use this option, Microsoft Collaborative Data Objects (CDO) must be installed on the monitoring server.

- **Auth, Secure SMTP (Microsoft .NET).** Select this option if you wish to send an e-mail using authenticated & secure (SSL) SMTP with Microsoft .NET and the goNetMail utility.

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

goNetMail.exe is an external utility provided with Sentry-go and installed as part of v5.2 and above.

- **Auth, Non-Secure SMTP (Microsoft .NET).** Select this option if you wish to send an e-mail using authenticated but non secure SMTP with Microsoft .NET and the goNetMail utility.

 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.

goNetMail.exe is an external utility provided with Sentry-go and installed as part of v5.2 and above.

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 "User Permissions" 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 Client Console 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, see [“Sentry-go - Configuring Logging Options”](#).

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, an alert will be triggered. In this case, Sentry-go can be configured to either respond automatically (i.e. take action itself), alert one or more Administrators, or both.

To configure what the monitor should do in the event an error is detected, select the 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 alerts & responses, see [“Sentry-go - Configuring Alert & Automatic Response Options”](#).

More Information, Help & Support

More information can be found in the guides that accompany the Sentry-go software. You can also access the following resources ...

- For the very latest information & product updates, please visit <http://www.Sentry-go.com>
- For sales advice, please e-mail Sales@Sentry-go.com
- For technical support, please e-mail Support@Sentry-go.com



3Ds (UK) Limited
Design, Develop, Deliver Solutions!

69, Esher Road,
East Molesey,
Surrey.
KT8 0AQ

<http://www.3Ds.co.uk>