



How to Monitor E-mail Send/Receive Availability with Sentry-go

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Be Proactive, Not Reactive!

Monitoring your e-mail functionality (the ability to send & receive e-mail) is quick & simple with Sentry-go. Once configured, the monitor can periodically verify that e-mail functionality is working correctly and alert you immediately issues are detected.

To do this, follow these steps ...

- Start the Easy Access Utility or Client Console, select the monitor & click "Configure".
[Click here for more information on configuring Sentry-go.](#)
- Select the "E-mail" button to display the primary E-mail Verification list.
- Click "Add" to add a new check. The properties window for the check will be displayed.

Add E-mail Address

E-mail Send/Recv Response Alert

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 : using port :

Sender's e-mail address :

Using :

SMTP User : Password :

How should the e-mail be received ?

Retrieve e-mail using :

POP3 or IMAP Server :

Recipient's e-mail address :

Mailbox user :

Password (no spaces) :

Fail if not received within : seconds

- The system works by sending a test mail & ensuring it arrives within the given timeframe. In the top section, you specify how the e-mail should be sent ...
 - First enter the name or IP address of the SMTP server you wish to use to send the e-mail.
 - Enter or confirm the port on which e-mails are sent. By default, this will be port 25.
 - Next enter the e-mail address of the sender. Typically this must be an e-mail address at your domain – i.e. a domain linked to the above SMTP server.
 - Select how you wish to send the e-mail, which will be dependent on the SMTP configuration used by your organisation or ISP and whether it requires authentication.

To send an authenticated e-mail, you can use either Microsoft CDO or .NET. For newer versions of Windows, we recommend using the .NET options.

- If your SMTP server requires authentication, enter a valid user ID.
 - If required, enter the password for the above user.
 - To verify the SMTP settings entered & ensure the mail can be sent, click the “Test” button.
- The lower section defines how the test mail will be received and how the monitor can verify its arrival ...
 - Select how you wish to receive the e-mail, either using POP3 or IMAP. Typically this will reflect how your client mail application accesses e-mail.
 - Next enter the name or IP address of your POP3 or IMAP server. This is the server that holds the mailbox that is defined below.
 - Enter the recipient’s e-mail address – this will be a mailbox on the above server that the test e-mail will be sent to.
 - Enter a user ID that has access to the mailbox. Typically this will be the e-mail address or on a Windows server, a Windows login ID associated with the mailbox etc.
 - Enter the password associated with the mailbox user.
 - Finally enter the maximum time you want to wait for the mail to arrive. If the message does not arrive within the time entered here, an alert will be triggered by the monitor.
 - To verify the receiving e-mail settings & ensure the mailbox can be accessed, click the “Test” button.
 - Click “Response” to define any automatic action you wish Sentry-go to take in the event the check fails. These settings include ...
 - How many errors should occur in succession before action is taken.
 - The auto-response the monitor should take, if any, if the check fails.
 - [Click here for more information on defining automatic responses.](#)
 - Click “Alert” to define the alert that should be triggered in the event the check fails. This includes ...
 - Which group should be notified of the failure.
 - How members of the group should be notified.
 - When notifications should be run etc.
 - [Click here for more information on defining alerts.](#)

More Information

If you need more help or information on this topic ...

- See [Monitoring E-mail Send/Receive Availability](#).
- Contact our [Support Team](#).
- Watch [demonstrations & walkthrough videos on-line](#).
- Visit <http://www.Sentry-go.com>.

