

Description: Guide to set up SMTP in IIS to work with the SMTP mail agent in AlarmWorX64 Multimedia

OS Requirement: Windows Server 2003 x64/ Server 2008 x64/ Server 2008 R2 x64/ Windows 7 x64

General Requirement: Installation of GENESIS64 10.7 including AlarmWorX64 Multimedia and SMTP Server in IIS

Introduction

With the introduction of SMTP mail agent it is now possible to install an SMTP server in IIS and send out your alarm notification via email using your local SMTP server. The purpose of this document is to walk you through the necessary steps to configure your system to send and receive mail messages on your local machine using the SMTP server in IIS. Please note that it is up to you to set your SMTP server to allow emailing outside of your local machine.

Installing SMTP Server

On most versions of windows, you can install your own SMTP Server within IIS. The installation path is different for each version of windows. In general, you can find it within Add/Remove Components. For simplicity sake, we will only cover the installation of SMTP Server in Server 2008 64-bit in this application note. Please also note that IIS is automatically installed when you install Gen64 products as it is one of the requirements.

1. Go to Start → Control Panel → Programs and Features.
2. Once the Programs and Features dialog comes up, click on the “Turn Windows Feature On/Off” option on the left. This will bring up the “Server Manager” window

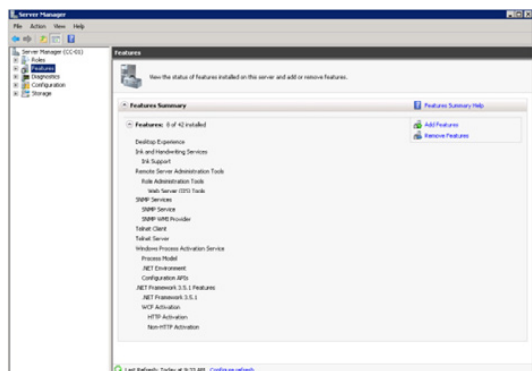


Figure 1 - Windows Components Wizard: E-mail Services

3. Go to “Features” and select ‘Add Features’
4. In the “Add Feature Wizard”, select “SMTP Server”. If you don’t have the required roles yet to install this, a small window will ask if you want to install the required roles.

5. The Add Features Wizard will then confirm your installation selections and you should see SMTP Server listed there. Click Install.
6. Once the installation is finished, you can open the IIS Manager and see that it’s installed

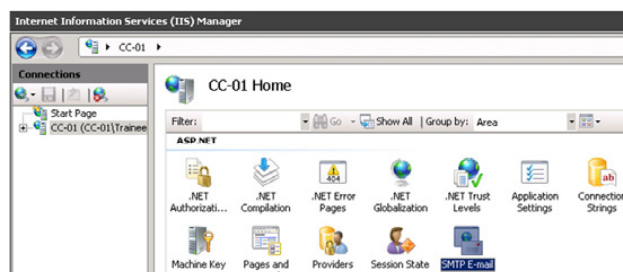


Figure 2 - SMTP Server in IIS Manager

Setting up Pop3 Service

Please note that Pop3 service is no longer supported in Windows Server 2008 or newer Server-class OS. You will need to use email client such as Outlook to receive emails in Server 2008. This instruction is intentionally left for those who is using Windows Server 2003 64-bit.

We will need to setup a POP3 server to receive emails from the Multimedia server.

1. Go to Start → Settings → Control Panel → Administrative Tools → Services.
2. In the Services Manager, look for a service named “Microsoft POP3 Service”.
3. Once you find this service, look at the Startup Type, if it is set to Manual, double click to bring up its property and set the startup type to be Automatic.
4. Start this service if it is stopped and close the Services Manager.
5. Go to Start → Settings → Control Panel → Administrative Tools → POP3 Service
6. In the “POP3 Service” window, click on “New Domain” and give it a domain name in the popup dialog and click on “OK”

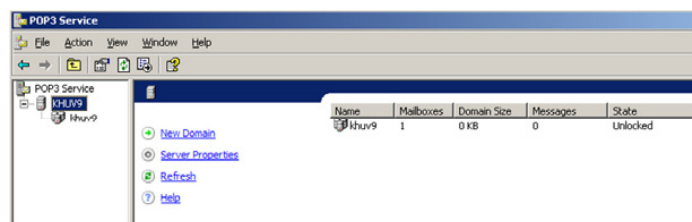


Figure 3 - New Domain in POP3 Service

7. Right-click on the new domain that you’ve just created and select New → Mailbox

8. Give the mailbox a name and a password and click on “OK”

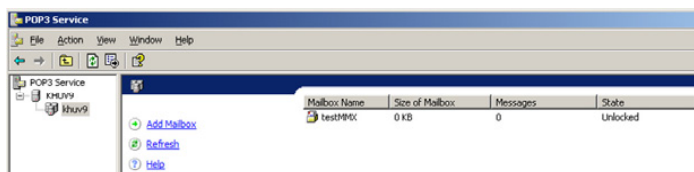


Figure 4 - New Mailbox in POP3 Service

9. Once you are done, you should get a confirmation similar to the one in Figure 5. You may want to write down the email address for later reference.



Figure 5 - Mailbox Creation Confirmation

Testing Your SMTP Server

Before we try to test this with AlarmWorX64 Multimedia, we should test and make sure the SMTP server functions as expected with a mail client. In this section, we will setup Outlook as our client for a simple test. For this purpose, we will use Office (Outlook) 2007.

1. Go to Start → All Programs → Microsoft Office → Microsoft Outlook 2007.
2. If you have never setup Outlook before, the Internet Outlook 2007 Startup will come up. You can follow the on screen instructions to create an account.
3. When it asks for your email address, you can use the email address that it gave you during your POP3 Service setup. If you do not have the POP3 service set up, you will need to use Exchange Server, Small Business Server, or other third party POP3 services, which will not be covered here
4. You can give the incoming and outgoing mail servers your computer name and click on “Next”

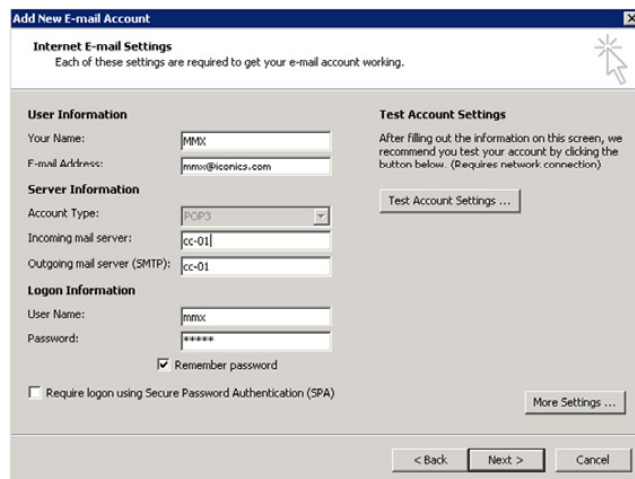


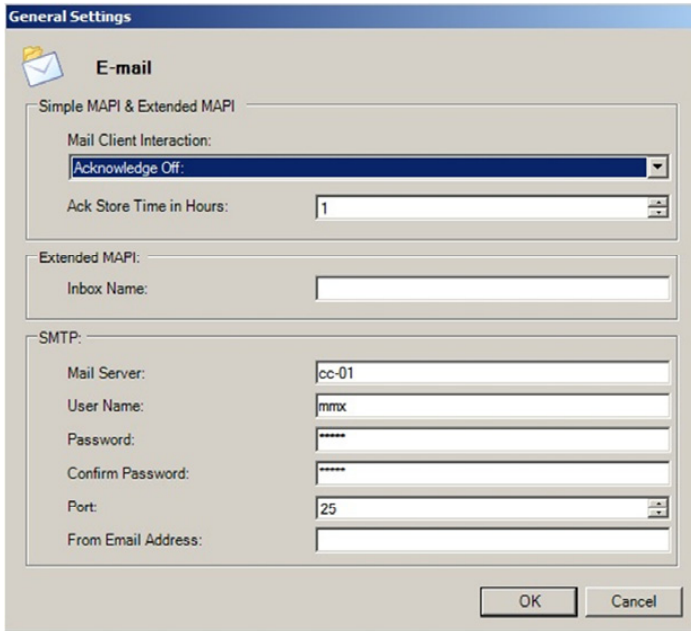
Figure 6 - Configuring Outlook Express E-Mail Server

5. Click on “Finish” in the next screen. We will now send an email to ourselves in outlook to make sure that its setup correctly.
6. In Outlook, go to Tools → Account Settings. In the E-Mail tab, select the account that you have just created and click on “Change”
7. It will open the email dialog, make note of the email address and close the dialog.
8. In Outlook, click on “New”. In the new message window, type in the email address that we just created (accountName@serverName).
9. Send the email and look for it in your inbox.

Setting up AlarmWorX64 Multimedia

With the last test, we know that emailing on the local server works. We can now setup AlarmWorX64 Multimedia to take advantage of our local SMTP server. Before you begin, you should make sure that UAC is turned off on your computer.

1. Start AlarmWorX64 Multimedia configurator from Start → Programs → ICONICS → AlarmWorX64 Multimedia → AlarmWorX64 Multimedia
2. Once in the configurator, expand your server → Configurations → Multimedia Agents → E-mail
3. On the right-hand pane, click on “General Settings...”
4. In the “General Settings” dialog that comes up, enter your computer name for the Mail Server in the SMTP section. Also enter your new email address and password and click on “OK”



The screenshot shows the 'General Settings' dialog box with the 'E-mail' tab selected. It is divided into three sections: 'Simple MAPI & Extended MAPI', 'Extended MAPI', and 'SMTP'. The 'SMTP' section is active, showing fields for 'Mail Server' (cc-01), 'User Name' (mmx), 'Password' (masked with asterisks), 'Confirm Password' (masked with asterisks), 'Port' (25), and 'From Email Address' (empty). The 'Mail Client Interaction' dropdown is set to 'Acknowledge Off', and the 'Ack Store Time in Hours' is set to 1. 'OK' and 'Cancel' buttons are at the bottom right.

Figure 7 - SMTP Setting in AlarmWorX64 Multimedia

5. Right-click on E-mail and select New → Multimedia Agent settings
6. Give this agent a name, a template (you can use the default Email), and the Send To address (this should be the email address you created). Click on the “Apply” button to save the configuration
7. Once you have configured the agent, click on the “Test” button in the agent. You should then get a confirmation message.

NOTE: We assume that you are currently using the SMTP email agent. If that is not the case, you should switch to using the SMTP email agent to continue the test.

8. You should then see a test email in Outlook.
9. Congratulations, you can now use your local SMTP server to send out emails alarm notifications.