

## **Email Alert Troubleshooting Guide**

### **Troubleshooting IIS or CheckPoint SMTP**

1) If IIS is selected as the email transport, then the entries made in the App config does NOT apply. Email will be sent via the default host name set up in IIS. (Admin tools\IIS\local computer\Default SMTP virtual server\properties\Delivery tab\Advanced\Host name).

2) If CheckPoint SMTP is selected, then the set up in App Config does apply. The EMailer service must be started (Status\Services) and this is the service that our program uses to send the email. CheckPoint SMTP gives you better control over how the email is going out. Diagnostic tools, as shown under, can help pinpoint the trouble spot.

(The choice to select IIS or CheckPoint SMTP can be made on the menu bar in Email\Setup)

### **Email Troubleshooting Guide:**

If email alerts are not being sent, there are 2 places to check:

#### **EML-EMD extension:**

Verify that the TempSys Temperature Assurance Controller Service is generating emails:

Go to C:\Documents and Settings \ All Users \ Application Data \ Tempsys \ CheckPoint

Unsent emails have .eml extension

Sent files have .emd extension.

If there are no eml files, the temperature service has a problem - try restarting the service.

If there are eml files, the EMailer Service has a problem.

If there are emd files, the upstream mail server has a problem or not relaying the message. Contact IT.

If there are unsent eml files, find out why they're not going out. The mail service maintains a log of it's most recent session with the upstream server (sendmaillog.trxt).

#### **SendMailLog.txt:**

After sending a test email, view the messages sent back from your mail server in the SendEmailLog.txt which can be found in C:\windows\temp, or C:\WinNT\Temp (for Windows 2K). If the log file is missing, restart the TempSys EMailer service (Right click on My Computer\Manage\Applications & Services\Services) or in Status\Services, stop/start the EMailer Service.

Here's a sample log file:

```
[rx] 220 seahorse.shentel.net ESMTP Sendmail 8.13.6/8.13.6; Thu, 25 May 2006  
17:31:50 -0400  
[tx] HELO Wes  
[rx] 250 seahorse.shentel.net Hello n109s004.bbr1.shentel.net  
[204.111.109.4], pleased to meet you  
[tx] AUTH LOGIN
```

[tx]

[rx] 500 5.5.1 Command unrecognized: "AUTH LOGIN"

Error -500 in SendMailMessage: , 2

**To clear this file do another test, or you can delete the file altogether. When you send a new test email, a new log will be automatically created. (You must stop the emailer service in order to delete files).**

### **Diagnosis using the log:**

The lines starting with [rx] are received from the mail server, [tx] means sent to the mail server. This particular example shows us contacting the mail server and starting the login process ([tx] AUTH LOGIN). This mail server is not configured to use logins and so sends back an error and terminates the session.

If your mail server is not configured to use logins, then in Settings\Application Config, keep the Mail Login and Mail Password blank.

If you get this message:

**Error 10048** in SendMailMessage: Only one usage of each socket address (protocol/network address/port) is normally permitted.

This means that the email server that is part of IIS is running on the server, preventing the CheckPoint email service from getting to the network port. Stop the IIS email server. The emails in Checkpoint's queue will then be sent automatically.

**Error 530** means that your login and password were not accepted by the server. In Settings\App Config,: If the server does not require authentication, you must leave the login and password blank. If the server needs authentication, please put in the correct login/pswd.

**Error 11004** means that the DNS server could not resolve the email server name that you entered in App Config to the correct IP address. In App Config, replace the email server name to its IP address.

**Error 10061** in SendMailMessage: No connection could be made because the target machine actively refused it.

10061 is a "Connection Refused error" sent to you by the server. You could not make a connection because the target machine actively refused it. The most common cause is a misconfigured server, full server, or incorrect Port specified by the client. Sometimes a 10061 error is caused by either a firewall or anti-virus software presence on the local computer or network connection. Either one may be blocking the ports needed to make a successful FTP connection to the server. CheckPoint SMTP uses port 25 so please check that Port 25 is open.