

Reference #: AN140528CG

Title: Using SMTP2Go to relay emails from CompleteView

Date: May 28, 2014

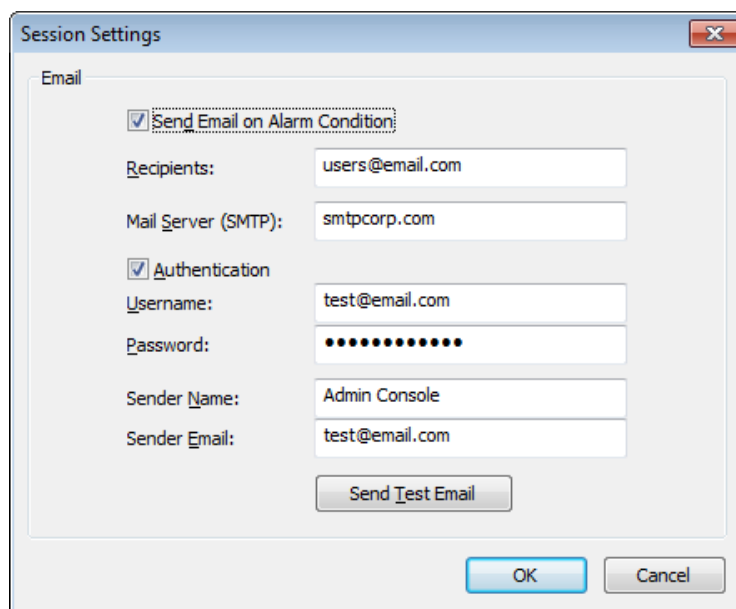
Description:

CompleteView will allow email notifications to be sent from either the CompleteView Administrative service or CompleteView Server service when different alert statuses are present. To set up the CompleteView Administrative service to send email Admin Console will need to be used. When sending emails from the CompleteView Server service the System Configuration utility will be used and the user will select the server configuration.

The application note will cover the use of the email relay from CompleteView to SMTP2GO and will address how this is configured in Admin Console, CompleteView Server Configuration, and provide troubleshooting steps.

Configuring Admin Console:

Within the Admin Console the user will select Settings from the menu bar and then select Session Settings. The below screen will come up.



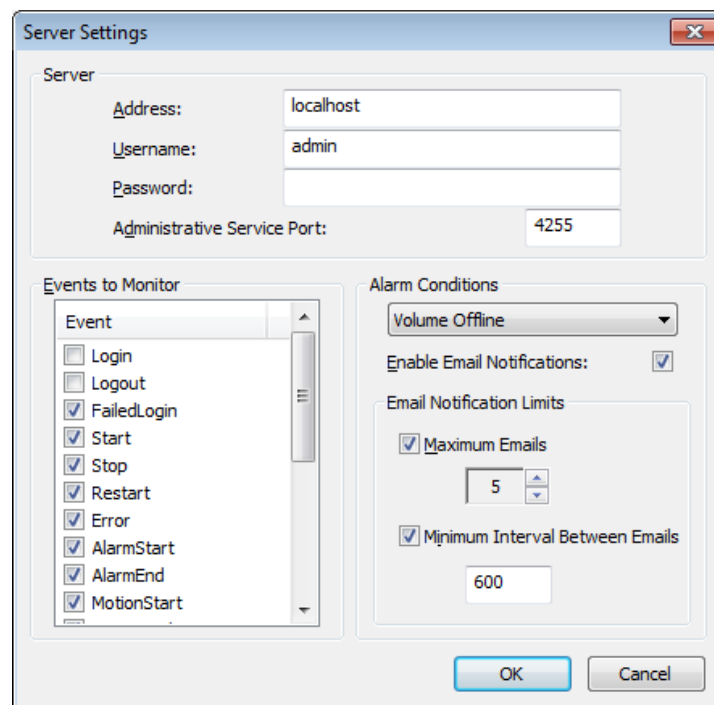
The screenshot shows a dialog box titled "Session Settings" with a close button in the top right corner. The dialog is divided into an "Email" section and a bottom section with "OK" and "Cancel" buttons. The "Email" section contains the following fields and options:

- Send Email on Alarm Condition
- Recipients: users@email.com
- Mail Server (SMTP): smtpcorp.com
- Authentication
- Username: test@email.com
- Password: [masked with 10 dots]
- Sender Name: Admin Console
- Sender Email: test@email.com

At the bottom of the "Email" section is a "Send Test Email" button.

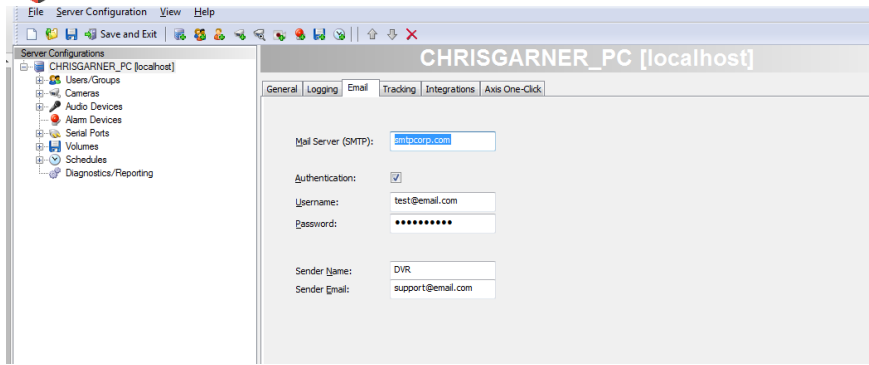
The user will need to enter the email address for the recipients. If there are multiple recipients they will need to be separated by a comma. Further the customer will enter the Mail Server address. By default SMTP2Go uses the server smtpcorp.com. SMTP2Go will accept traffic on port 25, which is the port used by CompleteView to send emails. The user will enter the account created in SMTP2GO which the emails will be relayed through. Selecting to use authentication will pass the username and password to the SMTP server. If the account does not require authentication then do not select this box and there is no need to fill in the username and password fields. Finally the user should enter in a sender name and email address so that it is easily identifiable when received by the recipients. The sender name does not have to be a valid name, but the sender email field must reflect the email address of the SMTP2GO email account the email is being relayed through.

Once this is set the user can then go to the menu bar and select Server. This will bring up the server settings. Here is where the user will set what alarm conditions the Administrative Service will send emails for. The notifications are Connection Lost, Camera Sync Lost, Volume Offline, and Hardware Key Missing. The user will select each alarm conditions they wish to receive the notification for. The user can specify a maximum number of emails to receive in a 24 hour period as well as an interval between emails. The interval between emails is in seconds and will wait the specified time before sending a repeating notification.



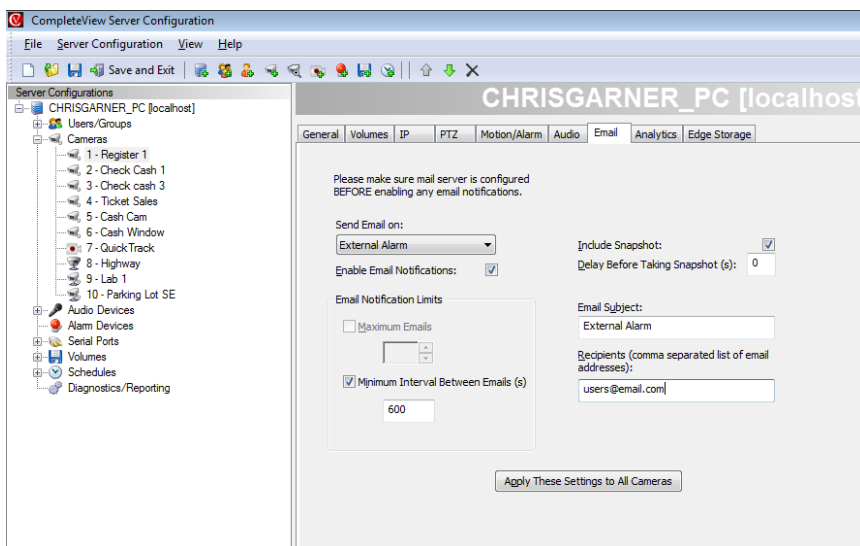
Configuring CompleteView Server:

To have notifications sent from the CompleteView Server service the user will need to set up the Email tab in the server configuration.



The user will enter the Mail Server address, select if authentication is used, the username and password if authentication is used, and the Sender Name and Sender Email address. Again the sender name does not have to be a valid name, but the sender email filed must reflect the email address of the SMTP2GO email account. If authentication is used then the user will need to enter the SMTP2GO username and password for the account the relay is set up for.

The user will then go to the camera group and select the camera(s) they wish to receive notifications for. On the email tab the user will enter the email subject and the recipients the notification is to be sent to. If multiple recipients are used they will need to be separated by using a comma. The notification types for the cameras include sync lost, sync gained, external alarm, and motion detection. The user can set the notification limits for the maximum emails within a 24 hour period as well as the interval between emails. Further, the user can select if a snapshot should be included and if they wish to have this snapshot be taken with a delay or not.



Troubleshooting:

In the event the user is not able to relay an email from CompleteView to SMTP2Go there are some items to test. First you will want to verify you can access port 25 of the SMTP server provided by SMTP2GO. This can be done by opening a command prompt and typing telnet smtpcorp.com 25. If successful you should see 220 *****. This is further explained on SMTP2GO's support website under step #3,

<http://www.smtp2go.com/support>. Next you can try using the IP address of the SMTP server. Currently this is 207.58.147.66. To verify you can open a command prompt and ping smtpcorp.com and get the public IP address of the SMTP server or contact SMTP2GO support. In the event this does not correct the issue then from the SMTP2GO web portal the user can go to the “More” tab and select IP Authentication. On this screen they can enter the public IP address of their system to allow emails to be sent without authentication.