


## How Do I Configure MsgServer? Frequently Asked Question #22

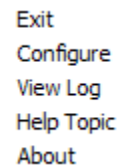
### Overview

MsgServer is the application included with MultiLogger that is designed for initiating alarm actions from a PC. It is designed to process events in the **notifylist.txt** file located in the \MultiLogger folder or to process alarms and automated output events from a configured database, these events are recorded by MultiLogger itself or through the data import process of MultiLoggerDB. MultiLogger can only record email alarm events, however the database can record Pager events, COM port events, e.g. sending a command string out a serial port of the PC, and digital I/O port events, e.g. using a Keithley digital I/O card to activate a dialer or other attached notification device. See the **Insite User's Guide** for more information on configuring and using these other event types.

This FAQ will provide guidelines to configure MsgServer for sending email in a LAN deployment or dial-up networking deployment. This FAQ assumes using MsgServer v3.1 or higher, which is included with MultiLogger version 3.1.6 and higher. Due to numerous improvements in reliability and configuration it is highly recommended to upgrade MultiLogger to allow using the current version of MsgServer.

### MsgServer Startup

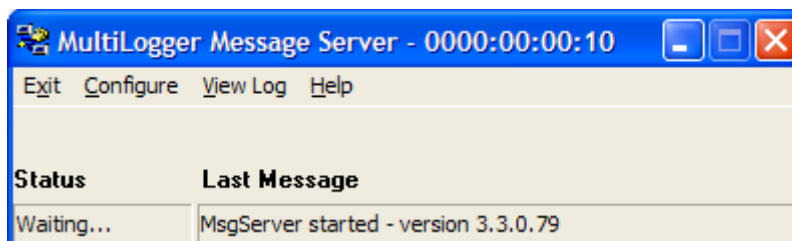
When MsgServer is started an icon  will display in the system tray to indicate that it is loaded. Right-click on this icon to display the MsgServer menu, shown at right.



- Exit
- Configure
- View Log
- Help Topic
- About

Otherwise double-click on the icon to display the status screen, or the main form of MsgServer. At the bottom of this form is found the current Status of MsgServer as well as the last Status Message, the menu at the top provides access to the functions of MsgServer. The form header indicates how long MsgServer has been running, in Days:Hours:Minutes:Seconds format.

**Note: When using MsgServer to automate alarm or output notification it should be included in your system Startup folder to launch automatically at system startup.**



Select **Configure** from the tray menu or from the menu at the top of the MsgServer main form to display the MsgServer **Configure Mail Messaging** form.

See the following sections for further information on configuring MsgServer to sent email via LAN or Dial-up SMTP connection. After making changes you will need to close MsgServer and re-start for the changes to take effect.

The section following will detail how the **Configure | Databases** form is configured.

**Note:** The **Modem** selection shown on the **Configure Mail Messaging** form is used for dialing Pager services, not for dial-up networking connections.

## LAN Configuration

Select **LAN Connection** from the **Connection** drop-down list to select a LAN Connection for sending email. An example configuration is shown at right. Note: This example assumes you have SMTP service available on your LAN. Contact your System Administrator to verify availability of this service. Typically SMTP services are provided based on your LAN login, contact your System Administrator to verify access to the SMTP services based on your login.

**Server** - This is the domain name for the SMTP server, alternately an IP may be specified. Verify with your System Administrator the correct setting.

**Port** – The default SMTP port is 25, verify with your System Administrator the correct setting.

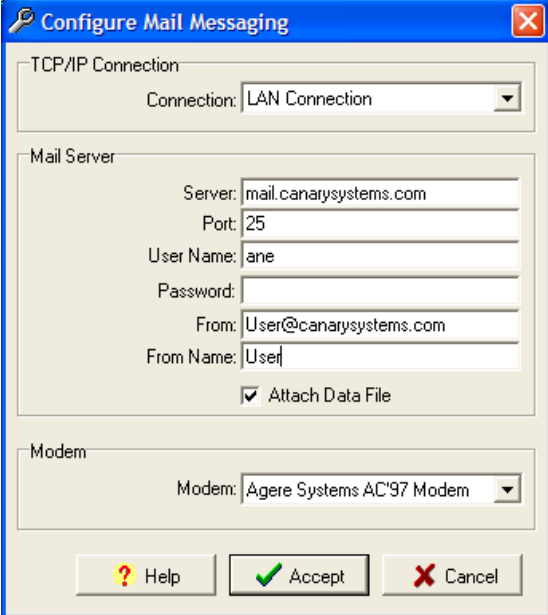
**User Name** – This is your SMTP account name, verify with your System Administrator the correct setting.

**Password** – Enter the password required to use the SMTP server, leave blank if no password is required.

**From** – Generally this is your User Name followed by the domain originating the email. It usually does not matter what name is entered here, however some SPAM filtering software may reject mail which does not have a valid From identified.

**From Name** – This is usually your proper name, minus email convention.

Click **Attach Data File** to attach the file instead of including the contents of the data file within the body.



The screenshot shows the 'Configure Mail Messaging' dialog box with the following settings:

- TCP/IP Connection:** Connection: LAN Connection
- Mail Server:** Server: mail.canarysystems.com, Port: 25, User Name: ane, Password: (blank), From: User@canarysystems.com, From Name: User,  Attach Data File
- Modem:** Modem: Agere Systems AC'97 Modem

Buttons at the bottom: Help, Accept, Cancel.

## Dial-Up Configuration

Select the configured Dial-Up Connection from the **Connection** drop-down list to select a LAN Connection for sending email. An example configuration is shown at right. Note: This example assumes you have already configured a dial-up networking connection on your Windows machine. Typically SMTP services are provided based on your dial-up networking login, contact your ISP to verify access to the SMTP services based on your login.

**Server** - This is the domain name for the SMTP server. Verify with your ISP the correct setting.

**Port** – Should not be specified for dial-up.

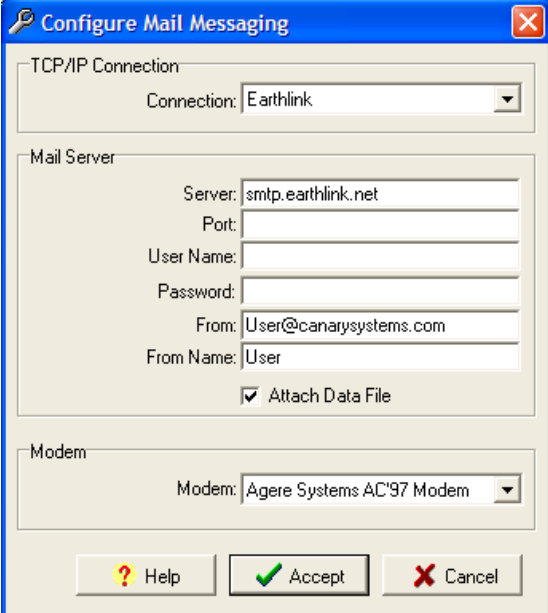
**User Name** – Should not be specified for dial-up.

**Password** – Should not be specified for dial-up.

**From** – This field **MUST INCLUDE** an email address, however it does not need to be the address provided by your ISP. In the example shown, an ISP is used to send email with a reply-to address different from the ISP.

**From Name** – This is usually your proper name, minus email convention. This field **MUST NOT** contain an email address.

Click **Attach Data File** to attach the file instead of including the contents of the data file within the body.



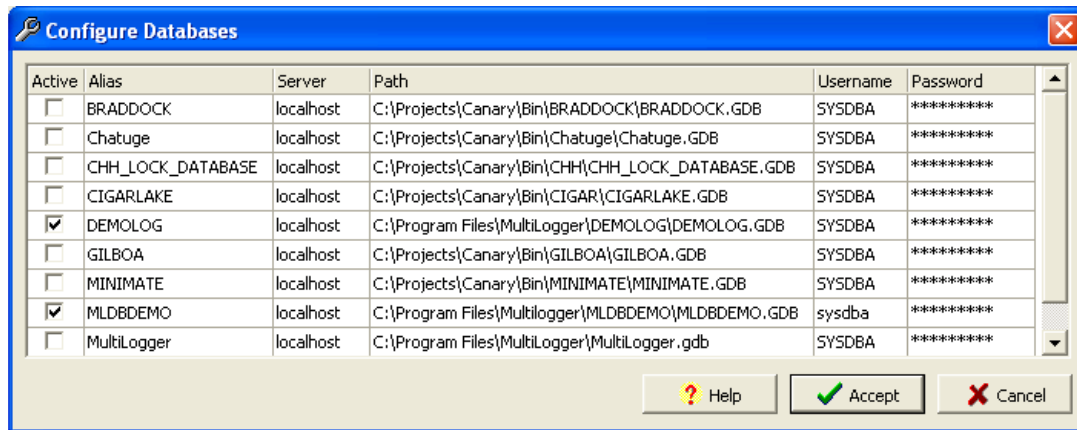
The screenshot shows the 'Configure Mail Messaging' dialog box with the following settings:

- TCP/IP Connection:** Connection: Earthlink
- Mail Server:** Server: smtp.earthlink.net, Port: (blank), User Name: (blank), Password: (blank), From: User@canarysystems.com, From Name: User,  Attach Data File
- Modem:** Modem: Agere Systems AC'97 Modem

Buttons at the bottom: Help, Accept, Cancel.


## Configure Databases

MsgServer version 4.0.0 and higher includes an additional Configure menu option, **Configure | Databases**. This is designed to provide for configuring **MsgServer** to monitor selected databases and process Alarm and Output Events. Below is a sample screenshot illustrating several configured databases.



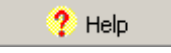


Hint: The column widths can be adjusted and are saved automatically.

Note the column headings and entries of the Configure Databases grid. Usually the entries are already configured on the system and simply retrieved by MsgServer. The MLDBConsole application or Insite configures these entries during the Database Configuration step. Alternately MsgServer may be used to configure these database entries directly.

- » **Active** – Indicates whether the database will be actively polled for new alarms and output events. Databases may be configured but not polled for Alarm or Output Events.
- » **Alias** – This field is read-only and is populated from the name of the database file as found at the configured Path.
- » **Server** – Enter the server name or IP address of the database server that is managing the database. Enter **localhost** for the database server on the same machine running MsgServer.
- » **Path** – Enter the path to the database, whether on the local or remote machine. Clicking in the edit displays the file browse button  in the edit, this may be used to browse to the database file.
- » **Username** – Enter the Username to be used for logging in to the database. The default administrator account name is **sysdba**.
- » **Password** – Enter the Password to be used for logging in to the database. The default administrator password is **masterkey**.

Hint: Databases shown in the list can be deleted from the list by selecting them and pressing Ctrl-Del. You will be asked to confirm deletion of the selection database from the list, select Yes or No. This does not physically delete the database file – just the selection in the list. Use the MLDBConsole or Insite Database Configuration form to add the database back to the list for processing by MsgServer.

The form buttons have the following functions:

-  Help Display this help topic.
-  Accept Press to accept all changes to the Configure Databases form.
-  Cancel Press to cancel all changes to the Configure Databases form.

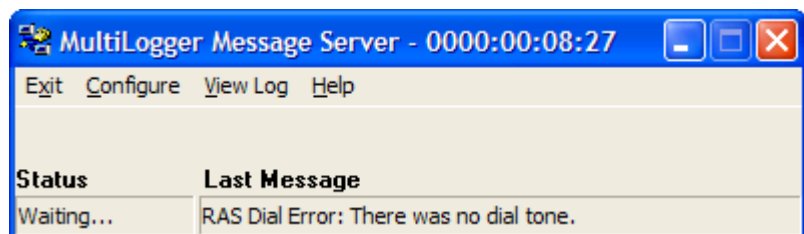
## Troubleshooting

Beginning with MsgServer v3.1 more advanced message logging is performed. Most problems with sending email are related either to the availability of SMTP services based on your login, whether it's a LAN login or a dial-up networking login, or issues with the settings specified in the MsgServer Configure Mail Messaging form.

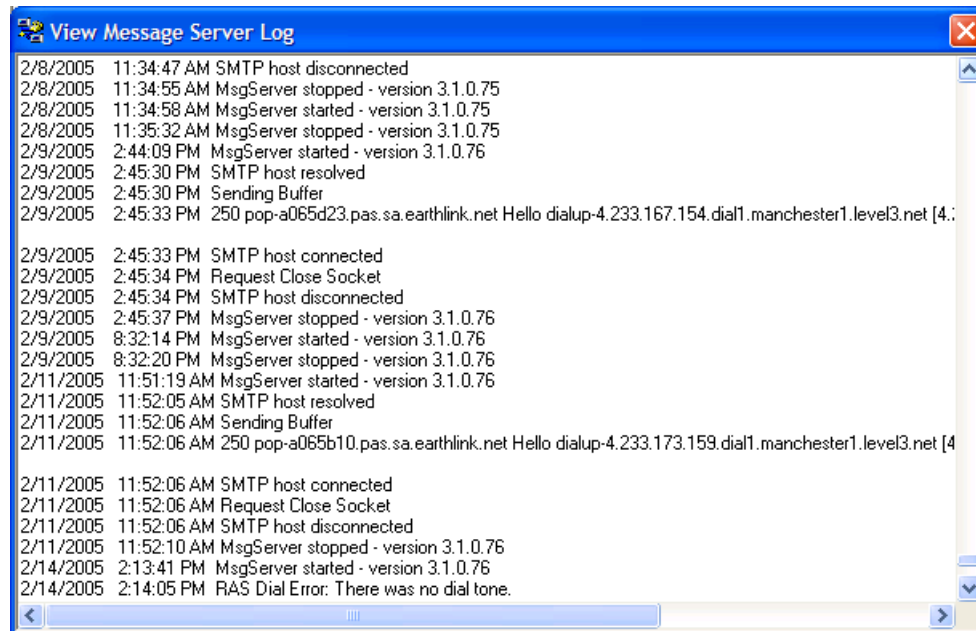
If the SMTP server connection cannot be made then the mail message contained in the **notifylist.txt** file WILL NOT be deleted, errors will be noted in the **msgserver.log** file based on subsequent re-attempts to connect to the SMTP server until the connection issues are resolved or the configuration is fixed. MsgServer typically re-attempts every 20 seconds.

If the SMTP connection can be made but there is a problem with the Configure Mail Messaging form it is possible that the mail events DO NOT complete successfully, but the event is deleted from the **notifylist.txt** file. For example, if dial-up networking is configured but the **From** field does not have an email address entered then the message will be accepted by the SMTP server but it will likely fail to be delivered, even though the event will be cleared from the **notifylist.txt** file.

There are a number of failure modes, given the number of types of LAN/Dial-Up Connections, and the various mail configurations that are possible. MsgServer will display the last **Status Message** available in the fields on the lower part of the main form, an example is shown at right, illustrating no phone line connection for the modem used for a dial-up networking connection.



In addition a complete log of events is recorded in the **msgserver.log** file, this file may be reviewed periodically to verify correct delivery of email or access more detailed troubleshooting information, such as emails being sent but never received, possibly due to a formatting issue with the emails. Use the **View Log** option displayed on the tray icon menu or from the menu item at the top of the MsgServer form.



If all troubleshooting efforts fail then please forward the **msgserver.log** file to [support@canarysystems.com](mailto:support@canarysystems.com), we will review and provide further direction.