interSeptor Email Troubleshooting Guide.

If you are experiencing issues with getting the interSeptor email to work, please follow these steps.

(1)   First check through the "Email Setup" and make sure the following conditions are adhered to (some fields are   not available dependant on the firmware version in use).

- Mail Server :   *This should either be an IP address (aaa.bbb.ccc.ddd) or an SMTP hostname, which will also require a DNS address (see below). (*smtp.example.co.uk *or* mail.example.com *are valid hostnames). Anything else is not valid (server names in this field will not work).*

- Authentication :   *Use this field to enable or disable the* **User Account / User password** *fields. Leave this as disabled to start with.*

- User Account / User Password :   *Use these fields only if the SMTP server requires authorisation to relay messages. Leave these fields blank otherwise.*

either   **- Senders Email Address :**   *If applicable, this must be a VALID user account set up on the mail server.*

or   **- Domain Name for Sender's email :**   *If applicable, leave this blank to start with. When used the field must contain a domain name (ie.* jacarta.co.uk *or* example.com*). Verify there are no "@" symbols or www. type entries in here, as they will cause issues.*

- Mail Subject Prefix :   *Leave this blank to begin with.*

- DNS Address :   *This should be 0.0.0.0 if the IP address of the mail server is used. Otherwise, there will need to be the address of the network DNS server entered here.*

- Mail Account :   *This should be a valid email address to send the email to.*

- Mail Type :   *While testing, have this field set to "Events".*

- Mail Severity :   *Leave this field set to "Informational" during testing.*

Make any changes that are necessary and click "Set Value" to save the new settings. Then click "Send Test" to send a test message. If your email still does not arrive proceed to the next step.

(2)   Look at the "interSeptor Events" log that is appearing. For each test, regardless of whether the mail is successful, there should be a "Mail Sent" event. Once this has appeared, the following actions may take place.

- An Incorrect Mail server name / IP address **message appears in the log :**
If this occurs check the following things :

(1)   Check the value of the **Mail Server** *field, and check that the IP address / SMTP hostname is correct with your network administrator.*
(2)   Check the value of the **DNS address** *field. If the* **Mail Server** *field has the IP address of the mail server entered, the entry should be "0.0.0.0", otherwise it should have the DNS address entered (verify this with your network administrator).*

- **A** Incorrect Mail Receiver **message appears followed by** Mail send error / unknown error **:**
If this occurs check the following things :

(1)   Try test sending email without the **User Account / User Password** *fields filled in. If this doesn't work verify that the authentication is required and details are correct for the mail server*
(2)   Dependant on the firmware being used, make sure the domain (the part of the email address after the "@" character) in the **Senders Email Address** *is the correct domain for the account on the mail server listed in the* **Mail Server** *field.*

- No message comes after the Mail Sent **message but the email never arrives :**
Check the following items if this is the case :

(1)   If no **Senders Email Address** *field is present, check the interSeptor is allowed to relay mail through your SMTP server. The interSeptors IP address may need to be added to the relay list as a domain for relaying (interSeptor sends from* interS@aaa.bbb.ccc.ddd *by default).*
(2)   If the **Senders Email Address** *field is present, check the account (specified by the portion of the email address before the "@" symbol) being used is valid. If this account is not valid the email server may not relay the email.*

Failing these methods, check whether the email is actually being received by the email server. If it is it may indicate a configuration conflict on the mail server or on the network stopping the email from being sent.