Using Microsoft Exchange as an SMTP Mail Server with ITWatchDogs' Monitoring Units

If your facility uses a Microsoft Exchange e-mail server internally, it can be used by WeatherGoose series-II or Watchdog-series monitoring units to send alarm e-mails if desired. (***Note: Microsoft's hosted Office365 service is <u>not</u> supported at this time; only "real" Exchange servers are supported.***) However, later versions of Exchange will typically need to be properly configured to accept SMTP connections from the monitoring unit before the unit can use it to relay alarm e-mails. The following notes describe some common issues with using Exchange with ITWatchDogs' monitoring units, and how to overcome them.

First, later versions of Exchange usually have SMTP services disabled by default. Since the WeatherGoose and WatchDog-series monitoring units cannot use IMAP or Microsoft's proprietary MAPI/RPC Exchange/Outlook protocol to send messages, you will need to re-enable SMTP by setting up an "SMTP Send Connector" in the Exchange server. More information on setting up an SMTP Send Connector in Exchange can be found at this Microsoft TechNet article: http://technet.microsoft.com/en-us/library/aa997285.aspx

Your Exchange server may also need to be configured to allow messages to be "relayed" from the monitoring unit. Typically, this will involve turning on the "***Reroute incoming SMTP mail***" option in the Exchange server's ***Routing*** properties, then adding the monitoring unit's IP address as a domain which is permitted to relay mail through the Exchange server. More information about enabling and configuring SMTP relaying in Exchange can be found at this Microsoft TechNet article: http://technet.microsoft.com/en-us/library/dd277329.aspx

The SMTP "basic authentication" methods, AUTH PLAIN and AUTH LOGIN, for logging in to the server are <u>also</u> no longer enabled by default in Exchange; only Microsoft's proprietary NTLM authentication method is enabled. These can be re-enabled as follows:

1. In the Exchange console under **server configuration**, select **hub transport**.
2. Right click the client server, and select **properties**.
3. Select the **authentication** tab.
4. Check the **Basic Authentication** checkbox.
5. Uncheck the **Offer Basic only after TLS** checkbox
6. Apply or save these changes, and exit. Note that you may need to restart the Exchange service after making these changes.

Finally, once you have enabled SMTP, relaying, and the basic-authentication methods, you may also need to create a user account specifically for the monitoring unit to log into. Note that if you have already done so prior to enabling the SMTP Send Connector, and the unit still cannot seem to connect to the Exchange server, the already-existing user account probably did not properly inherit the new permissions. (This tends to happen more often on Exchange servers that have been upgraded since the account(s) you are trying to use were first created, but can sometimes happen with accounts when new connectors and plug-ins are added regardless of the Exchange version.) Delete the user account, then create a new one for the monitoring unit to use, and the new account should inherit the SMTP authentication and mail-relaying permissions correctly.

If none of the above suggestions succeed in allowing your ITWatchDogs monitoring unit to send mail through the Exchange server, then you may need to contact Microsoft's technical support for further assistance in configuring your Exchange server to allow SMTP e-mails to be sent from a 3rd-party, non-Windows device through your network.

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