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Training – SMTP Email for InfiniTime 7.0

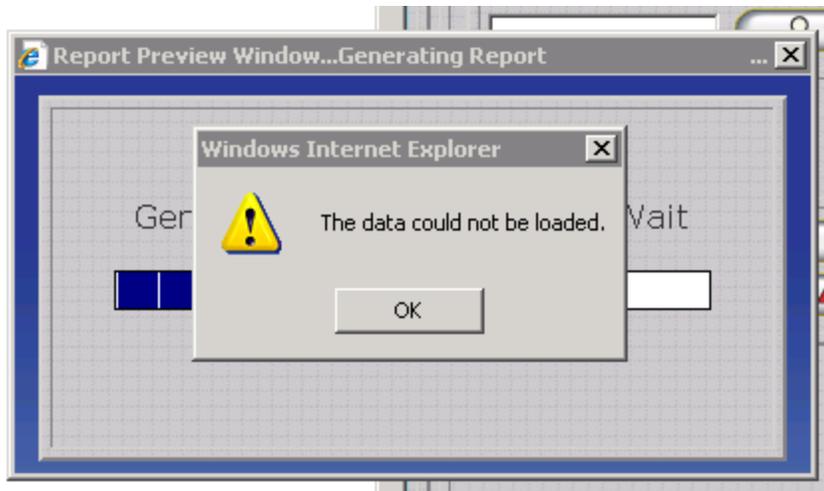
OVERVIEW

InfiniTime turns email directly over to the Operating System. The operating system then handles the outbound email according to configuration settings. The InfiniTime Server must have an SMTP Service and be configured properly to send SMTP Emails.

There are multiple points of failure which can stop an email from being sent by InfiniTime. The items that commonly cause issues are below:

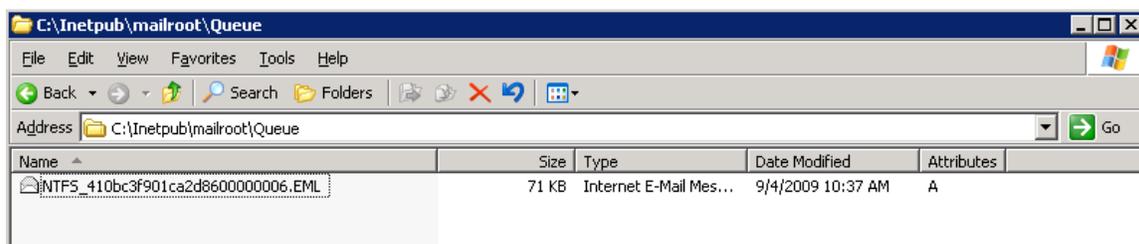
- SMTP Service Configuration

Issues with SMTP Service Configuration often result in Data Could Not Be Loaded Errors as shown below.



- Antivirus / Antispyware Software: Scanning / Blocking Outbound Emails

Issues with Antivirus or Antispyware software often cause emails from InfiniTime to get stuck in the 'mail queue' after they have been turned over to the operating system.



- Unable to Relay

Unable to relay occurs when the email recipient cannot verify the sender. This often occurs when the InfiniTime Server is not joined to the customer's domain. A smart host is required to work around the issue. The smart host must be configured to relay email for the InfiniTime Server.

- An Error occurred at Email Send: Failure Sending Mail

This error is often related to Message Size Limits and may be accompanied by 'Data Could Not Be Loaded' when attempting to print a saved report criteria if the 'Print Preview' option is set to No. It is important to confirm Message Limits are disabled.

- 'Data Could Not Be Loaded' is displayed immediately when attempting to email a report while Print Preview is set to No.

This scenario indicates the InfiniTime Service does not have permissions to retrieve and package the report file for emailing. Enabling ASP.NET Impersonation, confirming NTFS file permissions , and SMTP Configuration will resolve the issue.

- The report is exported as a PDF to the Temp Directory but no email is sent. No entries are added to the SMTP log.

When the report file is placed in the Temp Directory, but no email is sent this indicates the email failed to send and / or was not received by the SMTP Service. The SMTP Service may not be installed or turned off, logging may not be enabled, or the wrong IP Address is set on the General Tab of the SMTP Service. Read further for instructions on how to troubleshoot the sending of email from Microsoft's SMTP Server.

SMTP EMAIL REQUIREMENTS

When configuring InfiniTime to email reports it is important to ensure the environment is configured correctly. The criteria below must be observed before attempting to email reports or payroll exports from within InfiniTime.

Auto Report Requirements

- The InfiniTime Housekeeping Service must be started and running.
- The InfiniTime Server does not need to have a user logged into the console. However, it must at least be powered on and idle at the Windows Login Splash Screen.
- A **local** printer must be installed on the InfiniTime Server.
- A printer must be set as the default printer.
- The Print Spooler Service must be started and running on the InfiniTime Server.

General SMTP Email Requirements

- The InfiniTime Server must have an active Internet connection.
- Power Management must be disabled on the Network Interface Card of the InfiniTime Server.
- An auto schedule must be configured within a saved report setting.
- A destination name and email address must be defined on the email tab of the saved report setting.

SMTP Service Requirements

- The SMTP Service must be configured for Anonymous Access. InfiniTime does not support authentication for SMTP Email.
- The server must be granted permissions to Connect to the SMTP Service.
- The server must be granted permissions to relay email through the SMTP Service.
- Outbound Security for the SMTP Service must be set to Anonymous Access. InfiniTime does not support authentication for SMTP Email.
- Your FQDN may need to be configured in the advanced delivery options of the SMTP Virtual Server created by InfiniTime depending on your domain policies.
- Depending on your network configuration and domain settings it may be necessary to forward all outgoing email messages from the InfiniTime SMTP Virtual Server to a Smart Host. Generally the Smart Host will be a server running exchange on your local network.
- Message Limits must be disabled to allow large report files to sent. Message Limits can be found on the SMTP Properties Page under the Message Tab.

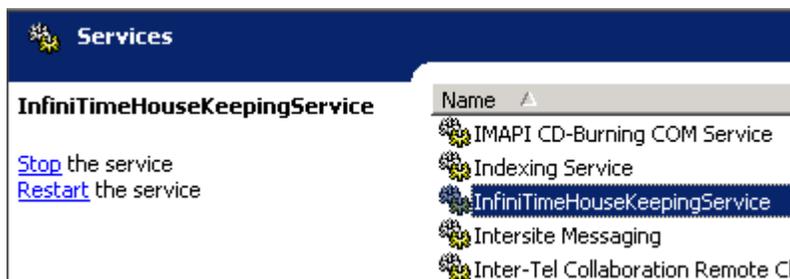
TROUBLESHOOTING: SMTP EMAIL

If the requirements for SMTP Email and Auto Reports are not configured properly customer's may not receive automatic reports as expected or errors might occur when attempting to run a report manually. Detailed explanations and resolutions for common issues are listed below in addition to an overview of the troubleshooting process.

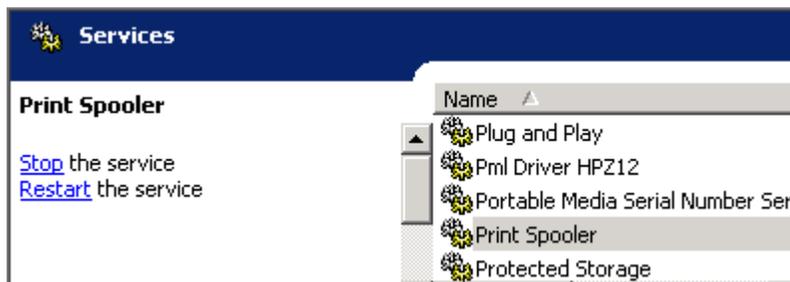
CONFIRM CONFIGURATION & REQUIREMENTS

The first step in the SMTP troubleshooting process is to ensure the customer has their InfiniTime Software and Server environment configured properly to send SMTP Email. Follow the steps below to verify the minimum requirements.

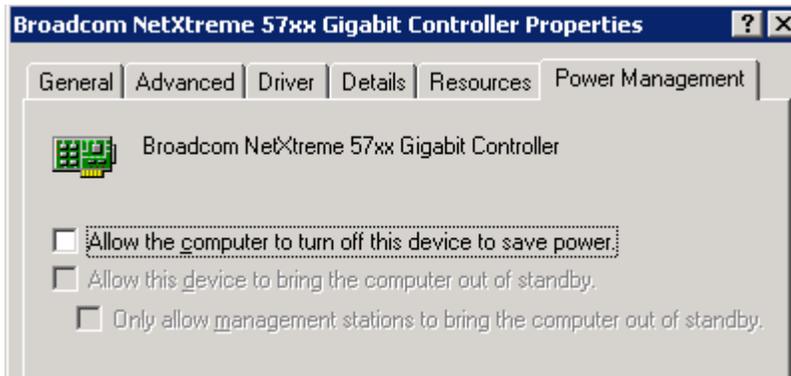
- Verify the InfiniTime Housekeeping Service is started.



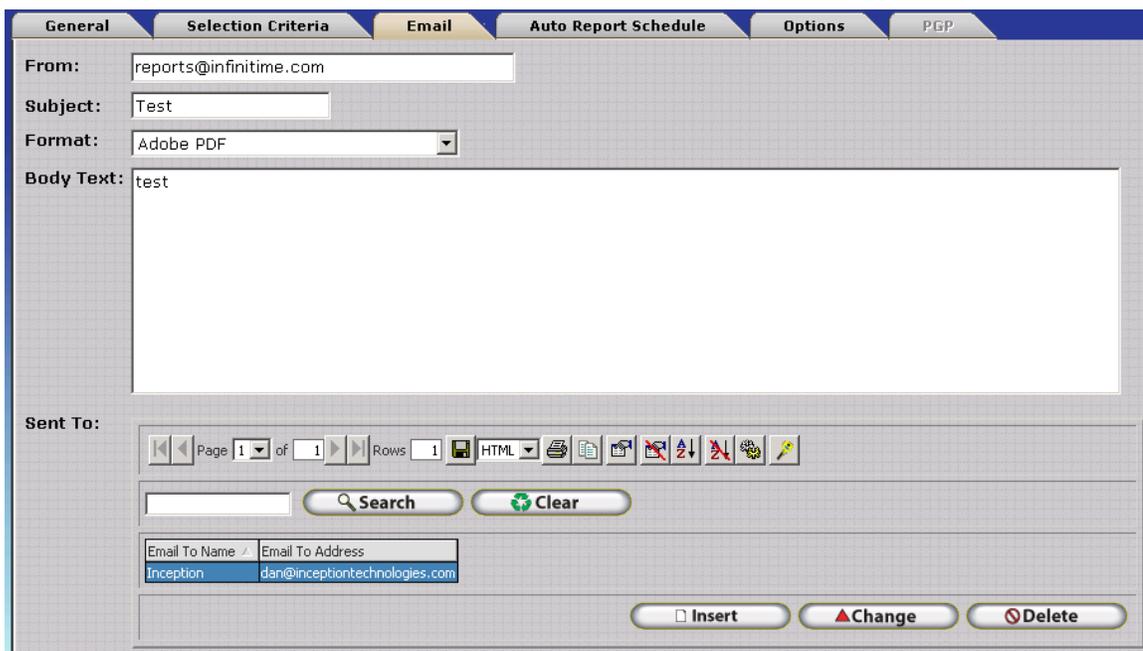
- If the customer wishes to send the report automatically, Ensure a printer is installed and configured as the default Printer.
- Verify the Print Spooler Service is started.



- Verify Power Management is disabled on the NIC of the InfiniTime Server as shown.



- Verify the Destination Name and Email Address are Defined on the Email Tab of the Saved Report. Verify the From, Subject, and Body Text Fields are also filled.

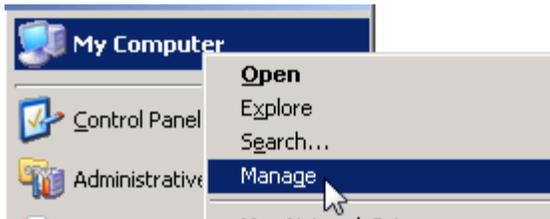


- If the customer wishes to send the report automatically, ensure an Auto Schedule is configured for the report.

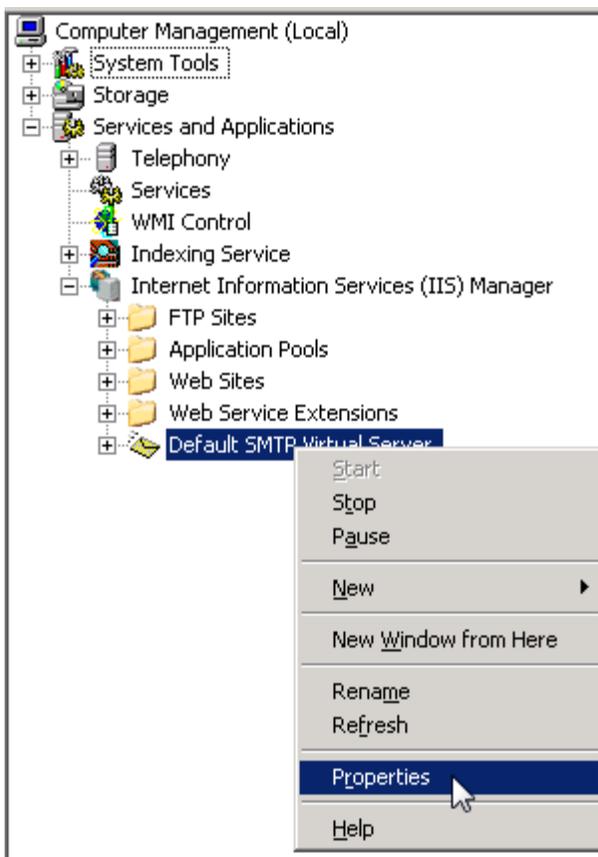
Properties for the SMTP Service can be accessed from the IIS 6 Management Console. The IIS 6 Management Console is available under Administrative tools and is an optional component on some Operating Systems which must be installed separately. (IE: Windows Server 2008)

Accessing SMTP Service Properties: Windows 2003 / XP

1. Right Click on My Computer and Click on Manage.



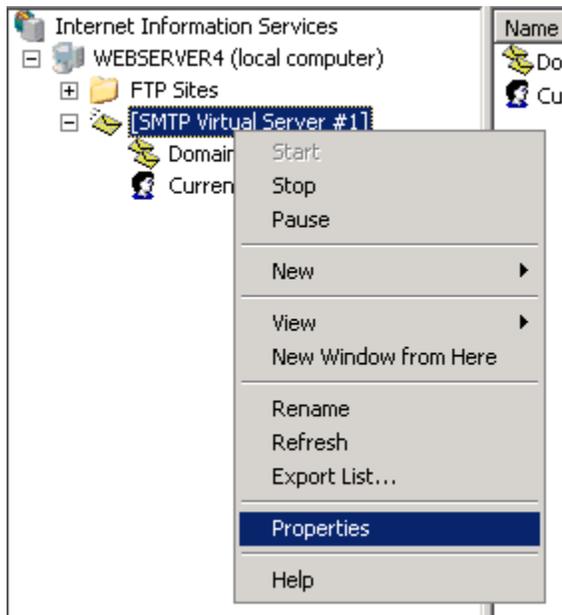
2. Click on the + by Services and Applications.
3. Click on the + by Internet Information Services.
4. Right click on Default SMTP Virtual Server and click on Properties.



Accessing SMTP Service Properties: Windows 2008 Server

Note: The SMTP Service for Windows 2008 Server is installed as a Windows Feature under the Server Manager Snap-in.

1. Click on Start.
2. Click on Administrative Tools.
3. Click on Internet Information Services (IIS) 6.0 Manager.
4. Right Click on SMTP Virtual Server and Click Properties.

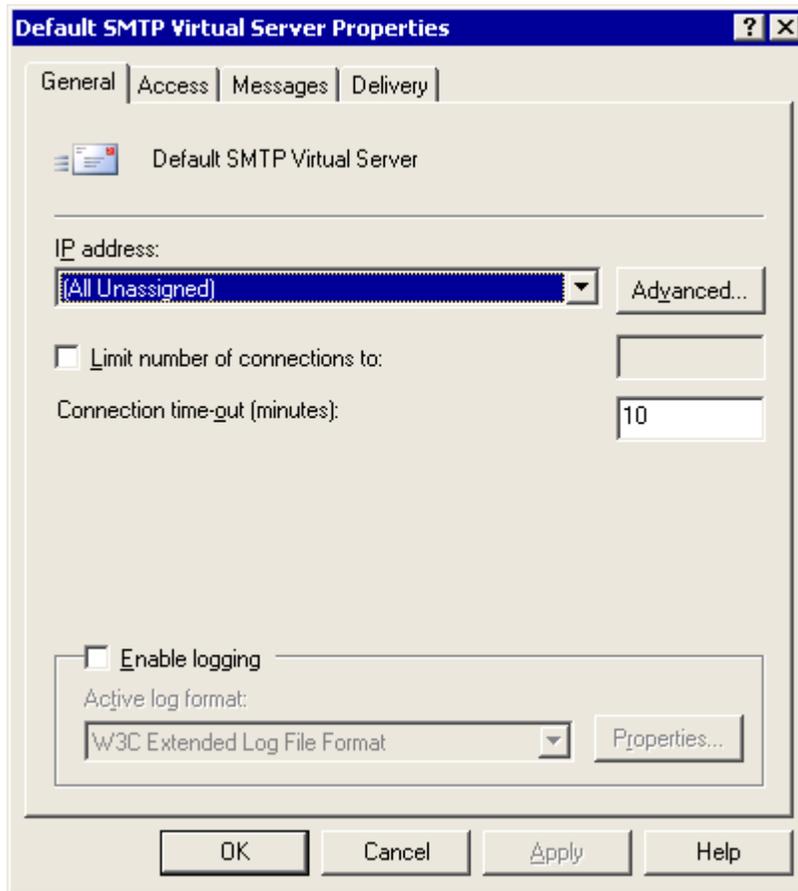


NOTE: If IIS 6.0 Manager is not present in Administrative Tools it may not be installed. Check the Web Server Role Services to ensure IIS 6 Management Capability and Management Console are installed. Install them if they are missing.

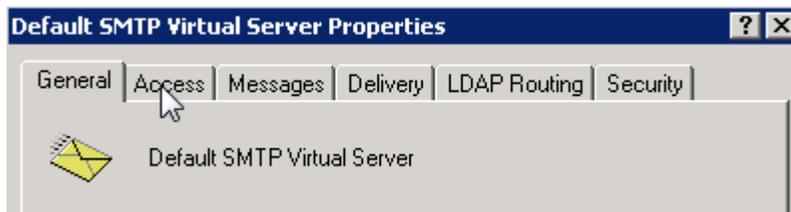
	IIS 6 Management Compatibility	Installed
	IIS 6 Metabase Compatibility	Installed
	IIS 6 WMI Compatibility	Not installed
	IIS 6 Scripting Tools	Not installed
	IIS 6 Management Console	Installed

CONFIRM CONFIGURATION & REQUIREMENTS (CONT.)

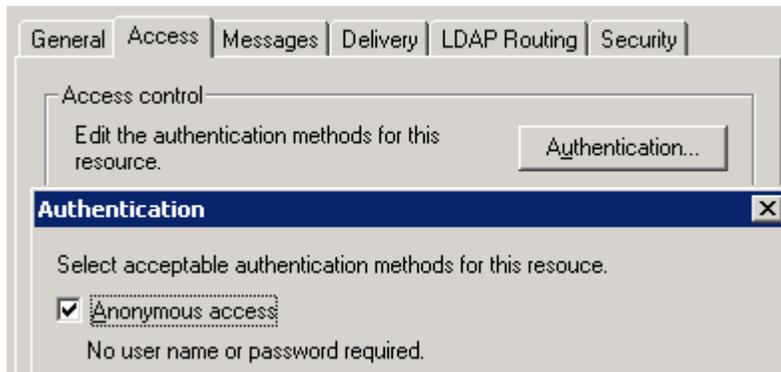
- Verify the SMTP Service is configured for Anonymous Access.
 1. Verify the IP Address is set to All Unassigned.



2. Click on the Access Tab.



3. Click on Authentication. Verify Anonymous Access is checked.

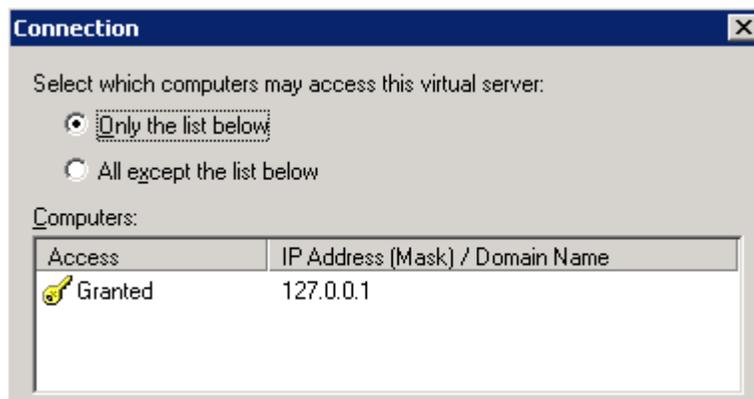


- The server must be granted permissions to Connect to the SMTP Service.

1. Click on Connection on the Access Tab.



2. Verify localhost is granted access.

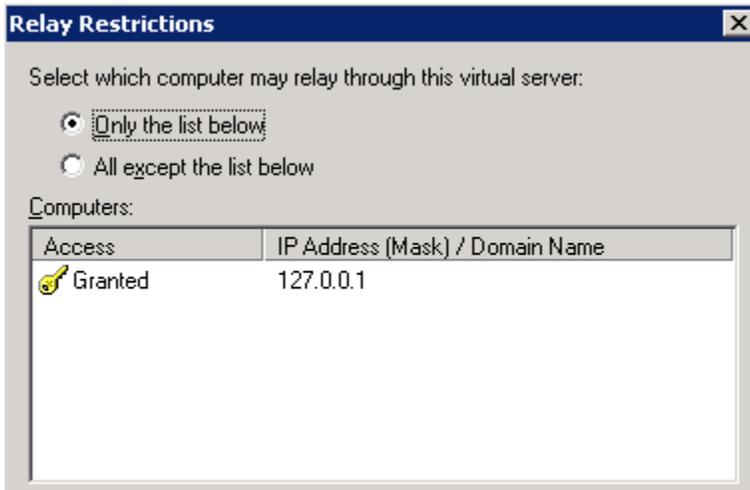


- The server must be granted permissions to relay email through the SMTP Service.

1. Click on Relay on the Access Tab.



2. Verify localhost is granted relay permissions.

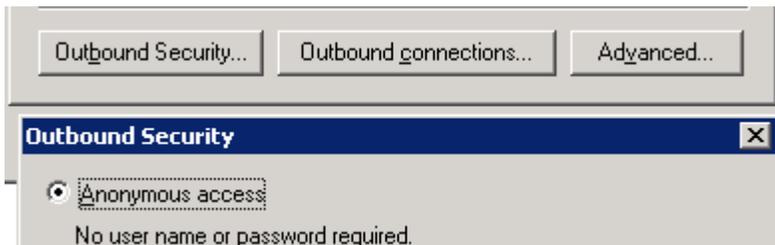


- Outbound Security for the SMTP Service must be set to Anonymous Access. InfiniTime does not support authentication for SMTP Email.

1. Click on the Delivery Tab.

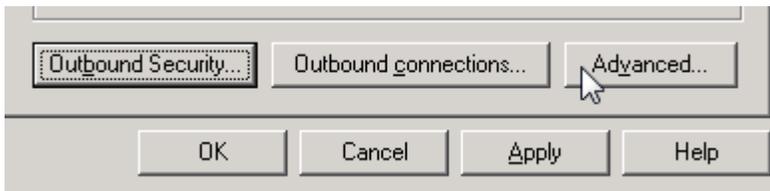


2. Click on Outbound Security and verify Anonymous Access is selected.



- Verify the FQDN and / or Hostname of the InfiniTime Server is configured properly.

1. Click on Advanced on the Delivery Tab.



2. Ensure the FQDN and / or Hostname of the InfiniTime Server has been configured.



- Depending on the customer's network configuration and domain settings it may be necessary to forward all outgoing email messages from the InfiniTime SMTP Virtual Server to a Smart Host. Generally the Smart Host will be a server running exchange on the local network.

1. Click on Advanced on the Delivery Tab.



2. Enter the hostname, or IP Address, of an exchange server in the Smart Host Field. If you are using an IP Address, enclose the IP Address in Brackets []. IE: [192.168.1.200]



- Message Limits must be disabled to allow large report files to sent. Message Limits can be found on the SMTP Properties Page under the Message Tab.

Click on the Messages Tab.

Ensure all email limits are disabled or unchecked.

Specify the following messaging information.

<input type="checkbox"/> Limit message size to (KB):	2048
<input type="checkbox"/> Limit session size to (KB):	10240
<input type="checkbox"/> Limit number of messages per connection to:	20
<input type="checkbox"/> Limit number of recipients per message to:	100

CONFIGURING WINDOWS SERVER 2008 for SMTP EMAIL

Windows Server 2008 requires each website and / or virtual directory to be configured for use with SMTP Email. Follow the steps below to configure InfiniTime to use the local SMTP Server for outbound email on Windows 2008.

1. Open Server Manager



2. Click the + Next to Roles.



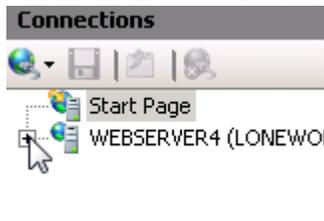
3. Click the + Next to Web Server (IIS)



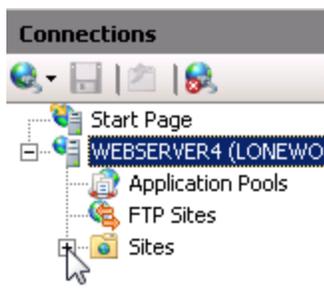
4. Click on Internet Information Services



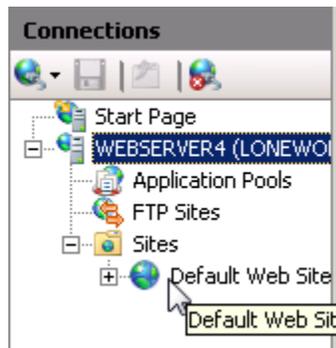
5. Click on the + Next to the Server Name.



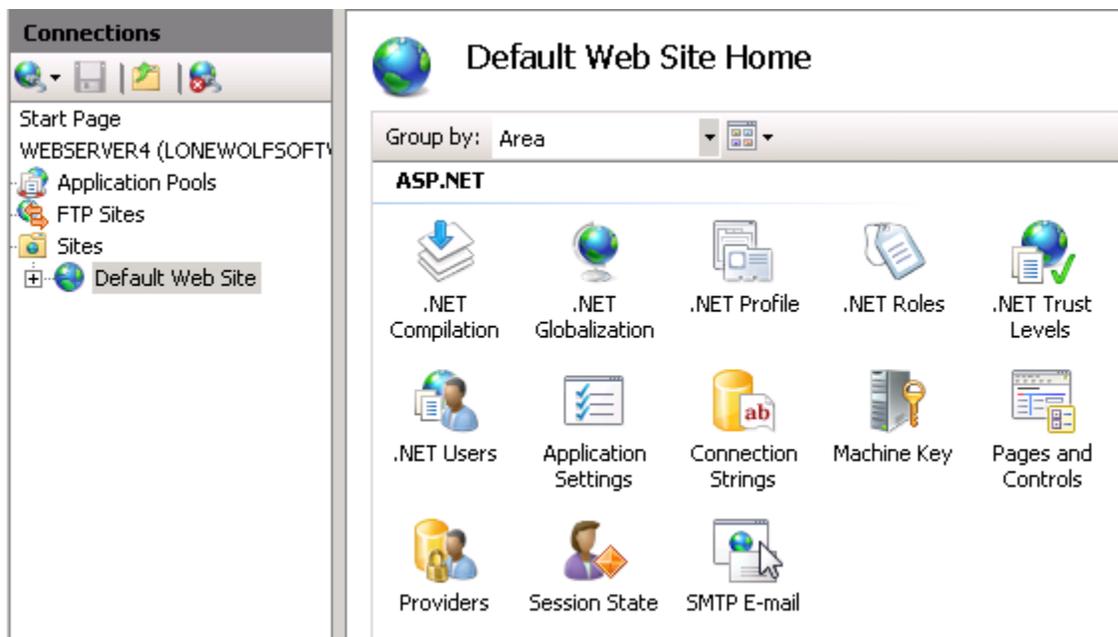
6. Click on the + Next to Sites.



7. Click on Default Web Site.



8. Double Click on SMTP Email.



9. Ensure the settings are configured as shown below. The email address can be set as desired by the customer. This will be the 'From' Address used for all emails generated by InfiniTime.



SMTP E-mail

Use this feature to specify the e-mail address and delivery options to use when sending e-mail from a Web application.

E-mail address:

Reports@InfiniTimeOnline.com

Deliver e-mail to SMTP server:

SMTP Server:

localhost

Use localhost

Port:

25

Authentication Settings

Not required

Windows

Specify credentials:

Set...

Other Known Issues: SMTP Email

After confirming the SMTP Email Requirements have been configured properly attempt to email a report from InfiniTime. If you still have difficulties emailing reports from within InfiniTime the issue likely resides at the customer's exchange server or is related to third party applications such as Antivirus or Antispyware software on the InfiniTime Server.

- Antivirus Software: Scanning / Blocking Outbound Emails

Disable any antivirus or spyware applications installed on the InfiniTime Server and attempt to email a report from within InfiniTime again. If the report is emailed successfully then the Antivirus or Spyware application is blocking outbound SMTP Email. It is the customer's responsibility to configure their Antivirus / Spyware Application.

- Unable to Relay

Symptoms:

Reports email to the customer's domain successfully.

Reports fail to email outside of the customer's domain.

SMTP Log states 'Unable to Relay' for emails sent to remote domains.

IE: If we were able to email reports to Dan@Timewolf.com, but not able to email a report to Kathy@Kelloggs.com then we are most likely experiencing an issue relaying mail. Check the SMTP log for 'Unable to Relay' to confirm.

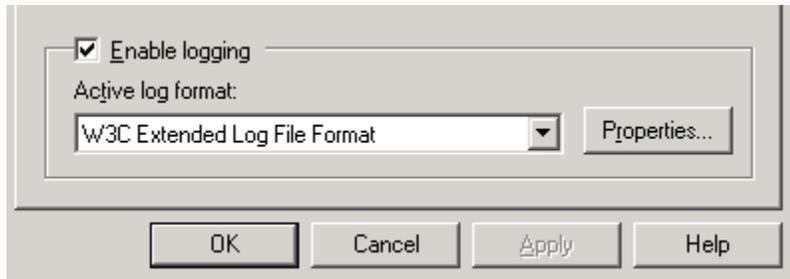
Unable to relay occurs when the email recipient cannot verify the sender. This often happens when the InfiniTime Server is not joined to the customer's domain. A smart host is required to work around the issue. The smart host must be configured to relay email for the InfiniTime Server.

SMTP LOGGING – ENABLING AND USING THE SMTP LOG

The SMTP Log is a useful tool for troubleshooting SMTP Email. It shows when an email was successfully sent and gives detailed error messages when an email fails to send.

Follow the steps below to enable the SMTP Log:

1. Check Enable Logging on the SMTP Service Properties Page.
2. Select the W3C Extended Log File Format from the drop down box.
3. Click on the Properties Button to configure the log settings.



4. Take note of the log file directory. This is where the log files are located.



5. Check the items below on the advanced tab.

Date
 Time
 Client IP Address
 User Name
 Service Name
 Server Name
 Server IP Address
 Server Port
 Method
 URI Stem
 URI Query
 Protocol Status
 Protocol SubStatus
 Win32 Status
 Host
 User Agent

6. Click OK to save the changes and browse to the log directory.

C:\WINDOWS\System32\LogFiles

If reports emailed from InfiniTime do not reach the recipient it often helps to have a clean log file before running a test. In this way you can see exactly what the SMTP

Service is doing before it fails. Follow the steps below to force the SMTP Service to create a new log file.

1. Stop the SMTP Service.
2. Rename the existing log file with today's date.
3. Start the SMTP Service.
4. A new log will be created when the SMTP Server is next used. Attempt to email a report from within InfiniTime and check the log to see the status.

INTERPRETING SMTP LOG FILES

There is one rule to abide by when interpreting SMTP log files. If there is something you don't understand – GOOGLE IT. SMTP is a basic protocol used for sending mail. Hundreds of thousands of people exchange information about common errors. As such a wealth of information can be found on the web. For example the site below provides a detailed explanation of why the Unable to Relay error occurs.

<http://www.eudora.com/techsupport/kb/1593hq.html>

A Successful Email:

The lines on the following page were generated by a successful SMTP email from InfiniTime. Notable sections showing a successful email are in bold.

```

#Software: Microsoft Internet Information Services 6.0
#Version: 1.0
#Date: 2009-09-04 21:16:21
#Fields: date time c-ip cs-username s-sitename s-computername s-ip s-port cs-method cs-uri-stem cs-
uri-query sc-status sc-win32-status cs-host cs(User-Agent)
2009-09-04 21:16:21 127.0.0.1 support03 SMTPSVC1 SUPPORT03 127.0.0.1 0 EHLO - +support03
250 0 - -
2009-09-04 21:16:21 127.0.0.1 support03 SMTPSVC1 SUPPORT03 127.0.0.1 0 MAIL -
+FROM:<reports@infinitime.com> 250 0 - -
2009-09-04 21:16:21 127.0.0.1 support03 SMTPSVC1 SUPPORT03 127.0.0.1 0 RCPT -
+TO:<dan@inceptiontechnologies.com> 250 0 - -
2009-09-04 21:16:21 127.0.0.1 support03 SMTPSVC1 SUPPORT03 127.0.0.1 0 DATA -
<SUPPORT03FRaqbC8wSA0000000c@support03.lonewolfsoftware.com> 250 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionResponse SMTPSVC1 SUPPORT03 - 25 - -
220+MAILSERVER.LONEWOLFSOFTWARE.COM+Microsoft+ESMTP+MAIL+Service+rea
dy+at+Fri,+4+Sep+2009+14:16:20+-0700 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionCommand SMTPSVC1 SUPPORT03 - 25
EHLO - support03.lonewolfsoftware.com 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionResponse SMTPSVC1 SUPPORT03 - 25 - -
250-MAILSERVER.LONEWOLFSOFTWARE.COM+Hello+[192.168.1.83] 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionCommand SMTPSVC1 SUPPORT03 - 25
MAIL - FROM:<reports@infinitime.com> 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionResponse SMTPSVC1 SUPPORT03 - 25 - -
250+2.1.0+Sender+OK 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionCommand SMTPSVC1 SUPPORT03 - 25
RCPT - TO:<dan@inceptiontechnologies.com> 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionResponse SMTPSVC1 SUPPORT03 - 25 - -
250+2.1.5+Recipient+OK 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionCommand SMTPSVC1 SUPPORT03 - 25
BDAT - 72233+LAST 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionResponse SMTPSVC1 SUPPORT03 - 25 - -
250+2.6.0+<SUPPORT03FRaqbC8wSA0000000c@support03.lonewolfsoftware.com>+Queued+mai
l+for+delivery 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionCommand SMTPSVC1 SUPPORT03 - 25
QUIT - - 0 0 - -
2009-09-04 21:16:21 192.168.1.200 OutboundConnectionResponse SMTPSVC1 SUPPORT03 - 25 - -
221+2.0.0+Service+closing+transmission+channel 0 0 - -
2009-09-04 21:17:32 127.0.0.1 support03 SMTPSVC1 SUPPORT03 127.0.0.1 0 QUIT - support03
240 70828 -

```

MAILSERVER.LONEWOLFSOFTWARE.COM+Microsoft+ESMTP+MAIL+Service+ready – SMTP Service Ready on receiving server

EHLO - support03.lonewolfsoftware.com – Initialize Communication with Client / Server

MAIL - FROM:reports@infinitime.com – Denotes FROM Address

Sender+OK – Confirms FROM Address

RCPT - TO:dan@inceptiontechnologies.com – Denotes TO Address

Recipient+OK – Confirms TO Address

Queued+mail+for+delivery – SUCCESS.

25 QUIT – Close connection

Service+closing+transmission+channel – Connection Closed