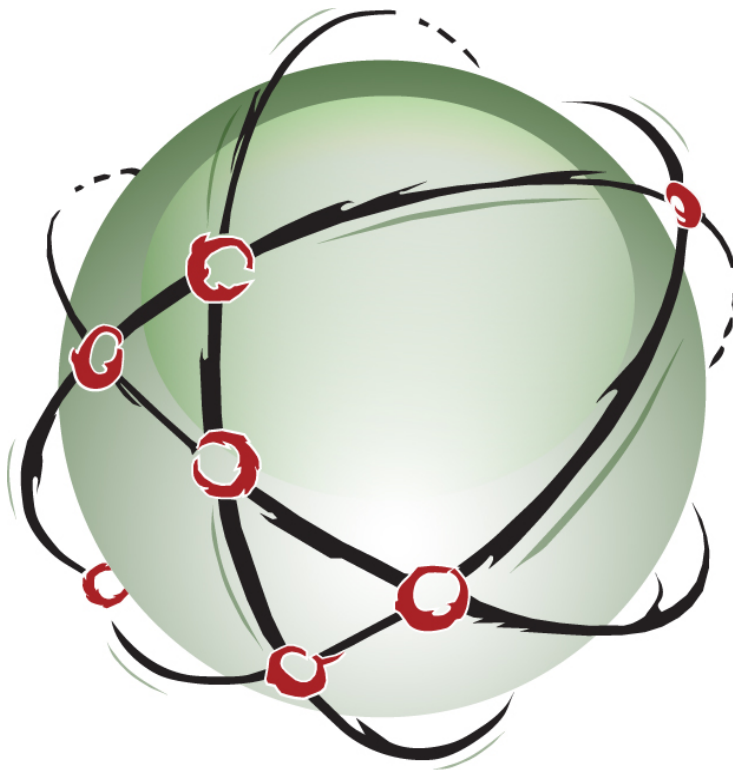


**Inware Technologies Inc.**

**SmartSend™ for SMTP**



**Inware**

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## System Requirements

SmartSend™ for SMTP requires the following.

- A mail server capable of AuthLogin, CramMD5 or SASL log in. Exchange 2007 or 2010 are supported for this role.
- Internet Information Services (IIS) installed for FTP file transfer or a redirected drive (where FTP was used to transfer files from MVS mainframe).
- .NET framework 3.5 (will be installed if missing)

## Overview

SmartSend™ utilizes SMTP to send mail to destination mail servers such as Exchange 2007 or 2010. Properly formatted messages stored in .bay or .tmp files are picked up and delivered by the server via SMTP. Messages are processed from the designated Inbound directory. Once they are processed, they are deleted.

## Configuring Your Mail Server

You must configure your mail server to accept mail via SMTP prior to running SmartSend™ for SMTP. The specifics of this can vary from platform to platform. A Microsoft support post detailing how to enable the SMTP connector for Exchange 2007 and 2010 is below.

[Configuring Exchange 2007 Hub Transport role to receive Internet mail](#)

A Microsoft support post detailing how to enable the SMTP connector for earlier versions of Exchange is below.

[How to configure the SMTP connector in Exchange 200x](#)

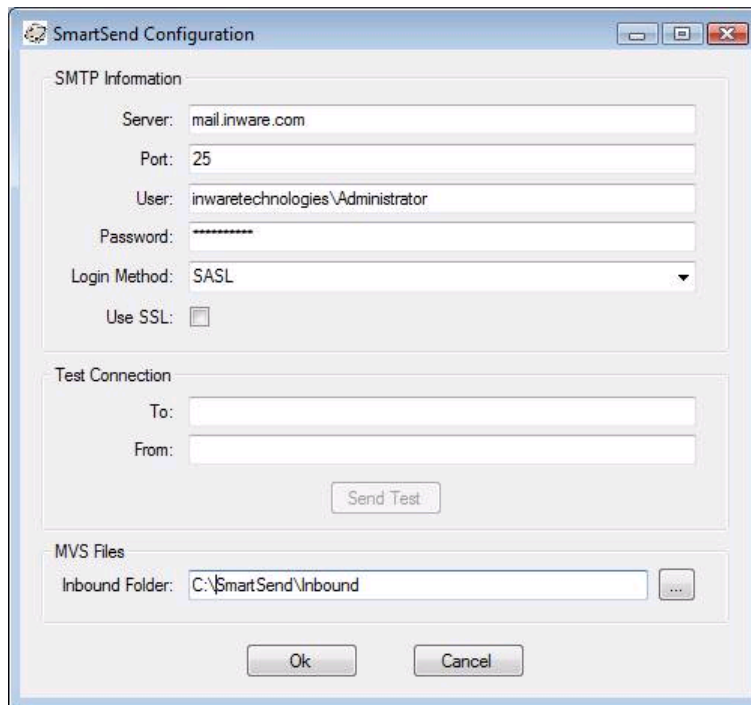
SmartSend™ for SMTP uses SMTP to send emails and thus the message headers within the SmartSend bay files from MVS must be valid SMTP addresses. Strict address checking on the MVS side can prevent invalid SMTP addresses in the message headers. If strict address checking on the MVS side is not possible, SMTP errors may result.

## Installing Your SmartSend™ for SMTP

SmartSend™ for SMTP can be installed by unzipping the file "SmartSend™ for SMTP .zip" and launching the setup.exe. Proceed through the installation wizard to install SmartSend™ for SMTP.

## Configuring Your SmartSend™ for SMTP

Once SmartSend™ for SMTP is installed on your SmartSend server and FTP services on this server are configured and running, you will need to Configure SmartSend. This can be done by running Dashboard.exe in the SmartSend directory (default directory is C:\Program Files\Inware Technologies Inc\SmartSend) or by running the SmartSend Configuration icon in the Inware Technologies Inc program group in the Start menu. This should launch the Dashboard GUI shown below.



**Server** – This should be set to the name or IP address of your mail server which can accept mail via SMTP.

**Port** – This is the SMTP port to accept SMTP on your mail server. Typically the default SMTP port is 25.

**User** – This is the name of the Administrator who has access rights to the mail server.

**Password** – This is the password for the Administrator listed above.

**Login Method** – This is the protocol used to log in to the mail server. Supported protocols are AuthLogin, CramMD5 and SASL. "None" can also be selected for a

plain text log in. If the mail server is Exchange 2007 or 2010 then SASL should be selected.

**Use SSL** – Check this box if your mail server requires an SSL connection for login.

**Inbound Folder** – This specifies the directory that will contain the inbound .bay and .tmp files sent via FTP from the MVS mainframe. It is set to “C:\Program Files\Inware Technologies Inc\SmartSend\Inbound” by default but it can be changed to fit an existing FTP directory if the FTP services are already configured.

## Testing Your SMTP Connection

Using the SmartSend™ for SMTP Dashboard you can test your SMTP connection to the mail server before files are placed in the inbound gateway and the service is activated. To do this, set the configuration parameters in the Test Connection section and click the “Send Test” button. This should cause a test email to be sent via SMTP to the designated mailbox. The test email will contain the following body text:

This message was sent to confirm the SMTP configuration of the SmartSend from Inware Technologies Inc.

**To** – The SMTP address of the mailbox that will receive the test message. This value must be set to a valid SMTP address.

**From** – The SMTP address of the displayed sender of the test message. This value must be set to a valid SMTP address.

## Running SmartSend™ for SMTP

After SmartSend™ for SMTP has been installed and configured the service is controlled using the server’s service control interface. By default, the service is set to manual and must be initially started within the service control interface. The service name is SmartSend. Starting this service will cause it to continually process all inbound .bay and .tmp files that are located in the Inbound Folder. When the service is running, events will be written to the InwareSmartSendService event log. If there are any problems while running SmartSend™ for SMTP please consult this log.

## Troubleshooting

Below are some SMTP protocol errors that may be found in the event log and the circumstances that can cause these errors.

**550 5.1.1 User unknown** – This error is the result of having an SMTP address present in the recipient fields of an inbound .tmp or .bay file that is not a member of the same domain as the destination mail server. The recipient fields are GW\_DisplayTo^, GW\_PostTo^ and GW\_From^. This can be the result of not having strict address checking on the MVS side.

**550 5.7.1 Unable to relay** – This error is the result of sending to an SMTP address that is outside the environment of the destination mail server. Changes to the destination mail server environment may be necessary to allow SMTP mail to be sent to these addresses.

Below is a link to a more exhaustive list of SMTP errors. The list is written from an Exchange perspective but many of the errors are generalized to other platforms.

[Delivery status notifications in Exchange Server](#)