2012 to 2013

Q10021103 - Is there a problem known with the Alert By Mail feature? I have set all the parameters but do not receive an e-mail.

There have some similar issues caused by improperly configuration, more detail about your mail server and configuration will be helpful to find out the possible problem.

At first, please make sure you configure mail alert feature on correct console. For controllers with onboard ethernet port, there have two ways available to generate alert mails : through onboard ethernet port or through the archttp proxy software.

Mail through controller onboard ethernet port can be configured through the 'Alert by Mail Configuration' feature in web manager console, the System Control menu, this feature works only if the onboard ethernet port had been properly configured. The mail through archttp is configured through the archttp buildin mail configure port, this feature works through the motherboard ethernet port.

Two methods use different ethernet port, so please make sure you configure

the right place. To test the mail configuration, you can use the feature call 'generate

test event' in controller manager to generate an event with mail.

If you properly configure these settings but no mail received, please take a

screenshoot on the mail configuration page for us.

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