

## SERVICE BULLETIN - EMAIL

### Product: Receiver Multicoupler

**Subject: EMAIL**

**Date: 15<sup>th</sup> January 2020**

#### **Description**

This Service Bulletin overviews the process to set up a third-party email delivery provider for use with the RMC's email alarm notifications.

The Receiver Multicoupler (RMC) supports email notifications to non-encrypted email servers. An increasing number of email servers are migrating to encryption (TLS/SSL) ..... particularly those upgraded by Windows 365.

To service RSM email alarm notifications a third-party email service provider that supports non-encrypted emails can be used. Many such services can be found on-line and include SendGrid, JangoSMTP, Socketlabs and SMTP2GO .... just to name a few.

#### **Setting Up An Account**

1. The first step in this process is to establish an account with one of these email service providers. Go to your chosen/preferred suppliers web page and create a new email account. For the purposes of this example we have set up a new SendGrid email account as follows;

Username: RFIalarms  
Password: RFI12345678!

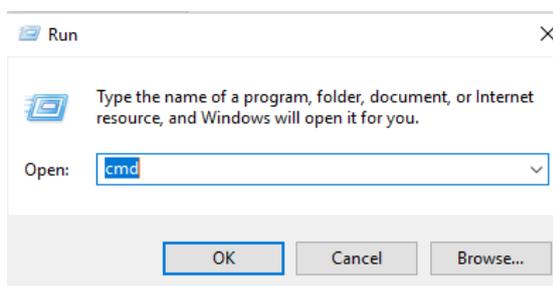
**Note:** You won't be able to use this example account yourself, you must create a new account with your chosen email service provider !

#### **Identifying the Email Server's IP Address**

The RMC's email configuration needs to know the IP address of the email service provider's server as it doesn't support DNS look up. The chosen provider's email server's IP address can be found by following this process on your computer;

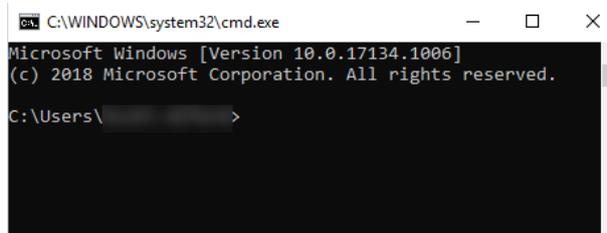
2. To enter the Command prompt (CMD), right-click on the Start button (shown as the Windows icon in some later version Operating Systems) on the bottom left corner of your Windows desktop, and select *Run*;

The following window will appear;

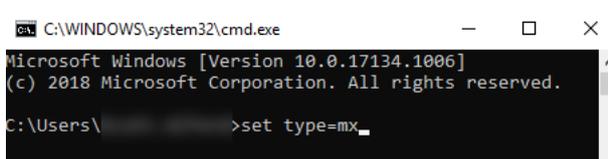


3. Enter the word *cmd* and click OK (or hit *ENTER*).

The following window will appear;



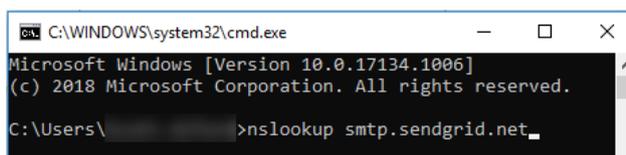
4. Type in the following text at the command prompt and press *ENTER*;



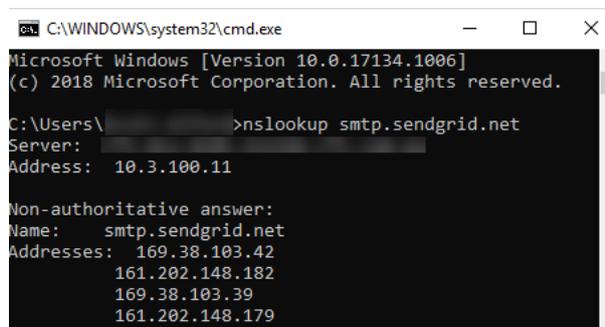
This command limits the IP addresses shown by the following command to only those used by the provider for MX (Mail eXchange) emails.

5. Type in the following text at the command prompt (examples are shown for two providers and a search on the Internet will find the command format to use for other providers) and press *ENTER*;

*nslookup smtp.sendgrid.net*  
 or  
*nslookup express-relay.jangosmtp.net*  
 or  
*nslookup socketlabs.com*  
 or  
*nslookup smtp2go.com*



The provider's email servers' IP address(es) will be returned by the above command as follows;



**Note:** It's important to know that some email service providers regularly change their email server IP address to help combat hacking, denial of service, and other forms of cyber attack. Depending on the email provider you choose, you may have to regularly check and update their current IP address in the RMC's email configuration GUI page.

### Configuring the RMC using this information

6. Log in to the RMC using Level 2 access to be able to configure the RMC's Communications parameters. By default, Level 3 access is provided by using;

Username: admin  
Password: admin

7. Navigate to the RMC's *Configuration/Communications* page in the GUI menu

8. In the Email section of this GUI page, enter the following values;



Email		Test Email
Setting	Value	
Send Status Change Messages	<input checked="" type="checkbox"/> Enable	
SMTP Server Address	169.38.103.42	
SMTP Server Listening Port	25	
SMTP Server Login Username	RFIalarms	
SMTP Server Login Password	***** <input type="checkbox"/> Reveal	
From Email Address	your_email_sending@site.com	
Destination Email Addresses	duty_tech@hotmail.com	

*SMTP Server Address* = one of the email server IP addresses displayed in step 5 above.

*SMTP Server Listening Port* = 25 (usually 25 for non-encrypted email servers, but may be 587 for some providers)

*SMTP Server Login Username* = the username of the account you have set up with the provider

*SMTP Server Login Password* = the password of the account you have set up with the provider  
(tick *Reveal* to display this password field on the screen if desired)

*From Email Address* = the Sender email account name you wish to appear on the email

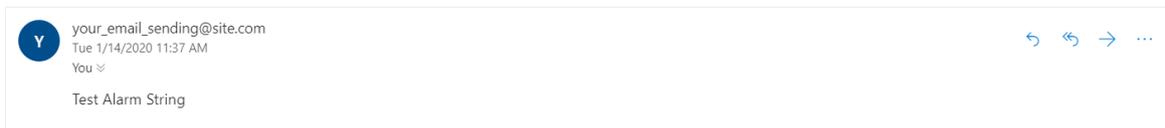
*Destination Email Addresses* = the address(es) that the emails will be sent to. Up to 4 addresses may be used.



### Testing the entered configuration

When the Test Email is clicked a sample text email is sent to the nominated email address(es).

An example of this is;



Example Test email

**Note:** The internet connection being used from the RMC must have access for the nominated IP port (i.e. 25 in the example above). In ADSL routers and firewalls this means than port 25 (or 587) must be 'opened', otherwise the RMC's emails will not be received by the email provider.

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