

The basic option for monitoring of mail services' function is to track response on POP3 and SMTP protocols.

For this functionality, there's a dedicated CM Watch, which uses the conditions POP3 or SMTP.

C-Monitor condition POP3, or SMTP, communicates with the selected server using commands of the protocol POP3 or SMTP.

The conditions evaluate status based on information obtained from the communication with the mail server.

For more complex monitoring of mail services' functionality, use [Email looping test](#) [1].

POP3

With the condition POP3, you monitor basic function of the POP3 server. For more about setup of the POP3 condition, [read here](#) [2].

The following image serves to illustrate a possible setup through C-Monitor console.

Such condition is going to test access to the defined POP3 mailbox on server `pop3.company.sk` every 10 minutes.

If it receives response about correct access to the POP3 mailbox, the condition will be evaluated as True.

The screenshot shows the 'Condition Definition' window in the Customer Monitor application. The window is titled 'Condition Definition' and has a standard Windows-style title bar with minimize, maximize, and close buttons. On the left side, there is a list of 'Available Functions' including 'Internet IP Traffic', 'Internet IP Transferred Data', 'Free Space On Disk', 'Exists File', 'File Size', 'Files Size in Directory', 'Exists Directory', 'Directory Accessible', 'LoggedOn User', 'Windows Running Time', 'Operating System started', 'Date', 'Day of Week', 'Time', 'TimeRange', 'Current IP', 'Performance Counter', 'Hardware Monitoring', 'Ping', 'Ping RoundTripTime', 'Ping Packet Loss', 'SMTP', and 'POP3'. The 'POP3' function is selected and highlighted with a red rectangle. The main area of the window is titled 'POP3' and contains several input fields and dropdown menus. A red rectangle highlights the 'Server' field (containing 'pop3.company.sk'), the '[Port]' field (containing '110'), the '[Retries]' field, the '[Timeout in sec]' field, the 'Authentication' dropdown (set to 'Simple Login'), the '[Login]' field (containing 'user'), and the '[Password]' field (containing 'xxxxxxxxxxxx'). Below these fields, there are three dropdown menus: 'Operation' (set to 'Successful'), 'Test Period' (set to '10'), and 'Unit' (set to 'min'). At the bottom of the main area, there is a section titled 'Value from this condition send to CM server' with two radio buttons: 'Always' (selected) and 'Never'. Below this, there is a checkbox labeled 'Assess the state of watch' which is currently unchecked. At the bottom right of the window, there are 'OK' and 'Cancel' buttons.

Image: Obrázok: POP3 test

The operator can view the CM Watch's evaluation either directly in [C-Monitor console](#) [3] > Watches state, or via [CM Portal](#) [4] > Presentation and Evaluation > Watches (Online monitoring).

Notification is secured defaultly by email notification at change of CM Watch's state, eventually also by SMS, if this is configured in the [CM Watch's action](#) [5].

SMTP

With the condition SMTP, you monitor basic function of the SMTP server. For more about setup of the SMTP condition, [read here](#) [6].

The following image serves to illustrate a possible setup through C-Monitor

console.

Such condition is going to send a sample email to the address smtp_test_reciever@company.sk every 10 minutes.

When the command to send a mail through SMTP protocol is executed, the condition expects a response from the SMTP protocol, that the submission was successful.

The screenshot shows the 'Condition Definition' window with the 'SMTP' protocol selected in the 'Available Functions' list. The main configuration area is titled 'SMTP' and contains the following fields:

- Server:** smtp.company.sk
- [Port]:** 25
- [Retries]:** (empty)
- [Timeout in sec]:** (empty)
- Authentication:** Simple Login (dropdown menu)
- [Login]:** user
- [Password]:** (masked with asterisks)
- [Send From]:** smtp_test_sender@company.sk
- [Send To]:** smtp_test_reciever@company.sk
- Operation:** Successful (dropdown menu)
- Test Period:** 10
- Unit:** min (dropdown menu)

Below the configuration fields, there is a section titled 'Value from this condition send to CM server' with two radio buttons: 'Always' (selected) and 'Never'. There is also a checkbox labeled 'Assess the state of watch' which is currently unchecked. At the bottom right, there are 'OK' and 'Cancel' buttons.

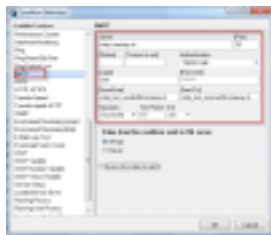
Image: Obrázok: SMTP test

The operator can view the CM Watch's evaluation either directly in [C-Monitor console](#) [3] > Watches state, or via [CM Portal](#) [4] > Presentation and Evaluation > Watches (Online monitoring).

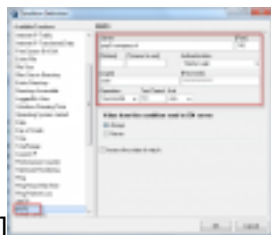
Notification is secured defaultly by email notification at change of CM Watch's state, eventually also by SMS, if this is configured in the [CM Watch's action](#) [5].

Date:

02/11/2012Images:



[7]



[8]

Links

- [1] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/outages-email-services/email-looping-test-watches>
- [2] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/overview#POP3>
- [3] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/basic-watch>
- [4] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/basic-wat-0>
- [5] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/settings>
- [6] <https://customermonitor.eu/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/overview#SMTP>
- [7] https://customermonitor.eu/sites/default/files/SMTP_0.png
- [8] https://customermonitor.eu/sites/default/files/POP3_0.png