



## **SMTP 3<sup>rd</sup> Party Routing Directions**

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# SmartMsg

## Secure Notification Software

Additional SmartMsg documentation is available through the Codespear website.

<http://www.codespear.com/helpcentral.asp>

Codespear is committed to providing documentation that provides full understanding of SmartMsg software. We encourage comments on any of the above documentation. This may include pointing out features that require further explanation, ambiguity in any language, inconsistencies in information or misinformation.

Send e-mails regarding any of the above-mentioned problems or any other grievances regarding any documentation to:

[SmartMsgdocumentation@Codespear.com](mailto:SmartMsgdocumentation@Codespear.com)

Codespear appreciates all comments regarding any issues in order to ensure the accuracy, consistency and simplicity of all of our documentation.

Please note: This e-mail address is for comments only. If you have technical questions please contact Technical Support by visiting our website.



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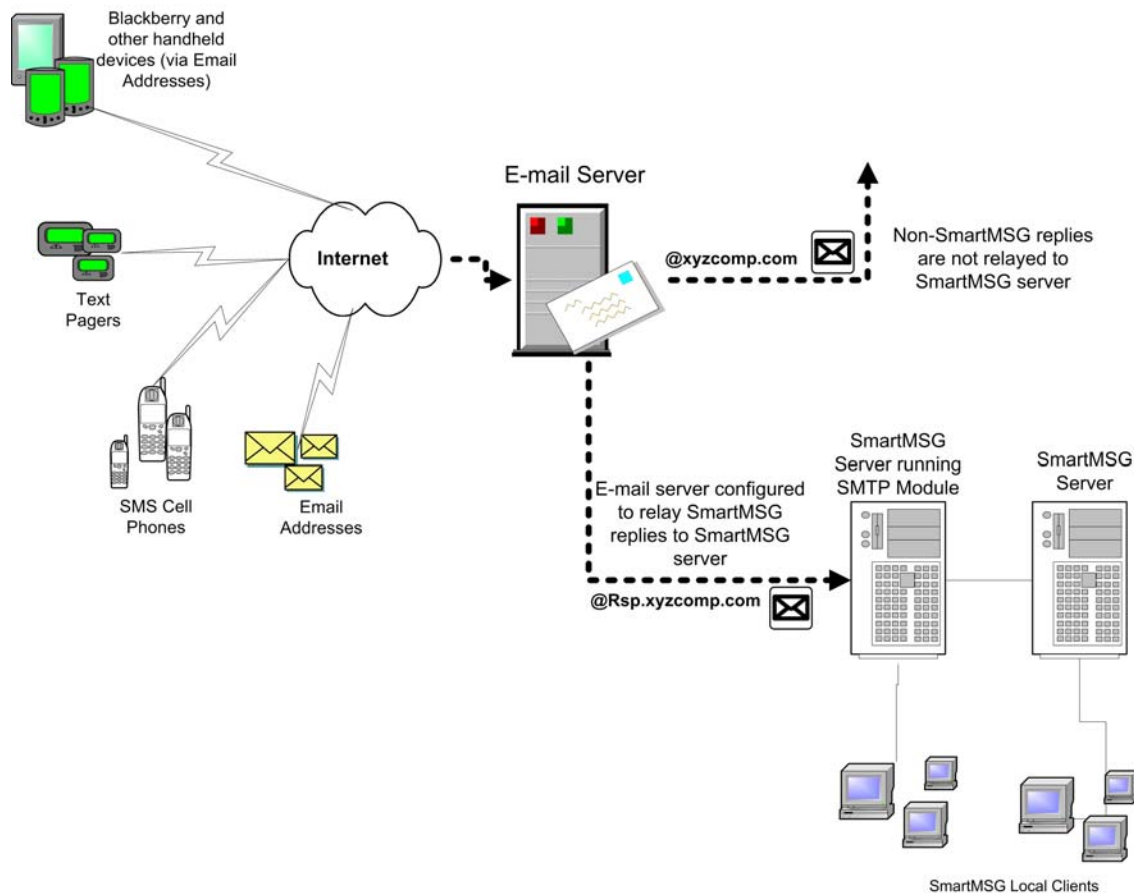
## Configuring SmartMsg for inbound SMTP (email and SMS message responses)

SMTP (Simple Mail Transfer Protocol) is a standard protocol used for sending E-mail messages. The SMTP protocol is also commonly used to send SMS text messages to cell phones and text pagers. The SmartMsg SMTP Module is designed to utilize its own built-in SMTP server for sending SMTP messages and receiving SMTP responses. This built-in SMTP server requires outbound TCP port 25 to be open from the SmartMsg Server to the Internet (unless only internal SMTP messages are sent). Using the SmartMsg built-in SMTP server is the recommended configuration. The SmartMsg built-in SMTP server is designed for sending large volumes of alerts within short time frames. It is optimized specifically for the SmartMsg purposes.

### SMTP Routing (from Email server to SmartMsg)

Alternately, the SMTP module can be configured to route messages through a separate mail server, such as Microsoft Exchange, rather than utilizing its own built in SMTP server. Although not the preferred method, it is available for situations in which the recommended manner of using SmartMsg's SMTP server is not feasible.

The following diagram shows an example of the alternative method, in which a 3<sup>rd</sup> party SMTP server receives responses and forwards those responses to the SmartMsg server.



## Configuration steps

### Routing SmartMsg SMTP responses through 3<sup>rd</sup> party Email server

- 1) **Create or identify a domain or subdomain that can be dedicated to SmartMsg replies.**

This domain/subdomain must be different from any used for receiving non-SmartMsg email. For example, if company ABC normally receives email at *ABC.com*, a separate subdomain of *sm.ABC.com* could be utilized for all SmartMsg SMTP replies.

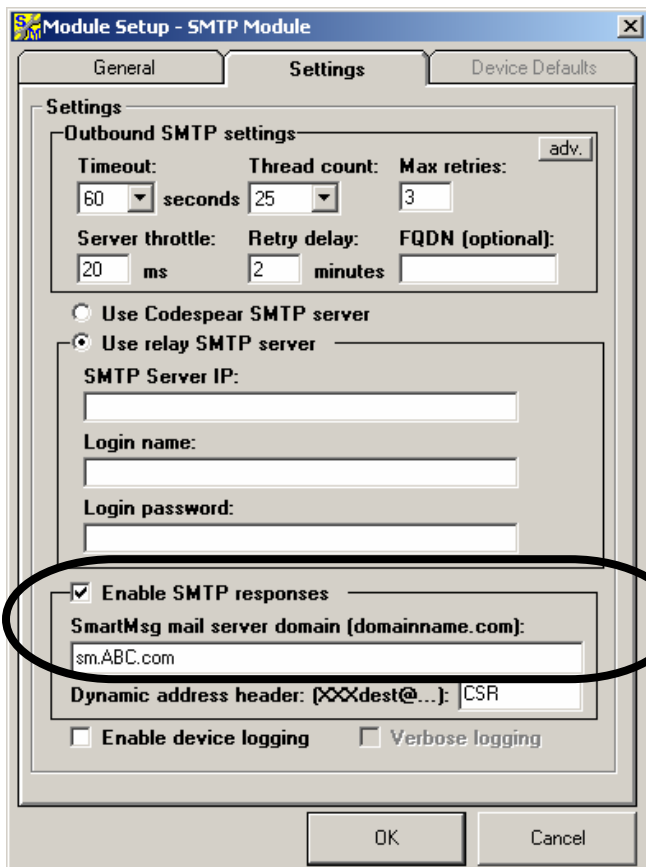
- 2) **Configure SMTP traffic addressed to SmartMsg to be routed to the SmartMsg server.**

In most cases, this can be accomplished by setting up a smart host entry on the Email server. See *Configuring a Smart Host entry* section for more information. If 3<sup>rd</sup> party software is utilized for routing SMTP to alternate servers, consult that software's documentation.

- 3) **SmartMsg Configuration**

Configure the SmartMsg SMTP module with the proper domain information. Verify SMTP responses are enabled specify the correct domain under mail server domain.

**The following screenshot shows the SMTP module configured to receive SMTP responses at sm.ABC.com**



*SMTP Module settings can be accessed in the SmartMsg Administrator Tool. Select Properties from the Global menu and then double click 'SMTP Module' in the module list.*

### **Configuring a Smart Host Entry**

A Smart Host entry allows for routing SMTP to an alternate server. Smart Host entries can be used to route SmartMsg SMTP responses from a Microsoft Exchange to SmartMsg.

- 1) Open Internet Services Manager
- 2) Expand the Server properties by clicking the + sign to the left of the server name.
- 3) Right click Domains under Default SMTP Virtual Server.
- 4) Select New -> Domain
- 5) Click Next.
- 6) Type in the domain name that was designated for SmartMsg responses.