



Tech20210525-1-1

Troubleshooting Email Alert Client

Summary

The Cellwatch Email Alert Client is a simple to use client and very straightforward in the installation process. Most issues arise in attempting to navigate the internal corporate firewalls and configured customer-specific email settings. For example: It may be necessary to verify local firewall settings on the Cellwatch iBMU or to test the email capabilities with an external SMTP mail server. This document will explore methods and fixes that have been used by NDSL Technical Support to troubleshoot and resolve customer issues.

Email Settings Authentication

Ensure the email accounts being used to receive the alerts and to authenticate with the SMTP mail server are valid. It could be possible these accounts were deactivated for several reasons. The most common of these are password expiration, policy changes for files with attachments, unrecognized user accounts, now-invalid SMTP mail server settings, or deactivated due to general inactivity.

Users can change their password settings and the SMTP server settings by selecting the Server Settings in their Email Alert Client as seen in [Image 1](#).

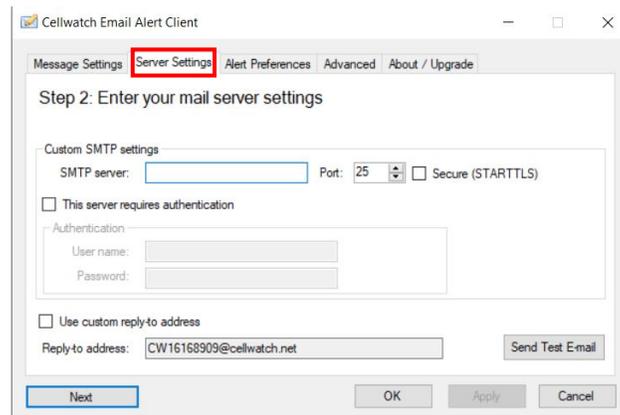


Image 1

Security permissions permitting, some users opt use external SMTP servers. There are a variety of free services that allow SMTP functions for low-volume messages. There may be security protocols or changes to those services which may result in SMTP authentication issues. For example: when using Google's email server, certain levels of authentication may need to be cleared before it will work with the Email Alert client. Accounts using TFA (Two Factor Authentication) could also cause hiccups during the setup process as Google will block all attempts until its security requirements have been satisfied. It may be necessary to disable TFA in order to utilize the account.



Also check the security requirements such as encryption, username, password, TLS, or and port requirements.

Using the 'reply-to address'

If issues are encountered during normal setup of the client, use the reply-to address. During troubleshooting it has been shown to be necessary for this option to be checked for the Email Client to work. Some servers require the 'reply-to-address' to be the same as the username. Other SMTP servers can relay messages and may use the reply-to-address of a valid account or donotreply@domain.com.

The reply-to address option can be used by entering the email address that will be used to authenticate to the SMTP server, as seen here in [Image 2](#).

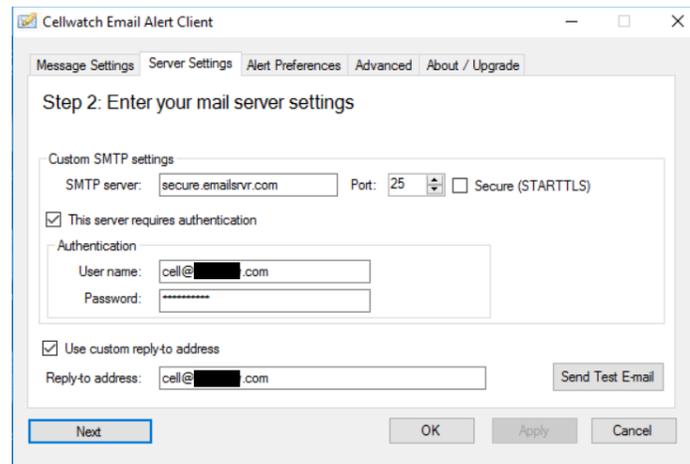


Image 2

If a secure server will not be used, simply leave it as the default(CW#####@cellwatch.net). Ensure the email that is desired to send alerts to is entered under the Message Settings tab, as seen here on [image 3](#).

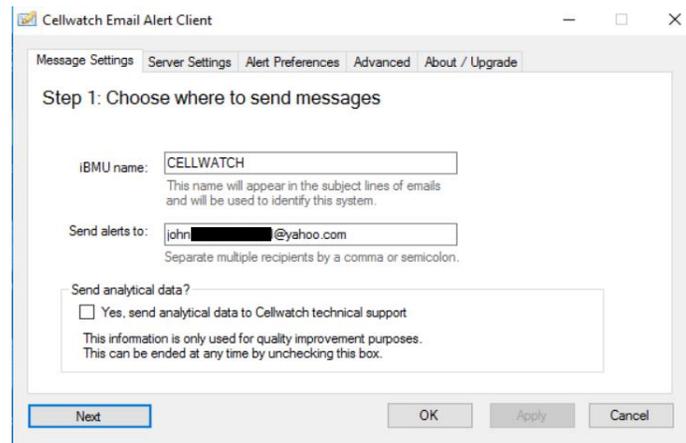


Image 3



Utilizing Correct Ports

Ensure during setup the correct ports are used. One way to verify this is to look up the SMTP server that will be utilized and find its correct settings. If the Email Alert Client can't connect, check the server ports to ensure they are valid and accessible. It may be necessary to enter several ports in order to establish the connection. Generally, these ports are **25**, **587** and **465**.

Firewall

The firewall is least likely to cause issues, but it can still be a possible cause for an error. There are two steps that can be taken before outright disabling the firewall.

1. Allow an App or Feature
2. Add a custom rule

Allow an App or Feature

Allowing an App or feature through Windows will allow the email alert program to operate unobstructed. This can be done by pressing the start or windows button and typing "Allow an App" the windows firewall option should show up.

Click on it or press enter, and it will bring up what is shown on [Image 4](#). Search for either Email Alert or Cellwatch.net.

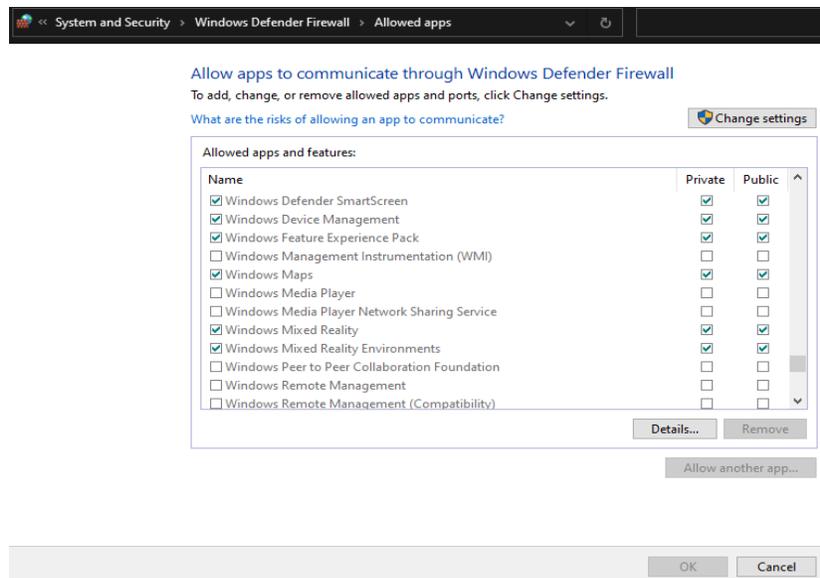


Image 4



If it is not there select 'allow another app'. From this window browse and find the installation folder which should reside in "C:\Program Files (x86)\NDSL\Cellwatch.net Desktop\" the program to be selected is CellwatchNetManager.exe.

Once selected click add and it will be added to the list. Ensure that Private and Public access are selected.

Add a custom rule

Adding a custom rule is like the previous step of creating an exception by allowing an app through the firewall. However, a custom rule can allow more granularity in how it is configured.

To create a custom rule, press the start or windows button and type firewall. The windows advanced firewall should appear, click on it or press enter. It will bring up what is on [Image 5](#).

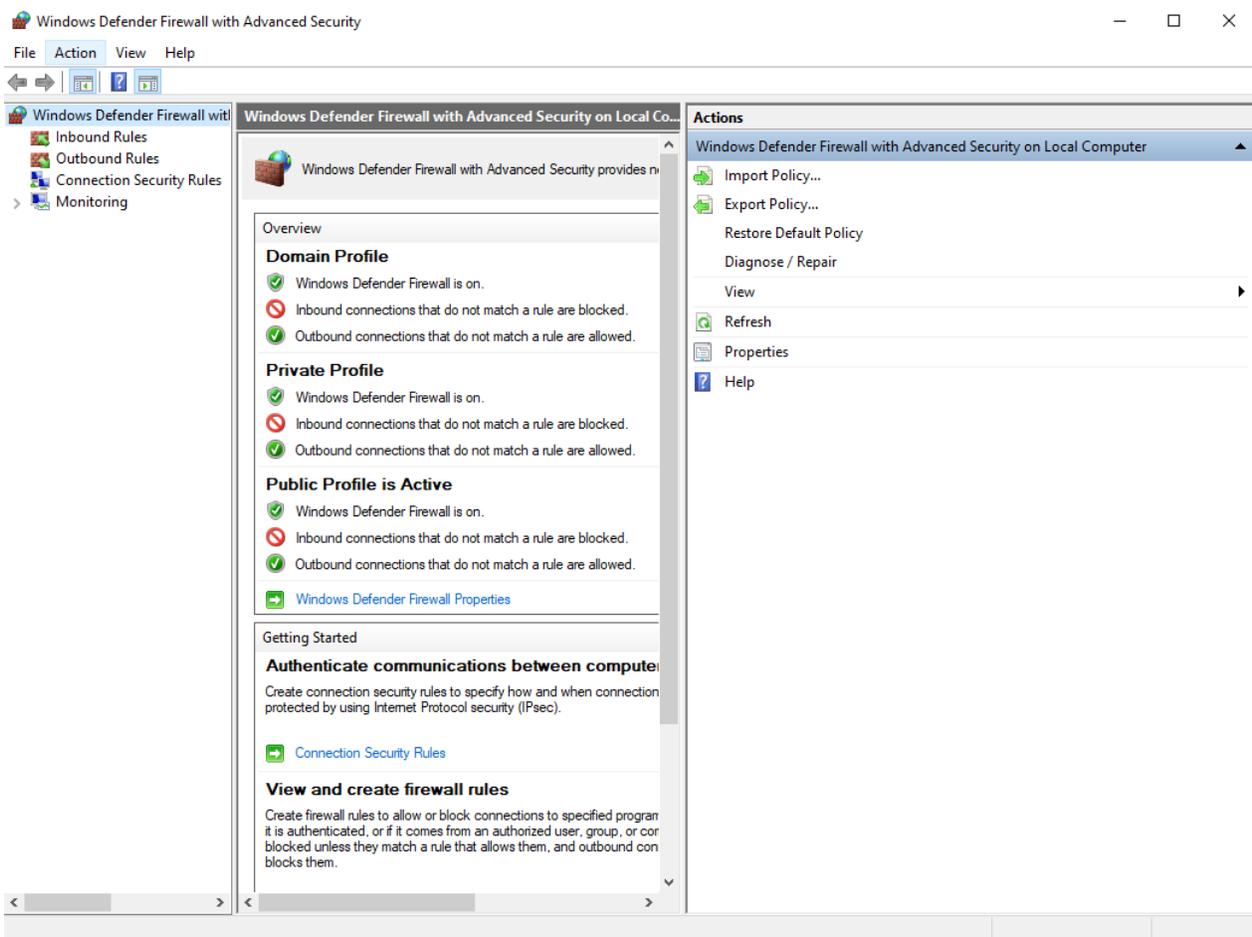


Image 5



From here click on 'Outbound Rules', look to the left panel and click 'New Rule' near the top. This will bring up a new window. This step is detailed by [Image 6](#).

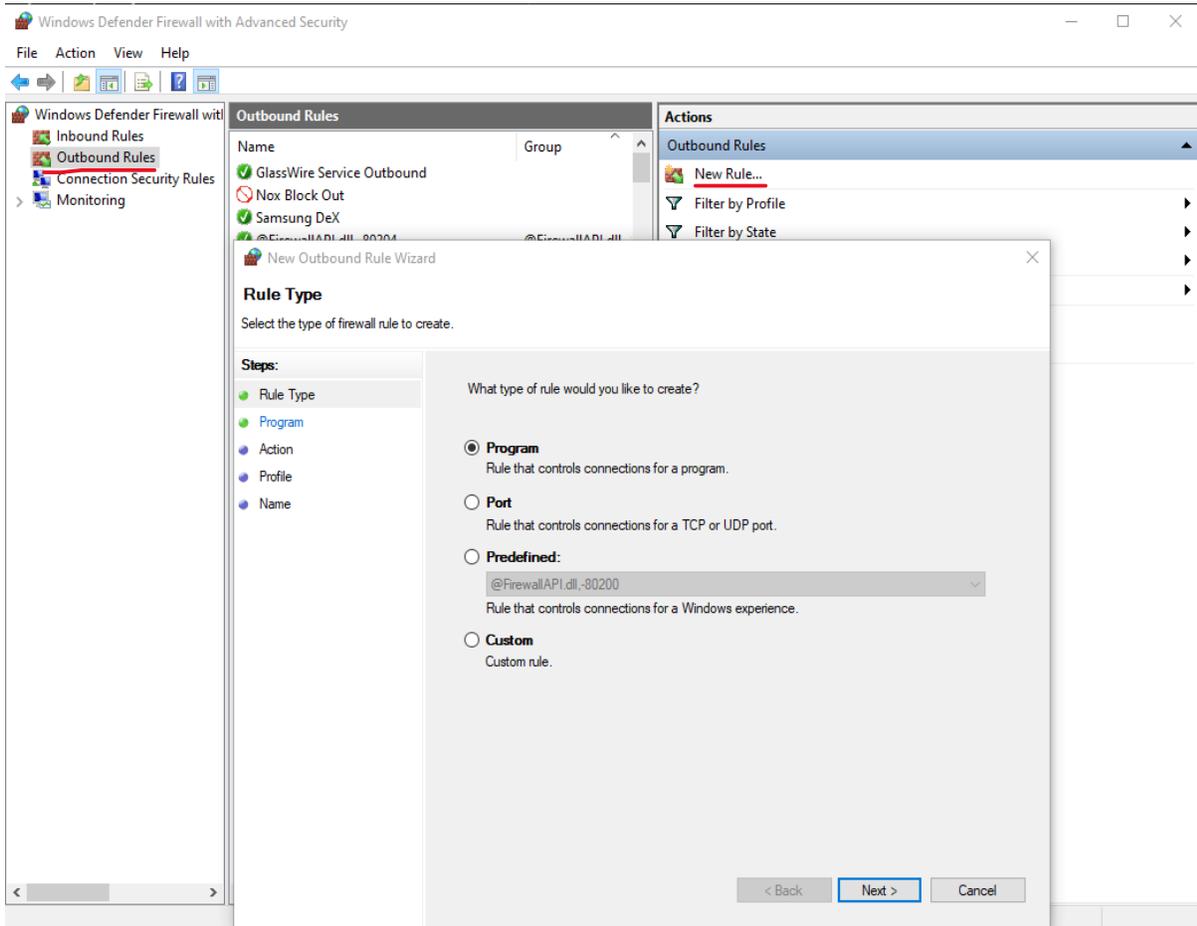


Image 6

In this window keep program bullet selected and click next. On this next window is where the Cellwatch program will be selected. Browse to **“C:\Program Files (x86)\NDSL\Cellwatch.net Desktop\”** and select the CellwatchNetManager.exe.

Once next is click several options ask what to do with the connection, allow it.

After clicking next it will ask for where it should be allowed, leave all options selected.

Lastly is the naming section, name the rule whatever is desired or simply Email Alert Allow.



Disable Firewall

To disable the firewall simply press the windows or start button and type firewall. Windows firewall should be the first option, click on it or press enter. What is shown in [Image 7](#) should be what appears.

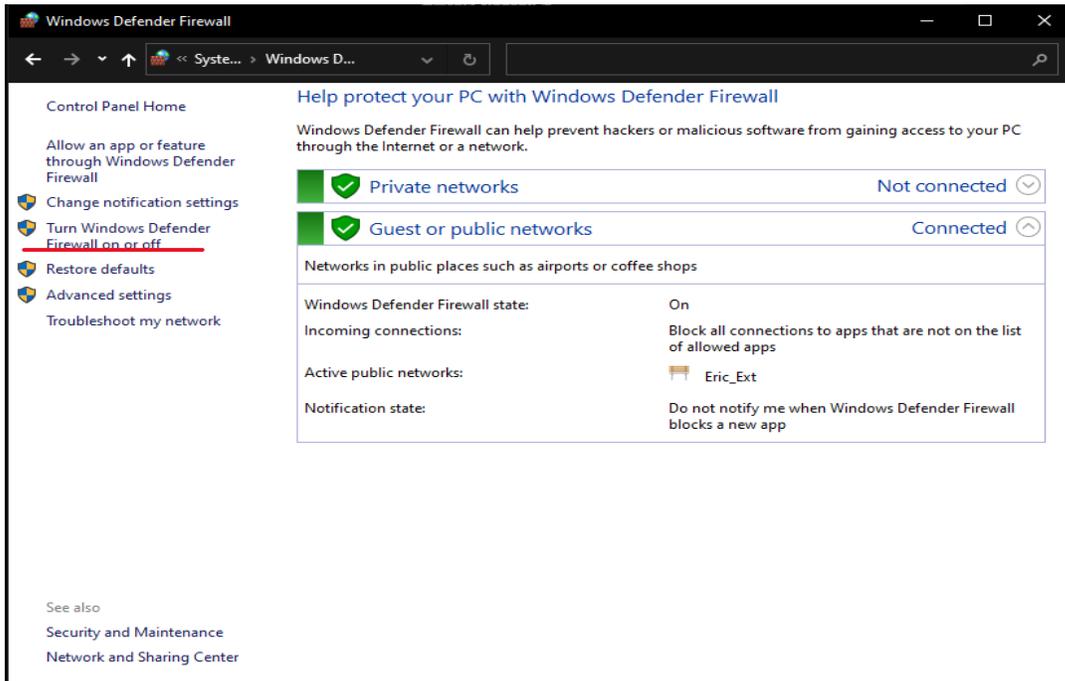


Image 7

On the left click 'Turn Windows Defender Firewall on or off'. This will bring up what is shown in [image 8](#).

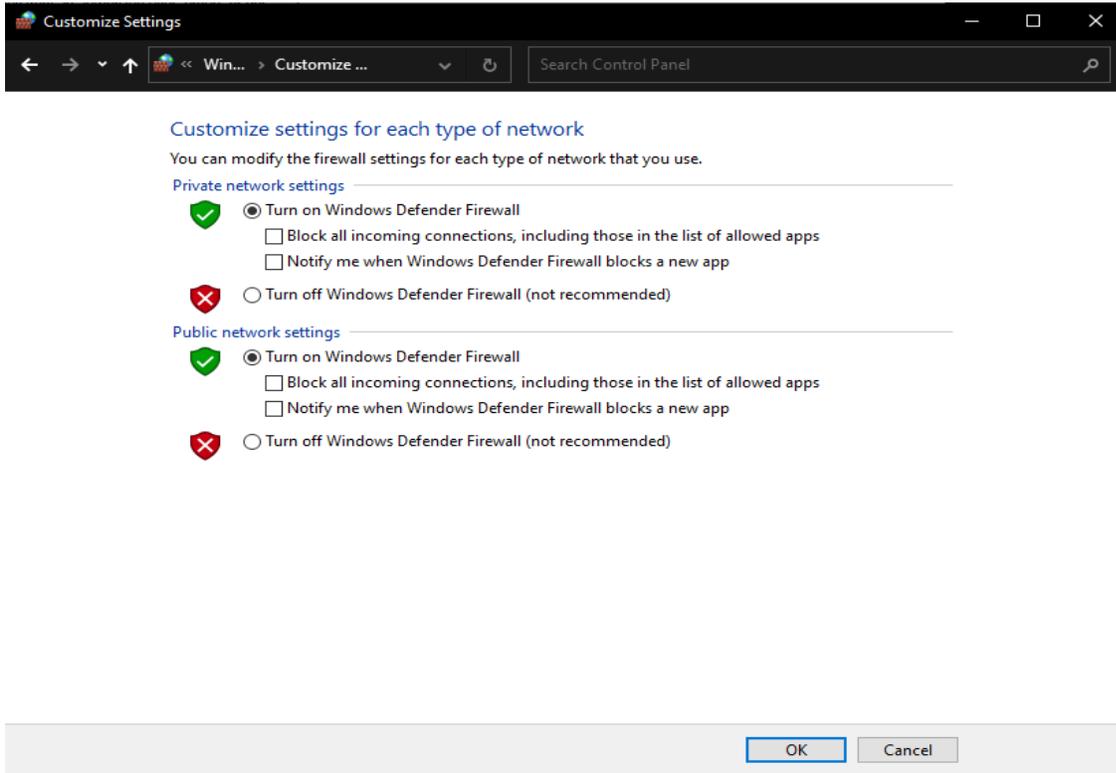


Image 8

Select off for both options or only one depending on what is desired.

Disclaimer: NDSL is not responsible for any issues or damages caused by modifying Firewall settings or disabling TFA (Two Factor Authentication). This information is meant to be used by experienced individuals who can mitigate risks by applying the provided information properly and develop a solution to their issues.