GENESYS™

Framework Management Layer User's Guide

E-Mail Alarm Reactions

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E-Mail Alarm Reactions

Contents

This chapter describes how the Management Layer processes alarm reactions of the E-Mail type and how to configure an email system for this function.
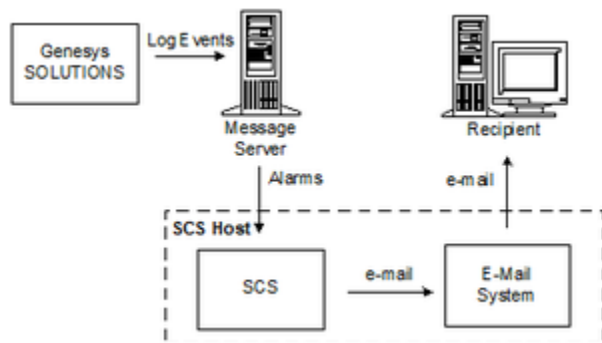
Alarm Reactions of the E-Mail Type

You can configure the Management Layer to send the content of an alarm as an email message to one or more email addresses. Simply create an alarm reaction of the Send an email type for a corresponding alarm condition. See the recommendations for configuring alarm reactions in How to Configure Alarm Conditions and Alarm Reactions.

> ### Important
>
> An *alarm* is a message generated by a Genesys application when a certain alarm condition is met. For more information, refer to Alarm-Signaling Functions.

The following diagram illustrates the message flow through the Management Layer when such an alarm is triggered. That flow includes the email system for your environment, which you must configure for the host running Solution Control Server.

E-Mail Alarm Reaction in Management Layer

Configuring E-Mail Systems

This section describes how to configure a UNIX- and a Windows-based email systems to send the content of an alarm message in an email.

On UNIX

On UNIX operating systems, Solution Control Server can use either the **sendmail** command or Simple Mail Transfer Protocol (SMTP) to send email messages. Depending on the protocol you prefer:

- You must correctly configure the **sendmail** command on the host computer running SCS.

- You must configure SMTP server host and port for SCS as values for the **smtp_host** and **smtp_port** configuration options. For more information about these options, refer to the "Solution Control Server" section of the *Framework Configuration Options Reference Manual*.

On Windows

On Windows operating systems, Solution Control Server can use either the Messaging Application Programming Interface (MAPI) or Simple Mail Transfer Protocol (SMTP).

MAPI

To enable the operation of email alarm reactions via an MAPI email system, you must install the system and configure it properly on the host computer running Solution Control Server. Also install Microsoft's CDO (Collaboration Data Objects).

The simplest way to set up an MAPI email system is to install Microsoft Outlook on the host computer for SCS. SCS then uses the default MAPI profile to connect to the system and send messages.

If you have installed SCS and are running it as a regular application (as opposed to a Windows Service), SCS uses the credentials of the user who is currently logged into Windows to open the default MAPI profile. So you must set permissions that allow users to use the default MAPI profile.

If you have installed SCS as a Windows Service, you must explicitly specify a user account to log on to Windows for this service. That account must have sufficient permissions to use the default MAPI profile. **[+] Show steps**

Prerequisite:

- SCS must be installed and configured.

Start

1. In Windows, open the **Control Panel**.
2. Double-click the **Services** button to open the **Service** window.
3. Select the **Genesys Solution Control Server** service.
4. Click the **Startup** button.
5. Select **This Account** and specify user account information.
6. Click **OK** and close the **Service** window.

SMTP

To enable the operation of email alarm reactions via an SMTP email system, you must configure the `mailer` section. Specify the SMTP server host for SCS as the value for the **smtp_host** configuration option smtp_host, and specify the SMTP server port for SCS as the value for the option **smtp_port**.

For more information about Solution Control Server configuration options, refer to the *Framework Configuration Options Reference Manual*.