

SMTP Server Notes	Document #: 129
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	Page: 1 of 1

Overview

Mutare Software requires the use of an SMTP server to send notification messages as well as emailing voice messages as attachments in many of its applications (e.g. EVM Plus or ENS). Mutare requires the ability to send emails through the existing customer SMTP server from the Application Server for these purposes.

Relaying

Mutare Software applications utilize CDOSYS and the Microsoft SMTP Virtual Server components of Windows Server to send emails. The corporate SMTP server must allow emails to be relayed from the IP address of the Application Server. When the Application Server needs to send an email, it connects to the SMTP server and attempts to send an email. The SMTP server checks the address of the message to determine the route. If relays are restricted, only emails to an internal email address are allowed, and emails to external emails are rejected, usually with an error code "550 Relaying prohibited".

This usually can be remedied on the SMTP server by adding the IP of the Application Server to the SMTP server as a "valid relay" IP address.

Confirm that the spam filters on the SMTP server will allow emails from the Application Server to be delivered.

SMTP Virtual Server

Some Mutare Software applications need to send emails from the Application Server. In these cases, Mutare Software requires the installation of the SMTP Virtual Server component of Microsoft Internet Information Services (IIS) on the Application Server. After installation, Mutare Software will configure the SMTP Virtual Server to use your existing SMTP server as a "smart host". This will allow the Application Server to relay messages through your existing SMTP server.

Attachments

Many applications may need to send attachments in emails. These attachments can include, WAV, MP3, TIF, and PDF file formats. These file formats must not be blocked by the SMTP server.