

FAQ • 01/2015

# How do you install an e-mail notification with the WinCC/Event Notifier option?

WinCC/Calendar Scheduler and WinCC/Event Notifier

http://support.automation.siemens.com/WW/view/en/60532594

This entry originates from the Siemens Industry Online Support. The conditions of use specified there apply (<u>http://www.siemens.com/terms\_of\_use</u>).

**Security Notes** Siemens offers products and solutions with industrial security functions which support the secure operation of plants, solutions, machines, devices and/or networks. They are important components in a comprehensive industrial security concept. The Siemens products and solutions continue to be developed under this aspect. Siemens recommends that you keep yourself regularly informed about product updates.

For the safe operation of Siemens products and solutions it is necessary to take appropriate security measures (cell protection concept, for example) and to integrate each component in an overall industrial security concept which is state of the art. This should also cover the third-party products used. Additional information about industrial security is available at: <a href="http://www.siemens.com/industrialsecurity">http://www.siemens.com/industrialsecurity</a>.

In order to keep yourself informed about product updates, we recommend subscribing to our product-specific newsletter. Additional information about this is available at: <u>http://support.automation.siemens.com</u>.

## Contents

Intro	duction		3
1	Require	d Software Components	4
2	Configu	ring the Settings of the Event Notifier in WinCC	5
3	Testing	the E-Mail Notification with a Locally Installed POP3 -Server	16
4	Annex		23
	4.1 4.2 4.2.1 4.2.2	Additional Diagnostics Options Through Enabling of the Log File of the WinCC Event Notifier Troubleshooting You cannot establish a connection to the SMTP/POP server Contacting the POP and SMTP Servers was Successful, but the Entry "Open failed" or "Password error" Appears in the Log	23 24 24
	4.2.3	File According to Log File the Mail Send was Successful, but You Do Not Receive an E-mail	26 28

## Introduction

The Event Notifier is a WinCC option for the automatic notification of WinCC users. Only the assigned persons and groups are notified in each case depending on the date and time (shift schedule).

#### **Function description**

If an alarm fulfills the filter criteria, a message (B) is sent via the local e-mail server to all users entered in the notification schedule. The user acknowledges the alarm by returning the notification without changes (ACK) to the sender (WinCC). When the alarm in WinCC is acknowledged, a confirmation of acknowledgment (ACK\_B) is sent via the local e-mail server to all users entered in the notification schedule.



nowledgement of message by the employee

cknowledgement of WinCC to the employee

## **1** Required Software Components

## Table 1-1

Components	MLFB/Article number	Note
WinCC V7.2 Update 1 or higher	6AV6371-1DQ17-2AB0	The <u>Update 8</u> can be loaded via this link.
SIMATIC WinCC / Event Notifier V7.2	6AV6372-1DD07-2AX0	
Office Mail 2.0 (optional)	http://www.burrotech.c om/om_download.php	

## 2 Configuring the Settings of the Event Notifier in WinCC

#### Function

If an alarm fulfills the filter criteria, a message (B) is sent via the external e-mail server to all users entered in the notification schedule. When the alarm in WinCC is acknowledged, a confirmation of acknowledgment (ACK\_B) is sent via the external e-mail server to all users entered in the notification schedule.

#### Fig. 2-1



nowledgement of WinCC to the employee

#### External e-mail provider test

The external e-mail providers (freemailers) listed below passed the test. GMX.de Freenet.de Web.de Yahoo.com Gmail.com Hotmail.com

Note

Acknowledgment of the alarm by the e-mail client of the user is only possible with a local e-mail server.

## Configuration

Table 2-			
1.	Start the WinCC Explorer and open your project.		
2.	Open the "Communication Service" in your project under "Calendar Options > Event Notifier".		
3.	<ul> <li>In the "Communications Service" dialog you enter the settings of your e-mail server via which the e-mails of the Event Notifier are sent and the acknowledgments received. We have used the "Freenet" provider as the e-mail server in this example.</li> <li>For this you click "Add" and enter the parameters below.</li> <li>Name: Assign a unique name for the communication service.</li> <li>E-mail address: Specify the e-mail address of your e-mail account.</li> </ul> Note The e-mail addresses of external e-mail providers (see Chapter 2) must be put between pointed brackets ("<" and ">"). Type: Here you select SMPT/POP3. Poll Rate: Specify the cycle from checking and sending e-mails.		
	Send: Here you enter the SMTP settings of your e-mail provider.		
	<b>Note</b> If you use the outgoing mail server with the SSL encryption and Port 465, you must transfer the LogIn data with the parameter ";PLAIN". Plain suppresses the password encryption on the client. This is necessary because the SSL encryption is done on the server side and not on the client side.		
	<ul> <li>Example: GMX</li> <li>Login test@gmx.de;PLAIN Passwort test@gmx.de</li> <li>Passwort ************************************</li></ul>		
4.	and Password fields blank.		

	Communication Service
	freenet         Name         freenet         Email Address <test@freenet.de>           OfficeMail         Type         SMTP/POP3         Advanced         Poll Rate         30         Seconds</test@freenet.de>
	Send       Receive         Server       mx.freenet.de         Port       587         Login       test@freenet.de         Password       ************************************
	Add Remove Test Save Close Help
	<b>Note</b> Your e-mail provider provides you with the login data (POP3/SMTP data) for your e-mail account. First check the connection and port number using the Telnet service.
5.	Open the "Notification Schedule" dialog.



8.	<ul> <li>In WinCC, you create the users shown on the left column in the "User Administrator" editor.</li> <li>The "Working with WinCC" manual provides more information about the topic of user administration. WinCC &gt; <u>Creating a User Administrator</u>.</li> <li>Create the "Operator_1" user in the "User Administrator" editor.</li> <li>Drag-and-drop the "Operator_1" to "group_2".</li> </ul>
	Contact Editor
	Users Users Administrator-Group Administrator data1 Derator_1 user1 Users Contacts Group_1 Group_2 Operator_1 Operator_1
	Contact Properties
	c Email Address
	Server Name
	Authorization <no access-protection=""></no>
	OK Apply Help Cancel

9.	<ul> <li>Click "Operator_1" in the "group_2" group and under "E-mail Address" you enter the e-mail address of the user to be notified.</li> <li>Under "Server Name" you select the name "freenet". You have configured this e-mail server in Point <u>3</u>.</li> <li>Under "Contact Properties" you select the language in which the text of the e-mail to be sent is to be written.</li> </ul>					
	Contact Editor         Users         Administrator Group         Administrator         data1         Operator_1         user1         Users         Contact Properties         Operator_1         user1         Contact Properties         Operator_1         users/generator_1         users/generator_1 </td					
10.	2. Click in the calendar and select "New Notification Schedule" in the pop-up menu. Click in the calendar Options					
	Hie Edit View Tools   Heip     Resources     P     Actions     P     P     Actions					
	Date Navigation       3 0       New Action Schedule					

11.	<ul> <li>Click "Select" and add the "Operator_1" contact.</li> <li>Click "OK".</li> <li>Do not change the escalation time of "0 min". The escalation time must elapse without message acknowledgment before the contact can be notified.</li> </ul> Note You can add multiple contacts (users) for a notification.
	a Notification Schedule
	Name: Schedule_6 New Delete Description: Contacts
	Start Time
	Contacts
	Name     Escalation       *     ① min
	Select Add New OK Cancel
	OK Apply Recurrence Help Cancel

12.	<ul> <li>Under "Start Time" you enter the start of the shift and the end of the shift under "End Time".</li> <li>Click "Add New".</li> </ul>
	Notification Schedule
	Name:     Schedule_6     New     Delete       Description:     Image: Comparison of the second
	Start Time End Time
	2/17/2012 V 2:30:00 PM 🗁
	Contacts     Notifications       Name     Escalation       Operator_1     0 min       *     0 min
	Select     Add New       Calendar:     Default       OK     Apply       Recurrence     Help
	Note You can use the "Recurrence" button to permit multiple use of the notification schedule.
13.	<ul> <li>In the "Selection" tab of the "Notification Editor" you specify the filter criteria for the alarm messages.</li> <li>For "Criteria" select "Number".</li> <li>For "Operator" select "less than".</li> <li>Enter the value "50" under "Setting".</li> <li>In WinCC Alarm Logging create messages with a number less than "50".</li> <li>The "Working with WinCC" manual provides more information about the topic of messages. WinCC &gt; Setting up a message system &gt; Configuring the message system &gt; Working with single messages &gt; <u>How to create a single message</u>.</li> </ul>

Motification Editor				
Name: Notification 1			New	Delete
Name: <u>Notification</u>			14644	
Selection Message Block				
	Operator	Setting		
Number	less than	50		
Authorization <no< th=""><th>access-protection&gt;</th><th></th><th>Help</th><th>Cancel</th></no<>	access-protection>		Help	Cancel
<ul> <li>This message data</li> <li>Click "Apply".</li> </ul>	a is used for the	notification e-m	ail and the r	esponse e-mai
Notification Editor				- 🗆 🗙
Notification Editor			New	Delete
Name: Notification_1	\$		New	Delete
Notification Editor     Name: Notification_1     Selection Message Block     Available Message Blocks	\$	Block Name	New	Delete Text ID
Notification Editor     Name: Notification_1     Selection Message Block     Available Message Blocks     ✓ Date     Time	s	♥ 🛞 🗆 ♥ Block Name Date	New	Delete Text ID 14
✓ Notification Editor          Name:       Notification_1         Selection       Message Block         Available Message Blocks       ✓         ✓ Date       ✓         ✓ Time       Duration	\$	Block Name Date Alignment	New	Delete Text ID 14 Length
✓ Notification Editor     Name: Notification_1     Selection Message Block     Available Message Blocks     ✓ Date     ✓ Time     Duration     ✓ Number     Class	S	Block Name Date Alignment 0 - Left	New	Delete Text ID 14 Length 8
✓ Notification Editor     Name: Notification_1     Selection Message Blocks     ✓ Date     ✓ Time     Duration     ✓ Number     Class     Type     Deisethy	3	Block Name Date Alignment 0 - Left	New	Delete Text ID 14 Length 8
<ul> <li>✓ Notification Editor</li> <li>Name: Notification_1</li> <li>Selection Message Block</li> <li>Available Message Blocks</li> <li>✓ Date</li> <li>✓ Time</li> <li>Duration</li> <li>✓ Number</li> <li>Class</li> <li>Type</li> <li>Priority</li> <li>✓ Message text</li> </ul>	\$	Block Name Date Alignment 0 - Left	New	Delete Text ID 14 Length 8
<ul> <li>✓ Notification Editor</li> <li>Name: Notification_1</li> <li>Selection Message Blocks</li> <li>✓ Date</li> <li>✓ Time</li> <li>Duration</li> <li>✓ Number</li> <li>Class</li> <li>Ţype</li> <li>Priority</li> <li>✓ Message text</li> <li>✓ Point of error</li> </ul>	S 	Block Name Date Alignment 0 - Left	New	Delete Text ID 14 Length 8
✓ Notification Editor          Name:       Notification_1         Selection       Message Block         Available Message Blocks       ✓         ✓ Date       ✓         ✓ Time       Duration         ✓ Duration       ✓         ✓ Number       Class         □ Type       Priority         ✓ Message text       ✓         ✓ Point of error       ✓	\$	Image: Second system       Block Name       Date       Alignment       0 - Left       Format	New	Delete Text ID 14 Length 8
<ul> <li>✓ Notification Editor</li> <li>Name: Notification_1</li> <li>Selection Message Blocks</li> <li>✓ Date</li> <li>✓ Time</li> <li>Duration</li> <li>✓ Number</li> <li>Class</li> <li>Type</li> <li>Priority</li> <li>✓ Message text</li> <li>✓ Point of error</li> <li>Subject: test</li> <li>Message: {2;1;Message:</li> </ul>	s ssage text}_{1,2;Tim	Block Name Date Alignment 0 - Left Format	New	Delete Text ID 14 Length 8
<ul> <li>✓ Notification Editor</li> <li>Name: Notification_1</li> <li>Selection Message Block</li> <li>Available Message Blocks</li> <li>✓ Date</li> <li>✓ Time</li> <li>Duration</li> <li>✓ Number</li> <li>Class</li> <li>Type</li> <li>Priority</li> <li>✓ Message text</li> <li>✓ Point of error</li> <li>Subject: test</li> <li>Message: {2;1;Mest</li> <li>Acknowledge: ack_{1;2}</li> </ul>	ssage text}_{1,2,Tim}	Block Name Date Alignment 0 - Left Format Format e}_{1;1;Date} ge text}	New	Delete Text ID 14 Length 8
Notification Editor          Name:       Notification_1         Selection       Message Block         Available Message Blocks       Image: Class         Unation       Number         Class       Type         Priority       Message text         Point of error       Subject:         test       Message:         Acknowledge:       ack_{1;2}	ssage text}_{1,2;Time}_{2;1;Message	Block Name Date Alignment 0 - Left Format e){1;1;Date} ge text}	New	Delete Text ID 14 Length 8

	configured.
16.	Restart the Runtime to enable the ENServerRT exe process.
	Note
	The process is now in the startup list of the Computer Properties.
17.	If an alarm fulfills the filter criteria, a notification is sent via the e-mail server to all
	users entered in the notification schedule.
	Notification e-mail
	■ test @e0e73dc324fe86212f3e4f5cb002fd5c - Unicode (UTF-8)
	Elle Edit View Iools Message Help
	😫 😫 🤘 🗙 🥥 🕐
	From:     test@freenet.de       Date:     Freitag, 17. Februar 2012 16:05       To:     useryz@firm.com       Subject:     test@eee73dc324fe86212f3e4f5cb002fd5c
	Alarm_116:05:0417.02.2012

t Addresses

## 3 Testing the E-Mail Notification with a Locally Installed POP3 -Server

## Setup

With this setup you can test the function of your WinCC project locally on your test computer.





B = message of WinCC by the employee

ACK = Acknowledgement of message by the employee

ACK\_B = Acknowledgement of WinCC to the employee

## Configuration

No.	Action
1.	You can download the "Office mail 2.0" POP3 server at this <u>link</u> . Install "Office mail 2.0" and start the program.
	Grifice mail 2.0
	Elle Iools Help
	Last check: 09-Mrz 15:42 Last cheivery: 09-Mrz 15:42 Last delivery: 09-Mrz 15:42
	Connection status Last connection: 09-Mrz 15:42 Next connection: Manual
	Spam 0 possible Spam Browser Send/Recv now ▼
	This is the free version; Please read the advantages of upgrading to the registered version. More
	Ide
	<ul> <li>Create 3 users: data1, user1 and notifier.</li> <li>Use the same password for all users: passwd.</li> <li>The local computer name is entered automatically as POP server.</li> </ul>
	• The local computer name is entered automatically as SMTP server.
	Settings       Image: Constant of the set of the
	Instructions for user1 On your usual email program, add a mail account and set the following: User name: user1 Password: POP Server: TESTPC SMTP Server: TESTPC Alerter
	I use alerter         Force         Difference           Help         DK         Cancel         Apply

Table 3-1 Installing the "Office mail 2.0" POP3 server

No.	Action				
3.	Select the "Local distribution" tab and create an e-mail address for each of the				
	<ul> <li>For this you click "Add" and assign an e-mail address to each of the 3 users.</li> </ul>				
Data1@testpc data1 notifier@testpc notifier user1@testpc user1					
	<b>Note</b> Specify your local computer name after the "@".				
	Settings       X         General Antivirus Forwarding Auto-responding Remote Register       Begister         Users POP collection Local distribution SMTP delivery Connection       Email indexemaily will be distributed as follows:         Email address       To user         datal @estpc       datal         notifier@userpc       notifier         user1@testpc       user1         datal       motifier         user1@testpc       user1         datal       motifier         user1@testpc       user1         datal       motifier         user1@testpc       user1				
4.	Click "OK". The e-mail server is now configured.				
5.	Start the WinCC Explorer and open your project.				
6.	Open the "Communication Service" in your project under "Calendar Options > Event Notifier".				
	<ul> <li>User Archive</li> <li>Time synchronization</li> <li>Horn</li> <li>Picture Tree Manager</li> <li>Lifebeat Monitoring</li> <li>CoS Project Editor</li> <li>Calendar Options</li> <li>Calendar Scheduler</li> <li>Event Notifier</li> <li>Communication Service</li> <li>Notification Schedule</li> </ul>				

No.	Action				
7.	<ul> <li>Enter the settings of your e-mail server in the "Communication Service" editor. For this you click "Add" and enter the parameters below.</li> <li>Name: Enter "OfficeMail".</li> <li>E-mail Address: Enter "notifier@testpc".</li> <li>Type: Here you select SMPT/POP3.</li> <li>Poll Rate: Enter "10".</li> <li>Send: For "Server" you enter "testpc" (this is the local computer name).</li> <li>Receive: <ul> <li>Server: testpc</li> <li>Port: 110</li> <li>Login: notifier</li> <li>Password: passwd</li> </ul> </li> <li>Click "Save" and then "Close".</li> </ul> <li>Note Enter your local server name for Send and Receive. Remember that the "Login" and "Password" fields must remain blank when using internal e-mail servers.</li>				
	Communication Service       Name       OfficeMail       Email Address       Notifier@testpc         OfficeMail       Type       SMTP/POP3       Advenced       Poll Rate       30       Seconds         Send       Server       testpc       Port       25       TLS       Login       notifier         Password       Password       Test       Save       Close       Help				

No.	Action				
8.	Create a group named "group_1" in the "Contact Editor". Add the two contacts "data1" and "user1" to this group as explained in <u>Table 2-1</u> .				
	E-mail address assignment: User E-mail address Communication service data1 data1@< local computer name> OfficeMail user1 user1@< local computer name> OfficeMail				
	🤶 Contact Editor				
	Users Users Administrator-Group Gata1 Ga				
	Contact Properties				
	data1				
	data1@testpc Test				
	Server Name OfficeMail				
	Authorization <no access-protection=""></no>				
	OK Apply Help Cancel				
9.	Create a notification as described above.				

No.	Action				
10.	Configure the e-mail accounts for "data1" and "user1" in Outlook Express. Click "Accounts" in "Tools".				
	<b>Note</b> Outlook Express is no longer a component of the Windows 7 operating system.				
	Internet Accounts				
	All Mail News Directory Service Add				
	Account Type Connection <u>R</u> emove				
	Regional mail (derault) Any Available Properties				
	Set as <u>D</u> efault				
	<u>S</u> et Order				
	Close				
11.	Click "Add > E-mail".				
12.	Assign these parameters for data1 in the dialogs that follow.				
	Displayed name: "data1"				
	E-mail address: "data1@testpc"				
	Incoming mail server (POP3): Testpc     Outgoing mail server: "testpc"				
	Account name: "data1"				
	Password: "passwd"				
13.	<ul> <li>Assign these parameters for user1 in the dialogs that follow.</li> <li>Displayed name: "user1"</li> <li>E-mail address: "user1@testpc"</li> <li>Incoming mail server (POP3): "testpc"</li> <li>Outgoing mail server: "testpc"</li> <li>Account name: "user1"</li> </ul>				
	Password: "passwd"				

No.	Action				
14.	If an alarm fulfills the filter criteria, a notification is sent via the e-mail server to all users entered in the notification schedule.				
	Notification e-mail				
	Set est @e0e73dc324fe86212f3e4f5cb002fd5c - Unicode (UTF-8)				
	Elle Edit View Tools Message Help				
	Reply Reply All Forward Print Delete Previous Next Addresses				
	From:         notifier@testpc           Date:         Freitag, 17. Februar 2012 14:14           To:         data1@testpc           Subject:         test @e0e73dc324fe86212f3e4f5cb002fd5c				
	Alarm_116:05:0417.02.2012				
	I use Burrotech's free email (POP & SMTP) server with anti-virus support, Office Mail. Get Office Mail free at <u>http://www.burrotech.com/officemail</u>				
15.	You acknowledge the alarm by returning the notification without changing the				
10	subject line to the sender (WinCC).				
16.	sent via the e-mail server to all users entered in the notification schedule.				
	Confirmation of acknowledgment e-mail				
	From: notifier@testpc To; data1@testpc Subject: test @e0e73dc324fe86212f3e4f5cb002fd5c				
	ack_16:13:07Alarm_1				
	I use Burrotech's free email (POP & SMTP) server with anti-virus support, Office Mail. Get Office Mail free at <u>http://www.burrotech.com/officemail</u>				

## 4 Annex

Troubleshooting and Additional Diagnostics Options.

## 4.1 Additional Diagnostics Options Through Enabling of the Log File of the WinCC Event Notifier

## Figure 4-1 **Computer properties** × General Startup Parameters Graphics Runtime Runtime WinCC Runtime Start Up Order: Global Script Runtime Alarm Logging Runtime ✓ Tag Logging Runtime Report Runtime Graphics Runtime Message Sequence Report /SEQPROT User Archive Edit. Additional Tasks/Applications: Add. C:\Program Files (x86)\Siemens\WinCC\Options\Calendar Options\Server\En Remove Up Down Edit. ОК Cancel Help

## Figure 4-2

dit Application Param	eter	
Application:		
)ptions\Calendar Option	s\Server\EnServerRT.exe	Browse
Command Line Parameter	:	
-logging=4		
Working Directory:	Project Directory	
C:\Program Files (x86)\\$	Siemens\WinCC\Options\Ca	Browse
Window on Opening – Minimized	Default	Maximized
		1
	OK	Cancel

In the "Command Line Parameter" field you enter the parameter: "-logging=4".

This setting becomes active only after restarting Runtime!

The log file is in the project path \Project\_name\EventNotifier\EventNotifierLog.txt

## 4.2 Troubleshooting

## 4.2.1 You cannot establish a connection to the SMTP/POP server.

Figure 4-3

// EventNotifierLog.bxt - Notepad		
File Edit Format View Help		
28.11.2014 14:21:13 Queue ACK to <calendar.option@gmail.com>;</calendar.option@gmail.com>	<b>_</b>	
28.11.2014 14:21:13 Notification 1 Alarm 1 state 1	_	
28.11.2014 14:21:13 Test alarm filter 2581281 type=1 index=7		
28.11.2014 14:21:13 Alarm filter compare long 1 = 1		
28.11.2014 14:21:13 Notification 1 ProcessAlarm 1 at 2581281		
28.11.2014 14:21:13 schedule 1 is active		
28.11.2014 14:21:13 Process escalation timeout 0		
[28.11.2014 14:21:13 Add contact EMailUser ( <calendar.option@gmail.com>)</calendar.option@gmail.com>		
28.11.2014 14:21:13 Queue mail to <calendar.option@gmail.com>;</calendar.option@gmail.com>		
28.11.2014 14:21:13 Set notification timeout for 579 minutes		
28.11.2014 14:21:13 Notification 1 Alarm 1 state 2		
28.11.2014 14:21:13 Alarm state 2 ignored		
28.11.2014 14:21:13 MailSend: Add mail to queue for GMXServer		
28.11.2014 14:21:13 Process mail send to GMXServer		
28.11.2014 14:21:13 MailSend: Process		
28.11.2014 14:21:13 Mailsend: SMIP connectserver		
28.11.2014 14:21:13 Mailsend: Add mail to queue for GMXServer		
28.11.2014 14:21:15 POPS: pop.gmx.net.995.1 Connect Error: 0		
28 11 2014 14:21.13 POPS: Open talled		
28 11 2014 14:21:16 Server mail cond to CMYServer	·	
28 11 2014 14:21:16 FIGESS Mart Selle LO GMASELVE		
20.11.2014 14.21.10 Marisella, Frocess	-	

- Check the internet connection. Call the Internet Explorer and try to open an internet page.
- With the Telnet service you check the port number used and the authentication setting of the SMTP and POP server.
   Detailed instructions for this are available in this wiki: <u>Using Telnet to check server reachability.</u>

#### Figure 4-4

Administrator: C:\Windows\system32\cmd.exe		
C:\Users\Administrator>telnet mail.gmx.net 465_	<b>_</b>	
	-	
<u> ۱</u>	• //.	



Empty field = connection established successfully.

#### Figure 4-5

🕰 Administrator: C:\Windows\system32\cmd.exe	
C:\Users\Administrator>telnet pop.gmx.net 995_	
	• //



Empty field = connection established successfully. Use the "quit" command to disconnect the connection.

#### Note

Only if the console with the title "Telnet & Server Name" is empty when it opens were the inputs successful and can be incorporated in the e-mail settings of the Event Notifier.

If the Telnet service is not available on your system, add it to your operating system as described below.

#### Installing the Telnet Client

Error message when Telnet is not enabled.



Installing the Telnet Client.



## 4.2.2 Contacting the POP and SMTP Servers was Successful, but the Entry "Open failed" or "Password error" Appears in the Log File

Check the password. Has it been written correctly and is it still valid?

### Figure 4-8

📗 EventNotifierLog.txt - No	tepad
<u>File Edit Format View H</u> e	þ
28.11.2014 14:17:02	********************* Start *********************
28.11.2014 14:17:02	Open project 'E:\WinCC_Projects\V72Upd9\EventNotifierCheck\
28.11.2014 14:17:02	Activate project at state 0
28.11.2014 14:17:03	Start mail services
28.11.2014 14:17:03	Activate project at state 1
28.11.2014 14:17:04	Start mail services
28.11.2014 14:17:04	MailSendBase: StartMail
28.11.2014 14:17:04	MailSend: Run
28.11.2014 14:17:04	MailSend: Timeout
28.11.2014 14:17:04	MailSend: Process
28.11.2014 14:17:04	POP3: GMXServer Open
28.11.2014 14:17:04	POP3: Password error
28.11.2014 14:17:04	POP3: APOP not available
28.11.2014 14:17:04	POP3: Open failed
28.11.2014 14:17:34	POP3: GMXServer Open
28.11.2014 14:17:36	POP3: Password error
28.11.2014 14:17:36	POP3: APOP not available
28.11.2014 14:17:36	POP3: Open failed
28.11.2014 14:18:06	POP3: GMXServer Open
28.11.2014 14:18:07	POP3: Password error
28.11.2014 14:18:07	POP3: APOP not available
28.11.2014 14:18:07	POP3: Open failed
28.11.2014 14:18:37	POP3: GMXServer Open
28.11.2014 14:18:38	POP3: Password error
28.11.2014 14:18:38	POP3: APOP not available
•	

If you use Port 465 for SMTP Send, the login must be made with the ";PLAIN" parameter (encryption is done on the server side).

F	ia	۱ır	ē	4-9	۱
	ıч	u	c	<b>T</b> -0	

Communication Service		X
GMXServer	Name GMXServer	Email Address <event.notifier@gmx.de< td=""></event.notifier@gmx.de<>
	Type SMTP/POP3  Advanced,	,, Poll Rate 30 Seconds
	Send	Receive
	Server mail.gmx.net	Server pop.gmx.net
	Port 465 🔽 TLS	Port 995 🔽 TLS
	Login ent.notifier@gmx.de;PLAIN	Login event.notifier@gmx.de
	Password *********	Password *********
Add Remov	re Test	Save Close Help

If you use Port 25 for SMTP Send, the Login and Password fields must be left empty (there is no SMTP authentication).

nmunication Servic	2	
lailServer	Name MailServer	E-Mail-Adresse notify@company.com
	Typ SMTP/POP3  Erw	ueitert Ubermittlungsfrequenz 30 Sekunder
	Senden	Empfangen
	Server 1.1.1.1	Server 1.1.1.1
	Port 25 T	LS Port 110 TLS
	Login	Login notify@company.com
	Passwort	Passwort ******

## 4.2.3 According to Log File the Mail Send was Successful, but You Do Not Receive an E-mail.

Example of successful mail send

Figure 4-11

📕 EventNotifierLog.txt - Notepad	×
Eile Edit Format View Help	
<pre>Ele Edit Format View Help 28.11.2014 13:51:59 ************************************</pre>	
28.11.2014 13:53:32 Mailsend: SMTP DisconnectServer 28.11.2014 13:53:34 POP3: GMXServer Open	
x	Ť/

• When checking the e-mail send with a local e-mail client like Outlook Express, make sure that the "Leave messages on the server" option is enabled.

• Check the settings of your e-mail provider. Have you permitted external or insecure applications to access your account?

Figure 4-12	pps	
Google		<b>•</b>
<ul> <li>Less secure apps</li> <li>Some devices and apps use insecure s Choosing Disable prevents these less Choosing Enable increases your chance using these less secure devices and ap</li> </ul>	ign-in technology to access your data. secure devices and apps from accessing your Google Account. ces of unauthorized account access but allows you to continue ops. Learn more	?
Access for less secure apps	<ul><li>Disable</li><li>Enable</li></ul>	
Google Terms & Privacy Help		€ 125% ·

- Have you installed a filter for sender addresses (white list)?
- Have you checked the Spam/Junk Mail folder?
- Have you set the e-mail querying to cyclic? For example, once an hour. Has the period set expired already?
- Did you restart the WinCC Runtime after making changes to the e-mail settings?
- Was the computer restarted?