

A man in a light blue shirt is shown from the side, holding a tablet computer. He is looking at the screen, which displays a software interface with various charts and data. The background is a blurred industrial factory setting with machinery and equipment.

SIEMENS

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>

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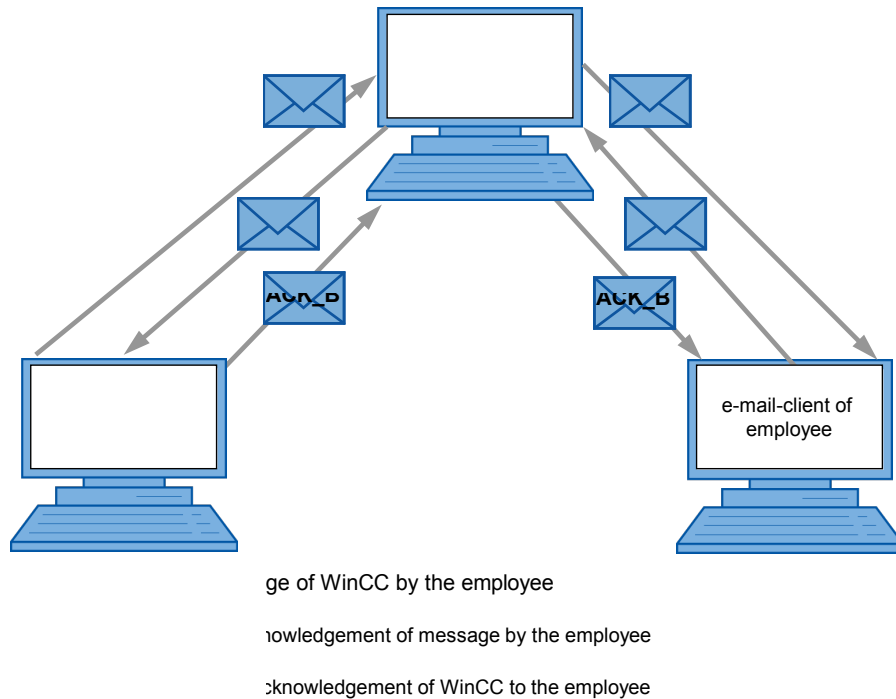
Introduction

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.

Fig. 0-1



1 Required Software Components

Table 1-1

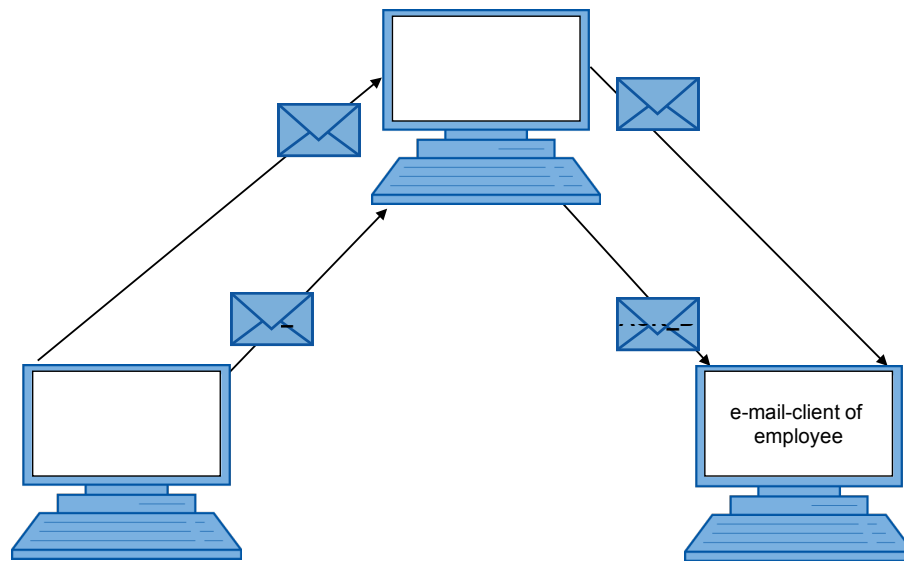
Components	MLFB/Article number	Note
WinCC V7.2 Update 1 or higher	6AV6371-1DQ17-2AB0	The Update 8 can be loaded via this link.
SIMATIC WinCC / Event Notifier V7.2	6AV6372-1DD07-2AX0	
Office Mail 2.0 (optional)	http://www.burrotech.com/om_download.php	

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



of WinCC by the employee

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

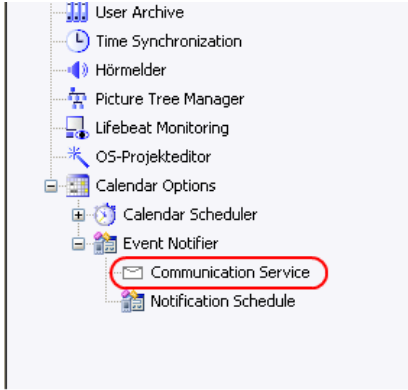
Hotmail.com

Note

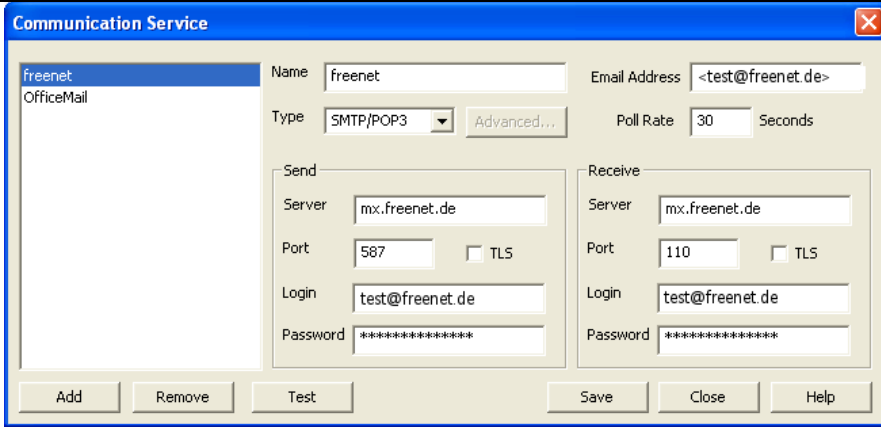
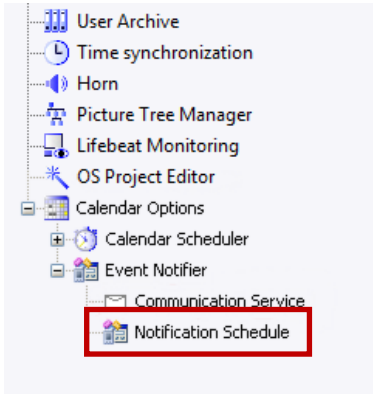
Acknowledgment of the alarm by the e-mail client of the user is only possible with a local e-mail server.

Configuration

Table 2-1

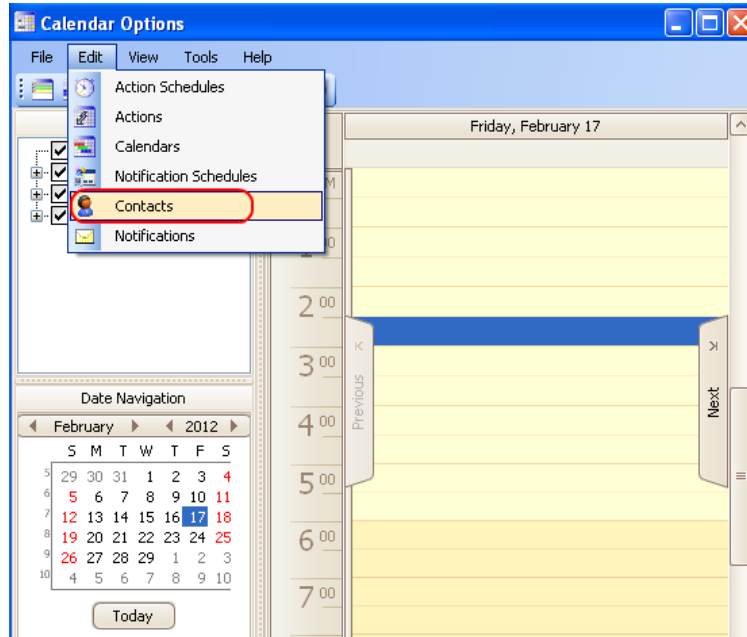
1.	Start the WinCC Explorer and open your project.								
2.	<p>Open the "Communication Service" in your project under "Calendar Options > Event Notifier".</p> 								
3.	<p>In the "Communications Service" dialog you enter the settings of your e-mail server via which the e-mails of the Event Notifier are sent and the acknowledgments received. We have used the "Freenet" provider as the e-mail server in this example.</p> <p>For this you click "Add" and enter the parameters below.</p> <ul style="list-style-type: none"> Name: Assign a unique name for the communication service. E-mail address: Specify the e-mail address of your e-mail account. <p>Note The e-mail addresses of external e-mail providers (see Chapter 2) must be put between pointed brackets ("$<$" and "$>$").</p> <ul style="list-style-type: none"> 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. <p>Note 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.</p> <p>Example: GMX</p> <table border="1" data-bbox="523 1671 1121 1760"> <tr> <td>Login</td> <td>test@gmx.de;PLAIN</td> <td>Login</td> <td>test@gmx.de</td> </tr> <tr> <td>Password</td> <td>*****</td> <td>Password</td> <td>*****</td> </tr> </table> <ul style="list-style-type: none"> If you use Port 25, Send is made without authentication of the SMTP server. Here the SMTP server must use the same setting as the as the incoming mail server. In this case you leave the Login and Password fields blank. 	Login	test@gmx.de;PLAIN	Login	test@gmx.de	Password	*****	Password	*****
Login	test@gmx.de;PLAIN	Login	test@gmx.de						
Password	*****	Password	*****						
4.	Click "Save" and then "Close".								

2 Configuring the Settings of the Event Notifier in WinCC

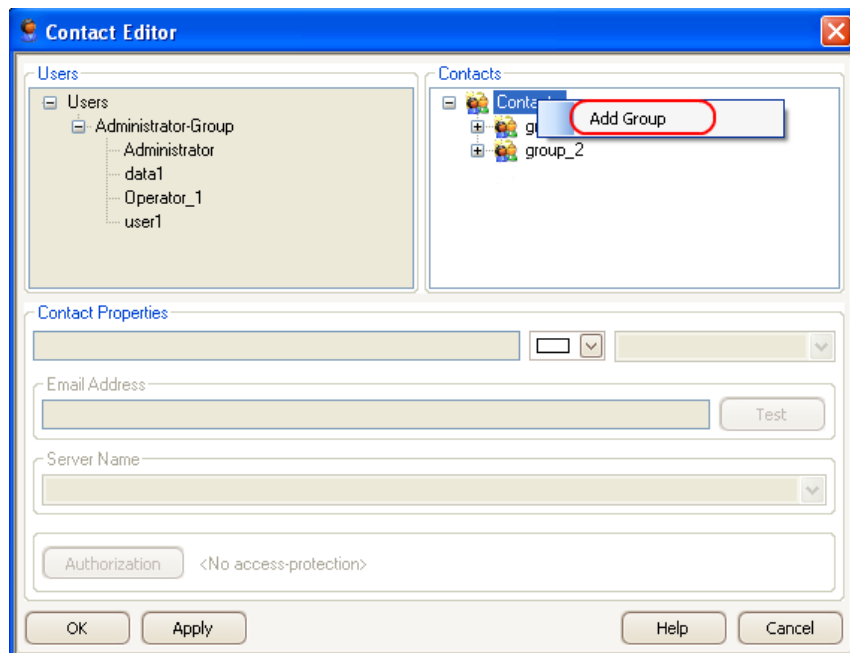
	 <p>Note Your e-mail provider provides you with the login data (POP3/SMTP data) for your e-mail account. First check the connection and port number using the Telnet service.</p>
5.	<p>Open the "Notification Schedule" dialog.</p> 

2 Configuring the Settings of the Event Notifier in WinCC

6. Open the "Edit" menu and click "Contacts".

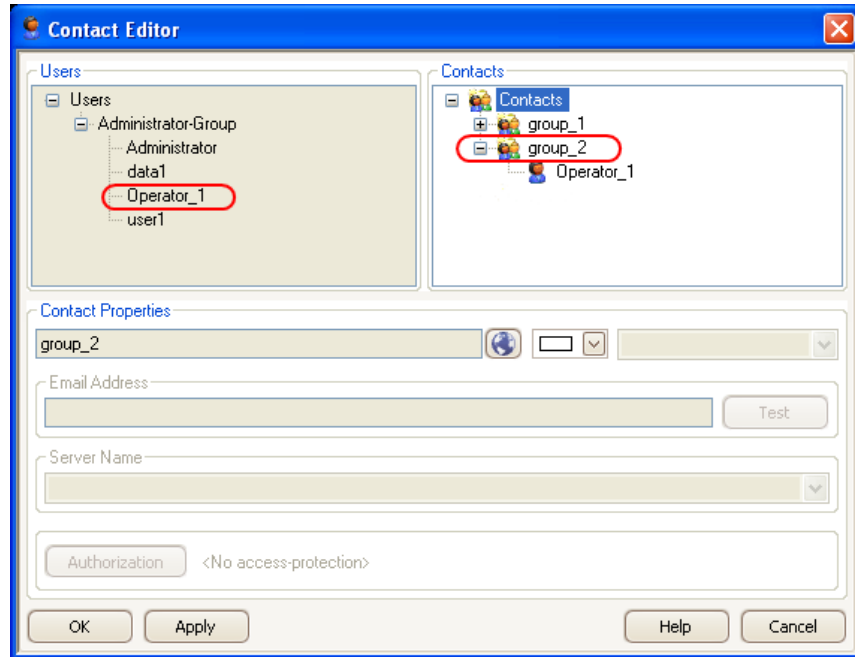


7. Click "Contacts" and add the "group_2" group.



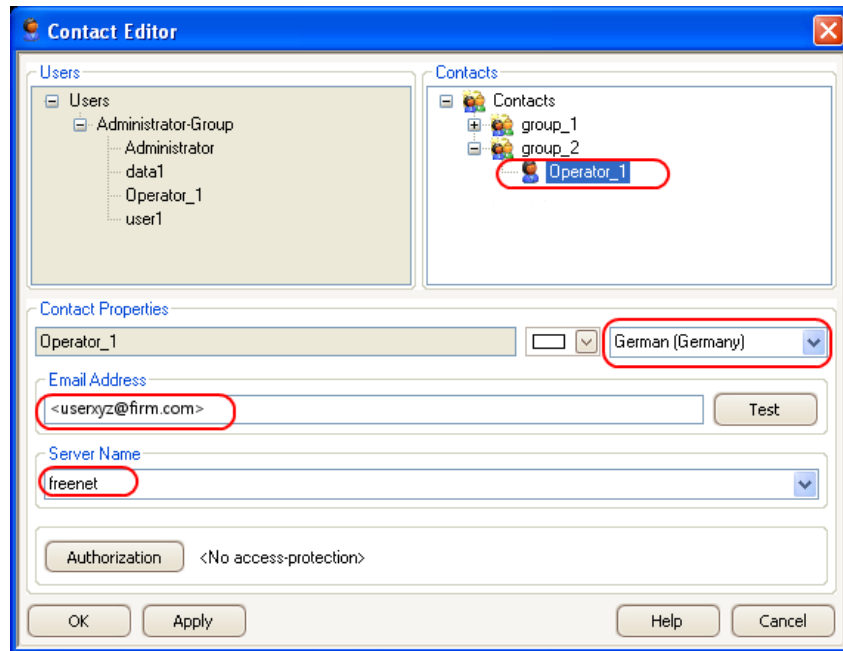
2 Configuring the Settings of the Event Notifier in WinCC

8. In WinCC, you create the users shown on the left column in the "User Administrator" editor.
- The "Working with WinCC" manual provides more information about the topic of user administration. WinCC > [Creating a User Administrator](#).
- Create the "Operator_1" user in the "User Administrator" editor.
 - Drag-and-drop the "Operator_1" to "group_2".



2 Configuring the Settings of the Event Notifier in WinCC

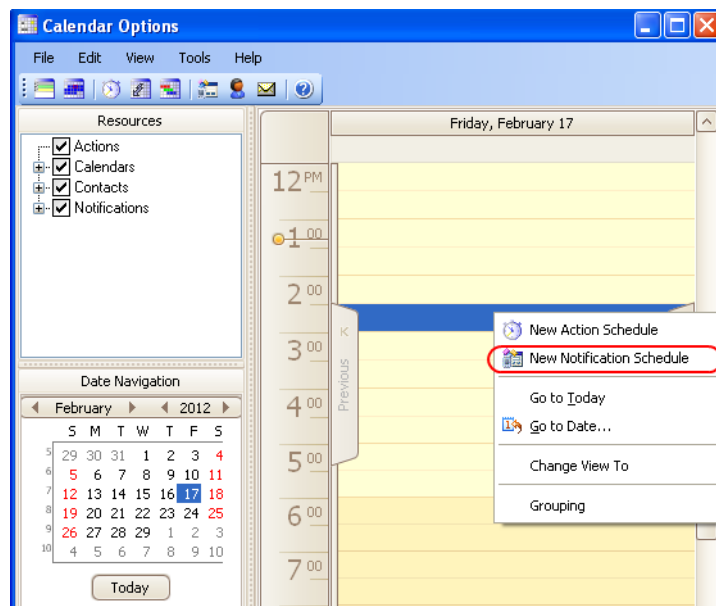
- 9.
- Click "Operator_1" in the "group_2" group and under "E-mail Address" you enter the e-mail address of the user to be notified.
 - Under "Server Name" you select the name "freenet". You have configured this e-mail server in Point [3](#).
 - Under "Contact Properties" you select the language in which the text of the e-mail to be sent is to be written.



Note

Put the e-mail address of the recipient in pointed brackets if an external e-mail provider is configured for the e-mail server ("freenet" in our example). See Chapter 2.

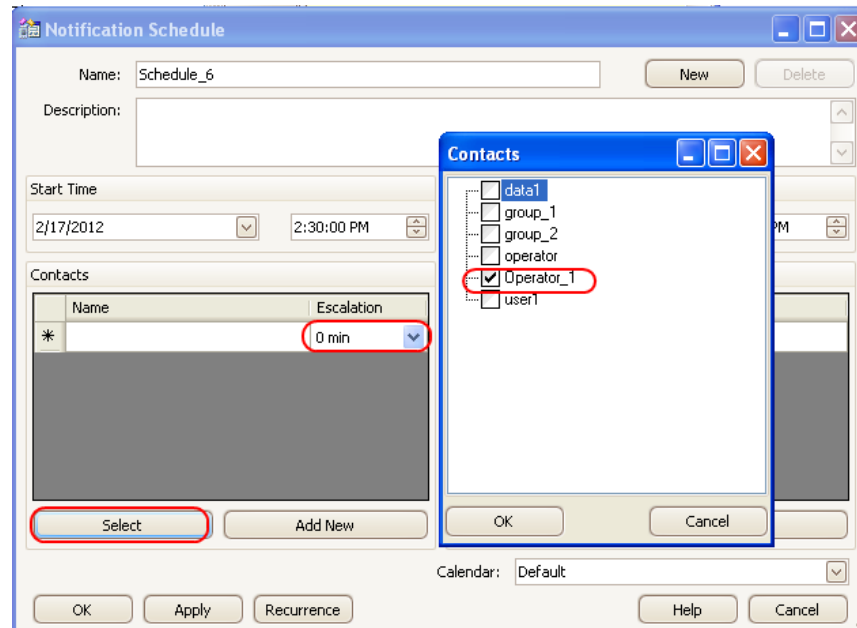
- 10.
- Click in the calendar and select "New Notification Schedule" in the pop-up menu.



- 11.
- Click "Select" and add the "Operator_1" contact.
 - Click "OK".
 - Do not change the escalation time of "0 min". The escalation time must elapse without message acknowledgment before the contact can be notified.

Note

You can add multiple contacts (users) for a notification.



2 Configuring the Settings of the Event Notifier in WinCC

- 12.
- Under "Start Time" you enter the start of the shift and the end of the shift under "End Time".
 - Click "Add New".

The screenshot shows the 'Notification Schedule' dialog box. At the top, there is a 'Name' field containing 'Schedule_6' and a 'Description' field. Below these are 'Start Time' and 'End Time' fields. The 'Start Time' is set to 2/17/2012 2:30:00 PM, and the 'End Time' is set to 2/17/2012 3:00:00 PM. The 'End Time' field is circled in red. Below the time fields are two tables: 'Contacts' and 'Notifications'. The 'Contacts' table has two rows: 'Operator_1' with '0 min' escalation and an asterisk row with '0 min' escalation. The 'Notifications' table has one row with an asterisk. Below the tables are 'Select' and 'Add New' buttons. The 'Add New' button in the 'Notifications' section is circled in red. At the bottom, there are 'OK', 'Apply', 'Recurrence', 'Help', and 'Cancel' buttons.

Note

You can use the "Recurrence" button to permit multiple use of the notification schedule.

- 13.
- In the "Selection" tab of the "Notification Editor" you specify the filter criteria for the alarm messages.
 - For "Criteria" select "Number".
 - For "Operator" select "less than".
 - Enter the value "50" under "Setting".
 - In WinCC Alarm Logging create messages with a number less than "50".
 - The "Working with WinCC" manual provides more information about the topic of messages. WinCC > Setting up a message system > Configuring the message system > Working with single messages > [How to create a single message](#).

2 Configuring the Settings of the Event Notifier in WinCC

Notification Editor

Name: Notification_1

Selection: Message Blocks

Criteria	Operator	Setting
Number	less than	50

Authorization: <No access-protection>

Buttons: OK, Apply, Help, Cancel

14.

- For "Subject", "Message" and "Acknowledge" you enter a static text and/or message blocks. You must insert the message blocks using drag-and-drop. This message data is used for the notification e-mail and the response e-mail.
- Click "Apply".

Notification Editor

Name: Notification_1

Selection: Message Blocks

Available Message Blocks:

- Date
- Time
- Duration
- Number
- Class
- Type
- Priority
- Message text
- Point of error

Block Name: Date, Text ID: 14, Alignment: 0 - Left, Length: 8

Format:

Subject: test

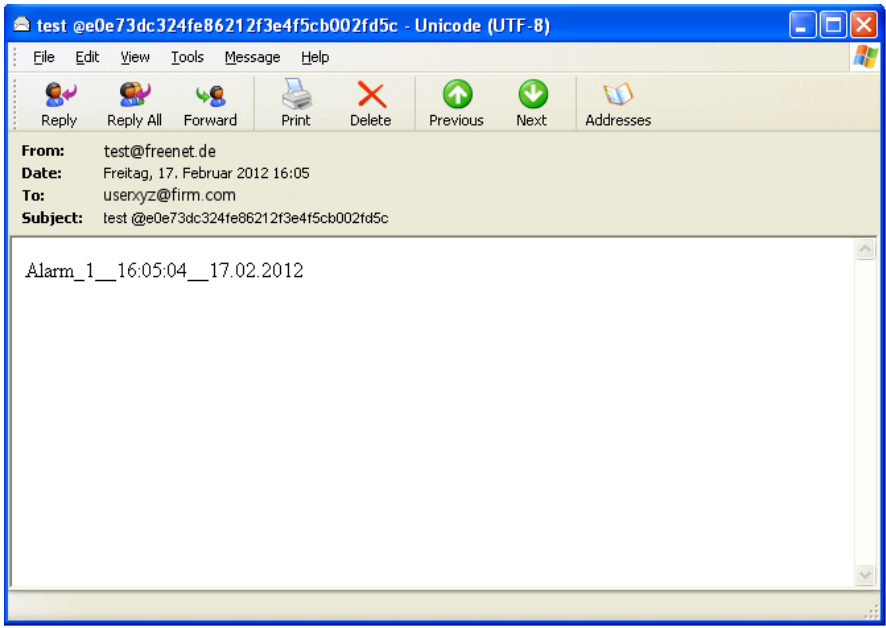
Message: {2;1;Message text}__ {1;2;Time}__ {1;1;Date}

Acknowledge: ack_ {1;2;Time}__ {2;1;Message text}

Authorization: <No access-protection>

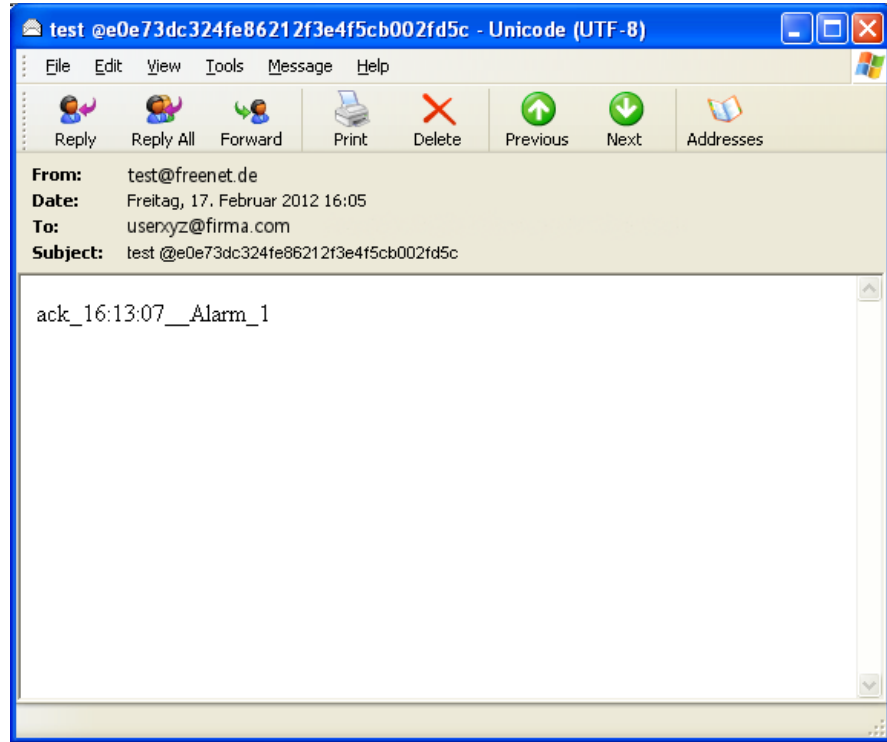
Buttons: OK, Apply, Help, Cancel

15. Click "OK" to close the "Notification Schedule" dialog. Now the Event Notifier is

	configured.
16.	<p>Restart the Runtime to enable the ENServerRT.exe process.</p> <p>Note The process is now in the startup list of the Computer Properties.</p>
17.	<p>If an alarm fulfills the filter criteria, a notification is sent via the e-mail server to all users entered in the notification schedule.</p> <p>Notification e-mail</p> 

18. When the alarm in WinCC is acknowledged, a confirmation of acknowledgment is sent via the e-mail server to all users entered in the notification schedule.

Confirmation of acknowledgment e-mail

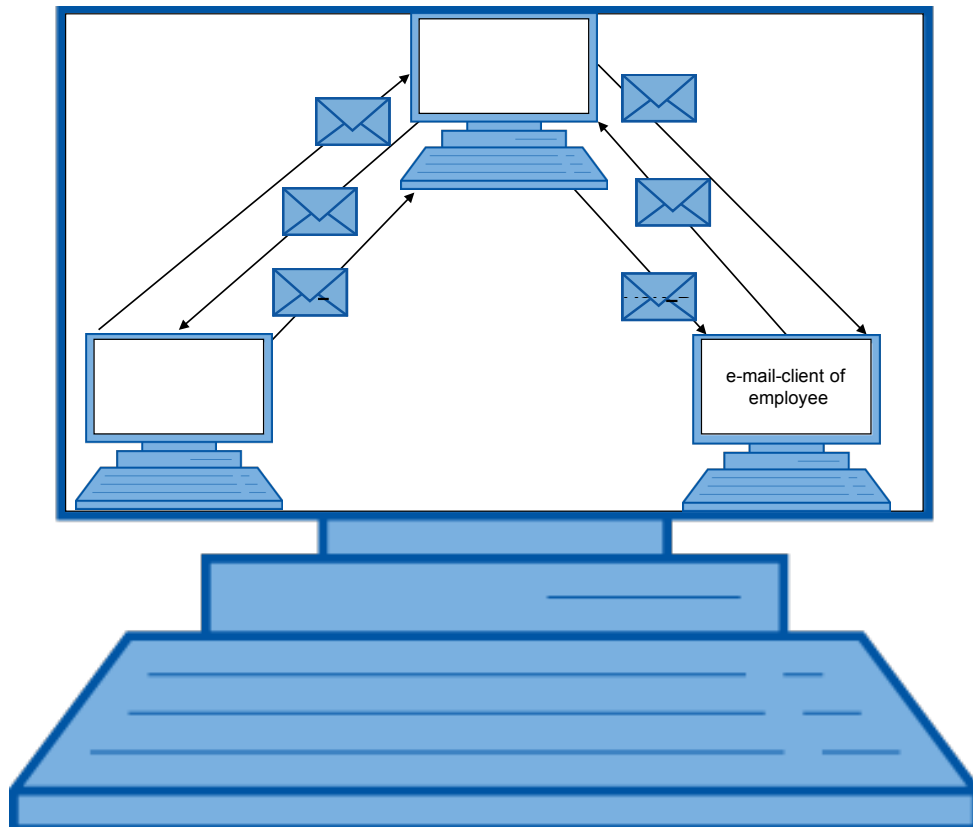


3 Testing the E-Mail Notification with a Locally Installed POP3 -Server

Setup

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

Fig. 3-1



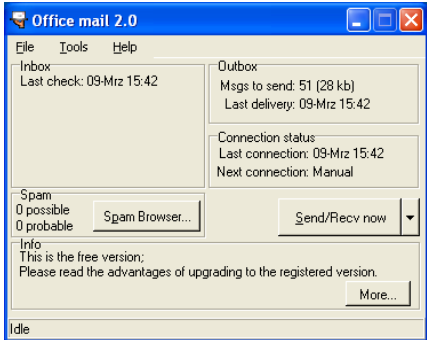
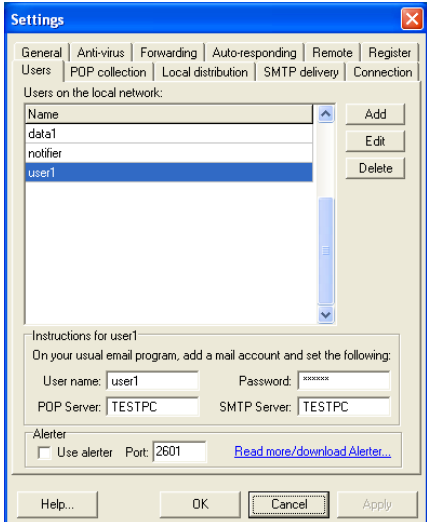
B = message of WinCC by the employee

ACK = Acknowledgement of message by the employee

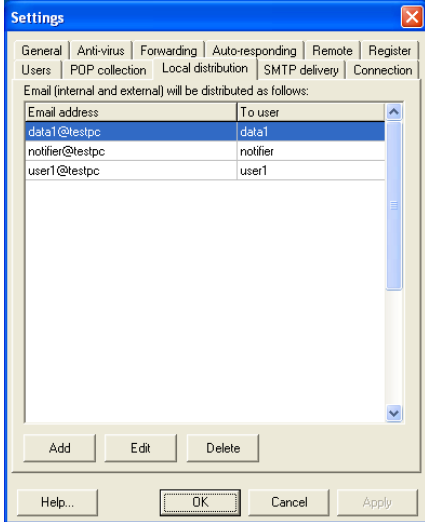
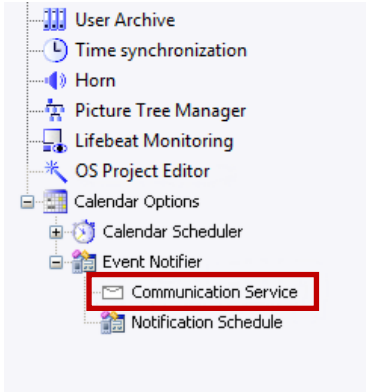
ACK_B = Acknowledgement of WinCC to the employee

Configuration

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

No.	Action
1.	<p>You can download the "Office mail 2.0" POP3 server at this link. Install "Office mail 2.0" and start the program.</p> 
2.	<ul style="list-style-type: none"> • Select the "Users" tab, go to "Tools > Settings" and make the following settings. • Create 3 users: data1, user1 and notifier. • Use the same password for all users: passwd. • The local computer name is entered automatically as POP server. • The local computer name is entered automatically as SMTP server. 

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

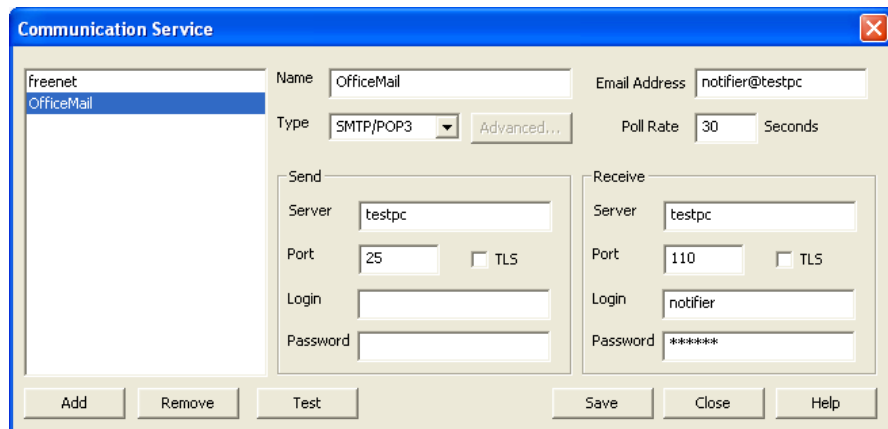
No.	Action
3.	<ul style="list-style-type: none"> Select the "Local distribution" tab and create an e-mail address for each of the 3 users. For this you click "Add" and assign an e-mail address to each of the 3 users. <p>Data1@testpc ---- data1 notifier@testpc ---- notifier user1@testpc ---- user1</p> <p>Note Specify your local computer name after the "@".</p> 
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". 

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

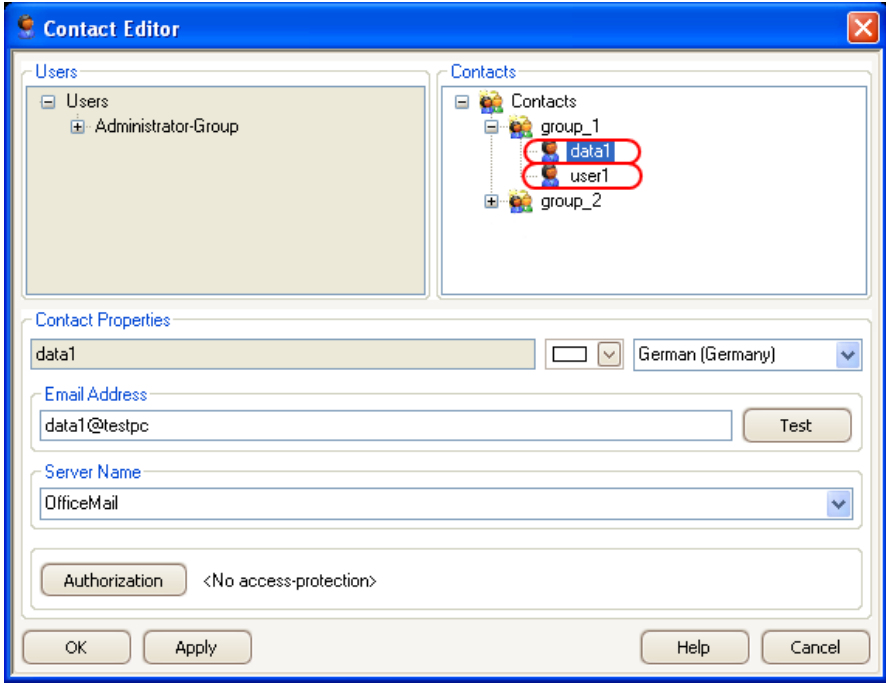
No.	Action
7.	<p>Enter the settings of your e-mail server in the "Communication Service" editor. For this you click "Add" and enter the parameters below.</p> <ul style="list-style-type: none">• Name: Enter "OfficeMail".• E-mail Address: Enter "notifier@testpc".• Type: Here you select SMPT/POP3.• Poll Rate: Enter "10".• Send: For "Server" you enter "testpc" (this is the local computer name).• Receive:<ul style="list-style-type: none">- Server: testpc- Port: 110- Login: notifier- Password: passwd <p>Click "Save" and then "Close".</p>

Note

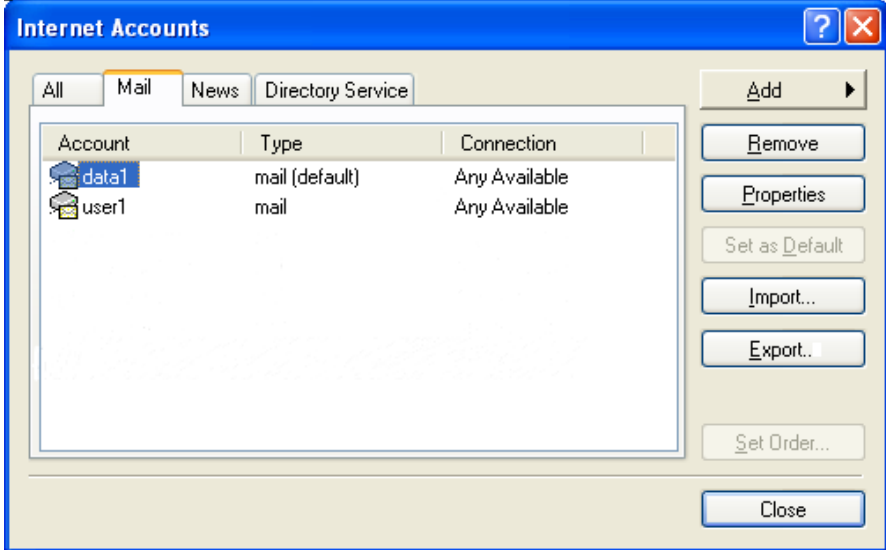
Enter your local server name for Send and Receive. Remember that the "Login" and "Password" fields must remain blank when using internal e-mail servers.



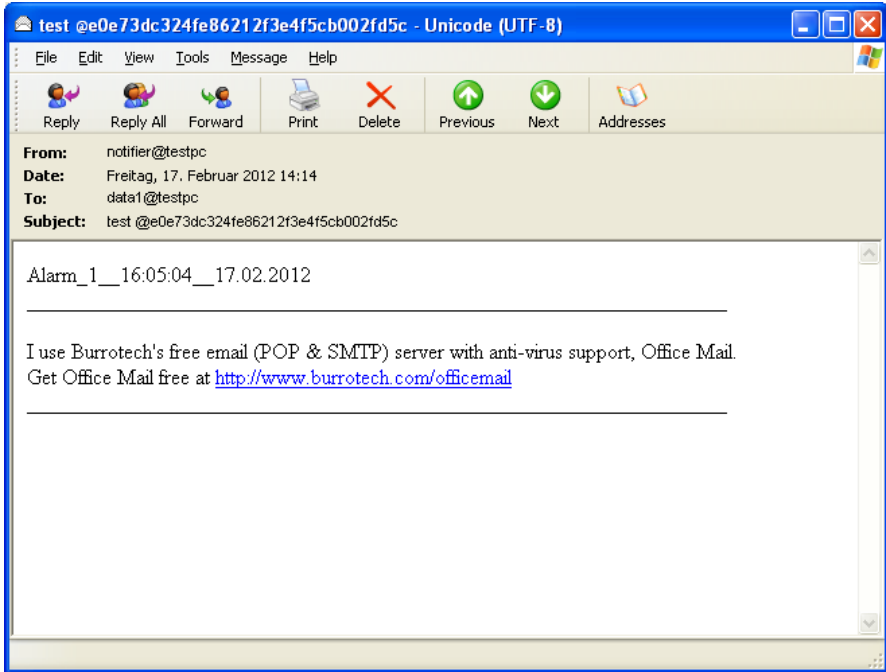
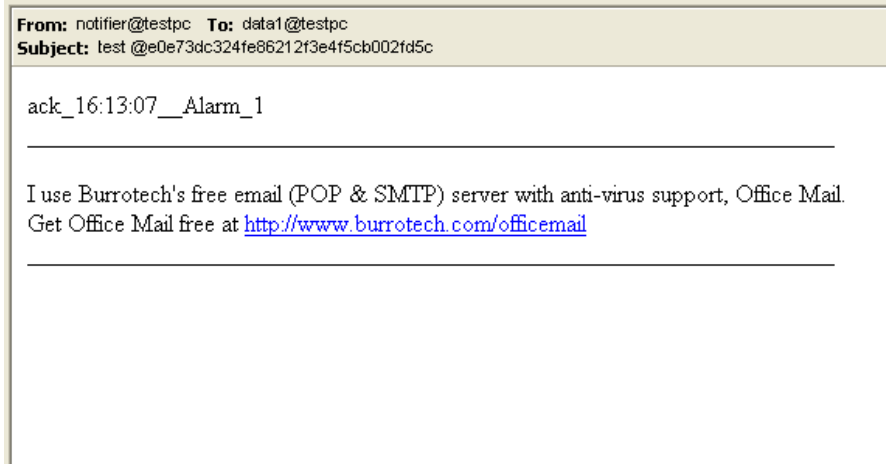
3 Testing the E-Mail Notification with a Locally Installed POP3 -Server

No.	Action									
8.	<p>Create a group named "group_1" in the "Contact Editor". Add the two contacts "data1" and "user1" to this group as explained in Table 2-1 .</p> <ul style="list-style-type: none"> E-mail address assignment: <table border="1" data-bbox="464 439 1145 533"> <thead> <tr> <th>User</th> <th>E-mail address</th> <th>Communication service</th> </tr> </thead> <tbody> <tr> <td>data1</td> <td>data1@< local computer name></td> <td>OfficeMail</td> </tr> <tr> <td>user1</td> <td>user1@< local computer name></td> <td>OfficeMail</td> </tr> </tbody> </table> 	User	E-mail address	Communication service	data1	data1@< local computer name>	OfficeMail	user1	user1@< local computer name>	OfficeMail
User	E-mail address	Communication service								
data1	data1@< local computer name>	OfficeMail								
user1	user1@< local computer name>	OfficeMail								
9.	Create a notification as described above.									

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

No.	Action
10.	<p>Configure the e-mail accounts for "data1" and "user1" in Outlook Express. Click "Accounts" in "Tools".</p> <p>Note Outlook Express is no longer a component of the Windows 7 operating system.</p> 
11.	Click "Add > E-mail...".
12.	<p>Assign these parameters for data1 in the dialogs that follow.</p> <ul style="list-style-type: none"> • Displayed name: "data1" • E-mail address: "data1@testpc" • Incoming mail server (POP3): "testpc" • Outgoing mail server: "testpc" • Account name: "data1" • Password: "passwd"
13.	<p>Assign these parameters for user1 in the dialogs that follow.</p> <ul style="list-style-type: none"> • Displayed name: "user1" • E-mail address: "user1@testpc" • Incoming mail server (POP3): "testpc" • Outgoing mail server: "testpc" • Account name: "user1" • Password: "passwd"

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

No.	Action
14.	<p>If an alarm fulfills the filter criteria, a notification is sent via the e-mail server to all users entered in the notification schedule.</p> <p>Notification e-mail</p> 
15.	<p>You acknowledge the alarm by returning the notification without changing the subject line to the sender (WinCC).</p>
16.	<p>When the alarm in WinCC is acknowledged, a confirmation of acknowledgment is sent via the e-mail server to all users entered in the notification schedule.</p> <p>Confirmation of acknowledgment e-mail</p> 

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

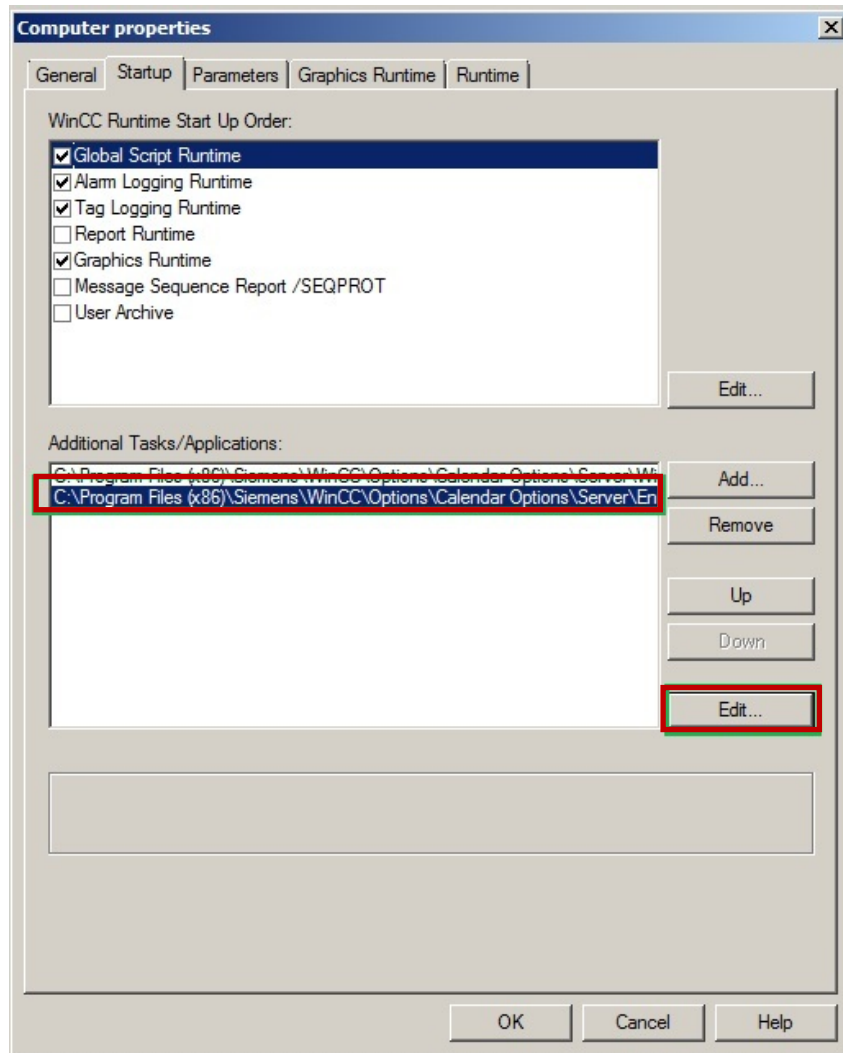
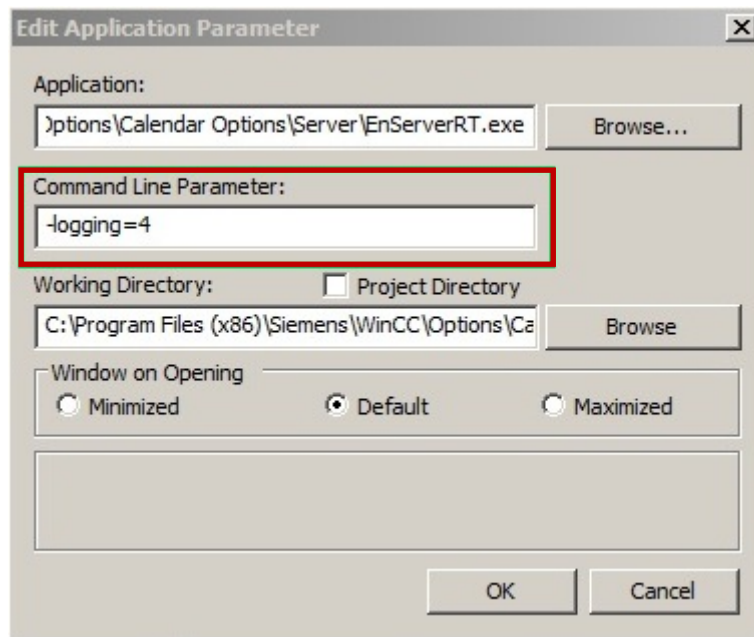


Figure 4-2



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

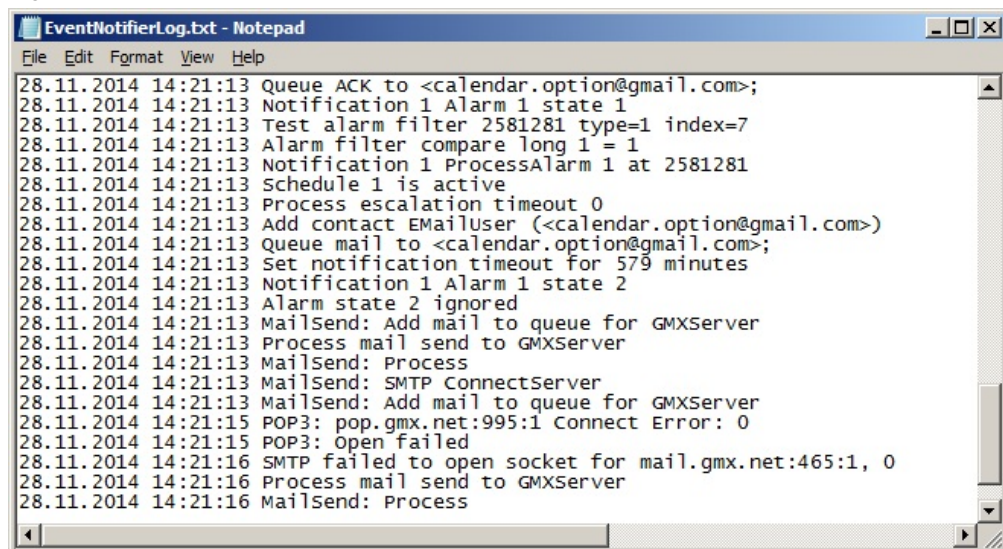
This setting becomes active only after restarting Runtime!

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

4.2 Troubleshooting

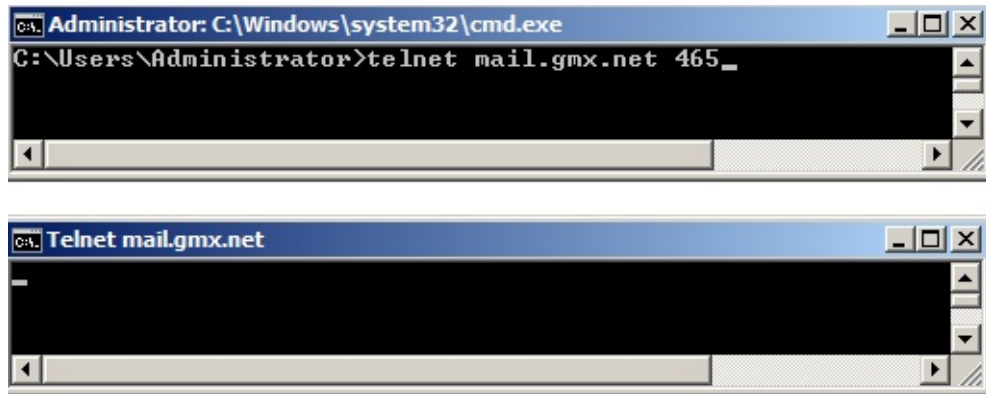
4.2.1 You cannot establish a connection to the SMTP/POP server.

Figure 4-3



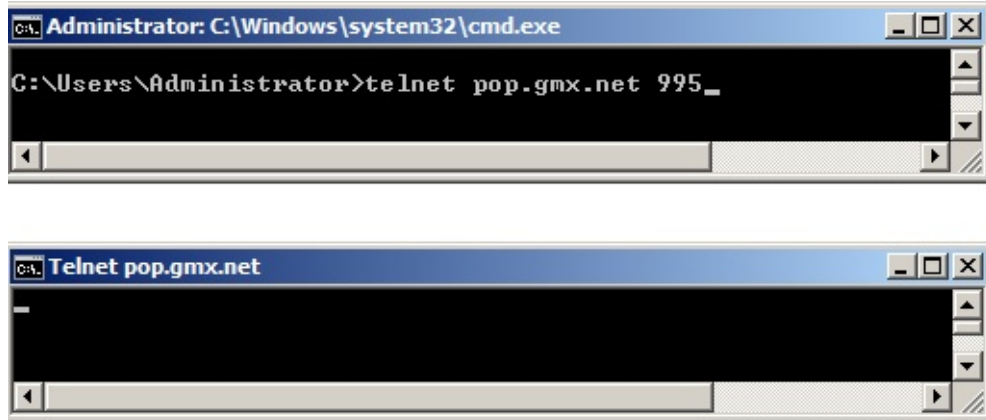
- Check the internet connection. Call the Internet Explorer and try to open an internet page.
- With the Telnet service you check the port number used and the authentication setting of the SMTP and POP server.
Detailed instructions for this are available in this wiki:
[Using Telnet to check server reachability.](#)

Figure 4-4



Empty field = connection established successfully.

Figure 4-5



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

Note

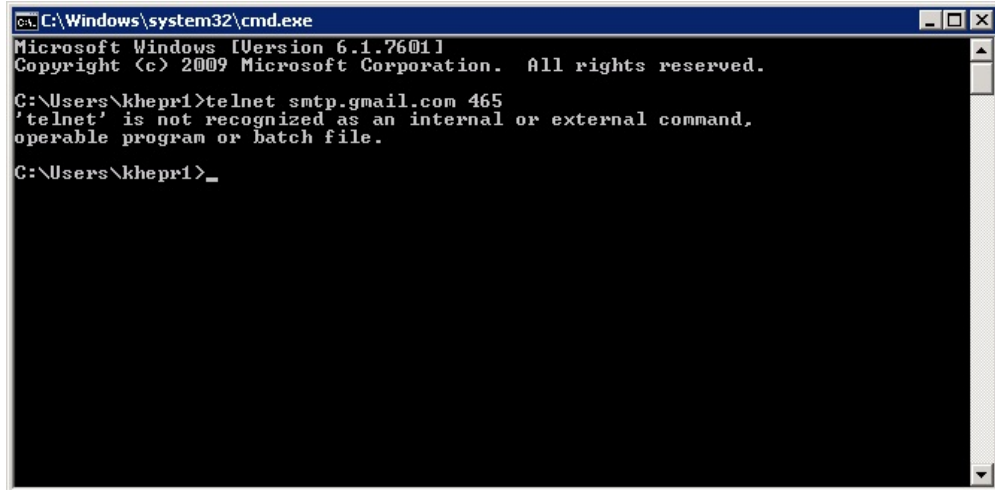
Only if the console with the title "Telnet & Server Name" is empty when it opens were the inputs successful and can be incorporated in the e-mail settings of the Event Notifier.

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.

Figure 4-6



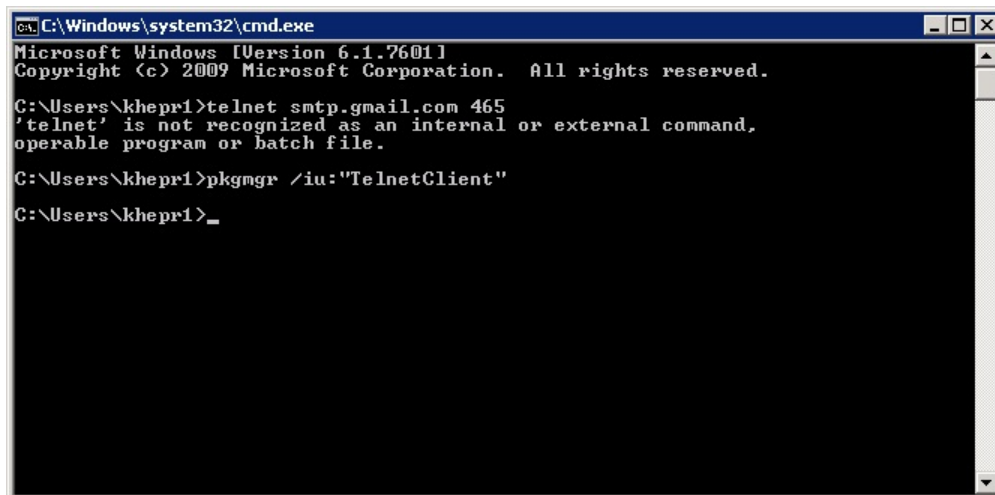
```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\khepr1>telnet smtp.gmail.com 465
'telnet' is not recognized as an internal or external command,
operable program or batch file.

C:\Users\khepr1>_
```

Installing the Telnet Client.

Figure 4-7



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\khepr1>telnet smtp.gmail.com 465
'telnet' is not recognized as an internal or external command,
operable program or batch file.

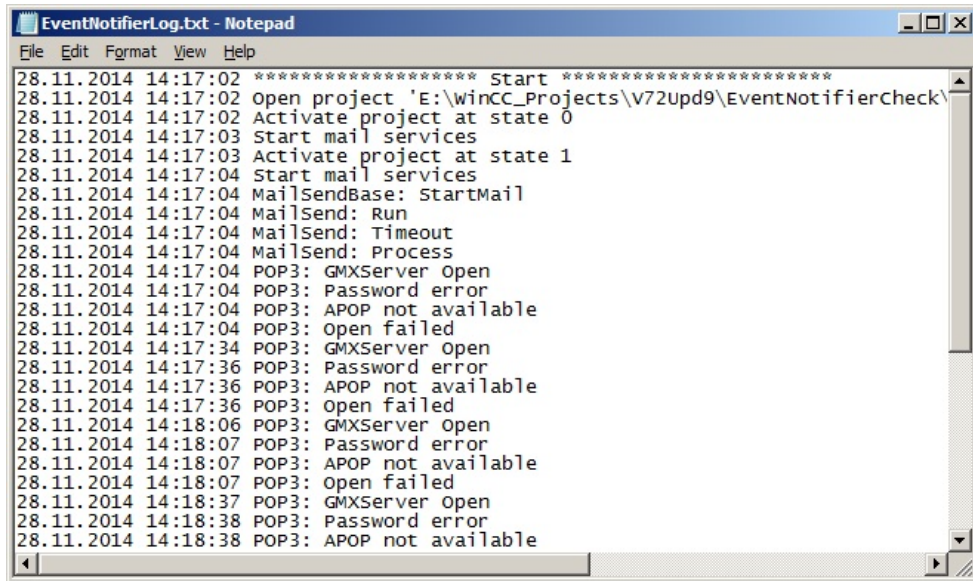
C:\Users\khepr1>pkgmgr /iu:"TelnetClient"

C:\Users\khepr1>_
```

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

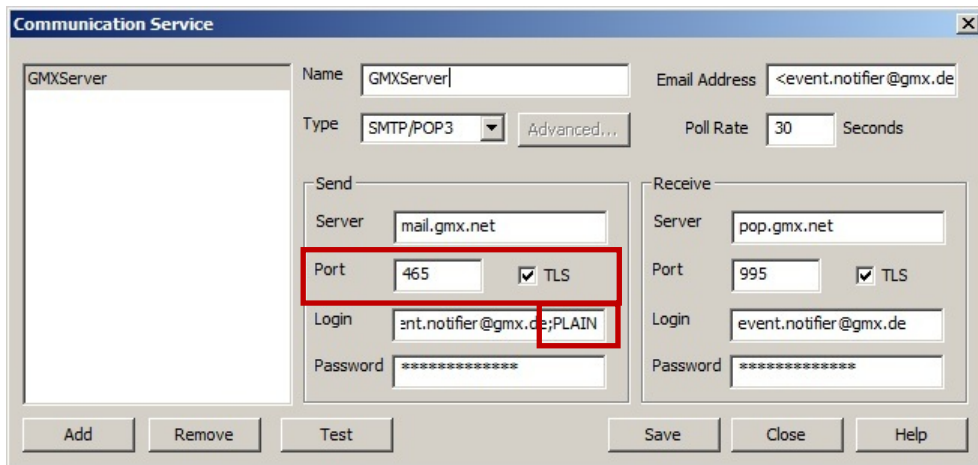
Check the password. Has it been written correctly and is it still valid?

Figure 4-8



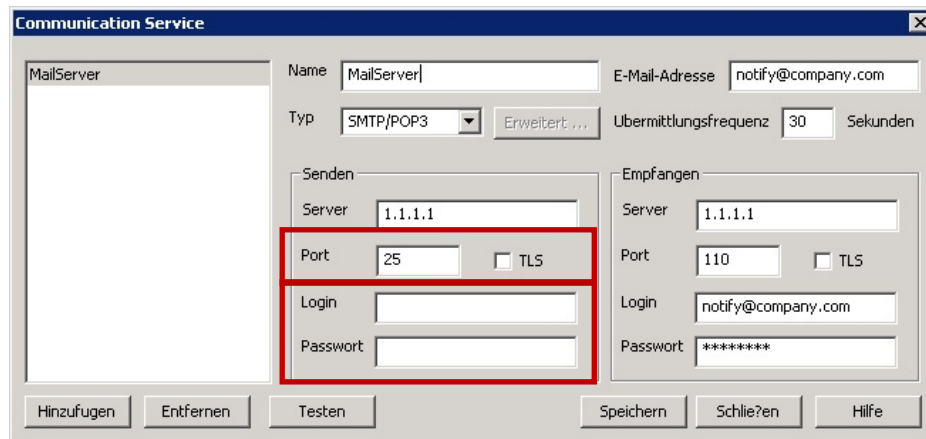
If you use Port 465 for SMTP Send, the login must be made with the ";PLAIN" parameter (encryption is done on the server side).

Figure 4-9



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

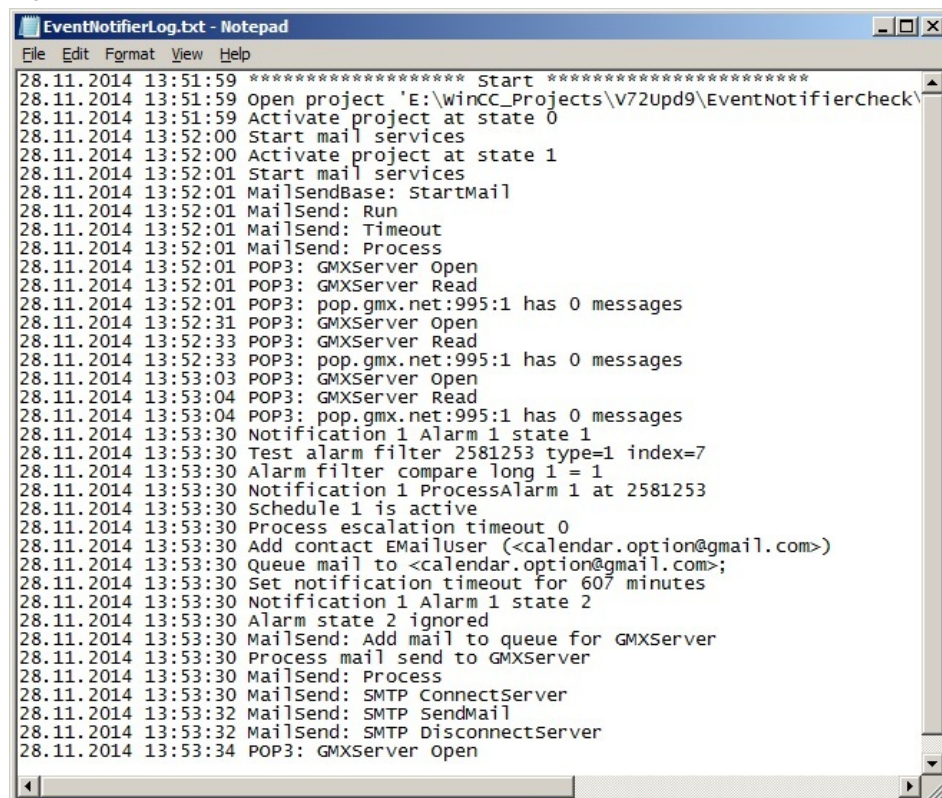
Figure 4-10



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

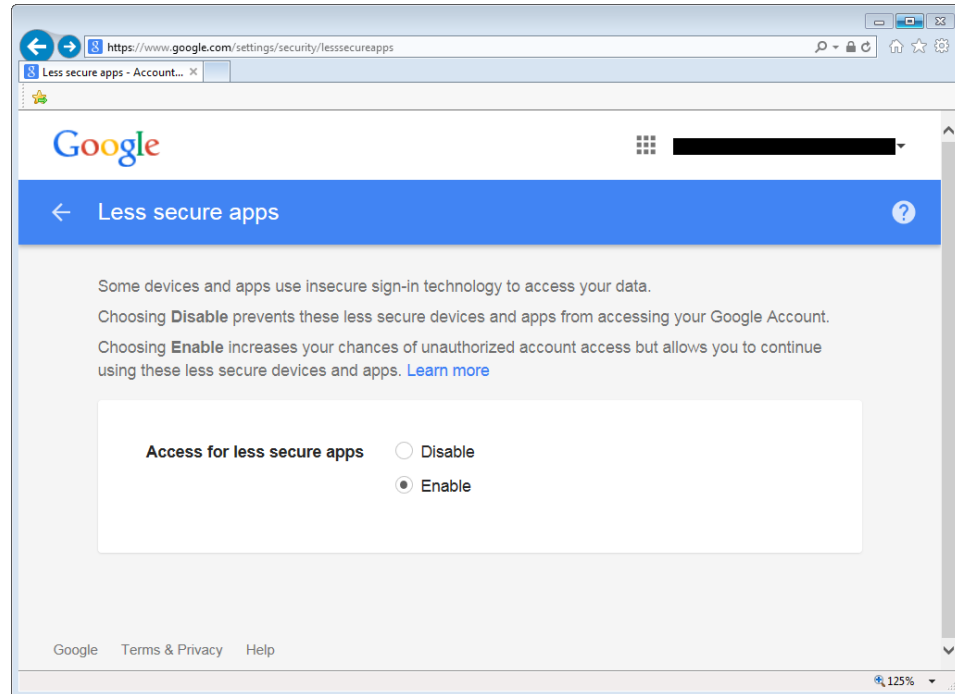
Figure 4-11



- 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



- 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?