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# InfoRad<sup>®</sup> Email-Connect<sup>™</sup>

InfoRad<sup>®</sup>, Inc.



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# Introduction

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## InfoRad® Email-Connect™

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### General Overview

The InfoRad® Email-Connect™ Gateway is a powerful frontend software solution that will process incoming email messages directly through the InfoRad Wireless Enterprise SV\*, InfoRad Watch-IT ASCII SV, or InfoRad Watch-IT Serial messaging software. Incorporating the Email-Connect™ Gateway adds additional capability and versatility to your messaging environment while maintaining a high level of control, security, and reliability over your enterprise messaging network.

### Technical Overview

The InfoRad Email-Connect™ Gateway output is monitored by InfoRad Enterprise SV\*, Watch-IT ASCII SV, or InfoRad Watch-IT Serial software for an incoming email. Upon detection and confirmation of a valid address, the message or messages are dispatched to the intended receivers. The InfoRad software will validate, direct and or redirect and log all message transactions to the designated carriers including private systems.

When integrated with the InfoRad Enterprise SV\* or Watch-IT ASCII SV software the incoming email address to the gateway can be assigned to an individual receiver or group of receivers within the InfoRad Enterprise SV\* or Watch-IT ASCII SV software.

When integrated with the InfoRad Watch-IT Serial software the incoming email message is parsed for an alarm code or key word(s) and sent to the assigned Receiver(s) or Group(s) programmed to receive messages for the alarm code or key word(s).

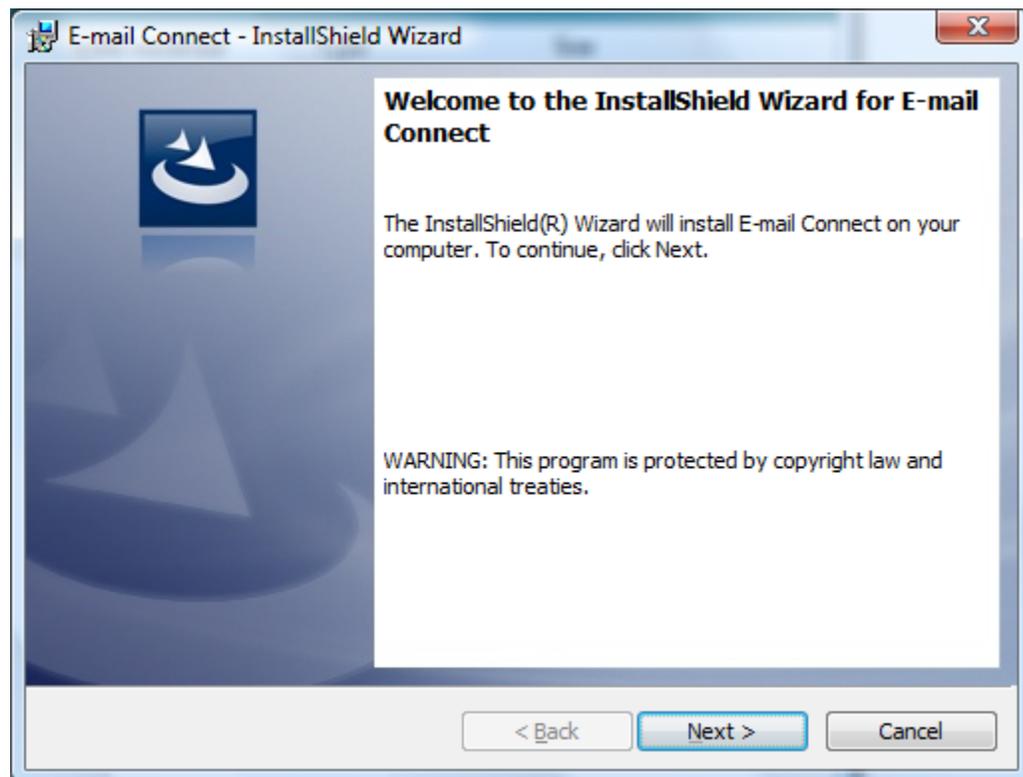
Outgoing multiple message protocol support and Route-on-Failure are provided via SNPP, WCTP, SMTP, TAP, including direct serial TAP. InfoRad SV software runs under MS Windows as a Service.

**\*Note:** The InfoRad Enterprise SV software requires a 10-Client license or greater.

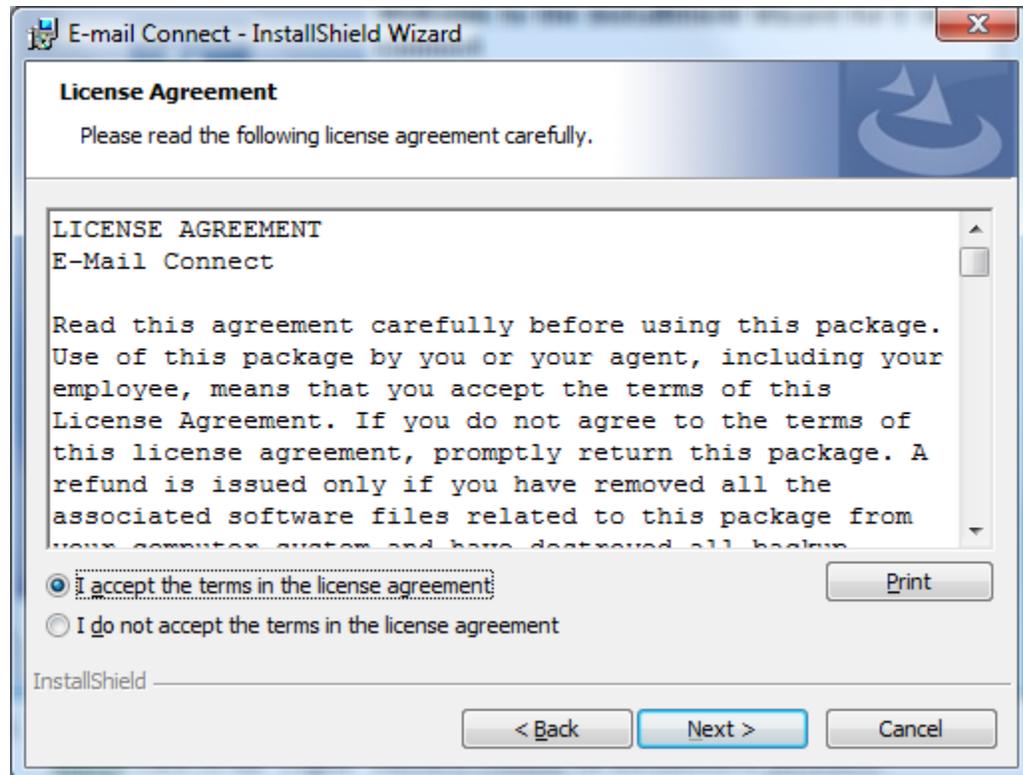
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## Installing InfoRad® Email-Connect™

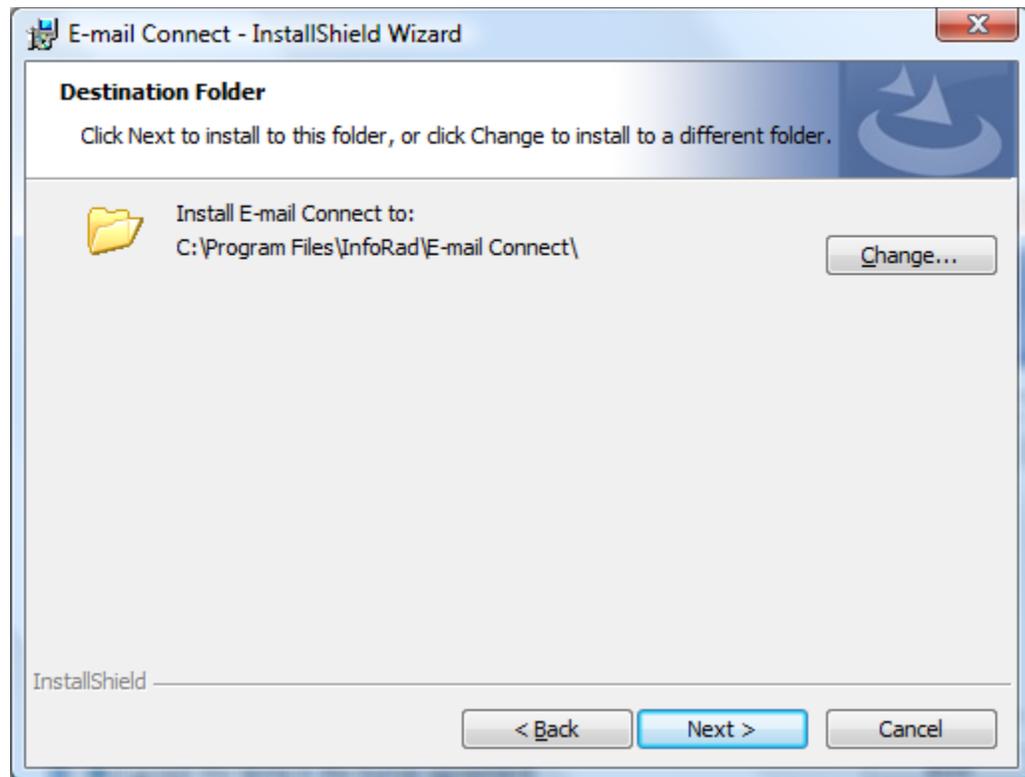
1. Make a back-up copy of your InfoRad Email-Connect™ disk or download file.
2. The Setup should start automatically from CD to install InfoRad® Email-Connect™ on your computer hard drive, or run the Setup file located on the CD or in the download files.
3. The InfoRad® Email-Connect™ InstallShield Wizard will appear. Click on the Next button or press Return to continue the installation of InfoRad® Email-Connect™



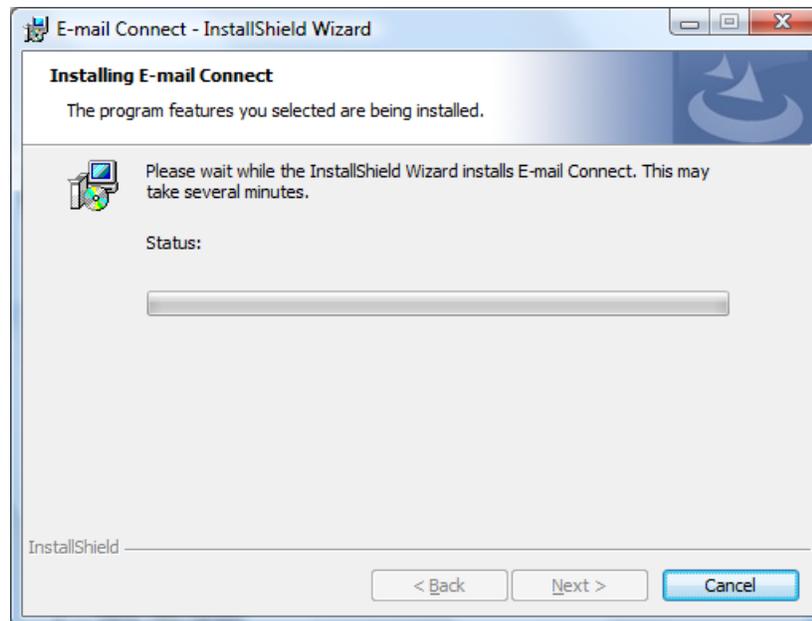
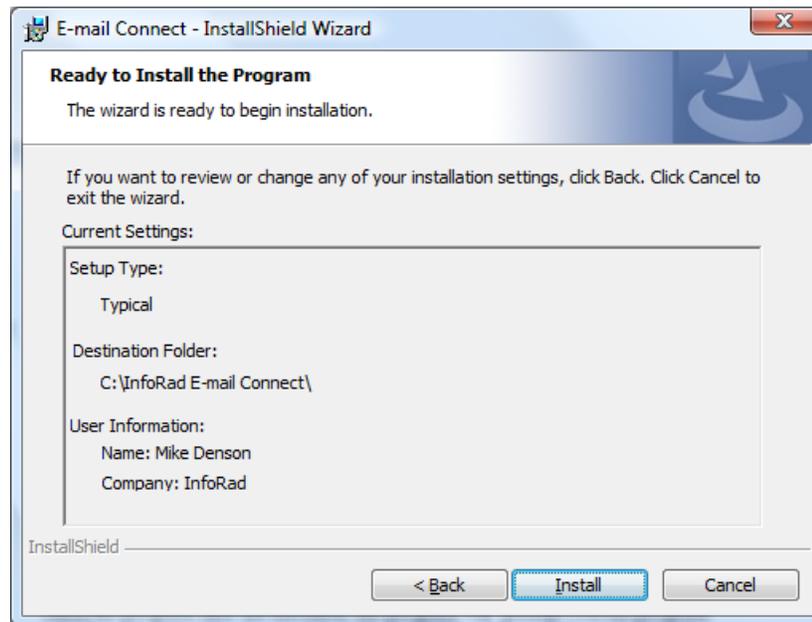
4. The InfoRad® Email-Connect™ InstallShield Wizard license agreement screen will appear. Select the “I accept...” option and click on the Next button to continue the installation of InfoRad® Email-Connect™.



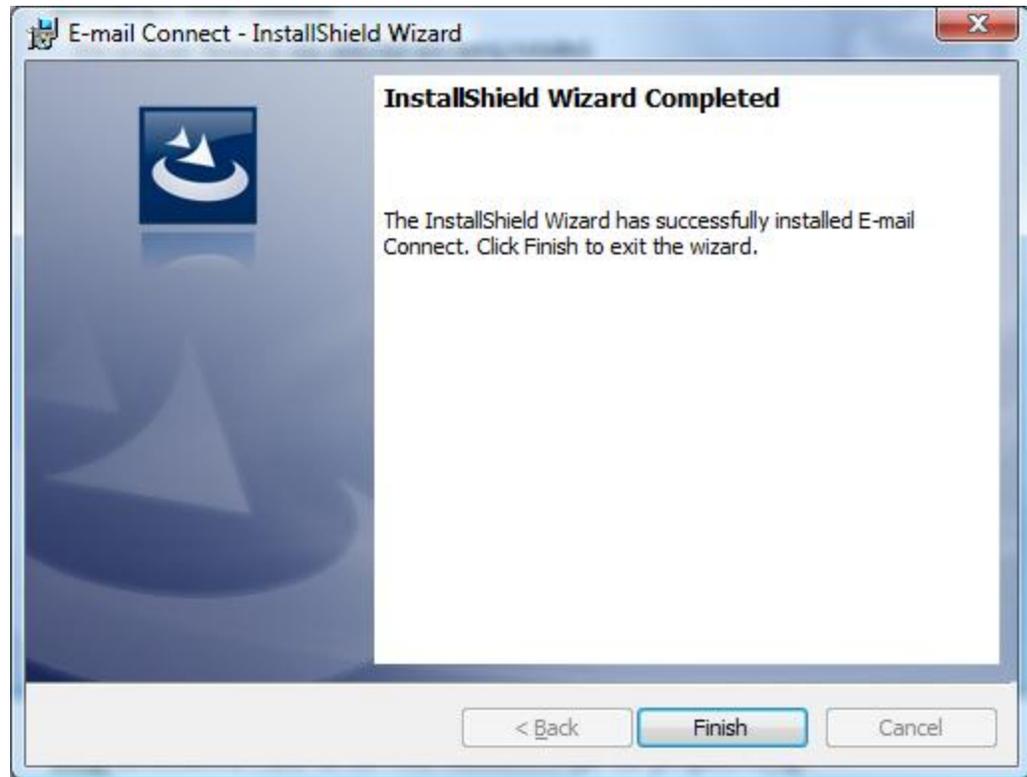
5. You are then prompted for a destination directory for the installation. If you wish to change the directory where the InfoRad® Email-Connect™ application will be installed, click on the Change button and select a new directory. Otherwise, click on the Next button to continue the installation process.



6. Ready to Install! Click Install button and setup will then install the program files.

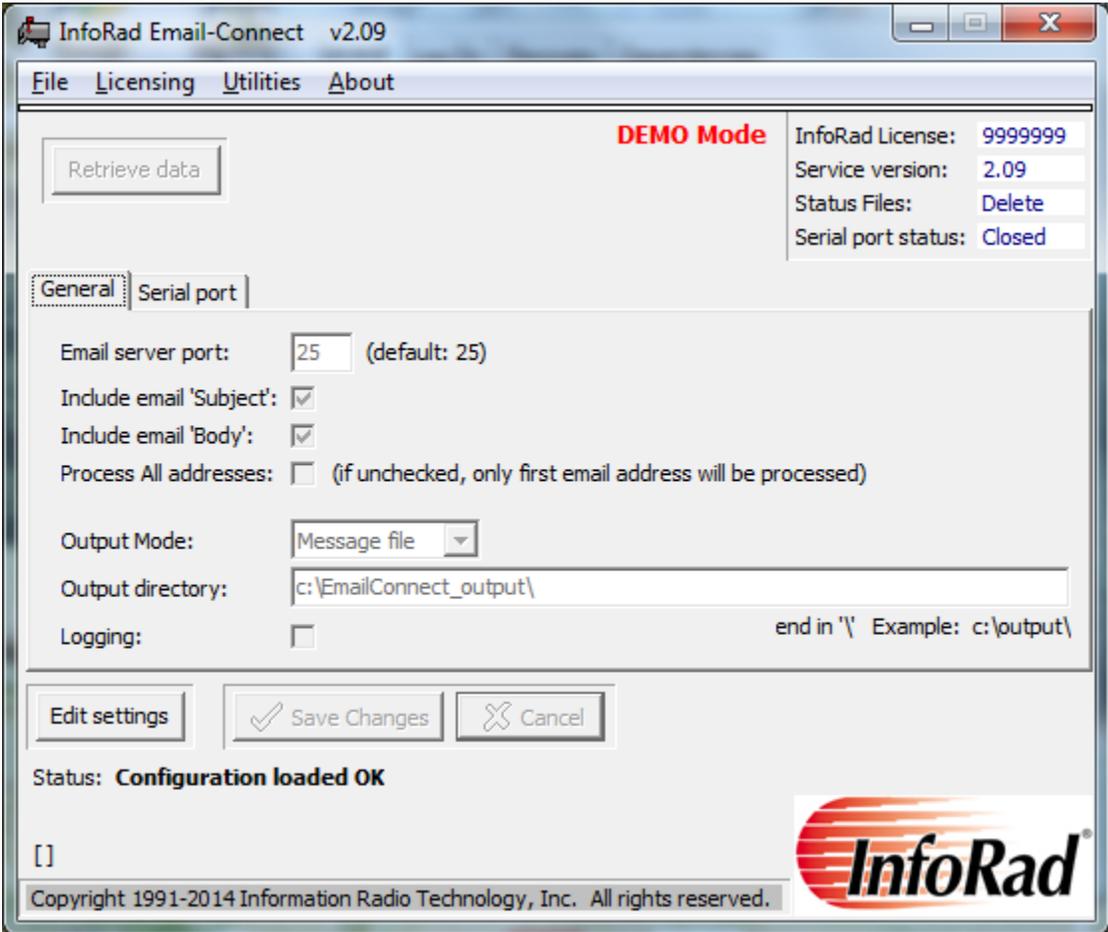


7. Click on Finish



# Email-Connect™ Configuration

Once the program files are installed, the InfoRad® Email-Connect™ Configuration application will start.

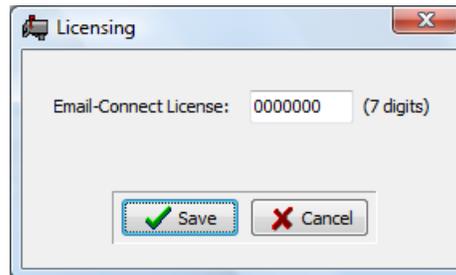


If you are evaluating InfoRad® Email-Connect™ in Demo mode, please continue to the next page to complete Configuration settings.

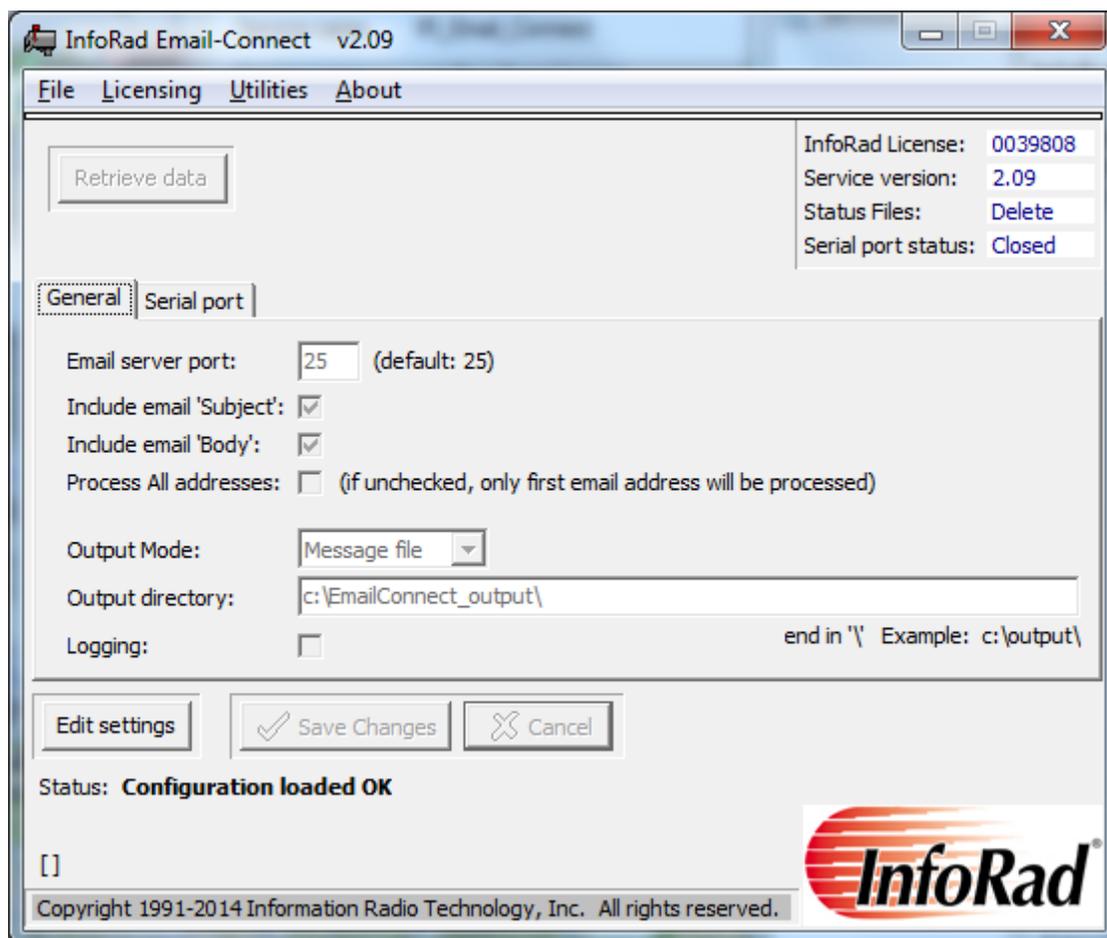
If you have purchased InfoRad® Email-Connect™, enter your license number:

From the Menu bar select **Licensing**.

Enter your license number and then click the Save button.



To configure InfoRad® Email-Connect™, click on the **Edit settings** button.



**Email server port field:** Enter the port number you want InfoRad® Email-Connect™ to monitor for SMTP input. If you have another email service running on the same machine, you will want to use an alternate port (Example: 587).

**Note:** You must select at least one of the following ‘Include’ options:

**Include email Subject option:** If you want InfoRad® Email-Connect™ to include the subject of the email as part of the message text, select this option. Note that including the subject may reduce the number of characters available for the message text from the email message body.

**Include email Body option:** If you want InfoRad® Email-Connect™ to include the body of the email as part of the message text, select this option.

**Process All addresses option:** Select this option if you want InfoRad® Email-Connect™ to process all addresses in the TO: field of the incoming email message. If not selected, only the first email address in the TO: field is processed.

**Output mode:** Select 'Message file' if Email-Connect™ is to be used with InfoRad Enterprise SV\* or InfoRad Watch-IT ASCII SV; select 'Serial port' if Email-Connect™ is to be used with InfoRad Watch-IT Serial.

**Output directory field:** enter the path to your InfoRad Enterprise SV, InfoRad Watch-IT ASCII SV message directory, or enter the path to your InfoRad Watch-IT Serial directory. For example, if the default installation path was used:

InfoRad V10.3.8 and previous:

InfoRad Enterprise SV: C:\Program Files\InfoRad Enterprise SV Service\MSG\

Watch-IT ASCII SV: C:\Program Files\InfoRad Wireless Watch-IT ASCII SV Service\MSG\

Watch-IT Serial: C:\Program Files\InfoRad Wireless\

InfoRad V10.4.0 and later:

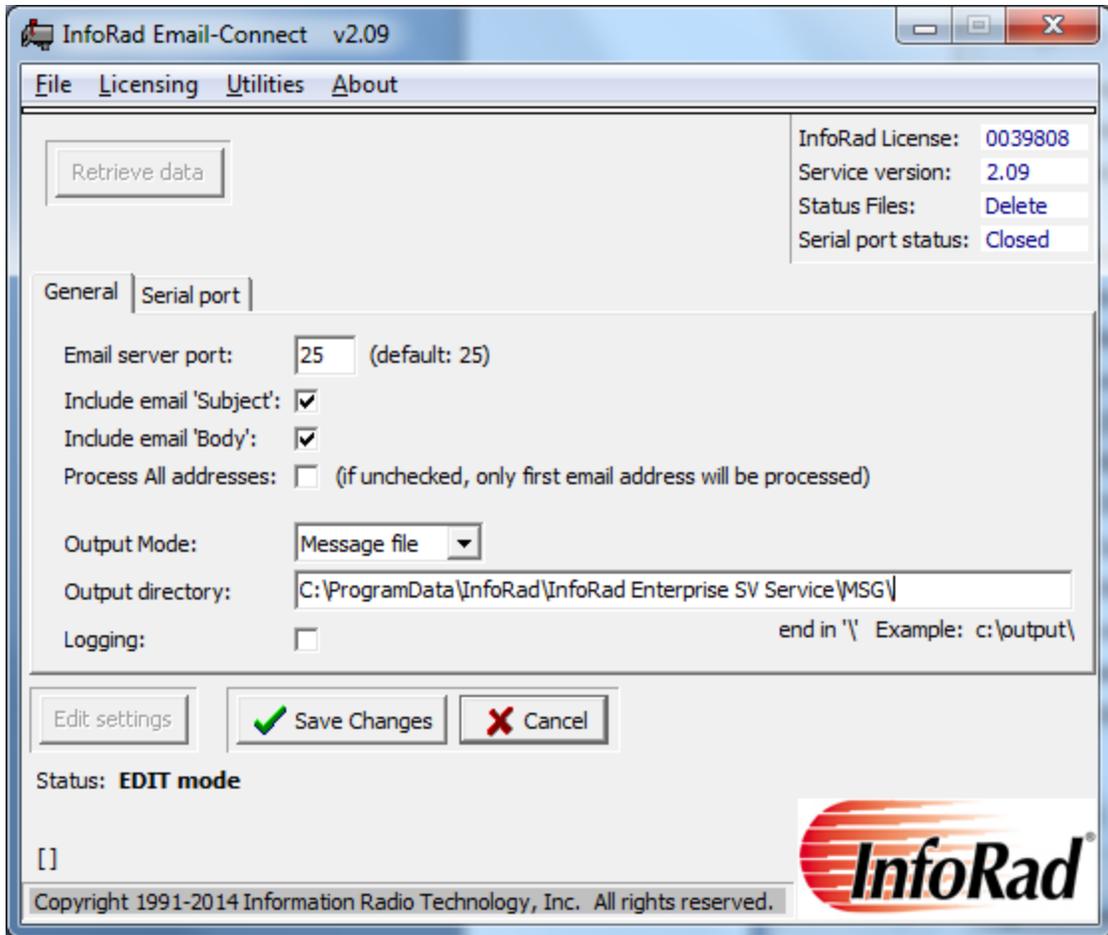
InfoRad Enterprise SV: C:\ProgramData\InfoRad\InfoRad Enterprise SV Service\MSG\

Watch-IT ASCII SV: C:\ProgramData\InfoRad\InfoRad Watch-IT ASCII SV Service\MSG\

Watch-IT Serial: C:\ProgramData\InfoRad\InfoRad Watch-IT Serial\

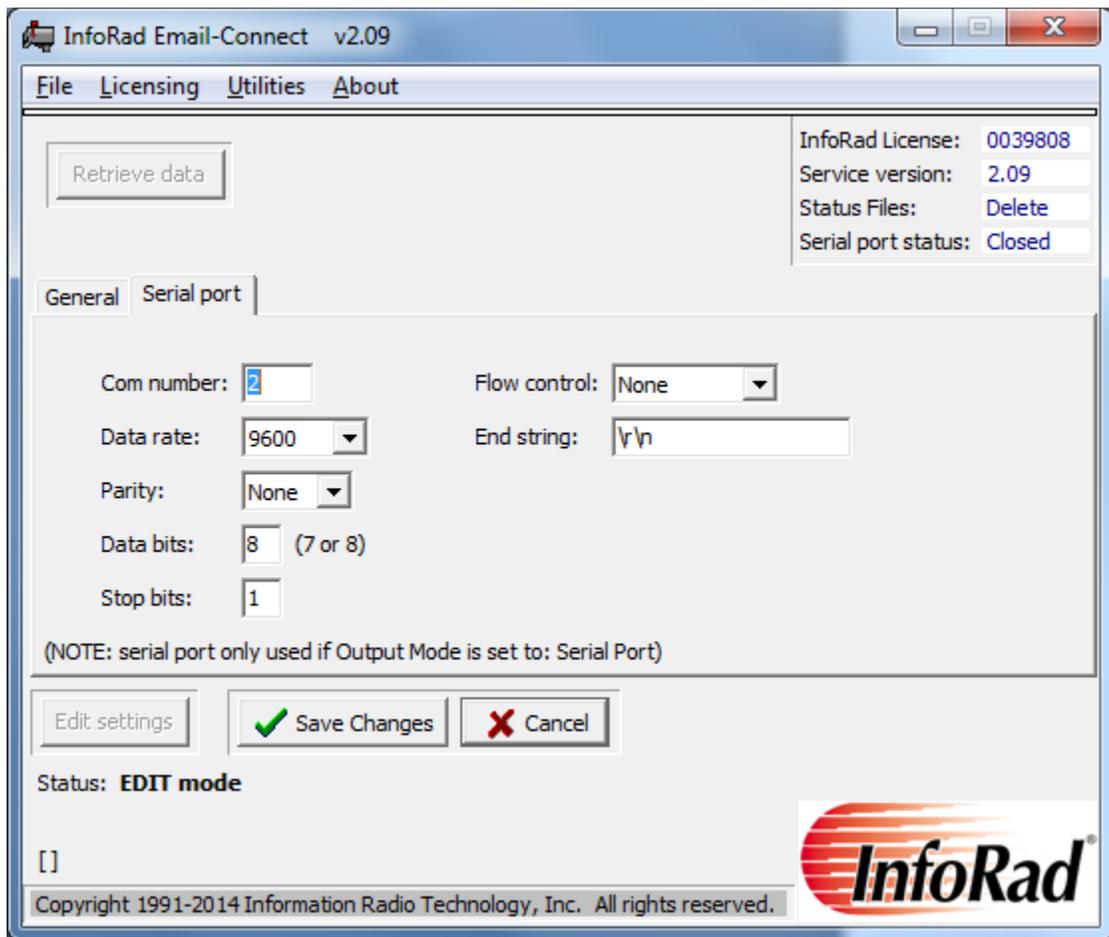
**Note:** please include the trailing backslash in the path

**Logging option:** Turn on the logging option for troubleshooting. The InfoRad® Email-Connect™ service will place the log file in a folder named **Logs** in the **Output directory**. The log file is a text file and will be named with the date. (Ex: 08\_25\_1014.txt)



If using InfoRad Enterprise SV or InfoRad Watch-IT ASCII SV click the **Save Changes** button to save your settings.

If using InfoRad Watch-IT Serial click on 'Serial port' tab for serial port settings.



**NOTE: Serial port settings should match those in Watch-IT Serial – Serial Monitoring Setup**

**Com number:** enter the Comport number for Email-Connect serial data output

**Data rate:** select data rate from the dropdown list: 300, 1200, 2400, 4800, 9600, 19200, 38400

**Parity:** select parity setting from the dropdown list: Even, Odd, None

**Data bits:** enter 7 or 8 data bits

**Stop bits:** enter 1 or 2 stop bits

**Flow Control:** select flow control from dropdown list: Hardware, Software, None

**End string:** enter the end of string /end of data character(s)

**Supported characters:**

\r carriage return (must be lowercase 'r')

\n new line (line feed) (must be lowercase 'n')

\xy any 2 hex characters (Example: \04 for EOT)

If none of the above, then enter a character string (Example: END or end)

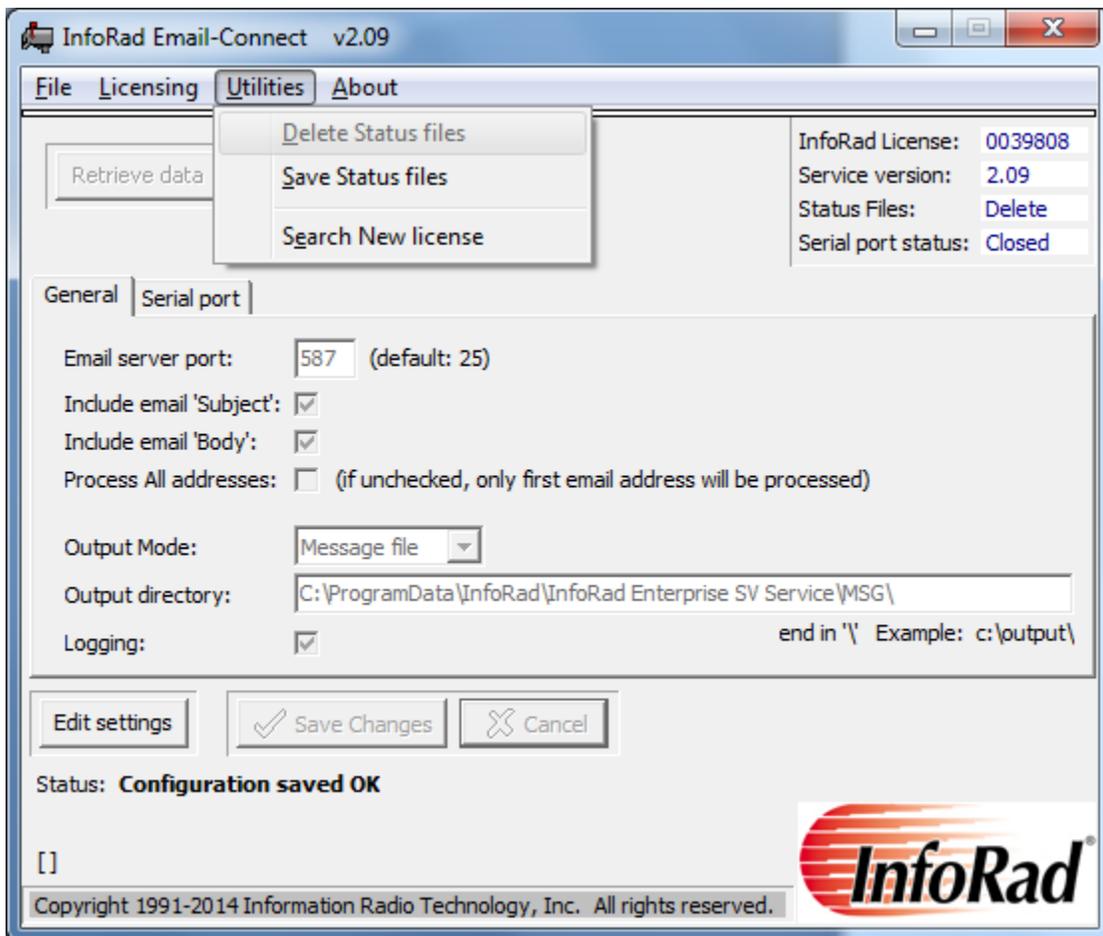
Click the **Save Changes** button to save your settings.

## Utilities menu

**Delete Status files option:** (default) The InfoRad® Email-Connect™ service will delete InfoRad Message Status files after processing. (InfoRad Enterprise SV or InfoRad Watch-IT ASCII SV only)

**Save Status files option:** Select this option to save InfoRad Message Status files for troubleshooting purposes. Error status files contain error statements when message send attempts fail. (InfoRad Enterprise SV or InfoRad Watch-IT ASCII SV only)

**Search New license option:** This option allows the InfoRad® Email-Connect™ service to find a new InfoRad License number. For example, if the InfoRad® Email-Connect™ service was initially setup in Demo mode (30-day Trial mode) with a 30-day Trial version of Enterprise SV or Watch-IT ASCII SV, once the full version of InfoRad product is installed you can license the InfoRad® Email-Connect™ from Demo to licensed mode by using Search New license, and then entering the InfoRad® Email-Connect™ license number under the Licensing menu.



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## Using InfoRad<sup>®</sup> Email-Connect<sup>™</sup> With InfoRad<sup>®</sup> Watch-IT ASCII SV and InfoRad<sup>®</sup> Enterprise SV\*

The InfoRad Email-Connect<sup>™</sup> runs as a service under MS Windows and monitors a designated **Email server port** for SMTP traffic for valid incoming email messages. The InfoRad<sup>®</sup> Email-Connect<sup>™</sup> service processes the email for sending and formats the message for the InfoRad Wireless Watch-IT ASCII SV or InfoRad Wireless Enterprise SV\* software to redirect the message using supported wireless industry messaging protocols.

When the InfoRad<sup>®</sup> Email-Connect<sup>™</sup> receives an incoming email it parses the email name from the email address (i.e., strips the @domain portion from the address). Example: [yourname@yourdomain.com](mailto:yourname@yourdomain.com) becomes: yourname

The email name is then used as the recipient name within the InfoRad Watch-IT ASCII SV and Enterprise SV\* software; therefore, **the email name must exist in the InfoRad Watch-IT ASCII SV or Enterprise SV\* software program Receiver or Group database**. In the above example, “yourname” would be entered in the InfoRad program as a Receiver or Group name. (See next page for example database entries.)

The email subject and / or message body text is used for the message text for the InfoRad program.

The email message FROM address is used by the InfoRad program for the Reply-TO address for messages sent using WCTP and SMTP messages to the wireless carrier.

When the InfoRad program receives a message that has been processed by InfoRad<sup>®</sup> Email-Connect<sup>™</sup>, the message is sent to the Receiver or Group name using the appropriate phone number(s) and Messaging Service(s) as defined in the InfoRad program database. Outgoing multiple message protocol support and route-on-failure are provided via SNPP, WCTP, SMTP, TAP, including direct serial TAP. If using InfoRad v10.4.0 or later, select SMS providers are supported.

**\*Note:** The InfoRad Enterprise SV software requires a 10-Client license or greater.

## Example database entries in InfoRad Wireless Watch-IT ASCII SV or InfoRad Wireless Enterprise SV:

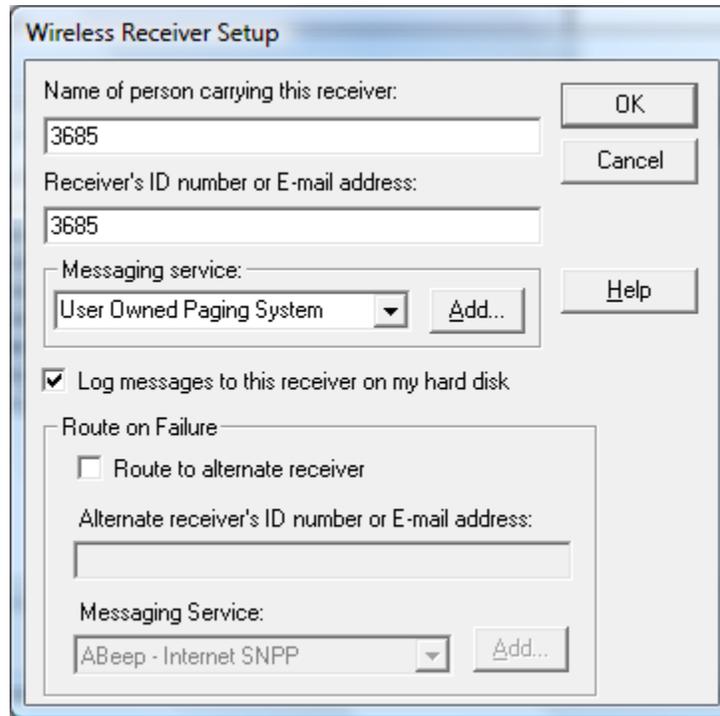
- 1) Using name in email address. For example, using an email address of <PaulCell@EMCdomain.com> to send to Paul's cell phone via Email-Connect, enter a Receiver Name of PaulCell in the InfoRad database:

The screenshot shows a 'Wireless Receiver Setup' dialog box with the following fields and options:

- Name of person carrying this receiver: PaulCell
- Receiver's ID number or E-mail address: 2165551212
- Messaging service: Verizon Wireless - EM WCTP
- Log messages to this receiver on my hard disk
- Route on Failure:
  - Route to alternate receiver
  - Alternate receiver's ID number or E-mail address: (empty)
  - Messaging Service: ABeep - Internet SNPP

When an email to <PaulCell@EMCdomain.com> is captured by Email-Connect, the result is the text of the email will be sent to the wireless receiver defined as PaulCell in the InfoRad Receiver database.

- 2) Using pager number in email address. For example, using an email address of <3685@EMCdomain.com> to send to an employee pager via Email-Connect, enter a Receiver Name of 3685 in the InfoRad database:



The image shows a 'Wireless Receiver Setup' dialog box. It contains the following fields and controls:

- 'Name of person carrying this receiver:' text box with '3685' entered.
- 'Receiver's ID number or E-mail address:' text box with '3685' entered.
- 'Messaging service:' dropdown menu with 'User Owned Paging System' selected and an 'Add...' button.
- A checked checkbox for 'Log messages to this receiver on my hard disk'.
- A 'Route on Failure' section containing:
  - An unchecked checkbox for 'Route to alternate receiver'.
  - An empty text box for 'Alternate receiver's ID number or E-mail address:'.
  - 'Messaging Service:' dropdown menu with 'ABeep - Internet SNPP' selected and an 'Add...' button.
- Buttons for 'OK', 'Cancel', and 'Help' on the right side.

When an email to <3685@EMCdomain.com> is captured by Email-Connect, the result is the text of the email will be sent to the wireless receiver defined as '3685' in the InfoRad Receiver database.

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## Using InfoRad® Email-Connect™ With InfoRad® Watch-IT Serial

The InfoRad Email-Connect™ runs as a service under MS Windows and monitors a designated **Email server port** for SMTP traffic for valid incoming email messages. The InfoRad® Email-Connect™ service processes the email for sending and formats the message for the InfoRad Wireless Watch-Serial software to redirect the message using supported wireless industry messaging protocols.

When the InfoRad® Email-Connect™ receives an incoming email it parses the email body text from the email which is then output via the assigned serial port to the InfoRad Watch-IT Serial software.

The Watch-IT Serial software receives the email body text that has been processed by InfoRad® Email-Connect™, and parses the incoming email text for programmed alarm code or key word(s). Watch-IT Serial then sends the email text and / or optional 'additional text' to the assigned Receiver(s) or Group(s) programmed within the Watch-IT Serial software to receive messages for the specific alarm code or key word(s) using the appropriate phone number(s) and Messaging Service(s) as defined in the InfoRad program database.

Outgoing multiple message protocol support and route-on-failure are provided via SNPP, WCTP, SMTP, TAP, including direct serial TAP. If using InfoRad v10.4.0 or later, select SMS providers are supported.

### Sample Watch-IT Serial Code setup:

Example for alarm code / key word(s) containing "ALARM407"

When an input record containing this alarm code arrives:

ALARM407

Alarm code starts  at column   anywhere

Send an alert message that includes:

record text from column  to column

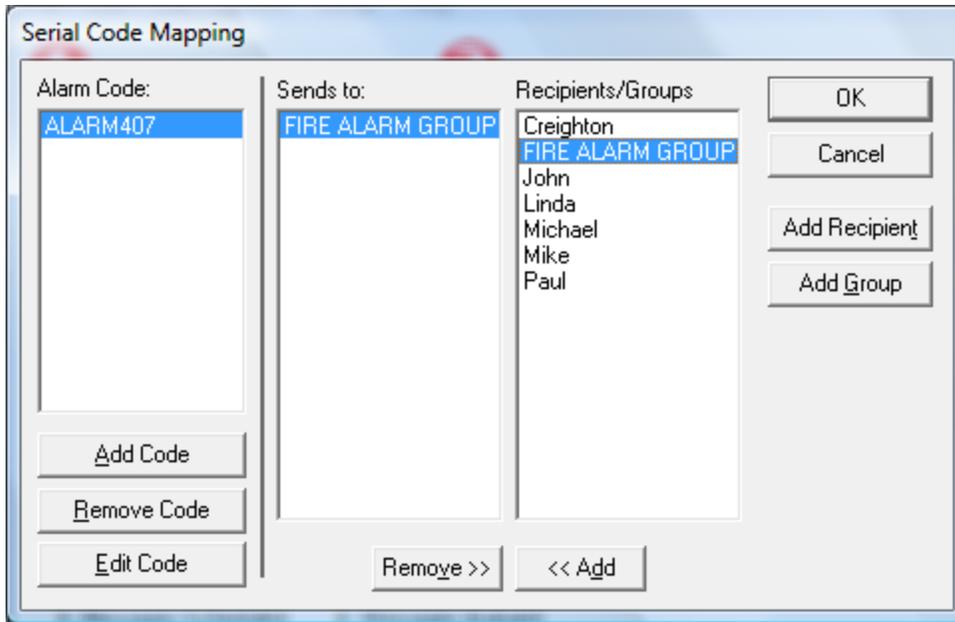
additional record text from column  to column

additional text: FIRE ALARM Room 407

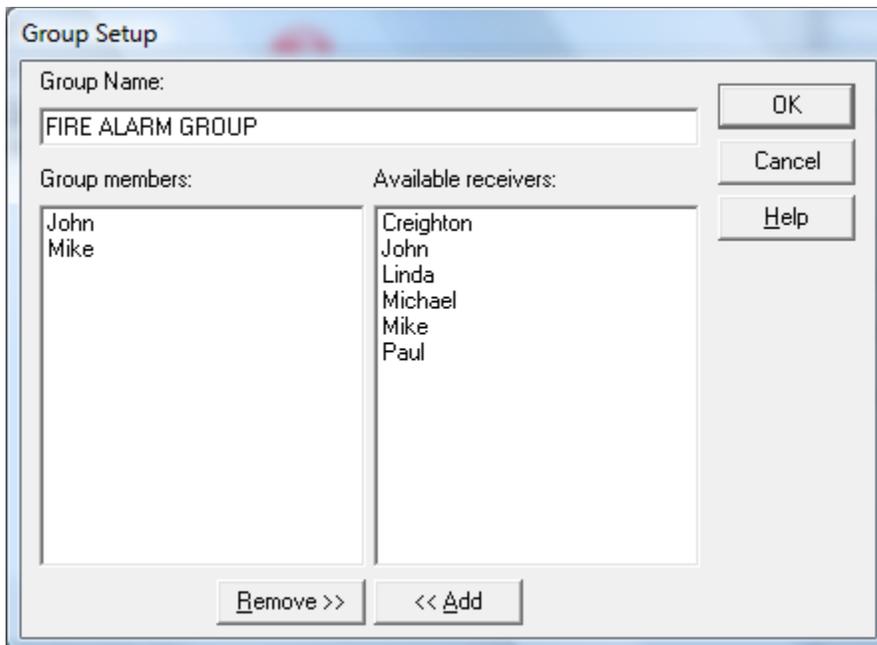
the date and time

OK Cancel

Assign code to FIRE ALARM GROUP



FIRE ALARM GROUP created in Watch-IT Serial Group database



Using the above settings, when “ALARM407” is triggered the result is Watch-IT Serial will send the text message “ALARM407 FIRE ALARM ROOM 407” to the wireless receivers for John and Mike (as defined in the InfoRad Receiver database).

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# Troubleshooting InfoRad® Email-Connect™

## Email-Connect logging:

In the InfoRad® Email-Connect™ Configuration application turn on the **Logging** option and in the **Utilities** menu select **Save Status** files (when using InfoRad Wireless Watch-IT ASCII SV or InfoRad Wireless Enterprise SV). The InfoRad® Email-Connect™ log file can be used to view the email message input. The InfoRad® Email-Connect™ service will place the log file in a folder named **Logs** in the **Output directory** defined in the Email-Connect Configuration application. The log file is a text file and will be named with the date. (Ex: 08\_25\_2014.txt).

## Enterprise SV and Watch-IT ASCII SV message status logs:

InfoRad Wireless Watch-IT ASCII SV or InfoRad Wireless Enterprise SV program message status files can be used to find processing or sending problems. Message log files are found in the Message Directory (the **Output directory** defined in the Email-Connect Configuration application). Messages with errors will create an Error Status File named with the format ERR\_MSG\_\_viaEMC.*nnn* ('*nnn*' = message number).

Utilizing Message Status Files along with Internet and/or Communications diagnostic log files (discussed next) will further aid troubleshooting.

## Internet, modem, and direct serial connection diagnostic logs:

Diagnostic logging options for Internet messaging protocols are found in the Enterprise SV, Watch-IT ASCII SV, and Watch-IT Serial programs under the program Internet Settings Setup. The Internet diagnostic log file, named "inetlog.txt", is found in the program folder\*.

Diagnostic logging options for Dial-up TAP (Modem) and Direct Serial Connection communications are found in the Enterprise SV, Watch-IT ASCII SV, and Watch-IT Serial programs under the program Communications Settings Setup. The Communications diagnostic log files are found in the program folder\*. Modem or Direct Serial Connection log files are named with the format CMddhhmm.TXT. (Example: for a message attempted on the 19<sup>th</sup> at 11:32 am the log file will be named CM191132.TXT.)

## Watch-IT Serial – serial port input diagnostic logs:

InfoRad Wireless Watch-IT Serial: Serial port diagnostic log files (option found in Serial Monitoring Setup) can be used to log incoming serial data. Two kinds of serial data log files are created for serial diagnostics and both can be found in the program folder\*. "Simlog.txt" is a continuous log in a more readable format. Additionally, there are log files with the format "SMddhhmm.TXT" that are a raw data log that is created for each serial session. (Example: if the program is started or Serial Monitoring is started on the 19<sup>th</sup> at 11:32 am, the session log will be named SM191132.TXT. )

**Note:** When finished troubleshooting, turn off diagnostic logging options in the associated programs, and delete any existing diagnostic log files.

\*InfoRad program diagnostic logs are located in the ProgramData folder for v10.4.0 and later.

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## Email-Connect Manual Install / Uninstall

If you have any trouble with the Windows Installer you can manually install the Email-Connect service and configuration application.

If you have attempted to use the Windows Installer previously, you should first uninstall the Email-Connect. You can attempt to do that from the Windows Add/Remove Programs utility.

If you cannot uninstall from Add/Remove Programs then go to the Command prompt (Start menu – Run or Accessories then Run) and run:

```
sc delete ir_email_connect  
(you may have to go to the System folder that contains the sc command and then run the command – EX:  
C:\Windows\System32)
```

You should then re-boot the machine.

### **To manually install the service:**

On the installation CD go to the “Manual Install Files” folder and copy the files to your desired program folder (EX: C:\Email-Connect).

Again go to the Command prompt and run:

```
[InstallDirectory] IRsmtpSrv.exe /INSTALL
```

Example:

```
C:\Email-Connect\IRsmtpSrv.exe /INSTALL
```

Once installed you can start the service at the Command prompt:

```
sc start ir_email_connect  
(you may have to go to the System folder that contains the sc command and then run the command – EX:  
C:\Windows\System32)
```

Or you can start the service from the Services Control Panel.

Once the service is running, create a shortcut on the desktop to the “IRemailConnect.exe” in the installation folder.

Start the “IRemailConnect.exe” and proceed with License and Setup per the manual instructions.

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# Technical Support

Technical Support is only available to registered users of the software as detailed in the licensing agreement. Please register if you haven't already.

This program is licensed with 90 days free telephone technical support included. AlphaCare Subscription options are available that extend the support period, as well as offer priority telephone support and Upgrade Protection. Out-of-warranty support is also available on a per-incident basis.

Please call InfoRad Sales at (800) 228-8998 for details on AlphaCare, or email to [sales@inforad.com](mailto:sales@inforad.com), or see our website at [www.inforad.com](http://www.inforad.com).

InfoRad Software Technical Support is available Monday through Friday 8:30–5:30 ET.

A technical support section with solutions to common problems is also available at [www.inforad.com/techsupport](http://www.inforad.com/techsupport)

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|-----------|--|
| Phone:    | (216) 531-1369   |
| Email:    | <a href="mailto:techsupport@inforad.com">techsupport@inforad.com</a> |
| Internet: | <a href="http://www.inforad.com">www.inforad.com</a>                 |

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# License Agreement

## InfoRad® Email-Connect™

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This License Agreement licenses the use of this product for the United States of America only. No use beyond the United States of America is authorized by this agreement or by the purchase of this product.

InfoRad Email-Connect is licensed for use ONLY with the following InfoRad products:

InfoRad Enterprise SV (10-Client License and greater)  
InfoRad Watch-IT ASCII SV

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