

# SMTP Viewer Manual

MONITORING  
EMAILS  
IS NOW A BREEZE



## Getting started

1. Log in with your Userid and password.
2. Select “Setup New Monitor”
3. Complete the fields as shown in figure 1.

HOME | ABOUT US | PRICING | CONTACT US | [My Profile](#) | [Log Out](#)

### ADD MONITOR FOR SMTP VIEWER (SMTPVIEWER@GMAIL)

Add a new monitor - this allows you to monitor incoming emails for a particular string.

**Email Address:**  \* The sender address to look for / monitor

**Monitor Name:**  \* Name of the monitor for your records

**Monitor String:**  \* String to look for in the incoming email - if this string is found an error is reported,

**Timeout Period:**  \* The period of NO communication from the monitored device before a timeout warning is raised

**Notification:**  \* If match found, screen shows this notification

**Notify Email:**  x Email Address to which any error or warning notifications will be sent.  
Multiple addresses separated by comma (max. 5 addresses)

**Forward Copy:**  Email address to which original email is forwarded.

Figure 1

- 3.1 E-mail address: The target e-mail to search for a matching string will be received from this address.
- 3.2 Choose a monitor name that will reflect the action you are monitoring.
- 3.3 The **full** monitor string to be matched. In example figure 1 a search will be done for “Backup Failed”. If the e-mail contains only the word “Failed” no match is triggered. Take note the system is not case sensitive.
- 3.4 Timeout Period: The system will raise a warning if you receive no communication from your target device for this period.
- 3.5 Two type of notification is available  
Warning – Orange, Error – Red

- 3.6 If Notify E-Mail is filled an e-mail will be sent to this address as soon as an alarm or warning is raised. This is handy if you for example use a Gmail account on your smartphone. Take note this option is only available for paid subscribers.
- 3.7 If Forward copy is filed a copy of the original e-mail the system received will be forwarded to this address. Only available for paid subscribers.

The screenshot shows the 'MY PROFILE' page. At the top, there are navigation links: HOME, ABOUT US, CONTACT US, My Profile, and Log Out. Below the navigation is the heading 'MY PROFILE' and a welcome message 'Welcome Back Demo Guy'. There are three links: Update My Profile, View My Monitors, and Setup New Monitor. The monitoring email address is listed as monitor@smtpviewer.com. Under 'My Information', the following details are shown: Company Name: Demo Company, Vat Number: (blank), Full Name: Demo Guy, Email Address: demo@smtpviewer.com, Telephone: (blank), Cell: 987654321, Location: The World, and Billing Address: (blank). Below this is a section for 'My Monitors' showing 1 / 5 monitors. A table lists the monitor details:



Monitor Name	Desc. of Error / Warning	Search String	Last Received	Status
Monitor Daily Backups	All Ok	Backup Failed	2015-08-17 @ 16:50	 

Figure 2 – Monitor rule created successfully

- 3.8 To test send an e-mail from the e-mail account specified in 3.1 (This example it is [smtpviewer@gmail.com](mailto:smtpviewer@gmail.com)) which contains the exact string “backup failed” to: **monitor@smtpviewer.com**
- 3.9 Click on the “View my Monitors”. This will open a monitor window which refreshes every 5 minutes. See Figure 3

MONITORS      NEXT REFRESH IN 04:32

Monitor Name	Description of Error / Warning	Search String	Last Received	Status
Daily Backup	All Ok	Backup Failed	2015-08-15 @ 06:36	 

Figure 3

3.10 When a rule is successfully matched to an incoming e-mail you should see a screen similar to Figure 4. The “Last Received” column is handy when troubleshooting incorrect configurations. This field is equal to the last e-mail received from your target e-mail, irrespectively if it matched successfully or not. This field is also used to determine when to raise the “Time Out Warning”. See Figure 5. Time out warnings ensure that you are informed if a communication error exists between the target device and SMTPViewer.com.

MONITORS      NEXT REFRESH IN 04:48

Monitor Name	Description of Error / Warning	Search String	Last Received	Status
Monitor Daily Backups	Error - Matched String	Backup Failed	2015-08-18 @ 13:37	Error  

Figure 4

MONITORS      NEXT REFRESH IN 04:49

Monitor Name	Description of Error / Warning	Search String	Last Received	Status
Monitor Daily Backups	No Response From Monitor Daily Backups	Backup Failed	2015-08-17 @ 16:57	Timed Out  

Figure 5

3.11 You may clear an alarm or warning by clicking on the blue icon. The red X deletes the rule. Figure 6.



Figure 6

## TROUBLE SHOOTING and FAQ's

4.1 The “Last Received” value shows that SMTPViewer.com has received my E-mail but it did not correctly match my search string.

Your E-mail format might be unsupported. Currently SMTPViewer caters for plain text, HTML, Base 64 Encoded or a combination of these formats.

4.2 What happens if my subscription expires?

SMTPViewer will deactivate all the monitors except for the 1<sup>st</sup> five monitors created which remains free. Take note the E-mail forwarding & notify feature will be disabled for the free monitors.

4.3 I monitor my daily backups success / failure E-mails. I should receive a success or failed E-mail every 24 hours. I noticed that sometimes the time out warning is triggered and then clears itself.

Monday's backup completes at 02h00. Tuesday the backup takes longer and completes at 02h05. For 5 minutes the timeout warning will be active where after it will clear itself as soon as the next e-mail arrives.