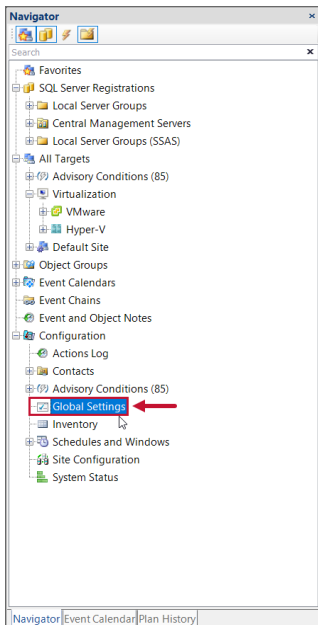


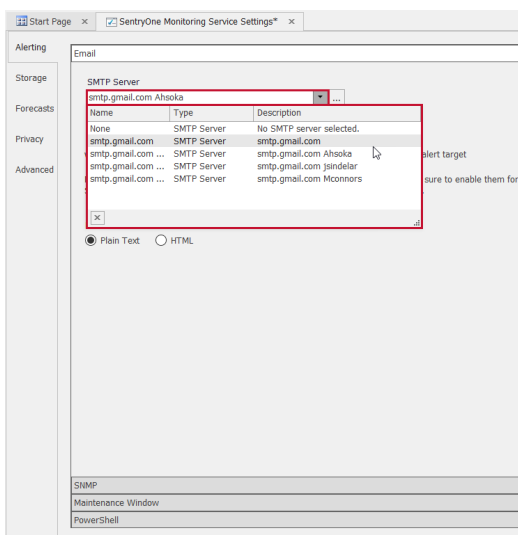
Monitoring Service SMTP Configuration

Last Modified on 08 December 2020

The SMTP server configuration options are accessed through the **SentryOne Monitoring Service Settings (View > Navigator pane > Configuration > Global Settings > SentryOne Monitoring Service Settings > Alerting tab).**



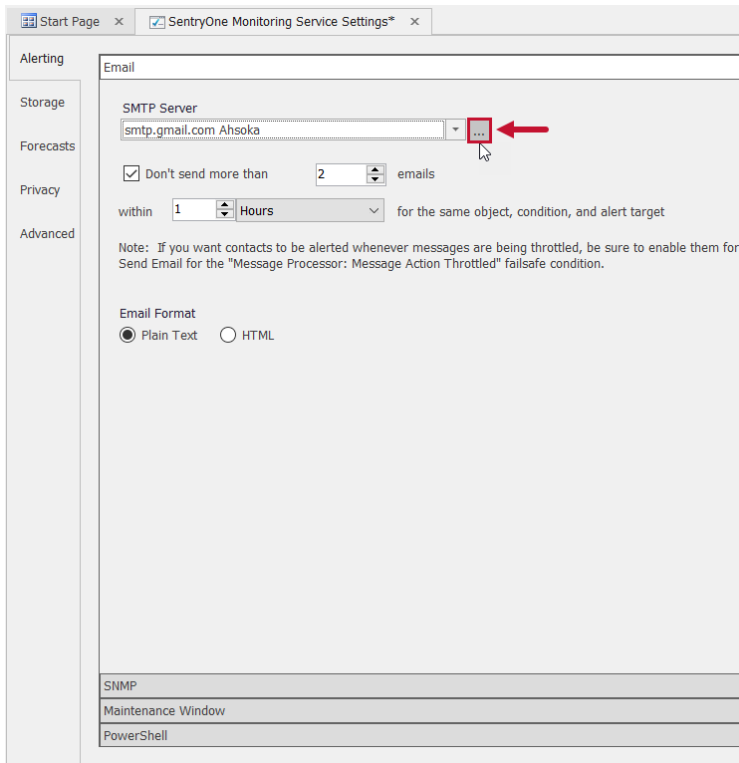
Select the drop-down list to choose a previously configured SMTP server, or select **...** to open the **Select an SMTP Server** dialog box, and configure a new SMTP server.



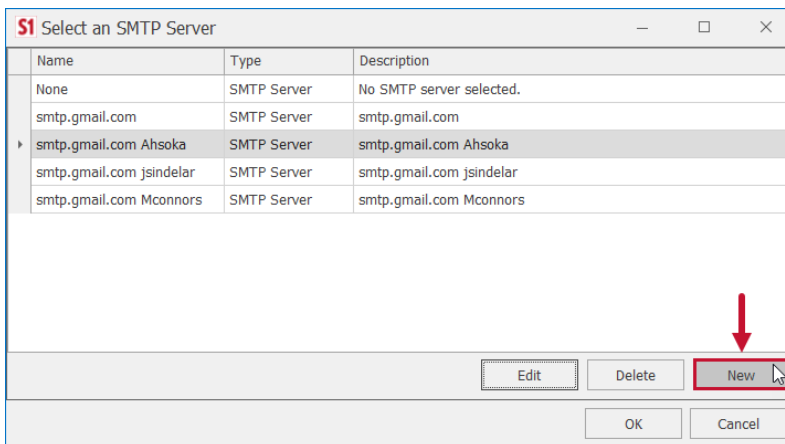
Note: The chosen SMTP server is the globally defined SMTP server, and is used for all notification purposes unless it's overridden at the site level. For more information, see the [Configuring a Site Level SMTP Server](#) section below.

Adding a New SMTP Server

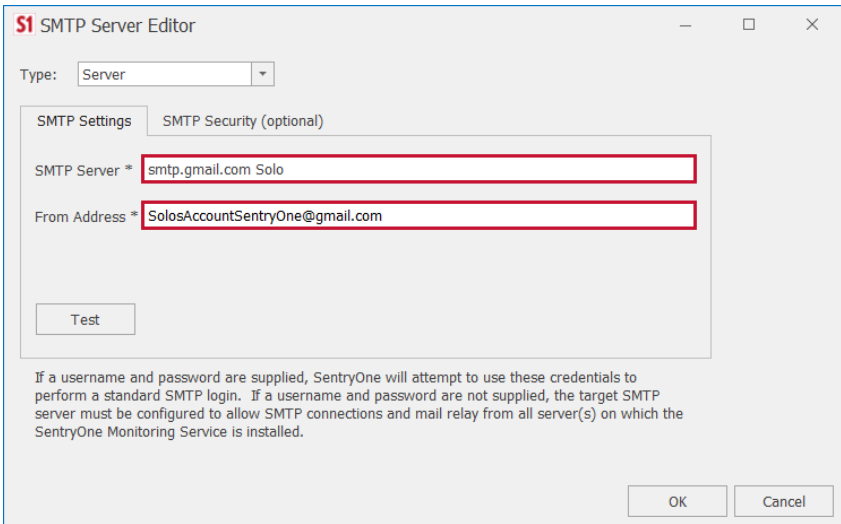
1. From the **Alerting** tab, select **...** to open the **Select an SMTP Server** dialog box.



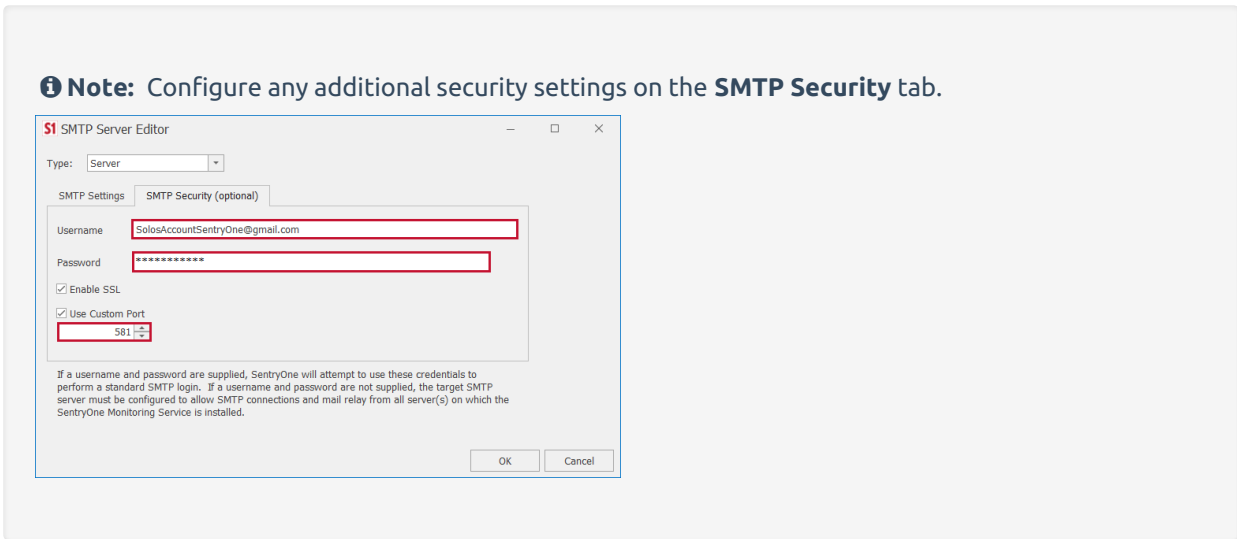
2. Select **New** to open the **SMTP Server Editor** dialog box.



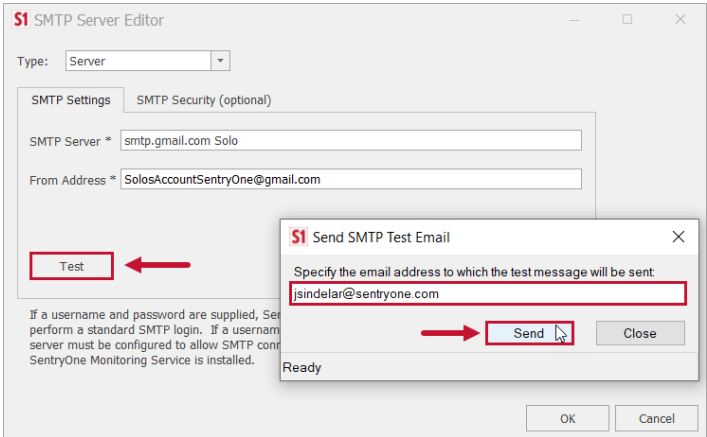
3. Enter the IP address or the domain name of the SMTP Server in the **SMTP Server** box. Enter the email you want to send the notifications in the **From Address** box.



Note: Configure any additional security settings on the **SMTP Security** tab.



4. Select **Test** to open the **Send SMTP Test Email** box, and then enter an email in the slot provided. Select **Send** to send the test email to the desired address.



5. Select **OK** to close the SMTP Server Editor and save your SMTP server settings.

S1 SMTP Server Editor

Type:

SMTP Settings | SMTP Security (optional)

SMTP Server *

From Address *

If a username and password are supplied, SentryOne will attempt to use these credentials to perform a standard SMTP login. If a username and password are not supplied, the target SMTP server must be configured to allow SMTP connections and mail relay from all server(s) on which the SentryOne Monitoring Service is installed.

⚠ Important: For the most accurate SMTP test, use the [SentryOne Client](#) installed on the Server computer to send the test message. If you use a SentryOne Client on a different computer, such as your local workstation, the results may differ. For example, your SMTP server may allow relay from your workstation but not from the SentryOne Server computer, in which case the test from your workstation would succeed; but the SentryOne Server would be unable to deliver notifications.

📌 Note: The **SMTP security** settings are optional, and aren't required in most environments.

SMTP Configuration Options

SMTP Settings	Description
SMTP Server	Enter the IP Address or the Domain Name of the SMTP Server. When using localhost, this will be the local SMTP server on the machine where the SentryOne Monitoring Service is installed.
From Address	Specify the From Address for Email notifications.

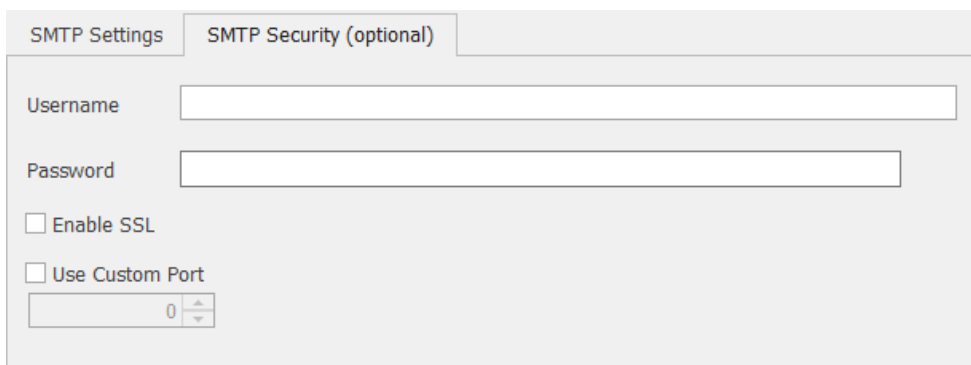
SMTP Settings | SMTP Security (optional)

SMTP Server *

From Address *

SMTP Security (Optional)

SMTP Settings	Description
Username	Enter the username used to authenticate with the SMTP Server.
Password	Enter the password used to authenticate with the SMTP Server.
Enable SSL	Specify if your SMTP server uses a Secure Socket Layer (SSL) protocol.
Use Custom Port	Select the outgoing port for the SMTP Server.



SMTP Settings SMTP Security (optional)

Username

Password

Enable SSL

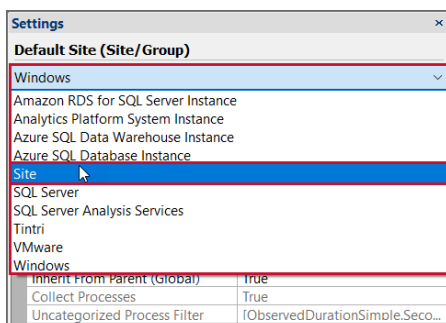
Use Custom Port

Configuring a Site Level SMTP Server

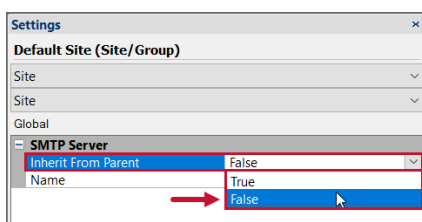
SentryOne allows you to configure multiple SMTP servers for the different sites within your environment. This allows you to specify an SMTP server, or an SMTP server group that is local for each site, simplifying permissions, and reducing traffic over WANs.

Configure site level SMTP servers through the **Site settings** found in the **Settings** pane.

1. Select your desired site in the **Navigator** pane, and then open the **Settings** pane (**View > Settings**).
2. In the **Settings** pane, select **Site Settings** from the top drop-down list.



3. Change the **Inherit From Parent** setting to **False**.



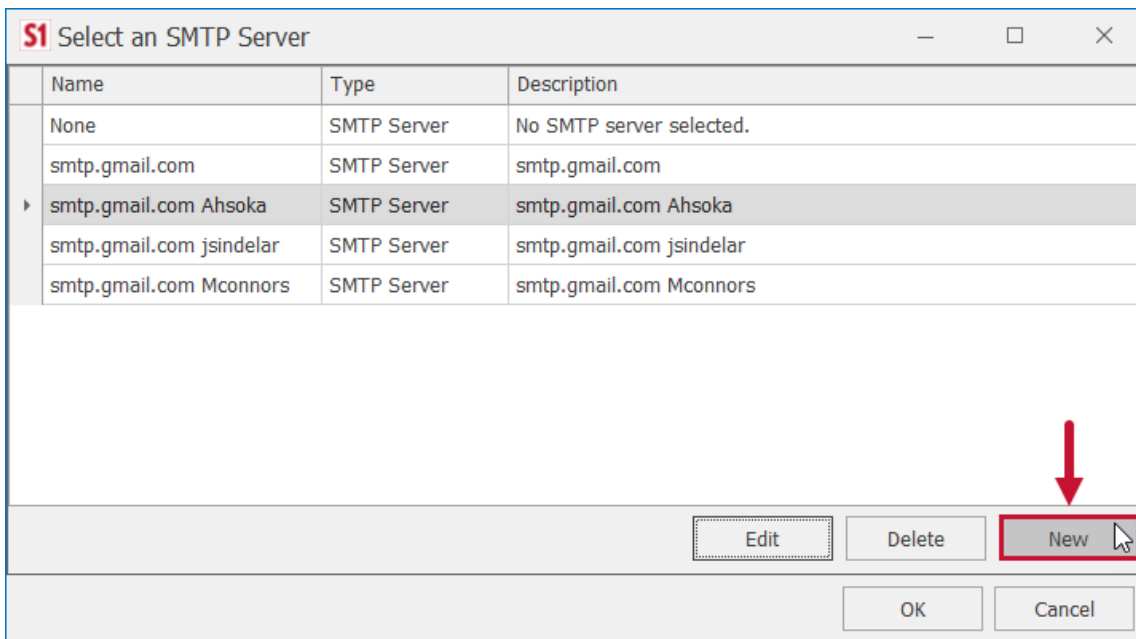
The **SMTP Server General** setting lists the current SMTP server. Select the current SMTP server and select the **...** command to open the **Select an SMTP Server** dialog box. Choose your desired SMTP server and select the **OK** command to specify the SMTP server for your site.

SMTP Server Groups

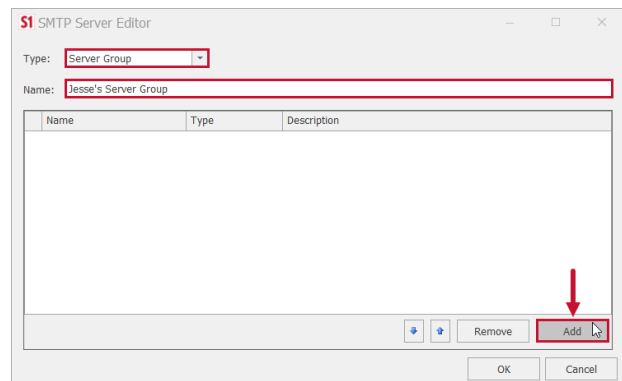
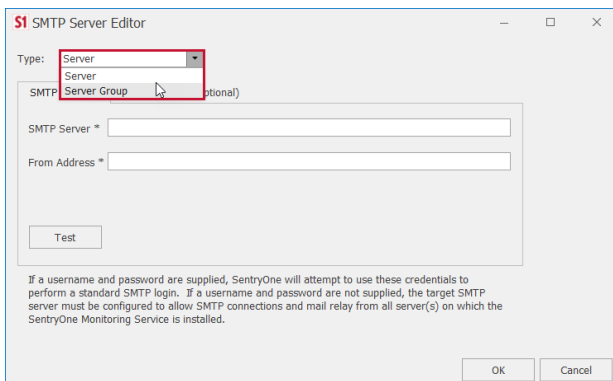
To provide failover capabilities, SentryOne provides you with the ability to create SMTP server groups. To create an SMTP server group, add your SMTP servers to your SentryOne environment, as outlined previously in the Adding a New SMTP Server section.

Create the SMTP server group by completing these steps:

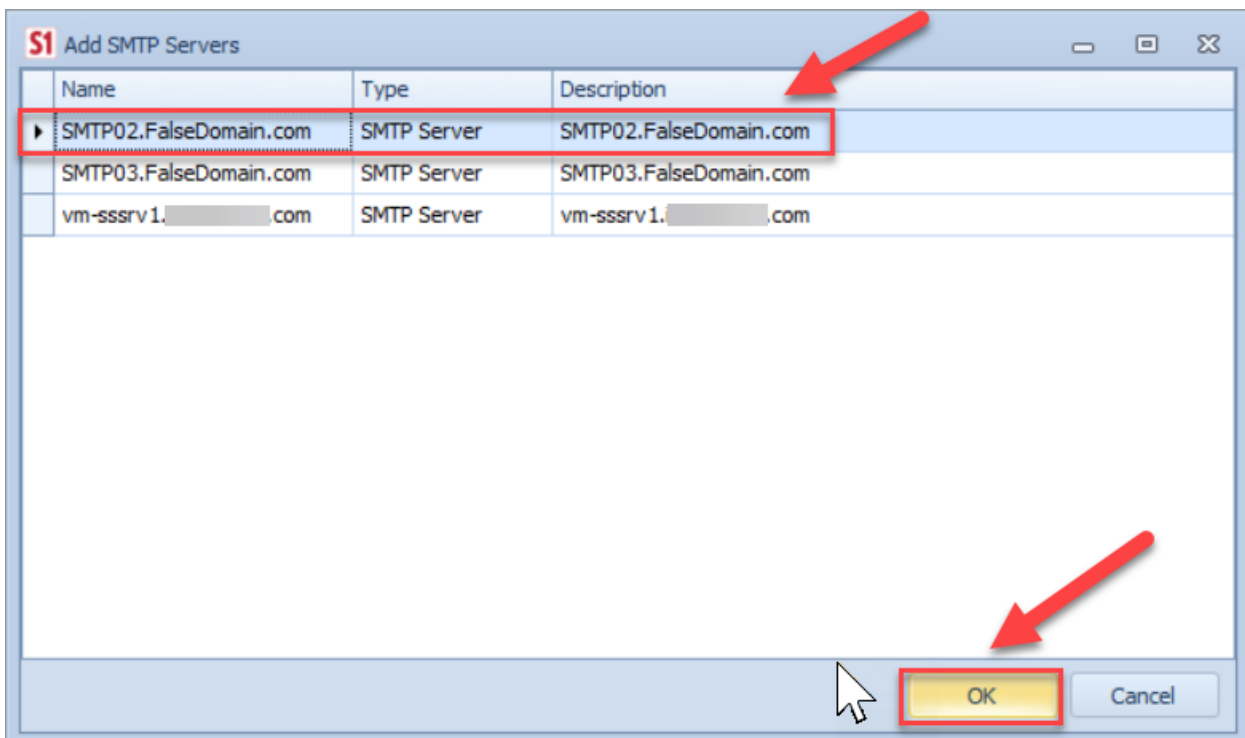
1. From the **Select an SMTP Server** dialog box, select **New** to open the **SMTP Server Editor** dialog box.



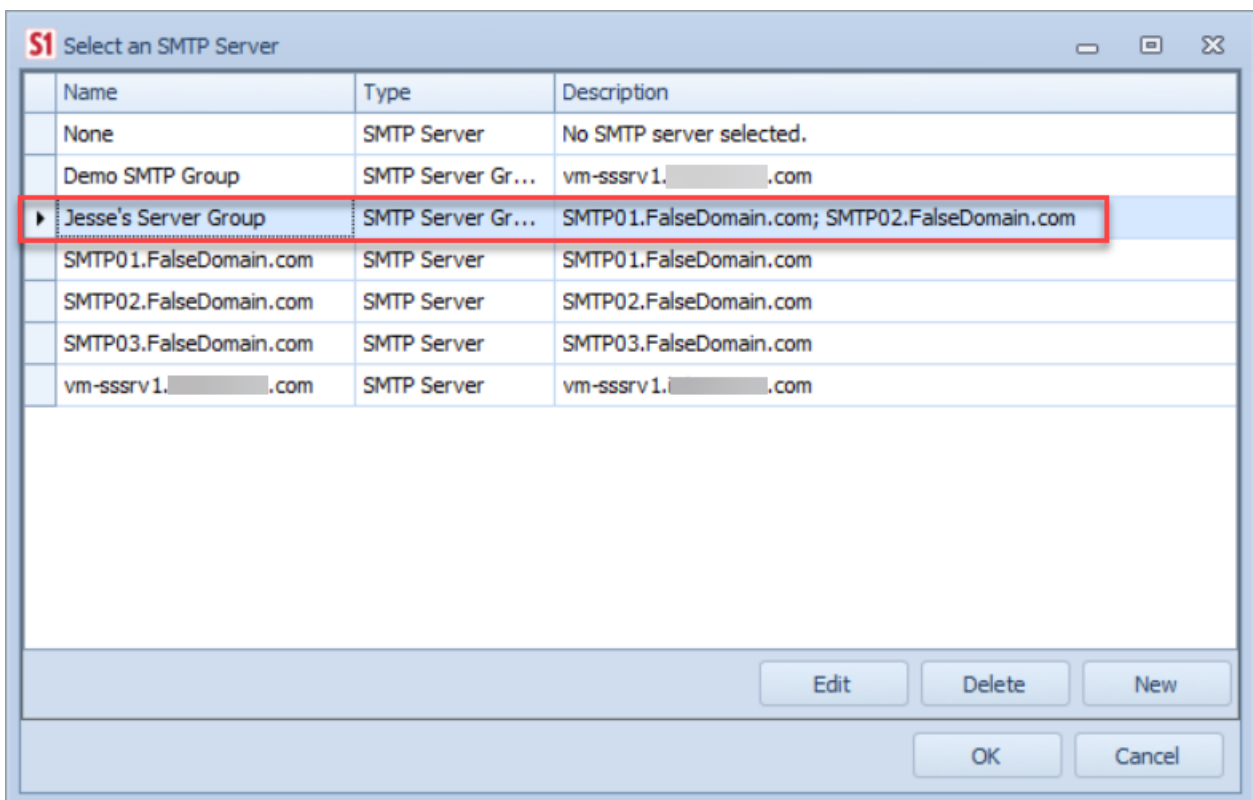
2. Select the **Type** drop-down list and choose **Server Group**. Give the Server Group a name, and select **Add** to open the **Add SMTP Servers** box.



3. Choose your desired server, and select **OK** to add the server to your server group.



4. Select **OK** in the **SMTP Server Editor** dialog box to save your server group. Your server group is now available in the **Select an SMTP Server** dialog box.



SMTP Server Group Failover Process

The SMTP servers in a group will failover in sequence, according to the order in which they are listed in the **SMTP Server Editor** dialog box. Change this order by using the arrow buttons located at the bottom of the dialog box.

An SMTP Server Fails

When an SMTP server fails, the monitoring service will attempt to use the next SMTP server in sequence to send the message. If the Monitoring service is successful in using this SMTP server, the same SMTP Server is used the next time the monitoring service needs to send a message.

For example, assume you have a [send email action](#) configured for the [SQL Server Agent Job: Failure Condition](#), and also you have the following SMTP servers defined sequentially in your group:

1. SMTP_A
2. SMTP_B
3. SMTP_C
4. SMTP_D

When the failure Condition is detected the monitoring service will attempt to complete the send email action using SMTP_A, which is the first server in the group. If the monitoring service is unable to send the message through SMTP_A, it tries SMTP_B. If it's successful, the monitoring service uses SMTP_B the next time it needs to complete a send email action.

Every SMTP Server Fails

In the event that every SMTP server in the group is unavailable when the monitoring service attempts to complete a send email action, a [Monitoring Service: Action Failed Condition](#) is triggered. Given our previous example SMTP group above, this process would work as follows:

If the monitoring service is unable to send the email message through SMTP_A, it tries SMTP_B, then SMTP_C, and finally SMTP_D. If the monitoring service completes a cycle through each SMTP server in the SMTP Server group, and is still unable to complete the send email action, a **Monitoring Service Action: Failed Condition** is triggered.

Resetting the Failover Process

Changes made to an SMTP server group, including changes to the evaluation order, or additions and deletions of SMTP servers effectively reset the failover process. Once the failover process has been reset, the monitoring service attempts to process send email actions starting with the first SMTP server defined for the group.