



Quick Note 1

Send an automatic email on a specific event

UK Support

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1 INTRODUCTION

This quick note will demonstrate generating automatic emails based on specific events.

2 VERSION

Status	
1.0	Published
2.0	Updated and rebranded
2.1	Updated for new GUI

2.1 Corrections

Requests for corrections or amendments to this application note are welcome and should be addressed to: Tech.Support@digicom.com

Requests for new application notes can be sent to the same address.

3 CONFIGURATION

To configure automatic emails you will need to do the following configuration on the router but change the details to suit, this example will send an email with the event log attached when the router is powered up.

For more information please read Application Note 023

3.1 Configure the SMTP server settings

Configuration - Alarms > SMTP Account

The screenshot shows the 'Configuration - Alarms > SMTP Account' page. It features a sidebar with 'Event Settings', 'Event Logcodes', and 'SMTP Account' (selected). The main area contains the following fields and options:

- Hostname or IP address of your SMTP Server: smtp.mailserver.com
- Port: 25
- Username: mail-auth
- Password: [Redacted]
- Confirm password: [Redacted]
- Display "Email From" as: router@yourdomain.co.uk
- Attachment size limit: 0 KByte
- If the email template does not contain one, use "Reply To" address: router@yourdomain.co.uk
- Route using: Routing table, Interface PPP 1
- Resend the email after 60 seconds if the first attempt fails

An 'Apply' button is located at the bottom of the form.

Fill in the above fields, smtp.mailserver.com should be changed to your own SMTP server address. Leave authentication fields blank if not required.

3.2 Configure the Event Settings

Configuration - Alarms > Event Settings

Configuration - Alarms > Event Settings

Event Settings

Only log events with a log priority of at least

Do not log the following events:

After power up, wait seconds before sending Emails, SNMP traps, SMS or Syslog messages

Include event number in the event log and Email, SNMP traps, SMS or Syslog messages

Email Notifications

Send email notifications

Send an email notification when the event priority is at least

Send a maximum of emails per day

0 emails have been sent today

Use email template file

Email To:

Email From:

Email Subject:

In order to send email notifications, a SMTP account must be configured.

Be sure to enter a high value in the trigger priority such as 8 so you don't get lots of unwanted emails from lower priority events. Also configure a delay period of 60 seconds to allow the PPP interface to come up fully before trying to send the email.

3.3 Configure the Event Logcodes

Configuration - Alarms > Event Logcodes

Configuration - Alarms > Event Logcodes

Event Settings

Event Logcodes

The logcodes describe the logged events. It is possible to configure each event / reason with a specific priority which can be used to control when that event / reason causes an alarm to be created.

Event Description	Filter	Event Priority	Reasons	Reason Priority
1			1 Reboot command 2 Reboot command via web 3 Message shortage reboot 4 Buffer shortage reboot 5 Buffers excessive 6 MsgLog 7 High CPU usage 8 Locked task %c 9 Watchdog timeout 10 Reboot command via iDigi Server 11 Python script watchdog	
2		1	Clear Event Log	
3			Reboot	

Click on **Power-up[%c]** to see this submenu:

Configuration - Alarms > Event Logcodes

Event Logcodes

Event: **Power-up[%c]**

Do not log this event

Log Priority: ←

Alarm Priority:

Alarm Priority is dependent on the event being logged by Entity All instance

Priority only applies to

PPP 0 PPP 1 PPP 2 PPP 3
 PPP 4 PPP 5 PPP 6 PPP 7 PPP 8
 PPP 9 PPP 10 PPP 11 PPP 12 PPP 13
 PPP 14 PPP 15 PPP 16 PPP 17 PPP 18
 PPP 19

Store a snapshot of the Traffic Analyser trace on the log drive

If this event creates an Email alarm

Attach a snapshot of the Traffic Analyser trace

After this event: Leave the Analyser trace
 Freeze the Analyser trace
 Delete the Analyser trace

→ Attach a snapshot of the Event Log

After this event: Leave the Event Log
 Delete the Event Log

Enter the same priority level as before, so that will be 8. Select the option to attach the eventlog and analyser trace if required.

3.4 Save the Event Code Changes

Configuration - Alarms > Event Logcodes

Event Settings

Event Logcodes

Save All Event Code Changes

The logcodes describe the logged events. It is possible to configure each event / reason with a specific priority which can be used to control when that event / reason causes an alarm to be created.

Event Description	Filter	Event Priority	Reasons	Reason Priority
1 Power-up[%c]			1 Reboot command 2 Reboot command via web 3 Message shortage reboot 4 Buffer shortage reboot 5 Buffers excessive 6 Msqllog 7 High CPU usage 8 Locked task %c 9 Watchdog timeout 10 Reboot command via iDigi Server 11 Python script watchdog	
2 Clear Event Log		1		

3.5 Save your Config changes to profile 0

Administration - Save configuration

Save current configuration to Config 0 (power up)

Save

Save all configuration. This includes the following

- Save the current configuration to config 0
- Save the current firewall
- Save all sregisters on all ports to profile 0
- Save all PAD parameters on all PADs to profile 0

Save All

3.6 Test

Reboot router and check that the email is sent and arrives in your *inbox*. The SMTP request should also be seen in the eventlog.