Email Configuration Assistant for ESEND

Available in version R03M36, the Email Configuration Assistant for ESEND takes you through a step-by-step process to provide you with easy access to the various system and ESEND commands used to successfully configure your System i to send email[1]. If you already use email, but it is not working, you can use the Configuration Assistant to trouble-shoot your current email settings and get back up and running.

The Email Configuration Assistant for ESEND is available on the ESEND main menu in the Configure System (option 20) section, or you can issue the command ESETUP to start the process. You will need *ALLOBJ or *SECADM authority to run this interactive setup wizard.

Welcome Screen

The Welcome Screen provides two ways to work with the Configuration Assistant: A step-by-step 'wizard-like' process, or direct access to individual steps using the menu displayed.

```
  5/17/12       Email Configuration Assistant for ESEND       System: BEAR


     Welcome to the ESEND Configuration Assistant.

     In a few steps, this assistant will help you configure (or trouble-
     shoot) your System i to successfully send email using ESEND.

     Press ENTER to start the Configuration from the beginning.

     Type a 1 to select a specific step and then press Enter.
            _ Print the Email Settings Check List
            _ Modify ESEND Email Address
            _ Work with MSF and SMTP Jobs
            _ Review TCP/IP Domain Settings
            _ Configure TCP/IP Host Table
            _ Configure Mail Router
            _ Configure Domain Name Servers (DNS)

     If you encounter a situation that is not covered here, please contact
     SEQUEL Software support for assistance.


F3=Exit   ENTER=Continue
```

To step through the process from the beginning, press **Enter**. To go directly to a specific step, place a **1** next an item and press **Enter**.

1 This guide will be helpful for most users; however some systems have configuration issues beyond the scope of this guide. If you encounter a situation that is not covered in this guide, please contact SEQUEL Software for assistance.

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Step 1 – Print the Email Settings Checklist

The first step is to create the Email Settings Check List which documents your system's current email settings. You may need to refer to some or all of this information during the setup process.

```
  5/17/12       Email Configuration Assistant for ESEND       System: BEAR


                        Email Settings Check List


   Before you begin, create and print the Email Settings Check List which
   documents the current email settings on your system. You may need to
   refer to some or all of this information during the setup process.

        Press F6 to place the spooled file ECAPRINT onto your print queue.
                 The print queue will be displayed for you to release
                 and print the check list.

        Press ENTER when you are ready to continue.









F3=Exit   F12=Previous   ENTER=Continue
```

Press **F6** to place the spooled file ECAPRINT in your print queue and open the Work with All Spooled Files (WRKSPLF) screen so you can release and print the check list.

```
                        Work with All Spooled Files

Type options, press Enter.
  1=Send   2=Change   3=Hold   4=Delete   5=Display   6=Release   7=Messages
  8=Attributes        9=Work with printing status


                             Device or                      Total     Cur
Opt  File        User        Queue       User Data   Sts   Pages    Page  Copy
 6   ECAPRINT    USER1       QPRINT      ECA010R     HLD       1             1









                                                                        Bottom
Parameters for options 1, 2, 3 or command
===> _____________________________________________________________________
F3=Exit   F10=View 4   F11=View 2   F12=Cancel   F22=Printers   F24=More keys
```

Place a 6 next to the file name and press Enter. Then press **F12** to exit and return to the Configuration Assistant. When your check list is printed, press **Enter** to continue.

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Step 2 – Modify ESEND Email Address

This step checks to see if you already have an ESEND email address that can be used for sending test emails during the setup process. If an address for your profile exists, it will display here. You may see a default address like 'your_user_profile@your_system_name.domain.com'. If no address is listed here, or the address listed is incorrect, you can create a new address or modify the address using the ESEND address maintenance option.

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR


                      Modify Esend Email Address


     You will need a valid ESEND email address to receive test messages
     sent using this guide.

     Below is the email address for your profile. If blank or incorrect,
     press F5 to create or change it using ESEND Address Book maintenance.

        Profile:  USER1
        Email:    user.name@domain.com


     Select F5 to access the Esend Address Book





F3=Exit   F12=Previous   F5=ESEND Address Maint.    F19=Continue
```

Press **F5** to access the ESEND address book. On the Address Book screen, you can use **F6** to create an email address for your user profile, or option 2 to modify the email address for your profile.

```
 5/11/12   10:47:22        Work with SMTP Addresses          System: BEAR

Type options, press Enter.
  2=Edit   3=Copy   4=Delete   5=Display

Opt  User Id    Sts  Name    Sequenced by User Profile
 6   USER1           User Name                       user.name@domain.com









                                                                   Bottom
F3=Exit   F6=Add New User   F11=Toggle sequence
```

It is recommended that you use an internal email address during this setup, as any email sent to an outside address may not be so easily followed. Also, the email address should be associated with the user profile that you are using during this setup. When you are satisfied with your address, press **Enter** or **F12** to exit.

Back at the Modify ESEND Email Address screen, press **F19** (shift + F7) to continue to the next step—Configure, Review, or Trouble-Shoot Email Settings.

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Step 3 – Configure, Review, or Trouble-shoot Email Settings

On this screen you can choose to review or trouble-shoot your current email settings, or configure email for the first time.

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR


            Configure, Review or Trouble-shoot Email Settings


     Select:

     F5 - Work with MSF and SMTP servers to trouble-shoot current
          (previously installed) settings.

     F6 - Review current settings, or configure email for the first
          time.









F3=Exit   F12=Previous   F5=MSF/SMTP   F6=Configure
```

If email has been previously configured, but is not currently working, press F5 to check MSF and SMTP settings. These functions are explained in Step 3.1 below.

If this is a new configuration, or if you want to review your current settings, press **F6** to continue to the next step— Review TCP/IP Domain Settings (Step 3.2).

Step 3.1 – Work with MSF and SMTP Jobs

For email to function properly, MSF and SMTP jobs must be active in the list of Active Jobs. In this step you can check the status of the email jobs or easily stop and restart the jobs. If your email has stopped working, this is usually the best way to get things working again.

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR


                       Work with MSF and SMTP Jobs

     Check the status of MSF and SMTP jobs with the following options. If
     either of these jobs are inactive, use F22 to stop and restart the
     both jobs. Use F8 to send a test message.

     Select:   F5  to display the active MSF job(s).
                   (At least 1 should be active. The default is 3)
               F6  to display the active SMTP jobs.
                   (There should be 4 active)
               F22 to stop and start MSF and SMTP

               F8  to send a test email message to:-
                   steven.smith@helpsystems.com

               Check for new email. If the test message was not received
               press F16 to display the ESEND journal for the test.

          ** If the email is received, press F3 to exit the setup **

F3=Exit   F12=Previous   F5=MSF   F6=SMTP   F22=Reset   F8=Test   F19=Continue
```


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Use **F5** to list the active MSF jobs. By default the system starts three MSF jobs (one or more is required to be active). If none are listed, then MSF needs to be started.

```
                            Work with Active Jobs                       BEAR
                                                          05/14/12  13:24:48
CPU %:      .0     Elapsed time:   00:00:00     Active jobs:   372

Type options, press Enter.
  2=Change   3=Hold   4=End   5=Work with   6=Release   7=Display message
  8=Work with spooled files   13=Disconnect ...
                     Current
Opt  Subsystem/Job  User        Type  CPU %  Function        Status
__     QMSF         QMSF        BCH      .0                   DEQW
__     QMSF         QMSF        BCH      .0                   DEQW
__     QMSF         QMSF        BCH      .0                   DEQW





                                                                  Bottom
Parameters or command
===> ____________________________________________________________________________
F3=Exit   F5=Refresh       F7=Find      F10=Restart statistics
F11=Display elapsed data   F12=Cancel   F23=More options   F24=More keys
```

Use **F3** to exit the Active Jobs display.

Back at the 'Work with MSF and SMTP Jobs' screen, use **F6** to list the active SMTP jobs.

SMTP needs four active jobs: QTSMTPBRCL, QTSMTPBRSR, QTSMTPCLTD and QTSMTPSRVD. The first three should have a status of DEQW and the last should have a SELW status. If all four SMTP jobs are not running or there are more than four SMTP jobs, there may be SMTP issues which need to be reset. If the list is not correct, or is empty, SMTP needs to be restarted.

```
                            Work with Active Jobs                       BEAR
                                                          05/14/12  13:25:08
CPU %:     1.0     Elapsed time:   00:00:20     Active jobs:   372

Type options, press Enter.
  2=Change   3=Hold   4=End   5=Work with   6=Release   7=Display message
  8=Work with spooled files   13=Disconnect ...
                     Current
Opt  Subsystem/Job  User        Type  CPU %  Function        Status
__     QTSMTPBRCL   QTCP        BCH      .0                   DEQW
__     QTSMTPBRSR   QTCP        BCH      .0                   DEQW
__     QTSMTPCLTD   QTCP        BCH      .0                   DEQW
__     QTSMTPSRVD   QTCP        BCH      .0                   SELW





                                                                  Bottom
Parameters or command
===> ____________________________________________________________________________
F3=Exit   F5=Refresh       F7=Find      F10=Restart statistics
F11=Display elapsed data   F12=Cancel   F23=More options   F24=More keys
```

Use **F3** to exit the Active Jobs display. Back at the 'Work with MSF and SMTP Jobs' screen, use **F22** to stop and restart the MSF and SMTP jobs—this option ensures the correct sequence. To check if F22 was successful, use **F5** and **F6** again to check the status.

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When you are satisfied the active jobs are running use **F8** to send a test message to the email address displayed on this screen. If an email is received, then ESEND should work. You can exit the setup with **F3**.

If your email is still not working, display the ESEND mail journal using F16, and keep it available to print in case you have to contact Support, should the remaining setup steps fail to resolve the issue.

Press **F19** to continue to the next step—Review TCP/IP Domain Settings.

Step 3.2 – Review TCP/IP Domain Settings

This screen displays the current TCT/IP domain information. This is the same information you can see using Option 12 of the 'Configure TCP/IP' (CFGTCP) command. A Host Name and Domain Name are required for proper email operation.

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR


                      Review TCP/IP Domain Settings


    A Host Name and Domain Name are required. If either is missing or
    incorrect, use F22 to make any necessary changes.

     Current Values:

       Host Name:   BEAR
       Domain Name: HELPSYSTEMS.COM




    Select: F22 to prompt the Change TCP/IP Domain (CHGTCPDMN) command.



F3=Exit   F12=Previous   F22=Change TCP/IP Domain   F19=Continue
```

If either is missing or incorrect, use **F22** to prompt the 'Change TCP/IP Domain' (CHGTCPDMN) command and make any necessary changes or additions.

```
                      Change TCP/IP Domain (CHGTCPDMN)

Type choices, press Enter.

Host name  . . . . . . . . . . .   'BEAR'

Domain name  . . . . . . . . . .   'HELPSYSTEMS.COM'


Domain search list . . . . . . .   'HELPSYSTEMS.COM'


Host name search priority  . . .   *LOCAL       *REMOTE, *LOCAL, *SAME
Domain name server:
  Internet address . . . . . . .   '192.168.2.66'
                                   '192.168.2.66'


                                                                   Bottom
F3=Exit   F4=Prompt   F5=Refresh   F10=Additional parameters   F12=Cancel
F13=How to use this display        F24=More keys
```

When finished, press **F19** to continue to next step—Configure TCP/IP Host Table.

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Step 4 – Configure TCP/IP Host Table

This screen displays the relevant information from the TCP/IP Host Table required for email to function properly. There should be an entry for either the Host Name, or a combination of the Host Name (dot) Domain Name (shown on the previous screen or listed on the Email Settings Check List). Either one or both will work provided they have the same IP address—the IP address listed for your system in the Email Settings Check List (printed at the start of the setup process).

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR


                       Configure TCP/IP Host Table

    A host name and/or host name.domain name associated with the IP
    address of are required. If incorrect, use F5 to make any necessary
    changes.

     Current Values:

       192.168.2.210    BEAR
       192.168.2.210    BEAR.HELPSYSTEMS.COM



     Select: F5 to open the Configure TCP/IP (CFGTCP) menu. Select
                Option 10 to make changes.




F3=Exit   F12=Previous   F5=Configure TCP/IP   F19=Continue
```

Use **F5** to open the 'Configure TCP/IP' (CFGTCP) menu and enter Option **10** to 'Work with TCP/IP Host Table Entries'. On this screen, use option **1** to create an IP address entry if it doesn't exist, or option **2** to modify the IP to include the Host Name and/or the Host (dot) Domain Name entry.

```
                     Work with TCP/IP Host Table Entries
                                                            System:   BEAR
Type options, press Enter.
  1=Add   2=Change   4=Remove   5=Display   7=Rename

     Internet         Host
Opt  Address          Name
 _   ______________
 _   55.9.45.7        SHAGGY
 _   127.0.0.1        LOOPBACK
                      LOCALHOST
 _   192.168.0.232    DEMETER
 _   192.168.0.235    ARTEMIS
 _   192.168.1.10     SYBIL
                      SYBIL.HELPSYSTEMS.COM
 _   192.168.2.177    SEVEN
 _   192.168.2.210    BEAR
                      BEAR.HELPSYSTEMS.COM
                      BEAR2
 _   192.168.2.233    ZEUS
 _   192.168.3.8      BEDIVERE.HELPSYSTEMS.COM
                                                                  More...
F3=Exit   F5=Refresh   F6=Print list   F12=Cancel   F17=Position to
```

When finished, press **Enter** and **F3** to return to the Configuration Assistant.
Back at the Configure TCP/IP Host Table, press **F19** to continue to the next step—Configure Mail Router.

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Step 5 – Configure Mail Router

There are two methods for routing mail to an email address: Relay the email to a system (mail router) that is set up to route your email (this is the preferred method) ,or specify a Domain Name Server (DNS) that can resolve the email domain and continue the process. This step focusses on the Mail Router option. If your system requires a mail router to forward email, you can register your router here.

The mail router currently defined is displayed. If no mail router is listed (you will see *NONE), check with your System Administrator for the name. Use **F14** to prompt the Change SMTP Attributes (CHGSMTPA) command (shown on the next page), and add the mail router name. Then, use **F22** to stop and restart the MSF and SMTP jobs.

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR


                         Configure Mail Router

   Current Mail Router: smtp.helpsystems.com

   Use the options below to review current settings, or specify a new mail
   router to use. After making changes, use F22 to stop and restart the
   MSF and SMTP jobs. Use F8 to send a test message.

   Select:   F5  to verify the current mail router using TELNET.
                 (If TELNET works, email should work. Use F8 to test)
             F14 to prompt the Change SMTP Attributes command.
                 (Verify or modify: Mail Router and Firewall values)
             F22 to stop and restart the MSF and SMTP jobs
             F8  to send a test email message to:-
                 steven.smith@helpsystems.com

             Check for new email. If the test message was not received,
             press F16 to display the ESEND journal for the test.
          ** If the email is received, press F3 to exit the setup **

F3=Exit   F12=Previous   F5=TELNET test   F14=SMTP Attrib.   F19=Continue
```

To verify the mail router is working correctly, use **F5** to start a TELNET session on that remote system.

On the Verify Mail Router screen, you will use TELNET to see if the System i can access your mail router.

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR


                      Verify Mail Router with TELNET

   Current Mail Router: smtp.helpsystems.com

   We will attempt to start a TELNET with the mail router listed above.

   If successful, email should work. Exit the TELNET session by entering
   the command QUIT. If the session does not end, enter QUIT again.

   If you did not see a TELNET session, this confirms that mail cannot be
   sent to this mail router.


   Press ENTER to use the following command to verify your mail router.
   TELNET RMTSYS('smtp.helpsystems.com') PORT(25)




F3=Exit   F12=Previous
```


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Press **ENTER** to test TELNET. If successful, you will enter a TELNET session with the router shown on the screen. This tells us email should work. Exit the TELNET session by entering the command "quit" one or more times and return to the config assistant. If TELNET failed, check with your Network Administrator to ensure you have the correct Mail Router.

Back at the Configure Mail Router screen, use **F8** to send a test message to the email address displayed on this screen. If an email is received, then ESEND should work. You can exit the setup with **F3**. If your email does not arrive, you can use **F16** to display and print the ESEND journal.

If you need to change the Mail Router use **F14** to prompt the Change SMTP Attributes (CHGSMTPA) command. This shows you just the relevant parameters of Mail Router, Firewall, and if you are on V7R1 or higher, the Forwarding Mailhub server.

If you are using a mail router, set the FIREWALL parameter to *YES. If you are on V7R1the Forwarding Mailhub Server must be set to the name of the mail router.

```
                    Change SMTP Attributes (CHGSMTPA)

Type choices, press Enter.

Mail router  . . . . . . . . . . > 'smtp.helpsystems.com'


Firewall . . . . . . . . . . . . > *YES         *SAME, *YES, *NO



                                                                    Bottom
F3=Exit   F4=Prompt   F5=Refresh   F12=Cancel   F13=How to use this display
F24=More keys
```

After any changes to the mail router, you must use **F22** to stop and restart the MSF and SMTP jobs. Then use **F8** to send a test message.

Press **F19** to continue to the next step—Configure Domain Name Servers

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Step 6 – Configure Domain Name Servers (DNS)

Here you will review and define the alternative method for routing mail from the System i—through the Domain Name Server (DNS). The DNS specifies the IP address of a system, Intranet or Internet, used to resolve an email domain name into an IP address.

In order for the DNS to send mail, the attributes of SMTP will have to be changed. It is probably best to involve your System Administrator before making these changes.

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR


                  Configure Domain Name Servers (DNS)


     Below are the current DNS values for your system.

     Host Name:           BEAR
     Domain Name:         HELPSYSTEMS.COM
     Domain Name Servers: 192.168.2.66   192.168.2.66


     If any Domain Name Server Addresses are shown above:
       Select:  F5 to test the DNS with PING.









F3=Exit   F12=Previous   F5=Ping Test   F19=Continue
```

To test the capability of the DNS, use **F5** to ping helpsystems.com. If the ping is successful, you will quickly see a “Passed” message on your screen.

A failing ping may take a little while depending on your system, and will eventually show the message “Failed” on your screen.

Press **F19** to continue to the Review page.

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Step 7 - Final Screen

Here you will see a list of the steps that you have been through. Type option **1** next to any item to review those settings.

```
  5/14/12       Email Configuration Assistant for ESEND       System: BEAR



     You have completed the ESEND Configuration Assistant and should now
     be able to send emails using ESEND.

     If you need to return to any previous screens, you can do so here.

     Type option 1 to select.
                 _ Introduction and Check List Print
                 _ Modify ESEND Email Address
                 _ Work with MSF and SMTP Jobs
                 _ Review TCP/IP Domain Settings
                 _ Configure TCP/IP Host Table
                 _ Configure Mail Router
                 _ Configure Domain Name Servers (DNS)


     If you encounter a situation that is not covered here, please contact
     SEQUEL Software support for assistance.


F3=Exit
```

Press **F3** to exit the Configuration Assistant.

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