Ipswitch IMail Express: A Mail Server for WhatsUp Gold
Alert Management Considerations

WhatsUp Gold provides the capability to deliver timely notification of any outage that has been identified on the network. Network managers rely on WhatsUp Gold, or other network management solutions, to keep them abreast of critical issues that may impact overall network stability. This is an essential requirement for network managers, from anywhere at anytime.

Email is an excellent notification vehicle for WhatsUp Gold, often accessible from a laptop, mobile phone, PDA or other wireless devices. But, what happens if the email server goes down? If email is set to be the primary vehicle for receiving network alerts, network managers face a risk that the server may encounter downtime. Not only will network alerts cease, but the manager will not be aware that the mail server has failed.

Many organizations use alternative mechanisms, such as pagers or SMS, to signal failures. However, these are not always convenient options. What is often needed is a reliable mechanism to deliver email to an administrator, regardless of whether the organization’s email server fails.

Proposed solution

Ipswitch is world renowned for its low cost, high value network monitoring tools, but did you also know that Ipswitch IMail Server has over 60,000,000 users worldwide? IMail Server is wildly popular in the small business world and is the choice of most ISPs who run Windows based operating systems for their mail servers.

Ipswitch IMail Express is a free 10-user version of IMail Server, which serves as a starting point for small companies who need to manage their own mail server on a limited budget. This email server is also the perfect option for WhatsUp Gold users who are looking for reliability in receiving email notification in regards to network outages. Installing IMail Express on the same system WhatsUp Gold is running enables these notifications to be send regardless of the status of the organization’s email server. Network managers can achieve peace of mind that they will receive timely information on network performance, and will keep on top of any email downtime throughout the organization.

Leveraging IMail Express

Installing IMail Express for WhatsUp Gold email notifications
Configuring Ipswitch IMail Express to handle your email notifications for Ipswitch WhatsUp Gold is an easy process that takes no more than a few minutes.
Step 1
Upon loading of IMail Express, the installation will launch a web browser with the Getting Started Guide. This guide will walk you through the process of installing Ipswitch IMail Express.

Step 2
You are now ready to create a user account to handle notifications. To create a user account open the IMail Administrator, expand the tree on the left to expose “localhost” then expand your official hostname and click on the folder called “Users”.

Click on Add User and enter the information as prompted by the “Add User Wizard”. The username will be combined with the official hostname to make the full email address. For example, if you create a user called “webnotify” with a password of “password” and your official hostname is whatsup.ipswitch.com, the email address would be webnotify@whatsup.ipswitch.com. Close the IMail Administrator but you may want to write down the official hostname and username because this information will be used in the next step where the email notifications will be configured in WhatsUp Gold.

Step 3
Open WhatsUp Gold and go to Configure > Notifications Library > SMTP Mail and click on the “New” button. This will bring up a dialog box where you will enter the information from step 2.
The “Display name” is customizable by the user to reflect the name and type of notification (i.e. Mary’s Email). The “Mail Server” should be configured as 127.0.0.1. Using the loopback address of 127.0.0.1 allows WhatsUp Gold to deliver email even if the DNS server is unavailable or if there is a network failure. Enter the full email address from Step 2 in the “To” field. The rest of the default information will provide you with the capabilities to proceed, however please see the WhatsUp Gold manual or the help files in order to customize the notification variables to best fit your needs.

**Step 4**

The final step is to configure your email client to retrieve the email notifications from the Ipswitch IMail Express server. If you are using Microsoft Outlook or Outlook Express you can configure a new email account to check for new alerts. In Microsoft Outlook go to Tools > Services and click on “add button” and select Mail. As in step 3, the display name can be anything you want, it is only used for display purposes within Microsoft Outlook. You will be prompted for the email address. Enter the email address from step 2 (webnotify@whatsup.ipswitch.com in our example). The next prompt is for the incoming and outgoing email server. Enter the official hostname from step 2 (whatsup.ipswitch.com in our example). The last piece of information is the username and password, again this should be the information from step 2 (webnotify and password in our example).

Configuration is now complete and you are ready to start receiving notifications from this new account.
Summary

Once you have implemented the WhatsUp Gold/IMail Express solution, you will have a solid and reliable alert management system at no additional cost to your WhatsUp Gold purchase. You can be assured that your critical alerts are sent from the WhatsUp Gold application through IMail Express to the appropriate network manager in real-time. In addition, you now have a mail server that can be used as a primary mail server within an organization of under 10 users.

Install this mail server today, and reap rewards instantly.

About Ipswitch

Founded in 1991, Ipswitch, Inc. develops easy-to-use, affordable, software products that extend mission-critical IT resources for businesses and improve efficiency for consumers.

Its product family includes WS_FTP Pro, the world’s most popular FTP client; WS_FTP Server with 128-bit SSL encryption, the first industrial-strength, full-featured FTP server for Windows NT/2000/XP; WhatsUp Gold, a leading network mapping, monitoring, notification and reporting tool; IMail Server, a leading Internet messaging server with 53 million users; IMail Anti-Virus, an add-on product powered by Symantec’s CarrierScan™ and fully integrated with IMail Server; and Ipswitch Instant Messaging, a secure Instant Messaging solution specifically designed for businesses.

For more information visit www.ipswitch.com