



ACO MONITOR™ Service Provider Connections

Product No.: MON400

Notice:

Your system may require installation of IBM PTF's to ensure proper operation of the ACO products. Several important IBM PTF's are required to properly run certain SQL statements based on the installed version of IBM i. These PTF's are included in the latest version of the database group PTF for each respective release.

IBM i 7.2 required PTF's (not included in cumulative package)
None

IBM i 7.1 required PTF's (not included in cumulative package)
None

We STRONGLY recommend that you put in place a process to regularly obtain (and apply) the latest cumulative PTF, HIPER group PTF, and database group PTF packages to your IBM i (formerly AS/400) system(s).



All DDL Systems products have earned IBM's "Ready for Power Systems" validation and are compatible with all currently supported releases of IBM i.

SETUP EXAMPLE

Service Provider Connections

Configuring IBM i Email (SMTP) Service

Use these instructions to configure your IBM i (formerly AS/400) system to send e-mail/sms messages to the Internet. Your IBM i does not have to be the mail server; you will be able to specify the mail server's IP address during setup. The IBM i will automatically route the message to your mail server and the mail server will subsequently deliver the message - routing it internally or sending it to the Internet. The message can then be received by most paging devices and any MIME compatible e-mail clients.



Prior to performing the instructions below you should gather the following information about your system, network typology, and messaging device(s):

1. The current password to the ACO user profile. The default value is ACO.
2. The instructions below concern only the configuration of SMTP services. You should have previously configured TCP/IP on your IBM i system. If you have not done so, follow the instructions documented in the IBM reference materials (listed on the last page of this document) to configure your IBM i to use TCP/IP services.
3. The internal IP address of your company's mail server. The instructions below require adding your company's mail server name and IP address to your IBM i TCP/IP host table. You will need to enter the mail server's internal IP address. Ask your system administrator for this information.
4. Your service provider must support text messaging. Some service providers also require that you enroll your Smartphone in their text messaging service; even though this service is provided as part of your basic rate plan. Please verify that your device is properly configured with your service provider's text messaging service. Please contact your service provider for details.

If you have questions regarding the above prerequisites (or the instructions below) please call our *SupportLine* at **866-559-0800 option 2**. We will be glad to help you!

Please perform the following steps to configure your system to use SMTP:



- __1. Sign-on the IBM i with the **ACO** user profile.
- __2. Enter the command below and press F4 to prompt.

CHGDSTA, then press **<F4>**



If the Route to SMTP gateway value is not *NONE or *SAME, your system should already be configured to send e-mail and you may continue with "Starting the SMTP Service" section (below).

SETUP EXAMPLE

Service Provider Connections

If the Route to SMTP gateway value is *NONE or *SAME or you are not sure of your systems current SMTP configuration status, proceed with the next step.

- __3. Enter the command below to view the TCP/IP host table entries.

CFGTCP then <Enter>

- __4. Select **option 10** (Work with TCP/IP host table entries) and verify that your mail server name and internal IP address are in the list. If it's already defined, add the MAILSERVER host name to the list of possible host names for the IP address. If not, add it to the TCP/IP host table. Type 1 in the option field and enter your IBM i internal IP address and press <Enter>. Type MAILSERVER in the HOST NAME field and press <Enter>.
-



When adding the mail server to the TCP/IP host table you will need to enter the mail server's internal IP address. Ask your system administrator for this information if you are not sure of the internal IP address of your mail server.

- __5. Select **option 12** (Change TCP/IP domain information) and verify that the "Host name search priority" parameter is set to ***LOCAL**. If not, change it to *LOCAL.

- __6. Enter the command below to verify that the connection to your mail server is working properly.

PING RMTSYS(MAILSERVER) then press <Enter>

The system should respond with the following message: Connection verification statistics: 5 of 5 successful (100%).

- __7. Enter the command below to set the SMTP attributes of your IBM i:

**CHGSMTPA AUTOSTART(*YES) MAILROUTER(MAILSERVER)
FIREWALL(*YES) FWDHUBSVR(MAILSERVER)**



To enable an IBM i system to send mail to the Internet when a firewall is present (and this is the case for almost all Internet scenarios), set the FIREWALL parameter to *YES on the CHGSMTPA command above.

- __8. Enter the command below to define the system distribution directory services user id and address that the IBM i mail services will use to route mail (within this system to the SMTP/MIME gateway) that have an internet address as recipients:

SETUP EXAMPLE

Service Provider Connections

```
ADDIRE USRID(INTERNET GATEWAY)
      USRD('Gateway to the Internet')
      SYSNAME(INTERNET) MSFSRVLVL(*USRIDX)
      PREFADR(NETUSRID *IBM ATCONXTXT)
```

- __9. Enter the command below to set the system distribution services attributes of your IBM i.

```
CHGDSTA SMTPRTE(INTERNET GATEWAY) then press <Enter>
```



If you are running Domino on the same system/partition as this systems' SMTP server you will need to perform a special SMTP bind operation so both servers can run concurrently. Proceed to section "Configure IBM i Dual Stack Support for SMTP" in this document. Once you complete these instructions return here and continue with "Starting the SMTP Service" section (below).

IF DOMINO IS RUNNING ON ANOTHER SYSTEM (OR PARTITION) THAN THE SYSTEM (OR PARTITION) THAT YOU ARE CONFIGURING YOU DO NOT NEED TO BIND THE SMTP SERVERS.

Starting the SMTP Service

- __1. Enter the commands below to end the SMTP server and the mail server framework jobs.

```
ENDTCPSVR SERVER(*SMTP) then press <Enter>
```

```
ENDMSF then press <Enter>
```

- __2. Enter the command below to start the SMTP server and the mail server framework jobs.

```
STRTCPSVR SERVER(*SMTP) then press <Enter>
```

```
STRMSF then press <Enter>
```

- __3. Enter the command below to display the QSYSWRK subsystem.

```
WRKACTJOB SBS(QSYSWRK) then press <Enter>
```

In the display that results from the above command, verify that there are:

```
3 jobs named QMSF running
A job named QTSMTPBRCCL running
A job named QTSMTPBRSR running
A job named QTSMTPCCLTD running
```

SETUP EXAMPLE

Service Provider Connections

A job named QTSMTPSRVD running



If the mail server jobs do not start after following the instructions above, you can do some preliminary troubleshooting by looking at the job logs for the QMSF, QTSMTPBRCCL, QTSMTPBRSR, QTSMTPCCLTD, and QTSMTPSRVD batch jobs. Most error messages that are found in those logs have a workable recovery procedure or lead to a PTF. Optionally, contact the IBM SupportLine EZ-Mail group for assistance.

Many times subsequent to applying an operating system release (or cumulative PTF package) the QMSF jobs will not start (or will periodically terminate). Run the following commands on your IBM i to correct the changes performed by the operating system upgrade:

```
CHGATR OBJ('/TMP') ATR(*RSTDRNMUNL) VALUE(*NO)
```

For more information on the above command see IBM Info APAR II13869

```
CHGJOB JOB(QSYS/QZMFEJBD) RQSDTA('QSYS/STRMSF MSGOPT(*RESUME) NBRMSFJOB(3)')
```

Now, repeat the section "Starting the SMTP Service" section (above). If all of the mail server jobs are running, continue with the next step.

Adding an SMTP Name

- __1. Verify that a system distribution directory entry exists for the ACO user profile by entering the following command.

```
WRKDIRE then press <Enter>
```

If you see the ACO user profile in the list, press <F3> and continue with the next step.

Otherwise, enter the command below to add the directory entry to your system.

```
ADDIRE USRID(enter your system name) USRD('ACO MONITOR SMTP User')  
USER(ACO)
```

- __2. Add a valid SMTP name to the ACO user profile by entering the following command.

```
WRKNAMSMTP TBLTYPE(*SYSTEM) then press <Enter>
```

- __3. As a result, the Work with Names for SMTP panel 1 will be shown. Enter a **1** in the options field, **ACO** in the user id field, and **your IBM i system name** in the address field and press <Enter>.

SETUP EXAMPLE

Service Provider Connections

Work with Names for SMTP Panel

```
Work with Names for SMTP
System: DDLSCP6
Alias table type . . . . . : System
Type options, press Enter.
  1=Add  2=Change  4=Remove  5=Display  6=Print
Opt      User ID      Address      SMTP Name
 1       ACO          _____
F3=Exit  F5=Refresh  F12=Cancel  F15=Print list  F17=Position to Bottom
```

SETUP EXAMPLE

Service Provider Connections

- __4. On panel 2 (below) enter **ACO** in the SMTP user id and **your systems domain name** in the SMTP domain field (e.g.aco@yourcompany.com). This should be a valid e-mail address known to your mail router. You do not need to enter the @ sign. Once you have completed your entries press <Enter> twice, then press <F3> to exit the Work with Names for SMTP command.

```
Change Name for SMTP                               System:  DDLSCP6
User ID/Address . . . . . :  ACO      SYSTEM

Type choices, press Enter.

SMTP user ID . . . . .    ACO
SMTP domain . . . . .    YOURDOMAIN.COM

SMTP route . . . . .

F3=Exit   F12=Cancel
```

- __5. Enter the command below to send a test message to your local (e.g. Outlook) Internet e-mail address:

```
SNDDST TYPE(*LMSG) TOINTNET((enter your e-mail address))
DSTD('SMTP test message')
LONGMSG('Test message from the IBM i')
```



If your system is configured properly, you will receive the test message in your e-mail client usually within a few seconds. If you successfully received the test message your IBM i is communicating with your mail router.



If you have questions please call our *SupportLine* at **866-559-0800 option 2**. We will be happy to assist you!

- __6. **Continue with “Start Monitoring your System” in the Installation Tutorial.**

SETUP EXAMPLE

Service Provider Connections