



SMTP Analyzer

Version 1.0

Installation Guide

Table of Contents

| | |
|---|----|
| Product Overview..... | 3 |
| Installation Instructions..... | 4 |
| Changing your configuration information | 9 |
| Upgrading from the Evaluation version..... | 10 |
| Uninstalling SMTP Analyzer | 10 |
| Reinstalling SMTP Analyzer..... | 12 |
| Troubleshooting | 13 |
| Contact Information..... | 15 |

Product Overview

SMTP Analyzer is designed to aid the process of tracking the emails flowing through your SMTP server. Developed to work with Microsoft® Exchange Server 2000/2003 and the IIS SMTP Server, this product rids you of the need to pore over the default SMTP logs or dig through Exchange's Message Tracker. All of the information about your SMTP traffic is gathered into a single SQL Server database. An easy-to-use viewer allows you to provide relevant search criteria, quickly narrowing down to just the information you want to see.

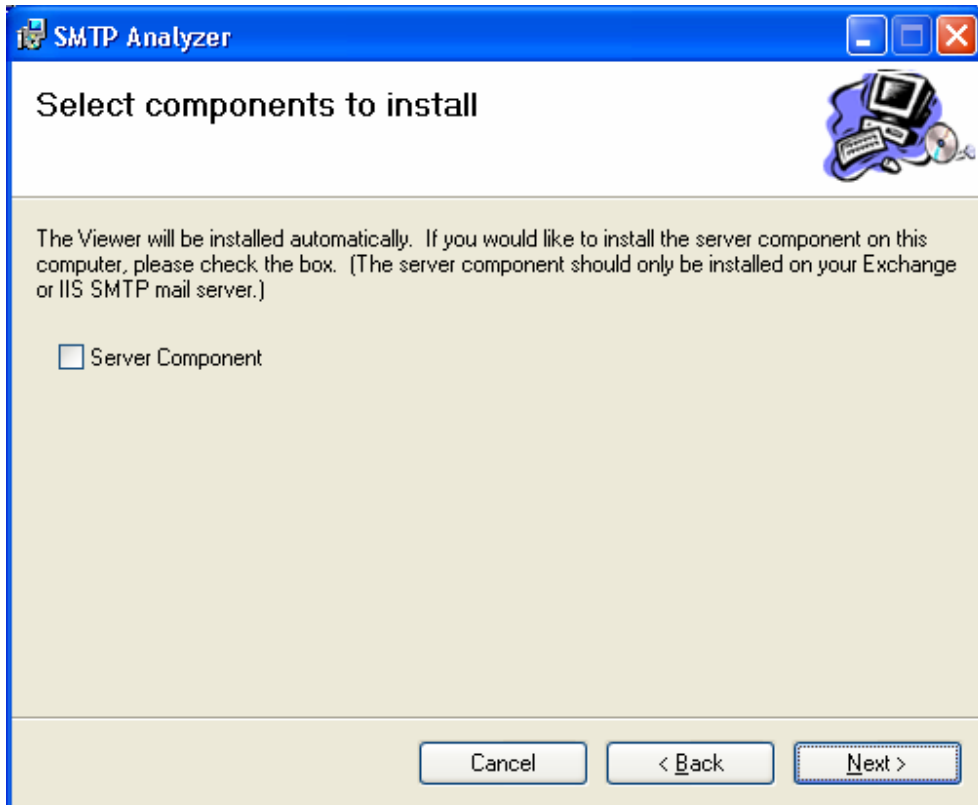
SMTP Analyzer works by hooking into the SMTP sinks provided by Exchange and IIS. By hooking into the relevant sinks, SMTP Analyzer can keep track of inbound and outbound SMTP traffic. For outbound mail, status messages from the receiving SMTP server are tracked, including information about delivery delays that might not always reach the sender of the email.

Installation Instructions

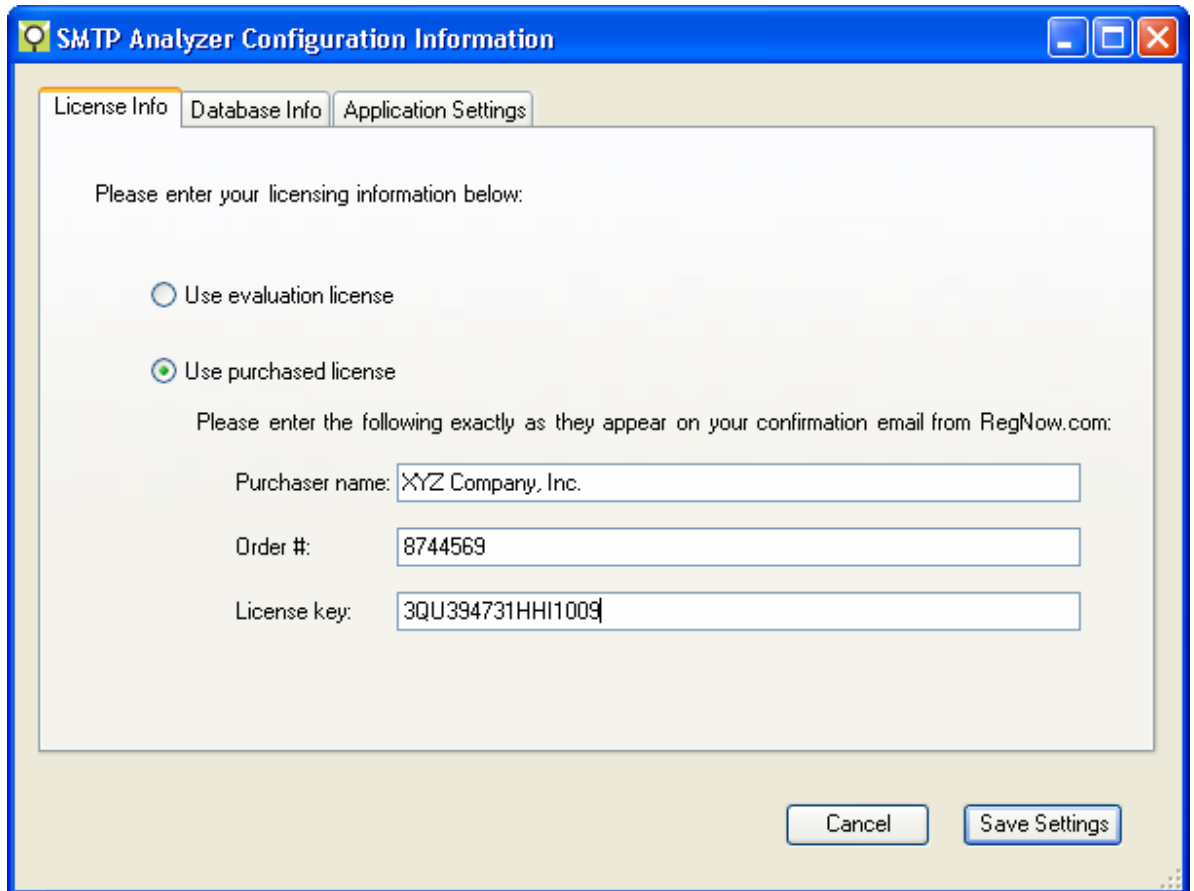
All SMTP Analyzer data are stored in a SQL Server database. The database server must be visible to the mail server. The SMTP Analyzer application comprises two pieces: the sinks that must be installed on the mail server and the SMTP Analyzer Viewer, which can be installed on any computer that can access the database server. You may install the viewer on as many computers as you wish. Refer to your License Agreement for details about installing the server component on multiple servers.

For SQL Server 2005

- 1) Make sure you have SQL Server installed on your network in a location that your mail server can see. (SQL Server can be on any computer; it does not need to be on your mail server.)
- 2) Open up SQL Server Management Studio. Log in as a user who has the right to create databases and logins.
- 3) Open the file DBCreate.sql that came with the downloaded files. This script will create the database for SMTP Analyzer.
 - a) At line 6, replace **<enterStrongPasswordHere>** with a strong password of your choice. (Make sure to keep the single quotes around your password.) Make note of the password for later in the installation. *(You must change this password! <enterStrongPasswordHere> is not a valid SQL Server password; the application cannot run with this password.)*
 - b) Execute the script.
 - c) Look at the bottom of the window at the log that's created. Any errors should show up in red. Correct these before continuing.
- 4) Double-click on Setup.msi to install SMTP Analyzer. This installer is used to install both the SMTP sinks and the viewer. The sinks ("Server Component") must be installed on your SMTP (Exchange or IIS SMTP) server. The viewer can be installed on any computer that has access to your SQL Server database.
 - a) If you are installing this on your SMTP Server, click the checkbox next to "Server Component" to set up the SMTP sinks. If you only want to install the viewer, leave this checkbox blank. You may install the viewer on as many computers as you like.



- b) Application Configuration
 - i) You will see a window pop up with three different tabs:
 - ii) License information:
 - (1) If you wish to evaluate the product, you may choose "Use evaluation license." Only the first 100 messages each day will be tracked in the application.
 - (2) Alternatively, if you have purchased the software, click on "Use purchased license." Enter the purchaser name, order number, and license key you received from RegNow.com via email. *Enter the information exactly as it appears in the email from RegNow.com, or your license may not be accepted.*



The image shows a Windows-style dialog box titled "SMTP Analyzer Configuration Information". It has three tabs: "License Info" (selected), "Database Info", and "Application Settings". The "License Info" tab contains the following text and controls:

Please enter your licensing information below:

☐ Use evaluation license
☒ Use purchased license

Please enter the following exactly as they appear on your confirmation email from RegNow.com:

Purchaser name:
 Order #:
 License key:

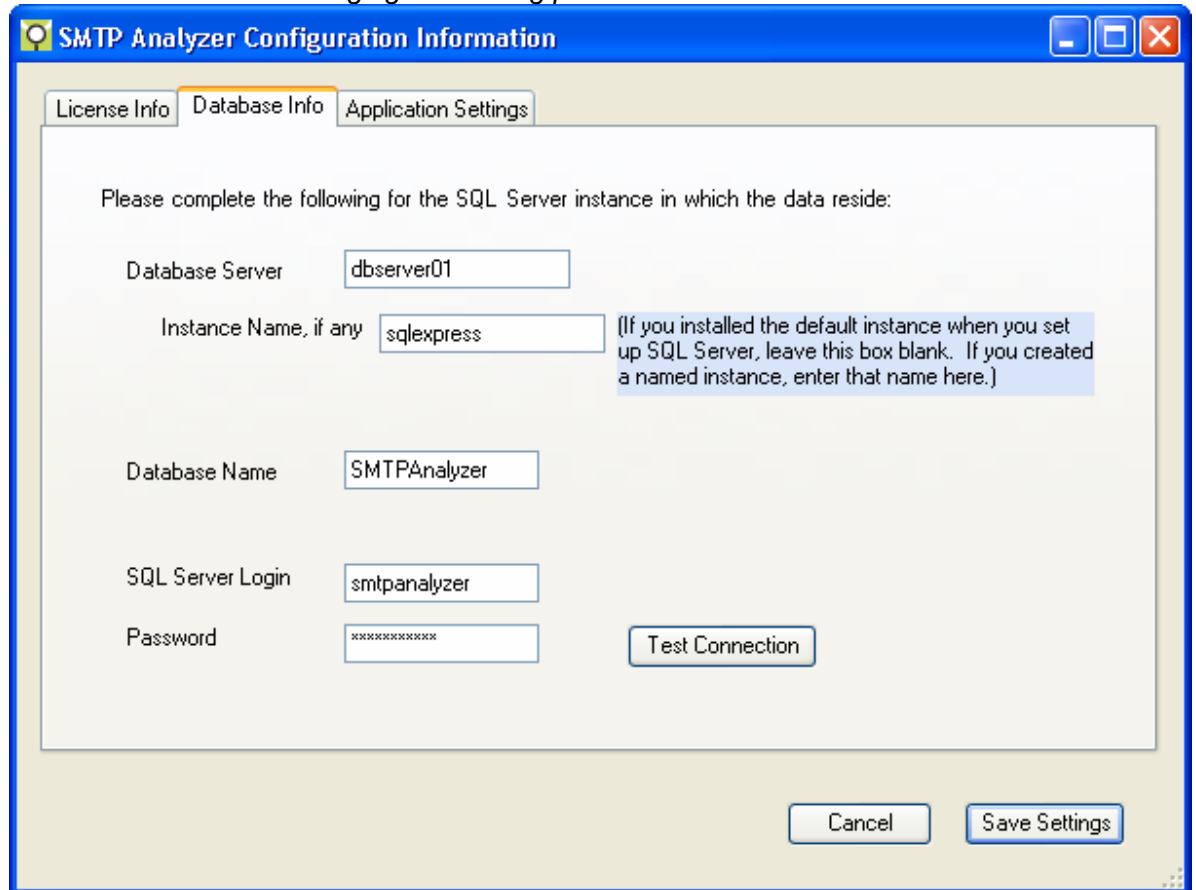
At the bottom right, there are two buttons: "Cancel" and "Save Settings".

iii) Database information:

- (1) Database Server: Enter the name of the server that hosts SQL Server (the same one in which you ran DBCreate.sql in step 1). Just type in the name of the server; do not include any slashes or other characters.
- (2) Instance Name, if any: When setting up SQL Server, you have the option of using the default instance that is installed or the option to create your own named instance. If you are using the default instance, leave this box blank. If you created a named instance, type the name of the instance here. (SQL Server Express typically installs a named instance of "sqlexpress").¹
- (3) Database Name: If you kept the default options in DBCreate.sql, your new database will be called "SMTPAnalyzer" (all one word). If you chose to change the name of the database, type that name here.
- (4) SQL Server Login: If you kept the default name for the new login created in DBCreate.sql, that login will be "smtpalyzer". If you chose to change the login, type the login you created here.

¹ If you are unsure about what to put in the "Server name" and "Instance name" boxes, think about the information you used to connect to SQL Server in step #1. When you start SQL Server Management Studio, you are asked to enter the server name. If that box includes only the name of the computer, you are using the default instance. Type the computer name into the "Database Server" box and leave "Instance Name" blank. If the box includes the name of a computer, a backslash, and another word, you are using a named instance. Type what's before the backslash into "Database Server" and what appears after the backslash (the instance name) into "Instance Name, if any." Don't include the backslash!

- (5) Password: Type in the password you set in DBCreate.sql for the new login here. *If you didn't change the password before you ran the script, you must change the login's password now in the database. The application cannot run with the default password chosen. Look in the Troubleshooting section below for a link to information about changing an existing password.*

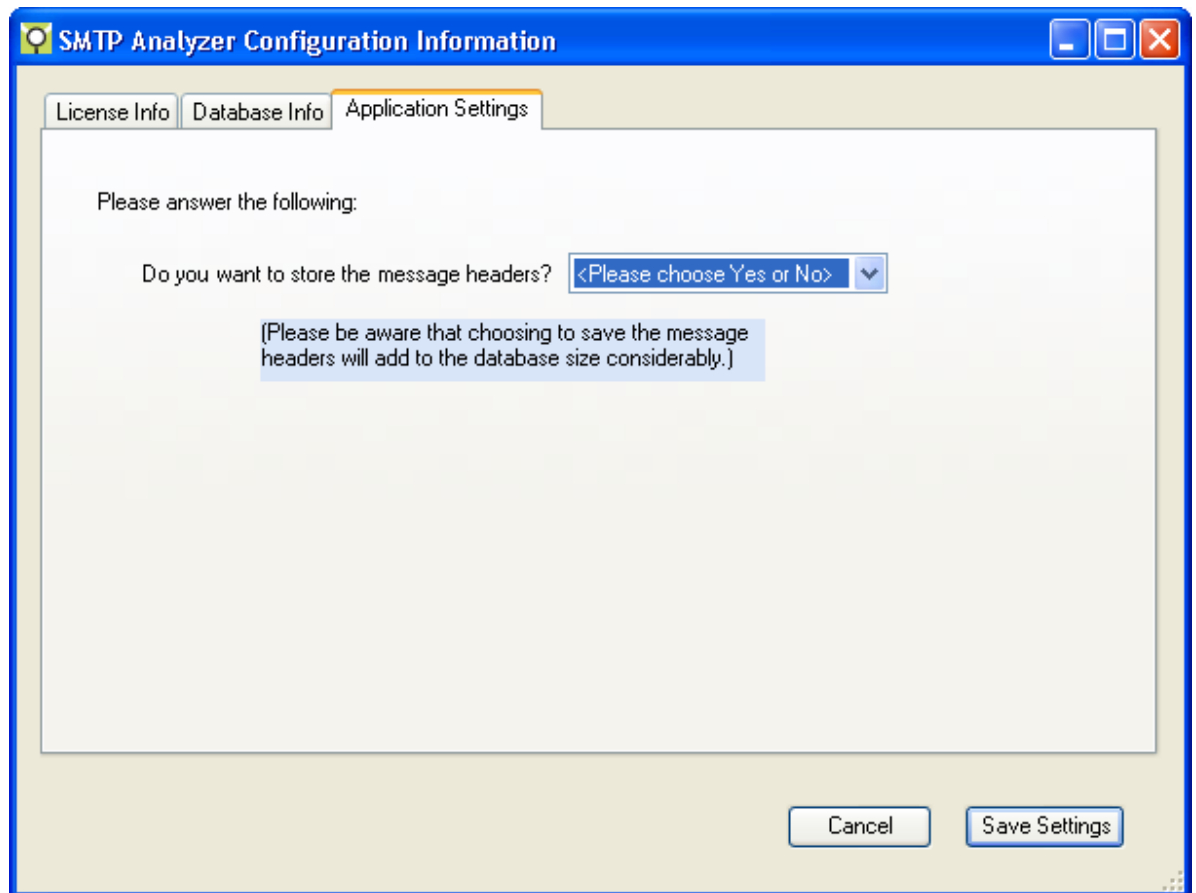


The image shows a Windows-style dialog box titled "SMTP Analyzer Configuration Information". It has three tabs: "License Info", "Database Info", and "Application Settings". The "Database Info" tab is selected. Inside the dialog, there is a text prompt: "Please complete the following for the SQL Server instance in which the data reside:". Below this, there are five input fields: "Database Server" with the value "dbserver01", "Instance Name, if any" with the value "sqlexpress", "Database Name" with the value "SMTPAnalyzer", "SQL Server Login" with the value "smtpalyzer", and "Password" with a masked value "xxxxxxxx". To the right of the "Instance Name" field is a blue-shaded text box containing the instruction: "(If you installed the default instance when you set up SQL Server, leave this box blank. If you created a named instance, enter that name here.)". Below the input fields is a "Test Connection" button. At the bottom right of the dialog are "Cancel" and "Save Settings" buttons.

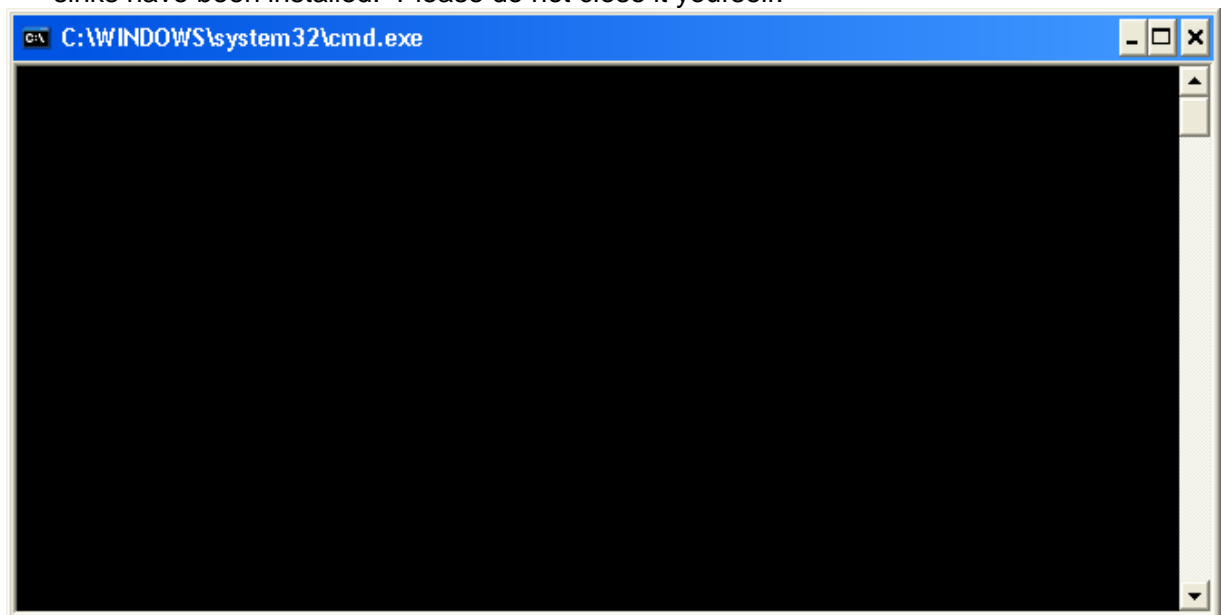
(The Configuration Tool will confirm that your database connection settings are valid before you are allowed to save your settings.)

- iv) Application Settings (you will only see this tab if you chose to install the Server Components):

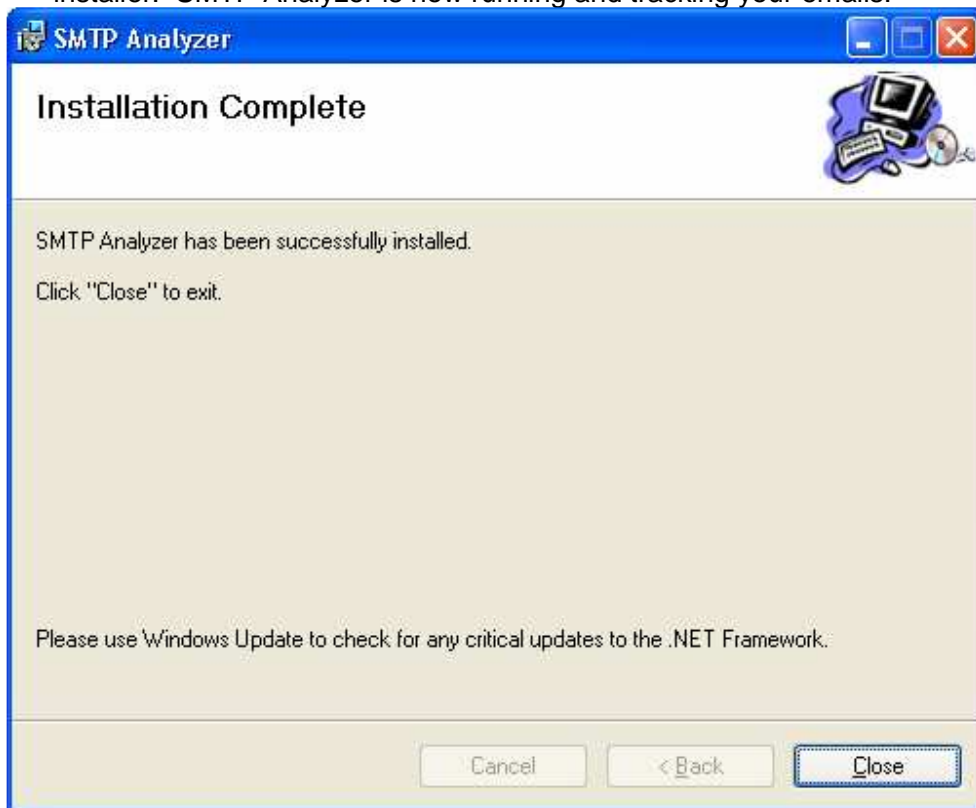
- (1) You have the option of deciding whether the email message headers should be saved to the database. This can be useful troubleshooting information but will cause your database to grow considerably more quickly than if the headers are not saved. Choose "Yes" to save the headers or "No" to decline. (You can always change this setting later.)



- v) Click "Save Settings" to continue.
- c) You will see a command line window open up. Even though it won't appear to be doing anything, this is registering the SMTP sinks. The window will close on its own when the sinks have been installed. Please do not close it yourself.



- d) When the install is complete, you will see the following screen. Click “Close” to exit the installer. SMTP Analyzer is now running and tracking your emails.



Changing your configuration information

Your configuration information includes the information used to attach to the database, your licensing information, and additional settings allowing you to customize whether message headers are saved to the database. You may change any of these at any time; the application will immediately apply these changes.

1. To change any of your configuration information, double-click on “Configuration Tool” under Start→All Programs→SMTP Analyzer or, from the viewer, click on “Help”→“Configuration Tool”.
2. The tool will start up loaded with your current configuration information. Change as desired and click "Save Settings."

The Configuration Tool will automatically validate your license information and database connection information when you click “Save Settings.” You will not be allowed to save an invalid configuration.

Note: Using this tool to change your database connection information will change the database information for whatever aspects of SMTP Analyzer are running on this computer. If you run this on your mail server, the data will be saved to the new location you specify, and the viewer

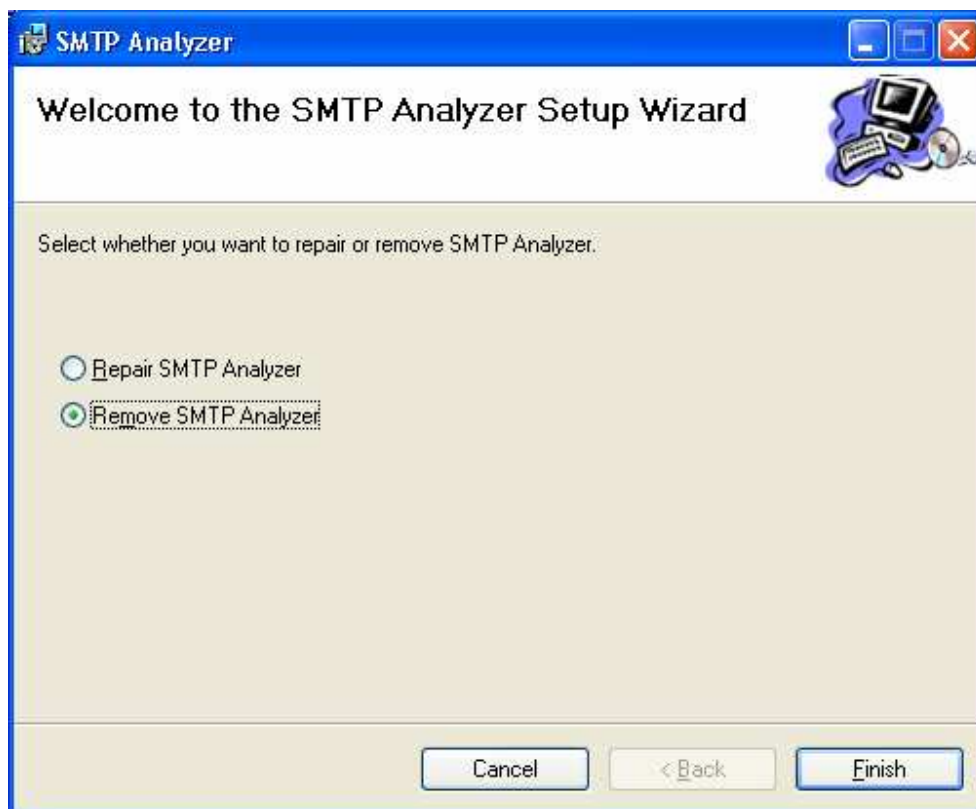
will look to this location the next time it starts up. Any existing data at the original location remain at that location. No data are moved. If you run this on a computer that only has the viewer installed, the viewer will point to the new location. Nothing will change on your mail server.

Upgrading from the Evaluation version

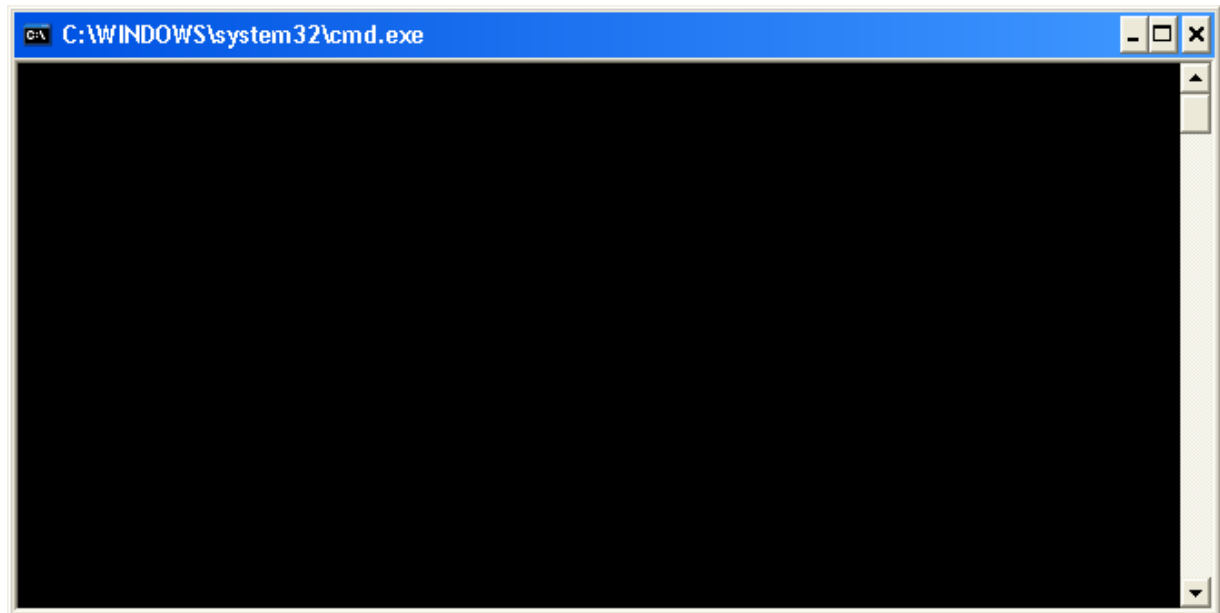
If you have SMTP Analyzer installed with an evaluation license key and purchase the full version, you do not need to reinstall. Simply go to Start→All Programs→SMTP Analyzer→Configuration Tool and enter your new license information on the “License Info” tab.

Uninstalling SMTP Analyzer

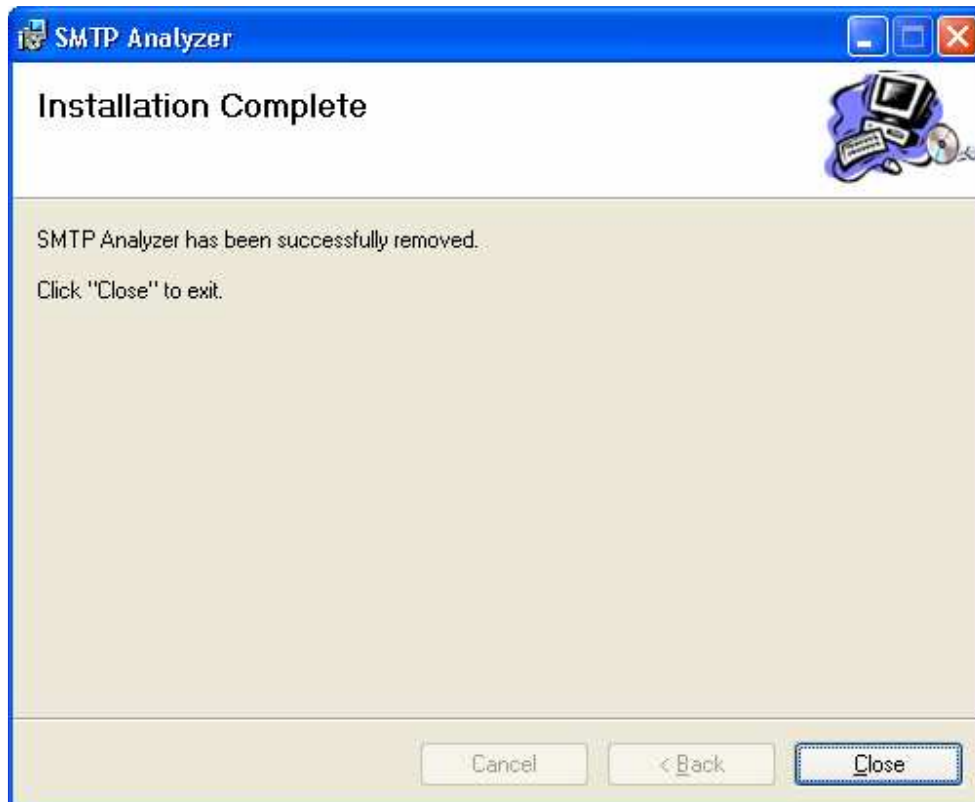
1. To uninstall SMTP Analyzer, run setup.msi. (You may also go to Control Panel-->Add/Remove Programs and find "SMTP Analyzer." Choose "Remove.")
2. Chose "Remove SMTP Analyzer" and click “Finish.”



3. You will see a command line window open up. Even though it will not appear to be doing anything, this is unregistering the SMTP sinks. The window will close on its own when the sinks have been installed. Please do not close it yourself.



4. When you see the following screen, the uninstall is complete. However, in order to fully remove SMTP Analyzer from your computer's memory, you must either reboot your computer or restart the IIS Admin service from Control Panel→Services. Your computer will not be affected negatively in any way if you choose to wait to restart until a more convenient time. This is only a concern if you are performing a reinstall or upgrading to a newer version of the application.



Reinstalling SMTP Analyzer

1. Follow the instructions above to uninstall SMTP Analyzer.
2. Restart the IIS Admin Service (via Services). This will also restart the following services: Simple Mail Transfer Protocol (SMTP), Microsoft Exchange Routing Engine, Microsoft Exchange POP3 (if running), HTTP SSL, and World Wide Web Publishing Service. (Depending on your setup, other services may also be affected.) *This will interrupt your processing of email.* (You must perform this step—or reboot the server—or the new code will not take effect. The original code will continue to run.)
3. Follow the instructions above to install SMTP Analyzer.

Troubleshooting

Q: I don't see any emails in the viewer. Where are they?

A: This can stem from a couple of issues.

1. Your search criteria may be too restrictive to show your email(s). Try removing restrictions on sender and recipient and expanding the date range. Click "Refresh" to update the viewer.
2. There may be an issue with your mail server or with the configuration of SMTP Analyzer. Try sending a test message from your email client, preferably to an address outside your SMTP server. Click "Refresh" in the viewer to update the list.
3. If the message does not appear, try sending a test message via telnet to ensure that the message is sent via SMTP. SMTP Analyzer does not track MAPI traffic. Some mail clients such as Outlook Web Access may only issue MAPI commands for emails that are destined for local delivery. To send an email via telnet, start up a command prompt and type the following. Press Enter at the end of every line (line breaks are crucial):

```
telnet <your mailserver> 25
ehlo
mail from: <your email address>
rcpt to: <the address that should receive the email>
data
subject: test email
testing SMTP Analyzer
.
```

Note the period on the last line. That will cause the email to be sent. To exit your telnet session, type "quit" and press Enter.

4. If none of the above work, confirm your install by opening up a command prompt on your mail server and navigating to the folder to which you installed the product. Type the following:

```
cscript smtpreg.vbs /enum > sinks.txt
```

This will make a list of all SMTP sink bindings on that computer. You should see five sink bindings for SMTP Analyzer: SMTPAnalyzer_Receiver, SMTPAnalyzer_Sender_EHLO, SMTPAnalyzer_Sender_RCPT, SMTPAnalyzer_Sender_EOD, and SMTPAnalyzer_Sender_QUIT. (Do a search in sinks.txt to find these.) If you don't see these, or only see some of them, your install has gotten corrupted. Follow the instructions in this document for "Reinstalling SMTP Analyzer" and test again.

Q: How do I manage my database of emails? It's getting large.

A: Because we have no way of knowing how many emails your server receives or how long you might want to keep them, SMTP Analyzer has no built-in mechanisms for purging or archiving "old" data. Since the data are stored in a standard SQL Server database, you have all of its mechanisms for moving and deleting data available.

Here are some useful links regarding maintenance of SQL Server. This is not a definitive list of information and should not be considered to be "advice." We have no knowledge of your individual setup and, therefore, cannot make individual recommendations. You perform any of the following at your own risk. The following are links to SQL Server Books Online, Microsoft's definitive source of information on SQL Server 2005 and SQL Server 2005 Express. If these

links become inactive, try going to <http://msdn.microsoft.com> and searching for "SQL Server" and your question.

- Homepage: <http://msdn.microsoft.com/en-us/library/ms130214.aspx>
- Backups: <http://msdn.microsoft.com/en-us/library/ms191239.aspx>
- Maintenance Plans: <http://msdn.microsoft.com/en-us/library/ms187658.aspx>
Maintenance Plans help you ensure that your data are regularly backed up and checked for possible errors.
- Changing a login's password (ALTER LOGIN): <http://msdn.microsoft.com/en-us/library/ms189828.aspx>
- SQL Server Tools Tutorial: <http://msdn.microsoft.com/en-us/library/ms170486.aspx>

Q: Our database has moved. How do I update SMTP Analyzer to point to the new location?

A: To update the database connection information, go to Start→All Programs→SMTP Analyzer→Configuration Tool. This will start with the current database connection information. Change this as necessary and click "Save Settings." Start up the viewer to test. Note: if you have the components (viewer and/or server components) on multiple computers, you will need to perform this step on each computer.

Q: Our mail server has moved to a different computer. What do I need to do to move SMTP Analyzer?

A: If your database is still in the same location, you only need to uninstall SMTP Analyzer from your prior mail server and install it on the new server. (Look at your licensing agreement to ensure adherence to your license.) Read "Installing SMTP Analyzer" above, but *skip* step 1 of running DBCreate.sql--your database already exists. If your database server has changed as well, you can either move your existing database to the new server so that you have all of your email information in one place, or you can start from scratch performing a full install as described in "Installing SMTP Analyzer."

Q: None of the above helped. What now?

A: You can contact our Technical Support by emailing support@smtpanalyzer.com. Please include the following in your email to help us get started:

- Version of SMTP Analyzer
- Type and version number of your SMTP Server (i.e., Exchange vs. IIS)
- A listing of the sinks registered on your computer. Open up a command prompt on your mail server and navigate to the folder to which you installed the product. Type the following:

```
cscript smtpreg.vbs /enum > sinks.txt
```


This will make a list of all SMTP sink bindings on that computer in the file `sinks.txt`. Please include that file.
- A detailed description of the issue with steps to replicate

Contact Information

SMTP Analyzer is owned by Wendt Enterprises, LLC.

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