

E-mail looping test by CM Watches is a great tool for monitoring of real two-way function of mail systems.

It offers a reliable and complex information about function of reception and sending of emails on the monitored mail servers.

The monitoring is suitable for classic SMTP and POP3 servers, as well as for MS Exchange.

For two-way monitoring one mail server's function, create a CM-Watch with two E-mail looping test conditions.

For more detailed information about creation of CM-Watches with required conditions, [read here](#) [1].

New Watch

Conditions

Name (Description)
E-Mail Loop Test

Short Name
W3

☒ **Enabled**

Conditions

1	Successful E-MailLoopTest smtp.company2.sk->pop3.company.sk, check every 10min; Value to CM : Yes
2	Successful E-MailLoopTest smtp.company.sk->pop3.company2.sk, check every 10min; Value to CM : Yes

State of watch is:

☒ **OK** if all conditions are true ☐ **FAIL** - if at least one condition is false

If state of the watch changes to **FAIL**, do **Start Actions** [Add New Start Action](#)

While state of the watch is **FAIL**, do **Repeat Actions** [Add New Repeat Action](#)

If state of the watch changes to **OK**, do **End Actions** [Add New End Action](#)

☐ If state of the watch is UNKNOWN, notify this by options in actions

☐ Delay for FAIL state. (Useful for suppressing short term FAIL state)

☐ Evaluate watch state with longer period than 30s (specified by C-Monitor license)

Note: Watches are active from 5 min after the operating system start

[Edit with Wizard](#) [OK](#) [Cancel](#)

Image: Obrázok: CM-Watch pre obojsmerné sledovanie E-Mail looping test

The first condition will send a testing message through a reliable SMTP server, ideally completely outside the network that your POP3 server is in, whose function you want to monitor. It is recommended to use a reliable third-party SMTP server.

The image illustrates a typical setting:

The screenshot shows the 'Condition Definition' window for the 'E-Mail Loop Test'. The window is divided into two main sections. On the left, under 'Available Functions', a list of monitoring functions is shown, with 'E-Mail Loop Test' highlighted in blue. On the right, the 'E-Mail Loop Test' configuration panel is displayed, enclosed in a red border. This panel contains the following fields and settings:

- SMTP Server:** smtp.company2.sk
- [Port]:** 25
- Authentication:** Simple Login (dropdown)
- [SMTP Login]:** user
- [SMTP Password]:** [REDACTED]
- Send E-Mail From:** smtp.tester@company2.sk
- Send E-Mail To:** mailtester@company.sk
- [Wait sec]:** 120
- POP3 Server:** pop3.company.sk
- [Port]:** 110
- Authentication:** Simple Login (dropdown)
- [POP3 Login]:** user
- [POP3 Password]:** [REDACTED]
- Operation:** Successful (dropdown)
- Test Period:** 10
- Unit:** min (dropdown)

Below the configuration fields, there is a section titled 'Value from this condition send to CM server' with two radio buttons: 'Always' (selected) and 'Never'. At the bottom of this section, there is a checkbox labeled 'Assess the state of watch' which is currently unchecked. At the bottom right of the window, there are 'OK' and 'Cancel' buttons.

Image: Obrázok: POP3 E-Mail looping test

The execution process of the first condition is illustrated on the image:

1. Submission of testing message from CM-Watch through SMTP server to address mailtester@company.sk
2. SMTP server sends the message to the target POP3 server
3. After expiry of the time limit defined in the field "Wait", CM-Watch detects if the test message is in the POP3 mailbox on pop3.company.sk

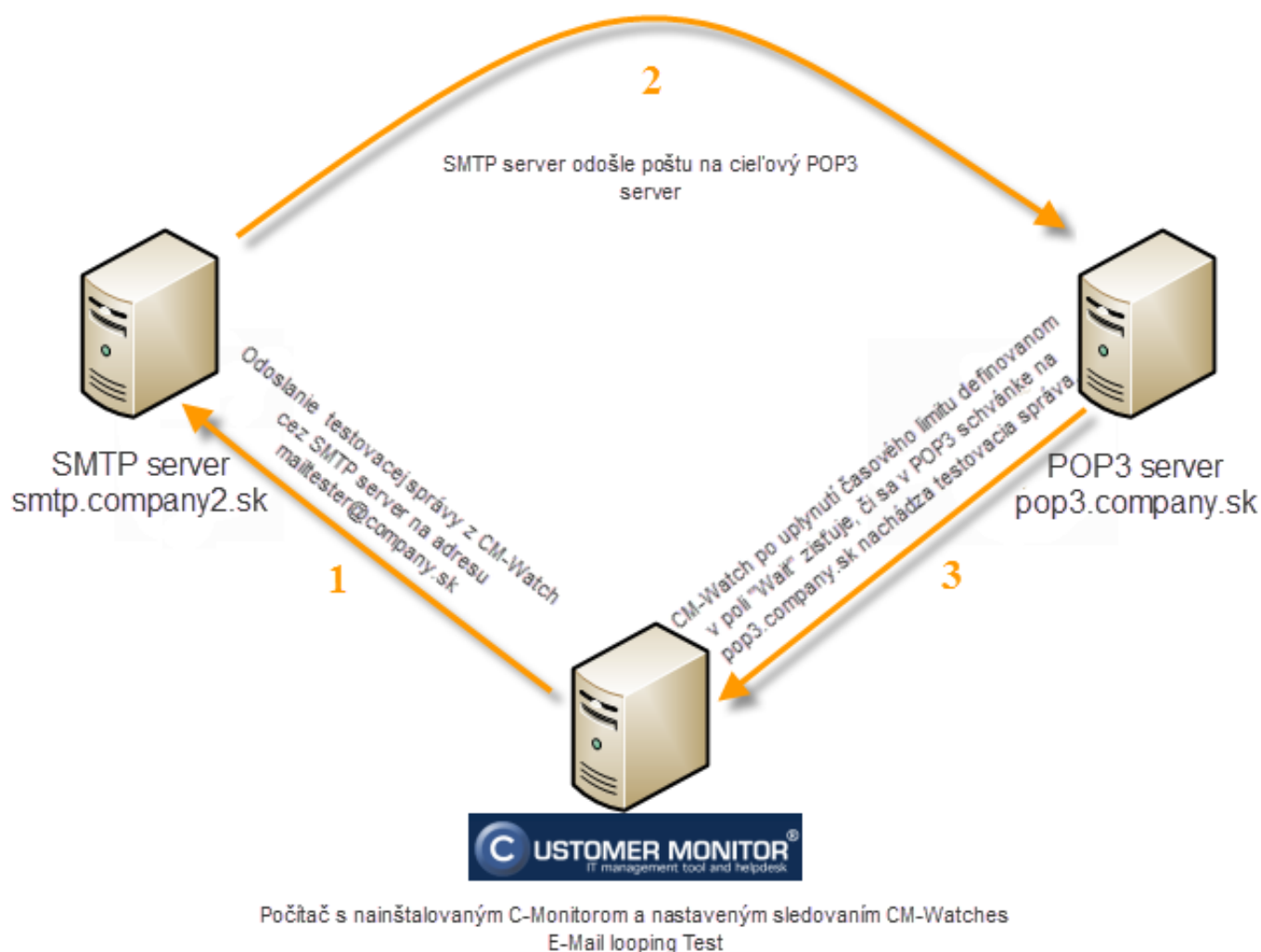


Image: Obrázok: Priebeh procesu vykonávania podmienky E-mail Looping test (testovanie funkčnosti POP3 servera).

The second condition will send a testing message through your SMTP server to POP3 server, which is ideally completely outside the network that your SMTP server is in, whose function you want to monitor. It is recommended to use a reliable third-party POP3 server.

The image illustrates a typical setting:

Condition Definition

Available Functions

- Current IP
- Performance Counter
- Hardware Monitoring
- Ping
- Ping RoundTripTime
- Ping Packet Loss
- SMTP
- POP3
- HTTP, HTTPS
- Transfer Speed
- Transfer speed of FTP
- SNMP
- Environment Monitoring (snmp)
- Environment Monitoring (http)
- E-Mail Loop Test**
- EventLog Events Count
- CHAT
- CHAT Variable
- CHAT Numeric Variable
- CHAT Vector Variable
- Service Status
- Loaded Device Driver
- Running Process

E-Mail Loop Test

SMTP Server [Port]
smtp.company.sk 25

Authentication [SMTP Login] [SMTP Password]
Simple Login user *****

Send E-Mail From Send E-Mail To
smtp.tester@company.sk mailtester@company2.sk

[Wait sec]
120

POP3 Server [Port]
pop3.company2.sk 110

Authentication [POP3 Login] [POP3 Password]
Simple Login user *****

Operation Test Period Unit
Successful 10 min

Value from this condition send to CM server

☒ Always
☐ Never

☐ Assess the state of watch

OK Cancel

Image: Obrázok: SMTP E-Mail looping test

The execution process of the first condition is illustrated on the image:

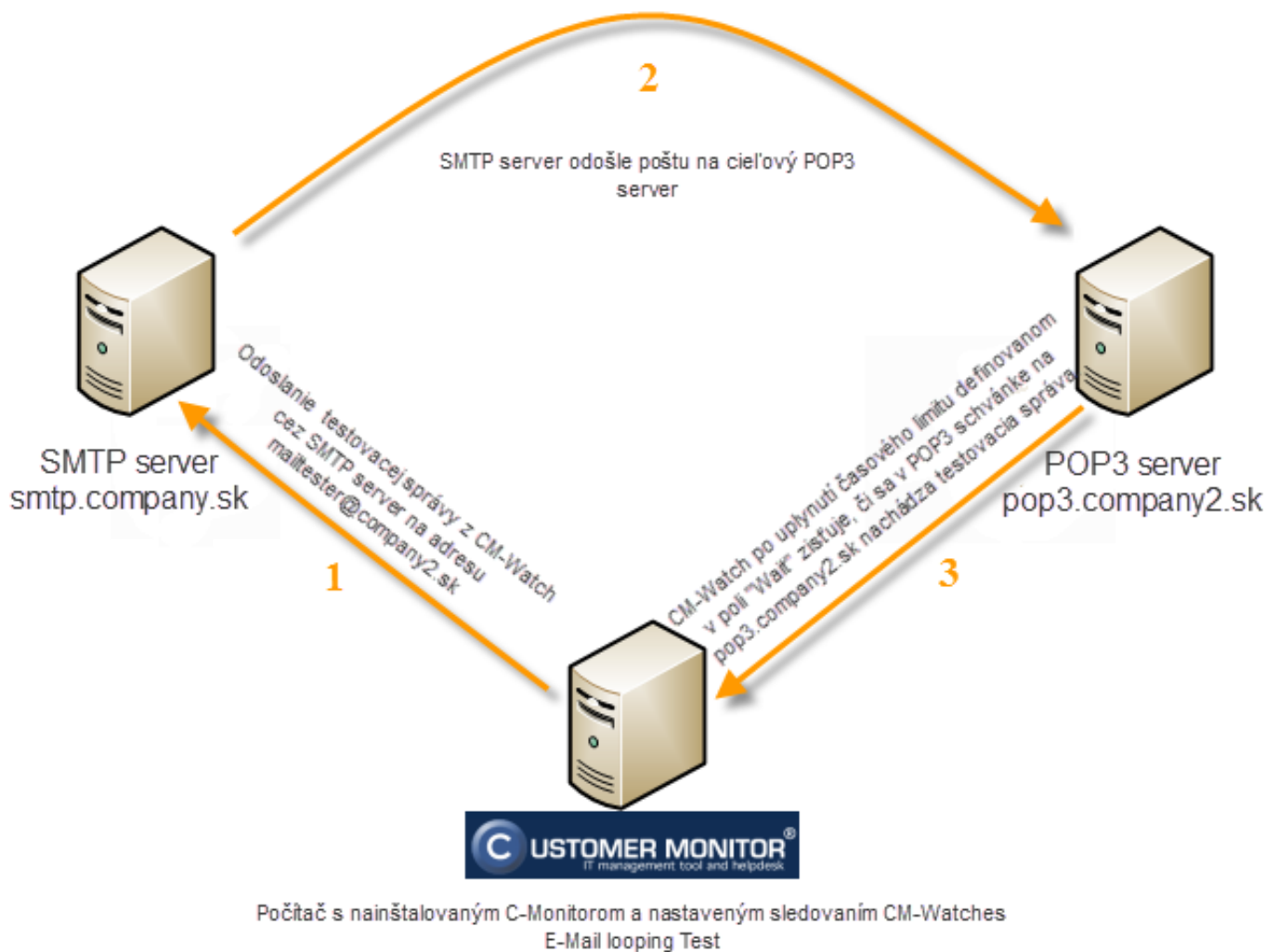


Image: Obrázok: Priebeh procesu vykonávania podmienky E-mail Looping test (testovanie funkčnosti SMTP servera).

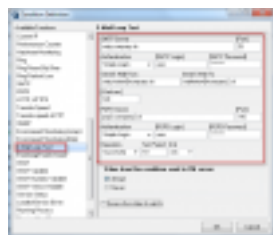
After setup of the two-way Email looping test, the function of your mail system will be very well monitored.

The operator can view the CM Watch's evaluation either directly in [C-Monitor console](#) [2] > Watches state, or via [CM Portal](#) [3] > Presentation and Evaluation > Watches (Online monitoring).

Notification is secured defaultly by email notification at change of CM Watch's state, eventually also by SMS, if this is configured in the [CM Watch's action](#) [4].

Date:

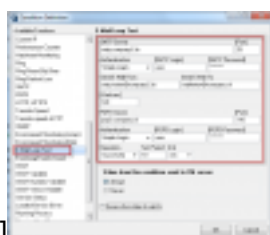
02/11/2012Images:



[5]



[6]



[7]



[8]



[9]

Links

- [1] <https://customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/introduction-setup-online-monitoring-watches>
- [2] <http://en.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/basic-watch>
- [3] <http://en.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/basic-wat-0>
- [4] <http://en.customermonitor.co/how-cm-works-0/monitoring-and-diagnostics/introduction-setting-online-monitoring-watches/settings>
- [5] <https://customermonitor.co/sites/default/files/Email%20Loop%20Test%201.png>
- [6] <https://customermonitor.co/sites/default/files/Email%20Loop%20Test.png>
- [7] <https://customermonitor.co/sites/default/files/Email%20Loop%20Test%202.png>
- [8] <https://customermonitor.co/sites/default/files/obrazok.png>
- [9] <https://customermonitor.co/sites/default/files/obrazok%202.png>