# WALCHEM
**IWAKI America Inc.**

## Setting the Webmaster/WIND/WebAlert for emails and text messages:

To have the Webmaster send emails, you will need a valid ISP account.
This can be a dial-up account, such as Earthlink, or it can be a company's high-speed Internet ISP account. You can use our Shoulder-Tap feature, or connect to a LAN via Ethernet.

If you're using a **dial-up account**, enter the information in the Communications page:

**Communications Menu**

| Internet Dial-up Connection Details | | Description |
|---|---|---|
| Controller ISP User Name: | test username | User assigned. Registered with ISP. |
| Controller ISP Password: | test password | User assigned. Registered with ISP. |
| ISP Primary Phone No.: | 555-1212 | Examples |
| ISP Secondary Phone No.: | 555-2121 | Will not use if left blank. |
| Controller Phone Number: | | Examples |
| U.S.(1) ▾ | 888-555-1212 | Examples |
| Custom Country Code: | Not Used | User Assigned Local Country Code. |

If you're using a **LAN**, enter the information in the Communications page here:

| Ethernet(LAN) | | Description |
|---|---|---|
| Network Mode: | Master ▾ | Needs a controller restart |
| Network Detection: | Detect Network | Refresh subnetwork menu page after 10 secs. |
| Enable DHCP: | ○ Enabled  ◉ Disabled | |
| Ethernet IP Address: | 10.0.100.22 | IP Address,Gateway,DNS and Netmask assigned by IT Administrator.CAUTION: IP parameters do not take effect until controller is RESET or power is cycled. |
| Ethernet IP Netmask: | 255.255.254.0 | |
| Default Gateway: | 10.0.100.1 | |

Then, while still on the Communications Page, enter the email addresses that you want to receive the emails. Also enter the cell phone information for the users you want to receive text messages. Remember, a text message is an email to the cell phone.

| E-Mail | | Description |
|---|---|---|
| 1st Address: | test@home.com | e.g mike@home.com |
| 2nd Address: | | Will not use if left blank. |
| 3rd Address: | | Will not use if left blank. |
| 4th Address: | | Will not use if left blank. |
| Cell Phone Text Message | | Description |
| 1st Address: | 5085551212@vtext.com | e.g 5084820634@vtext.com |
| 2nd Address: | | Will not use if left blank. |
| 3rd Address: | | Will not use if left blank. |
| 4th Address: | | Will not use if left blank. |

Next, you need to enter the email settings into the Webmaster.
This includes the SMTP IP address, the controller's email address, and the method used to send the emails.

Choose **Modem** if it's a dial-up ISP, **Ethernet** if it's on a LAN.

The SMTP port should be left at the default, unless the ISP uses a different one.
The ISP provides this information. If the controller is on a LAN, then the IT administrator can provide this information.
Remember, the Webmaster cannot send emails without an SMTP address.

| E-Mail & Cell Phone Settings | | Description |
|---|---|---|
| SMTP IP Address: | sample.smtp.net | Assigned by ISP. |
| SMTP Port: | 25 | Assigned by ISP. |
| Controller E-Mail Address: | demo@walchem.com | Assigned by ISP. |
| Send EMail Via: | ○ Ethernet  ◉ Modem | |

If your ISP requires authentication, go to the Advanced Communications page, about halfway down under "Authenticated Settings", check the box for "Use ASMTP for emails". Also, enter the appropriate information for ASMTP, including user name and password:

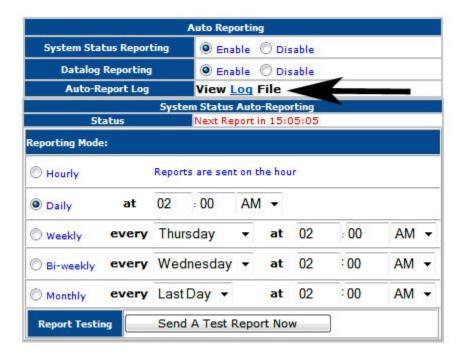| ASMTP Settings: | | Description |
|---|---|---|
| ASMTP User Name: | asmtp@testisp.com | |
| ASMTP Password: | password | |
| Use ASMTP for Email: | ☑ | Check if your SMTP server requires authentication |

Then go back to the Communications Page, and make sure that the SMPT IP address reflects the authentication.

You can try and send a *test email* by going to the Auto-Report page. If you're unable to send emails, then you can download the **Auto-Report Log File**:

## Auto-Reporting Menu Options

| Auto Reporting | |
|---|---|
| **System Status Reporting** | ◉ Enable  ○ Disable |
| **Datalog Reporting** | ◉ Enable  ○ Disable |
| **Auto-Report Log** | **View Log File** ⬅ |
| **System Status Auto-Reporting** | |
| **Status** | Next Report in 15:05:05 |

**Reporting Mode:**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ○ Hourly | | Reports are sent on the hour | | | | | |
| ◉ Daily | **at** | 02 | : 00 | AM ▾ | | | |
| ○ Weekly | **every** | Thursday ▾ | **at** | 02 | : 00 | AM ▾ | |
| ○ Bi-weekly | **every** | Wednesday ▾ | **at** | 02 | : 00 | AM ▾ | |
| ○ Monthly | **every** | Last Day ▾ | **at** | 02 | : 00 | AM ▾ | |
| **Report Testing** | Send A Test Report Now | | | | | | |

You can then check the following list for troubleshooting based on the error message:

| Error Message | Cause | Possible Corrective Actions |
|---|---|---|
| Invalid or No Email Address | The "Send To" email is blank | Fill in a valid email address to receive the reports |
| Phone Line Busy | The phone line is busy | Cycle power to free up modem<br>Disconnect Direct Modem connection |
| Message Forward Failed | Slave can connect to master but failed to send message | Master is busy doing something else, it will try again |
| SMTP Connect Failed, OR Invalid or no SMTP address | Can't connect to server | Make sure SMTP IP address is correct<br>Use ASMTP when required<br>Use correct ISP phone numbers |
| Cannot get SMTP Host IP | DNS Problems | Check with ISP for DNS problems<br>Change to numeric SMTP IP |
| Modem Response Timeout | WebMaster modem issue | Cycle power on controller to reinitialize modem<br>Replace modem |
| Login Script Error | Unable to log on with ISP | Use active user name and password<br>Reinstate ISP dialup account<br>Use correct ISP phone numbers |
| Master Message Box Full | Emails in network failed several times<br>Slaves sending emails simultaneously<br>Bug in old RS232 ("7" series) code | Cycle power to clear error, then sent email to see error message<br>Stagger reports<br>Upgrade software to v21 or higher |
| SMTP send failed | Lost connection to smtp server, or packets were corrupt between the controller and server | Check physical connections |
| SMTP receive error | While communicating back, the SMTP server stops responding | ISP problem |
| Not enough memory for SMTP | Unable to allocate memory for datalog or system summary attachment. | The disk must not have enough room. Unneeded files need to be removed. This should not happen in normal circumstances, the system is designed to never get full. |
| Can't create SMTP socket | A TCP socket can not be created for the SMTP connection | This would generally be a low memory condition on the controller, similar to "Not enough memory for SMTP". Unneeded files need to be removed. This should not happen in normal circumstances, the system is designed to never get full. |
| SMTP internal error | Either the email address for delivery (TO address) was not accepted (there would be a note to that effect in the smtp log) OR there was an unknown error keeping the controllers mail "program" from finishing. | Verify that the email address for delivery is correct. |
| No Attachment file | If the attachment could not be copied, or open it is not sent. It is possible that a log does not exist for instance. | Verify that the attachment you were expecting does indeed exist. |