Configuring and testing email delivery

This tutorial is compatible with Esia Galaxy, Infinity and Mercury versions higher than 3.2.6.

Test sending emails

The plugin that sends the alerts is called send_mail_html.pl

Since version 3.2.6 it has included diagnostic tools.

Here is the help for this plugin:

```
Usage: send_mail.pl -e <id_error> -t <to> -c <esia config file>
SEND MAIL: sends an email alert
   -e | --error       <string>  error identifier in the database
                                  can specify "test" to test the parameters
                                  possibility of specifying "min" to test
with a database error
   -t | --to    <string>  list of recipient emails (separated by ',')
   -c | --config        <path>    Esia configuration file (default:
/etc/esia/esia.conf
   -d | --disable-hello Disables sending of Hello
        -s | --ssl force SSL activation
   D | --debug enables debug mode
   -v | --verbose       <integer> modifies the debug mode verbosity level
(default: 1)
                                      if equal to 2, enables SMTP client
debugging
   -h | --help displays this help
```

To test the SMTP parameters, I can use this command:

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```
/usr/local/esia/plugins/alerting/send_mail_html.pl -e test -t
example@mail.com
```

Normally, if all goes well, I'll get the following output:

```
successful sending
```

We can also activate “Debug” mode to see what happens. In this case the command will look like this:

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```
/usr/local/esia/plugins/alerting/send_mail_html.pl -e test -t
```

```
example@mail.com -D
```

And here is the corresponding output:

```
DEBUG: Load configuration file: /etc/esia/esia.conf
DEBUG: Connection to Postgresql database
DEBUG: Error ID selected test
DEBUG: Connection to SMTP server: FQDN user:xxxx@esia-sa.com from:xxxx@esia-
sa.com helo:xxxx.esia-sa.com
DEBUG: Secure mode
DEBUG: Authentication
DEBUG: SMTP connection success
DEBUG: Send test email
DEBUG: Email format and encoding
DEBUG: to example@mail.com subject Test alerting esia
DEBUG: Email sent
successfully sent
```

Possible errors and how to resolve them

Connection DB Failed

The error displayed will look like this

```
DBI connect('database=esia;host=localhost;port=5432','esia',...) failed:
FATAL: password authentication failed for user "esia"
FATAL: password authentication failed for user "esia" at ./send_mail_html.pl
line 110.
Connection DB Failed at ./send_mail_html.pl line 110.
```

So there is a parameter error in the configuration file (here: the password is wrong). You therefore need to change the parameters in the /etc/esia/esia.conf file (if you are in a default config). Note that the parameters used in this file are the same as for the main daemon.

Could not connect to server

The causes of the problem are:

- The server IP entered is incorrect.
- The Esia server cannot resolve the DNS name (to check the DNS configuration use: nslookup +FQDN).
- The port entered is incorrect or not open.
- The SSL parameters are not configured: if you have entered port 25 and SSL is required. Test with the following command line: send_mail_html.pl -e test -t example@mail.com –ssl

You can now reconfigure your email settings with the command

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```
 usage: esia-configure -S mail [-u <user>] [-p <password] [-r
<relayhost>:<port>] [-f <from>]
```

Could not authenticate

The plugin cannot authenticate, check your login and password settings

No data found

The error ID does not exist in the Esia database (table: esia_error_happen). Try with another ID or with the parameter -e min

Esia config file not found

The plugin cannot find the Esia configuration file (by default, it is located in /etc/esia/esia.conf). Check your -c parameter

The plugin does not stop

It can happen that the plugin doesn't stop. The most likely cause is that the mail server doesn't understand the end of mail characters. This is often due to a charset problem. The plugin sends the email in UTF-8.

To stop the plugin, type ctrl+c in your terminal to regain control. Then type the following command to display the responses from your mail server (Debug mode with a verbosity of 2)

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```
/usr/local/esia/plugins/alerting/send_mail_html.pl -e test -t
example@mail.com -D -v 2
```

You will get the following output that you can transfer to Esia support.

```
DEBUG: Loading the configuration file: /etc/esia/esia.conf
DEBUG: Connection to Postgresql database
DEBUG: Error ID selected test
DEBUG: Connection to SMTP server: xxxxxx:465 user:xxxxxx@esia-sa.com
from:xxxxxx@esia-sa.com helo:xxxxx.esia-sa.com
DEBUG: Secure mode
Net::SMTP::SSL>> Net::SMTP::SSL(1.04)
Net::SMTP::SSL>> IO::Socket::SSL(2.044)
Net::SMTP::SSL>> IO::Socket::IP(0.37)
Net::SMTP::SSL>> IO::Socket(1.38)
```

```
Net::SMTP::SSL>> IO::Handle(1.36)
Net::SMTP::SSL>> Export(5.72)
Net::SMTP::SSL>> Net::Cmd(3.08_01)
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 220 GARM-106R006 Thursday, February
25, 2021
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> EHLO xxxx.esia-sa.com
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250-XXX SMTP PROXY Hello
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250-SIZE 104857600
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250-ENHANCEDSTATUSCODES
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250-AUTH LOGIN PLAIN
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250-AUTH=LOGIN PLAIN
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250 8BITMIME
DEBUG: Authentification
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> AUTH LOGIN
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 334 BXNlcm4hbWU0
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> ZGW2YWxlcnRCZXApYS7zYS8jb10=
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 334 UGFzc2dicmQ9
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> ZGV2YWxAcnQpMDIx
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 235 2.7.0 Authentication successful
DEBUG: Connexion SMTP success
DEBUG: Envoi email de test
DEBUG: Format et encodage de l'email
DEBUG: to example@mail.com subject Test alerting esia
DEBUG: Envoi de l'email
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> MAIL FROM:<xxxxxx@esia-sa.com>
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250 2.1.0 Ok
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> RCPT TO:<example@mail.com>
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250 2.1.5 Ok
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> DATA
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 354 End data with <CR><LF>.<CR><LF>
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> To: example@mail.com
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> From: xxx@esia-sa.com
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> Content-Type: text/html;
charset="UTF-8"
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> X-Mailer: Perl Sendmail
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> Subject: Test alerting esia
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> Your email test was successful
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> <CR><LF>.<CR><LF>
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> .
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 250 2.0.0 Ok: queued as ACC8E1B75F2EE
Net::SMTP::SSL=GLOB(0x5647b2fac010)>>> QUIT
Net::SMTP::SSL=GLOB(0x5647b2fac010)<<< 221 esia-sa.com Service closing
transmission channel
envoi réussi
```

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