

BeAware Corporate Edition

PC Alerts Not Working

If your email alerts are not being received, usually one of the following items needs to be checked.

- 1) Make sure that your emails are not being filtered to your Junk email folder. All alerts sent from BeAware have the following Subject line: "New Activity Alert from BeAware."
- 2) Is SSL installed on the BeAware Server machine? If so, email alerts will not work. The alert messages can only be sent from a machine / server that is not using SSL.
- 3) Outgoing SMTP Settings – This can be found by clicking on "PC Configure Button (bottom right)" > Activity Alerts

These settings are set up the same way that you would set up an email client to send emails. You must use a valid outgoing email account / email server. You can either use your own email address or create a new email address.

If your outgoing server requires a username and password, you must make sure they are entered into the Username and Password fields.

If your outgoing email server does NOT require a username and password, the Username and Password fields must be left empty. Entering any information into any of these fields will cause your alerts email to fail.

If you are unsure what your SMTP settings need to be, you will need to contact the person at your company that handles your email accounts or your email provider.

- 4) When entering the email addresses for alerts to be sent to, verify that the email addresses are correct. If entering multiple email addresses, they must be separated by a comma (,).

- 5) If you are using a firewall, you must make sure that port 25 (SMTP Port) is not blocked from your BeAware Server machine, otherwise your alerts can not be sent.

If you have checked the above and alerts are still not going through, please contact us back.