



E-mail Notification

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1: Basic overview

Improve efficiency in your business environment with Brother's E-mail Notification feature that will automatically notify users of any problems, such as paper replacement or low toner.

Brother's networked laser products will automatically e-mail a nominated contact in the office to warn them of a potential problem when the machine has an error.

This time saving feature allows staff to resolve any errors very quickly, often before the rest of the office are even aware there is an issue.

2: Benefits

- Improve efficiency
- Lower administration
- Potentially save costs

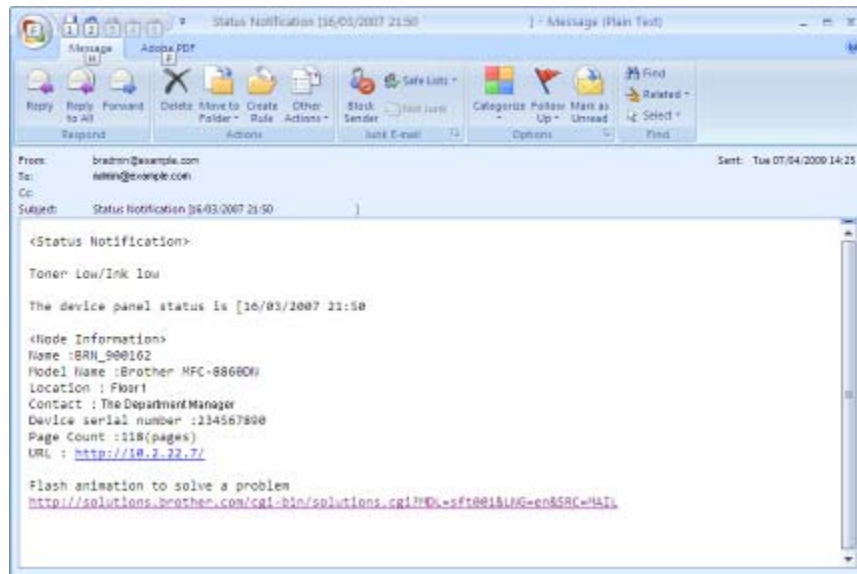
3: E-mail notifications in practice

A busy telecommunications company has various departments and previously had to store their own consumables with staff in each department managing their own requirements. This was proving to be both a space and time consuming activity which they could not afford. By using e-mail notification the company can now store their consumables centrally for all departments. When a machine is starting to run low on toner an e-mail is automatically sent to stores and a new cartridge can be sent out before the old one runs out. This has provided a much more efficient service for the end user and consumables are not stored needlessly around the site



4: Using e-mail notifications

Once e-mail notifications have been setup the nominated e-mail address will automatically receive an e-mail from the device which is experiencing a problem, like the one shown below. It will contain a basic description of the error along with information of where to find the machine (such as its location and main point of contact if these details have been configured).



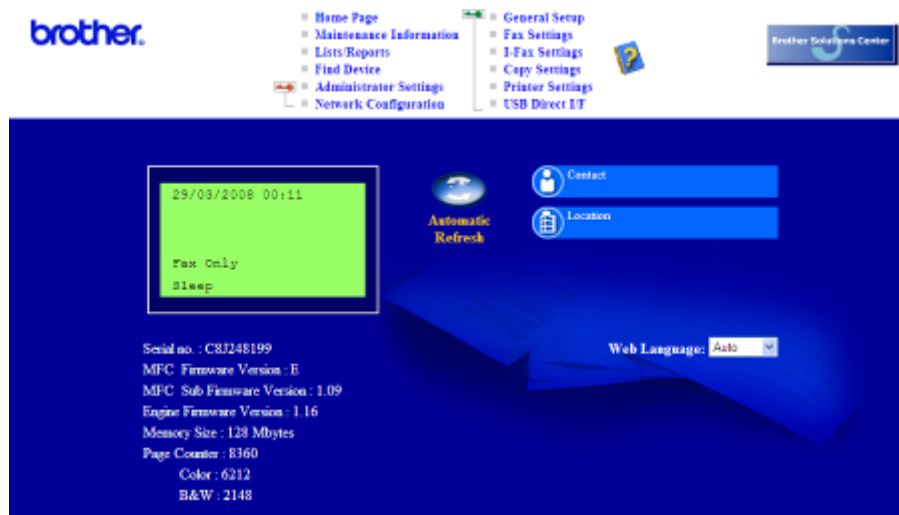
These e-mails can be configured to be sent immediately, after a predetermined number of minutes or when the error occurs after a predetermined number of times. It is also possible to nominate a second e-mail address and have it be notified about the same or different types of errors. This is useful for example if you want a network manager to be notified of major problems but their assistant to be notified about everything.

Brother offers users the flexibility to apply these configurations either through each device's internal webpage (Embedded Web Server) or through Brother's network management applications like BRAdmin. Applications like BRAdmin enable e-mail notifications to be configured to multiple devices at the same time and to only specific models only.

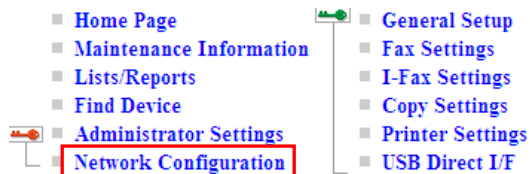
Instructions for how to do this and more are shown in the next few chapters.

5: How to configure e-mail notifications using the Embedded Web Server (EWS)

Step 1: Open a web browser and type in the 'IP Address' or 'Node Name' of the Brother machine you want to receive e-mail notifications from. The machines internal website should load.



Step 2: Click 'Network Configuration' from the list of options at the top (menu items will differ slightly depending on model used).



Step 3: Enter your user name and password if prompted to do so.

Step 4: If your Brother device has both a wired and wireless interface select which one you are using then click '**Configure Notification**'.

Network Configuration

[Wired](#) [Wireless](#)

Ethernet 10/100BASE-TX (Active)

Node Type: NC-6500h
 Node Name: [BIEMF032](#)
 Firmware Version: 0.38
 Ethernet Address: 00-80-77-d2-79-10

- [Configure TCP/IP](#)
- [Configure NetBIOS](#)
- [Configure Protocol](#)
- [Configure Notification](#)
- [Configure E-mail reports](#)
- [Configure Service](#)
- [Configure Ethernet](#)
- [Printer Port Status](#)
- [Configure Wireless](#)
- [Configure Interface](#)
- [Configure Certificate](#)
- [Print Network Configuration](#)
- [Reset PrintServer](#)
- [Set Default](#)
- [Console](#)
- [Password & Contact](#)
- [Configure Firmware Reload](#)

Step 5: Check that both the '**SMTP Server Address**' and '**Printer E-mail Address**' are OK. If they are then proceed to the next step. If not then click on either of them to add the correct details (they take you to the same place so it does not matter which one you click). You will be taken to a web page which enables you to configure how your Brother machine connects to your companies e-mail server. Further instructions are given in chapter 5.1 on page 8.

Configure Notification

SMTP Server Address [10.23.1.104](#)

Printer E-mail Address [email@example.com](#)

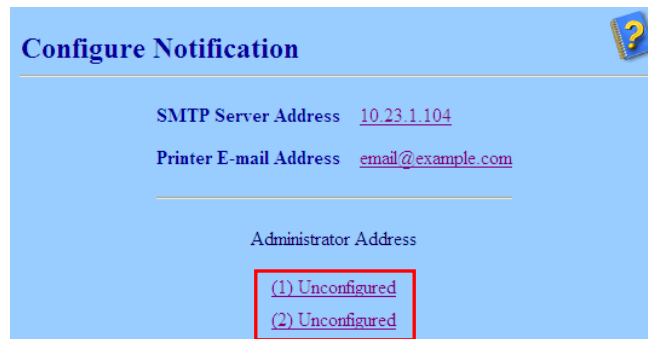
Administrator Address

(1) [Unconfigured](#)

(2) [Unconfigured](#)

Step 6: In most cases you can nominate up to two different e-mail addresses. You can select whether you want them to receive the same kind of notifications or different ones. This is great if you want an administrator's assistant to receive most errors and the administrator manager to only receive critical errors for example.

Click either of them to get started.



Configure Notification

SMTP Server Address [10.23.1.104](#)

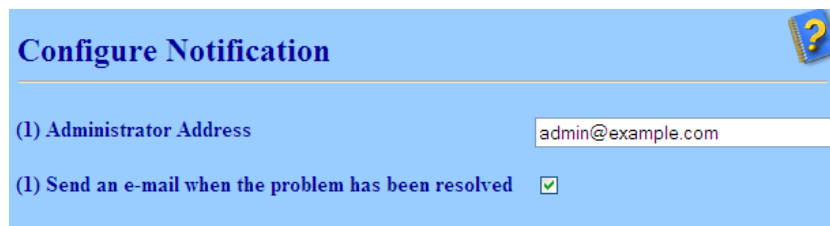
Printer E-mail Address [email@example.com](#)

Administrator Address

[\(1\) Unconfigured](#)

[\(2\) Unconfigured](#)

Step 7: Enter the nominated e-mail address and select if want it to receive an additional e-mail to confirm when the problem has been resolved



Configure Notification

(1) Administrator Address

(1) Send an e-mail when the problem has been resolved

Step 8: From here you can select which type of problems you want to be notified about and the frequency that they are sent. You can select to be notified:

- Every time the selected problem occurs
- Only when the problem occurs after a specified number of times (for example you may only want to be notified if a paper jam occurs more than 10 times).
- After a specified number of minutes (for example it might not be necessary to be told each time a machine runs out of paper unless it is not refilled after a specified number of minutes).

Specify when an e-mail is sent: 'Never' send an e-mail, 'Always' send an e-mail, the number of 'times' the problem must occur before an e-mail is sent or the number of 'minutes' the device should remain in an error state before an e-mail is sent.

Type of error setting	Never	Always	Times	Minutes
Cover Open	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Paper Jams	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Toner Low	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Toner Life End	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Change Drum	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Consumable Warnings (user repairable)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Consumable Errors (user repairable)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Consumable Warnings (requires Service Engineer)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Consumable Errors (requires Service Engineer)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Memory Errors	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Paper Input Errors	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Paper Output Errors	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Installation Errors	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Hardware/Mechanical Errors	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>
Miscellaneous Errors	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="text"/>	<input type="radio"/> <input type="text"/>

Cancel Submit

Step 9: Once you are happy with you configurations click '**Submit**'.

Step 10: The e-mail address which you previously nominated should now be displayed. To edit this at any time simply click on it.

Configure Notification

SMTP Server Address [10.23.1.104](#)

Printer E-mail Address [email@example.com](#)

Administrator Address

(1) [admin@example.com](#)

(2) [Unconfigured](#)

Step 11: E-mail notifications are now configured

5.1: Configuring SMTP information through an Embedded Web Server (EWS)

For e-mail notifications to work the device you configured them on must be able to contact a SMTP or POP3 server.

This chapter assumes that you have accessed it from the e-mail notifications page by clicking either the '**SMTP Server Address**' link or '**Printer E-mail Address**' link from the notification settings window.

Configure POP3/SMTP

Status: Enable

SMTP Server Address: 10.23.1.104

SMTP Port: 25

SMTP Server Authentication Method: none
 SMTP-AUTH
 POP before SMTP

SMTP-AUTH Account Name:

SMTP-AUTH Account Password: Enter password:
 Retype password:

Printer E-mail Address: [email@example.com](#)

POP3 Server Address: 0.0.0.0

POP3 Port: 110

Mailbox Name:

Mailbox Password: Enter password:
 Retype password:


Using APOP

Segmented Message Timeout: 120 min

LFAX Settings:

Cancel Submit

Step 1: Enter the SMTP server address and port number. If you do not know this information then you will need to contact your systems administrator.

Configure POP3/SMTP 	
Status	Enable
SMTP Server Address	10.23.1.104
SMTP Port	25

Step 2: Specify the authentication type, if any, and enter an account name and password. This could be for example a user that is listed within Microsoft® Active Directory.

SMTP Server Authentication Method	<input checked="" type="radio"/> none <input type="radio"/> SMTP-AUTH <input type="radio"/> POP before SMTP
SMTP-AUTH Account Name	user1
SMTP-AUTH Account Password	Enter password <input type="password" value="••••••"/> Retype password <input type="password" value="••••••"/>

Step 3: Give your printer an e-mail address.

Printer E-mail Address	email@example.com
------------------------	-------------------

Step 4: If your e-mail server also uses POP3 then enter its address and port number in here. Again if you do not know this information then you must contact your systems administrator.

POP3 Server Address	10.2.1.105
POP3 Port	110

Step 5: Enter your POP3 server credentials (which again could be a user within Microsoft® Active Directory) and select if it uses APOP. APOP offers a more secure way of connecting to a POP3 server.

Mailbox Name	user1
Mailbox Password	Enter password <input type="password" value="••••••"/> Retype password <input type="password" value="••••~•"/>
<input type="checkbox"/> Using APOP	

Step 6: If a print job is separated into multiple email messages using the segmented message feature of the print server, this value indicates how long the print server will wait for all of the segments of the message to arrive. Specify this time here.

A screenshot of a configuration field labeled "Segmented Message Timeout" with a text input box containing the number "120" and the unit "min".

Step 7: When you have finished click the **'Submit'** button.

A screenshot showing two buttons: "Cancel" and "Submit".

Step 8: The following message will temporarily appear if your settings have been successfully applied. If not then you will be returned back to the main SMTP/POP3 configuration page. If you are sent back then check your details and ensure that you have not left anything out. On some models you may have to click the **'Back'** button on your browser as it may stay on the error message page.

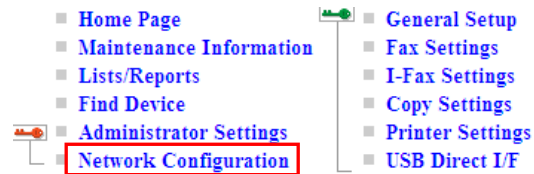
A screenshot of a success message box with a dark blue border and a light blue background. The text "Data updated successfully" is centered in the box. Above the box, the text "Network Configuration" is visible in a yellow box.

Step 9: You will then be given the opportunity to test you new settings by getting your device to send you a test e-mail. To do this select the appropriate options and enter a valid e-mail address. Click **'Submit'** when you have done this.

A screenshot of the "Test E-mail Send/Receive Configuration" page. It features a title bar with a question mark icon. Below the title, there are three checked checkboxes: "Test E-mail Send Configuration", "Send test E-mail", and "Test E-mail Receive Configuration". A text input field for "Destination E-mail Address" contains "test@example.com". At the bottom, there are "Cancel" and "Submit" buttons.

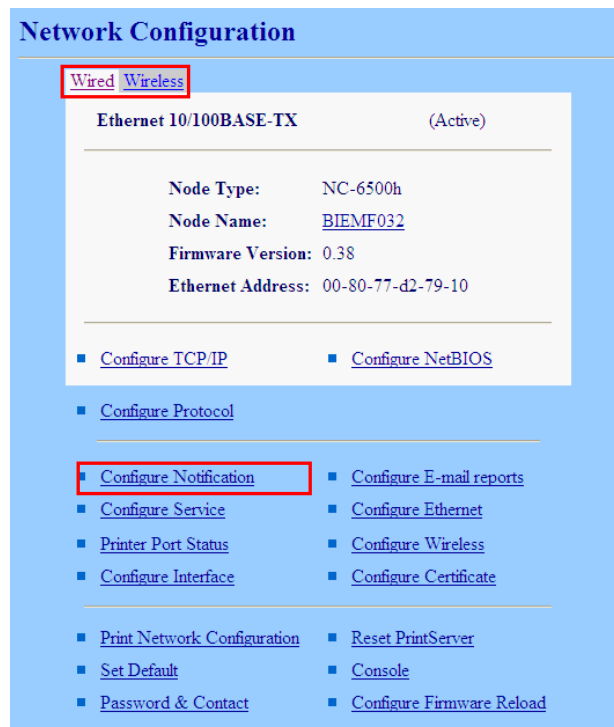
Step 10: You will receive a message to tell you if this was successful or not. If it was then you will need to navigate yourself back to the e-mail notifications section (as shown in the next step). If it was not successful go back to step 11 and check that you have entered the information correctly.

Step 11: Click 'Network Configuration' from the list of options at the top (menu items will differ slightly depending on model used).



Step 12: Enter your user name and password if prompted to do so.

Step 13: If your Brother device has both a wired and wireless interface select which one you are using then click 'Configure Notification'.



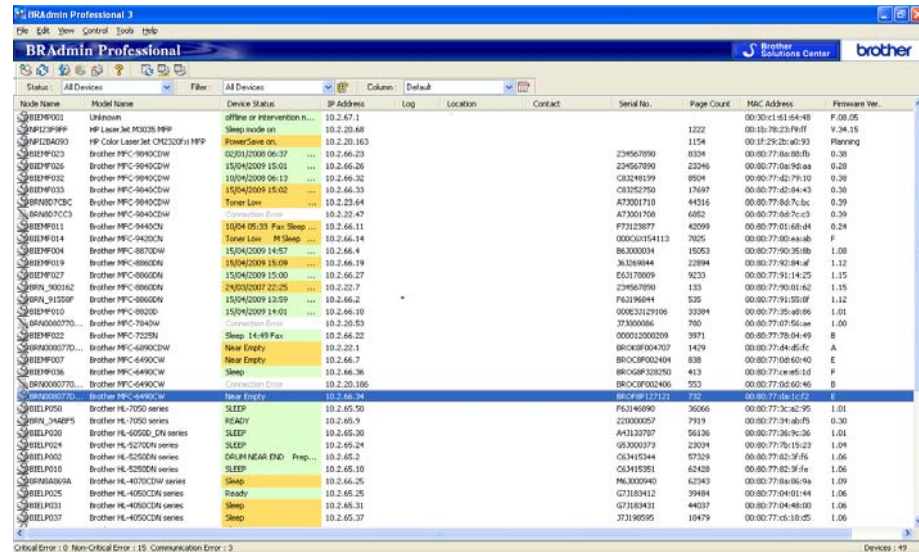
6: How to configure e-mail notifications using BRAdmin Professional 3

BRAdmin Professional 3 enables you to configure e-mail notifications for single or multiple devices at the same time.

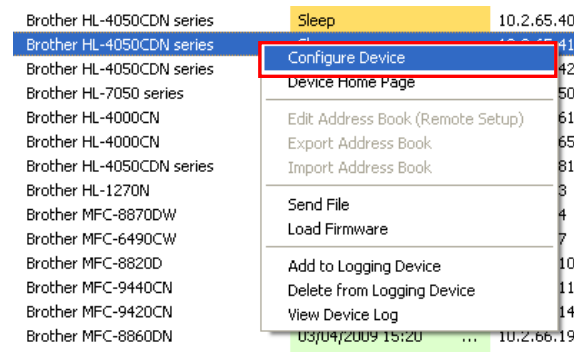
For example you may want to know when all of your Brother machines start to run low on toner and there may be one printer which you also want to know when it runs out of paper.

6.1: Configuring e-mail notifications for single devices at a time

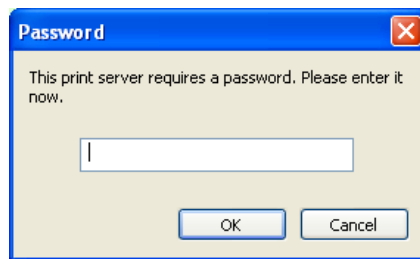
Step 1: Open BRAdmin Professional 3. You should see a list of all the printers and multifunction devices on your network.



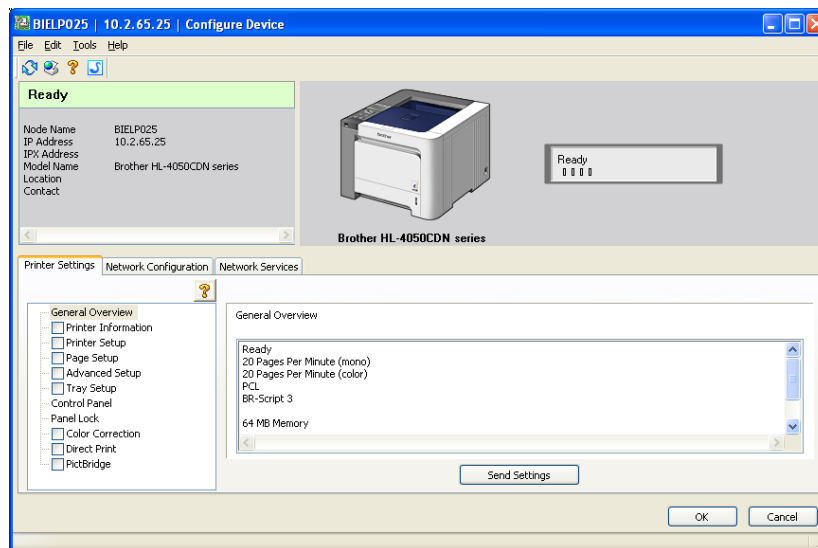
Step 2: Select which device you want to receive e-mail notifications from by right-clicking it then left-clicking 'Configure Device'.



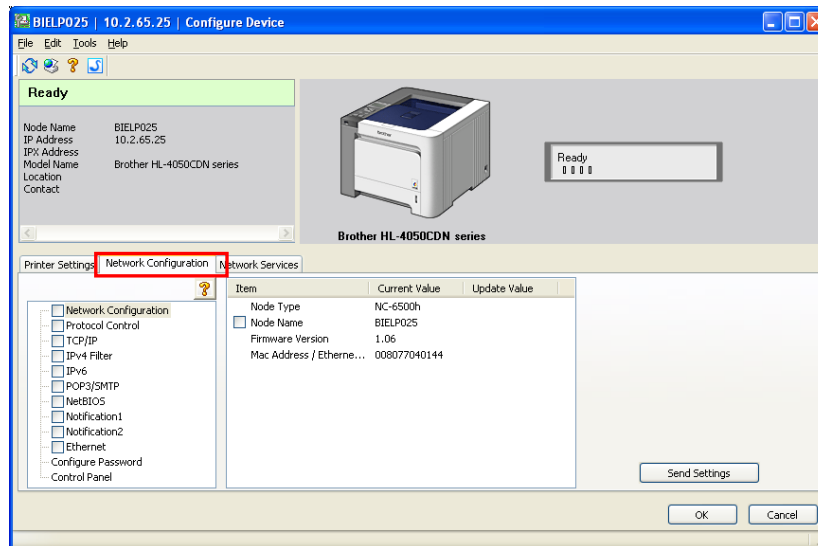
Step 3: Enter the password if requested to do so.



Step 4: After a few moments a sub configuration windows will appear.

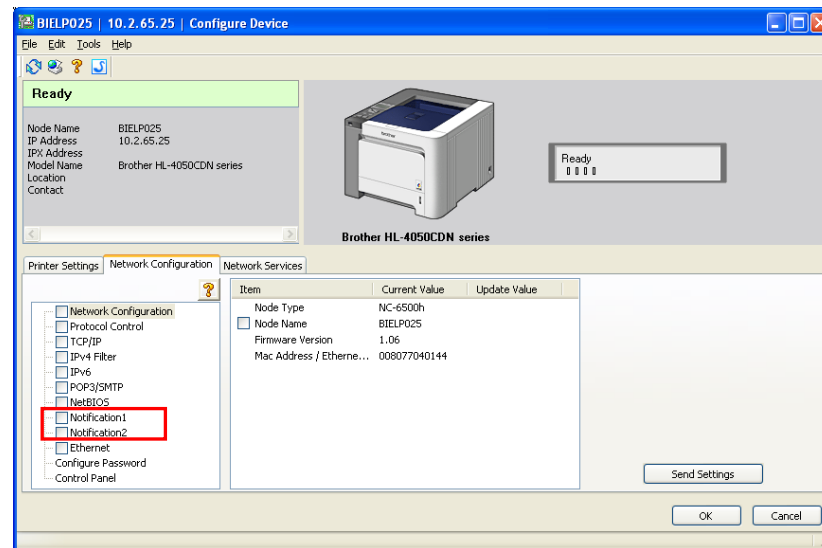


Step 5: Click the 'Network Configuration' tab.

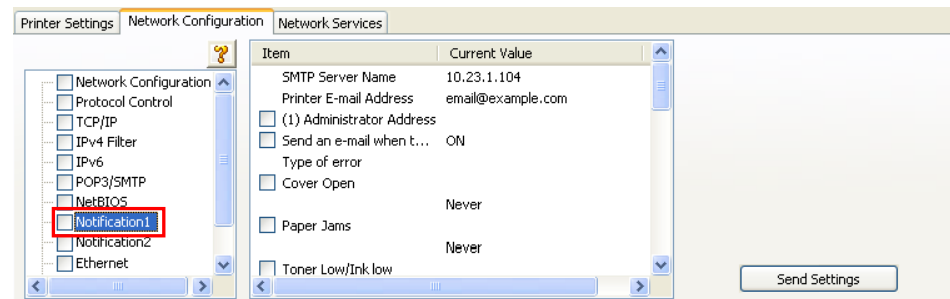


Step 6: In most cases you can nominate up to two different e-mail addresses. You can select whether you want them to receive the same kind of notifications or different. This is great if you want an administrator's assistant to receive most errors and the administrator manager to only receive critical errors.

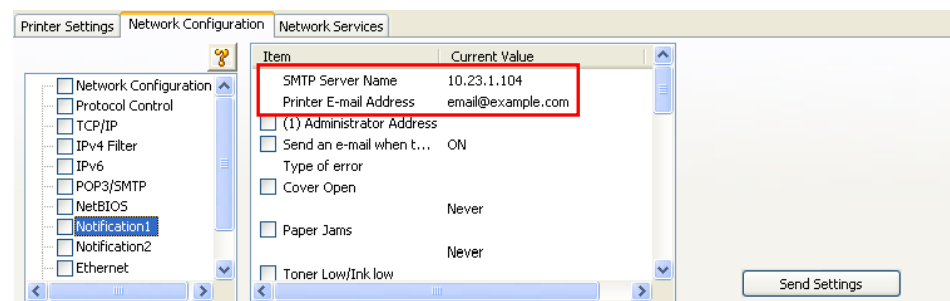
These can be seen in the left column where it says '**Notification 1**' and '**Notification 2**'.



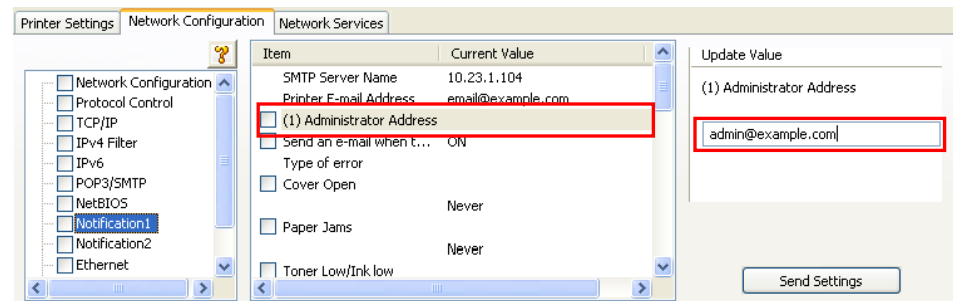
Step 7: Select either '**Notification 1**' or '**Notification 2**'.



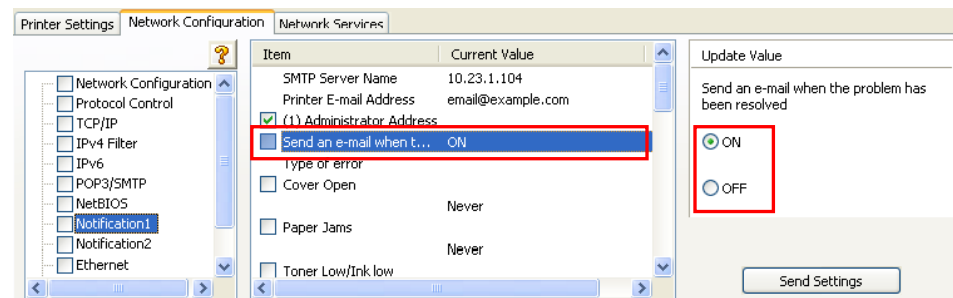
Step 8: Check that the '**SMTP Server Name**' and '**Printer E-mail Address**' are correct. If they are wrong then go to chapter 6.4 on page 32 to learn how to correct them.



Step 9: Next select 'Administrator Address' and enter the nominated e-mail address.



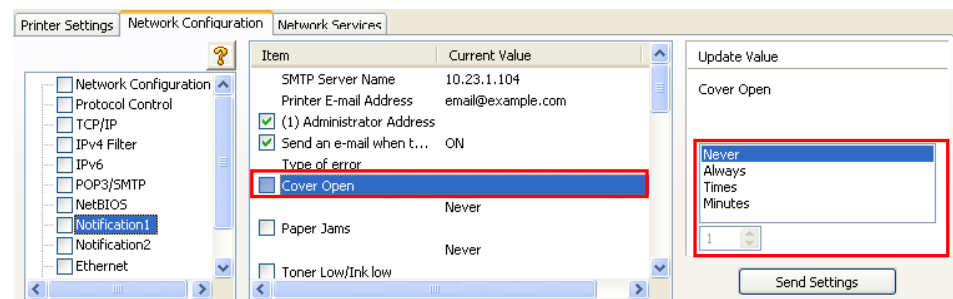
Step 10: Now choose whether you want to be alerted immediately after a problem is resolved.



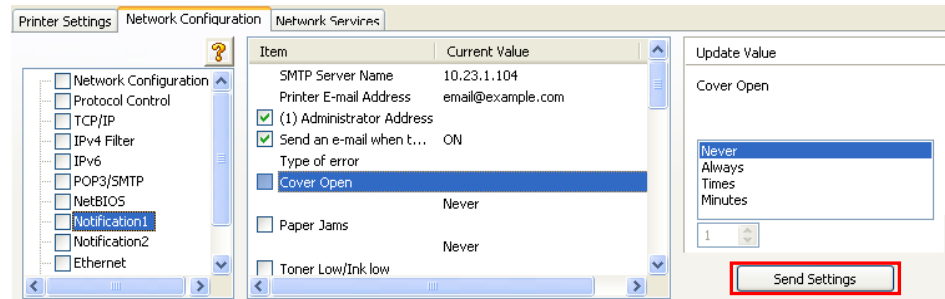
Step 11: Now it is time to select which type of problems you want to be notified about and how frequently you want to know about them. You can select to be notified:

- Every time the selected problem occurs
- Only when the problem occurs after a specified number of times (for example you may only want to be notified if a paper jam occurs more than 10 times).
- After a specified number of minutes (for example it might not be necessary to be told each time a machine runs out of paper unless it is not refilled after a specified number of minutes).

You can do this by selecting from the list of problems and making the appropriate selection from the list of items on the right hand side.



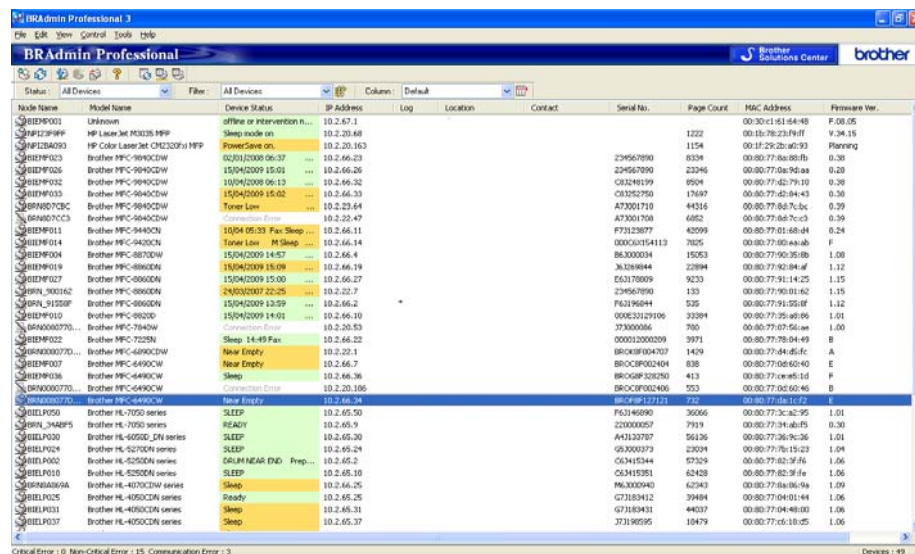
Step 12: When you have finished click the 'Send Settings' button to save your configuration.



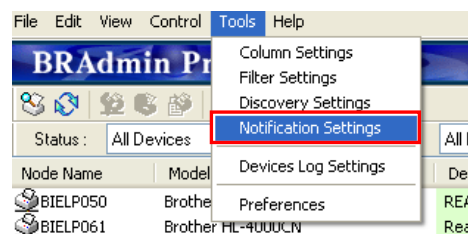
Step 13: E-mail notifications for that machine should now be applied.

6.2: Configuring e-mail notifications for multiple devices at the same time

Step 1: Open BRAdmin Professional 3. You should see a list of all the printers and multifunction devices on your network.



Step 2: Click 'Notification Settings' from the 'Tools' menu.



Step 3: Enter your organisations 'SMTP Server Name' and 'SMTP Port' number. If you do not know this information then you must contact your systems administrator.

Notification Settings

SMTP Server Name: 10.23.1.104

SMTP Port: 25

From Address:

Notification List

Name	E-mail Address
------	----------------

Add

Open

Delete

OK Cancel Help

Step 4: Enter an e-mail address (this will appear in the 'From' part of the e-mail sent you).

Notification Settings

SMTP Server Name: 10.23.1.104

SMTP Port: 25

From Address: email@example.com

Notification List

Name	E-mail Address
------	----------------

Add

Open

Delete

OK Cancel Help

Step 5: Now it is time to configure which problems you want to be notified about. To do this click 'Add'.

Notification Settings

SMTP Server Name: 10.23.1.104

SMTP Port: 25

From Address: email@example.com

Notification List

Name	E-mail Address

Buttons: Add, Open, Delete, OK, Cancel, Help

Step 6: Enter a name for your notification settings. This is because you can have more than one type of notification. For example, you may want an administrator's assistant to be notified about every error but their manager to only receive critical errors.

Notification Settings

Name Of Notification Setting: Notification 1

E-mail Address: []

Filter Select: All Devices

Add the device URL to the e-mail message

Send an e-mail message once the problem has been resolved

Ignore the device SLEEP messages

Add the Flash animation URL to the e-mail message

http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default

Override the individual device e-mail alert function

Type of error settings

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Cover Open	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Jams	0 minute/s	Send Once
<input checked="" type="checkbox"/> Toner Low/Ink low	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Toner/Replace Ink	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Drum	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Errors (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (requires Service Engineer)	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

Buttons: OK, Cancel, Help

Step 7: Enter the nominated email address.

Notification Settings

Name Of Notification Setting: Notification 1

E-mail Address: admin@example.com

Filter Select: All Devices

Add the device URL to the e-mail message

Send an e-mail message once the problem has been resolved

Ignore the device SLEEP messages

Add the Flash animation URL to the e-mail message

http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default

Override the individual device e-mail alert function

Type of error settings: Setting Set Default

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Cover Open	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Jams	0 minute/s	Send Once
<input checked="" type="checkbox"/> Toner Low/Ink low	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Toner/Replace Ink	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Drum	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Errors (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (requires Service Engineer)	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

OK Cancel Help

Step 8: If you have a filter setup select, this so that only selected machines will notify you of their problems. To learn how to setup a filter, see chapter 6.3 on page 25.

Notification Settings

Name Of Notification Setting: Notification 1

E-mail Address: admin@example.com

Filter Select: All Devices

Add the device URL to the e-mail message

Send an e-mail message once the problem has been resolved

Ignore the device SLEEP messages

Add the Flash animation URL to the e-mail message

http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default

Override the individual device e-mail alert function

Type of error settings: Setting Set Default

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Cover Open	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Jams	0 minute/s	Send Once
<input checked="" type="checkbox"/> Toner Low/Ink low	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Toner/Replace Ink	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Drum	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Errors (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (requires Service Engineer)	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

OK Cancel Help

Step 9: Further customise your e-mail notifications to by selecting one or more of the highlighted options.

Notification Settings

Name Of Notification Setting: Notification 1

E-mail Address: admin@example.com

Filter Select: All Devices

Add the device URL to the e-mail message

Send an e-mail message once the problem has been resolved

Ignore the device SLEEP messages

Add the Flash animation URL to the e-mail message

http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default

Override the individual device e-mail alert function

Type of error settings: Setting Set Default

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Cover Open	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Jams	0 minute/s	Send Once
<input checked="" type="checkbox"/> Toner Low/Ink low	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Toner/Replace Ink	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Drum	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Errors (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (requires Service Engineer)	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

OK Cancel Help

Step 10: Select this option if you want these settings to override any e-mail notification settings you may have applied to an individual device (as show how to configure in chapter 6.1 on page 12).

Notification Settings

Name Of Notification Setting: Notification 1

E-mail Address: admin@example.com

Filter Select: All Devices

Add the device URL to the e-mail message

Send an e-mail message once the problem has been resolved

Ignore the device SLEEP messages

Add the Flash animation URL to the e-mail message

http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default

Override the individual device e-mail alert function

Type of error settings: Setting Set Default

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Cover Open	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Jams	0 minute/s	Send Once
<input checked="" type="checkbox"/> Toner Low/Ink low	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Toner/Replace Ink	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Drum	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Errors (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (requires Service Engineer)	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

OK Cancel Help

Step 11: Select which problems you want to be notified about.

Notification Settings

Name Of Notification Setting: Notification 1
 E-mail Address: admin@example.com
 Filter Select: All Devices

Add the device URL to the e-mail message
 Send an e-mail message once the problem has been resolved
 Ignore the device SLEEP messages
 Add the Flash animation URL to the e-mail message
 http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default
 Override the individual device e-mail alert function
 Setting Set Default

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Cover Open	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Jams	0 minute/s	Send Once
<input checked="" type="checkbox"/> Toner Low/Ink low	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Toner/Replace Ink	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Drum	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Errors (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (requires Service Engineer)	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

OK Cancel Help

Step 12: To customise how each notification is handled select it and then click the 'Setting' button. Alternatively you can just double-click it. In the example below the 'Toner Low / Ink Low' option has been highlighted.

Notification Settings

Name Of Notification Setting: Notification 1
 E-mail Address: admin@example.com
 Filter Select: All Devices

Add the device URL to the e-mail message
 Send an e-mail message once the problem has been resolved
 Ignore the device SLEEP messages
 Add the Flash animation URL to the e-mail message
 http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default
 Override the individual device e-mail alert function
 Setting Set Default

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Cover Open	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Jams	0 minute/s	Send Once
<input checked="" type="checkbox"/> Toner Low/Ink low	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Toner/Replace Ink	0 minute/s	Send Once
<input checked="" type="checkbox"/> Replace Drum	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Errors (user repairable)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Consumable Warnings (requires Service Engineer)	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

OK Cancel Help

Step 13: If you want to be notified immediately when the problem occurs select '0' minutes. If you only want to be contacted after a specific number of minutes then enter another value. This is useful for minor problems, like paper empty, which generally get resolved straight away.

Notification Settings

Toner Low/Ink low

Delay Interval* minute/s

Send Once

OK Cancel

Step 14: If you do not want to be reminded of the error again if it does not get resolved select the 'Send Once' option. When you have configured your settings, press 'OK'.

Notification Settings

Toner Low/Ink low

Delay Interval* minute/s

Send Once

OK Cancel

Step 15: To be notified about errors which are not listed select the 'Miscellaneous Errors' option.

Notification Settings

Name Of Notification Setting: Notification 1

E-mail Address: admin@example.com

Filter Select: All Devices

Add the device URL to the e-mail message

Send an e-mail message once the problem has been resolved

Ignore the device SLEEP messages

Add the Flash animation URL to the e-mail message

<http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=:> Set Default

Override the individual device e-mail alert function

Setting Set Default

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Consumable Errors (requires Service Engineer)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Memory Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Input Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Output Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Installation Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Hardware/Mechanical Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Miscellaneous Errors	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

OK Cancel Help

Step 16: If you selected **'Miscellaneous Errors'** but want to ignore some of them, enter the error message in here. Please note that it must match the error message of the machine which generates it exactly.

Notification Settings

Name Of Notification Setting: Notification 1

E-mail Address: admin@example.com

Filter Select: All Devices

Add the device URL to the e-mail message

Send an e-mail message once the problem has been resolved

Ignore the device SLEEP messages

Add the Flash animation URL to the e-mail message

http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default

Override the individual device e-mail alert function

Setting Set Default

Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Consumable Errors (requires Service Engineer)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Memory Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Input Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Output Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Installation Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Hardware/Mechanical Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Miscellaneous Errors	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

Ignore Errors

OK Cancel Help

Step 17: When you have finished, press **'OK'**.

Notification Settings

Name Of Notification Setting: Notification 1

E-mail Address: admin@example.com

Filter Select: All Devices

Add the device URL to the e-mail message

Send an e-mail message once the problem has been resolved

Ignore the device SLEEP messages

Add the Flash animation URL to the e-mail message

http://solutions.brother.com/cgi-bin/solutions.cgi?MDL=: Set Default

Override the individual device e-mail alert function

Setting Set Default

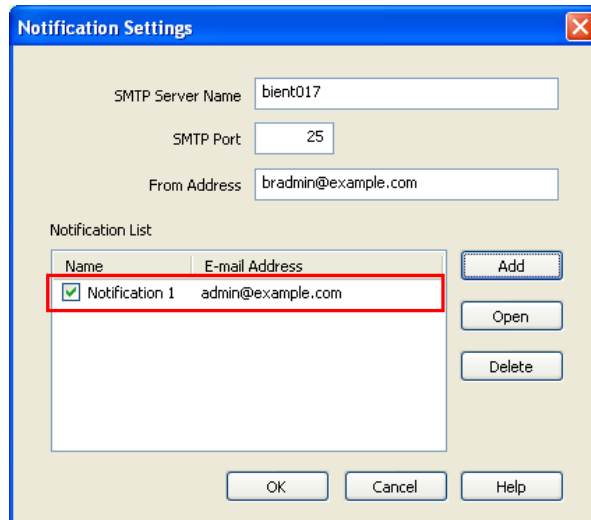
Type of error settings	Delay Interval*	
<input checked="" type="checkbox"/> Consumable Errors (requires Service Engineer)	0 minute/s	Send Once
<input checked="" type="checkbox"/> Memory Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Input Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Paper Output Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Installation Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Hardware/Mechanical Errors	0 minute/s	Send Once
<input checked="" type="checkbox"/> Miscellaneous Errors	0 minute/s	Send Once

*The delay interval is the length of time BRAdmin will wait for, before sending an alert.

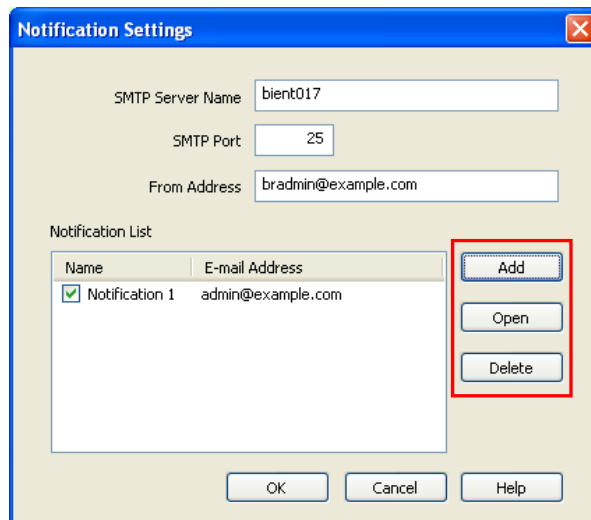
Ignore Errors

OK Cancel Help

Step 18: Your new notification setting is now ready. For it to be active you must ensure that it has been selected.



Step 19: You can add, remove or edit notification settings at anytime the highlighted buttons.

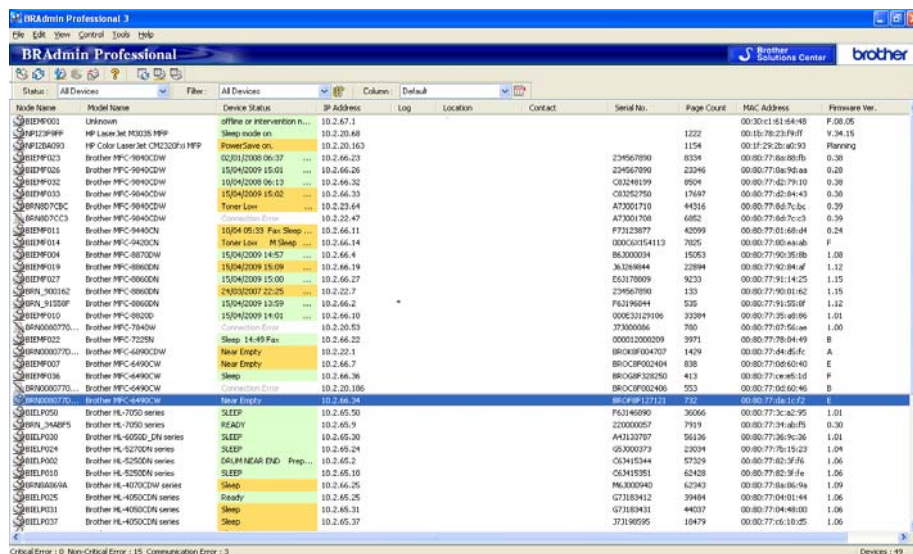


6.3: Creating a filter

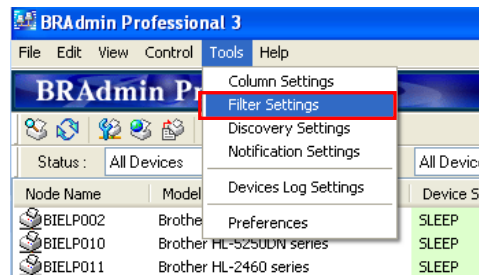
BRAdmin Professional 3 is capable configuring e-mail notification settings to single or multiple devices at the same time. When you configure multiple devices at the same time it is possible to exclude some of them so that you do not receive notifications from every single one.

To do this you must apply a filter. These instructions show you how to do it.

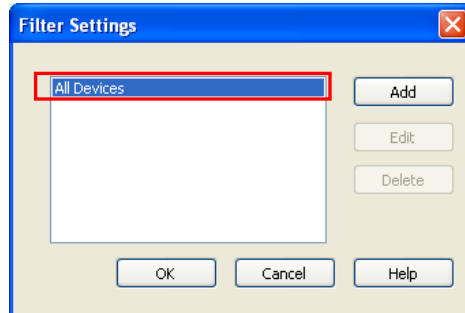
Step 1: Open BRAdmin Professional 3



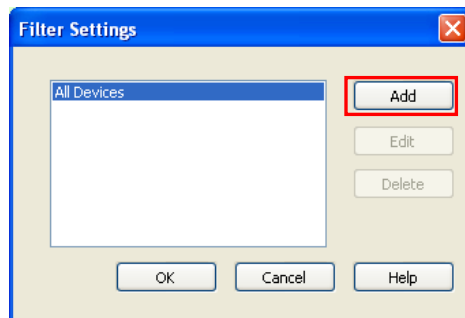
Step 2: Click 'Notification Settings' from the 'Tools' menu.



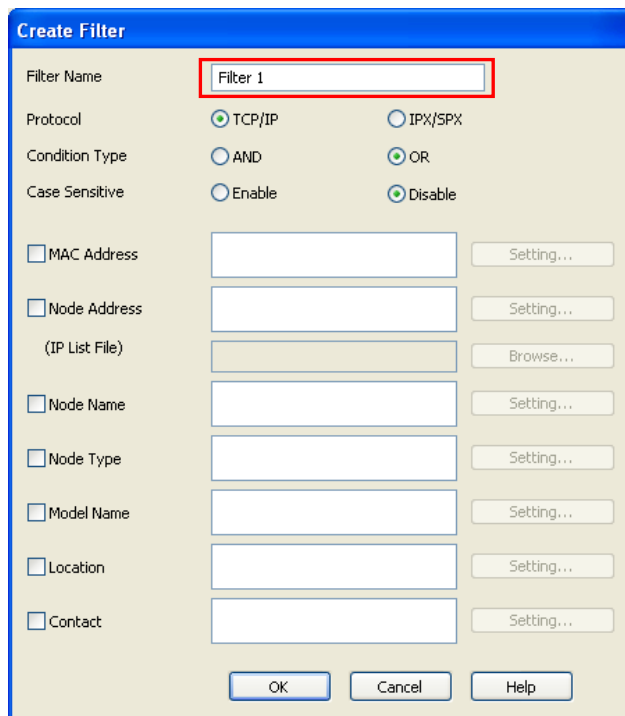
Step 3: There is automatically a filter setup which see's all devices. This filter cannot be removed.



Step 4: Click 'Add' to begin building you new filter.



Step 5: Enter a name for your filter (this is because you can configure more than one).



Step 6: Select which protocol you want your filter to see. TCP/IP is the most widely used.

Create Filter

Filter Name: Filter 1

Protocol: TCP/IP IPX/SPX

Condition Type: AND OR

Case Sensitive: Enable Disable

MAC Address [] Setting...

Node Address [] Setting...

(IP List File) [] Browse...

Node Name [] Setting...

Node Type [] Setting...

Model Name [] Setting...

Location [] Setting...

Contact [] Setting...

OK Cancel Help

Step 7: Select the condition 'And' or 'Or'. How do these work? Consider the following scenario:

- Location, Floor 1 **and** Model Name, HL-2170W = BRAdmin will only see HL-2170W printers which are located on the 1st floor
- Location, Floor 1 **or** Model Name, HL-2170W = BRAdmin will see every printing device on floor 1 and every HL-2170W that is connected to the network.

The image shows a 'Create Filter' dialog box with the following fields and options:

- Filter Name: Filter 1
- Protocol: TCP/IP, IPX/SPX
- Condition Type: AND, OR (highlighted with a red rectangle)
- Case Sensitive: Enable, Disable
- MAC Address: [Text Field] [Setting...]
- Node Address: [Text Field] [Setting...]
- (IP List File): [Text Field] [Browse...]
- Node Name: [Text Field] [Setting...]
- Node Type: [Text Field] [Setting...]
- Model Name: [Text Field] [Setting...]
- Location: [Text Field] [Setting...]
- Contact: [Text Field] [Setting...]

Buttons at the bottom: OK, Cancel, Help

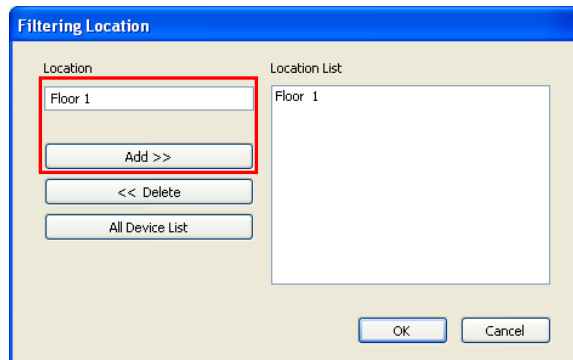
Step 8: Select if you want your filter to be case sensitive or not.

The screenshot shows the 'Create Filter' dialog box. The 'Filter Name' is 'Filter 1'. The 'Protocol' is 'TCP/IP'. The 'Condition Type' is 'OR'. The 'Case Sensitive' options are 'Enable' and 'Disable', with 'Disable' selected and highlighted by a red box. Below this are several filter criteria, each with a checkbox and a 'Setting...' button: MAC Address, Node Address, (IP List File), Node Name, Node Type, Model Name, Location, and Contact. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

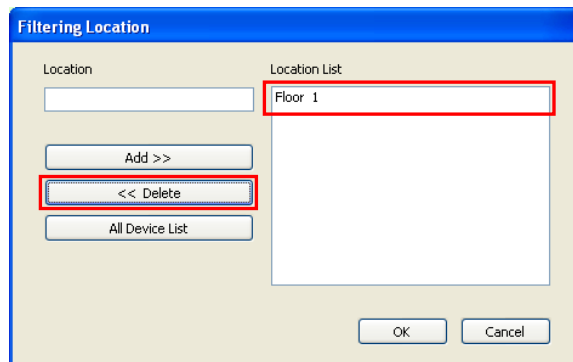
Step 9: Select how you want to create your filter. In the example below only devices which are on the '**Floor 1**' will be visible. You can enter your filter directly into the white spaces or you can click the '**Setting**' button for further help.

This screenshot is identical to the previous one, but with a red box highlighting the filter criteria section. This section includes checkboxes for 'MAC Address', 'Node Address', '(IP List File)', 'Node Name', 'Node Type', 'Model Name', 'Location', and 'Contact', each followed by a text input field and a 'Setting...' button. The 'OK', 'Cancel', and 'Help' buttons are at the bottom.

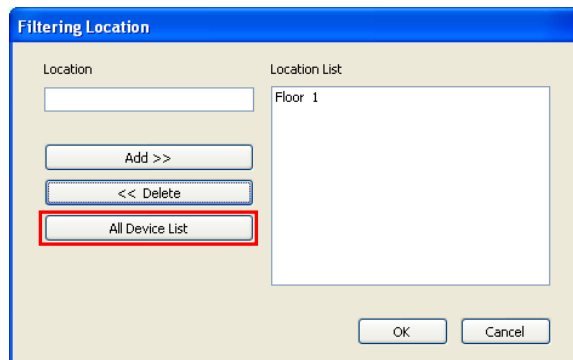
Step 10: Enter the location into the location bar then click 'Add'.



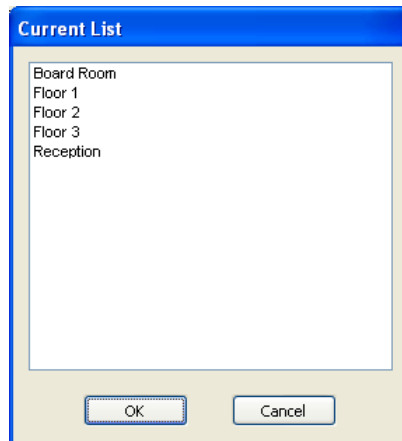
Step 11: To remove a location select it then click 'Delete'.



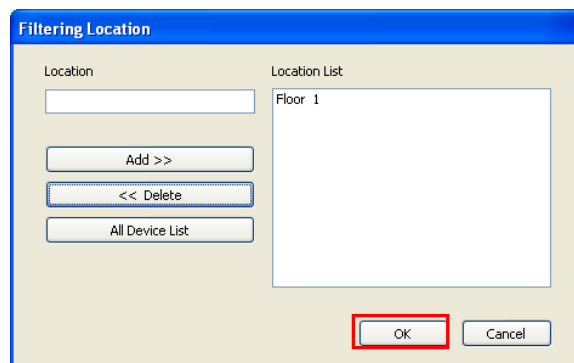
Step 12: For additional support if you want to view the location of each device on your network click 'Add Device List'.



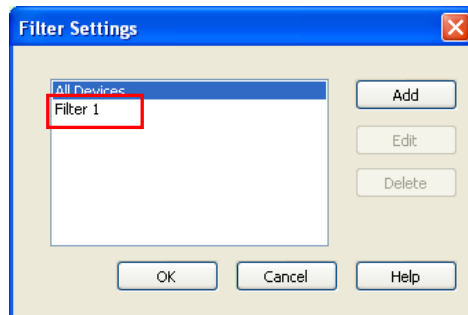
Step 13: Select which location you want to add to your filter then click 'Add'.



Step 14: Click 'OK'.



Step 15: Your new filter will now appear. You can remove or edit this filter at any time or make another one using the buttons to the right of the dialogue box.

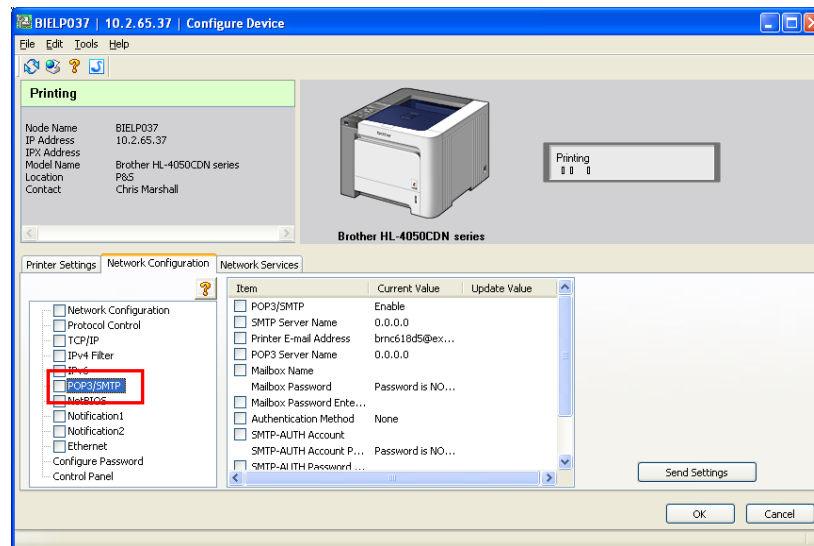


6.4: Configuring SMTP information through BRAdmin Professional 3

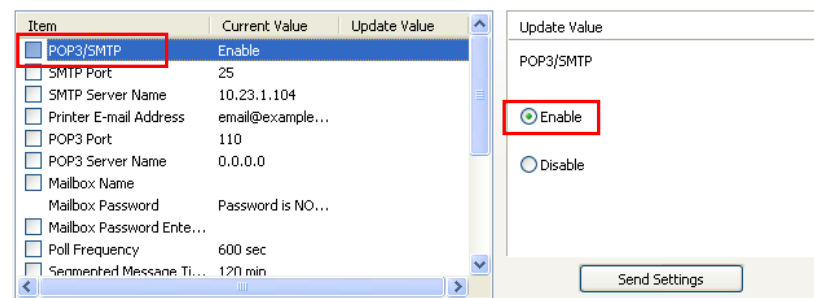
These instructions show you how to configure every option within POP/SMTP. Most users will not have to configure them all at the same time therefore when you have finished simply click the **'Send Settings'** button to apply your configurations.

If you do not know the information requested in this document then you must request it from your systems administrator.

Step 1: Select 'POP3/SMTP'.



Step 2: Click 'POP3/SMTP' and select 'Enable'.



Step 3: Click 'SMTP Port' then select your port number.

Item	Current Value	Update Value
<input type="checkbox"/> POP3/SMTP	Enable	
<input checked="" type="checkbox"/> SMTP Port	25	
<input type="checkbox"/> SMTP Server Name	10.23.1.104	
<input type="checkbox"/> Printer E-mail Address	email@example...	
<input type="checkbox"/> POP3 Port	110	
<input type="checkbox"/> POP3 Server Name	0.0.0.0	
<input type="checkbox"/> Mailbox Name		
<input type="checkbox"/> Mailbox Password	Password is NO...	
<input type="checkbox"/> Mailbox Password Ente...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Senmented Messane Ti...	120 min	

Update Value

SMTP Port

25

Step 4: Click 'SMTP Server Name' and enter its IP address or node name.

Item	Current Value	Update Value
<input type="checkbox"/> POP3/SMTP	Enable	
<input type="checkbox"/> SMTP Port	25	
<input checked="" type="checkbox"/> SMTP Server Name	10.23.1.104	
<input type="checkbox"/> Printer E-mail Address	email@example...	
<input type="checkbox"/> POP3 Port	110	
<input type="checkbox"/> POP3 Server Name	0.0.0.0	
<input type="checkbox"/> Mailbox Name		
<input type="checkbox"/> Mailbox Password	Password is NO...	
<input type="checkbox"/> Mailbox Password Ente...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Senmented Messane Ti...	120 min	

Update Value

SMTP Server Name

10.23.1.104

Step 5: Click 'Printer E-mail Address' and give your printer an e-mail address. When notifications are sent, this address will appear in the 'From' part of the e-mail.

Item	Current Value	Update
<input type="checkbox"/> POP3/SMTP	Enable	
<input type="checkbox"/> SMTP Port	25	
<input type="checkbox"/> SMTP Server Name	10.23.1.104	
<input checked="" type="checkbox"/> Printer E-mail Address	email@example...	
<input type="checkbox"/> POP3 Port	110	
<input type="checkbox"/> POP3 Server Name	0.0.0.0	
<input type="checkbox"/> Mailbox Name		
<input type="checkbox"/> Mailbox Password	Password is NO...	
<input type="checkbox"/> Mailbox Password Enter new pass...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Senmented Messane Timeout	120 min	

Update Value

Printer E-mail Address

email@example.com

Step 6: Click 'POP3 Port' and specify the port number.

Item	Current Value	Update
<input type="checkbox"/> POP3/SMTP	Enable	
<input type="checkbox"/> SMTP Port	25	
<input type="checkbox"/> SMTP Server Name	10.23.1.104	
<input type="checkbox"/> Printer E-mail Address	email@example...	
<input checked="" type="checkbox"/> POP3 Port	110	
<input type="checkbox"/> POP3 Server Name	0.0.0.0	
<input type="checkbox"/> Mailbox Name		
<input type="checkbox"/> Mailbox Password	Password is NO...	
<input type="checkbox"/> Mailbox Password Enter new pass...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Senmented Messane Timeout	120 min	

Update Value

POP3 Port

110

Step 7: Click 'POP3 Server Name' and enter its IP address or node name.

Item	Current Value	Update
<input type="checkbox"/> POP3/SMTP	Enable	
<input type="checkbox"/> SMTP Port	25	
<input type="checkbox"/> SMTP Server Name	10.23.1.104	
<input type="checkbox"/> Printer E-mail Address	email@example...	
<input type="checkbox"/> POP3 Port	110	
<input checked="" type="checkbox"/> POP3 Server Name	0.0.0.0	10.23.1...
<input type="checkbox"/> Mailbox Name		
<input type="checkbox"/> Mailbox Password	Password is NO...	
<input type="checkbox"/> Mailbox Password Enter new pass...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Segmented Message Timeout	120 min	

Update Value

POP3 Server Name

Step 8: Click the 'Mailbox Name'. This could be a user within Microsoft® Active Directory.

Item	Current Value	Update
<input checked="" type="checkbox"/> POP3 Server Name	0.0.0.0	10.23.1...
<input checked="" type="checkbox"/> Mailbox Name	Example	
<input type="checkbox"/> Mailbox Password	Password is NO...	
<input type="checkbox"/> Mailbox Password Enter new pass...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Segmented Message Timeout	120 min	
<input type="checkbox"/> Authentication Method	None	
<input type="checkbox"/> SMTP-AUTH Account		
<input type="checkbox"/> SMTP-AUTH Account Password	Password is NO...	
<input type="checkbox"/> SMTP-AUTH Password Enter new ...		
<input type="checkbox"/> APOP	Disable	

Update Value

Mailbox Name

Step 9: Click 'Mailbox Password Enter new password' and specify the mailbox password

Item	Current Value	Update
<input checked="" type="checkbox"/> POP3 Server Name	0.0.0.0	10.23.1...
<input checked="" type="checkbox"/> Mailbox Name	Example	
<input type="checkbox"/> Mailbox Password	Password is NO...	
<input checked="" type="checkbox"/> Mailbox Password Enter new pass...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Segmented Message Timeout	120 min	
<input type="checkbox"/> Authentication Method	None	
<input type="checkbox"/> SMTP-AUTH Account		
<input type="checkbox"/> SMTP-AUTH Account Password	Password is NO...	
<input type="checkbox"/> SMTP-AUTH Password Enter new ...		
<input type="checkbox"/> APOP	Disable	

Update Value

Mailbox Password Enter new password

Mailbox Password Confirm new password

Step 10: If a print job is separated into multiple email messages using the segmented message feature of the print server, this value indicates how long the print server will wait for all of the segments of the message to arrive. Specify this time here by clicking 'Segmented Message Timeout' and giving it a value.

Item	Current Value	Update
<input checked="" type="checkbox"/> POP3 Server Name	0.0.0.0	10.23.1.
<input checked="" type="checkbox"/> Mailbox Name		Example
Mailbox Password	Password is NO...	
<input type="checkbox"/> Mailbox Password Enter new pass...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input checked="" type="checkbox"/> Segmented Message Timeout	120 min	
<input type="checkbox"/> Authentication Method	None	
<input type="checkbox"/> SMTP-AUTH Account		
SMTP-AUTH Account Password	Password is NO...	
<input type="checkbox"/> SMTP-AUTH Password Enter new ...		
<input type="checkbox"/> APOP	Disable	

Update Value

Segmented Message Timeout

120 min

Send Settings

Step 11: If your SMTP server uses authentication click 'Authentication Method' and specify it.

Item	Current Value	Update
<input checked="" type="checkbox"/> POP3 Server Name	0.0.0.0	10.23.1.
<input checked="" type="checkbox"/> Mailbox Name		Example
Mailbox Password	Password is NO...	
<input type="checkbox"/> Mailbox Password Enter new pass...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Segmented Message Timeout	120 min	
<input checked="" type="checkbox"/> Authentication Method	None	
<input type="checkbox"/> SMTP-AUTH Account		
SMTP-AUTH Account Password	Password is NO...	
<input type="checkbox"/> SMTP-AUTH Password Enter new ...		
<input type="checkbox"/> APOP	Disable	

Update Value

Authentication Method

None
SMTP-AUTH
POP before SMTP

Send Settings

Step 12: Enter an account name. This could be for example a user that is listed within Microsoft® Active Directory.

Item	Current Value	Update
<input type="checkbox"/> Mailbox Password Enter new pass...		
<input type="checkbox"/> Poll Frequency	600 sec	
<input type="checkbox"/> Segmented Message Timeout	120 min	
<input type="checkbox"/> Authentication Method	None	
<input checked="" type="checkbox"/> SMTP-AUTH Account		
SMTP-AUTH Account Password	Password is NO...	
<input type="checkbox"/> SMTP-AUTH Password Enter new ...		
<input type="checkbox"/> APOP	Disable	
Test E-mail Send Configuration		
Test E-mail Receive Configuration		

Update Value

SMTP-AUTH Account

admin@example.com

Send Settings

Step 13: Enter your account name password.

Step 14: Specify whether your POP3 Server uses APOP. Press the **'Send Settings'** button to save your new configurations.

Step 15: If you want to test your configurations select **'Test E-mail Send Configuration'** then click **'Go'**.

Step 16: If you received your test e-mail then Brother device will be successfully configured to work with your SMTP. If not then check your configurations.