

For all eWON types

## 1 Overview

This document describes how to setup the eWON for “Scheduled actions”. Scheduled actions are actions that are not performed immediately and that require that the eWON connects to an INTERNET network (or a SMS provider) to perform the action. Sending an EMail or doing a Put FTP is a typical example of “Scheduled actions”.

Although there is a description of the required configuration of the eWON's parameters in the manual, sending an EMail requires a correct setup of some parameters, so this documents highlights those parameters and gives some hints for debugging the connection.

## 2 Debugging tools

One of the problems that may occur with scheduled actions is that when the action is “requested”, it does not always return the error immediately. For example, if you call the SENDMAIL command from the script control window, the BASIC command can execute successfully if there is a correct number and type of parameters, but a lot of things can prevent the EMail from being actually sent (busy phone line, invalid SMTP server address, ...).

There are 2 ways to debug and trace the problem:

- **The eWON events.txt file**
- **The Scheduled Action Status list**

Those two files are available from the **Files Transfer** window you can access from the eWON's main menu.

The events.txt file will report any error that occurs in the eWON.

The Scheduled Action Status list holds the current status of the last 20 actions posted, an action can be of type “SEND SMS”, “SEND EMAIL”, “PUT FTP”, “GET FTP” or “NTP SYNCHRO”.

Each of the posted action has a status:

-1	The action is in progress
0	The action is finished successfully
>0	The action finished with error (the value >0 indicates the type of error that occurred)

The Scheduled Action Status list (sstat.htm) provides the information in clear text too (StatusText field).

When you want to debug a scheduled action, you should check the “Scheduled Action Status list”.

- 1 ) Check that your new action is added to the “Scheduled Action Status list”. Example: you can associate an EMail to an alarm but the alarm has not been triggered (although you think it has been). So always check that the action has actually been posted.
- 2 ) Refresh the “Scheduled Action Status list” as long as the status is -1 (in progress). This can take a long while if there is a problem, because some operations are retried several times with a long timeout. So don't loose your patience (start to worry after 5 minutes).
- 3 ) “Scheduled Action Status list” reports your action as finished: check the returned code if it is 0 (the operation was successful). If there is an error report, check point 4.
- 4 ) In case of error you can see the error message in the “Scheduled Action Status list”. You should also check the “events.txt” file for other errors. The error in the “Scheduled Action Status list” is the last level of error but it can be preceded by others more relevant for error interpretation (Example: “Modem not found”, then “PPP connection timeout”). Sometimes when the server you connect to reports an error, the message is stored in the event file and the error reported is “XXXX server returned an error msg”.

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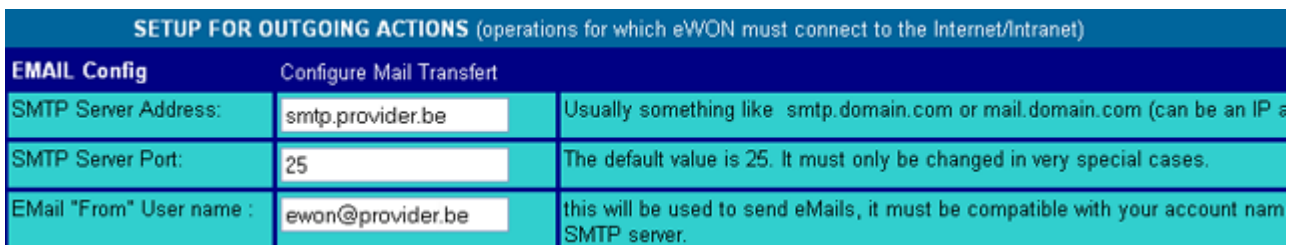
## 2.1 Setup Checklist

You should check the following options in the **Configuration/System Setup/General/General (Main submenu) - SETUP FOR OUTGOING ACTIONS** section from your eWON web interface:

### 2.1.1 To setup a “SEND EMAIL” scheduled action

<b>SMTP Server address</b>	This field can contain either the IP address or the name from the SMTP server.
<b>SMTP Server Port</b>	25 is the usual value, you should not need to change it.
<b>E-Mail "From" User name</b>	when you send an EMail to some SMTP server, the SMTP server may check that you have an EMail address on the server; if the EMail from is not a valid EMail address on the SMTP server, then your EMail message may be rejected. This will be reported by the error message “SMTP server returned an error msg” in the events log.

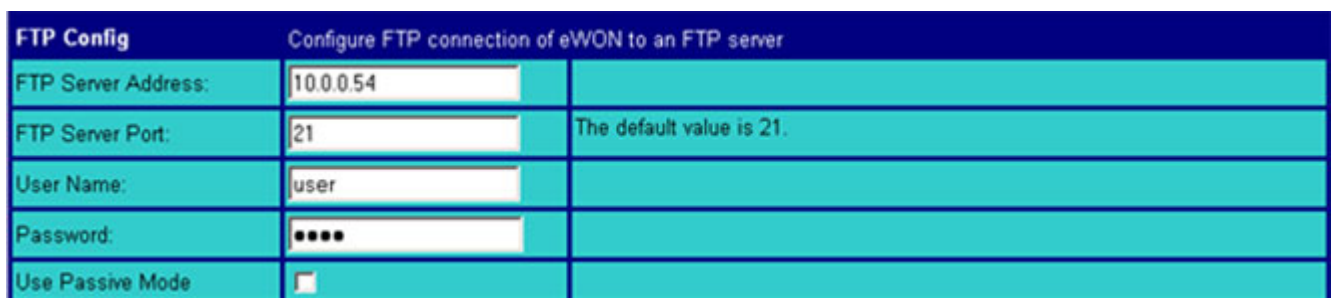
Table 1: EMail configuration fields



SETUP FOR OUTGOING ACTIONS (operations for which eWON must connect to the Internet/Intranet)		
EMAIL Config	Configure Mail Transfert	
SMTP Server Address:	smtp.provider.be	Usually something like smtp.domain.com or mail.domain.com (can be an IP a
SMTP Server Port:	25	The default value is 25. It must only be changed in very special cases.
E-Mail "From" User name :	ewon@provider.be	this will be used to send eMails, it must be compatible with your account nam SMTP server.

Figure 1: EMail configuration section

### 2.1.2 To setup a “PUT FTP” scheduled action



FTP Config	Configure FTP connection of eWON to an FTP server	
FTP Server Address:	10.0.0.54	
FTP Server Port:	21	The default value is 21.
User Name:	user	
Password:	****	
Use Passive Mode	<input type="checkbox"/>	

Figure 2: FTP configuration section

<b>FTP Server address</b>	This is the FTP server IP address, you cannot enter a name here.
<b>FTP Server Port</b>	21 is the usual value (default).
<b>User name</b>	User account used to log on the FTP server. If anonymous access is used, the username “ftp” can be used.
<b>Password</b>	Password associated to the user account used to log on the FTP server. If anonymous access is used, the password “ftp” can be used.

Table 2: FTP configuration fields

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### 2.1.3 PPP configuration

If you connect with PPP, you must also fill-in the Setup/Communication/Dial Up (PPP) - Outgoing Calls Config/ Primary Server (a Secondary Server can also be configured):

<b>Primary Server</b>	
Server Phone Number	0123456789 (Or phone number = GPRS)
User Name	user1
Password	*****
<b>Secondary Server</b>	
Leave blank if not defined	
Server Phone Number	0203456789 (Or phone number = GPRS)
User Name	user2
Password	*****

Figure 3: PPP ISP configuration section

<b>Server Phone Number</b>	Your Internet provider’s phone number
<b>User Name</b>	Your account to log through PPP to the provider
<b>Password</b>	Your password associated to the user name above

Table 3: PPP ISP configuration fields