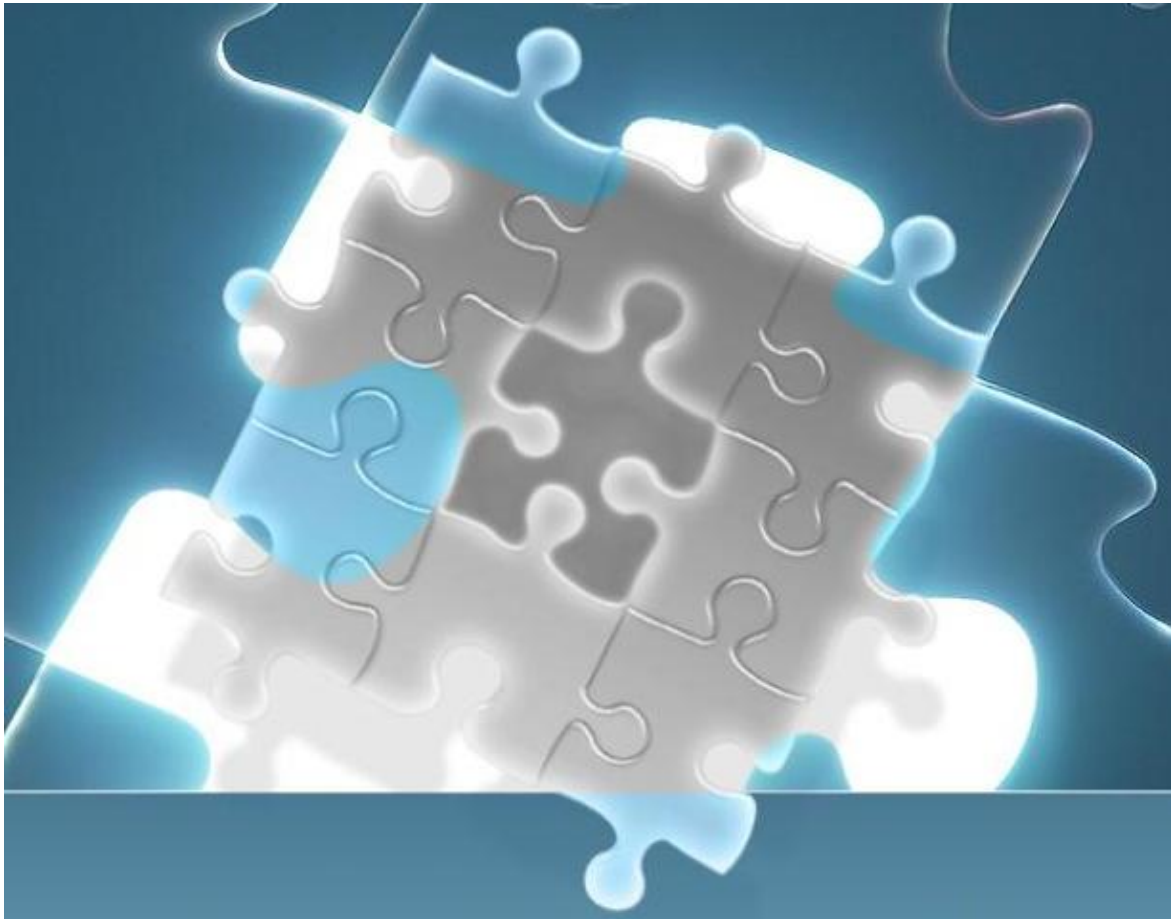


Setting up 'Email Alert System' in LAM



Preface:

Email alerts are available in LAM for License, Contract and/or Renewal expirations. Moreover, each User can decide if they want email alerts, and give a User specific alert notification time period (days prior to expiration). Receiving an alert will allow adequate time to renew without service interruption, or be able to anticipate and prepare for contract or license termination. This App Note describes how to set and test the LAM Email Alert system. You may need IT assistance.

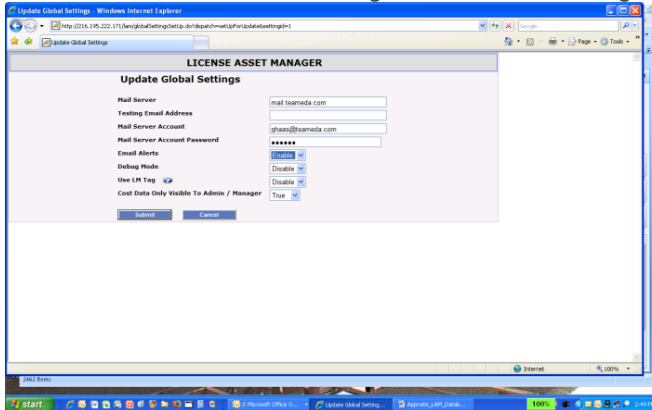
Elements of the Alert System:

- Company email system: this is the system that will deliver the alerts to the User
- User information: these are the people who want to receive alerts, in some specified advance time period
- LAM configuration: this is what has to be set up in order for email alerts to work
- Email test procedure: this is used to insure the email alert system is set up properly and works.

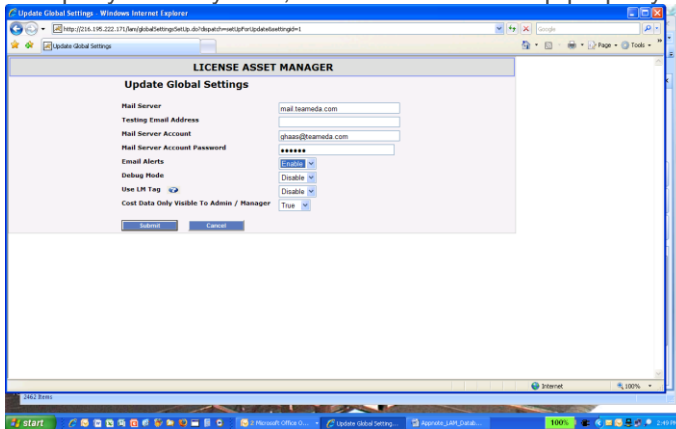
LAM Settings:

In order for Email Alerts to work the following has to be true:

- 1) Email alerts “enabled” in Settings Tab, Global Settings, Change Settings

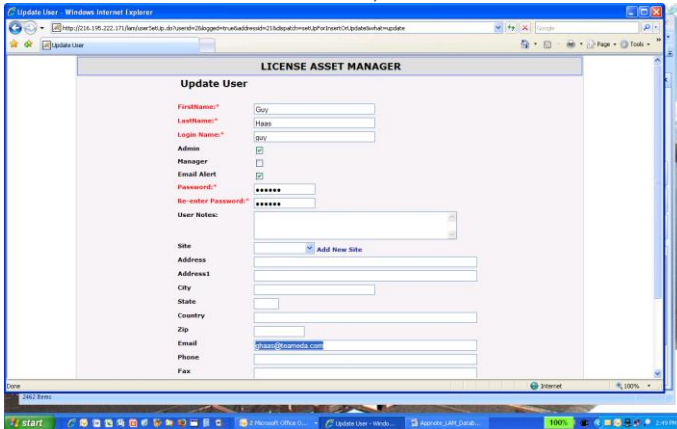


- 2) Company email system, and “Sender” is set up properly.

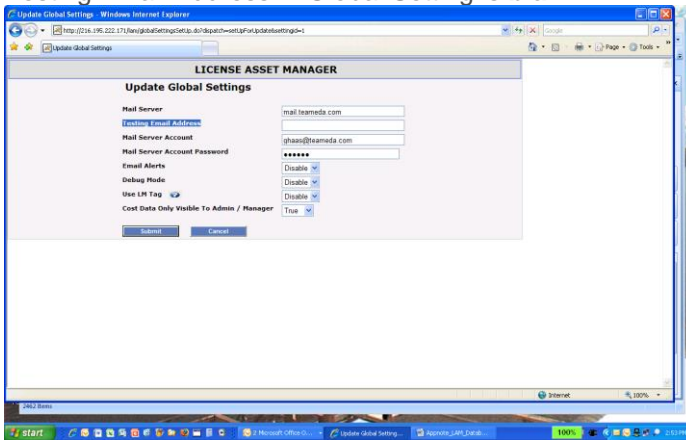


The “Sender” is the person/account which is sending the alert to the User. This is referred to as the “Mail Server Account”. A password may be required. Some companies may which to set up a fictitious mail account called “licadmin” as the Alert sender.

3) User has "Email Alert" checked, and includes a valid email address

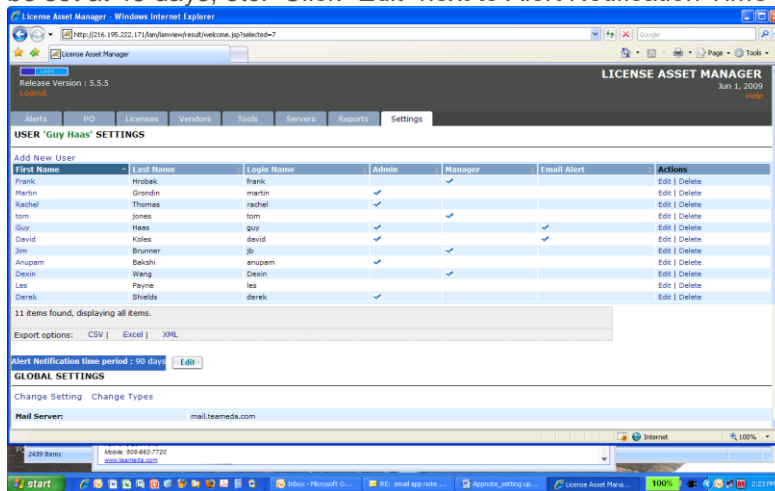


4) Testing Email in Global Setting is blank

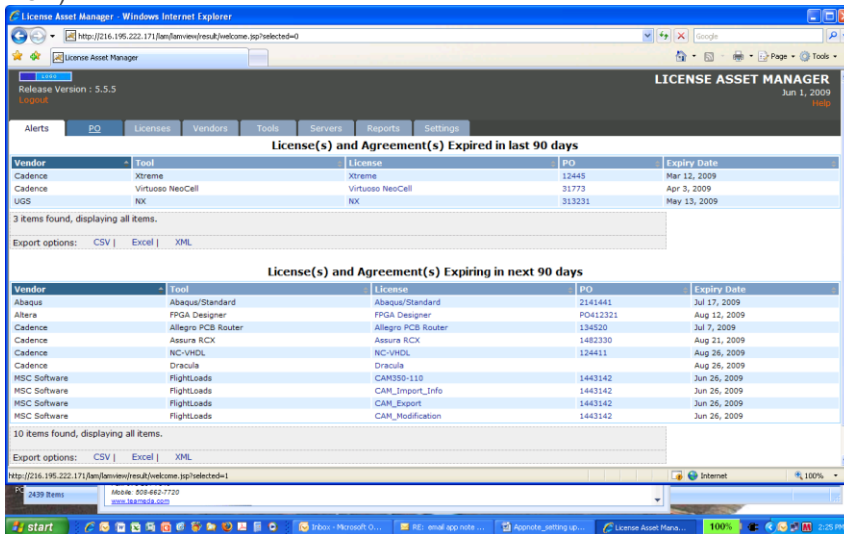


Setting the Alert Notification Time Period and the "Alert Email"

LAM allows each User to have a different time period setting. I could be set at 90 days, you could be set at 45 days, etc. Click "Edit" next to Alert Notification Time Period:



At midnight, of that specified advance time period, you will receive an email as follows (Alerts Tab view):



Notice that (in this 90 days example) it shows back 90 days and forward 90 days. You can then go back into LAM, and hot link to any of these licenses, contracts, or features to get more detail. What you do with the “past” expirations is up to you- delete or leave in for historical value. They will only appear for the length of the “Alert Notification Time Period”.

Testing the Alert System:

- 1) Configure the Company Mail System as above, accept add a “Testing Email Address” (4. above) in the Global Setting, Change Setting form. Click Submit
- 2) Under Global Settings, the Testing Email Address should appear. Click Send Test Email
- 3) In a few minutes the Alerts Page should arrive at the Testing Email Address account. (You may want to try a couple different email addresses)
- 4) REMOVE THE “Testing Email Address” WHEN TESTING IS COMPLETED!! The Email Alert System will not run properly with something in the “Test Email Address” field.

Again, you may wish to enlist help from IT to set this up.

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