



# AlertDispatcher v9.0

## Quick Installation Guide

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# 1. Introduction

Thank you for selecting AlertDispatcher.

The AlertDispatcher Quick Installation Guide is a step-by-step guide to perform a basic setup to send SMS via an SMS modem. It should be used in conjunction with the following guides:

Document Name	File Name	Description
1. SMS Modem Installation Guide	Refer to QR code and link on the License Card/leaflet included in the modem package. <i>Note: You may also receive an email with the download link.</i>	Compulsory readme file before installing SMS modem.
2. AlertDispatcher Logs Submission Guide	AlertDispatcher Logs Submission Guide.pdf	How to collect logs and database to obtain technical support
3. AlertDispatcher How-To Guide	AlertDispatcher How-To Guide.pdf	Updated FAQ factsheet on configuring addressbook/escalation, smtp server to send email, master/slave redundancy, license activation, etc.

## 2. Pre-installation Checklist

Here's a checklist of what you need to prepare before installation.

### 1). Working SIM card (If you're sending SMS using a Modem)

If you intend to connect one or more SMS modems to the Server (or workstation), please prepare an activated "Standard" SIM card (**with no PIN password set**) that has good signal strength in location you plan to locate the Server. You can check the signal strength using your mobile phone.

If you are using a "Nano" or "Micro" SIM card, please use a complementary SIM card adapter if it comes with your installation package. Please exercise caution when using a SIM card adapter to avoid damage to your modem/SIM card.



**Note:**

1. Some prepaid SIM cards need to be activated using a mobile phone.

2. If you need to change your SIM card, before removing the SIM card, please **always turn off** the power supply or remove the power supply cable from the modem. You may reconnect the power supply after you have installed the new SIM card.

### 2). Windows System Requirements

If possible, please prepare a clean installed Windows PC/Server with the following specifications.

**Recommended System Requirements:**

**Operating System:** Windows 10 /11/2016/2019/2022 (recommended)

**RAM:** 16GB or higher RAM (recommended)

**SIM card:** Activated and working Standard SIM card from your mobile operator.

**GSM Signal:** Location of server/PC must have good 4G reception. You may compare the signal strength for various SIM card providers using the software – signal strength will be displayed on the Client console.

**USB port:** Required for SMS modems with USB interface.

**RS232 DB9 Serial port:** Required for SMS modems with only 9-pin serial interface – if your server does not

have a serial port, you can use the CHUPI-X10 Serial to USB adapter to connect your SMS modem DB9 serial port to your server USB port. We have tested the CHUPI-X10 Serial to USB adapter and found it to be stable on different Windows OS. Alternatively, you can just connect directly via the USB port.

**C Drive:** Minimum 20-50GB Free C Drive space. If you're low on C Drive space, you may consider installing/migrating AlertDispatcher to D Drive.

### **Notes for Virtual Machine setup:**

If you're installing AlertDispatcher onto a VM instance, there are 2 ways to connect your SMS modem to AlertDispatcher.

**Method 1:** USB Passthrough – for this method, you would connect your SMS modem directly to the VM host USB port. If you're using VMWare, please cater for a CHUPI-X10 Serial to USB adapter just in case your modem USB driver is not compatible with your VMWare ESXi version. Note: Not all USB drivers compatible with your Windows OS is also compatible with VMWare. Please contact your vendor for more information.

**Method 2:** Connect SMS modem to computer network – if your SMS modem has an RS232 DB9 serial interface, you can connect your SMS modem to the network using a Moxa NPort Serial Device Server. Refer to the "AlertDispatcher How-To Guide.pdf" on how to setup AlertDispatcher and the Moxa NPort Serial Device.

Method 1 is generally recommended as it is the easiest to setup and more stable. Method 2 is usually used for HA setup where the VM host is a single point of failure so for this case, we would connect 2 redundant SMS modems to redundant network switches.

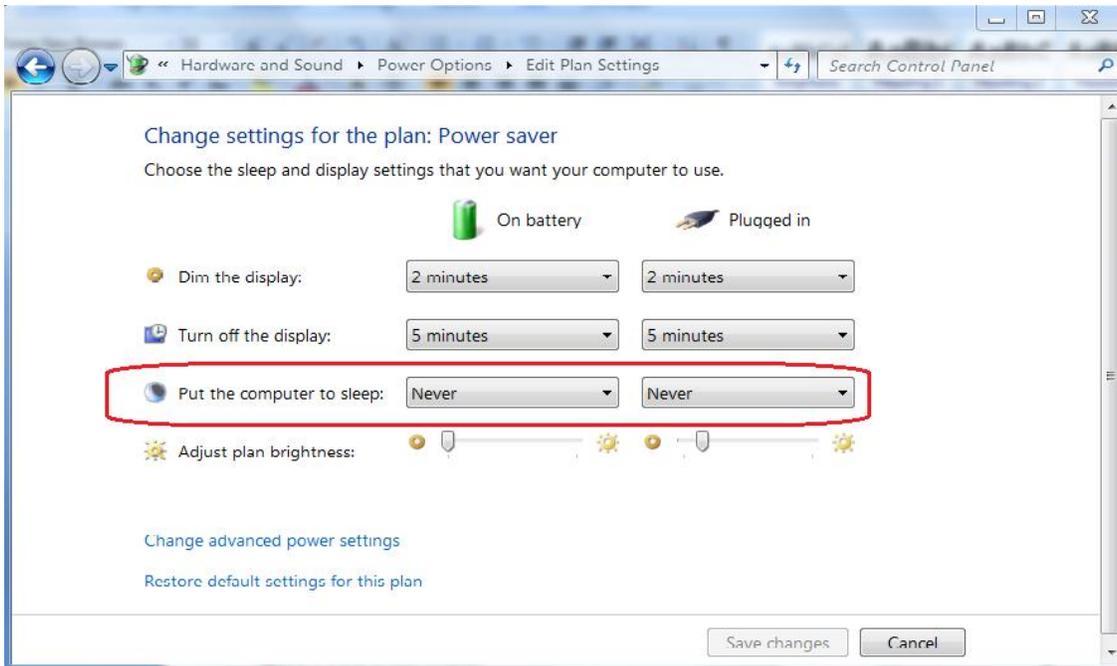
## **2). Windows login user with rights to install software/driver**

Windows login user credentials with the right to upgrade software/install drivers (if required). Please contact your IT department/vendor if your login user does not have sufficient rights.

## **3). Disable System Standby (For workstation OS)**

If you are installing AlertDispatcher on a workstation OS, e.g. Windows 10, please ensure that system standby/sleep and turn off hard disk settings are changed to 'Never'.

Example:



#### 4). Network Firewall

If you need to be able to access AlertDispatcher Server from your local network, and Windows or network firewall is enabled, you must add the ports used by the services you require to your firewall list of "allowed ports". Refer to the chapter "Post-installation/Troubleshooting", "Port Conflicts, Firewall and AntiVirus Software Setup" for details.

*Note: Port exceptions would not be required if you're only using a single standalone PC/Server on which your application server is also installed.*

#### 5). Obtaining an SMTP or Email account

In order for AlertDispatcher to send out Emails, you must configure an SMTP user account under "System Setup", "Send Email/Modem Settings", "System Alerts/Email Setup". Obtain the SMTP Server address and SMTP username and password from your company email administrator, e.g. Exchange administrator. As far as possible, do not use your email account or an existing email account in case you change your password and forget to update the password set on AlertDispatcher. Create a new email account, e.g. `alertdispatcher@yourcompanydomain`.

If you do not have a company SMTP Server, you can use your ISP SMTP Server or register a free GMAIL account (GMAIL SMTP Server uses port 587 instead of the standard port 25). Take note that GMAIL has a daily send limit of between 100 to 500 messages, so you must not send to too many recipients to avoid exceeding the limit.

*Note: In the event that all modems are offline, AlertDispatcher can only send out system alerts via email, so you will need to configure an SMTP account in order to receive such alerts. This is highly recommended if you are using AlertDispatcher for critical purpose.*

## 6). Upgrade/Migration

If you plan to upgrade or migrate your AlertDispatcher installation in the future, you may run the new installer directly on top of your current setup without uninstalling it. The installer would automatically detect and upgrade your existing installation and retain your configuration.

*Warning: Please ensure you have the license for installing a new version. If unsure, contact your supplier before proceeding!*

Please refer to the “*AlertDispatcher Upgrade and Migration Guide.pdf*” for details.

## 3. Installation Procedure

### 1). Download and copy installers to local computer

To make future reinstallations or repairs easier, we recommend keeping a copy of the AlertDispatcher installer on your computer desktop. Create new folder on your computer, e.g. "AlertDispatcher v9 Installers".

### 2). Install SMS Modem

The SMS modem can be connected to the machine via either USB or Serial port.

USB is generally used unless you're having driver issue. For this case, you may use the Serial port - usually COM1 or COM2. If your server doesn't have a serial port, you can use a serial to USB converter such as the CHIPI-X10 Serial to USB adapter to connect your SMS mode to your server USB port.

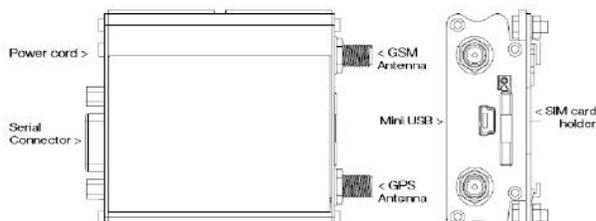
**Warning:** If you're using the SMS modem supplied by your vendor, in order to avoid damaging the unit, please carefully read the relevant modem installation guide before proceeding with the installation! Note: Guides maybe Windows OS specific.

#### **\*Important Installation Notes for CNDM100 3G Modem\***

**1. Exercise caution.** The modem parts (especially the connections) are delicate. Please proceed slowly when connecting the power supply cable to the modem and when inserting the SIM card into the modem.

**2. Installing/Changing SIM card (Standard SIM Size - not micro or nano).** Please ensure that you are using a new 3G SIM card. Before inserting the SIM card, the modem power supply should be switched off. Use a ball pen to eject the SIM holder by pressing the yellow eject button. Put the SIM card to the tray, make sure flushes and fits onto the tray, then carefully and slowly put back the tray into the slot. The SIM card tray should slip in easily, and if it doesn't, this means the SIM card is placed wrongly.

Note: When removing the SIM card, do not pull out the SIM holder without pushing the ejector button.



**Installation Guide for CNDMC89-LTE 4G Modem (For Windows 10, 2016 or higher)**

**\*Note: No external driver needs to be installed if you're using Windows 10/2016 or higher as the modem will use the native Windows USB Serial Driver.**

**1). Install the SIM card into the modem and then connect the modem to your PC or Server.****Installing SIM card into Modem:**

- i). If the modem is powered on, power off the modem (before installing SIM card) by disconnecting power cable (RJ45 adapter), or turn off the power supply at the mains.
- ii). Eject SIM card tray by slowly depressing the yellow button using a pen tip or test pen. Place your SIM card on the SIM card tray so that it fits snugly (**take note that the SIM card tray has a cut out corner that should fit the cut out corner of the SIM card**). If you're using a SIM card adapter, press the entire SIM card and adapter down on the SIM card tray to ensure that the SIM card doesn't pop out.

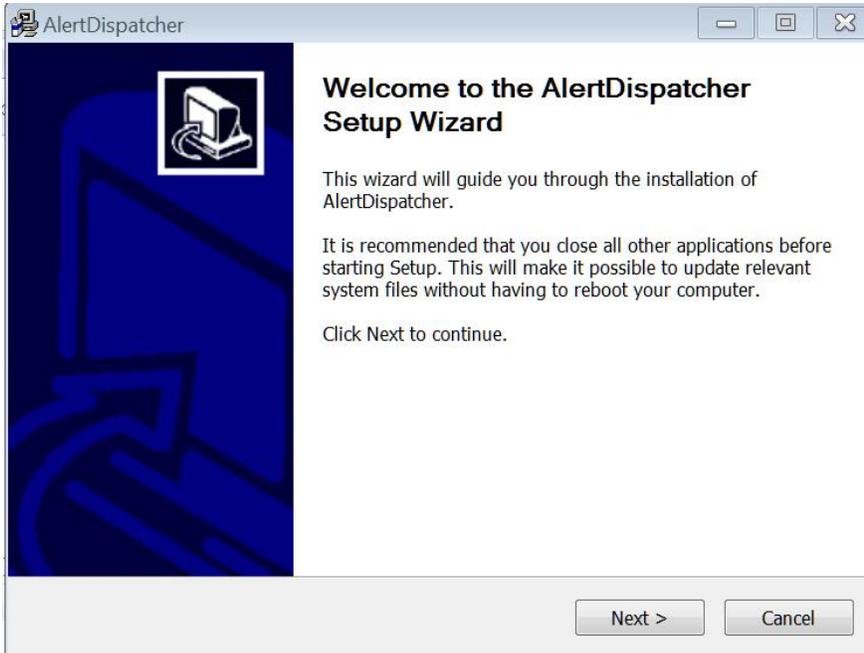


- iii). Before inserting the SIM card tray, visually examine the SIM card tray opening. After that **carefully insert the SIM card tray into the modem such that the entire length of the SIM card tray is horizontally flushed with the top of the modem.**

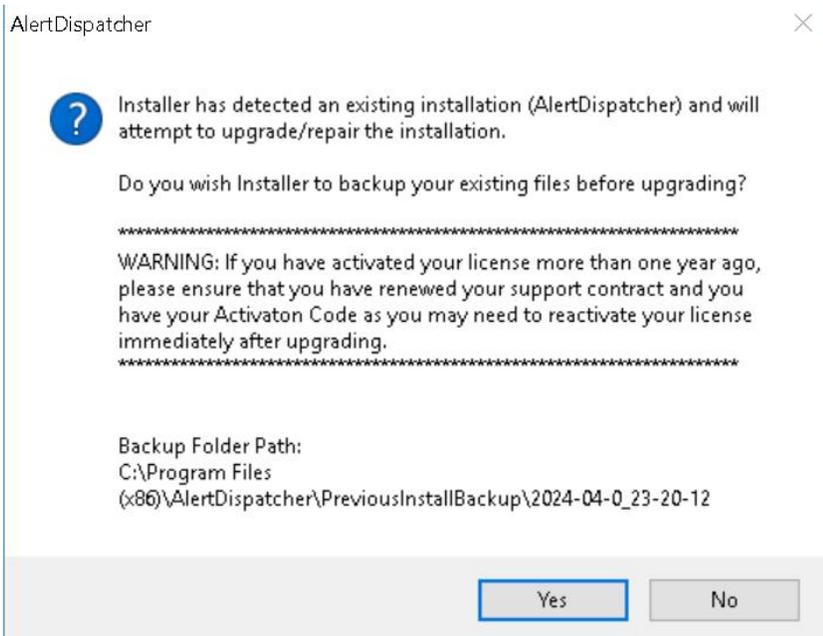
**\*\*Warning: Do NOT insert the SIM card tray unless it's leveled, otherwise the SIM card tray will not fit and become jammed, or your SIM card may slide off and drop into the modem chassis.**

### 3). Install AlertDispatcher Software

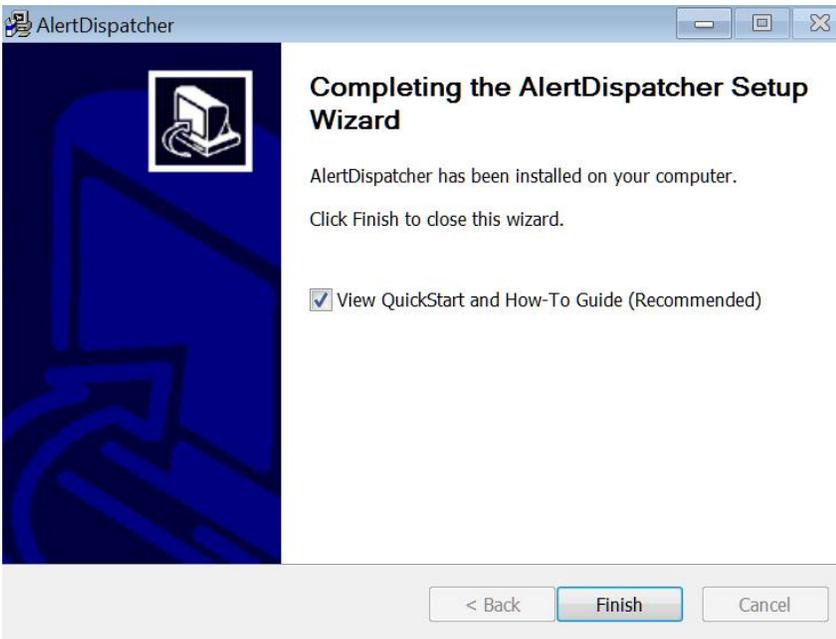
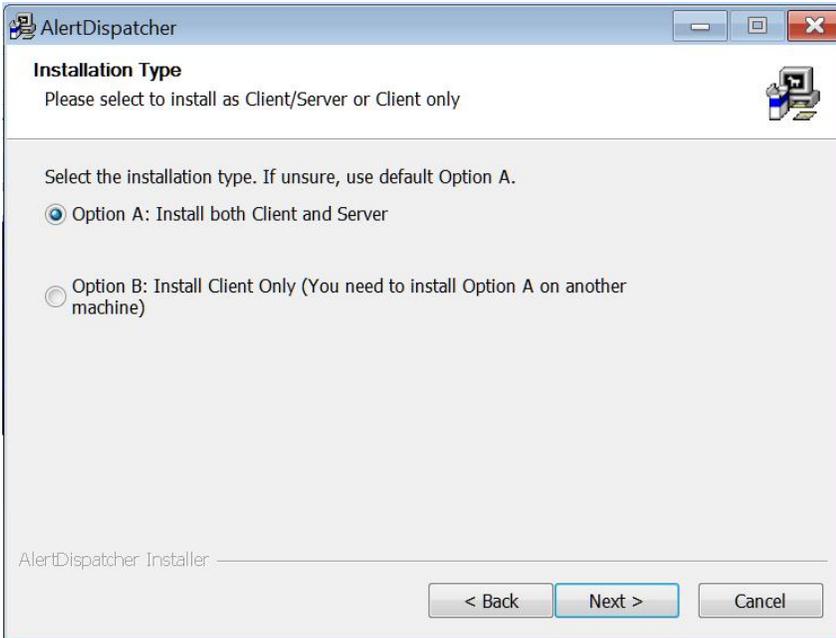
Run AlertDispatcher\_Setup.exe.



If there is a pre-existing installation, you would see the following screen. Click 'Yes' to proceed.



Next, choose "Option A" if you're making an initial installation. When prompt with a selection, if unsure, use the default selection or Next.

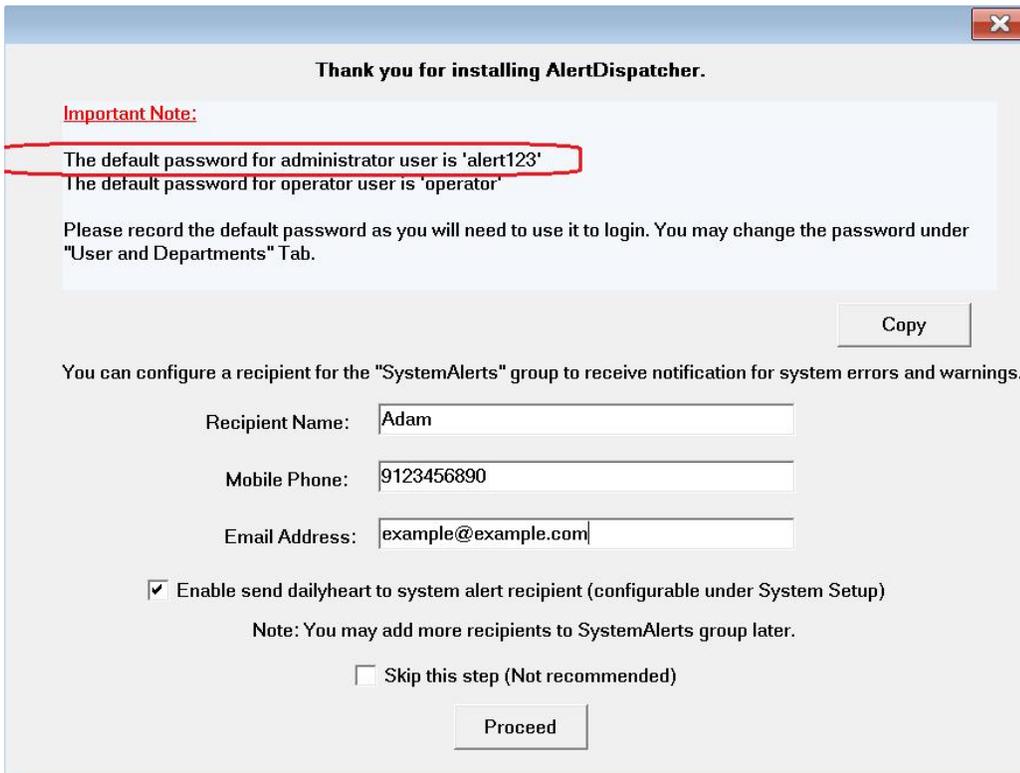


## 5). Launch AlertDispatcher Client

Launch AlertDispatcher Client using the newly created "AlertDispatcher" shortcut on Windows desktop.



On running AlertDispatcher for the first time, you'll be prompted to create the recipient to receive system alert notifications from the system. This recipient can later be changed under the "Addressbook" tab.

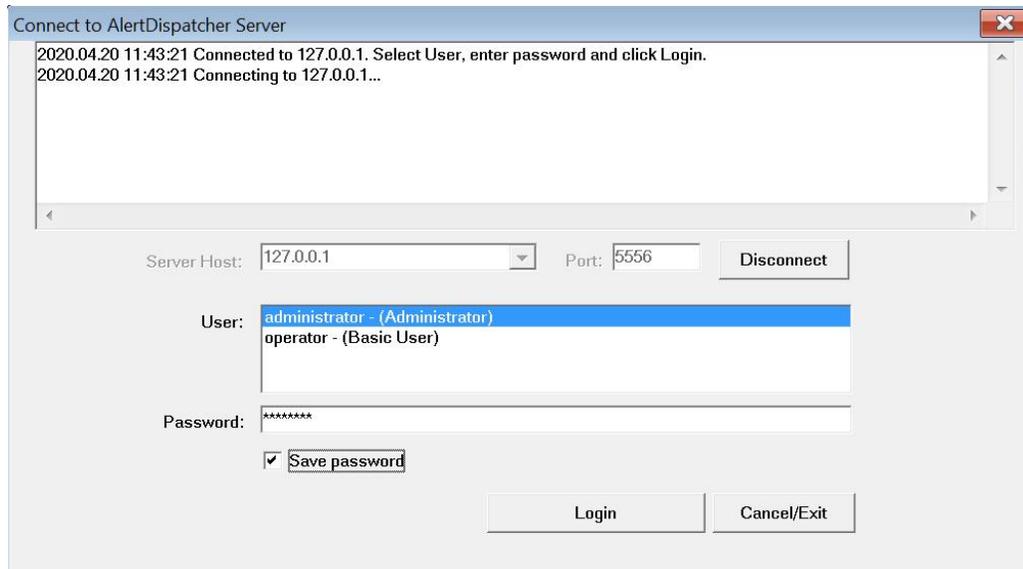
A screenshot of the AlertDispatcher installation completion window. The window title is "Thank you for installing AlertDispatcher." It contains an "Important Note" section with a red border around the text: "The default password for administrator user is 'alert123'" and "The default password for operator user is 'operator'". Below this, there is a "Copy" button. The main section is titled "You can configure a recipient for the 'SystemAlerts' group to receive notification for system errors and warnings." It includes three input fields: "Recipient Name" (Adam), "Mobile Phone" (9123456890), and "Email Address" (example@example.com). There is a checked checkbox for "Enable send dailyheart to system alert recipient (configurable under System Setup)" and a note: "Note: You may add more recipients to SystemAlerts group later." At the bottom, there is an unchecked checkbox for "Skip this step (Not recommended)" and a "Proceed" button.

Select User and enter Password to login. The following users are created by default,

1. administrator user: 'administrator', password: 'alert123'
2. basic user: 'operator', password: 'operator'

An administrator user has full rights while a basic user can only view, send messages and can't delete any message or manage the address book. You are advised to change the administrator user password as soon as possible. The default password for 'operator' is 'operator'.

For better security, uncheck "Save password" so that the next user will have to enter password to login.



Connect to AlertDispatcher Server

2020.04.20 11:43:21 Connected to 127.0.0.1. Select User, enter password and click Login.  
2020.04.20 11:43:21 Connecting to 127.0.0.1...

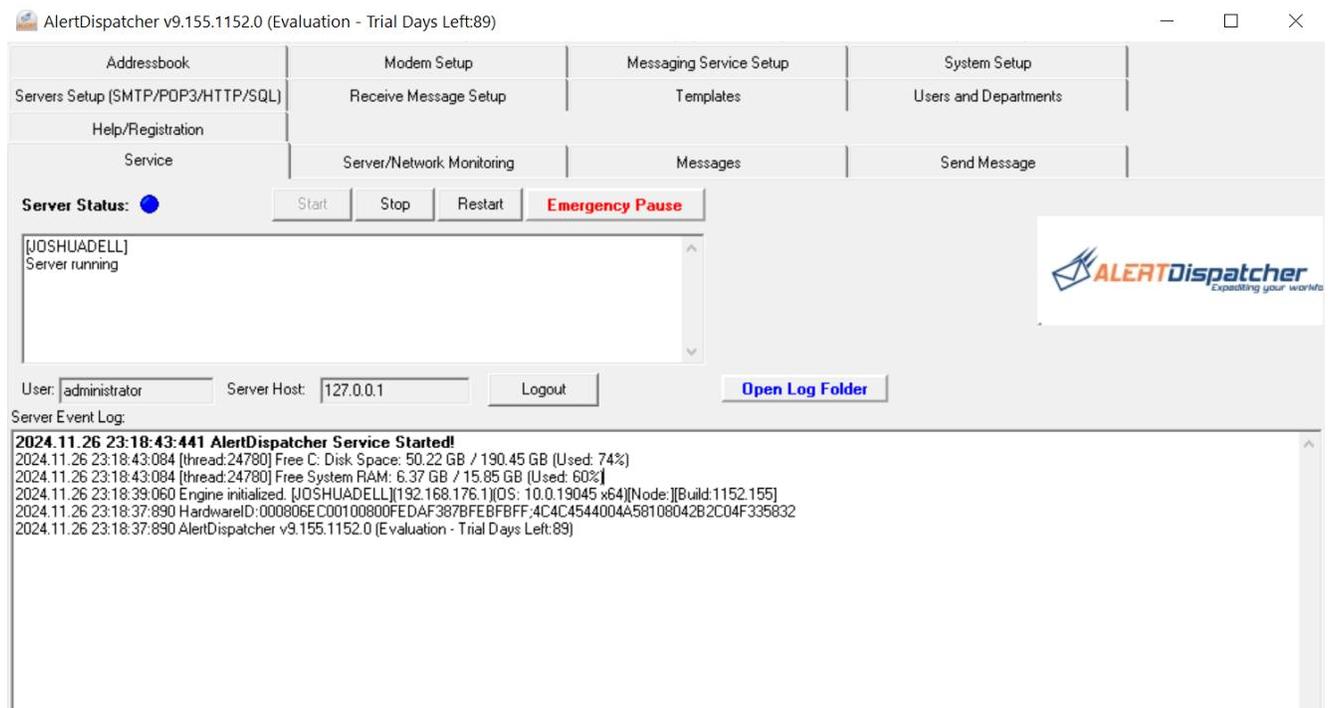
Server Host: 127.0.0.1 Port: 5556 Disconnect

User: administrator - (Administrator)  
operator - (Basic User)

Password: \*\*\*\*\*

Save password

Login Cancel/Exit



AlertDispatcher v9.155.1152.0 (Evaluation - Trial Days Left:89)

Addressbook	Modem Setup	Messaging Service Setup	System Setup
Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup	Templates	Users and Departments
Help/Registration			
Service	Server/Network Monitoring	Messages	Send Message

Server Status: ● Start Stop Restart Emergency Pause

[JOSHUADELL]  
Server running

User: administrator Server Host: 127.0.0.1 Logout Open Log Folder

Server Event Log:

```
2024.11.26 23:18:43:441 AlertDispatcher Service Started!  
2024.11.26 23:18:43:084 [thread:24780] Free C: Disk Space: 50.22 GB / 190.45 GB [Used: 74%]  
2024.11.26 23:18:43:084 [thread:24780] Free System RAM: 6.37 GB / 15.85 GB [Used: 60%]  
2024.11.26 23:18:39:060 Engine initialized. [JOSHUADELL][192.168.176.1][OS: 10.0.19045 x64][Node:][Build:1152.155]  
2024.11.26 23:18:37:890 HardwareID: 000806EC00100800FEDAFA387BFEBFBFF.4C4C4544004A58108042B2C04F335832  
2024.11.26 23:18:37:890 AlertDispatcher v9.155.1152.0 [Evaluation - Trial Days Left:89]
```

## 6). Configure Modem Setup

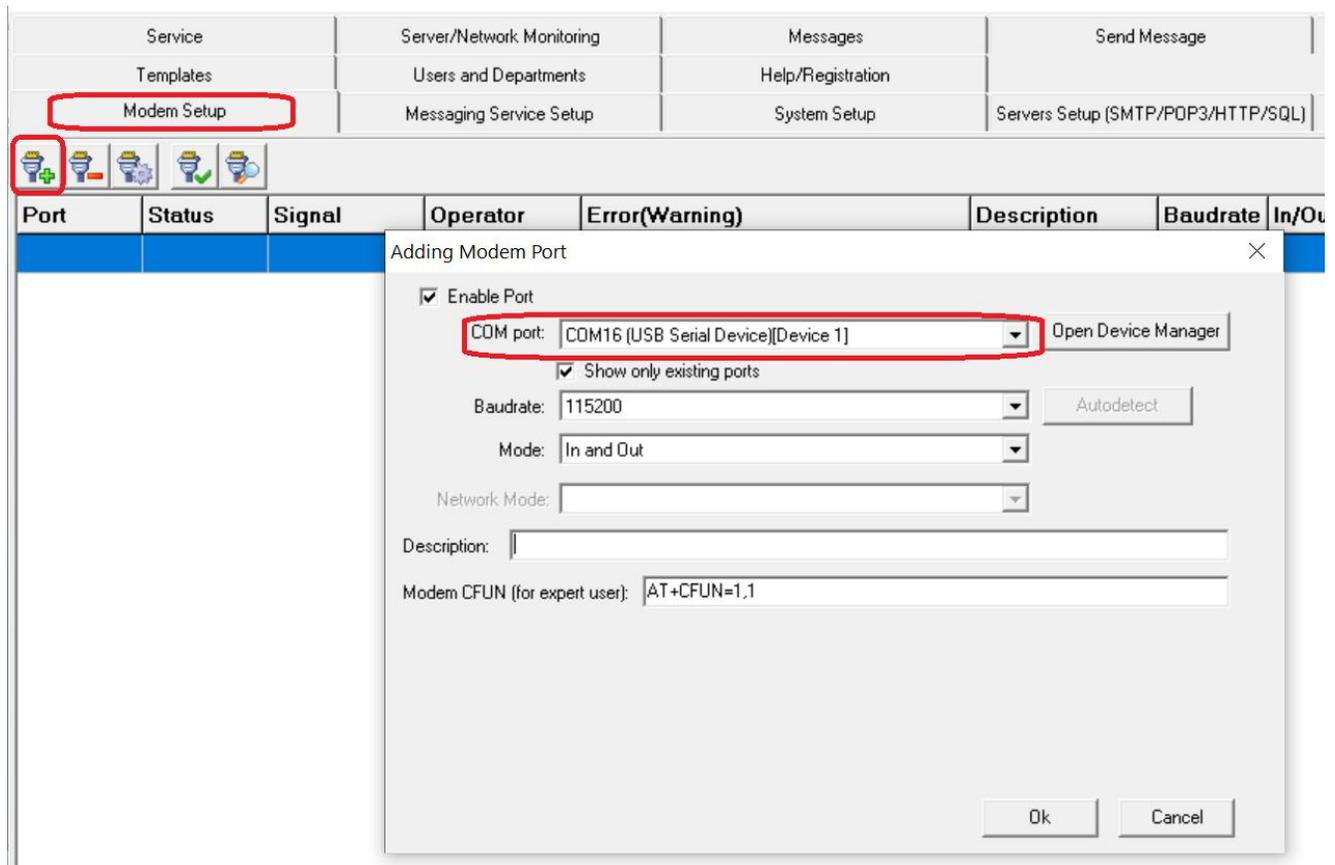
**Note:** If you're not using a modem to send SMS, you may skip this section.

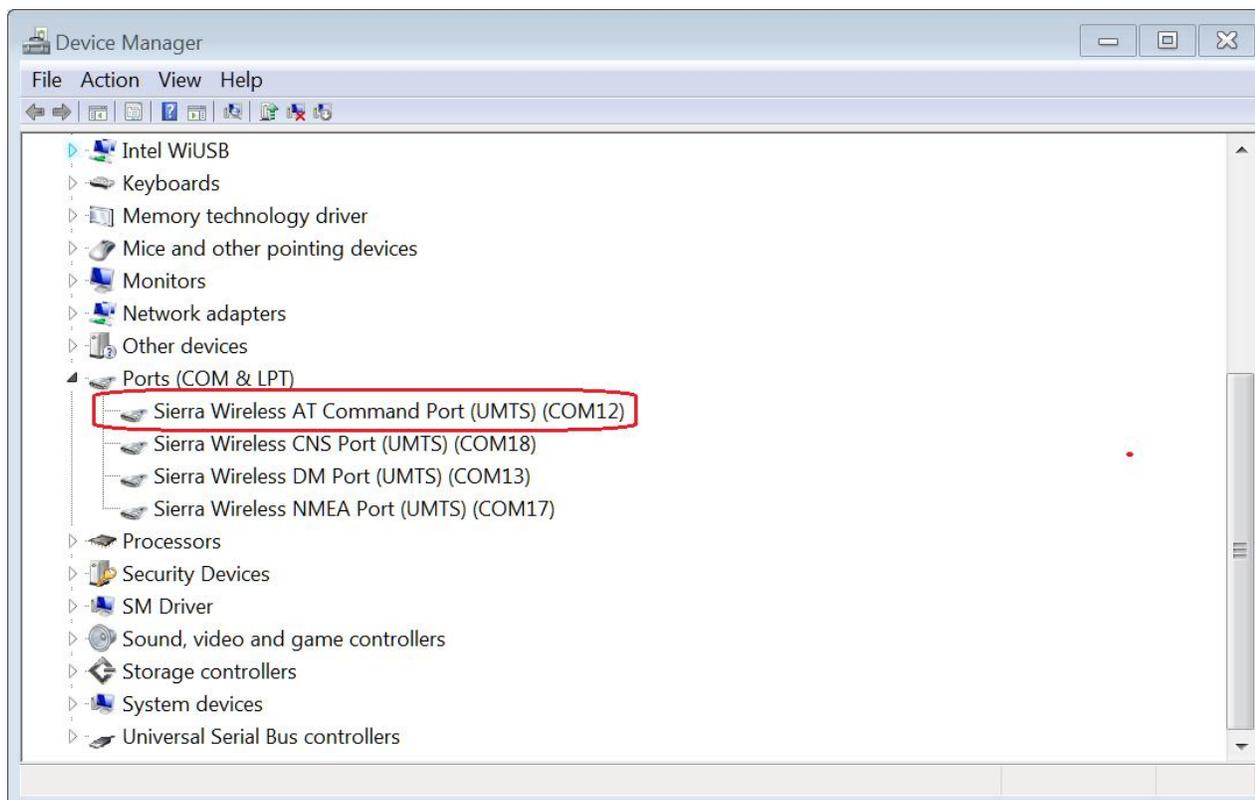
Go to "Modem Setup", click "Add Modem Port" button. If your SMS modem is connected via serial port, under COM port, select COM1 (or COM2 if COM1 doesn't work).

If your modem is connected via USB port, under COM port, select the port with the description:

1. "USB Serial Device" (for CNDMC89 and CNDG3003 4G modem)
2. "Sierra Wireless AT Command Port" (for M100 3G modem)
3. "NPort Administrator Port" (for serial modems connected using Moxa NPort)

If you're unable to see any port with the above descriptions, please check if your modem is properly connected, powered on and you have installed the correct modem USB driver. Click on "Open Device Manager" to check the devices and COM ports detected.





If the modem has a working SIM card, the Signal will be displayed. Generally, a signal of 9 or higher is considered acceptable. If the computer is located in a server rack, please place the antenna on top of the rack, in the centre of the metal plate it is resting on. A flat metallic surface can help to reflect signal back to the antenna.

*Warning: As the antenna base has a strong magnet, please do not pull the antenna wire when detaching the antenna from any metal surfaces.*

Service	Server/Network Monitoring	Messages	Send Message	
Templates	Users and Departments	Help/Registration		
Modem Setup	Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTTP/SQL)	R

Port	Status	Signal	Operator	Error(Warning)	Description	Baudrate	In/Out
COM16	Connected	15(Below Average)	sgp-m1 (LTE 4G)			115200	In and Out

## 7). Send Test SMS

Once the modem has been configured and has been successfully detected, go to "Send SMS/Email" and send yourself a test SMS.

The screenshot shows the 'Send Message' form in the AlertDispatcher web interface. The 'Send Message' button is highlighted with a red box. The form includes the following fields and options:

- Recipients: 906...
- Subject (Required for e-mail):
- Priority: Normal
- Type: All
- Modem port: auto
- Department: Main
- Custom Field1:
- Message Body (Required): test message
- Send a message at: 28/11/2024 7:10:11 pm
- Select Template:

The screenshot shows the 'Send Message' form and the message log. The 'Send Message' button is highlighted with a red box. The message log shows a single message sent on 28/11/2024 at 7:58:12 pm.

CreatedDate	Type	IN/OUT	Recipient	Text	Subject	MessageStatus	SMSCou	Rule	ProcessedDate
28/11/2024 7:58:12 pm	SMS	Out	906...	test message		Processed	1		28/11/2024 7:58:16

## 8). Activate AlertDispatcher License

Once you are able to send the test SMS, you can activate AlertDispatcher license via SMS. Go to "Help/Registration", select Register via SMS. Alternatively, you can also activate the license via Internet. Refer to "AlertDispatcher How-To Guide" for detailed steps.

**Note:** The activation code can be found in "\_Software Activation Code.txt".

Modem Setup	Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTTP/SQL)	Receive
Service	Server/Network Monitoring	Messages	Send Message	Ac
Templates	Users and Departments	Help/Registration		

Open Quick Start Guide (PDF)

Register Software

Register via Internet - on actual machine only!  
(For SMS activation, please see below)

Click on this button to register or upgrade your license.

Requirements:

- 1). Software activation code - You can either find it in your CDROM package or obtain it from your vendor.
- 2). Internet connection - If you do not have Internet connection, you may copy the registration link generated on the AlertDispatcher server to another machine with Internet connection (for example your laptop).  
Alternatively, you may register via SMS by ticking "Activate via SMS".

Activate via SMS

Tick here to Register via SMS

Activation Code:

Organization Name:

Contact Person:

Contact Person Email:

Service	Server/Network Monitoring	Messages	Send Message
Modem Setup	Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTTP/SQL)
Templates	Users and Departments	Help/Registration	

Open Quick Start Guide (PDF)

Register Software

**\*\*Important Note:**

1). SMS activation does not always work across international carriers.  
2). SMS activation may fail if your SIM card is a supplementary multi-SIM or there is another SIM card with the same phone number.

If SMS activation fails, please try using another SIM card (Standard Size).

After this, refer to the Messages Tab for any possible activation error. You will know SMS activation has failed if your system is still under trial after 10 minutes.

In this case, please activate via Internet. If there is no Internet access on your system, you can still copy the URL link from the browser window opened by AlertDispatcher to a computer with Internet access.

Ok

Modem Setup	Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message
Templates	Users and Departments	Help/Registration		
Service	Server/Network Monitoring	Messages	Send Message	Addressbook

Filter messages |
 Export messages |
 Acknowledge all messages |
 Delete all pending messages

2 from 2. Today sent: 2. Today n Max. number of messages to display: 500  Word wrap

CreatedDate	Type	IN/OUT	Recipient	Text	Subject	MessageStatus	SMSCou	Rule	P
28/11/2024 8:08:31 pm	SMS	Out	+6590169696	REGISTER Q05EU0ctYwFhYwFhYQ*MDAw		Processed	2		2

If the activation is successful, the authorized user name will be displayed as shown below.

AlertDispatcher Plus v9.155.115.0 (Authorized User: ABC company)

Modem Setup	Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup
Templates	Users and Departments	Help/Registration		
Service	Server/Network Monitoring	Messages	Send Message	Addressbook

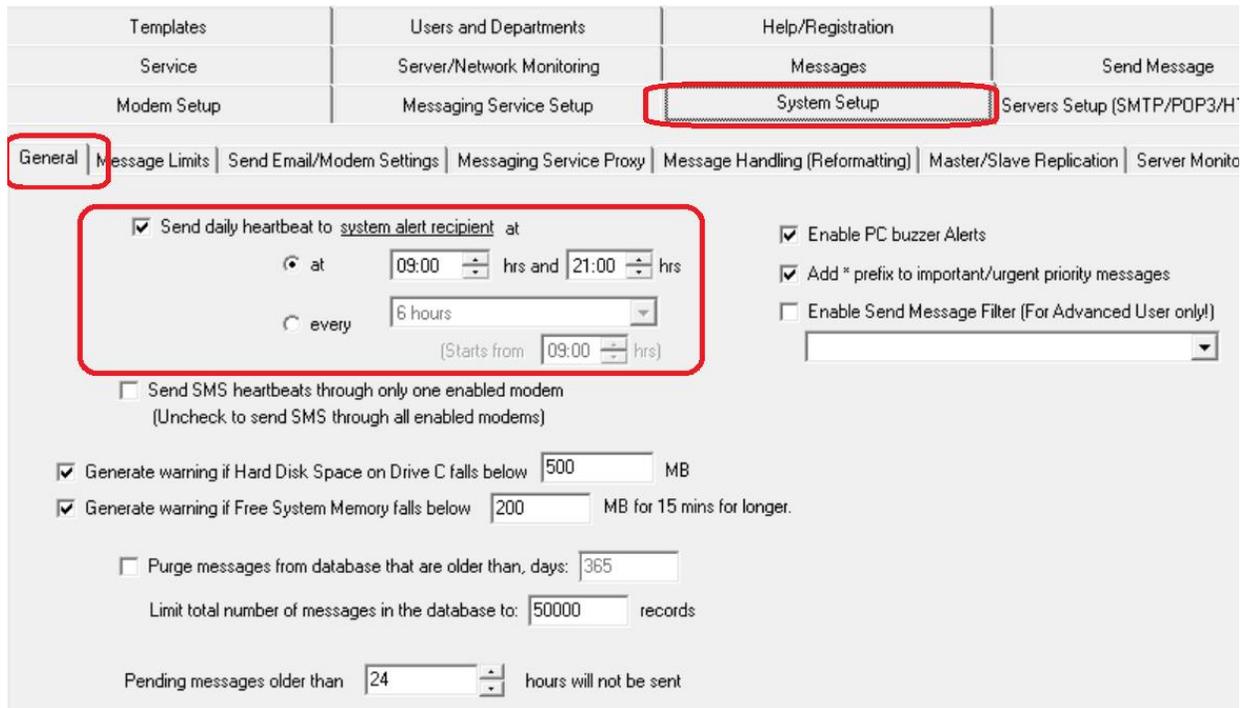
Filter messages |
 Export messages |
 Acknowledge all messages |
 Delete all pending messages

2 from 2. Today sent: 2. Today n Max. number of messages to display: 500  Word wrap

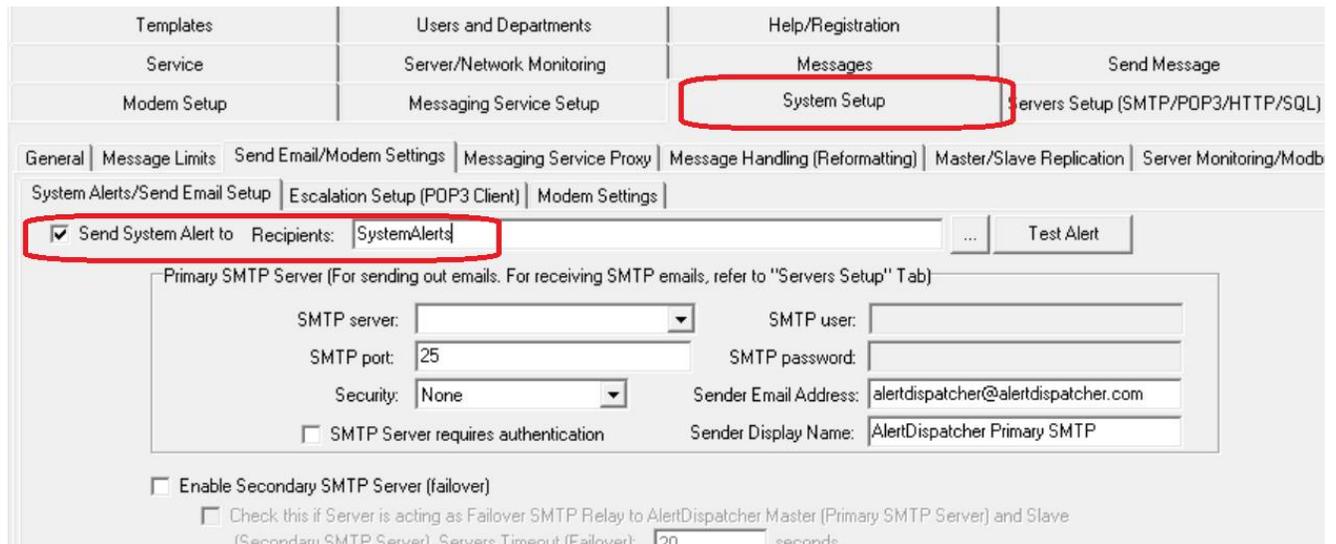
CreatedDate	Type	IN/OUT	Recipient	Text	Subject	MessageStatus	SMSCou	Rule	ProcessedDate
28/11/2024 8:08:31 pm	SMS	Out	+6590169696	REGISTER Q05EU0ctYwFhYwFhYQ*MDAw		Processed	2		28/11/2024 8:08:34 pm

### 9). Enable Twice Daily Heartbeat SMS

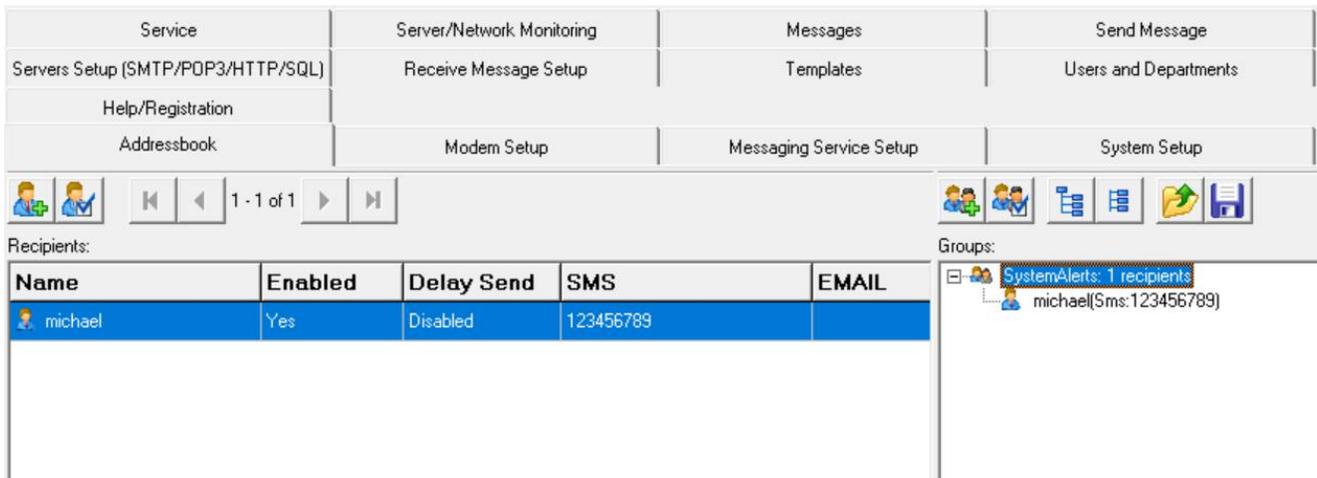
You may enable twice daily "daily heartbeat" SMS as shown below.



Heartbeat messages are sent to "SystemAlerts" group.



You can add additional recipients to the "SystemAlerts" under "Addressbook" tab. If "SystemAlerts" group does not exist, you may create a new group.



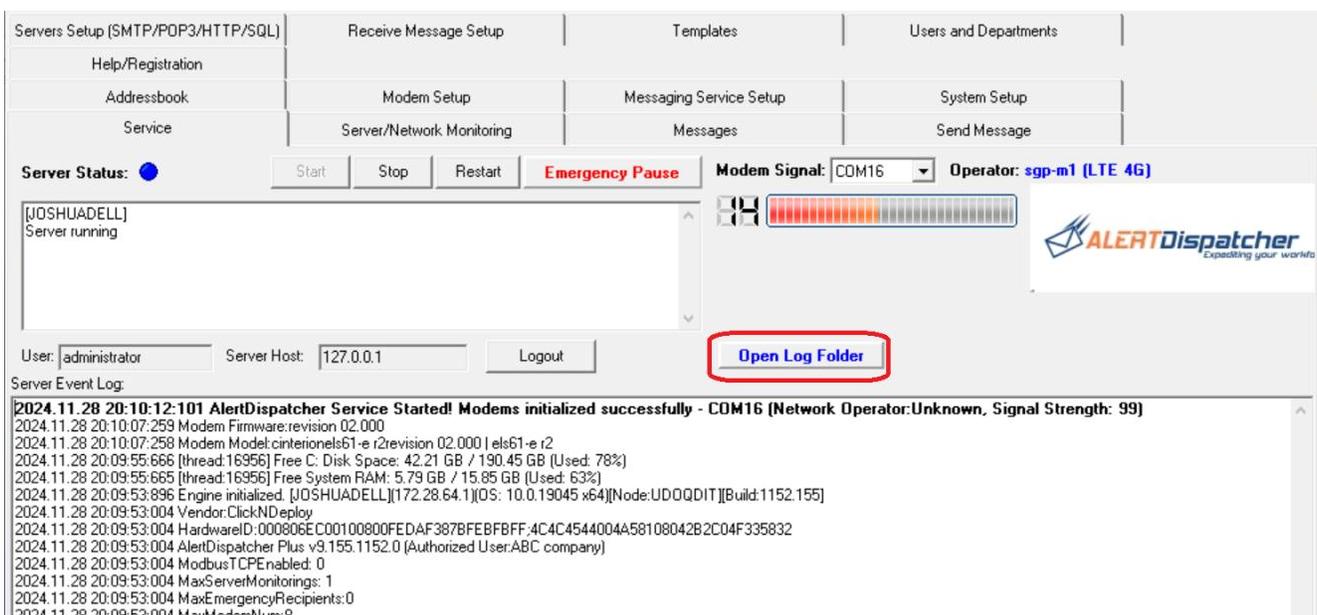
### 10). Retrieve Logs for Troubleshooting

You can retrieve your logs by clicking on the “Open Log Folder” button.

The most useful logs are the AlertDispatcherServer, AlertDispatcherServer\_events and AlertDispatcherSignal logs. If you're interfacing 3rd party applications with AlertDispatcher, the relevant logs include SMTPListener, HTTPListener and SNMPTrapReceiver logs.

*Note: Logs will be automatically archived to the \archive subfolder when they reach 10MB in size. To identify which archived log is relevant, please sort the files by date and then open log file to verify that it contains the log when the error occurred.*

To obtain support from your vendor, you'll also need to submit your AlertDispatcher database and configuration. Refer to the "Log Submission Guide" on how to obtain the relevant files to your vendor for further technical assistance - <http://www.clickndeploy.com/clients/dl.php?type=d&id=41>



## 4. Post-installation/Troubleshooting

### 1). Port Conflicts, Firewall and AntiVirus Software Setup

#### a). Resolving possible port conflicts

AlertDispatcher comes with built-in TCP/IP Servers - HTTP Server (Web Server), SMTP Server and SNMP Trap Receiver so you can send Alerts (Email/SMS) using the HTTP and SMTP (Email) application interfaces provided and convert SNMP traps into Alerts.

The built-in servers use the following default ports for their respective protocol.

<i>Server Protocol</i>	<i>AlertDispatcher Program Name</i>	<i>Default Port</i>	<i>Remarks</i>
HTTP Server	Alert Dispatcher HTTP Listener	80	<i>Used by AlertDispatcher Client, DLL API and AlertDispatcher High Availability (Master/Slave Cluster Redundancy)</i>
SMTP Server (Email)	Alert Dispatcher SMTP Listener	25	
SNMP Trap Receiver	Alert Dispatcher SNMP Trap Receiver	162	
AlertDispatcher Server	Alert Dispatcher	5556	

In order for TCP/IP application interfaces to work, there must not be conflicting services running on your system occupying the same ports.

For SMTP Server interface, check whether Windows ‘Simple Mail Transfer Protocol (SMTP)’ service exists and is set to run automatically. If ‘Simple Mail Transfer Protocol (SMTP)’ service exists, stop and disable Windows SMTP service.

For HTTP Server, ensure that Windows World Wide Web Publishing Service, or IIS isn’t running on the same port (default port for HTTP server is 80).

For SNMP Trap Receiver, if you have installed Windows SNMP Trap service, please ensure that the service is stopped or change to a different port (default port for Trap Receiver is 162).

#### b). Add server ports to Firewall

If you need to be able to access AlertDispatcher Server from the network and firewall is enabled, you must add the ports used by the services you require to your firewall list of “allowed ports”.

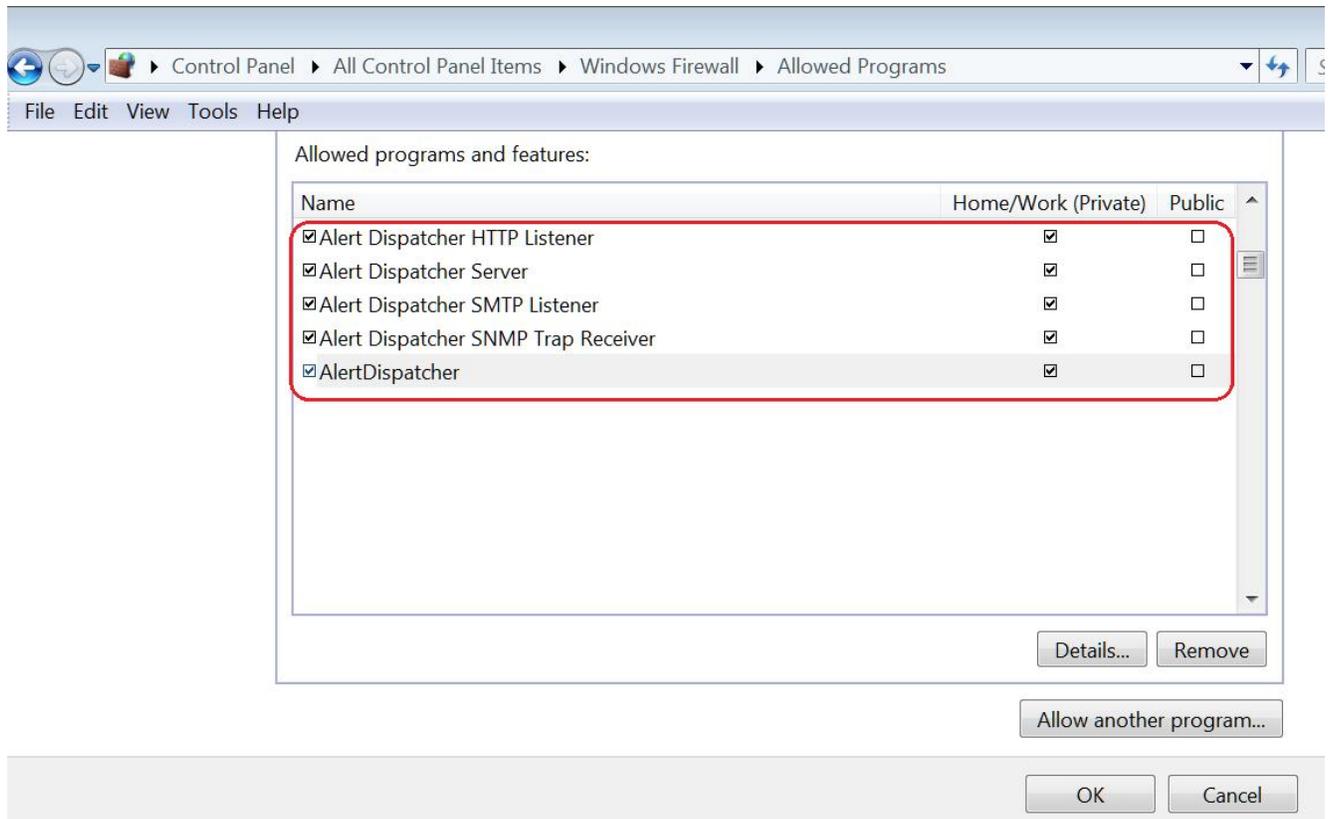
**Note:** *This step is not required if AlertDispatcher is only used on local PC/Server and does not need to communicate with other servers on the network.*

For Windows Firewall, simply add the following programs to "Allowed Programs" list. This will automatically whitelist all ports used by the services.

Go to *Start → Control Panel → Windows Firewall → Allowed Programs.*

<i>Server Protocol</i>	<i>AlertDispatcher Program Path (default)</i>
HTTP Server	C:\Program Files (x86)\AlertDispatcher\HTTPListener.exe
SMTP Server (Email)	C:\Program Files (x86)\AlertDispatcher\SMTPListener.exe
SNMP Trap Receiver	C:\Program Files (x86)\AlertDispatcher\SNMPTrapReceiver.exe
AlertDispatcher Server	C:\Program Files (x86)\AlertDispatcher\AlertDispatcherServer.exe





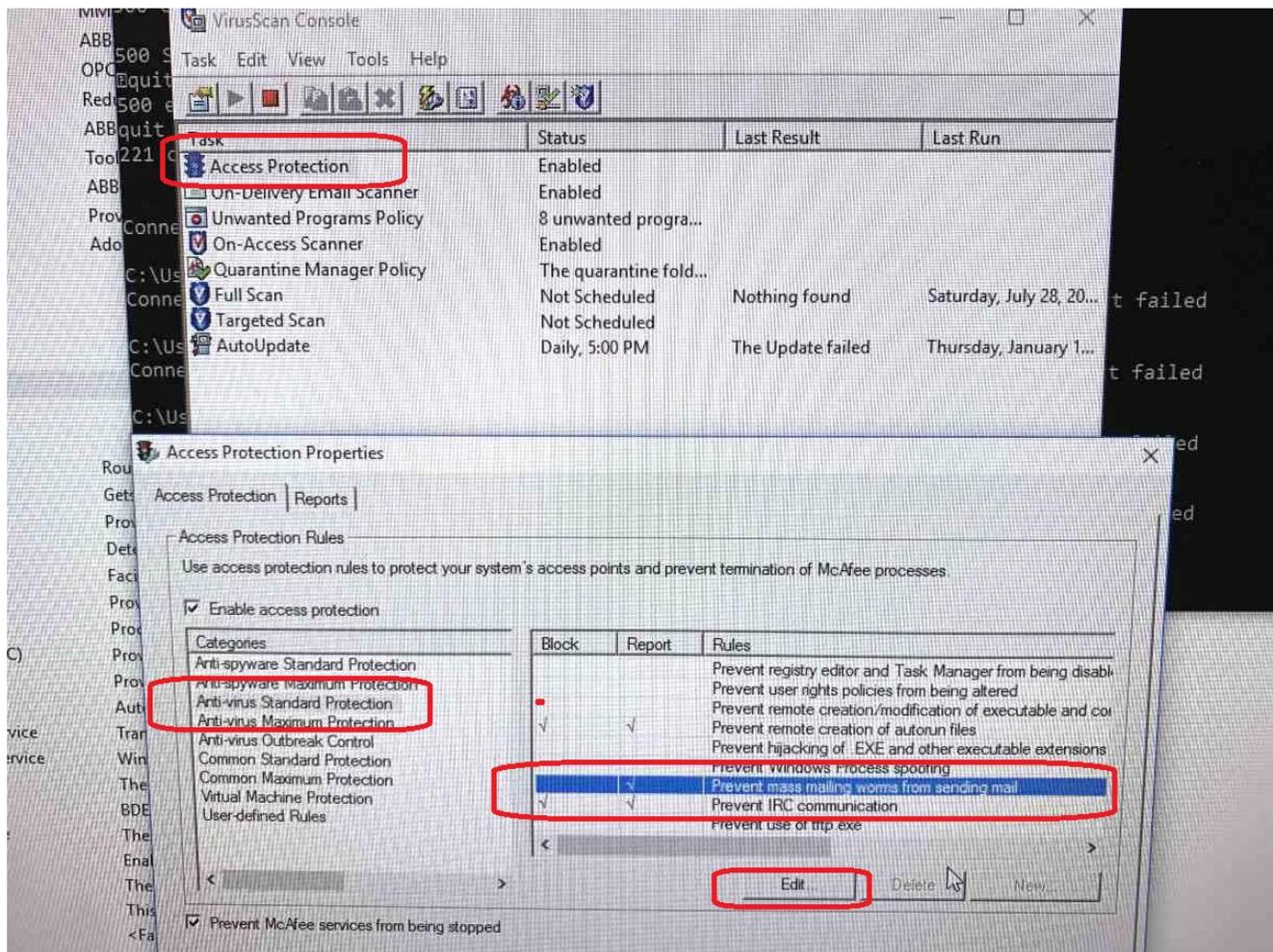
**Note:** Alternatively, you can use "Windows Firewall → Advanced Settings" to create "Inbound Rules" to white list the relevant ports.

## c). AntiVirus Software preventing SMTP email interface from working

Some antivirus software such as McAfee VirusScan may block SMTP email interfacing to AlertDispatcher so you will need to add an exception.

Note: This blocking may happen even locally on a standalone system, without the server connected to the computer network.

For the case of McAfee VirusScan, launch the VirusScan Console, go to "Access Protection", "Access Protection Properties", "Anti-Virus Standard Protection" and edit the rule "Prevent mass mailing worms from sending mail".



For Symantec antivirus or endpoint protection, you would need to disable "Enable Internet Email Auto-Protect" under "Viruses and Spyware Protection". *Note: This setting might be found in different places depending on the Symantec product and version that you are using.*



Under "Processes to exclude", add "smtpListener.exe" as shown below.

