

# Configuring E-mail Alerts on the Cisco VPN 3000 Concentrator

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## Introduction

This document describes how to configure the E-mail Alert feature on the VPN 3000 Series Concentrators. The E-mail Alert feature is available in both 2.x and 3.x releases. However, the 3.x release and later is preferred.

## Prerequisites

### Requirements

Before you attempt this configuration, ensure that you meet these requirements:

- Your Simple Mail Transfer Protocol (SMTP) server is set up correctly, and you are able to use it for your normal E-mails.
- An account is set up on the SMTP server to receive the E-mail alerts.
- If your E-mail server is towards the public interface, make sure that you allow SMTP packets to pass through the public filter.

## Components Used

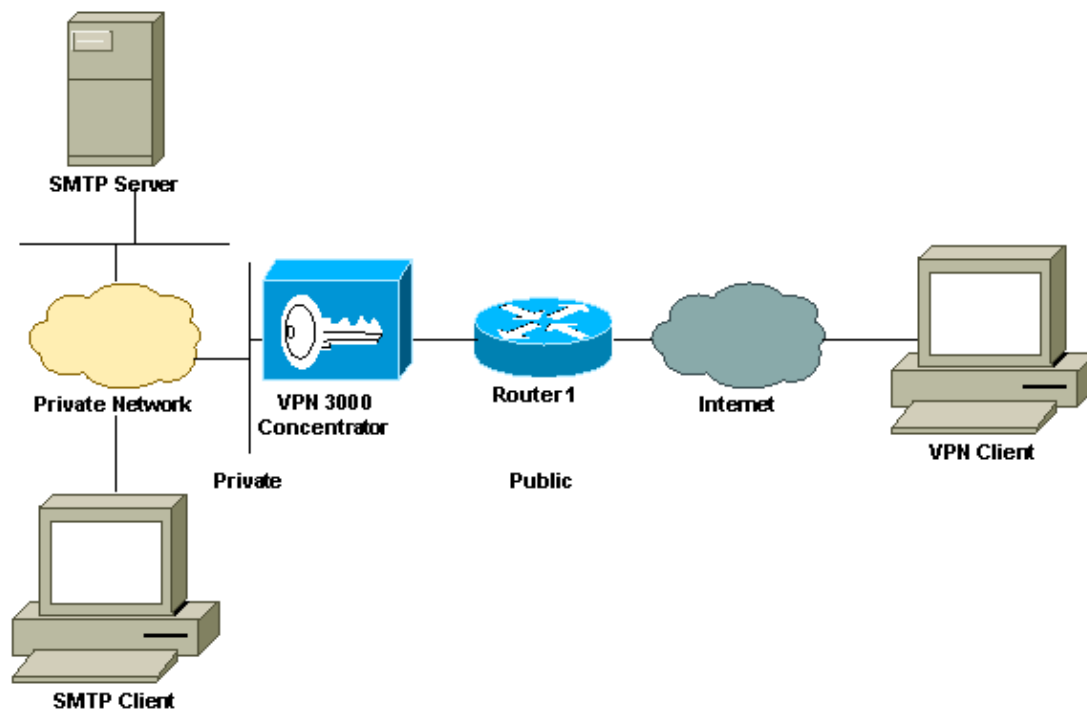
The information in this document is based on these software and hardware versions:

- Cisco VPN 3000 Concentrator with Software Releases 3.0 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Network Diagram

This document uses this network setup:



## Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## IP Addresses

### VPN 3000 Concentrator

This list shows public and private IP addresses for the VPN 3000 Concentrators:

- **Private Interface:** 14.38.53.35
- **Subnet Mask:** 255.255.0.0
- **Public Interface:** 172.18.124.133
- **Subnet Mask:** 255.255.255.0

## SMTP Server

IP Address: 64.102.19.200

## SMTP Client

IP Address: 64.102.55.142

# Configure the VPN 3000 Concentrator

## IP Address Assignment

Make sure that the IP addresses are configured on the public and private interfaces and that you are able to get to the SMTP server from your VPN 3000 Concentrator.


Configurator | Interfaces Tuesday

This section lets you configure the VPN 3000 Concentrator Series network interfaces and power supplies.

In the table below, or in the picture, select and click the interface you want to configure:

Interface	Status	IP Address	Subnet Mask	MAC Address	Default Gateway
<a href="#">Ethernet 1 (Private)</a>	UP	14.38.53.35	255.255.0.0	00.90.A4.00.16.54	
<a href="#">Ethernet 2 (Public)</a>	UP	172.18.124.133	255.255.255.0	00.90.A4.00.16.55	172.18.124.1
<a href="#">Ethernet 3 (External)</a>	Not Configured	0.0.0.0	0.0.0.0		
<a href="#">DNS Server(s)</a>	DNS Server Not Configured				
<a href="#">DNS Domain Name</a>					

• [Power Supplies](#)



## System Name Setup

Configure a system name for your VPN Concentrator. Select **Configuration > System > General > Identification**. The system name is used in the subject on the E-mail alerts. Once done, click **Apply**.

Configuration | System | General | Identification

Configure system identification (optional). These entries are stored in the MIB-II *system* object.

**System Name**  Enter a system name/hostname for the device; e.g., vpn01

**Contact**  Enter the name of the contact person

**Location**  Enter the device location; e.g., Computer Lab 3

## E-mail Alert Setup

To set up E-mail alerts, select **Configuration > System > Events > General**, and fill out the **E-mail Source Address** and **Severity level for Events to E-mail** options.

### E-mail Source Address

Enter the address to put in the "From" field of an E-mailed event message. Configure this field if you configure any severity to E-mail events. If you leave it blank, the "From" field has the same address as the "To" field (the recipient's E-mail address). In this example, "vpn3000\_133" is used as the source E-mail address.

### Events to E-mail

Click the drop-down menu button and select the range of event severity levels to E-mail to recipients by default. The choices are None, 1, 1-2, and 1-3. The default is None, which means that no events are sent through E-mail.

If you select any severity levels to E-mail, you must also configure an SMTP server by selecting **Configuration > System > Events > SMTP Servers**. Then configure the E-mail recipients by selecting **Configuration > System > Events > Email Recipients**. Once you are done, click **Apply**.

**Note:** The Events to E-mail option under General applies to all classes. This means all classes with a severity set to 1-3 are sent out as E-mail alerts. If you want to configure using class-based E-mail alerts, see the Class-Based E-mail Alerts section of this document.

The screenshot shows the 'Configuration > System > Events > General' page. It contains several configuration options with their descriptions:

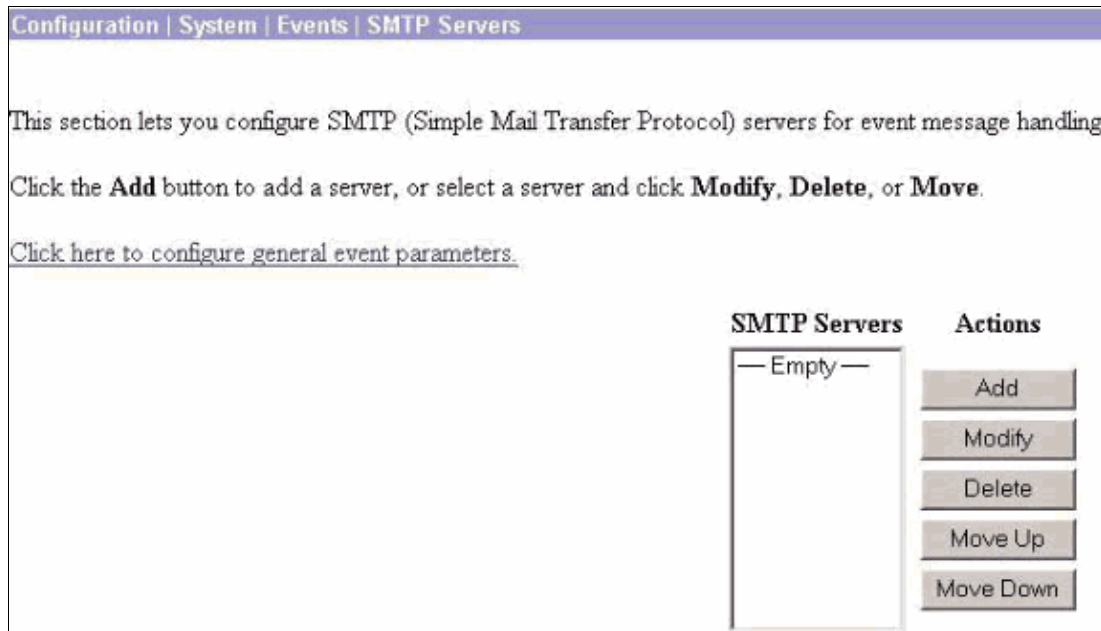
- Save Log on Wrap:**  Check to save the event log to a file on wrap.
- Save Log Format:** Multiline (dropdown) Select the format of the saved log files.
- FTP Saved Log on Wrap:**  Check to automatically FTP the saved log to a remote destination.
- E-mail Source Address:** vpn3000\_133 (text input) Enter the e-mail address that appears in the **From:** field.
- Syslog Format:** Original (dropdown) Select the format of Syslog messages.
- Events to Log:** Severities 1-5 (dropdown) Select the events to enter in the log.
- Events to Console:** Severities 1-3 (dropdown) Select the events to display on the console.
- Events to Syslog:** None (dropdown) Select the events to send to a Syslog Server.
- Events to E-mail:** Severities 1-3 (dropdown) Select the events to send to an E-mail Recipient.
- Events to Trap:** None (dropdown) Select the events to send to an SNMP Trap Destination.

Below these options is the 'Event List' section. It includes instructions: 'Enter as: Event Class/List of Event IDs, SEV(#)' and 'Example: IKE/ 1, 13-45, SEV(3)'. There is a large empty text area for input. To the right of this area are three bullet points:

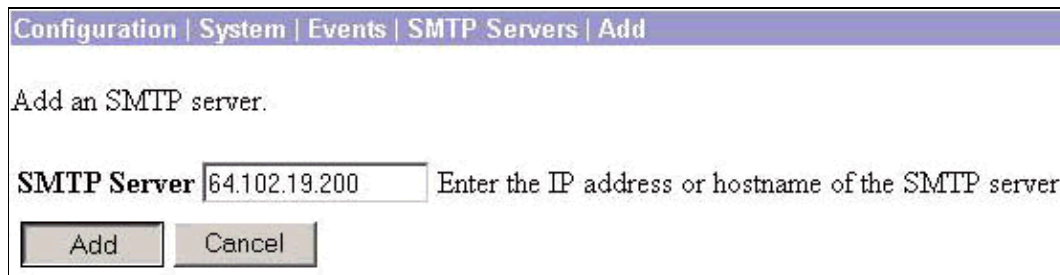
- Set the *Event Class* to any of the predefined event classes or **ALL** for all event classes
- Set the *List of Event IDs* to:
  - a range of numbers
  - a comma-separated list of numbers
  - or a combination of both (e.g. 2,5,8,13-45)
- Set Event Severities to *SEV(levels)* where *levels* can be a single number or a range of numbers

At the bottom right of the page, there is a status bar showing 'PCI Wireless LAN Adapter' and 'Speed: 11.0 Mbps'.

To configure the SMTP server, select **Configuration > System > Events > SMTP Servers**, and click **Add**.

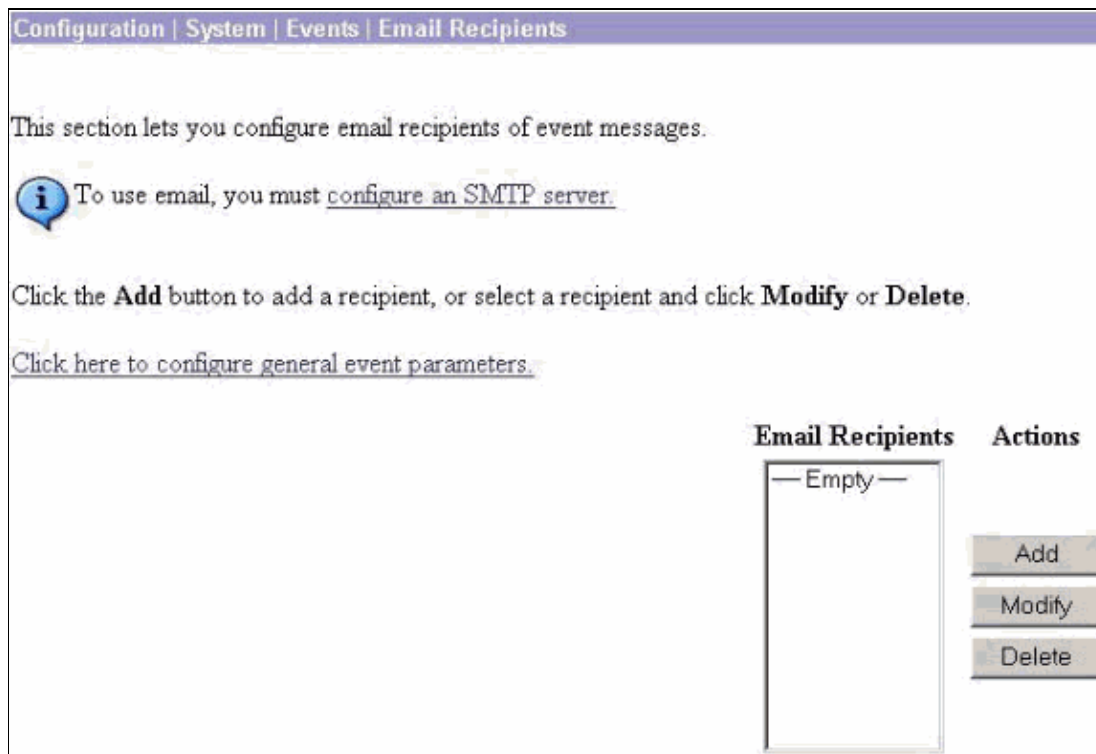


Enter the IP address or hostname of the SMTP server. If you have configured a DNS server, you can enter a hostname. Otherwise, enter an IP address. In this example, the SMTP server's IP address is 64.102.19.200. Once you are done, click **Add**.



This section of the manager allows you to configure E-mail recipients of event messages. You can configure a maximum of five E-mail recipients. You can also customize the event message severity levels for each recipient.

If you configure any event handling, default or special, with values in the Severity to E-mail fields, you must name at least one E-mail recipient to receive the event messages. Also, you must identify at least one SMTP server to handle the outgoing E-mail.



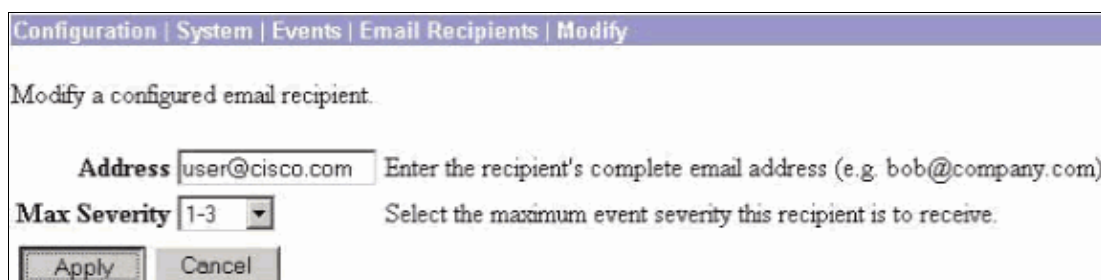
## E-mail Address

Enter the recipient's complete E-mail address, such as user@cisco.com.

## Max Severity

Click the drop-down menu button and select the range of event severity levels to send to the recipient through E-mail. The choices are None, 1, 1-2, and 1-3. The default is 1-3. This means the configured events of severity level 1 through severity level 3 are sent to the recipient.

You can specify which severity events you want forwarded. In this example, user@cisco.com has specified severity events 1, 2, and 3. However, if an administrator has specific severity events, then they can specify otherwise. The settings are user dependent.



## Class-Based E-mail Alerts

If you want to configure only a few classes to send the E-mail alerts, then select **Configuration > System > Events > Classes > Add**. Click the drop-down menu button and select the event class you want to add. In this example, "HTTP" was added as the class.

Click the drop-down menu button and select the range of event severity levels to send to recipients through E-mail. Once you are done, click **Add**.

Configuration | System | Events | Classes | Add

This screen lets you add and configure an event class for special handling.

Class Name  Select the event class to configure.

Enable  Check to enable special handling of this class.

If one of the following values has been set to *Use Event List*, the Event List can be seen by viewing **Configuration | System | Events | General**.  
Changing a value set to *Use Event List* will override the sections of the Event List referring to this event class.

Events to Log  Select the events to enter in the log.

Events to Console  Select the events to display on the console.

Events to Syslog  Select the events to send to a Syslog Server.

Events to E-mail  Select the events to send to an E-mail Recipient.

Events to Trap  Select the events to send to an SNMP Trap Destination.

## Verify

To make sure that the E-mail alerts work, try to log into the VPN 3000 Concentrator's graphical user interface (GUI) manager using an unknown user ID. For the purposes of this example, "admin" is used as the incorrect username and "12345" is used as the incorrect password. Then, on the VPN Concentrator, select **Monitoring > Filterable Event Log**. You see that the VPN Concentrator receives an AUTH/30 log with a severity set to 5 and an HTTP/7 log with a severity set to 3. The E-mail Alert feature only sends alerts for anything less than a severity level of 3.

Monitoring | Filterable Event Log

Select Filter Options

Event Class  Severities

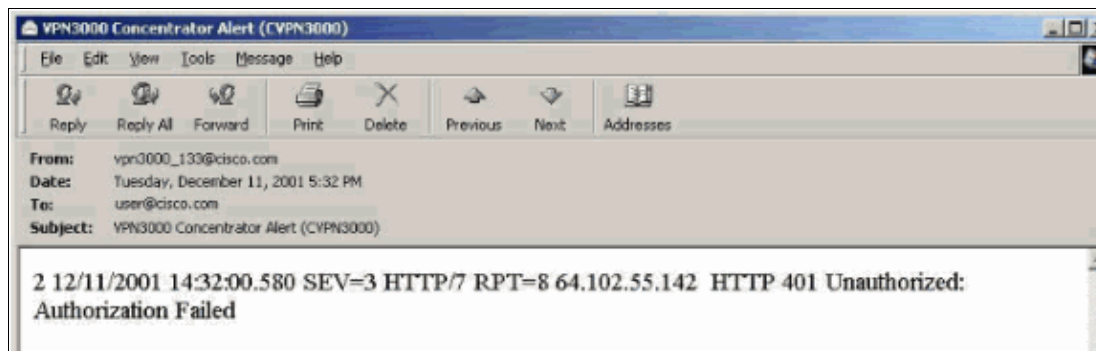
Client IP Address  Events/Page

Group  Direction

1 12/11/2001 14:32:00.580 SEV=5 AUTH/30 RPT=5  
User [ admin ] attempted ADMIN logon.. <REFUSED> authentication failure !

2 12/11/2001 14:32:00.580 SEV=3 HTTP/7 RPT=8 64.102.55.142  
HTTP 401 Unauthorized: Authorization Failed

On the receiver side, the E-mail looks similar to this example:



## Troubleshoot

If you have specified the DNS name for the mail server, make sure that your VPN 3000 Concentrator is able to resolve the DNS name with an IP address. To add DNS server IP addresses, select **Configuration > System > Servers > DNS** and add the IP addresses and other related parameters.

If you are not able to receive E-mails, make sure that the VPN Concentrator has connectivity to the SMTP server.

## NetPro Discussion Forums – Featured Conversations

Networking Professionals Connection is a forum for networking professionals to share questions, suggestions, and information about networking solutions, products, and technologies. The featured links are some of the most recent conversations available in this technology.

NetPro Discussion Forums – Featured Conversations for VPN
Service Providers: VPN Service Architectures
Service Providers: Network Management
Virtual Private Networks: General

## Related Information

- [Cisco VPN 3000 Series Concentrator Support Page](#)
- [IPSec Support Page](#)
- [Technical Support – Cisco Systems](#)

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