



# MailBeat Outlook Add-In User's Manual

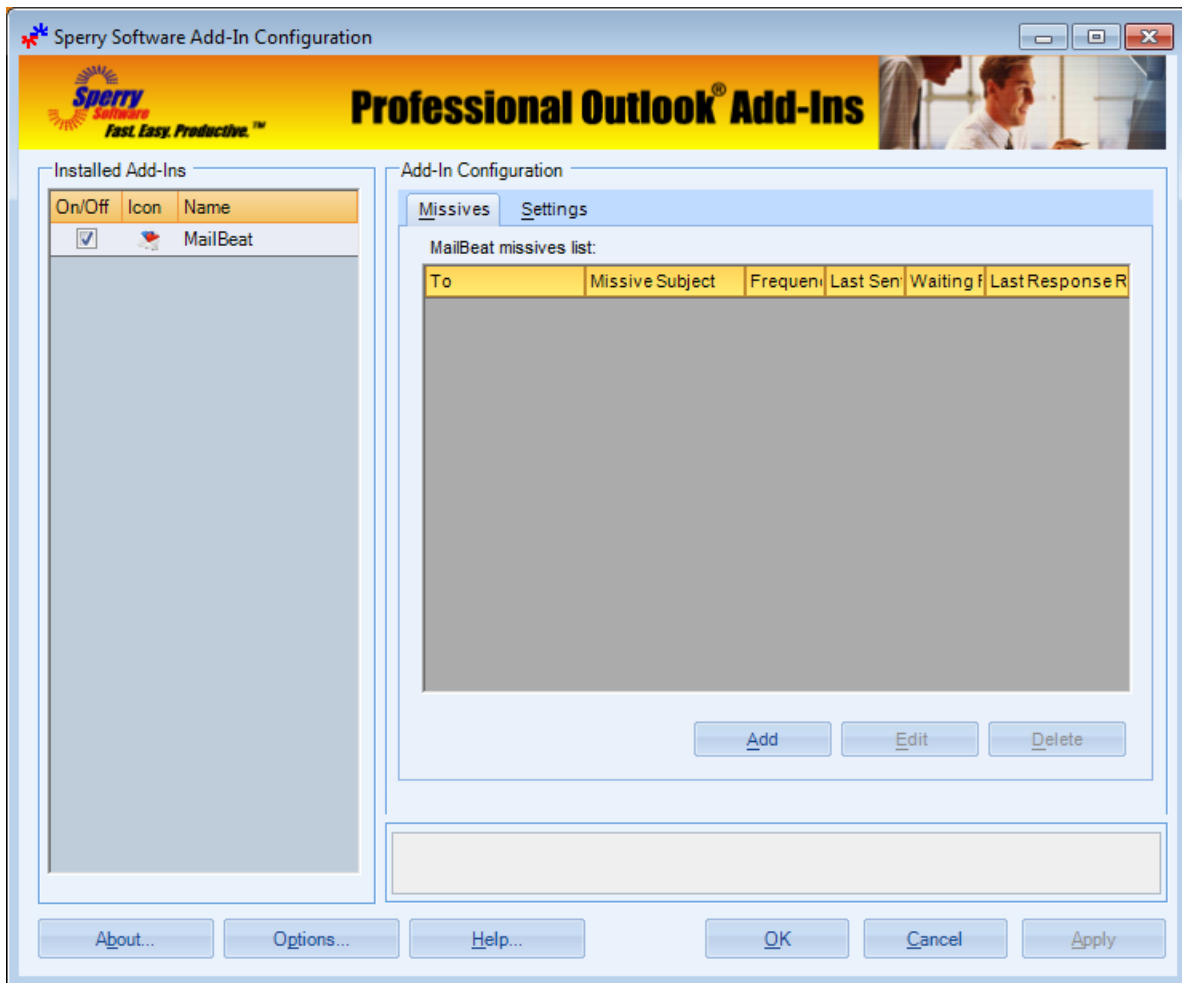
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## Welcome

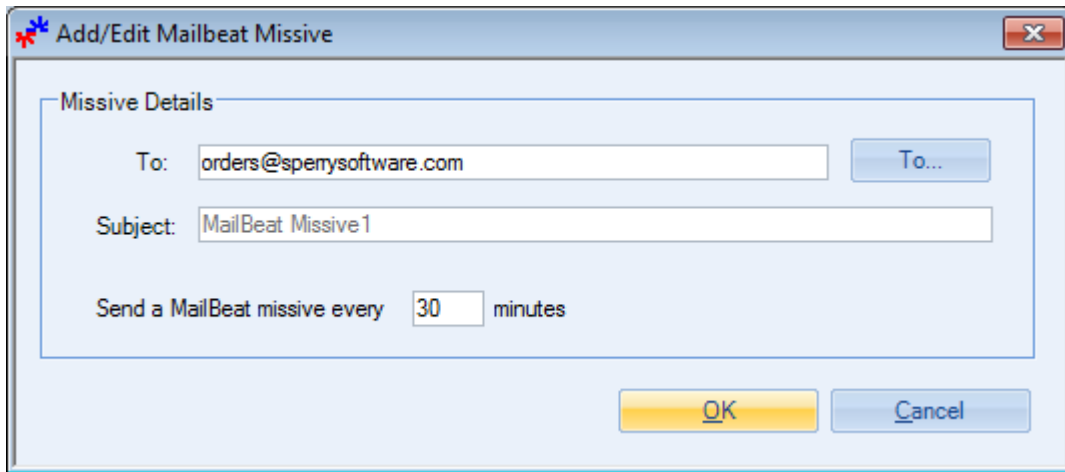
Thank you for choosing the MailBeat Outlook add-in, created by Sperry Software. This add-in checks other email systems to make sure they are up & running. It's perfect for those machines which run important processes, but are visited only rarely.

## Quick Start

Once the add-in is loaded, the first step is to create a new "missive", which is the email that goes to another system. You can do this by clicking on the Sperry Software button in the main Outlook window, then clicking on the Add button:



Once the Add button has been clicked, a new window allowing you to enter the details of the missive shows up:



Here in this example, the missive will be checking the orders@sperrysoftware.com mailbox, to make sure that the orders are continuing to flow.

After you click Ok, the grid will show this first email missive. That's all you need to do on this computer to get started.

On the other computer (for this example the Sperry Software orders computer) we need to install the add-in there as well, to make sure that a response will be received. Once the add-in has been installed, the "This machine needs to generate replies" checkbox should be checked (it is by default).

That's all there is to it.

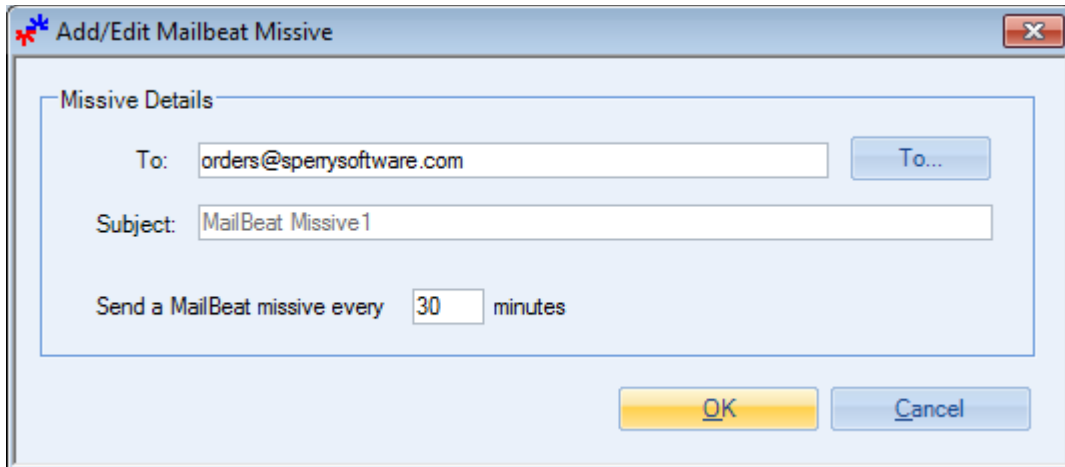
To see the status of any missives, simply close the Sperry Software Configuration Window. After 30 minutes, the status will update showing an updated last sent time, whether the add-in is waiting for a response, and when the last missive reply was received.

If no response is received in time, the default action is to display a desktop warning.

## Configuring Options of the MailBeat Add-In

The MailBeat add-in has several options which can be changed to suit your needs.

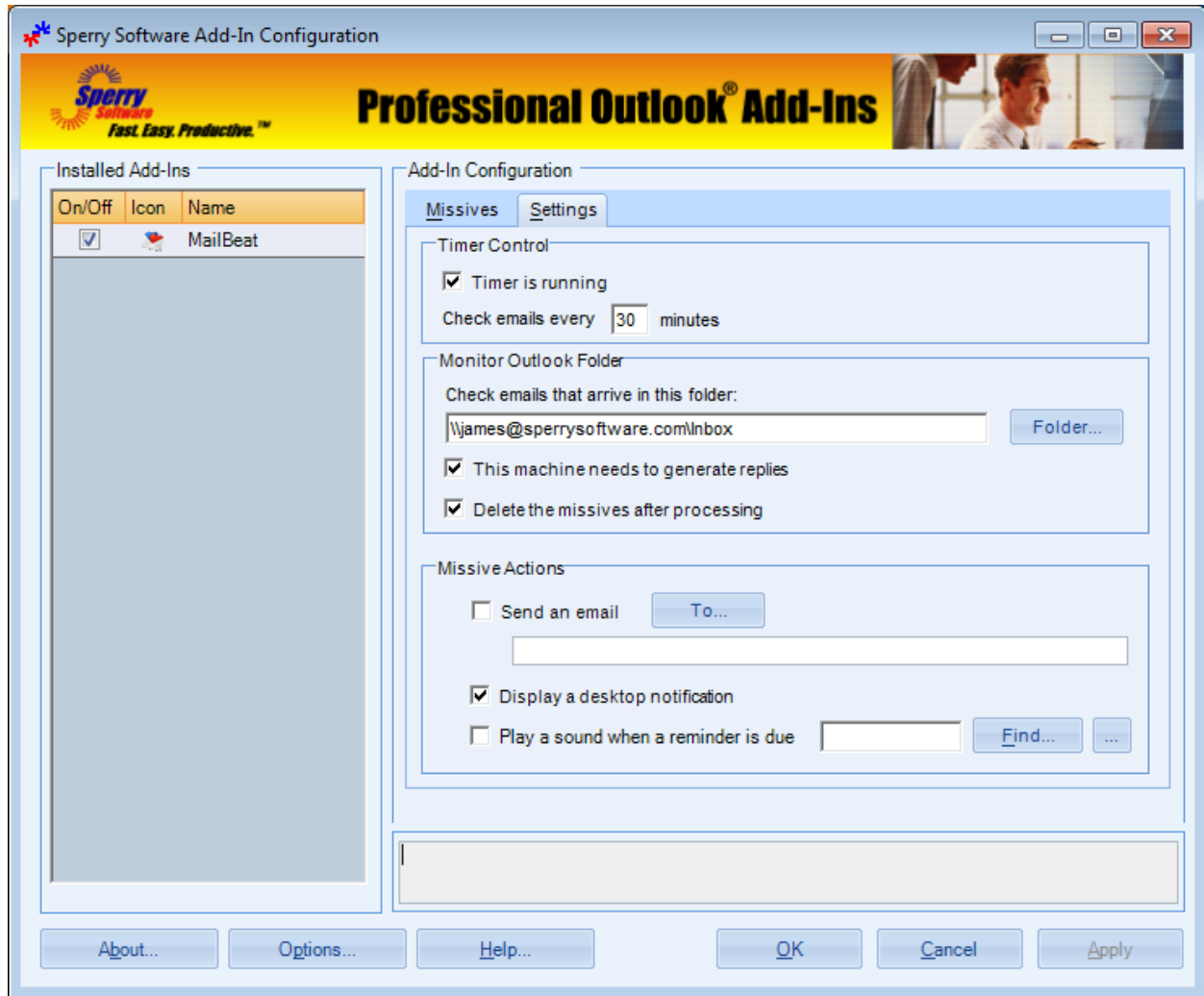
The first option is when you are adding or editing a missive. Going back to the add/edit window:



The screenshot shows a dialog box titled "Add/Edit Mailbeat Missive". Inside the dialog, there is a section labeled "Missive Details" containing three input fields: "To:" with the value "orders@sperrysoftware.com" and a "To..." button; "Subject:" with the value "MailBeat Missive1"; and "Send a MailBeat missive every" with a numeric input field containing "30" and the text "minutes". At the bottom of the dialog are "OK" and "Cancel" buttons.

Recall that in our example we are sending to the Sperry Software orders computer, which is set to receive emails on the orders@sperrysoftware.com mailbox. Note that the subject is hardcoded – this is so that the add-in knows to respond to this particular missive. You can also set a frequency for sending out the email missive, the default is that the add-in will send once every thirty minutes but you can reduce this value to get quicker notifications that something is wrong.

The other area where the settings are configured is in the Settings tab:



The **Timer Control** area is where you configure how often the add-in wakes up to check for responses. Because there can be many machines each running a copy of the software, it may become necessary to check for new missive responses more frequently than the default. Note that this timer is independent of the frequency timer in the missive itself. This timer controls how often the add-in wakes up to check for responses to missives, and each individual missive time is used to indicate how often to send a missive to a particular mailbox. The entire timer can also be shut off, for this add-in it's the same as turning the entire add-in on or off.

The **Monitor Outlook Folder** area is used for several options that have to do with the processing of the missives themselves. The first feature is used to tell the add-in which folder to check for incoming MailBeat missive emails. By default it's the Inbox, but you may find that shunting the missive emails to a different folder helps to keep things tidy in your main Inbox. You can use Outlook rules to simply move all emails that contain the words of "MailBeat Missive" in the subject to another folder.

The option that says **This machine needs to generate replies** is used for situations where the same mailbox on two different machines is being monitored, and both machines are running the add-in. If machine A sends the first missive, then machine B will respond. Machine A will see this email and respond to that email, in an endless loop. Turning this option off on the machine that generates the original missive will still allow machine A to generate a missive, receive a response from machine B, then process that response on machine A. *Note that this is only an issue if there are two machines that are both running the add-in, and both monitor the same mailbox. If that's not the case, then leaving the checkbox on (which is the default) is recommended.*

Earlier it was mentioned that using Outlook rules, we can move the email missives to another folder. Along that same vein, the add-in can **delete the missives after processing**, that is, after sending them out, and after having processed the incoming missives. This helps in having a tidy mailbox as well, since there are no missives lying about taking up space. To see if the email missive has been sent out and responded to, use the grid in the Missives tab which keeps a currently running list of which emails have been sent, and when they have been received.

The final area is called **Missive Actions** and is used to control what happens if a missive fails to arrive. By default, the add-in will **display a desktop notification** in the form of a popup window with the details of which missive was not received in time. In addition, the add-in can **send an email** to another (presumably completely unrelated) email address, and can also **Play a sound file** in case you're not looking at the screen when the warning occurs.

## Topologies

The architecture of two (or more) machines is an important consideration. If there are two machines, they can be set up to watch each other, since the add-in can be installed and activated on up to two different machines. This way, if either machine goes down, the other one can send an email or perform some other action to alert you to the problem.

If there are three or more machines, Outlook Rules can be used to reply to missives. Using an Outlook rule to respond to emails that have a subject that contain the specific words "MailBeat Missives" allows a response to be sent back to the add-in, so that no new licenses are needed. This is handy if there are many machines that need to be monitored.

## Troubleshooting

Q. I'm having trouble, and need to start over with installing. What can I do?

A. Follow these instructions:

<http://www.sperrysoftware.com/kb/questions/98/!%27m+having+problems%2C+and+I+need+to+reinstall+my+add-ins+from+a+clean+start.+How+do+I+do+this%3F+>

Q. The "Sperry Software Add-ins" button is not visible.

A. Run the add-in Reset tool.

The add-in reset tool (among others) can be downloaded from  
<http://www.sperrysoftware.com/outlook/tools.asp>

Q. How can we contact you for more help?

A. For help on more in-depth issues, check out our [Knowledge Base](#).