

How to Set Up System Warnings

There are a number of system warnings generated by IQ.

1. IMA (Internet Mail Agent) Warning
2. SMTP (Simple Mail Transfer Protocol) Warning

IMA Warnings

If your office is set to receive emails in to IQ, you will want IQ to send out warnings if certain criteria is met. IMA warnings alert users based on inbound email system setting parameters. To access the system settings page follow these steps:

1. Go to the **Admin** tab
2. Select **System Settings**
3. Select **Inbound Email**

Let's take a look at the IMA warning:

Inbound Email Settings

IMA Warnings

<input type="checkbox"/>	Office does not Receive Email	
<input checked="" type="checkbox"/>	Receives Custom/WebForm Email	1 ▾ day(s) of no messages issues a system warning
<input type="checkbox"/>	Receives Senate Email	1 ▾ day(s) of no messages issues a system warning
<input checked="" type="checkbox"/>	Receives Unformatted/Public Email	1 ▾ day(s) of no messages issues a system warning
<input checked="" type="checkbox"/>	Receives CWC Email	1 ▾ day(s) of no messages issues a system warning
<input checked="" type="checkbox"/>	Receives Services Email	1 ▾ day(s) of no messages issues a system warning
<input checked="" type="checkbox"/>	Receives Services Response Email	1 ▾ day(s) of no messages issues a system warning

1 ▾ day(s) since IMA Last Run Date issues a system warning

2,000 (defau ▾ Items in Exception Set issues a system warning

250 (default) ▾ Items in Nondeliverable Set issues a system warning

1. **Office does not receive email:** leave this boxed checked if you are set to receive email
2. **Receives Custom/Web Form Email:** If your office receives either, you will want to send a Warning if neither has been received. You have the option to send a warning 1-5 days after not being received.
3. **Receives Senate Email:** Not Applicable
4. **Receives Unformatted/Public Email:** Unformatted/Public Email are emails that do not have IQ Tags, often referred as Raw Email. If your office is receives either, you will want to send a Warning if neither has been received. You have to option to send a warning 1-5 days after not being received.
5. **Receives CWC (Communicating with Congress) Email:** Not Applicable
6. **Receives Services Email:** If your emails are setup to initiate a service such as Casework. *Note: This is specifically for email that contain <APP>WORKFLOW tags.
7. **Receives Service Response Email:** If your office sends out emails from a Service and you are expecting to receive a response message. If this is your offices regular routine, you will want to send a warning if no Service Response Emails have arrived. You have the option to send a warning 1-5 days after not being received.
8. **Day(s) since IMA last Run date issue a system warning:** This setting is based on a background job scheduled by IQ. If the background job doesn't run, you can select a number of days, 1-5, to send the warning.
9. **Items in Exception Set issues a system warning:** The exception set holds emails that were not posted to IQ. If the exception set holds a number of email it can effect performance. Setting a threshold will keep IQ performance optimized. You have the option of setting a threshold before IQ issues a warning. You can set the warning to be sent once it reaches 2000, 3000, 5000, 10000, 25000, 50000 or 100000 items.
10. **Items in Nondeliverable Set Issues a system warning:** This set contains bounceback emails from the receiver that were not posted to IQ. You have the option of setting a threshold before IQ issues a warning. You can set the warning to be sent once it reaches 250, 500, 1000, 1500 or 2000.

If you should receive a warning message and have questions, reach out to your ITC by calling 703-206-0030 or send an email to support@iqservicedesk.com.

Simple Mail Transfer Protocol (SMTP) Warnings

To keep IQ running at optimal performance, you can set to receive a warning if there are email messages in the folders below. These folders are located on the IQ server which you may or may not have access. If you should receive a warning message and have questions, reach out to your ITC by calling 703-206-0030 or send an email to support@iqservicedesk.com.

SMTP Warnings	
<input type="text"/>	message(s) in SMTP Drop directory issues a system warning (default is 1000)
<input type="text"/>	message(s) in SMTP Queue directory issues a system warning (default is 1000)
<input type="text"/>	message(s) in SMTP Badmail directory issues a system warning (default is 1000)
<input type="text"/>	message(s) in SMTP Pickup directory issues a system warning (default is 1000)
<input type="text"/>	message(s) in IMA Tmp_Drop directory issues a system warning (default is 1000)
<input type="text"/>	message(s) in IMA IMA_Failures directory issues a system warning (default is 1000)

Drop Directory: Incoming messages intended for the local domains are placed in the drop folder. This is true for all recipients because the SMTP service does not maintain a mailbox for each recipient.

Queue Directory: Messages that cannot be immediately delivered are moved by the SMTP service to the queue folder from the pickup folder. The SMTP service repeatedly attempts to deliver messages stored in the queue folder.

Badmail Directory: The badmail folder stores messages that could not be forwarded to the recipient, even after attempts have been made for a predefined number of times. Another characteristic of messages in the badmail folder is that the messages cannot be returned to the senders of these messages by SMTP. This means that administrators have to handle messages residing in the badmail message store.

Pickup Directory: The SMTP service processes messages from the pickup folder as outbound messages or as messages for delivery. If the message is intended for users that are members of the local domain managed by the SMTP service, the SMTP service moves the message to the drop folder.

IMA Tem_Drop Directory: The temporary folder stores messages before delivery to the drop folder.

IMA Failures Directory: The failures folder stores messages that have had a hard failure. These messages will not be processed.

If you should receive a warning message and have questions or you do not have access, reach out to your ITC by calling 703-206-0030 or send an email to support@iqservicedesk.com.