

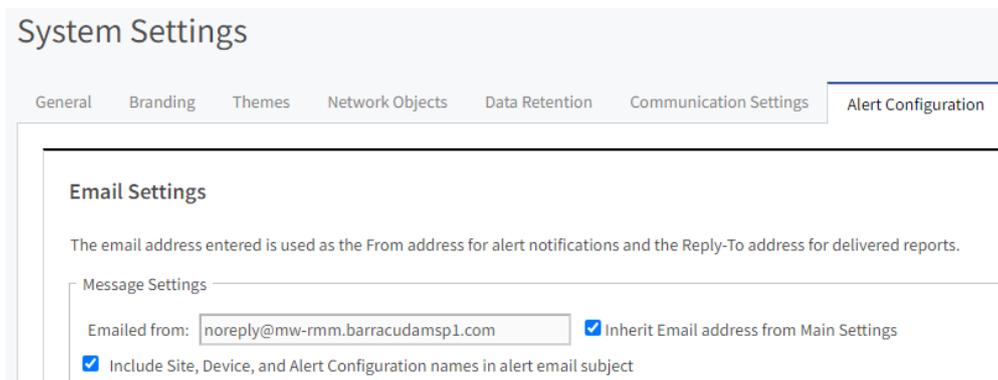
How to configure Service Center Alert Settings for email notifications

<https://campus.barracuda.com/doc/98217202/>

Barracuda RMM uses unauthenticated access to an SMTP server to send alerts and trouble ticket notifications. This is configured in Service Center.

To configure the SMTP server for sending alerts please do the following:

- Log in to Service Center as an Administrator and go to **Configuration - System Settings**.
- Switch to the **Alert Configuration** tab.



System Settings

General Branding Themes Network Objects Data Retention Communication Settings **Alert Configuration**

Email Settings

The email address entered is used as the From address for alert notifications and the Reply-To address for delivered reports.

Message Settings

Emailed from: Inherit Email address from Main Settings

Include Site, Device, and Alert Configuration names in alert email subject

- Enter an email address in the **From Email** field. This does not have to be a legitimate email address belonging to someone in your organization, but must be explicitly allowed relay on your SMTP server in some configurations, as is commonly required when using Microsoft Exchange.
- Enter the hostname or IP address of your mail server in the SMTP Server field.
- Click **Save**.

Barracuda RMM Support Note

This is also the same email address that Email Verification and Password Resets will send from. If you change the email address, you will also need to update your DNS SPF Records to also add *include:sntp-out.mw-rmm.barracudamp1.com*

Internet Information Services (IIS) includes a Virtual SMTP server that is perfectly capable of handling the email load generated by Service Center.

Figures

1. image2023-9-20 9:26:32.png

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