VERSION 8

GAGETRAK EMAIL SERVER

Intro Guide

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TECHNICAL SUPPORT

M-F 6:00 a.m. to 4:00 p.m., MST.
https://gagetrak.com/support/

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CHAPTER 1: INTRODUCTION

GAGEtrak Email Server is a companion application to GAGEtrak Pro and Lite calibration management software. It processes scheduled email notifications independently of the GAGEtrak client, allowing notifications to be sent even when the client application is closed or no users are logged in.

GAGEtrak Email Server connects to one or more GAGEtrak databases and processes the configured database connections sequentially. Its browser-based interface provides access to licensing, database connections, email settings, error notifications, and certificates.

Typical Use Case

An organization maintains separate GAGEtrak databases for multiple facilities. An administrator configures GAGEtrak Email Server to connect to those databases and process their scheduled notifications without leaving a GAGEtrak client running at each facility.

CHAPTER 2: INSTALLATION

System Requirements

Before installing GAGEtrak Email Server, verify that the host computer meets the current system requirements. For supported operating systems, hardware recommendations, database platforms, and other prerequisites, refer to:

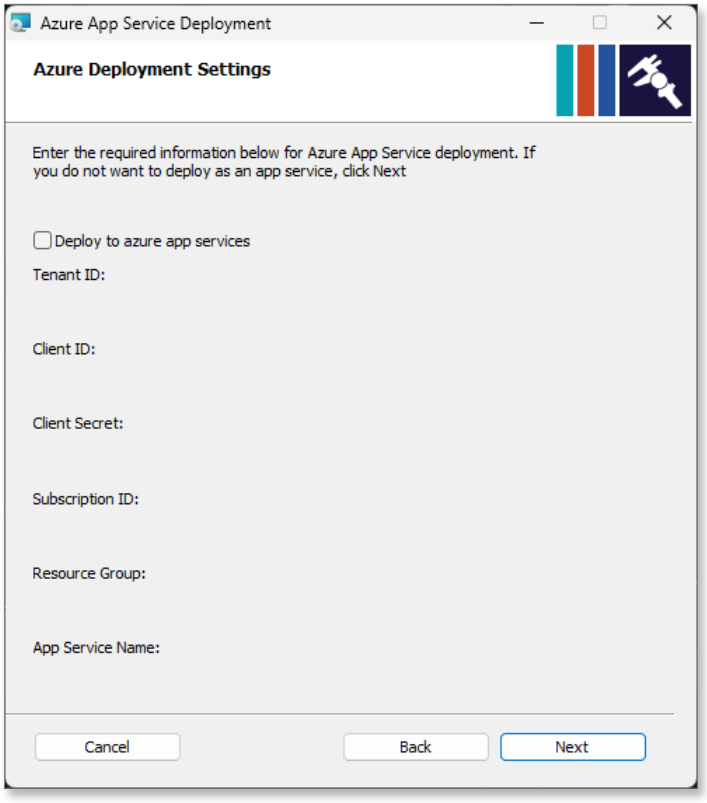
GAGEtrak System Requirements https://gagetrak.com/system-requirements/

Important: GAGEtrak Email Server does not support connections to GAGEtrak databases using SQLite. Only supported Microsoft SQL Server and PostgreSQL databases can be connected to the Email Server. This restriction does not refer to the Email Server's internal configuration storage.

Installing on Windows

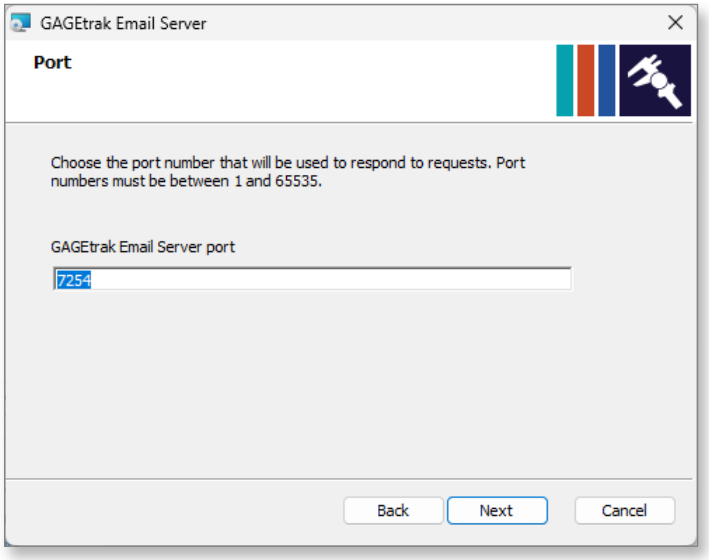
Install GAGEtrak Email Server on a Windows computer or server that remains running so scheduled email processing can continue unattended. The installer configures the application and installs the Windows service; a separate IIS installation is not required for the standard Windows deployment.

1. Run the GAGEtrak Email Server installer and proceed through the license agreement and installation directory selections.
2. When prompted for a deployment option, leave the Azure App Service option unselected for a standard Windows installation.



Note: The installer also provides an option for deployment to Microsoft Azure App Service. For additional information and guidance regarding this deployment option, contact Technical Support: https://gagetrak.com/support/.

3. Select the HTTPS application port. The default port is 7254; choose another available port if required by your environment.



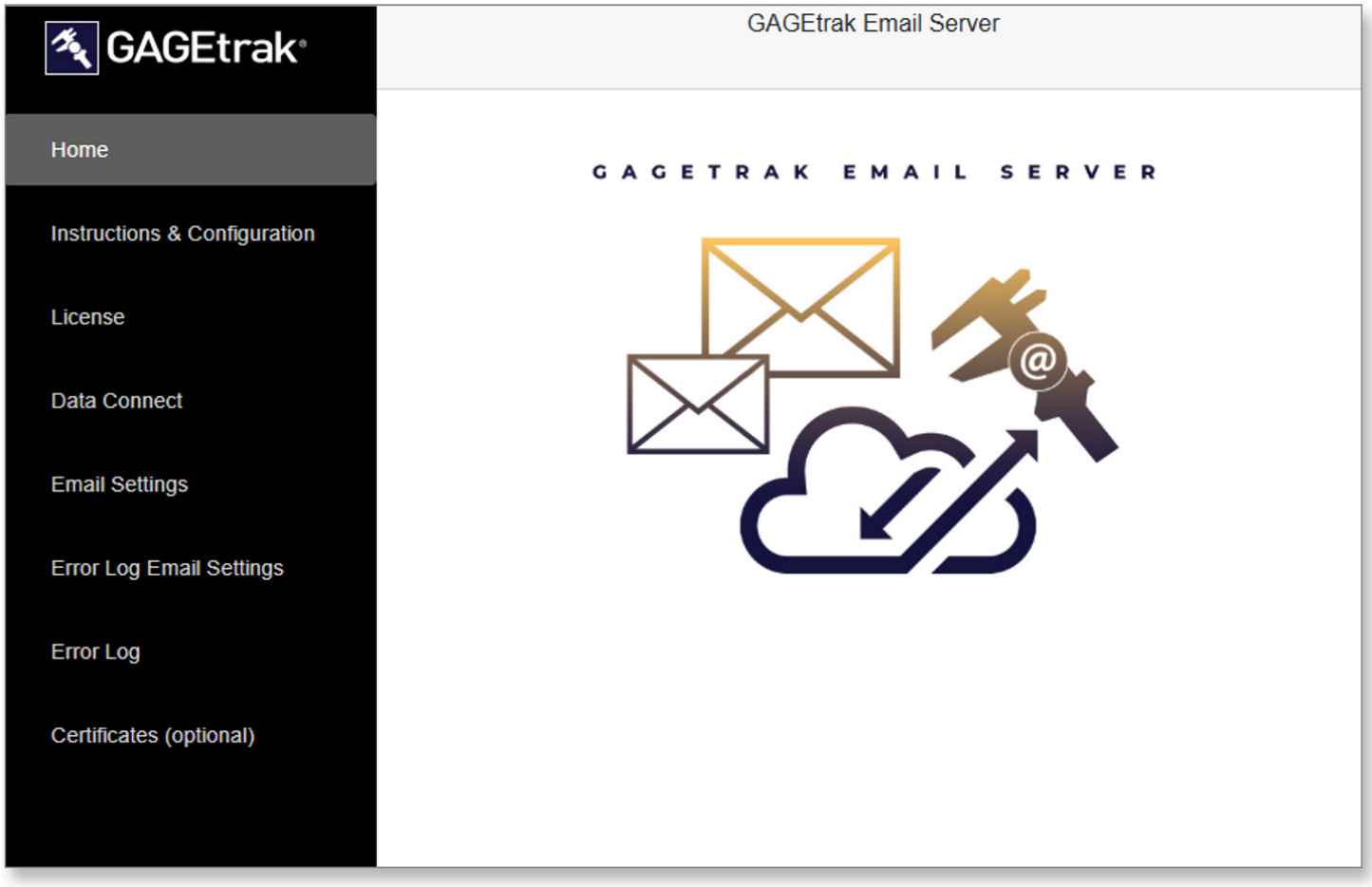
4. Continue through the wizard and click **Install** to complete the installation.

   The installer configures HTTPS, creates and installs a self-signed certificate in the Windows certificate store, and installs and starts the Email Server Windows service.

   Note: The selected port is recorded in a text file in the **Ports** folder under the **GAGEtrak Email Server** installation directory. If accessing the application remotely, ensure the selected port is permitted by applicable firewall rules.

CHAPTER 3: LAUNCHING GAGETRAK EMAIL SERVER

On the computer on which the Email Server is installed, open a web browser and navigate to https://localhost:7254. If you selected a different port during installation, use that port instead.



Instructions & Configuration

Select **Instructions & Configuration** from the navigation menu to review the available setup areas and their recommended sequence.

Activating the License

1. Select **License** from the navigation menu.
2. Enter the **GAGEtrak Email Server License Code**.
3. Click **Submit** to activate the license.
4. Use **View License** to review license information, if needed.

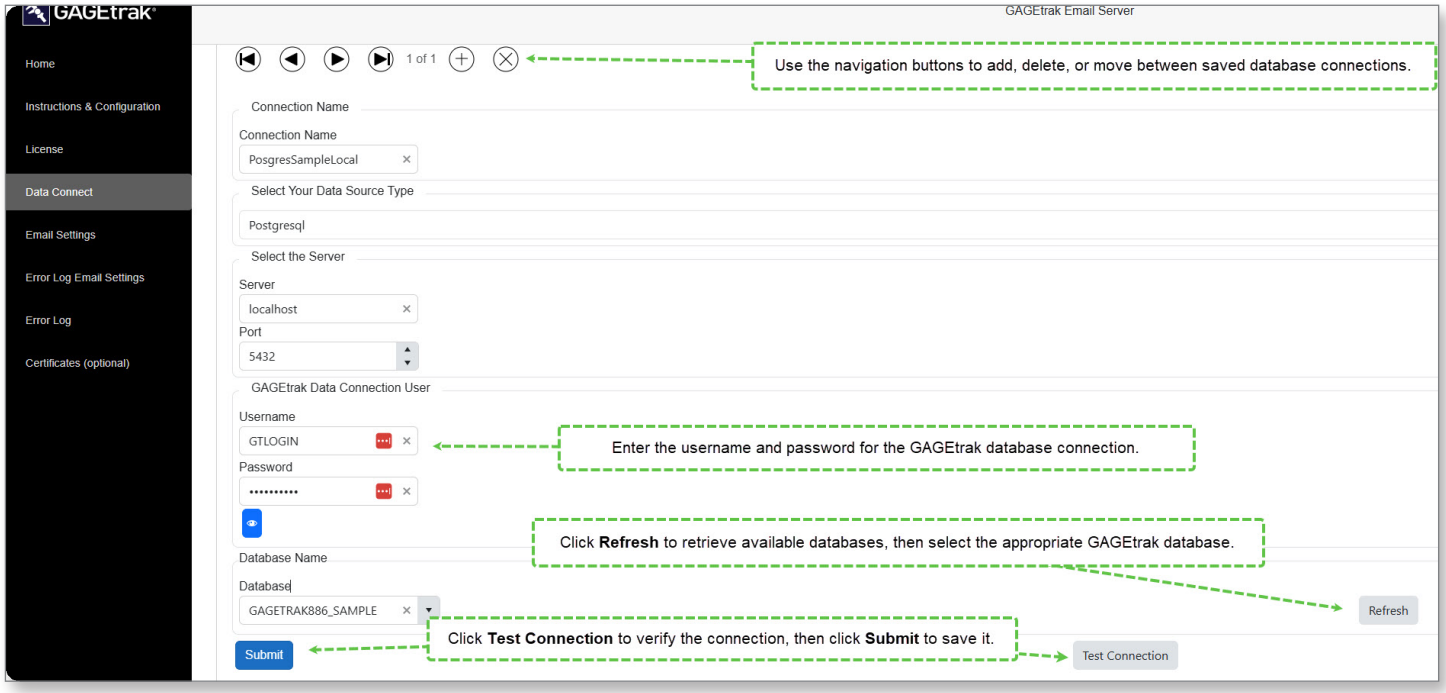
CHAPTER 4: CONFIGURING DATABASE CONNECTIONS

Data Connect

The **Data Connect** screen is used to configure the GAGEtrak databases that the Email Server will monitor. Multiple database connections can be configured; they are processed sequentially.

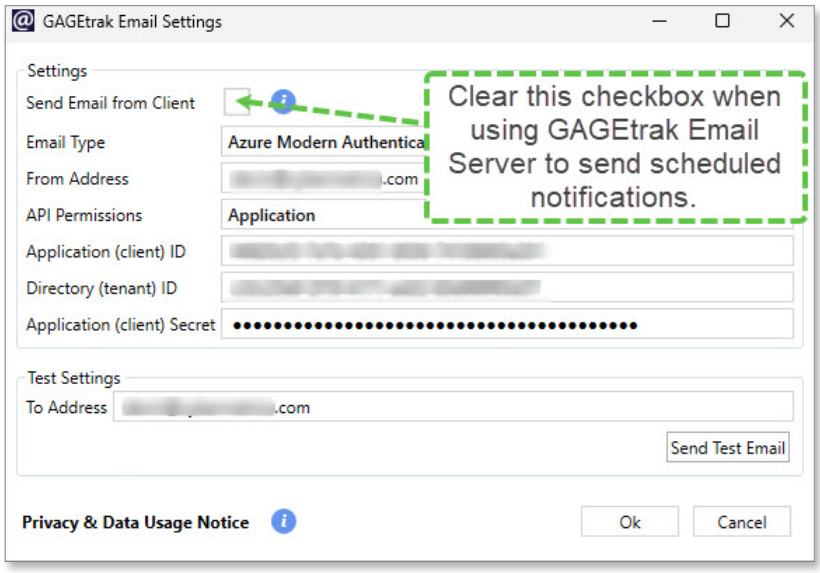
1. Select **Data Connect** from the navigation menu and click **New Connection (+)**.
2. Enter a **Connection Name** and select the database type (Microsoft SQL Server or PostgreSQL).
3. Enter the server information, including the port when applicable, and the database login credentials.
4. Click **Refresh** to populate the available database list, then select the GAGEtrak database.
5. Click **Test Connection** to verify access and then click **Submit** to save the connection.

Important: Connections to SQLite-based GAGEtrak databases are not supported.



Preventing Duplicate Scheduled Emails

When the Email Server is responsible for scheduled notifications, clear **Send Email from Client** for each GAGEtrak database it manages. This setting can be changed through the GAGEtrak client or the Email Server email settings.

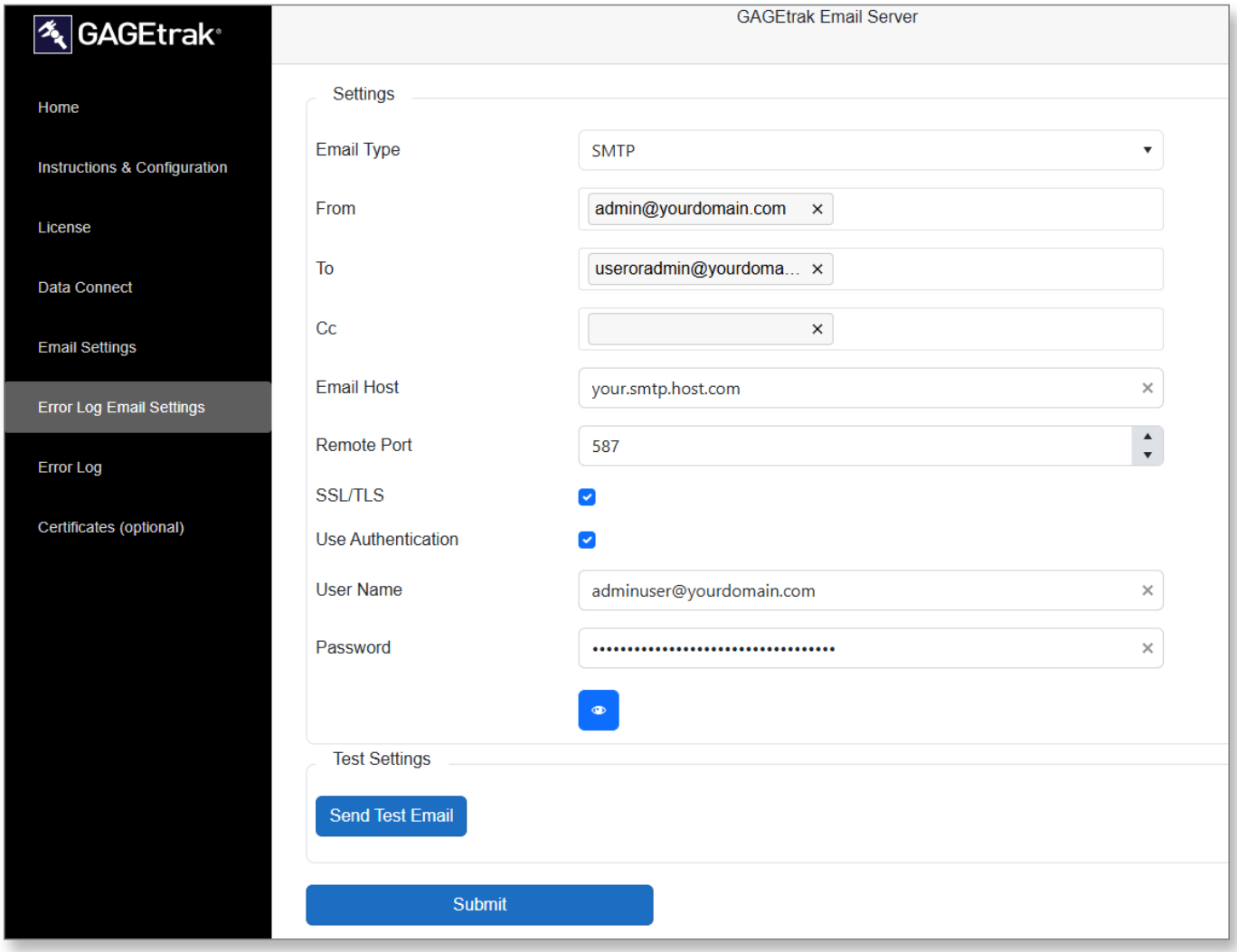


CHAPTER 5: CONFIGURING EMAIL SETTINGS

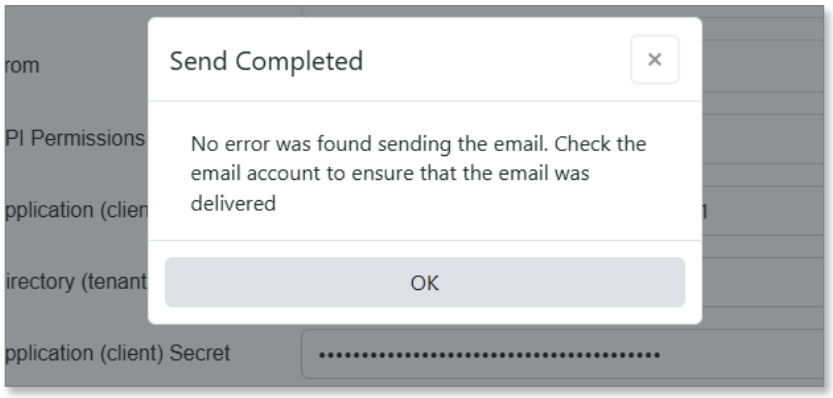
The Email Server uses the email settings stored in each connected GAGEtrak database. Existing settings are displayed when a database is selected, and changes made through the Email Server update those same settings. Re-entering settings already configured in GAGEtrak is not necessary.

Supported email types include SMTP, Microsoft 365 with Modern Authentication, and Azure Modern Authentication. The two Modern Authentication options use Microsoft Graph and support Application or Delegated permissions.

1. Select **Email Settings** and navigate to the database connection you want to configure.
2. Select the appropriate **Email Type** and enter or review the required settings.
3. Enter a recipient in **To** and click **Send Test Email**.
4. Confirm that the test message arrives in the recipient's inbox and then click **Submit** to save the settings.



Note: A **Send Completed** message indicates that the application did not detect an error when sending; verify delivery by checking the recipient inbox.



For detailed SMTP, Microsoft 365, Azure Modern Authentication, and Microsoft Graph permission setup, refer to the separate GAGEtrak Email Configuration Intro Guide.

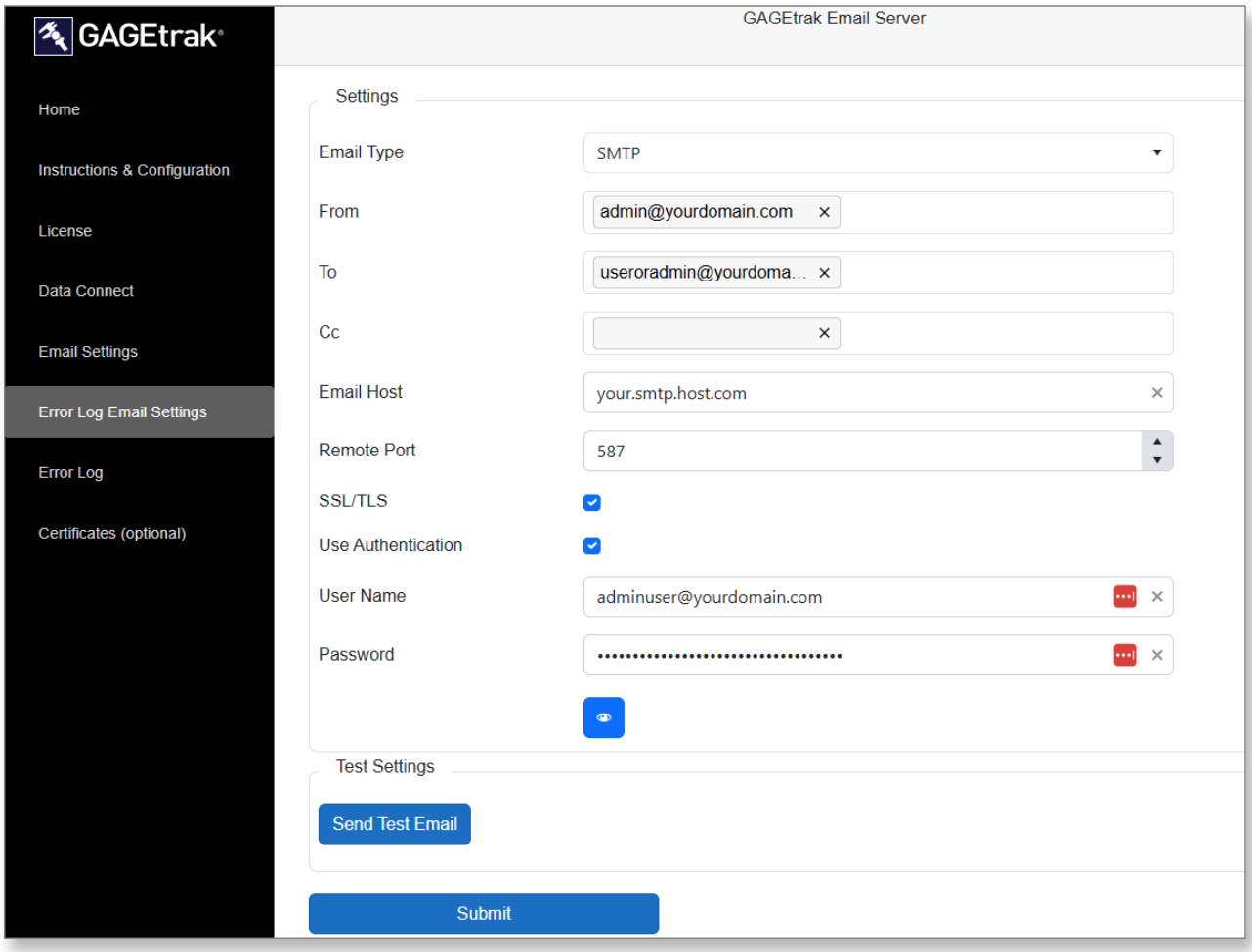
CHAPTER 6: ERROR LOGGING AND NOTIFICATIONS

The Email Server provides error logging and optional email notifications to help administrators identify issues that may affect scheduled email processing.

Error Log Email Settings (Optional)

Error notification settings are configured independently of the email settings stored for individual GAGEtrak databases.

1. Select **Error Log Email Settings** from the navigation menu.
2. Select the **Email Type** and enter the required delivery configuration.
3. Enter the notification recipient in **To** and, if needed, **Cc**.
4. Click **Send Test Email**, verify receipt and then click **Submit** to save the settings.



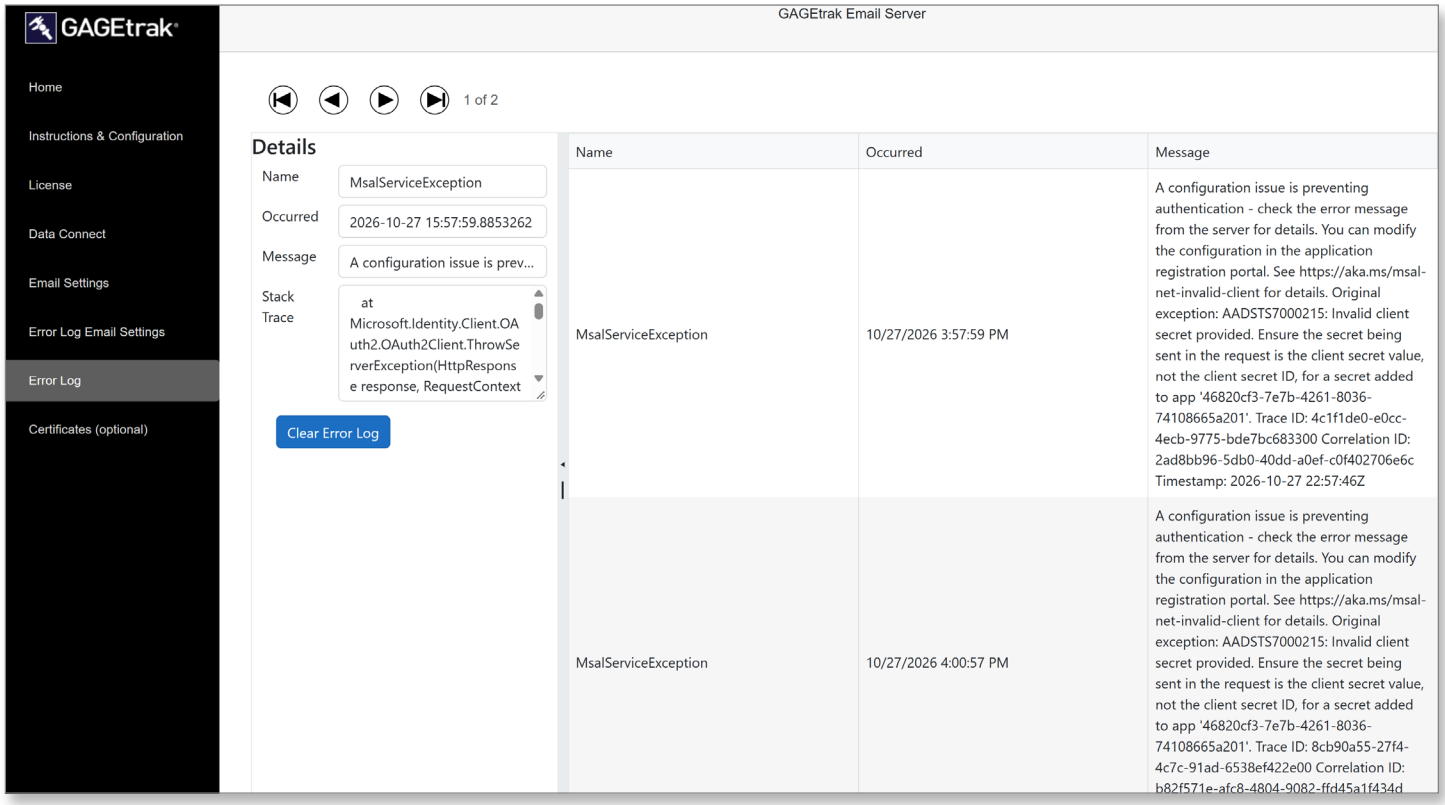
Refer to the GAGEtrak Email Configuration Intro Guide for detailed SMTP and Microsoft Graph configuration instructions.

Viewing the Error Log

1. Select **Error Log** from the navigation menu.
2. Review the recorded errors and use the navigation arrows to move between entries.

Each record includes **Name** (exception type), **Occurred** (date and time), **Message** (description), and **Stack Trace** (technical diagnostic details).

Click **Clear Error Log** to remove records from the application's **Error Log**.



Additional Troubleshooting Logs

For Windows installations, additional diagnostic log files are maintained in:

C:\Program Files (x86)\CyberMetrics\GAGEtrak Email Server\LogFiles

These files rotate and may be overwritten. Preserve relevant files before they are replaced when troubleshooting is required.

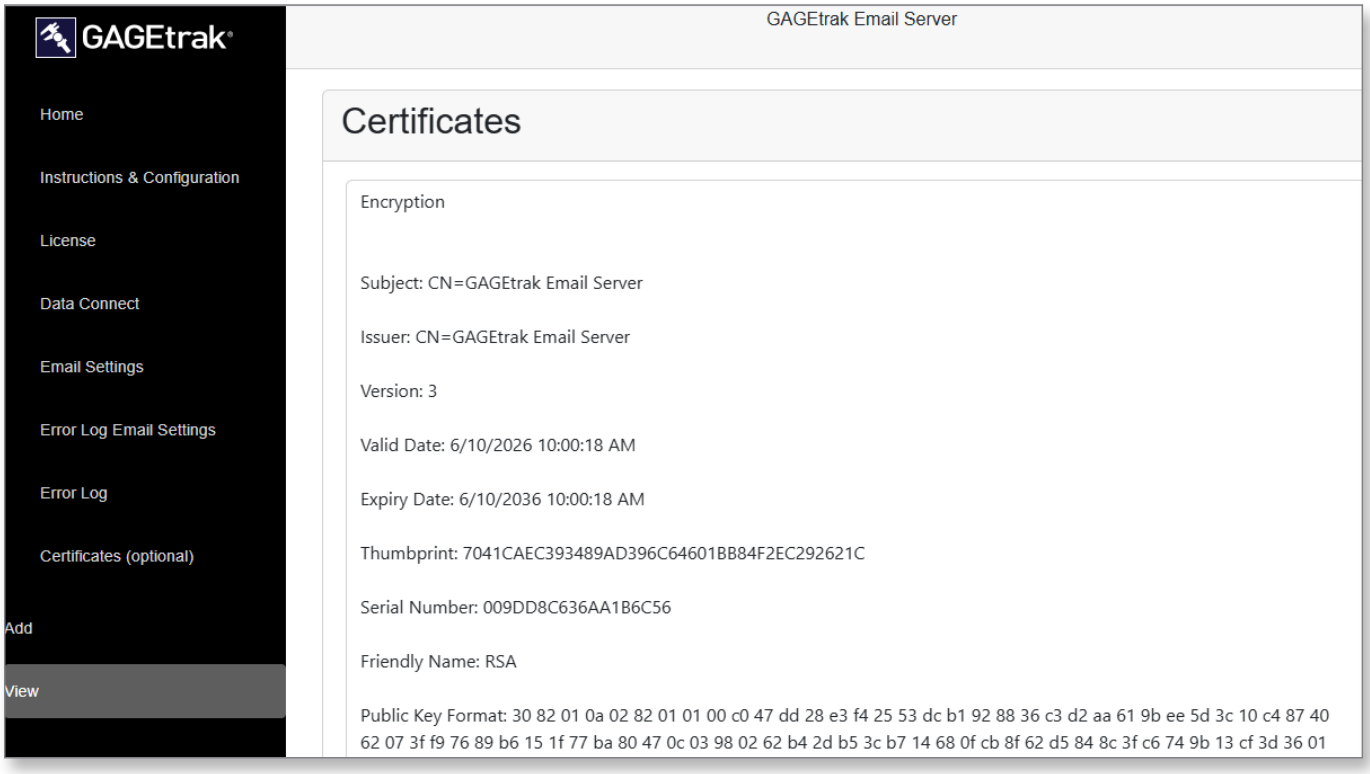
Important: Clear Error Log removes records from the application's Error Log but does not delete diagnostic files from the LogFiles folder.

CHAPTER 7: CERTIFICATES (OPTIONAL)

GAGEtrak Email Server supports certificates used for application-level encryption and signing. Administrators can view existing certificate information or configure their own certificates. The installer separately configures a self-signed certificate for HTTPS access.

Viewing Certificates

1. Select **Certificates (optional)** from the navigation menu.
2. Select **View** to display certificate details, including subject, issuer, validity dates, expiration date, and thumbprint.

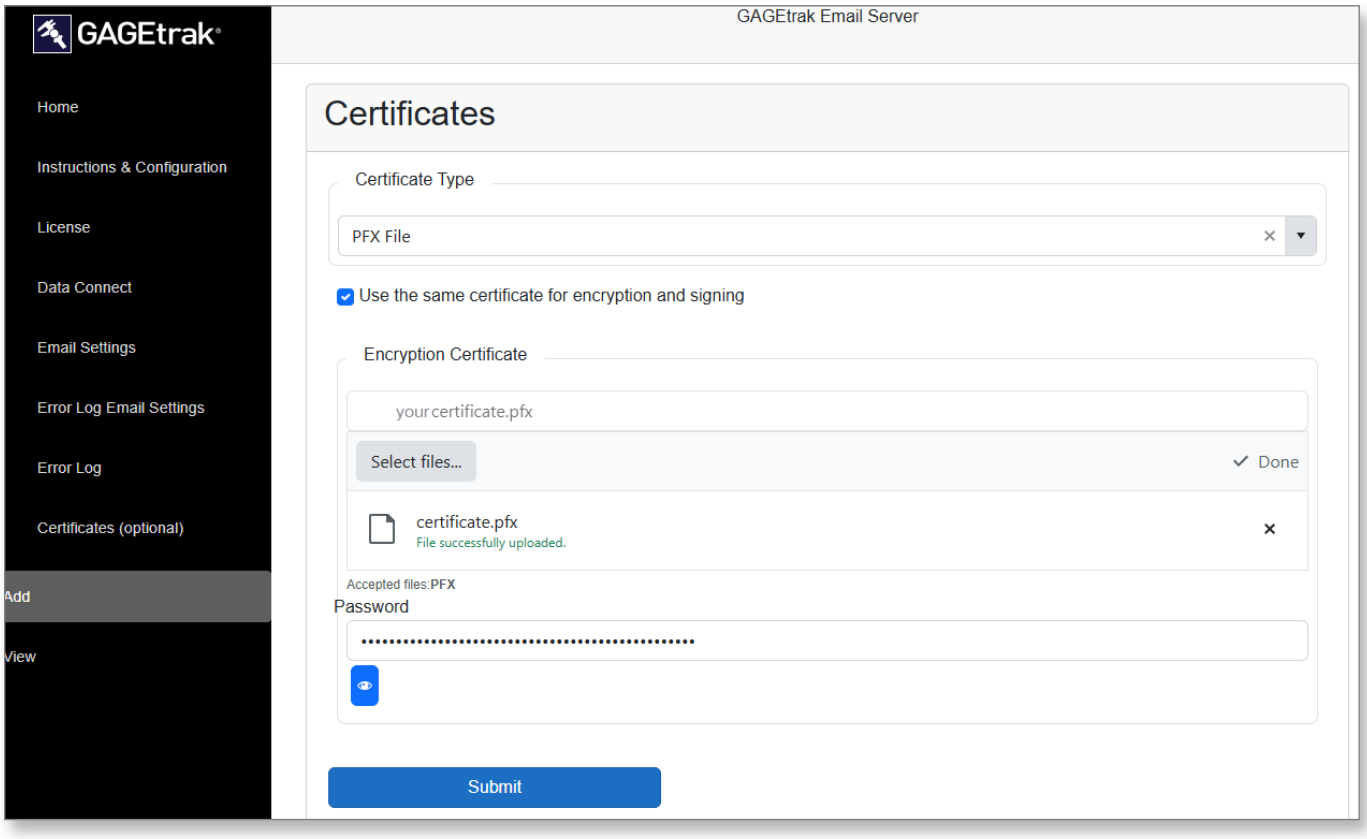


Adding Certificates

The **Encryption Certificate** protects sensitive application information, such as stored credentials and secrets. The **Signing Certificate** supports digital signatures used to verify authenticity and integrity. Administrators may use one certificate for both functions or separate certificates.

1. Select **Certificates (optional)** and click **Add**.
2. Select the appropriate **Certificate Type**.
3. If using one certificate for both purposes, select **Use the same certificate for encryption and signing**.

4. Upload the required certificate file or files and enter the associated passwords.
5. Click **Submit** to save the configuration.



Note: When using a single certificate for both encryption and signing, ensure that the certificate supports both operations. Certificate Key Usage permissions and other applicable requirements should be verified with your organization's certificate administrator.

CHAPTER 8: CONCLUSION

GAGEtrak Email Server provides centralized scheduled email processing for multiple GAGEtrak databases, even when the GAGEtrak client is closed or no users are logged in.

Before placing the Email Server into regular operation, verify that database connections are successful, test emails are received, and **Send Email from Client** is disabled in each database managed by the Email Server.

For additional SMTP or Microsoft 365 configuration assistance, refer to the GAGEtrak Email Configuration Intro Guide. For technical assistance, contact CyberMetrics Technical Support at https://gagetrak.com/support/.

TRAINING

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Completion of comprehensive training entitles each participant to a completion certificate in order to provide proof to an auditor that you've received proper training from the software manufacturer.

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