

## LobbyWorks Application Note

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### POP3 Calendar Integrations

The following procedure describes the use of the POP3 Log utility to capture the mail settings and MIME formats for the Visitor account. This is especially helpful when troubleshooting LobbyWorks™ – Calendar integrations (Microsoft Exchange® and Lotus Domino®). This tool will test out POP3 connections to the mail server and will test out retrieval of emails from the mail box to ensure that the mailbox is properly set up. In addition, the tool captures the complete email test into a log file for further analysis if needed.

#### Guidelines to use POP3 Test Utility:

1. Remove mail box settings in LobbyWorks Administrator module, by clearing the Calendar Integration entries of the particular company. You must do this for each company that may be linked to the POP3 mail server. (You may want to record the settings for later use in re-updating the LobbyWorks Administrator module at the end of this test.)



The screenshot shows a Windows-style dialog box titled "Company Information" with a close button (X) in the top right corner. Below the title bar is a header area with a small icon and the text "Company Information" and "Populate company information." Below this is a tabbed interface with four tabs: "General", "Workstation Links", "Calendar Integration", and "Kiosk Settings". The "Calendar Integration" tab is selected. The main content area of this tab is titled "Calendar Integration" and contains the following text: "Calendar integration allows to synchronize employee meeting appointments with LobbyWorks Visits List." Below this text are three input fields: "Mail Server (POP3):" followed by a text box, "Port:" followed by a text box containing "110", "User name:" followed by a text box, and "Password:" followed by a text box. A "Check Account Settings" button is located below the input fields. At the bottom of the dialog box are "Save" and "Cancel" buttons.

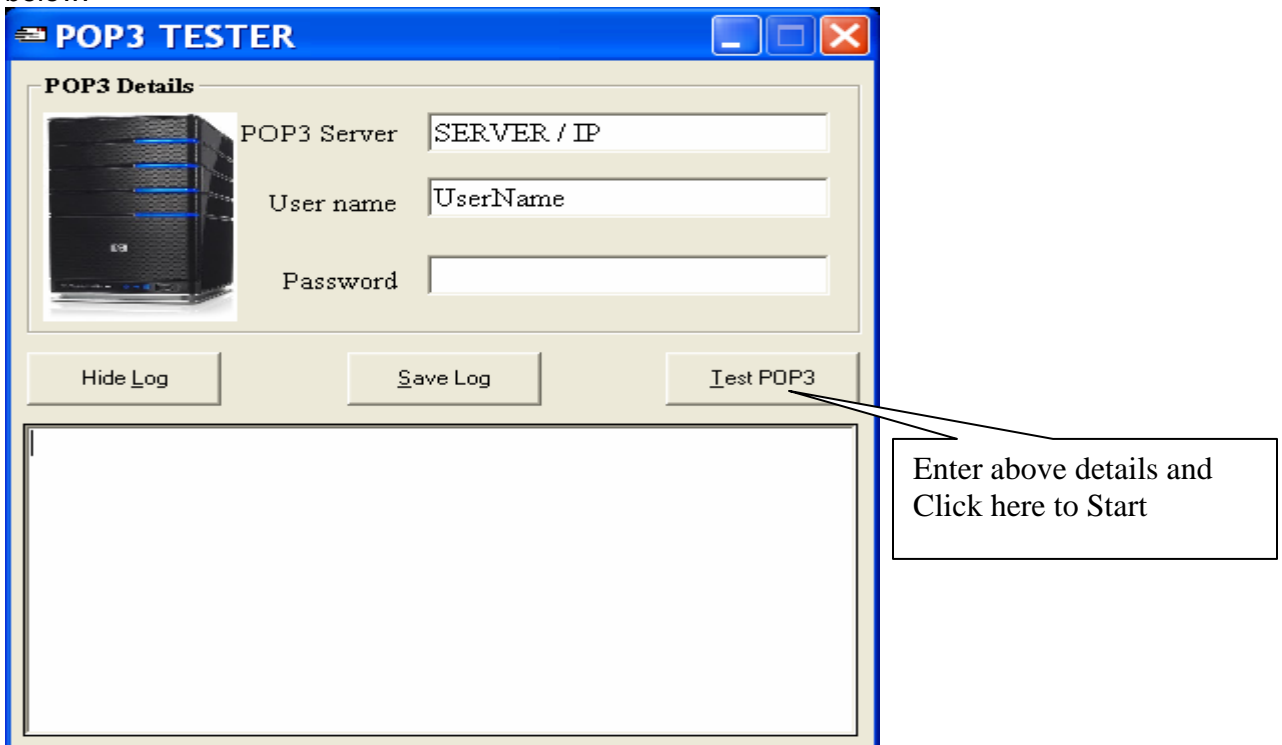
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2. Clear all e-mails from visitor mail box. Please keep the Visitor mailbox closed during the test so that it is not possible for other clients to remove the mail before the POP3 test tool is run.
3. Create a new folder in C:\Pop3Logs
4. Copy the POP3 Tester utility to the folder C:\Pop3Logs
5. Mails to be sent to visitor e-mail account
  - A simple e-mail
  - A meeting request
  - A meeting request with the following details in the detailed description field.  
Visitors: abc abc([abc@test.com](mailto:abc@test.com))  
Visitors: xyz xyz([xyz@test.com](mailto:xyz@test.com))

Note: In the next step, the above three emails will be read and logged in text files by the POP3 tester utility at C:\Pop3Logs.

6. Run POP3 Tester utility and enter the server name, user name and password as shown below.



POP3 TESTER

POP3 Details

POP3 Server: SERVER / IP

User name: UserName

Password:

Buttons: Hide Log, Save Log, Test POP3

Callout: Enter above details and Click here to Start

7. Zip up the log files in the C:\Pop3Logs folder. **Do not zip up the POP3 Test tool executable because firewalls will block any transmission of the log files containing executables.**
8. Email the zip of log files to your Honeywell tech support person if the POP3 tool works, but LobbyWorks still cannot pull the data from the mailbox when it uses the same settings.
9. Re-update the POP3 settings in LobbyWorks Administrator.