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# SP2+ SPX+ Email Setup Quick Start Guide Gmail & office365



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First the SMTP Setup. Main Menu >> Settings >> SMTP:

The SMTP server configuration options are shown here, it's required to be set up for the Email actions.

Fill out all parameters; the address in the Email From parameter will be used by the Email actions by default, but you could change it if your mail server supports it (when it's not required to match the SMTP user for example).

SSL/TLS and STARTTLS are supported for the connection security.

You could also turn off any email sending from the unit by disabling the *Send Email* option.

## Settings for Gmail & NEW Update (see below)

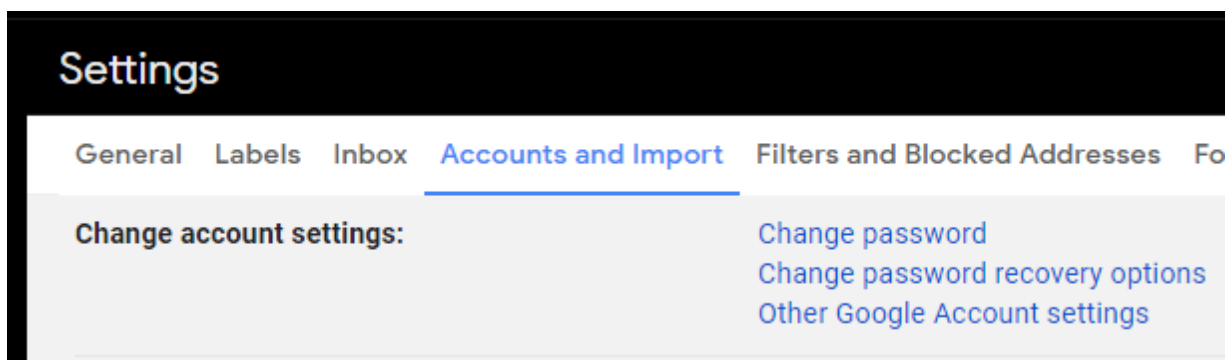
**Important Note:** Another customer reported recently that it appears that Google updated their Gmail account with their two-step authentication without them knowing and was the cause for a failed test to send an email. After they checked this, their notifications were back online and working.

You can use a Gmail account to send Email alerts with the settings shown on this screenshot below.

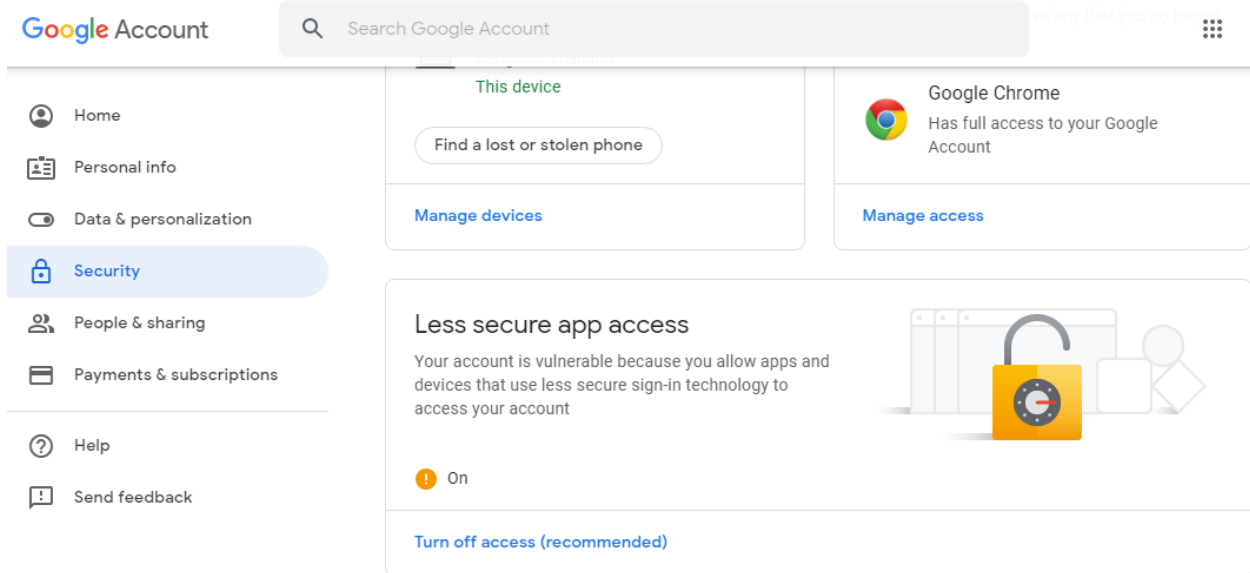
The screenshot shows a configuration form for sending emails via Gmail. It includes the following fields and options:

- Send Email:** Radio buttons for  Enable and  Disable.
- Email From:** Text input field containing a masked email address followed by @gmail.com.
- SMTP Server:** Text input field containing smtp.gmail.com.
- SMTP Port:** Text input field containing 587.
- SMTP Authentication:** Radio buttons for  Enable and  Disable.
- Login Name:** Text input field containing a masked email address followed by @gmail.com.
- Password:** Text input field with masked characters (dots).
- Confirm Password:** Text input field with masked characters (dots).
- Connection Security:** Dropdown menu set to STARTTLS.

**Important:** before this will work, you'll need to set up an additional setting in your Google account.



Open Gmail in a web browser and go to Settings / Accounts and Import / Other Google Account settings.



Then from the Account settings open Security tab / Enable Less Secure Apps

### **NEW UPDATE regarding Gmail**

Google has terminated the Gmail account support to less secure apps beginning on May 30th 2022. <https://support.google.com/accounts/answer/6010255?hl=en#zippy=>

Our SP+ devices Email sending using the straight Gmail passwords with the "Allow less secure apps" will be & are affected directly by this change. **Email sending with that method will fail on, or after this date.**

However, Google offers a login method called "App passwords". <https://support.google.com/accounts/answer/185833#zippy=>

The feature creates a unique, 16 characters long password to access your Google account on a desired feature.

It can be easily created in the Google Account setting => Security => Signing in to Google => App passwords.

App passwords let you sign in to your Google Account from apps on devices that don't support the 2-Step Verification. You'll only need to enter it once so you don't need to remember it.

Sign in with App Passwords

<https://support.google.com/accounts/answer/185833>

Turn on 2-Step Verification

<https://support.google.com/accounts/answer/185839>

Here are the screen shots and short instructions on how to create the App password.

- 1) Go to your Google Account. <https://myaccount.google.com/>
  - 2) Select Security.
  - 3) Under "Signing in to Google," select App Passwords. You may need to sign in.
- If you don't have this option, it might be because:
- 2-Step Verification is not set up for your account.
  - 2-Step Verification is only set up for security keys.
  - Your account is through work, school, or other organization.
  - You turned on Advanced Protection.

Google Account

- Home
- Personal info
- Data & privacy
- Security**
- People & sharing
- Payments & subscriptions
- About

### Signing in to Google

Password	Last changed	>
2-Step Verification	<input checked="" type="checkbox"/> On	>
App passwords	None	>

## ← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Select app

Select device

Mail

Calendar

Contacts

YouTube

Other (*Custom name*)

GENERATE

## ← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Mail



Select device

iPhone

iPad

BlackBerry

Mac

Windows Phone

Windows Computer

Other (*Custom name*)

GENERATE

## ← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

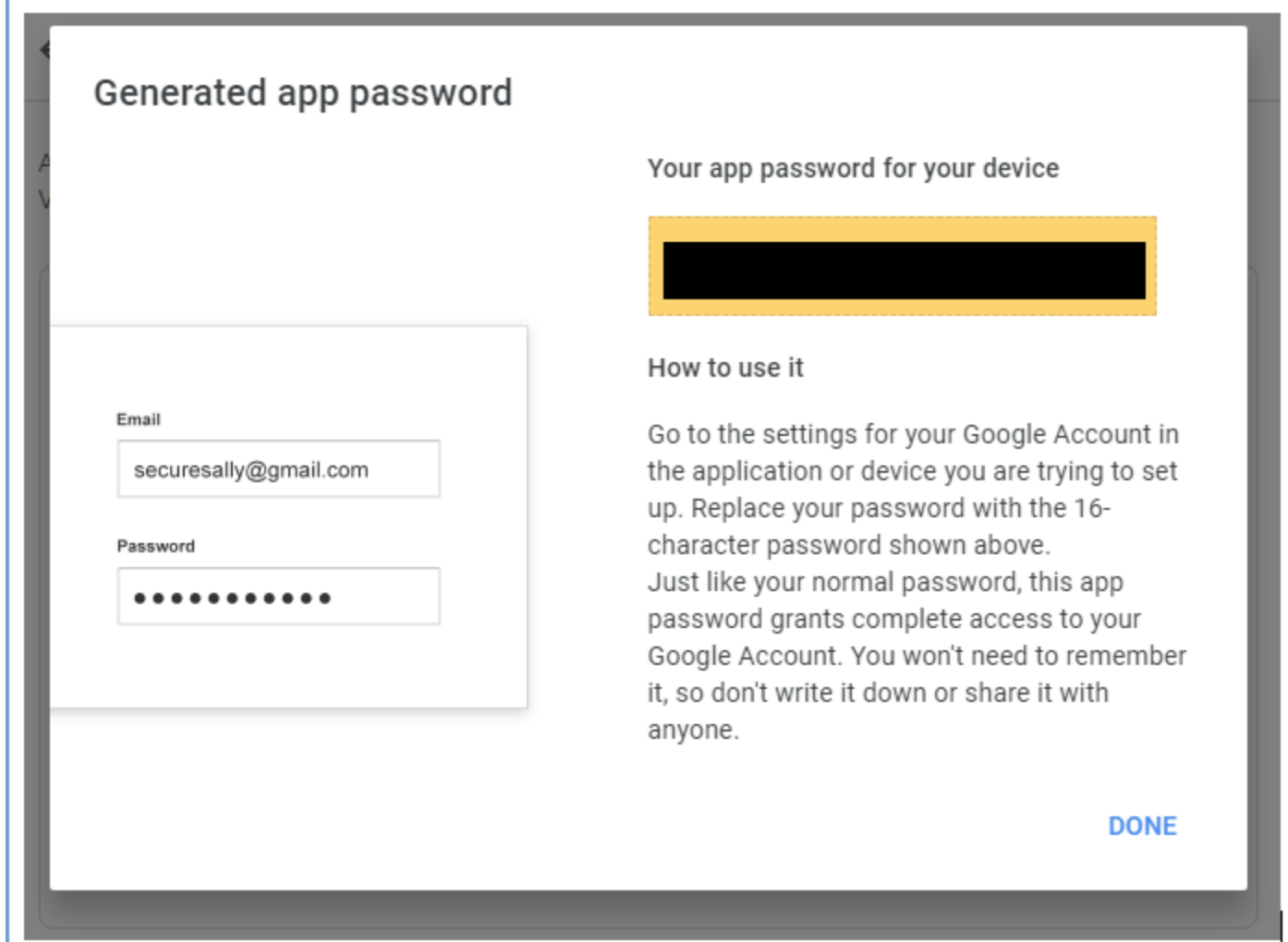
Select the app and device you want to generate the app password for.

AKCP securityProbe5ES

GENERATE

4. Choose Select app and choose the app you are using and then Select device and choose the device you're using and then Generate.





5) The App password is the 16-character code in the yellow bar on your device.

Replace your Gmail password on AKCP devices with this password, the other SMTP configurations can be left unchanged.

SEC (securityProbe): Edit the Email notification actions in Notification => Action page, edit system SMTP settings in Setings => System Maintenance page.

SP+ (SP2+ &SPX+): Edit the SMTP settings in Settings => SMTP page.

**Important Note:** Please keep in mind that in our testing we found that the same, or similar app password can be reused for multiple AKCP base units. However, this depends on Google and whether this will be accepted. We cannot guarantee that the same app passwords will not be rejected by Google in the future when they detect multiple devices using the same app passwords.

Moreover, to avoid possible issues we would highly suggest you create different app passwords for each AKCP device where you need to log into, or for every SP+ or securityProbe's if you have multiple AKCP base units.

## Setup the Email Action

Now you need to setup the Email action and tie this to a sensor.

You can use the Email Action to send a notification by email when a sensor reaches a certain threshold.

The screenshot shows the AKCP web interface. The top navigation bar includes 'Summary', 'Sensors', 'Events', 'Notifications' (highlighted), and 'System'. A 'Full Screen' button is in the top right. The left sidebar has 'Notifications' and 'Actions' sections. The main content area is titled 'Action Wizard' and shows a progress bar with three steps: 1. Email Information (active), 2. Email Message, and 3. Retry. Below the progress bar, the 'Step 1 - Email Information' form is displayed. It contains three input fields: 'Action Name' with the value 'Email Action', 'From' with the value 'user@akcp.com', and 'To' with the value 'to@address.com, to@address.com, to@address.com, ...'. A yellow warning box below the 'To' field says 'Click here to setup SMTP Server.' At the bottom of the form are three buttons: 'Back', 'Next' (highlighted in blue), and 'Cancel'.

*Note:* The SMTP server settings needed to be configured on the unit, before this action works which we already went through above.

All email actions will use this SMTP server for sending emails.

### Action Wizard

Notifications / Actions / Create an Action

1 — 2 — 3  
Email Information      Email Message      Retry

#### Step 2 - Email Message

**Subject**    Testing Sensor Port 1 is now 80 Unit, status is n

**Body**      From: System Name (127.0.0.1)  
Time: 11:12:10  
Testing Sensor Port 1 is now 80 Unit, status is  
now Normal

**Customize**

Back    **Next**    Cancel

After clicking **Next** you will get a page where you can input the e-mail name and message. Press the **Customize** button and the fields will re-write in a format that will allow for an automated e-mail that will display the sensor information.

#### Step 2 - Email Message

**Subject**    \${DESCRIPTION} is now \${VALUE} \${UNIT}, sta

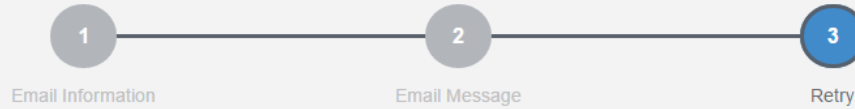
**Body**      From: \${SYSNAME} (\${IP})  
Time: \${TIME}  
\${DESCRIPTION} is now \${VALUE} \${UNIT},  
status is now \${STATUS}

**Preview**    Restore Default    Macro Description

For all possible macro values (dynamic text values starting with \$) you can see a detailed list in the notifications manual

## Action Wizard

Notifications / Actions / Create an Action



### Step 3 - Retry

Maximum Times to Retry

Retry Interval

15s

Back

Finish

Cancel

Finish and Setup Notification

These parameters set the maximum number of times to send the email notification and the time interval between each notification.

If you click on the **Finish and Setup Notification** button, this will launch the **Link Notification Wizard** where you can use the new action for making a notification where you will link your connected sensors to the email notifications.

### **Settings for office365**

**Important Note:** Sending office365 email alerts are only supported on the SP+ F7 & H7 units running the latest firmware on our website and are not supported on the older F4 type SP+ units.

First you need to ensure that the SMTP settings and the email action configuration are correct as follows (our account is used as an example):

## SMTP

System / SMTP

Send Email

Email From

o365@akcp2.onmicrosoft.com

SMTP Server

smtp.office365.com

SMTP Port

587

Connection Security

STARTTLS ▼

SMTP Authentication

Login Name

o365@akcp2.onmicrosoft.com

Password

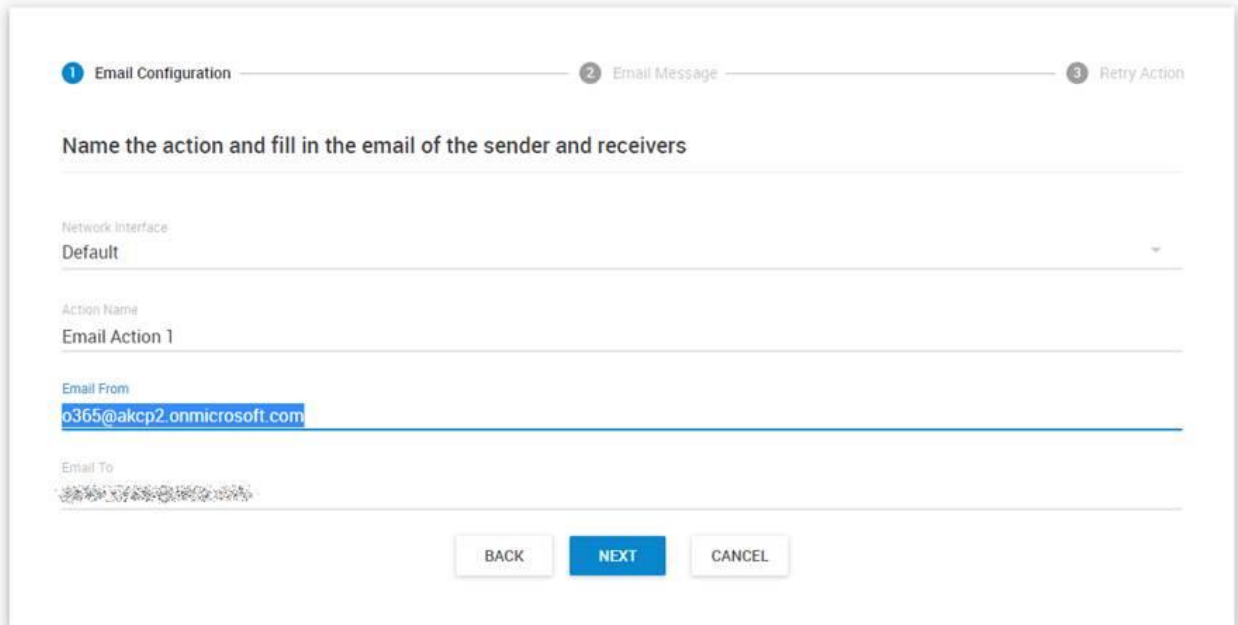
\*\*\*\*\*

Confirm Password

\*\*\*\*\*

## Email Action

Notifications / Actions / Email Action



1 Email Configuration — 2 Email Message — 3 Retry Action

Name the action and fill in the email of the sender and receivers

Network Interface  
Default

Action Name  
Email Action 1

Email From  
o365@akcp2.onmicrosoft.com

Email To  
[Placeholder]

BACK NEXT CANCEL

**Very important:** the “Mail from” parameter must match the same as the SMTP login parameter in the settings.

The mail servers are strict about the "mail from" parameter for antispam methods, and it cannot be different than the email login setting.

Please also check our SP+ Knowledge Base using this link:

<https://www.akcp.com/knowledge-base/sensorprobe-plus-series-knowledge-base/>

## Email Troubleshooting

- A. Check with your local system administrator to ensure all the settings you have entered into the email alert settings on the unit are correct and you can ping your SMTP server.
- B. Ensure your unit(s) is running the latest version of firmware that is on our website support portal.
- C. Check the SP+ units Notification manuals for more details on the settings etc.
- D. The maximum email addresses that can be added to the email action is 10.
- E. Check your network & the DNS settings in the SP+ units web UI. This might be incorrect, then the unit cannot resolve the name of the server.
- F. Try using the IP address of the SMTP server after making sure you can ping it from the same network the unit is configured on.



- G. Check the system logs to ensure the alerts are being sent from the unit and if so, check your spam filter where the emails are being sent to.
  
- H. Also, MS changed the Hotmail/Outlook mail's SMTP settings, the smtp.live.com server is not supported anymore. It should be changed to: smtp-mail.outlook.com

Please contact [support@akcp.com](mailto:support@akcp.com) if you have any further technical questions or problems.

**Thanks for Choosing AKCP!**