



AKCP SP2 Plus Email Setup User Guide

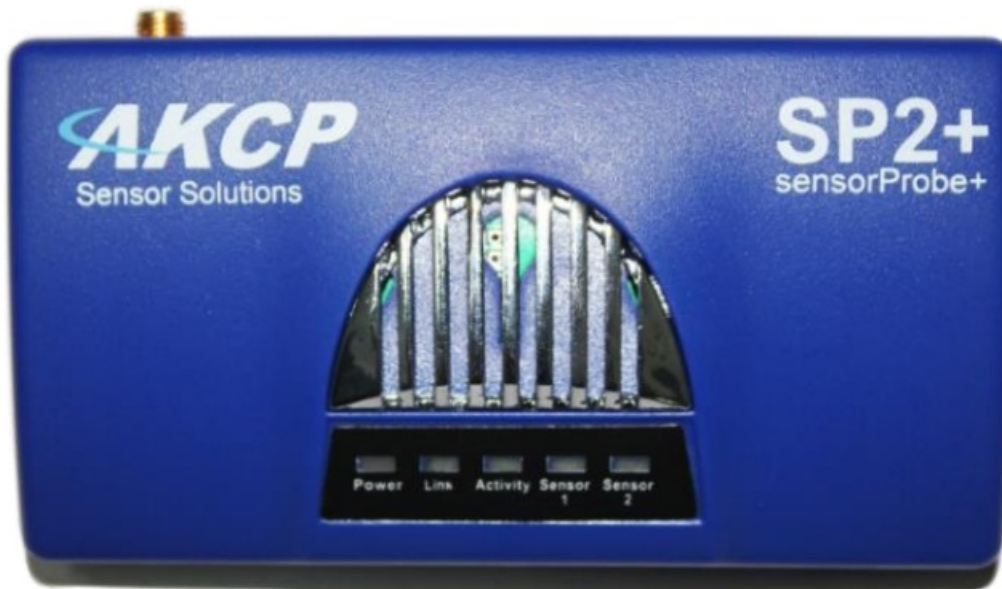
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AKCP SP2 Plus Email Setup

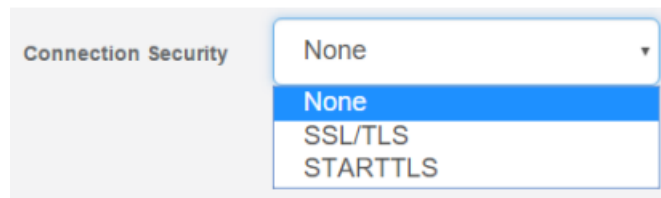


First the SMTP Setup. Main Menu >> Settings >> SMTP:

The screenshot shows the 'SMTP' configuration page in the AKCP SP2+ web interface. The left sidebar contains a menu with options like System, General, Date/Time, Network, Modem, VPN, SMTP (highlighted), SNMP, Server Integration, Services, Modbus, Password Checking, Maintenance, Heartbeat Messages, License Management, and About. The main content area is titled 'SMTP' with a breadcrumb 'System / SMTP'. It contains several configuration fields: 'Send Email' with radio buttons for 'Enable' and 'Disable' (selected); 'Email From' with a text input containing 'from@address.com'; 'SMTP Server' with a text input containing 'SMTP Server'; 'SMTP Port' with a text input containing 'SMTP Port'; 'SMTP Authentication' with radio buttons for 'Enable' and 'Disable' (selected); 'Login Name' with a text input containing 'Login Name'; 'Password' with a text input containing 'Password'; 'Confirm Password' with a text input containing 'Confirm Password'; and 'Connection Security' with a dropdown menu set to 'None'. At the bottom are 'Save' and 'Cancel' buttons. A 'Get SNMP OID' button is located at the bottom of the sidebar.

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).

A screenshot of a 'Connection Security' dropdown menu. The menu is open, showing three options: 'None' (selected), 'SSL/TLS', and 'STARTTLS'. The 'None' option is highlighted in blue.

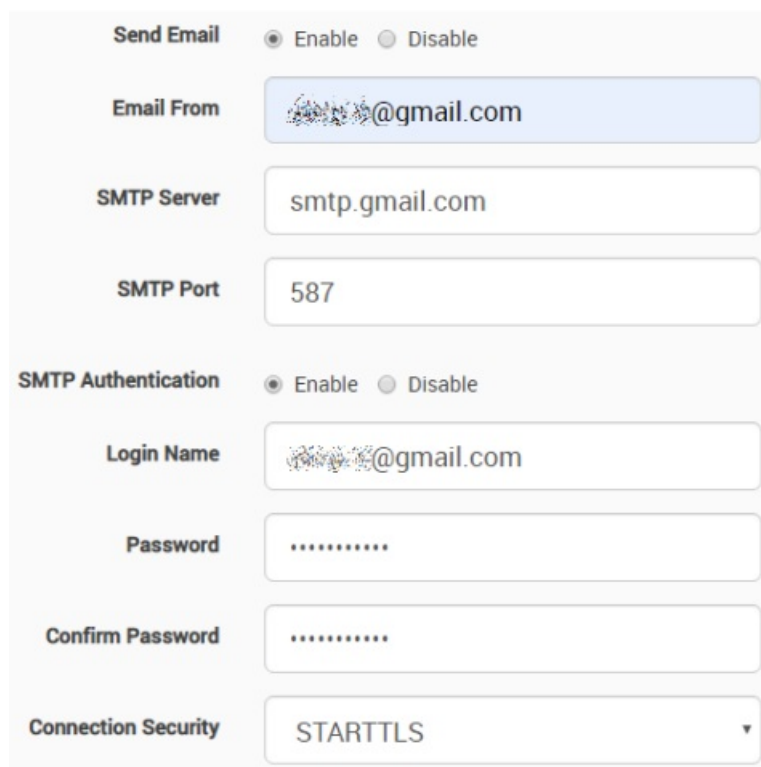
- SSL/TLS and STARTTLS are supported for the connection security.

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

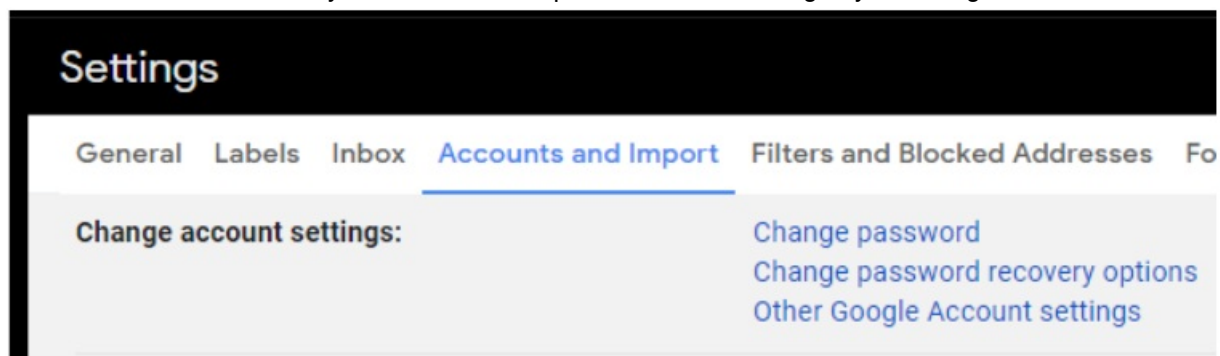
Settings for Gmail & NEW Update (see below)

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.

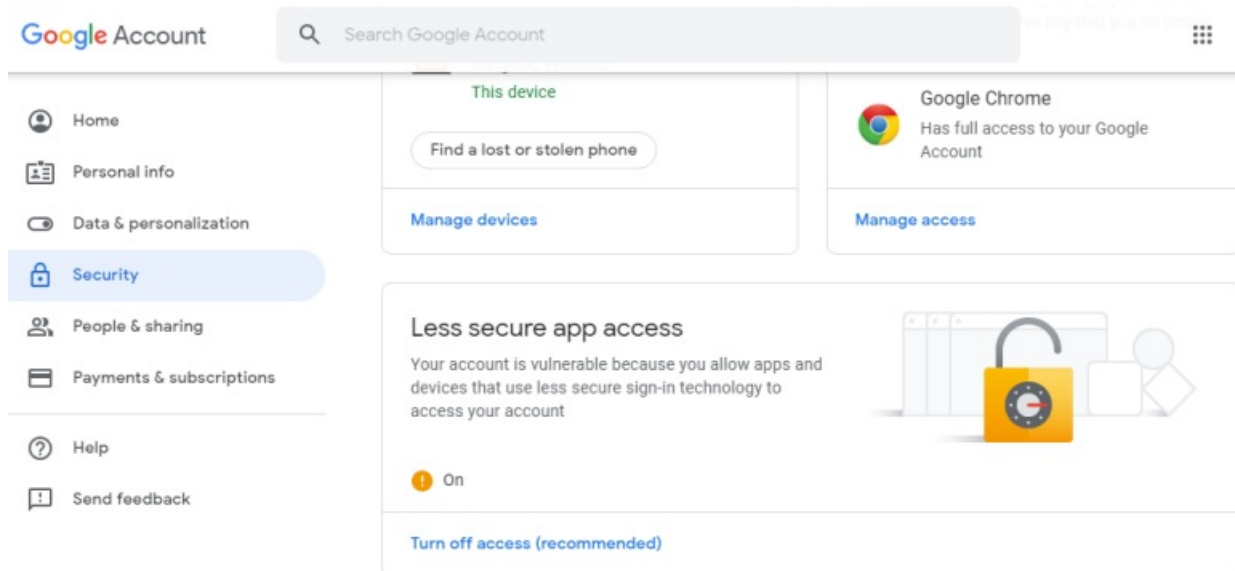
You can use a Gmail account to send Email alerts with the settings shown on this screenshot below.

A screenshot of an email configuration form. The 'Send Email' section has radio buttons for 'Enable' (selected) and 'Disable'. Below it, 'Email From' is a text field with a placeholder email address. 'SMTP Server' is a text field with 'smtp.gmail.com'. 'SMTP Port' is a text field with '587'. 'SMTP Authentication' has radio buttons for 'Enable' (selected) and 'Disable'. 'Login Name' is a text field with a placeholder email address. 'Password' and 'Confirm Password' are text fields with masked characters. 'Connection Security' is a dropdown menu with 'STARTTLS' selected.

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

A screenshot of the Gmail 'Settings' page, specifically the 'Accounts and Import' tab. The 'Change account settings:' section is visible, with links for 'Change password', 'Change password recovery options', and 'Other Google Account settings'.

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.

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

Signing in to Google



Password	Last changed	>
2-Step Verification	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

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 X

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.

Generated app password

Your app password for your device

[16-character password in yellow bar]

How to use it

Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16-character password shown above. Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

DONE

Email: securesally@gmail.com

Password: [masked]

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' (selected). The main area is titled 'Action Wizard' with a breadcrumb 'Notifications / Actions / Create an Action'. A progress bar shows three steps: 1. Email Information (active), 2. Email Message, and 3. Retry. Below the progress bar, 'Step 1 - Email Information' is displayed. It contains three input fields: 'Action Name' with 'Email Action', 'From' with 'user@akcp.com', and 'To' with 'to@address.com, to@address.com, to@address.com, ...'. A yellow warning box states 'Click here to setup SMTP Server.' with a close button. At the bottom are 'Back', 'Next' (highlighted), and 'Cancel' buttons.

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.

The screenshot shows 'Step 2 - Email Message' of the Action Wizard. It has two input fields: 'Subject' with the text '\$[DESCRIPTION] is now \$[VALUE] \$[UNIT], sta' and 'Body' with the text 'From: \$[SYSNAME] (\$[IP])', 'Time: \$[TIME]', '\$[DESCRIPTION] is now \$[VALUE] \$[UNIT], status is now \$[STATUS]'. At the bottom are three buttons: 'Preview' (highlighted), 'Restore Default', and 'Macro Description'.

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:

Body:

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

1 — 2 — 3
Email Information — Email Message — Retry

Step 3 - Retry

Maximum Times to Retry:

Retry Interval: 15s

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

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 if you have any further technical questions or problems.

Thanks for Choosing AKCP!

Documents / Resources

 <p>SP2+ SPX+ Email Setup Quick Start Guide Gmail & office365</p> 	<p>AKCP SP2 Plus Email Setup [pdf] User Guide SP2 Plus, SPX Plus, office365, SP2 Plus Email Setup, Email Setup</p>
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References

- [Outlook – free personal email and calendar from Microsoft](#)
- [AKCP - AKCP Remote Sensor Monitoring | Data Center Monitoring](#)
- [sensorProbe+ Series Knowledge Base - AKCP Remote Sensor Monitoring | Data Center Monitoring](#)