



SMTP E-mail – “Allow Lesser Secure Apps” and Password Fails with Special Characters \$!_ etc



INTRODUCTION

Despite creating a hotmail or gmail account, and entering all details correctly into Viper, the e-mail [TEST] button returns “fail” and no e-mail alerts appear to work.

The following are two possible causes;

1. The gmail account may need to be set to “Allow Lesser Secure Apps” before it will work with Viper. Note, it may not be possible to alter hotmail accounts to allow “Lesser Secure Apps”!
2. Your SMTP password uses special characters that may not be allowed within Viper - \$!_# for example.

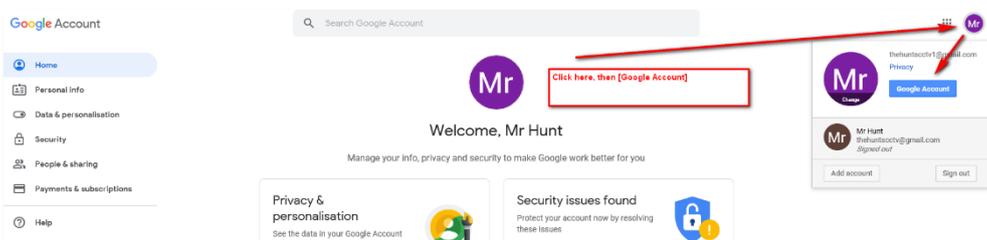
Note: The above are currently affected within firmware dated prior to 2019-06-17

1. CHANGE GMAIL TO “ALLOW LESSER SECURE APPS”

Using a PC and web browser; log into the gmail account that you created for use with Viper.

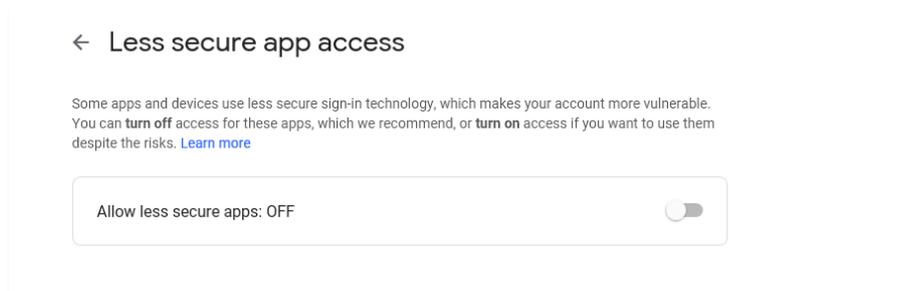
Follow the below to confirm, or change, the account for support of lesser secure apps;

- Login to the Google account and click to go to gmail.
- Click to right and then [Google Account] (below)

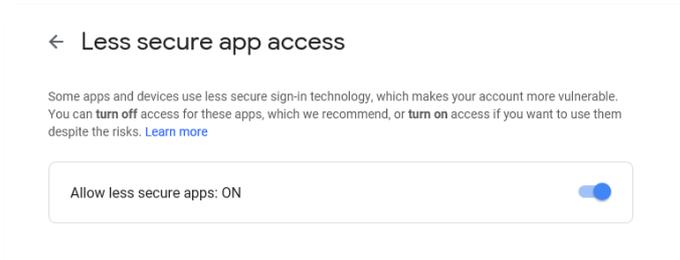


- Next click on [Security] in the left-hand menu then scroll to the bottom of the page until you see “Lesser secure app access” panel (as below).

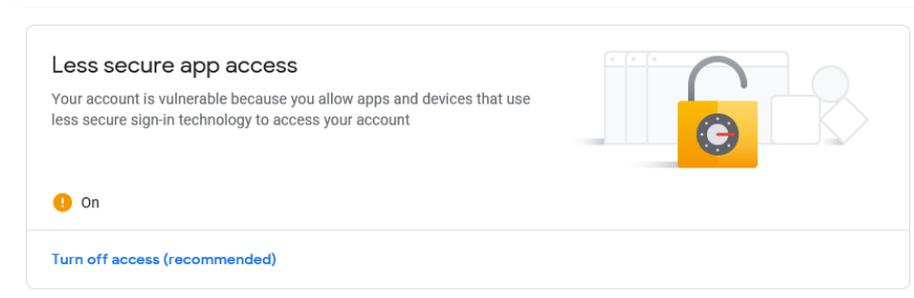
- Example (below) shows access is turned off! Slide the toggle to “enable” Less Secure Access.



- Below shows Less Secure App access is now permitted;



- Status should now show as below;



- Finally, confirm the SMTP password does not also include special characters as per section 2. (follows)

2. SPECIAL CHARACTERS SUCH AS \$!_# NOT SUPPORTED IN PASSWORD

The special characters \$!_# etc are not supported in Viper for the SMTP password.

Change them if necessary;

- Log in to the Google account for the gmail that you will use with Viper – do this from a PC or laptop and web browser.
- Simply change the password so special characters are not used.
- Once changed, login to Viper as admin, click menu options [Network] then [E-mail] and amend the password and click [SAVE]
- Confirm that a successful e-mail is sent when clicking [Test]

This ends the procedure.