



# WASP PROTECT

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## Alternative email server to use if email alerts are not passing through your server

Max Holden - 2020-06-03 - in AssetCloud

This article applies to: InventoryControl v6 & v7, MobileAsset v7, MobileAsset Web v6 & v7, PackageTracker, WaspTime v6 & v7, AssetCloud, and InventoryCloud.

If all other troubleshooting attempts have failed to allow the program to send email using your own email server, as an alternative you can set up a free Google email account at <http://gmail.com> , then configure the Wasp program with the following server information:

server: smtp.gmail.com

port: 465

SSL: Yes

Use Credentials: Yes

login: <your gmail account>@gmail.com

password: <your gmail password>

Google email sending will fail from the Wasp application if you have enabled Application-Specific passwords in your Gmail account. You will need to enable "access for less secure apps" here:

<https://www.google.com/settings/security/lesssecureapps>

If you do not have the option for "access for less secure apps", you will need to enable 2-factor authentication in your Gmail account so that shows up.

You may also need to check your Google account activity and allow access from your system:

<https://security.google.com/settings/security/activity?pli=1>

When attempting to send email (or validate SMTP), Google may send you notifications that a login attempt has been blocked. You will need to visit Google's page to validate and allow the connection. Note: When using Wasp's cloud products (such as AssetCloud), the login attempt will appear to originate in Ashburn, VA. Since this is where Wasp's cloud servers are hosted, this location should be safe to validate.

<http://google.com/blocked>

If your Google account has 2-Step Verification enabled, you will need to create a one-time-use App Password and specify it for the SMTP password in the Wasp program:

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

When creating your App Password, the selections should be "Mail" on my "Windows Computer". It creates a random password, and directs you to enter that instead of your normal account password into the application. Copy the 16 digit password and paste it into the SMTP Password box in the Email settings. If you are using AssetCloud or InventoryCloud, click Validate SMTP again, and it should return the message "SMTP settings validated successfully". Otherwise, save the settings and attempt a test email again.

G Suite (business) users: We have observed that even if 2-factor authentication is enabled, the less-secure app passwords do not work (535-series errors, username/password combination not recognized). You can use a standard [gmail.com](https://www.gmail.com) email address instead, or contact Google about this issue.

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535 errors indicate incorrect SMTP settings which must be corrected. The usual resolution for the error below is to create and use a one-time-use App Password as mentioned above.

2020-05-28 08:30:29.117 63 ERROR | SmtException in SendMail:  
[https://support.google.com/mail/?p=BadCredentials\\_k20sm5436885qtu.16 - gsmtpl](https://support.google.com/mail/?p=BadCredentials_k20sm5436885qtu.16_gsmtpl) (535).

535-5.7.8 Username and Password not accepted. Learn more at | 535  
5.7.8 [https://support.google.com/mail/?p=BadCredentials\\_k20sm5436885qtu.16 - gsmtpl](https://support.google.com/mail/?p=BadCredentials_k20sm5436885qtu.16_gsmtpl)

#### Related Pages

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- [Cloud On-Premise: Overview of what gets installed, procedures performed \(Express installation type\)](#)
- [Multiple Products: How to set up SMTP Server information](#)