



# Technical Bulletin

## Updating Climate Guard and Plus-X EM Email Settings

### Scope

Applies to Climate Guard, Climate Guard LT, Plus-X EM64 and Plus-X EM32.

### Synopsis

Certain email servers now require two-factor authentication (2FA) for account access. The 2FA requirement may prevent your Climate Guard or Plus-X EM system from sending email alarm notifications. This technical bulletin describes how to test the email notifications in your system and how to configure an alternative email server if your current configuration is not working.

### Step One: Test your current email configuration

Log on to your Climate Guard or Plus-X EM web interface using an administrator-level password. Select Setup>Notifications. The page shown below will be displayed.

The screenshot shows the Climate Guard web interface. At the top, there is a header with the BURK TECHNOLOGY logo, the text "ClimateGuard", and system information: Location: Burk Office, User: admin, Date: 12/29/2022, Time: 2:21 PM. Below the header is a navigation bar with tabs: Overview, Sensors, Cameras, Alerts, History, Setup, and Log Off. The "Setup" tab is selected. On the left, there is a sidebar menu with options: Basic Settings, Networking, Web, Email, SNMP, OID Mapping, Time, Upload Firmware, Users, Notifications, Status Updates, System Information, System Log, and Advanced. The "Notifications" section is active, showing a table of email addresses. The table has columns for Email Address, Sun, Mon, Tue, Wed, Thu, Fri, Sat, Start Time, and End Time. A single row is shown with the email address "test1@test.com" and checkboxes for all days of the week, with a start time of 00:00:00 and an end time of 24:00:00. There are "Delete" and "Test" links for this entry. An "Add new email address..." link is in the top right of the Notifications section. A "Save" button is at the bottom right.

Email Address	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Start Time	End Time	
test1@test.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	00:00:00	24:00:00	Delete Test

Click on "Add new email address..." in the upper right corner of the screen and add your own email address or any email address where you would like to receive a test email. This could be an address that is already in your notifications list. In this example we have added the email address "[test1@test.com](mailto:test1@test.com)". Click the "Test" link at the right side of the screen to send a test email.

You should receive an email with the title “Climate Guard (name) Email Test, where “name” is the location name of your Climate Guard system. If you do not receive the expected email, proceed to Step Two below to set up an alternative email service.

### Step Two: Sign up for an account with SMTP2GO

SMTP2GO is an email service provider that does not require two-factor authentication. Both paid and free service options are available. To sign up for an SMTP2GO account, go to <https://www.smtp2go.com/> and select the account options that fit your needs. Enter an email address to use as a username for your new SMTP2GO account. Create a password for your new account.

You will be asked to provide a Verified Sender before continuing. This can be a *sender domain*, such as “test.com”, or a *single sender email* like “[climateguard@test.com](mailto:climateguard@test.com)”. Sender domains allow you to send emails from any email address in the domain, while single sender emails allow you to send only from an individual email address. If you choose the *single sender email* option, then this must be used as the “from” address when you program your Climate Guard email settings (see below).

Next, in the SMTP2GO user portal, select Settings>SMTP Users and click on “Add SMTP user”. The Verified User you entered above may be pre-populated in the Username field. A random password will also be populated. If desired, overwrite the username and password with ones of your choosing. This username and password will be entered in the Climate Guard system as shown below.

For reference, the following connection information is displayed on the SMTP2GO SMTP Users screen:

**SMTP Server:** mail.smtp2go.com

**SMTP Port:** 2525

**Alternative ports:** 8025, 587, 80 or 25. TLS is available on the same ports.

SSL is available on ports 465, 8465 and 443.

### Step Three: Add the email server information to your Climate Guard or Plus-X EM unit

Log on to your Climate Guard or Plus-X EM web interface using an administrator-level password. Select Setup>Email. The page shown below will be displayed.

- Basic Settings
- Networking
- Web
- Email
- SNMP
- OID Mapping
- Time
- Upload Firmware
- Users
- Notifications
- Status Updates
- System Information
- System Log
- Advanced

## Email

Email server:	<input type="text" value="mail.smtp2go.com"/>	Contact your network administrator for the IP address of the email server.
Email port:	<input type="text" value="2525"/>	
From:	<input type="text" value="climateguard@test.com"/>	Enter a valid email address.
<input checked="" type="checkbox"/> SMTP server requires security		
User name:	<input type="text" value="username"/>	Enter the user name to log into the email server. Usually this is your email address.
Password:	<input type="password" value="....."/>	
SMTP protocol:	<input checked="" type="radio"/> Plain Text <input type="radio"/> Cloud Service	Supports encryption levels greater than SSLv3.
Cloud server:	<input type="text" value="cloud.burk.com"/>	Default address for Cloud server is cloud.burk.com.
Cloud port:	<input type="text" value="4095"/>	Default port for Cloud server is 4095.

**Test Connection and Save**

Connection successful.

Fill in the **Email Server:** and **Email port:** information as shown above. If you specified a *single sender email* as the Verified Sender in SMTP2GO, then enter that email address in the **From:** field above. If, on the other hand, you specified a *sender domain* in SMTP2GO, you can populate the **From:** field with any email address from the specified domain.

Check the box "SMTP server requires security". Enter the **User name:** and **Password:** you specified for the SMTP user in SMTP2GO. Complete the remaining settings as shown above.

Click on "Test Connection and Save".

A connection successful message will indicate that all the server information is accurate.

**Test Connection and Save**

Connection successful.

As a final verification test, repeat Step One above.

Thank you,

Burk Technology Technical Support Team

[www.burk.com](http://www.burk.com)

We are committed to providing you with the best possible service and support for your Burk Technology product. If you should have any concerns or questions, please call us at 978-486-3711.