



Technical Bulletin

Using the Burk Email Cloud Service

Scope

This note applies to the following products with AutoLoad Plus firmware version 3.1.91 or later:

- ARC Plus and ARC Plus SL with firmware version 3.0.2.3 or later
- ARC Plus Touch with firmware version 4.0.2.0 or later
- ARC Plus Touch and ARC Plus SL with firmware version 5.0.2.1 or later

Synopsis

The Burk Email Cloud Service works in conjunction with your ARC Plus system to originate encrypted emails using the STARTTLS protocol extension. If your current email server does not support STARTTLS, you can open a free email account with an Internet email service provider. The Burk Email Cloud Service is compatible with email services from a wide range of providers including Gmail, mail.com, GMX and Zoho.

Email Security and Application Passwords

The required setup for using Gmail or Office365 email servers on the ARC Plus is to enable 2-Step Verification and use an application password. If this option is not enabled, the email server will consider the ARC Plus a less secure application when it accesses your account for email notifications.

You can access your Gmail account security and change these settings by logging in to your Gmail account and going to this link: <https://myaccount.google.com/security>.

Enabling 2-Step Verification and creating an application password will allow the ARC Plus to freely send secure emails using your Gmail account. Use the newly created application password instead of your standard Gmail password for the email account setup in step 8 in the next section.

For more information on 2-Step Verification and application passwords see the links below:

2-Step Verification: <https://www.google.com/landing/2step/>

Application passwords: <https://support.google.com/mail/answer/185833?hl=en-GB>

[Microsoft Office 365 email servers also have an application password security setting that must be used just like gmail servers.](#)

1. Sign in to your work or school account, go to the My Account page, and select Security info.
2. Select Add method, choose App password from the list, and then select Add.

3. Enter a name for the app password, and then select Next.

[Detailed instructions on how to configure them can be found in the link below.](#)

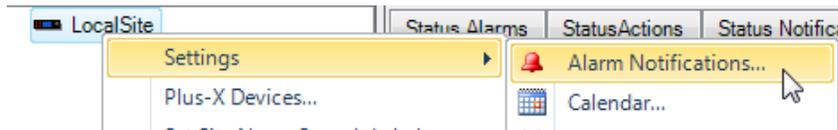
[Microsoft Office 365 - Two-Step Verification and Application Passwords](#)

Configuring the Burk Email Cloud Service

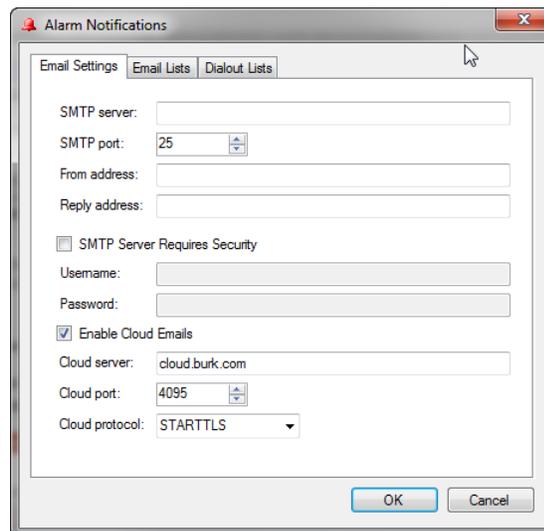
To use the Burk Email Cloud Service, it is recommended that you create an email account dedicated for use with your ARC Plus systems. Having a dedicated account will make it easier to identify and sort email received from the ARC Plus systems and to monitor email activity.

To configure the ARC Plus system for use with the cloud service, complete the following configuration steps in Autoload Plus:

4. Open Autoload Plus and connect to your ARC Plus, as described in your ARC Plus Manual.
5. Right-click the ARC Plus you want to configure.



6. Click **Settings** > **Alarm Notification**.

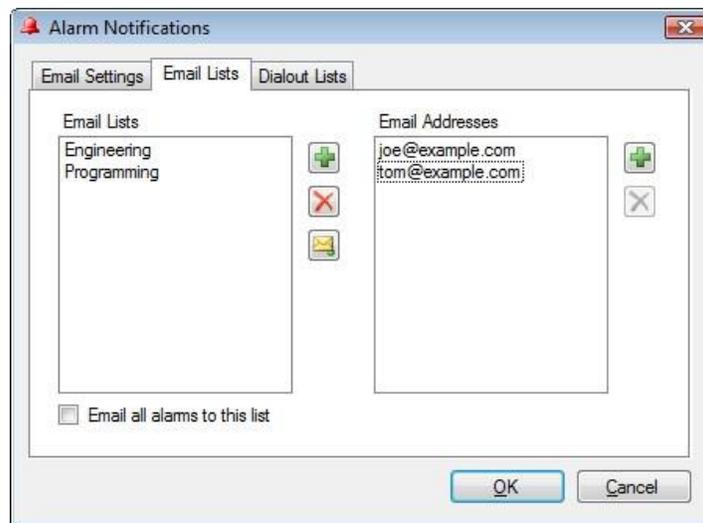


7. In the **SMTP server** box, enter the IP Address or name of your email provider's SMTP server, for example smtp.gmail.com. [Note: If you reference the mail server by name, a DNS must be entered in the Network Settings configuration.]
8. Enter the **SMTP port** required by your email provider for STARTTLS (often 587).
9. In the **From address** box, enter the email address you have established with your email provider.

10. The **Reply address** can be the same as the From address, or a different address can be supplied if desired for receipt of reply emails or undeliverable messages.
11. Check the box **SMTP Server Requires Security** and fill in the username and password for your email account. Use the application password you created here if the mail server you used requires application passwords like gmail or office365.
12. Check the **Enable Cloud Emails** box.
13. Accept the default Cloud server, **cloud.burk.com**.
14. Accept the default Cloud port, **4095**.
15. Accept the default Cloud protocol, **STARTTLS**
16. Click **OK** to submit the dialog box.
17. Select **File>Save** to save the updated configuration to the ARC Plus unit.

Sending a Test Email

Now that your Burk Email Cloud Service is configured, you can create an email list to test it.



Edit>Settings>Alarm Notifications – Email Lists

To create an email list:

1. Click the **Email Lists** tab.
2. Click the Add button (plus sign icon) to the right of the Email Lists column.
3. Enter the name of your first list where prompted.
4. Click the Add (plus sign) button to the right of the Email Addresses column and add email addresses to the list until complete.
5. When you are done, you click the **Test Email** button (envelope icon) to test your email settings. A test email will be sent to all addresses in the selected list.

Thank you,

Burk Technology Technical Support Team

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.

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