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CAREL CSE



Stop to Gmail compatibility with CAREL devices

Change in policy Google for use of Google-Gmail SMTP server

We hereby wish to bring to your attention the decision by Google that, starting from 30 May 2022, will no longer support the use of third-party apps or devices that request access to Gmail accounts by username and password only, but rather will only support authentication using the *OAuth 2* protocol.

More details are available at the following [LINK](#)

This implies that the Google SMTP server (Gmail) will no longer be available for sending emails from third-party devices. The introduction of this limitation will have an impact on the following CAREL devices that send emails:

1. **boss family**
2. **PlantVisor**
3. **PlantWatch**
4. **pCOWeb**

and for this reason, **starting from 30 May 2022, these will no longer be able to send emails using a Gmail account.**

In order to avoid failing to send alarms or reports via email from systems installed with the CAREL products listed above, it is recommended before that date to:

- verify which email account is used;
- **if the Gmail service is used, change the configuration to other equivalent services, such as Outlook or Yahoo**, which support authentication by user and password. The FAQs explaining how to set these parameters are available at the following [LINK](#) on KSA.

CAREL is already studying the *OAuth 2* protocol in order to evolve the products currently in the catalogue in the near future, and therefore make them compatible with these new policies decided by Google.

Please do not hesitate to contact us for any further information, by writing to your reference person in Carel CSE.

Kind Regards
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