

ASPECT Message Relay - Basic Authentication discontinued

Summary

The Basic Authentication method of mail relay access is not recommended, and not supported by Google after May 30th, 2022.

Background

As of May 30th 2022, Google will no longer support Basic Authentication for access to smtp.google.com email relay servers - see: <https://support.google.com/accounts/answer/6010255>.

Workaround

Any ASPECT installation using Basic Authentication with Google Gmail must be reconfigured to use “App Password” authentication. To do this,

- Generate an App Password in your Gmail account
- Enter the generated password into your ASPECT Email Services configuration.

This process is illustrated below:

GENERATE AN APP PASSWORD IN YOUR GMAIL ACCOUNT

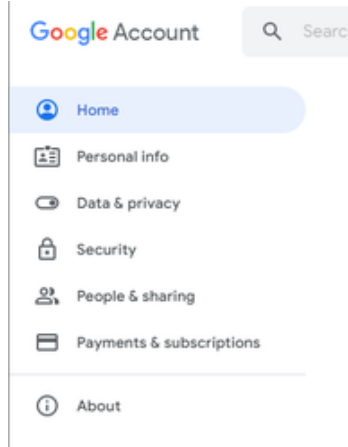
1. Log in to your Google Account
2. Right-click on the User icon at the top-right of the Google Account page



3. In the menu that appears, select Manage Your Google Account

Manage your Google Account

4. In the menu on the left-hand side of the Google Account page, select **Security**:



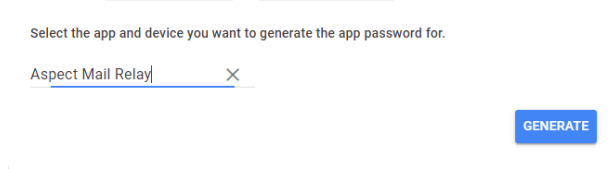
5. Choose **App Passwords**.

Note: If you do not see the App Passwords option, then one of the following may be true:

- 2-Step Verification is not set up for your account
- 2-Step Verification is setup for security keys only
- Your account is controlled by a business, school or other organization that does not allow this feature
- You have enabled Advanced Protection for your account

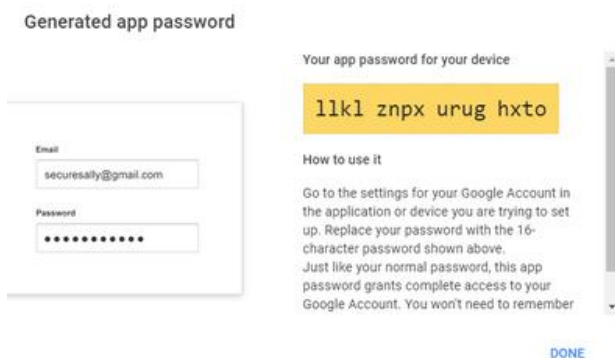
6. At the bottom click on **Select App** to specify the app you're using - in this case **Mail**

7. Click on **Select Device** > **Custom Name** and set a recognizable name, such as **Aspect Email Relay**



8. Click **Generate Button** to generate the App Password

The new App Password for your device will be displayed as follows:



Note: Google requires setting your Gmail account to use 2-factor authentication to help keep your App Password secure.

ENTER THE GENERATED PASSWORD INTO YOUR ASPECT EMAIL CONFIGURATION.

In the ASPECT Email Services Subsystem properties page,

Basic Expert	
EmailNotificationServer	
Configure OAuth2	Configure OAuth2
Enabled	Yes (1)
From	codemadras@gmail.com
Host	smtp.gmail.com
Import Info	
OAuth2 Access Token	Not Set
OAuth2 Client ID	Not Set
OAuth2 Client Secret	Not Set
OAuth2 Refresh Token	Not Set
Password	*****
Port	587
SMTP Auth Mode	Basic (Username & Passwor...)
SMTP Localhost	
Start TLS?	Yes (1)
Username	codemadras@gmail.com

set the authentication parameters as follows:

- **Username** - Email address of the Gmail account from which the App Password was configured
- **Password** - the App Password generated by the Gmail account when setting up the SMTP Relay App (see below)
- **From** - Email address of the Gmail account
- **Host** - DNS name for the Gmail SMTP host - should be `smtp.gmail.com`

Customer Impact

Customers who have used google relay servers with Basic Authentication must reconfigure their ASPECT installations as described in this bulletin before May 30th, 2022.