

NEW!

RF500A Gateway

Resolving TLS 1.0 Compatibility Issues



RF500

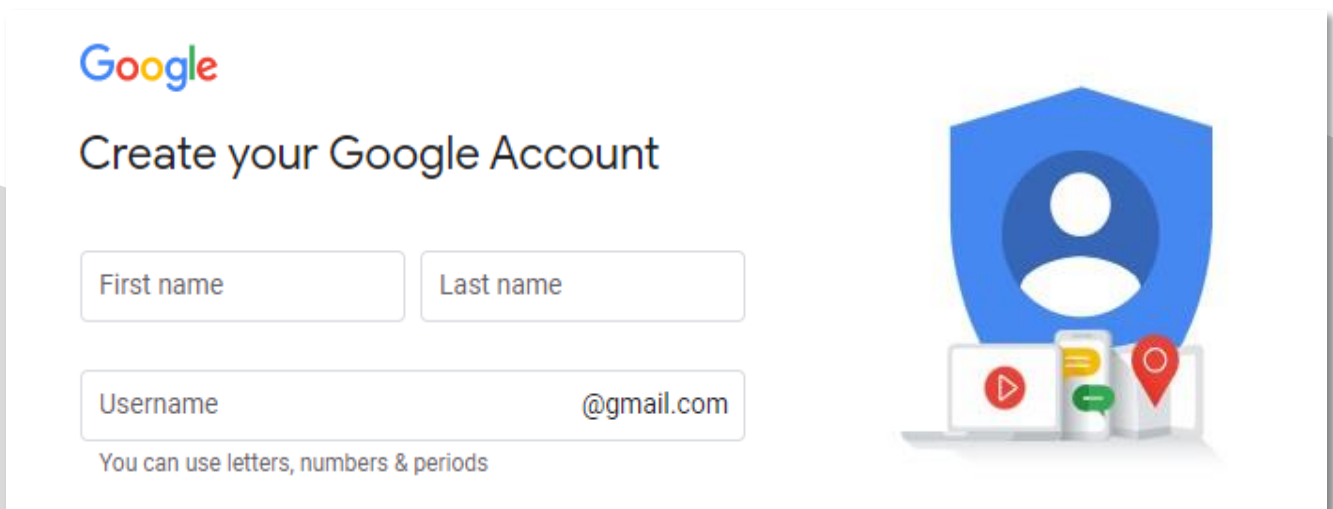
Introduction

This document is intended for anyone experiencing issues sending Emails from the RF500A Gateway via a mail server or provider due to issues with TLS 1.0 deprecation. It details the procedure required to setup and use a (Google) Gmail account, that still supports the TLS 1.0 protocol, to enable Emails from the RF500A Gateway.

Creating a new Gmail Account

To sign up for Gmail you will need to create a Google Account.

<https://accounts.google.com/signup>

A screenshot of the Google Account creation page. At the top left is the Google logo. Below it, the text "Create your Google Account" is displayed. To the right of the text is a blue shield icon with a white person silhouette, and below it are icons for YouTube, Google Maps, and a location pin. The form consists of three input fields: "First name", "Last name", and "Username". The "Username" field has "@gmail.com" as a placeholder. Below the "Username" field, a note states "You can use letters, numbers & periods".

Google

Create your Google Account

First name Last name

Username @gmail.com

You can use letters, numbers & periods

So that the address is memorable, we suggest using the Gateway Name as part of the Username i.e. myrf500gateway@gmail.com.

You will also need to ensure that two-factor authentication (2FA) is enabled. This can be done under 'Security'.

Enabling an App Password

Login in to your new (or existing) Gmail Account and navigate to the **Settings** menu. Click on Accounts and Import from the top menu, then under **Change Account Settings** select the option for **Other Google Account Settings**.

On the main **Google Account** settings page select Security so that you can select the option for **App Passwords** in the **Signing in to Google** section.

You should select **Mail** as the **App** and **Other** as the **Device**.

Again, we would recommend naming the device to represent your Gateway name.

You don't have any app passwords.

Select the app and device you want to generate the app password for.

myrf500gateway



GENERATE

Use the **Generate** button to create a unique **App Password**, which should be in a format similar to the example below. Make a note of the password shown.

abcd efgh jklm wxyz

Configuring the RF500A Gateway

Login in to your RF500A Gateway and navigate to **Administration, System Settings** then **Mail Server Setup**.

Select **Gmail** from the drop-down provided and ensure that the **SMTP Server** and **Port No.** are automatically populated.

Tick the **Secure Connection (SSL/TLS) is required** box and enter your new Gmail Email Address as the **Username** and your new **App Password** as the **Password** and then **Save** those settings.

Configuring the RF500A Gateway

Whilst logged in to your RF500A Gateway, navigate to **Administration, System Settings** then **Network** and check that all fields are completed.

Ensure that the two **DNS Fields** are completed (seek advice from your IT department if required). If you cannot confirm these fields, then we suggest trying the Google defaults 8.8.8.8 and 8.8.4.4.

Click on **Save** to complete.

Email Testing

Again, whilst logged in to your RF500A Gateway, navigate to **Administration** and then select the option for **Email Recipients**. If no users already exist, then you will need to add at least one contact. Select your chosen Email recipient and then click on the **Test Email** option to ensure Emails are working as expected.

Clearing Backlog

If Emails were previously working, but then stopped, there may be several Emails in the backlog. To check if this is the case, log in to your RF500A Gateway and navigate to **Administration, System Settings** then **Mail Server Setup**. Under the **Advanced** option you will be able to see if there is a **Mail Queue** with the further option to **Clear the Queue** if required.

Please note that clearing the **Mail Queue** may also result in any test emails also being deleted. If required re-run the **Test Email** option with an empty queue. If configured correctly the **Email Queue** may also start to send before it can be cleared.