How do email notifications work in EFT Arcus?

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Arcus

QUESTION

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ANSWER

Your own SMTP gateway or a DNS SPF Record is required if you want the default settings SMTP gateway in EFT Arcus to send email on your behalf. A Sender Policy Framework (SPF) record is a type of Domain Name Service (DNS) TXT record that identifies which mail servers are permitted to send email on behalf of your domain. The purpose of an SPF record is to detect and prevent spammers from sending messages with forged "From" addresses on your domain.

Certain SMTP servers, such as Gmail's SMTP server, have additional security options that, when enabled, could cause email to not work. Gmail has a setting that, if enabled, locks down the service to accept oAuth authentication only, which our SMTP service (as a client) does not support. Enabling that option in Gmail will cause incompatibility with EFT Arcus. If Gmail is configured to use two-step authentication, you cannot disable the oAuth option. As explained in https://support.google.com/accounts/answer/6010255, if you receive a "password incorrect" error, use Option 2 to enable "Access for less secure apps." (Disabling the oAuth option will still allow for SSL and secure SMTP communications, so there is no real harm in turning it off.)

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