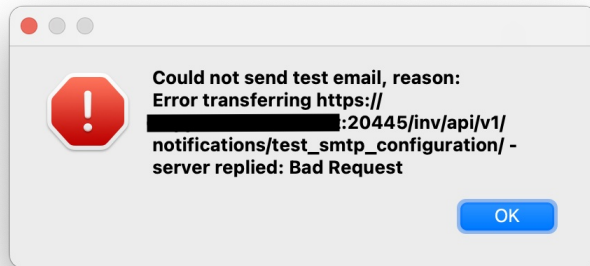


FileWave Server Mail test receives Bad Request with Google Accounts

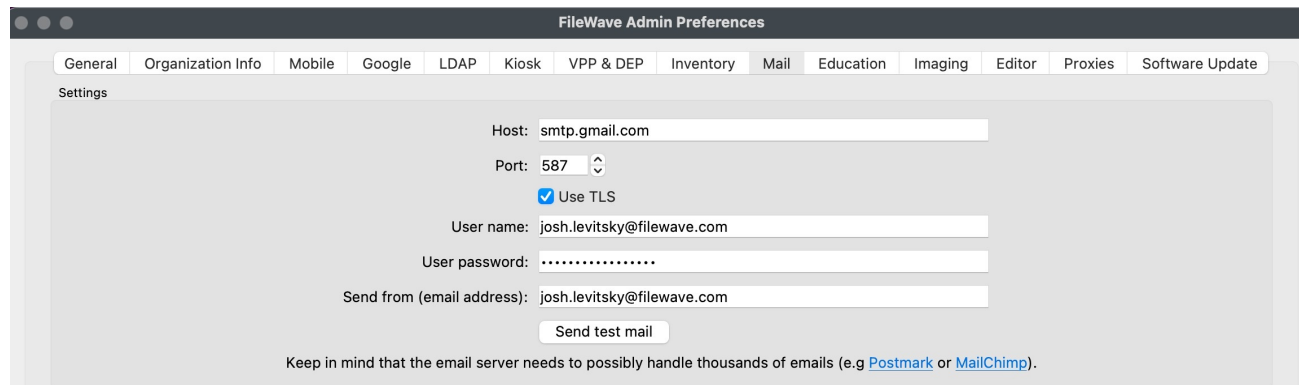
What

Setting up the Mail settings within FileWave preferences to send reports is great. However, the first time configuring this feature with Google accounts may run into errors like Bad Request as seen below.



When/Why

When first-time setting up FileWave mail preferences, you need to set up 2FA with your Google account to add FileWave as a custom application for third-party management. This allows permission for FileWave to send emails to your Google account.

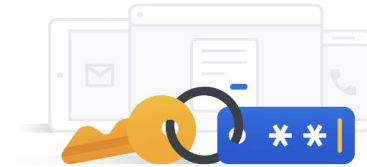


How

Be sure to enable 2FA on your Google account to have access to Signing in to Google. You may follow the Google documentation here: [Manage third-party apps & services with access to your Google account](#). Once you have enabled it, there will be an option for App passwords. Here you may create a custom name for the app, and it will generate a password that you will copy and paste into FileWave email preferences.

Attempt again by sending a test email to verify FileWave and Google account permissions.

Signing in to Google



Password

[REDACTED]



2-Step Verification

☒ On

App passwords

None



Google Account

App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

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

Select app



Select device



GENERATE

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

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

Select app

Mail

Calendar

Contacts

YouTube

Other (Custom name)

Select device ▼

GENERATE

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

Generated app password

Your app password for your device

[Redacted 16-character app password]

How to use it

Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16-character password shown above.

Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

DONE

Email

securesally@gmail.com

Password

[Redacted password]

The screenshot shows the 'FileWave Admin Preferences' window with the 'Mail' tab selected. The 'Settings' section contains the following fields and options:

- Host: smtp.gmail.com
- Port: 587
- ☒ Use TLS
- User name: username@gmail.com
- User password: (masked with dots)
- Send from (email address): username@gmail.com
- Send test mail button

A red arrow points to the 'User password' field. At the bottom of the window are 'Cancel' and 'OK' buttons. A note at the bottom of the settings area reads: 'Keep in mind that the email server needs to possibly handle thousands of emails (e.g. [Postmark](#) or [MailChimp](#)).'

Related Links

- [Generating scheduled reports](#)
- [Sending Scheduled Reports to More Than One Address](#)
- [Configuring FileWave Server Basic Preferences](#)

🔄Revision #3

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✎Updated 18 August 2023 17:41:28 by Josh Levitsky