

# Technical Bulletin

## G Series, B Series personal notification email

Issue severity	Products affected
<input type="checkbox"/> High. Act immediately  <input checked="" type="checkbox"/> Medium. Bosch Security Systems strongly recommends you take the action described below.  <input type="checkbox"/> Low. Advisory	<ul style="list-style-type: none"><li>▶ B9512G/B8512G Control Panels</li><li>▶ B6512/B5512/B4512/B3512 Control Panels</li></ul>

**October 14, 2022**

**Issue**

On B and G Series control panels, personal notification emails may stop sending if two-step verification is being used. In case your password is stolen, some email providers include a two-step verification feature that adds an extra layer of security.

When using two-step verification, non-native devices (e.g. control panels) require permission and may require an app password.

**Gmail Resolution, for example:**

1. Go to the Google security page for the account in question (<https://myaccount.google.com/security>);
2. Turn on 2-Step Verification in the Google account being used and then click on App passwords;

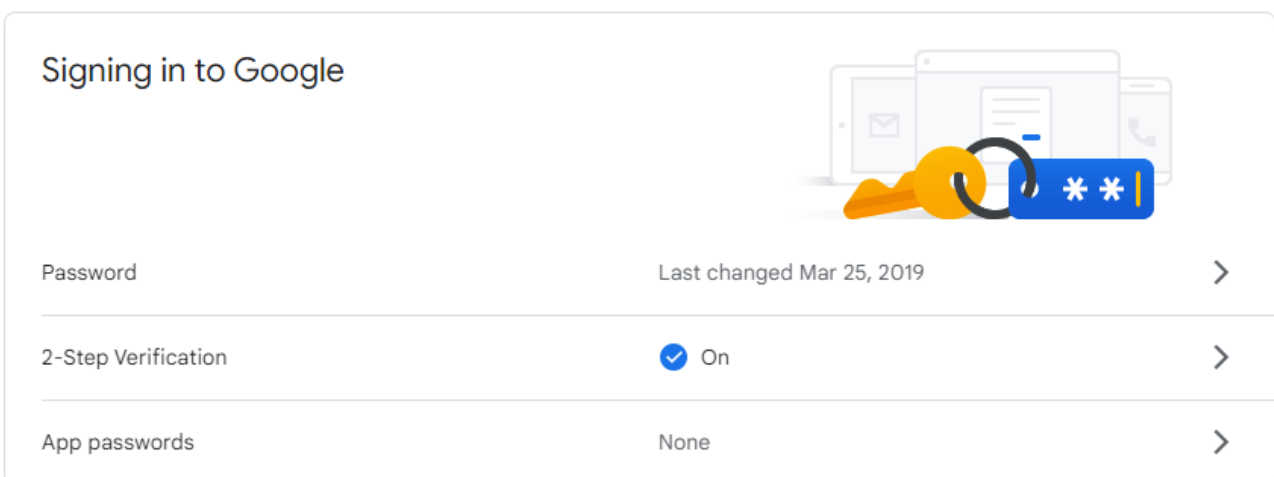
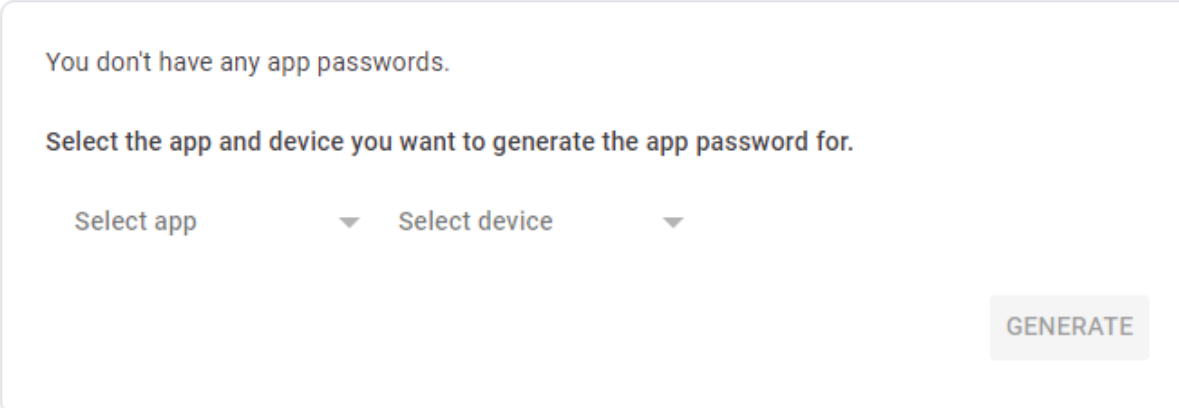


Fig. 1 – “Signing in to Google” settings screenshot.

3. On the App Passwords page, under “Select app”, select “Mail” and enter the name you want in “Select device”. Add it to the list and the name provided for “Select device” will show up in the list.

## ← 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

Fig. 2 – Google “App passwords” management settings screenshot

4. Click on GENERATE;
5. A password is displayed, which you can use on the panel to access the account without having to do the two-step verification. Save this password until the following steps are completed. The password should not contain any spaces;
6. Enter the new app password in RPS under: PANEL WIDE PARAMETERS > Personal Notification > Email Server Configuration > Authentication Password;
7. Connect to the panel using RPS and send the changes to the panel;
8. Test personal notification emails after the changes have been sent.

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