Knowledgebase

Search help:

Gmail POP3, IMAP and SMTP settings

Solution

Having problems getting Gmail to work with HESK? Try these settings.

» Email sending

To send emails using Gmail server enter these details:

SMTP Host: **smtp.gmail.com**
SMTP Port: **587**
SSL Protocol: OFF
TLS Protocol: **ON**
SMTP Username: (your Gmail username)
SMTP Password: (your Gmail password)

Also make sure your "From email address" in HESK settings is set to your Gmail email address!

Still no luck? Check with your host if they have port 587 blocked in firewall.

» POP3 fetching

To fetch mail from Gmail server enter these details:

POP3 Host: **pop.gmail.com**
POP3 Port: **995**
TLS Protocol: **ON**
POP3 Username: (your Gmail username)
POP3 Password: (your Gmail password)

Important: make 100% sure that "**POP3 download**" in your Gmail settings is set to "**Enable POP for mail that arrives from now on**". If not, Gmail will send all existing (even read) messages to HESK when it first connects.

» IMAP fetching

To fetch mail using IMAP from Gmail server enter these details:

POP3 Host: **imap.gmail.com**
POP3 Port: **993**
Encryption: **SSL**
POP3 Username: (your Gmail username)
POP3 Password: (your Gmail password)

» Error messages

Connection timed out

Required ports are probably blocked on your server's firewall. Ask your host to configure the firewall to allow TCP connections on ports 587, 995 and/or 993.

Some hosting companies will not do that due to their policies. In that case you will need to, in order to integrate Gmail with HESK, find another host or try the HESK cloud.

Permission denied

Try logging with your google account here to unlock it for application access.

Click the "Continue" button to Allow access to your Google account.

Password error: [AUTH] Username and password not accepted.
Too many login failures

Your username and/or password is not correct, double-check them ad remember passwords are CaSe SeNSiTiVe!

Password error: [AUTH] Web login required
See this article

Error: 0 could not connect to the host "pop.gmail.com"

This could mean that:

- required ports are blocked on your server's firewall. Ask your host to unblock TCP connections on ports 587, 995 and/or 993

- OR -

- SSL certificate verification fails on your server. Try this:

1. download this file
2. save it somewhere to your server, for example to C:\wamp\ssl\cacert.pem
3. open your php.ini file
4. find line

   `;openssl.cafile=`

   and change it to the location of the cacert.pem file while also removing the starting `;`

   `openssl.cafile=C:\wamp\ssl\cacert.pem`

5. save and restart the server
6. test again

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Related articles

- Office365 SMTP, POP3 and IMAP settings
- Can't get GMAIL SMTP settings to work
- Gmail password error
- Setup POP3 Fetching (email to ticket)
- Setup IMAP fetching (email to ticket)

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