MFD REMOTE SETUP

Setup Microsoft 365 Account for Scanning to e-Mail (Toshiba A3)

TOSHIBA

Contents

1. Overview

From the 1st of October 2022, Microsoft will be making changes to their Cloud Services with Basic Authentication being disabled for Outlook, Exchange Web Services (EWS), Remote PowerShell (RPS), POP, IMAP and Exchange ActiveSync (EAS) protocols. Basic Authentication will be superseded by Modern Authentication (based on OAuth 2.0).

In order for sending e-Mail functions (e.g. Scan to e-Mail or Fax Forwarding to e-Mail) to continue working on your Toshiba Multi-Function Devices (MFD), some changes to your Toshiba MFD settings and/or Microsoft 365 account may be required.

1.1 Why is this change important?

The deprecation of Microsoft Basic Authentication comes as Microsoft strives to continually improve security for Users by disabling older and less secure methods of authentication for their cloud offerings.

This change will impact all Users currently using Microsoft 365 for SMTP with their Toshiba Multi-Function Devices (MFD).

Note: This is not an issue caused by Toshiba devices only and that it is due to a change in Microsoft security. Other printer or MFD vendors may also face similar scanning issues.

1.2 Important Microsoft links

- **Deprecation of Basic Authentication in Exchange Online**
  https://learn.microsoft.com/en-us/exchange/clients-and-mobile-in-exchange-online/deprecation-of-basic-authentication-exchange-online

- **Basic Authentication Deprecation in Exchange Online – Update**
  https://techcommunity.microsoft.com/t5/exchange-team-blog/basic-authentication-deprecation-in-exchange-online-september/ba-p/3609437

- **How to set up a multifunction device or application to send email using Microsoft 365**
  https://learn.microsoft.com/en-us/exchange/mail-flow-best-practices/how-to-set-up-a-multifunction-device-or-application-to-send-email-using-microsoft-365-or-office-365

1.3 What can I do?

This guide can be used to apply the necessary settings to allow our MFD's scanning functionality to continue after Microsoft make the aforementioned changes. Alternatively, contact your I.T. Administration Support to make these changes.

The procedures covered in this guide will assist in the following;

- How to Identify if you are using Microsoft 365 SMTP
- Scan to e-Mail Settings – Direct send and SMTP AUTH Settings

1.4 Device List

The procedures in this guide are applicable to e-BRIDGE Next Series III, e-BRIDGE Next Series II and e-BRIDGE Next Series I devices.

e-BRIDGE Next Series III
Colour
- e-STUDIO 2020AC - e-STUDIO 2525AC / 3025AC / 3525AC / 4525AC / 5025AC / 6525AC
Monochrome
- e-STUDIO 2528A / 5528A / 6528A

e-BRIDGE Next Series II
Colour
- e-STUDIO 2010AC - e-STUDIO 2515AC / 3015AC / 3515AC / 4515AC / 5015AC - e-STUDIO 5516AC / 6516AC / 7516AC
Monochrome
- e-STUDIO 2518A - e-STUDIO 5518A / 7518A / 8518A

e-BRIDGE Next Series I
Colour
- e-STUDIO 2000AC - e-STUDIO 2505AC / 3005AC / 3505AC / 4505AC / 5005AC - e-STUDIO 2508A e-STUDIO5506AC / 6506AC / 7506AC
Monochrome
- e-STUDIO 2508A / 3508A / 4508A - e-STUDIO 3508LP / 4508LP - e-STUDIO 5508A / 7508A / 8508A

# 2. How to identify if you are using Microsoft 365 SMTP

If your Toshiba MFD is configured to use Microsoft 365 SMTP, then you will find that the SMTP mail server settings will use one of the following;

- smtp.office365.com
- xxxx-xxx-xx.mail.protection.outlook.com (xxxx-xxx-xx being your domain e.g. contoso-com-au.mail.protection.outlook.com)
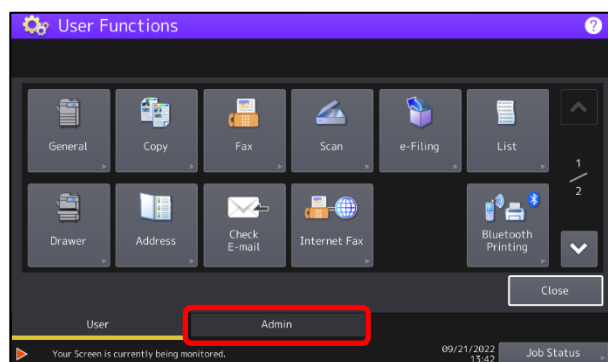
Follow the steps below to check if your Toshiba MFD has been configured to use the Microsoft 365 SMTP mail server.

2.1 Mail Server Settings

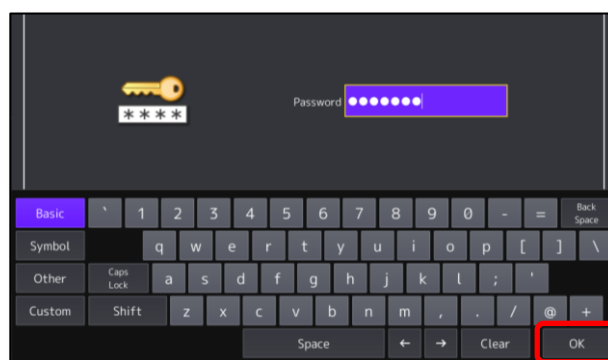1. From the Control Panel, select **User Functions**
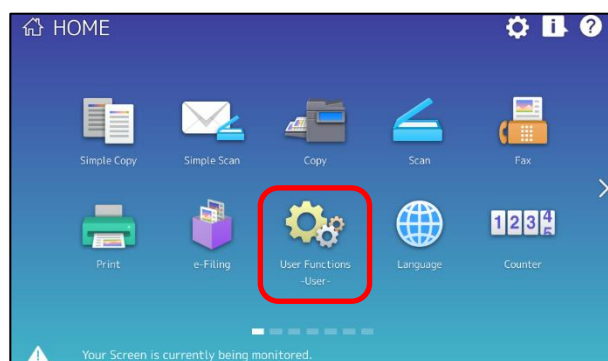
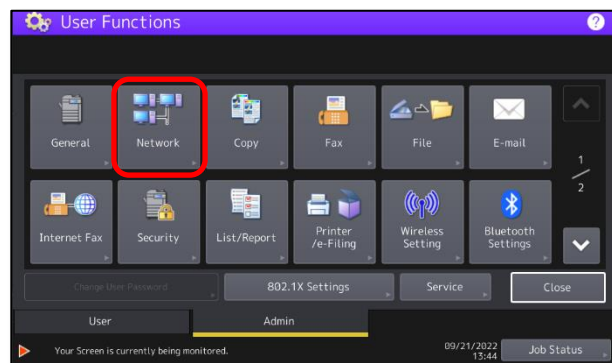2. Select the **Admin** tab at the bottom of the screen

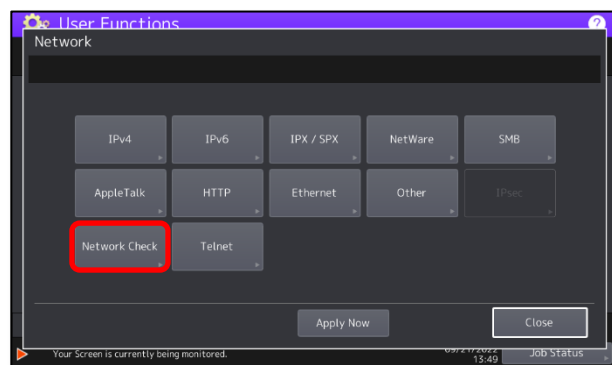3. Enter the default Admin Password and select **OK**

   Note: _For login issues, please contact your organisation's I.T. Administration Support to ensure the Admin Password has not been changed_
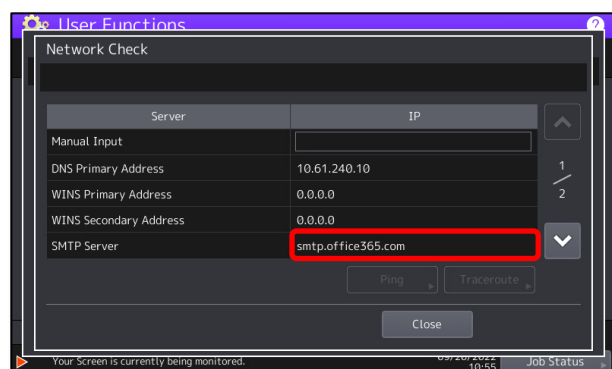
4. Select **Network**

5. Select **Network Check**

6. Under **SMTP Server** you will see the SMTP Server IP or SMTP Name

3. Microsoft 365 Setup

Once you have confirmed that your Toshiba MFD is using Microsoft 365 SMTP (refer to 2. How to identify if you are using Microsoft 365 SMTP), you must then determine which workaround option is best suited for you and your organisation.

Currently, there are 2 workaround options available depending on how you intend to use your MFD's Scan to e-Mail functionality. Whether you will only be sending scan documents to Microsoft 365 e-Mail accounts inside your organisation *or* you need to send to e-Mail accounts outside of your organisation; will determine which workaround option will work.

- **I intend to send scan documents to Microsoft 365 e-Mail accounts within my organisation only**
  The best option for you is to configure your Toshiba MFD to use "direct send" and send e-Mail directly from your MFD to Microsoft 365. Refer to 4. Direct Send Settings to continue.

- **I intend to send scan documents to inside _and_ outside of my organisation**
  The best option for you is to allow your Toshiba MFD to authenticate directly with Microsoft 365 and send e-Mail using SMTP AUTH client submission. Refer to 5. SMTP AUTH Settings to continue

For more information on "direct send" and "SMTP AUTH", follow the link below:

https://learn.microsoft.com/en-us/exchange/mail-flow-best-practices/how-to-set-up-a-multifunction-device-or-application-to-send-email-using-microsoft-365-or-office-365
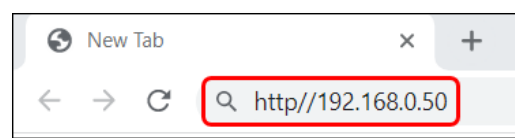
4. Direct Send Settings

4.1 Configuring A3 MFD's

An e-BRIDGE Next Series II MFD was used for the screenshots below. Other Toshiba MFD's may present a different layout for the TopAccess menu, however the naming conventions used are the same.

1. Obtain the MFD's IP address:
   - From the Control Panel, select **User Functions**
   - Enter the Admin password to continue
   - Select **Network**
   - Select **IPV4**
   - Under **IP Address** is the Address you will need to type into your web browser
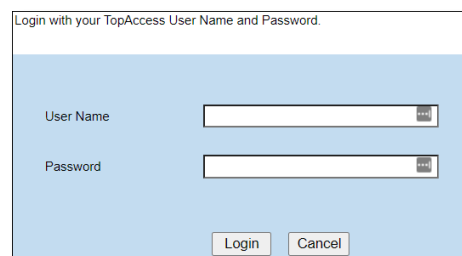   *The IP address is a set of four numbers separated by a period (.)*

   Note: Please contact your organisation's I.T. Administration Support if the default Admin password has been changed.

2. Open a Web browser, and type "http://" followed by the MFD's IP address, without any spaces, into the web browser address bar
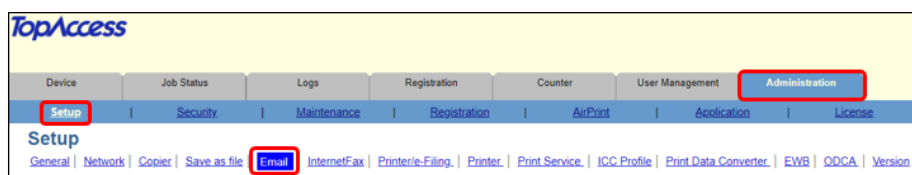

3. Select **Login** in the top right hand corner and enter the username and password for admin account

   Note: Please contact your organisations I.T. Administration Support if the admin password does not work as it may have been changed
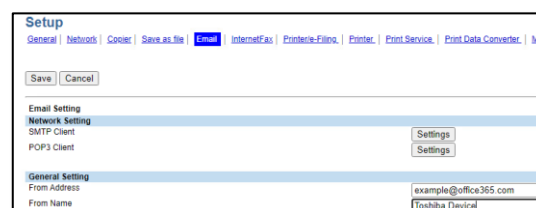

4. Navigate to **Administration → Setup → Email**

5. Under **General Setting**, fill in the **From Address** and **From Name**, making sure that you enter in your Microsoft 365 e-Mail address in the **From Address** and click **Save**

   Note: The e-Mail address in the From Address field must be an active and working e-Mail address

6. Under **SMTP Client**, select **Settings**

7. Input the following

- **Enable SMTP Client** – Enable
- **Enable SSL / TLS** – Accept all certificates without CA
- **SSL/TLS** – STARTTLS
- **SMTP server address** – xxxx-xxx-xx.mail.protection.outlook.com (xxxx-xxx-xx being your domain e.g. contoso-com-au.mail.protection.outlook.com)
- **POP Before SMTP** – Disable
- **Authentication** – Disable
- **Login Name** –Leave Blank
- **Password** – Leave Blank
- **Port Number** – 25
- Click **Execute** then **Save**. If the credentials are correct then you should get a "Successfully Connected" message
  Note: If you receive an error message when executing the connection test carefully check the details entered above. If you are still having issues with scanning to e-Mail please contact your I.T. Administration Support
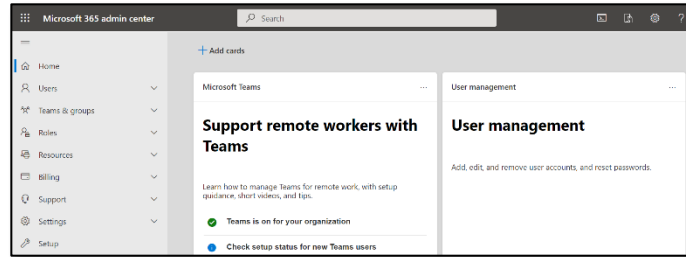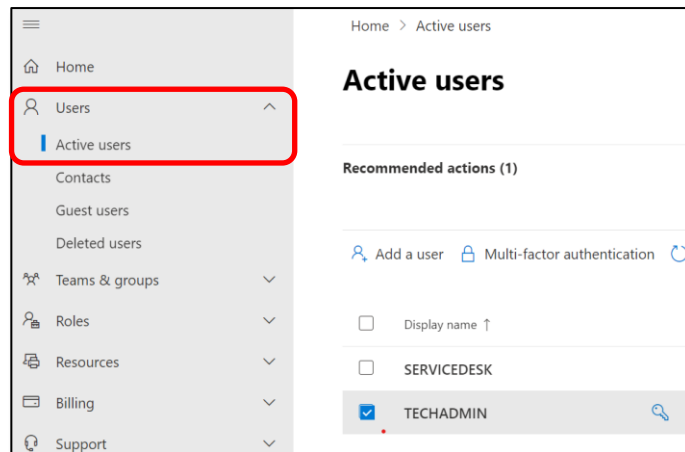
5. SMTP AUTH Settings
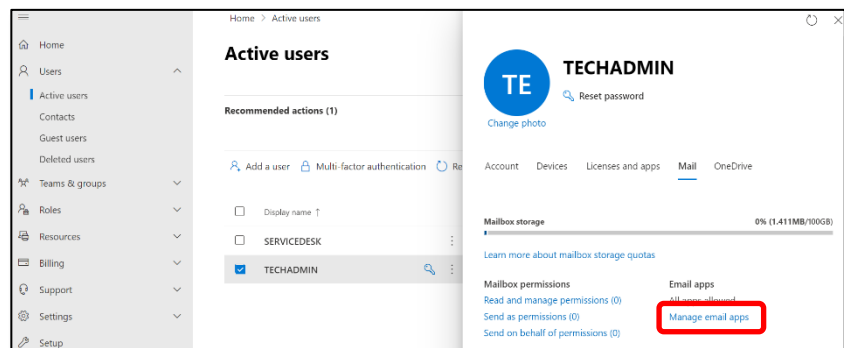
5.1 Enabling SMTP AUTH for User in Microsoft 365

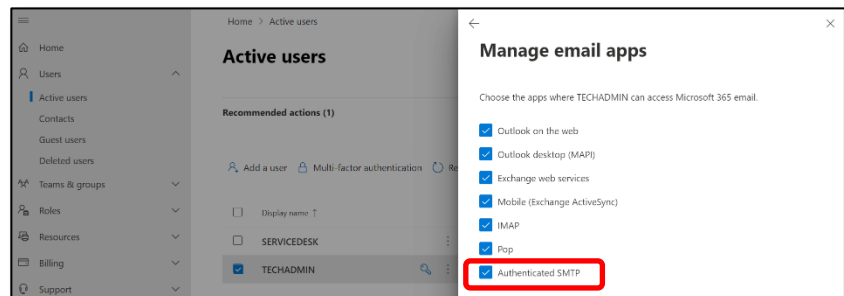1. Log into **Microsoft 365 admin center** with an Administrator account

2. Click **Users → Active users** and select the User account to be used in the MFD

3. A pop-up screen will display. Click **Mail → Manage email apps**

4. Enable **Authenticated SMTP**

5.2 Configuring A3 MFD's

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1. Obtain the MFD's IP address:
   - From the Control Panel under **User Functions**
   - Select **User Functions**
   - Enter the Admin password to continue
   - Select **Network**
   - Select **IPV4**
   - Under **IP Address** is the Address you will need to type into your web browser
   *The IP address is a set of four numbers separated by a period (.)*

   Note: Please contact your organisation's I.T. Administration Support if the default Admin password has been changed.

2. Open a Web browser, and type "http://" followed by the MFD's IP address, without any spaces, into the web browser address bar
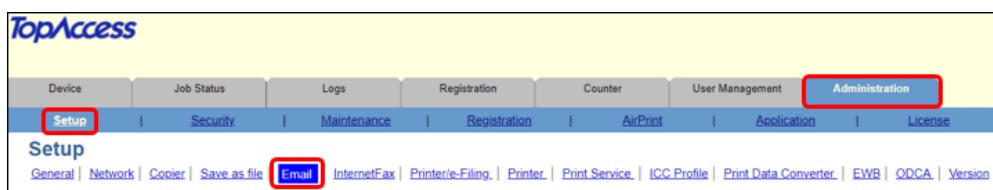

3. Select **Login** in the top right hand corner and then enter admin and password

   Note: Please contact your organisations I.T. Administration Support if the admin password does not work as it may have been changed
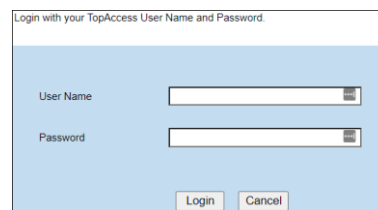
4. Navigate to **Administration → Setup → Email**

5. Under **General Setting**, fill in the **From Address** and **From Name**, making sure that you enter in your Microsoft 365 e-Mail address in the **From Address** and click **Save**

   Note: The e-Mail address entered in the From Address field must be an active and working e-Mail address

6. Under **SMTP Client**, select **Settings**

7. Input the following

- **Enable SMTP Client** – Enable
- **Enable SSL / TLS** – Accept all certificates without CA
- **SSL/TLS** – STARTTLS
- **SMTP server address** – smtp.office365.com
- **POP Before SMTP** – Disable
- **Authentication** – AUTO
  *Note: If Authentication "**AUTO**" does not work change to "**Login**" or "**Plain**"*
- **Login Name** – Enter your Microsoft 365 account email address
- **Password** – Enter your Microsoft 365 account password
- **Port Number** – 587
- Click **Execute** then **Save** – the settings. If the credentials are correct then you should get a "Successfully Connected" message

  Note: If you receive an error message when executing the connection test carefully check the details entered above. If you are still having issues with scanning to e-Mail please contact your I.T. Administration Support