

MFD REMOTE SETUP

Setup Microsoft 365 Account for Scanning to e-Mail (Toshiba A4)



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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 Basic Authentication will be superseded by Modern Authentication (based on OAuth 2.0).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 A4 Desktop Series II and A4 Desktop Series I devices.

A4 Desktop Series II
Colour
<ul style="list-style-type: none"> - e-STUDIO 338CS / 388CP / 389CS - e-STUDIO 479CS
Monochrome
<ul style="list-style-type: none"> - e-STUDIO 408P / 408S / 409P / 409S - e-STUDIO 478S / 528P

A4 Desktop Series I
Colour
<ul style="list-style-type: none"> - e-STUDIO 305CS / 385S / 305CP / 306CS
Monochrome
<ul style="list-style-type: none"> - e-STUDIO 385P / 470P / 520P / 525P / 425S

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

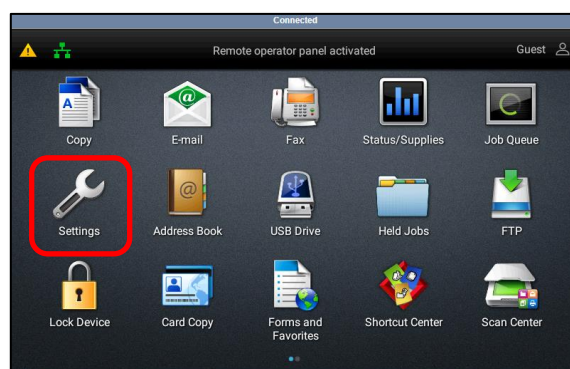
If your Toshiba MFD is configured to use Microsoft 365 SMTP, then you will find that the SMTP mail server settings will use one of the following;

- 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)

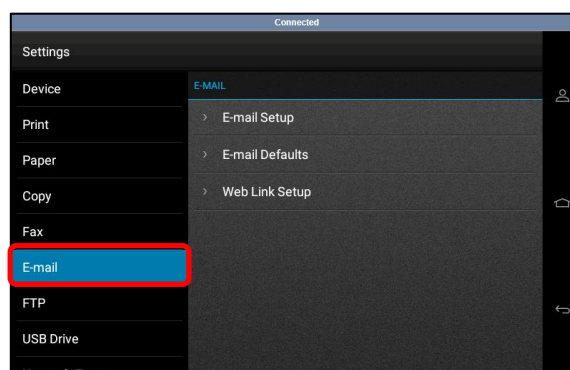
Follow the steps below to check if your Toshiba MFD has been configured to use the Microsoft 365 SMTP mail server.

2.1 Mail Server Settings for A4 MFD's

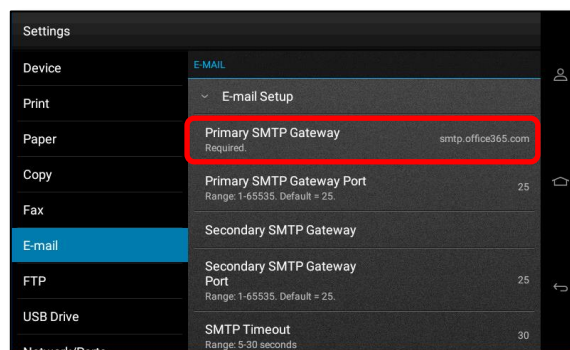
1. From the Control Panel, select **Settings**



2. Select the **E-mail** tab at the bottom of the screen



3. Select **E-mail Setup** and under the **Primary SMTP Gateway** the SMTP server will be displayed



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 A4 MFD's

1. Obtain the MFD's IP address (from the Control Panel home screen).

Note: The IP address is a set of four numbers separated by a period (.)



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



Notes:

- 192.168.0.50 is an example IP address.
- Please contact your organisation's I.T. Administration Support if the MFD prompts for a password (by default the admin password is not set)

3. From the menu on the left choose **E-mail**
4. Input the following settings in your e-Mail Setup if you are using Microsoft 365, otherwise replace the information for your alternate server
 - **Primary SMTP Gateway** – xxxx-xxx-xx.mail.protection.outlook.com (xxxx-xxx-xx being your domain e.g. contoso-com-au.mail.protection.outlook.com)
 - **Primary SMTP Gateway Port** – 25
 - **Reply address** – Enter your Microsoft365 account e-Mail address, as your reply address
 - **Use SSL/TLS** – Required
 - **SMTP Server Authentication** – No Authentication Required
 - **Device Userid** – Leave Blank
 - **Device Password** – Leave Blank
 - Once the information is entered click '**Save**'

E-mail

E-mail Setup

Primary SMTP Gateway: contoso-com-au.mail.protection... Required.

Primary SMTP Gateway Port: 25 Range: 1-65535. Default = 25.

Secondary SMTP Gateway:

Secondary SMTP Gateway Port: 25 Range: 1-65535. Default = 25.

SMTP Timeout: 30 Range: 5-30 seconds

Reply Address: example@office365.com

Always use SMTP default Reply Address: ☐

Use SSL/TLS: Required

Require Trusted Certificate: ☐

SMTP Server Authentication: No authentication required

Device-Initiated E-mail: Use Device SMTP Credentials E-Mail Alerts, Fax Forwarding, etc.

User-Initiated E-mail: Use Device SMTP Credentials

Use Active Directory Device Credentials: ☐

Device Userid:

Device Password:

Kerberos 5 REALM: Required for some Authentication Types.

NTLM Domain: Required for NTLM Authentication.

Disable "SMTP server not set up" error: ☐

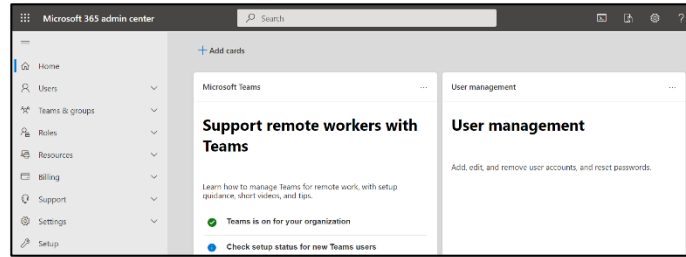
Save **Reset**

5. Test the Scan to e-Mail function from your MFD. If you are experiencing further connection issues after checking please contact your I.T. Administration Support.

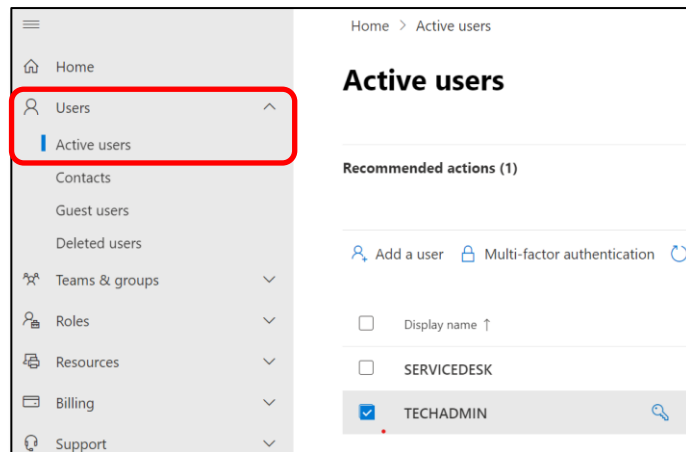
5. SMTP AUTH Settings

5.1 Enabling SMTP AUTH for User in Microsoft 365

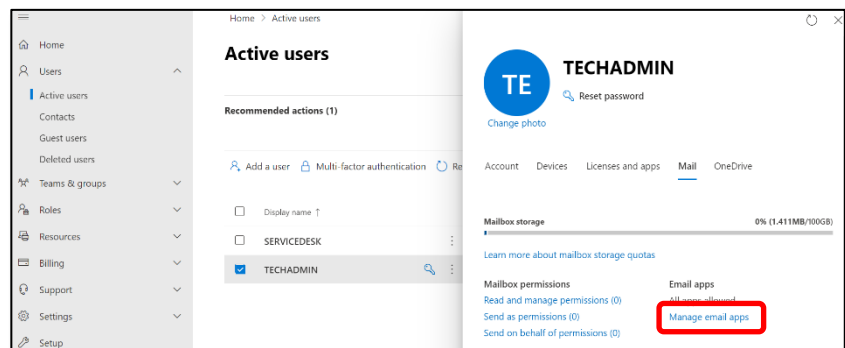
1. Log into **Microsoft 365 admin center** with an Administrator account



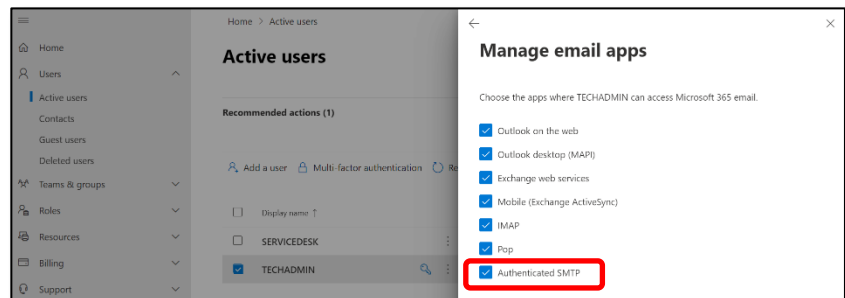
2. Click **Users** → **Active users** and select the User account to be used in the MFD



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



4. Enable **Authenticated SMTP**



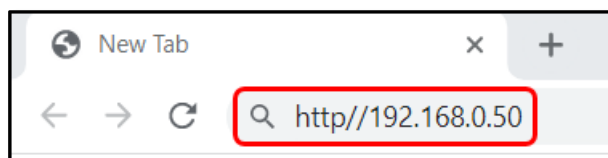
5.2 Configuring A4 MFD's

1. Obtain the **MFD's IP address** (from the Control Panel home screen).

Note: The IP address is a set of four numbers separated by a period (.)



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



Notes:

- 192.168.0.50 is an example IP address.
- Please contact your organisation's I.T. Administration Support if the MFD prompts for a password (by default the admin password is not set)

3. From the menu on the left choose **E-mail**



4. Input the following settings in your e-Mail Setup if you are using Microsoft 365, otherwise replace the information for your alternate server

- **Primary SMTP Gateway** – smtp.office365.com
- **Primary SMTP Gateway Port** – 587
- **Reply address** – Enter your Microsoft 365 account e-Mail address, as your reply address
- **Use SSL/TLS** – Negotiate
- **SMTP Server Authentication** – Login / Plain
- **Device Userid** – Enter your Microsoft 365 account e-Mail address
- **Device Password** – Enter your Microsoft 365 account password
- Once the information above is entered click '**Save**'

The screenshot shows the 'E-mail Setup' window with the following fields and values:

- Primary SMTP Gateway:** smtp.office365.com (Required.)
- Primary SMTP Gateway Port:** 587 (Range: 1-65535, Default = 25)
- Secondary SMTP Gateway:** (Empty)
- Secondary SMTP Gateway Port:** 25 (Range: 1-65535, Default = 25)
- SMTP Timeout:** 30 (Range: 5-30 seconds)
- ReplyAddress:** example@office365.com
- Always use SMTP default ReplyAddress:** ☐
- Use SSL/TLS:** Negotiate (Dropdown)
- Require Trusted Certificate:** ☐
- SMTP Server Authentication:** Login / Plain (Dropdown)
- Device-Initiated E-mail:** Use Device SMTP Credentials (Dropdown) (E-Mail Alerts, Fax Forwarding, etc.)
- User-Initiated E-mail:** Use Device SMTP Credentials (Dropdown)
- Use Active Directory Device Credentials:** ☐
- Device Userid:** example@office365.com
- Device Password:** (Masked with dots)
- Kerberos 5 REALM:** (Empty text box) (Required for some Authentication Types.)
- NTLM Domain:** (Empty text box) (Required for NTLM Authentication.)
- Disable "SMTP server not set up" error:** ☐

At the bottom, there are two buttons: **Save** (green) and **Reset** (grey).

5. Test the Scan to e-Mail function from your MFD and check that you have received the e-Mail sent to the e-Mail address entered. If you did not receive an e-Mail from the MFD carefully check the details entered above. If you are experiencing further connection issues after checking please contact your I.T. Administration Support.