

Scan-to-Email using Office 365

Copytech's guide to setting up Scan-to-Email on Konica Minolta MFDs using MS Office 365



Time required for set up: Approximately 20 minutes

Engineer required: No

Scan-to-Email: Overview

The setting up of Scan-to-Email means that documents which are scanned at a Konica Minolta MFD can be transmitted via your network's email system to internal or external email addresses as attachments to email messages (in a number of different file types including pdf).

It is usually straightforward to set up Scan-to-Email, requiring only the details of your email server and any authentication requirements to be entered into the MFD during the setup procedure.

However it is entirely the responsibility of the customer to ensure that the correct details are provided. Without these, the Scan-to-Email system cannot work and cannot be made to work.

If Office 365 is to be used, this has some special security restrictions which have specific set-up requirements

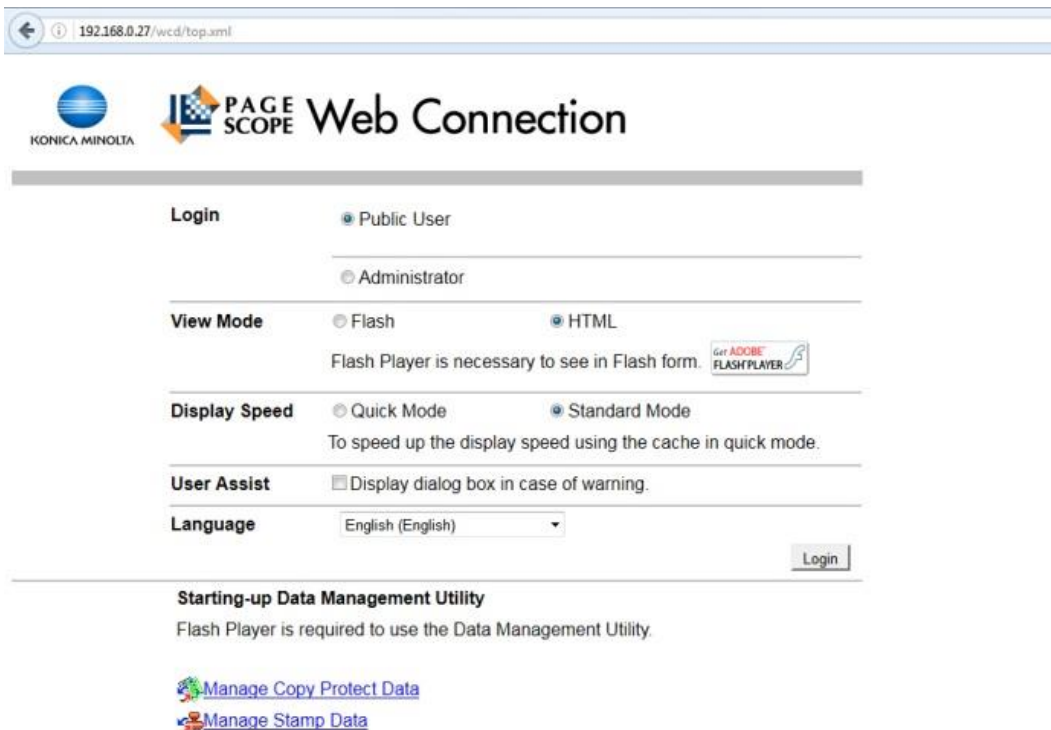
The recommended method for scanning via Office 365 is by using the SMTP Client Submission method.

For this to work the MFD will need to use valid Office 365 credentials to authenticate to Office 365's SMTP server i.e. it will need to use a valid email address and associated password that will authenticate on your Office 365 account and is connected to an Office 365 mailbox. The email address cannot be an Alias or Limited account. It can be an Exchange Online (Plan 1) account

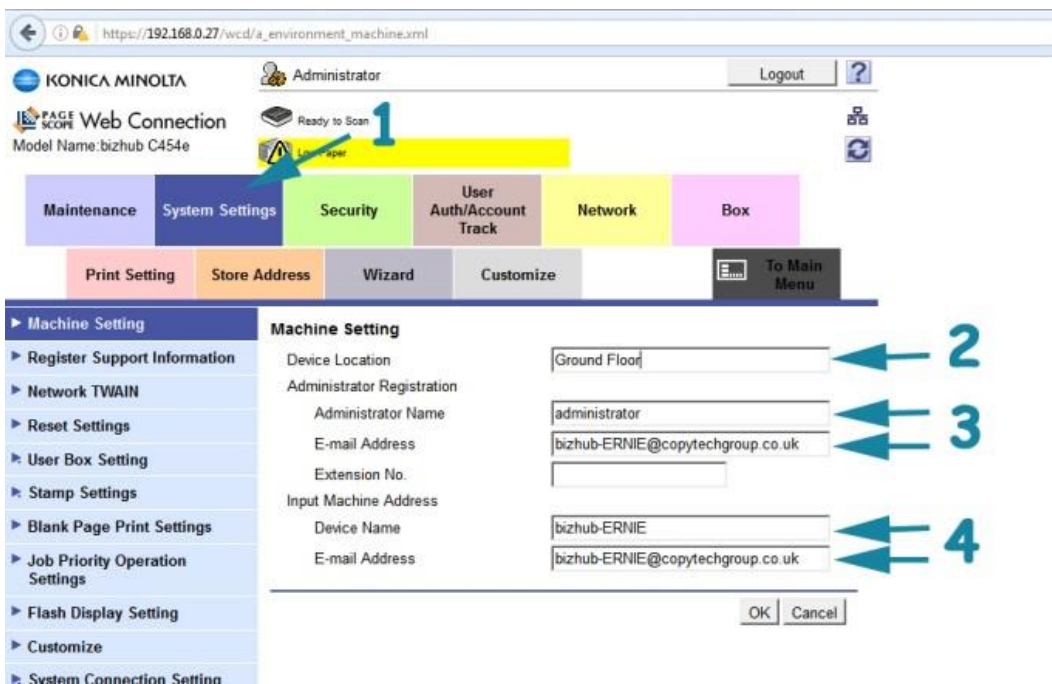
You will also need to know the IP address of your Konica Minolta MFD. (You can check this on the control panel of the machine **Menu >Utility> Device Information > IPv4 Address**)

Step 1: Give the MFD an email address to use as a From address:

Open PageScope Web Connection, the machine's embedded web interface, by typing the IP Address of the Konica Minolta MFD into the address bar of your web browser



Login as an Administrator. (You will have to enter the default password **12345678**)
Click on the **System Settings** tab **1**



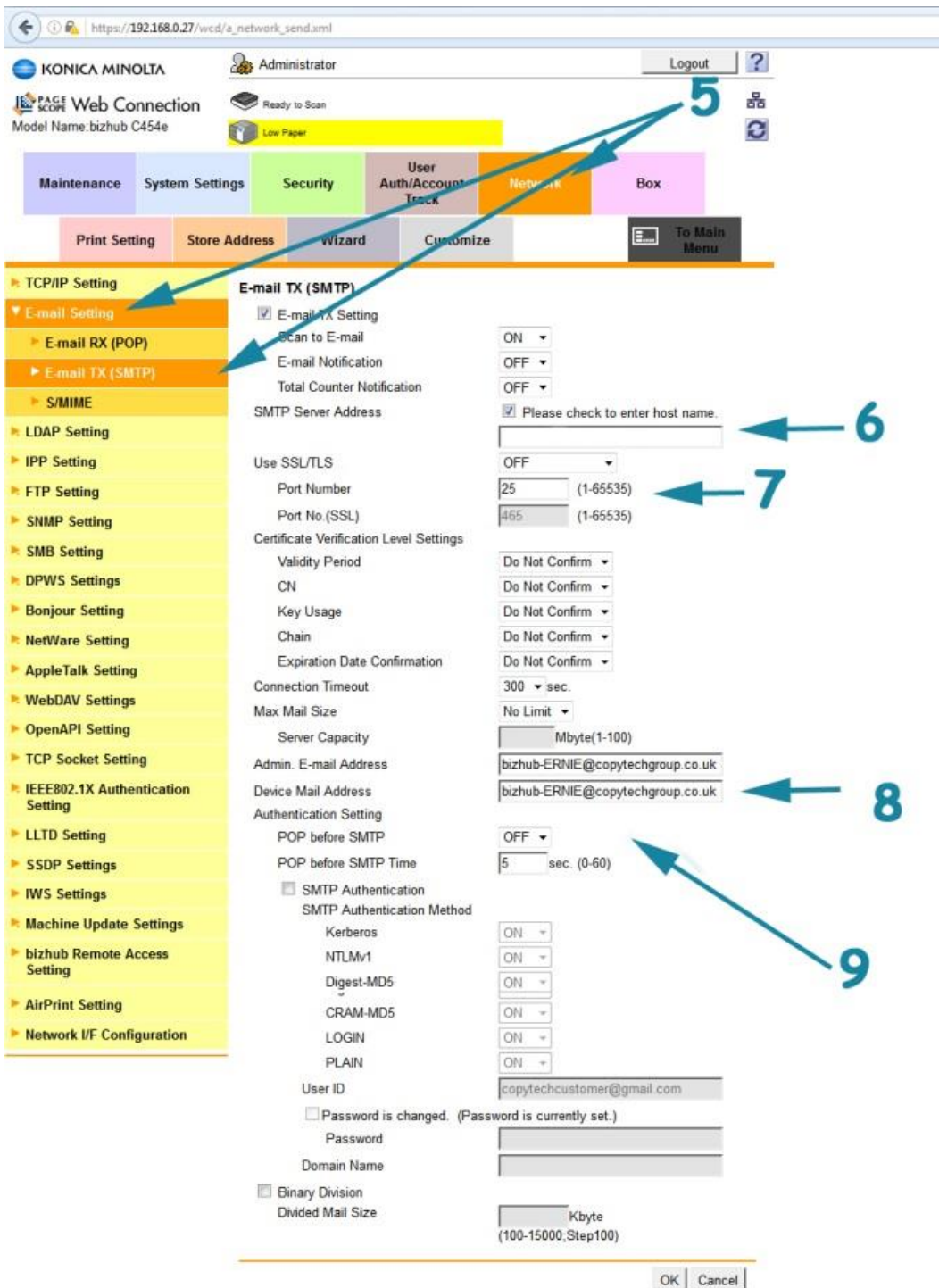
Enter a **Device Location** **2** and an **Administrator Name** and **Email Address** **3**

Enter a **Device Name** for the machine and an **Email Address** **4** (With Office 365 both email addresses entered must be the same and must be valid fully authenticating Office 365 accounts which are connected to an Office 365 mailbox. Aliases and limited user accounts will not work)

Click on **OK**. When **Completed** is shown, Click on **OK**

Step 2: Enter the SMTP server details into the MFD:

Click on **Network > Email Setting > Email TX (SMTP)** 5



Ensure that there is a tick in the **Email TX Setting** box and that **Scan to Email** is set to **On** (these are the default settings)

Enter **smtp.office365.com** into the **SMTP Server Address** field 6. The “Please check to enter host name” box above must also be ticked.

Select the **Start TLS** entry from the **Use SSL/TLS** drop-down box

Enter **587** as the **Port Number** 7

Ensure that the **Device Mail Address** and **Admin E-mail Address** which was set up in Step 1 is shown **8**

Tick the **SMTP Authentication** box and enter the same email address used above as the **User ID**. Then check the **Password is changed** box and enter the **Password** for the Office 365 account for that email address.

All other settings may be left as default

Click on **OK**

When **Completed** is shown, Click on **OK**

Step 3: Set-up your Email destinations

The final step is to set up your email destinations. This is optional as you can enter email addresses you wish to scan to at the machine (Direct Input). However it is obviously more convenient to set up your regular email addresses as One-Touch buttons. Please refer to our separate guide **Adding Scan-to-Email Destinations** for details on how to do this

Troubleshooting and Notes

Using a host name

Office 365 uses the hostname **smtp.office365.com**. It is essential to ensure that the correct DNS Server details are entered on the **Network > TCP/IP** tab.

Errors that may occur:

If the MFD displays a failure message when scanning, check Job List> Log on the machine and look at Details >Error Details for the failed job

Server Connection Error

This error can be caused by

Incorrect Default Gateway – failure message takes a long time, the s/c/e eventually comes up in error details

Incorrect DNS server address

Incorrect User Name entered for SMTP authentication

Incorrect Password entered for SMTP authentication

Password required to be changed by Office365 User on first login (this is a default Office365 setting)

Office 365 User does not have product licence

Login Error

The admin email address set into machine is not an authorised office 365 account

Knowledgebase

It has on occasion been necessary to change settings below in order to allow email through office 365

Untick TLS v1.1 and TLS v1.2 in the **Security>SSL Setting** tab