EPSON

Device Authentication Guide for Microsoft Exchange Online

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Introduction

Due to enhanced security in Microsoft Exchange Online, the previous Basic Authentication method has been discontinued and SMTP authentication (SMTP AUTH) has been disabled by default. Therefore, to use the email service from now on, you will need to use the "OAuth 2.0" authentication method.

If you use the email sending/email notification functions of a printer or scanner, configure the email server settings to use OAuth2.0 authentication.

The following preparation is necessary.

❑ Enable SMTP AUTH in Exchange Online

❑ Set up OAuth2.0 authentication for the email server

Make sure that you are using the latest firmware for printers and scanners.

Enabling SMTP AUTH in Exchange Online

Printers and scanners use the SMTP protocol to send emails, so you must enable SMTP AUTH in Exchange Online.

For detailed instructions, see the "Microsoft Learn" site.

Setup procedure

❑ In the **Exchange admin center**, disable **security defaults** for the entire organization and enable SMTP AUTH.

❑ In the **Microsoft 365 admin center**, enable SMTP AUTH for the printer administrator's mailbox.

Setting Up OAuth2.0 Authentication for the Email Server

Use Web Config to configure OAuth 2.0 authentication for the email server.
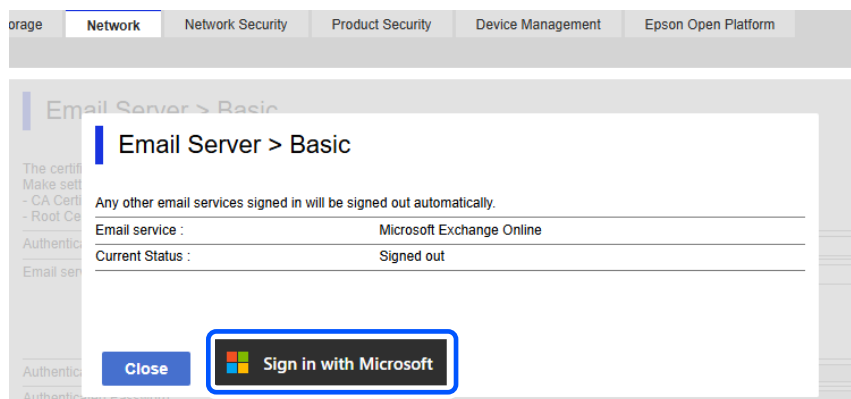
Note:
For models that support additional network, please set them to the standard network. Additional network do not support OAuth2.0 authentication.

1. Enter the printer's IP address into a browser to access Web Config.

    Enter the printer's IP address from a computer that is connected to the same network as the printer.

    You can check the IP address of the printer from the following menu.

    Settings > **General Settings** > **Network Settings** > **Network Status** > **Wired LAN/Wi-Fi Status**

2. Enter the administrator password to log in as an administrator.

    Select **Log in**, and then enter the administrator password, and then click **OK**.

3. **Network** tab > **Email Server** > **Basic**

4. Select **OAuth2** as the **Authentication Method**.

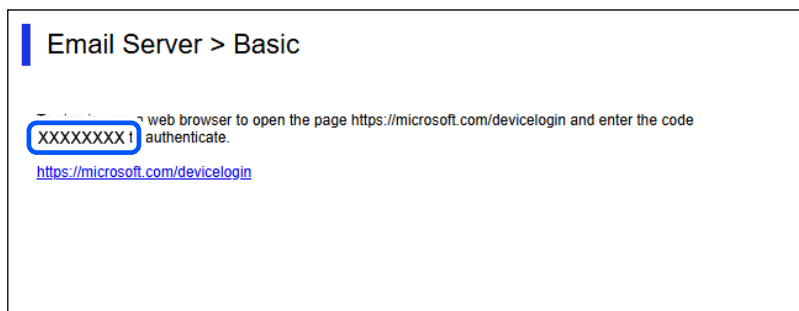5. Select **Microsoft Exchange Online** as the **Email service**.

    Note:
    *For personal use, select **Outlook.com**.*

6. Sign in.

    Click **Sign In**, and then click **Sign in with Microsoft** on the screen that appears.

7. Copy the authentication code displayed on the screen, and then click the URL displayed to open the authentication screen.

8. On the authentication code entry screen, enter the code you copied, and then click **Next**.

9. On the Microsoft sign in screen, enter your account details, and then click **Next**.

   Enter the name of an account that has global administrator privileges.

10. Enter the password and click **Sign In**.

11. On the requested permission screen, select "Consent on behalf of organization" and then click **Accept**.

    When authentication is complete, a sign-in message is displayed and you can close the browser screen.

    You can check the sign-in status on the **Network** tab > **Email Server** > **Basic** page in Web Config.

    When the status shows **Signed in**, account information for OAuth 2.0 authentication is displayed.

12. Click **OK** to send the OAuth 2.0 authentication setting information to the printer.

Check the Status of OAuth 2.0 Authentication

You can check the email server setting information in the following ways.

Note:

If the *icon is displayed on the printer screen, select the icon and sign in as an administrator.*

Checking from the control panel

1. On the home screen of the control panel, select **Settings** > **General Settings** > **Network Settings** > **Network Status** > **Email Server Status**.

    The email server setting information is displayed.

Checking on the network status sheet

1. On the home screen of the control panel, select **Settings** > **General Settings** > **Network Settings** > **Network Status** > **Print Status Sheet**.

2. Check the message and start printing.

    The network status sheet is printed and you can check the network information including the email server setting information.

Fax Server OAuth 2.0 Support (Compatible Models Only)

For models that support sending emailed content to the recipient's fax machine through a file server, if the fax server of the Internet fax service provider uses OAuth 2.0 authentication, you need to set up OAuth 2.0 authentication on the device.

On the **Fax** tab > **Fax Server** > **Email Server Settings** screen in Web Config, set the **Authentication Method** for the email server to **OAuth2**.

For other setting information, contact the service provider.

Epson Print Admin Serverless OAuth 2.0 Authentication for the To My Email Function (Compatible Models Only)

If you specify **User's email address** as the **Sender's Email Address** in the authentication settings in Epson Print Admin Serverless, in addition to the OAuth 2.0 authentication settings for the email server, each user must sign in with their own email address.

First, the administrator must sign in using the printer administrator's email address, select **Agree on behalf of the organization**, and set the permission range.

1. On the Epson Print Admin Serverless screen, sign in as a user with administrator privileges for the printer.
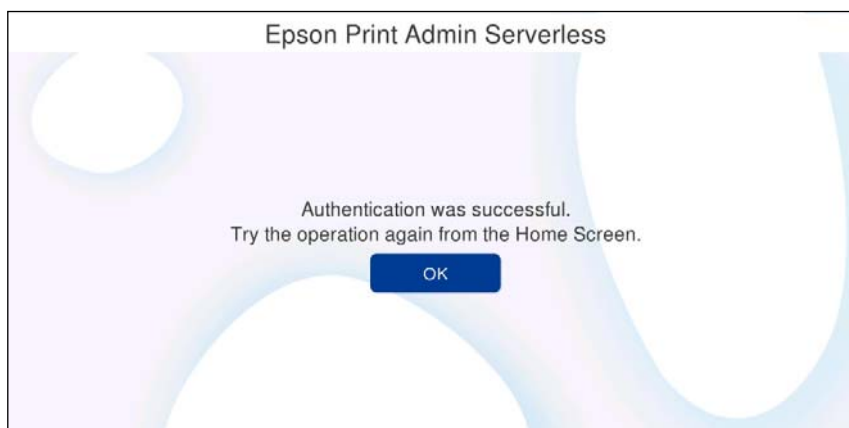
2. Select **To My Email**.

    Note:
    Menu item names may vary depending on the device.

    The sign-in screen is displayed.

3. Enter the email address of an account with global administrator role privileges, and then select **Next**.

4. Enter your password and select **Sign In**.

5. On the permission screen, check **Agree on behalf of the organization**, and then select **Accept**.

    If you are successfully signed in, a message is displayed on the Epson Print Admin Serverless screen.

    Select **OK** to close the screen.

When the administrator sign-in is complete, each user registered in Epson Print Admin Serverless can use the email sending function by signing in themselves.

When each user selects the **To My Email** menu for the first time, they need to sign in on the sign-in screen.

When signing in, use your company or organization's Microsoft account (email address and password).

Troubleshooting

Cannot sign in or users cannot sign in

Your Entra ID may be blocked by a conditional access policy.

Solution:

Check your conditional access policies with Entra ID.

For detailed instructions, see the "Microsoft Learn" site.

Cannot send email

"To use this function, you must sign in to your email service. Please contact your administrator." is displayed.

Solution:

Check Web Config for the current status.

Select the **Network** tab > **Email Server** > **Basic**

If the **Current Status** is **Signed in** the sign-in information may not have been saved to the printer. Click **OK** to send the setting information to the printer.

If there is no **Current Status** and the **Sign In** button is displayed, sign in.

Related Information

➡ "Setting Up OAuth2.0 Authentication for the Email Server" on page 5

Expiration message is displayed

A certain period of time has passed since signing in without using the email sending function.

If a printer using OAuth 2.0 authentication has not been used for a long period of time, or the email sending function has not been used, the access token and refresh token will become invalid.

Solution:

The administrator should perform the sign-in operation again.

Related Information

➡ "Setting Up OAuth2.0 Authentication for the Email Server" on page 5

An error code was displayed on the job confirmation menu

If an error occurs with the email sending function, an error code is displayed in the job history.

You can check this by selecting **Job/Status** > **Job Status**. See the table below for the error status and how to handle it.

Error Code	Status	Solution
360	No connection to cloud service or email service.	Connect to cloud service or email service.
361	Connection to cloud service or email service has expired.	Connect to cloud service or email service.
370	You need to sign in to cloud service again.	Sign in to cloud service.

Related Information

➡ "Cannot send email" on page 10

➡ "Epson Print Admin Serverless OAuth 2.0 Authentication for the **To My Email** Function (Compatible Models Only)" on page 9

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