



Microsoft O365 Modern Authentication/OAuth 2.0 Authentication Copier Setup for Xerox (Email account setup is a separate process)

Microsoft's decision to discontinue support for basic authentication for sending emails using the SMTP protocol in Exchange Online as of late 2026 or early 2027. Following this change, OAuth2.0 authentication will be required on applications and devices when using the SMTP protocol to send emails.

Pre-Requisites & Permissions needed

- Your Xerox Multi-Function Device must be running Firmware that supports OAuth 2.0 Authentication
- IP Address/Hostname of Ricoh Multi-Function Device
- Admin Access to the Multi-Function Device Web Image Monitor
- Admin Access to O365 Tenant
 - Used to create and license an O365 account for scans to be sent from
 - If a new account is not created as a part of this process, Admin will need to Allow an App request as part of the setup process
- Port 587 must be opened on the Firewall
- Information: Xerox preparing for phase out of Basic Authentication and the effected Xerox models.
<https://www.xerox.com/en-us/office/insights/exchange-online-authentication>

A) Firmware (Xerox device will require a firmware update to support OAuth 2.0)

To configure Xerox MFP, Firmware needs to be updated before beginning configuration changes. Contact our Service Department for instructions on updating device firmware.

Firmware Source:

- Xerox Firmware Location: [Xerox Support Web Page](#)
- Important Notes
 - Patch Requirement: Some updates require a pre-install patch (dlm file) before applying the main firmware upgrade.
 - Backup: Ensure you take necessary precautions; it is recommended to consult your network administrator before updating.
- Step-by-Step Firmware Update Process
 - **Download Firmware:** Visit the Xerox Drivers & Downloads page, select your operating system, and download the latest System Software (firmware) file.
 - **Access EWS:** Enter your printer's IP address into a web browser to open the Embedded Web Server (EWS).
 - **Log In:** Log in with Administrator credentials. Username admin. (Password could be 1111, xerox or the printer's serial number).
 - **Navigate to Upgrade:** Go to **Properties > General Setup > Software Upgrade** or **Fleet Orchestrator**.
 - **Install Firmware:**
 - Ensure **Installation Policy** is set to "Allowed".
 - Click **Install a File** or **Browse** to select the downloaded .dlm file.
 - Click **Install Software** and confirm (OK).
 - **Reboot:** The machine may take 30+ minutes to install and will automatically restart.
 - **Verification:** To ensure success, print a configuration report via **Home > Device > About** to confirm the new software version.

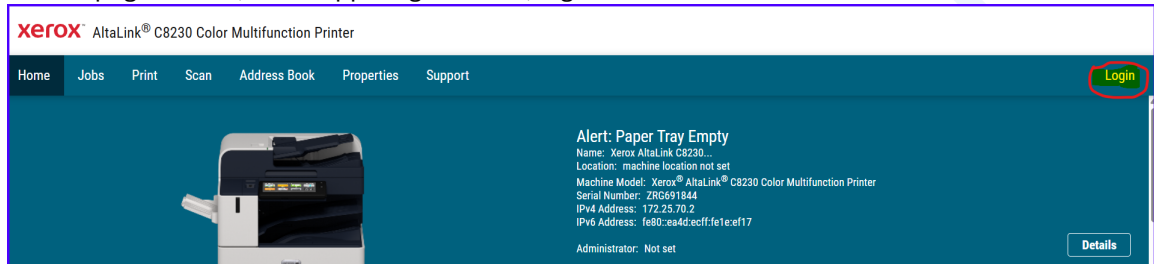
B) Configure for OAuth 2.0

To access the configuration SMTP settings, you will need to use Embedded Web Server (EWS) by entering the device IP address into your web browser address bar: Enter “http://(IP address of the machine)/” and then press Enter.

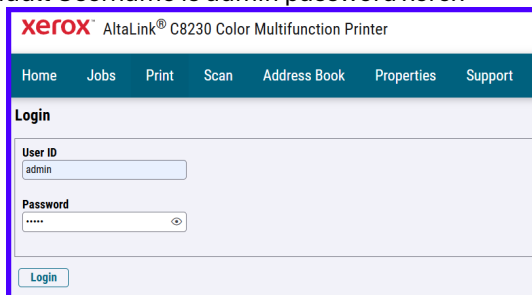
***Note:** This cannot be configured with the copier control panel.

***Note:** IP can be found at the top of the Operations Panel.

- 1) On the web page of EWS, in the upper right corner, login as the device admin:

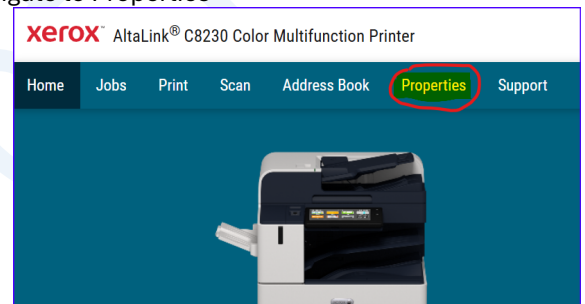


- 2) Default Username is admin password xerox

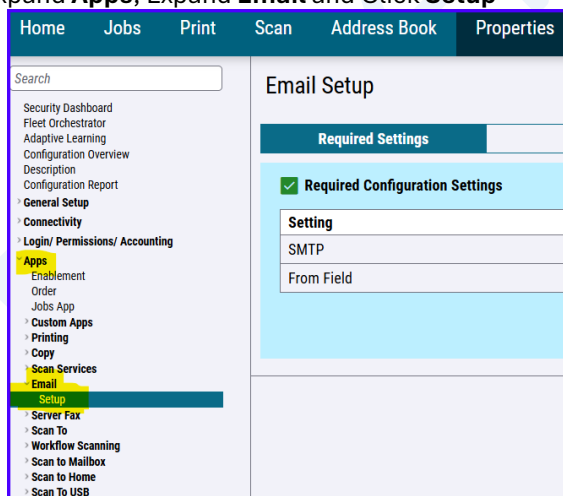


***Note:** If this doesn't work, your organization may have changed this, check with your IT or Printer Administrator

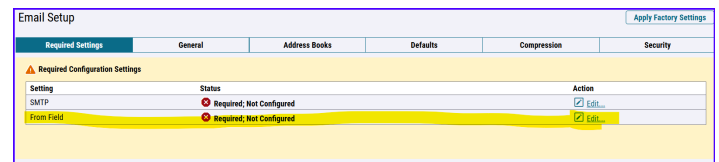
- 3) Navigate to Properties



- 4) Expand **Apps**, Expand **Email** and Click **Setup**



- 5) In the Required Setting tab, Click Edit for the From Field



6) Add the scan user that is being used for authentication in the Administrator Email Address in the **Default From address**.at the top. Then Click **Save**

From Field

Default From address

Always use default From address

☐ Yes
☒ No

Allow logged-in users to edit the From field when

☐ Address Book (LDAP) Search Successful
☒ Address Book (LDAP) Search Failure
☐ Address Book (LDAP) Search Not Performed

Edit From field when authentication is not required

☐ Yes
☒ No

Use sender's name

☐ Add sender's name to email address

Cancel

Save

7) Back at the Email Setup, Click **Edit** in the SMTP Settings.

Home

Jobs

Print

Scan

Address Book

Properties

Support

Search

Security Dashboard

Fleet Orchestrator

Adaptive Learning

Configuration Overview

Description

Configuration Report

General Setup

Connectivity

Login/ Permissions/ Accounting

Apps

Enablement

Order

Jobs App

Custom Apps

Printing

Copy

Scan Services

Email

Setup

Server Fax

Scan To

Workflow Scanning

Scan to Mailbox

Scan to Home

Scan To USB

Print From

Security

Email Setup

Required Settings

General

Address Books

Defaults

Compression

☒ Required Configuration Settings

Setting	Status	Action
SMTP	☒ Required; Configured	☒ Edit...
From Field	☒ Required; Configured	☒ Edit...

?

Help

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8) SMTP (Send Email) – Click on **Required Information** tab – **Specify SMTP Server Manually** – Click **Host Name** – **Host Name and port**. Set Host name to **smtp.office365.com** Port **587** – Finally Click **Apply**

SMTP (Send Emails) - Required Information

SMTP Authentication

Required Information

Connection Encryption

File Size Management

Test Configuration

☒ Required Configuration Settings

Required Information

Server

☐ Use DNS (to identify SMTP Server)
☒ Specify SMTP Server manually

☐ IPv4 Address
☐ IPv6 Address
☒ Host Name

Host Name: Port

:

Default All

Close

Apply

Prepared by Michael Kortendick, & Ben Lockwood - April 2026

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9) In the SMTP (Send Email) – Click on **Connection Encryption** tab – Encryption Mechanism; Select **STARTTLS** – Click **Apply**

SMTP (Send Emails) - Connection Encryption

SMTP Authentication	Required Information	Connection Encryption	File Size Management	Test Configuration
<p>Encryption Mechanism used by devices when Communicating with the SMTP Server:</p> <p> ☐ No Encryption ☐ STARTTLS (if available) ☒ STARTTLS </p> <p> ☒ Check for valid server certificate, signed by a CA View Root/Intermediate Trusted Certificates </p>				
				<p>Close Apply</p>

10) In the SMTP (Send Emails) – Click on SMTP Authentication Section, then click on **OAuth 2.0 with SMTP: Send email using secure token-based authentication through Microsoft 365. Compliant with current security standards.** Finally Click **Apply**

SMTP (Send Emails) - SMTP Authentication

SMTP Authentication	Required Information	Connection Encryption	File Size Management	Test Configuration
<p>Choose which SMTP Authentication to use for sending system and user initiated emails</p> <p> ☐ Basic Auth with SMTP: Use a standard username and password to send email through any SMTP-compatible server. Suitable for legacy systems. ☒ OAuth 2.0 with SMTP: Send email using secure token-based authentication through Microsoft 365. Compliant with current security standards. </p>				
<p>Device Code Flow (DCF) Configuration</p>				<p>⚠ Registration Required ></p>
				<p>Close Apply</p>

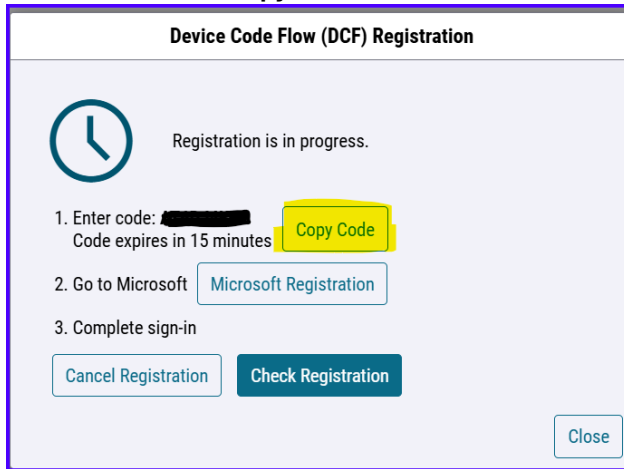
Note: If firmware is not up to date or this model is not supported, you will not see this option.

11) Click on Device Code Flow (DCF) Configuration

SMTP (Send Emails) - SMTP Authentication

SMTP Authentication	Required Information	Connection Encryption	File Size Management	Test Configuration
<p>Choose which SMTP Authentication to use for sending system and user initiated emails</p> <p> ☐ Basic Auth with SMTP: Use a standard username and password to send email through any SMTP-compatible server. Suitable for legacy systems. ☒ OAuth 2.0 with SMTP: Send email using secure token-based authentication through Microsoft 365. Compliant with current security standards. </p>				
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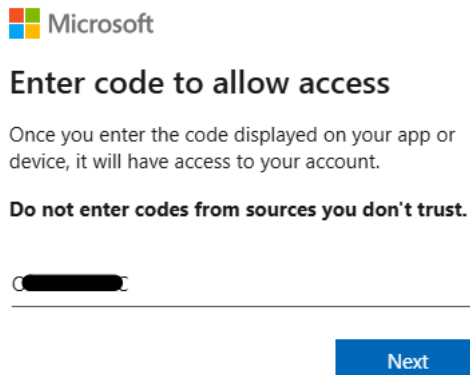
12) Device Code Flow (DCF) Registration – make note of the code or click on the **copy code** button.



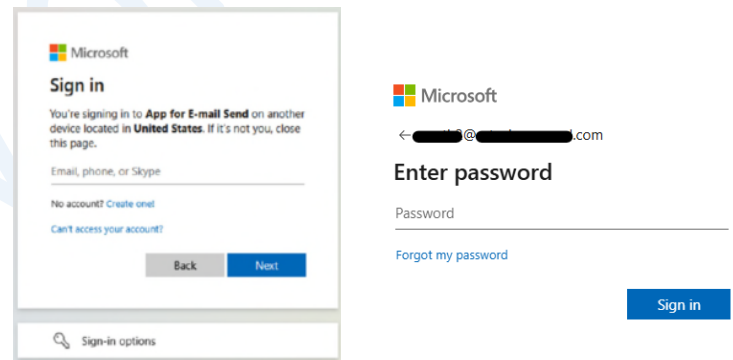
13) Device Code Flow (DCF) Registration – Click on **Microsoft Registration** button



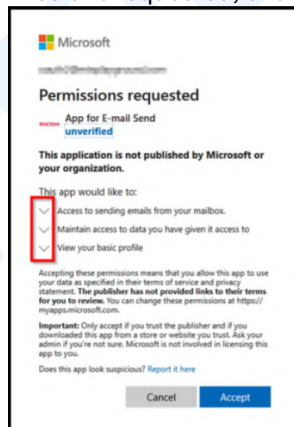
14) Enter the code copied from previous step & click **Next**



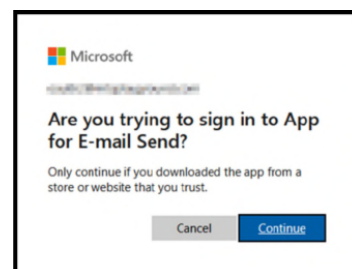
15) Supply the credentials for the Licensed Scan User account > if this is not the account that is pre-filled, select + Use another account, and proceed with the sign-in



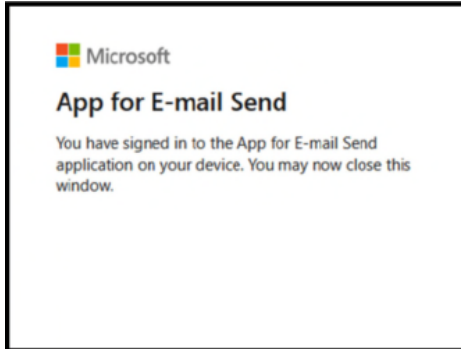
11) Expand each of the dropdowns, and read through the Permissions Requested > if you accept the permissions requested, click **Accept**



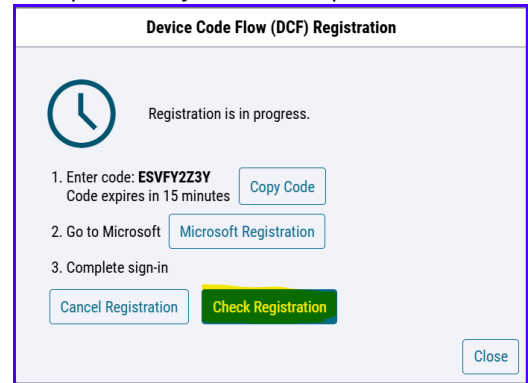
12) Select **Continue**



14) Once you see, “You have signed in to the App for E-mail Send application on your device. You may now close this window.” Close out of the window/tab



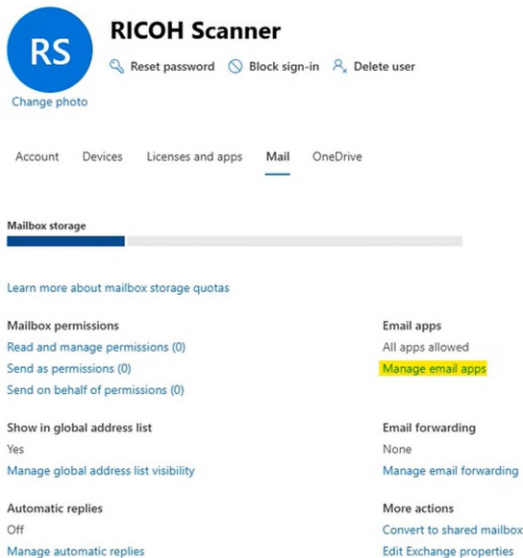
15) Finally, click the **Check Registration** to verify that OAuth has been set up correctly. Once completed Click **Close**



16) Test scanning

Troubleshooting

When scanning and getting an authentication error, verify these O365 account settings:



Manage email apps

Choose the apps where RICOH Scanner can access Microsoft 365 email.

- ☒ Outlook on the web
- ☒ Outlook desktop (MAPI)
- ☒ Exchange web services
- ☒ Mobile (Exchange ActiveSync)
- ☒ IMAP
- ☒ Pop
- ☒ **Authenticated SMTP**

***Note:** This can take up to 24 hours to take effect.

If authentication error continues, verify Step 6 above was completed; set the Administrator Email address used is the same as the email address being used for authentication.

