



Scan to Email – Office 365

Configuring your Sharp Multi-Function Printer for Scan to Email while using Office 365.



Outline



Sharp Scan to
Email Settings



Sharp
Troubleshooting



Office 365
Troubleshooting



Conclusion

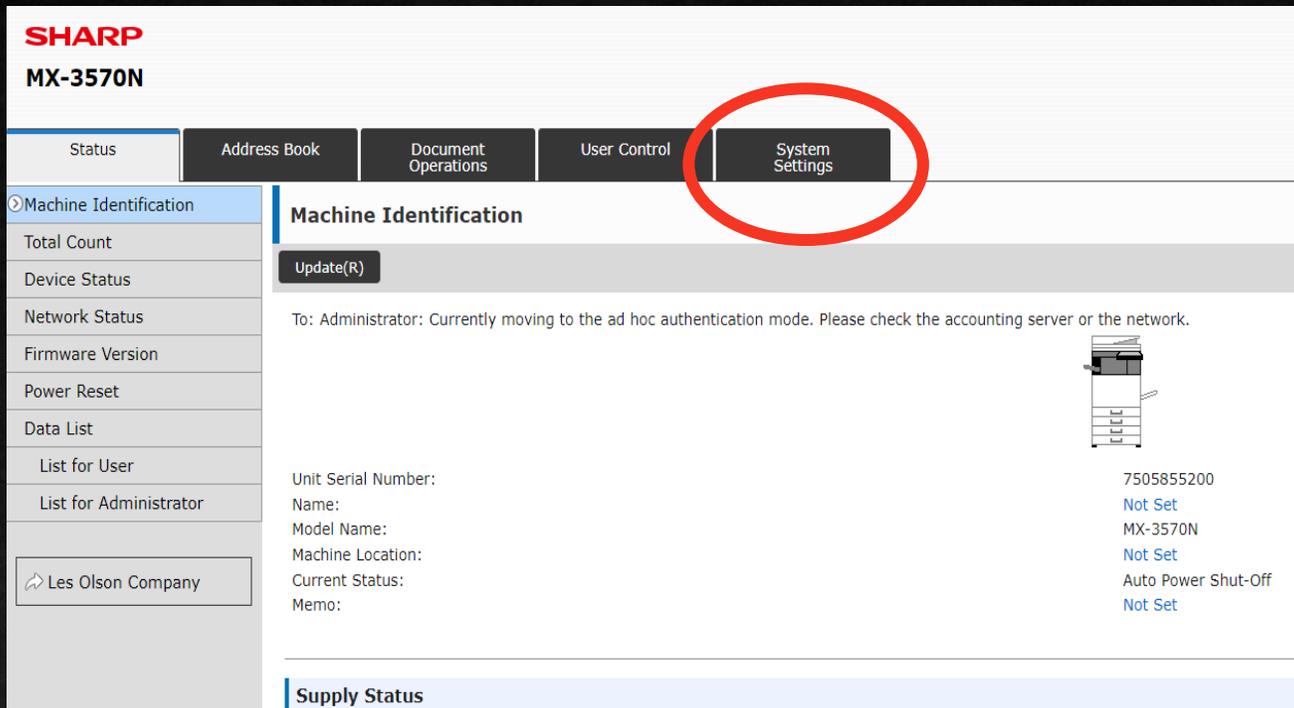
Configuration Outline

Outline

- You will learn to set up Scan to Email on your Sharp MFP.
- You will learn what the purpose of SMTP Authentication is, and how to configure it correctly.
- This guide will include instruction specific to Office 365 to set up your Scan to Email.



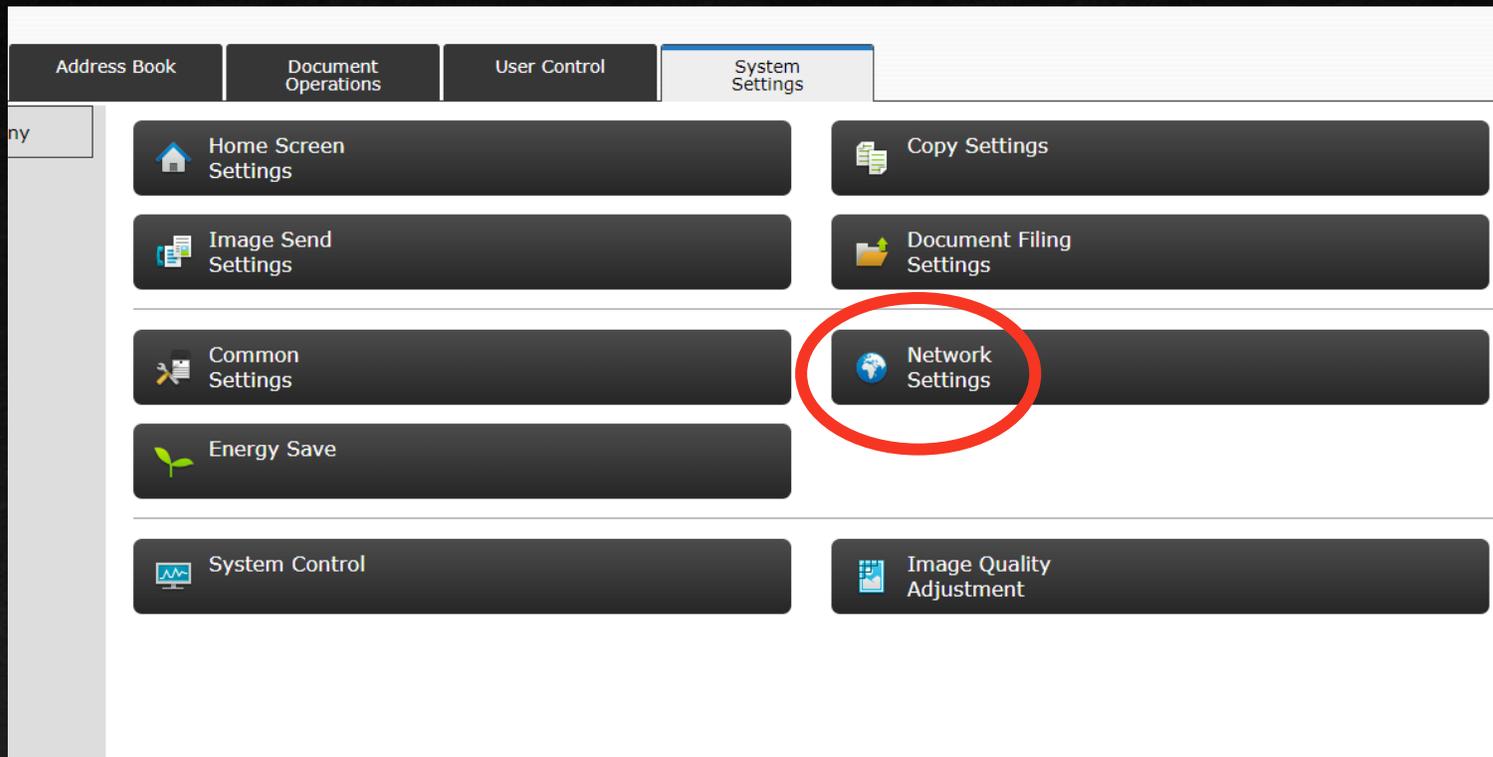
Sharp Scan to Email Settings



The screenshot displays the Sharp MX-3570N web interface. At the top left, the SHARP logo and model number MX-3570N are visible. A navigation bar contains several tabs: Status, Address Book, Document Operations, User Control, and System Settings. The System Settings tab is circled in red. Below the navigation bar, the left sidebar shows a list of menu items under 'Machine Identification', including Total Count, Device Status, Network Status, Firmware Version, Power Reset, Data List, List for User, and List for Administrator. The main content area is titled 'Machine Identification' and features an 'Update(R)' button. A message from the administrator is displayed: 'To: Administrator: Currently moving to the ad hoc authentication mode. Please check the accounting server or the network.' Below this message is a printer icon and a list of device details: Unit Serial Number (7505855200), Name (Not Set), Model Name (MX-3570N), Machine Location (Not Set), Current Status (Auto Power Shut-Off), and Memo (Not Set). At the bottom of the page, a 'Supply Status' section is partially visible.

- Begin in the Web Interface of your printer.
- Click System Settings near the top of the screen.

Sharp Scan to Email Settings



- Next, select Network Settings.

Sharp Scan to Email Settings

Login

Login(P) Cancel(C)

Authority: admin

Login Name: Administrator ▾

Password: (5-255digit)

Please enter the User Authentication information. This message can be edited from System Settings.

Login(P) Cancel(C)

- You will be prompted for a password.
- By default, the password will be “admin”.
- If your organization has changed the password, put the new password in.

Sharp Scan to Email Settings

The screenshot displays the 'Services Settings' page in a web interface. On the left is a navigation menu with 'Services Settings' selected. The main content area has a 'Services Settings' header with an 'Update(R)' button. Below this are tabs for 'DNS', 'SMTP', 'Kerberos', 'SNTP', 'mDNS', 'SNMP', and 'WINS'. A blue 'Submit(U)' button is positioned below the tabs. The 'DNS Settings' section is active, showing 'IPv4 Settings' with 'Primary Server' and 'Secondary Server' fields. The values '10.0.0.20' and '10.0.0.21' are entered in these fields and are circled in red. Below this are 'IPv6 Settings' with empty 'Primary Server' and 'Secondary Server' fields.

- Select Services Settings once the password is accepted.
- Here you will type your DNS Servers.
- If your organization does not have local DNS set up, Google has Public Servers that you can use. The Primary Server will be 8.8.8.8 and the Secondary Server will be 8.8.4.4
- Once those have been entered, select the blue Submit(U) button to save the DNS Servers.

Sharp Scan to Email Settings

Services Settings

Update(R)

"Your request was successfully processed."

DNS SMTP Kerberos SMTP mDNS SNMP WINS

Submit(U)

SMTP Settings

Primary Server:

Secondary Server:

Port Number: (0-65535)

Timeout: seconds(0-60)

Sender Name: (Up to 20 characters)

Sender Address: (Up to 64 characters)

Enable SSL

SMTP Authentication

User Name: (Up to 64 characters)

Password: (1-128 digits)

Change Password

- The next tab will be the SMTP Settings. This is where we will configure the Scan to Email settings.
- For Office 365, the Primary Server will be smtp.office365.com
- Port will be 587
- Make sure to Enable SSL and SMTP Authentication.

Sharp Scan to Email Settings

Services Settings

Update(R)

"Your request was successfully processed."

DNS SMTP Kerberos SMTP mDNS SNMP WINS

Submit(U)

SMTP Settings

Primary Server:

Secondary Server:

Port Number: (0-65535)

Timeout: seconds(0-60)

Sender Name: (Up to 20 characters)

Sender Address: (Up to 64 characters)

Enable SSL

SMTP Authentication

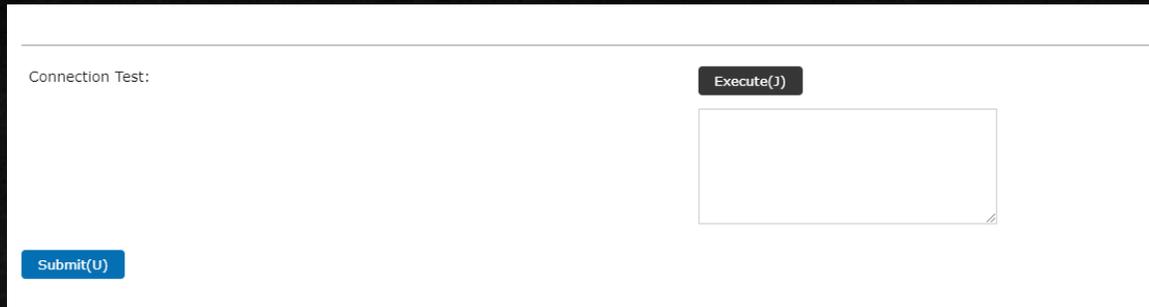
User Name: (Up to 64 characters)

Password: (1-128 digits)

Change Password

- The User Name and Password will be the email and password that you plan on using for the scanner.
 - *Make sure the email used is registered in your domain with a valid Office 365 Exchange license*
- In order to alter the password, select the box next to Change Password.
- Initially, set the Sender Address as the same email address as your User Name email.
- Once you establish a successful connection, this can be altered to a different email address.
- Now that every field marked has been entered in this screen, hit the blue Submit(U) button to save the information.

Sharp Scan to Email Settings

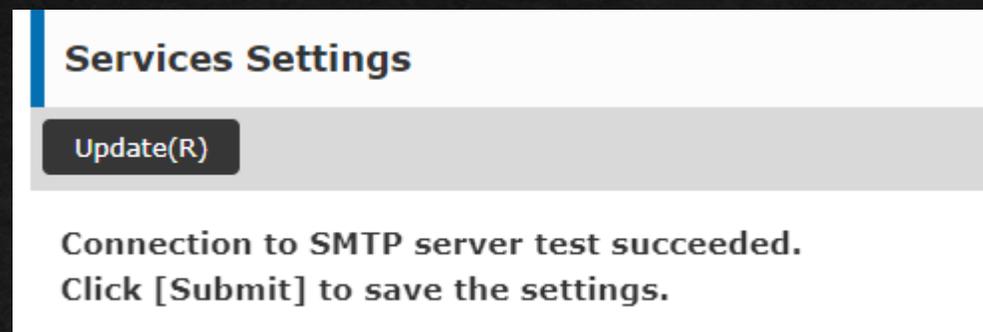


Connection Test:

Execute(J)

Submit(U)

The screenshot shows a web interface for testing the connection. It features a text area for input, a blue 'Submit(U)' button at the bottom left, and a dark grey 'Execute(J)' button at the top right. Below the text area is a large empty rectangular box, likely for displaying the test results.



Services Settings

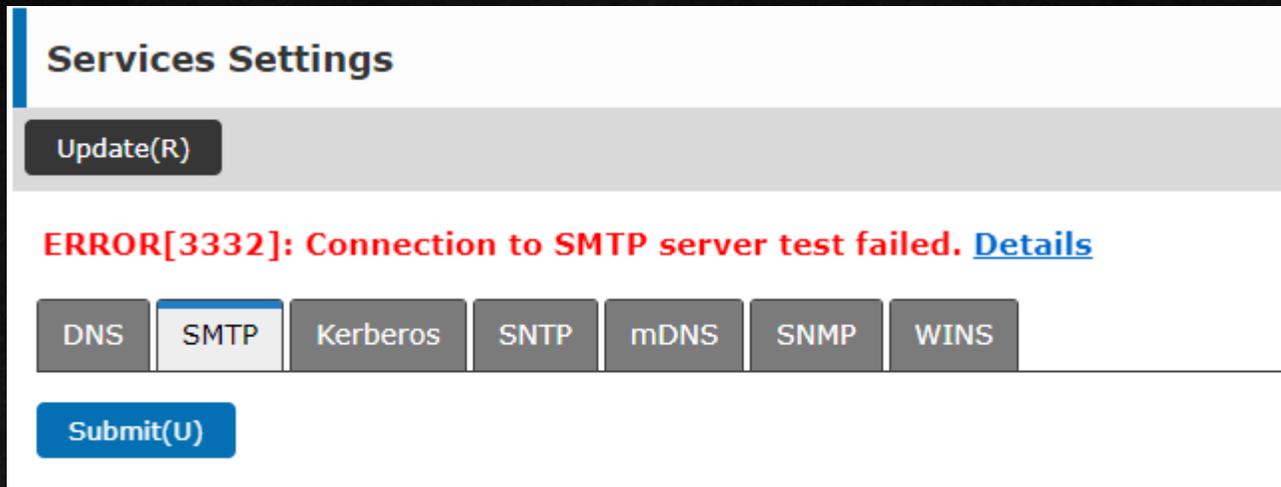
Update(R)

Connection to SMTP server test succeeded.
Click [Submit] to save the settings.

The screenshot shows the 'Services Settings' section. It has a dark grey header with the title 'Services Settings' and a blue 'Update(R)' button. Below the header, a message states: 'Connection to SMTP server test succeeded. Click [Submit] to save the settings.'

- Once everything has been saved, scroll to the bottom of the screen.
- Hit the Execute(J) button to test the Scanner's connection to the SMTP server provided.
- If you receive the message of Connection to SMTP server test succeeded, your work in this screen is complete.
 - Your scanner has now been successfully set up!

Sharp Troubleshooting



The screenshot shows the 'Services Settings' interface. At the top left is the title 'Services Settings'. Below it is a grey bar with an 'Update(R)' button. A red error message reads 'ERROR[3332]: Connection to SMTP server test failed.' followed by a blue link for 'Details'. Below the error message is a row of seven tabs: 'DNS', 'SMTP', 'Kerberos', 'SNTP', 'mDNS', 'SNMP', and 'WINS'. The 'SMTP' tab is selected and highlighted with a blue border. At the bottom left is a blue 'Submit(U)' button.

- If you receive a message such as this, you will want to troubleshoot, as this signifies that the scanner was unable to authenticate to the SMTP server given the credentials you provided.
- First, double-check the settings given prior in this presentation match up for the Primary Server, Port Number, and checkboxes for Enable SSL and SMTP Authentication.
- Second, double-check the password under SMTP Authentication was typed correctly.
- If you verified everything is correct, we will want to move to your Office 365 account to check settings there.

Office 365 Troubleshooting

Services Settings

Update(R)

ERROR[3332]: Connection to SMTP server test failed. [Details](#)

DNS SMTP Kerberos SMTP mDNS SNMP WINS

Submit(U)

SMTP Settings

Primary Server:

Secondary Server:

Port Number: (0-65535)

Timeout: seconds(0-60)

Sender Name: (Up to 20 characters)

Sender Address: (Up to 64 characters)

Enable SSL

SMTP Authentication

User Name: (Up to 64 characters)

Password: (1-128 digits)

Change Password

- If everything is entered correctly, but you still receive this error, there might be an issue within your Office 365 account.
- Either contact your IT Administrator, or Les Olson Helpdesk for advanced troubleshooting.

Conclusion

Here is what we learned

- **How to access the SMTP Settings in the Sharp web interface.**
- **How to configure the SMTP Settings for Scan to Email.**
- **How to troubleshoot within the Sharp web interface.**
- **How to troubleshoot within your Office 365 account.**



THANK YOU!

You have successfully set up Scan to Email on your Sharp Scanner!