



Sharp Scan to Email – Gmail

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



Outline



Sharp Scan to
Email Settings



Sharp
Troubleshooting



Gmail
Troubleshooting



Conclusion

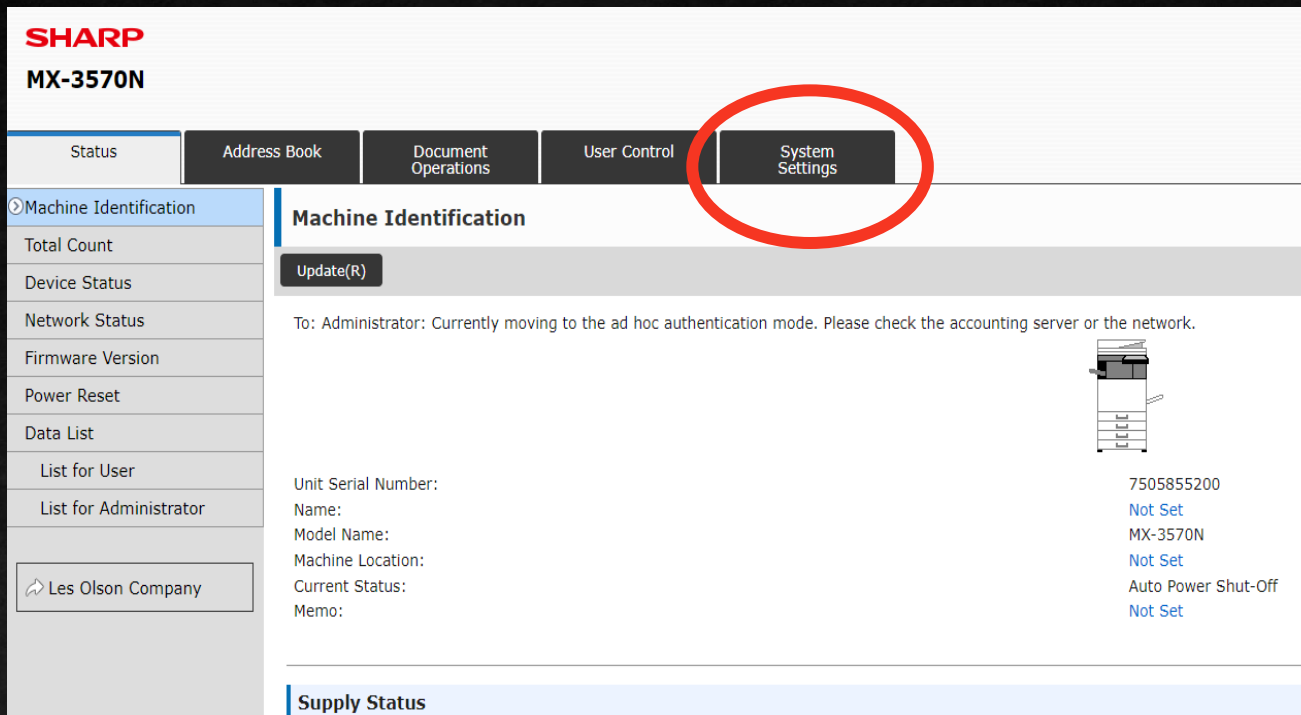
Configuration Outline

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 on Google Two-Factor Authentication and App Passwords.



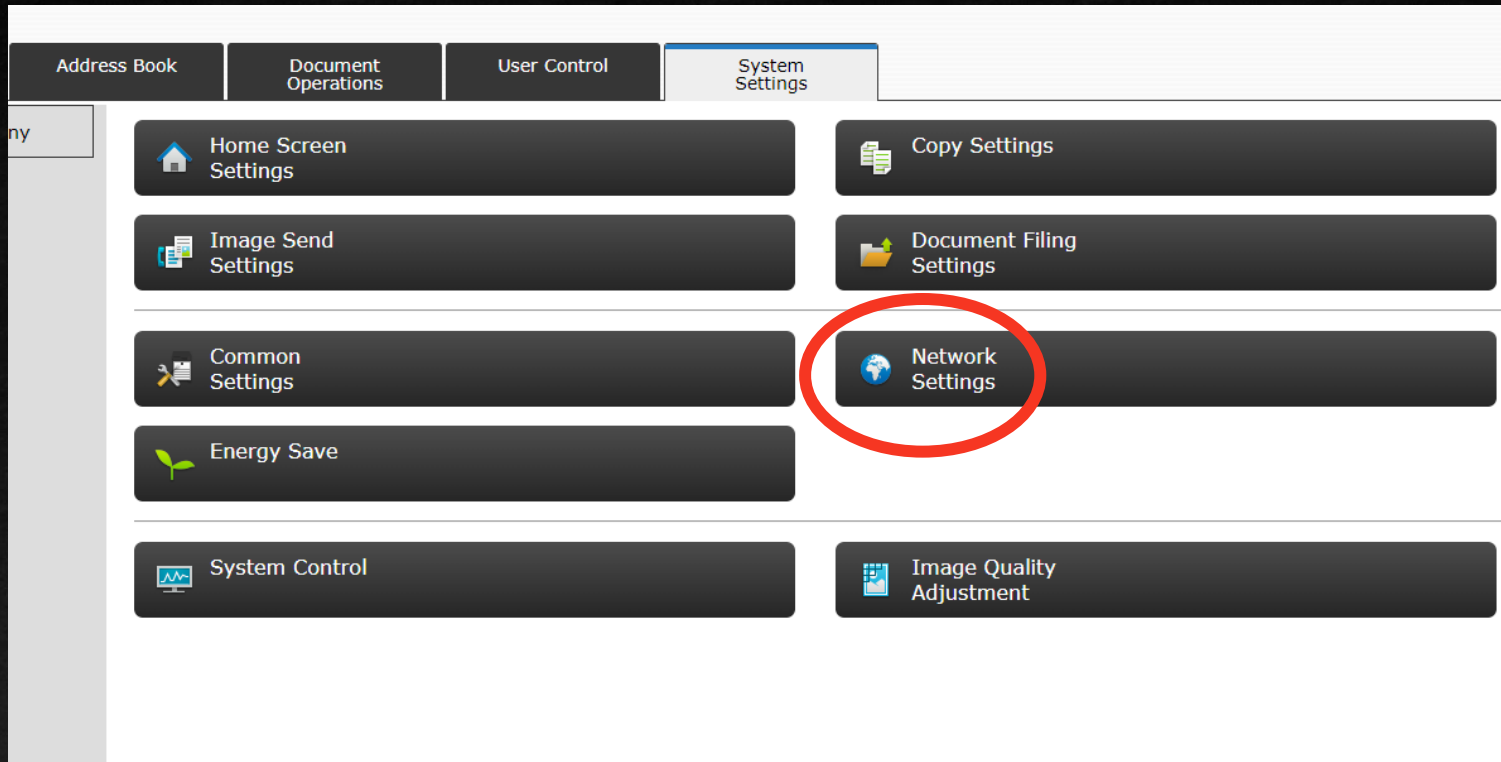
Sharp Scan to Email Settings



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 menu items: Status, Address Book, Document Operations, User Control, and System Settings. The System Settings menu item is circled in red. Below the navigation bar, the left sidebar shows a list of options 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 an icon of the printer. The 'Unit Serial Number' is listed as 7505855200. Other fields include 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, there is a 'Supply Status' section.

- 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 the Sharp Scan to Email configuration utility. The left sidebar contains a menu with 'Services Settings' selected. The main content area is titled 'Services Settings' and includes 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 IP addresses '10.0.0.20' and '10.0.0.21' are entered in these fields and are circled in red. Below the IPv4 settings 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)

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 Gmail, the Primary Server will be smtp.gmail.com
- Port will be 587
- Make sure to Enable SSL and SMTP Authentication.

Sharp Scan to Email Settings

Services Settings

Update(R)

DNS SMTP Kerberos SMTP mDNS SNMP WINS

Submit(U)

SMTP Settings

Primary Server: smtp.gmail.com

Secondary Server:

Port Number: 587 (0-65535)

Timeout: 60 seconds(0-60)

Sender Name: (Up to 20 characters)

Sender Address: noreply@lesolson.com (Up to 64 characters)

Enable SSL

SMTP Authentication

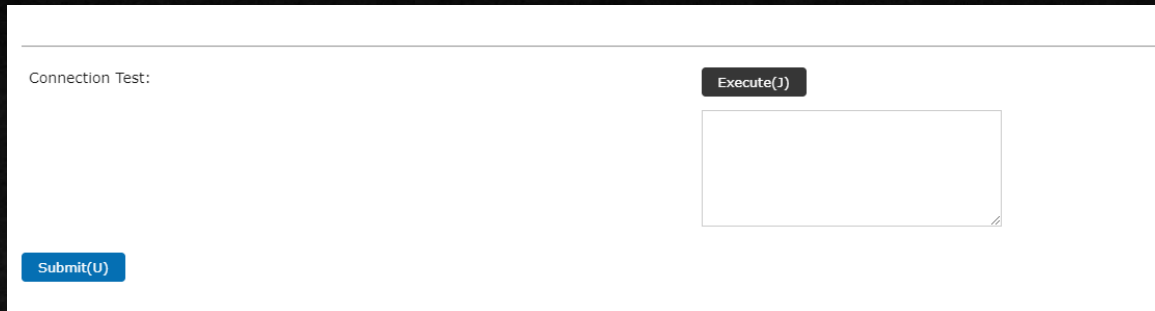
User Name: lsecureapps80@gmail.com (Up to 64 characters)

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 and password are already valid Gmail login credentials before this step*
- 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

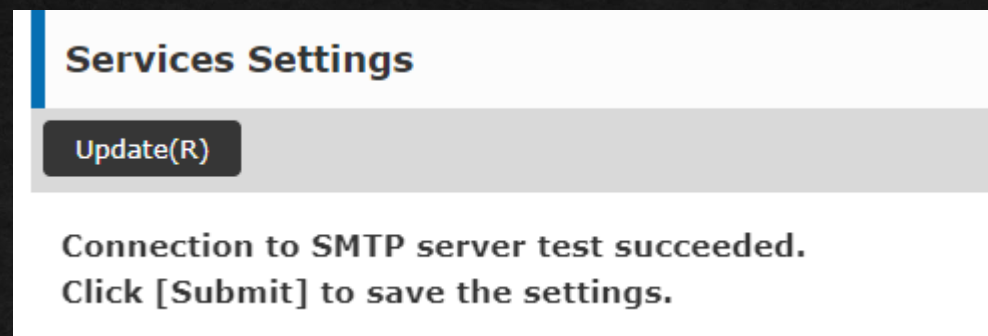


Connection Test:

Execute(J)

Submit(U)

The screenshot shows a web interface for testing the connection. It features a label 'Connection Test:', a button 'Execute(J)', a large empty rectangular box for output, and a button 'Submit(U)' at the bottom left.



Services Settings

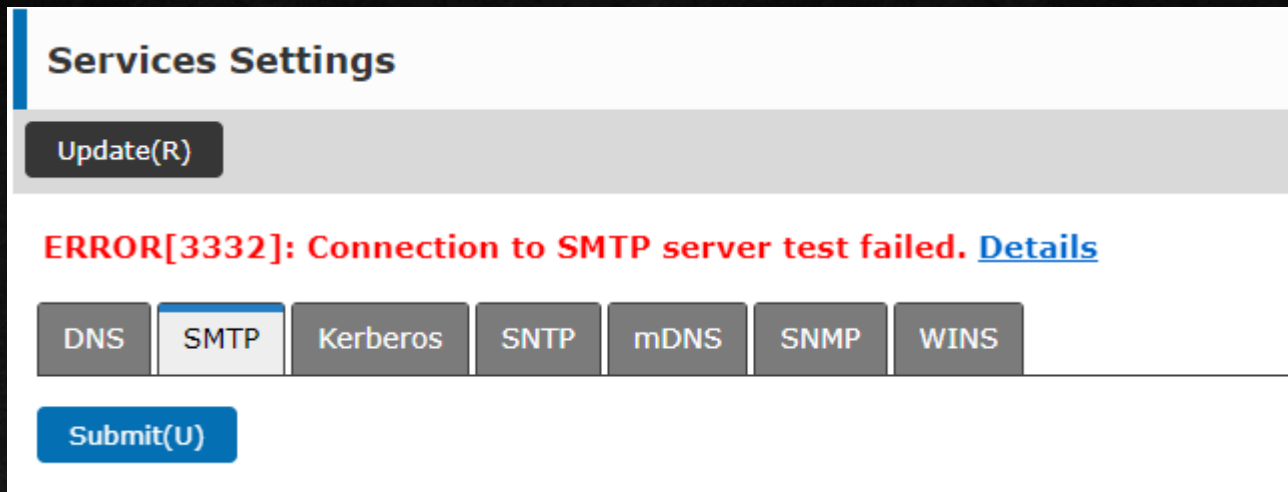
Update(R)

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

The screenshot shows the 'Services Settings' section. It has a button 'Update(R)' and a message indicating that the connection test was successful. The message says '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!

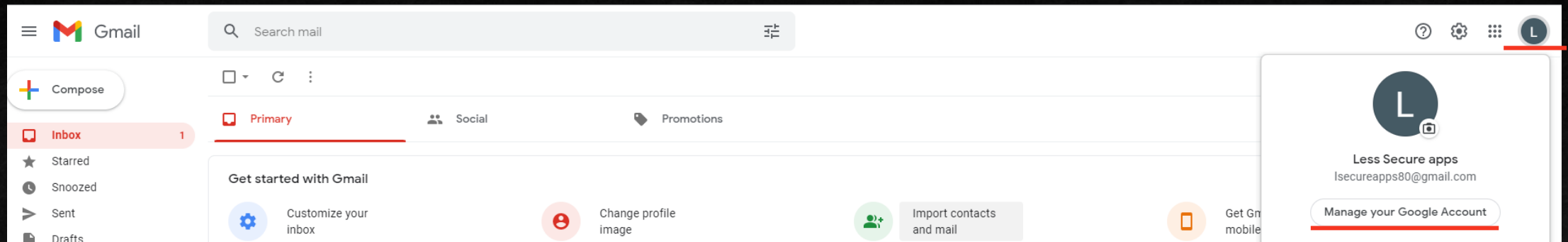
Sharp Troubleshooting



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. Details'. Below the error 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.

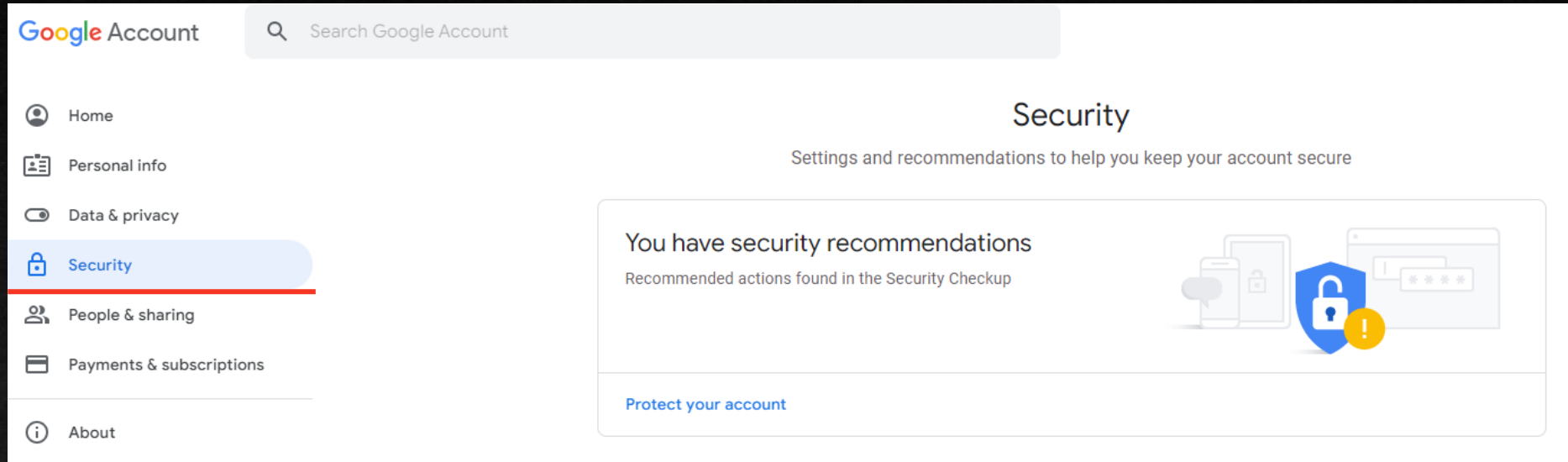
- If you receive a message such as this, you will want to troubleshoot, as this signifies that the scanner was unable to authenticate to the SMTP server given the credentials you provided.
- First, double-check the settings given prior in this presentation match up for the Primary Server, Port Number, 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 Gmail to check settings there.

Gmail Troubleshooting



- Next, we will log in to the Gmail account that is used for the SMTP Authentication process.
- Once done, click your account photo and select Manage your Google Account.

Gmail Troubleshooting




- Once you are in your Google Account settings, select Security.


Gmail Troubleshooting

Less secure app access

Your account is vulnerable because you allow apps and devices that use less secure sign-in technology to access your account. To keep your account secure, Google will automatically turn this setting OFF if it's not being used.

On May 30, 2022, this setting will no longer be available. [Learn more](#)

 On >





- Scroll down in the Security settings to find Less secure app access.
- Google considers a scanner as less secure, thus enabling this setting will generally allow the scanner to function.


Gmail Troubleshooting

Less secure app access

Your account is vulnerable because you allow apps and devices that use less secure sign-in technology to access your account. To keep your account secure, Google will automatically turn this setting OFF if it's not being used.

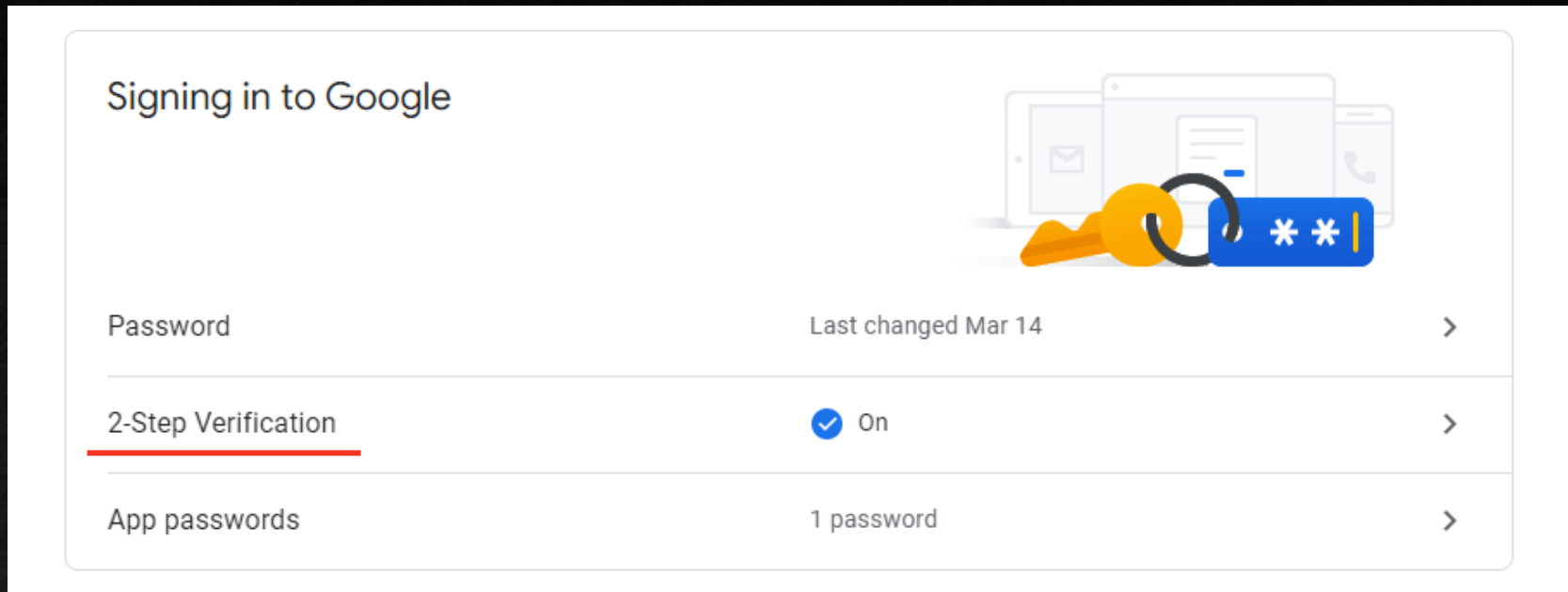
On May 30, 2022, this setting will no longer be available. [Learn more](#)

 On 



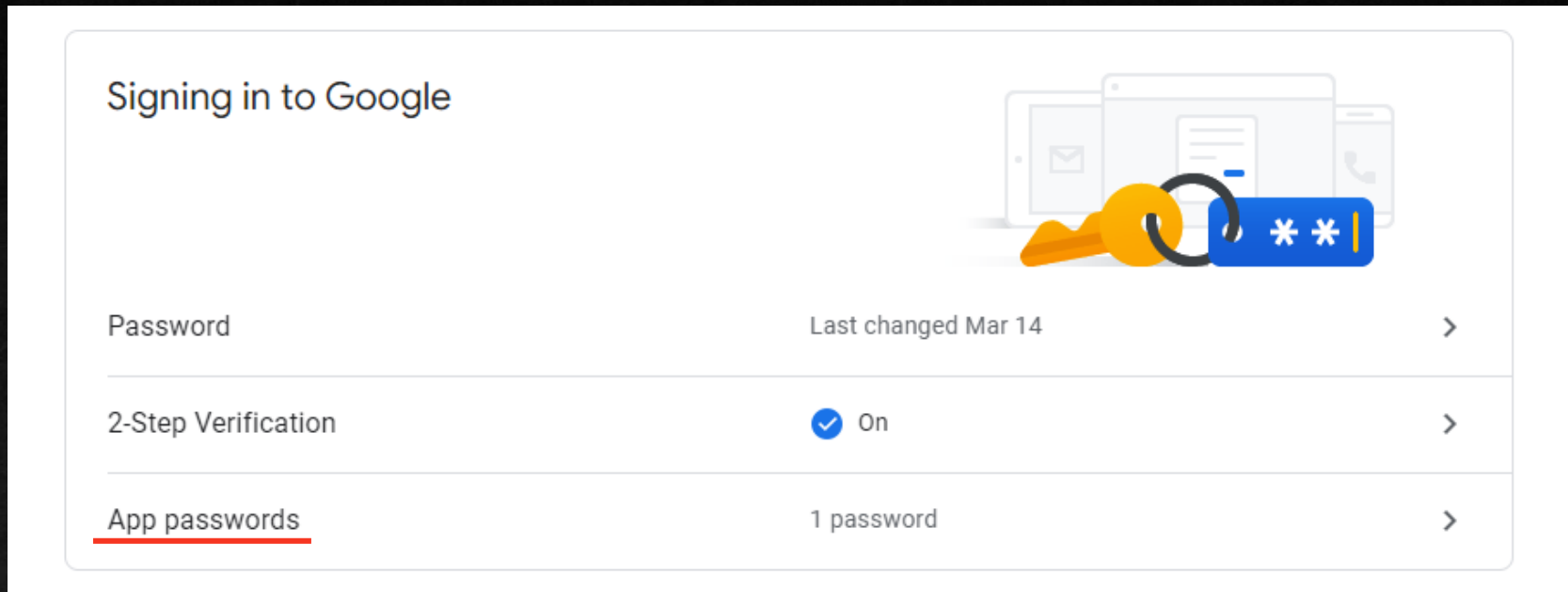
- Starting May 30, 2022, Google will drop support for Less Secure app access.
- This previously allowed the scanner to use the Gmail account for authentication.
- Currently, the only other option is to set up 2-Step Verification with an App Password for the scanner.

Gmail Troubleshooting



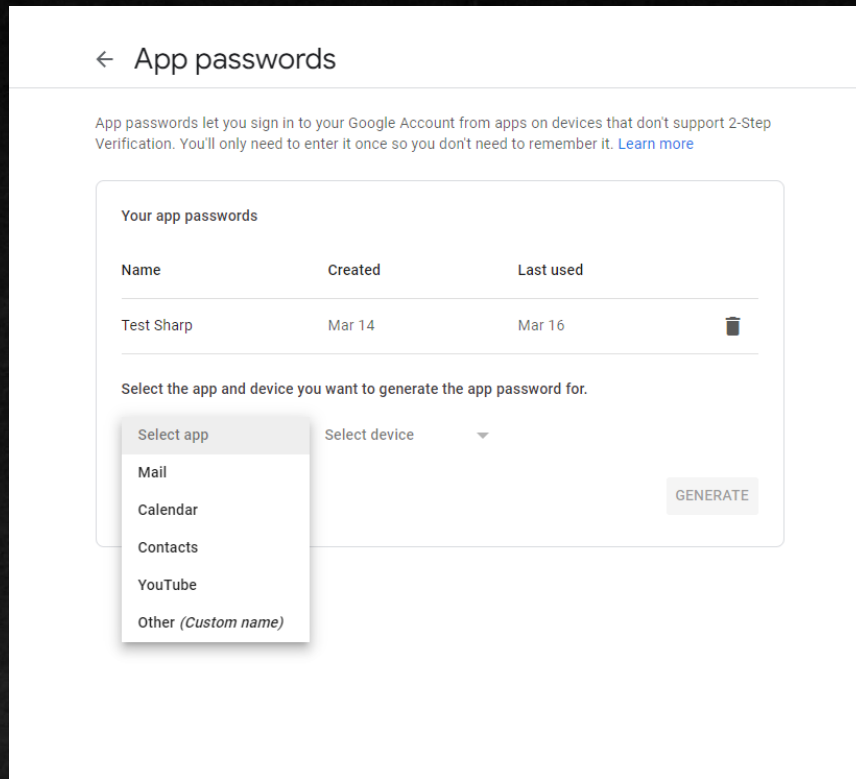
- Scroll back up within Security settings to find the settings for 2-Step Verification.
- The requirements to set up 2-Step Verification is access to a phone for text or phone privileges to receive codes when trying to sign into the Google account.

Gmail Troubleshooting

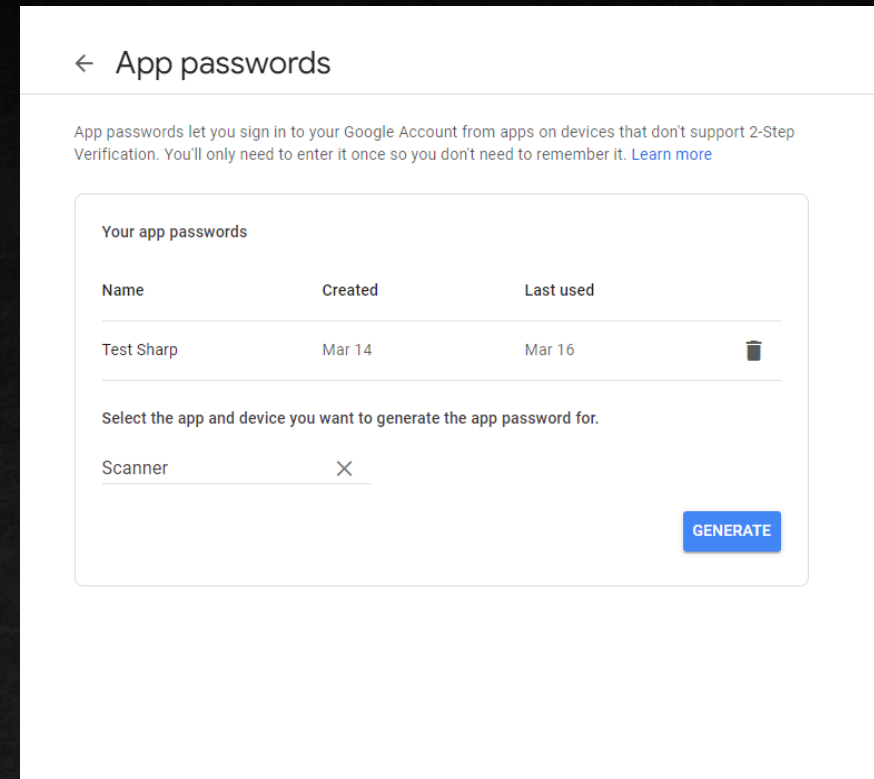


- The scanner will not be able to function with 2-Step Verification without an App password.
- App passwords provide a single device a bypass to the 2-Step Verification.

Gmail Troubleshooting



- Select Other as your device



- Type Scanner to identify what machine you are creating the password for.

Gmail Troubleshooting

Generated app password

Your app password for your device

How to use it

Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16-character password shown above. Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

DONE

- Your app password will show in the yellow box.
- Copy that password, we will need that for the scanner's web interface page.

Gmail Troubleshooting

The screenshot shows the 'Services Settings' interface. At the top, there is an 'Update(R)' button and a row of tabs: DNS, SMTP (selected), Kerberos, SMTP, mDNS, SNMP, and WINS. Below the tabs is a 'Submit(U)' button. The 'SMTP Settings' section includes the following fields:

- Primary Server: smtp.gmail.com
- Secondary Server: (empty)
- Port Number: 587 (0-65535)
- Timeout: 60 seconds(0-60)
- Sender Name: (empty) (Up to 20 characters)
- Sender Address: noreply@lesolson.com (Up to 64 characters)
- Enable SSL
- SMTP Authentication
- User Name: lsecureapps80@gmail.com (Up to 64 characters)
- Password: (masked with dots) (1-128 digits)
- Change Password

- Select Change Password and Paste the Generated App Password as the password to your email.
- Select Submit(U) again to save the change made.
- You can select Execute(J) to test the new password.
 - If everything else is correct, you will receive the “server test succeeded” message!

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 Google account.**
- **How to create an App Password.**



THANK YOU!

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