

4 October 2018

Scanning to Office 365 For CR3.5 Models

Applicable Models

MXC301W

MXM266N/316N/365N

MXM364/464/564

MX2614/3114

MX2640/3140/3640

MX-4140N/MX-4141N/MX-5140N/MX-5141N

Changes to Office 365

Microsoft has recently enforced TLS 1.2 when users login to Office365. This will affect all devices that use Office 365 to scan to e-mail or e-mail alerts. The above models will support TLS 1.2 for e-mail communication with the appropriate firmware. The latest firmware is available on SharpOne.

The settings below are the recommended settings

Ensure the gateway address is correct so the device can access the internet.

SHARP
MX-2640N

Protocol Settings

Update(R)

TCP/IP | NetWare | EtherTalk | NetBIOS

Submit(U)

IPv4 Settings

DHCP/BOOTP:	Disable ▾
RARP:	Disable ▾
IPv4 Address:	192.168.0.73
Subnet Mask:	255.255.255.0
Default Gateway:	192.168.0.44

IPv6 Settings

IPv6:	Disable ▾
DHCPv6:	Enable ▾
Manual Address / Prefix Length:	<input type="text"/> / 0 (0-128)
Default Gateway:	<input type="text"/>

Navigation Links:

- Top Page
- Status
- Address Book
- Document Operations
- User Control
- System Settings
- Network Settings
 - Quick Settings
 - General Settings
 - Protocol Settings
 - Services Settings
 - Print Port Settings
 - LDAP Settings
 - Public Folder / NAS Setting
 - Proxy Setting
 - Wireless Settings
 - HTTP Access Settings
 - View Login User
- Application Settings

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Ensure the device is able to resolve the hostname of the office365 mail server. It may be useful to add the google DNS details to the device in addition to the customers DNS server.

The screenshot shows the web interface of a SHARP MX-2640N device. On the left is a navigation menu with options like Top Page, Status, Address Book, Document Operations, User Control, System Settings, Network Settings, Quick Settings, General Settings, Protocol Settings, Services Settings, Print Port Settings, LDAP Settings, Public Folder / NAS Setting, Proxy Setting, Wireless Settings, HTTP Access Settings, View Login User, and Application Settings. The main area is titled 'Services Settings' and has tabs for WINS, SMTP, SNMP, Kerberos, SNTP, mDNS, and DNS. The 'DNS' tab is selected. Below the tabs is a 'Submit(U)' button. The 'DNS Settings' section contains the following fields: Primary Server (192.168.0.210), Secondary Server (8.8.8.8), Timeout (20 seconds(0-60)), Domain Name (sharplab.com (Up to 64 characters)), DNS Update (Disable), and Update Interval (3 Minute(1-720)). There are 'Submit(U)' and 'Update(R)' buttons at the bottom of the settings section.

SHARP
MX-2640N

Services Settings

Update(R)

WINS SMTP SNMP
Kerberos SNTP mDNS DNS

Submit(U)

DNS Settings

Primary Server: 192.168.0.210
Secondary Server: 8.8.8.8
Timeout: 20 seconds(0-60)
Domain Name: sharplab.com (Up to 64 characters)
DNS Update: Disable
Update Interval: 3 Minute(1-720)
Submit(U)
Update(R)

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Enter the details of the Office 365 mail server in services/SMTP Settings

Primary Server: SMTP.OFFICE365.COM

Port Number: 587

Sender Name: Name associated to the valid Office 365 account you are going to use

Sender Address: <Valid Office 365 Email Address>

Enable SSL: Enabled (Ticked)

SMTP Authentication: Enabled (Ticked)

User Name: <Valid Office 365 Email Address> (use the same account as the reply e-mail address)

Password: <Valid Password for above account>

The screenshot shows the SHARP MX-2640N web interface. On the left is a navigation menu with categories like Top Page, Status, Address Book, Document Operations, User Control, System Settings, and Network Settings. The main area is titled 'Services Settings' and has tabs for WINS, SMTP (selected), and SNMP. Below these are tabs for Kerberos, SNTP, mDNS, and DNS. A 'Submit(U)' button is visible. The 'SMTP Settings' section contains the following fields:

- Primary Server: smtp.office365.com
- Secondary Server: (empty)
- Port Number: 587 (with a range of 0-65535)
- Timeout: 20 seconds (with a range of 0-60)
- Reply E-mail Address: user@sharpbusiness.onmicrosoft.com (Up to 64 characters)
- ☒ Enable SSL
- ☒ SMTP Authentication
- User Name: user@sharpbusiness.onmicrosoft.com (Up to 64 characters)
- Password: (masked with asterisks, with a note '(1-32 digits)')
- ☐ Change Password

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In system settings/Image send settings/scan settings

Enter the sender name and Reply e-mail address same as account used in the SMTP settings.

MX-2640N

User Name: /

Scan Settings

[Update\(R\)](#)

[Scan Settings](#) [Default Address](#)

[Submit\(U\)](#)

Default Sender Set:

Sender Name: (Up to 20 characters)

Reply E-mail Address: (Up to 64 characters)

Default Colour Mode Settings:

Scanner Common:

☒ Auto ☐ Mono2
☐ Full Colour
☐ Greyscale
☐ Mono2
☐ Disable Change of B/W Setting in Auto Mode

E-mail:

☒ Auto ☐ Mono2
☐ Full Colour
☐ Greyscale
☐ Mono2
☐ Disable Change of B/W Setting in Auto Mode

Initial File Format Setting:

Scanner Common:

File Type:

Black & White:

Colour/Greyscale:

☐ Specified Pages per File
☐ Bk Letter Emphasis

Compression Mode:

Compression Ratio:

Number of Pages: (1-99)

[Top Page](#)

[Status](#)
[Address Book](#)
[Document Operations](#)
[User Control](#)
System Settings
[Total Count](#)
[Default Settings](#)
[List Print \(User\)](#)
[Paper Tray Settings](#)
[Paper Type Registration](#)
[Printer Condition Settings](#)
[USB-Device Check](#)
[Operation Settings](#)
[Device Control](#)
[Copy Function Settings](#)
[Printer Settings](#)
Image Send Settings
[Operation Settings](#)
[Scan Settings](#)
[Document Filing Settings](#)
[List Print](#)
[Sharp OSA Settings](#)
[Enable/Disable Settings](#)
[Data Backup](#)
[Product Key](#)
[Storing/Calling of System Settings](#)
[Network Settings](#)
[Application Settings](#)