TERMINATION OF BASIC AUTHENTICATION FOR GOOGLE (GMAIL) FROM 30 MAY 2022

REASON: GOOGLE PLAN TO INCREASE THE SECURITY OF THE ACCOUNTS

MAY AFFECT: GOOGLE (GMAIL) ACCOUNTS USED FOR SCAN TO EMAIL AND EMAIL RX PRINT

* End user can make these required changes to Google account settings and Konica Minolta Multifunction Printer settings. If you require assistance from Konica Minolta to perform the settings from this document – this will result in an additional charge. Please contact Konica Minolta Support at https://www.konicaminolta.com.au/support.

Created by Konica Minolta Business Solutions Australia Pty Ltd and Konica Minolta Business Solutions NZ Ltd May 2022 v1.0

Giving Shape to Ideas

(1) Planned change details:

Reason: Google decided to increase the security of the personal accounts

Starting May 30, 2022, Google(Gmail) will increase the security and will no longer support the use of Multifunction Print devices or third-party email applications which ask to sign into the Google/Gmail Account using **only** username and password (Basic Authentication). Google official announcement is located at next URL: https://support.google.com/accounts/answer/6010255?hl=en

Expected symptoms after Google increases the security:

• Increased security is expected to affect e-mail transmission in Konica Minolta Multifunction Print devices that use Gmail SMTP servers to send Scan to Email. It will also affect email reception using POP3 Gmail server in Konica Minolta Multifunction Printers with LK-110 iOption where Email RX Print feature is used.
• Scan to E-mail using Gmail may fail with Error Code: 535, Error Details: Server connection error

Solution for continuing to use Gmail server for Scan to Email (see next pages for detailed information):

• Access the Google account Security settings and activate "2-Step Verification". **See step (2) in the next page**. Some Google business accounts may not have this option available.
• In Google account Security settings create a new "App Password". **See step (3) in page 5**. Some Google business accounts may not have this option available.
• Use the newly created "App Password" in Konica Minolta Multifunction Print devices that use Gmail for Scan to E-mail for sending/receiving E-mail. **See step (4) in page 7**.

The end user is responsible for making these required changes to the Google account settings and Konica Minolta Multifunction Printer settings. If you require assistance from Konica Minolta to perform the settings from this document – this will result in an additional charge. Please contact Konica Minolta Support at https://www.konicaminolta.com.au/support.
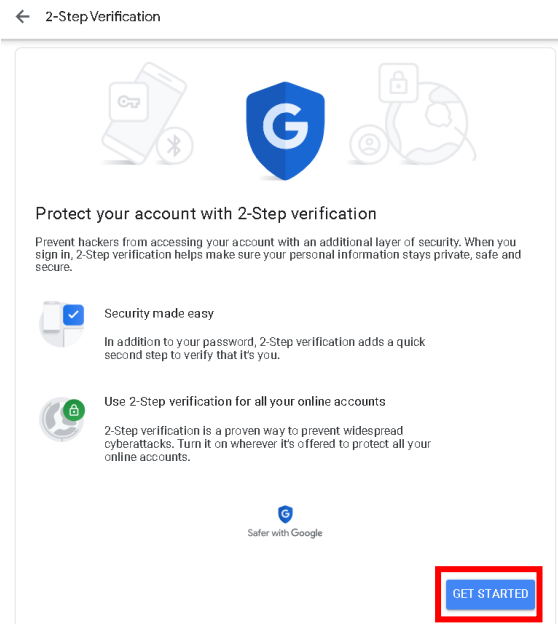
(2) How to enable 2-Step Verification

1. Log into the Google account.
2. Click **Security**, click **2-Step Verification**. This information is also available via Google Support at the following URL :
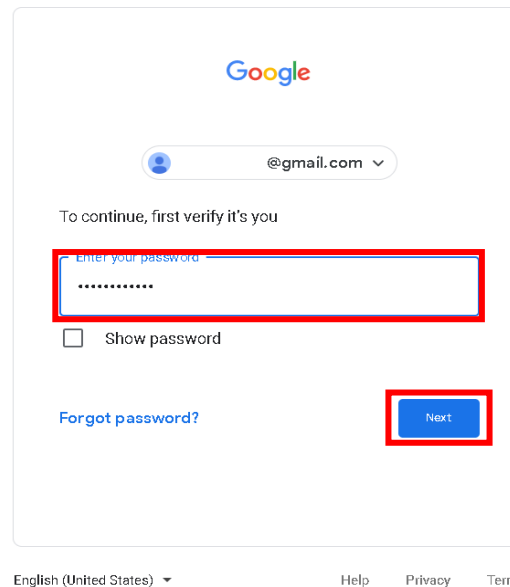   https://support.google.com/accounts/answer/185839

Note: use reliable 2-step verification, for example avoid using temporary mobile numbers.
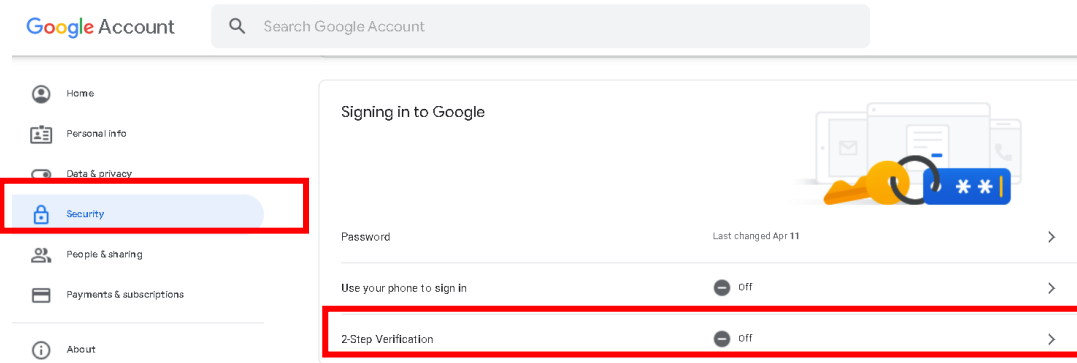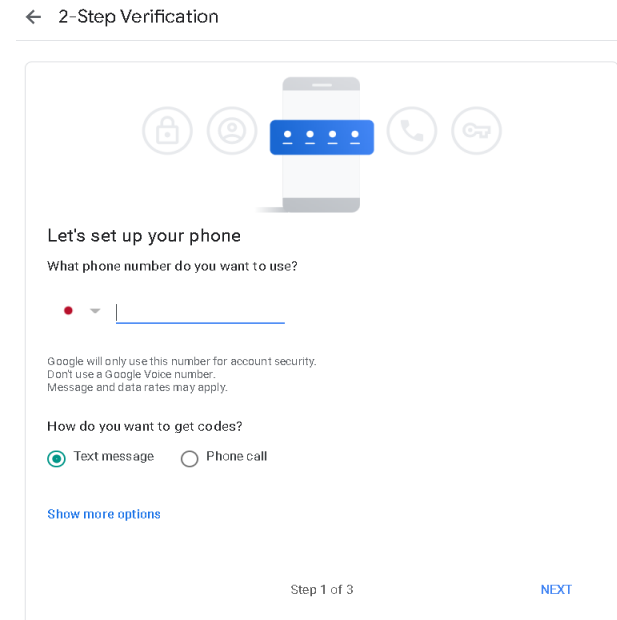

3. Click GET STARTED.

4. Enter password and click Next.

5. Select a preferred option and proceed.

6. Click TURN ON.

← 2-Step Verification

Turn on 2-Step Verification?

Second step: **Google prompt (default)**
Backup option: **Backup codes**

You'll stay signed in to **kmi.opslab@gmail.com** on these devices: **iPhoneSE.**

You might be signed out of your other devices. To sign back in, you'll need your password and second step.

TURN ON

7. Click left arrow.

← 2-Step Verification

2-Step Verification is ON since Apr 11, 2022   TURN OFF

8. Confirm 2-Step Verification is On.

Signing in to Google

Password   Last changed Apr 11   >

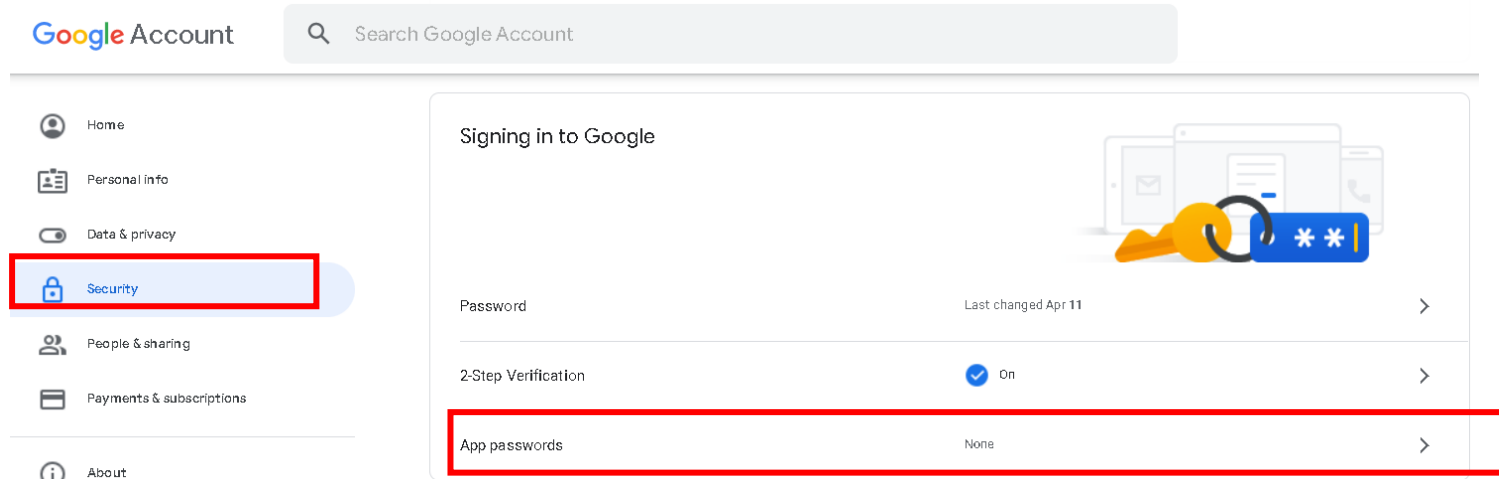2-Step Verification   ✓ On   >

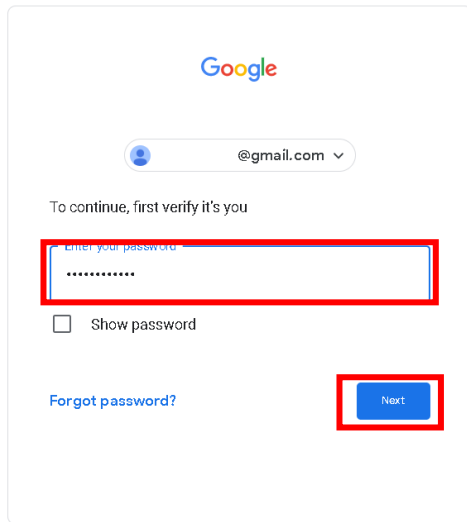App passwords   None   >

(3) How to create App password

Note: "App passwords" menu is available only when 2-Step Verification is enabled.

1. Click **Security** then click **App passwords.**

2. Enter password and click Next.

3. Select **Mail** from the left drop-down list and select "**Other (Custom name)"** from the right drop-down list.

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. Learn more

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Mail

Select device
iPhone
iPad
BlackBerry
Mac
Windows Phone
Windows Computer
Other *(Custom name)*

GENERATE

4. Enter a name describing the Konica Minolta Multifunction Printer model and click GENERATE.

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. Learn more

You don't have any app passwords.

Select the app and device you want to generate the app password for.

C250i

GENERATE

5. A new **App password** to be used with the Konica Minolta Multifunction Printer is generated. Take note of the 16-character App password (as this will be required later) then click DONE.

Generated app password

Your app password for your device

abcd efgh ijkl mnop

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.

Email
securesally@gmail.com

Password
••••••••••••

DONE

6. Confirm the name is added to the list of "**Your app passwords**". You can logout from Google/Gmail.

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. Learn more

Your app passwords

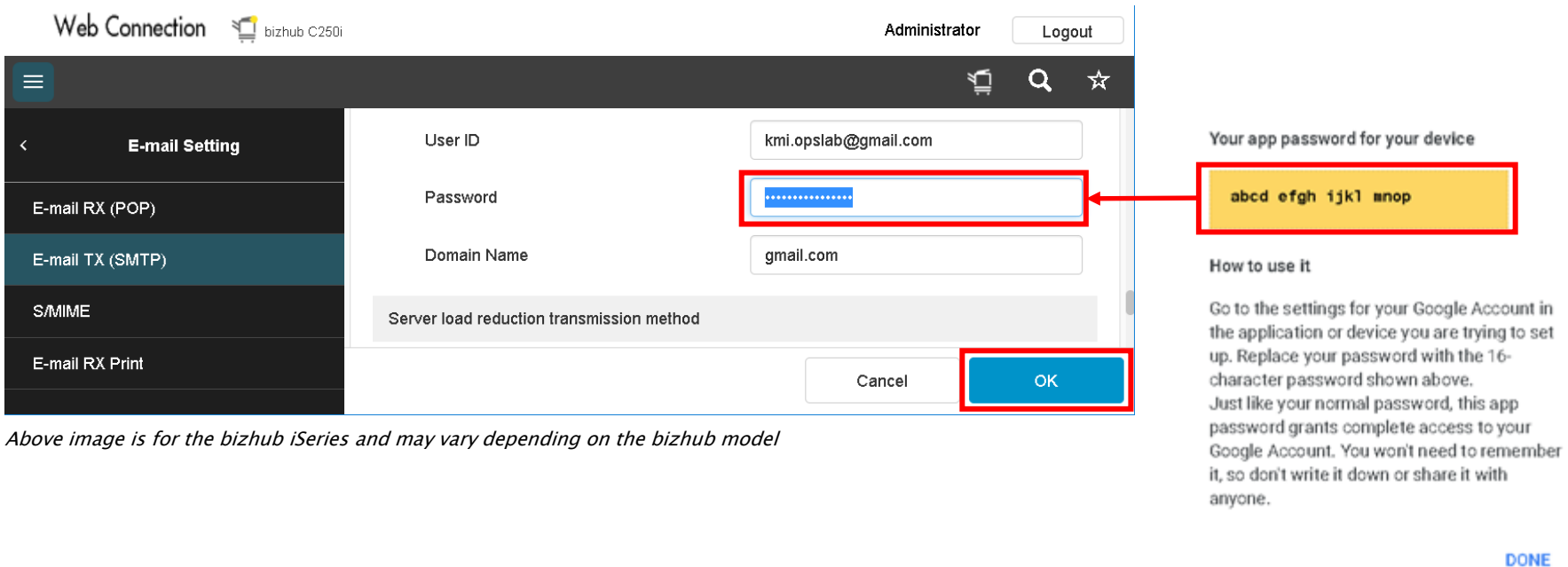| Name	Created	Last used	
C250i	6:11 PM	–	🗑

(4) How to update Email TX password in the Konica Minolta Multifunction Printer

1. In Multifunction Printers where Scan to Email via Gmail **functioned until 30 May 2022** -> only the Email TX password should be changed on the Konica Minolta Multifunction Printer.
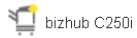Access the Konica Minolta Multifunction Printer via Web Connection or via the operating panel menu > Login as Administrator > Network > E-mail Setting > E-mail TX (SMTP) > Password
To access Web-connection the following is required: a PC with network connection to the Konica Minolta Multifunction Printer, the IP address of the Konica Minolta Multifunction Printer and the Konica Minolta Multifunction Printer administrator password.
2. Enter the 16-character App password created in the previous step ('How To Create App Password') and click /tap OK.

Above image is for the bizhub iSeries and may vary depending on the bizhub model

3. Send a test job and confirm that Scan to E-mail transmission works with the newly applied settings.

END of document