TOSHIBA

Models: General

Subject: E-mail Sending and Receiving (Including IFax) by Gmail will Become Impossible

Overview
E-mail sending and receiving (including IFax) by Gmail will become impossible due to the end of basic authentication by Google.

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Detail
In order to enhance security, Google intends to end the support of applications and devices made by third parties which log into the Google account only by the username and password on May 30, 2022.

* Reference URL: https://support.google.com/accounts/answer/6010255

Due to this, the basic authentication (by a username and password) of SMTP and POP3 cannot be used in Google. Therefore, if a Google server or account information is set in the SMTP client and POP3 client in the MFP, sending and receiving of e-mails will become impossible. However, this will not be applied to the account's Google Workspace and Google Cloud Identity.

<SMTP client and POP client setting location>
TopAccess->Administrator->Setup->Network->SMTPClient or POP3Client

<E-mail function>
- ScantoEmail
- BoxToEmail
- Forwarding and receiving by an e-mail
- Notification by an e-mail
- Supplies ordering by an e-mail
- Service notification by an e-mail
- Sending function by an e-mail of the embedded applications using API for e-mail transmission of an MFP (e-BRIDGE Plus for Gmail™ is not applicable.) * IFax is included, too.

Applicable Models
e-STUDIO306LP, e-STUDIO400AC Series e-STUDIO407CS Series, e-STUDIO506 Series, e-STUDIO507 Series, e-STUDIO547S Series, e-STUDIO856 Series e-STUDIO857 Series, e-STUDIO2500AC Series, e-STUDIO2510AC Series, e-STUDIO2550C Series for HDD model, e-STUDIO2550C Series for SSD model, e-STUDIO4540C Series, e-STUDIO5005AC Series, e-STUDIO5008A Series, e-STUDIO5008LP Series, e-STUDIO5015AC Series, e-STUDIO5018A Series, e-STUDIO5055C Series, e-STUDIO6550C Series, e-STUDIO6570C Series, e-STUDIO7506AC Series, e-STUDIO8508A Series, e-STUDIO7516AC Series and e-STUDIO8518A Series.

What to Do
This problem can be solved by means of the following methods 1) or 2).

1) Issue an App password on the Google account page and set it in the password setting for the SMTP client and POP3 client. Then the e-mail function can still be used as before.
Refer to 'How to Issue an App Password on Google' below.

2) Install the embedded application e-BRIDGE Plus for Gmail™. ScanToEmail becomes available. However, forwarding or notification by an e-mail is not possible.
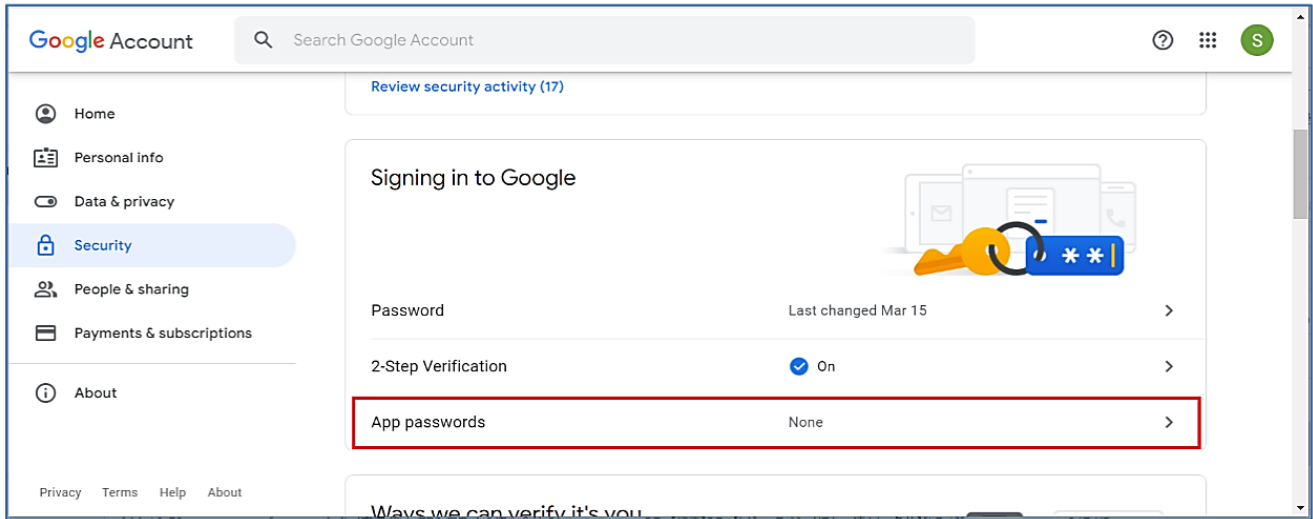
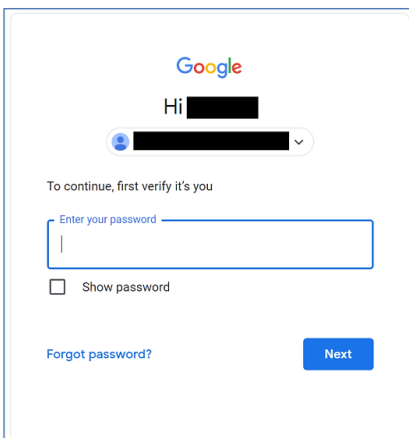* IFax is included, too.

How to Issue an App Password on Google

1. Go to your Google account. Google Account
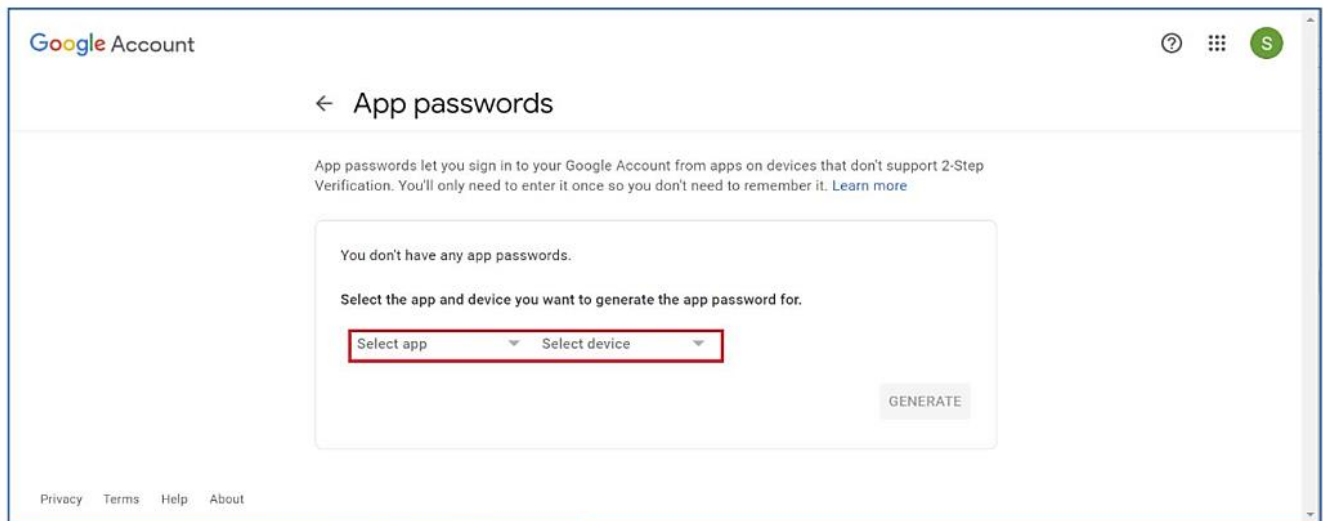2. Click "Security" on the menu tab
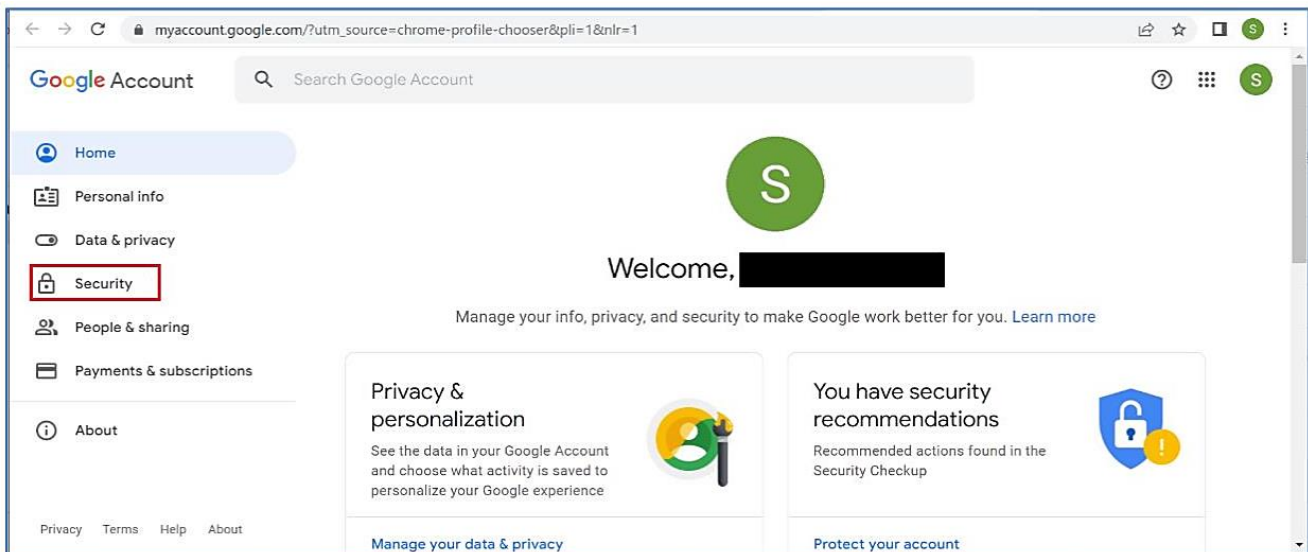
3. Click "App passwords" in "Signing in to Google" on the security page. (2-step Verification is ON).
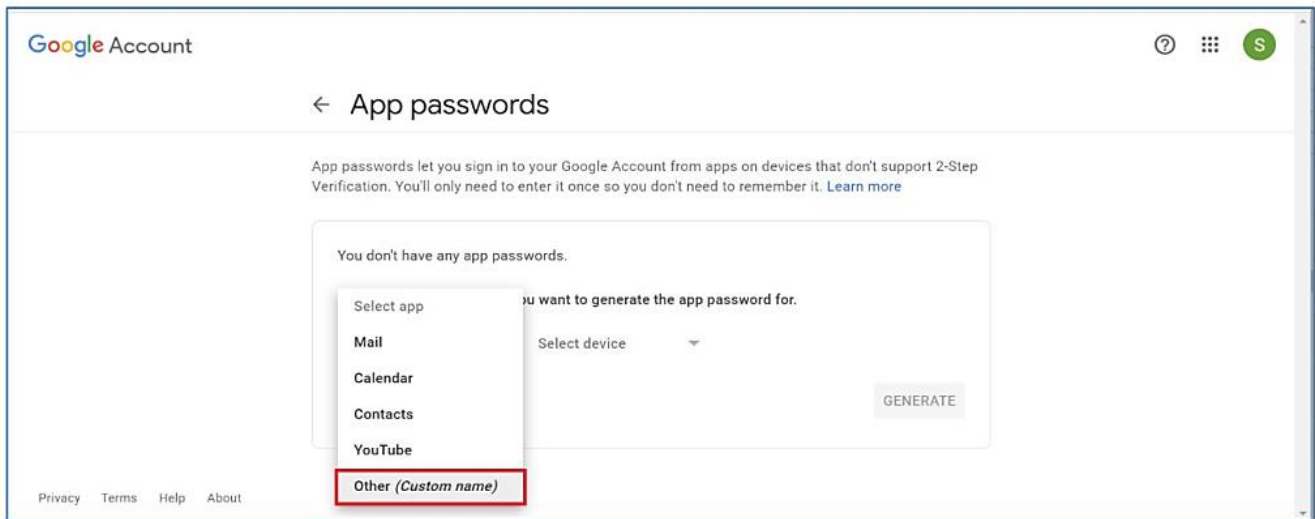

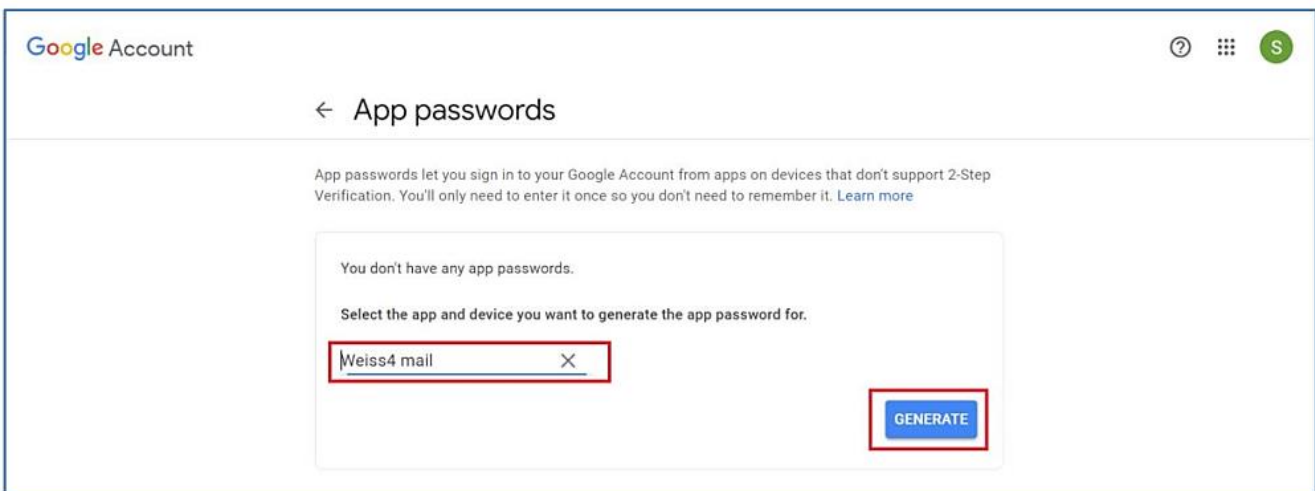4. If Google asks for your account password, enter your account password, and click "Next".

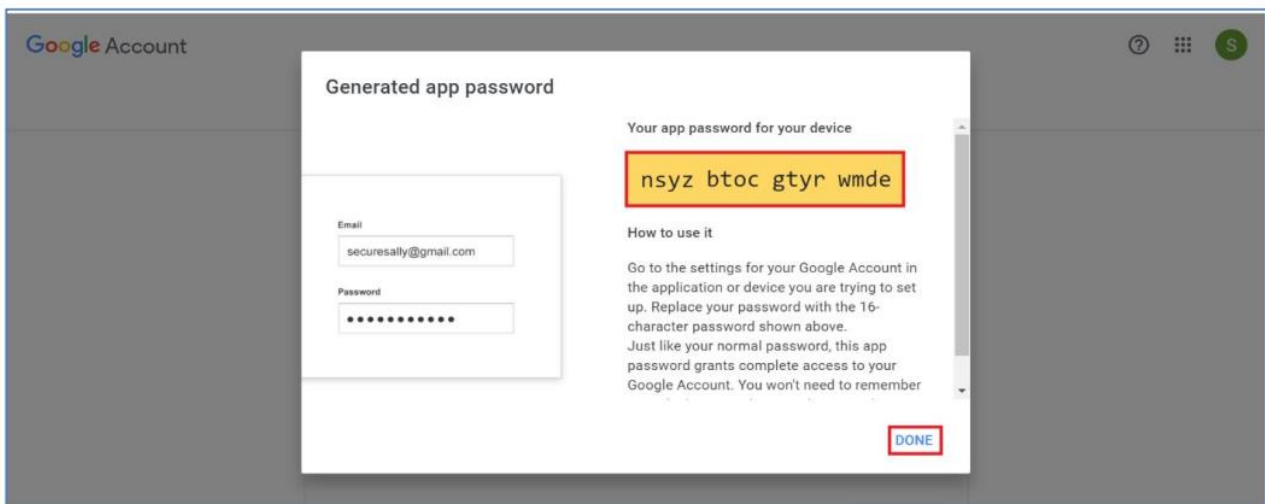5. Click "Select app" on the App passwords page
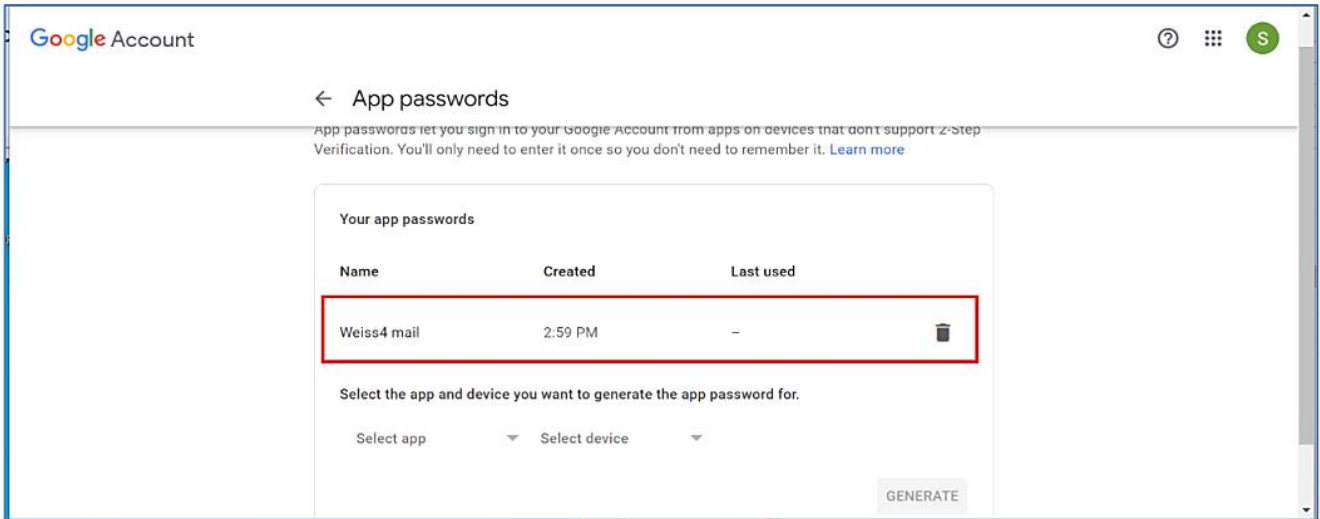
6. Click "Other(Custom name)".
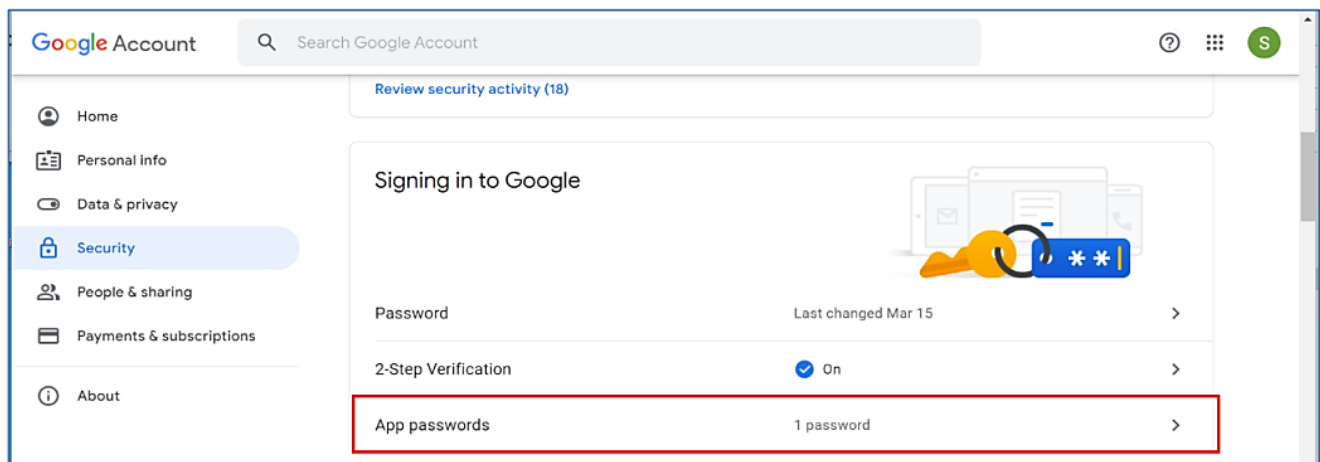

7. Enter any name and click the "GENERATE".

8. The 16-character app password will be displayed, so remember it and click "DONE".

9. The name created on App passwords page is displayed. * You can delete the password by pressing the trash can icon.
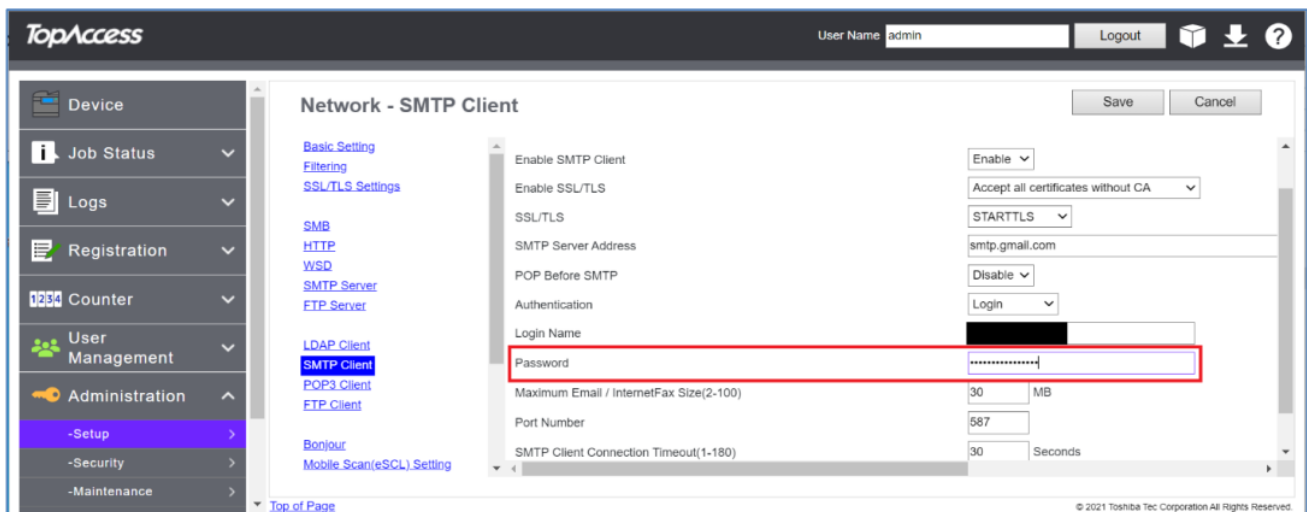

10. When you return to the security page, "1 password" is displayed on App passwords, indicating that the password has been registered.
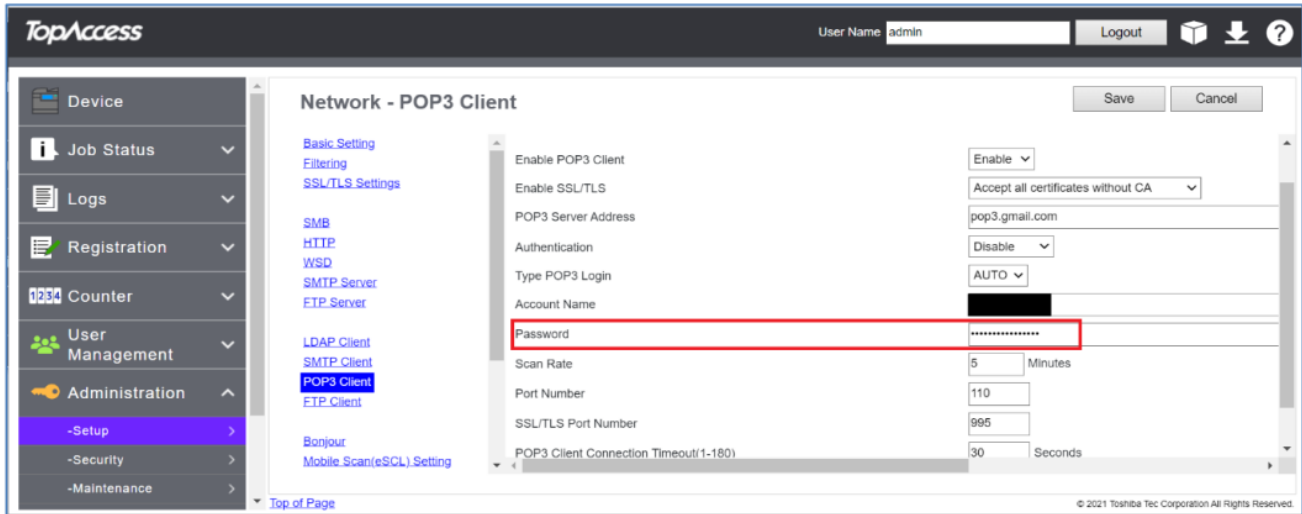

Set the Issued App Password to TopAccess

1. Go to TopAccess->Administrator->Setup->Network->SMTP Client.
2. Set the issued application password in the password setting.

3. Go to TopAccess->Administrator->Setup->Network->POP3 Client.
4. Set the issued application password in the password setting

END