

Information and Procedure for enabling OAuth2.0 Scan to Email on an Epson Device

Document Version: 01

Why is this change necessary?

Beginning **March 2026**, Microsoft will permanently disable **Basic Authentication** for **SMTP AUTH** in Exchange Online. This authentication method, which transmits usernames and passwords in plain text, will no longer be supported. As a result, many printers relying on this legacy method for Scan to Email must transition to **OAuth 2.0** or scan via another means.

Will my printers be affected?

Are your printers or print solution configured for Scan to Email and/or Email Notifications?

No Yes

Is your printer or print solution software set to use smtp.office365.com as its SMTP server with authentication enabled?

No Yes

If OAuth2 is not already enabled on your printers or print solution, then they will be affected by the change and remedial action needs to be carried out.

If your printers are not using SMTP authentication, for example they use an on-prem mail server or are sending email unauthenticated via a relay, then you will not be affected by the change, however you may consider switching to OAuth2.0 as a more secure method.

Your printers will not be affected.

Required Firmware

Epson are providing Oauth2 support via a series of firmware updates across their office printer range. These will be released by March 2026 and are already available for a number of models.

If the settings in the below information do not exist on your device, try updating the firmware via the WebUI, **Device Management, Firmware Update**, pressing **Start**.

Procedure

To configure Oauth2 on an Epson device:

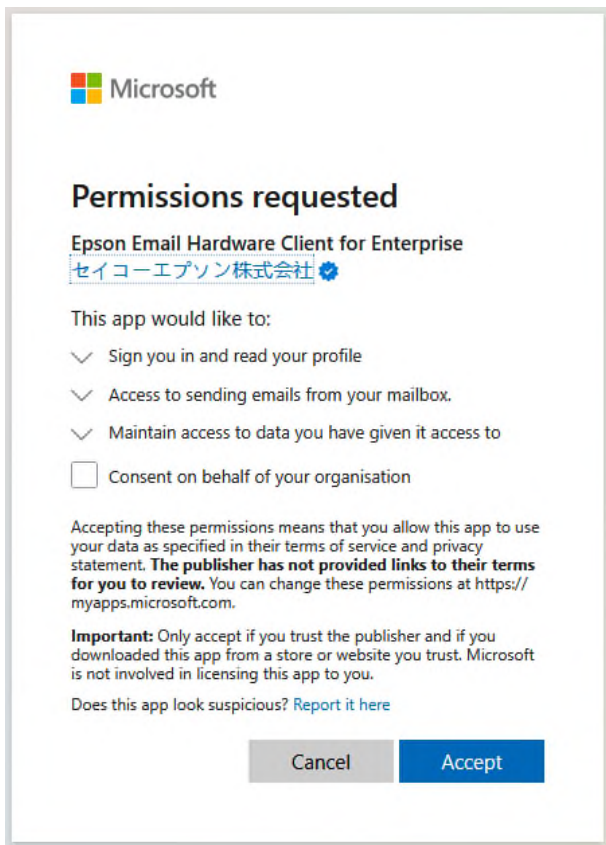
The screenshot shows the Epson AM-C4000 Series WebUI. The 'Network' tab is selected, and the 'Email Server > Basic' configuration page is displayed. The 'Authentication Method' is set to 'OAuth2', and the 'Email service' is set to 'Microsoft Exchange Online'. The 'SMTP Server Address' is 'smtp.office365.com' and the 'SMTP Server Port Number' is '587'. The 'Certificate Validation' is set to 'Disable'. The 'Sign In' button is visible.

Log in to the printers WebUI, go to **Network, Email Server, Basic**.

Set the **Authentication Method** to **OAuth2**, **Email service** to **Microsoft Exchange Online** and press the **Sign In** button.

The screenshot shows the Epson AM-C4000 Series WebUI. The 'Email Server > Basic' configuration page is displayed. The page displays instructions for signing in using a web browser to open the page <https://microsoft.com/devicelogin> and enter the code BPKF72K5L to authenticate.

You will then be provided a code. **Copy the code and click the Microsoft Device Login link.**



Enter the code and then when asked **Accept** the permissions request. Beware that the account used for authorization will be the account that email will be sent from.

You will note, that in EntraID, Enterprise Apps, an app is added named “Epson Email Hardware Client for Enterprise”.

Troubleshooting

If setup fails, ensure that:

- The printers time and date are set correctly,
- The printer can access the internet (review Gateway, DNS, and Proxy settings),
- Your EntraID account has the appropriate permissions to grant access.