

Kyocera machines experiencing scan to email error code 4803 when using an Office 365 account need to update settings to match Microsoft's change in minimum encryption level requirements. These settings must be updated via the copier's website interface (Command Center) using the instructions below;

Step 1:

Input machine's IP address into a web browser such as Edge, Safari, Chrome etc...

Note - to obtain machine's IP address print out a "Status Page"

This can be found by pressing the System Menu button just above or below the touch screen. Then pressing Reports on the touch screen, followed by Report Print and then Status Page

Step 2:

Log in to the Command Center.

Username – Admin

Password – Admin

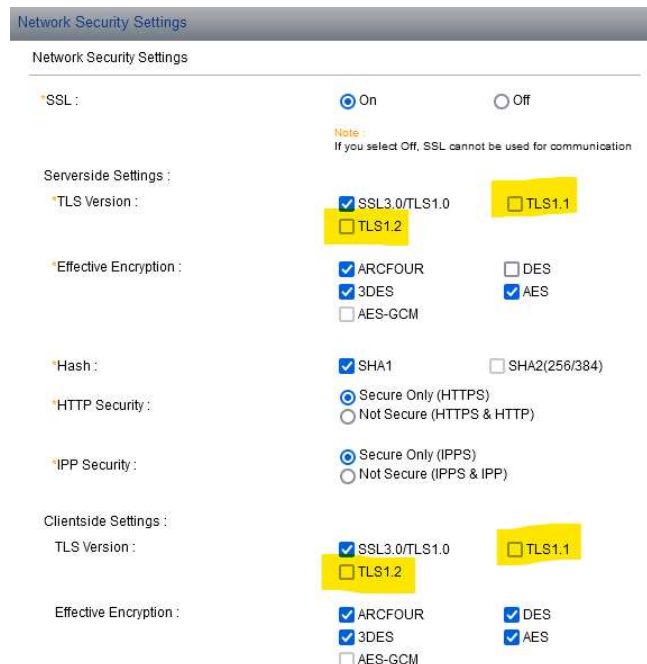
Note – some browsers will give a security error when first accessing the Command Center

Step 3:

Using the menu on the left side locate and click Security Settings then click on Network Security

Click the boxes to select TLS 1.1 and TLS 1.2 like the example below

Before ->



After ->

Network Security Settings

Network Security Settings

On Off

Note:
If you select Off, SSL cannot be used for communication

Serverside Settings :

*TLS Version : SSL3.0/TLS1.0 TLS1.1
 TLS1.2

*Effective Encryption : ARCFOUR DES
 3DES AES
 AES-GCM

*Hash : SHA1 SHA2(256/384)

*HTTP Security : Secure Only (HTTPS)
 Not Secure (HTTPS & HTTP)

*IPP Security : Secure Only (IPPS)
 Not Secure (IPPS & IPP)

Clientside Settings :

TLS Version : SSL3.0/TLS1.0 TLS1.1
 TLS1.2

Effective Encryption : ARCFOUR DES
 3DES AES
 AES-GCM

Step 4:

Scroll down to the bottom of the page and click Submit

Step 5:

Restart the machine and test

Note – Please ensure the machine is completely restarted and the date / time is correct on the machine