Microsoft Updated SMTP Email Protocols

Microsoft announced that they are increasing security protocols which may affect the Scan-to-Email function(SMTP) for accounts which utilize this function.

From Microsoft:

In September 2021, we announced that effective **October 1, 2022**, we will begin disabling Basic authentication for Outlook, EWS, RPS, POP, IMAP, and EAS protocols in Exchange Online. SMTP Auth will also be disabled if it is not being used. See full announcement: Basic Authentication and Exchange Online – September 2021 Update.

SMTP AUTH will still be available when Basic authentication is permanently disabled on October 1, 2022. The reason SMTP will still be available is that many multi-function devices such as printers and scanners can't be updated to use modern authentication. However, we strongly encourage customers to move away from using Basic authentication with SMTP AUTH when possible. Other options for sending authenticated mail include using alternative protocols, such as the Microsoft Graph API.

Clients who use an Office 365/Microsoft account for SMTP/Scan to Email will need to have this function/setting turned on.

Microsoft's announcement states that the setting is only being turned off on accounts in which it is not being used, so this may not have an effect on some accounts.

If the setting needs to be changed, contact your IT administrator and follow the instructions provided by Microsoft.

Microsoft Announcement/Information on Update

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