

Scan-to-Email

tech's guide to setting up Scan-to-Email on Konica Minolta MFDs

Time required for set up: Approximately 20 minutes

Engineer required: No

Scan-to-Email : Overview

The setting up of Scan-to-Email means that documents which are scanned at a Konica Minolta MFD can be transmitted via your network's email system to internal or external email addresses as attachments to email messages (in a number of different file types including pdf).

It is usually straightforward to set up Scan-to-Email, requiring only the details of your email server and any authentication requirements to be entered into the MFD during the setup procedure.

However it is entirely the responsibility of the customer to ensure that the correct details are provided. Without these, the Scan-to-Email system cannot work and cannot be made to work.

The information which is required:

- The IP Address or host name of your SMTP server (ie your email server)
- Whether your email service uses SSL or TLS
- The port used by your SMTP server to send email.
- Whether or not Authentication is used by your SMTP server and if so, a valid User name and Password that will authenticate

Your IT department, email provider or ISP will be able to supply these details.

You will also need to know the IP address of your Konica Minolta MFD. (You can check this on the control panel of the machine **Menu >Utility> Device Information > IPv4 Address**)

Step 1: Give the MFD an email address to use as a From address:

Open PageScope Web Connection, the machine's embedded web interface, by typing the IP Address of the Konica Minolta MFD into the address bar of your web browser

192.168.0.27/wcd/top.html

KONICA MINOLTA PAGE SCOPE Web Connection

Login

Public User

Administrator

View Mode

Flash HTML

Flash Player is necessary to see in Flash form.

Display Speed

Quick Mode Standard Mode

To speed up the display speed using the cache in quick mode.

User Assist

Display dialog box in case of warning.

Language

English (English)

Login

Starting-up Data Management Utility

Flash Player is required to use the Data Management Utility.

Manage Copy Protect Data

Manage Stamp Data

Login as an Administrator. (You will have to enter the default password **12345678**)
Click on the **System Settings** tab **1**

https://192.168.0.27/wcd/a_environment_machine.html

KONICA MINOLTA Administrator Logout ?

PageScope Web Connection

Model Name bizhub C454e

Ready to Start

System Settings

Maintenance Security User Auth/Account Track Network Box

Print Setting Store Address Wizard Customize To Main Menu

Machine Setting

Register Support Information

Network TWAIN

Reset Settings

User Box Setting

Stamp Settings

Blank Page Print Settings

Job Priority Operation Settings

Flash Display Setting

Customize

System Connection Setting

Machine Setting

Device Location

Administrator Registration

Administrator Name

E-mail Address

Extension No.

Input Machine Address

Device Name

E-mail Address

OK Cancel

Enter a **Device Location** **2** and an **Administrator Name** and **Email Address** **3**

Enter a **Device Name** for the machine and an **Email Address** **4** (This does not have to be a valid email address unless Device Status Notifications are going to be used)

Click on **OK**. When **Completed** is shown, Click on **OK**

Step 2: Enter the SMTP server details into the MFD:

Click on **Network > Email Setting > Email TX (SMTP)** 5

The screenshot shows the 'E-mail TX (SMTP)' configuration page. The left-hand navigation menu is expanded to show 'E-mail TX (SMTP)'. The main content area contains the following settings:

- E-mail TX Setting
- Scan to E-mail
- E-mail Notification
- Total Counter Notification
- SMTP Server Address: [Empty field] (Number 6 points to this field)
- Use SSL/TLS: OFF (Number 7 points to this dropdown)
- Port Number: 25 (1-65535)
- Port No (SSL): 465 (1-65535)
- Certificate Verification Level Settings: Validity Period, CN, Key Usage, Chain, Expiration Date Confirmation (all set to Do Not Confirm)
- Connection Timeout: 300 sec
- Max Mail Size: No Limit
- Server Capacity: Mbyte(1-100)
- Admin. E-mail Address: bizhub-ERNE@copytechgroup.co.uk (Number 8 points to this field)
- Device Mail Address: bizhub-ERNE@copytechgroup.co.uk (Number 8 points to this field)
- Authentication Setting: POP before SMTP: OFF (Number 9 points to this dropdown)
- POP before SMTP Time: 5 sec. (0-60)
- SMTP Authentication Method: Kerberos, NTLMv1, Digest-MD5, CRAM-MD5, LOGIN, PLAN (all set to ON)
- User ID: copytechcustomer@gmail.com
- Password is changed. (Password is currently set.)
- Password: [Empty field]
- Domain Name: [Empty field]
- Binary Division
- Divided Mail Size: [Empty field] Kbyte (100-15000, Step100)

At the bottom of the page, there are 'OK' and 'Cancel' buttons.

Ensure that there is a tick in the **Email TX Setting** box and that **Scan to Email** is set to **On** (these are the default settings)

Enter the IP Address or host name of your SMTP Server into the **SMTP Server Address** field 6. If you are using a host name, the box above must also be ticked.

If your system uses SSL or TLS, select the correct entry from the **Use SSL/TLS** drop-down box, otherwise leave it as Off

Enter the **Port Number** being used by your SMTP Server to relay email **7**. In most cases the Port number can be left at 25.

Ensure that the **Device Mail Address** which was set up in Step 1 is shown **8**

If your email system uses Authentication, complete the Authentication method and credentials in section **9**. For example if SMTP Authentication is used on your system, tick the **SMTP Authentication** box and then enter a valid **User ID**. Then check the **Password is changed** box and enter the **Password** for the User ID used.

Please note the majority of in house email systems do not require authentication. Entering Authentication details if they are not required will prevent scanning from working

All other settings may be left as default

Click on **OK**

When **Completed** is shown, Click on **OK**

Step 3: Set-up your Email destinations

The final step is to set up your email destinations. This is optional as you can enter email addresses you wish to scan to at the machine (Direct Input). However it is obviously more convenient to set up your regular email addresses as One-Touch buttons. Please refer to our separate guide **Adding Scan-to-Email Destinations** for details on how to do this

Troubleshooting and Notes

Using a host name

If a hostname is used for the SMTP Server address, it is essential to ensure that the correct DNS Server details are entered on the Network > TCP/IP tab. Also, for SMTP Servers which are hosted offsite such as gmail, it is recommended that an entry of 8.8.8.8 is entered as one of the Secondary DNS servers (This is the Google Public DNS server's IP address)

Ports

Communication between mail servers generally uses the standard TCP port 25 designated for SMTP. Some Mail clients however don't use this, instead using specific "submission" ports. Mail services generally accept email submission from clients on one of: Port 465 (SSL may be required) or Port 587 (TLS may be required)

Relaying

If using Exchange Server, email can or may only be sent to internal (@<samedomain>) email addresses unless the Konica Minolta MFD is giving permission to email externally by setting up a Relay Connector. When users send emails, their PC accounts are "trusted" on the domain. This is not always the case for copiers/MFD's. In this case the IT Administrator will need to ensure that the IP addresses of the MFD's used for email scanning are added to the relay list on their SMTP email server.

Firewall

Please ensure that any network Firewall is configured to allow outbound connections from the MFD