



Technical Information:

Configuring GW MFPs for SMTP Authentication White Paper

Document Version 1.0

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Version history:

Version	Issue Date	Revised item
1.0	Sept. 26, 2007	Initial release

NOTE:

Throughout this document you may see references such as 04A (2004 Autumn) or 05S (2005 Spring). You will only see an A (Autumn) or S (Spring) attached to the last two digits of a year.

These two seasons reflect the time period the machines were manufactured.

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1. Introduction

Configuring GW MFPs for use of Scan to Email with SMTP authentication is not entirely intuitive. The settings do not always produce the results that customers might expect. Customers that use Microsoft Exchange will have to configure the MFP with extra caution in order to avoid problems.

The purpose of this document is to provide a configuration guide for Scan to Email with SMTP authentication, and to explain why each configuration is necessary. This document contains:

- A short overview of the SMTP authentication process.
- A review of the actions taken by the GW MFP during SMTP authentication.
- A summary of the settings affecting Scan to Email with SMTP authentication.
- A review of the error messages that might be encountered using Scan to Email.

2. Target Readers

This document is intended for the support staff of Ricoh family group companies and their subsidiaries.

3. Target Models

This document applies to Fall of 2004 or later models.

NOTE: *Some pre-Fall of 2004 models had limited support for SMTP authentication. This will be described in the Appendix of this document.*

PRODUCT CODE	COMPANY			
	GESTETNER	LANIER	RICOH	SAVIN
B064	6002	LD060	Aficio 1060	2560
B065	7502	LD075	Aficio 1075	2575
B140	DSm660	LD160	Aficio 2060	4060
B141	DSm675	LD175	Aficio 2075	4075
B142	DSm660 SP	LD160 SP	Aficio 2060 SP	4060 SP
B143	DSm675 SP	LD175 SP	Aficio 2075 SP	4075 SP
B163	DSm651	LD151	Aficio 2051	4051
B228	DSm651 SP	LD151 SP	Aficio 2051 SP	4051 SP
B234	DSm790	LD190	Aficio MP9000	8090
B235	DSm7110	LD1110	Aficio MP1110	8110
B236	DSm7135	LD1135	Aficio MP1350	8135
D101	Pro 906EX	Pro 906EX	Aficio Pro 906EX	Pro 906EX
D102	Pro 1106EX	Pro 1106EX	Aficio Pro 1106EX	Pro 1106EX
D103	Pro 1356EX	Pro 1356EX	Aficio Pro 1356EX	Pro 1356EX
B246	Dsm755	LD255	Aficio MP 5500	8055
B248	Dsm765	LD265	Aficio MP 6500	8065
B249	Dsm775	LD275	Aficio 7500	8075
B250	Dsm755 SP	LD255 SP	Aficio MP 5500SP	8055 SP

Configuring GW MFPs for SMTP Authentication

PRODUCT CODE	COMPANY			
	GESTETNER	LANIER	RICOH	SAVIN
B252	Dsm765 SP	LD265 SP	Aficio MP 6500SP	8065 SP
B253	Dsm775 SP	LD275 SP	Aficio MP 7500SP	8075 SP
D052	MP 6000/SP	LD260/SP	Aficio MP 6000/SP	8060/SP
D053	MP 7000/SP	LD270/SP	Aficio MP 7000/SP	8070/SP
D054	MP 8000/SP	LD280/SP	Aficio MP 8000/SP	8080/SP
B070	9002	LD090	Aficio 2090	4090
B071	10512	LD0105	Aficio 2105	40105
B079	3532	LD035	Aficio 2035	4035
B082	4532	LD045	Aficio 2045	4045
B089	Dsm622	LD122	Aficio 2022	4022
B093	Dsm627	LD127	Aficio 2027	4027
B098	5502	LD055	Aficio 1055	2555
B121	Dsm615	LD115	Aficio 2015	4015
B122	Dsm618	LD118	Aficio 2018	4018
B123	Dsm618d	LD118d	Aficio 2018d	4018d
B259	Dsm616	LD116	Aficio 2016	8016
B260	Dsm620	LD120	Aficio 2020	8020
B261	Dsm620d	LD120d	Aficio 2020D	8020d
B129	Dsm415	LD015	Aficio 1515	3515
B130	Dsm415pf	LD015spf	Aficio 1515MF	3515MF
B135/B182*	Dsm635	LD135	Aficio 2035e	4035e
B138/B183*	Dsm645	LD145	Aficio 2045e	4045e
B205	Dsm725	LD225	Aficio 3025	8025
B209	Dsm730	LD230	Aficio 3030	8030
D007	Dsm725e	LD325	Aficio MP 2510	8025e
D008	Dsm730e	LD330	Aficio MP 3010	8030e
B264	Dsm735	LD 235	Aficio 3035	8035
B265	Dsm745	LD 245	Aficio 3045	8045
B276	Dsm716	LD316	Aficio MP 1600	9016
B277	Dsm721d	LD320d	Aficio MP 2000	9021d
B276	Dsm716s	LD316L	Aficio MP 1600L	9016s
B277	Dsm721ds	LD320dL	Aficio MP 2000L	9021ds
B288	Dsm416pf	LD016SPF	Aficio MP 161SPF	816mf
B292	Dsm416	LD016	Aficio MP 161	816
B291	Dsm735eg	-----	Aficio MP 3500g	8035eg
B295	Dsm745eg	-----	Aficio MP 4500g	8045eg
D009	MP 4000B	LD040B	Aficio MP 4000B	9040b
D010	Dsm625	LD125	Aficio MP 2500	7025

Configuring GW MFPs for SMTP Authentication

PRODUCT CODE	COMPANY			
	GESTETNER	LANIER	RICOH	SAVIN
D011	MP 4000	LD040	Aficio MP 4000	9040
D012	MP 5000B	LD050B	Aficio MP 5000B	9050b
D013	MP 5000	LD050	Aficio MP 5000	9050
D014	N/A	LD260c	Aficio MP C6000	C6055
D015	N/A	LD275c	Aficio MP C7500	C7570
D017	MP 2550B	LD425B	Aficio MP2550B	9025B
D018	MP 2550SP	LD425SP	Aficio MP2550SP	9025SP
D019	MP 3350B	LD433B	Aficio MP 3350B	9033B
D020	MP 3350SP	LD433SP	Aficio MP 3350SP	9033bSP
D084	MP 2851SP	LD528SP	Afficio MP2851SP	9228S
D085	MP 3351SP	LD533SP	Afficio MP3351SP	9233SP
D059	Pro 907EX	Pro 907EX	Pro 907EX	Pro 907EX
D060	Pro 1107EX	Pro 1107EX	Pro 1107EX	Pro 1107EX
D061	Pro 1357EX	Pro 1357EX	Pro 1357EX	Pro 1357EX
D062	MP 6001/ MP6001 SP	LD360/ LD360sp	Aficio MP 6001/ MP 6001 SP	9060/ 9060sp
D063	MP 7001/ MP 7001SP	LD370/ LD370sp	Aficio MP 7001/ MP 7001 SP	9070/ 9070sp
D065	MP 8001/ MP 8001SP	LD380/ LD380sp	Aficio MP 8001/ MP 8001 SP	9080/ 9080sp
D066	MP 9001/ MP 9001SP	LD390/ LD390sp	Aficio MP 9001/ MP 9001 SP	9090/ 9090sp
D069	MP 171SPF	LD 117SPF	Aficio MP 171SPF	917SPF
D072	MP 171	LD 117	Aficio MP 171	917
B051	DSc224	LD024c	Aficio 1224C	C2408
B052	DSc232	LD032c	Aficio 1232C	C3210
B132	DSc460	LD160c	Aficio 3260C	C6045
B200	CS555	LC155	Aficio Color 5560	SDC555
B147	DSc332	LD232c	Aficio 2232C	C3224
B149	DSc338	LD238c	Aficio 2238C	C3828
B190	DSc328	LD228c	Aficio 2228C	C2820
B156	DSc424	LD124c	Aficio 3224C	C2410
B202	DSc428	LD328c	Aficio 3228C	C2824
B178	DSc435	LD335c	Aficio 3235C	C3528
B180	DSc445	LD345c	Aficio 3245C	C4535
B222	DSc535	LD435c	Aficio MP C3500	C3535
B224	DSc545	LD445c	Aficio MP C4500	C4540
B229	GS 106	LD215c	Aficio 615C	SGC 1506
B230	DSc525	LD425c	Aficio MP C2500	C2525
B237	DSc530	LD430c	Aficio MP C3000	C3030

Configuring GW MFPs for SMTP Authentication

PRODUCT CODE	COMPANY			
	GESTETNER	LANIER	RICOH	SAVIN
D042	DSc520	LD420c	Aficio MP C2000	C2020
D023	MP C2800	LD528C	Aficio MP C2800	C2828
D025	MP C3300	LD533C	Aficio MP C3300	C3333
D027	MP C4000	LD540C	Aficio MP C4000	C4040
D029	MP C5000	LD550C	Aficio MP C5000	C5050
D038	MP C2050	LD520C	Aficio MP C2050	C9020
D041	MP C2550	LD525C	Aficio MP C2550	C9025

* Machines pre-configured with the Printer/Scanner option (B654) will use the B182/B183 product codes.

4. SMTP servers and their authentication processes

4-1 Background

Scan to Email authentication-related fields:

- **SMTP username:** The name used to login to the SMTP server during the authentication process. GW MFPs have their own SMTP account settings. Users can also have their own accounts. This can be a Windows username or email address depending on the SMTP server.
- **SMTP "From" field:** The "MAIL FROM" field submitted to the SMTP server by the MFP before data is sent.
- **Email header "From" field:** The "From" field in the email header.

Depending on the MFPs configuration, the above fields are populated by various combinations of the following SMTP accounts and email addresses:

- **Device SMTP account:** The SMTP username and password configured in Device Settings > Email > SMTP (Web Image Monitor), or System Settings > File Transfer > SMTP Authentication (operation panel).
- **User SMTP account:** The SMTP username and password configured in the address book for the currently logged-in user.
- **Device SMTP email address:** The email address configured in Device Settings > Email > SMTP (WIM), or System Settings > File Transfer > SMTP Authentication (operation panel).
- **Administrator email address:** The email address configured in Device Settings > Email (WIM), or System Settings > File Transfer (operation panel).
- **User email address:** The email address configured in the address book for the currently logged-in user.

This document will describe which MFP settings will cause which email address to be assigned to which field, and which SMTP account to be used to login to the server. It will also describe the effects that can be expected using different SMTP servers.

4-2 Sendmail and MS Exchange

We will discuss two types of SMTP server in this document.

Sendmail (<http://www.sendmail.org/>)

Sendmail authenticates users via username and password. These are sent to the server by the MFP in the SMTP session negotiation process.

Microsoft Exchange (<http://www.microsoft.com/exchange/>)

MS Exchange authenticates users via username and password. For security reasons, MS Exchange also tries to verify that the sender is who they say they are. This is done by comparing the SMTP From field as well as the Email From field with the SMTP username. All 3 must match.

4-3 SMTP Negotiation Process

MFP = blue

SMTP server = green

EHLO Adonis-C4-no1.gts.com

250 server.gts.com Hello [192.168.0.1]

AUTH LOGIN

```
.  
.
```

(1) SMTP username and password

235 2.7.0 Authentication successful

```
MAIL FROM:admin@gts.com
```

(2) SMTP "From"

250 2.1.0 admin@gts.com....Sender OK

RCPT TO:<receiver@gts.com>

250 2.1.5 receiver@gts.com

DATA

354 Start mail input; end with <CRLF>.<CRLF>

The email message has now been sent. It will include a header:

```
From: admin@gts.com
```

(3) Email header "From"

Subject: test

To: receiver@gts.com

Date:

.

.

(1) SMTP username and password:

These are usually encrypted when transmitted.

If the account can be authenticated, the SMTP server returns the "Authentication successful" message. If not, the server returns:

535 5.7.3 Authentication unsuccessful.

After this, the SMTP server terminates the session.

(2) SMTP "From" field:

This is also known as the "Envelope Sender" or "MIME Sender" and is submitted by SMTP protocol.

(3) Email header "From" field:

This is a part of the email message header.

If an MS-Exchange server is being used, (1),(2) and (3) will be compared. If all 3 do not match, the Exchange server will return:

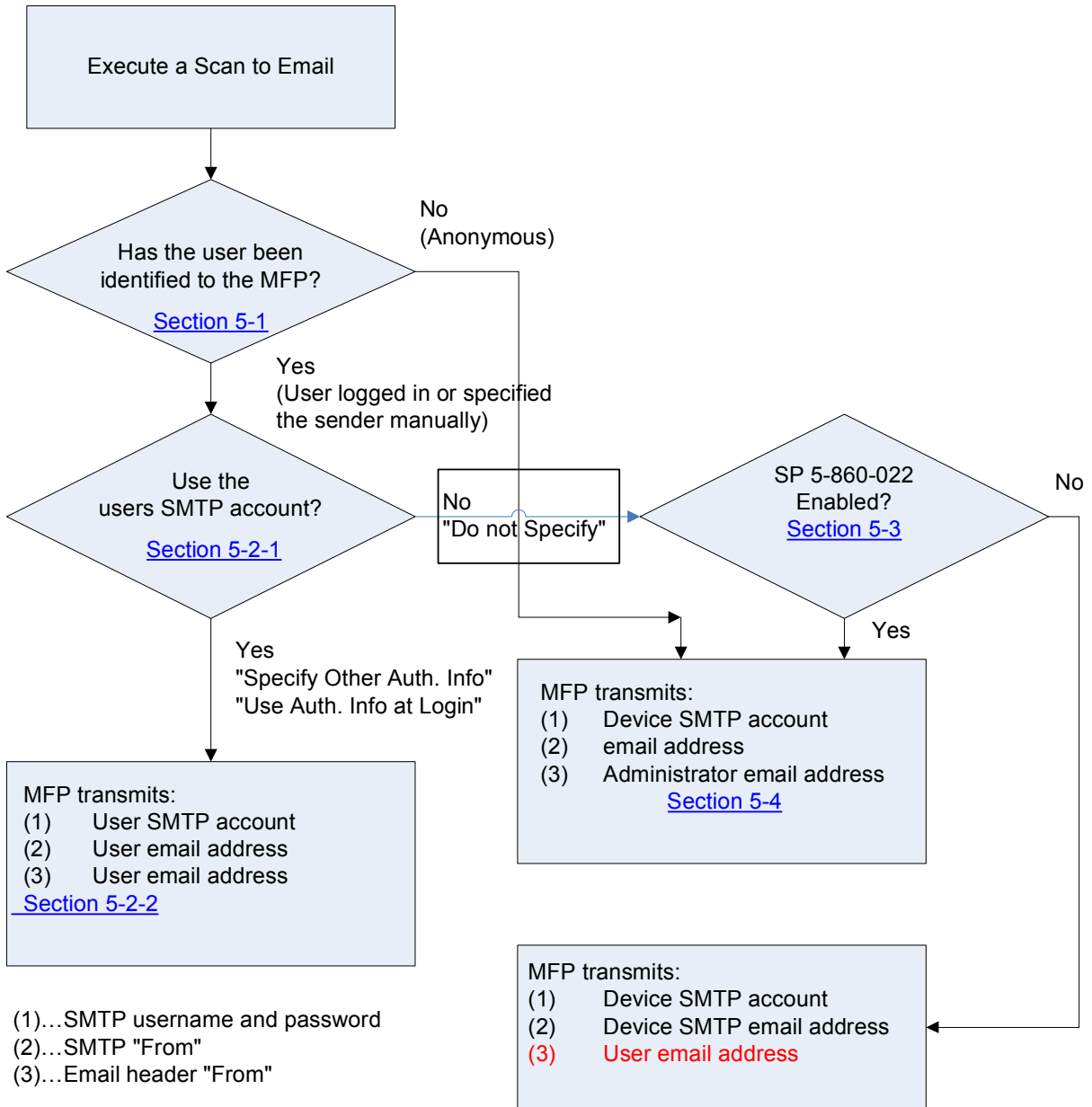
505 5.7.3 Client does not have permission to Send As this sender

After this, MS Exchange terminates the session and disposes of the email message without sending it.

5. GW MFP SMTP Specification

Authentication Information Flow Chart in a GW MFP

Below is a logic model showing how the MFP decides what actions to take based on its configuration:



5-1 Identification of the User

If a Scan to Email user identifies themselves to the GW MFP (via login or specifying the sender name), the MFP uses the user's SMTP authentication settings. → [5-2-1](#)

If the user has not identified themselves to the MFP, the MFP uses the default device SMTP username and password. → [5-4](#)

5-2 User's SMTP Authentication Settings (Address Book)

5-2-1 Selection of an Account

First, the user's selection of an SMTP account is referred to. Each user has one of the following settings:

- **Specify Other Auth. Info:** Use the user's individual SMTP account and email address as configured in the address book. → [5-2-2](#)
- **Do not Specify:** Use the device default SMTP account and email addresses. → [5-3](#)
- **Use Auth. Info at Login:** Use the account that was used to login to the MFP and the email address configured in the address book. Note that this option only appears if Basic, LDAP, Windows, or Integration Server authentication is enabled. → [5-2-2](#)

The SMTP settings depend on the type of authentication that is enabled:

UserCode (This setting is also displayed if authentication is disabled):

Authentication Information

■ User Code :

■ SMTP Authentication : Specify Other Auth. Info below Do not Specify

Login User Name :

Login Password :

Device SMTP account

Basic, Windows, LDAP or Integration Server authentication:

Authentication Information

■ Authentication Info at Login

Login User Name :

Login Password :

■ SMTP Authentication : Use Auth. Info at Login Specify Other Auth. Info below Do not Specify

Login User Name :

Login Password :

Device SMTP account

5-2-2 User SMTP Account and Email Address

If Specify Other Auth. Info or Use Auth. Info at Login is configured for the user, the device uses the user's account and email address for all fields.

Here is an example:

Username:	usr01
Password:	usr01pass
SMTP "From":	usr01@gts.com
Email header "From":	usr01@gts.com

*There is an exception. Please see [Section 6](#) of this document.

5-3 Do not Specify and SP 5-860-022

If Do not Specify is selected for a user, a problem might occur when the user tries to Scan to Email.

Point 1:

SP 5-860-022 must be enabled if the user authentication is enabled and "Do not Specify" is selected for the user. (MS Exchange only)

If Do not Specify is selected for a user and SP 5-860-022 is disabled (default), the device will login to the SMTP server using the device account. The device SMTP email address will be used in the SMTP "Mail From" field. However, the user's email address will be used in the email header "From" field (this is because the user was identified by the MFP when they logged in). Due to the mismatch between the account and the email address, MS Exchange will not send the message.

Here is an unsuccessful (in MS Exchange) example:

```

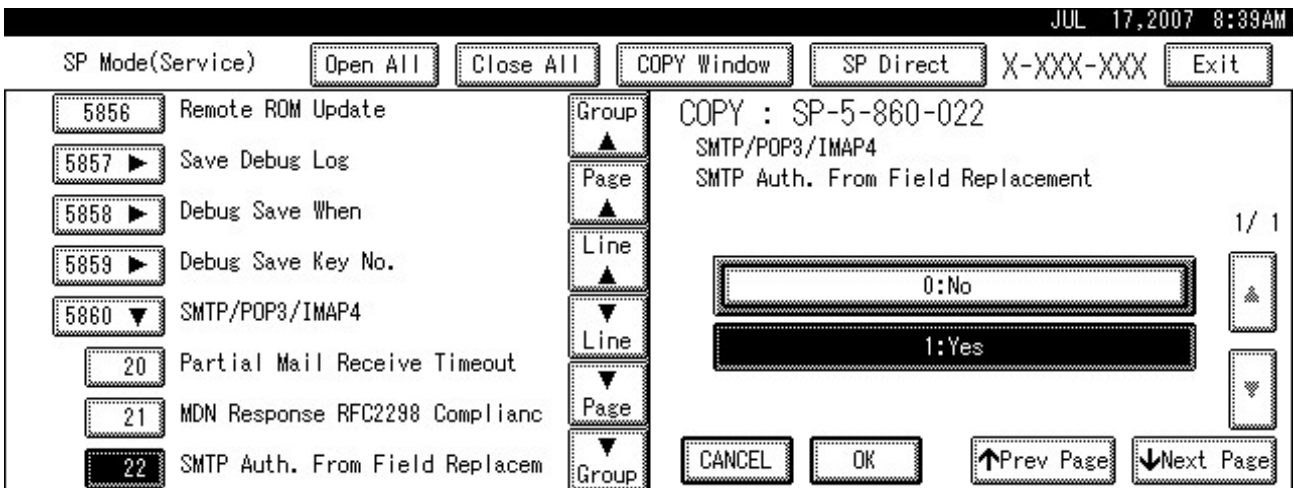
Username:                admin
Password:                adminpass
SMTP "From":            admin@gts.com (Device SMTP email address)
Email header "From":    usr01@gts.com ← Doesn't match the account
    
```

SP 5-860-022 is intended specifically to solve this issue. Once SP 5-860-022 is enabled, the administrator email address will be used in the email header "From" field, instead of the user's email address. The user email address is moved to the reply-to field, which is not checked by MS Exchange.

Here is a successful example with SP 5-860-022:

```

Username:                admin
Password:                adminpass
SMTP "From":            admin@gts.com (Device SMTP email address)
Email header "Reply-to": usr01@gts.com
Email header "From":    admin@gts.co (Administrator email address)
    
```



5-4 Device SMTP Account and Email Addresses (Device Settings > Email)

(In the operation panel, System Settings > File Transfer)

If the user is anonymous or Do not Specify is configured for the user, the device uses the device account to log into the SMTP server, it then uses both the device SMTP address and administrator address to send the message:

- Device SMTP email address: This will be used as the SMTP "From" field.
- Administrator email address: This will be used as the Email header "From" field.

If MS-Exchange is the SMTP server, Scan-to-email will be rejected if the Administrator address is not the same as the device's SMTP email address. This is another important point to consider during configuration:

Point 2:
The Device SMTP email address and the Administrator email address must be synchronized if using the device SMTP account. (in MS Exchange)

Here is a successful example:

Username:	admin
Password:	adminpass
SMTP "From":	admin@gts.com (Device SMTP email address)
Email header "From":	admin@gts.com (Administrator email address)

The screenshot shows two configuration panels. The top panel is titled 'E-mail' and contains an 'Administrator E-mail Address' field with the value 'admin@gts.com'. A red box highlights this field, and a red arrow points to it from the label 'Administrator email address'. The bottom panel is titled 'SMTP' and contains several fields: 'SMTP Server Name' (192.168.188.110), 'SMTP Port No.' (25), 'SMTP Authentication' (On), 'SMTP Auth. E-mail Address' (admin@gts.com), 'SMTP Auth. User Name' (admin), 'SMTP Auth. Password' (Change), and 'SMTP Auth. Encryption' (Auto Select). A red box highlights the 'SMTP Auth. E-mail Address' field, and a red arrow points to it from the label 'Device SMTP email address'.

6. Limitation

Point 3: "Specify Other Auth. Info" is not available as a setting under the following conditions:

- **The User Administrator is enabled in the MFP.**
- **User authentication is either "user code" or disabled.**

This applies to all SMTP server types.

User Administrators can overwrite SMTP authentication settings for all users.

The Address book as seen on the operation panel when the User Administrator is **disabled**:

JUL 17, 2007 8:40AM

Program / Change Address Book Continue to Program

▶ User Code

▶ SMTP Authentication 1/3

Login User Name Login Password

The Address book as seen on the operation panel when the User Administrator is **enabled**:

JUL 17, 2007 8:41AM

Program / Change Address Book Continue to Program

1/2

Configuring GW MFPs for SMTP Authentication

The information on the Auth. Info tab is hidden even to the user. Only the User Administrator can view/change this information. If there are settings configured in the address book when the User Admin is enabled, the following will happen:

- User Code → Hidden but not overwritten. This value can still be used.
- SMTP authentication settings → Overwritten. Changed to "Do not specify". Only the device SMTP account can be used.

There is no way to retain the user SMTP accounts in this case. If any of the other user authentication types (Basic, Windows, LDAP, Integration server, etc) is used, the User Admin does not overwrite the SMTP settings, and user SMTP accounts can be used.

NOTE: *The reason for the difference between User Code authentication and other authentication types is security of the address book. User Code authentication is the only type that does not require users to login in order to access System Settings on the operation panel. To prevent users from accessing other users' information, only the User Administrator has access to authentication tabs in the address book.*

7. Configuration Check List

This section outlines some typical situations that might be encountered in a customer environment.

7-1 Situation1: User authentication disabled and the device SMTP account is used

- 1) Configure the MFP's device SMTP email address and Administrator's email address. If MS-Exchange is the SMTP server, these two settings should match.
- 2) Select "Do not specify" for each user's SMTP authentication setting.
- 3) Enable SP 5-860-022 if the SMTP server is MS Exchange. This is necessary in cases where a Scan to Email user manually inputs the sender name.
- 4) Current MFPs prohibit the sending of anonymous Scan to Email messages. The "Auto specify sender name" option must be enabled.

Examples:

- If the user is anonymous:

Username:	admin	
Password:	adminpass	
SMTP "From":	admin@gts.com	(Device address)
Email header "From":	admin@gts.com	(Administrator address)

- If the user has input a "sender name" and SP 5-860-022 is enabled:

Username:	admin	
Password:	adminpass	
SMTP "From":	admin@gts.com	(Device address)
Email header "Reply-to":	usr01@gts.com	
Email header "From":	admin@gts.com	(Administrator address)

7-2 Situation2: User Authentication Enabled but the Device SMTP Account is used

- 1) Configure the MFP's device address and administrator address. If MS-Exchange is the SMTP server, these two settings should match.
- 2) Select "Do not specify" for each user's SMTP authentication setting.
- 3) Enable SP 5-860-022 if the SMTP server is MS Exchange.

Example:

Username:	admin	
Password:	adminpass	
SMTP "From":	admin@gts.com	(Device address)
Email header "Reply-to":	usr01@gts.com	
Email header "From":	admin@gts.com	(Administrator address)

7-3 Situation3: User Authentication Enabled and Individual User Accounts are used

Limitation: As described in [section 6](#), if the User Administrator is enabled, User Code authentication cannot be used in this situation.

- 1) Select "Specify Other Auth. Info" or "Use Auth. Info at Login" for each user's SMTP authentication setting.
- 2) SP 5-860-022 is not necessary. (If enabled, it adds the mail header "Reply-to" with the user address)

Example:

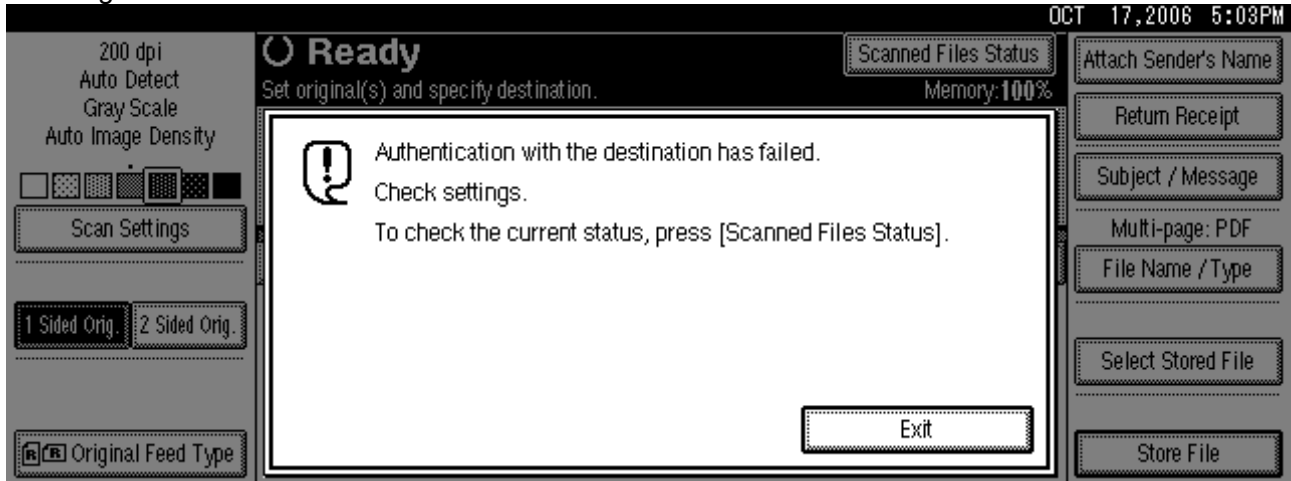
Username:	usr01
Password:	usr01pass
SMTP "From":	usr01@gts.com
Email header "From":	usr01@gts.com

8. Error Messages

Error messages displayed on the operation panel can provide some clues to the cause of a problem.

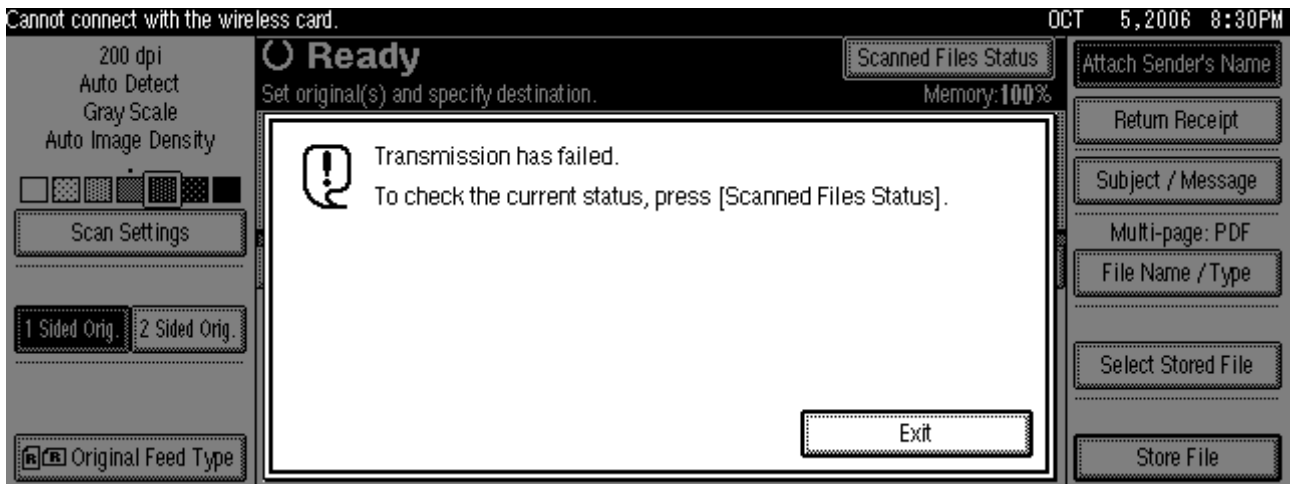
Message: "Authentication with the destination has failed."

Meaning: SMTP account is invalid.



Message: "Transmission has failed"

Meaning: Some or all of the data was not sent or not received by the MFP or SMTP server. This can be caused by any number of network problems. One cause of this message was described previously. If the "From" and "Mail From" values do not match, MS Exchange will terminate the session and this message will be displayed on the operation panel.



Message: "Sender name is not selected"

Meaning: The auto-specify sender name feature is disabled.

9. Appendix: SMTP Authentication in Pre-Fall of 2004 Models

This appendix describes how to configure pre-Fall of 2004 models for SMTP authentication. The main difference between pre-Fall of 2004 and Fall of 2004 models is that individual user accounts could not be used to login to the SMTP server with a pre-Fall of 2004 device. Instead the default device account was always used to login into the SMTP server.

Models

Pre-Fall of 2004 models with the Scan to Email function/SMTP Authentication function.

Pre-Fall of 2004 specification

Only the device SMTP account can be used to login to the SMTP server. Users can have their own email address, but not their own SMTP login account. The device SMTP account is defined by the setting "Key operator's email address". Typically, this is used for both the MAIL FROM and From fields.

Pre-Fall of 2004 models only had 1 type of authentication; User Code authentication. If this was enabled, User email addresses that were registered in the address book could be used as the SMTP sender. In such cases, Pre-Fall of 2004 models were susceptible to the same kind of problem of Fall of 2004 or later devices (The "From" field and "SMTP Mail from" were mismatched). SP 5-860-022 had to be enabled to overcome this problem.

Configuring pre-Fall of 2004 models

If the user was anonymous (no authentication was used):

Username:	admin	
Password:	adminpass	
SMTP "MAIL FROM":	admin@gts.com	(Key Operator's email address)
Email header "From":	admin@gts.com	(Key Operator's email address)

If the SMTP server was MS Exchange and User Code authentication was used, SP 5-860-022 must have been enabled:

Username:	admin	
Password:	adminpass	
SMTP "MAIL FROM":	admin@gts.com	(Key Operator's email address)
Email header "Reply-to":	usr01@gts.com	
Email header "From":	admin@gts.com	(Key Operator's email address)

Pre-Fall of 2004 Error messages

Message: "Sending the data has failed. To confirm the result, check [Scanned File Status]"

Meaning: 1) SMTP account is invalid. 2) SMTP authentication is disabled. 3) The address fields did not match (SP 5-860-022 was disabled).

Message: "Sending the data has failed. The data will be resent later."

Meaning: The SMTP server could not be reached.