

Google application security change

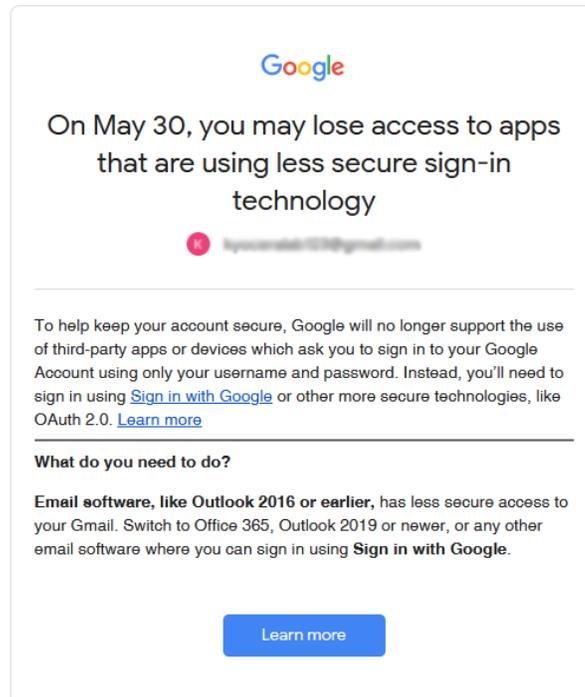
Fixing Gmail Scanning

June 2022



What is causing the the scan to email problem with Gmail?

Kyocera as well as many other companies began receiving technical support calls due to a recent change in Google's application security settings that took place on May 30th. This change impacts users scan to email capabilities from Kyocera devices to the Gmail application.



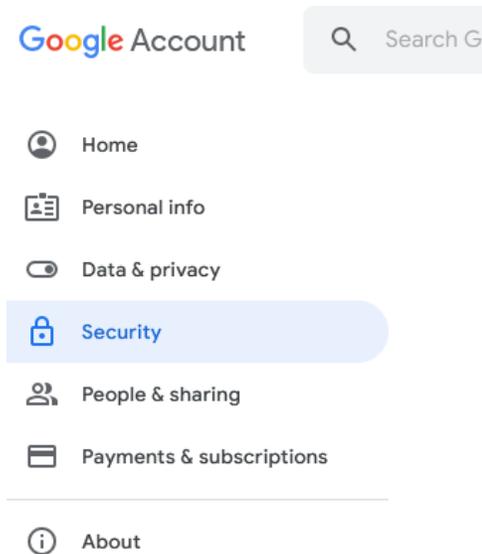
The image shows a notification card from Google. At the top is the Google logo. Below it, the text reads: "On May 30, you may lose access to apps that are using less secure sign-in technology". A small red circle with a white 'x' is next to the email address "kyocera@123@gmail.com". Below this, a horizontal line separates the header from the main text. The main text says: "To help keep your account secure, Google will no longer support the use of third-party apps or devices which ask you to sign in to your Google Account using only your username and password. Instead, you'll need to sign in using [Sign in with Google](#) or other more secure technologies, like OAuth 2.0. [Learn more](#)". Another horizontal line follows. Below that, the text asks: "What do you need to do?". The answer provided is: "Email software, like Outlook 2016 or earlier, has less secure access to your Gmail. Switch to Office 365, Outlook 2019 or newer, or any other email software where you can sign in using **Sign in with Google**." At the bottom of the card is a blue button with the text "Learn more".

How do we fix this issue to restore scanning capabilities?

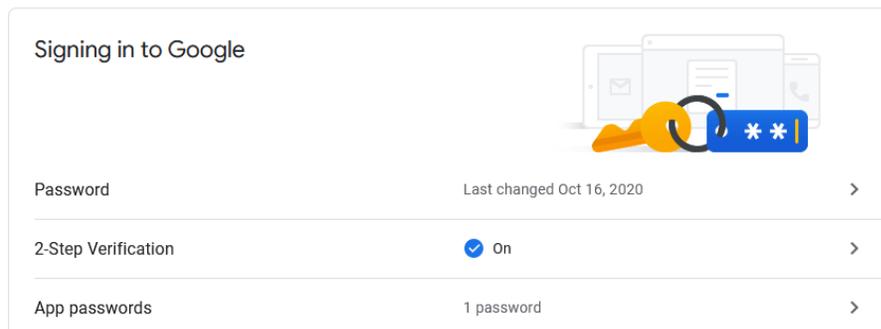
With this change, to successfully scan to email using your Gmail account, it is now required to use App/Device passwords after enabling 2 factor authentication. Please follow the instructions below to enable 2FA .

1. Login into the Gmail account that you will be using for the scanning device.
<https://myaccount.google.com/>

2. Select Security



3. Under "Signing in to Google," select App Passwords. (You may need to sign in. If you don't have this option, it might be because:)
 - a. 2-Step Verification is not set up for your account.
 - b. 2-Step Verification is only set up for security keys.
 - c. Your account is through work, school, or other organization.
 - d. You turned on Advanced Protection.



Google Gmail Scanning Update

4. At the bottom, choose Select Device and choose Other > enter a name for the device > press Generate.

← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Select app Select device

- iPhone
- iPad
- BlackBerry
- Mac
- Windows Phone
- Windows Computer
- Other (Custom name)

GENERATE

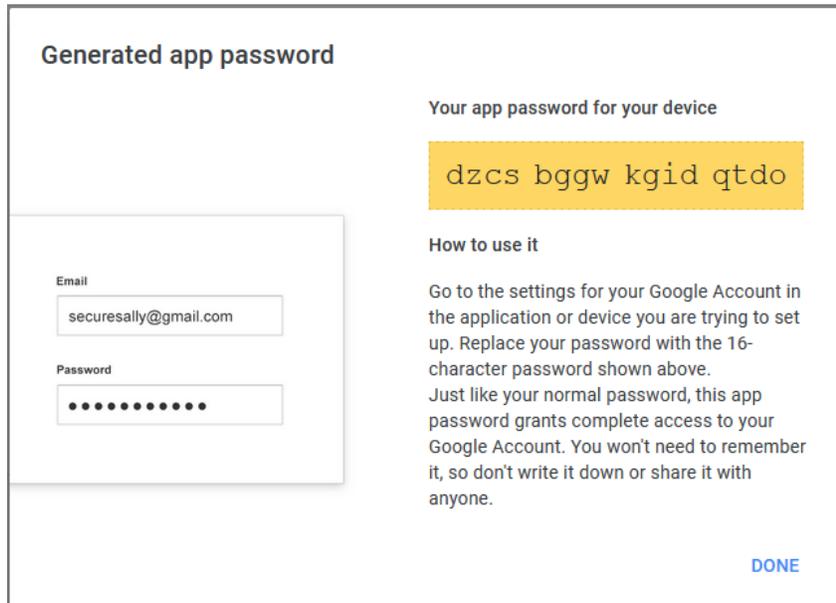
You don't have any app passwords.

Select the app and device you want to generate the app password for.

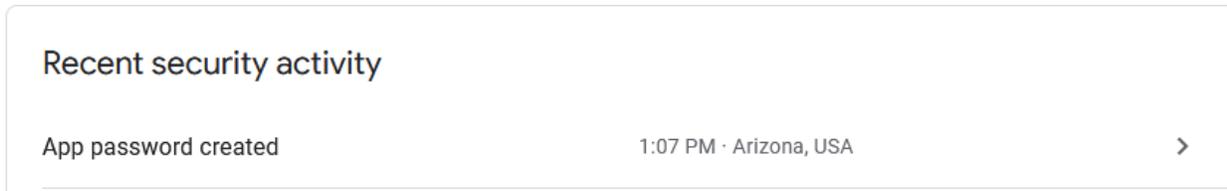
Kyocera

GENERATE

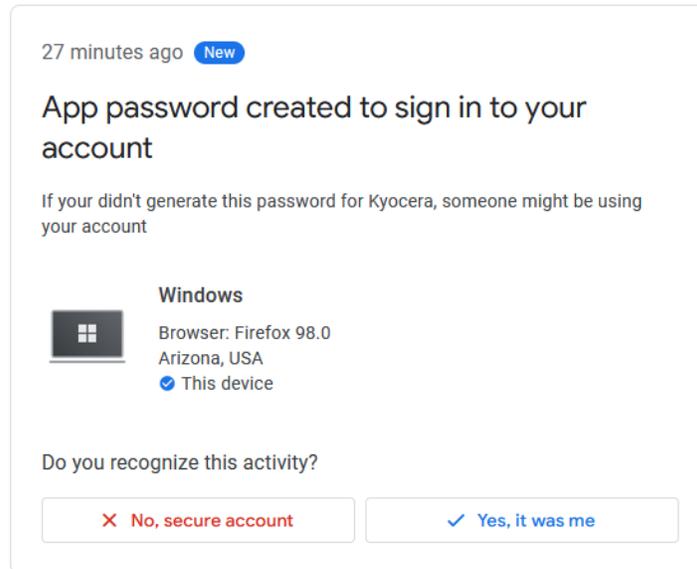
5. Copy the Device password shown on your computer. Select done.



6. Go back to Security and select Recent Security activity. Select the recent entry for App password.

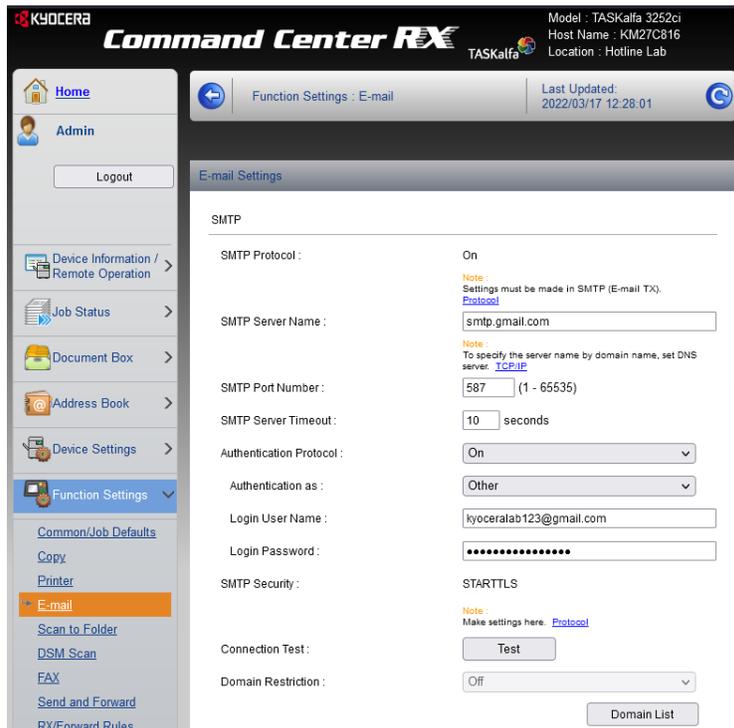


7. Select "Yes, it was me" to confirm change



8. Open the Command center webpage , Login and browse to Function Settings> Email

Type the IP address of device in the browser address bar.
Login is **Admin** for User and **Admin** for PW



Google Gmail Scanning Update

9. Enter the Device password in the password field. Username stays the same as main account.

Recommended settings for Gmail
Server name **SMTP.GMAIL.COM**
Port **587**
SMTP security **STARTTLS**

10. Press submit. Once the pages refreshes, you can test the connection





About KYOCERA Document Solutions America, Inc.

Kyocera Document Solutions America, Inc. (<https://www.kyoceradocumentsolutions.us/>) is a group company of Kyocera Document Solutions Inc., a global leading provider of total document solutions based in Osaka, Japan. The company's portfolio includes reliable and eco-friendly MFPs and printers, as well as business applications and consultative services which enable customers to optimize and manage their document workflow, reaching new heights of efficiency. With professional expertise and a customer first culture, the objective of the company is to help organizations put knowledge to work to drive change.

Kyocera Document Solutions Inc. is a core company of Kyocera Corporation, a leading supplier of semiconductor packages, industrial and automotive components, electronic devices, solar power generating systems and mobile phones. During the year ended March 31, 2020, Kyocera Corporation's consolidated sales revenue totaled \$14.7 billion. Kyocera appears on the "Derwent Top 100 Global Innovators 2018-19" list by Clarivate Analytics and is ranked #655 on Forbes magazine's 2019 "Global 2000" list of the world's largest publicly traded companies.