

RICOH
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FAQ

End of Basic Authentication for Microsoft Exchange Online & Transition to OAuth 2.0 Support

Microsoft is retiring Basic Authentication for SMTP in Exchange Online. Any device or application using this method to send emails must transition to OAuth 2.0 for continued functionality. This change will be enforced beginning **March 2026**, as part of a broader effort to improve cloud security by eliminating outdated, less secure authentication methods.

What you need to know

i**Note**

- OAuth 2.0 is replacing Basic Authentication for Microsoft Exchange Online SMTP Authentication
- Microsoft will end support for Basic Authentication in March 2026
- Firmware updates for eligible Ricoh devices rolling out from July 2025

Questions

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Why is Basic Authentication considered insecure?



Basic Authentication sends a username and password with every email request—making it more vulnerable to interception or misuse. OAuth 2.0 uses time-limited tokens, which are more secure and harder to exploit.

A**Q**

Will my Ricoh device stop working?



No, core device functions such as printing, scanning, copying are unaffected. However, email-dependent features such as **Scan to Email** and **Internet Fax** may be impacted if your device is configured to use Exchange Online (e.g., smtp.office365.com).

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Questions

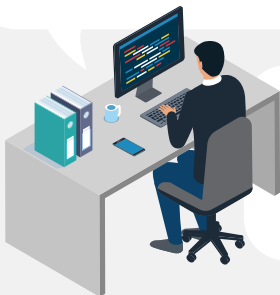
Q What is OAuth 2.0, and how is it different?



OAuth 2.0 is a modern, secure authorisation protocol that replaces username/password logins with temporary access tokens. It significantly reduces the risk of credential theft compared to Basic Authentication.

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Q Will I need to make changes to my Microsoft 365 setup?



Yes. Devices must be registered in the Microsoft 365 admin portal, with permissions granted for secure access. Ricoh provides step-by-step guidance or hands-on support.

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Q How can I tell if my device is affected?



Contact your Ricoh Account Manager. They'll help verify your device's SMTP settings and determine if firmware updates are needed.

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Affected Functionality

Questions

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Which Ricoh functions are affected by the change?



If your devices connect to Microsoft Exchange Online, the following functions may stop working:

- Scan to Email
- Internet Fax
- Fax to Mail
- Mail to Print
- Automated email notifications (e.g. counters, job logs, error alerts)

Core functions like print, scan to folder, and USB scan are unaffected.

A**Q**

Can I check if a device is affected on my own?



Yes. Check the device's SMTP settings. If it's using *smtp.office365.com*, it is likely impacted by this change.

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Questions

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Where can I find a list of affected Ricoh models?



Check with your Ricoh representative, who will have a compatibility matrix showing which models will receive firmware updates and which may require alternative solutions.

A**Q**

Are Ricoh software solutions also impacted?



Yes. Ricoh applications are being updated to support OAuth 2.0, including:

- Ricoh Streamline NX
- Smart Device Connector
- Other solutions integrating with Exchange Online

Initial updates have been released, with more scheduled for mid-2025.

A**Q**

Are Scan-to-Folder or USB-based scanning affected?



No. These functions do not rely on SMTP email protocols and will continue to operate as normal, regardless of the authentication method used for email.

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Preparing for Transition

Questions

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Can we test the impact before the change takes effect?



Yes. You can disable Basic Authentication for a test user in Microsoft 365 to simulate the post-change environment. Ricoh can assist in setting up a test environment.

A**Q**

How do I know if my device supports OAuth 2.0?



Check with your Ricoh representative for the list of supported models. Once the firmware is installed, new OAuth settings will be visible in the device's Web Image Monitor.

A**Q**

Does this impact Gmail or other email providers?



This change is specific to Microsoft Exchange Online, but other providers are also phasing out Basic Authentication. Ricoh continues to track these changes and will update accordingly.

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Questions

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How do I update my Microsoft 365 settings to enable OAuth 2.0?



You'll need to:

- Register each Ricoh device as an app in your Microsoft 365 admin portal
- Grant the required permissions
- Generate and input client credentials on the device

We offer a step-by-step guide and can assist throughout the process.

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Support

Questions

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What is Ricoh doing to address this change?



Ricoh is releasing firmware updates to support OAuth 2.0 across many current device models. The rollout will begin in **July 2025**.

A**Q**

Will all Ricoh devices receive updates?



No. Only selected models will receive updates. Older or discontinued models may not have the capability to support the transition to OAuth 2.0.

A**Q**

What if my device isn't eligible for a firmware update?



Ricoh recommends either of these alternatives:

- Set up an internal SMTP relay within your network
- Upgrade to a newer, compatible model.

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Questions

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What if my organisation doesn't use Microsoft Exchange Online?



If your SMTP settings don't include *smtp.office365.com*, this change may not affect your setup. However, we recommend confirming with your Ricoh representative to be certain.

A**Q**

What happens if I don't update before Microsoft's March 2026 deadline?



Email-related features on your Ricoh device (such as Scan to Email or Fax to Mail) may stop working, potentially disrupting essential workflows.

A**Q**

Can Ricoh handle the update process for us?



Yes. Depending on your support agreement, Ricoh service engineers can perform updates either remotely or onsite.

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Questions

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What type of support is available during this transition?



Ricoh offers comprehensive, end-to-end support including:

- Firmware deployment
- Microsoft 365 configuration
- Web Image Monitor setup
- Onsite or remote walkthroughs tailored to your environment

Contact your Ricoh representative for more information.

A**Q**

How are hybrid Exchange environments (on-prem + cloud) handled?



Cloud-connected devices will be prioritised for OAuth 2.0 updates. Ricoh can also assist in configuring SMTP relays to support on-premise systems.

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Key Messages Summary

- Your devices will continue to function as normal; however, email-related features using Microsoft Exchange Online will require an update.
- Ricoh will begin releasing firmware updates in July 2025. Microsoft's enforcement of the change begins in March 2026.
- Now is the time to assess your environment. Reviewing impacted devices early will help avoid disruption.
- For tailored guidance, speak with your Ricoh representative or consult our latest security and product support resources.

Contact us now

For more information about this support document, please get in touch with us at:

Ricoh Asia Pacific Pte Ltd

www.ricoh-ap.com/contact-us

