

e-Support Filename:] Date:

TP22 108.pdf 06-06-22

PRODUCTS AFFECTED / SERIAL NUMBERS AFFECTED:

imageRUNNER/imageRUNNER ADVANCE/imagePRESS

SUBJECT:

Change in Google Authentication Requirement for Scan to Email

GENERAL:

This Technical Publication covers the recent change by Google to enhance the security of Google accounts by blocking the authentication by 3rd Party applications and devices using just the username and password associated with the account used for access to Google services. This affects your Canon device(s) when used to scan to Google's email services.

DETAILS:

As of May 30, 2022 Google is blocking access using only the account username and password. This only affects the consumer accounts (gmail.com) at this time, <u>Google Workspace and Google Identity accounts are not affected at this time</u>. Google has eliminated the 'Less Secure App Access' for accounts that were not using this setting. Google is recommending if you have this setting enable to disable and for accounts that do not have this setting enabled it is no longer available.

Less secure app access To protect your account, apps and devices that use less secure sign-in technology are blocked. To keep your account secure, Google will auto- matically turn this setting OFF if it's not being used.	
This setting is no longer available. Learn more	

https://support.google.com/accounts/answer/6010255

Google now requires a modern authentication method like Multifactor Authentication or Modern Authentication mechanism like OAuth to gain access to their services. While we have Canon software solutions and 3rd Party solutions to access Google using these updated secure methods to authenticate, the Canon devices require a simple authentication of a username and password to log into cloud services when the device is used to directly access these services.

Symptoms:

The change to Google's security requirements may result in your Canon device not able to scan to Gmail due to failure to authenticate the device.

Google has provided an alternative authentication method that will allow the Canon devices to continue to communicate and authenticate to the Gmail service. Please follow the instructions in this Technical Publication to configure your Google account and obtain an 'App Password'.

Canon

PROCEDURE:

If a customer needs to connect their Canon device to support the Google email service they can use the Google 'App Password' feature once they have enabled 2-Step verification on their account. Although App Passwords are not recommended, an App Password is a 16-digit passcode that gives a less secure app or device permission to access your Google Account. Customers can use it when accessing SMTP/POP server.

Create & use App Passwords

- 1. Go to your Google Account and select [Security].
- Under "Signing in to Google", select [App Passwords]. (You may need to sign in)

•	Home Personal info	Signing in to Google	· · · · · · · · · · · · · · · · · · ·	
) 1 1 1	Security People & sharing	Password 2-Step Verification	Last changed Sep 21, 2021	> >
⊟	Payments & subscriptions	App passwords	None	>
i	About	Google Account PIN	Last changed Aug 26, 2017	>

*If you don't have this option, it might be because:

- 2-Step Verification is not set up for your account.
- 2-Step Verification is only set up for security keys.
- Your account is through work, school, or other organization.
- You turned on Advanced Protection.
- 2. On the [App password] page, choose [Select app] and choose [Other (Custom Name)] and name the device to your needs. Once done naming the device select [Generate] to create your 16 digit password.

Google Account		Google Account	
App passv	vords		← App passwords
App passwords let you sig Verification. You'll only ne	In to your Google Account from apps on devices that don't support 2-Step d to enter it once so you don't need to remember it. Learn more		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 ap Solet the year of de Belet app Mail Calendar Contacts YouTube	passwords. ice vou want to generate the app password for. Select device - GENERATE		You don't have any app passwords. Select the app and device you want to generate the app password for. Canon IR ADV DX C5860 ×
Privacy Terms Help Abo			



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3. Your App Password is the 16-character code in the yellow bar. Use this password in your Canon device SMTP/POP Configuration along with your Gmail account to authenticate.

Your app password for your device	Settings/ Registration	enu Energy Saver	Administrator
mzyj agcv hdhj ltgv	<authentication encryption=""></authentication>	Settings/ Registration	亩 Home
How to use it	POP Auth. <u>Standard</u> <u>APOP</u> POP AUTH = Allow TLS (POP)	1	2 3 ABC DEF
Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16- character password shown above. Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember	POP Authentication Before Sending On Off On Off	4 _{GHI}	5 6 JKL MNO
	SMTP Authentication (SMTP AUTH) On Off = Allow TLS (SMTP TX)	7 PQRS	8 9 тич wxyz
	User Name Canon@gmail.com On Off	*	0 #
	Password	С	🥢 Reset
it, so don't write it down or share it with anyone.	Allow TLS Always TLS On Off On Off On Off	Sta	rt Stop
	X Cancel OK J	1	>
DONE	🛞 Status Monitor 🖉 🛃 Remote Operation is being used		123

*This is not a valid password

4. Select [Done] once you have entered in the App password and confirmed the device can email.

For further instructions and information please visit the Google page at:

https://support.google.com/accounts/answer/185833

IMPORTANT NOTES:

The Google [App Password] feature:

- 1. Must be used with Google 2-Step Verification feature.
- 2. The App password only appears at time of generation. These are single time use password.
- 3. If you change the password on your Google account your App password will need to be regenerated.
- 4. You can revoke a password at any time.