



RECOMMENDED ACTION FOR FIELD MACHINES

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> AT SETUP | <input type="checkbox"/> NEXT SERVICE CALL |
| <input type="checkbox"/> NEXT PM | <input checked="" type="checkbox"/> INFORMATION ONLY |

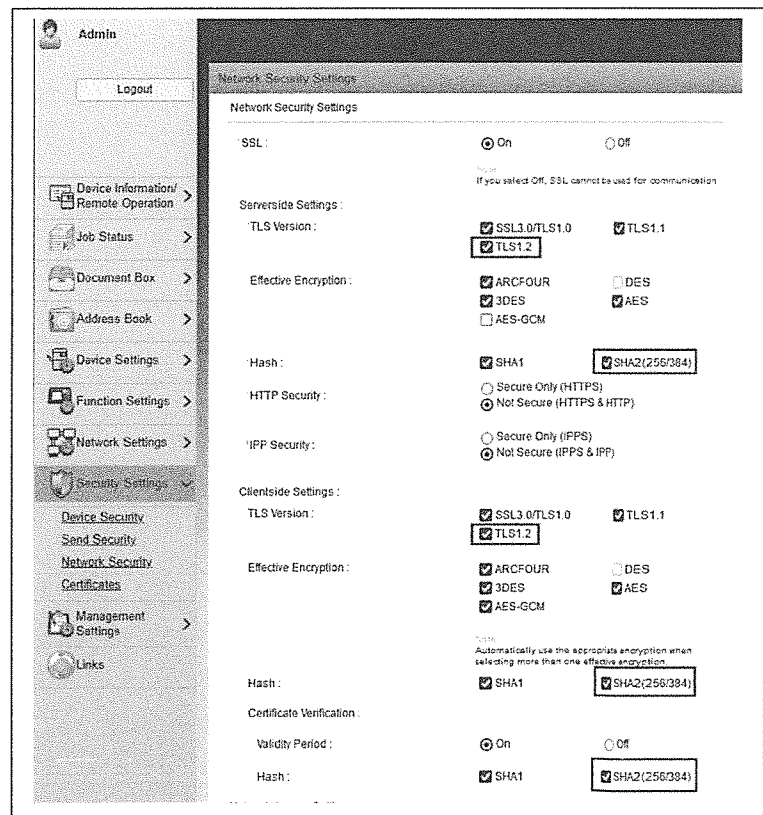
GENERAL TECHNICAL BULLETIN

Bulletin #	Model	Date
GENERAL #117	All Scan to Email Supported Models	10/28/21
MEASURE FOR 4803 ERRORS DURING SCAN TO EMAIL		
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Technical Services would like to inform our Dealers that due to security updates with Microsoft Exchange Online (Office 365), Users can experience 4803 errors during Scan to Email.

The 4803 error can typically be resolved by enabling TLS1.2 and SHA2 under the ServerSide Settings, ClientSide Settings, and Certificate Verification in **Command Center**. Some older models that do not support enhanced encryption, will not have these settings and therefore will no longer work with Scan to Email in Office 365. Once these settings are made, the device will need to be restarted.

Also, be sure Firmware is updated to the current version posted on our Web site. Some models had these encryption settings added with firmware. Additionally, Under Function settings/Email menu, confirm **SMTP security is set to STARTTLS**, if not set to Start, a 4803 error can also occur.



If you have any questions or concerns, please contact the Kyocera Diagnostic Center at 1-800-255-6482.