

PRODUCTS AFFECTED / SERIAL NUMBERS AFFECTED:

imageRUNNER/imageRUNNER ADVANCE/imagePRESS

SUBJECT:

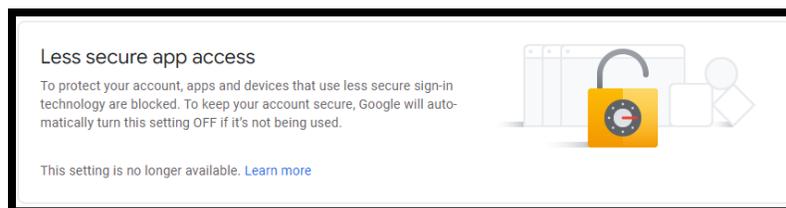
Change in Google Authentication Requirement for Scan to Email

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, Google Workspace and Google Identity accounts are not affected at this time. 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.



<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'.

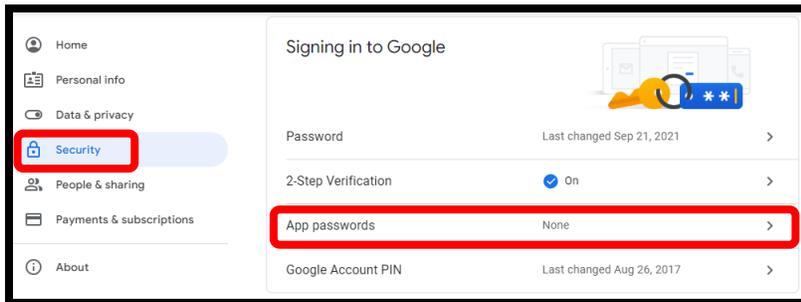
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PROCEDURE:

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

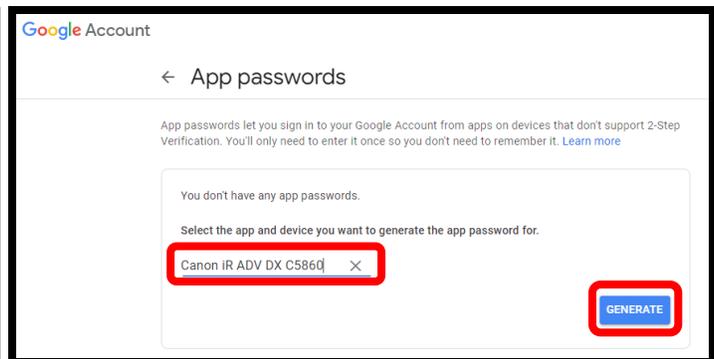
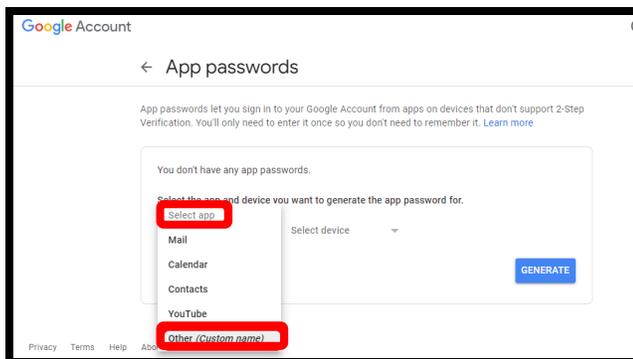
1. Go to your Google Account and select **[Security]**.
 - Under "**Signing in to Google**", select **[App Passwords]**. (You may need to sign in)



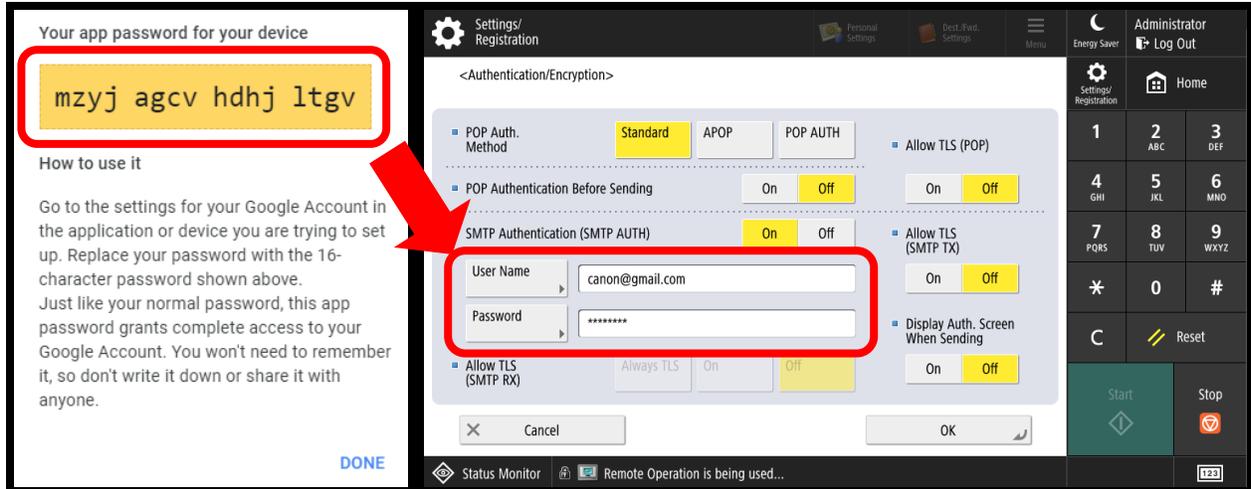
**If you don't have this option, it might be because:*

- 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.



- 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.



**This is not a valid password*

- 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:

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