

Exchange Online Connector Utility

User Guide

2025.01



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# 1 Product overview

Exchange Online Connector Utility is a Post Office Protocol (POP3) and Simple Mail Transfer Protocol (SMTP) proxy server application that allows you to connect Microsoft Exchange Online email accounts to your printers. After configuring this application, your email messages and attachments are automatically printed.

## Documentation

This guide helps you:

- Install and configure Exchange Online Connector Utility in your computer.
- Connect your Exchange Online email account to your printer.

This guide is intended for system administrators and other users with administrator privileges.

## Conventions

The following conventions may be used in this guide:

- **Bold text** is used for menu items, buttons, and providing emphasis where needed.
- Screen, text box, and drop-down menu titles are spelled and punctuated exactly as they are displayed on the screen.
- *Italics* are used for document titles.
- Text or commands that a user enters are displayed as text in a different font or in a text box as shown in these examples:

1. On the command line, enter `net stop program`.
2. Create a batch file that includes these commands:

```
net stop program
gbak -rep -user PROGRAMLOG.FBK
```

- Icons are used to draw your attention to certain pieces of information. Examples:



This indicates information that is useful to know.



This indicates important information that you should know, including such things as data loss if the procedure is not done properly.

## System requirements

### Supported operating systems

- Windows 11
- Windows 10
- Windows Server 2025
- Windows Server 2022
- Windows Server 2019
- Windows Server 2016

### Supported browsers

- Google Chrome version 21.0 or later
- Microsoft Edge
- Mozilla Firefox version 14.0 or later

### Supported email providers

This application supports email accounts hosted in Microsoft Exchange Online.

### Minimum hardware requirements

- CPU with at least 4 cores
- 8 GB RAM



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This application is not compatible with ARM processors.

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## 2 Prerequisites

Before installing and using Exchange Online Connector Utility, you must add mailbox access for users. Do either of the following:

- For business accounts, administrators can configure mailbox access for users in the Microsoft 365 admin center.
- For personal accounts, users can configure mailbox access in mail settings.

### Configuring access for business accounts



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You must have administrator rights to perform the following.

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- 1 From a web browser, access the Microsoft 365 admin center, then sign in with your administrator credentials.
- 2 In the left navigation pane, go to **Users > Active users**.
- 3 For each user, do the following:



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If you select multiple users, you may not be able to properly configure access. Make sure to perform the following for each user account.

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- a) Select a user account from the list.
  - b) Select **Mail**, then in Email apps, select **Manage email apps**.
  - c) Review or modify the list of applications. Make sure that POP and Authenticated SMTP are enabled.
- 4 If necessary, save your changes.

### Configuring access for personal accounts

You can configure mailbox access for personal email accounts using the Microsoft Outlook web application.



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Some email applications may not support this configuration.

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- 1 From a web browser, access the Outlook web application, then sign in using your credentials.
- 2 In the Outlook web application, go to **Settings > Mail > Forwarding and IMAP**.
- 3 In Forwarding and IMAP, go to POP and IMAP.

**4** In POP options, enable Let devices and apps use POP.



- If you prefer to delete emails and attachments after printing them in Command Center RX, you can enable Let apps and devices delete messages from Outlook.
- SMTP is enabled by default.

**5** If necessary, save your changes.

## 3 Installing the application

You can install this application to manage multiple users with Microsoft Exchange Online accounts for multiple printers.



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- Make sure that you have a copy of the installation package saved on your computer.
  - In Windows operating systems, you must have administrator rights to install the application.
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- 1** In your computer, browse to then run the installation package.
- 2** Read and accept the license agreement, then select **Next**.
- 3** Review or modify the destination folder, then select **Next**.
- 4** Review the settings, then select **Install**. If necessary, allow the installer to make changes to your computer.
- 5** After installation finishes, select **Finish**.



## 4 Using the application

To access the application, from the Start menu, select **Exchange Online Connector Utility**. The following items are available in the main window of the application:

Item	Description
Registered users	A list of registered user accounts that are authorized to use the application
Add	Register user accounts
Delete	Remove specified user accounts
Mail server	Display information about the server of the application
Magnifying glass icon	Filter user accounts based on specified keywords
Gear icon	Display information about the application
Settings	Configure the mail server settings of the application
Start	Allow POP3 and SMTP requests for registered users
Stop	Prevent all POP3 and SMTP requests

### Configuring the mail server settings

Specify the network settings that are configured on either the POP3 or the SMTP mail servers of the application.



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To manage POP3 and SMTP settings for your printer, see *Configuring the POP3 email settings of your printer* and *Configuring the SMTP email settings of your printer*.

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- 1 In the main window, select **Settings**.
- 2 Review or modify the following settings of the computer where Exchange Online Connector Utility is installed:
  - IP address
  - Port number





- POP3: For secure or encrypted connections, use port 995. For plain or unencrypted connections, use port 110.
- SMTP: For secure and encrypted connections, use port 587. For plain and unencrypted connections, use port 25.
- Make sure that at least one server is enabled by setting a port number. Setting an empty port number disables the server.
- Make sure to check the firewall settings of your computer for any ports that are open or blocked. For more information, contact your system administrator.

- The security mode of the POP3 and SMTP connections

#### Off

The entire connection is readable over the network.

#### SSL/TLS

The connection is encrypted from the start.

#### STARTTLS

The connection is encrypted after the printer sends the STARTTLS command to the mail server. You can enable it for either POP3 or SMTP mail servers.

- The appropriate SSL/TLS certificate file path



- This setting is not required if you specify Off as the security mode.
- If no certificate is specified, then the application will generate a self-signed SSL certificate.

After specifying the file path, you can specify a certificate password to control access when starting the mail server. To change or remove this password, go to **Settings > SSL/TLS certificate**, then import the correct certificate again. If you do not specify a certificate password, you can import the certificate without entering any credentials.

### 3 Select **Apply**.

## Adding a user

Exchange Online Connector Utility requires authentication for each user account. After successful user authentication, the application generates a separate password. This password is used along with the Microsoft email account of the user to authorize user accounts in Command Center RX.

You can add one or more users in this application. You can then configure up to three users for each printer.

### 1 In the main window, select **Add**.

### 2 Select your Microsoft account, then enter your credentials.





- If your Microsoft account is not listed, add your account. Enter your Microsoft account credentials, then sign in.
- If you are unable to sign in using your specified Microsoft account, contact your system administrator.

- 3 After signing in to your Microsoft account, go to Exchange Online Connector Utility, then record the generated user name and password. These credentials are used to configure the User Profile in Command Center RX. For more information, see *Configuring the POP3 email settings of your printer* and *Configuring the SMTP email settings of your printer*.



This password is auto-generated once by the application and is distinct from your Microsoft credentials. If this password is lost, delete the user from Registered users, then add the user again.

- 4 Select **Close**.

The newly added user is listed under Registered users.

## Deleting a registered user

Deleting a user removes access to the specific Exchange Online account in the application, and prevents the user from accessing and printing email messages.

- 1 In the main window, select one or more user accounts, then select **Delete**.
- 2 Review or modify the list of users, then select **Delete**.

The specified users are removed from Registered users.



If the user is already configured for your printer, remove the user in Command Center RX. For more information, see *Configuring the POP3 email settings of your printer* and *Configuring the SMTP email settings of your printer*.

## Starting the mail server

Start the mail server to allow registered users to receive and print emails from their Exchange Online account.

- 1 In Exchange Online Connector Utility, select **Start**.



If a certificate password is required for your mail server, make sure to enter the correct password under SSL/TLS certificate. For more information, see *Configuring the mail server settings*.

- 2 Review the status of the mail server.  
If the mail server does not start, then resolve any issues before repeating the process. If necessary, contact your system administrator.

You can also stop the mail server to prevent registered users from receiving and printing emails from their Exchange Online account. Select **Stop**, then review the status of the mail server.

## Configuring the POP3 email settings of your printer

To allow your printer to communicate with Exchange Online Connector Utility, manage POP3 users and settings in Command Center RX. Settings and options in Command Center RX may vary depending on your printer. You can configure one or more printers to connect to Exchange Online Connector Utility. For each printer, do the following:



Make sure that:

- Your printer and computer are connected to the same network.
- You have the IP addresses of the printer and computer where Exchange Online Connector Utility is configured.

**1** From a web browser, enter `https://123.123.123.123/`, where 123.123.123.123 is the IP address of your printer.

**2** Sign in with your administrator account.

**3** Enable POP3 (E-mail RX):

- a) Select **Network Settings > Protocol**.
- b) In **Print Protocols > POP3 (E-mail RX)**, select **On**.
- c) Review or modify the security mode for each user.



Make sure to use the same POP3 server security mode used in Exchange Online Connector Utility.

d) Select **Submit**.

**4** Configure POP3 settings:

- a) Select **Function Settings > E-mail**.
- b) In POP3, review or modify **Check Interval**.



Your printer automatically receives email messages and attachments, and prints them based on Check Interval.

- c) Select **Submit**.
- d) In **POP3 > POP3 User Settings**, select **Settings** and do the following:
  - Turn on the user profile.
  - In E-mail Address, enter the Microsoft account used in Exchange Online Connector Utility.
  - In POP3 Server Name, enter the IP address or host name of the computer where Exchange Online Connector Utility is configured.
  - In POP3 Port Number, make sure to use the same value specified in Exchange Online Connector Utility.

- To maintain the email transfer connection between the mail server and Exchange Online Connector Utility, make sure to set POP3 Server Timeout to at least 180 seconds.
- In Login User Name and Login Password, make sure to use the same credentials generated by Exchange Online Connector Utility.
- To print email messages, turn on **Cover Page**.



If Cover Page is turned off, only email attachments are printed.

- If necessary, configure other settings.

e) Review or modify the User Profiles.



For each printer, you can configure up to three User Profiles. If necessary, you can remove the credentials of an existing user, and then add the credentials of a new user.

f) Select **Submit**.

g) To perform a connection test, select **Test**. Review the test results. If you encounter any errors, review the settings and account credentials.

## 5 Enable Remote Printing:

- Select **Function Settings > Printer**.
- In **General > Remote Printing**, select **Permit**.
- Select **Submit**.

## Printing emails manually from the mail server

To print email messages and attachments on your preferred time, do the following:

- 1 From a web browser, enter `https://123.123.123.123/`, where 123.123.123.123 is the IP address of your printer.
- 2 Sign in with your administrator account.
- 3 Select **Function Settings > E-mail**.
- 4 In **POP3 > Run once now**, select **Receive**.
- 5 Review the status, then select **OK**.

Go to your printer and collect your printed documents. If your email messages and attachments are not printed, review your settings and resolve any issues. For more information, see *Configuring the mail server settings* and *Configuring the POP3 email settings of your printer*.



## Configuring the SMTP email settings of your printer

To allow your printer to communicate with Exchange Online Connector Utility, manage SMTP users and settings in Command Center RX. Settings and options in Command Center RX may vary depending on your printer. You can configure one or more printers to connect to Exchange Online Connector Utility. For each printer, do the following:



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### Make sure that:

- Your printer and computer are connected to the same network.
  - You have the IP addresses of the printer and computer where Exchange Online Connector Utility is configured.
- 

- 1 From a web browser, enter `https://123.123.123.123/`, where 123.123.123.123 is the IP address of your printer.
  - 2 Sign in with your administrator account.
  - 3 Enable SMTP (E-mail TX):
    - a) Select **Network Settings > Protocol**.
    - b) In **Send Protocols > SMTP (E-mail TX)**, select **On**.
    - c) Review or modify the SMTP Security. Make sure to use the same security mode used in Exchange Online Connector Utility.
  - 4 Configure SMTP settings:
    - a) Select **Function Settings > Email**.
    - b) In **SMTP Server Name**, enter the IP address or host name of the computer where Exchange Online Connector Utility is configured.
    - c) In **SMTP Port Number**, make sure to enter the same value specified in Exchange Online Connector Utility.
    - d) To maintain the email transfer connection between the mail server and Exchange Online Connector Utility, make sure to set **SMTP Server Timeout** to at least 60 seconds.
    - e) In **Authentication Protocol**, select **On**, and then configure the following:
      - In **Authentication as**, select **Other**.
      - **Login User Name**
      - **Login Password**
- 



In Login User Name and Login Password, make sure to use the same credentials generated by Exchange Online Connector Utility.

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- f) To perform a connection test, select **Test**. Review the test results. If you encounter any errors, review the settings and account credentials.
- g) In the E-mail Send Settings, configure the following:

- **E-mail Size Limit**



To enable no restrictions, you can set the value to zero. Exchange Online Connector Utility will return an error if the user attempts to send an email size more than the limit.

- Business accounts have a default size limit of 25 MB. Administrators can set the limit up to 150 MB.
- Personal accounts have a maximum size limit of 25 MB.

- **Sender Address**



Make sure to enter the exact email address that is used in both the Login User Name and Exchange Online Connector Utility.

- **SMTP Authentication and Sender Address:** Select **Use Device Setting**.

## Sending emails manually from your printer

To send event reports through email on your preferred time, do the following:

- 1 From a web browser, enter `https://123.123.123.123/` where 123.123.123.123 is the IP address of your printer.
- 2 Sign in with your administrator account.
- 3 Select **Management Settings > Notification/Report**.
- 4 In **Event Report / Scheduled Report 1**, configure the following:



You can configure up to three recipients.

- a) In **Recipient 1 E-mail address**, make sure to enter the same email address registered in Exchange Online Connector Utility.
- b) In **Event Report Items**, select the necessary items or events.
- c) In **Event Report Interval**, set your preferred interval in minutes.



An event will be reported only when at least one of the selected events occurs during the interval.

- d) In **Scheduled Report Interval**, select your preferred interval either monthly, weekly, daily, or hourly.
- e) In **Run once now**, select **Send > Submit**.

- 5 If necessary, configure other settings.

If reports are not successfully sent or received, review your settings and resolve any issues.



## 5 Troubleshooting

The following table includes the most common problems that system administrators and all other users may encounter when using the application. For each problem listed, you can do any of the recommended solutions. If your problem is not listed, contact your system administrator.

Problem	Possible cause	Recommended solution
I am unable to sign in to my Microsoft account.	<ul style="list-style-type: none"><li>You may have problems with your network or network settings.</li><li>You may have incorrectly entered your account credentials.</li></ul>	<ul style="list-style-type: none"><li>Check your network connection.</li><li>Check with your system administrator for possible restrictions.</li></ul>
I want to print my emails, but I am unable to add my email account.	The application supports only Microsoft Exchange Online accounts.	Access your non-Microsoft Exchange Online account from a web browser, then print your emails.
I lost the password that was generated by Exchange Online Connector Utility.	N/A	Delete the user, then add the user again.
I don't see the user account under Registered users.	The window has a limited number of users to display.	<ul style="list-style-type: none"><li>Scroll through the list of registered users.</li><li>Filter the registered users using search keywords, and select the magnifying glass icon.</li></ul>
	The user account was either deleted or not added successfully.	Add the user account. For more information, see <i>Adding a user</i> .
I received an error notification when configuring the mail server settings.	<ul style="list-style-type: none"><li>You may have entered incorrect settings.</li><li>Your network may have restrictions.</li></ul>	<ul style="list-style-type: none"><li>Review your settings, and try again.</li><li>For concerns about network restrictions, contact your system administrator.</li></ul>

Problem	Possible cause	Recommended solution
I received an error notification when attempting to start the mail server.	You may have entered an incorrect certificate password.	<ul style="list-style-type: none"> <li>Make sure you enter the correct certificate password.</li> <li>You can change and remove the certificate password. Go to <b>Settings &gt; SSL/TLS certificate</b>, then import the correct certificate.</li> </ul>
I am unable to access Command Center RX.	<ul style="list-style-type: none"> <li>You may have problems with your network or network settings.</li> <li>You may have incorrectly entered the IP address of your printer.</li> <li>Your printer may be turned off.</li> </ul>	<ul style="list-style-type: none"> <li>Check your network connection.</li> <li>Review the IP address of your printer, and try again.</li> <li>Check the status of your printer.</li> </ul>
I am unable to configure the settings in Command Center RX.	To configure settings, you need to sign in with your administrator credentials.	Sign in with your administrator credentials. For more information, see the <i>Command Center RX User Guide</i> .
I am unable to add more than three POP3 users in Command Center RX.	You can add more than three users in Exchange Online Connector Utility, but your printer allows a maximum of three POP3 users to be configured in Command Center RX.	<ul style="list-style-type: none"> <li>In Command Center RX, you can remove the credentials of an existing POP3 user, and then add the credentials of a new user.</li> <li>You can configure other POP3 users using a different printer.</li> </ul>



Problem	Possible cause	Recommended solution
I started the mail server successfully, but my emails were not printed automatically or manually using Command Center RX. I also did not receive any error notification.	Your Microsoft account may not be configured to access your mailbox using Exchange Online Connector Utility.	<ul style="list-style-type: none"> <li>If you are using a business account, contact your system administrator and request for access. For more information, see <i>Configuring access for business accounts</i>.</li> <li>If you are using a personal account, add mailbox access on the Outlook web application. For more information, see <i>Configuring access for personal accounts</i>.</li> </ul>
My email messages and attachments were either not printed or printed incompletely.	The POP3 email settings of your printer were not properly configured.	Review or modify the email settings in Command Center RX. For more information, see <i>Configuring the POP3 email settings of your printer</i> .
	The POP3 user account in Command Center RX was deleted from Exchange Online Connector Utility.	Remove the user account in Command Center RX. In Exchange Online Connector Utility, add the user, then in Command Center RX, reconfigure the user account.
	The printer or your network may have encountered errors.	See the printer <i>Operation Guide</i> or contact your system administrator.
	One or more email attachments are in file formats not supported by your printer.	The supported file formats for email attachments may vary depending on your printer.

Problem	Possible cause	Recommended solution
My printer is automatically printing email messages and attachments, and I want to either stop it or change the printing interval.	N/A	Do any of the following: <ul style="list-style-type: none"> <li>In Exchange Online Connector Utility, stop the mail server.</li> <li>In Command Center RX, change Check Interval to your preferred value. For more information, see <i>Configuring the POP3 email settings of your printer</i>.</li> </ul>
I received an error notification in Exchange Online Connector Utility while sending a POP3 or SMTP request using my registered user account.	You may not have configured your user profile in Command Center RX.	Configure the settings in Command Center RX. For more information, see <i>Configuring the POP3 email settings of your printer</i> and <i>Configuring the SMTP email settings of your printer</i> .
	Your mail server stopped.	Start the mail server.
	Your Exchange Online account may have issues.	Check the status of your Microsoft Exchange Online account.
	Changes in the Microsoft account credentials may not be reflected in the configuration for Exchange Online Connector Utility.	In Exchange Online Connector Utility, delete the user, then add the user again using the latest credentials. Make sure to configure the settings in Command Center RX.
	Your email data may have exceeded its limit.	Check the size limit of your email data. For SMTP, sending an email encodes the data which may exceed the size limit. For more information, see <i>Configuring the POP3 email settings of your printer</i> and <i>Configuring the SMTP email settings for your printer</i> .

Problem	Possible cause	Recommended solution
I am unable to scan multiple pages at once using the printer's document processor (DP).	You may have exceeded the set time limit for scanning the pages.	Review or modify the server timeout setting. For more information, see <i>Configuring the POP3 email settings of your printer</i> and <i>Configuring the SMTP email settings of your printer</i> .
I am having trouble adding a user.	The user may not have existed.	Review the user's account. For more information, see <i>Adding a user</i> .
	The password may be incorrect.	

