



HP LaserJet Pro MFPs - Embedded Scan to Email and Microsoft Deprecation of Basic Authentication

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Overview

Microsoft announced changes to the authentication methods for sending email supported by Microsoft 365 and Exchange Online. These changes are described in Microsoft's Exchange Online announcement regarding the retirement of Basic Authentication for SMTP client submission (SMTP AUTH), which also includes links to Microsoft's latest updates regarding their timing: [Microsoft Exchange Online: Retiring Basic authentication for SMTP AUTH](#)

Impact on HP LaserJet Pro products

OAuth 2.0, also known as Modern Authentication, is a token-based authentication framework used by Microsoft 365 and Exchange Online to replace Basic Authentication.

As of spring 2026, HP LaserJet Pro MFPs do not support OAuth 2.0 authentication for SMTP client submission. As a result, scan-to-email configurations that rely on direct authentication to Microsoft email servers using OAuth might not be supported.

Customer configuration options

To enable scan-to-email on HP LaserJet Pro MFPs in a Microsoft email system where Basic Authentication for SMTP client submission is disabled, choose one of the following options:

- **Option 1: Use HP Cloud services for scan-to-email**

Customers can use HP Cloud-based services to enable scan-to-email workflows that do not require direct authentication to Microsoft email servers. In this configuration, scanned documents are sent through an HP-managed relay service rather than submitting email directly to Microsoft Exchange Online.

NOTE: The availability and functionality of HP cloud services might vary by region and printer model.

For instructions on setting up HP Cloud-based scan-to-email, see the *Set up Scan Destinations for Scan to Email using the HP Smart Admin Portal* section in this document.

- **Option 2: Use customer-managed Microsoft email configuration**

Customers who require continued use of their Microsoft email environment can configure their Microsoft 365 or Exchange Online tenant using options documented by Microsoft for devices and applications, such as SMTP relay, or authenticated submission using service credentials. Configuration, security controls, credential management, and lifecycle ownership for these options are managed by the customer in accordance with Microsoft guidance.

For more information, see the Microsoft documentation: [How to set up a multifunction device or application to send email using Microsoft 365 or Office 365](#)

Set up Scan Destinations for Scan to Email using the HP Smart Admin Portal

To configure Scan Destinations, first set up the printer with the HP Cloud, and then add contacts for Scan to Email using the HP Smart Admin Portal.

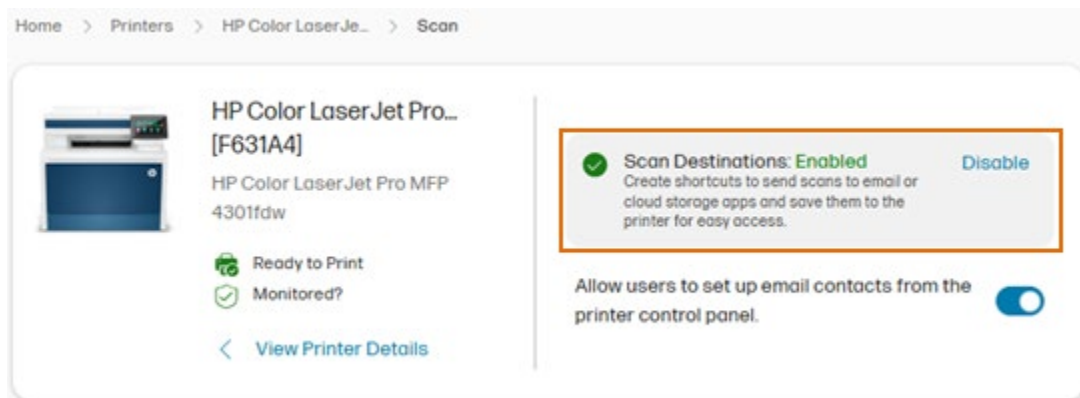
NOTE: You must pair the printer with the cloud to use cloud features such as Scan Destinations. To do this, you need the printer PIN (factory-preset Admin PIN) and the printer's IP address.

1. Make sure the printer is set up, connected to the HP Cloud, and paired to the cloud.

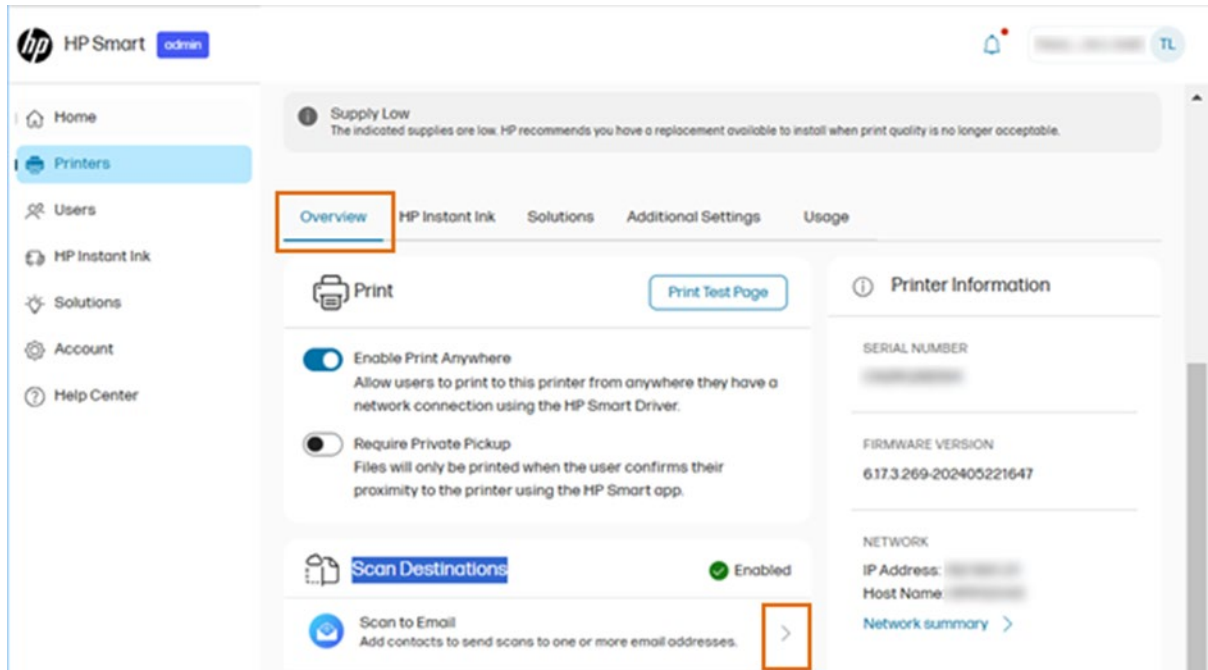
For instructions, go to [HP LaserJet Pro - How to connect the printer to the HP Cloud after setup](#). Skip the option to install a driver and print a test page.

2. Open the **HP Smart Admin Portal** dashboard.
3. Log in to an existing account with administrator credentials.
4. In the left pane, select the **Printers** menu.
5. Select the printer.
6. To create a Scan Destination, use the following steps to add a Scan to Email contact.
 - a. On the **Overview** tab, make sure the **Scan Destinations** feature is enabled.

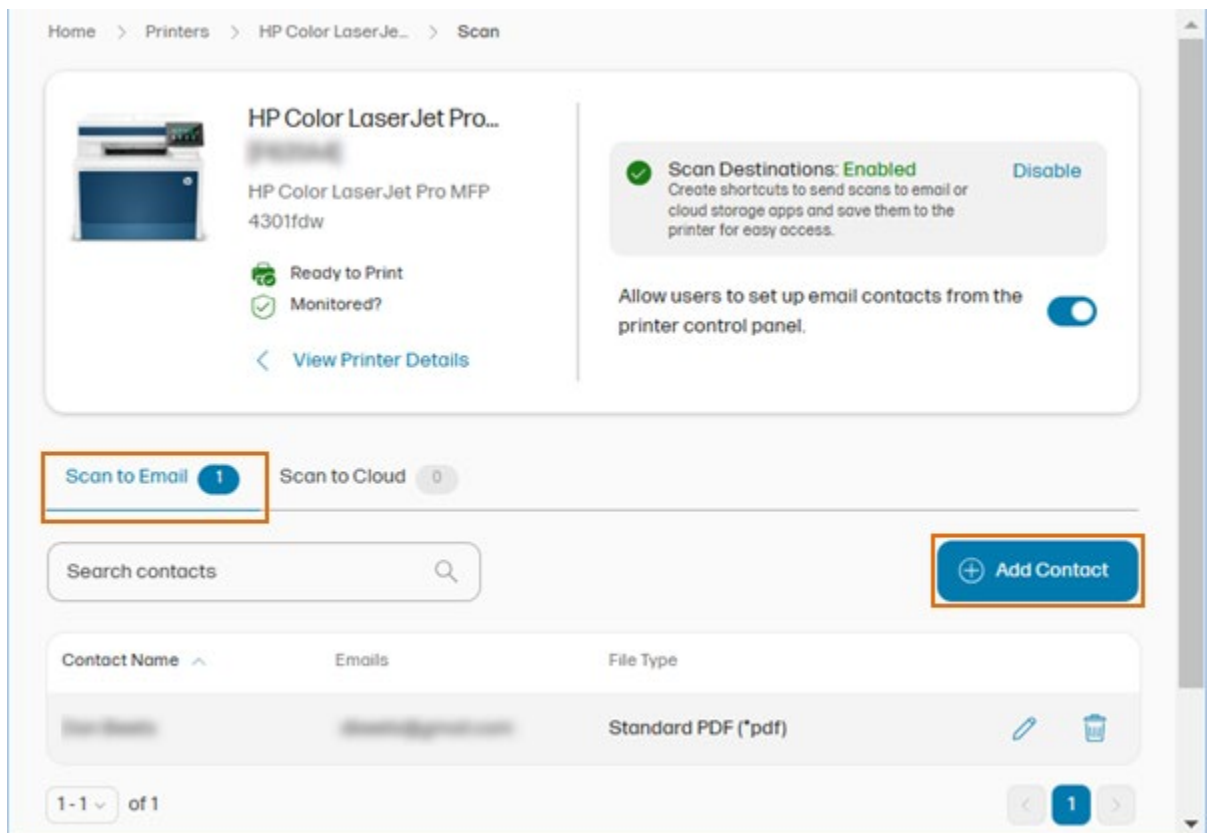
An administrator must enable the **Scan Destinations** option on the printer.



- b. Under the **Scan Destinations** section, click the arrow next to the **Scan to Email** option.



- c. On the **Scan to Email** tab, click **Add Contact**.



- d. In the **Contact name** field, type a name for the email Scan Destination, such as Insurance Company or Medical Office.

The screenshot shows a web browser window with the address bar displaying 'admin.hpsmart.com/us/en/printers/...'. The page title is 'Add Scan to Email contact'. The interface is divided into two main sections: 'Contact settings' on the left and 'Customize email message' on the right. In the 'Contact settings' section, there is a 'Contact name *' text input field with a note below it stating 'This can be the name of a person or group. Look for it when sending scans at the printer.' Below this is a 'Default file type' section with a 'File Type *' dropdown menu currently set to 'Image (*.jpg)'. In the 'Customize email message' section, there is a 'To: *' text input field, a 'Subject' text input field with the placeholder '[XYZ, Inc] sent you a scanned file', and a 'Message Body' text area with the placeholder text: 'You have a scanned file from [XYZ] Inc. You can download it and use the HP Smart app to edit, print, or share!'. At the bottom right of the form are two buttons: 'Cancel' and 'Add Contact'.

- e. Under **Default file type**, select either **Standard PDF** or **Image (*.jpg)**.
- f. In the **To** field, type the email address where scans are sent.
- g. (Optional) Type a default **Subject** and **Message Body**.
- h. Click **Add Contact**.

The contact is created. This is the name displayed on the control panel when scanning and selecting a Scan Destination.

7. Repeat these steps for any additional contacts for which you want to create a Scan Destination.

You can now select the Scan Destination when using the Scan to Email feature from the printer control panel.

hp.com/go/support

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