

7 Scan to E-mail in Windows Server 2000 or 2003

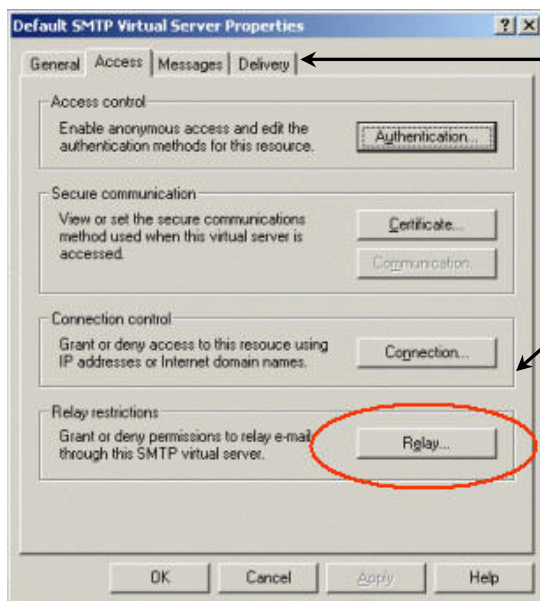
There is a common problem that occurs when installing an MFP or LAN-FAX for Scan to E-mail on a Windows server environment. Users state that they can send emails internally within their corporate email system, but they are unable to send emails from the MFP to outside email addresses.

The reason is that in a Windows 2000 and 2003 Sever environment, the network administrator has to allow SMTP relay for each device on their network that will be used for Scan to Email.

Follow the process below to set up the SMTP relay for the MFP, so Scan to E-mail will work for external e-mails.

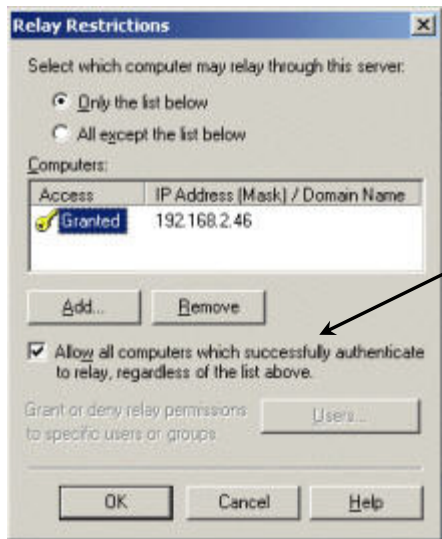
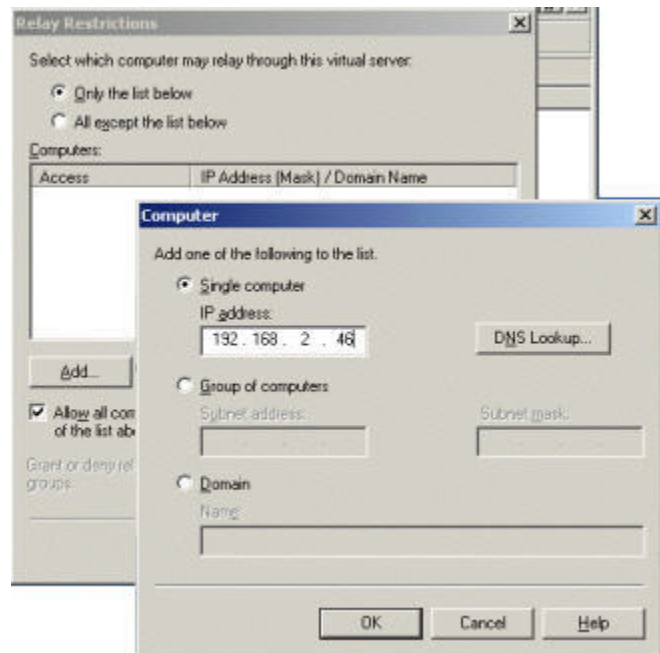
7.1 Enabling SMTP Relay for Windows Server with MS Exchange

1. From the Windows Start menu, select: Programs → Microsoft Exchange → System Manager.
2. When the System Manager opens, access the SMTP settings by following this click path: Servers → (*Server Name*) → Protocols → SMTP.
3. Right click on the default SMTP server, and select **Properties**.



4. From the Properties menu, select the **Access** tab.
5. Under the section labeled **Relay Restrictions**, click the **Relay** button.

6. From the Relay Restrictions pop-up, click the **Only the List below radio** button. This allows only the MFP(s) listed to access the SMTP relay.
7. Click **Add**.
8. On the Computer pop-up, enter MFP IP Address.
9. Click **OK** to close the pop-up and add the MFP to the SMTP relay access list.



10. On the Relay Restrictions pop-up, be sure to check **Allow all computers that successfully authenticate to relay** before selecting **OK** to save the settings.