



Office 365

Office 365 - Mail / SMTP setup

i This feature is only available from Claromentis 8.13.17

Office 365 - Mail / SMTP

Prerequisites / Integration explanation:

If you use Office 365, you may want to configure Claromentis to send outgoing notifications via email, by utilising a combination of our 'Mail' application and your Office 365 relay.

You'll need the user credentials (username and password) for one user within Office 365. They don't need to have a mailbox in order to send outgoing email, but it does have to be a valid user that sits within your Office 365.

The type of integration that is supported is referred to as a 'SMTP auth' by Microsoft and is explained in detail here: <https://learn.microsoft.com/en-us/exchange/mail-flow-best-practices/how-to-set-up-a-multifunction-device-or-application-to-send-email-using-microsoft-365-or-office-365#option-1-authenticate-your-device-or-application-directly-with-a-microsoft-365-or-office-365-mailbox-and-send-mail-using-smtp-auth-client-submission>

1. Set Mail Integration in Claromentis

Navigate to **Admin > System > Mail**

Set the server type: **SMTP**

Host: **smtp.office365.com**

Port: **587**

Use authentication: **Yes**

Username: <email address>

Password: <password>

Localhost: your domain - e.g. company.myintranet.com

Example configuration:

Outgoing Mail Configuration

This configuration affects all outgoing email messages from Claromentis. Changes to configuration take effect immediately.

We recommend thoroughly testing connection details before changing them.

Server type

SMTP

Send emails via an SMTP server (Recommended)

Host

The hostname to use for SMTP connections

smtp.office365.com

Port *

The port to use for SMTP connections

587

Use authentication

Whether or not to use SMTP authentication

Yes No

Username

The username to use for SMTP authentication

will...com

Password

The password to use for SMTP authentication

XXXXX

Localhost

The value to give when sending EHLO or HELO

company.myintranet.com

2. Test Connection

Test the connection by clicking the [Test Connection] button

3. Save Configuration

Click [Save] to save the configuration.

Testing outgoing emails

We'd recommend going to Admin > Labs and testing outgoing email notifications from here, once you've configured the mail panel. This will send a test email to an email address of your choice, to check for any issues with outgoing emails. Refer to the 'Troubleshooting' section below for further guidance.

How can I see email activity in Office 365?

If you go to the Exchange admin centre from the 365 Admin portal, then go to Mail Flow > Message trace. Here you can see all outgoing emails.

Troubleshooting

1. SSL/TLS: When testing the configuration, if you have an error related to SSL/TLS, it could be that the web server you're sending *from* doesn't support TLS 1.2+. Please ensure that you enable this on the web server.
2. Proxy Issues: If the web server has TLS 1.2 enabled and you're still seeing issues with outgoing emails, it could be that there is a proxy on the web server which is blocking outgoing connections. Sometimes, this presents as a timeout when it attempts to connect to the SMTP server, particularly when testing outgoing emails from Admin > Labs in Claromentis.

