

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**

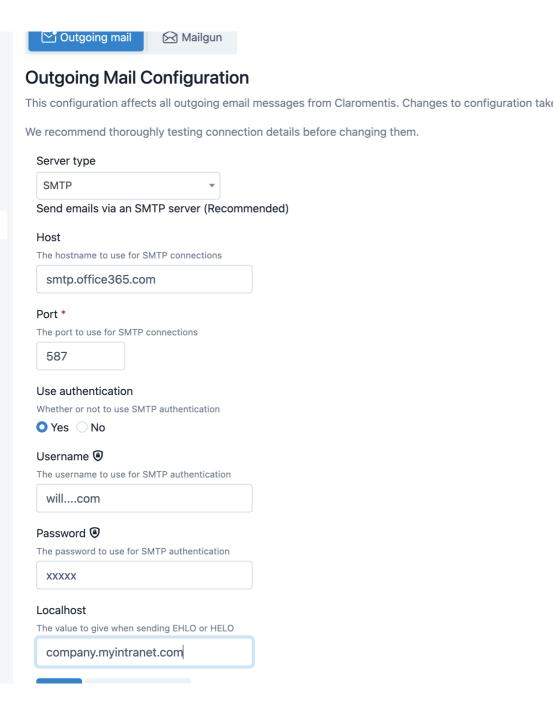
Use authentication: Yes

Username: <email address>

Password: <password>

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

Example configuration:



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.

Created on 25 November 2024 by Will Emmerson