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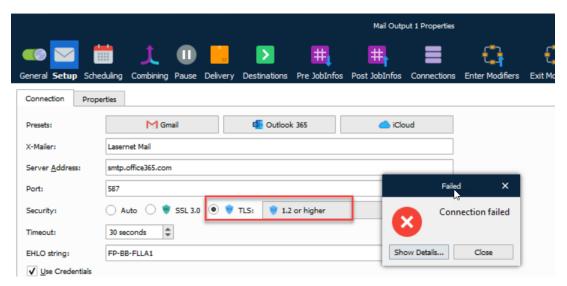
TLS protocol in Office 365 causing Mail Output failure

Alex Clemons - 2024-04-12 - Comments (0) - Lasernet General Information

## Lasernet

Microsoft has recently made a change to its TLS handling protocol. This has resulted in a connection failure with the Lasernet Mail Output port when using SMTP with Office365.

When **TLS 1.2 or higher** is selected, the connection fails:



Solution

To solve this connection failure, ensure that users change the TLS setting by selecting **TLS 1.2** and then **Commit/Deploy**.

		Mail Output 1 Properties				
General Setup Scher	luling Combining Pause Delivery Destinations	tter JobInfos	Post JobInfos	Connections	Enter Modifiers	Exit M
Connection Prope	ties					
Presets:	M Gmail 🖷 Outlook 365			ud		
X-Mailer:	Lasernet Mail					
Server <u>A</u> ddress:	smtp.office365.com					
Port:	587		Su	ccess	×	
Security:	🔿 Auto 🔿 💗 SSL 3.0 💿 🖤 TLS: 🛭 💗 1.2			Con	nection succeed	adl
Timeout:	30 seconds				nection succeed	eu:
EHLO string:	FP-BB-FLLA1				ОК	
✓ <u>U</u> se Credentials						

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