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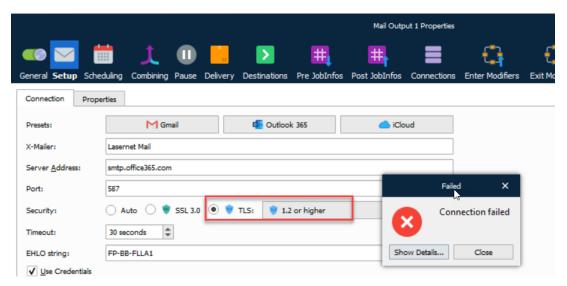
TLS protocol in Office 365 causing Mail Output failure

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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