Hosted Exchange supported client list and compatibility

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Overview

This article outlines the mail clients compatible with your Micron21 Hosted Exchange (premium) mailbox. Other mail clients may also work, but may provide a degraded user experience. If you don't have an mail client, you can access your mailbox using the Hosted Exchange Web portal.

Supported mail clients

Please ensure your mail client is fully up to date.

- Microsoft 365 Apps for enterprise
- Outlook 2021
- Outlook 2019
- Outlook 2016
- Outlook 2013
- Outlook for Mac for Office 365
- Outlook 2016 for Mac
- Outlook for iOS
- Apple Mail (MacOS v10.8 onwards)
- Outlook for Android

Supported operating systems

Please make sure your operating system is fully up to date.

- Windows 7 (with KB3140245 applied. See https://support.microsoft.com/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi)
- Windows 8

- Windows 8.1
- Windows 10
- Windows 11
- Mac OS X v10.8 onwards

Other mail clients or operating systems

Other mail client or operating systems not supported by our Hosted Exchange platform may be able to connect and function correctly. Some clients may not support Exchange protocols and will only be able to connect using POP or IMAP.

TLS and NTLM security requirements

TLS

- TLS 1.2 is required.
- TLS 1.0, TLS 1.1, and TLS 1.3 are not supported.

NTLM

- NTLMv2 is required.
- NTLMv1 is not supported.

To ensure your computer is configured to use NTLMv2, close Outlook and do the following:

1. Open Registry Editor
2. Locate and then select the following registry keyand ensure it is set to '4':

   HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Lsa\LmCompatibilityLevel

If you don't see the 'LmCompatibilityLevel' key then it means your system is configured to use operating system defaults. From Windows 2008 R2 and onwards the operating system default is to support NTLMv2 authentication, so if your system is newer than this it means NTLMv2 authentication should be automatically configured upon connection to Hosted Exchange.

- Tags
- client
- email
- exchange
- hosted exchange
- outlook