Test Hosted Exchange mailbox AutoConfiguration using Outlook

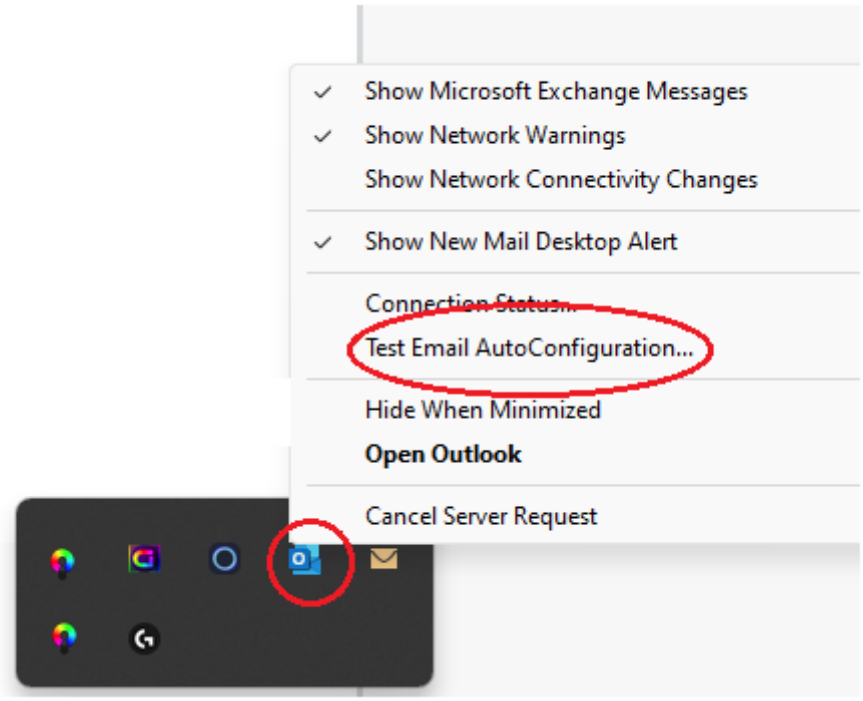
Damian JacksonUA - 2023-05-17 - Hosted Exchange

Summary

When you're having issues with your Hosted Exchange account in Outlook it can be helpful to gather auto configuration details for troubleshooting. This article provides steps on how to perform auto configuration checks and obtains logs.

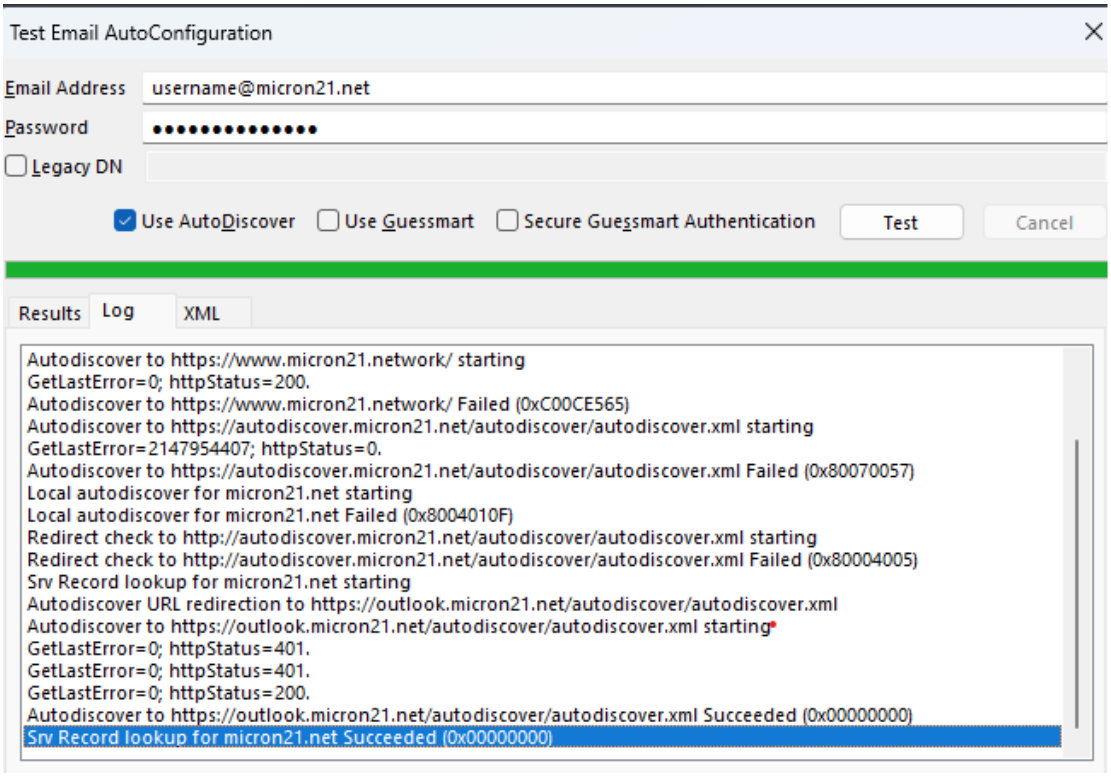
Process

- Open 'Outlook
- In the system tray at the bottom right of the screen near the clocl, look for the Outlook icon
- Hold the 'ctrl' button on the keyboard and right click the Outlook icon with the mouse
- Select 'Test Email AutoConfiguration



- Enter your e-mail address and password

- Untick ‘Use Guessmart’ and ‘Secure Guessmart Authentication’
- Select ‘Test’



- Select the ‘Log’ tab
- Take a screenshot of the last part of the log and add it to a support ticket reply
- Select the ‘XML’ tab
- Copy and paste the XML contents into a support ticket reply
- A support agent will review your auto configuration results