Test Hosted Exchange mailbox AutoConfiguration using Outlook

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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
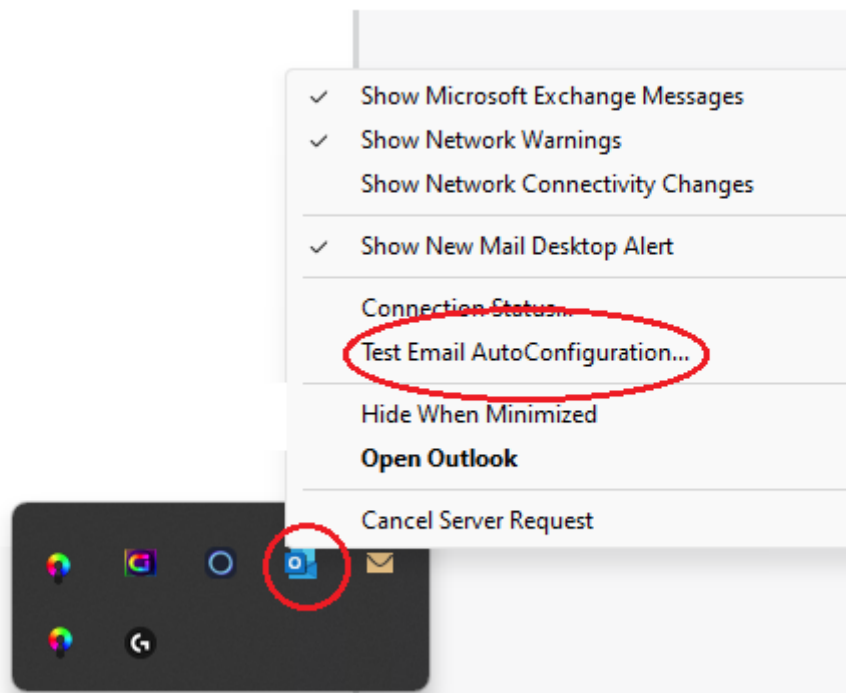
- Enter your e-mail address and password

- Untick 'Use Guessmart' and 'Secure Guessmart Authentication'

- Select 'Test'

Test Email AutoConfiguration

Email Address   username@micron21.net
Password   ••••••••••••••
☐ Legacy DN

☑ Use AutoDiscover   ☐ Use Guessmart   ☐ Secure Guessmart Authentication   [Test]   [Cancel]

Results   **Log**   XML

```
Autodiscover to https://www.micron21.network/ starting
GetLastError=0; httpStatus=200.
Autodiscover to https://www.micron21.network/ Failed (0xC00CE565)
Autodiscover to https://autodiscover.micron21.net/autodiscover/autodiscover.xml starting
GetLastError=2147954407; httpStatus=0.
Autodiscover to https://autodiscover.micron21.net/autodiscover/autodiscover.xml Failed (0x80070057)
Local autodiscover for micron21.net starting
Local autodiscover for micron21.net Failed (0x8004010F)
Redirect check to http://autodiscover.micron21.net/autodiscover/autodiscover.xml starting
Redirect check to http://autodiscover.micron21.net/autodiscover/autodiscover.xml Failed (0x80004005)
Srv Record lookup for micron21.net starting
Autodiscover URL redirection to https://outlook.micron21.net/autodiscover/autodiscover.xml
Autodiscover to https://outlook.micron21.net/autodiscover/autodiscover.xml starting•
GetLastError=0; httpStatus=401.
GetLastError=0; httpStatus=401.
GetLastError=0; httpStatus=200.
Autodiscover to https://outlook.micron21.net/autodiscover/autodiscover.xml Succeeded (0x00000000)
Srv Record lookup for micron21.net Succeeded (0x00000000)
```

- 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