



### Office 365 Relay Manual

Please refer to the relevant section below for instructions to set up Office 365 Relay for NowInfinity.

#### Contents:

- 1. Switching Outlook host and port to avoid outgoing email issue failure......1

## 1. Switching Outlook host and port to avoid outgoing email issue failure

If the settings for outgoing email settings has been saved with SMTP settings, and Outlook as the Provider (using Exchange 365 and ordinary SMTP (host: smtp.office365.com), with an SMTP port 587 or SMTP port 465; and if you are having an issue with sending emails via NowInfinity, it is recommended that the SMTP server is switched to a mail.protection.outlook.com host with SMTP port saved as 25 and to add a connector to your outgoing email settings.

#### Setting up the mail.protection.outlook.com host

The Host details can be found from the MX records by referring to a third party website such as <a href="https://toolbox.googleapps.com/apps/dig/">https://toolbox.googleapps.com/apps/dig/</a>

ame	.com.au	Domain na	me								
A	AAAA	ANY	CAA	CNAME	МХ	NS	PTR	SOA	SRV	тхт	

Host:	*****-***-****.mail.protection.outlook.com
Port:	25





#### These details can be saved on NowInfinity from Menu > Portal > Portal Settings > Email settings:

	Send Test Email 🛛 🥥 Set SM
PE:	
SMTP	v
SENDER DATA	
PROVIDER:	
Other	Save sender
SMTP SERVER:	SMTP PORT:
-com-au.mail.protection.outlook.com	25
SMTP LOGIN:	SMTP PASSWORD:
email address	
FROM NAME:	FROM ADDRESS:
Sender name	Sender email address
SEND A COPY OF ALL EMAILS TO:	
	✓ Allow SSL Connections

**Note**: If the mail host has been changed to \*\*\*\*\*\_\*\*\*.mail.protection.outlook.com, and port 25, an additional connector should to be created to avoid problems such as failure to send multiple emails, or to non-office domain clients. You can set up the connector using the following steps depending on your access and the version of Office 365 admin that is being used.



- 2. Steps to create a manual for creating mail relay in new Office 365 Admin GUI
- 1) Select "Mail flow":

	Exchange admin center								
=			NowInfinity Pty Ltd.				+ Add card (7 more available)	📢 What's new?	Oefault
<u>ش</u>	Home								
8	Recipients	~							
	Mailboxes		Training & guide		Mailboxes	Mail flow			
	Groups Resources		Training for admins Exchange admin center video tutorial		Manage email forwarding	238k au	to-forwarded		
	Contacts		Documentation		Add a shared mailbox	message	es		
	Mail flow	~	Learn to use the Exchange admin center		Hide from address list	Shows messages th Microsoft cloud org	at were automatically forwarded from your to recipients in external domains.		
~a	Roles	~			Edit a mailbox		co pri cong.		
1	Migration	~			Lore a manufox	View report			
k	Reports	~							
Q	Insights		Mail flow		Exchange				
2	Organization	~	17.4k inbound		Latest 5 batches				
Cş	Public folders	~	messages		No data available				
0	Classic Exchange admin center			-1					
٥	Microsoft 365 admin center		TLS1.0 TLS1.1 TLS1.2 NoTLS						

2) Select "Your organization's email server":

Add a connector

New connector	New connector
O Name	Specify your mail flow scenario, and we'll let you know if you need to set up a connector.
	Connection from
Authenticating sent em	il Office 365
	Your organization's email server
<ul> <li>Review connector</li> </ul>	O Partner organization
	Connection to
	Office 365

- 3) Add Class (NowInfinity) IP's addresses
  - 52.64.41.85
  - ✤ 52.64.41.199
  - 52.64.7.174



Authenticating sent email

Review connector



ose how Office 365 will authenticate and accept email sent from your email server. By verifying that the subject name on the certificate that the sending server uses to authenticate with Office 365 matches the domain entered in the text box below (recommended) Example: contoso.com or *.contoso.com By verifying that the IP address of the sending server matches one of the following IP addresses, which belong exclusively to your organization Example: 10.5.3.2 or 10.3.1.5/24 52.64.41.85 52.64.41.199 52.64.7.174 Tector	r should Office 365 identify email from your em	nail server?
By verifying that the subject name on the certificate that the sending server uses to authenticate with Office 365 matches the domain entered in the text box below (recommended)   Example: contoso.com or *.contoso.com   By verifying that the IP address of the sending server matches one of the following IP addresses, which belong exclusively to your organization   Example: 10.5.3.2 or 10.3.1.5/24   52.64.41.85   52.64.41.199   52.64.7.174   Connector	Choose how Office 365 will authenticate and accep	t email sent from your email server.
Example: contoso.com or *.contoso.com   By verifying that the IP address of the sending server matches one of the following IP addresses, which belong exclusively to your organization   Example: 10.5.3.2 or 10.3.1.5/24   Example: 10.5.3.2 or 10.3.1.5/24   \$2.64.41.85   \$2.64.41.99   \$2.64.7.174   a connector Connector cread	<ul> <li>By verifying that the subject name on the certif authenticate with Office 365 matches the doma (recommended)</li> </ul>	ficate that the sending server uses to ain entered in the text box below
By verifying that the IP address of the sending server matches one of the following IP addresses, which belong exclusively to your organization   Example: 10.5.3.2 or 10.3.1.5/24   52.64.41.85   52.64.41.199   52.64.7.174   a connector   Connector creat	Example: contoso.com or *.contoso.com	
Example: 10.5.3.2 or 10.3.1.5/24       +         52.64.41.85       III         52.64.41.199       III         52.64.7.174       III	By verifying that the IP address of the sending addresses, which belong exclusively to your orgonal detections and the sender of the send	server matches one of the following IP ganization
52.64.41.85       □         52.64.41.199       □         52.64.7.174       □	Example: 10.5.3.2 or 10.3.1.5/24	+
52.64.41.199       □         52.64.7.174       □	52.64.41.85	Ŵ
a connector Connector Crea	52.64.41.199	Ū.
a connector Sonnector crea	52.64.7.174	<u>i</u>
a connector Sonnector crea		
Sonnector crea	connector	
		Connector created
New connector Add another connector	ew connector	Add another connector

On SMTP\_Relay Your org O365





New Connector - Google Chrome	_	$\times$
outlook.office365.com/ecp/Connectors/InboundOnPremConnector.aspx		
New connector		
This connector lets Office 365 accept email messages from your organization's email server (also called an on-premises server)		
^Name:		
INDULY KODV		
Sivi r _ixelay		
Description:		
Description:          What do you want to do after connector is saved?         Implementation         Retain internal Exchange email headers (recommended)		
Description:          What do you want to do after connector is saved?         Immediate Turn it on         Retain internal Exchange email headers (recommended)		
Description:          What do you want to do after connector is saved?         Image: Turn it on         Retain internal Exchange email headers (recommended)		





# 3. Steps where an old Office 365 Admin GUI is being used

	Admin				
Ex	change admin center				
das	hboard	rules mess	age trace accepted domains remote domain	s connectors	
reci	pients				
peri	missions	+- 🖍 🖻 i	〕↑↓  ↓  ↓  ₽  ₹  ₽ ₽		
com	npliance management	ON RL	LE		PRIORITY A
orga	anization	✓ Pr ✓ BC	actice Protect Password Redirect C support message to info		<b>0</b> 1
prot	tection				
mai	il flow				
mol	bile				
pub	lic folders				
unif	ied messaging				
hyb	rid				
63	New Exchange admin center				
	rules message trace accen	ted domains in	emote domains connectors		
	Tules message trace accep		emote domains connectors		
	We have simplified & improved preview the experience.	I the Connectors m	anagement experience in the new Exchange adm	in portal. You can try to	Try it now
	Connectors held control the flow of emai	il messages to and from	your Office 365 organization. However, because most organ	zations don't need to use connectors, we recom	mend that you first check to see if yo
	Want to relp us improve connectors? Jus	t send us feedback and	let us know what you liked, didn't like, or what we can do to	make your experience better.	
	+/ 🖻 🕄				
	STATUS 🔺 NAME		FROM	то	





preview u	ne experience.					
Connectors h Want to help	New Connector - Google Chrome     outlook.office365.com/ecp/Connectors/ConnectorSelection.aspx?ActivityConnectorSelection	Correlatic	– onID=531	ロ e776d-2f	× f8	to use connectors, we recor ice better.
+ 🖍 🖮 (	Select your mail flow scenario Specify your mail flow scenario, and we'll let you know if you need to set up a connector.	Off	Fice 265, Vo	ur cloud		
On	Learn more From: Your organization's email server ▼ To: Office 365 ▼ You need to create a connector withis mail flow scenario. When this connector is set up, Office 365 ♥ You need to create a connector withis mail flow scenario. When this connector is set up, Office 365 will accept messages from our organization's email server and send the messages to recipients on your behalf. Accomplete this scenario, you'll also need to configure your email server to send email messages directly to Office 365. Learn more about configuring your email server	Par par org bu: bar clo pror ser	fice 365: Yo hail subscrip all server: hail server: hail server: hail server to hange. It's con- premise ther organ ther organ ther can bo ganization y siness with nk. It can a ud email so yolder that vices such	ur cloud otion. tion's This is an hat you often called es server. ization: A e an you do , such as a lso be a ervice provides as	~	

#### + Add a connector 📋 Delete 💍 Refresh

New connector  This connector lets Office 365 accept email messages from your organization's email server also called an on-premises server).  Name: SMTP_Relay  Description:  What do you want to do after connector is saved? Turn it on	New connector This connector lets Office 365 accept email messages from your organization's email server (also called an on-premises server). *Name: SMTP_Relay Description:  What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)			
This connector lets Office 365 accept email messages from your organization's email server also called an on-premises server). Name: SMTP_Relay Description: What do you want to do after connector is saved? Turn it on	This connector lets Office 365 accept email messages from your organization's email server (also called an on-premises server). *Name: SMTP_Relay Description: 	New connector		
This connector lets Office 365 accept email messages from your organization's email server also called an on-premises server). 'Name: SMTP_Relay Description: What do you want to do after connector is saved? Turn it on	This connector lets Office 365 accept email messages from your organization's email server (also called an on-premises server). *Name: SMTP_Relay Description: What do you want to do after connector is saved? Yhat do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)			
Name: SMTP_Relay Description: What do you want to do after connector is saved? Turn it on	*Name: SMTP_Relay Description: What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)	This connector lets Office 365 accept email messages from your organization's email server (also called an on-premises server).		
SMTP_Relay Description: What do you want to do after connector is saved? Turn it on	SMTP_Relay Description: What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)	*Name:		
Description: What do you want to do after connector is saved? Turn it on	Description: What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)	SMTP_Relay		
What do you want to do after connector is saved?	Description: What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)			
What do you want to do after connector is saved?	What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)			
What do you want to do after connector is saved?	What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)	Description:		
What do you want to do after connector is saved?	What do you want to do after connector is saved? Iurn it on Retain internal Exchange email headers (recommended)	Description:		
What do you want to do after connector is saved?	What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)	Description:		
What do you want to do after connector is saved?	What do you want to do after connector is saved? Turn it on Retain internal Exchange email headers (recommended)	Description:		
What do you want to do after connector is saved? Turn it on	What do you want to do after connector is saved? Iurn it on Retain internal Exchange email headers (recommended)	Description:		
Turn it on	<ul> <li>Turn it on</li> <li>Retain internal Exchange email headers (recommended)</li> </ul>	Description:		
	Retain internal Exchange email headers (recommended)	Description:		
A Retain internal Exchange email headers (recommended)		Description:		
		Description: What do you want to do after connector is saved? I' Turn it on Retain internal Exchange email headers (recommended)		





😼 New Connector - Google Chrome	_		$\times$
outlook.office365.com/ecp/Connectors/InboundOnPremConnector.aspx			
New connector			
How should Office 365 identify email from your email server?			
By verifying that the subject name on the certificate that the sending server uses to authenticate with Office 365 matches this domain name (recommended)			
Example: contoso.com or *.contoso.com			
<ul> <li>By verifying that the IP address of the sending server matches one of these IP</li> </ul>			
addresses that belong to your organization			
+ / -			
52.64.41.85			
52.64.41.199			
52.64.7.174			
Office 365 will only accept messages through this connector if the sender's domain or TLS certificate domain is configured as an accepted domain for your Office 365 organization. Learn more			
Back Next	Ca	ncel	

Connectors help control the flow of email messages to and from your Office 365 organization. However, because most organizations don't need to use connectors, we recomm

Want to help us improve connectors? Just send us feedback and let us know what you liked, didn't like, or what we can do to make your experience better.

