Office 365 Relay Manual

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

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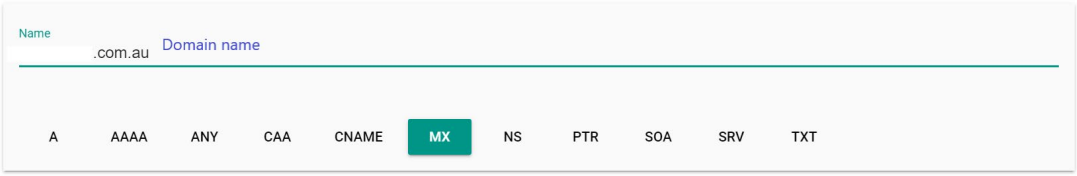
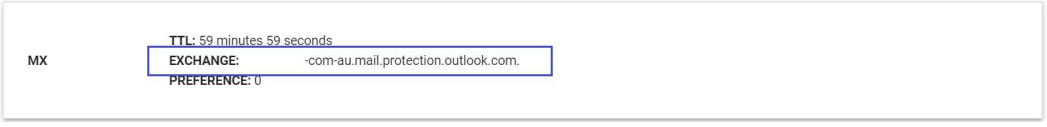
1. Switching Outlook host and port to avoid outgoing email issue failure

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

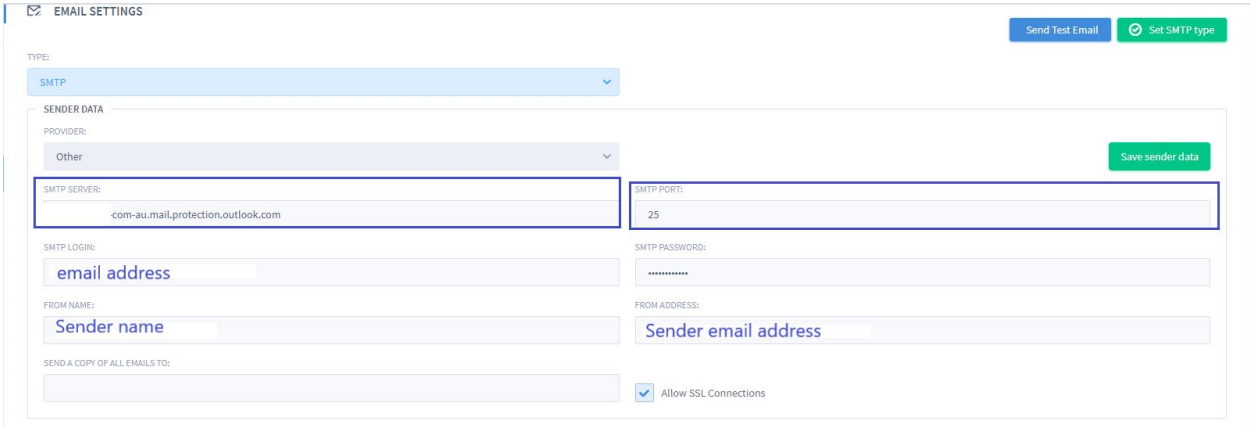
The Host details can be found from the MX records by referring to a third party website such as https://toolbox.googleapps.com/apps/dig/





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

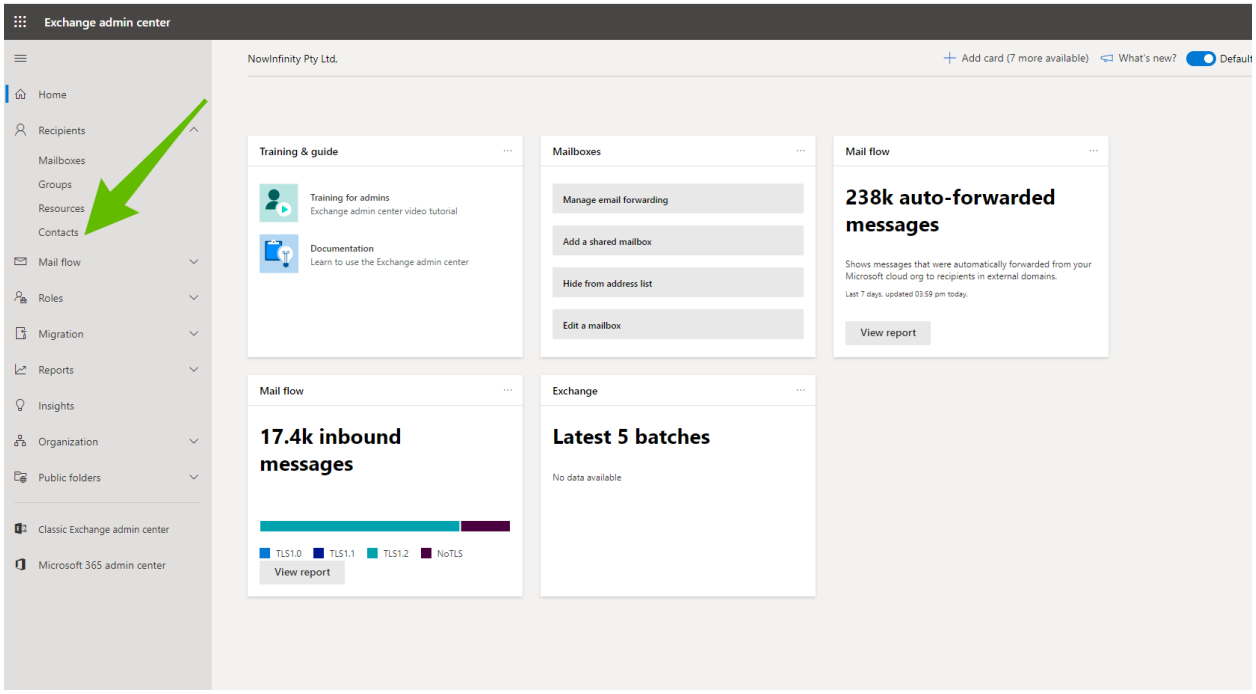
These details can be saved on NowInfinity from **Menu > Portal > Portal Settings > Email settings:**



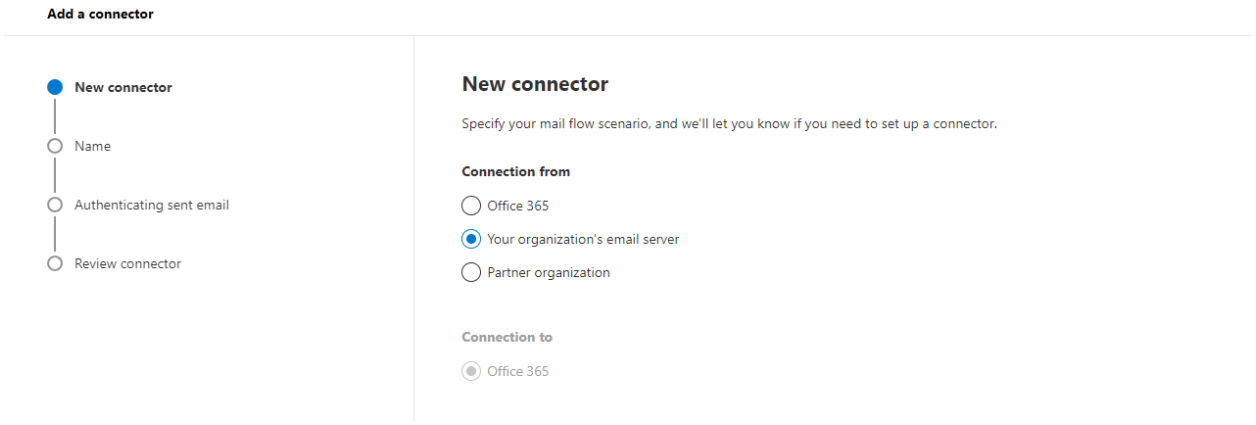
Note: If the mail host has been changed to *****-***-****.mail.protection.outlook.com, and port 25, an additional connector should to be created to avoid problems such as failure to send multiple emails, or to non-office domain clients. You can set up the connector using the following steps depending 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

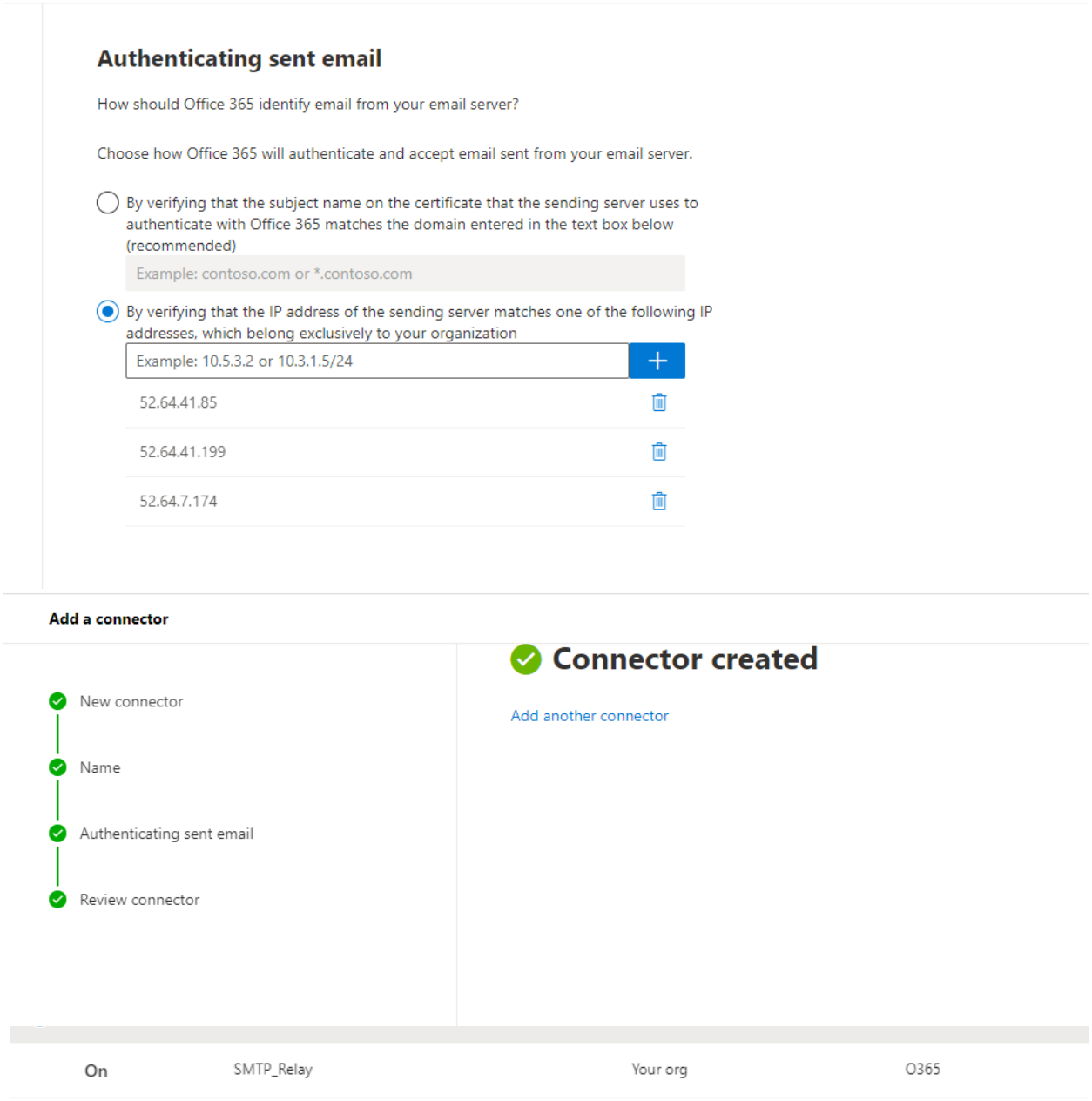
1) Select – “Mail flow”:

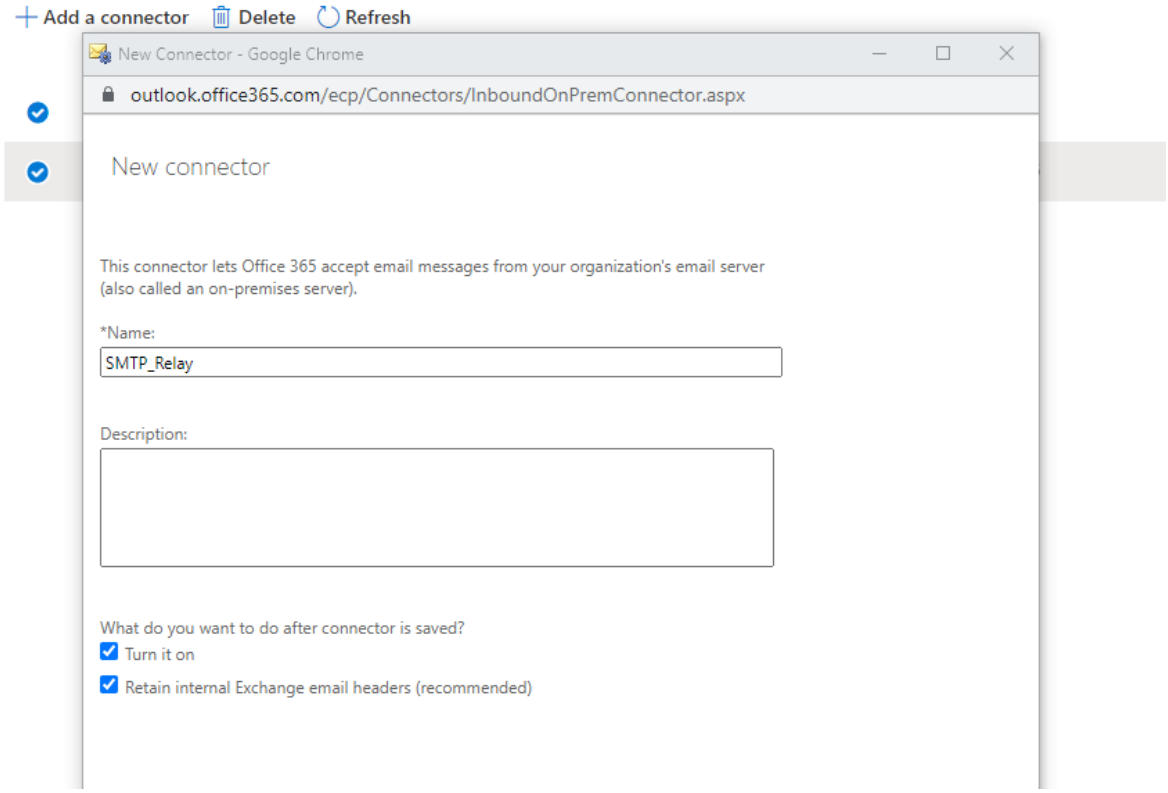


2) Select “Your organization’s email server”:

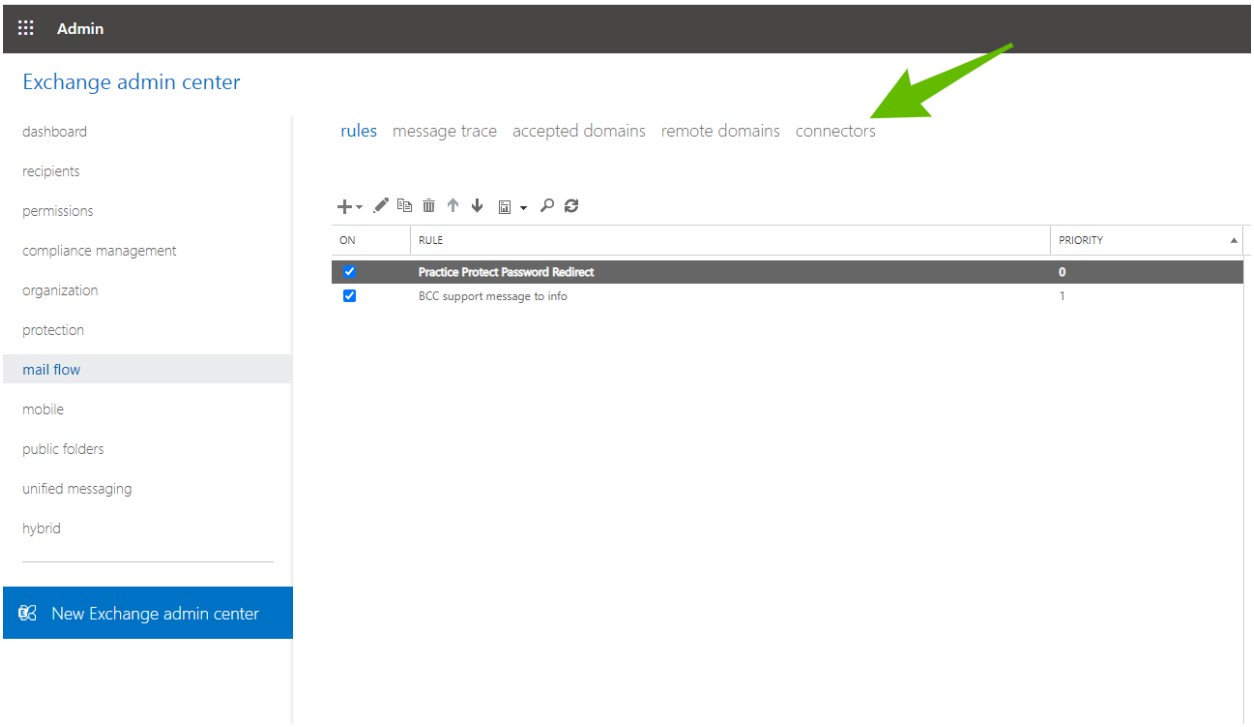


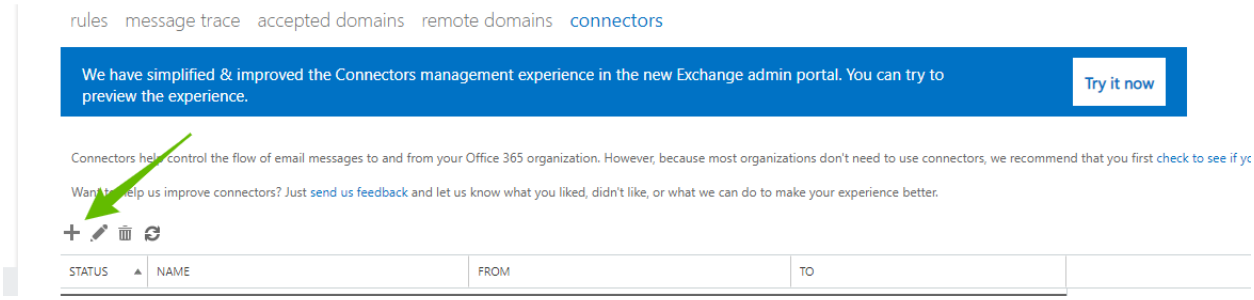
3) Add Class (NowInfinity) IP’s addresses
   - 52.64.41.85
   - 52.64.41.199
   - 52.64.7.174

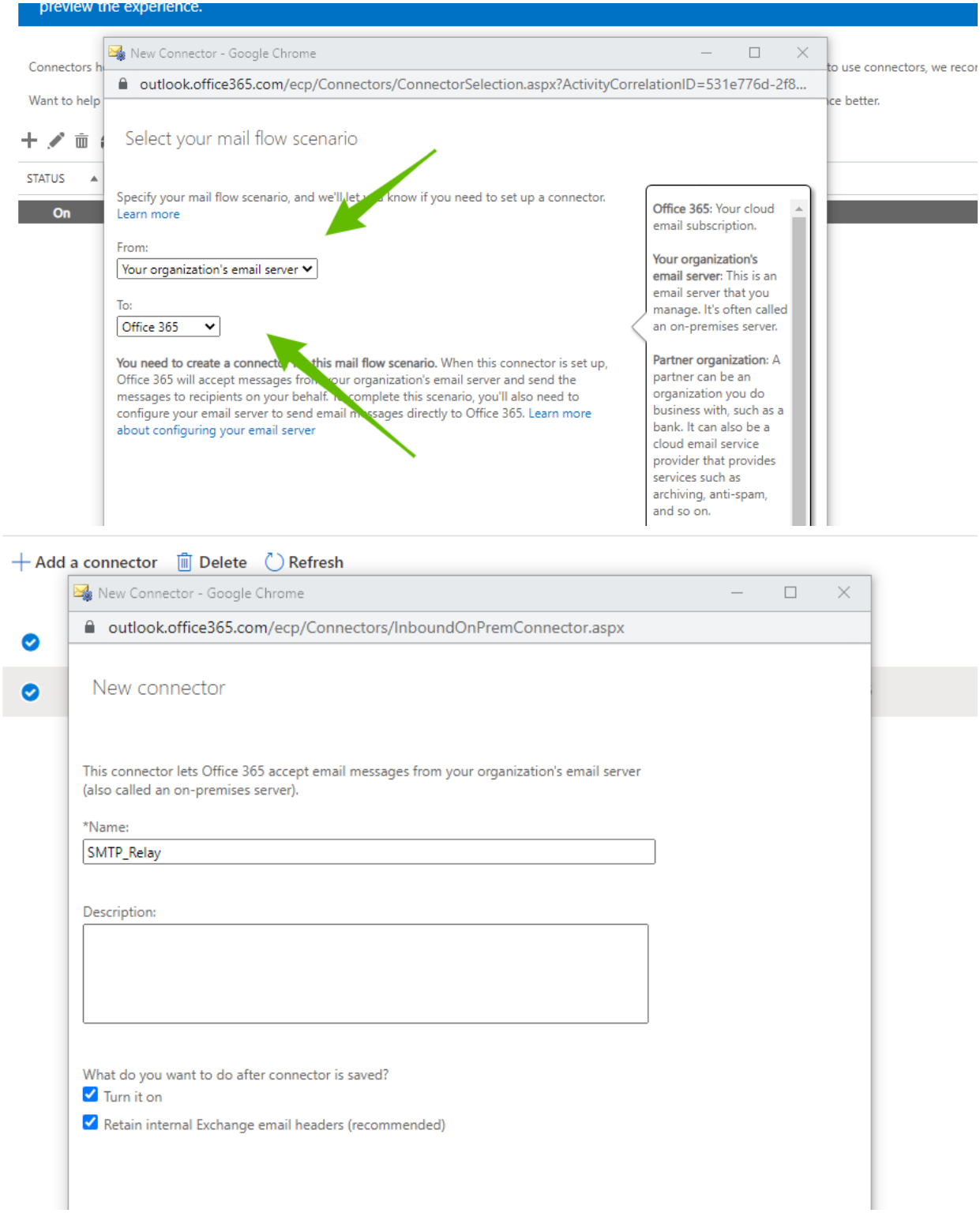

Authenticating sent email
How should Office 365 identify email from your email server?
Choose how Office 365 will authenticate and accept email sent from your email server.
By verifying that the subject name on the certificate that the sending server uses to authenticate with Office 365 matches the domain 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
Add a connector
New connector
Name
Authenticating sent email
Review connector
Connector created
Add another connector
On
SMTP_Relay
Your org
O365

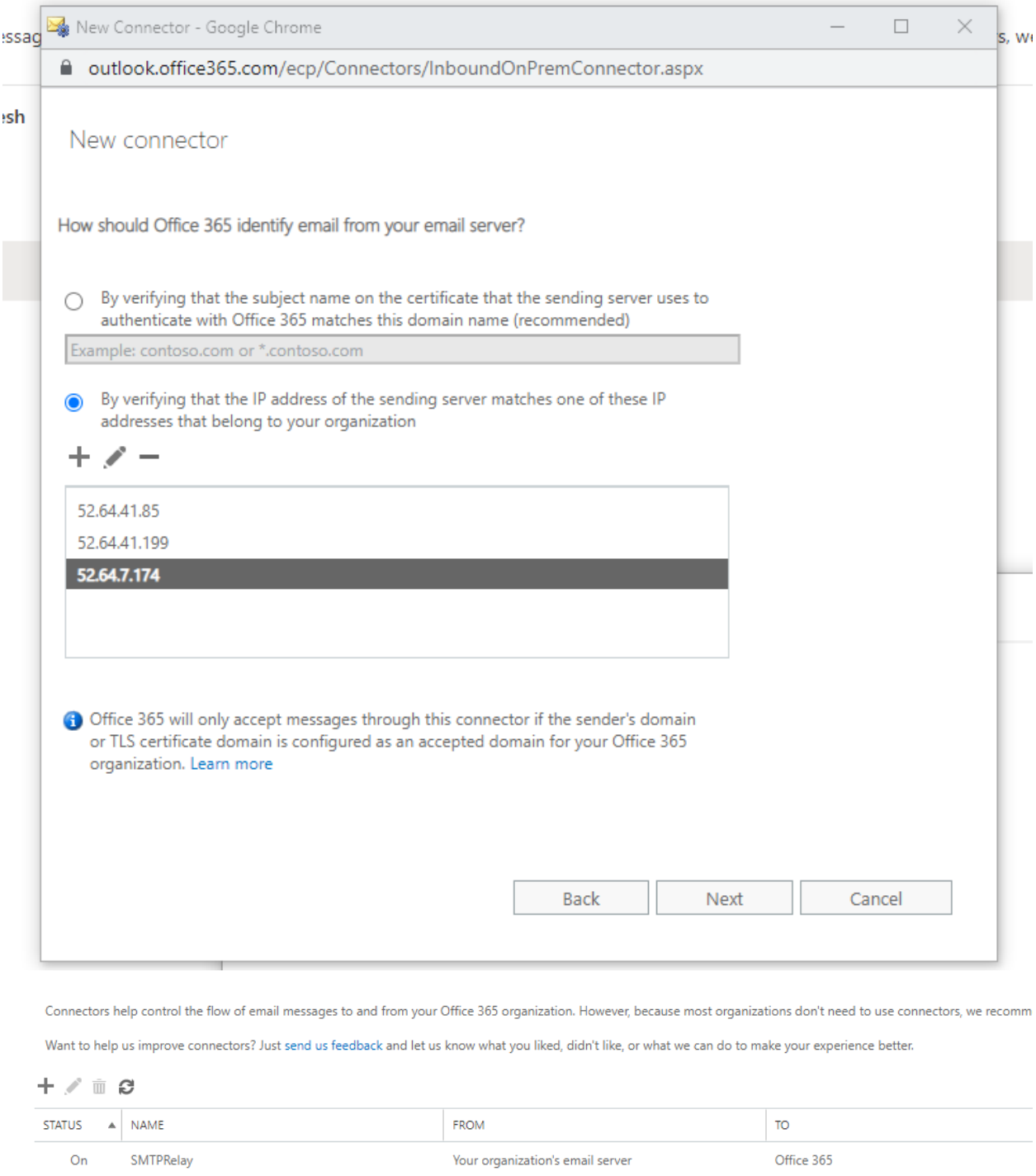

Add a connector
Delete
Refresh
New Connector - Google Chrome
outlook.office365.com/ecp/Connectors/InboundOnPremConnector.aspx
New connector
This connector lets Office 365 accept email messages from your organization's email server (also called an on-premises server).
*Name:
SMTP_Relay
Description:
What do you want to do after connector is saved?
Turn it on
Retain internal Exchange email headers (recommended)

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






preview the experience.
New Connector - Google Chrome
outlook.office365.com/ecp/Connectors/ConnectorSelection.aspx?ActivityCorrelationID=531e776d-2f8...
Select your mail flow scenario
Specify your mail flow scenario, and we'll let you know if you need to set up a connector.
Learn more
From:
Your organization's email server
To:
Office 365
You need to create a connector for this mail flow scenario. When this connector is set up, Office 365 will accept messages from your organization's email server and send the messages to recipients on your behalf. To complete 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
Office 365: Your cloud email subscription.
Your organization's email server: This is an email server that you manage. It's often called an on-premises server.
Partner organization: A partner can be an organization you do business with, such as a bank. It can also be a cloud email service provider that provides services such as archiving, anti-spam, and so on.
STATUS
On
Add a connector
Delete
Refresh
New Connector - Google Chrome
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:
SMTP_Relay
Description:
What do you want to do after connector is saved?
Turn it on
Retain internal Exchange email headers (recommended)


New Connector - Google Chrome
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
By verifying that the IP address of the sending server matches one of these IP 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
Cancel
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.
STATUS
NAME
FROM
TO
On
SMTPRelay
Your organization's email server
Office 365