Letters - Email - Microsoft Office 365 - SMTP Workaround

882 TDO KB November 24, 2026 Setup, Troubleshooting 26.36K

Overview

Microsoft made changes to SMTP Authentication, specifically disabling OAUTH support, that has been blocking TDO's ability to send email. TDO is working on modern OAUTH support, but we currently do not have an ETA on when that will be available. There are some configurations other offices were able to implement to work around this, but your specific configuration may need additional settings.

Below is potential solution/workaround, but TDO is not responsible on supporting/configuring these settings for you and you must work with your IT/Email provider. We recommend you reach out to MS in regards to how to configure this for your environment.

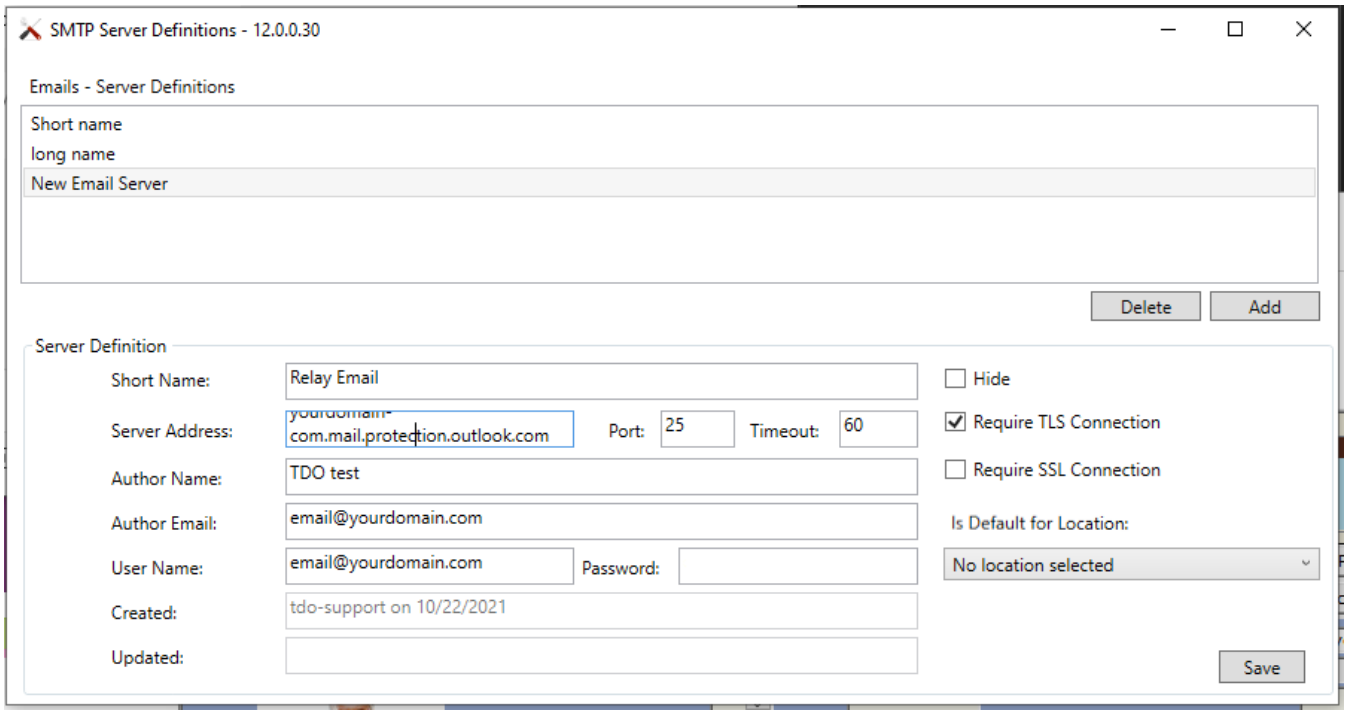
Working with one of our partner IT firms, they were able to identify a process to work around this by implementing an **IP address-based SMTP relay connector**. This should technically work with other SMTP relay providers like SendGrid and SMTP2GO. Following the steps listed under this Microsoft, they were able to get things working again:

"Configure an IP address-based connector for SMTP relay"
https://docs.microsoft.com/en-us/exchange/mail-flow-best-practices/how-to-set-up-a-multifunction-device-or-application-to-send-email-using-microsoft-365-or-office-365#option-3-configure-a-connector-to-send-mail-using-microsoft-365-or-office-365-smtp-relay

Once the SMTP relay is setup, you can then configure the new relay in TDO email settings.

Note: When using this workaround leave the email password field in TDO blank.

NOTE: Since Port 25 is associated with less secure traffic, some Internet Service Providers may automatically block incoming or outgoing "traffic". If your IT cannot get "MX relay" to work, we recommend having your IT reach out to your ISP provider.



NOTE: For Windows 7 clients that are connected to Office 365, additional steps may be needed in order for emails to work correctly in TDO. For more information, please consult this article from Microsoft, found HERE.

"For Windows 7 clients that connect to Office 365, make sure that TLS 1.2 is the default secure protocol in WinHTTP in Windows. For more information see KB 3140245 - Update to enable TLS 1.1 and TLS 1.2 as a default secure protocols in WinHTTP in Windows*"*

Online URL: https://kb.tdo4endo.com/article.php?id=882