


Libraesva Archiver SMTP configuration and Microsoft 365 with MFA

PROBLEM:

SMTP configuration check using Microsoft 365 user with MFA give this error message: ***Failed authenticate on SMTP server with username "XXXX" using 2 possible authentications***

Check SMTP configuration

Email address

**Error while sending message**
Failed to authenticate on SMTP server with username "" using 2 possible authenticators


Send test mail

SOLUTION:

SMTP configuration check using Microsoft 365 user with MFA enabled needs "MFA app password" generated on first activation of MFA.

App password lost?

- Go to:Microsoft Admin portal > Users > Active users and clicking "Multi-factor Authentication"
- disable/enable MFA
- reset app password as image below




Manage user settings

- ☒ Require selected users to provide contact methods again
- ☒ Delete all existing app passwords generated by the selected users
- ☐ Restore multi-factor authentication on all remembered devices

savecancel

- Complete the authentication procedure with MFA and copy new App password




Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 3: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:



Done

©2021 Microsoft [Legal](#) | [Privacy](#)