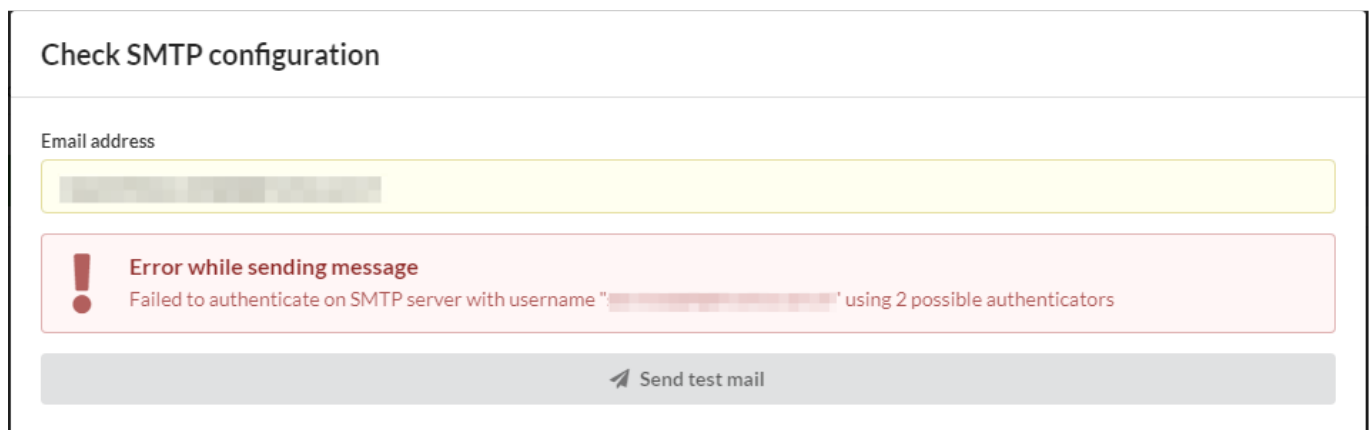


# Libraesva Archiver SMTP configuration and Microsoft 365 with MFA

## 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**



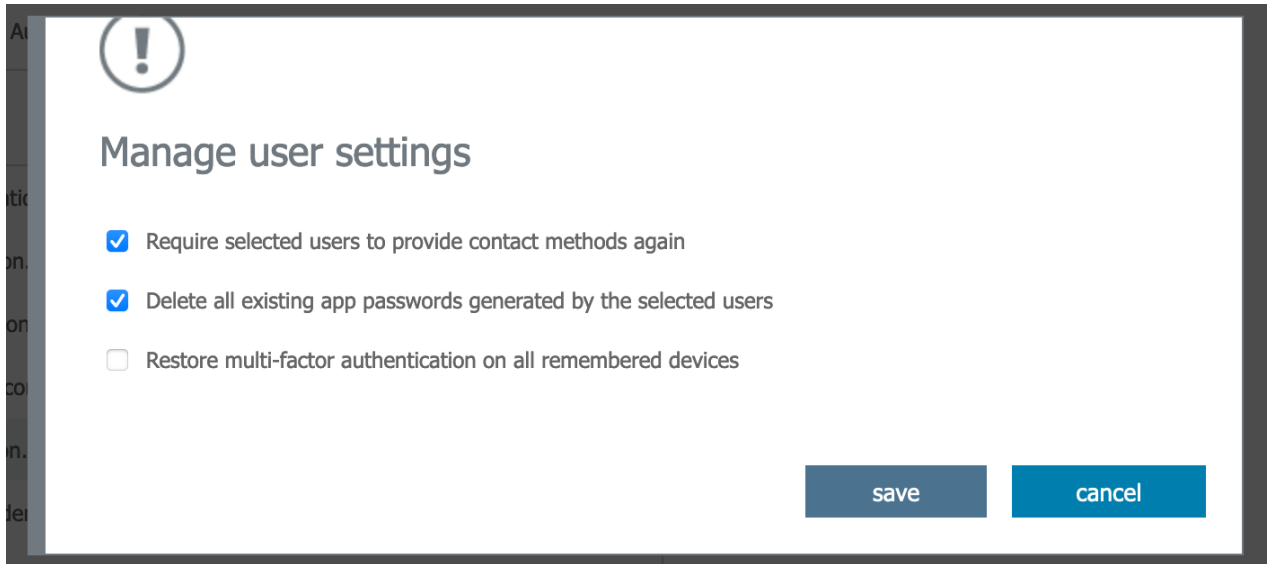
The screenshot shows a web interface titled "Check SMTP configuration". It features a text input field for "Email address" which is highlighted in yellow. Below the input field is a red error message box with a white exclamation mark icon. The error message reads: "Error while sending message" followed by "Failed to authenticate on SMTP server with username 'XXXXXXXXXXXX' using 2 possible authenticators". At the bottom of the interface is a grey button with a right-pointing arrow and the text "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



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

