## 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* 

Chec	k SMTP configuration
Email ad	ldress
	Error while sending message Failed to authenticate on SMTP server with username " using 2 possible authenticators
	A 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
- $\circ\,$  reset app password as image below

At	(!)		
ntic	Manage user settings		
on.	Require selected users to provide contact methods again		
on	✓ Delete all existing app passwords generated by the selected users		
0	Restore multi-factor authentication on all remembered devices		
n. Jei		save	cancel

 $\circ\,$  Complete the authentication procedure with MFA and copy new App password

Hicrosoft		
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		
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