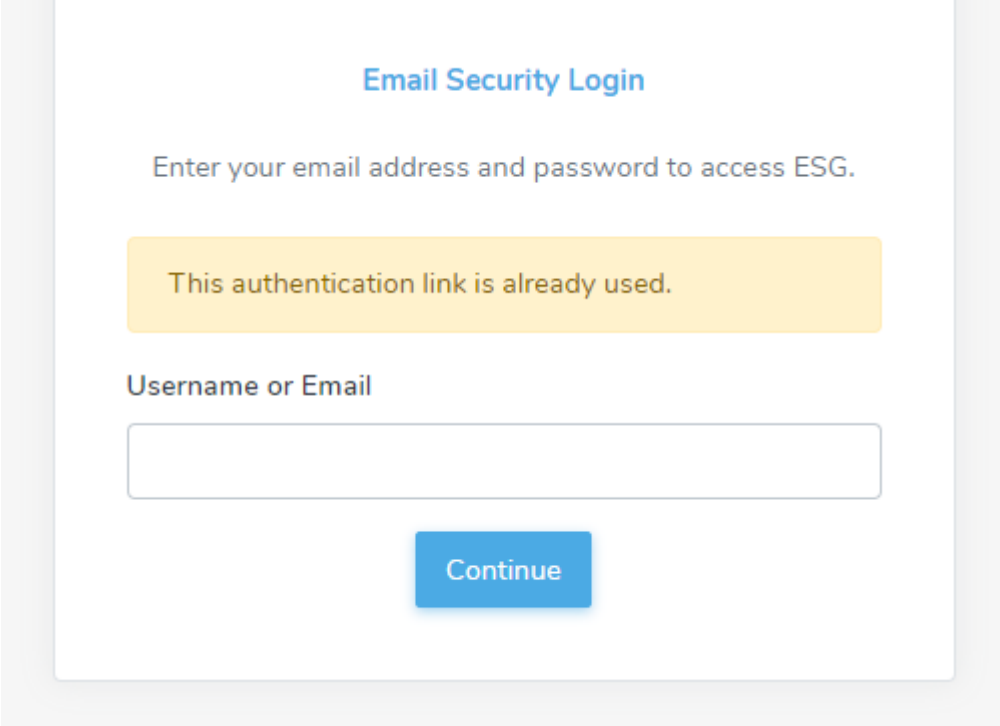
Passwordless token is already used

PROBLEM

Once enabling passwordless authentication, the below error is shown.



SITUATION

If you’re on M365 environment, Safelink protection is interfering with the passwordless procedure.

SOLUTION

You have to add a transport rule un order to skip Safelink protection.

1. login into page https://admin.exchange.microsoft.com
2. Apply the rule if the sender IP address is <ESG IP>
3. Do the following: modify the message properties -> set message header -> X-MS-Exchange-Organization-SkipSafeLinksProcessing:1 (with value 1)

Bypass safelings from Libra passwordless

Conditions Settings

Name *

Bypass safelings from Libra passwordless

Apply this rule if *

The sender | IP address is in any of th...

Sender's IP address is in the range

Do the following *

Modify the message pro... | set a message header

Set the message header 'X-MS-Exchange-Organization-SkipSafeLinksProcessing' to the value '1'

Except if

Select one | Select one