OnceHub Support

Testing Exchange connectivity

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The Microsoft Remote Connectivity Analyzer is a useful tool for several purposes:

Determining your EWS URL (if EWS is enabled).

Verifying that your work email is managed on an Exchange server.

Verifying Exchange connectivity.

Requirements

To use this tool, you'll need:

1. Your Outlook email address and password.
2. Your Domain\UserName - Enter your email in this field if Domain\UserName are not used in your organization.

   The domain: This can usually be found in the documentation explaining how to connect a mobile phone or email client to your work mail account.

   Your user name: This is usually the internal ID with which you log into internal systems.

Testing connectivity

Open Microsoft Remote Connectivity Analyzer and follow these steps:

1. Select the **Synchronization, Notification, Availability, and Automatic Replies** option (Figure 1).

   Figure 1: Microsoft Remote Connectivity Analyzer

2. Fill out (all fields are required): **Email, Password** and **Domain\UserName** (with a backslash). Try your email address if you don't know your Domain\UserName (Figure 2).
3. Check the "**I understand...**" checkbox (Figure 2).

   Figure 2: Enter credentials and click 'I understand...'

4. Complete the verification test and click **Verify** (Figure 3).

   Figure 3: Verify

5. Click the **Perform Test** button (Figure 3).

   Figure 3: Perform test

6. Wait for the results and verify that the connectivity icon is green.
7. Click **Expand All**.

   Figure 4: Connectivity Test results

8. Press **Ctrl + F** keys on your keyboard to open the browser's search box.

9. Type **ewsurl** (one word, no spaces).

10. Copy the **EWS URL**, located between the tags, without the tags (Figure 5).

Figure 5: Copy your EWS URL

11. Go back to your OnceHub Account and paste the EWS URL in the appropriate field in the connection box.