

Testing Exchange connectivity

Last Modified on Nov 7, 2024

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:

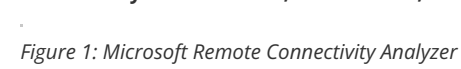
1. Select the **Synchronization, Notification, Availability, and Automatic Replies** option (Figure 1).


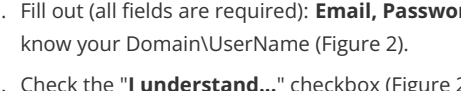
Figure 1: Microsoft Remote Connectivity Analyzer
2. Fill out (all fields are required): **Email, Password** and **Domain\UserName** (with a backslash). Try your email address if you don't know your Domain\UserName (Figure 2).


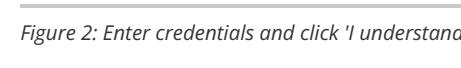
Figure 2: Enter credentials and click 'I understand...'
3. Check the **"I understand..."** checkbox (Figure 2).



Figure 2: Enter credentials and click 'I understand...'
4. Complete the verification test and click **Verify** (Figure 3).


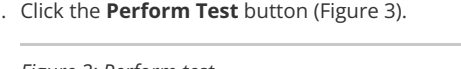
Figure 3: Verify
5. Click the **Perform Test** button (Figure 3).


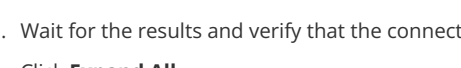
Figure 3: Perform test
6. Wait for the results and verify that the connectivity icon is green.
7. Click **Expand All**.


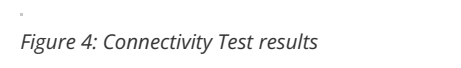
Figure 4: Connectivity Test results
8. Press **Ctrl + F** keys on your keyboard to open the browser's search box.
9. Type **ewsurl** (one word, no spaces).
10. Copy the **EWS URL**, located between the <EwsUrl> tags, without the tags (Figure 5).


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.