Testing Exchange connectivity

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.
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.
3. Check the "**I understand...**" checkbox).
4. Complete the verification test and click **Verify** (Figure 3).
5. Click the **Perform Test** button.
6. Wait for the results and verify that the connectivity icon is green.
7. Click **Expand All**.
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.
11. Go back to your OnceHub Account and paste the EWS URL in the appropriate field in the connection box.