Troubleshooting Microsoft 365 Email Integration & Notification Issues

This troubleshooting guide helps you identify and resolve common Microsoft 365 email integration errors to ensure your notification workflow remains uninterrupted.

Mail Send Permission Removed

Symptoms:

- The User (Administrator/ Member) will receive an error notification when the Microsoft 365 mail sending permission is revoked on their account by IT.
- Guests will stop receiving any booking-related email notifications or calendar invites.

Cause:

The **Mail.Send** permission for the OnceHub application has been revoked in Azure AD. Once revoked, OnceHub cannot send emails on behalf of the user.

Resolution:

The easiest way to restore the permission is to re-establish the connection.

1. Click on your **profile picture** in the top right-hand corner.
2. Select **User Integrations**.
3. **Disconnect** and **Connect** your Microsoft 365 account.

NOTE: While disconnecting and reconnecting the account, ensure that full email permissions are granted either by the User or on behalf of the organization.

Mailbox Quota Exceeded

Symptoms:

- The User (Administrator/Member) will receive an error notification when their mailbox storage quota is full.
- Guests will not receive any booking-related email notifications or calendar invites until storage space is freed.

Cause:

The User's Microsoft 365 mailbox has reached its storage limit or exceeded its sending quota, preventing OnceHub from sending notifications.

Resolution:

To fix this issue, the Microsoft 365 Workspace Administrator responsible for managing mailbox settings should follow these steps:

1. Go to the Microsoft 365 Admin Center.
2. Navigate to **Users → Active Users → [Select the User] → Mail** tab.
3. Review the current storage and quotas. For detailed Microsoft guidance on managing storage, see **Mailbox Storage Quotas**.
4. **Retry** sending notifications from OnceHub.