Setup SMTP Relay

You must install and configure IIS on your phone server prior to doing this:

On your phone server, open IIS Manager and create a new SMTP Virtual Server to point to Office 365.

On General Tab:

(Button)**Outbound Security**: IMAGE3



**Note:** Leave **Advanced** tab as default.

On Access Tab:

(Button)**Authentication**: Set to **Default Anonymous** access.

(Button)**Connection**: Set to all except list below and leave blank.

(Button)**Relay**: Set to all except list below and leave blank and check the **Allow all** box.

On Messages Tab:

Leave all default or set to your desired settings for your preferences.

On Delivery Tab:

Leave all default or set to desired settings for your preferences.

(Button)**Outbound Security**:



(Button)**Outbound Connections**:



(Button)**Advanced**:



**Note: LDAP** and **Security** tabs can be left default.

On the SMTP main window, you must setup a remote domain for the mail domain you are connecting to:

* Right-click on **Domains** and select **New-Domain**. This will launch a wizard.
* Select **Remote** and **Next**.
* Enter the name of your Office 365 domain (ex: domain.com).
* Right-click on your domain name and select **Properties**.
* Select **Forward all mail to smart host**and enter the same Office 365 SMTP Server you entered above as your smart host: smtp.office365.com.
* Click on **Outbound Security** and configure the same as the authentication for your **Outbound Security** on the SMTP Virtual Server. Select **Basic authentication** and enter the username and password that is used to send e-mail to the external server (Office 365). The user name must be a fully-qualified, (same as IMAGE3) valid Office 365 user licensed for Exchange. Check TLS encryption.



When complete, your SMTP Relay should look like the following:



On the Office 365 Portal:

You must go to the following site in order to grant permissions, ownership and send on behalf settings:

https://outlook.office365.com/ecp/@yourdomain.com

You must log in with a user account that retains administrator privileges on the Office 365 Portal.

**\*\*\*Special Note:\*\*\*** It is possible to edit permissions via the Office 365 command shell, but we will leave that to another blog. You will most likely encounter permission errors if you are a company that manages multiple partners within your partner portal. It does not allow you to set permissions or send on behalf permissions for a group through your partner management portal. You must use the admin login specific for the company/domain.

This is the portal page you will see:



Click **Groups**and the group manager box will load.
Click the **+**and select a security group.



* Give your security group a name and email address that you wish to be displayed on sent emails from the ShoreTel system.
* Give ownership to the admin account that you logged into the portal with.
* Add any members in the portal that will have a ShoreTel voicemail box.
* Click **Save**, select the group you have made and click the **pencil icon** to edit settings further.

Per your specific entity needs, you can set **Ownership**, **Membership**, **Membership Approval**, **Delivery Management**, **Message Approval** and **MailTip** as you wish:



On the Group Delegation Section:

* Be sure and add your group name in the **Send As**permissions.
* Be sure and add your account with administrator privileges to the **Send on Behalf** permissions.

Upon completion, you should be able to call a ShoreTel extension and leave a voicemail. The voicemail should arrive in the user’s inbox with attached .wav file of the received message.

Troubleshooting:

* Verify all steps above.
* Enable logging on the **SMTP Virtual Server properties** / **General** tab / click **Enable logging**.
* In the Active log format: Select **W3C Extended Log File Format.**
* Choose **Properties** and select **Hourly** and notate the location of the log files folder to reference.
* On the **Advanced** tab, select ALL logging options so that everything appears in the logs to assist with troubleshooting.
* Check the **inetpub** folder on the root of C: for additional log reference.
* **C:inetpubmailroot** will reference logs in the **Queue** folder and **Badmail** folder.