

Trouble-Shooting Ostendo Emailing with Office 365



For more information contact your Ostendo Partner or
Solution Management Ltd. support@solutionm.co.nz
www.solutionm.co.nz 64 9 446-1204

TABLE OF CONTENTS

1. Ostendo Settings..... 3

2. Checking for SECMAN.DLL or SECMAN64.DLL 5

3. Checking the Registration of SECMAN.DLL / SECMAN64.DLL..... 6

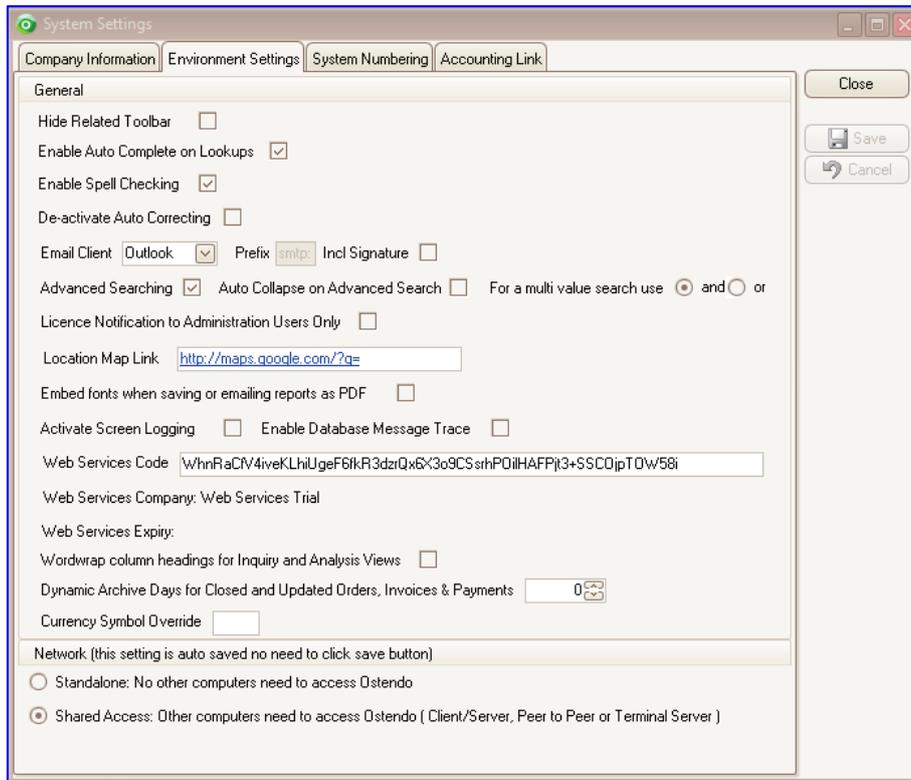
4. Changing the OUTLOOK PROGRAMMATIC ACCESS SECURITY 8

5. Changing the Office 365 Settings..... 9

1. OSTENDO SETTINGS

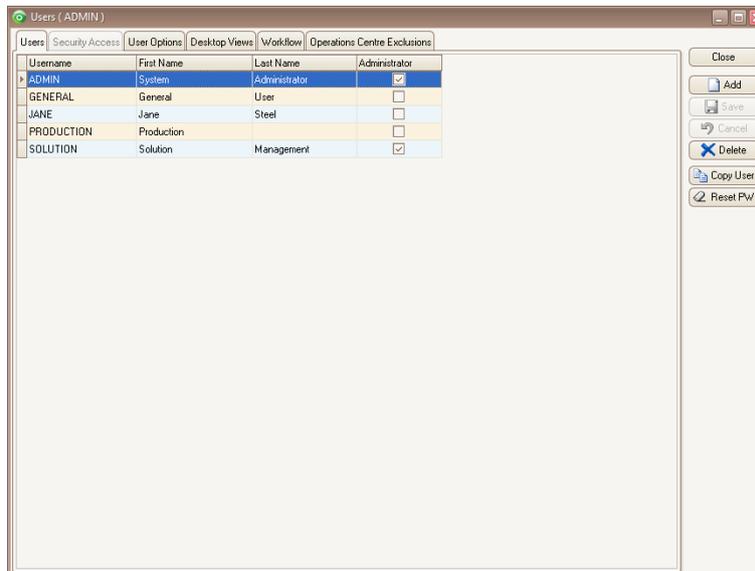
Ensure that the following Ostendo settings are set to Outlook.

File -> System Configuration -> System Settings -> Environment Settings:



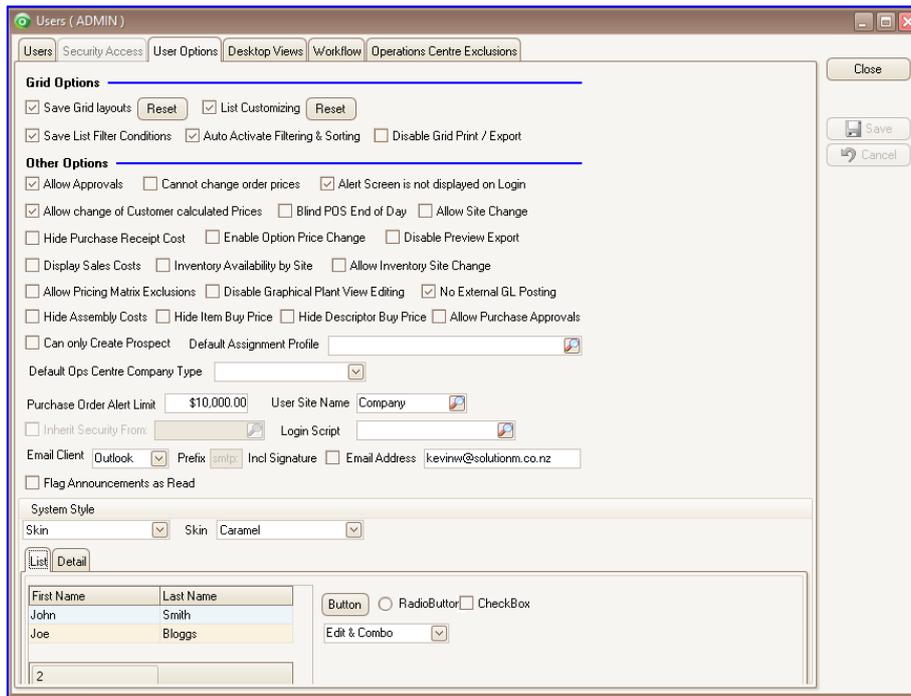
1.1 Email Client should be set to 'Outlook'.

File -> System Configuration -> User Security & Options:



1.2 In the User tab, highlight the User.

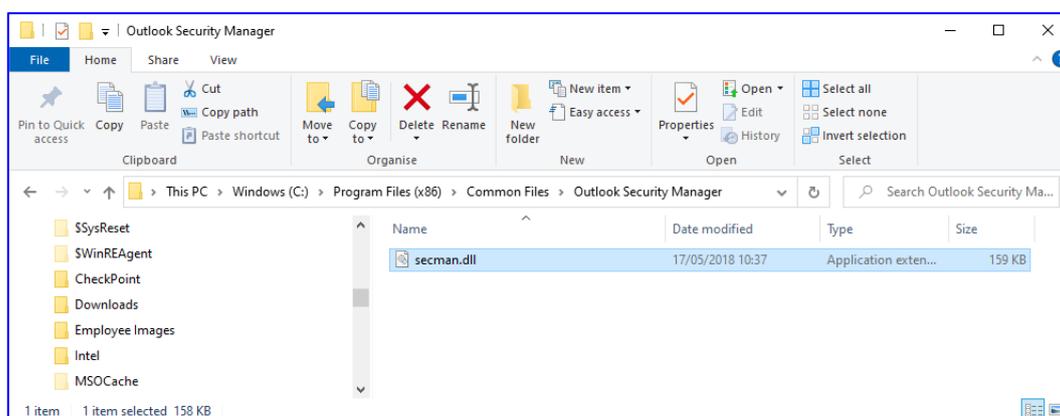
1.3 Click the 'User Options' tab.



1.4 Email Client should be set to 'Outlook'.

2. CHECKING FOR SECMAN.DLL OR SECMAN64.DLL

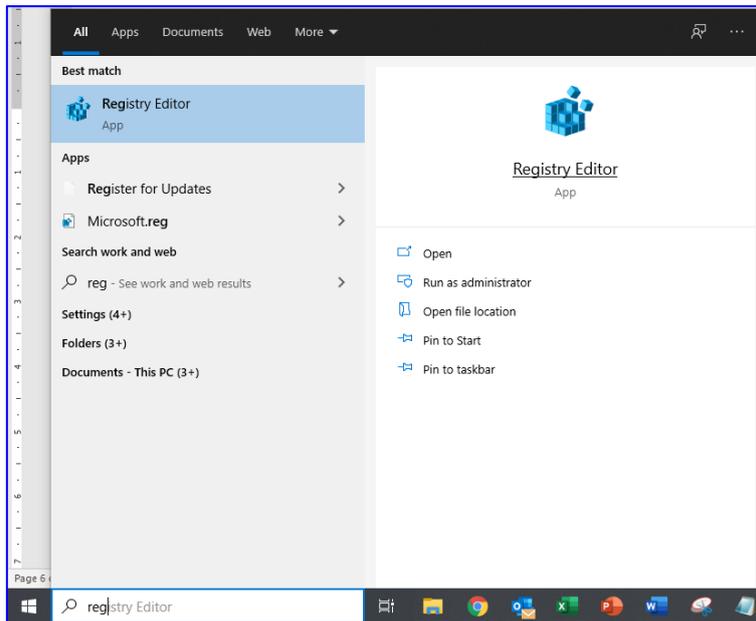
- 2.1 Is the '**secman.dll**' or '**secman64.dll**' located in folder '**C:\Program Files (x86)\Common Files\Outlook Security Manager**'?



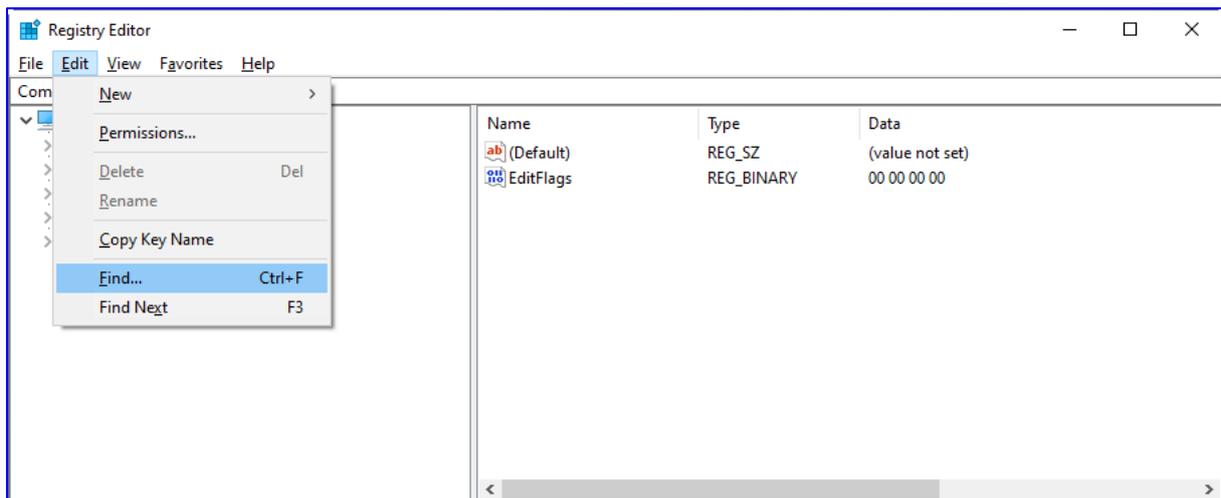
- 2.2 If this folder does not exist then goto the '**...\Ostendo\Client**' folder and run the '**ClientInstall.exe**' application. This will install the '**secman.dll**' to the correct folder and register it.
- 2.3 If you are running Outlook 365 64bit and '**secman64.dll**' is not in this folder please copy '**secman64.dll**' into the folder.

3. CHECKING THE REGISTRATION OF SECMAN.DLL / SECMAN64.DLL

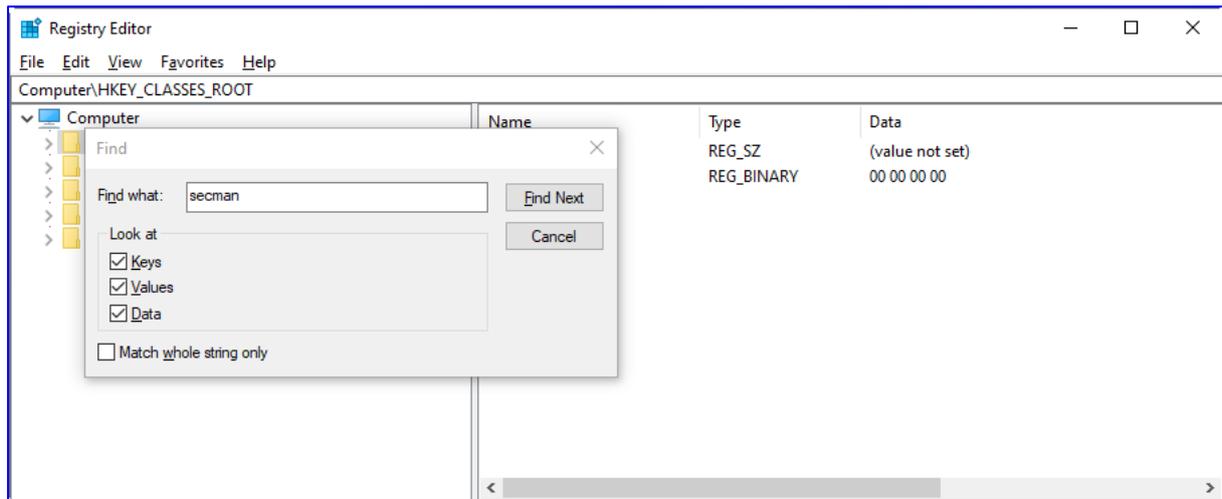
3.1 From the windows Quick Launch bar type 'reg' and windows should find the registry editor.



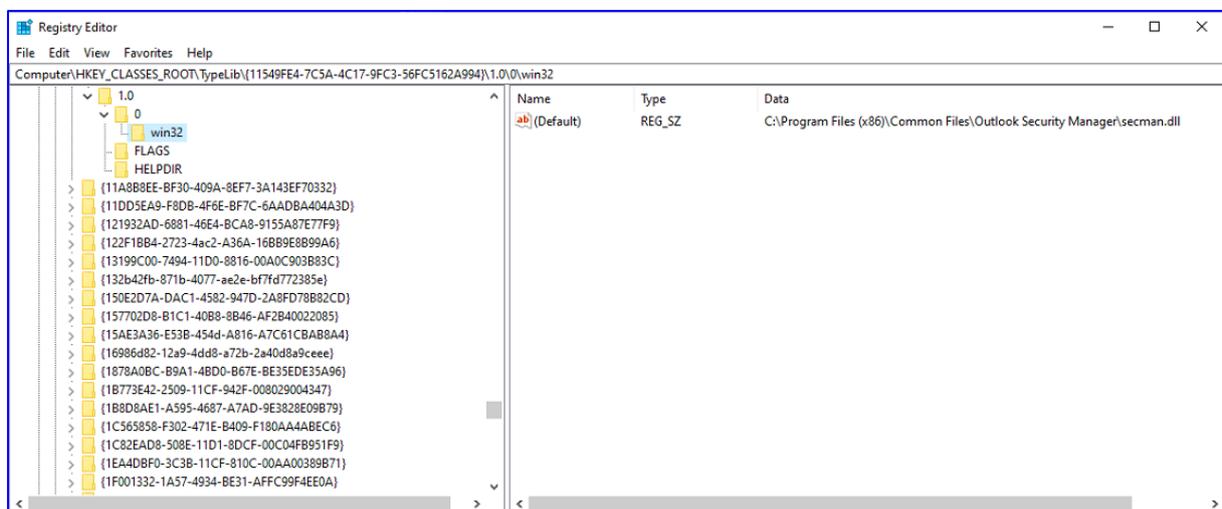
3.2 Click the 'Open' option.



3.3 Click the 'Edit' tab then the 'Find' option.



3.4 In the 'Find what' data entry box, type 'secman' and click the 'Find Next' button.



- 3.5 If you do not find an equivalent location entry as per above then press the 'F3' to search for the next occurrence of 'secman'.
- 3.6 Repeat step 3.5 until you have found an equivalent entry. If a folder entry has been found for 'secman' then continue to step 4.1
- 3.7 Goto the '...\Ostendo\Client' folder and run the 'ClientInstall.exe' application. This will install the secman.dll to the correct folder and register it.

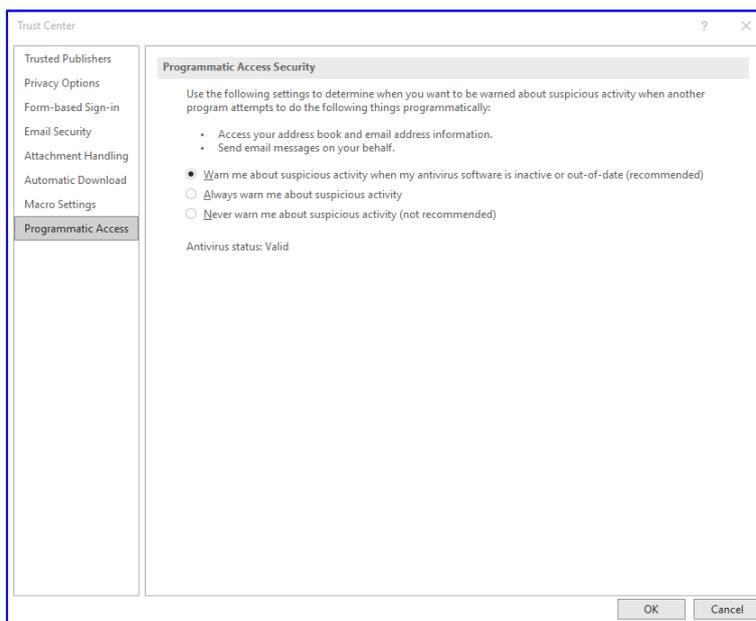
4. CHANGING THE OUTLOOK PROGRAMMATIC ACCESS SECURITY

Outlook itself may inhibit Ostendo from starting it. You may be required to change the Programmatic Access Security setting on Outlook.

You will need to start up outlook in Administrator mode (Run as administrator).

Once outlook has been started:

1. Click '**File -> Options -> Trust Center**' options.
2. Click the '**Trust Center Settings**' button.



3. Click the '**Programmatic Access**' option.
4. Click the '**Never warn me about suspicious activity (not recommended)**' radio button.
5. Click the '**OK**' button.
6. Click the '**Cancel**' button.

5. CHANGING THE OFFICE 365 SETTINGS

This procedure is intended for Office365 Admins to set SMTP-mailing ability, per-user, as the feature is disabled by default in Office365.

The **green items** need to be adjusted to the specific user's mailbox.

It is recommended only for users that need Ostendo-mailing ability.

This also is useful for SMTP-enabling Office365 mailboxes which are to be used for emailing from devices which do not have outlook, e.g. scanners, copiers etc.

If you already have a Powershell connected to ExchangeOnline, skip to Step 4.3.

- 4.1 Connect to ExchangeOnline Management: open PowerShell (as an administrator):

```
[Net.ServicePointManager]::SecurityProtocol = [Net.SecurityProtocolType]::Tls12
```

```
Find-Module -Name ExchangeOnlineManagement
```

```
Install-Module -Name ExchangeOnlineManagement -Scope AllUsers
```

```
Get-Command -Module ExchangeOnlineManagement
```

```
Connect-ExchangeOnline -UserPrincipalName adminuser@domain.com
```

- 4.2 List SMTP-enabled users:

```
$Users = Get-CASMailbox -ResultSize unlimited
```

```
$Users | where {$_.SmtClientAuthenticationDisabled -eq $false}
```

- 4.3 This command allows SMTP connections for a specific mailbox:

```
Set-CASMailbox -Identity user@domain.com -SmtClientAuthenticationDisabled $false
```

- 4.4 Confirm setting has changed for the user:

```
$Users = Get-CASMailbox -ResultSize unlimited
```

```
$Users | where {$_.SmtClientAuthenticationDisabled -eq $false}
```

#Tip: use value \$True to disable SMTP protocol for that user.