⚠ Connectivity Test Failed

Test Details

⚠ Collapse All

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⚠

Testing IMAP for user xxxxx@xxxx.com on host outlook.office365.com:993:SSL.

The IMAP test failed.

⚠

Test Steps

⚠

Attempting to resolve the host name outlook.office365.com in DNS.

The host name resolved successfully.

⚠

Additional Details

IP addresses returned: 52.98.160.226, 40.101.42.82, 40.101.43.194, 40.101.72.114, 52.97.211.2, 40.101.43.178, 40.101.45.242, 40.101.72.130, 2603:1026:c02:4401::2, 2603:1026:4:50::2, 2603:1026:4:a1::2, 2603:1026:c02:2874::2

⚠

Testing TCP port 993 on host outlook.office365.com to ensure it's listening and open.

The port was opened successfully.

⚠

Testing the SSL certificate to make sure it's valid.

The certificate passed all validation requirements.

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Test Steps

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The Microsoft Connectivity Analyzer is attempting to obtain the SSL certificate from remote server outlook.office365.com on port 993.

The Microsoft Connectivity Analyzer successfully obtained the remote SSL certificate.

⚠

Additional Details

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Validating the certificate name.

The certificate name was validated successfully.

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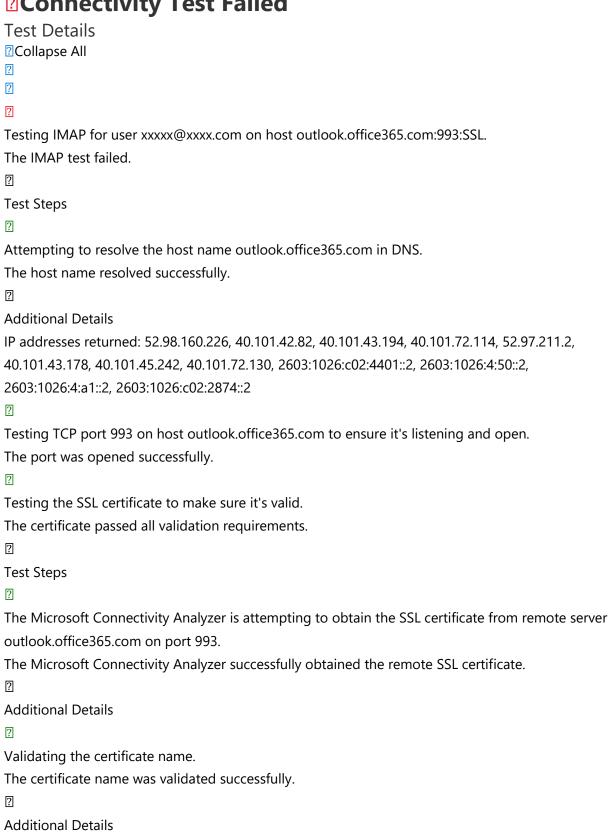Additional Details

⍰

Certificate trust is being validated.

The certificate is trusted and all certificates are present in the chain.

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Test Steps

⍰

Testing the certificate date to confirm the certificate is valid.

Date validation passed. The certificate hasn't expired.

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Additional Details

⍰

The IMAP service is being tested.

There was an error testing the IMAP service

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Additional Details

Protocol Log: C: 1 CAPABILITY S: * OK The Microsoft Exchange IMAP4 service is ready. [RABVADIAUABSADAANABDAEEAMAAwADMANgAuAGUAdQByAHAAcgBkADAANAAuAHAAcgBvAG QALgBvAHUAdABsAG8AbwBrAC4AYwBvAG0A] S: * CAPABILITY IMAP4 IMAP4rev1 AUTH=PLAIN AUTH=XOAUTH2 SASL-IR UIDPLUS MOVE ID UNSELECT CHILDREN IDLE NAMESPACE LITERAL+ S: 1 OK CAPABILITY completed. C: 2 AUTHENTICATE XOAUTH2 ******** S: 2 OK AUTHENTICATE completed. C: 3 LIST "" * S: 3 BAD User is authenticated but not connected. Exception details: Message: The IMAP server responded with an error status "3 BAD User is authenticated but not connected.". Type: Microsoft.M365.RCA.Services.Protocols.Imap.ImapServerErrorException Stack trace: at Microsoft.M365.RCA.Services.Protocols.Imap.ImapCommand`1.CheckForOk(IList`1 response) at Microsoft.M365.RCA.Services.Protocols.Imap.ListCommand.ProcessResponse(IList`1 response) at Microsoft.M365.RCA.Services.Protocols.ProtocolClient.<SendCommandAsync>d__17`1.MoveNext() --- End of stack trace from previous location where exception was thrown --- at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw() at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task) at Microsoft.M365.RCA.ConnectivityTests.ImapPop.BaseProtocolTest.<PerformTestInternalAsync>d__12. MoveNext()