

Dealing with TLS 1.2 failure issues when sending emails using Microsoft Outlook

The symptoms are that not all your emails get sent under Microsoft Outlook when using it under SMTP (not Outlook mode). This will have been occurring since November, 2021.

We have been notified of the effect in Loadmaster and Sameday Express by our customers when using Microsoft Outlook when using SMTP to email. Other email clients are not affected.

You get a message similar to this –

```
421 4.7.66 TLS 1.0 and 1.1 are not supported. Please upgrade/update your client to support TLS 1.2. Visit https://aka.ms/smtp_auth_tls
```

A percentage of the emails are being 'bounced' by the Microsoft Outlook SMTP server as it believes they have been encrypted with TLS 1.0 or TLS 1.1. Often simply resending the same email works.

This is an action taken by Microsoft in an attempt to force users to update their email client software to the latest secure version which should use the TLS 1.2 format. Unfortunately it doesn't seem to be working as intended.

The source code of all the sent emails indicate that they have all been sent under TLS 1.2 so something else is promoting the Microsoft action. Microsoft intend to increase the number of 'bounced' emails until February, 2022 so the problem will get worse.

Until this annoying situation is resolved we suggest using 'relaying' to get around the issue.

We opened up a Google gmail account then linked our email address to it (instructions below).

We then used the gmail SMTP server settings instead of Outlook and not a single email 'bounced'.

Other relaying systems should work as well, such as smtp2go.

Instructions follow here. To start you will need to create a Google email account.

Google instructions - How to sign in to your Google Account with another email address

When you create a Google Account, you automatically get a Gmail address. But if you'd rather use another email address to sign in, you can link a non-Gmail email address to the account and use it to sign in, recover your password, get notifications, and more.

When choosing an alternate email, follow these requirements:

You can't use a Gmail address.

You can't use an email address that's already linked to another Google Account.

Remember to use your Google Account password when signing in using this email address.

Important: The steps below apply only to an existing Google Account. Learn how to create a new Google account with an alternate email address.

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Google instructions - Add an alternate email address

Open your Google Account. You might need to sign in.

Select Personal info.

Under "Contact info," click Email.

Next to "Alternate emails," select Add alternate email or Add other email. You may need to sign in again.

If you're using an account through your work or school, you might not see this option. Ask your administrator for help.

Enter an email address you own. Select Add.

Google will send an email with a verification link to your alternate email address. You'll need to open the email and click the link before you can sign in to your account with the alternate address. You might not get the email right away.

If you can't find the message, see our tips to find the verification email or request a new one.

Google instructions - Remove alternate email addresses

Open your Google Account. You might need to sign in.

Select Personal info.

Under "Contact info," click Email.

Click Alternate emails. You might need to sign in again.

Next to the alternate email address you want to remove, click Remove

Google instructions - Alternative email address password

You do not use your gmail password.

Log into your gmail account. Click on Security on the left.

Go across to Signing into Google.

Go into App passwords. Generate a password.





Use this.

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Examples

Note: the email address should be your own email address and not as shown

Local Parameters email settings in Loadmaster

Email address	<input type="text" value="norman@zipzap.co.uk"/>	
Email server	<input type="text" value="smtp.gmail.com"/>	
Username/Profile	<input type="text" value="your gmail username"/>	
Email password	<input type="text" value="your gmail password"/>	
SMTP Port	<input type="text" value="587"/> Leave blank if no authentication required	

Local Parameters email settings in Sameday Express

SMTP Server	<input type="text" value="smtp.gmail.com"/>	See Internet Explorer for these
SMTP Port	<input type="text" value="587"/> Leave blank if no authentication required	
Email username	<input type="text" value="your gmail username"/>	
Email password	<input type="password" value="●●●●●●●●●●"/>	
My Email	<input type="text" value="norman@zipzap.co.uk"/>	
Comms timeout	<input type="text" value="30"/> 	— —