

Email Us form - necessary Exchange configuration

PROBLEM

When setting up the Contact Us page in CCM version 7.0, the Email Us form does not properly send the email messages.

CAUSE

If using Exchange as your SMTP server, some security configuration is required.

RESOLUTION

1. In **YourSite Explorer**, go to **Mail Servers**.
2. Select your SMTP server.
3. Go to the **Outgoing** tab, and uncheck **SMTP Authentication Required**.
4. In **Exchange**, go to **Hub Transport**.
5. Create a new **Receive Connector**.
6. Choose to receive email from the Enterprise Server's IP address.
7. In the **Authentication** tab, select **External Secured**.
8. In **Permission Groups** select **Exchange servers**.

APPLIES TO

CCM 7.0

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