**Troubleshooting Steps to Resolve Power BI Microsoft Exchange Connection Error**

The error message in the screenshot indicates that the credential type being used is not supported for accessing the Exchange resource. Follow the steps below to resolve the issue:

**Step 1: Verify Exchange Connection Requirements**

Before proceeding with troubleshooting, ensure that:

* Your account has the necessary permissions to access Exchange data.
* You are using a supported authentication method for connecting Power BI to Microsoft Exchange.
* Power BI Desktop is updated to the latest version.

**Step 2: Use the Correct Authentication Type**

Since the error states that the credential type is not supported, try the following:

1. **Open Power BI Desktop** and navigate to:
   * **Home > Get Data > More... > Microsoft Exchange**.
2. **Re-enter credentials:**
   * If prompted, select a **Microsoft account** instead of an **Exchange account**.
   * Use the credentials for your Microsoft 365 Exchange Online account.
3. If signing in fails, try using a **Basic Authentication** method (if still supported) or OAuth 2.0.

**Step 3: Ensure Modern Authentication is Enabled**

Some Microsoft Exchange environments require Modern Authentication (OAuth 2.0) instead of Basic Authentication.

1. **Go to Microsoft 365 Admin Center** ([admin.microsoft.com](https://admin.microsoft.com)).
2. Navigate to **Settings > Org Settings > Modern Authentication**.
3. Ensure that **Modern Authentication is enabled** for Exchange Online.
4. If using an **on-premises Exchange Server**, verify that **Basic Authentication** is enabled (if required).

**Step 4: Check for Conditional Access Policies**

If your organization enforces Conditional Access policies:

1. Sign in to **Microsoft Entra Admin Center** ([entra.microsoft.com](https://entra.microsoft.com)).
2. Go to **Security > Conditional Access**.
3. Look for policies restricting Power BI from accessing Exchange.
4. If any policies block access, consult your IT administrator to allow Power BI.

**Step 5: Use a Different Connection Method**

If connecting via the Exchange connector fails, try:

1. **Using Outlook API:**
   * Navigate to **Get Data > Online Services > Microsoft 365 Outlook**.
   * Select **Microsoft Account** and sign in.
2. **Using Power Automate to Export Events:**
   * Set up a **Power Automate flow** to export calendar data to Excel or SharePoint.
   * Connect Power BI to that exported file instead.

**Step 6: Update Power BI Desktop**

Older versions of Power BI may have compatibility issues.

1. Open Power BI Desktop.
2. Go to **File > Options and Settings > Options > Diagnostics**.
3. Check the **version number**.
4. Download and install the latest Power BI Desktop from [Microsoft's official website](https://powerbi.microsoft.com/en-us/downloads/).

**Step 7: Contact IT or Microsoft Support**

If all steps fail, consult your IT team or contact **Microsoft Support** to verify:

* If **your Exchange account has API access** enabled.
* Whether **any security settings or firewall rules are blocking Power BI**.