

#335893 Unable to Scan to Email

Submitted Received via Requester

19 May 2022 at 13:11 Web Form Alexandra Townrow <alexandra.townrow@terracat.co.nz>

StatusTypePriorityGroupAssigneeOpen-NormalService DeskFemi Cannell

Category

Printers

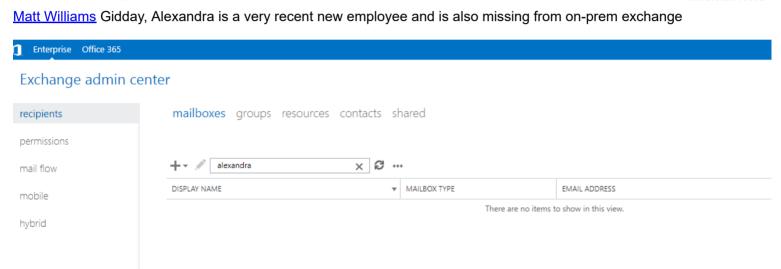
Femi Cannell May 19, 2022 at 13:11

Internal note

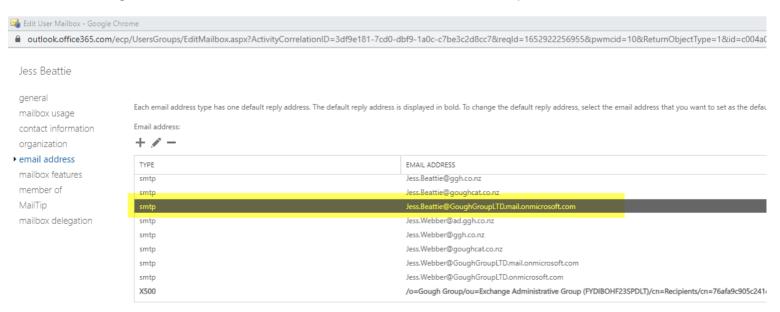
Unable to scan to email. This is working for others. May be an issue with SMTP addresses in Exchange.

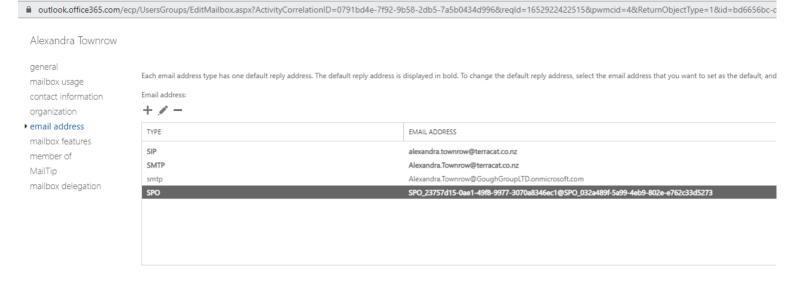
Jess Beattie May 19, 2022 at 13:20

Internal note



and is also missing the "mail" email address - therefore cannot scan to email from printers



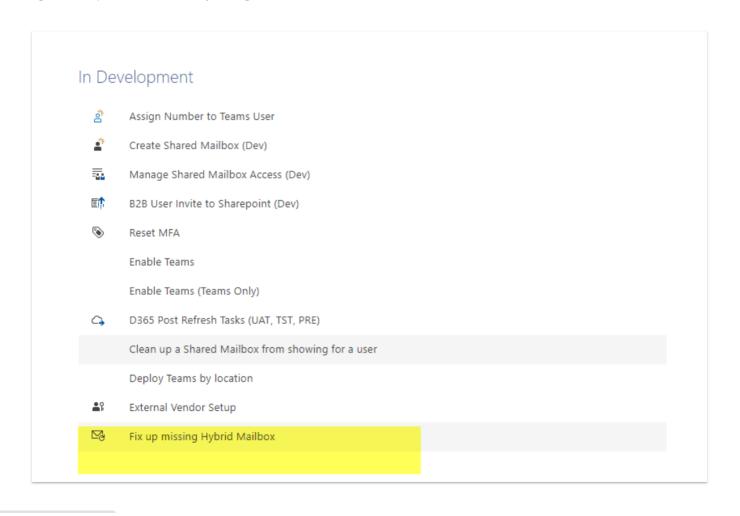


Jess Beattie May 19, 2022 at 13:29

Edit User Mailbox - Google Chrome

Internal note

Running this script worked instantly and gave Alexandra that "mail" address





Alexandra Townrow

general contact information organization

► email address mail flow settings member of MailTip Each email address type has one default reply address. The default reply address is displayed in bold. To change the default reply address, select the email address that you want to set as the default, and then do Email address:

TYPE EMAIL ADDRESS

SMTP Alexandra.Townrow@terracat.co.nz

smtp Alexandra.Townrow@ad.ggh.co.nz
smtp Alexandra.Townrow@ggh.co.nz
smtp Alexandra.Townrow@goughGroupLTD.mail.onmicrosoft.com
smtp Alexandra.Townrow@goughgroupltd.onmicrosoft.com
smtp Alexandra.Townrow@goughgroupltd.onmicrosoft.com

x500 /o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=561b2561163c41d3b704bf856

Automatically update email addresses based on the email address policy applied to this recipient

smtp: Alexandra T@gough group Itd. mail. on microsoft.com

See if she can scan to email now:)

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