

#335893 Unable to Scan to Email

Submitted 19 May 2022 at 13:11		Received via Web Form		Requester Alexandra Townrow <alexandra.townrow@terracat.co.nz>
Status Open	Type -	Priority Normal	Group Service Desk	Assignee Femi 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
[Matt Williams](#) Gidday, Alexandra is a very recent new employee and is also missing from on-prem exchange

EnterpriseOffice 365

Exchange admin center

recipientspermissionsmail flowmobilehybrid

mailboxesgroupsresourcescontactsshared

+ alexandra x

DISPLAY NAME	MAILBOX TYPE	EMAIL ADDRESS
There are no items to show in this view.		

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

Edit User Mailbox - Google Chrome

outlook.office365.com/ecp/UsersGroups/EditMailbox.aspx?ActivityCorrelationID=3df9e181-7cd0-dbf9-1a0c-c7be3c2d8cc7&reqId=1652922256955&pwmcid=10&ReturnObjectType=1&id=c004a0...

Jess Beattie

generalmailbox usagecontact informationorganizationemail addressmailbox featuresmember ofMailTipmailbox delegation

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.

Email address:

+ -

TYPE	EMAIL ADDRESS
smtp	Jess.Beattie@ggh.co.nz
smtp	Jess.Beattie@goughcat.co.nz
smtp	Jess.Beattie@GoughGroupLTD.mail.onmicrosoft.com
smtp	Jess.Webber@ad.ggh.co.nz
smtp	Jess.Webber@ggh.co.nz
smtp	Jess.Webber@goughcat.co.nz
smtp	Jess.Webber@GoughGroupLTD.mail.onmicrosoft.com
smtp	Jess.Webber@GoughGroupLTD.onmicrosoft.com
X500	/o=Gough Group/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=76afa9c905c241...

Alexandra Townrow

- general
- mailbox usage
- contact information
- organization
- ▶ email address
- mailbox features
- member of
- MailTip
- mailbox delegation

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

Email address:
+ ✎ -









TYPE	EMAIL ADDRESS
SIP	alexandra.townrow@terracat.co.nz
SMTP	Alexandra.Townrow@terracat.co.nz
smtpp	Alexandra.Townrow@GoughGroupLTD.onmicrosoft.com
SPO	SPO_23757d15-0ae1-49f8-9977-3070a8346ec1@SPO_032a489f-5a99-4eb9-802e-e762c33d5273

Jess Beattie May 19, 2022 at 13:29

Internal note

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

In Development

-  Assign Number to Teams User
-  Create Shared Mailbox (Dev)
-  Manage Shared Mailbox Access (Dev)
-  B2B User Invite to Sharepoint (Dev)
-  Reset MFA
- Enable Teams
- Enable Teams (Teams Only)
-  D365 Post Refresh Tasks (UAT, TST, PRE)
- Clean up a Shared Mailbox from showing for a user
- Deploy Teams by location
-  External Vendor Setup
-  Fix up missing Hybrid Mailbox

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 click the **Set as default** button.

Email address:

+

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TYPE	EMAIL ADDRESS
SMTP	Alexandra.Townrow@terraat.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@goughgrouppltd.onmicrosoft.com
smtp	AlexandraT@goughgrouppltd.mail.onmicrosoft.com
x500	/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=561b2561163c41d3b704bf856

Set as remote routing address:

smtp:AlexandraT@goughgrouppltd.mail.onmicrosoft.com

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

See if she can scan to email now :)