

Configuring Autodiscover SRV Record for Outlook Connectivity

Summary

This article provide information about how to configure auto discover SRV record for Outlook Connectivity.

Applies To

All Versions.

Steps Procedure

Kindly make sure DNS (escepically autodiscover) is properly configured for your customer organization.

Following is required to have successful autodiscovery:

_autodiscover._tcp.example.com. 3600 IN SRV 0 0 443 mail.example.com.

The screenshot shows the 'SRV-record properties' dialog box. It has a title bar with a question mark and a close button. The dialog is divided into sections. The 'Server Selection (SRV)' section is highlighted with a blue callout bubble labeled 'Tenant Domain'. Below this, the 'Record name:' field is highlighted with a red box and contains the text '_autodiscover._tcp.automationpanel.com'. The 'Priority:' field is set to '0', the 'Weight:' field is set to '0', and the 'Port:' field is set to '443'. The 'Target host (FQDN):' field is highlighted with a red box and contains the text 'outlook.macnetix.com'. A blue callout bubble labeled 'Provider Outlook anywhere Address' points to this field. Below the target host, the 'Record TTL (Time To Live):' is set to '3' with a dropdown menu showing 'Hours'. At the bottom, there is a 'Record comments:' text area. The dialog has 'OK' and 'Cancel' buttons at the bottom right.

Field	Value
Record name:	_autodiscover._tcp.automationpanel.com
Priority:	0
Weight:	0
Port:	443
Target host (FQDN):	outlook.macnetix.com
Record TTL (Time To Live):	3 Hours

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Please create SRV record as per above format for tenant domain.

SRV Record: Create SRV record in each tenant public DNS zone with given format.

Note: Make Sure you do not have any CNAME with name autodiscover in tenant DNS zone.

After making changes (if they were not already there) give DNS propagation some time and check your outlook connectivity again.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55793/Configuring-Autodiscover-SRV-Rec...>