

Tidal Enterprise Orchestrator: Email Permissions

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Introduction

This note describes the required setup, in most cases, to allow Tidal Enterprise Orchestrator (TEO) to send email.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Tidal Enterprise Orchestrator 2.1 or later
- Microsoft Exchange

Problem

You can see failures when you attempt to use the Send Email activity in TEO. The errors indicate the client does not have the proper permissions to send.

Solution

TEO must be added to the SMTP Relay rule. Complete these steps:

1. Add the IP address of the TEO Application server to the SMTP Relay rule found on the Exchange server.
2. If you have multiple Application servers or IP addresses, you must add all of them. Add them according to your Microsoft Exchange documentation.

Related Information

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