

Email Listener Activity Will No Longer Work with Basic Authentication

Last Modified on 03/12/2021 7:05 pm EST

In response to the COVID-19 crisis, [Microsoft has postponed](#) disabling **Basic Authentication** until the second half of 2021.

Previously, Microsoft had announced that the support for basic authentication would end on October 13, 2020. When this change takes effect, Office 365 email accounts will stop working.

For more information, see [this page](#).

Why is this important to you?

All Cora SeQuence and Cora OpsManager Email Listener activities configured with the following settings will **stop** working.

Email service	Office 365
Protocol	<ul style="list-style-type: none">• IMAP• POP3• EWS
Authentication method	Basic Authentication (username and password)

For example, an Email Listener activity that uses Office 365 mail service with the EWS protocol and basic authentication will fail when Microsoft stops supporting this authentication method.

What should you do?

You need to change the Email Listener configuration to use EWS with OAuth 2.0.

Product	Version	Action
Cora SeQuence	V8.7 or later	Configure the Email Listener activities to use EWS with OAuth.
	V8.6 or earlier	<ol style="list-style-type: none">1. Upgrade to 8.8.3, or to the latest 9.x version.2. Configure the Email Listener activities to use EWS with OAuth.
Cora OpsManager	V1.x and V2.x	<ol style="list-style-type: none">1. Check the Cora SeQuence version.2. Depending on the version, follow the instructions described above.

IMPORTANT

Make sure that you take the required action *before* October 13, 2020.

If you have any questions, contact your Solution Architect or the [Support](#) team.

PLANNED FEATURE

Starting with version 9.4, Cora SeQuence supports the Graph API protocol.
A fix for this issue has been released as a patch for Cora SeQuence V8.8.