



Customer Relationship Management

CRM.Web 15.24.0

Release Notes, April 15th, 2025

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Overview of Aurea CRM.Web 15.24.0 release

Aurea is happy to announce and provide the release version 15.24.0, which provides an improvement and fixes a few issues for CRM.Web.

- **Release version:** CRM.Web 15.24.0
- **Release date:** April 15th, 2025

Modules and configurations in this release

This is the list of CRM modules:

- Web
- Win
- Designer
- Web Offline
- Launcher
- Exchange Connector
- Domino Connector
- Universal Connector
- Interface
- Connect Live
- Phone
- Web Services
- WSC
- Office Add-In
- Templates
- Cockpit

Aurea global support

If you encounter a problem while using an Aurea product or require assistance downloading the software or upgrading a product release, please open a ticket on [Aurea Support Central](#). Preferably, search the articles on the [Aurea Knowledge Base](#) for solutions to your issues before opening a ticket.

Information about the support organization is available on Support Central. The product documentation is available at <https://help.aurea.com/crm/#>.

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, [contact us](#) through our [website](#)

Changes in this release

List of New Features

- **SMTP with OAuth 2.0 for Office 365 Online**
 - Aurea CRM currently uses Basic Authentication for SMTP email functionality in its win/core module. Microsoft is retiring Basic Auth for SMTP in September 2025, requiring a transition to OAuth 2.0. The system's email functionality is critical for customer communications, activity tracking, and document sharing.
 - Starting from version 15.24, ACRM supports OAUTH 2.0 for SMTP authentication (win and web)
 - Detailed instructions to enable OAUTH in ACRM([link](#))

About Aurea CRM

Aurea CRM is a CRM suite of products from Aurea.

Customer Relationship Management (CRM) is a strategic decision by your enterprise to tailor your business processes to meet your clients' needs. Aurea CRM is a comprehensive and flexible CRM software solution. It is optimally suited to your enterprise if you require short project durations, sector-specific business processes, and a modern system architecture paired with tried and tested functionality.

Our business solutions cater to the demands of businesses of all sizes, providing services to both small departments and multinational corporations. All marketing, sales and service processes are depicted in the system, helping you provide your clients with a comprehensive CRM experience—from the initial contact with a client to offering optimal support and targeted services.

Aurea CRM can be deployed without any programming knowledge and configured to meet your internal processes. This in turn improves your planning options, accelerates implementation, and helps you recoup your return on investment quickly.

For more information about Aurea CRM, see the [product documentation](#) and the knowledge base on [Aurea Support Central](#). While planning for an installation or upgrade of Aurea CRM, refer to the system requirements.

For any upgrade or purchase inquiries, please consult your account executive.

System requirements

For system requirements, refer to the [Aurea CRM System Requirements guide](#).

Appendix

ACRM Setup Guide: SMTP with OAuth 2.0 for Office 365

Last updated: April 14, 2025 - Aurea CRM Version 15.24

Overview

Microsoft will retire **Basic Authentication for Exchange Online SMTP** on **October 1st, 2025**. After that, applications — including ACRM — will need to use modern authentication to continue sending email through Office 365.

ACRM supports three methods for sending email:

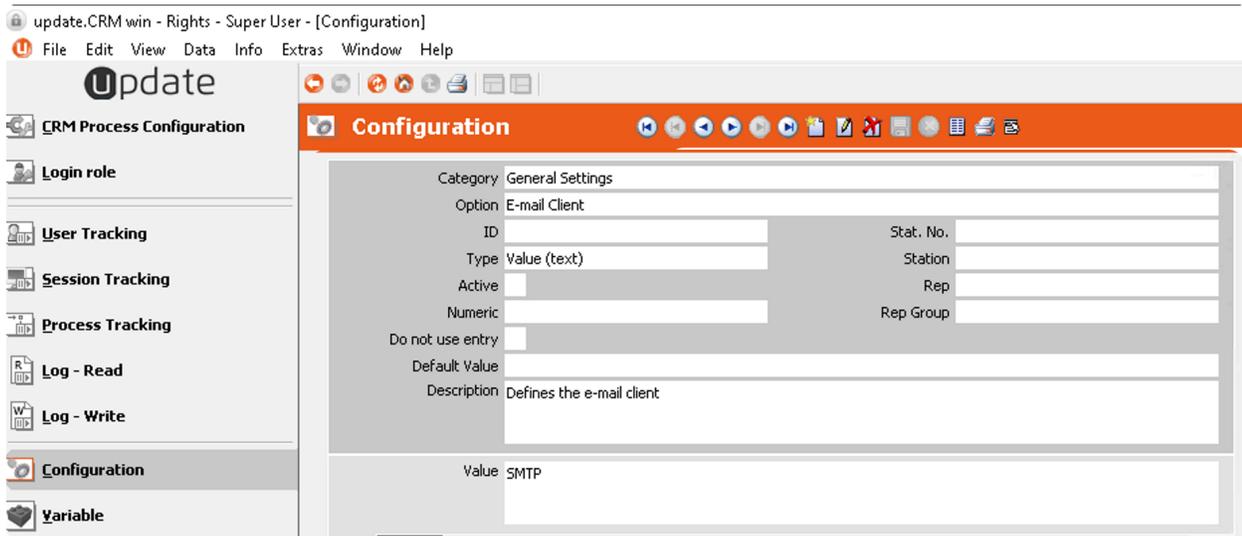
- **MAPI:** Launches the user's desktop email client (e.g., Outlook) with a pre-filled message. The user sends it manually.
- **Exchange Web Services (EWS):** Used to sync emails and contacts, optionally calendar entries. Also supports email sending in ACRM Web.
This functionality is not affected by the change.
- **SMTP:**
 - **Basic Auth:** Still supported for on-prem or third-party SMTP servers. Will stop working with **Exchange Online** after the deadline.
 - **OAuth 2.0 (client credentials):** Required for Exchange Online. Supported starting in **Aurea CRM 15.24**.

This guide walks through how to configure SMTP with OAuth 2.0 to ensure uninterrupted email delivery in Office 365 environments.

Before You Begin

Ensure you have:

- **Aurea CRM version 15.24 or newer**, required for OAuth2 SMTP support.
- At least one licensed **Exchange Online mailbox** for sending emails.
- Administrative access to **Microsoft Entra (Azure AD)** for app registration.
- **SMTP enabled in Aurea CRM** (instead of MAPI).
Enable via: Rights Module → Configuration → General Settings → E-mail Client → SMTP.



Choosing the Right SMTP OAuth Setup

Scenario	CRM Web	CRM Win	Pros	Cons
Single sender for all users (<i>recommended for CRM Win</i>)	✗ Not supported. The sender is always the logged-in user.	✓ Supported by copying a configured <code>smtp.cfg</code> to the <code>system</code> folder.	Simple setup and minimal permissions (CRM Win only)	Not possible in CRM Web.
Multiple senders (per-user)	✓ Default behavior — uses logged-in user's mailbox.	✓ Default behavior. The SMTP settings screen saves <code>smtp.cfg</code> in the user's folder.	Emails are sent from each user's own address	Requires mailbox access and setup for each user

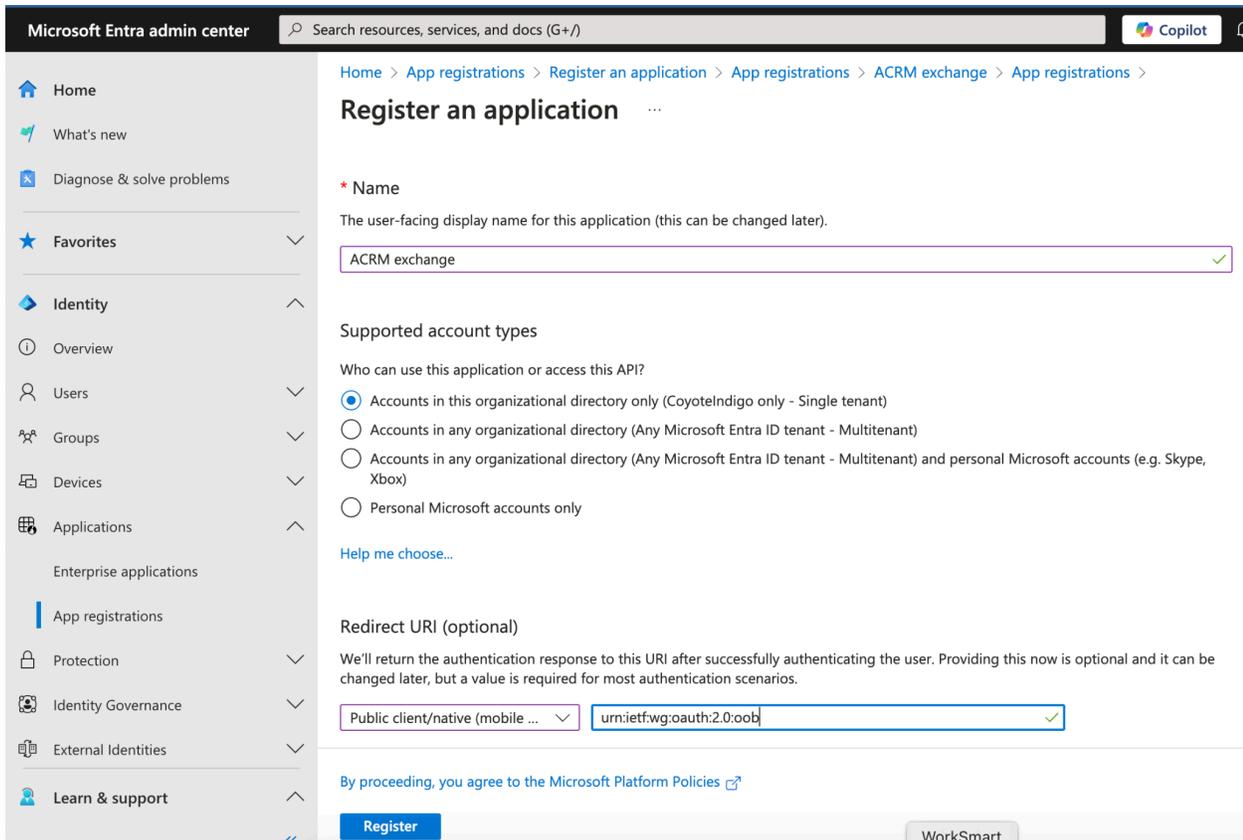
Microsoft Entra (Azure AD) Setup Steps

Step 1: Register a New Application in Azure AD

- Go to [Microsoft Entra](#).
- Navigate: **Identity** → **Applications** → **App registrations**

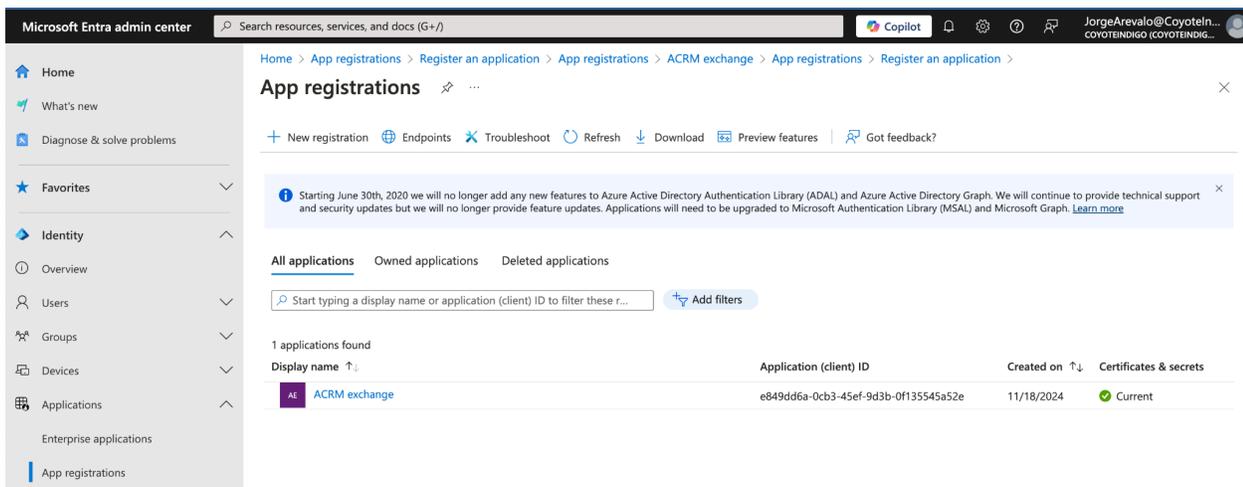
The screenshot shows the Microsoft Entra admin center interface. The top navigation bar includes the 'Microsoft Entra admin center' logo, a search bar, and the Copilot icon. The left sidebar contains navigation options: Home, What's new, Diagnose & solve problems, Favorites, Identity (selected), Overview, Users, Groups, Devices, Applications, Enterprise applications, and App registrations. The main content area is titled 'App registrations' and includes a 'Home >' breadcrumb. Below the title are links for '+ New registration', 'Endpoints', 'Troubleshoot', 'Refresh', 'Download', 'Preview features', and 'Got feedback?'. A blue information banner states: 'Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure Active Directory and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL)'. Below this, there are tabs for 'All applications', 'Owned applications' (selected), and 'Deleted applications'. A search bar prompts the user to 'Start typing a display name or application (client) ID to filter these r...' with an 'Add filters' button. A message indicates 'This account isn't listed as an owner of any applications in this directory.' with a 'View all applications in the directory' button.

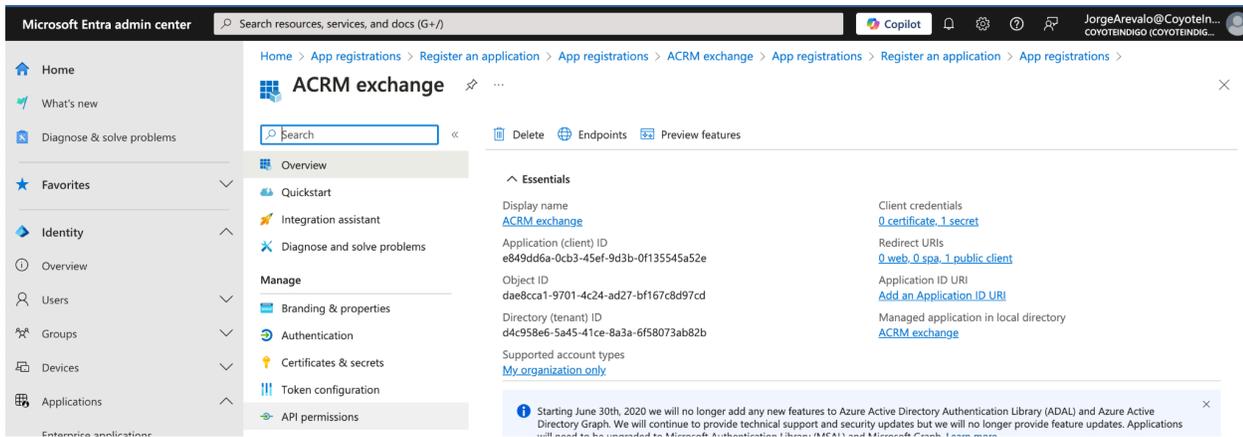
- Click **New registration**.
-
- On the **Register an application** page, fill in the following details:
 - **Name**: Enter a name for your application.
 - **Supported account types**: Choose one:
 - **Single Tenant**
 - **Multitenant**
 - **Redirect URL**: Change the dropdown to **Public client (mobile & desktop)** and set the value to `urn:ietf:wg:oauth:2.0:oob`
- Click **Register**.



- **Save Application Details**

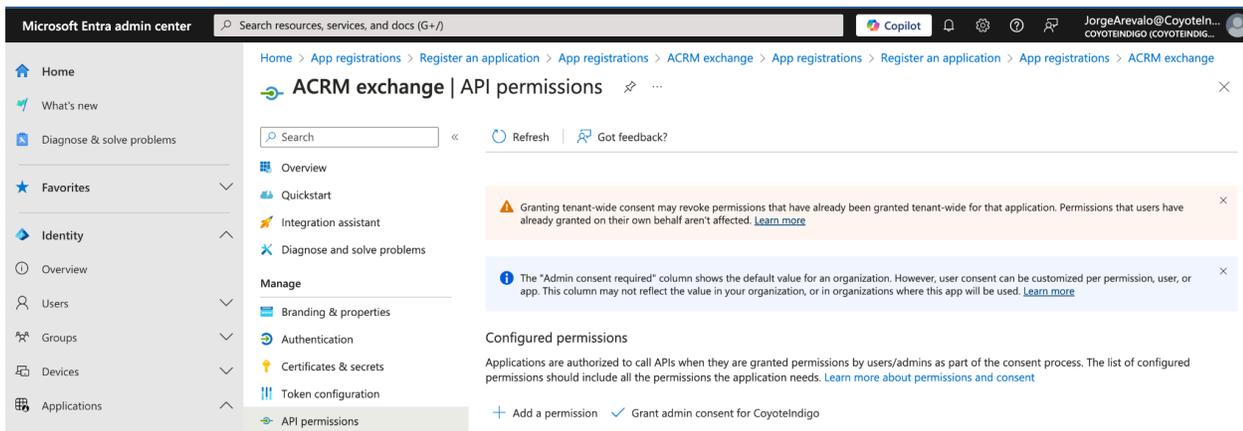
- On the next page, copy the **Application (client) ID** and **Directory (tenant) ID**. Save these for later use.
- You can access this information anytime via: **Identity** → **Applications** → **App Registrations** → **All Applications**.



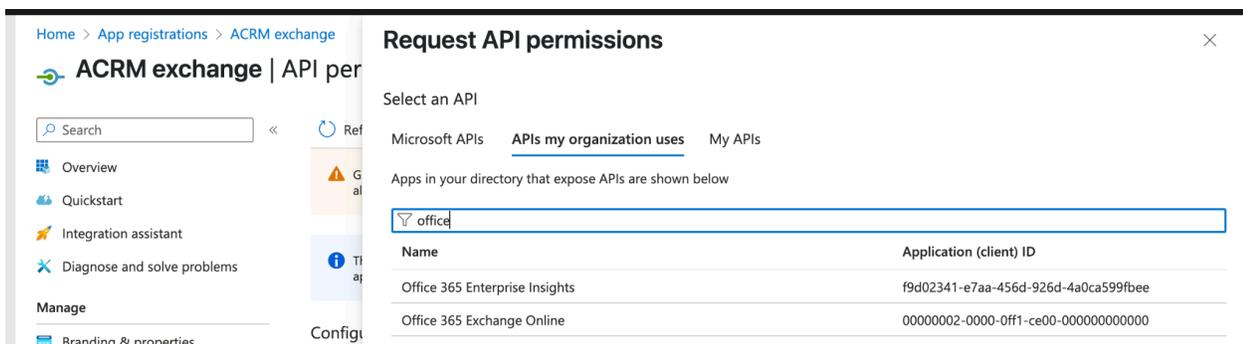


Step 2: Assign API Permissions

- Go to **API permissions** → **Add a permission**.



- Go to the **APIs my organization uses** tab.
- Search for and select **Office 365 Exchange Online**. (This option will appear only if the account has an active Office 365 subscription with Exchange.)



- Search for **Application permissions** → **SMTP.SendAsApp**
- Click **Add permissions**.

Home > App registrations > ACRM exchange

Request API permissions

< All APIs

Office 365 Exchange Online
https://outlook.office.com

What type of permissions does your application require?

Delegated permissions
Your application needs to access the API as the signed-in user.

Application permissions
Your application runs as a background service or daemon without a signed-in user.

Select permissions expand all

smtp

Permission	Admin consent required
SMTP (1)	
<input checked="" type="checkbox"/> SMTP.SendAsApp ⓘ Application access for sending emails via SMTP AUTH	Yes

- Grant admin consent by selecting **Grant admin consent for** and confirming the consent dialog.

Home > App registrations > Register an application > App registrations > ACRM exchange > App registrations > Register an application > App registrations > ACRM exchange

ACRM exchange | API permissions

Search

Refresh | Got feedback?

Overview

Quickstart

Integration assistant

Diagnose and solve problems

Manage

Branding & properties

Authentication

Certificates & secrets

Token configuration

API permissions

Expose an API

App roles

Owners

Roles and administrators

Support + Troubleshooting

New support request

You are editing permission(s) to your application, users will have to consent even if they've already done so previously.

Granting tenant-wide consent may revoke permissions that have already been granted tenant-wide for that application. Permissions that users have already granted on their own behalf aren't affected. [Learn more](#)

The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This column may not reflect the value in your organization, or in organizations where this app will be used. [Learn more](#)

Configured permissions

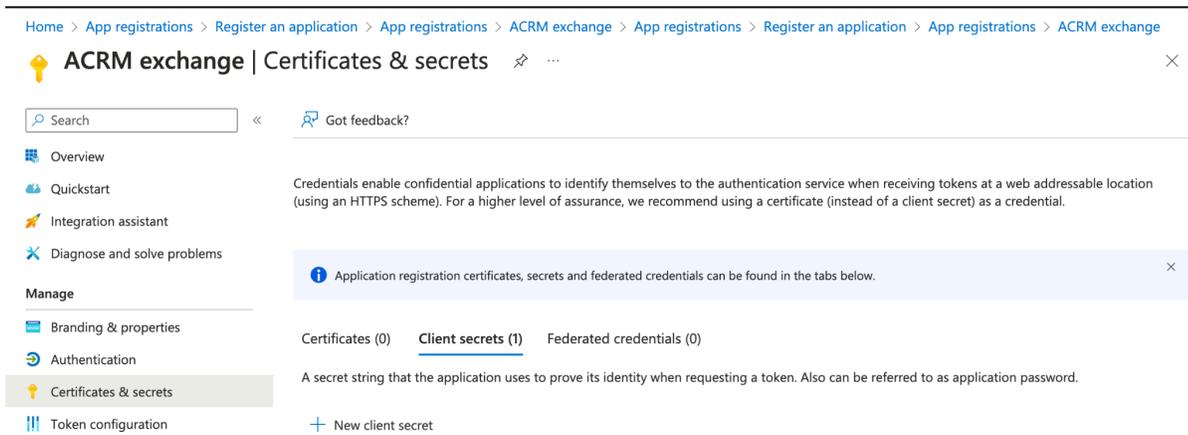
Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission Grant admin consent for CoyoteIndigo

API / Permissions name	Type	Description	Admin consent req...	Status
Office 365 Exchange Onlin...				...

Step 3: Generate a Client Secret

- Go to **Certificates & Secrets** → **New client secret**.
- Enter description, choose expiration, and click **Add**.
- Immediately copy and securely store the **Client Secret**.
 - **IMPORTANT:** Copy the value of the client secret and save it. Once you close this screen, you won't be able to access it again. If lost, you will need to create a new client secret.

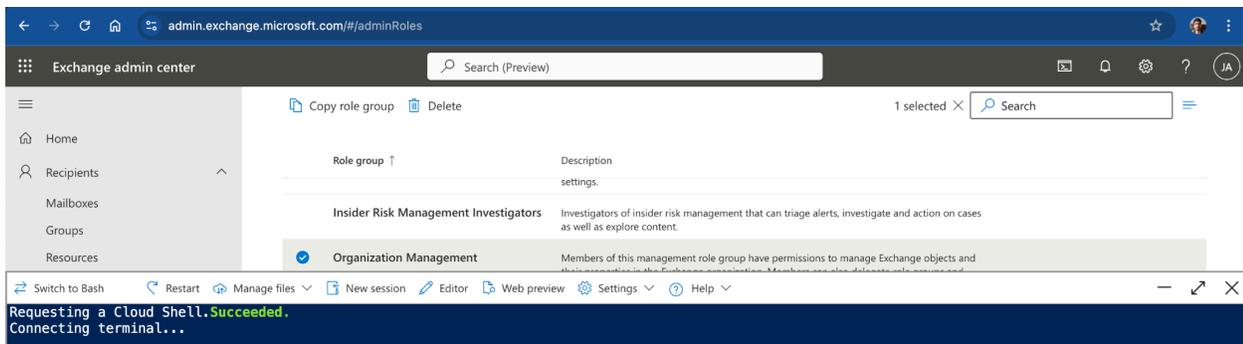


Step 4: Register the Service Principal with Exchange Online

The above steps enable the application to use the Exchange Online API. To grant access to specific mailboxes:

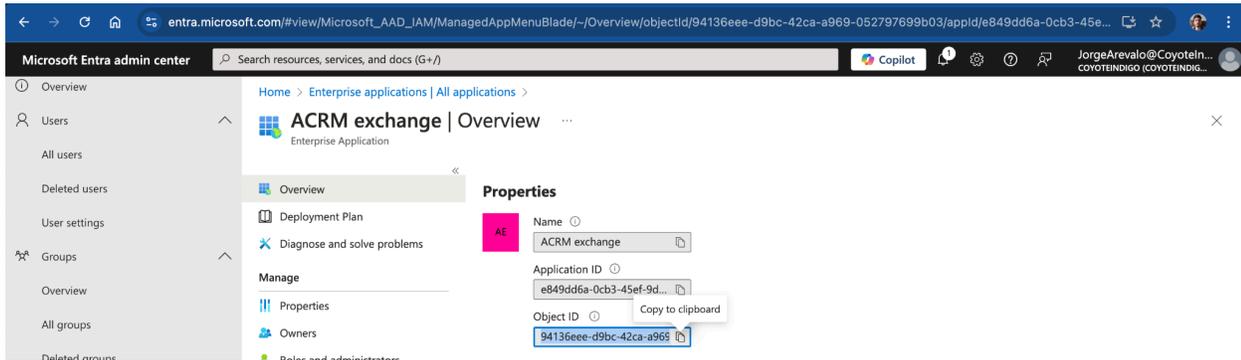
Use Microsoft 365 Cloud Shell (or Exchange Online PowerShell):

```
Unset
Connect-ExchangeOnline
```



Retrieve the Application Object ID

- Go to **Azure** → **Enterprise applications** and locate your application.
- Copy the **Application ID**.
- Copy the **Object ID**.



Create the Service Principal (if required)

The Application ID should sync automatically to Exchange Online as a Service Principal. However, in some cases, delays or issues with synchronization may prevent it from being recognized. If the commands below (`Add-MailboxPermission`) fails with an error like **"Couldn't find a service principal with the following identity"** create the service principal using this command:

Unset

```
New-ServicePrincipal -AppId <Application-ID> -ObjectId <Object-ID>
```

Replace `<Application-ID>` with the **Application ID** and `<Object-ID>` with the **Object ID**. This step ensures the Service Principal is properly registered with Exchange Online.

Step 5: Assign Mailbox Permissions (Critical Step)

- **Single sender:**
Assign permission to system mailbox:

Unset

```
Add-MailboxPermission -Identity
"mail_address_to_send_from_acrm@yourdomain.com" `
-User "<App Object-ID>" -AccessRights FullAccess
```

- **Multiple user senders:**
Assign permission to each mailbox individually:

```
Unset
$mailboxes = @"user1@yourdomain.com", "user2@yourdomain.com" # Add
users
foreach ($mbx in $mailboxes) {
    Add-MailboxPermission -Identity $mbx `
        -User "<App Object-ID>" -AccessRights FullAccess
}
```

Enable SMTP AUTH for Mailboxes

SMTP AUTH must be enabled on each mailbox you intend to send mail from using OAuth 2.0 with Exchange Online. This step is required even if you've granted mailbox permissions to the app registration.

Microsoft 365 Admin Center Steps

1. Go to [Microsoft 365 Admin Center](#)
2. Navigate to **Users** → **Active users**
3. Click the user whose mailbox will send emails
4. In the user flyout, select the **Mail** tab
5. Under **Email apps**, click **Manage email apps**
6. **Ensure the checkbox for "Authenticated SMTP" is checked**
 - a. If **Authenticated SMTP** is disabled, email delivery via SMTP will silently fail.

admin.microsoft.com/#/Users

Microsoft 365 admin center

Home > Active users

Active users

Recommended actions (1)

[Add a user](#)
[User templates](#)
[Add multiple users](#)
[Multi-factor authentication](#)
[Delete a user](#)
[Refresh](#)

<input type="checkbox"/>	Display name ↑	Username	Licenses	Choose columns
<input type="checkbox"/>	Jorge Arevalo	JorgeArevalo@CoyoteIndigo24.onmicrosoft.com	Exchange Online (Plan 1), Microsoft 365 Business Standard	

admin.microsoft.com/#/Users:/UserDetails/7c8d1115-998d-4995-b087-d40dd13fe9b4/Mail

Microsoft 365 admin center

Home > Active users

Active users

Recommended actions (1)

[Add a user](#)
[Multi-factor authentication](#)

Display name ↑
 Jorge Arevalo

Jorge Arevalo

Reset password

Change photo

Account Devices Licenses and apps **Mail** OneDrive

Mailbox storage 0.09% (45.02MB/50GB)

[Learn more about mailbox storage quotas](#)

Mailbox permissions

Read and manage permissions (0)
Send as permissions (0)
Send on behalf of permissions (0)

Email apps

All apps allowed
[Manage email apps](#)

admin.microsoft.com/#/Users:/UserDetails/7c8d1115-998d-4995-b087-d40dd13fe9b4/Mail

Microsoft 365 admin center

Home > Active users

Active users

Recommended actions (1)

Display name ↑
 Jorge Arevalo

Manage email apps

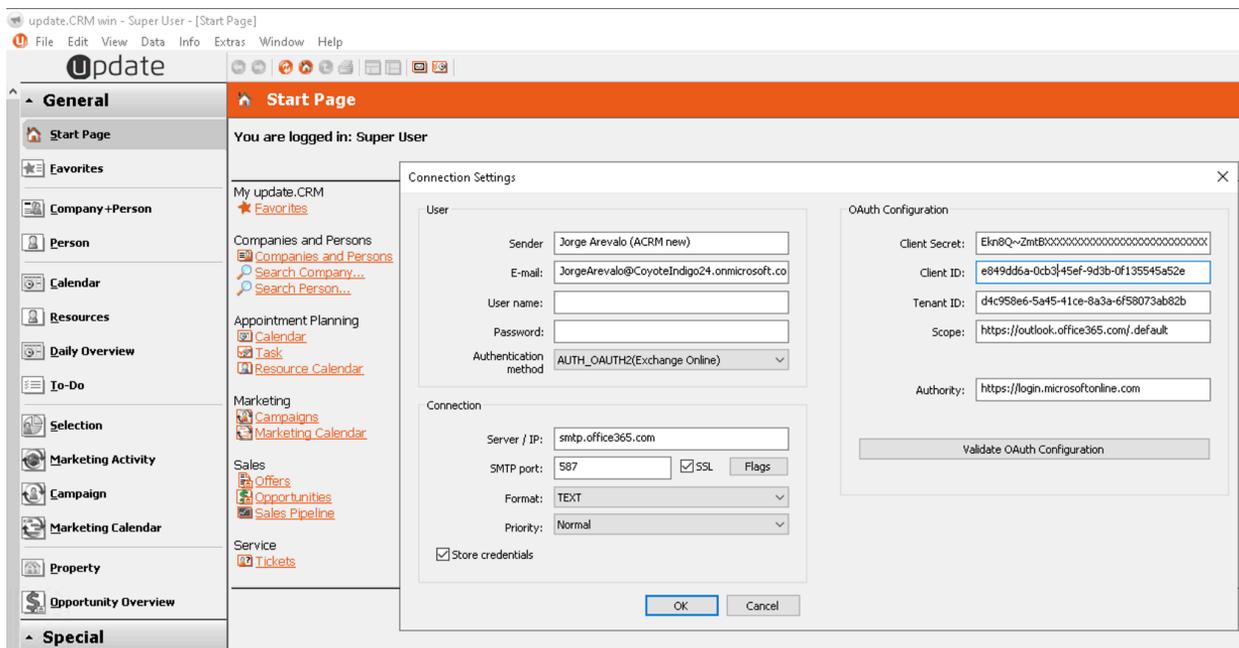
Choose the apps where Jorge Arevalo can access Microsoft 365 email.

- Outlook on the web
- Outlook desktop (MAPI)
- Exchange web services
- Mobile (Exchange ActiveSync)
- IMAP
- Pop
- Authenticated SMTP

Aurea CRM Win32 (Desktop App) SMTP Setup

Step-by-Step Configuration:

1. Launch Aurea CRM mmba module and **hold the SHIFT key** while selecting **File → E-mail**.
2. In the dialog, choose authentication: **AUTH_OAUTH2 (Exchange Online)**.
3. Fill the OAuth details from Azure:
 - **Client ID** in the Entra Admin panel, Enterprise Applications is the field Application ID
 - **Tenant ID** visible in the Entra Admin in basic information
 - **Client Secret**
 - **Scope:** <https://outlook.office365.com/.default>
 - **Authority:** <https://login.microsoftonline.com>
 - **SMTP Host:** smtp.office365.com
 - **Port:** [587](https://smtp.office365.com)
 - **Enable SSL** checked.
4. Check **"Store credentials"** to save your settings.



This creates a file:

```
Unset  
<installation>\update.win\<ACRM username>\smtp.cfg
```

To apply settings to all users, copy this file to:

Unset

```
<installation>\update.win\system\smtp.cfg
```

! Important:

- If a user-specific `smtp.cfg` exists in their folder (`<install>\update.win<username>\smtp.cfg`), it will override the system-wide configuration.
 - This allows that user to send emails using their own address in the **From** field.
- Remember: **Hold SHIFT** to access the SMTP settings screen.

Alternative Setup via Rights Module

You can also configure SMTP from the **Rights** module, assigning different configurations per **station**, **rep**, or **rep group**.

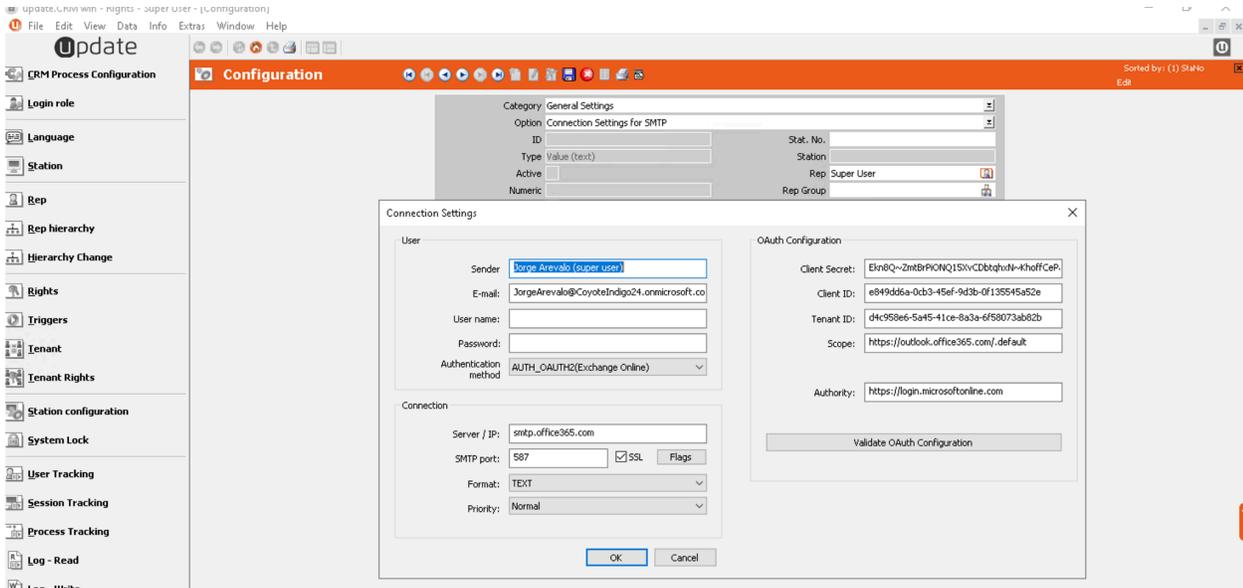
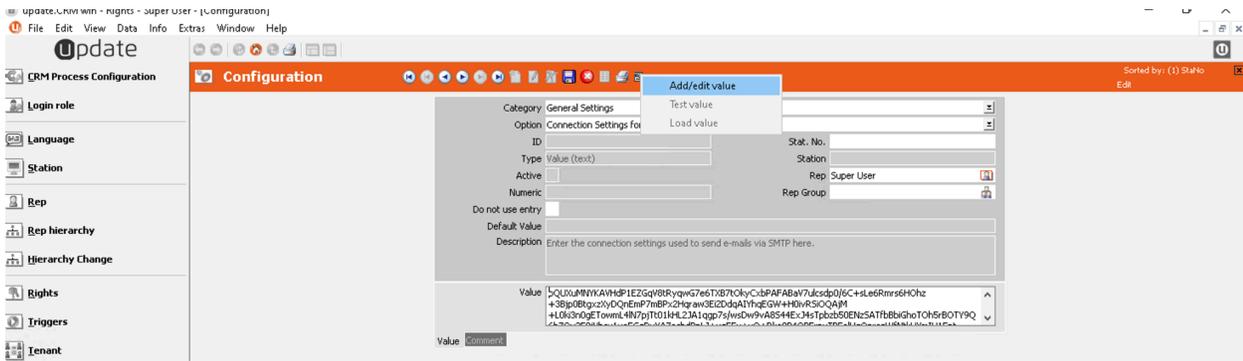
Steps:

1. Open the **Rights** module.
2. Go to:
`Configuration → General Settings → Connection Settings for SMTP`
3. Click **Add/edit value**.
4. The SMTP settings dialog will open.
5. Select `AUTH_0AUTH2 (Exchange Online)` as the authentication method.
6. Adjust any fields as needed and click **OK**.
7. Repeat for each rep, station, or group as required.

 This setup creates a separate config entry for each selection



Category	Option	Type	Active	Numeric	Value	Stat. No.	Station	Rep	Rep Group
Ech entry	Allow drop of datab	Value (Box)	<input checked="" type="checkbox"/>						
Calendar	Holidays	Value (tex)			<!-- Austria -->				
Calendar	Holidays	Value (tex)			<!-- german -->				
Triggers	Log triggers	Value (Box)	<input checked="" type="checkbox"/>						
General Settings	E-mail Client	Value (tex)			SMTP				
General Settings	Connection Settings	Value (tex)			oQUuJ#NvYKAH#PIE2G			Super User	
General Settings	Connection Settings	Value (tex)			pCH0u#NvYKAUwZLGV5			Sust User	



Aurea CRM Web - SMTP Setup

To enable SMTP with OAuth2 in **Aurea CRM Web**, your `web.config` file must include the custom `<oauthMailSettings>` section. This enables secure, token-based email sending via Office 365.

If you're upgrading an existing installation:

Update `web.config` to include:

Unset

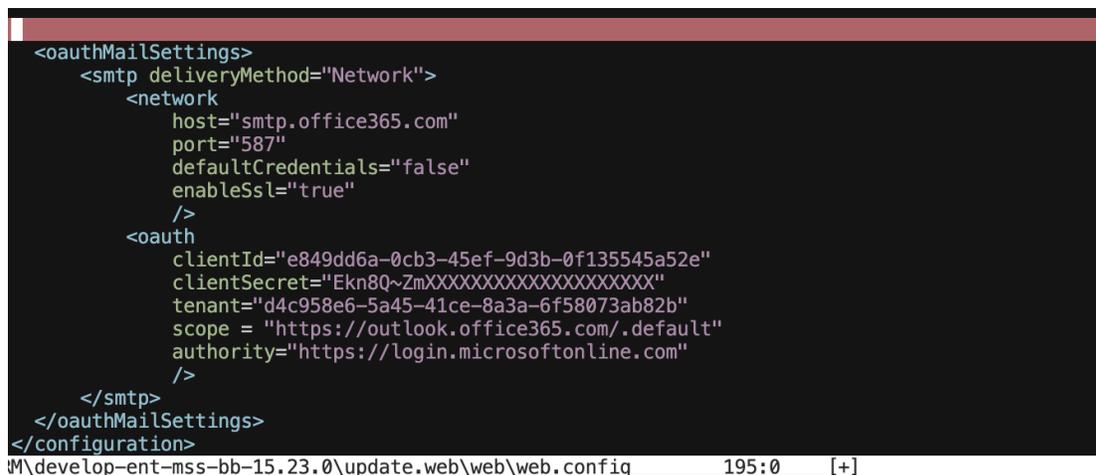
```
<configuration>
  <configSections>
    <section name="oauthMailSettings"
      type="update.Crm.Emails.MailSettingsSection, update.Crm" />
  </configSections>
```

```

<oauthMailSettings>
  <smtp deliveryMethod="Network">
    <network
      host="smtp.office365.com"
      port="587"
      defaultCredentials="false"
      enableSsl="true" />
    <oauth
      clientId="YOUR_CLIENT_ID"
      clientSecret="YOUR_CLIENT_SECRET"
      tenant="YOUR_TENANT_ID"
      scope="https://outlook.office365.com/.default"
      authority="https://login.microsoftonline.com" />
    </smtp>
  </oauthMailSettings>

<system.web>
  <httpRuntime targetFramework="4.8" requestValidationMode="4.0" />
</system.web>
</configuration>

```



```

<oauthMailSettings>
  <smtp deliveryMethod="Network">
    <network
      host="smtp.office365.com"
      port="587"
      defaultCredentials="false"
      enableSsl="true"
    />
    <oauth
      clientId="e849dd6a-0cb3-45ef-9d3b-0f135545a52e"
      clientSecret="Ekn8Q~ZmXXXXXXXXXXXXXXXXXXXXX"
      tenant="d4c958e6-5a45-41ce-8a3a-6f58073ab82b"
      scope = "https://outlook.office365.com/.default"
      authority="https://login.microsoftonline.com"
    />
  </smtp>
</oauthMailSettings>
</configuration>

```

⚠ Important Notes:

- If both `<oauthMailSettings>` and `<system.net><mailSettings>` are present, **OAuth2 will be used**.
The legacy Basic Auth config is ignored unless the OAuth section is missing.

- Make sure `targetFramework` is set to **4.8**. Older installations often default to `4.5`, which is **not compatible** with the OAuth implementation.
- Default sender is the logged-in user's email. The email address is taken from the **REP** info area

Behavior Differences: Basic Auth vs OAuth2

Aspect	SMTP with Basic Auth	SMTP with OAuth2 (client credentials)
Authentication method	Username + password	Access token via client ID + secret
Supported platforms	CRM Win, CRM Web	CRM Win 15.24+, CRM Web 15.24+
Sender in CRM Win	Defined in <code>smtp.cfg</code> (system or per-user)	Same — defined in <code>smtp.cfg</code>
Sender in CRM Web	Logged-in user	Logged-in user
Config location (CRM Win)	<code>smtp.cfg</code> , <code>mm.ini</code>	<code>smtp.cfg</code> (same mechanism)
Config location (CRM Web)	<code><mailSettings></code> in <code>web.config</code>	<code><oauthMailSettings></code> in <code>web.config</code>
Per-user override (CRM Win)	Yes — user-specific <code>smtp.cfg</code>	Yes — user-specific <code>smtp.cfg</code>
System-wide config (CRM Win)	Yes — shared <code>smtp.cfg</code> in <code>update.win/system</code>	Same — shared <code>smtp.cfg</code> in <code>update.win/system</code>
MAPI support	Still available (separate feature)	Still available (unchanged)
EWS module	Available for sync and CRM Web email	Same — functionality remains unchanged
Credential storage	Password stored encrypted	Client secret stored encrypted (same mechanism)

Troubleshooting Common Issues

Issue	Solution
OAuth Configuration Errors	<ul style="list-style-type: none">- Check Azure permissions (SMTP.SendAsApp)- Confirm app registration - Ensure correct Tenant ID, Client ID, and Client Secret
Token expiration/failures	<ul style="list-style-type: none">- Tokens expire ~1 hour; they're auto-refreshed on send- Check firewall/proxy settings blocking outbound requests- Verify system clock is correct
Email sending fails (unauthorized)	<ul style="list-style-type: none">- Confirm mailbox access with Add-MailboxPermission- Double-check the App Object ID used in the command
Old config still active	<ul style="list-style-type: none">- Remove <code><system.net><mailSettings></code> from web.config- Ensure the correct <code>oauthMailSettings</code> section is present- In CRM Win, make sure the <code>smtp.cfg</code> in the system folder doesn't override your new config
SMTP settings not saving (CRM Win)	<ul style="list-style-type: none">- Ensure Store credentials is checked in the Connection Settings screen
Validation fails in CRM Win	<ul style="list-style-type: none">- Use Validate OAuth Configuration button - Confirm correct values in OAuth fields- Check for clipboard copy/paste errors (e.g. extra spaces)
CRM Web doesn't start	<ul style="list-style-type: none">- Make sure <code>web.config</code> has the <code><configSections></code> entry for <code>oauthMailSettings</code>- Remove invalid/partial config sections - Test locally on the same machine to bypass network routing issues
Email silently fails	<ul style="list-style-type: none">- Check <code>update.win/system/db/u8_base_<user>.log</code> (CRM Win)- Check <code>update.web/web.data/log/web.log</code> (CRM Web)- Look for SMTP or token errors

References & Further Reading

- [Exchange Online to retire Basic auth for Client Submission \(SMTP AUTH\) | Microsoft Community Hub](#)
 - [Microsoft announcement: SMTP OAuth client credentials flow](#)
 - [Enable or disable SMTP AUTH in Exchange Online | Microsoft Learn](#)
 - Aurea CRM Documentation: [Sending Emails via SMTP](#)
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