Cannot receive messages through SMTP server

Symptom

Example error message from the log files:

(Thu Oct 10 2024 12:25:05 (-0800):279) Threadid:[16620] gosEmailAgent::Send: CreateConnection failed, closing the active session.
(Thu Oct 10 2024 12:30:38 (-0800):472) Threadid:[14996] gosEmailAgent::CreateConnection: Attempting to establish a TLS connection.
(Thu Oct 10 2024 12:30:38 (-0800):548) Threadid:[14996] gosEmailAgent::CreateConnection: TLS connection successful.
TIME: [10/10/2024 12:30:54 (-0700)]
SEVERITY: Error
ERROR CODE: 0x20010001
PROGRAM: GOSServer
FILE: F:\Luna_RB\CPP\dev\GOSCommon\gosEmailAgent.cpp (LINE 501)
DETAILS: Internal logic error.: Authentication failed after connecting to smtp-mail.outlook.com with authentication types AUTH_CRAM_MD5, AUTH_LOGIN, and AUTH_PLAIN.

(Thu Oct 10 2024 12:30:54 (-0800):473) Threadid:[14996] gosEmailAgent::Send: CreateConnection failed, closing the active session.

Resolution

A message was released by Microsoft:

To keep you safe you will need to use a mail or calendar app which supports Microsoft's modern authentication methods. If you do not act, your third-party email apps will no longer be able to access your Outlook.com, Hotmail or Live.com email address on September 16th."

Click here for more information and instruction about app passwords from support.google.com
There are blogs posted in the Microsoft webpages as well.

Applies To

Onguard (All versions)

Additional Information