

Tidal Enterprise Orchestrator: Cannot Create Email Inbox Target with Administrator User

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Contents

Introduction

Prerequisites

Components Used

Problem

Solution

Related Information

Introduction

This document describes a problem with connecting to Email Inbox targets using an Administrator account.

Prerequisites

Components Used

The information in this document is based on the Tidal Enterprise Orchestrator Version 2.3 and Microsoft Exchange 2007 or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

You are unable to connect Email Inbox target to your Exchange 2007 or later system using an Administrator account.

Solution

Connection to IMAP or POP3 via Administrator is not supported in Exchange 2007 or later by design. Refer to the Administrator Cannot Connect to the Administrator Mailbox Using POP3 or IMAP4 [\[1\]](#) article from Microsoft for more information. You will need to use another account for this functionality.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)
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