

Unable to find the mailbox credentials to send this email out

Open EMM logs search and will get below details in the screenshot.

```
TetherfiEmailManager.ConfigurationData - ewsMailBoxAndUserCredentialsMap count : 3:
TetherfiEmailManager.Actions.EmailProcessor - 1875451:Unable to find mailbox credentials to send this email out
TetherfiEmailManager.EmailManager - 1878095:EMC OnRoute():Contact=1878095,Skill=13319,CLID=teamsite@ocbc.local,C
TetherfiEmailManager.EmailManager - Email_CheckIfInExclusionList(): emailId : teamsite@ocbc.local:
TetherfiEmailManager.EmailManager - Email Id found in exclusion list:[teamsite@ocbc.local],[@ocbc.local]:
TetherfiEmailManager.EmailManager - Email received with contact id : 1878095 and skill is 13319 Subject is : Att
```

we can add both.no need to change. So this config key ExchangeMailbox Id should have both "contactus@ocbc.com , ContactUs@ocbc.com "/>

we need add the mailbox details in EMM config file, like below.

please add mailbox name to the "ExchangeMailBoxIds" key.

mailbox username also should be added to "ExchangeUserNames" key

mailbox password also should be added to "ExchangeUserPasswords" key

Please refer below screenshot.

```
<add key="LinkedServerName" value="SG_CFS_OEM_04B1ENR_SG_CFS_OEM_04B1ENR"/>
<add key="TaskServerCount" value="2"/>
<add key="ExchangeMailBoxIds" value="OCBCBaby@onus@ocbc.com,contactus@plus.com.sg,contactus@ocbc.com"/>
<add key="ExchangeUserNames" value="wmbb,cicplus,ciccu"/>
<!--<add key="ExchangeUserPasswords"
value="5Bc13wBAb7xj0y4lKq2aPawFhtOcc2F45Xy50GqLefsgBj+c4rj25y9cu8Fas5ORkVW2600wEa1+19hipDA==,jF6zgmK0U49Fqab61l0ye1LrY0rJG6M+000MF+2C/Thg+eMf+V5vET3sIPHw
VcDDATwH3e+Q1ru6P4EMWm0A1asq2cHcV8/W8R2naTddOU/cYEMo64MabZK/T0s1U6gH2x0ne="/-->
<add key="ExchangeUserPasswords"
value="5Bc13wBAb7xj0y4lKq2aPawFhtOcc2F45Xy50GqLefsgBj+c4rj25y9cu8Fas5ORkVW2600wEa1+19hipDA==,jF6zgmK0U49Fqab61l0ye1LrY0rJG6M+000MF+2C/Thg+eMf+V5vET3sIPHw
VcDDATwH3e+Q1ru6P4EMWm0A1asq2cHcV8/W8R2naTddOU/cYEMo64MabZK/T0s1U6gH2x0ne="/-->
```

```
id=sg_cfs_oem_04b1enr;password=5Bc13wBAb7xj0y4lKq2aPawFhtOcc2F45Xy50GqLefsgBj+c4rj25y9cu8Fas5ORkVW2600wEa1+19hipDA==,jF6zgmK0U49Fqab61l0ye1LrY0rJG6M+000MF+2C/Thg+eMf+V5vET3sIPHw
VcDDATwH3e+Q1ru6P4EMWm0A1asq2cHcV8/W8R2naTddOU/cYEMo64MabZK/T0s1U6gH2x0ne="/-->
<add key="ExchangeMailBoxIds" value="OCBCBaby@onus@ocbc.com,contactus@plus.com.sg,contactus@ocbc.com,contactus@ocbc.com"/>
<add key="ExchangeUserNames" value="wmbb,cicplus,ciccu,ciccu"/>
<!--<add key="ExchangeUserPasswords"
value="5Bc13wBAb7xj0y4lKq2aPawFhtOcc2F45Xy50GqLefsgBj+c4rj25y9cu8Fas5ORkVW2600wEa1+19hipDA==,jF6zgmK0U49Fqab61l0ye1LrY0rJG6M+000MF+2C/Thg+eMf+V5vET3sIPHw
VcDDATwH3e+Q1ru6P4EMWm0A1asq2cHcV8/W8R2naTddOU/cYEMo64MabZK/T0s1U6gH2x0ne="/-->
<add key="ExchangeUserPasswords"
value="5Bc13wBAb7xj0y4lKq2aPawFhtOcc2F45Xy50GqLefsgBj+c4rj25y9cu8Fas5ORkVW2600wEa1+19hipDA==,jF6zgmK0U49Fqab61l0ye1LrY0rJG6M+000MF+2C/Thg+eMf+V5vET3sIPHw
VcDDATwH3e+Q1ru6P4EMWm0A1asq2cHcV8/W8R2naTddOU/cYEMo64MabZK/T0s1U6gH2x0ne="/-->
```

After, restart EMM service, the issue is resolved.

Users tested and it is working fine.

```
Manager - 1885117:GetAgentDetailsFromTHAC : 65567:
- EMC_GetAgentData:65567:
Manager - 1885117:IsThisAgentCCW 65567:
ns.EmailDatabaseManager - 1885117:IsThisSkillListHasAtLeastOneMakerSkill:
ns.EmailDatabaseManager - 1885117:IsThisSkillListHasAtLeastOneCheckerSkill:
Manager - SubChannel is maker. Session Id: 1885117Agent: 65567 had configured for both maker and checker skill, hence treating this agent as CCW agent.
s.EmailDataProcessor - 1885117:CheckAnyEmailAddressChangeByMaker :
s.EmailDataProcessor - 1885117:ValidateEmailAddressesForVetting : aaccEmailAddress=77228251@securemail.ocbc.com, aaccEmailAddress=77228251@securemail.ocbc.com
s.EmailDataProcessor - 1885117:ValidateEmailAddressesForVetting : aaccEmailAddress, aaccEmailAddress:
s.EmailDataProcessor - 1885117:ValidateEmailAddressesForVetting : aaccEmailAddress, aaccEmailAddress:
Manager - 1885117:Vetting status for this email : isVettingRequired=False, isCCW=True, isEmailAddressChanged=False, hasAttachment=False, isEmailBodyHasLockedTemplate=False:
ns.EmailProcessor - 1885117:SendEmailToCustomer : 77228251@securemail.ocbc.com, Service Request, :
ns.EmailDatabaseManager - 1885117:GetMakerIdToRejectOrSaveEmail : sql = SELECT Top 1 s FROM Email_Outbox WHERE SESSIONID= 1885117:
ns.EmailProcessor - 1885117:GetUserCredentialsForThisMailBox : mailbox = contactus@ocbc.com:
urationData - MailBox : OCBCBaby@onus@ocbc.com, username = wmbb, domain OCBCGROUP, url https://pwexcas051.oacentre.ocbc.com/ews/Exchange.aspx, pwd 10ay2leNnSH36P2c4FDpVVCNue7PxA10u9D1
urationData - MailBox : contactus@plus.com.sg, username = cicplus, domain OCBCGROUP, url https://pwexcas051.oacentre.ocbc.com/ews/Exchange.aspx, pwd W9x6mT0u2E3503PeJG64b2z3qdY4q1h5
urationData - MailBox : contactus@ocbc.com, username = ciccu, domain OCBCGROUP, url https://pwexcas051.oacentre.ocbc.com/ews/Exchange.aspx, pwd gX0a661Q0M0d1a4F2u0dW/1701cU004WZ08Fsf
urationData - ewsMailBoxAndUserCredentialsMap count : 4:
njector - ConnectToExchangeServer : username=ciccu, domain=OCBCGROUP, url=https://pwexcas051.oacentre.ocbc.com/ews/Exchange.aspx
njector - Successfully connected to exchange server with user : ciccu:
njector - SendEmailToCustomerUsingEWS : To:77228251@securemail.ocbc.com, subject=Service Request, ccAddress=,bccAddress:
njector - This email has attachments to send..:
ns.EmailProcessor - Successfully sent email to customer : 77228251@securemail.ocbc.com:
```