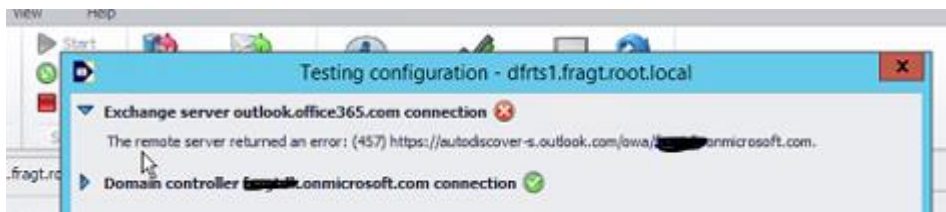


# The remote server returned an error (457) <https://autodiscover>

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## Symptom

RealTime Service cannot establish connection to office 365, and the above error is listed when executing the test configuration button.



## Cause

The issue happens because password is expired on the service account you are using.

## Resolution

Reset password in Office 365 and inside RealTime Manager under domain controller and Exchange server configuration.

In addition, we suggest setting the password not to expire for the service account.

## Properties

**Applies to:** RTS Version 6.0.66.0

**Reference:** N/A

**Knowledge base ID:** 01

**Last updated:** May 15, 2014