

What is the difference between Microsoft OWA and EWS?

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Microsoft's infrastructure is responsible for a huge percentage of global enterprise email, both on their cloud based **Office365** service - and through their on-premise **Microsoft Exchange Server** solutions, heavily popular with the public sector and private alike. Their [live.com](https://www.live.com) service (formerly Hotmail) is a well known free platform too.

When dealing with the mail aspect specifically, you will have likely seen the terms **OWA (Outlook Web Access)** and **EWS (Exchange Web Services)** thrown around constantly in documentation and correspondence. You *know* these relate to your Microsoft infrastructure and email in some way but...

What exactly are we dealing with - and what do you need from us at Deskpro?

OWA is a browser based web app - through the years it has existed plainly as "Outlook" or "Outlook on the Web". It is an email client, similar to the Microsoft Office Outlook, or competing software such as Mac Mail, Mail App and Thunderbird - except accessible from any computer through a web browser. You visit OWA to check your email on the go.

EWS is a different concept. This is a *backend*, and non-end user facing service tool exposed to the internet so applications, such as Deskpro, can connect into Office365 or an private Exchange system to relay email. It is referred to as an API (Application Programming Interface) - allowing programmers to integrate calendars, contacts and other aspects beyond just email relay. It is not something an end-user would ever access day to day.

What do I need for to send mail through Deskpro on-premise?

Most mail servers will have traditional IMAP/POP and SMTP service exposed, so you can use that. In specific cases, where these are disabled, Deskpro needs access only to the EWS address. The Deskpro server must be able to access the address over the internet, or on a

private network. This will always be in the format of something like:

<https://mail.example.com/EWS/Exchange.asmx>

We use Office365, how do I access EWS?

As a hosted cloud platform, each Office365 user connects to the same EWS URL.

<https://outlook.office365.com/EWS/Exchange.asmx>

Where do I set this up in Deskpro on-premise?

You set this up in the same way you would [any other email](#) account. Instead you would enter the EWS address **without** the https:// - enter your desired email address and password - and Deskpro will handle the rest. You are afforded plenty of flexibility in how Deskpro on-premise handles the incoming email.

Account Details *

MS Exchange

EWS Host
Deskpro communicates with Exchange through [Exchange Web Services](#). Make sure EWS is configured and your firewall is not blocking connections.

Username

Password

Folder Read messages from the inbox
 Read messages from a specific folder

Read Mode Read all unread messages
Deskpro will read and process all unread messages in the mailbox. After processing, messages are marked as read but stay in the mailbox.
 Read all messages and then move
 Read all messages and then delete

Advanced Options ↓

Outgoing Email *

MS Exchange

Exchange through [Exchange Web Services](#). Make sure EWS is configured and your firewall is not blocking connections.

Select type
Send mail using PHP mail()
SMTP
GMail or Google Apps
Office365
MS Exchange

I hope these answer any doubts you have about the Exchange/Office service, and its

compatibility with Deskpro on-premise. If you have any further questions, please reach out to our [support team](#).

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- [Office365 simple email adaptor over EWS](#)