Microsoft office 365 smtp server has made some changes that will cause this error message:

```
Email delivery error: 432 4.3.2 STOREDRV.ClientSubmit; sender thread limit exceeded
```

New throttling limit for concurrent connections that submit messages

The service has various limits to prevent abuse and to ensure fair use. An additional limit is being added. Under the new limit, up to three concurrent connections are allowed to send email messages at the same time. If an application tries to send more than three messages at the same time by using multiple connections, each connection will receive the following error message:

```
432 4.3.2 STOREDRV.ClientSubmit; sender thread limit exceeded
```


other projects have worked around it by introducing a maxConnections: 3 limitation to there mailers ex

https://support.sisense.com/hc/en-us/community/posts/360029660673--Custom-SMTP-Email-Server-Solution-for-Outlook365-error-432-4-3-2-STOREDRV-ClientSubmit-sender-thread-limit-exceeded-

my setup

Environment:
Redmine version                4.0.2.stable
Ruby version                   2.6.1-p33 (2019-01-30) [x86_64-linux]
Rails version                  5.2.2
Environment                    production
Database adapter               Mysql2
Mailer queue                   ActiveJob::QueueAdapters::AsyncAdapter
Mailer delivery                smtp

History

#1 - 2019-08-27 11:13 - Go MAEDA

Could you try again after adding the following lines to config/additional_environment.rb?

```
config.active_job.queue_adapter = 
  ActiveJob::QueueAdapters::AsyncAdapter.new \ 
  max_threads: 3
```

#2 - 2019-08-27 13:57 - strhuan blomquist

Thanks for the quick response.
so far this seems to have fixed it will keep track during the day.

#3 - 2019-08-28 09:52 - strhuan blomquist

The problem seems fixed so far. So there a way in the future to only make this affect the mailer. I guess this is now a global settings to any class that wants to use the ActiveJob::QueueAdapters::AsyncAdapter.
#4 - 2021-10-25 17:32 - David Doležal
Hi,
I found the same problem in new install of Redmine with Office 365 SMTP... Does Go MAEDA's solution help?

#5 - 2024-01-09 17:45 - Christian Haeberli
The same issue still occurs with version 5.1.1.
MAEDA's solution still works with this version.

It would be very helpful to mention this config/workaround on the EmailConfiguration Wiki:
https://www.redmine.org/projects/redmine/wiki/emailconfiguration