

Konfigurieren der WebEx Connect-E-Mail-App mit Office365 Oauth

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Einleitung

In diesem Dokument werden die Schritte zum Konfigurieren einer E-Mail-App für Office365 mit Open Authorization (OAuth 2.0) beschrieben.

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Voraussetzungen

Anforderungen

Cisco empfiehlt, dass Sie über Kenntnisse in folgenden Bereichen verfügen:

- WebEx Contact Center (WxCC) 2.0
- WebEx ConnectPortal mit konfigurierten E-Mail-Flows
- Zugriff auf Microsoft Azure
- Zugriff auf MS Office365

Verwendete Komponenten

Die Informationen in diesem Dokument basieren auf folgenden Software-Versionen:

- WxCC 2.0
- Cisco WebEx Connect
- Microsoft Azure
- Microsoft Office 365

Die Informationen in diesem Dokument beziehen sich auf Geräte in einer speziell eingerichteten

Testumgebung. Alle Geräte, die in diesem Dokument benutzt wurden, begannen mit einer gelöschten (Nichterfüllungs) Konfiguration. Wenn Ihr Netzwerk in Betrieb ist, stellen Sie sicher, dass Sie die möglichen Auswirkungen aller Befehle verstehen.

Konfigurieren

Schritt 1: E-Mail-App-Konfiguration auf WebEx Connect starten

Starten Sie die Konfiguration der E-Mail-App auf der WebEx Connect-Plattform.

- Melden Sie sich bei Ihrem WebEx Connect-Tenant an.

- Navigieren Sie zu "Assets->Apps", klicken Sie auf "Neue App konfigurieren", und wählen Sie "E-Mail" aus. Wählen Sie "OAuth 2.0" als Authentifizierungstyp aus, kopieren Sie "Forwarding Address" (Weiterleitungsadresse), und speichern Sie "Call Back URL" (Rückruf-URL), um die folgenden Konfigurationsschritte durchzuführen:

< Configure New Application - Email
Enter the mail server settings for your account to start sending and receiving emails using Webex Connect.

Asset Name ⓘ
Asset Name

Email ID
Email ID

Forwarding Address
b6b9072db2ce25198b45f08c9a9e Copy

Note: Emails sent to the asset email ID will be forwarded to this address.

Authentication Type
OAuth 2.0

SMTP Server
Username

Port
Security
None

Client ID
Client Secret

Call Back URL
https://[redacted].us.webexconnect.io/callback

Fahren Sie auf der Microsoft-Seite mit der Konfiguration fort.

Phase 2: Erstellen einer App in Microsoft Azure

Registrieren Sie eine App im Azure-Portal gemäß dem Dokument ["Registrieren einer Anwendung bei der Microsoft-Identitätsplattform"](#).

-Melden Sie sich unter <https://portal.azure.com> an.

- Navigieren Sie zu "Azure Active Directory", wählen Sie "App-Registrierungen" aus, und klicken Sie auf "Neue Registrierung".

- Geben Sie den Anwendungsnamen ein, wählen Sie den entsprechenden Kontotyp aus, geben

Sie den Web-Umleitungs-URI mit dem Tenant-Namen ein (https://yourwebexconnectname.us.webexconnect.io/callback as, siehe Schritt 1), und registrieren Sie die App:

Register an application ...

* Name

The user-facing display name for this application (this can be changed later).

WebexConnect ✓

Supported account types

Who can use this application or access this API?

- Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web https://yourwebexconnectname.us.webexconnect.io/callback ✓

Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

By proceeding, you agree to the [Microsoft Platform Policies](#) ↗

Register

- Nachdem die App registriert wurde, navigieren Sie zu "Authentication", scrollen Sie nach unten zu "Implicit Grant and Hybrid Flows", wählen Sie die Option "Access tokens", und speichern Sie:

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Implicit grant and hybrid flows

Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. [Learn more about tokens.](#)

Select the tokens you would like to be issued by the authorization endpoint:

- Access tokens (used for implicit flows)
- ID tokens (used for implicit and hybrid flows)

Supported account types

Who can use this application or access this API?

- Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)

[Help me decide...](#)

⚠ Due to temporary differences in supported functionality, we don't recommend enabling personal Microsoft accounts for an existing registration. If you need to enable personal accounts, you can do so using the manifest editor. [Learn more about these restrictions.](#)

Advanced settings

Allow public client flows

Enable the following mobile and desktop flows:

Yes **No**

- App collects plaintext password (Resource Owner Password Credential Flow) [Learn more](#)
- No keyboard (Device Code Flow) [Learn more](#)
- SSO for domain-joined Windows (Windows Integrated Auth Flow) [Learn more](#)

App instance property lock

Save Discard

- Navigieren Sie zu "Zertifikate und Geheimnisse", wählen Sie "Client-Geheimnisse" aus, klicken Sie auf "Neuer Client-Geheimnis", fügen Sie eine Beschreibung und eine Gültigkeitsdauer hinzu:

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Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a web addressable location (using an HTTPS scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential.

Application registration certificates, secrets and federated credentials can be found in the tabs below.

Certificates (0) **Client secrets (0)** Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

+ New client secret

Description	Expires	Value	Secret ID
-------------	---------	-------	-----------

No client secrets have been created for this application.

Add a client secret

Description

Expires

Add Cancel

- Den geheimen Clientwert kopieren und für eine spätere Verwendung speichern:

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | Certificates & secrets

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Got a second to give us some feedback? →

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Application registration certificates, secrets and federated credentials can be found in the tabs below.

Certificates (0) Client secrets (1) Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

+ New client secret

Description	Expires	Value	Secret ID
wxconnect	10/26/2024	L1e8Q~B5rzySjA6wI3PqgNqZkdVd1zpTJ...	5f7981e4-9b3e-43ff-b2cf-297606955fff

- Navigieren Sie zu "API-Berechtigungen", klicken Sie auf "Berechtigung hinzufügen", wählen Sie "APIs, die meine Organisation verwendet", geben Sie im Suchfeld "Office 365" ein, und wählen Sie "Office 365 Exchange Online" aus. Wählen Sie 'Anwendungsberechtigungen', erweitern Sie den Bereich 'Mail', aktivieren Sie 'Mail.Send', und klicken Sie auf 'Berechtigung hinzufügen':

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

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New support request

The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions shows all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission Grant admin consent for Cisco Systems, Inc

API / Permissions name	Type	Description	Admin consent requ...	Status
Microsoft Graph (1)				
User.Read	Delegated	Sign in and read user profile	No	

To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try [Enterprise applications](#).

Request API permissions

Select an API

Microsoft APIs APIs my organization uses My APIs

Apps in your directory that expose APIs are shown below

Name
Office 365 Enterprise Insights
Office 365 Exchange Online
Office 365 Information Protection
Office 365 Management APIs
Office 365 SharePoint Online

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

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Microsoft Graph (1)				
User.Read	Delegated	Sign in and read user profile	No	

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Request API permissions

Delegated permissions
Your application needs to access the API as the signed-in user.

Application permissions
Your application runs as a background service or daemon without a signed-in user.

Select permissions [expand all](#)

Start typing a permission to filter these results

Permission	Admin consent required
Other permissions	
<input type="checkbox"/> full_access_as_app Use Exchange Web Services with full access to all mailboxes	Yes
Calendars	
Contacts	
Exchange	
IMAP	
Mailbox	
MailboxSettings	
Mail (1)	
<input type="checkbox"/> Mail.Read Read mail in all mailboxes	Yes
<input type="checkbox"/> Mail.ReadWrite Read and write mail in all mailboxes	Yes
<input checked="" type="checkbox"/> Mail.Send Send mail as any user	Yes
Organization	

[Add permissions](#) [Discard](#)

-Nach dem Hinzufügen der Berechtigung muss die Administratorberechtigung erteilt werden. Klicken Sie auf "Admin-Zustimmung erteilen":

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

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Grant admin consent confirmation.

Do you want to grant consent for the requested permissions for all accounts in Cisco Systems, Inc? This will update any existing admin consent records this application already

[Yes](#) [No](#)

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission ✓ Grant admin consent for Cisco Systems, Inc

API / Permissions name	Type	Description	Admin consent requ...	Status
Microsoft Graph (1)				
User.Read	Delegated	Sign in and read user profile	No	
Office 365 Exchange Online (1)				
Mail.Send	Application	Send mail as any user	Yes	⚠ Not granted for Cisco S...

To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try [Enterprise applications](#).

- Navigieren Sie zu "Overview" (Übersicht), und notieren Sie sich "Application (client) ID" (Anwendungs- (Client) und "Directory (Tenant) ID" (Verzeichnis- (Tenant)-ID) für die weitere Verwendung der Konfiguration:

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Essentials

Display name : [WebexConnect](#)
Application (client) ID : 56ba9bac-67be-4bd2-b551-47258e7ead62
Object ID : 3d6317c3-ed51-4ff2-955d-019ac1637beb
Directory (tenant) ID : 0f47778c-61c2-4b0a-8e94-3f05e737a1dd
Supported account types : [My organization only](#)

Hinweis: Stellen Sie sicher, dass die Benutzereinwilligung für Apps in Azure unter "Einwilligung und Berechtigungen" für "Enterprise-Anwendungen" zulässig ist (dies sind Standardeinstellungen):

Manage << Save Discard Got feedback?

- User consent settings**
- Permission classifications

Control when end users and group owners are allowed to grant consent to applications, and when they will be required to request administrator review and approval. Allowing users to grant apps access to data helps them acquire useful applications and be productive, but can represent a risk in some situations if it's not monitored and controlled carefully.

User consent for applications
Configure whether users are allowed to consent for applications to access your organization's data. [Learn more](#)

- Do not allow user consent
An administrator will be required for all apps.
- Allow user consent for apps from verified publishers, for selected permissions (Recommended)
All users can consent for permissions classified as "low impact", for apps from verified publishers or apps registered in this organization.
- Allow user consent for apps
All users can consent for any app to access the organization's data.

Schritt 3: Postfachbenutzer für Office365 konfigurieren

-Melden Sie sich unter <https://admin.microsoft.com> an.


- Navigieren Sie zu Benutzer->Aktive Benutzer.

- Auswahl eines Benutzers mit einer Mailbox für die Integration in WebEx Connect

- Nachdem Sie einen bestimmten Benutzer ausgewählt haben, navigieren Sie zu 'Mail', klicken Sie unter 'E-Mail-Apps' auf 'E-Mail-Apps verwalten', stellen Sie sicher, dass 'Authentifiziertes SMTP' ausgewählt ist, und klicken Sie auf 'Änderungen speichern':



John

 [Reset password](#)

[Change photo](#)

[Account](#) [Devices](#) [Licenses and apps](#) **[Mail](#)** [OneDrive](#)

Mailbox storage 0.01% (5.791MB/50GB)

[Learn more about mailbox storage quotas](#)

Mailbox permissions

- [Read and manage permissions \(0\)](#)
- [Send as permissions \(0\)](#)
- [Send on behalf of permissions \(0\)](#)

Show in global address list

- Yes
- [Manage global address list visibility](#)

Automatic replies

- Off
- [Manage automatic replies](#)

Email apps

- All apps allowed
- [Manage email apps](#)**

Email forwarding

- Applied
- [Manage email forwarding](#)

More actions

- [Edit Exchange properties](#)



Manage email apps

Choose the apps where John can access Microsoft 365 email.


- Outlook on the web
- Outlook desktop (MAPI)
- Exchange web services
- Mobile (Exchange ActiveSync)
- IMAP
- Pop
- Authenticated SMTP

Save changes

- Klicken Sie unter "Email Forwarding" auf "Manage email forwarding", wählen Sie "Forward all emails sent to this mailbox" aus, geben Sie "Forwarding email address" mit Alias aus der WebEx Connect-App-Konfiguration ein, wie in Schritt 1 gezeigt (wählen Sie bei Bedarf zusätzlich "Keep a copy of forwarded email in this mailbox" aus), und klicken Sie auf "Save changes":



John

 [Reset password](#)

[Change photo](#)

[Account](#)

[Devices](#)

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[Mail](#)

[OneDrive](#)

Mailbox storage

0.01% (5.791MB/50GB)

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Email forwarding

Applied

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Manage email forwarding

Forward all emails sent to this mailbox

The mailbox owner will be able to view and change these forwarding settings.

Forwarding email address *

a41a0ba3566ed2091155f13e48e6d4f8@mail-us.imiconnect.io

Keep a copy of forwarded email in this mailbox

Save changes

- Stellen Sie sicher, dass die Weiterleitung ausgehender E-Mails an externe E-Mail-Adressen in Ihrem Microsoft 365 Defender-Portal zulässig ist.

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