

Webex Connect e-mail app configureren met Office 365 Oauth

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Inleiding

In dit document worden de stappen beschreven voor het configureren van een e-mail app voor Office365 met Open Authorisation (OAuth 2.0).

Bijgedragen door Andrius Suchanka en Bhushan Suresh, Cisco TAC Engineer.

Voorwaarden

Vereisten

Cisco raadt kennis van de volgende onderwerpen aan:

- Webex Contact Center (WXCC) 2.0
- Webex connectportal met geconfigureerd e-mail stromen
- MS Azure-toegang
- MS Office 365-toegang

Gebruikte componenten

De informatie in dit document is gebaseerd op de volgende softwareversies:

- WXc 2.0
- Cisco Webex Connect
- Microsoft Azure
- Microsoft Office 365-software

De informatie in dit document is gebaseerd op de apparaten in een specifieke

laboratoriumomgeving. Alle apparaten die in dit document worden beschreven, hadden een opgeschoonde (standaard)configuratie. Als uw netwerk live is, moet u zorgen dat u de potentiële impact van elke opdracht begrijpt.

Configureren

Stap 1: Start e-mail app configuratie op Webex Connect

Start E-mail app configuratie op Webex Connect platform.

-Login bij uw Webex Connect-huurder;

-Navigeren naar 'Assets->Apps', klik op 'Nieuwe app configureren' en selecteer 'E-mail'. Selecteer 'OAuth 2.0' voor het verificatietype, kopiëren en opslaan 'Forwarding Address' en 'Call Back URL' voor latere configuratiestappen:

< 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
b6b9072db2ce25198b45f08c9a9f 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

Ga verder naar configuratie aan Microsoft kant.

Stap 2: Een app maken in Microsoft Azure

Registreer een app in Azure-portal volgens '[Registreer een toepassing bij het Microsoft-identiteitsplatform](#)'-document.

-Aanmelden bij <https://portal.azure.com>;

-Navigeer naar 'Azure Active Directory', selecteer 'App registrations' en klik op 'New registration';

-Vermeld de naam van de toepassing, selecteer het juiste accounttype, voer Web 'Redirect URI' in met uw huurdersnaam (dat is <https://yourwebexconnectname.us.webexconnect.io/callback> as in stap 1) en registreer de app:

Register an application ...

* Name

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

 ✓

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.

 ✓

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

-Nadat de app is geregistreerd - navigeer naar 'Verificatie', scroll naar beneden naar 'Implicit grote en hybride stromen', selecteer 'Access tokens' optie en sla op:

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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

-Navigeer naar 'Certificaten & geheimen', selecteer 'Clientgeheimen', klik op 'Nieuw clientgeheim', voeg een beschrijving en geldigheidslengte toe:

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

WebexConnect | Certificates & secrets

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**

-Kopieer de geheime waarde van de client en sla deze op voor later gebruik:

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

WebexConnect | Certificates & secrets

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Got a second to give us some feedback? →

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 (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

-Navigeer naar 'API permissies', klik op 'Add a permissie', selecteer 'API's my organisation uses', in zoekveld input 'office 365' en selecteer 'Office 365 Exchange Online'. Selecteer 'Toepassingsrechten', vouw 'Mail' sectie uit, controleer 'Mail.Send' en klik op 'Toestemming toevoegen':

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

WebexConnect | API permissions

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Refresh Got feedback?

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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

<input type="text" value="office 365"/>
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

Search Refresh Got feedback?

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

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

-Nadat genoemde toestemming is toegevoegd, moet admin toestemming worden verleend. Klik op 'Grant Admin toestemming':

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](#).

-Navegeer naar 'Overzicht' en noteer 'Application (client) ID' en 'Directory (tenant) ID' voor verder configuratiegebruik:

 Delete  Endpoints  Preview features

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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](#)

Opmerking: zorg ervoor dat de toestemming van de gebruiker voor apps in Azure is toegestaan onder 'Toestemming en machtigingen' voor 'Enterprise-toepassingen' (dit is een standaardinstelling):

Home > Enterprise applications | Consent and permissions >

 Consent and permissions | User consent settings

Manage

- User consent settings**
- Permission classifications

 Save  Discard  Got feedback?

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.

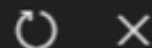
Stap 3: Postvakgebruiker configureren op Office365

-Aanmelden bij <https://admin.microsoft.com>;

-Navigeren naar gebruikers->Actieve gebruikers;

-Selecteer een gebruiker met een postvak voor integratie met Webex Connect;

-Na het selecteren van specifieke gebruiker navigeer naar 'Mail', onder 'E-mail apps' klik op 'Beheer e-mail apps', zorg ervoor dat 'Geverifieerde SMTP' is geselecteerd en klik 'Veranderingen opslaan':



John

 [Reset password](#)

[Change photo](#)

[Account](#)

[Devices](#)

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[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

-Onder 'Email Forwarding' klik op 'E-mail doorsturen beheren', selecteer 'Alle e-mails doorsturen naar dit postvak', vul 'E-mailadres doorsturen' in met een alias uit Webex Connect App-configuratie zoals in stap 1 (selecteer indien nodig 'Een kopie van doorgestuurd e-mail bewaren in dit postvak') en klik op 'Wijzigingen opslaan':



John

 [Reset password](#)

[Change photo](#)

[Account](#)

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[Mail](#)

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0.01% (5.791MB/50GB)

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Mailbox permissions

[Read and manage permissions \(0\)](#)

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Show in global address list

Yes

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Off

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Applied

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More actions

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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

-Zorg ervoor dat uitgaande e-mail doorsturen naar externe e-mailadressen is toegestaan in uw Microsoft 365 Defender portal.

Over deze vertaling

Cisco heeft dit document vertaald via een combinatie van machine- en menselijke technologie om onze gebruikers wereldwijd ondersteuningscontent te bieden in hun eigen taal. Houd er rekening mee dat zelfs de beste machinevertaling niet net zo nauwkeurig is als die van een professionele vertaler. Cisco Systems, Inc. is niet aansprakelijk voor de nauwkeurigheid van deze vertalingen en raadt aan altijd het oorspronkelijke Engelstalige document ([link](#)) te raadplegen.