

MachPanel HelpDesk Configuration using OAuth based POP Account

Summary

This article provides information about configuring the OAuth based POP Account in Office365 to be used in MachPanel HelpDesk.

Applies To

MachPanel v7.2.30 & above.

Pre-Requisites

New service is configured as per article below:

<https://kb.machsol.com/Knowledgebase/55775/Remove-MachPanel-HelpDesk-Service-and-Add-it-with-upd>

Procedure

In order to use an Office 365 / Microsoft 365 mailbox for email parsing by the Help Desk, you need to configure it in MachPanel:

Home > Help Desk > Settings > Email Parser > Add IMAP Account

Add IMAP Account

Account Type: ☐ Basic ☒ OAuth for Office 365 [OAuth Based Pop Account Configuration](#)

* Client Id:

* Tenant Id:

* Client Secret:

* User Name:

* Scope:

* Host Address:

Move parsed email: ☒ If this checkbox is unchecked, emails will be removed after parsing.

*Move parsed email to folder:

Once done, the control panel will be able to parse emails and covert them to new tickets or add them to existing tickets (based on sender and email title / subject).

MachPanel HelpDesk Configuration using OAuth based POP Account

First you must configure the backend account in Office 365 / Microsoft 365. After that you will need to configure the MachPanel Control Panel HelpDesk using the configured account.

Step 1: Account configuration in Office 365 / Microsoft 365:

Please follow steps below to configure email account on Office 365 / Microsoft 365:

Step:1

Register your application in Azure Portal

Register an application ...

Supported account types

Who can use this application or access this API?

☒ Accounts in this organizational directory only (MachSol 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

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](#)

Step:2

Add permissions to your application.

API permissions ...

Search (Ctrl+F) < Refresh Got feedback?

Overview

Quickstart

Integration assistant

Manage

Branding & properties

Authentication

Certificates & secrets

Token configuration

API permissions

Expose an API

Configured permissions

Applications are authorized to call APIs when they are granted permissions by include all the permissions the application needs. [Learn more about permission](#)

[Add a permission](#) ☒ Grant admin consent

API / Permissions name	Type	Description
Office 365 Exchange Online (1)		
IMAP.AccessAsApp	Application	IMAP.AccessAsApp

Select APIs my organization uses and search for
“Office 365 Exchange Online”

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	Application (client) ID
Office 365 Exchange Online	00000002-0000-0ff1-4000-000000000000

MachPanel HelpDesk Configuration using OAuth based POP Account

click Application permissions:

Request API permissions

Office 365 Exchange Online

https://ps.outlook.com

What type of permissions does your application require?

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.

For POP access, choose the POP.AccessAsApp permission.

For IMAP access, choose the IMAP.AccessAsApp permission.

For SMTP access, choose the SMTP.SendAsApp permission.

Select permissions

Start typing a permission to filter these results

PermissionAdmin consent required

Other permissions

full_access_as_app

Use Exchange Web Services with full access to all mailboxes

Yes

Calendars

Contacts

Exchange

IMAP (1)

IMAP.AccessAsApp

IMAP.AccessAsApp

Yes

Grant admin consent:

API permissions

Search (Ctrl+J)

Refresh

Got feedback?

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Applications are authorized to call APIs when they are granted permissions by users/ad include all the permissions the application needs. [Learn more about permissions and c](#)

Add a permission

Grant admin consent

API / Permissions name

Type

Description

Status

Office 365 Exchange Online (1)

IMAP.AccessAsApp

Application

IMAP.AccessAsApp

Granted

Step:3

Create an application secret in Certificates & secrets

Search (Ctrl+J)

Got feedback?

Overview

Quickstart

Integration assistant

Manage

Branding & properties

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Expose an API

Credentials enable confidential applications to iden scheme). For a higher level of assurance, we recom

Certificates (0)

Client secrets (1)

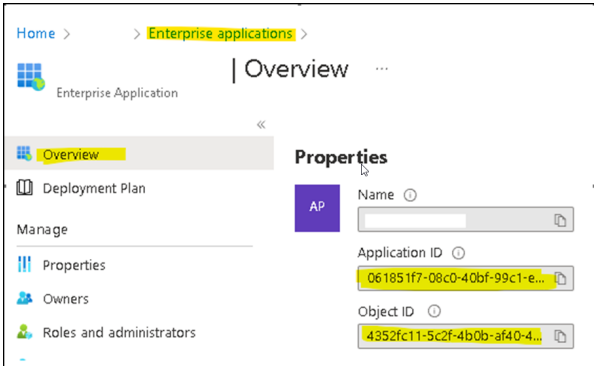
A secret string that the application uses to prove

New client secret

Description

Note the secret value as it is shown only during creation.

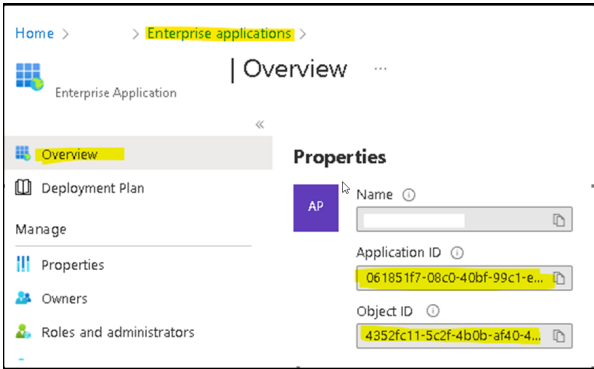
MachPanel HelpDesk Configuration using OAuth based POP Account

<u>Step:4</u>	<p><u>Use Windows PowerShell on your machine to Register service principals in Exchange.</u></p> <p>Set-ExecutionPolicy RemoteSigned</p> <p>Install-Module -Name ExchangeOnlineManagement</p> <p>Import-Module ExchangeOnlineManagement</p> <p>Connect-ExchangeOnline -UserPrincipalName your-admin-account@your-domain.onmicrosoft.com</p> <p>New-ServicePrincipal -AppId <APPLICATION_ID> -ServiceId <OBJECT_ID> [-Organization <ORGANIZATION_ID>]</p> <p>You can find ApplicationId and ObjectId in Enterprise applications in your application's Overview panel</p> 
<u>Step:5</u>	Add permissions to a specific mailbox:

MachPanel HelpDesk Configuration using OAuth based POP Account

[USER@your-domain.onmicrosoft.com](#) -User
<OBJECT_ID> -AccessRights FullAccess

Where -User is Object ID of the App your created.



Step 2: MachPanel HelpDesk configuration:

Once the backend configuration is done, please add the details in MachPanel, scroll down and hit save:

Home > Help Desk > Settings > Email Parser

IMAP Accounts

Email ParserEdit IMAP Account

Account Type:

☐ Basic ☒ OAuth for Office 365

[OAuth Based Pop Account Configuration](#)

* Client Id:

c3102b4b-9d86-45c5-83da-3a0b8a0d3111

* Tenant Id:

66470302-ee07-47a0-84b1-3a078ea12af

* Client Secret:

0802802-c88a302168b4f5c18ba48f5a90f020e4de

* User Name:

IMAP User@regulafairmode.onmicrosoft.com

* Scope:

https://outlook.office365.com/.default

* Host Address:

outlook.office365.com

Move parsed email:

☒

If this checkbox is unchecked, emails will be removed after parsing.

*Move parsed email to folder:

Parsed Emails

MachPanel HelpDesk Configuration using OAuth based POP Account

<https://kb.machsol.com/Knowledgebase/55776/MachPanel-HelpDesk-Configuration...>