

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.

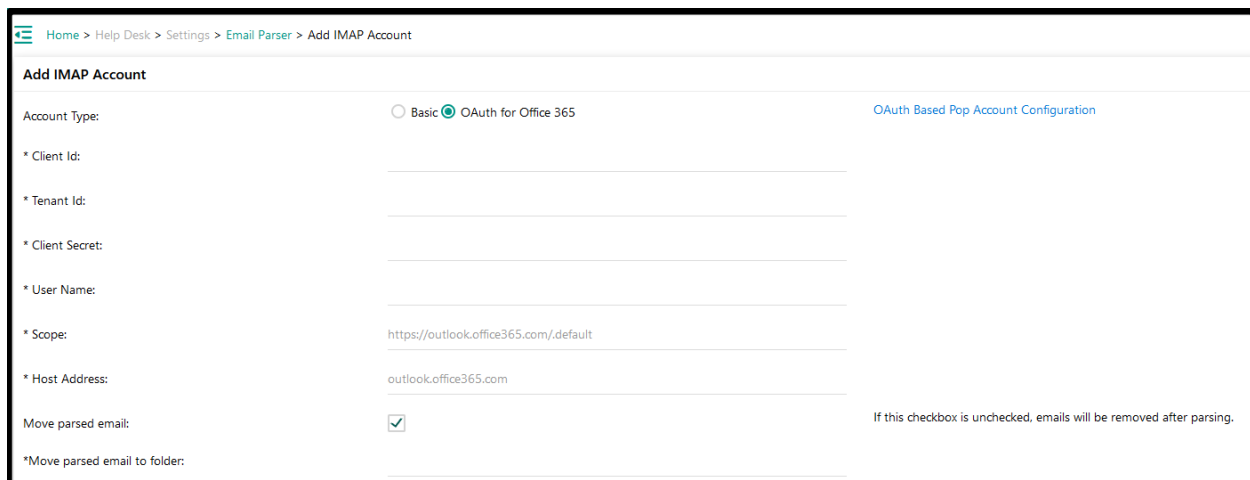
Pre-Requisites

New service is configured as per article below:

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

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:



The screenshot shows the 'Add IMAP Account' configuration page in MachPanel. The breadcrumb navigation is 'Home > Help Desk > Settings > Email Parser > Add IMAP Account'. The page title is 'Add IMAP Account'. The 'Account Type' section has two radio buttons: 'Basic' (unselected) and 'OAuth for Office 365' (selected). A link for 'OAuth Based Pop Account Configuration' is visible. Below this are several required fields: '* Client Id:', '* Tenant Id:', '* Client Secret:', '* User Name:', '* Scope:' (with the value 'https://outlook.office365.com/default'), and '* Host Address:' (with the value 'outlook.office365.com'). At the bottom, there is a 'Move parsed email:' checkbox which is checked, and a note: 'If this checkbox is unchecked, emails will be removed after parsing.' Below this is a field for '*Move parsed email to folder:'.

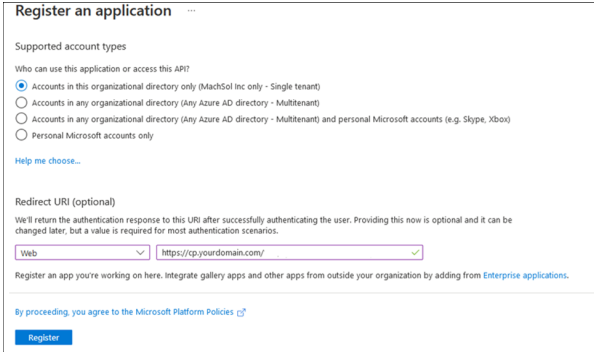
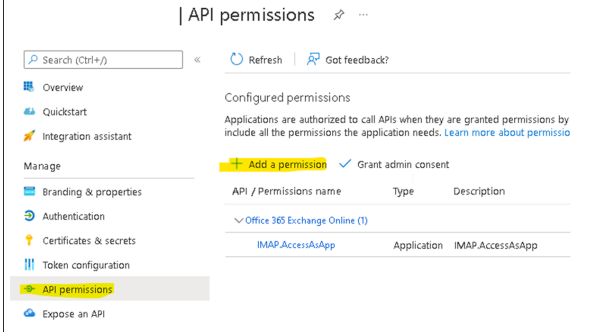
Once done, the control panel will be able to parse emails and convert them to new tickets or add them to existing tickets (based on sender and email title / subject).

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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:

<p><u>Step:1</u></p>	<h3><u>Register your application in Azure Portal</u></h3> 
<p><u>Step:2</u></p>	<h3><u>Add permissions to your application.</u></h3>  <p><u>Select APIs my organization uses and search for “Office 365 Exchange Online”</u></p>

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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.

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 (1)	
<input checked="" type="checkbox"/> IMAP.AccessAsApp IMAP.AccessAsApp	Yes

Grant admin consent:

API permissions

Search (Ctrl+F) Refresh Got feedback?

Overview

Quickstart

Integration assistant

Manage

Branding & properties

Authentication

Certificates & secrets

Token configuration

API permissions

Configured permissions

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+F) Got feedback?

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Expose an API

Certificates (0) **Client secrets (1)**

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

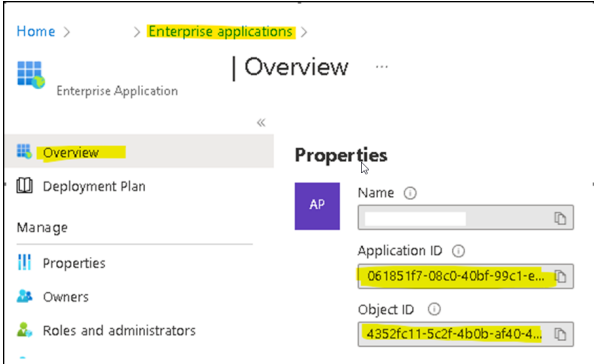
A secret string that the application uses to prove

New client secret

Description

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

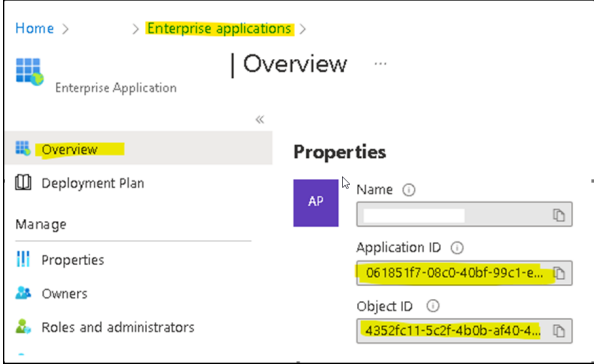
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<p><u>Step:4</u></p>	<p><u>Use Windows PowerShell on your machine to Register service principals in Exchange.</u></p> <p>Set-ExecutionPolicy RemoteSigned</p> <p>Install-Module -Name ExchangeOnlineManagement</p> <p>Import-Module ExchangeOnlineManagement</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> 
<p><u>Step:5</u></p>	<p>Add permissions to a specific mailbox:</p>

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[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 Parser [Edit 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:

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