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-upone https://kb.machsol.com/Knowledgebase/55775/Remove-Machsol.com/Knowledgebase/55775/Remove-Machsol.com/Knowledgebase/55775/Remove-Machsol.com/Knowledgebase/55775/Remov

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 O OAuth for Office 365	OAuth Based Pop Account Configuration
* Client Id:		
* Tenant Id:		
* Client Secret:		
* User Name:		
* Scope:	https://outlook.office365.com/.default	
* Host Address:	outlook.office365.com	
Move parsed email:	\checkmark	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 Maccounts in this organizational directory (MacdGol Inc only - Single transit) Accounts in this organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox) Personal Microsoft accounts only With methods Netgine choose Personal Microsoft accounts only Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from Enterprise applications. Typroceeding you agree to the Microsoft Platform Policies of Y proceeding you agree to the Microsoft Platform Policies of
Step:2	Add permissions to your application. Image Image Image Image

MachPanel HelpDesk Configuration using OAuth based POP Account

	click Application permissions:	
	Request API permissions × the PORAcount App permission. For POR Acount App permission. For PARACOUNTRY APP Permission. For PARACOUNTRY APP PERMISSION.	
	C All APIs Profile access. Jobs Profile Access. Job	
	ttps://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. Your application permissions Your application permissions	
	Select permissions expand all	
	Start typing a permission to filter these results Permission Admin consent required	
	V Other permissions	
	full_access_as_app ○ Use Exchange Web Services with full access to all mailboxes Yes	
	> Calendars	
	> Contacts	
	V Exchange	
	■ IMARACCESSAGADD ○ Yes	
	- IMAP.AccessAsApp	
	Grant admin consent:	
	API permissions	
	Search (Ctri+/) ≪ ◯ Refresh	
	Overview Configured permissions Quickstart	
	Integration assistant Applications are autorized to call Arys when they are granted permissions by overy and indude all he permissions the application needs. Learn models permissions and ca thousant thousant thousant	
	inarage Parading & properties API / Permissions name Type Description Status	
	Authemication Office 36 Sistange Online (1)	
	III Token configuration ◆ API permissions -	
	·	
Step:3	Create an application secret in Certificates & secrets	
	Search (Ctrl+) « R Got feedback? Overview	
	Crecentials enable Confidence applications to lown crecentials enable Confidence applications to lown confidence Confidence crecentials enable Confidence applications to lown crecentials enable Confidence crecentials crecentials confidence crecentials confidence confiden	
	Manage Certificates (0) Client secrets (1)	
	Authentication Authentication Authentication	
	Description	
	xxx putitizations Expose an API	
	Note the secret value as it is shown only during creation.	

<u>Step:4</u>	Use Windows PowerShell on your machine to Register service principals in Exchange.	
	Set-ExecutionPolicy RemoteSigned	
	Install-Module -Name ExchangeOnlineManagement	
	Import-Module ExchangeOnlineManagement	
	Connect-ExchangeOnline -UserPrincipalName your-admin-account@your-domain.onmicrosoft.com	
	New-ServicePrincipal -AppId <application_id> -ServiceId <object_id> [-Organization <organization_id>]</organization_id></object_id></application_id>	
	You can find ApplicationId and ObjectId in Enterprise applications in your application's Overview panel	
	Home > > Enterprise applications > OVerview ···· Enterprise Application (Proper ties Deployment Plan Manage Properties Owners Owners Name O Defisit f7-08c0-40bf-99c1-e Name O Defisit f7-08c0-40bf-99c1-e Object ID O 4352fc11-5c2f-4b0b-af40-4	
Step:5	Add permissions to a specific mailbox:	

<u>USER@your-domain.onmicrosoft.com</u> -User <object_id> -AccessRights FullAccess</object_id>	
Where -User is Object ID of the App your created.	
Home > > Enterprise applications >	

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:	O Basic OAuth for Office 365	OAuth Based Pop Account Configuration
* Client ld:	c2112bdb-8d6-45c5-83da-3u8b8ba8b311	
* Tenant Id:	6647002-and7-4150-8461-3ad59aca12af	
* Client Secret:	GKQBQ-e9NgEQYNHMSzUBLARPSAg9FCO2EbMm	
* User Name:	MAP Ger@regulalainade.onnicrosoft.com	
* Scope:	https://outlook.office365.com/.default	
* Host Address:	outlook.office365.com	
Move parsed email:	\checkmark	If this checkbox is unchecked, emails will be removed after parsing.
*Move parsed email to folder:	Parsed Emails	

MachPanel Knowledgebase

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