

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.

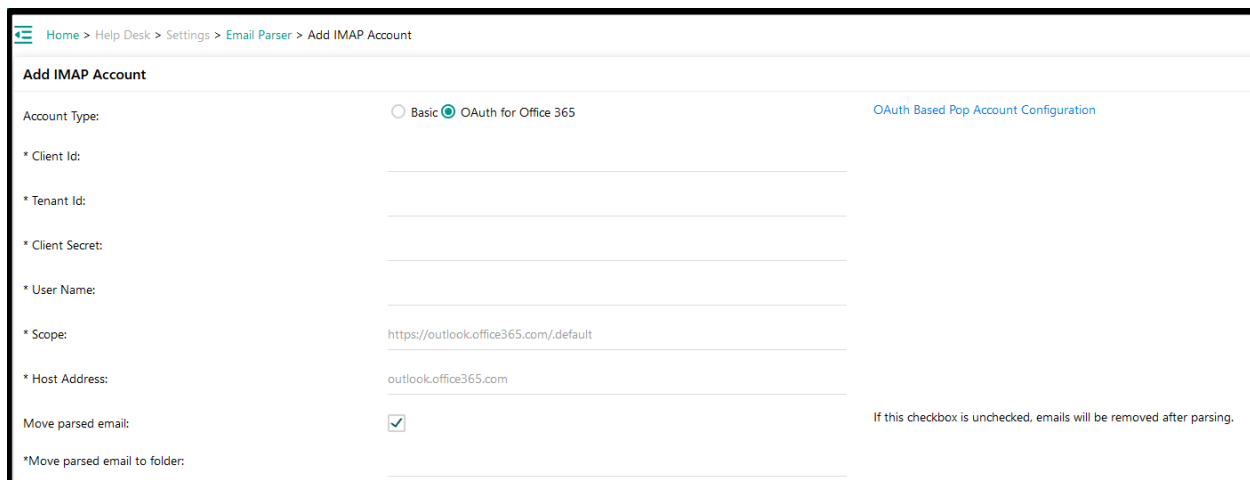
Pre-Requisites

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:



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: _____

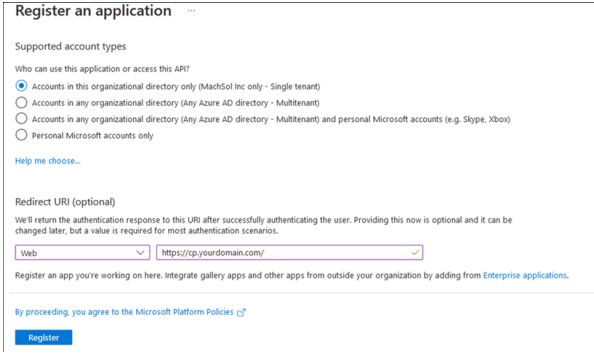
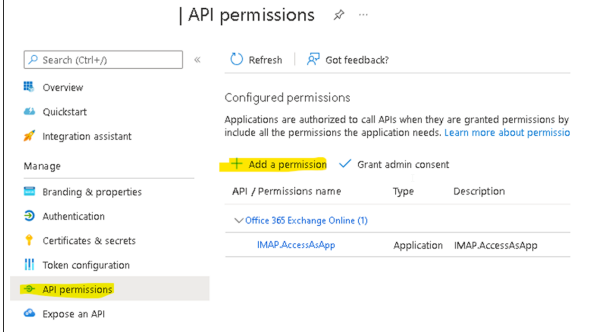
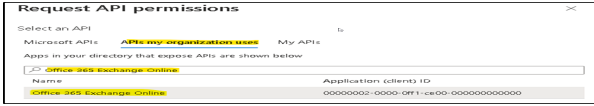
Once done, the control panel will be able to parse emails and covert them to new tickets or add them to existing tickets (based on sender and email title / subject).

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:

<p><u>Step:1</u></p>	<h3><u>Register your application in Azure Portal</u></h3>  <p>Register an application</p> <p>Supported account types</p> <p>Who can use this application or access this API?</p> <ul style="list-style-type: none"><input checked="" type="radio"/> Accounts in this organizational directory only (MachSol Inc only - Single tenant)<input type="radio"/> Accounts in any organizational directory (Any Azure AD directory - Multitenant)<input type="radio"/> Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)<input type="radio"/> Personal Microsoft accounts only <p>Help me choose...</p> <p>Redirect URI (optional)</p> <p>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.</p> <p>Web <input type="text" value="https://cp.yourdomain.com/"/></p> <p>Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from Enterprise applications.</p> <p>By proceeding, you agree to the Microsoft Platform Policies</p> <p>Register</p>													
<p><u>Step:2</u></p>	<h3><u>Add permissions to your application.</u></h3>  <p>API permissions</p> <p>Search (Ctrl+F) Refresh Got feedback?</p> <p>Overview</p> <p>Configured permissions</p> <p>Applications are authorized to call APIs when they are granted permissions by include all the permissions the application needs. Learn more about permission</p> <p>Manage Add a permission <input checked="" type="checkbox"/> Grant admin consent</p> <table border="1"><thead><tr><th>API / Permissions name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>Office 365 Exchange Online (1)</td><td></td><td></td></tr><tr><td>IMAP.AccessAsApp</td><td>Application</td><td>IMAP.AccessAsApp</td></tr></tbody></table> <p>API permissions</p> <p>Expose an API</p> <h3><u>Select APIs my organization uses and search for "Office 365 Exchange Online"</u></h3>  <p>Request API permissions</p> <p>Select an API to</p> <p>Microsoft APIs APIs my organization uses My APIs</p> <p>Apps in your directory that expose APIs are shown below</p> <table border="1"><thead><tr><th>Name</th><th>Application client ID</th></tr></thead><tbody><tr><td>Office 365 Exchange Online</td><td>00000002-0000-0ff1-1c40-000000000000</td></tr></tbody></table>	API / Permissions name	Type	Description	Office 365 Exchange Online (1)			IMAP.AccessAsApp	Application	IMAP.AccessAsApp	Name	Application client ID	Office 365 Exchange Online	00000002-0000-0ff1-1c40-000000000000
API / Permissions name	Type	Description												
Office 365 Exchange Online (1)														
IMAP.AccessAsApp	Application	IMAP.AccessAsApp												
Name	Application client ID													
Office 365 Exchange Online	00000002-0000-0ff1-1c40-000000000000													

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.

Select permissions expand all

Start typing a permission to filter these results

Permission Admin 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

For POP access, choose the POP.AccessAsApp permission.
For IMAP access, choose the IMAP.AccessAsApp permission.
For SMTP access, choose the SMTP.SendAsApp permission.

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?

Overview

Quickstart

Integration assistant

Manage

Branding & properties

Authentication

Certificates & secrets

Token configuration

API permissions

Expose an API

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

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

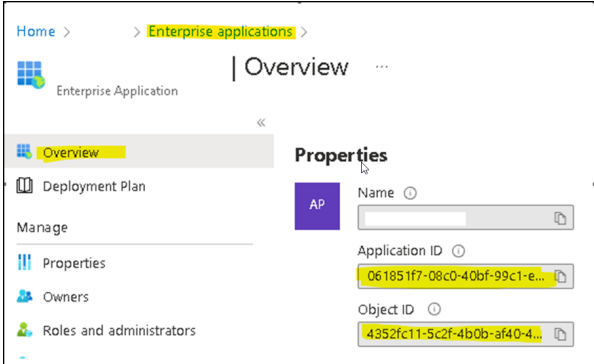
A secret string that the application uses to prove

New client secret

Description

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

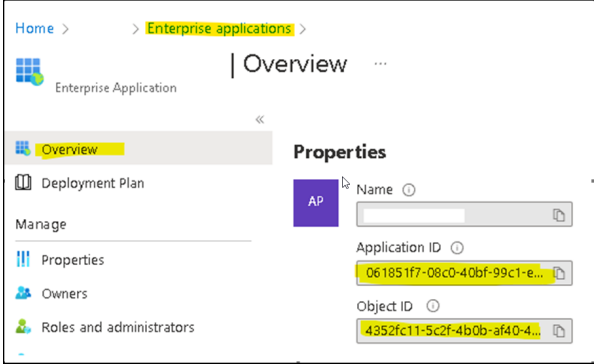
MachPanel HelpDesk Configuration using OAuth based POP Account

<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>

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 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:

MachPanel HelpDesk Configuration using OAuth based POP Account

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