Webex Connect e-mail app configureren met Office 365 Oauth

Inhoud

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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 ①	
Asset Name	Register To Webex Engage Configure Outbound Webhooks DOCS C
Email ID	
Email ID	
Forwarding Address	
b6b9072db2ce25198b45f08c9a95	
Note: Emails sent to the asset email ID will be forwarded to this address.	
OAuth 2.0 V	
SMTP Server	Username
Port	Security None
	The second secon
Client ID	Client Secret
Lail Back URL	Ø
united and an	

Ga verder naar configuratie aan Microsoft kant.

Stap 2: Een app maken in Microsoft Azure

Registreer een app in Azure-portal volgens '<u>Registreer een toepassing bij het Microsoft-identiteitsplatform</u>'-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).

WebexConnect

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)

O 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 🗸	https://yourwebexconnectname.us.webexconnect.io/callback	~
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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:

	A Got feedback?
 Overview Quickstart Integration assistant Manage 	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.
Branding & properties	Select the tokens you would like to be issued by the authorization endpoint:
Authentication	Access tokens (used for implicit nows) D tokens (used for implicit nows)
📍 Certificates & secrets	
Token configuration	Supported account types
API permissions	Who can use this application or access this API?
🙆 Expose an API	 Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)
App roles	 Accounts in any organizational directory (Any Azure AD directory - Multitenant)
A Owners	Help me decide
8 Roles and administrators	
Manifest Support + Troubleshooting	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.
P TroubleshootingNew support request	Advanced settings
	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 ①

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

Save Discard

Image Centrate do lacent Centrate do lacent <th>Image: Search Condentials enables conductatial applications to identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recovering takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recovering takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recovering takens at a web addressable location (using an HTTPS identify themselves to the authentication service when receiving takens at a web addressable location (using an HTTPS identify themselves to the takets takens to the takets tak</th> <th>Image: Image: Image</th> <th>All services > Cisco Systems. Inc A</th> <th>App re</th> <th>egistrations > WebexConnect</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>Add a client secret</th> <th></th>	Image: Search Condentials enables conductatial applications to identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recoving takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recovering takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recovering takens at a web addressable location (using an HTTPS identify themselves to the authentication service when recovering takens at a web addressable location (using an HTTPS identify themselves to the authentication service when receiving takens at a web addressable location (using an HTTPS identify themselves to the takets takens to the takets tak	Image: Image	All services > Cisco Systems. Inc A	App re	egistrations > WebexConnect						Add a client secret	
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	New support request	New support request	Support + Troubleshooting									

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 🛛 🛪	>			
Search	« 🔗 Got feedback?				
Overview					
📣 Quickstart	Got a second to give us some feed	$back? \rightarrow$			×
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Expose an API					
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A Owners	Description	Expires	Value 🛈	Secret ID	
& Roles and administrators	wxconnect	10/26/2024	L1e8Q~B5rzySjA6wl3	PqgNqZkdVd1zpTJ 🚺 5f7981e4-9b3e-43ff-b2cf-297606955fff	0
Manifest					
Support + Troubleshooting					
Troubleshooting					
New support request					

-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 re	gistrations > WebexConnect	Request API permissions
		Select an API
₽ Search «	🔘 Refresh 🛛 🗖 Got feedback?	Microsoft APIs APIs my organization uses My APIs
Overview		Apps in your directory that expose APIs are shown below
4 Quickstart	1 The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. Thi	P office 365
📁 Integration assistant		Name
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Branding & properties	Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permiss all the permissions the application needs. Learn more about permissions and consent	Office 365 Exchange Online
Authentication	+ Add a permission V Grant admin consent for Cisco Systems. Inc	Office 365 Information Protection
Certificates & secrets	ADI / Demissions name Type Description Admin consent regul Status	Office 365 Management APIs
Token configuration	Villensen Grah (1)	Office 365 SharePoint Online
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Expose an API	useneed beregated sign in and read user prome ind	
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All services > Cisco Systems. Inc App re	strations > WebexConnect	Request API permissions	×
	permissions 🖉 …	Distant and the second second	Australia and alar
₽ Search «	🖸 Refresh 🖉 Got feedback?	Vour application needs to access the API as the signed-in user.	Apprication permissions Your application runs as a background service or daemon without a signed-in user.
Soverview			
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A Owners	To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try Enterprise applications.	/ country	
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Support + Troubleshooting		> MailhowCattions	
Troubleshooting		7 mailoustungs	
New support request		V Mail (1)	
		Mail.Read ① Read mail in all mailboxes	Yes
		Mail.ReadWrite ③ Read and write mail in all mailboxes	Yes
		Mail.Send ① 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 re	gistrations > WebexConnect						
	PI permissions 🛷						
✓ Search «	🕐 Refresh 🖗 Got feedba	ck?					
Overview	Grant admin consent co	nfirmation.					
duickstart	Do you want to grant consent for	or the requested	d permissions for all accounts in Cis	sco Systems, Inc? This will	update any existing a	dmin consent records this a	pplication already
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Token configuration	+ Add a permission 🗸 Gran	t admin consent	for Cisco Systems, Inc				
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🔟 Manifest			,				
Support + Troubleshooting	To view and manage consented pe	rmissions for ind	lividual apps, as well as your tenant's o	consent settings, try Enterpr	rise applications.		
Troubleshooting							
New support request							

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

All services > Cisco Systems, Inc | App registrations >

🔣 WebexConnect 🛛 🖈	
₽ Search «	📋 Delete 🌐 Endpoints 🐱 Preview features
👯 Overview	
🗳 Quickstart	
A	Display name : <u>WebexConnect</u>
Integration assistant	Application (client) ID : 56ba9bac-67be-4bd2-b551-47258e7ead62
Manage	Object ID : 3d6317c3-ed51-4ff2-955d-019ac1637beb
🔤 Branding & properties	Directory (tenant) ID : 0f47778c-61c2-4b0a-8e94-3f05e737a1dd
Authentication	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 standaardinstellingen):

Home > Enterprise applications Cons	Home > Enterprise applications Consent and permissions >							
Reference to the second	issions User consent settings							
~	🔚 Save 🗙 Discard 🔗 Got feedback?							
Manage								
© User consent settings 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								
Permission classifications	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':





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Choose the apps where John can access Microsoft 365 email.



-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 Appconfiguratie zoals in stap 1 (selecteer indien nodig 'Een kopie van doorgestuurd e-mail bewaren in dit postvak') en klik op 'Wijzigingen opslaan':

John John Change photo			
Account Devices Licenses and apps	Mail OneDrive		
Mailbox storage	0.01% (5.791MB/50GB)		
Learn more about mailbox storage quotas			
Mailbox permissions	Email apps		
Read and manage permissions (0)	All apps allowed		
Send as permissions (0)	Manage email apps		
Send on behalf of permissions (0)			
Show in global address list	Email forwarding		
Yes	Applied		

Manage global address list visibility

Automatic replies Off Manage automatic replies Applied Manage email forwarding × 2

More actions Edit Exchange properties

\leftarrow	×
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.