

Configurar o aplicativo de e-mail Webex Connect com o Office365 OAuth

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Introduction

Este documento descreve as etapas para configurar um aplicativo de Email para o Office365 com Autorização para Abertura (OAuth 2.0).

Contribuição de Andrius Suchanka e Bhushan Suresh, engenheiro do TAC da Cisco.

Prerequisites

Requirements

A Cisco recomenda que você tenha conhecimento destes tópicos:

- Webex Contact Center (WxCC) 2.0
- Webex connectportal com fluxos de email configurados
- Acesso ao MS Azure
- acesso MS Office365

Componentes Utilizados

As informações neste documento são baseadas nestas versões de software:

- WxCC 2.0
- Cisco Webex Connect
- Microsoft Azure
- Microsoft Office365

The information in this document was created from the devices in a specific lab environment. All of

the devices used in this document started with a cleared (default) configuration. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

Configurar

Passo 1: Iniciar a configuração do aplicativo de email no Webex Connect

Inicie a configuração do aplicativo Email na plataforma Webex Connect.

-Faça login em seu locatário do Webex Connect;

-Navegue para 'Ativos->Aplicativos', clique em 'Configurar novo aplicativo' e selecione 'Email'. Selecione 'OAuth 2.0' para o tipo de autenticação, copie e armazene 'Forwarding Address' e 'Call Back URL' para etapas de configuração posteriores:

< Configure New Application - Email

Enter the mail server settings for your account to start sending and receiving emails using Webex Connect.

Asset Name [ⓘ]

Asset Name

Register To Webex Engage Configure Outbound Webhooks DOCS [ⓘ]

Email ID

Email ID

Forwarding Address

b6b9072db2ce25198b45f08c9a9e

Note: Emails sent to the asset email ID will be forwarded to this address.

Authentication Type

OAuth 2.0

SMTP Server

Username

Port

Security

None

Client ID

Client Secret

Call Back URL

https://[redacted].us.webexconnect.io/callback

Continue com a configuração no lado da Microsoft.

Passo 2: Criar um aplicativo no Microsoft Azure

Registre um aplicativo no portal do Azure de acordo com o documento ['Registrar um aplicativo com a plataforma de identidade da Microsoft'](#).

-Faça login em <https://portal.azure.com>;

-Navegue para o 'Ative Directory do Azure', selecione 'Registros do aplicativo' e clique em 'Novo registro';

-Forneça o nome do aplicativo, selecione o tipo de conta apropriado, insira o 'Redirect URI' da Web com seu nome de locatário (ou seja, <https://yourwebexconnectname.us.webexconnect.io/callback> as visto na etapa 1) e registre o

aplicativo:

Register an application ...

* Name

The user-facing display name for this application (this can be changed later).

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)
- 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.

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](#)

-Depois que o aplicativo for registrado - navegue até 'Autenticação', role para baixo até 'Fluxos gerais e híbridos implícitos', selecione a opção 'Tokens de acesso' e salve:

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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.](#)

Select the tokens you would like to be issued by the authorization endpoint:

- Access tokens (used for implicit flows)
- ID tokens (used for implicit and hybrid flows)

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)

[Help me decide...](#)

⚠ 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.](#)

Advanced settings

Allow public client flows

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

Save Discard

-Navegue para 'Certificados e segredos', selecione 'Segredos do cliente', clique em 'Novo segredo do cliente', adicione uma descrição e um tamanho de validade:

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Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a web addressable location (using an HTTPS scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential.

Application registration certificates, secrets and federated credentials can be found in the tabs below.

Certificates (0) **Client secrets (0)** Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

[+ New client secret](#)

Description	Expires	Value	Secret ID
-------------	---------	-------	-----------

No client secrets have been created for this application.

Add a client secret

Description

Expires

Add Cancel

- Copiar valor de segredo do cliente e armazená-lo para uso posterior:

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | Certificates & secrets

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Got a second to give us some feedback? →

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Application registration certificates, secrets and federated credentials can be found in the tabs below.

Certificates (0) Client secrets (1) Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

+ New client secret

Description	Expires	Value	Secret ID
wxconnect	10/26/2024	L1e8Q~B5rzySjA6wI3PqgNqZkdVd1zpTJ...	5f7981e4-9b3e-43ff-b2cf-297606955fff

-Navegue para 'permissões de API', clique em 'Adicionar uma permissão', selecione 'APIs que minha organização usa', no campo de pesquisa insira 'office 365' e selecione 'Office 365 Exchange Online'. Selecione 'Permissões do aplicativo', expanda a seção 'Email', marque 'Mail.Send' e clique em 'Adicionar permissão':

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

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New support request

The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions shows all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission Grant admin consent for Cisco Systems, Inc

API / Permissions name	Type	Description	Admin consent requ...	Status
Microsoft Graph (1)				
User.Read	Delegated	Sign in and read user profile	No	

To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try [Enterprise applications](#).

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
Office 365 Enterprise Insights
Office 365 Exchange Online
Office 365 Information Protection
Office 365 Management APIs
Office 365 SharePoint Online

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

Search Refresh Got feedback?

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Request API permissions

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	
Mailbox	
MailboxSettings	
Mail (1)	
<input type="checkbox"/> Mail.Read Read mail in all mailboxes	Yes
<input type="checkbox"/> Mail.ReadWrite Read and write mail in all mailboxes	Yes
<input checked="" type="checkbox"/> Mail.Send Send mail as any user	Yes
Organization	

[Add permissions](#) [Discard](#)

-Depois que a permissão é adicionada, o consentimento do administrador deve ser concedido. Clique em "Conceder consentimento administrativo":

All services > Cisco Systems, Inc | App registrations > WebexConnect

WebexConnect | API permissions

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Grant admin consent confirmation.

Do you want to grant consent for the requested permissions for all accounts in Cisco Systems, Inc? This will update any existing admin consent records this application already

[Yes](#) [No](#)

Configured permissions




Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)


+ Add a permission ✓ Grant admin consent for Cisco Systems, Inc


API / Permissions name	Type	Description	Admin consent requ...	Status
Microsoft Graph (1)				
User.Read	Delegated	Sign in and read user profile	No	
Office 365 Exchange Online (1)				
Mail.Send	Application	Send mail as any user	Yes	⚠ Not granted for Cisco S...


To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try [Enterprise applications](#).

-Navegue para 'Visão geral' e anote 'Application (client) ID' e 'Directory (tenant) ID' para obter mais informações sobre o uso da configuração:


 Delete  Endpoints  Preview features


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^ Essentials

Display name : [WebexConnect](#)

Application (client) ID : 56ba9bac-67be-4bd2-b551-47258e7ead62


Object ID : 3d6317c3-ed51-4ff2-955d-019ac1637beb

Directory (tenant) ID : 0f47778c-61c2-4b0a-8e94-3f05e737a1dd

Supported account types : [My organization only](#)

Observação: verifique se o consentimento do usuário para aplicativos é permitido no Azure em "Consentimento e permissões" para "Aplicativos corporativos" (esta é uma configuração padrão):

[Home](#) > [Enterprise applications | Consent and permissions](#) >

 Consent and permissions | User consent settings ...

Manage

 User consent settings

 Permission classifications

«  Save  Discard |  Got feedback?

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 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.

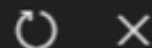
Passo 3: Configurar usuário de caixa de correio no Office365

-Faça login em <https://admin.microsoft.com>;

-Navegue até Usuários->Usuários ativos;

-Selecione um usuário com uma caixa de correio para integração com o Webex Connect;

-Depois de selecionar um usuário específico, navegue para 'Email', em 'Aplicativos de email', clique em 'Gerenciar aplicativos de email', verifique se 'SMTP Autenticado' está selecionado e clique em 'Salvar alterações':



John

 [Reset password](#)

[Change photo](#)

[Account](#)

[Devices](#)

[Licenses and apps](#)

[Mail](#)

[OneDrive](#)

Mailbox storage

0.01% (5.791MB/50GB)

[Learn more about mailbox storage quotas](#)

Mailbox permissions

[Read and manage permissions \(0\)](#)

[Send as permissions \(0\)](#)

[Send on behalf of permissions \(0\)](#)

Show in global address list

Yes

[Manage global address list visibility](#)

Automatic replies

Off

[Manage automatic replies](#)

Email apps

All apps allowed

[Manage email apps](#)

Email forwarding

Applied

[Manage email forwarding](#)

More actions

[Edit Exchange properties](#)



Manage email apps

Choose the apps where John can access Microsoft 365 email.


- Outlook on the web
- Outlook desktop (MAPI)
- Exchange web services
- Mobile (Exchange ActiveSync)
- IMAP
- Pop
- Authenticated SMTP

Save changes

-Em 'Encaminhamento de e-mail', clique em 'Gerenciar encaminhamento de e-mail', selecione 'Encaminhar todos os e-mails enviados a esta caixa de correio', preencha 'Endereço de e-mail de encaminhamento' com alias da configuração do Aplicativo Webex Connect, conforme visto na etapa 1 (além disso, se necessário, selecione 'Manter uma cópia do e-mail encaminhado nesta caixa de correio') e clique em 'Salvar alterações':



John

 [Reset password](#)

[Change photo](#)

- Account
- Devices
- Licenses and apps
- Mail**
- OneDrive

Mailbox storage 0.01% (5.791MB/50GB)

[Learn more about mailbox storage quotas](#)

Mailbox permissions

- [Read and manage permissions \(0\)](#)
- [Send as permissions \(0\)](#)
- [Send on behalf of permissions \(0\)](#)

Show in global address list

- Yes
- [Manage global address list visibility](#)

Automatic replies

- Off
- [Manage automatic replies](#)

Email apps

- All apps allowed
- [Manage email apps](#)

Email forwarding

- Applied
- [Manage email forwarding](#)

More actions

- [Edit Exchange properties](#)



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

-Verifique se o encaminhamento de email de saída para endereços de email externos é permitido no portal do Microsoft 365 Defender.

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