Configurer l'application de messagerie Webex Connect avec Office365 Oauth

Table des matières

Introduction Conditions préalables Exigences Composants utilisés Configurer Étape 1 : Démarrez la configuration de l'application de messagerie sur Webex Connect Étape 2 : Créez une application dans Microsoft Azure Étape 3 : Configurez l'utilisateur de boîte aux lettres sur Office365 Étape 4 : configurez l'application de messagerie sur Webex Connect Vérifier Dépannage

Introduction

Ce document décrit les étapes pour configurer une application de messagerie pour Office365 avec une autorisation ouverte (OAuth 2.0).

Contribution d'Andrius Suchanka et de Bhushan Suresh, Ingénieur TAC Cisco.

Conditions préalables

Exigences

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Webex Contact Center (WxCC) 2.0
- Webex connectportal avec flux de messagerie configurés
- Accès MS Azure
- Accès MS Office 365

Composants utilisés

Les informations contenues dans ce document sont basées sur les versions de logiciel suivantes :

- 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. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

Configurer

Étape 1 : Démarrer la configuration de l'application de messagerie sur Webex Connect

Démarrez la configuration de l'application Email sur la plateforme Webex Connect.

- Connectez-vous à votre client Webex Connect ;

-Accédez à 'Actifs->Applications', cliquez sur 'Configurer une nouvelle application' et sélectionnez 'E-mail'. Sélectionnez « OAuth 2.0 » pour le type d'authentification, copiez et stockez « Forwarding Address » et « Call Back URL » pour les étapes de configuration ultérieures :

< Configure New Application – Email Enter the mail server settings for your account to start sending and receiving emails using Webex	k Connect.
Asset Name 🛈	
Asset Name	Register To Webex Engage Configure Outbound Webhooks DOCS C
Email ID	
Email ID	
Forwarding Address	
b6b9072db2ce25198b45f08c9a9t Copy	
Note: Emails sent to the asset email ID will be forwarded to this address.	
OAuth 2.0	
SMTP Server	Username
Port	Security
	None
Client ID	Client Secret
Call Back URL	
https://	Ø

Passez à la configuration côté Microsoft.

Étape 2 : Créer une application dans Microsoft Azure

Enregistrez une application dans le portail Azure conformément au document '<u>Enregistrer une</u> application avec la plateforme d'identité Microsoft'.

-Connectez-vous à https://portal.azure.com ;

-Accédez à 'Azure Active Directory', sélectionnez 'Inscriptions d'applications' et cliquez sur 'Nouvelle inscription';

-Fournissez le nom de l'application, sélectionnez le type de compte approprié, entrez l'URI de redirection Web avec le nom de votre locataire (c'est-à-dire

https://yourwebexconnectname.us.webexconnect.io/callback as vu à l'étape 1) et enregistrez l'application :

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					

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

-Après l'enregistrement de l'application - naviguez jusqu'à 'Authentification', faites défiler jusqu'à 'Flux grand et hybride implicites', sélectionnez l'option 'Jetons d'accès' et enregistrez :

∋ WebexConnect | Authentication 🖉 …

	Sot feedback?
 Overview Quickstart Integration assistant Manage Branding & properties Authentication Certificates & secrets 	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)
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
🚨 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.
 Troubleshooting New support request 	Advanced settings Allow public client flows ① Enable the following mobile and desktop flows: Ves 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

-Naviguez jusqu'à 'Certificates & secrets', sélectionnez 'Client Secrets', cliquez sur 'New client secret', ajoutez une description et une durée de validité :

Save Discard

Search	Seath	seath Conview Condential enable confidential applications to dentify tensive the authentication service when receiving takes at we baddensable location fusing an HTTPs Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exprise Exp	Il services > Cisco Systems. Inc A	pp registrations > WebexConnect Certificates & secrets ≉				Add a client secret	
 Verview Oukstant Or shigher heef of assurance, we recommend using a certificatie (instead of a client scert) is a credential. Inspation assistant Apport Or chickates (0) Client scerts (0) Federated credentials (0) Assore to strip with the application uses to prove its identify then requesting a taken. Also can be referred to as application password. Assore to strip with the application. Assore to	Ovirier Quidstatt Defending training leading on polytopications to is identify themselves to the authentication service when receiving takens at a web addressable location (using an HTTPS) manage Branding A properties Authentication Certificates (into generation certificates) and elevated oredentials (into de a lean scoreg) as a creditation Certificates (into generation certificates) and elevated oredentials (into de a lean scoreg) as a creditation Certificates (into generation certificates) and elevated oredentials (into de a lean scoreg) as a creditation password. Certificates (into generation certificates) and elevated oredentials (into de a lean scoreg) as a creditation password. Appendissions Deposition certificates) Papendissions Appendissions Appendissions Deposition certificates) Deposition certi	Densitive Durisitive Durisitive Durisitive Densitive Densitive <	P Search	« 🖉 Got feedback?				Expires	24 months
Anage a fanding & properties a fanding & properties a Aubendication Cettificates (0) Ascert thing that the application uses to prove its identify when requesting a token. Also can be referred to as application password. And pervisions Cettificates (0) Description Cettificates (0) Cettificates (0) Cettificates (0) Description Cettificates (0) Cettificates (0) Cettificates (0) Description Cettificates (0) Cettificates (0) Secret ID Ascert thing the application Secret ID Cettificates (0) Secret ID <td>mage × Branding & properties × Automication Certificates (0) Extender derive and for derive and in the table below. × Certificates & scores Ascerte string what the application uses to prove its identify when requesting a token. Also can be referred to as application password. × App reprises Image Vescription Secret Dim App relises No cleart scores have been created for this application. Secret Dim Owners No cleart scores have been created for this application. Secret Dim Releard administrators No cleart scores have been created for this application. Vescription Toubleshooting No cleart scores have been created for this application. Vescription No rest paper in troubleshooting Vescription Vescription Secret Dim No cleart scores have been created for this application. Vescription Vescription Vescription No cleart scores have been created for this application. Vescription Vescription Vescription No cleart scores have been created for this application. Vescription Vescription Vescription No cleart scores have been created for this application. Vescription Vescription <</td> <td>age age constrained Automication Centificate (i) Centificate (ii) Centificate (iii) Centificate (iii) Centificate (iiii) Centificate (iiii) Centificate (iiiii) Centificate (iiiiii) Centificate (iiiiii) Centificate (iiiiii) Centificate (iiiiiii) Centificate (iiiiiiiii) Centificate (iiiiiiii) Centificate (iiiiiiiii) Centificate (iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii</td> <td>Overview Guickstart Integration assistant</td> <td>Credentials enable confidential applications scheme). For a higher level of assurance, we</td> <td>to identify themselves to the authentication service recommend using a certificate (instead of a client se</td> <td>when receiving tokens at a web addressable location (using an I cret) as a credential.</td> <td>HTTPS</td> <td>Capita</td> <td>2- Interneta</td>	mage × Branding & properties × Automication Certificates (0) Extender derive and for derive and in the table below. × Certificates & scores Ascerte string what the application uses to prove its identify when requesting a token. Also can be referred to as application password. × App reprises Image Vescription Secret Dim App relises No cleart scores have been created for this application. Secret Dim Owners No cleart scores have been created for this application. Secret Dim Releard administrators No cleart scores have been created for this application. Vescription Toubleshooting No cleart scores have been created for this application. Vescription No rest paper in troubleshooting Vescription Vescription Secret Dim No cleart scores have been created for this application. Vescription Vescription Vescription No cleart scores have been created for this application. Vescription Vescription Vescription No cleart scores have been created for this application. Vescription Vescription Vescription No cleart scores have been created for this application. Vescription Vescription <	age age constrained Automication Centificate (i) Centificate (ii) Centificate (iii) Centificate (iii) Centificate (iiii) Centificate (iiii) Centificate (iiiii) Centificate (iiiiii) Centificate (iiiiii) Centificate (iiiiii) Centificate (iiiiiii) Centificate (iiiiiiiii) Centificate (iiiiiiii) Centificate (iiiiiiiii) Centificate (iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii	Overview Guickstart Integration assistant	Credentials enable confidential applications scheme). For a higher level of assurance, we	to identify themselves to the authentication service recommend using a certificate (instead of a client se	when receiving tokens at a web addressable location (using an I cret) as a credential.	HTTPS	Capita	2- Interneta
	Actending and a server (a) federated credentials (b) federated credent	Auteristation Auteristation Auteristation Certificates (i) Percertificates (i) </td <td>fanage Branding & properties</td> <td>. Application registration certificates, secr</td> <td>ets and federated credentials can be found in the tabs b</td> <td>slow.</td> <td>×</td> <td></td> <td></td>	fanage Branding & properties	. Application registration certificates, secr	ets and federated credentials can be found in the tabs b	slow.	×		
Approves	Afp gensions I have diant secret Epose an API Description Expires Value © Secret ID App roles No client secrets have been created for this application. No Secret ID Conses No client secrets have been created for this application. No Secret ID Roles and administrators No Secret ID No prote 1 Troubleshooting No No No New support request. No No No	Air permissions Peer cliption Depose API Description Approves No client secrets have been created for this application. Are the sand administrators Analysis Analysis Analysis Analysis Analysis Analysis Analysis Analysis Analysis Analy	Authentication Certificates & secrets Token configuration	Certificates (0) Client secrets (0) A secret string that the application uses to	Federated credentials (0) prove its identity when requesting a token. Also can	be referred to as application password.			
No client secrets have been created for this application. Conners Conner	App roles No cleent secrets have been created for this application. Owners Implication Roles and administrators Implication Appring Implication port + Troubleshooting Implication Troubleshooting Implication New support request Implication	App roles No client socrets have been created for this application. Domes Extension Rainistrators For this application. Samples For this application. Intersection For this application.	 API permissions Expose an API 	+ New client secret Description	Expires Value	Secret ID			
Import + Troubleshooting P Troubleshooting It was support request	pport + Troubleshooting Troubleshooting New support request	Incubieshooting Incubieshooting Incubieshooting Investige Investig	App roles Owners Roles and administrators Manifest	No client secrets have been created for this	application.				
			P Troubleshooting Troubleshooting New support request						

Add Cancel

-Copiez la valeur secrète du client et stockez-la pour une utilisation ultérieure :

All services > Cisco Systems, Inc Ap	op registrations > WebexConnect				
🔶 WebexConnect	Certificates & secrets	\$			
Search	≪ 🔗 Got feedback?				
Overview					
🗳 Quickstart	Got a second to give us some fee	dback? \rightarrow			×
💉 Integration assistant	Condentiale conductors Educated condition				
Manage	credentials enable confidential applica scheme). For a higher level of assurance	itions to identify themselves to tr e, we recommend using a certifi	ne authentication service w icate (instead of a client sec	men receiving tokens at a web addressable location (using an H rret) as a credential.	TTPS
Branding & properties					
Authentication	Application registration certificate	es, secrets and federated credentials	s can be found in the tabs be	low.	×
📍 Certificates & secrets					
Token configuration	Certificates (0) Client secrets (1) Federated credentials (0)	J		
 API permissions 	A secret string that the application u	 ses to prove its identity when rec 	questing a token. Also can l	be referred to as application password.	
Expose an API					
App roles	 New client secret 				
24 Owners	Description	Expires	Value 🛈	Secret ID	
& Roles and administrators	wxconnect	10/26/2024	L1e8Q~B5rzySjA6wl3Pc	gNqZkdVd1zpTJ 🗈 5f7981e4-9b3e-43ff-b2cf-297606955ff	ff 🗅 📋
Manifest					
Support + Troubleshooting					
P Troubleshooting					
New support request					

Accédez à « Autorisations API », cliquez sur « Ajouter une autorisation », sélectionnez « API utilisées par mon organisation », dans le champ de recherche « Office 365 » et sélectionnez « Office 365 Exchange Online ». Sélectionnez « Autorisations d'application », développez la section « Courrier », cochez « Courrier.Envoyer » et cliquez sur « Ajouter une autorisation » :

All services > Cisco Systems. Inc App re	gistrations > WebexConnect	Request API permissions
_. WebexConnect A	PI permissions 🖉 …	
		Select an API
₽ Search «	🕐 Refresh 🔰 🖗 Got feedback?	Microsoft APIs APIs my organization uses My APIs
Overview		Anns in your directory that expose APIs are shown below
duickstart	A	Apps in your energies where expose whis are shown below
💉 Integration assistant	The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. The	✓ office 365
Manage	Configured permissions	Name
	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	Office 365 Enterprise Insights
Branding & properties	all the permissions the application needs. Learn more about permissions and consent	Office 365 Exchange Online
Authentication	+ Add a nermining V Grant admin concept for Circo Sustema Ion	Office 365 Information Protection
Certificates & secrets	Ave a permission V Gran available to cave systems, inc	Office 365 Management APIs
Token configuration	API / Permissions name Type Description Admin consent requ Status	Office 365 SharePoint Online
API permissions	✓ Microsoft Graph (1)	
Expose an API	User.Read Delegated Sign in and read user profile No	
Rep roles		
A Owners	To view and manage consented permissions for individual apps, as well as your tenant's consent settings, try Enterprise applications.	
8 Roles and administrators		
10 Manifest		
Support + Troubleshooting		
Troubleshooting		
New support request		

All services > Cisco Systems. Inc App n	gistrations > WebexConnect	Request API permissions	×
Search «	Permissions P ··· O Refreth R Got feedback?	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.
	Admin consent required' column shows the default value for an organization. However, user consent can be outomized per permission, user, or app. The Configured permissions Applications are authorized to call APIs when they are granted permissions by users/judmins as part of the consent process. The list of configured permission at the permission accessent of consent. Add a permission I of Grant admin consent for Cisco Systems, Inc ARI / 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, by Enterprise applications.	Designed permissions Your application needs to access the API as the signed-in user. Select permissions Start typing a permission to fifter these results Permission Other permissions full_access, at, app ○ Use Exchange Neb Services with full access to all mailboxer > Catlendars > Contacts > Exchange > Mailbox > Mailbox > Mailbox Mailboxed (0) MailBaed (0) MailBaed (0) MailBaed (0)	Application permissions to our application as a background service or deemon without a spretch user. Admin consent required Ves
		Read and write mail in all mailboxes Mail.Send ③ Send mail as any user	ves Ves
		Add permissions Discard	

-Après l'ajout de cette autorisation, le consentement de l'administrateur doit être accordé. Cliquez sur « Accorder le consentement de l'administrateur » :

All services > Cisco Systems, Inc App re	egistrations > WebexConnect						
₋ WebexConnect A	PI permissions 👒						
Search «	🜔 Refresh 🔗 Got feedb	ack?					
Uverview	Grant admin consent co	onfirmation.					
4 Quickstart	Do you want to grant consent	for the requested	d permissions for all accounts in	Cisco Systems, Inc? This will	update any existing a	dmin consent records this a	pplication already
🕺 Integration assistant	Yes No						
Manage	-						
Branding & properties	Configured norminations						
Authentication	Configured permissions	I ADIs when they	are granted permissions by users /	admins as part of the consent (process. The list of confi	oured permissions should incl	lude
📍 Certificates & secrets	all the permissions the applicatio	n needs. Learn mo	re about permissions and consent	t	process. The list of conin	garea permissions snoola ma	uue
Token configuration	+ Add a permission 🗸 Gra	ant admin consent	for Cisco Systems, Inc				
API permissions	API / Permissions name	Туре	Description	,	Admin consent requ	Status	
Expose an API	✓ Microsoft Graph (1)						
App roles	User.Read	Delegated	Sign in and read user profile		No		
2 Owners	✓ Office 365 Exchange Online (1)						
Roles and administrators	Mail.Send	Application	Send mail as any user	,	/es	A Not granted for Cisco S	
🚥 Manifest							
Support + Troubleshooting	To view and manage consented p	permissions for ind	lividual apps, as well as your tenan	it's consent settings, try Enterp	rise applications.		
Troubleshooting							
New support request							

-Accédez à « Vue d'ensemble » et notez « ID d'application (client) » et « ID de répertoire (locataire) » pour une utilisation de configuration supplémentaire :

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

Remarque : assurez-vous que le consentement de l'utilisateur pour les applications est autorisé dans Azure sous « Consentement et autorisations » pour « Applications d'entreprise » (il s'agit d'un paramètre par défaut) :

Home > Enterprise applications Cons	ent and permissions >			
_{နိုတ္တိ} Consent and perm	issions User consent settings			
~	☐ Save × Discard R Got feedback?			
Manage				
🐯 User consent settings	onsent 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			
A 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 organiz 				
	 Allow user consent for apps All users can consent for any app to access the organization's data. 			

Étape 3 : Configurer l'utilisateur de boîte aux lettres sur Office365

-Connectez-vous à https://admin.microsoft.com;

-Naviguez jusqu'à Utilisateurs->Utilisateurs actifs ;

-Sélectionnez un utilisateur avec une boîte de messagerie pour l'intégration à Webex Connect ;

-Après avoir sélectionné un utilisateur spécifique, naviguez jusqu'à 'Mail', sous 'Email apps', cliquez sur 'Manage email apps', assurez-vous que 'Authenticated SMTP' est sélectionné et cliquez sur 'Save changes' :





4

Choose the apps where John can access Microsoft 365 email.



-Sous 'E-mail Forwarding', cliquez sur 'Manage email forwarding', sélectionnez 'Forward all emails sent to this mailbox', remplissez 'Forwarding email address' avec un alias de la configuration de l'application Webex Connect comme indiqué à l'étape 1 (en outre, si nécessaire, sélectionnez 'Keep a copy of forwarding email in this mailbox') et cliquez sur 'Save changes' :

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 75

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	

-Assurez-vous que le transfert des e-mails sortants vers des adresses e-mail externes est autorisé dans votre portail Microsoft 365 Defender.

À propos de cette traduction

Cisco a traduit ce document en traduction automatisée vérifiée par une personne dans le cadre d'un service mondial permettant à nos utilisateurs d'obtenir le contenu d'assistance dans leur propre langue.

Il convient cependant de noter que même la meilleure traduction automatisée ne sera pas aussi précise que celle fournie par un traducteur professionnel.