

## Alemba Service Manager Email using the Microsoft Graph API

Available from Eos v10.5.5

### Configure Azure- Create an application registration

1. Sign in to the Azure Portal using an account with administrator permission. You must use an account in the same Microsoft 365 subscription (tenant) as you intend to register the app with.

2. In the Azure Portal select Azure Active Directory in the left pane and select App Registration and click on New Registration.

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0	Starting June 30th, 2020 we will so longer add any new features to Azure Active Directory Au and Microsoft Graph. <u>Learn math</u>	hemission Library (AD31) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer provide feature u	optimes. Applications wi	I need to	ie upgrade	I to Micr	oseft Auth	entication Library (M	ial) ×
All a	pplications Owned applications Deleted applications								
<b>.</b>	Start typing a display name or application (client) ID to filter these r $\forall \lambda$ add	Iters							
		tins account plint asses as an owner of any applications in this stretchy. View all applications in the directory							

3. In the Register an application page enter your application's registration information:

- In the Name section, enter an application name that will be displayed to the users.
- Select Accounts in any organizational directory option from Supported account types section.
- Set the Redirect URI- optional
- Click on Register to create the application.





4. On the app Overview page, hover over Application (client) ID value, and select the Copy to clipboard icon to copy the value as you'll need to specify this in ASM

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Home > App registrations > Eos Dev Graph AP	Email 🖉 …	×
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<ul> <li>Quickstart</li> <li>Integration assistant</li> </ul>	Display name : Eos Dev Graph API Email Application (dient) (D <sup>44</sup>	Client credentials         : Add a certificate or secrat           Redirect URis         : Add a Redirect UB
Manage	Object ID : 803678ee+18d9+4640+8328+db2a36b4adf5	Application ID URI : Add an Application ID URI
<ul> <li>Branding &amp; properties</li> <li>Authentication</li> </ul>	Directory (tenant) ID : b8dde4a3-3990-4281-8e0e-77af7b11c326 Supported account types : <u>My organization only</u>	Managed application in L. : <u>Eos Dev Graph API Email</u>
Certificates & secrets     Token configuration	Welcome to the new and improved App registrations. Looking to learn how it's changed from	n App registrations (Legacy)? <u>Learn more</u>
<ul> <li>API permissions</li> <li>Expose an API</li> </ul>	Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Active Directory Active Directory Active Under Starter updates. Applications will need to be upgraded to Microsoft Auth	thencication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will $\overset{\times}{\longrightarrow}$ intraction Library (MSAL) and Microsoft Graph. Learn more
App roles	Get Started Documentation	
<ol> <li>Roles and administrators</li> <li>Manifest</li> </ol>	Build your applicatio	n with the Microsoft identity platform
Support + Troubleshooting	The Microsoft identity platform is an authentication s standards-based authentication solutions, acce	Envice, open-source libraries, and application management tools. You can create modern, ss and protect APis, and add sign-in for your users and customers. Learn morec?
<ul> <li>Troubleshooting</li> <li>New support request</li> </ul>		🔊 × 🖣 :

5. Select API permissions tab-Request API permissions for Microsoft Graph





### **API** Permissions

Add the following Microsoft Graph permissions

Request API permissions - Micro ×	+		~ - 0 ×
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Permissio	n	Ad provident Disard	
Mail.Read	Write	Applicatio	on

### Certificates and Secrets

Mail.Send

In the Certificates & secrets tab, select Add a client secret and choose an expiry date so you can obtain a Client Secret value that you will need to add later in the ASM configuration.

Application





# Limiting application permissions to specific Exchange Online mailboxes

The permissions required for this type of mail service could allow ASM to send and receive email from any mailbox.

In production environments, mailbox permissions should be limited to only allow sending and receiving from the required addresses.

Configuring permissions for Exchange Online mailboxes is beyond the scope of this document but further information is available here:

https://docs.microsoft.com/en-us/graph/auth-limit-mailbox-access

## Configure ASM

### **Outgoing Email**

Create a new outgoing mail server in ASM

Access System Administration->System->Email Settings->Outgoing Email Servers

ASMX						Offline 🔻	Π • Q Item	1 No.	
» 🖨 System Administra ₫ ×									
Р LINKS	EMAIL SETTING	5							
Favorites Main 💥	× ☆ 🖻								0
V System Your Organization	Default Format HTML				• O Message For	rmat per Analyst/User			
Partition Settings System Settings	Outgoing Email Server	Protocol	Server	Port No	Login ID	Partition	Active	Default	
System Partitions	Outgoing email	SMTP	smtp gmail.com	587	alembatestema	ilcreate( IT		~	
Security Profiles	Open Add	Delete Test							
Server Time Zone									
Hours Definition	Incoming Email Server	rs .		NC(804+)				11. Carlos	
Public Holidays Definition	Name	Protocol	54	rver	Port No	Login ID		Active	
Reset References	EWS Server 2	EWS	ht	tps://outlook.office36	5.com/1 0			*	
System Source Titles	EWS Server 3	EWS	ht	tps://outlook.office36	5.com/1 0			1	
Browse Limits	Open Add	Delete Test							
Messaging									
Message Types									
Email Settings									
Pager Settings									
Pager Types									
Activity Log									
Stored Procedures									

Select Microsoft Graph and press Ok

SMTP		~
SMTP		
MAPI		
EWS		
Microsoft Gr	raph	



Copy the Tenant ID, Client ID and Client Secret values from Azure Portal and use them to configure the ASM Email Server

EMAIL SERVER DETAILS		
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Name	Protocol	
Microsoft Graph Server 1	Microsoft Graph	
Tenant ID		
Tenant ID from the Azure Portal		
Client ID	Client Secret	
Client ID from the Azure Portal		
Active		
Shared Mailbox:		

### Incoming Email

Copy the Tenant ID, Client ID and Client Secret values from Azure Portal and use them to configure the ASM Email Server

EMAIL SERVER DETAILS		
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Name	Protocol	
Incoming Microsoft Graph Server	Microsoft Graph	
Tenant ID		
Tenant ID from the Azure Portal		
Client ID	Client Secret	
Tenant ID from the Azure Portal		
Active		
Mailbox Account ID:		
servicedesk@customer.com		

### Test

Resource could not be discovered

This probably means the email address is not spelled correctly You should double check the spelling of the email domain name.

It might also mean that the associated account does not have email enabled