

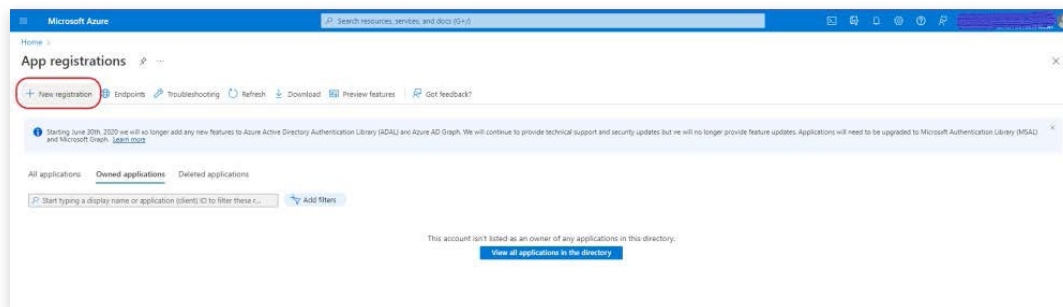
Alemba Service Manager

Email using the Microsoft Graph API

Available from Eos v10.5.5

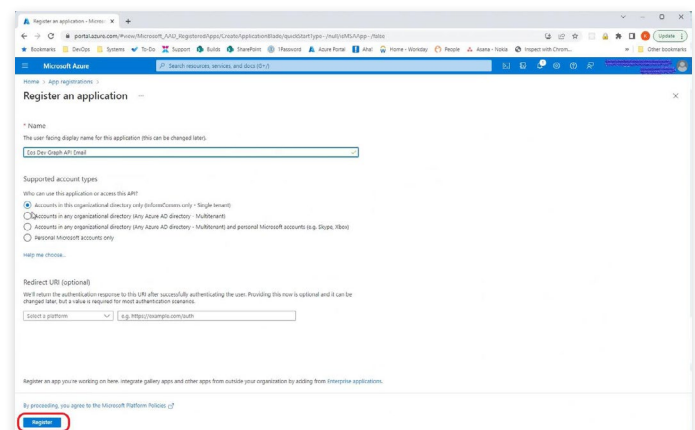
Configure Azure- Create an application registration

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.

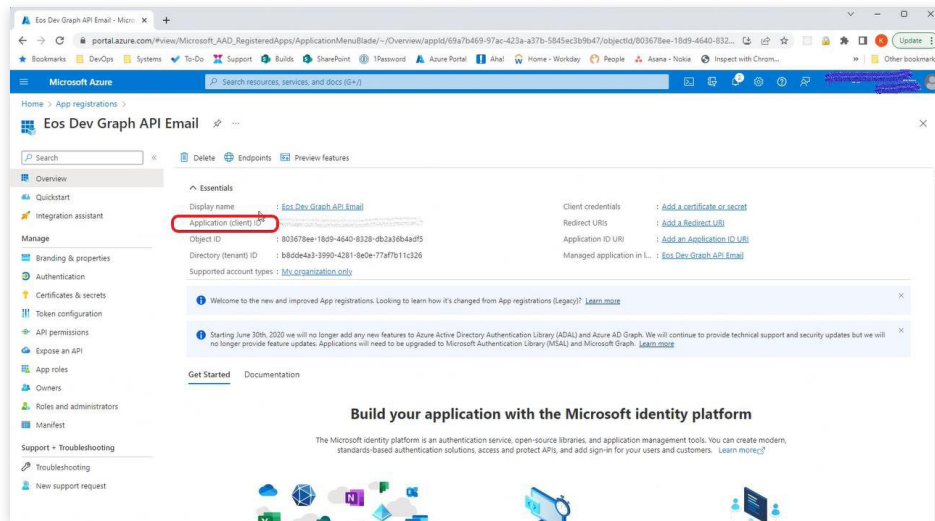


3. In the Register an application page enter your application's registration information:

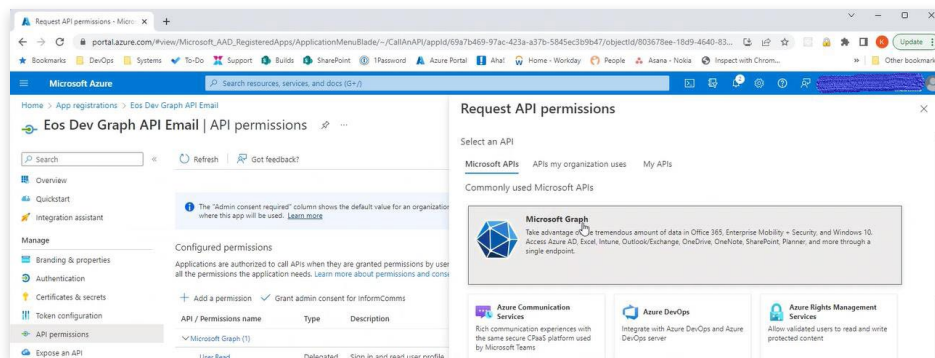
- In the Name section, enter an application name that will be displayed to the users.
- Select Accounts in any organizational directory option from Supported account types section.
- Set the Redirect URI- optional
- Click on Register to create the application.



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

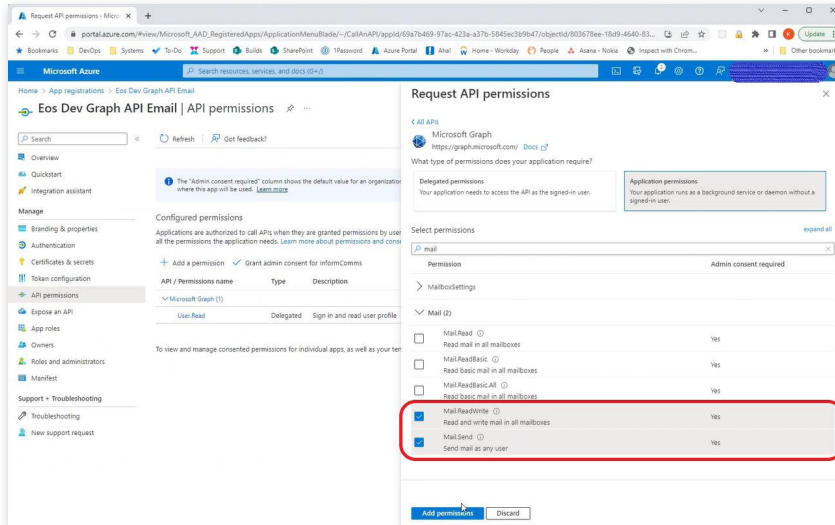


5. Select API permissions tab-Request API permissions for Microsoft Graph



API Permissions

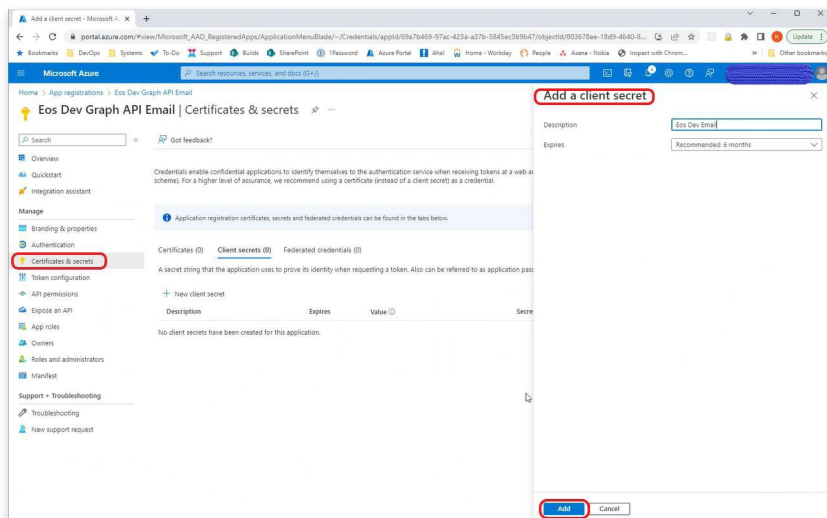
Add the following Microsoft Graph permissions



Permission	Type
Mail.ReadWrite	Application
Mail.Send	Application

Certificates and Secrets

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.



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:

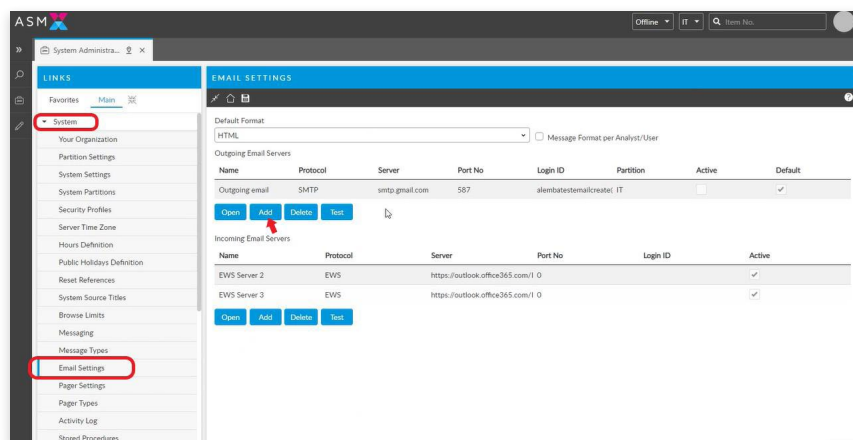
<https://docs.microsoft.com/en-us/graph/auth-limit-mailbox-access>

Configure ASM

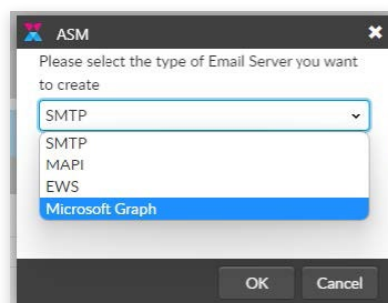
Outgoing Email

Create a new outgoing mail server in ASM

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



Select Microsoft Graph and press Ok



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

Name: Microsoft Graph Server 1 Protocol: Microsoft Graph

Tenant ID: Tenant ID from the Azure Portal

Client ID: Client ID from the Azure Portal Client Secret: *****

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

Name: Incoming Microsoft Graph Server Protocol: Microsoft Graph

Tenant ID: Tenant ID from the Azure Portal

Client ID: Tenant ID from the Azure Portal Client Secret: *****

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