

OpenScape Business V3

Microsoft Exchange Online / Office 365 configure OAuth 2.0

Release Number 09/2024

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History of Changes

Date	Issue	Summary
02.12.2022	1.0	release version for OpenScape Business V3R2.1
23.09.2024	1.1	editorial changes

Note: The basis for this document is the current OpenScape Business at the time of certification. Since OpenScape Business is constantly developed, input masks and interfaces as well as requirements may change in the future. The settings and entries described here then apply accordingly.

Comments and corrections are welcome, please contact: <u>osbiz-certification@mitel.com</u>

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The Microsoft examples in this document give a rough overview of needed components in a basic setup and require individual verification for customers need.

Settings and configuration might change due to different Software versions.

Please note:

Microsoft is a 3rd party product. Unify offers data interworking capabilities for Microsoft with a technical description of how to configure the OpenScape Business.

UNIFY doesn't deliver any administration services for Microsoft.

1 E-Mail Forwarding

The instructions below will cover the necessary steps to configure E-Mail Forwarding using the OAuth 2.0 authentication method with Microsoft Office 365.

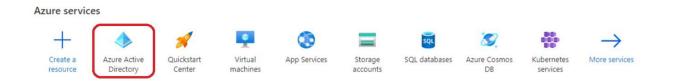
OpenScape Business uses postfix to connect to an exchange server (relay server) to send email notifications to required recipients. Till now this was done using the basic authentication scheme. Microsoft will obsolete the basic authentication method to all its **Exchange Online servers** in favor of the OAuth 2.0 authentication scheme.

The configuration will be split in two parts. The 1st part covers the registration of the application in the Microsoft Azure Active Directory portal; the 2nd part will show how to create the E-mail forwarding in WBM using the information from the previous parts.

Hint: SMTP AUTH must be enabled at least for the used service account (this is often disabled organization-wide). Refer to: <u>Enable or disable SMTP AUTH in Exchange Online | Microsoft Learn</u>

1.1 Register the Application in Microsoft Azure AD

Using Microsoft OAuth 2.0 authentication to send emails from OpenScape Business requires a Microsoft Azure Active Directory Application defined in the Azure Active Directory the user you are trying to send email as belongs to. Open the browser and go to the Azure Active Directory admin center and login with your Administrator account: <u>https://aad.portal.azure.com/</u> go to **Azure Active Directory**:



and select "App Registrations":

Default Directory Azure Active Directory «
Overview
Preview features
🗙 Diagnose and solve problems
Manage
🚨 Users
🎎 Groups
External Identities
🎝 Roles and administrators
Administrative units
Enterprise applications
Devices
App registrations
Identity Governance

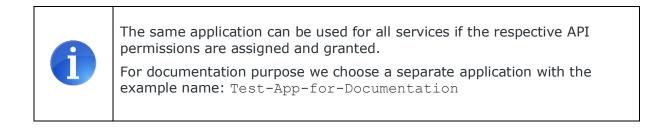
On the top, select "New Registration" and on the new application registration page

- Give it a Name
- On the "**Supported account types**" section, select whatever option suits your use case. This option restricts who can authenticate using this application. In the example below, the most permissive option is selected (depends on customer needs).
- Leave Redirect URI empty

Register an application

* Name
The user-facing display name for this application (this can be changed later).
Test-App-for-Documentation
Supported account types
Who can use this application or access this API?
Accounts in this organizational directory only (Default Directory 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.
Select a platform V e.g. https://example.com/auth
Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from Enterprise applica





At the end of the process, Azure AD will present some information about the newly registered application. At this point, it's a good idea to take note of the "**Application ID**" (also known as client ID) and "**Directory (Tenant) ID**", as that information will be used to double-check the second parts of this configuration:

👥 Test-App-for-Documentation 🛷 …

Discard

Save

Search (Ctrl+/)	« 📋 Delete 🌐 Endpoints 🐱 Preview features				
Vverview	ĵ Got a second? We would love your feedback on Microsoft identity platform (previously Azure AD for developer). →				
🙆 Quickstart					
🐔 Integration assistant	↑ Essentials				
Manage	Display name : <u>Test-App-for-Documentation</u>				
Branding & properties	Application (client) ID : 2ce20fd9-826c-440f-bc3b-				
	Object ID : df754ab3-f98c-43fd-8291-8b4b637ca247				
Authentication	Directory (tenant) ID : 8b80d7a0-9667-4736-a396-				
📍 Certificates & secrets	Supported account types : <u>All Microsoft account users</u>				
0	and the second				

In the menu above on the left Sidebar under the Manage subsection, select "**Authentication**". In the Authentication menu, under "**Advanced Settings**" enable the **Device Code Flow**. Don't forget to save your changes.

Advanced settings		
Live SDK support ①		
Allow direct integration with the Microsoft account service (login.live.com). Required for integration with Microsoft account SDKs such as Xbox or Bing Ads		Yes No
Allow public client flows \odot		
Enable the following mobile and desktop flows:	1.	Yes No
No keyboard (Device Code Flow) Learn more		
2.		

In the sidebar, select "**API Permissions**". To add permissions for your app, select **Add a permission** \rightarrow Microsoft Graph API \rightarrow Delegated Permissions \rightarrow Search for the required permissions:

			O Search resources, services, and docs (G+/)		🖂 🗗 🧬 🛞 🕢 🖓 testforwbm2@outlook.c 🧶		
Home > Default Directory > Test-App-				Request API permissions				
Test-App-for-Docur	mentation API pern	nissions	A					
	💍 Refresh 🕴 🕅 Got feedba	ck?			Microsoft Graph https://graph.microsoft.com/ Docs p			
Overview					What type of permissions does your application require?	_		
Quickstart f Integration assistant	A Starting November 9th, 2020	end users will no	longer be able to grant consent to newly res	gistered multitenant apps without verified publish	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.		
Manage Branding & properties	1 The "Admin consent required	" column shows t	he default value for an organization. Howeve	ar, user consent can be customized per permission	Select permissions	expand al		
Authentication	Configured permissions							
Certificates & secrets				s as part of the consent process. The list of co	of co			
Token configuration API permissions 	all the permissions the application needs. Learn more about permissions and consent + Add a permission				The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This column may not reflect the value in your organization, or in organizations where this app will be used. Learn, more			
Expose an API	API / Permissions name	Туре	Description	Admin consent requ.				
App roles	✓ Microsoft Graph (1)				Permission	Admin consent required		
A Owners	User.Read	Delegated	Sign in and read user profile	No	✓ SMTP (1)			
 Roles and administrators Manifest 	To view and manage permissions a	and user consen	t, try Enterprise applications.		SMTP.Send ① Send emails from mailboxes using SMTP AUTH.	No		
Support + Troubleshooting								
Troubleshooting								
New support request								
					Add permissions Discard			

The required permissions for OpenScape Business E-mail forwarding are:

- SMTP.Send
- offline_access
- openid

Additional configuration: If you are a subscriber of Office 365 Exchange Online and want to enable user sign-in for Exchange Online, please follow the next steps mentioned in <u>Microsoft's</u> <u>Documentation</u>:



In Azure AD, navigate to **Enterprise Applications**.

- Search for the previous created "**Test-App-for-Documentation**" application. Note, you may need to change the filter to **All Applications**. If it does not exist in that list, add it.
- Select "Test-App-for-Documentation" application and in the Properties for this app, ensure that the Enable for users to sign-in? setting is set to Yes.

You should now be able to use Microsoft OAuth 2.0 authentication for E-mail forwarding in OpenScape Business by using the **Application ID** and the **Tenant ID** (requires enabled user sign-in for Exchange Online in tenant settings).

Azure Active Directory adm	in center			Q Q	© ©	R	Martin Carolina	
📶 Dashboard		All applications > Test-App-for-Docume						×
All services Azure Active Directory Azure Active Directory Disers Enterprise applications	Enterprise Application © Enterprise Application © Overview © Deployment Plan © Diagnose and solve problems Manage Manage III Properties © Overvies © Overvies © Noles and administrators © Users and groups © Single sign-on © Provisioning © Custom security attributes	Save Discard Delete View and manage application settings settings, and user visibility settings re Administrator roles. Learn more.		cation Administ	rator, Applica	tion		
	(preview) Security ♣ Permissions Token encryption Activity ④ Sign-in logs ♣ Usage & insights ■ Audit logs ♣ Provisioning logs ₩ Access reviews Troubleshooting + Support	Application ID ③ Object ID ④ Assignment required? ④ Visible to users? ④ Notes ④	Mail Intil The inner Allow House International Internat				× ×	

After this 1st part, you should have the following application details available, which will be used to configure the remaining parts of these instructions:

Display name, which in our example is:

Test-App-for-Documentation

Tenant ID (also called Directory ID), which in our example is:

8b80d7a0-9667-4736-a396-xxxxxxxx

Application (or client) ID, which in our example is:

2ce20fd9-826c-440f-bc3b-xxxxxxxx



Please notice that this are all example values and should be replaced with the actual details from the newly registered application above.



Using a free Microsoft account, please use ``common'' in the **Tenant ID** field in OpenScape Business.

1.2 Create the E-mail Forwarding in WBM

The existing WBM page under **Service Center -> E-mail forwarding** is adapted to support the Microsoft OAuth 2.0 authentication. The "Microsoft OAuth 2.0" is the second drop down menu option. Instead of username and password the user must configure the **Application ID** and **Tenant** fields which will be used during the authentication process. Sign in with a valid email address for this application that is registered through the Azure configuration.

							dministrator@system	Logoff
Home	Administrators	Setup	Expert mode	Data Backup	License Management	Service Center		
Service C	enter							_
Documen	ts	E	mail Forwarding					0
Software		Sei	ver Information					
 Invento SW Upd 				C	Outgoing Mail Server (SMTP)	smtp-mail.outlook.com		
E-mail Fo					Outgoing mail server port	587		
Remote A	locess		This ser	ver requires an encr	ypted connection (TLS/SSL)	5		
Restart /	Reload	In	on Information		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
Diagnos	stics				Authentication method Application ID	Microsoft OAuth 2.0 V 2ce20fd9-826c-440f-bc3b-41		
						8b80d7a0-9667-4736-a396-4		
		Us	er Information (Sen	ider)	E-Mail Address os	biz_service@cslath.onmicrosoft.com		
			1944 W. 1					
			Abort	OK & Next		Check e-mail forwarding		

Click [OK & Next] to proceed with the authentication process.

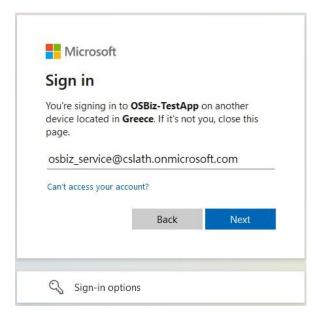
The OpenScape Business will send the configuration to the Azure server and waits until the Authorization Link is provided:

								administrator@system	Logoff
Home	Administrators	Setup	Expert mode	Data Backup	License Manag	ement	Service Center		
Service C	enter								_
Documen	its	E	-mail Forwarding						0
Software		Se	rver Information						
 Invento SW Upo 	19 ⁻¹			(Dutgoing Mail Server	(SMTP)	smtp-mail.outlook.com		
E-mail Fo					Outgoing mail ser	ver port	587		
Remote /	Access		This ser	ver requires an enc	rypted connection (TL	S/SSL)			
Restart /	Reload	Lo	gon Information	1	, ,				
Diagno	stics				Authentication	method	Microsoft OAuth 2.0 V		
					Applic	atio <mark>n</mark> ID	2ce20fd9-826c-440f-bc3b-41		
						Tenant	8b80d7a0-9667-4736-a396-4		
								Click to hide server response	
							Authorization Link: https://microsoft.com/devicel/ User code: CRGFNM6HR	ogin User code expires in 14m:30s	
		Us	er Information (Ser	der)	E-Mail Add	Iress os	biz service@cslath.onmicroso	oft.com	_
		_							
		Ĺ	Abort	OK & Next			Check e-ma	il forwarding	

Use the Authorization Link (**click on the link**) to complete the authentication within Azure by using the provided User code (**copy & paste**).

Microsoft	
Enter the code display	yed on your app or device.
CRGFNM6HR	
	Next

Sign in with the same email address for this application that is used within the E-mail Forwarding settings.



Successful sign in is confirmed:



Verify the successful configuration and click [Check e-mail forwarding]:



"SASL authentication failed" "Authentication unsuccessful, SmtpClientAuthentication is disabled for the Tenant" please check for following article https://answers.microsoft.com/enus/msoffice/forum/all/unable-to-send-email-via-3rd-part-app-i-get-the/b29a7cd0-e696-4b0e-b66e-523be784a85a

2 Calendar Integration

The instructions below will cover the necessary steps to configure Calendar Integration using the OAuth 2.0 authentication method with Microsoft Office 365.

The configuration will be split in two parts. The 1^{st} part covers the registration of the application in the Microsoft Azure Active Directory portal and the 2^{nd} part will show how to create the configure Calendar Integration in UC Suite WBM using the information from the 1^{st} part.

2.1 Register the Application in Microsoft Azure AD

Open the browser and go to the Azure Active Directory admin center and login with your Administrator account: <u>https://aad.portal.azure.com/</u>.

The instructions assume that an application with Administrator rights is being used; if that's not possible, you can register the application and request the Administrator to grant the required API permissions later, please check this article for more details: <u>https://docs.microsoft.com/en-us/azure/active-directory/develop/v2-permissions-and-consent#requesting-consent-for-an-entire-tenant</u>.

Select "Azure Active Directory" in the menu on the top=left corner, click on "App registrations", and then click "New registration":

d D C D	aad.portal.azure.com/#view/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/~/Regis	steredApps 🕒 📴 🛦 📑 🦉 🛤 🖬 🔘 💷 🇯 🖬 🗃 Ξ
Azure Active Directory admin co	enter	₽ C © Ø ₽
 Zashboard All services FAVORITES Azure Active Directory Users Enterprise applications 	Overview Preview features Diagnose and solve problems We will continue to provide technical supp We will continue to provide technical supp	Kroubleshooting O Refresh Download Preview features Preview features
	External Identities	Application (client) ID Created on ↑↓ Certificates & secrets siness 54604803-862d-4d13-bc01-c 9/1/2022 Ø Current
		809deee2-3ab9-4ca3-9651-1 8/17/2021

Enter a meaningful name for the application (this will be later used to query the application when creating the Service Principal for Exchange Online), and for the "**Supported account type**", select the option which fits to customer installation (example: **Single tenant**). Then click the **Register** button to complete the registration:

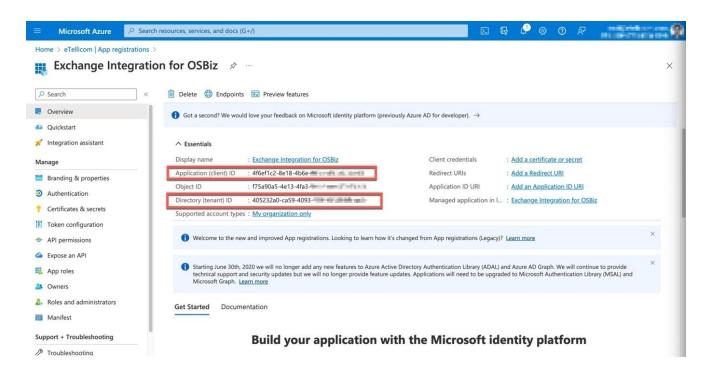
■ Microsoft Azure		D	Ŗ	Q	٢	0	8	na isterio e nom 🖗
Home > eTellicom App registrations >								
Register an application								×
5 11								
* Name								I
The user-facing display name for this application (this can be changed later).								
The user-facing display name for this application (this can be changed later).								
Exchange Integration for OSBiz	~							
Supported account types								
Who can use this application or access this API?								
Accounts in this organizational directory only (eTellicom 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 N	icrosoft accounts (e.g. Skype, Xbox)							
Personal Microsoft accounts only								
Help me choose								
hep me choose								
Redirect URI (optional)								
We'll return the authentication response to this URI after successfully authenticating the user. Provid channed later, but a value is required for most authentication scenarios.	ng this now is optional and it can be							
By proceeding, you agree to the Microsoft Platform Policies $\ensuremath{\mathbb{C}}^n$								
Register								



The same application can be used for all services if the respective API permissions are assigned and granted.

For documentation purpose we choose a separate application with the example name: Exchange Integration for OSBiz

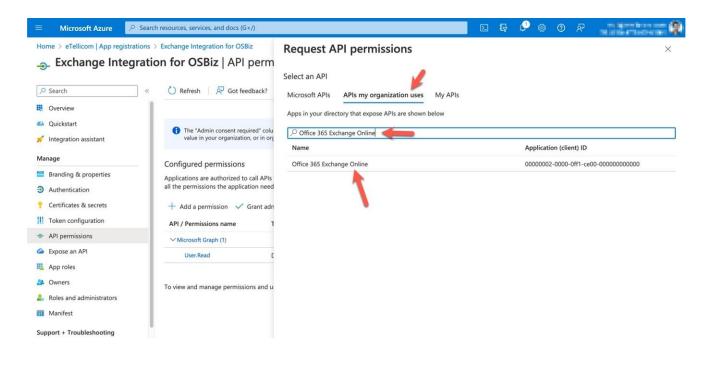
At the end of the process, Azure AD will present some information about the newly registered application. At this point, it's a good idea to take note of the "**Application ID**" (also known as client ID) and "**Directory (Tenant) ID**", as that information will be used to double-check the second part of this configuration:



Now we need to assign the required permissions for the application. Click "**API permissions**" on the left, then click the "**Add a permission**" option to start adding the required API permission:

=	Microsoft Azure	Search resources, services, and docs (G+/)				Ŗ	P	٢	0	ጽ	-		
Home	e 🗦 eTellicom App reg	istrations > Exchange Integration for OSBiz												
.	Exchange Int	egration for OSBiz API p	ermission	S ☆ …										\times
<mark>,</mark> ⊳ s	earch	« 💍 Refresh 🛛 🖗 Got feedt	back?											
18 C	Overview													
🏜 G	Quickstart	1 The "Admin consent require	ed" column shows th	ne default value for an organization. Ho	wever, user consent can be	custom	ized per	permiss	ion. us	r. or ac	p. This c	olumn may not	reflect the	×
💉 Ir	ntegration assistant			where this app will be used. Learn more								,		
Mana	ige	Configured permissions												
В	randing & properties		all APIs when they	are granted permissions by users/ad	mins as part of the cons	ent proc	ess. The	list of	configu	ired pe	ermissio	ns should inclu	de	
∋ A	authentication	all the permissions the application	on needs. Learn mo	pre about permissions and consent										
📍 C	Certificates & secrets	+ Add a permission 🗸 Gr	ant admin consent	for eTellicom										
Ш т	oken configuration	API / Permissions name	Туре	Description		Adm	in cons	ent req	Ju S	tatus				
→ A	API permissions	Microsoft Graph (1)											•••	
🙆 E	xpose an API	User.Read	Delegated	Sign in and read user profile		No								
A 🏭	opp roles													
🎥 C	Owners	To view and manage permission	s and user consent	, try Enterprise applications.										
	oles and administrators													
III N	/lanifest													

Select the "**APIs my organization uses**" and type "**Office 365 Exchange Online**" (without the double quotes) entry, then click the row to select it:



Select the "full_access_as_app" and "Calendars.ReadWriteAll" permissions, then click the "Add permissions" button:

😑 Microsoft Azure 🔎 S	earch resources, services, and docs (G+/)		D G	₽ ©	0	ጽ	na final press and the
	 Sexchange Integration for OSBiz ation for OSBiz API perm C Refresh Refresh Refresh 	Request API permissions Delegated permissions Your application needs to access the API as the signed-in user.	A CONTRACTOR OF			round ser	× vice or daemon without a
 Overview Quickstart Integration assistant 	• The "Admin consent required" coluvalue in your organization, or in org	Select permissions Start typing a permission to filter these results Permission			Adm	nin conse	expand all
Manage Branding & properties Authentication Certificates & secrets III Token configuration	Configured permissions Applications are authorized to call APIs all the permissions the application need + Add a permission ✓ Grant adn API / Permissions name	 ✓ Other permissions (1) ✓ full_access_as_app ○ Use Exchange Web Services with full access to all mailboxes ✓ Calendars (1) 			Yes		
 API permissions Expose an API 	V Microsoft Graph (1)	Calendars.Read Read calendars in all mailboxes			Yes		
App roles		Calendars.Read.All ③ Read calendars in all mailboxes			Yes		
 2. Roles and administrators 10 Manifest 	To view and manage permissions and u	Calendars.ReadWrite.All O Read and write calendars in all mailboxes			Yes		
Support + Troubleshooting		Add permissions Discard					

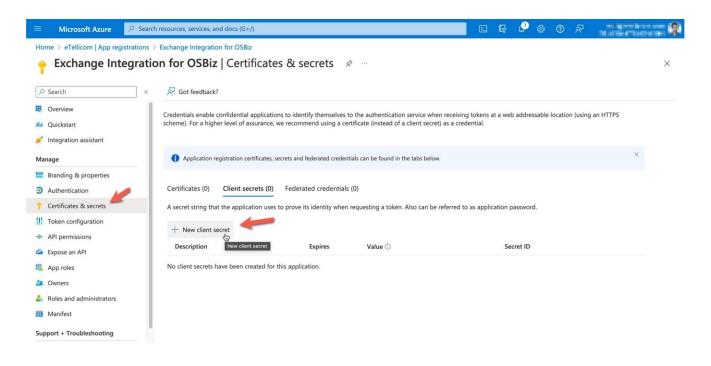
We now need to grant the admin consent permission for our tenant to use the API we selected above, that's done by clicking the "**Grant admin consent for <Tenant>**", then clicking **Yes** in the dialog box that will appear:

≡ Microsoft Azure	, Search resources, services, and docs (G+/)		G 🖉 🤅	9 Ø A		::: 0
Home > eTellicom App reg	istrations > Exchange Integration for OSBiz					
Exchange Int	egration for OSBiz API permissions 👒 🗠					\times
🔎 Search	≪ ◯ Refresh 🖗 Got feedback?					
Overview	Grant admin consent confirmation.					
🍊 Quickstart	Do you want to grant consent for the requested permissions fo	all accounts in eTellicom? This will update any	y existing admin co	onsent record	Is this application alrea	ady has
🚀 Integration assistant	to match what is listed below.					
Manage	Yes No					
Branding & properties						
Authentication	Configured permissions					
📍 Certificates & secrets	Applications are authorized to call APIs when they are granted perm all the permissions the application needs. Learn more about permiss		cess. The list of con	figured permi	ssions should include	
Token configuration						
API permissions	+ Add a permission V Grant admin consent for eTellicom	-				
Expose an API	API / Permissions name Type Description	Adr	min consent requ	Status		
App roles	V Microsoft Graph (1)				•••	
A Owners	User.Read Delegated Sign in and read	l user profile No				
Boles and administrators	V Office 365 Exchange Online (2)					
Manifest	Calendars.ReadWrite.All Application Read and write	calendars in all mailboxes Yes		🛕 Not gra	nted for eTellicom	
Support + Troubleshooting	full_access_as_app Application Use Exchange V	/eb Services with full access to all mailboxes Yes		🛕 Not gra	nted for eTellicom	

Once it's completed, the Status column should display that the API is correctly granted for the tenant:

	Microsoft Azure	, P Search resources, services, and docs (G+/)				Ģ	¢ ³ i	<u>ن</u>	0	₽	a laporte las pre-	 0
Hor		gistrations > Exchange Integration for OSBiz	mission	5 🖈 …								×
•	Search	≪ C Refresh 🖉 Got feedbac										
18	Overview	Successfully granted admin con		uested permissions.								
	Quickstart Integration assistant											
	nage Branding & properties			e default value for an organization. However, user consent can be on ns where this app will be used. <u>Learn more</u>	customize	d per pi	ermissio	n, user,	, or apj	o. This column r	nay not reflect	×
Э	Authentication	Configured permissions	Dia dia dia								11.5.1.1.	
	Certificates & secrets Token configuration	all the permissions the application r	eeds. Learn mo		nt proces	s. The li	ist of co	ntigur	ea pei	missions shou	lia include	
	API permissions Expose an API	API / Permission	admin consent	for eTellicom Description	Admin	conser	nt requ.	Sta	itus			
	App roles	∽ Microsoft Graph (1)										
24	Owners	User.Read	Delegated	Sign in and read user profile	No			C	Gran	ted for eTellico	m •••	
2.	Roles and administrators	✓ Office 365 Exchange Online (2)										
Ū.	Manifest	Calendars.ReadWrite.All	Application	Read and write calendars in all mailboxes	Yes			0	Gran	ted for eTellico	m •••	
Sup	port + Troubleshooting	full_access_as_app	Application	Use Exchange Web Services with full access to all mailboxes	Yes			C	Gran	ted for eTellico	m •••	

Now we need to create a client secret for the application. Select the "Client & secrets" menu and then click "New client secret":



Enter a description for the client secret (it's just for informational purposes, as multiple secrets can be created for the same application) and select the expiration date option which fits to customer installation (example: maximum, 24 months), then click "**Add**":

≡ Microsoft Azure 🖉 Search	h resources, services, and docs (G+/)	E 6	\$ @ @ R	ma deter taran arr
Home > eTellicom App registrations >	Exchange Integration for OSBiz	Add a client secret		×
Search « Overview Quickstart	R Got feedback? Credentials enable confidential applications to identify themselves to the authentication scheme). For a higher level of assurance, we recommend using a certificate (instead of a scheme).	Description Expires	Exchange Integratio	n Secret
Integration assistant Manage Branding & properties	Application registration certificates, secrets and federated credentials can be found in t			
Authentication Certificates & secrets	Certificates (0) Client secrets (0) Federated credentials (0)			
Token configuration API permissions	A secret string that the application uses to prove its identity when requesting a token. + New client secret Description Expires Value ①			
Expose an API Expose an API App roles A Owners Roles and administrators Manifest	No client secrets have been created for this application.	×		
Support + Troubleshooting		Add Cancel		

The maximum runtime of the client secret is 24 months. To avoid reconfiguration, the secret value must be renewed before expiration.

IMPORTANT: at this point, you HAVE TO COPY the Value for the client secret by clicking the button next to it, as this the only time the Value will be ever visible and available for copying. If you don't do that at this point, that Client Secret Value cannot be used later when it's entered on WBM:

	Microsoft Azure	, <i>P</i> Searc	h resources, services, and docs (G+/)				Σ	₿.	Ø	٢	0	~	en latere	incore in Internetion	: 0
		1	Exchange Integration for OSBiz	s & secrets 🛛	×										×
Se Se	earch	«	Sot feedback?												
4 4 Q	verview uickstart itegration assistant		Got a second to give us some feedba	ck? →									×		
Mana	ge	_	Credentials enable confidential application scheme). For a higher level of assurance, v					it a web	addre	ssable	locatio	n (using	g an HTTPS	L	
∋ A	randing & properties uthentication ertificates & secrets	_	Application registration certificates, set	ecrets and federated credent	ials can be found in the tab	os below.							×		
Ш те	oken configuration PI permissions		Certificates (0) Client secrets (1) A secret string that the application uses	Federated credentials to prove its identity when		can be referred to	as applic	ation p	asswor	d.					
II A	kpose an API pp roles wners		+ New client secret Description	Expires	Value 🛈	Co	py to clip	board	et ID					L	
	oles and administrators		Exchange Integration Secret	9/19/2024	Zos8Q~	the way the up	- 8	66. ¹ 71	1.43	-	1110	artes	- D 🗎		
Suppo	lanifest ort + Troubleshooting roubleshooting					/									

After this 1st part, you should have the following application details available, which will be used to configure the remaining parts of these instructions:

Display name, which in our example is: Exchange Integration for OSBiz

Tenant ID (also called Directory ID), which in our example is:

405232a0-ca59-4093-959f-xxxxxxxx

Application (or client) ID, which in our example is: 4f6ef1c2-8e18-4b6e-89bc-xxxxxxxx

Client Secret Value, which in our example is: Zos8Q~...



Please notice that this are all example values and should be replaced with the actual details from the newly registered application above.

2.2 Exchange Calendar Integration in UC Suite WBM

Now that the application is registered with Azure, we can go to UC Suite WBM and open "**External Providers Config**", then select the "**Exchange Calendar Integration**" tab. Change the Auth Method to "**Microsoft OAuth 2.0**" and the following fields will appear. Use a valid email address for this application that is registered through the Azure configuration within the Username field:

User Directory	External Providers Config
👫 Departments	LDAP Providers Exchange PST Exchange Calendar Integration
💕 Groups	Enable Exchange
Templates	calendar integration 🗹
E External Directory	Auth Method OAuth 2.0 ~
E External Providers	Server https://outlook.office3652
Config	Username test.user@etellicom.com
Contact Center	Tenant ID 405232a0-ca59-4093-95
Schedules	Application ID 4f6ef1c2-8e18-4b6e-89b
1 File Upload	Client Secret Zos8Q~
🙏 Conferencing	Scope https://outlook.office365.c
- Site List	
◄ Server	Cancel
🧯 Profiles	
🛁 Fax Headlines	
Skin Settings	

Please enter the authentication details using the information that we collected from the first part of these instructions.

Server: https://outlook.office365.com/EWS/Exchange.asmx

Username: enter the email for your Microsoft Office 365 account

Tenant ID, Application ID, Client Secret: these are the same values that you took note from the last step in the 1st part of the configuration

Scope: https://outlook.office365.com/.default

Click [**Save**] and the configuration should now be completed.

Exchange Calendar integration (notes and hints):

set from Outlook web access (Owa) Instead.	•	Understanding the function: When a user set appointments in his Microsoft Outlook calendar, the OpenScape Office Business system will automatically check for keywords in the calendar appointment subject like: "Meeting", "Sick", "Break", "Out of Office", "Holiday", "Lunch" or "Home". If such a keyword is found, the OpenScape Office Business will set the user's presence status automatically when the appointment time is reached, even if the Microsoft Outlook session of the specific user is not active anymore. The user simply configures his appointments with these keywords and OpenScape Office Business will automatically set his telephone presence status and as a result all calls will be routed to his voicemail or to his cell phone, depending on the configured forwarding destinations. The user can also configure in miscellaneous settings, whether his presence status should be switched back to "Office" presence status when the appointment time has ended. Appointments can also be set from Outlook Web Access (OWA) instead.
--	---	--

- A valid e-mail address for every user must be configured in all applications, as described in aforementioned steps respectively. o The UC Suite users Voicemail language settings is used by OpenScape Business to understand the keywords like: "Meeting", "Sick", "Break", "Out of Office", "Holiday", "Lunch" or "Home", so for example, German set Voicemail language can be used with the German keywords in the appointments subject like "Besprechung", "Krank", "Pause", "Außer Haus", "Urlaub", "Mittag" or "Zu Hause" only.
- In case "Auto back to office" option is not used, the user's presence status will be kept to the configured appointment status even if the appointment time elapses. As a result, the return time shown to other users will be increased every 15 minutes. If the "Auto back to office" option is used and the appointment time ends, the user's presence status is automatically set to "Office" again.
- Important note for testing: Appointments set into a future date and time with less than 3 minutes are ignored, because the system expects that the user creating an appointment can alter any option within 3 minutes. The OpenScape Business checks for appointments in the user's calendar every 30 seconds. For this reason and for any possible delays impaired by the network between the OpenScape Business and the Exchange Server, please configure test appointments starting at minimum after 3 and a half minutes or more.
- If you want to test the Exchange Calendar Integration functionality when user is not logged in either in myPortal for Outlook or in myPortal for Desktop, you can simply use the Outlook webmail. Usually, you can access outlook webmail by using this URL: "https://OWA". Login with the user's credentials and add the appointment with the appropriate keyword to the calendar. Check in another UC Suite user's client that the presence status changes when the appointment time has reached

3 Exchange Directory Integration

The instructions below will cover the necessary steps to configure Directory Integration using the OAuth 2.0 authentication method with Microsoft Office 365.

The configuration will be split in two parts. The 1^{st} part covers the registration of the application in the Microsoft Azure Active Directory portal and the 2^{nd} part will show how to configure Exchange Directory Integration in UC Suite WBM using the information from the first part.

3.1 Register the Application in Microsoft Azure AD

Open the browser and go to the Azure Active Directory admin center and login with your Administrator account: <u>https://aad.portal.azure.com/</u>.

The instructions assume that an application with Administrator rights is being used; if that's not possible, you can register the application and request the Administrator to grant the required API permissions later, please check this article for more details: <u>https://docs.microsoft.com/en-us/azure/active-directory/develop/v2-permissions-and-consent#requesting-consent-for-an-entire-tenant</u>.

Select "Azure Active Directory" in the menu on the top=left corner, click on "App registrations", and then click "New registration":

⊲ ⊳ c	aad.portal.azure.com/#view/Microsoft_AAD_IAM/ActiveDirectoryMenuBlade/~/RegisteredApps	뜨니 💷 🔺	.	* 🖻 🖸 💵 🖈	G I
Azure Active Directory adm	in center	Q Q	© Ø Å	2	at (\$
 Dashboard All services FAVORITES Azure Active Directory Users Enterprise applications 	 Construction Coverview Preview features Diagnose and solve problems Manage Users Groups Coversion Coversion	tive Directory Au	thentication Library vide feature update	atures A Got feedt	× pack?
		52d-4d13-bc01	Created on -c 9/1/2022 -1 8/17/2021	 ↑↓ Certificates & secre ⊘ Current ⊘ Current 	ets
	Image: App registrations os OSBiz 15574a41-81 Image: Application proxy Image: Application proxy Image: Custom security attributes (Preview) Image: Licenses	183-48a2-ac37-	c 7/12/2022	Current	

Enter a meaningful name for the application (this will be later used to query the application when creating the Service Principal for Exchange Online), and for the "**Supported account type**", select the option which fits to customer installation (example: **Single tenant**). Then click the **Register** button to complete the registration:

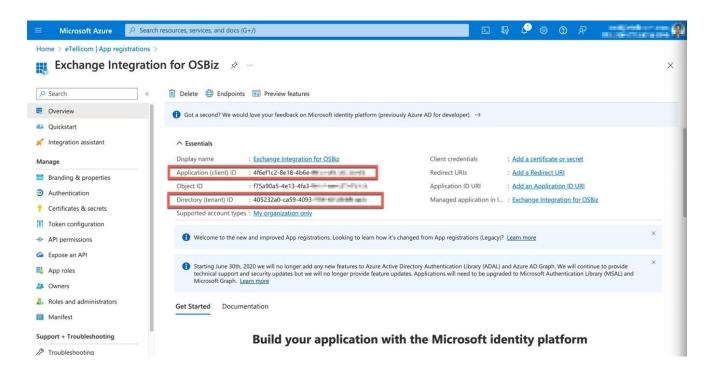
	Microsoft Azure		$\mathbf{\Sigma}$	Ģ	Q	٢	0	~	na interneterar ann 🕸
Hor	ne > eTellicom App re	jistrations >							
Re	egister an appl	ication							×
* N	ame								
The	user-facing display name	or this application (this can be changed later).							
Exe	change Integration for OSI	iz 🝗 🗸							
Sup	ported account types								
Who	o can use this application o	r access this API?							
	Accounts in this organizat	ional directory only (eTellicom only - Single tenant)							
0		ional directory (Any Azure AD directory - Multitenant)							
0	Accounts in any organizat	ional directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)							
0	Personal Microsoft account	its only							
Help	o me choose								
									1
Rec	direct URI (optional)								
		response to this URI after successfully authenticating the user. Providing this now is optional and it can be nuired for most authentication scenarios							
Ву р	proceeding, you agree to the	e Microsoft Platform Policies 더							
	Register								



The same application can be used for all services if the respective API permissions are assigned and granted.

For documentation purpose we choose a separate application with the example name: Exchange Integration for OSBiz

At the end of the process, Azure AD will present some information about the newly registered application. At this point, it's a good idea to take note of the **"Application ID**" (also known as client ID) and **"Directory (Tenant) ID**", as that information will be used to double-check the second and third parts of this configuration:



Now we need to assign the required permissions for the application. Click "**API permissions**" on the left, then click the "**Add a permission**" option to start adding the required API permission:

=	Microsoft Azure					⊵	Ş	0	٢	0	ጽ		
Но	me > eTellicom App reg	istrations > Exchange Integration for OSBiz											
-	Exchange Int	egration for OSBiz API pe	ermission	S 🖈 …									\times
Ņ	Search	« 🜔 Refresh 🛛 🖗 Got feedba	ck?										
18	Overview												
	Quickstart Integration assistant			e default value for an organization. However, where this app will be used. <u>Learn more</u>	user consent can be	custom	ized per	permiss	sion, use	er, or ap	op. This c	column may not re	eflect the \times
Ma	inage	Configured permissions											
	Branding & properties		APIs when they	are granted permissions by users/admins	as part of the cons	ent proc	ess. The	list of	configu	ured pe	ermissio	ns should includ	e
Э	Authentication	all the permissions the application	needs. Learn mo	ere about permissions and consent									
۲	Certificates & secrets	+ Add a permission 🗸 Gran	nt admin consent	for eTellicom									
111	Token configuration	Add a permission API / Permissions name	Туре	Description		Adm	in cons	ent req	ıu S	tatus			
-9-	API permissions	Microsoft Graph (1)											
۵	Expose an API	User.Read	Delegated	Sign in and read user profile		No							
172	App roles												
24	Owners	To view and manage permissions a	and user consent	, try Enterprise applications.									
2.	Roles and administrators												
ū	Manifest												

Select the "**APIs my organization uses**" and type "**Office 365 Exchange Online**" (without the double quotes) entry, then click the row to select it:

	ns > Exchange Integration for OSBiz Ition for OSBiz API perm	Request API permissions			×
	≪ O Refresh	Select an API Microsoft APIs APIs my organization uses My APIs Apps in your directory that expose APIs are shown below			
 Quickstart Integration assistant 	The "Admin consent required" colu value in your organization, or in org	Office 365 Exchange Online	Application (c	lient) ID	
lanage	Configured permissions	Office 365 Exchange Online		00-0ff1-ce00-0000000000000	
Branding & properties Authentication Certificates & secrets Token configuration	Applications are authorized to call APIs all the permissions the application need + Add a permission ✓ Grant adn API / Permissions name				
API permissions	Microsoft Graph (1)				
Expose an API	User.Read E				
App roles Conners Roles and administrators Manifest	To view and manage permissions and u				

Select the "full_access_as_app", "Contacts.Read" and "Contact.ReadWrite" permissions, then click the "Add permissions" button:

≡ Microsoft Azure 🖉 Sea	rch resources, services, and docs (G+/)		D 🗣	I 🖉	0 R	na hanne fan sen 🕸
Home > eTellicom App registrations	> Exchange Integration for OSBiz	Request API permissions			1	×
✓ Search «	🕐 Refresh 🔰 🔗 Got feedback?	Delegated permissions Your application needs to access the API as the signed-in user.	CONTRACTOR OF STREET		a background se	ervice or daemon without a
Overview		Calent associations				expand all
 Quickstart Integration assistant 	The "Admin consent required" colu value in your organization, or in org	Select permissions				expand an
Manage	Configured permissions	Permission			Admin cons	sent required
Branding & properties	Applications are authorized to call APIs all the permissions the application need	✓ Other permissions (1)				
 Authentication Certificates & secrets 	+ Add a permission ✓ Grant adn	full_access_as_app ① Use Exchange Web Services with full access to all mailboxes			Yes	
III Token configuration	API / Permissions name T	> Calendars				
API permissions Expose an API	✓ Microsoft Graph (1)	✓ Contacts (2)				
K App roles	User.Read C VOffice 365 Exchange Online (2)	Contacts.Read ① Read contacts in all mailboxes			Yes	
A Owners	Contacts.ReadWrite	Contacts.ReadWrite ①			Yes	
 Roles and administrators Manifest 	full_access_as_app A	Read and write contacts in all mailboxes			163	
Support + Troubleshooting	To view and manage permissions and u	Add permissions Discard				

We now need to grant the admin consent permission for our tenant to use the API we selected above, that's done by clicking the "**Grant admin consent for <Tenant>**", then clicking **Yes** in the dialog box that will appear:

Microsoft Azure				Σ	Ģ	P	0	0	ନ୍ଦ		
Home > eTellicom App reg	istrations > Exchange Integration for OSBiz										
Exchange Interpreter Sector 1	egration for OSBiz API perm	nissions	j ☆ …								\times
✓ Search	≪ 🕐 Refresh 🔊 Got feedback?										
B Overview	Grant admin consent confir	mation.									
di Quickstart		e requested	permissions for all accounts in eTellicom? This will upda	ite any	existin	g adm	in con	sent r	ecords th	nis application alr	ready has
🚀 Integration assistant	to match what is listed below.										
Manage	Yes No										
Branding & properties											
Authentication	Configured permissions										
📍 Certificates & secrets	Applications are authorized to call APIs all the permissions the application need		re granted permissions by users/admins as part of the conse	nt proc	ess. The	e list of	config	ured p	permissio	ns should include	
Token configuration											
- API permissions	+ Add a permission 🗸 Grant ad		for eTellicom								
Expose an API	API / Permissions name	Туре	Description	Adm	in cons	ent re	qu 9	Status			
App roles	✓ Microsoft Graph (1)										
A Owners	User.Read	Delegated	Sign in and read user profile	No							
 Roles and administrators 	✓ Office 365 Exchange Online (2)										
10 Manifest	Contacts.Read	Application	Read contacts in all mailboxes	Yes				A No	ot granted	for eTellicom	
	Contacts.ReadWrite	Application	Read and write contacts in all mailboxes	Yes				A No	ot granted	for eTellicom	
	full_access_as_app	Application	Use Exchange Web Services with full access to all mailboxes	Yes				A No	ot granted	for eTellicom	

Once it's completed, the Status column should display that the API is correctly granted for the tenant:

■ Microsoft Azure	\mathcal{P} Search resources, services, and docs (G+/)			D 🕼 🖓 🤅	\$ ® &	na laboratore con S
111 5	strations > Exchange Integration for OSBiz egration for OSBiz API perm	issions	; 🖈 …			×
Search	≪ 🜔 Refresh 🛛 🔗 Got feedback?					
 Overview Quickstart Integration assistant 		mn shows th	vested permissions. e default value for an organization. However, user consent can be o ns where this app will be used. <u>Learn more</u>	customized per permission,	, user, or app. This col	umn may not reflect $ imes$
Manage Branding & properties Authentication Certificates & secrets	Configured permissions Applications are authorized to call APIs all the permissions the application need + Add a permission ✓ Grant adr	ls. Learn mo		nt process. The list of con	figured permissions	should include
Token configuration	API / Permissions name	Гуре	Description	Admin consent requ	Status	
 API permissions 	✓ Microsoft Graph (1)					
Expose an API	User.Read	Delegated	Sign in and read user profile	No	Granted for eT	fellicom ····
H App roles	✓ Office 365 Exchange Online (3)					
A Owners	Contacts.Read	Application	Read contacts in all mailboxes	Yes	Granted for eT	fellicom •••
Roles and administrators	Contacts.ReadWrite	Application	Read and write contacts in all mailboxes	Yes	Granted for eT	fellicom •••
😈 Manifest	full_access_as_app	Application	Use Exchange Web Services with full access to all mailboxes	Yes	Granted for el	Fellicom •••
Support + Troubleshooting						

Now we need to create a client secret for the application. Select the "**Client & secrets**" menu and then click "**New client secret**":

≡ Microsoft Azure 🔎 Sear	ch resources, services, and docs (G+/)		Q	4	٢	0	~	na lapore la ser Na serie entretes	- 0
Home > eTellicom App registrations	> Exchange Integration for OSBiz								
🔶 Exchange Integrati	ion for OSBiz Certificates & secrets 👒 🐇								\times
Search «	R Got feedback?								
R Overview	Credentials enable confidential applications to identify themselves to the authentication service when re	eceiving tokens a	at a web	addre	ssable	locatio	on (usin	g an HTTPS	
🍊 Quickstart	scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as								
🚀 Integration assistant									
Manage	Application registration certificates, secrets and federated credentials can be found in the tabs below.							×	
Branding & properties									
Authentication	Certificates (0) Client secrets (0) Federated credentials (0)								
📍 Certificates & secrets 🥌	A secret string that the application uses to prove its identity when requesting a token. Also can be refe	erred to as applic	ation pa	asswor	d.				
Token configuration	+ New client secret								
 API permissions 	6		5	ret ID					
Expose an API	Description New client secret Expires Value 🛈		Sec	retiD					
App roles	No client secrets have been created for this application.								
A Owners									
Roles and administrators									
🔟 Manifest									
Support + Troubleshooting									

Enter a description for the client secret (it's just for informational purposes, as multiple secrets can be created for the same application) and select the expiration date option which fits to customer installation (example: maximum, 24 months), then click "**Add**":

≡ Microsoft Azure 🖉 Search	h resources, services, and docs (G+/)		ም ወ 🖗	na best senare 🖗
Home > eTellicom App registrations >	Exchange Integration for OSBiz	Add a client secret		×
Search «	R ² Got feedback?	Description Expires	Exchange Integratio	n Secret
 Quickstart Integration assistant 	Credentials enable confidential applications to identify themselves to the authentication scheme). For a higher level of assurance, we recommend using a certificate (instead of i			
Manage Branding & properties	Application registration certificates, secrets and federated credentials can be found in t			
Authentication Certificates & secrets	Certificates (0) Client secrets (0) Federated credentials (0) A secret string that the application uses to prove its identity when requesting a token.			
Token configuration API permissions Expose an API	+ New client secret Description Expires Value ①			
 App roles Owners 	No client secrets have been created for this application.	*		
 Roles and administrators Manifest 				
Support + Troubleshooting	\rightarrow	Add Cancel		

The maximum runtime of the client secret is 24 months. To avoid reconfiguration, the secret value must be renewed before expiration.

IMPORTANT: at this point, you HAVE TO COPY the Value for the client secret by clicking the button next to it, as this the only time the Value will be ever visible and available for copying. If you don't do that at this point, that Client Secret Value cannot be used later when it's entered on WBM:

≡ Microsoft Azure	, P Search resources, services, and docs (G+/)				▶ (7	ø	0	8	en ligter Tel attice et	- Marcana -	: 0
	gistrations > Exchange Integration for OSBiz tegration for OSBiz Certificate	es & secrets 🛛	s									×
🔎 Search	« R Got feedback?											
 Overview Quickstart 	Got a second to give us some feedb	Dack? \rightarrow								>		
 Integration assistant Manage 	Credentials enable confidential applicati scheme). For a higher level of assurance					web addr	essable	locatio	n (using	an HTTPS		
 Branding & properties Authentication 	(Application registration certificates,	secrets and federated credent	tials can be found in the tab	below.						>	¢	
Certificates & secrets Token configuration API permissions	Certificates (0) Client secrets (1)			an be referred to as	applicati	on passwo	ord.					
 Expose an API App roles 	+ New client secret Description	Expires	Value 🛈		to clipbo							
 Owners Roles and administrators 	Exchange Integration Secret	9/19/2024	Zos8Q~				the same				87	
Manifest Support + Troubleshooting	entrange integration secret	5,15,2024	round,	1	1							
Troubleshooting												

After this 1st part, you should have the following application details available, which will be used to configure the remaining parts of these instructions:

Display name, which in our example is: Exchange Integration for OSBiz

Tenant ID (also called Directory ID), which in our example is:

405232a0-ca59-4093-959f-xxxxxxxx

Application (or client) ID, which in our example is:

4f6ef1c2-8e18-4b6e-89bc-xxxxxxxx

Client Secret Value, which in our example is: $2 \circ s 8 Q^{2} \dots$



Please notice that this are all example values and should be replaced with the actual details from the newly registered application above.

3.2 Exchange Directory Integration in UC Suite WBM

Now that the application is registered with Azure, we can go to UC Suite WBM and open **"External Providers Config**", then select the **"Exchange PST**" tab. Change the Auth Method to **"Microsoft OAuth 2.0**" and the following fields will appear. Use a valid email address for this application that is registered through the Azure configuration within the Username field:

Liser Directory	External Prov	viders Config
312 Departments	LDAP Providers	Exchange PST Exchange Calendar Integration
💕 Groups		
Templates	Edit	
E External Directory	Name	OSBiz Directory
E External Providers Config	Auth Method	OAuth 2.0
🕼 Contact Center	Server Address	https://outlook.office365.c
Schedules	Username	test.user@etellicom.com
1 File Upload	Tenant ID	405232a0-ca59-4093-95
🙏 Conferencing	Application ID	4f6ef1c2-8e18-4b6e-89b
- Site List	Client Secret	Zos8Q~
🔍 Server	Scope	https://outlook.office365.c
📁 Profiles		
🛁 Fax Headlines	Cancel Save	
Skin Settings		

Please enter the following values for Office 365 Exchange Online:

Server: https://outlook.office365.com/EWS/Exchange.asmx

Username: enter the user for your Microsoft Office 365 account

Tenant ID, Application ID, Client Secret: these are the same values that you took note from the last step in the 1st part of the configuration

Scope: https://outlook.office365.com/.default

Click [**Save**] and the configuration should now be completed.

	Public folder contacts search (notes and hints):
1	• The public folder contacts search is restricted to the root level of the public folder structure only. Subfolders with contacts below the root level in the public folder structure are not queried.
	 Hence private contacts are not retrieved unless the user has explicitly marked the contact as public.
	• To test the public folder contact search functionality, use the search feature in myPortal for Desktop or myPortal for Outlook and search for a contact.

4 E-mail Queues with OAuth 2.0

The instructions below will cover the necessary steps to configure E-mail Queues using the OAuth 2.0 authentication method with Microsoft Office 365.

The configuration will be split in three parts. The 1st part covers the registration of the application in the Microsoft Azure Active Directory portal; the 2nd part covers the additional steps to be performed using the Windows PowerShell console tool to create and register a Service Principal for the application registered in the 1st part and finally assign the required permissions for the target mailbox to be used in the Contact Centre Queue; finally, the 3rd part will show how to create the E-mail Queue in WBM using the information from the previous parts.

4.1 Register the Application in Microsoft Azure AD

Open the browser and go to the Azure Active Directory admin center and login with your Administrator account: <u>https://aad.portal.azure.com/</u>.

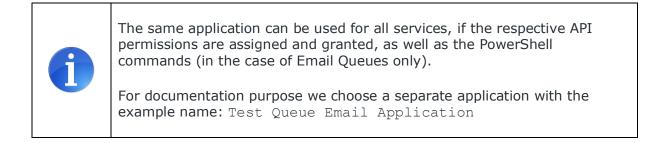
The instructions assume that an application with Administrator rights is being used; if that's not possible, you can register the application and request the Administrator to grant the required API permissions later, please check this article for more details: <u>https://docs.microsoft.com/en-us/azure/active-directory/develop/v2-permissions-and-consent#requesting-consent-for-an-entire-tenant</u>.

Select "Azure Active Directory" in the menu on the top=left corner, click on "App registrations", and then click "New registration":

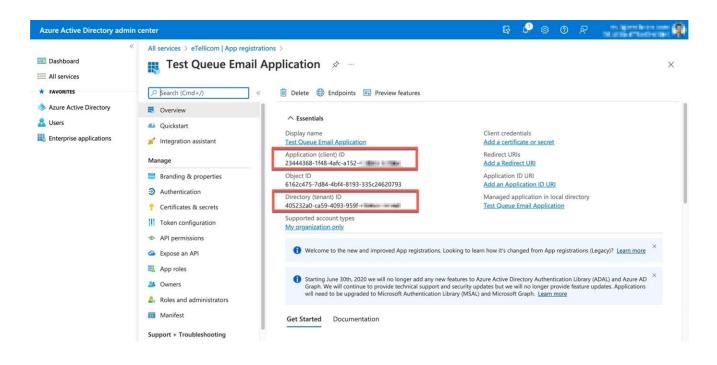
▷ C	aad.portal.azure.com/#view/Micro	soft_AAD_IAM/ActiveDirectoryMenuBlade/~/RegisteredApps	୯ 🖓 🔺		• 1 O • + G			
zure Active Directory adm	in center		€ Q €	8 0 R	TRACTOR OTHER DESCRIPTION			
Carl Dashboard All services Aurorates Azure Active Directory Curre S Enterprise applications		 New registration Endpoints Troubleshoot Starting June 30th, 2020 we will no longer add any new i We will continue to provide technical support and securi upgraded to Microsoft Authentication Library (MSAL) an All applications Owned applications Deleted a 	tation ⊕ Endpoints ⊘ Troubleshooting O Refresh ↓ Download Preview features A June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure continue to provide technical support and security updates but we will no longer provide feature updates. Applications will do Microsoft Authentication Library (MSAL) and Microsoft Graph. Learn more ons Owned applications Deleted applications bing a display name or application (client) ID to filter these r					
	 Roles and administrators Administrative units 	3 applications found Display name 个。	Application (client) ID	Created on ↑↓	Certificates & secrets			
	Enterprise applications	Email Forwarding for OpenScape Business	54604803-862d-4d13-bc01-c	Control Control Control	O Current			
	Devices	OpenScapeBusiness	809deee2-3ab9-4ca3-9651-1	8/17/2021	Current			
	App registrations	os OSBiz	15574a41-8183-48a2-ac37-c	7/12/2022	O Current			
	Identity Governance							
	Application proxy							
	 Custom security attributes (Preview) 							

Enter a meaningful name for the application (this will be later used to query the application when creating the Service Principal for Exchange Online), and for the "**Supported account type**", select the option which fits to customer installation (example: **Single tenant**). Then click the **Register** button to complete the registration:

Azure Active Directory admin	center	Ŗ	Q	٢	0	~	na anna criath ann an 🕉
 Zashboard All services FAVORITES Azure Active Directory Users 	All services > eTellicom App registrations > Register an application Name The user-facing display name for this application (this can be changed later). Test Queue Email Application		~				×
Enterprise applications	Supported account types Who can use this application or access this API? Accounts in this organizational directory only (eTellicorn 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. Skyp. Personal Microsoft accounts only Help me choose	pe, Xb	ox)				
	Redirect URI (optional) We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and channed later, but a value is required for most authentication convaries By proceeding, you agree to the Microsoft Platform Policies C ^a Register	d it car	n be				



At the end of the process, Azure AD will present some information about the newly registered application. At this point, it's a good idea to take note of the "**Application ID**" (also known as client ID) and "**Directory (Tenant) ID**", as that information will be used to double-check the 2nd and 3rd part of this configuration:



Now we need to assign the required permissions to be able to access the Email mailbox using the POP3 protocol for the Contact Centre. Click "**API permissions**" on the left, then click the "**Add a permission**" option to start adding the required API permission:

Azure Active Directory admi	n center	₽ Ø Ø Ø	1
 Cashboard All services Azure Active Directory Users Enterprise applications 	Test Queue Email	ations > Test Queue Email Application Application API permissions	t
	 Overview Quickstart Integration assistant Manage 	The "Admin consent required" column shows the default value for an organization. However, user consent can be customized per permission, user, or app. This column may not reflect the value in your organization, or in organizations where this app will be used. Learn more Configured permissions	
	 Branding & properties Authentication Certificates & secrets Token configuration API 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 \checkmark Grant admin consent for eTellicom API / Permissions na Type Description Admin consent req Status	1
	Ari permissions Expose an API App roles Avoid App roles Avoid App roles	V Microsoft Graph (1)	
	 Roles and administrators Manifest Support + Troubleshooting 	To view and manage permissions and user consent, try Enterprise applications.	

Select the "**APIs my organization uses**" and type "**Office 365 Exchange Online**" (without the double quotes) entry, then click the row to select it:

Azure Active Directory admin	center		Ę	P	٢	0	ጽ	na interestaria ana 🙊
Azure Active Directory admin « Main and the services Azure Active Directory Azure Active Directory Users Enterprise applications	All services > Test Queue Email Application Test Queue Email Application Search (Cmd+/) « Quickstart Juntegration assistant Manage Branding & properties Authentication Certificates & secrets Token configuration API permissions API permissions API permissions API permissions API permissions Cexpose an API App roles Powers Roles and administrators	Request API permissions Select an API Microsoft APIs APIs my organization uses My APIs Apps in your directory that expose APIs are shown below Office 365 Exchange Online Office 365 Exchange Online		Ap	plicati	on (cli	ent) ID	00-0000000000
	Manifest Support + Troubleshooting							

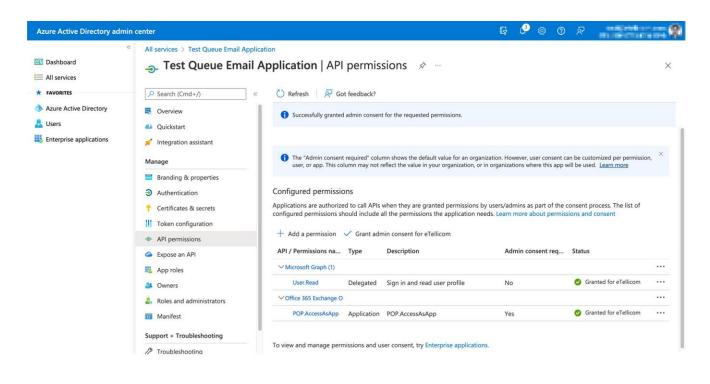
Select the **"Application permissions**" box, and then type **"POP**" (without the double-quotes) in the selection box, expand the POP menu option and select the checkbox for the **"POP.AccessAsApp**" permission, then click the **"Add permissions**" button:

Azure Active Directory adm	in center		G 🖓 🎯 Ø R						
 Cashboard All services FAVORITES Azure Active Directory Users Enterprise applications 	 All services > Test Queue Email Application Test Queue Email Application Search (Cmd+/) « Overview Quickstart Integration assistant Manage 	Request API permissions CAILAPIS Office 365 Exchange Online https://ps.outlook.com What type of permissions does your application require? Delegated permissions Your application needs to access the API as the signed-in user.	X Application permissions Your application runs as a background service or daemon without a signed-in user.						
		Select permissions POP Permission Y POP (1)	expand all × Admin consent required						
	Expose an API App roles Convers Roles and administrators	POP.AccessAsApp ① POP.AccessAsApp	Yes						
	Manifest Support + Troubleshooting	Add permissions Discard							

We now need to grant the admin consent permission for our tenant to use the API we selected above, that's done by clicking the "Grant admin consent for <Tenant>", then clicking Yes in the dialog box that will appear:

Azure Active Directory admi	n center					Ŗ	ß		0	ন্থ		
Dashboard All services K FAVORITES	All services > Test Queue Email Appli Test Queue Email P Search (Cmd+/) «	Application API	permise	sions 🖈 ·	**							×
 Azure Active Directory Users Enterprise applications 	 Overview Quickstart Integration assistant Manage 	Grant admin cons Do you want to grant or records this application Yes No	onsent for the	requested permis		ounts in e	Tellicor	n? This	; will u	pdate any	existing admir	i consent
	 Branding & properties Authentication Certificates & secrets Token configuration API permissions 	Configured permission Applications are authorizi configured permissions si + Add a permission	ed to call APIs whould include a	Il the permissions t in consent for eTel	he application nee	eds. Learn	more a	bout pe	ermissio	ons and cor		
	Expose an API App roles Avoid App roles	API / Permissions na V Microsoft Graph (1) User.Read	Type Delegated	Description Sign in and read u		No	con	nsent r	eq	Status		
	 Roles and administrators Manifest 	✓ Office 365 Exchange O POP.AccessAsApp		POP.AccessAsApp		Ye	5			🛕 Not gr	anted for eTellico	•••
	Support + Troubleshooting	To view and manage perr	missions and us	er consent, tr <mark>y Ente</mark>	erprise application	s.						

Once it's completed, the Status column should display that the API is correctly granted for the tenant:



Now we need to create a client secret for the application. Select the "Client & secrets" menu and then click "New client secret":

Azure Active Directory adm	nin center	G 🖉 🛛 🖉 👘
☑ Dashboard ☑ All services	All services > Test Queue Email Ap Test Queue Email	il Application Certificates & secrets ∞ ×
Avorites Azure Active Directory Users Enterprise applications	Search (Cmd+/) Overview Quickstart // Integration assistant	« R Got feedback? 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.
	Manage Branding & properties Authentication Certificates & secrets III Token configuration All permissions	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. Hew client secret
	 Expose an API App roles Owners Roles and administrators Manifest Support + Troubleshooting 	Description Wow Client secret Expires Value () Secret ID

Enter a description for the client secret (it's just for informational purposes, as multiple secrets can be created for the same application) and select the expiration date option which fits to customer installation (example: maximum, 24 months), then click "**Add**":

Azure Active Directory admin o	enter			Ģ	₫	Ø	<u>م</u> (٢)	2		 🞗
« Dashboard	All services > Test Queue Email Applic	ation Application Certificates & s	Add a client se	ecret						×
All services FAVORITES	Search (Cmd+/) «	☆ Got feedback?	Description Expires			Secret		est Queu	e Email Applicatio	n V
Azure Active Directory Zers Enterprise applications	 Overview Quickstart Integration assistant 	Credentials enable confidential applications to i location (using an HTTPS scheme). For a higher Application registration certificates, secrets a							<u>(</u>	
	Manage Branding & properties Authentication	Certificates (0) <u>Client secrets (0)</u> Fec								
	Certificates & secrets Configuration Configurat	A secret string that the application uses to pro + New client secret Description Expi								
	 App roles Owners Roles and administrators Manifest 	No client secrets have been created for this ap								
	Support + Troubleshooting	\rightarrow	Add Cancel							



The maximum runtime of the client secret is 24 months. To avoid reconfiguration, the secret value must be renewed before expiration.

IMPORTANT: at this point, you HAVE TO COPY the Value for the client secret by clicking the button next to it, as this the only time the Value will be ever visible and available for copying. If you don't do that at this point, that Client Secret Value cannot be used later when it's entered on WBM:

Azure Active Directory admi	n center			ũ	3 🖉	© Ø Å		:: 🕸
Dashboard All services FAVORITES	Test Queue Email	lication Application Certificates « ♀ Got feedback?	& secret	s 🖈 …	Succe	pdate applications provide the second	application Test Queue Ema	×
 Azure Active Directory Users Enterprise applications 	 Overview Quickstart Integration assistant Manage 	Got a second to give us some feed Credentials enable confidential applicati location (using an HTTPS scheme). For a	ons to identify th					
	 Branding & properties Authentication Certificates & secrets 	Application registration certificates,	secrets and federa	ted credentials can be found	in the tabs b	elow.		×
	Token configuration API permissions Expose an API App roles	Certificates (0) Client secrets (1) A secret string that the application use + New client secret	Federated cr		ken. Also can	be referred to a	as application password.	
	Owners Roles and administrators Manifest Support + Troubleshooting	Description Secret for the Test Queue Email	Expires 9/7/2024	Value ① QFq8Q~ III III III		to clipboard et II		۵ ا

After this first part, you should have the following application details available, which will be used to configure the remaining parts of these instructions:

Display name, which in our example is:

```
Test Queue Email Application
```

Tenant ID (also called Directory ID), which in our example is: 405232a0-ca59-4093-959f-xxxxxxxx

Application (or client) ID, which in our example is: 23444368-1f48-4afc-a152-xxxxxxxxx

Client Secret Value, which in our example is: QFq8Q-...



Please notice that this are all example values and should be replaced with the actual details from the newly registered application above.

4.2 Service Principal and Mailbox permissions

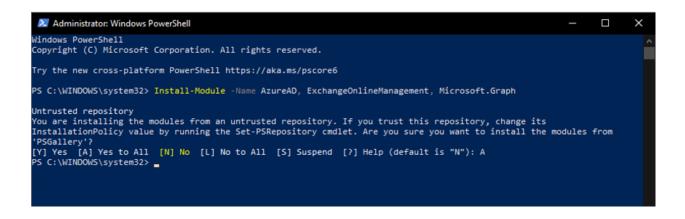
Now we need to use the **Windows PowerShell** to connect to the Azure AD service and the Exchange Online account for our tenant. Before we can do that, it's necessary to install the required PowerShell modules for those tasks. As that requires Administrator rights on the Windows PC being used for this task, you will have to right-click it and select "**Run as Administrator**":

Best match		
Windows PowerShell		
Windows PowerShell ISE	 G Run as administrator D Open file location -□ Pin to Start 	Windows PowerShell
 Windows PowerShell (x86) Windows Media Player 	- Pin to taskbar	Open Run as Administrator Run ISE as Administrator
Ø PaintSettings	>	Windows PowerShell ISE
C Windows Update settings	>	
୍ଦ୍ତି Set up PIN sign-in ୍ଦ୍ର Change your password	>	
Check for updates	>	
Search the web Ø windows p - See web results	>	

When the console is open, enter the following command to install the three required modules for PowerShell:

Install-Module -Name AzureAD, ExchangeOnlineManagement, Microsoft.Graph

Then press Enter. Press "**A**" (for All) when it asks for confirmation. Wait for it to complete the installation:



After that's completed, type exit and press enter to close PowerShell.

We now need to open PowerShell again, but without running it as Administrator, so simply select it from the Windows applications menu. When it's open, the first step is to import the modules we have installed in the previous step, we do that by typing the following command and pressing Enter:

Import-Module AzureAD, ExchangeOnlineManagement



The next step is to connect to the Azure AD service by using the following command, please replace the Tenant ID [405232...] with the unique identifier for your tenant that you have from the first part of the instructions:

Connect-AzureAD -TenantId 405232a0-ca59-4093-959f-xxxxxxxx

Once you press Enter, a browser dialog will appear where you will need to authenticate with your Microsoft account for Azure AD. After that, it will show some information about the tenant you just connected to and return to the PowerShell console:

ccount	Environment	TenantId	TenantDomain	AccountType
etellicom.com@	AzureCloud	405232a0-ca59-4093-959f-	etellicom.com	User
S C:\Users\	>			

Now it's time to connect to the Exchange Online service by using the following command (again, replace the Tenant ID with your own):

Connect-ExchangeOnline -Organization 405232a0-ca59-4093-959f-xxxxxxxx

Once again, a new browser window will appear to authenticate with the Microsoft account, just complete the authentication and it will return to the console:

Old Cmdlets	New/Reliable/Faster Cmdlets	
	Get-EXOCASMailbox	
Set-Mailbox	Get-EXOMailbox	
et-MailboxFolderPermission	Get-EXOMailboxFolderPermission	
jet-MailboxFolderStatistics	Get-EXOMailboxFolderStatistics	
et-MailboxPermission	Get-EXOMailboxPermission	
et-MailboxStatistics	Get-EXOMailboxStatistics	
<pre>iet-MobileDeviceStatistics</pre>	Get-EXOMobileDeviceStatistics	
Set-Recipient	Get-EXORecipient	
Set-RecipientPermission	Get-EXORecipientPermission	

S C:\Users\

To make things easier for the next steps, we will create a variable named MyApp to store the application details that we need, so we don't need to enter them manually. We do that by entering the following command in the PowerShell console and pressing enter:

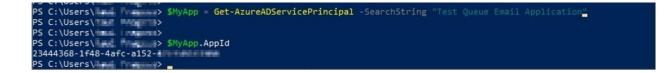
\$MyApp = Get-AzureADServicePrincipal -SearchString "Test Queue Email
Application"

Remember to replace "**Test Queue Email Application**" with the Application Name that you have given to the application in the first part of these instructions.

You can optionally check that it worked by returning the ${\tt AppId}$ value for the variable with this command:

\$MyApp.AppId

The displayed value should be the same as the Application ID assigned to the application in the first part of these instructions.



Now will be able to create the Service Principal for our application, by running the following command:

```
New-ServicePrincipal -AppId $MyApp.AppId -ServiceId $MyApp.ObjectId -
DisplayName "Service Principal for Test Queue Email Application"
```

Notice how we are using the properties of the MyApp variable instead of entering the Application ID or other values manually, that helps with the readability of the command and is also less error prone.

Please remember to replace the text for the -DisplayName with a better description for your application, but as this is for informational purposes only, just enter some meaningful text and press enter:

PS C:\Users\	ncipal -AppId \$MyApp.AppId -ServiceId \$	MyApp.ObjectId -DisplayName "Service Prin
DisplayName	ServiceId	AppId
Service Principal for Test Oueue Emai		23444368-1f48-4afc-a152-400 5314005
PS C:\Users\Mail Fragma>	36030114-11C1-4/04-0011-02-040612038	23444500-1140-4810-8152

The final step is to give the proper permission to the Mailbox user that will be used with the Email account for the Call Centre queue. That's done with the following command, you will have to replace the -Identity value with the actual email account that you want to assign the permission to:

Add-MailboxPermission -Identity "user@domain.com" -User \$MyApp.ObjectId - AccessRights FullAccess

PS C:\Users\⊪∎ FullAccess	d Transp> Add-Mailt	oxPermission -Identity "test.user@e	tellicom.com" -User \$MyApp .ObjectId -AccessRights
Identity	User	AccessRights	IsInherited Deny
test.user		MV4 {FullAccess}	False False
PS C:\Users\ PS C:\Users\			

It's also important to notice that you can add multiple mailbox accounts to the same application, so if you have more accounts to be used with multiple queues, you can reuse the same application by simply adding the additional identities with the command above.

This is all that need to be done in PowerShell, so you can now close it and proceed with the 3rd part of the configuration.

4.3 Create the E-mail for the Contact Centre Queue

Now that the application is registered with Azure AD and the Service Principal is created with the correct mailbox permissions for the Email account with Exchange Online, we can create the Email Queue pilot for the Contact Centre using the information that we collected from the 1st part of these instructions.

Go to WBM and open OpenScape Business UC Suite, select "**Contact Center**", expand the Queue menu, and select the respective Queue that you want to create the Email pilot for, then in the Queue Pilots tab, click "**Add**" to create a new Email pilot for the queue.

Home Administrators Se	tup Expert mode Data Bac	🕒 VSAdmin - Profile 1 - Microsoft Edge			- 0 ×
Expert mode		A Not secure https://168.168	50.50/VSAdmin/jsp/Index.jsp		Aø
Maintenance	Expert mode				
Telephony Server					OpenScape Business
Basic Settings	Expert Mode is intended for advance				openecape exemices
Security Network Interfaces		lines Directory	💿 📑 Schedule	Inbound ContactCenter Queue Setup	×
Routing		User Directory	- S Queue	Test Queue	
LCR		Departments	Sales-7770	General Settings Queue Pilots Miscellaneous	
Voice Gateway		💕 Groups	Sales and Service-7771		
Station			S Test Queue-7772		
Cordless		I Templates	•	Inbound Fax Pilots	
Incoming Calls		E External Directory	Grade Of Service		
Trunks/Routing		-	💽 📊 VIP Caller Priorities	Inbound Email Service Server Port Usernam	9 SSL
Classes of Service		E External Providers Config	💿 🛁 VIP Call List	Contrait 1 On Constitution	
Auxiliary Equipment		Sontact Center	Preferred Agents		
Payload Statistics	-		Contact Center Breaks		
▼ Applications		Schedules	Simple Wrapup		
Application Selection		1. File Upload	Multiple Wrapup		
Active Directory Integration Service		🙏 Conferencing	Queue Bindings		
OpenScape Business UC Suite	-	E de la	-		
Web Services		- Site List		Add Edit Remove	
Open Directory Service		A Server			
Application Launcher Middleware		Profiles	-	T	
FIRMACIVOIC			-		
		Ex Headlines		-	
		Skin Settings		,	

Change the Auth Method to "OAuth 2.0" and the following fields will appear:

		<u>.</u>					
Home Administrators	Setup Expert mode Data Bac	VSAdmin - Profile 1 - Microsoft Edge				-	<u> </u>
Expert mode	- Francisco -	A Not secure https://168.168	8.50.50/VSAdmin/jsp/Index.jsp				Ah
Maintenance Telephony Server	Expert mode						
Basic Settings	Expert Mode is intended for advan					OpenScape Bu	isiness
Security							
Network Interfaces		Ger Directory	💽 📑 Schedule	Inbound ContactCen	ter Queue Setup		× .
Routing			🖃 🔏 Queue	Test Queue			
LCR		32 Departments	Sales-7770	General Settings Qu	eue Pilots Miscellaneous		
Voice Gateway		💕 Groups	Sales and Service-7771				
Station			_				
Cordless		I Templates	Test Queue-7772	In Add		x	
Incoming Calls		E External Directory	Grade Of Service				
Trunks/Routing			VIP Caller Priorities	Auth Method	OAuth 2.0 V		
Classes of Service		E External Providers Config	💽 🛃 VIP Call List	Server	outlook.office365.com		
Auxiliary Equipment		Gontact Center	🗉 🔬 Preferred Agents	Port	995		
Payload			Contact Center Breaks	Username			
Statistics Applications		Schedules	Simple Wrapup	Password:			
Applications		1 File Upload		Uses SSL connection	ns		
Active Directory Integration			Multiple Wrapup				
Service		🙏 Conferencing	Queue Bindings	Tenant ID	<u>U</u>		
OpenScape Business UC Suite		- Site List		Application ID	1		
Web Services		-	_	Client Secret	9		
Open Directory Service		Server		Scope	https://outlook.office365.com/.def		
Application Launcher		Profiles	_	Save	Cancel		
Middleware		Fromes		Save	Cancer		
		📥 Fax Headlines		L			
		Skin Settings					
		- skin setungs					

All the default values can be left as they are, but you will have to enter the following fields:

Username: this is the same as the mailbox identity that you used in the last step for the 2^{nd} part of the configuration

Tenant ID, Application ID, Client Secret value: these are the same values that you took note from the last step in the 1st part of the configuration

Taking our example from this document, we would have the following entered:

🍦 User Directory	Eschedule	0	Inbound Conta	actCenter	Queue Setu	p	
👫 Departments	Cueue	G	eneral Settings	Queu	e Pilots	Miscellaneous	
💕 Groups	Sales and Service-7771						
F Templates	S Test Queue-7772	In	Add				x
E External Directory	Grade Of Service VIP Caller Priorities	In	Auth Method		OAuth 2.0) •	
E External Providers Config	🗉 🔗 VIP Call List	111	Server		outlook.offi	ce365.com	
Contact Center	Preferred Agents		Port		995		
Schedules	Contact Center Breaks		Username Password:		test.user@	etellicom.com	'
1 File Upload	Multiple Wrapup		🔽 Uses SSL con	nections			
🙏 Conferencing	া 🏦 Queue Bindings		Tenant ID Application ID			ca59-4093-959f-	
- Site List			Client Secret				
A Server			Scope		https://outlo	pok.office365.com/.def	
🥑 Profiles			Save		Cancel		
🛁 Fax Headlines							
Skin Settings		l,					

Click [**Save**] and the configuration should now be completed.

5 myReports with OAuth 2.0



myReports uses the E-mail forwarding configuration, please refer to chapter 1.

6 Support & Serviceability

6.1 Required trace files for error analysis

- OpenScape Business Diagnosis Logs including:
 - Event Log
 - Framework Protocol
 - UC Suite Protocols (if activated)

7 Best Practice

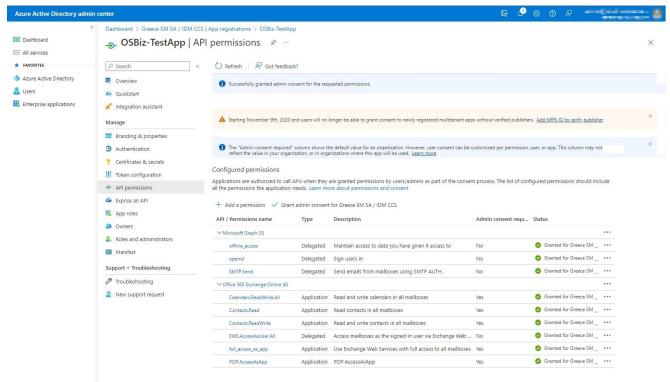
Information and useful hints from our lab and customer installations.

7.1 use the same application for all functions

The "OSBiz-TestApp" in this example is merging the API permissions of:

- E-mail forwarding
- Calendar Integration
- Directory Integration
- E-mail Queues

For details of permissions please refer to the previous chapters and combine the permissions as needed. A partial usage is possible as well:



To view and manage permissions and user consent, try Enterprise applications.

7.2 Testing POP3 access

Script for testing POP3 access using the OAuth 2.0 authentication with Microsoft Exchange Online.



Please notice that below are example values and should be replaced with the details from the registered application.

#!/bin/sh

```
******
#
# Script for testing POP3 access using the OAuth 2.0 authentication
# with Microsoft Exchange Online
*****
# Replace the variables below with their appropriate values
OAUTH TENANT ID=REPLACE WITH YOUR TENANT ID HERE
OAUTH CLIENT ID=ADD YOUR APPLICATION ID HERE
OAUTH CLIENT SECRET=PUT YOUR CLIENT SECRET VALUE HERE
OAUTH EMAIL USER=your.user@yourcompany.com
******
# Do NOT change these variables, they are put here just for better
# readability of the commands
OAUTH GRANT TYPE=client credentials
OAUTH SCOPE=https://outlook.office365.com/.default
**********
echo "OAUTH_TENANT_ID = $OAUTH_TENANT_ID"
echo "OAUTH_CLIENT_ID = $OAUTH_CLIENT_ID"
echo "OAUTH CLIENT SECRET = $OAUTH CLIENT SECRET"
echo "OAUTH_EMAIL_USER = $OAUTH_EMAIL_USER"
echo "OAUTH_SCOPE = $OAUTH_SCOPE"
echo "OAUTH GRANT TYPE = $OAUTH GRANT TYPE"
# Send the request to authenticate the client credentials and obtain
# the Bearer token which will be used with the next API requests
echo "Sending token request ... "
AUTHORIZATION RESULT=$ (curl --location --request POST
"https://login.microsoftonline.com/$OAUTH TENANT ID/oauth2/v2.0/token" \
--header 'Content-Type: application/x-www-form-urlencoded' \
--data-urlencode "grant type=$OAUTH GRANT TYPE" \
--data-urlencode "client_id=$OAUTH_CLIENT_ID" \
--data-urlencode "client_secret=$OAUTH_CLIENT_SECRET" \
--data-urlencode "scope=$OAUTH SCOPE" -s)
```

```
OAUTH_BEARER_TOKEN=$(echo $AUTHORIZATION_RESULT | grep -o '"access_token": *"[^"]*' | grep
-o '[^"]*$')
if [ -z "$OAUTH BEARER TOKEN" ]
then
     echo "Bearer token is empty, check for errors in the output below:"
     echo "$AUTHORIZATION RESULT"
     exit 1
else
     echo "Returned token: $OAUTH BEARER TOKEN"
fi
# Send the POP3 request to obtain the first email in the list
echo "Sending POP3 request to read the first email from the mailbox ..."
curl --user $OAUTH_EMAIL_USER --oauth2-bearer $OAUTH_BEARER_TOKEN --ssl --verbose
'pop3s://outlook.office365.com:995/1'
exit 0
```

7.3 Further



Please send us important hints of your customer installation which are missed in the general description and worth to add here and share with the community.

Thank you !!!



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