

Office365 Oauth를 사용하여 Webex Connect 이메일 앱 구성

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소개

이 문서에서는 OAuth 2.0(Open Authorization)을 사용하는 Office365용 전자 메일 앱을 구성하는 단계를 설명합니다.

기고자: Andrius Suchanka 및 Bhushan Suresh, Cisco TAC 엔지니어

사전 요구 사항

요구 사항

다음 주제에 대한 지식을 보유하고 있으면 유용합니다.

- Webex Contact Center(WxCC) 2.0
- 이메일 흐름이 구성된 Webex Connectportal
- MS Azure 액세스
- MS Office365 액세스

사용되는 구성 요소

이 문서의 정보는 다음 소프트웨어 버전을 기반으로 합니다.

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

이 문서의 정보는 특정 랩 환경의 디바이스를 토대로 작성되었습니다. 이 문서에 사용된 모든 디바이스

이스는 초기화된(기본) 컨피그레이션으로 시작되었습니다. 현재 네트워크가 작동 중인 경우 모든 명령의 잠재적인 영향을 미리 숙지하시기 바랍니다.

구성

1단계: Webex Connect에서 이메일 앱 컨피그레이션 시작

Webex Connect 플랫폼에서 이메일 앱 컨피그레이션을 시작합니다.

- Webex Connect 테넌트에 로그인합니다.

- 'Assets(자산)->Apps(앱)'로 이동하여 'Configure New App(새 앱 구성)'을 클릭하고 'Email'(이메일)을 선택합니다. 인증 유형으로 'OAuth 2.0'을 선택하고, 이후 컨피그레이션 단계로 '전달 주소'와 '콜백 URL'을 복사하여 저장합니다.

< Configure New Application - Email
Enter the mail server settings for your account to start sending and receiving emails using Webex Connect.

Asset Name

Email ID

Forwarding Address [Copy](#)

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

Authentication Type

SMTP Server

Port

Client ID

Username

Security

Client Secret

Call Back URL

[Register To Webex Engage](#) [Configure Outbound Webhooks](#) [DOCS](#)

Microsoft 측의 컨피그레이션으로 이동합니다.

2단계: Microsoft Azure에서 앱 만들기

'Microsoft ID 플랫폼으로 [응용 프로그램 등록](#) 문서에 따라 Azure [포털에서 앱](#)을 등록합니다.

-<https://portal.azure.com>에 [로그인](#)합니다.


- 'Azure Active Directory'로 이동하여 '앱 등록'을 선택하고 '새 등록'을 클릭합니다.

- 애플리케이션 이름을 제공하고, 적절한 계정 유형을 선택하고, 테넌트 이름으로 웹 '리디렉션 URI'를 입력하고(1단계에서 <https://yourwebexconnectname.us.webexconnect.io/callback> as 확인), 앱을 등록합니다.

Register an application ...

* Name

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

WebexConnect 

Supported account types

Who can use this application or access this API?


- Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
- Personal Microsoft accounts only

[Help me choose...](#)

Redirect URI (optional)

We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.

Web 

<https://yourwebexconnectname.us.webexconnect.io/callback> 

Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from [Enterprise applications](#).

By proceeding, you agree to the [Microsoft Platform Policies](#) 

[Register](#)

-앱이 등록되면 'Authentication'으로 이동하여 'Implicit grand and hybrid flows'로 스크롤하고 'Access tokens' 옵션을 선택한 후 저장합니다.

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Implicit grant and hybrid flows

Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. [Learn more about tokens.](#)

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

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

Supported account types

Who can use this application or access this API?

- Accounts in this organizational directory only (Cisco Systems, Inc only - Single tenant)
- Accounts in any organizational directory (Any Azure AD directory - Multitenant)

[Help me decide...](#)

⚠ Due to temporary differences in supported functionality, we don't recommend enabling personal Microsoft accounts for an existing registration. If you need to enable personal accounts, you can do so using the manifest editor. [Learn more about these restrictions.](#)

Advanced settings

Allow public client flows

Enable the following mobile and desktop flows:

Yes **No**

- App collects plaintext password (Resource Owner Password Credential Flow) [Learn more](#)
- No keyboard (Device Code Flow) [Learn more](#)
- SSO for domain-joined Windows (Windows Integrated Auth Flow) [Learn more](#)

App instance property lock

Save Discard

- 'Certificates & secrets(인증서 및 암호)'로 이동하여 'Client Secrets(클라이언트 암호)'를 선택하고 'New client secret(새 클라이언트 암호)'를 클릭한 다음 설명 및 유효성 길이를 추가합니다.

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

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

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

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

+ New client secret

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

No client secrets have been created for this application.

Add a client secret

Description

Expires

Add Cancel

- 클라이언트 암호 값을 복사하여 나중에 사용할 수 있도록 저장합니다.

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

WebexConnect | Certificates & secrets

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Got a second to give us some feedback? →

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

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

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

+ New client secret

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

-검색 필드 입력 'office 365'에서 'API 사용 권한'으로 이동하여 '사용 권한 추가'를 클릭하고 '내 조직에서 사용하는 API'를 선택한 후 'Office 365 Exchange Online'을 선택합니다. '응용 프로그램 사용 권한'을 선택하고 '메일' 섹션을 확장한 다음 'Mail.Send'를 선택하고 '사용 권한 추가'를 클릭합니다.

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

WebexConnect | API permissions

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Refresh

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Troubleshooting

New support request

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

Configured permissions

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

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

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

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

Request API permissions

Select an API

Microsoft APIs **APIs my organization uses** My APIs

Apps in your directory that expose APIs are shown below

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

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

WebexConnect | API permissions

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Request API permissions

Delegated permissions
Your application needs to access the API as the signed-in user.

Application permissions
Your application runs as a background service or daemon without a signed-in user.

Select permissions [expand all](#)

Start typing a permission to filter these results

Permission	Admin consent required
Other permissions	
<input type="checkbox"/> full_access_as_app Use Exchange Web Services with full access to all mailboxes	Yes
Calendars	
Contacts	
Exchange	
IMAP	
Mailbox	
MailboxSettings	
Mail (1)	
<input type="checkbox"/> Mail.Read Read mail in all mailboxes	Yes
<input type="checkbox"/> Mail.ReadWrite Read and write mail in all mailboxes	Yes
<input checked="" type="checkbox"/> Mail.Send Send mail as any user	Yes
Organization	

Add permissions Discard

-상기 권한이 추가되면 관리자 동의를 받아야 합니다. '관리자 동의 부여'를 클릭합니다.

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

WebexConnect | API permissions

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Grant admin consent confirmation.

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

Yes No

Configured permissions




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


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


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


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

-추가 컨피그레이션을 사용하려면 'Overview(개요)'로 이동하여 'Application (client) ID'(애플리케이션 (클라이언트) ID) 및 'Directory (테넌트) ID'(디렉토리 (테넌트) ID)'(을)를 기록해 두십시오.


 Delete  Endpoints  Preview features

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^ Essentials

Display name : [WebexConnect](#)

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

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

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

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


참고: Azure에서 '엔터프라이즈 응용 프로그램'에 대한 '동의 및 권한' 아래 앱에 대한 사용자 동의가 허용되는지 확인하십시오(기본 설정).

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

 Consent and permissions | User consent settings ...

Manage

 User consent settings

 Permission classifications

«  Save  Discard |  Got feedback?

Control when end users and group owners are allowed to grant consent to applications, and when they will be required to request administrator review and approval. Allowing users to grant apps access to data helps them acquire useful applications and be productive, but can represent a risk in some situations if it's not monitored and controlled carefully.

User consent for applications

Configure whether users are allowed to consent for applications to access your organization's data. [Learn more](#)

Do not allow user consent

An administrator will be required for all apps.

Allow user consent for apps from verified publishers, for selected permissions (Recommended)

All users can consent for permissions classified as "low impact", for apps from verified publishers or apps registered in this organization.

Allow user consent for apps

All users can consent for any app to access the organization's data.

3단계: Office365에서 사서함 사용자 구성

-<https://admin.microsoft.com>에 [로그인합니다.](#)


-Users(사용자)->Active Users(활성 사용자)로 이동합니다.

- Webex Connect와의 통합을 위해 사서함이 있는 사용자 선택;

-특정 사용자를 선택한 후 'Mail'(메일 앱)로 이동하고 'Email apps(이메일 앱)'에서 'Manage email apps(이메일 앱 관리)'를 클릭한 후 'Authenticated SMTP(인증된 SMTP)'가 선택되었는지 확인하고 'Save changes(변경 사항 저장)'를 클릭합니다.



John

 [Reset password](#)

[Change photo](#)

[Account](#)

[Devices](#)

[Licenses and apps](#)

Mail

[OneDrive](#)

Mailbox storage

0.01% (5.791MB/50GB)

[Learn more about mailbox storage quotas](#)

Mailbox permissions

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

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

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

Show in global address list

Yes

[Manage global address list visibility](#)

Automatic replies

Off

[Manage automatic replies](#)

Email apps

All apps allowed

[Manage email apps](#)

Email forwarding

Applied

[Manage email forwarding](#)

More actions

[Edit Exchange properties](#)



Manage email apps

Choose the apps where John can access Microsoft 365 email.


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

Save changes

- 'Email Forwarding'에서 'Manage email forwarding(이메일 전달 관리)'을 클릭하고 'Forward all emails sent to this mailbox(이 사서함으로 전송된 모든 이메일 전달)'를 선택한 다음 1단계에 나와 있는 것처럼 Webex Connect 앱 구성의 별칭으로 'Forwarding email address(이메일 주소 전달)'를 입력하고(필요한 경우 'Keep a copy of forwarded email in this mailbox'(이 사서함에 전달된 이메일의 복사본 유지)'를 선택하고 'Save changes(변경 사항 저장)'를 클릭합니다.



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Manage email forwarding

Forward all emails sent to this mailbox

The mailbox owner will be able to view and change these forwarding settings.

Forwarding email address *

a41a0ba3566ed2091155f13e48e6d4f8@mail-us.imiconnect.io

Keep a copy of forwarded email in this mailbox

Save changes

- Microsoft 365 Defender 포털에서 외부 이메일 주소로 아웃바운드 이메일 전달이 허용되는지 확인합니다.

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