

使用Office365 OAuth配置Webex Connect電子郵件應用

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簡介

本文檔介紹為具有開放式授權(OAuth 2.0)的Office365配置電子郵件應用的步驟。

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必要條件

需求

思科建議您瞭解以下主題：

- Webex客服中心(WxCC)2.0
- 配置了電子郵件流的Webex連線門戶
- MS Azure訪問許可權
- MS Office365訪問

採用元件

本檔案中的資訊是根據以下軟體版本：

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

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

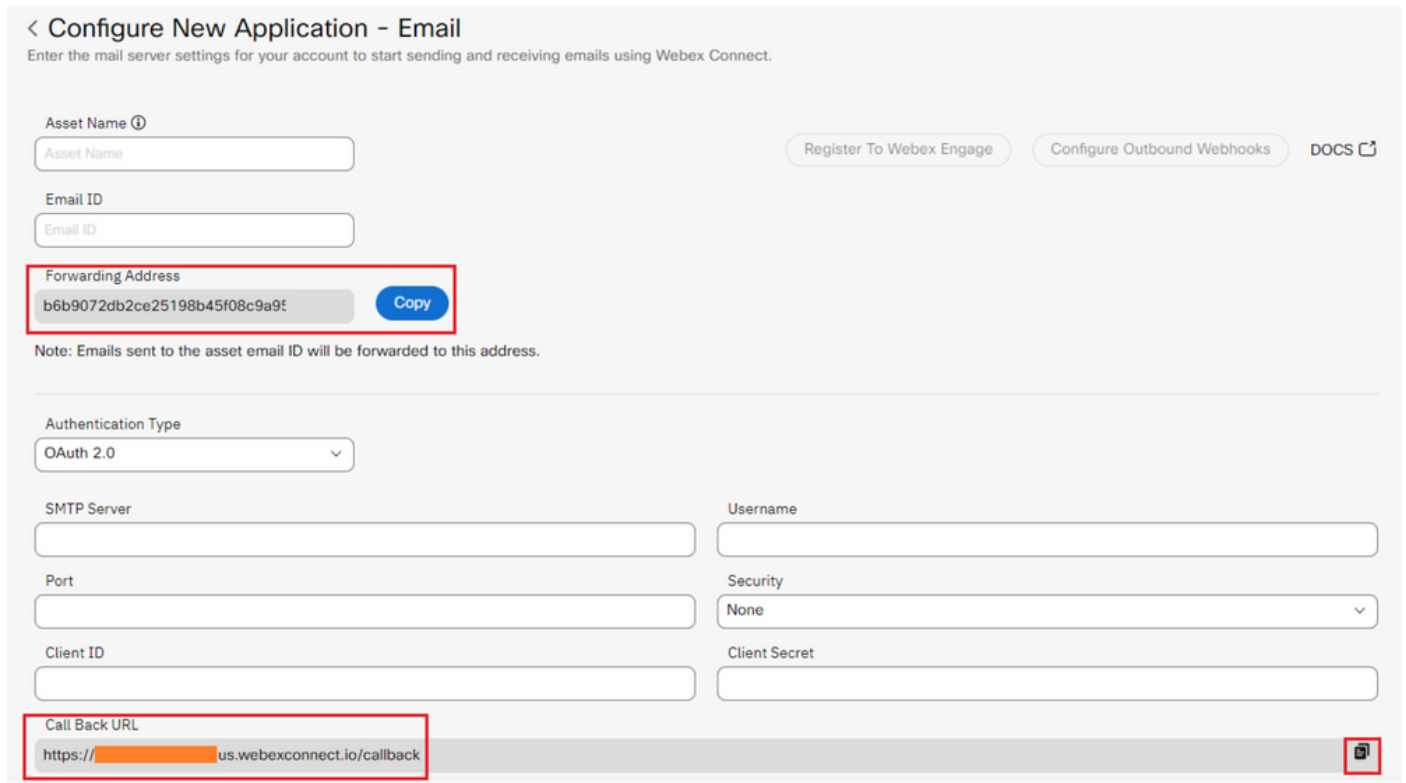
設定

第1步：在Webex Connect上啟動電子郵件應用配置

在Webex Connect平台上啟動電子郵件應用配置。

— 登入您的Webex Connect租戶；

— 導航到「資產」—>「應用」，按一下「配置新應用」，然後選擇「電子郵件」。選擇「OAuth 2.0」作為身份驗證型別，複製並儲存「轉發地址」和「回叫URL」作為後續配置步驟：



< Configure New Application - Email

Enter the mail server settings for your account to start sending and receiving emails using Webex Connect.

Asset Name ⓘ
Asset Name

Email ID
Email ID

Forwarding Address
b6b9072db2ce25198b45f08c9a9f Copy

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

Authentication Type
OAuth 2.0

SMTP Server Username

Port Security
None

Client ID Client Secret

Call Back URL
https://[redacted].us.webexconnect.io/callback

繼續在Microsoft端進行配置。

第2步：在Microsoft Azure中建立應用

根據「[向Microsoft身份平台註冊應用](#)」[文檔](#)，[在Azure門戶中註冊應用程式](#)。

— 登入<https://portal.azure.com>;


— 導航到「Azure Active Directory」，選擇「應用註冊」，然後按一下「新註冊」；

— 提供應用程式名稱，選擇適當的帳戶型別，輸入包含租戶名稱的Web「重定向URI」(即步驟1中的<https://yourwebexconnectname.us.webexconnect.io/callback> as)並註冊應用程式：

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  

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](#)

— 應用註冊後 — 導航到「身份驗證」，向下滾動到「隱式大流量和混合流量」，選擇「訪問令牌」選項並儲存：

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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

— 導航到「證書和密碼」，選擇「客戶端密碼」，按一下「新客戶端密碼」，新增描述和有效長度：

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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

— 複製客戶端金鑰值並將其儲存以備以後使用：

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

WebexConnect | Certificates & secrets

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Got a second to give us some 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.

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

— 導航到「API許可權」，按一下「新增許可權」，選擇「我的組織使用的API」，在搜尋欄位輸入「office 365」並選擇「Office 365 Exchange Online」。選擇「Application permissions」，展開「Mail」部分，選中「Mail.Send」，然後按一下「Add permission」：

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

WebexConnect | API permissions

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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

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

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

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

— 新增所述許可權後，必須授予管理員同意。點選「授予管理員同意」：

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](#).

— 導航到「概述」並記下「應用程式 (客戶端) ID」和「目錄 (租戶) ID」以供進一步配置使用：

WebexConnect

Search << 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](#)

注意：確保在「企業應用程式」的「同意和許可權」下，允許在Azure中對應用的使用者同意（這是預設設定）：

Home > Enterprise applications | Consent and permissions >

Consent and permissions | User consent settings

Save Discard Got feedback?

Manage

- User consent settings**
- Permission classifications

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.

步驟3: 在Office365上配置郵箱使用者

- 登入<https://admin.microsoft.com>;
- 導航到Users -> Active Users;
- 選擇具有與Webex Connect整合的郵箱的使用者；
- 選擇特定使用者導航到「郵件」後，在「郵件應用」下，按一下「管理郵件應用」，確保選中「Authenticated SMTP」，然後按一下「儲存更改」：



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

— 在「Email Forwarding」下，按一下「Manage email forwarding」，選擇「Forwarding all emails sent to this mailbox」，使用步驟1中顯示的來自Webex Connect應用配置的別名填寫「Forwarding email address」（如果需要，請選擇「Keep a copy of forwarded email in this mailbox」），然後按一下「Save changes」：



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 \(0\)](#)

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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 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

— 確保您的Microsoft 365 Defender門戶允許將出站電子郵件轉發到外部電子郵件地址。

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。