E-mail Server Administration Guide

Setting up Microsoft Azure mailboxes for OAuth 2.0 authorization

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Starting with version 8.5.107.06, E-mail Server supports the OAuth 2.0 authorization access to Microsoft Exchange Online API for Office 365 with the IMAP and EWS protocols. Starting with version 8.5.202.02, OAuth 2.0 support is extended to POP3 and SMTP protocols.

Starting with version 8.5.205.03, OAuth 2.0 support is extended to the Graph API with client secret only.

To set up Microsoft Azure mailboxes using the OAuth 2.0 authorization access:

1. Create a Microsoft Azure application.
2. Configure Genesys E-mail Server.
3. Configure Proxy.

Creating a Microsoft Azure application

Starting with version 8.5.205.03, E-Mail Server can support the Graph API with Client Credentials Grant Flow.

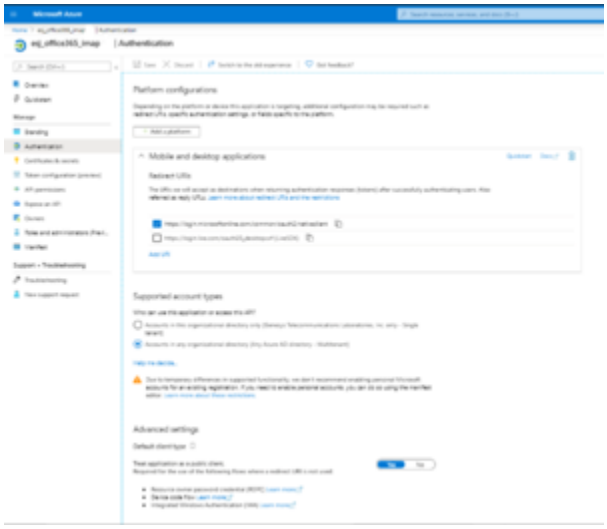
OAuth defines the following grant types: authorization code, implicit, resource owner password credentials, and client credentials. The Genesys solution uses resource owner password credentials.

1. Follow Steps 1-8 as described in this documentation to register an Azure public client application for the mailbox(es) that will be accessed by Genesys E-mail Server. Note that a single Azure application can support all mailboxes for the same company.
   Note: The Azure client application does not need to be public if it is for Graph.
2. In step 6, for entering the name in Supported account types:
   - Select **Accounts in any organizational directory (Any Azure AD directory – Multitenant)**.
     Note: Single-tenant accounts, **Accounts in this organizational directory only**, are also supported.
   - Leave the **Redirect URI** empty (as well as in Step 7).
3. Copy and paste the Application (client) ID and the Directory (tenant) ID into a text document for insertion during the E-mail Server configuration.

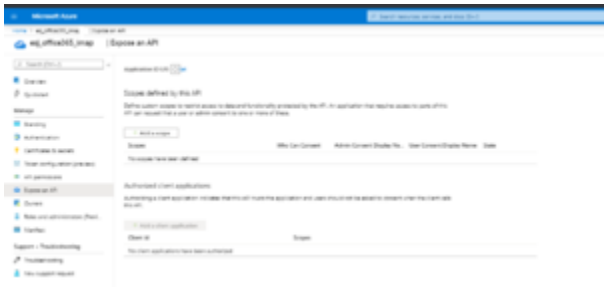
After the application is created, it should look similar to this (click to expand it):

Where **esj_office365_imap** is the Azure application name.

If you open the **Supported account types** and **Redirect URIs**, it should look similar to this:



The **Application ID URI** should be empty:



Adding Application Permissions

Read through the article Permissions and consent in the Microsoft identity platform endpoint to learn about permissions and consent.

Graph

Set the application permissions for graph as given in this document Configure permissions for Microsoft Graph. Ensure that the application has the following application permissions with an admin consent grant:

(Click to expand)

We recommend to read through this document Limiting application permissions to specific Exchange Online mailboxes to learn how to limit app access to specific mailboxes.

Legacy protocols

For other protocols (EWS, IMAP, POP3, and SMTP), you might want to consult this document, Configure permissions for Microsoft Graph, although it focuses on getting permissions for the Graph API and you must configure application permissions for Office 365 Exchange Online.

For IMAP, POP3, and EWS, the application must have the following permissions granted by the company's administrator, depending on the email protocols used:

(Click to expand)

Since early 2020, Microsoft stopped exposing API permissions for IMAP, POP3, and SMTP under Office 365 Exchange Online, although it still supports those protocols and continues exposing the **User.*** and **EWS.*** permissions. Based on the article, Azure Active Directory app manifest, users can edit the Azure App manifest to configure an app's attribute.

Users can manually edit the `requiredResourceAccess` attribute by adding **IMAP.AccessAsUser.All**, **POP.AccessAsUser.All**, and **SMTP.Send**. The following example shows the related part (`requiredResourceAccess`) in the manifest of an Azure app. The app has all 5 permissions. As Microsoft continues to expose the **User.*** and **EWS.*** permissions under Office 365 Exchange Online, users can add these two permissions in the Azure UI. The `requiredResourceAccess` attribute contains two items. Then, the user can manually add the items that represent **IMAP.AccessAsUser.All**, **POP.AccessAsUser.All**, and **SMTP.Send** under the same `resourceAccess` of the same `resourceAppId`. The ID values for **IMAP.AccessAsUser.All** and other protocols could be different for different apps. The Exchange Admin must find it out.

(Click to expand)

> **Important**
>
> - For the EWS protocol, the Azure application must have the following permissions:
>
> User.Read
>
> EWS.AccessAsUser.All
> - For the IMAP protocol, the Azure application must have the following permissions:
>
> User.Read
>
> IMAP.AccessAsUser.All
> - For the POP3 protocol, the Azure application must have the following permissions:
>
> User.Read
>
> POP3.AccessAsUser.All
> - For the SMTP protocol, the Azure application must have the following permissions:
>
> SMTP.Send

Setting up a mailbox

The mailboxes has the following special settings in the company's system:

- Multifactor authentication is disabled on the mailboxes for the legacy protocols (POP3, IMAP, SMTP, and EWS).
- The IMAP protocol is enabled (if IMAP is used).
- The POP3 protocol is enabled (if POP3 is used).
- Nothing is needed for the EWS protocol.

Configuring Genesys E-mail Server

To configure E-mail Server:

- Set the JavaMail property **mail.<type>.auth.mechanisms** (where *<type>* can be **ews**, **imap**, **pop3**, or **smtp**) to XOAUTH2. (To disable OAuth 2.0, remove the JavaMail property.)

> **Important**
>
> The Graph protocol only supports oAuth2.

- Add this JavaMail property for a Microsoft Office 365/Outlook POP3 mailbox pop-client:

```
mail.pop3.auth.xoauth2.two.line.authentication.format=true
```

- Configure options in the **smtp-client** section.
- Configure options in the **pop-client** section.

Configuring the **smtp-client** section

Configure the following configuration options:

- directory-id—Specify the Directory (tenant) ID of the registered Microsoft Azure application for the Office 365 mailbox.
- tenant-authority—Specify the authority server of the registered Microsoft Azure application for the Office 365 mailbox. For Office 365, the default configuration value is `https://login.microsoftonline.com/`.
- client-id—Specify the Client ID of the registered Microsoft Azure application for the Office 365 mailbox.
- scope—Specify the access token scope. For Office 365, the default configuration value is:
  - `https://outlook.office.com/.default` for the legacy protocols (POP3, IMAP, SMTP, and, EWS).
  - `https://graph.microsoft.com/.default` for the GRAPH protocol.
- token-expiry-margin-time— Specify the amount of time an SMTP connection for the EWS/SMTP type remains connected before its access token expires and the server closes the connection.
- password— If the type is Graph, this password is used for the Azure application secret.

Configuring the **pop-client** section

Configure the following configuration options:

- directory-id—Specify the Directory (tenant) ID of the registered Microsoft Azure application for the Office 365 mailbox in the corresponding POP client.
- tenant-authority—Specify the authority server of the registered Microsoft Azure application for the Office 365 mailbox in the corresponding POP client. For Office 365, the default configuration value is `https://login.microsoftonline.com/`.
- client-id—Specify the Client ID of the registered Microsoft Azure application for the Office 365 mailbox in the corresponding POP client.

- scope—Specify the access token scope. For Office 365, the default configuration value is:
  - `https://outlook.office.com/.default` for the legacy protocols (POP3, IMAP, SMTP, and, EWS).
  - `https://graph.microsoft.com/.default` for the GRAPH protocol.
- password— If the type is Graph, this password is used for the Azure application secret.

Configuring Proxy

E-mail Server implements Microsoft identity platform and OAuth 2.0 Resource Owner Password Credentials. It sends the client identification and user's credentials to the Microsoft Identity Platform (IDP) to request an access token. If a proxy has been used to access Office 365, you must have additional access to the Microsoft IDP (`https://login.microsoftonline.com/`, default https port is 443) and keep the same credentials if they were created previously.

To comply with RFC 6749, the Microsoft IDP validates the resource owner credentials by accessing the resource owner.