



A MITEL
PRODUCT
GUIDE

MiVoice Connect

MiVoice Connect Email Interactions Updated Configuration for OAuth2 (Modern Authentication)

Release 19.3 SP2
Document Version 1.0

December 2022

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The OAuth 2-Modern authorization in MiVoice Connect Contact Center ensures continued connectivity to Microsoft Exchange and Office365 mailboxes and end points. The Modern authorization affects Mitel MiVoice Connect Contact Center customers who use Microsoft email (Exchange). Microsoft is removing the ability to use Basic authentication in Exchange Online for Exchange Active Sync (EAS), POP, IMAP, Remote PowerShell, Exchange Web Services (EWS), Offline Address Book (OAB), and Outlook for the Windows and Mac operating systems.

Note:

1. Configuration for OAuth2 Modern Authentication is performed on the first instance and not required to be configured with the subsequent upgrades.
2. **The configuration steps should NOT be done from ECC-Server (s) system. The scripts are designed for Windows 10, hence the configuration must run from the PC using supervisor login URL.**
3. Need to repeat this step, if ECC deployment is changed from "http" to "https" or vice versa.

Prerequisites to enable permissions to the Emails

2

This chapter contains the following sections:

- [Create an App in Azure](#)

Following are the prerequisites for customers to enable permissions for emails:

1. The Office365 tenant administrator must have the following roles:

- Application Administrator
- Global Administrator

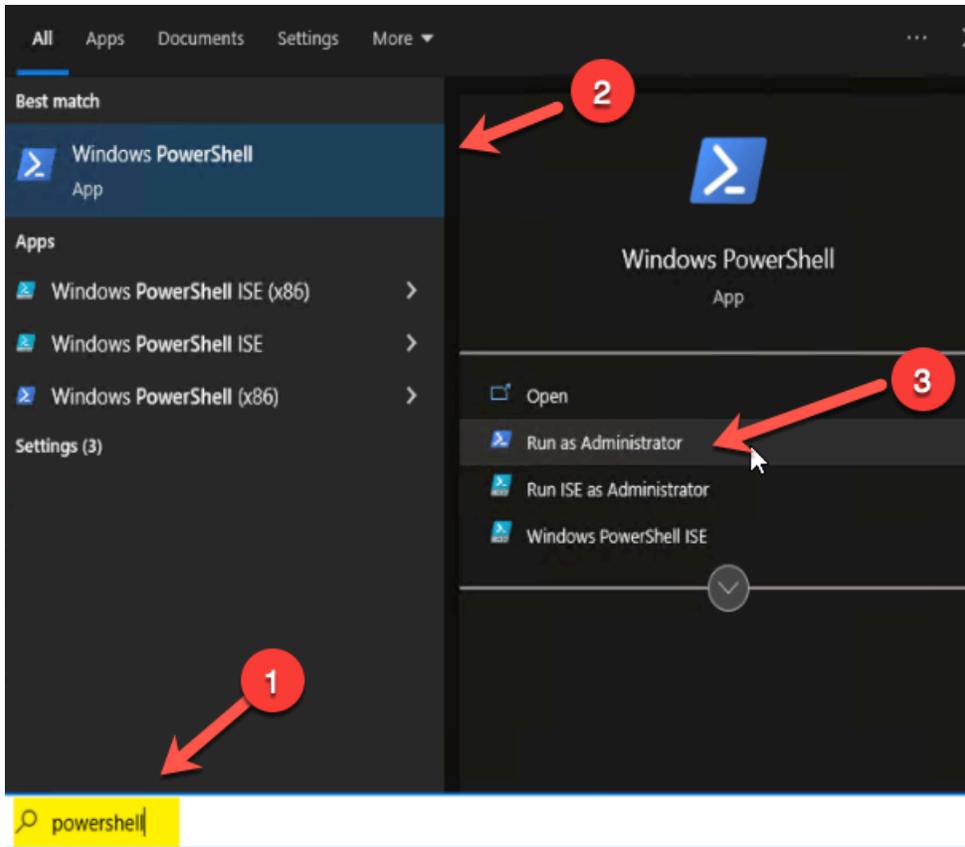
There are two ways by which you can prepare your client Personal Computer (PC) for **Creating an Application in Azure** and **Granting permission by Contact Center Director (CCD)**.

 **Note:**

The following procedure is applicable for Windows 10 users only.

1. Automatically install PowerShell7 (PS7) and modules using a script provided by Mitel:

- Follow this procedure:
 - a. Create a directory on your PC. Enter the name as **C:\Office365**.
 - b. Download the script file [OAuth2_customer_setup_ps1](#) and save it in the **C:\Office365**.
- Search **powershell** from the Start menu and open it as an administrator.



- Type **Set-ExecutionPolicy -Scope Process -ExecutionPolicy Bypass**. Once prompted, click **Yes to All**.
- Type **.\OAuth2_customer_setup.ps1** and wait up to 10 minutes until the process is executed.

```
Select Administrator: C:\Program Files\PowerShell\7\powershell.exe
PS C:\office365> Set-ExecutionPolicy -Scope Process -ExecutionPolicy Bypass
PS C:\office365> .\OAuth2_customer_setup.ps1
Set ExecutionPolicy...
Installing ExchangeOnlineManagement module...
Installing Az module... Wait for prompt... It could take up to 5 minutes for prompt to return
PS C:\office365> .
```

2. Manually install PS7 and modules:

- Prepare your PC by installing the components PowerShell7 and Azure and Exchange the Online Module for PowerShell:
 - Install PowerShell7
 - Download PowerShell 7 for window 10 from the [url](#).
 - Install using Microsoft Installer. Note that Windows 10 is 64 bit. You must do the following:
 - Download the PowerShell-7.2.5-win-x64.msi.
 - Double-click the above file once it is downloaded.
 - Select all default options and close the window when finished.
 - Install Azure and Exchange Online Module for PowerShell.
 - Do the following to open PowerShell 7 as an administrator:
 - Open Explorer and navigate to the "C:\Program Files\PowerShell\7\" directory.
 - Right-click **pwsh.exe**.
 - Select **Run As Administrator**.
 - Type **Install-Module -Name Az -Repository PSGallery -Force** and press Enter to install "PowerShell → Azure Module.
 - Type **Set-ExecutionPolicy -Scope Process -ExecutionPolicy Bypass**. If prompted, click **Yes to all**. This is only for windows.
 - Type **Install-Module -Name ExchangeOnlineManagement**. When prompted, type "A" (this is **Yes to All** option).
 - This will install **PowerShell → Exchange Online Module**.

2.1 Create an App in Azure

A user with the following roles only can create an App in the Contact Center Director (CCD) to perform this.

- Connect Contact Center Director Supervisor with Azure AD Global Admin role.
- Minimum requirement for Connect Contact Center Director Supervisor is Entity Administrator.
- Connect Contact Center Director Supervisor and an Azure AD tenant administrator with Global Admin role.

Create a text file (redirecturl.txt) in the same path (C:\Office365) where the script is downloaded. The text file must contain the Redirect URL:

Note:

The Microsoft Azure portal supports only https for redirect URLs; http is not supported.

Login to Contact Center Directory using Supervisor credentials.

- Copy the Contact Center Directory URL from the browser until *cc_admin/*
- Add *internet_email/save_tenant_id* to the url copied in the previous step.
 - **Format:** *CCD_URL/cc_admin/internet_email/save_tenant_id*.
 - **Examples:**
 - For http - *http://xx.xxx.127.100:31459/cc_admin/internet_email/save_tenant_id*.
 - For https - *https://mitelccd.example.com:31461/cc_admin/internet_email/save_tenant_id*.

Create an app in customer tenant using the script *Register-ServicePrincipals.ps1*.

Note:

Download the script [Register-ServicePrincipals.ps1](#) and save it in your PC in the **C:\Office365**.

1. Start Powershell 7 as administrator from the desktop.
2. Execute the script *Register-ServicePrincipals.ps1* to create the host app.
3. Enter an alphanumeric "app name" of your choice.

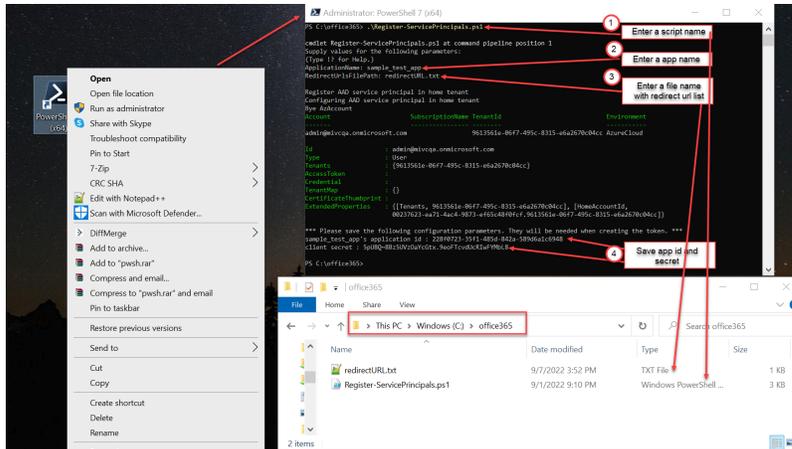
Note:

The character limit is 120 and special characters cannot be used.

4. When prompted, specify the file name that contains the redirect url which was created previously in the C:\Office365 directory.
5. Enter username/password of **a customer's Office365 tenant** when prompted.
6. Save the **Client/App ID** and the **Secret Key**.

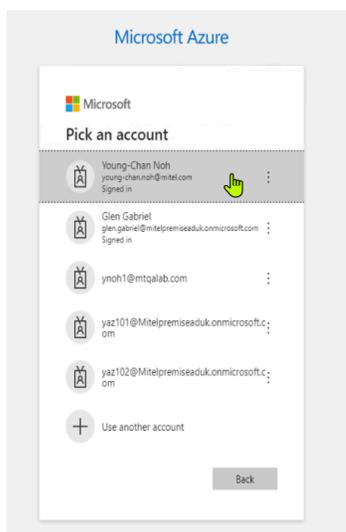
Note:

- This will appear at the bottom of the powershell7 window.
- ECC Customers need this "app id/secret key" to consent and allow access to their selected emails.



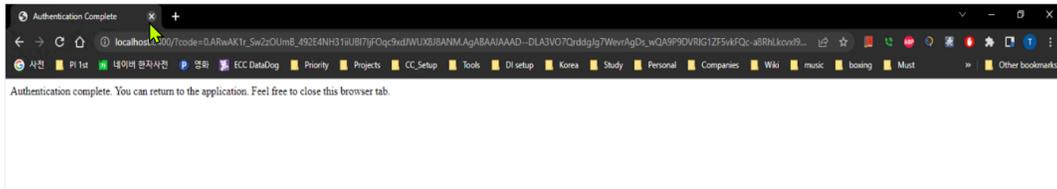
The following option would appear after "Step 3" above.

- Select or Enter a MS user with the Global Administrator role.



- Close the browser if the following message appears after entering the MS User.

Prerequisites to enable permissions to the Emails



7. Configuring the Client/App ID and the secret key in the Contact Center Directory:

- a. Login to Contact Center Directory using supervisor credentials.
- b. Navigate to **System Parameters : Chat and Email : Email**.
- c. Under the **Office365 configuration** enable the check box **Enabled Office365 OAuth**.
- d. Click **Save** button to save the changes.
- e. Enter the Client ID/App ID and Secret Key.
- f. Click **Save**.

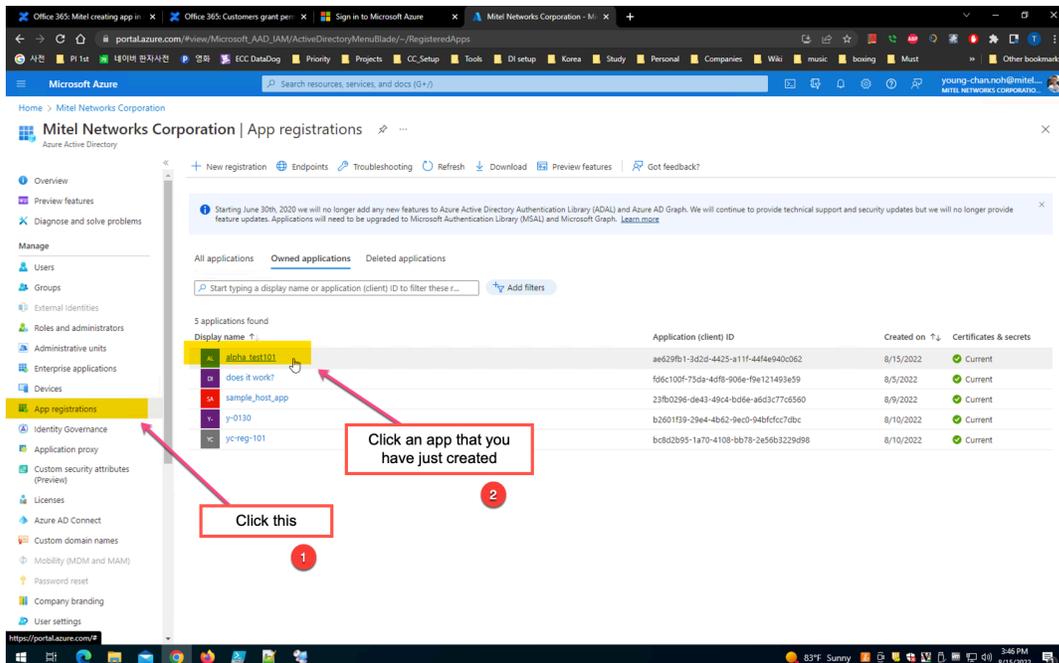
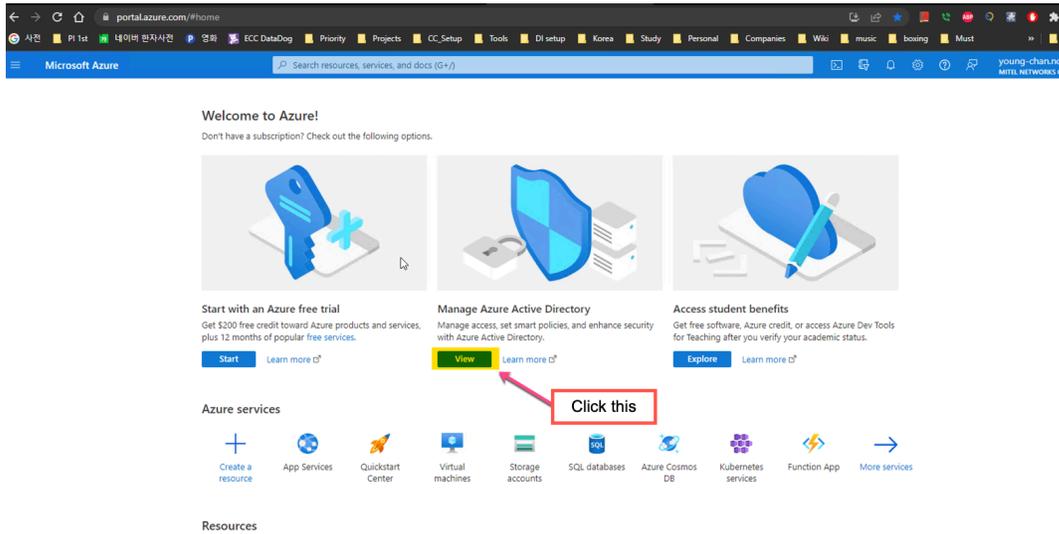
A screenshot of a web application configuration page titled 'System Parameters : Chat and Email : Email'. The 'General' tab is selected. Under the 'Office365 Configuration' section, the 'Enabled Office365 OAuth' checkbox is checked. Below it, there are three input fields: 'Secret Key' with the value 'hw08Q~3MWfBN80_1v6LG', 'Client ID' with the value '0493a42d-b805-4856-8454', and 'Office365 Tenant ID' with the value '9613561e-06f7-495c-8315-'. An 'Authorize ECC Email' button is located to the right of the Tenant ID field. Red arrows point from the text in the instructions to the Secret Key and Client ID fields.

Verification

This section details the process to verify the app created in Azure.

- Login to [Azure AD](#) using your Mitel credentials.

- If you can see the redirect urls, then the hosting app is created successfully as shown in the screenshots below.



Home > Mitel Networks Corporation | App registrations > alpha_test101

Search [Ctrl+F]

Overview

Essentials

Display name : alpha_test101

Application (client) ID : ae629fb1-3d2d-4425-a11f-444e940c062

Object ID : d7bf51ee-680c-4b2d-9b47-35a18b4ad238

Directory (tenant) ID : 4bf5a2b-b30d-4939-81f7-8f76138347df

Supported account types : Multiple organizations

Client credentials : 0 certificate_1 secret

Redirect URIs : 0.web_0.spa_2 public client

Application ID URI : Add an Application ID URI

Managed application in L : alpha_test101

Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure AD Graph. We will continue to provide technical support and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Graph. [Learn more](#)

Starting November 9th, 2020 end users will no longer be able to grant consent to newly registered multitenant apps without verified publishers. [Add MPN ID to verify, publisher](#)

Get Started Documentation

Build your application with the Microsoft identity platform

The Microsoft identity platform is an authentication service, open-source libraries, and application management tools. You can create modern, standards-based authentication solutions, access and protect APIs, and add sign-in for your users and customers. [Learn more](#)

Call APIs

Sign in users in 5 minutes

Configure for your organization

Home > Mitel Networks Corporation | App registrations > alpha_test101

Search [Ctrl+F]

Overview

Authentication

Platform configurations

Depending on the platform or device this application is targeting, additional configuration may be required such as redirect URIs, specific authentication settings, or fields specific to the platform.

+ Add a platform

Mobile and desktop applications

Redirect URIs

The URIs we will accept as destinations when returning authentication responses (tokens) after successfully authenticating users. The redirect URI you send in the request to the login server should match one listed here. Also referred to as reply URLs. [Learn more about Redirect URIs and their restrictions](#)

https://login.microsoftonline.com/common/oauth2/nativeclient

https://login.live.com/oauth20_desktop.srf (LiveSDK)

msalae629fb1-3d2d-4425-a11f-444e940c062/auth (MSAL only)

https://cc-m21.alpha.shoretel.com/cc_admin/internet_email/save_tenant_id

https://cc-m22.alpha.shoretel.com/cc_admin/internet_email/save_tenant_id

Add URI

Supported account types

Who can use this application or access this API?

Accounts in this organizational directory only (Mitel Networks Corporation only - Single tenant)

Accounts in any organizational directory (Any Azure AD directory - Multitenant)

Help me decide...

Save Discard

Part 1: Granting permission by Contact Center Director

3

This chapter contains the following sections:

- [Grant Mitel Home app to access a customer Office365 tenant](#)
- [Troubleshooting](#)

3.1 Grant Mitel Home app to access a customer Office365 tenant

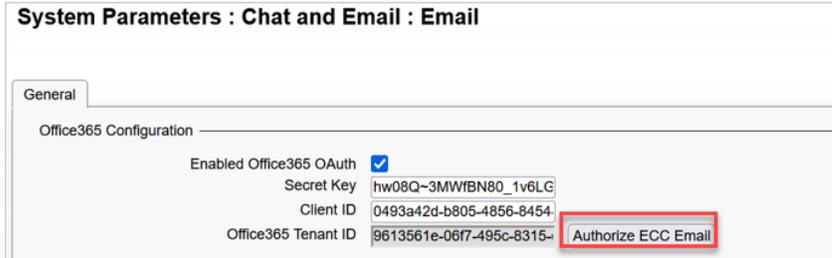
A user with the following roles can grant permission by Contact Center Director (CCD) to perform this.

- Connect Contact Center Director Supervisor with Azure AD Global Admin role.
- Minimum requirement for Connect Contact Center Director Supervisor is Entity Administrator.
- Connect Contact Center Director Supervisor and an Azure AD tenant administrator with Global Admin role.

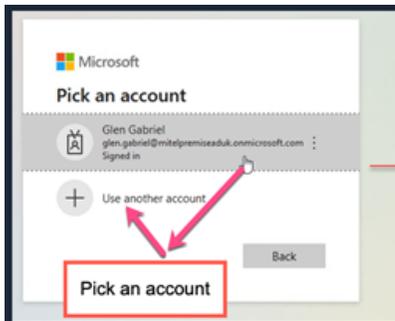
To execute the process from the CCD:

1. Navigate to **System Parameters : Chat and Email : Email** page.

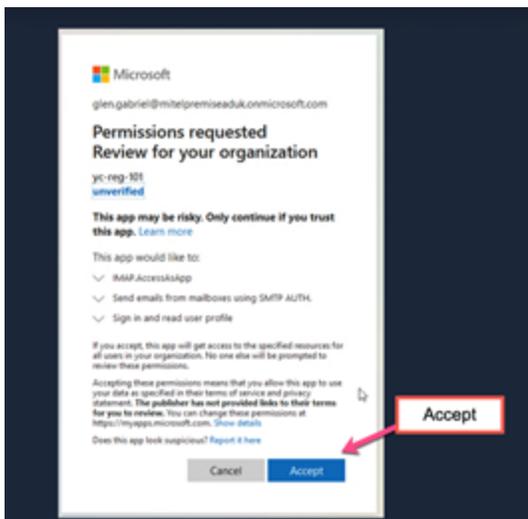
2. Click **Authorize ECC Email** button.



- Enter office 365 credential with Global Admin role for Office365 tenant. The Office365 Tenant ID textbox will be auto filled with the tenant ID of customer Office365 tenant.



- In the panel that opens displaying a review of the permissions, click **Accept**.



3.2 Troubleshooting

- Failed Redirect URI
 - Try the steps from the beginning of **Part1: Granting permission by Contact Center Director** again.

Part 2: Granting Permission by the Script

4

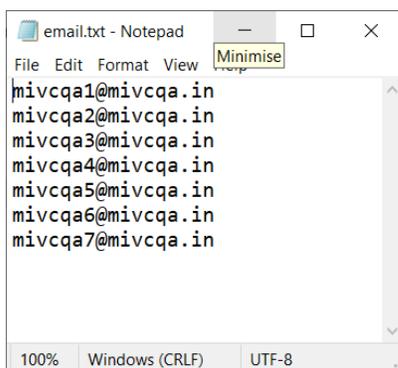
This chapter contains the following sections:

- [Grant Mitel Home app to access customer emails by running a script](#)

4.1 Grant Mitel Home app to access customer emails by running a script

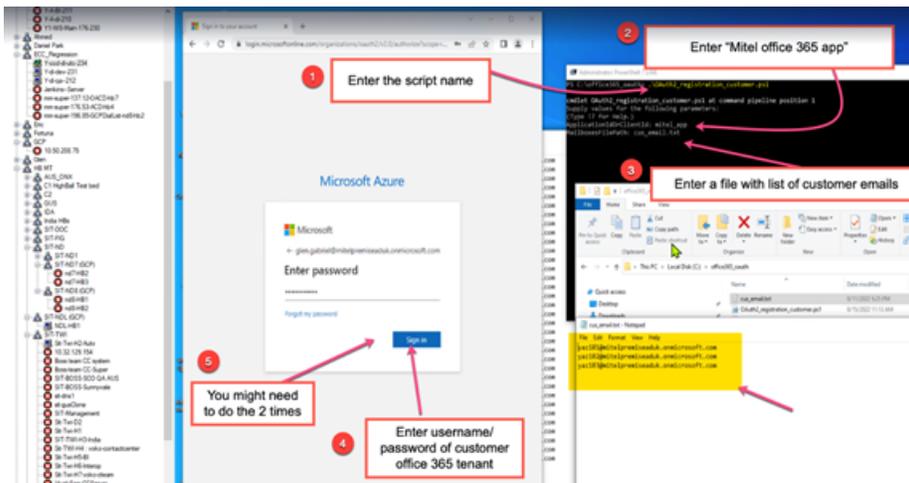
Follow the steps below to grant permission by the script:

1. Download and save the PowerShell script file [OAuth2_registration_customer.ps1](#) in the **C:\Office365**.
2. Create a text file named "email.txt" containing a list of Office365 email addresses which are used in configuring Contact Center Email. This includes Email IRNs, Reply, Dead Letter, General Outgoing, and the Incomplete Destination Accounts in Contact Center Director. The text file "email.txt" should contain only one email address in one line. Do not add commas or any other characters or separators after the email addresses. Example format:



3. Save the text file in C:\Office365. The emails lists will be used in Connect Contact Director.
4. Open PowerShell7 as an administrator.
5. Navigate to the folder - C:\Office365. Enter the script name as OAuth2_registration_customer.ps1.
6. Enter the Client ID that was entered on the **System Parameters : Chat and Email : Email** page of Connect Contact Director.
7. When prompted to enter MailboxesFilePath, enter "email.txt".

8. Enter username/password of a customer's Office365 tenant (Twice when prompted).



Email verification by Connect Contact Director

5

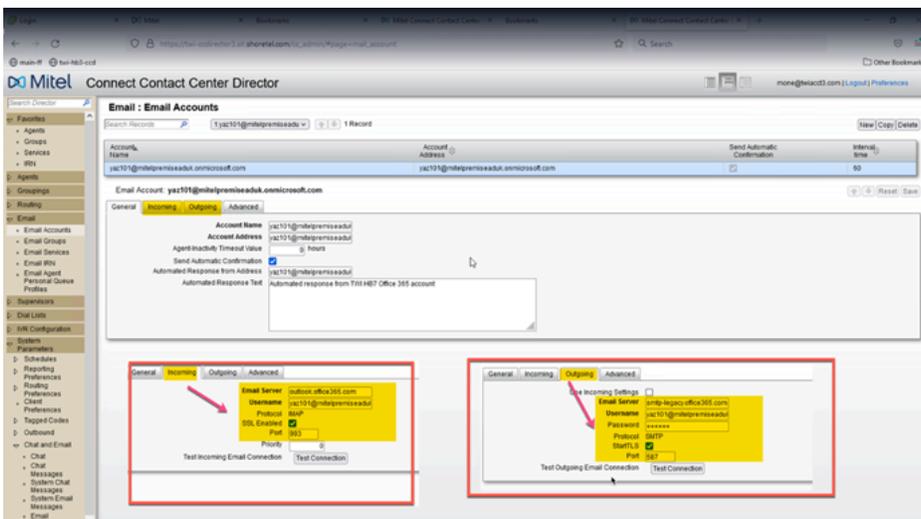
This chapter contains the following sections:

- [Troubleshooting](#)

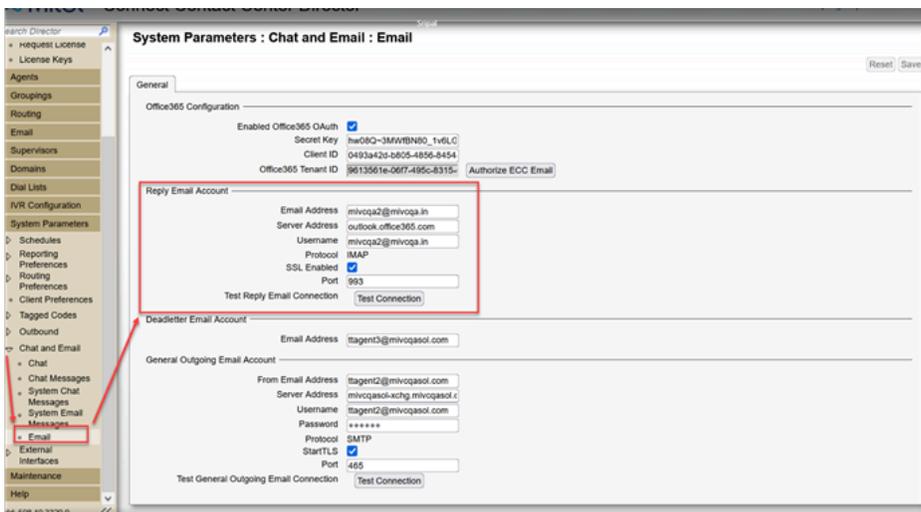
Log into Connect Contact Director and verify **Test Connection** of all configured emails for your tenant. This includes incoming / reply / dead-letter / outgoing email.

- If "Test Connection" fails, wait for 10 minutes and try again.

Example of the Incoming and Outgoing screen:



Example of Reply / Deadletter / General Outgoing screen:



5.1 Troubleshooting

Follow the steps below to troubleshoot the configuration:

1. If Test Connection fails, wait for 10 minutes, and try again.
2. If Test Connection still fails after re-attempt, you can fall back to the basic authentication by:
 - Uncheck the **Enabled Office365 OAuth**.
 - Click **Save**.



3. Once OAuth2 is disabled, you can use the username/password for **incoming and system -> Reply Email Account**.



Note:

Availability of the falling back to basic authentication option is controlled by Microsoft.

