Create an Azure AD App with Graph permissions for Mail

Introduction

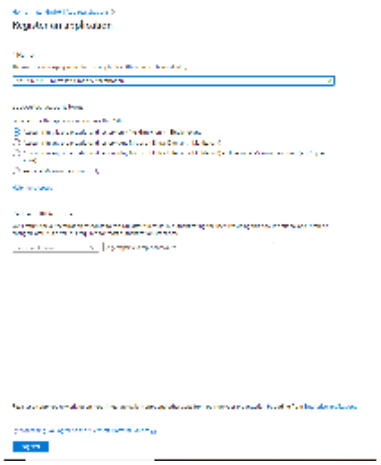
To allow applications to send e-mails as a given user or service account in Microsoft Entra, we need to configure an Microsoft Entra Active Directory application registration with the appropriate permissions.

Create an Azure AD App with Graph permissions

You can execute these steps using Azure PowerShell, the Azure CLI, or the Azure Portal. The steps required to enable Microsoft Graph SMTP authentication using the Azure Portal are described below.

Create App Registration

In the Azure Active Directory of your Tenant, navigate to App registrations and create a New registration. Choose a name and select "Register".



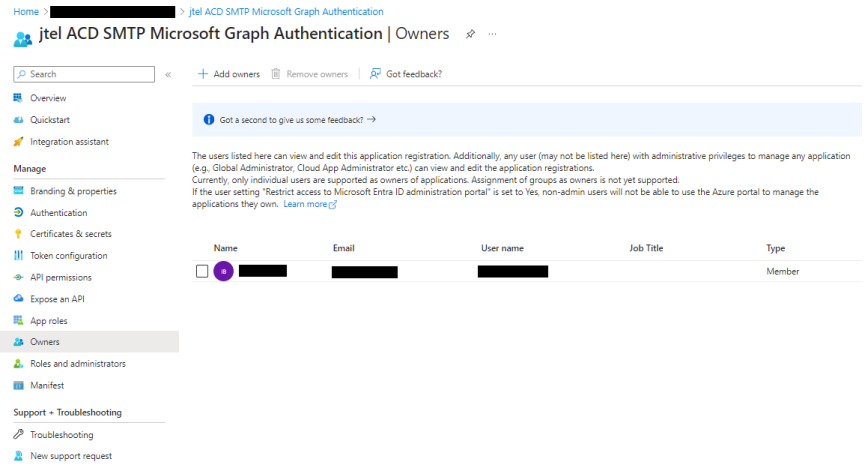
Create a User with permissions to use the Application

Navigate to Azure Active Directory Users and create a new User

If you already have a user which is used for the Microsoft Graph Teams Presence API App registration, you can use that user for this purpose again!

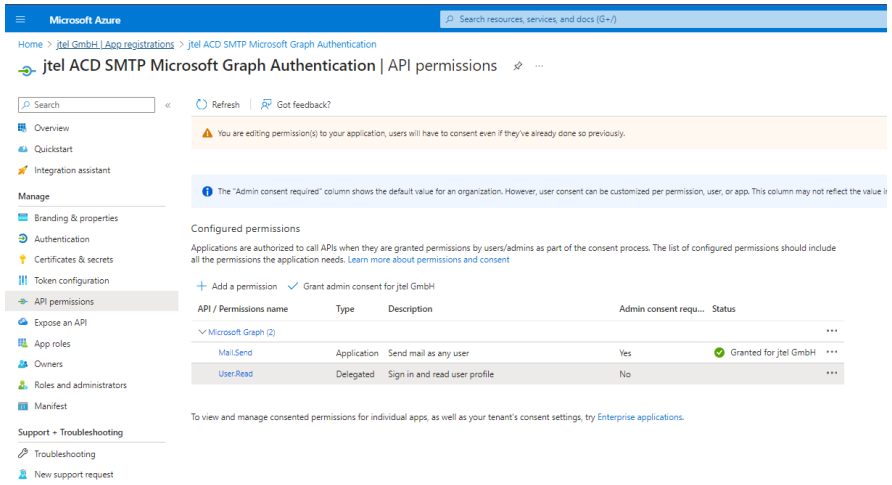
Assign the User to the Application

Navigate to the registered App configuration and into the tab "Owners" and add the User.



Grant Permissions

The Microsoft Graph SMTP Authentication requires permissions to send emails. Configure the following permissions with "Add a permission" and grant the permssions by clicking on "Grant admin consent for <Tenant Name>". The permission "User.Read" is added by default and should not be removed.



Create a Client Secret

Navigate to Certificates and Secrets and click on "New client secret" to add a new secret.

Expiry

As this secret will expire after the configured amount of time, please make note of this because it must be changed in the Client Master Data settings in your jtel ACD after being renewed in the Microsoft Entra Active Directory.

Configuring Client Master Data

The newly **Tenant ID**, as well as the Application ID (**Client ID**) and Client Secret (**Secret Hash Value**) are now configured in the jtel portal. The E-Mail Server and user also have to be changed, if you are switching to Office 365.

The configuration is added as Client Administrator in the Menu Client Master Data in the email tab.

E-Mail Sender	The E-Mail address which should be displayed as the sender
E-Mail Server	smtp.office365.com:587
Tenant ID	The **Tenant ID** of your Microsoft Entra AD
Client ID	The **Client ID** of the new registered Application
E-Mail User	The new user which is the owner of the registered Application
E-Mail Password	The **Secret Hash Value**