ServicePRO

ServicePRO
workflow management solution

Enhancements in System Email Account & User Mail Server Setting

Microsoft 365 Outlook Server Type Implementation (applicable to 14.3.1.x version)

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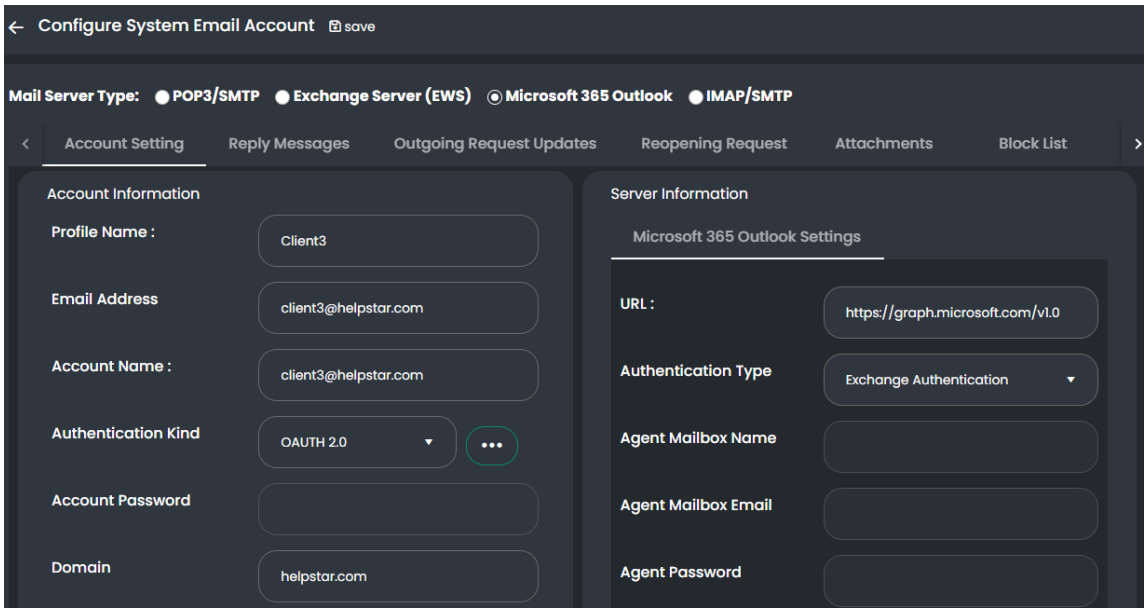
1. Overview

ServicePRO facilitates a new Microsoft 365 Outlook Server Type option in System email account setup and User Mail Sever Settings, for use with the Office 365 / Exchange Online Mailboxes, inorder to address the disabling of EWS in Exchange Online by Microsoft, starting October 1, 2026.

Microsoft 365 Outlook Server Type option works only with Office 365 / Exchange Online Mailboxes only.

1.1. Enhancements in System Email Account Setup

In the “Configure System Email Account” screen, for the Mail Server Type selection, a new option “Microsoft 365 Outlook” has been added. Please make sure to select this Mail Server Type if you are using an Office 365 / Exchange Online Mailbox for you are System Email Account.



1.1.1. Microsoft 365 Outlook Settings

- **Exchange Authentication** - uses the credentials specified in the Account Information section to authenticate to the system. A password is required within ServicePRO but the ServicePRO Starwatch Service can be run under the default "Local System" account.
- **Agent Authentication** - uses a separate mailbox's name, email address, and password to authenticate to the system email account which can now be specified in the Microsoft 365 Outlook Settings section. Please make sure that the designated agent mailbox has proper access to the System email account mailbox.

In order to use a Shared Mailbox for system email account, Agent Authentication method should be used, by specifying one of the user mailbox credentials that has access to the shared mailbox, under the Agent

Authentication section. Note: The account being used must have the application impersonation role set on itself in the Exchange Admin console so that it can send emails on behalf of another account.

1.1.2. OAUTH 2.0 Settings for Microsoft 365 Outlook

When “Microsoft 365 Outlook” server type is chosen, the only option available for “Authentication Kind” is OAUTH 2.0.

- ServicePRO and StarWatch Service will access the mailbox using the OAuth 2.0 authentication method, by utilizing the Application ID, Tenant ID and Client Secret (Only for Government Clients, GCC Client Endpoint URL as well) that is entered in the OAUTH 2.0 settings dialog that opens when ellipsis button beside “Authentication Kind” field is selected.

1.1.2.1. OAuth 2.0 Microsoft 365 Outlook Authentication - Prerequisites

In order to enable the OAuth 2.0 Microsoft 365 Outlook Authentication kind, the following the pre-requisites must be met.

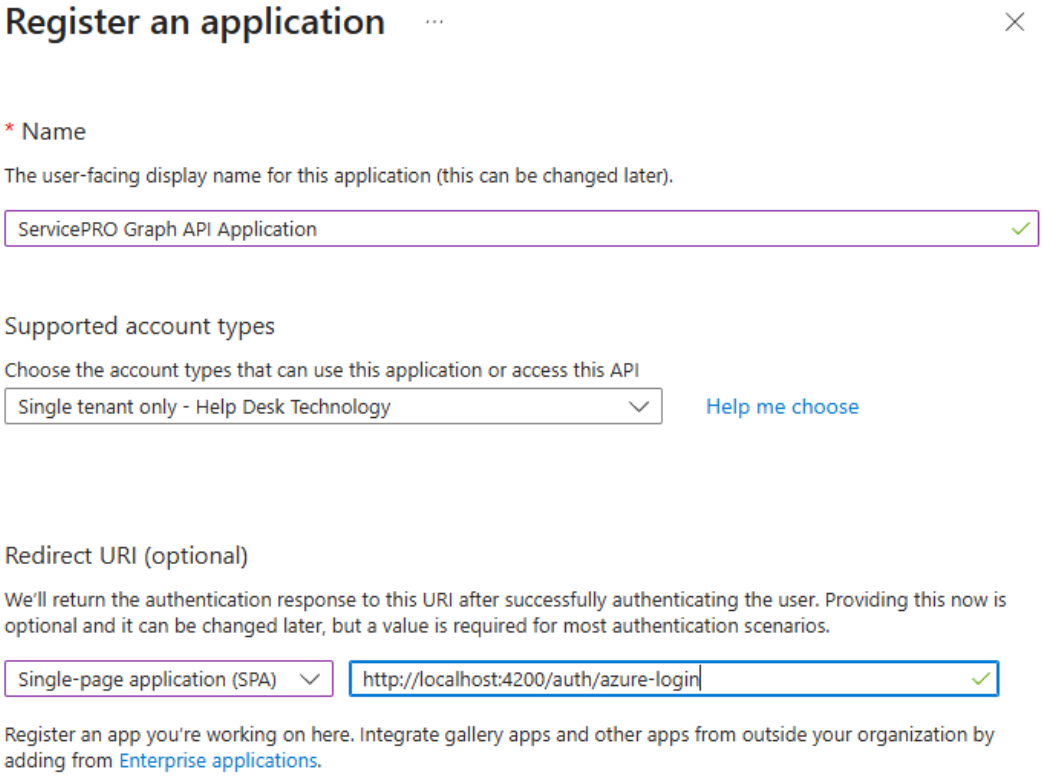
1.1.2.1.1. Register ServicePRO Application in Azure

To use OAuth, ServicePRO application must have an application ID issued by Microsoft Entra ID [Previously called, Azure Active Directory].

You must register an application in the Azure Portal (Microsoft Entra ID) https://portal.azure.com/ before filling in the OAUTH 2.0 Settings in the System Email Account Setup and User Mail Server Setting.

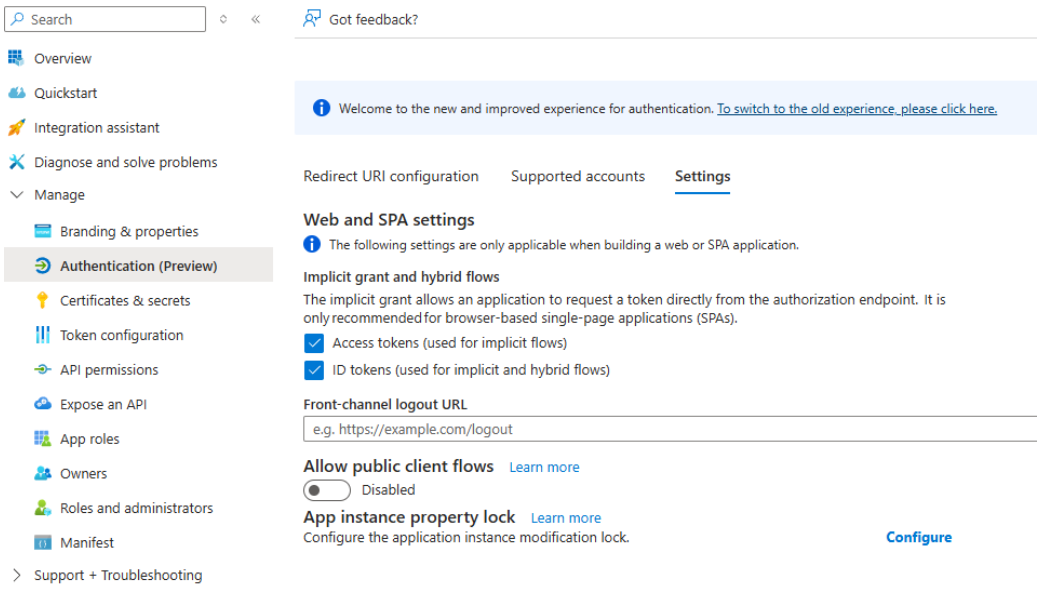
Step 1: App Registration

1. Navigate to Microsoft Entra ID and select App Registrations.
2. Click on New Registration.
3. Provide the required details.
   Note: Set the Redirect URI according to your environment (e.g., https://example.com/auth/azure-login).
   If the user does not have https URL, then use http://localhost:4200/auth/azure-login



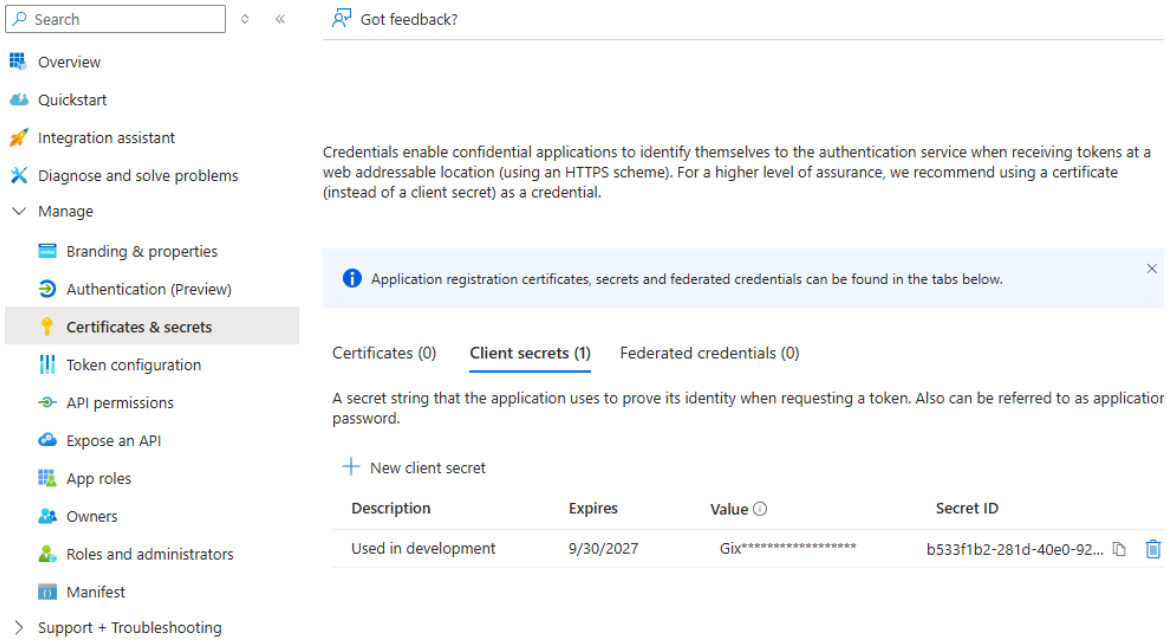
Step 2: Authentication Settings

1. Navigate to the Authentication Option.
2. Locate the token issuance settings.
3. Enable both the Access tokens and ID tokens options



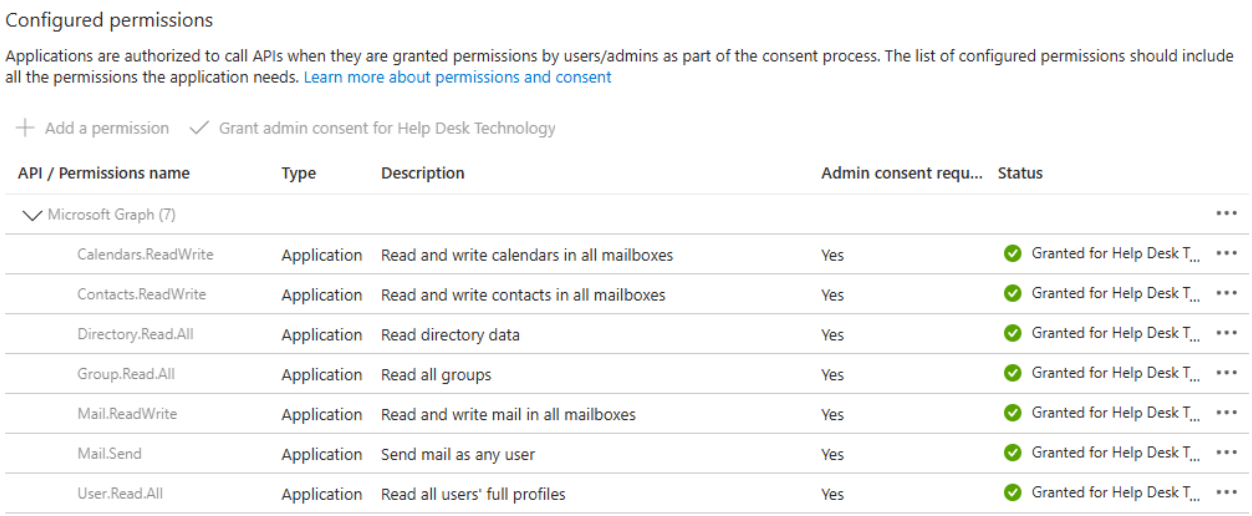
Step 3: Client Secret Creation

1. Navigate to Certificates & secrets.
2. Click on New client secret and generate the key.
3. Copy the secret value immediately, as it will be hidden later.



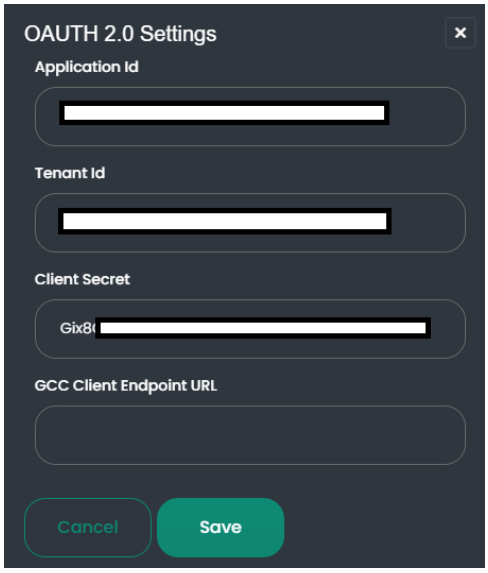
Step 4: API Permissions

1. Navigate to API permissions.
2. Add the below required Microsoft Graph permissions for Application type providing Admin Consent.
   Calendar.ReadWrite, Contacts.ReadWrite, Directory.Read.All, Group.Read.All, Mail.ReadWrite,Mail.Send,User.ReadAll



1.1.2.2. *Updating OAUTH 2.0 Settings for Microsoft 365 Outlook*

In the System Email Account Setup, when Microsoft 365 Outlook server type is selected, please make sure to click on the ellipsis button next to the Authentication Kind field. Update the keys in the UI for the Application ID, Tenant ID and Client Secret that were captured after completing the above step (i.e. Register ServicePRO Application in Azure)

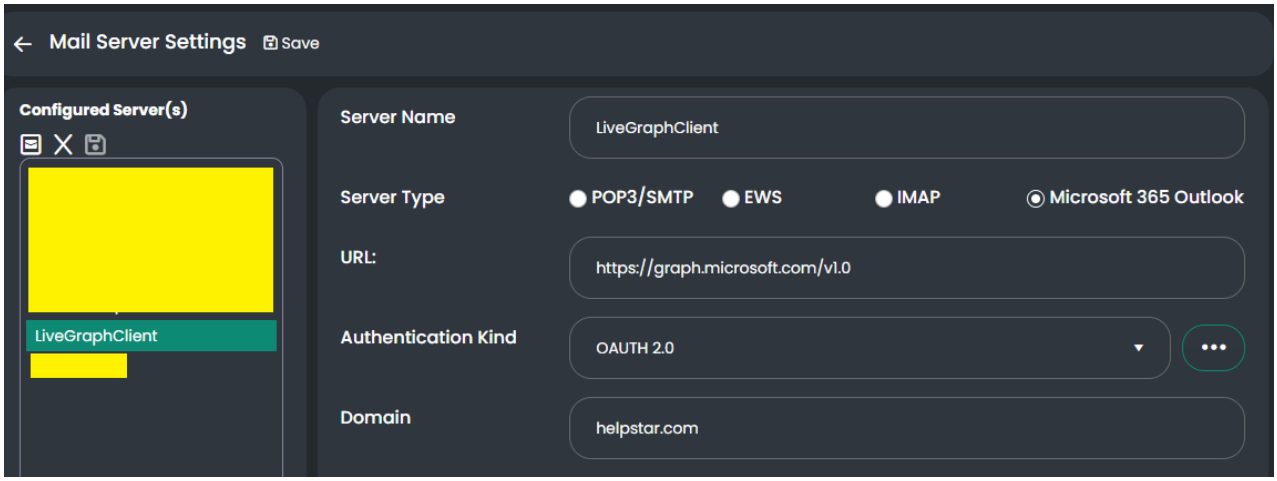


OAuth 2.0 Settings for Microsoft 365 Outlook - System Email Account

- Application Id: From the registered application in Azure (pre-requisites section)
- Tenant Id: From the registered application in Azure (pre-requisites section)
  Client Secret: From the registered application in Azure (pre-requisites section)
  GCC Client Endpoint URL: this is only for government azure client, check with the client if they are using GCC in Azure and ask to provide the URL, usually for US it is https://login.microsoftonline.us but it also requires to make changes in the URL in Microsoft 365 Outlook Settings in ServicePRO (instead of https://graph.microsoft.com/v1.0 , it should be https://graph.microsoft.us/v1.0)

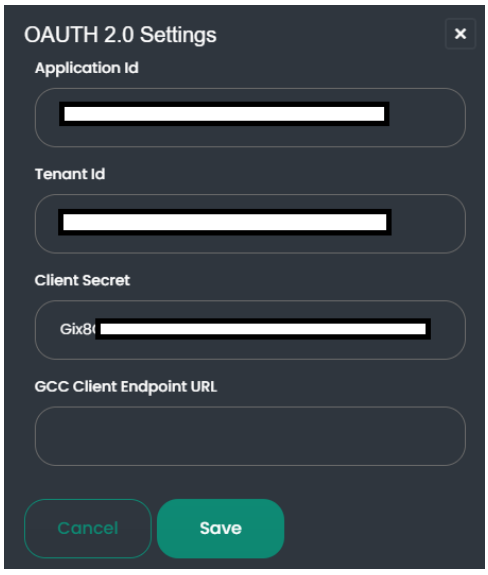
1.2. Enhancements in User Mail Server Settings

In the “User Email Accounts – Mail Server Settings” screen, for the Mail Server Type selection, a new option “Microsoft 365 Outlook” has been added. Please make sure to select this Mail Server Type if you are using Office 365 / Exchange Online Mailboxes for the users in your organization.



When " Microsoft 365 Outlook " server type is selected, a new field " Authentication Kind" shows up.

When “Microsoft 365 Outlook” server type is chosen, the only option available for “Authentication Kind” is OAUTH 2.0. ServicePRO accesses the user’s mailboxes using the OAuth 2.0 authentication method, by utilizing the Application ID, Tenant ID and Client Secret (Only for Government Clients, GCC Client Endpoint URL as well) that is entered in the OAUTH 2.0 settings dialog that opens when ellipsis button beside “Authentication Kind” field is selected.



OAuth 2.0 Settings for Microsoft 365 Outlook – User Mail Server Settings

In order to enable the OAuth 2.0 Authentication kind for Microsoft 365 Outlook, the pre-requisites detailed in the following section must be met - 1.1.2.1. OAuth 2.0 Microsoft 365 Outlook Authentication – Prerequisites. Please make sure to click on the ellipsis button next to the field and enter the Application

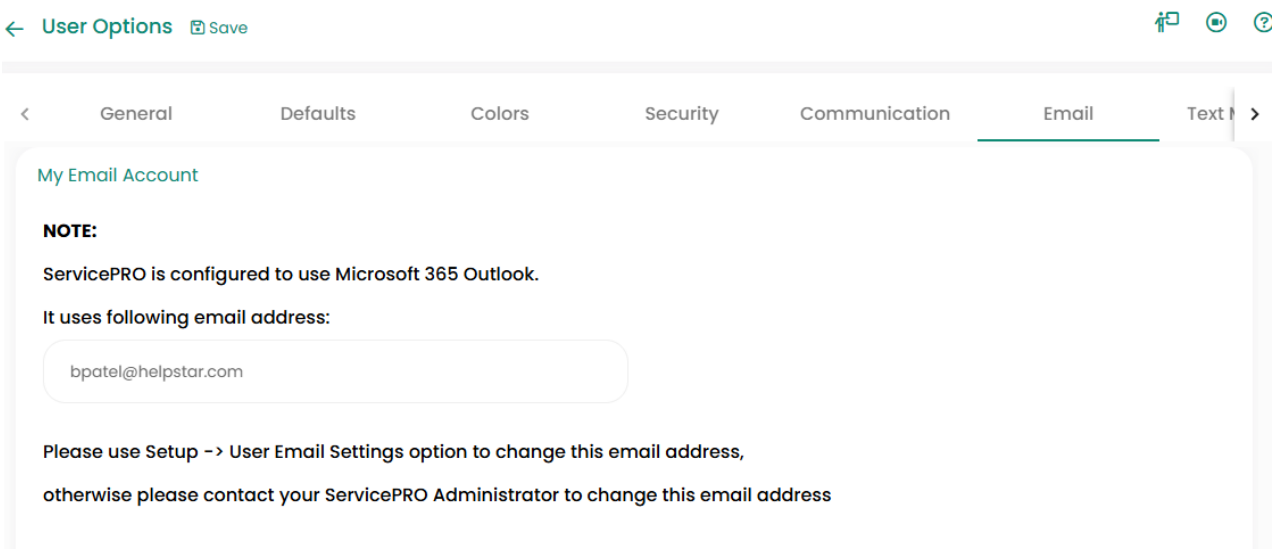
ID, Tenant ID and Client Secret that were captured after completing the pre-requisites step (i.e. Register ServicePRO Application in Azure)

- Application Id: From the registered application in Azure (pre-requisites section)
- Tenant Id: From the registered application in Azure (pre-requisites section)
- Client Secret: From the registered application in Azure (pre-requisites section)
- GCC Client Endpoint URL: this is only for government azure client, check with the client if they are using GCC in Azure and ask to provide the URL, usually for US it is https://login.microsoftonline.us but it also requires to make changes in the URL in Microsoft 365 Outlook Settings in ServicePRO (instead of https://graph.microsoft.com/v1.0 , it should be https://graph.microsoft.us/v1.0)

Note: When using Microsoft 365 Outlook server type for User Email Settings, users cannot change the mailbox in the email inbox (this behavior mirrors EWS OAUTH 2.0 with Integrated Security).

Note: When using EWS with OAUTH 2.0 for User Email Settings, users cannot change the mailbox in the email inbox.

1.3. User Options:



Note: When using Microsoft 365 Outlook server type for User Email Settings, users cannot change the settings under **User Options -> Email -> My Email Account** section.

Note: When using EWS with OAUTH 2.0 for User Email Settings, users cannot change the settings under **User Options -> Email -> My Email Account** section.