



3. Select “App registrations” and click “New registration”;

4. Enter a name for the application and select “Accounts in this organisation only”. The Redirect URI can be left blank as the mail service will be using this application to sign in and not an interactive sign in from a user. Press **Register** to create the App registration;



5. Once created, take a note of the **Application ID** and **Directory ID** as these will need to be entered into the **NetSupport ServiceDesk** email configuration. Click **“Add a certificate or secret”** for the Client credentials to add a **client secret**;

Dashboard > 38y5r0 | App registrations >

NetSupport ServiceDesk Email Access

Search (Ctrl+/) << Delete Endpoints Preview features

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Got a second? We would love your feedback on Microsoft identity platform (previously Azure AD for developer). →

Essentials

Display name	: NetSupport ServiceDesk Email Access	Client credential	: Add a certificate or secret
Application (client) ID	: See340c8-d58e-4587-a32c-7a03978d376f	Redirect URIs	: Add a Redirect URI
Object ID	: ea958aa4-cc5e-47f3-9703-9fe7491284bd	Application ID URI	: Add an Application ID URI
Directory (tenant) ID	: f342177f-dd3d-4021-b22b-e74a1a3fe500	Managed application in L...	: NetSupport ServiceDesk Email Access
Supported account types	: My organization only		

6. Click **“New client secret”**;

Dashboard > 38y5r0 | App registrations > NetSupport ServiceDesk Email Access

NetSupport ServiceDesk Email Access | Certificates & secrets

Search (Ctrl+/) << Got feedback?

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App roles

Credentials enable confidential applications to identify themselves to the au scheme). For a higher level of assurance, we recommend using a certificate

Application registration certificates, secrets and federated credentials can

Certificates (0) **Client secrets (0)** Federated credentials (0)

A secret string that the application uses to prove its identity when request

+ New client secret

Description	Expires	V
No client secrets have been created for this application.		

7. Enter a meaningful name for the client secret and select an expiry date. Click **“Add”**;

Add a client secret

Description

Expires

8. Once the Client secret is created, **copy the Value** as this will need to be entered into the ServiceDesk email configuration.



Note: This is the only time you can access the Value. if you leave the page and return, the Value is no longer available to be copied.

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
ServiceDesk Mail Service	7/29/2024	tKk8Q-15J.SdoDdo30OsN3UnJmdzgRC0...	c8983b0a-2e4e-469c-8e87-eb85b5829b96

9. We now need to add the **API permissions**. Select **"API permissions"** followed by **"Add a permission"**;

Dashboard > 38y5r0 | App registrations > NetSupport ServiceDesk Email Access

NetSupport ServiceDesk Email Access | API permissions

Search (Ctrl+/) Refresh Got feedback?

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 - API permissions**
 - Expose an API
 - App roles

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 conf all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission Grant admin consent for 38y5r0

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

10. Select **"Microsoft Graph API"**, then **"Application permissions"**;

Request API permissions

Select an API

Microsoft APIs APIs my organization uses My APIs

Commonly used Microsoft APIs

 **Microsoft Graph**
Take advantage of the tremendous amount of data in Office 365, Enterprise Mobility + Security, and Windows 10. Access Azure AD, Excel, Intune, Outlook/Exchange, OneDrive, OneNote, SharePoint, Planner, and more through a single endpoint.



Request API permissions



< All APIs



Microsoft Graph

<https://graph.microsoft.com/> [Docs](#)

What type of permissions does your application require?

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.

11. Enter **Mail.ReadWrite**, expand the Mail entry, tick the box and then **“Add permissions”** to add the permission. Repeat the process and add the **Mail.Send** permission;

Request API permissions



< All APIs



Microsoft Graph

<https://graph.microsoft.com/> [Docs](#)

What type of permissions does your application require?

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](#)

mail.readw

Permission

Admin consent required

Mail (1)



Mail.ReadWrite ⓘ

Read and write mail in all mailboxes

Yes

Add permissions

Discard

Request API permissions



< All APIs



Microsoft Graph

<https://graph.microsoft.com/> [Docs](#)

What type of permissions does your application require?

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](#)

Mail.Send

Permission

Admin consent required

Mail (1)



Mail.Send ⓘ

Send mail as any user

Yes



12. Once the API permissions have been added Admin consent needs to be granted for the organisation.

Grant admin consent confirmation.
Do you want to grant consent for the requested permissions for all accounts in 38y5r0? This will update any existing admin consent records this application already has for all organizations where this app will be used. [Learn more](#)

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 38y5r0

API / Permissions name	Type	Description	Admin consent requ...	Status
▼ Microsoft Graph (3) ...				
Mail.ReadWrite	Application	Read and write mail in all mailboxes	Yes	⚠ Not granted for 38y5r0 ...
Mail.Send	Application	Send mail as any user	Yes	⚠ Not granted for 38y5r0 ...
User.Read	Delegated	Sign in and read user profile	No	...

To view and manage permissions and user consent, try [Enterprise applications](#).

This is the minimum requirement to allow **NetSupport ServiceDesk** to read emails in an Exchange online mailbox and to be able to send emails from the system. However, with the application configured as above, a misconfiguration in **NetSupport ServiceDesk** could allow the **NetSupport ServiceDesk** server to read mail from any mailbox in the organisation.

We highly recommend that you restrict the access of this application to specific mailboxes as follows.

Restricting the access of the App registration

The App registrations access to mailboxes can be configured using an **application access policy**. To configure an application access policy you need to [Connect to Exchange Online PowerShell](#).

Application access policies can restrict access to a user mailbox or mailboxes that are members of a mail enabled security group. If you want to configure **NetSupport ServiceDesk** to download emails from a shared mailbox, you will need to create a mail enabled security group and add the shared mailbox to that security group. Then create the policy to restrict access to the security group.

For further information please see [Limiting application permissions to specific Exchange Online mailboxes - Microsoft Graph | Microsoft Docs](#).



PowerShell Script Method

The creation of the App registration, application permissions and account restrictions can also be completed using a PowerShell script. The PowerShell script (zip file) can be downloaded from [App Registration Script](#) or by contacting the NetSupport Support team at support@netsupportsoftware.com.

The PowerShell script contains a comprehensive comments and examples section for building the PowerShell command to run to create the App registration and enforce the mailbox read restrictions.

Configuring NetSupport ServiceDesk to use the App registration

For the Incoming Emails that are collected, the NetSupport ServiceDesk server processes mail from a Microsoft 365 mailbox in the same way as it would a POP3 mailbox. The mail is downloaded locally and then processed. Any email that cannot be processed will be visible in the NetSupport ServiceDesk Mail Center.

However, unlike the POP3 processing, when connecting to a Microsoft 365 mailbox only unread emails are processed and the email is not automatically deleted. Once the email is downloaded locally the email in the Microsoft 365 mailbox is marked as read, and can then optionally be deleted or moved to a different folder in the same mailbox.

Outgoing Emails

1. Sign in to NetSupport ServiceDesk with user credentials that have permissions to “**Edit Email Options**”;
2. Navigate to **Admin | Email | Settings** and select the “**Outgoing Email**” tab;
3. Complete the information in the dialog:

Outgoing Email | Incoming Email

Outgoing Mail Server

Enable sending of emails:

Mail server Type: Microsoft 365 (Exchange online)

Directory (tenant) ID:

Application (client) ID:

Client Secret:

Default Sender

Name: ServiceDesk

Email Address: servicedesk@netsupportsoftware.com



- **Mail server Type:** set to “Microsoft 365 (Exchange online);
- **Directory (tenant) ID:** the Directory ID from the App registration;
- **Application (client) ID:** the Application ID from the App registration;
- **Client Secret:** the Value from the App registration;
- **Name:** the name that the emails will come from when received by the users;
- **Email Address:** the Microsoft 365 email used to send emails.

Incoming Emails

1. Sign in to [NetSupport ServiceDesk](#) with user credentials that have permissions to “**Edit Email Options**”;
2. Navigate to **Admin | Email | Settings** and select the “**Incoming Email**” tab;
3. Click the **Add** button next to the Mailboxes section;
4. Complete the information in the dialog:

Check for mail in this mailbox

Mailbox Type
Microsoft 365 (Exchange online)

Directory (tenant) ID

Application (client) ID

Client Secret

User Principle Name

Name of the folder to check for unread email
Inbox

Remove mail from mailbox

Move mail to this folder after processing

- **Mailbox Type:** set to “Microsoft 365 (Exchange online)”
- **Directory (tenant) ID:** the Directory ID from the App registration
- **Application (client) ID:** the Application ID from the App registration
- **Client Secret:** the Value from the App registration
- **User Principal Name:** the UPN of the mailbox from Exchange online that you want to check for new unread messages
- **Name of the folder to check for unread email:** the mailbox folder that you want to check for new unread messages
- **Remove mail from mailbox:** If checked the email is completely deleted from the mailbox once it has been downloaded for processing in ServiceDesk.



If you would prefer to move the mail to a different folder or the deleted items folder, then use the following setting:

- **Move mail to this folder after processing:** this value is optional but if a folder name in the target mailbox is entered, once the mail service has downloaded a copy of the email for processing it will move the email to this folder.

We do hope this document has helped you successfully create and configure your App Registration but if you do have any questions or require further support, our team will be happy to help. Please email us at: support@netsupportsoftware.com.