In the Aranda SERVICE DESK ASDK V8 configuration processes, learn about the configuration for Oauth/Microsoft Modern Authentication.

OAuth 2.0 Authentication - Microsoft

Preconditions

1. An Azure account with permissions to manage applications in Azure Active Directory (Azure AD). Any of the following Azure AD roles include the required permissions:

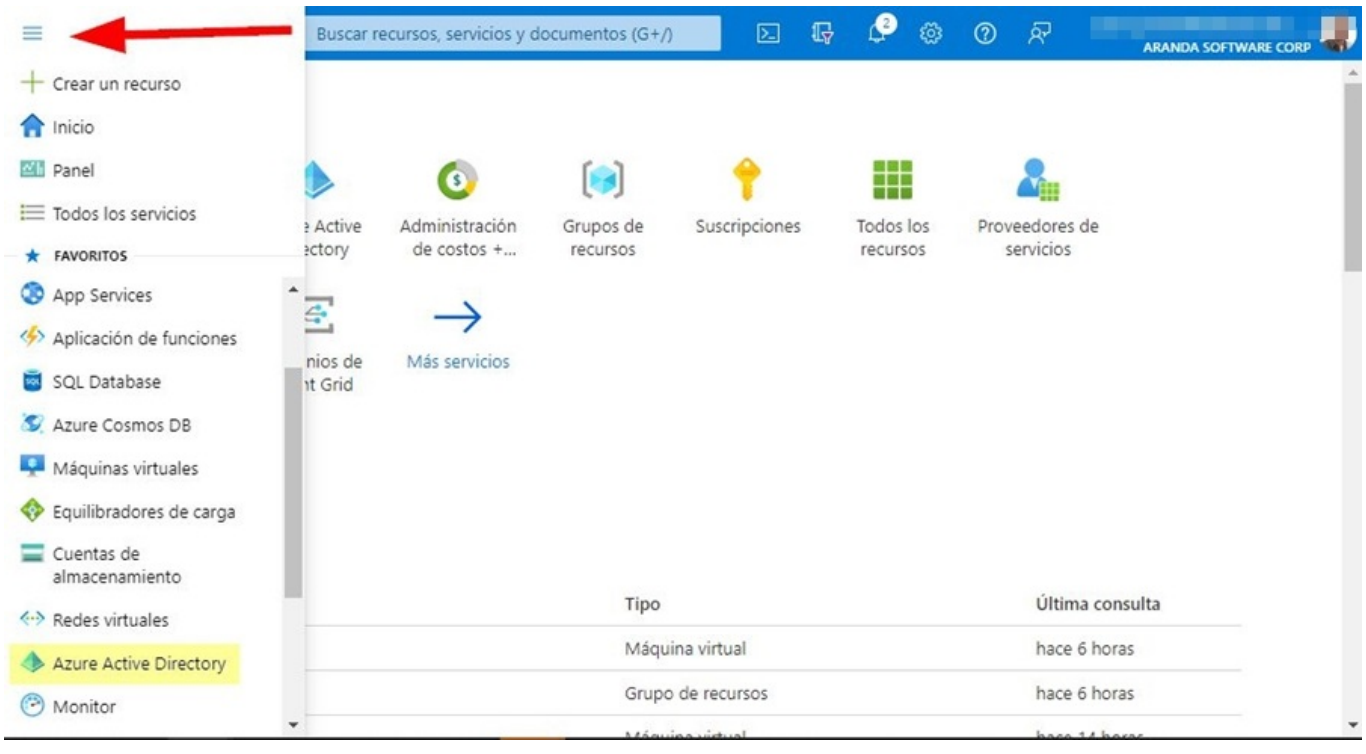
- Application Manager.
- Application developer.
- Cloud application manager.

2. POSTMAN application for the refresh_token.

Creating an Application in Azure

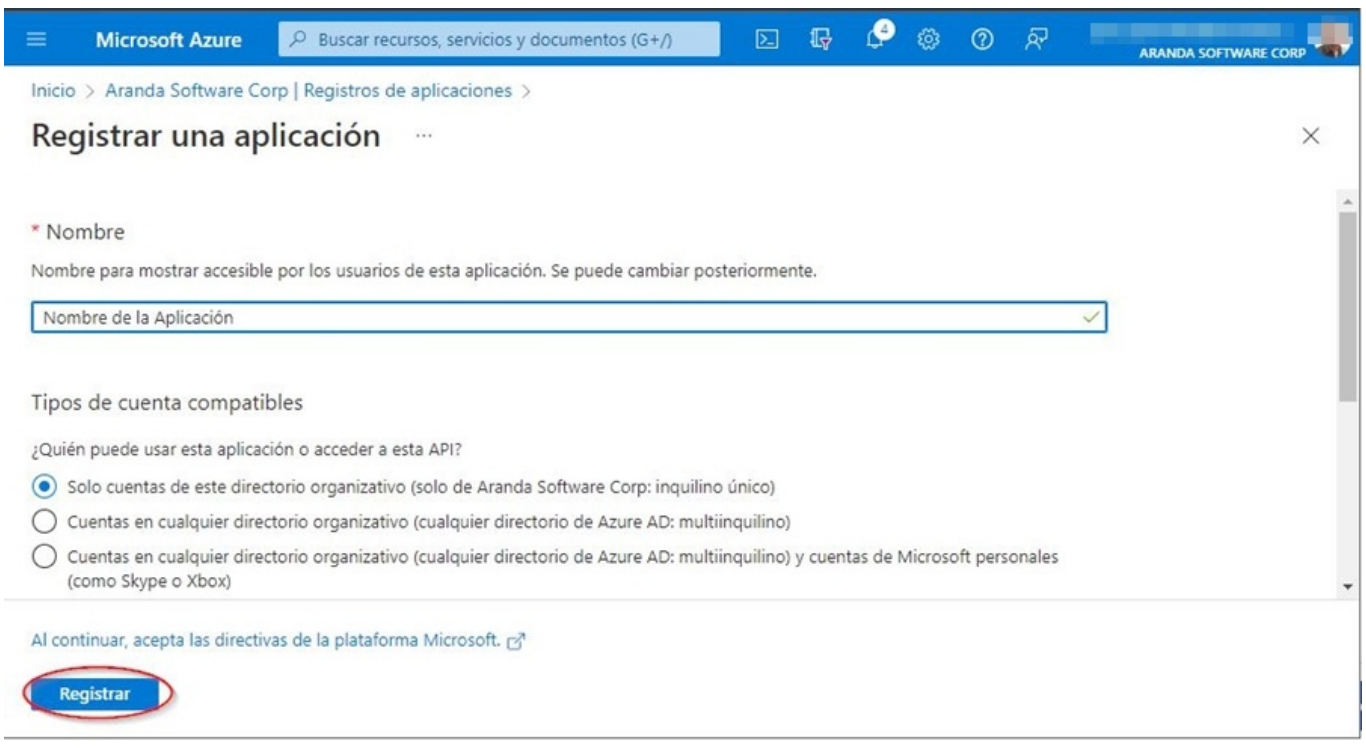
How to build an app in Azure

1. Access the Azure portal [View Microsoft Azure](), search and select Azure Active Directory.



2. . In the Administer Search and select Application logs, click New Registration.

3. The name field is filled in and the desired option is selected under (Supported Account Types), click Register.

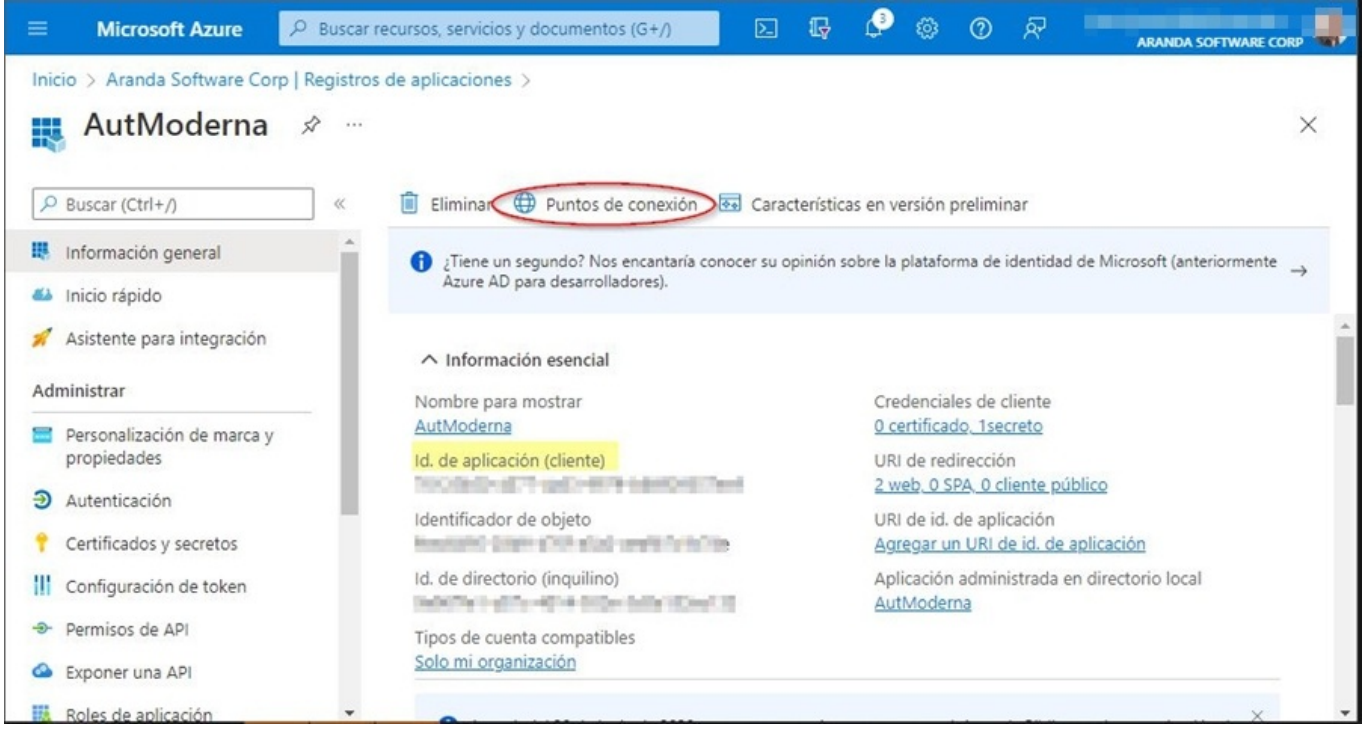


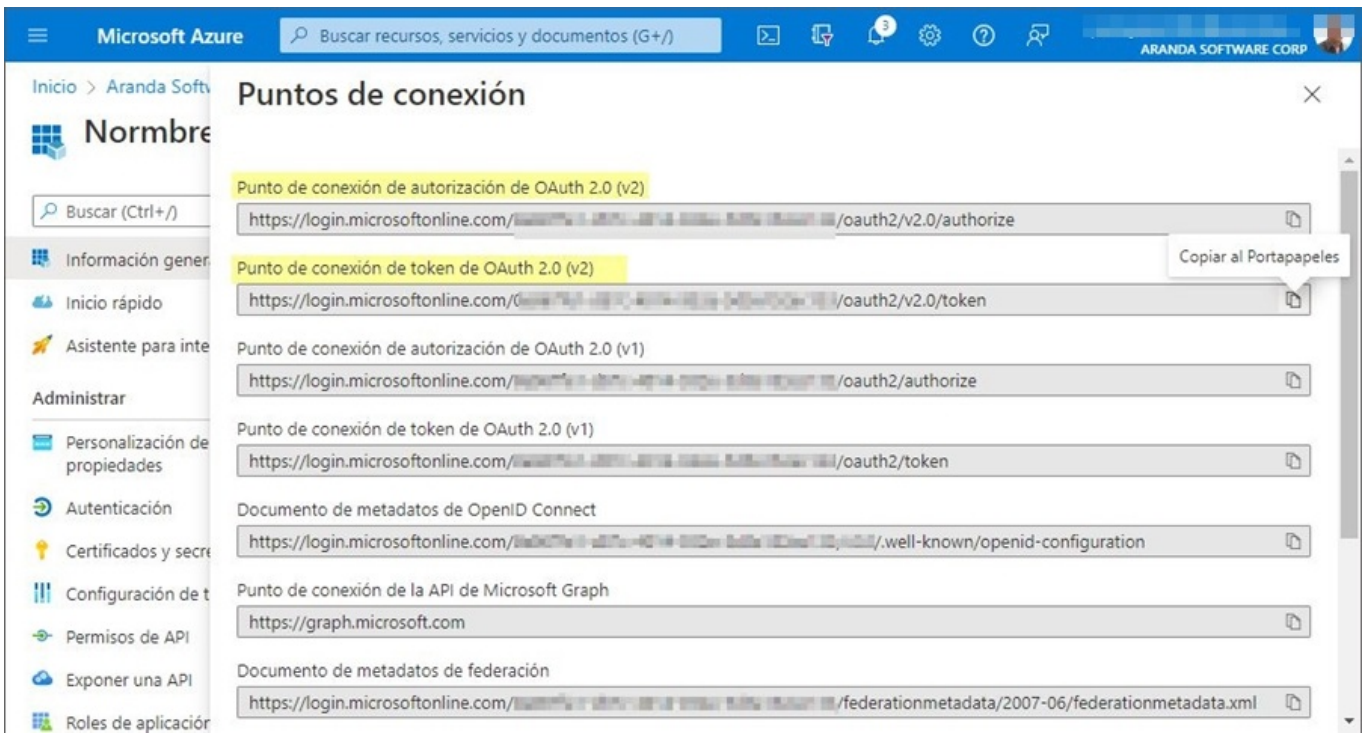
4.Once your app is registered, save the following data that is required for configuration in Aranda apps.

- Application ID (Client) -> Client ID.

Click on the option (Endpoints).

- OAuth 2.0 authorization endpoint (v2) -> authorization URL.
- OAuth 2.0 (v2) token endpoint - > token URL.





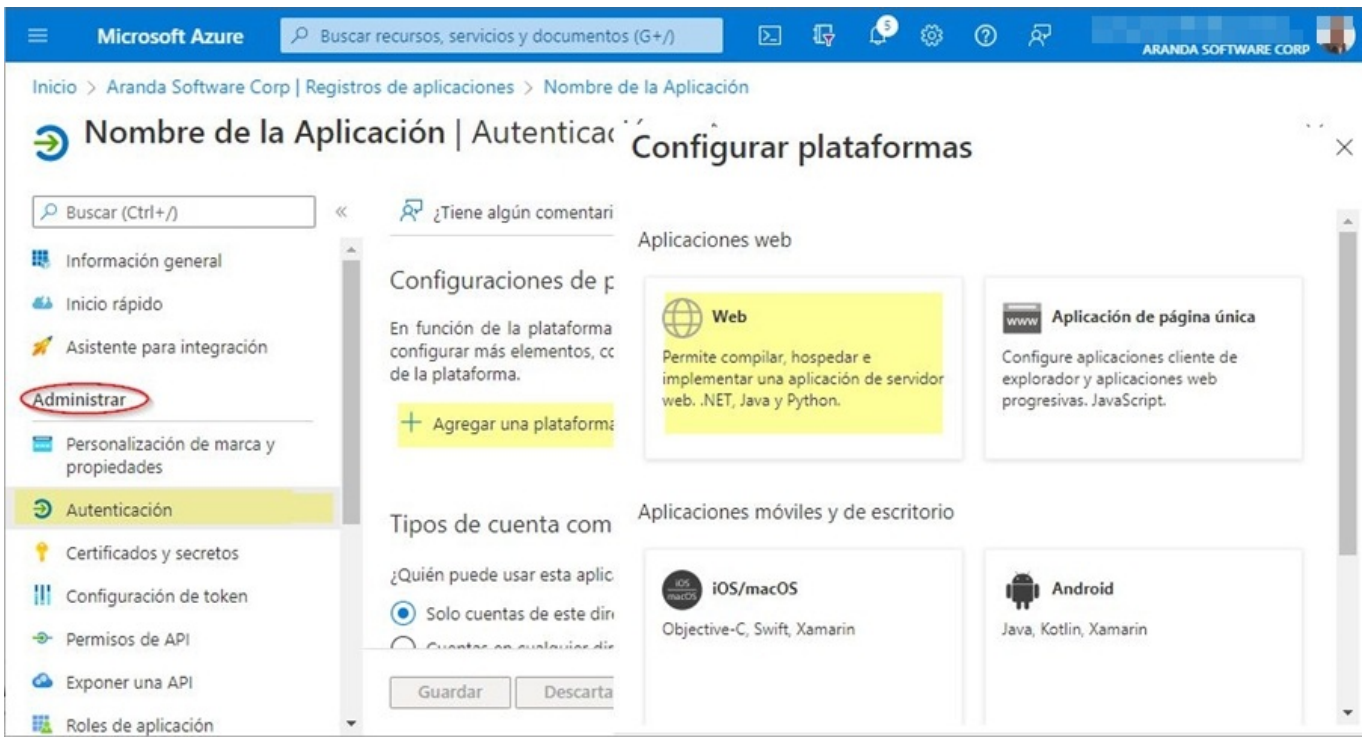
Configure your application in the Azure portal

When you have the application created and have the data saved, you proceed to configure the application as follows:

How to set up authentication

1. You enter the Azure portal > Azure Active Directory > Menu > Application Logs > select the created application from the list that appears in the view.

2. In the Administer Search and select > Authentication then in Add a platform, select the Web.

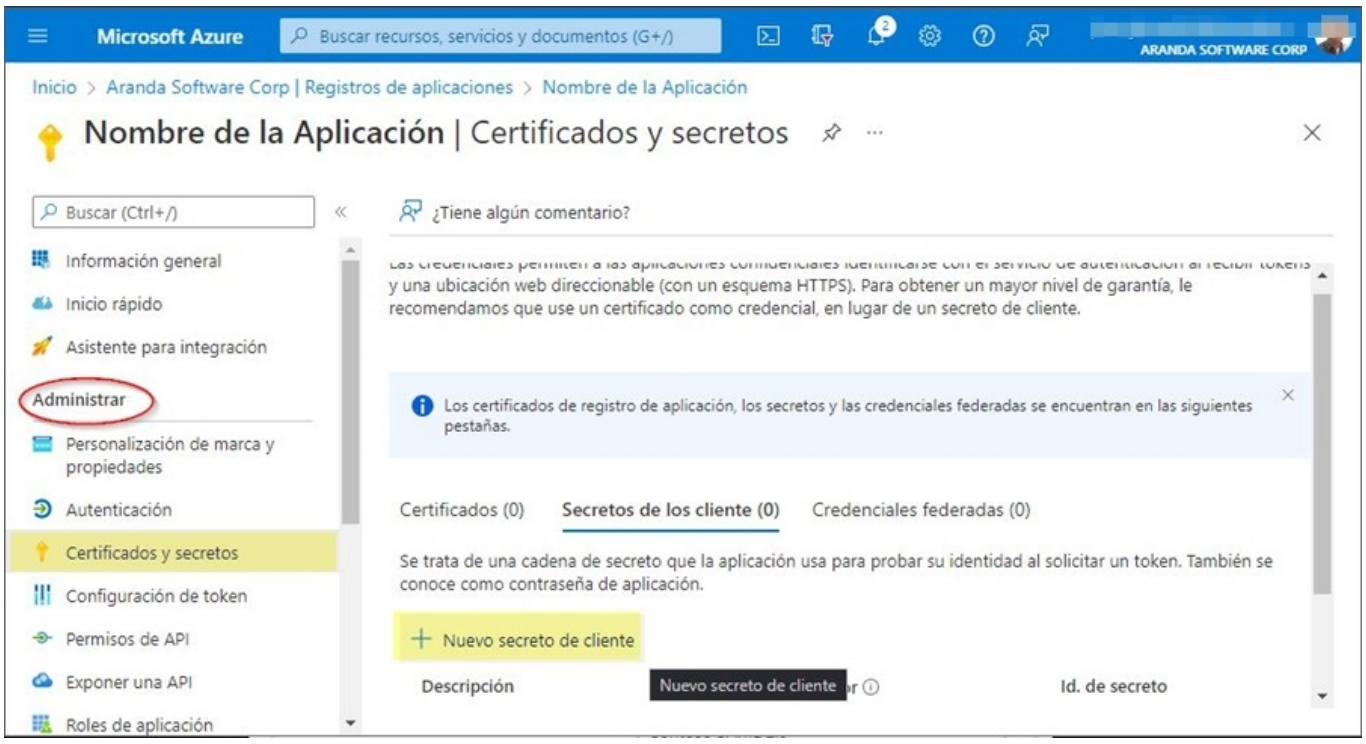


3. In the redirect URI field, we add the following value http://localhost, and then select Configure.

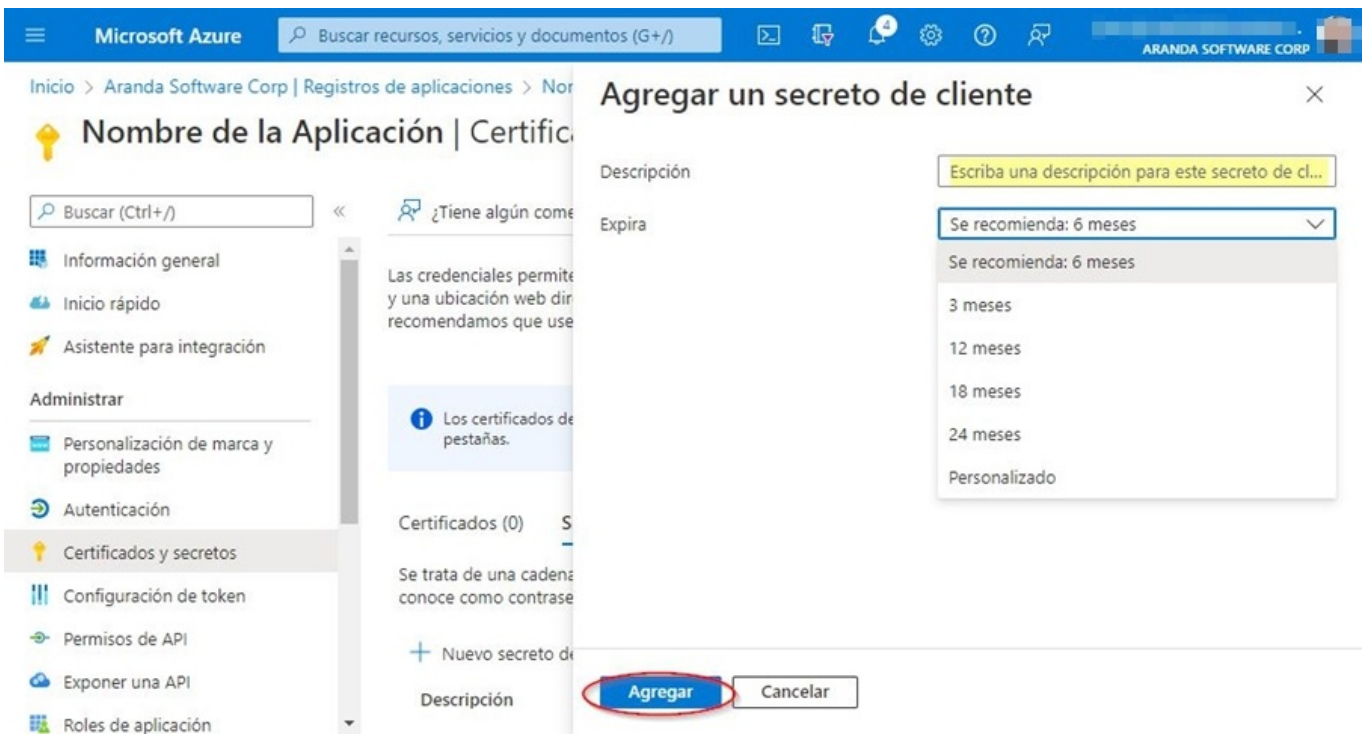
Creation of the Secret

1. To create the secret, enter the Azure portal > Azure Active Directory > Menu > Application Logs > select the created application from the list that appears in the view.

2. In the Administer Search and select Certificates and secrets > Then click New client secret.

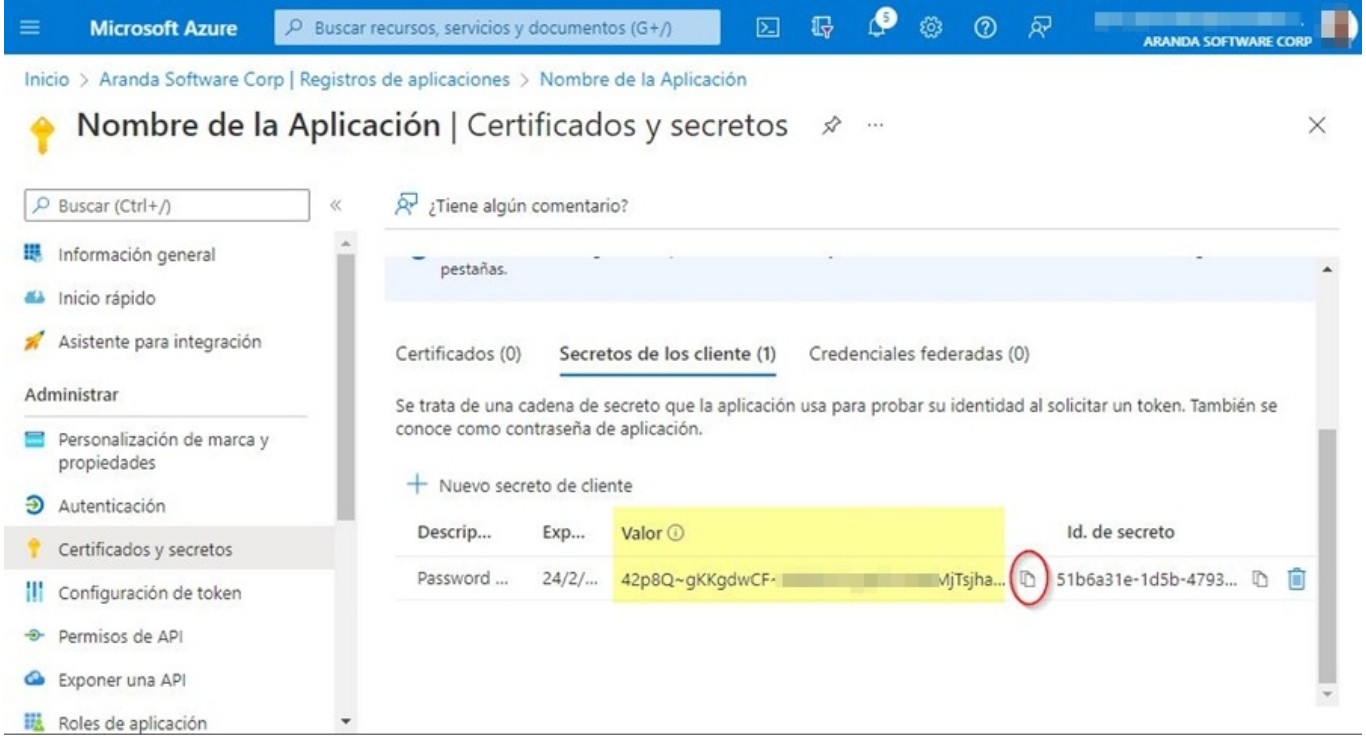


3. At the Hearing Add a client secret fill in the field Description, configure the Expires which corresponds to the duration of the secrecy. Then select Add (It is important to always keep this duration in mind since, when it expires, if it is not updated, authentication will fail.)



4. The value of the secret is only visible when it is created, so it must be saved for later use and retained for the configurations required in Aranda products.

- Client Secret Value -> Client Secret.

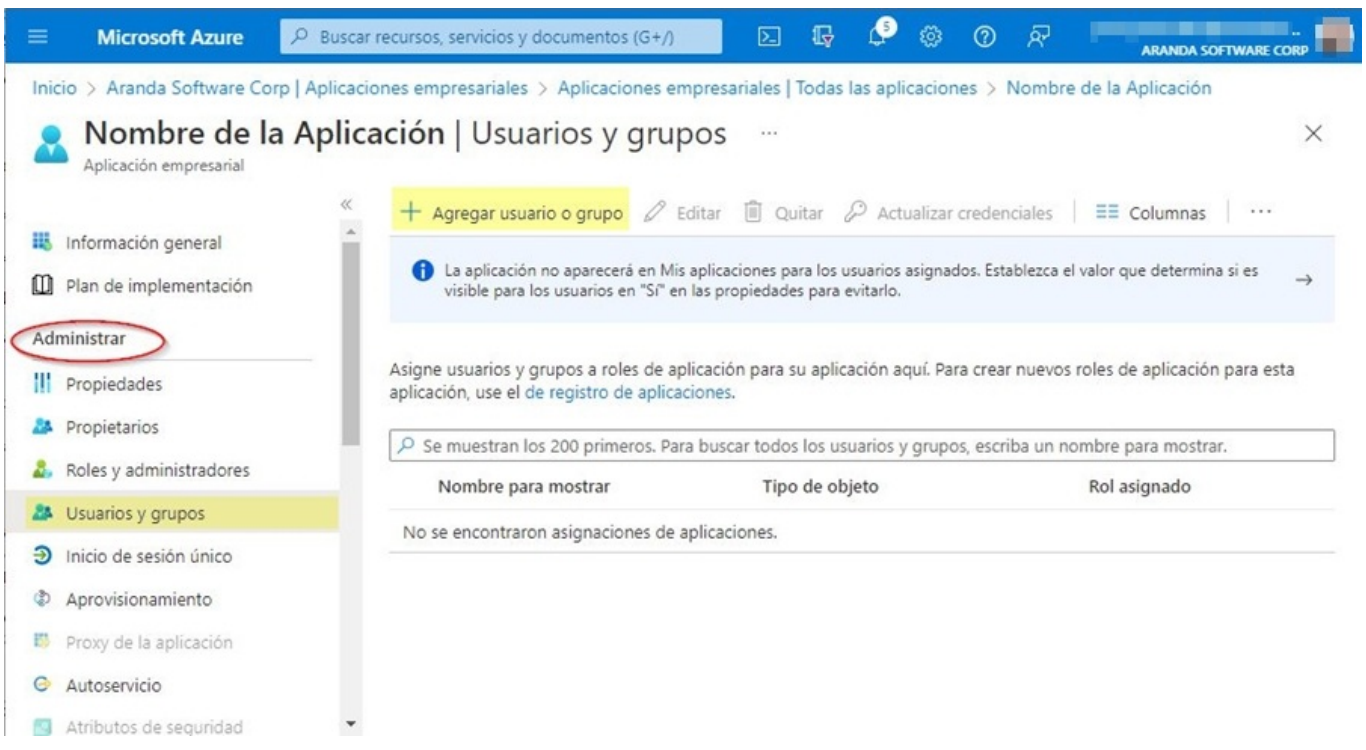


User and group settings

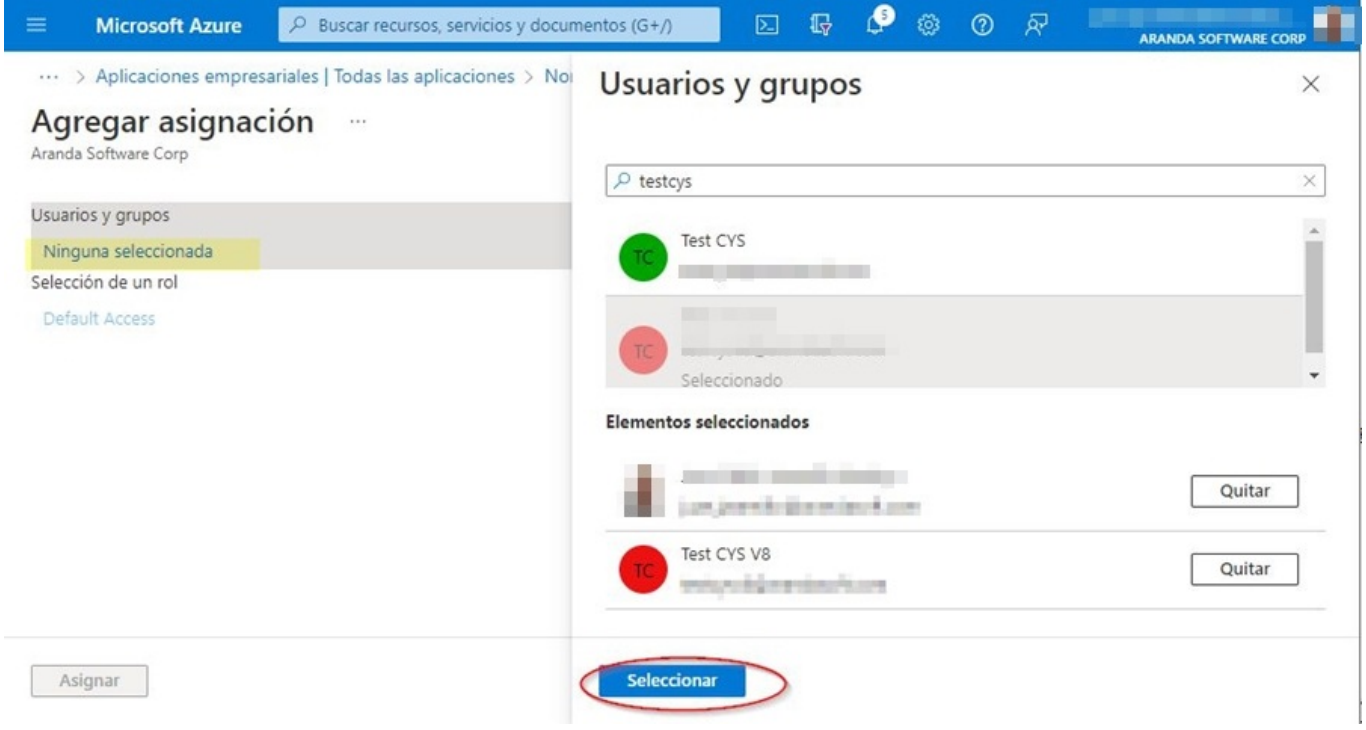
In this configuration, the email account(s) that will be able to access the application are associated.

1. You enter the Azure portal> Menu> Azure Active Directory> Business Applications> select the created application from the list that appears in the view.

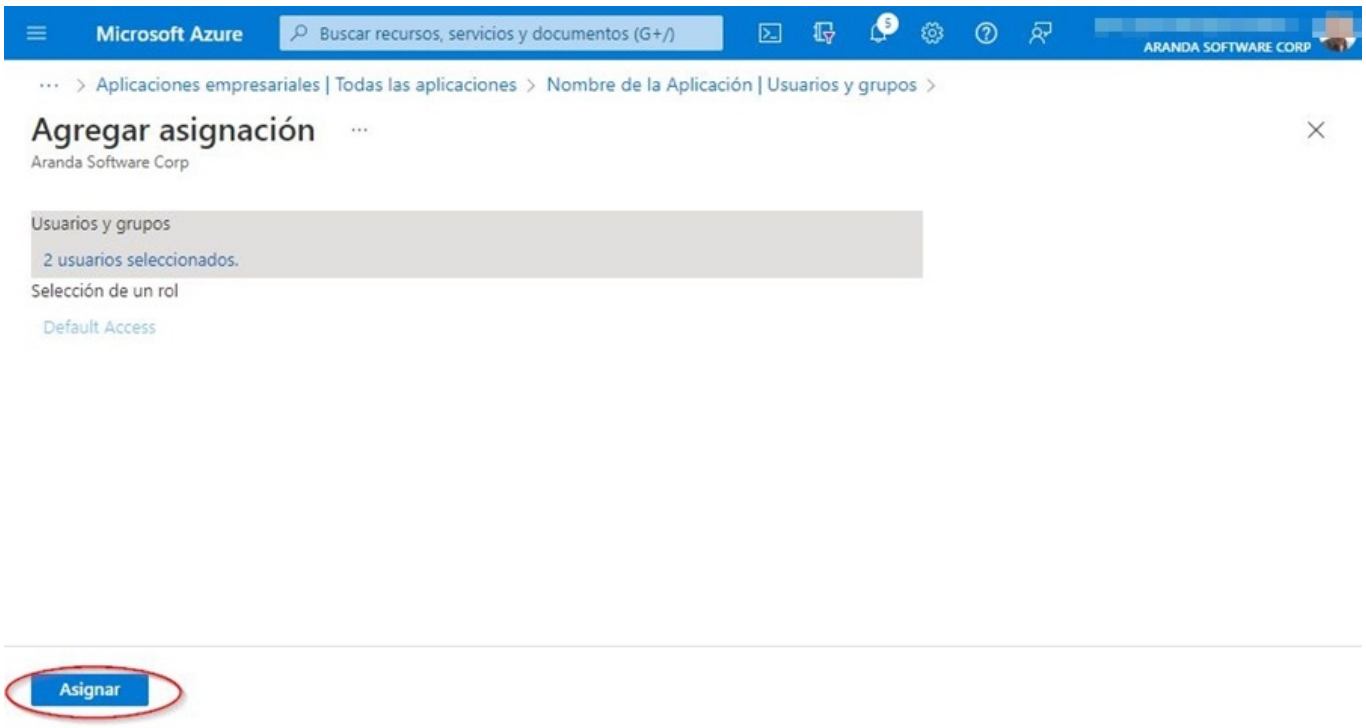
2. In the Administer Search and select Users and groups> and then Add User or Group.



3. In the Add Mapping view, select None selected> Then look for the email account(s) you want to add, when you have all the emails selected click on Select.



4. Finally select Assign.

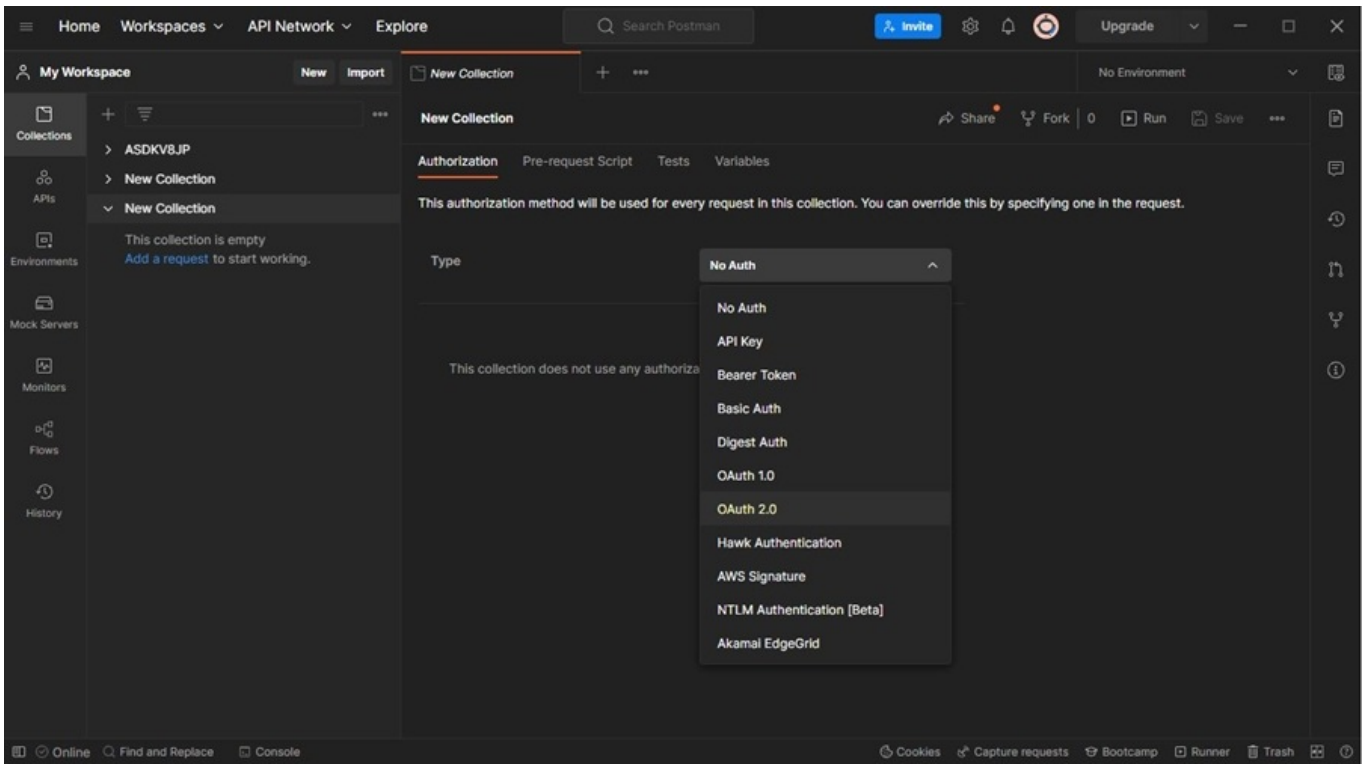


Refresh Token Request

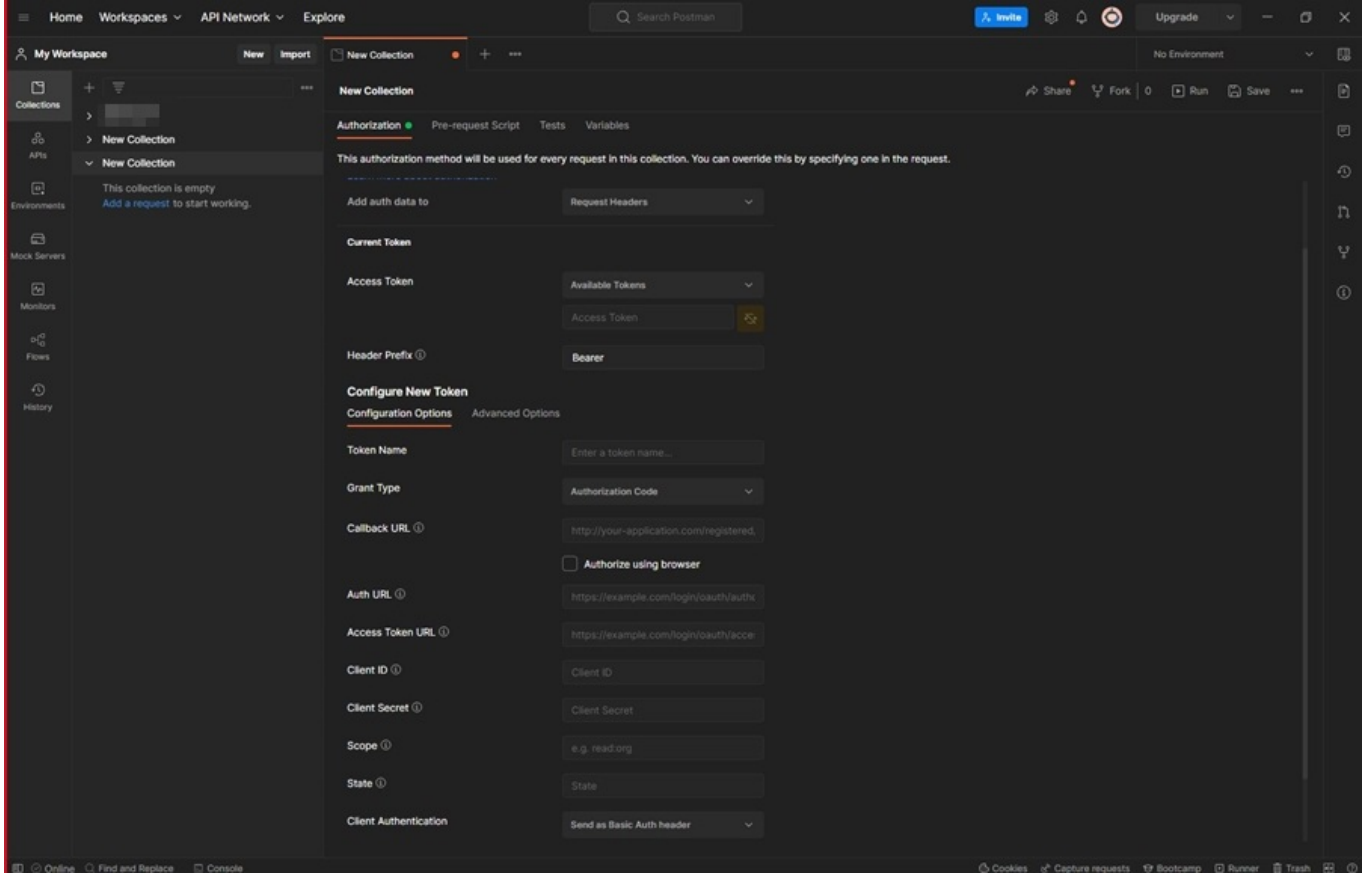
How to request the Azure Refresh Token

For refesh request_ token, you must use the Postman desktop application and perform the following actions:

1. Create a new collection in Postman and select OAuth 2.0 in the authorization type.



2. At the hearing, the fields must be filled in as follows:

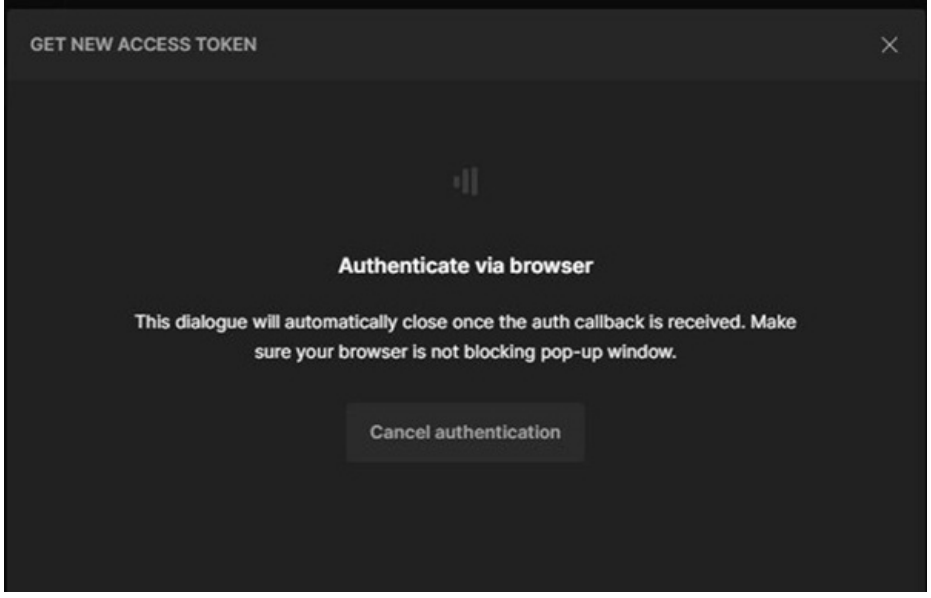


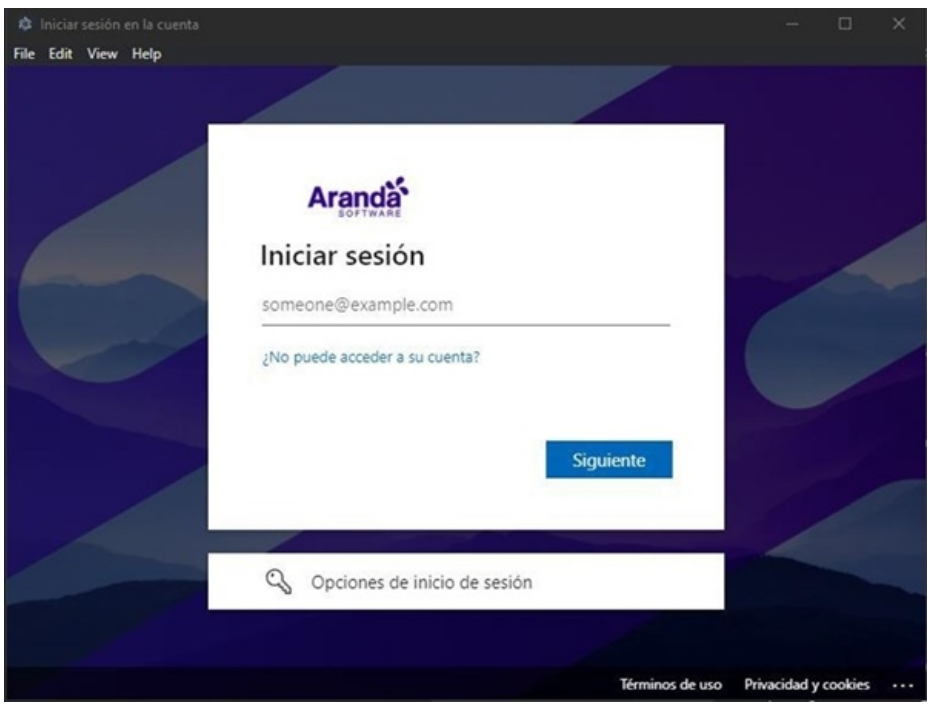
Field	Description
Type	OAuth 2.0
Add auth data to	Request Headers
Access Token	Availabe Token
Header Prefix	Bearer
Token Name	Name you want for the token
Great Type	Authorization Code
Callback URL	http://localhost
Auth URL	Enter the value of OAuth 2.0 authorization endpoint (v2).
Access Token URL	Enter the value of OAuth 2.0 (v2) token endpoint.
Client ID	Enter the value of Application ID (client).
Client Secret	Enter the Secret Customer Value.
Scope	offline_access https://outlook.office.com/SMTP.Send https://outlook.office.com/IMAP.AccessAsUser.All https://outlook.office.com/POP.AccessAsUser.All
State	It can be left blank.
Client Authentication	Send as Basic Auth header

3. When entering all the information select Get New Access Token.

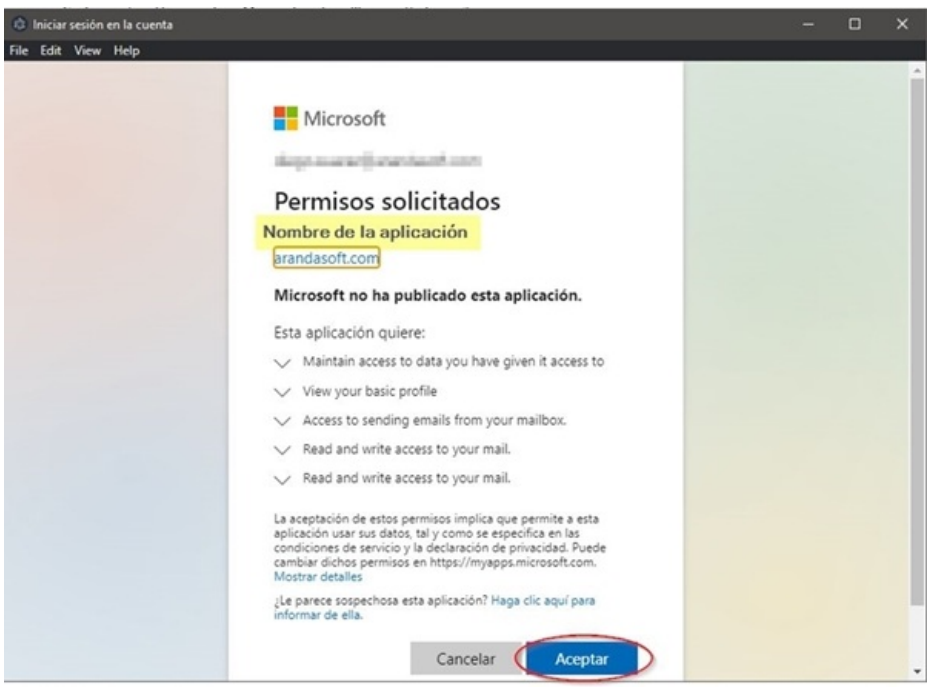
> ⚐ Note: To ensure the correct generation of the Refresh_Token, it is essential to check the URLs entered in the Scope and make sure that they do not contain line breaks or white spaces at the beginning or end.

4. Two windows open, one window to enter the access credentials and the other where the Token application process is displayed.

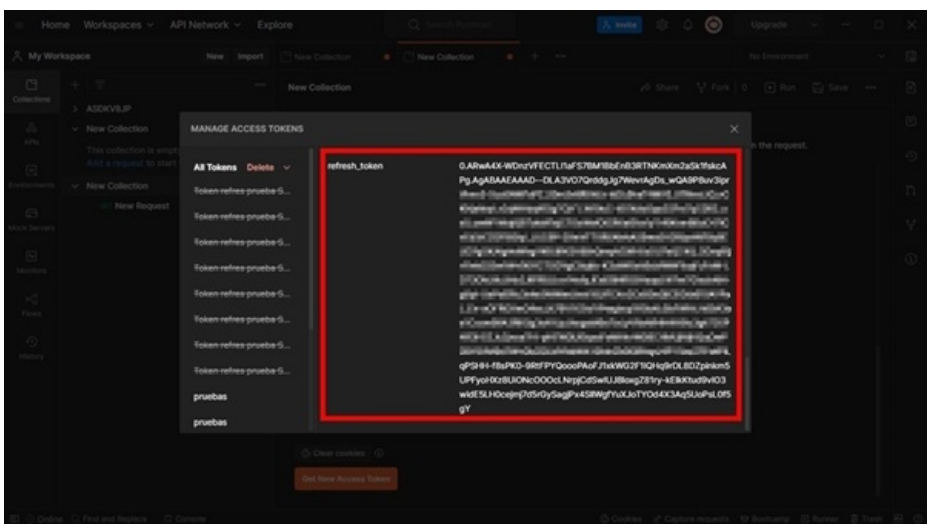




5. The session must be logged in with one of the accounts added in the User and Group Settings, when the entry is made correctly, the session will request that we accept the requested permissions.



5.After accepting the permissions, you must proceed to copy the refresh_token, save this token since it will be used in the configurations of (Mail) and (Case creator) in the Aranda applications.



OAuth 2.0 Authentication - Google

Preconditions

1. A Google Account with one of the Admin, Billing Admin, or Project Billing Manager roles. It can also be the same one you'll use to send and receive emails.

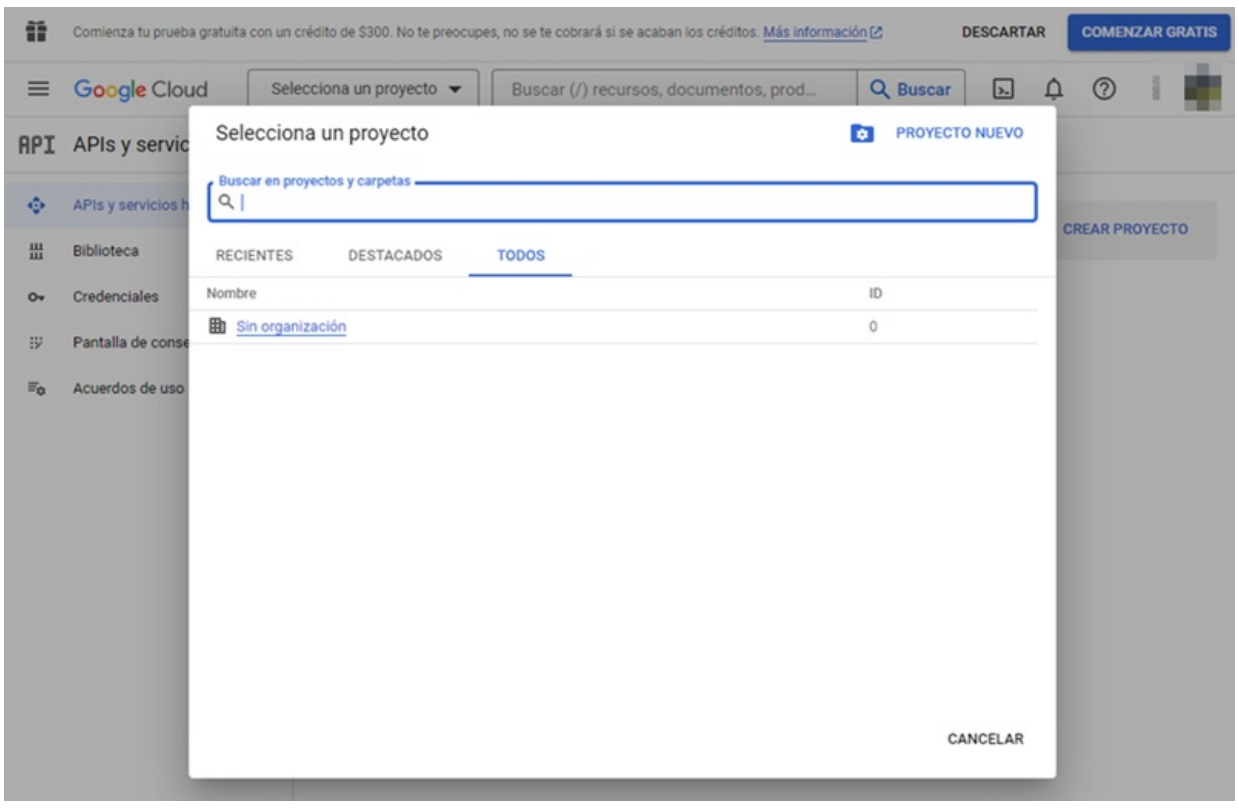
2. POSTMAN application for the refresh_token.

Creating a project on Google

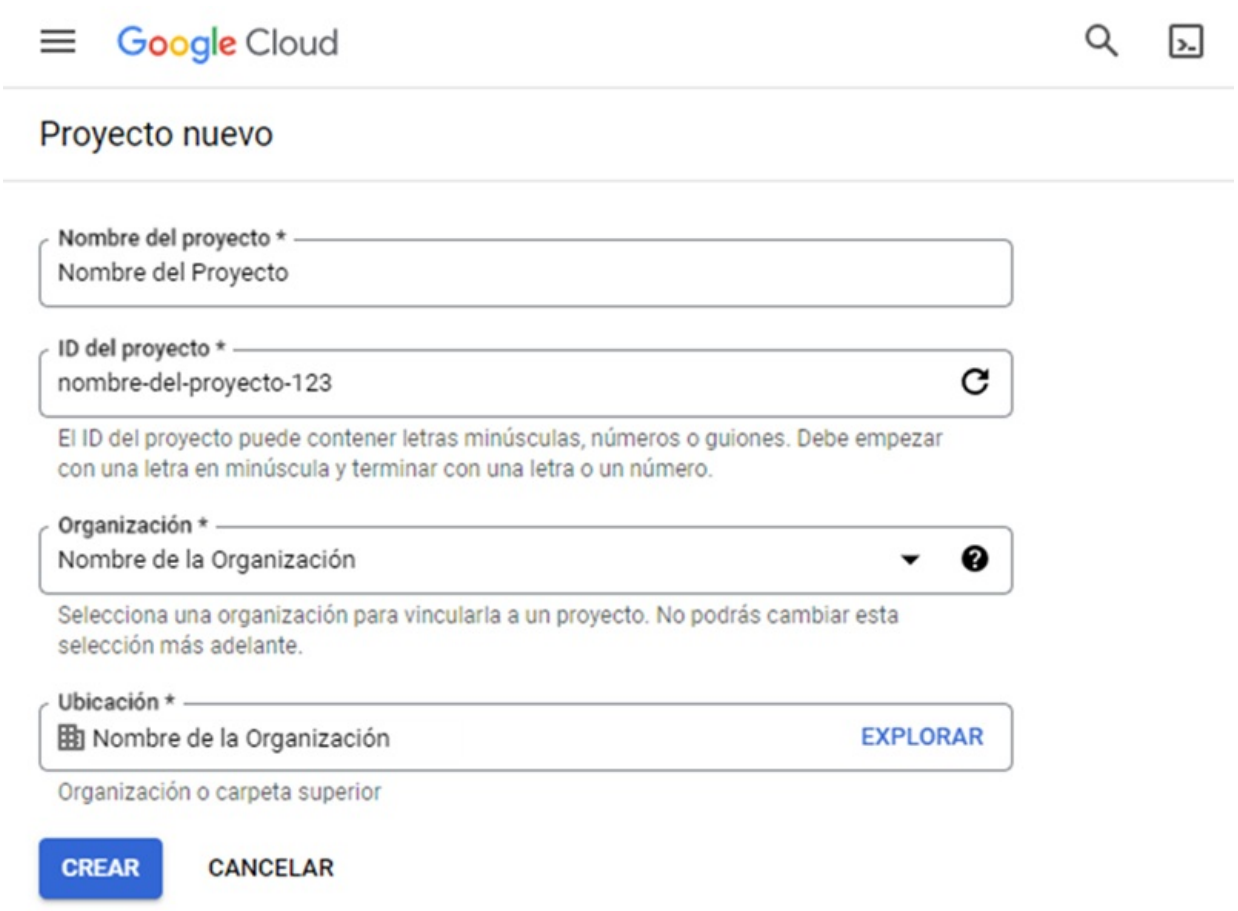
> ⚐ Note: If you already have a project set up on Google, you can skip this step.

How to create a project on Google

1. Access to the Google Cloud Console with the Google Account designated for this process, select the drop-down menu Select a project in the top navigation menu. Then, click the NEW PROJECT.

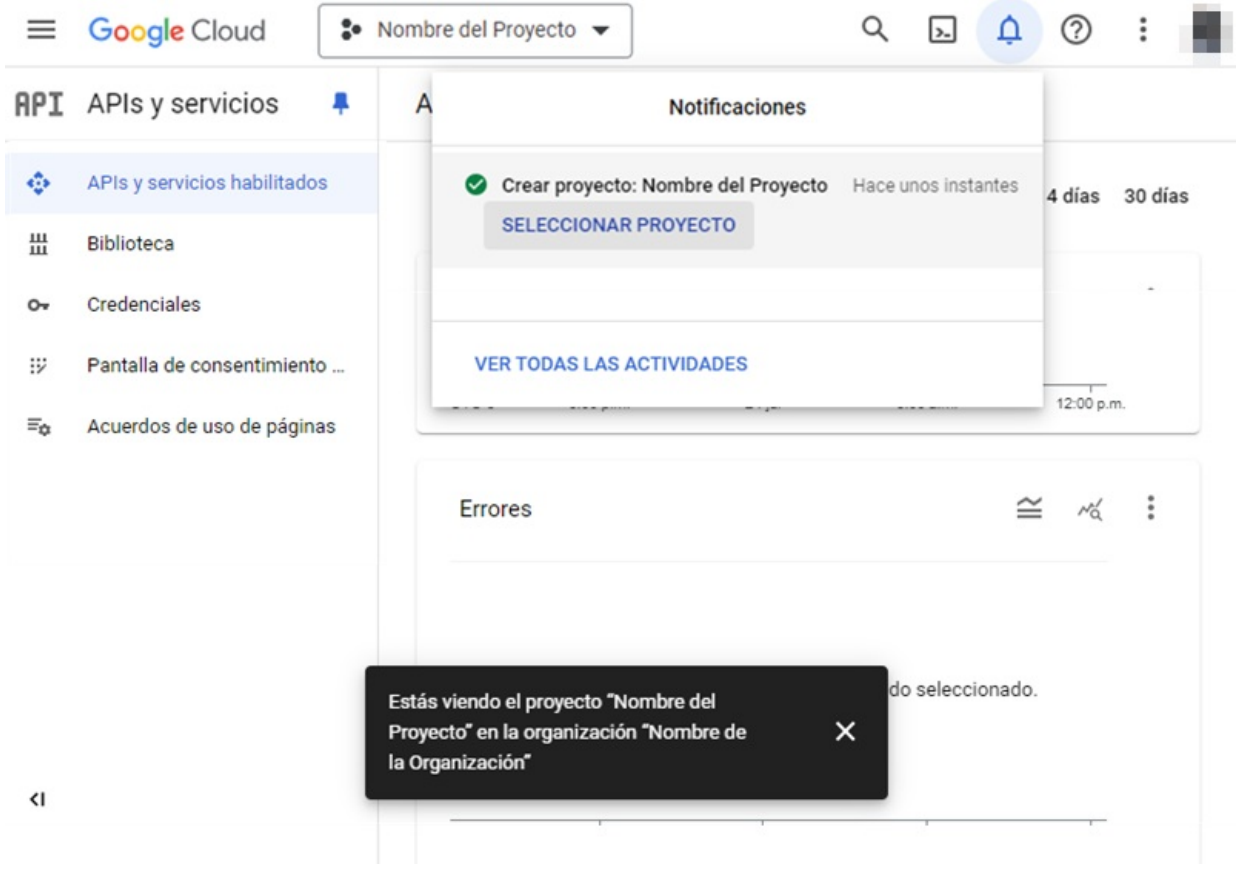


2. In the window New project Enter the four requested fields following the recommendations and click the CREATE.



> ⚐ Note: If in the field Organization only the option is listed No organization is that the user with whom the project is being created does not have the required permissions.

3. The window is enabled Notifications. Click the SELECT PROJECT For the project created:



4. In the drop-down menu Select a project You will be able to display the name of the created project.

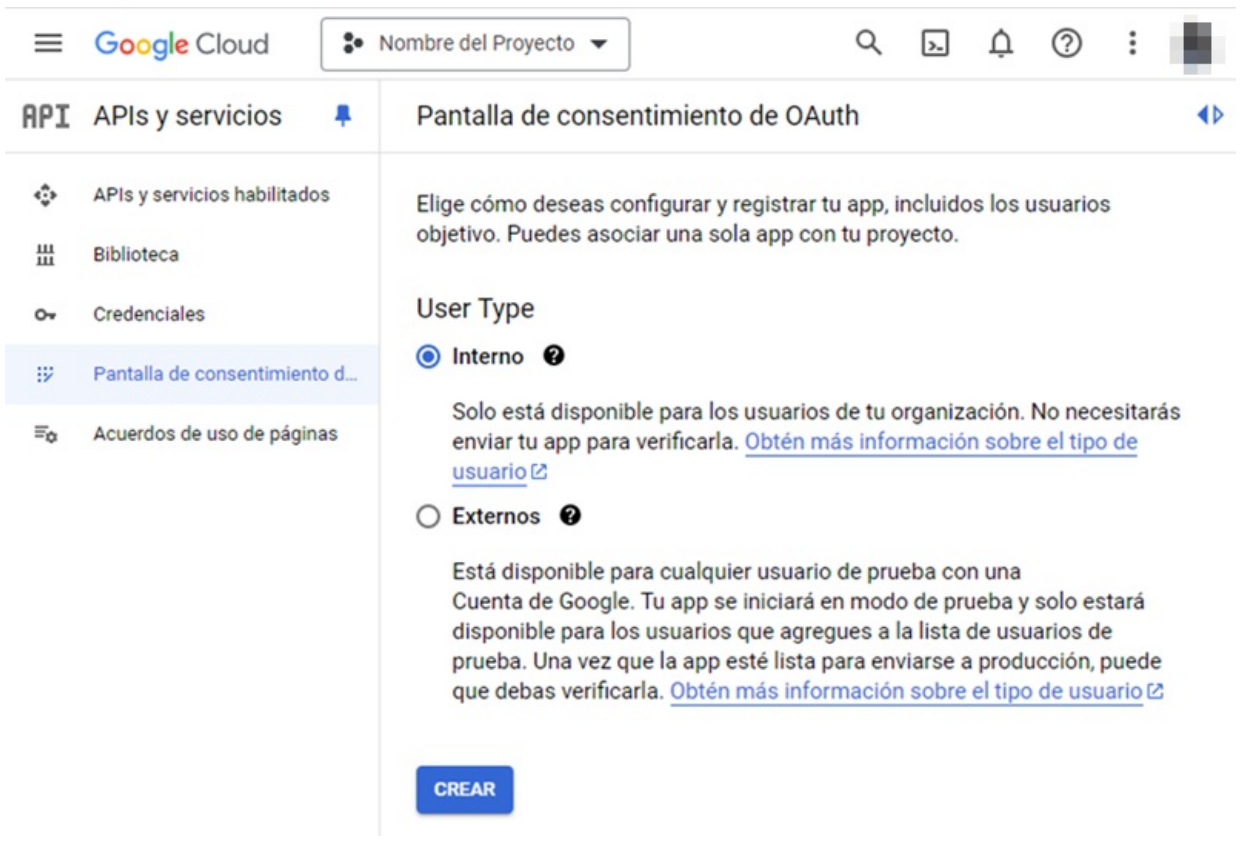
Create and configure your app on Google

When the project is created and selected, proceed with the creation of an OAuth application as follows:

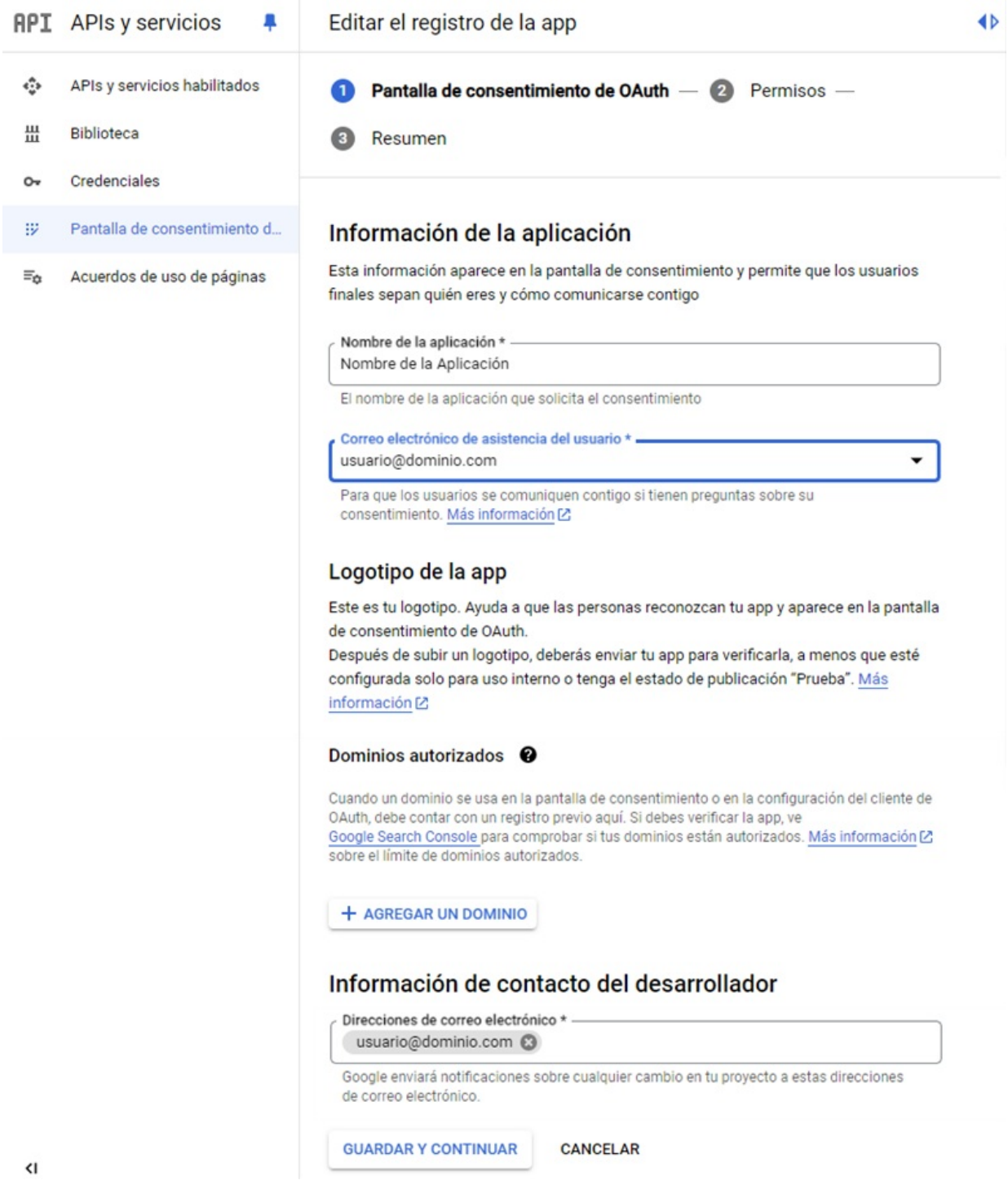
How to create an app on Google

1. In the Google Cloud Console section APIs and services Select the option OAuth Consent Screen and the type of user

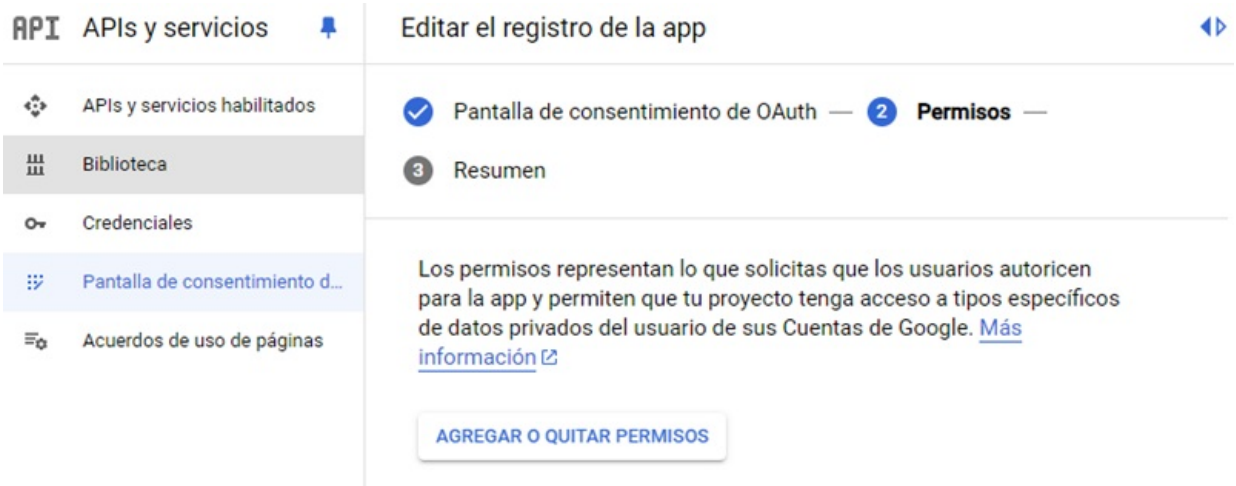
- Select Internal if you're using a GSuite admin tenant and you're creating the app exclusively for your organization.
- Select External if you're trying a separate Gmail account.



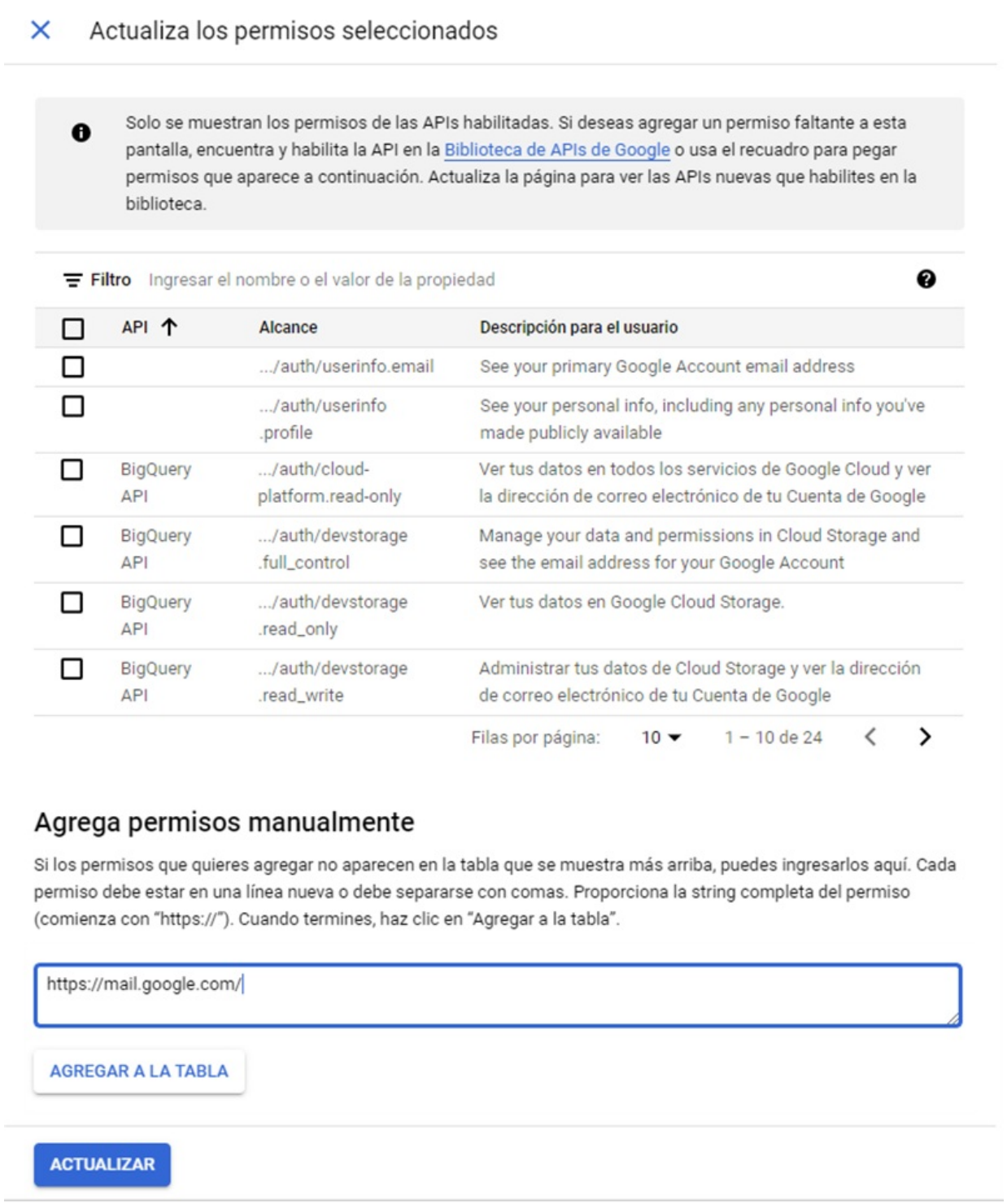
2. Click the CREATE. 3. In the window OAuth Consent Screen Enter the fields App Name, User Support Email in the Application Information and Email addresses in the Developer Contact Information according to the recommendations of each field (the other fields are optional). Then, click the SAVE & CONTINUE.



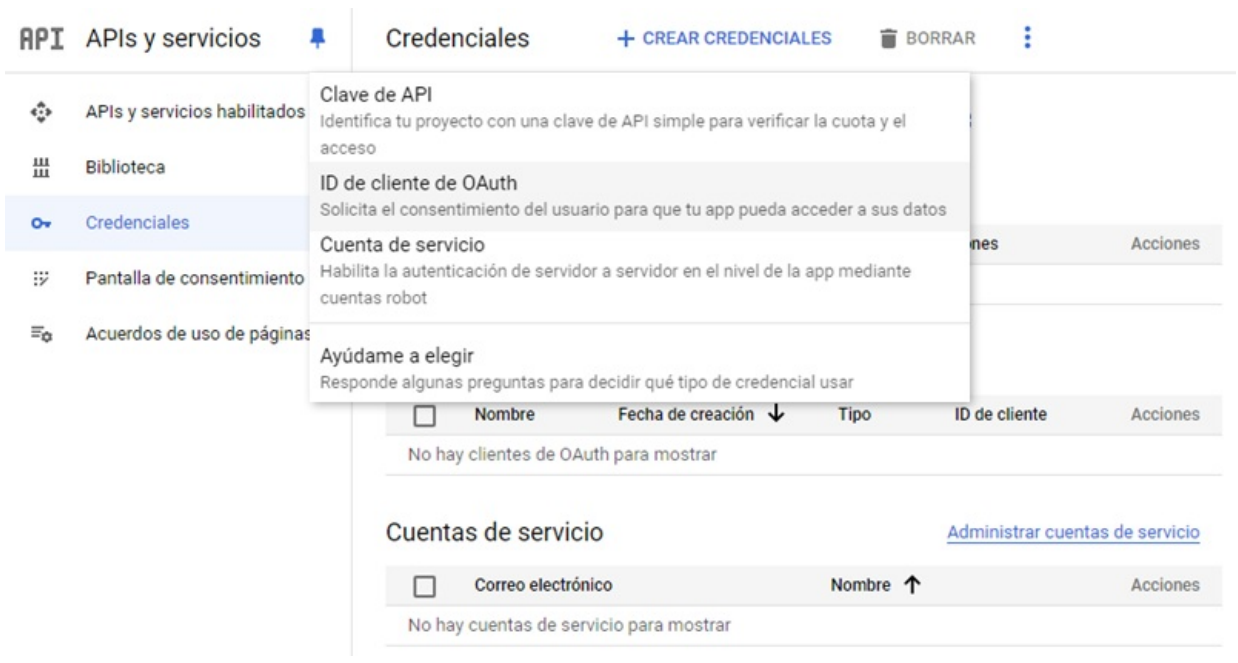
4. In the window Permissions Click the ADD OR REMOVE PERMISSIONS.



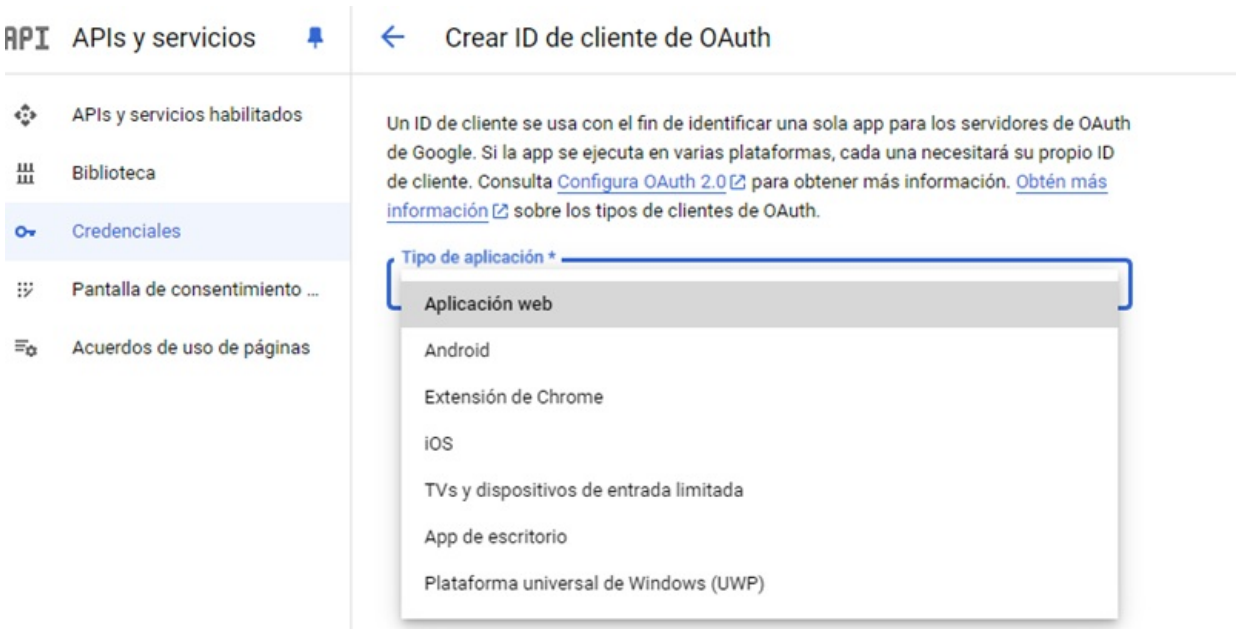
5. In the window Update selected permissions in the Add permissions manually Enter the value https://mail.google.com/ and click the ADD TO TABLE. Then in UPDATE.



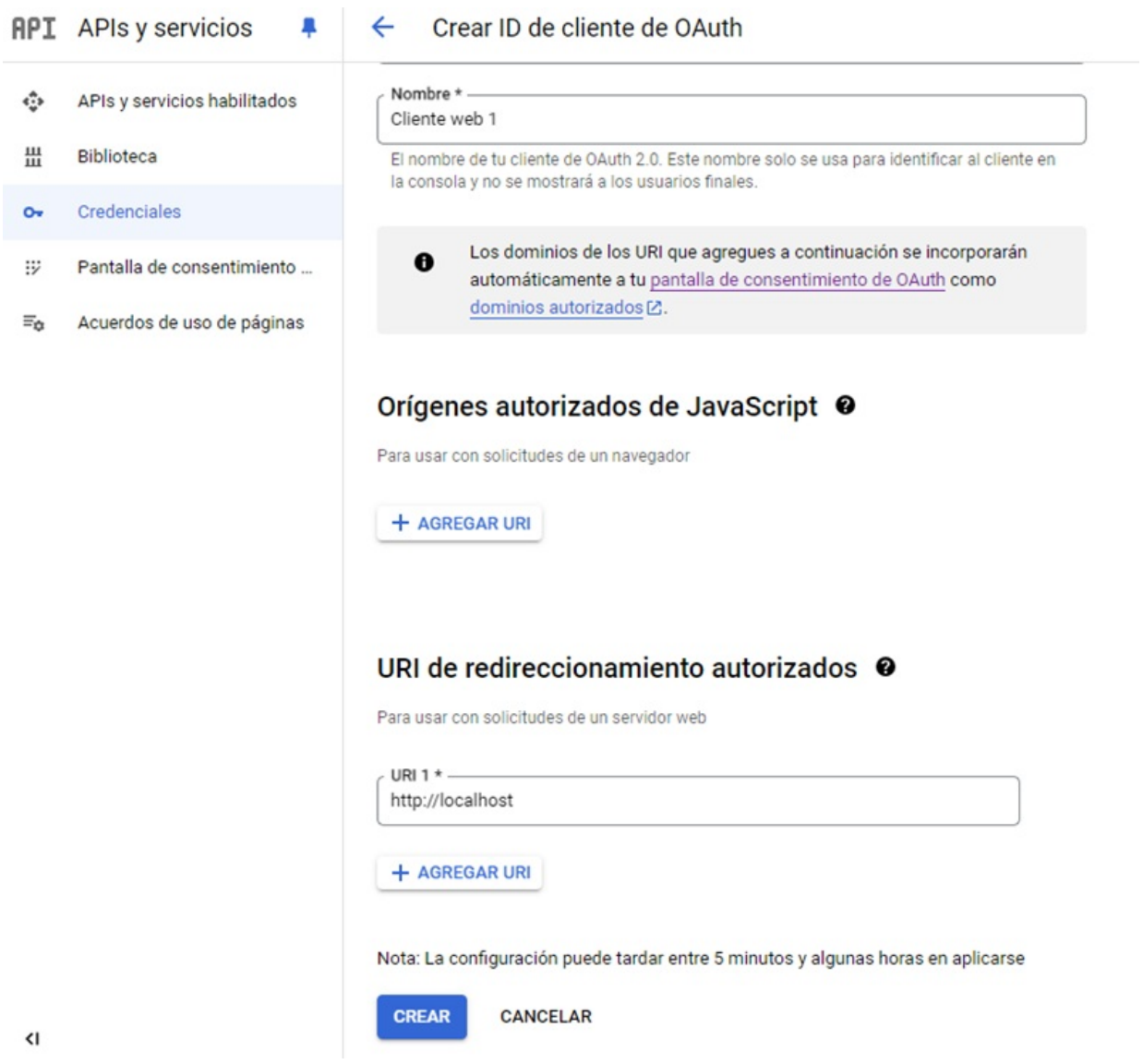
6. In the window Permissions Verify that the permission has been added in the Your restricted permissions and click the SAVE & CONTINUE to advance to the window Summary where you can view the data from the new application. 7. Select the option Credentials, click the CREATE CREDENTIALS and select the OAuth Client ID.



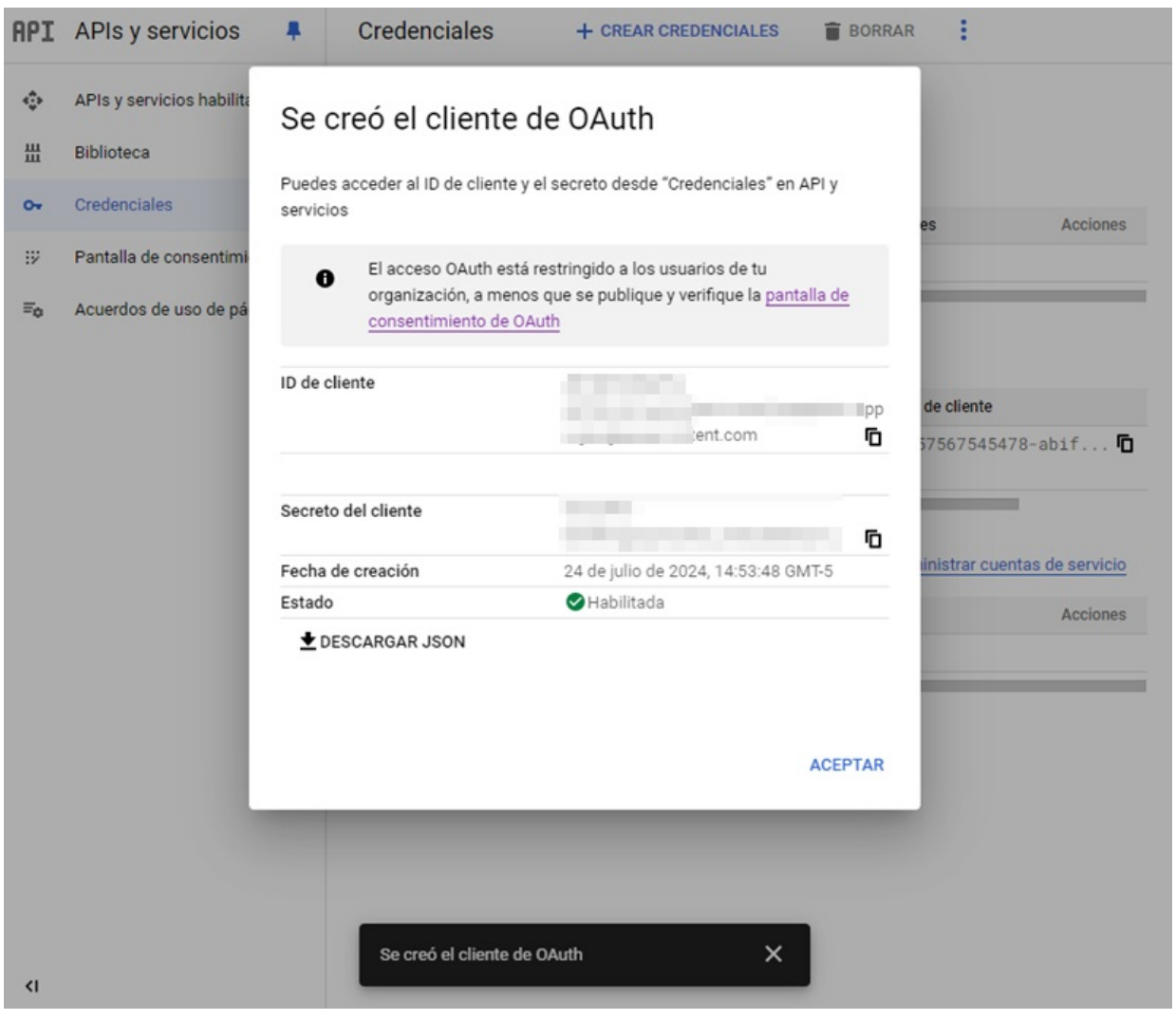
8. In the window Create OAuth Client ID In the field Application Type, select the Web application.



9. In the window Create OAuth Client ID in the Authorized redirect URIs add the URI http://localhost and click the CREATE.



10. In the window The OAuth client was created save the following data that is required for configuration in Aranda applications and in the generation of the [Refresh Token](#).



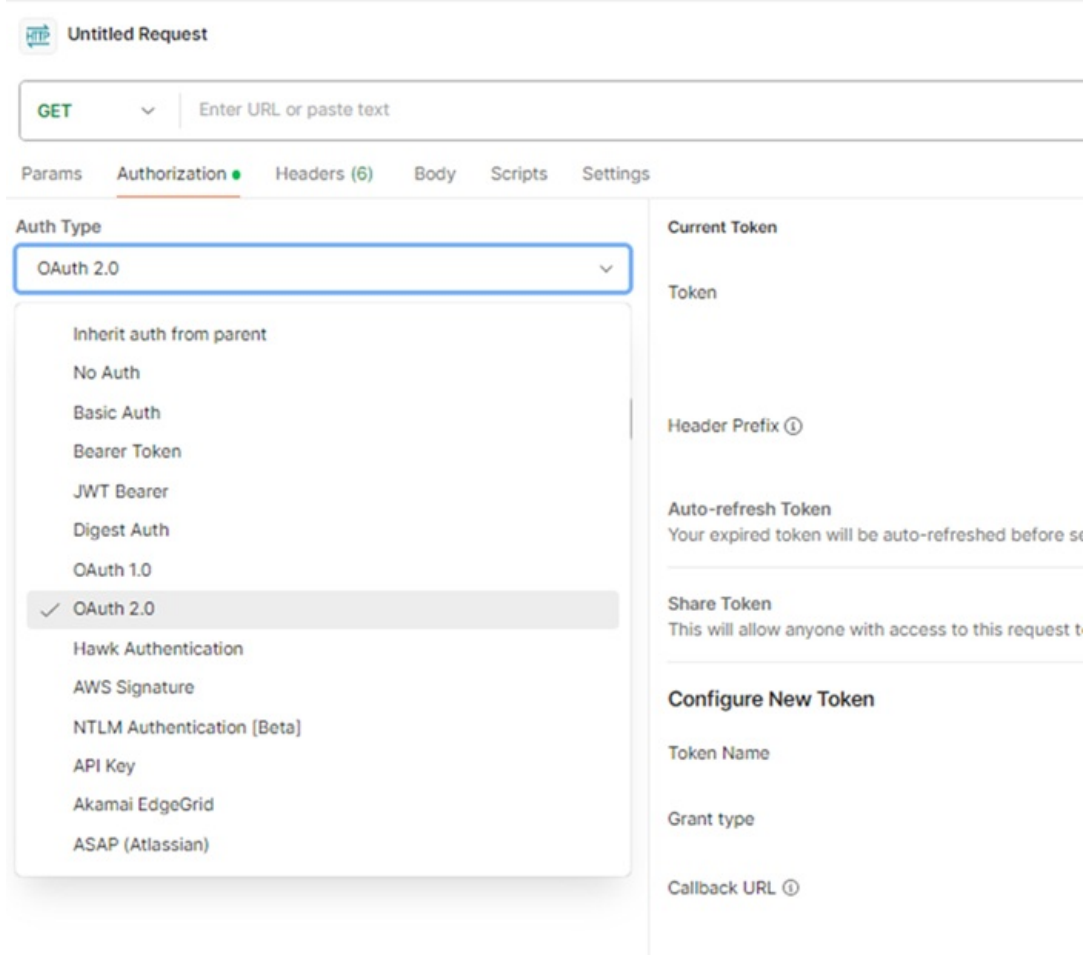
- Application ID (Client) -> Client ID.
- Client Secret Value -> Client Secret.
- OAuth 2.0 (v2) token endpoint -> https://oauth2.googleapis.com/token.

Google Refresh Token Application

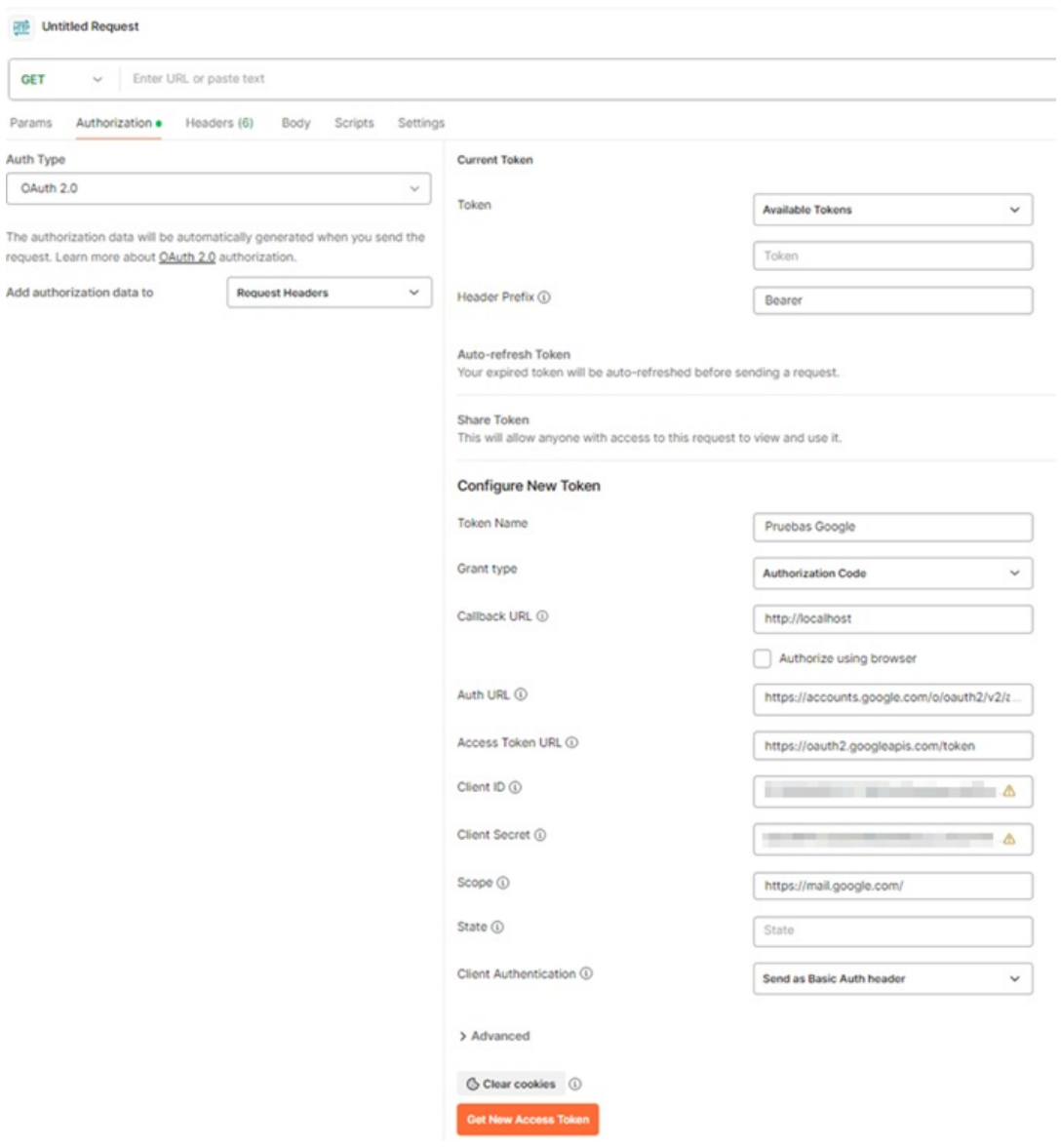
How to apply for the Google Refresh Token

For refesh request_ token, you must use the Postman desktop application and perform the following actions:

1. Create a new collection in Postman and select OAuth 2.0 in the authorization type.



2. In the view, enter the fields as follows:

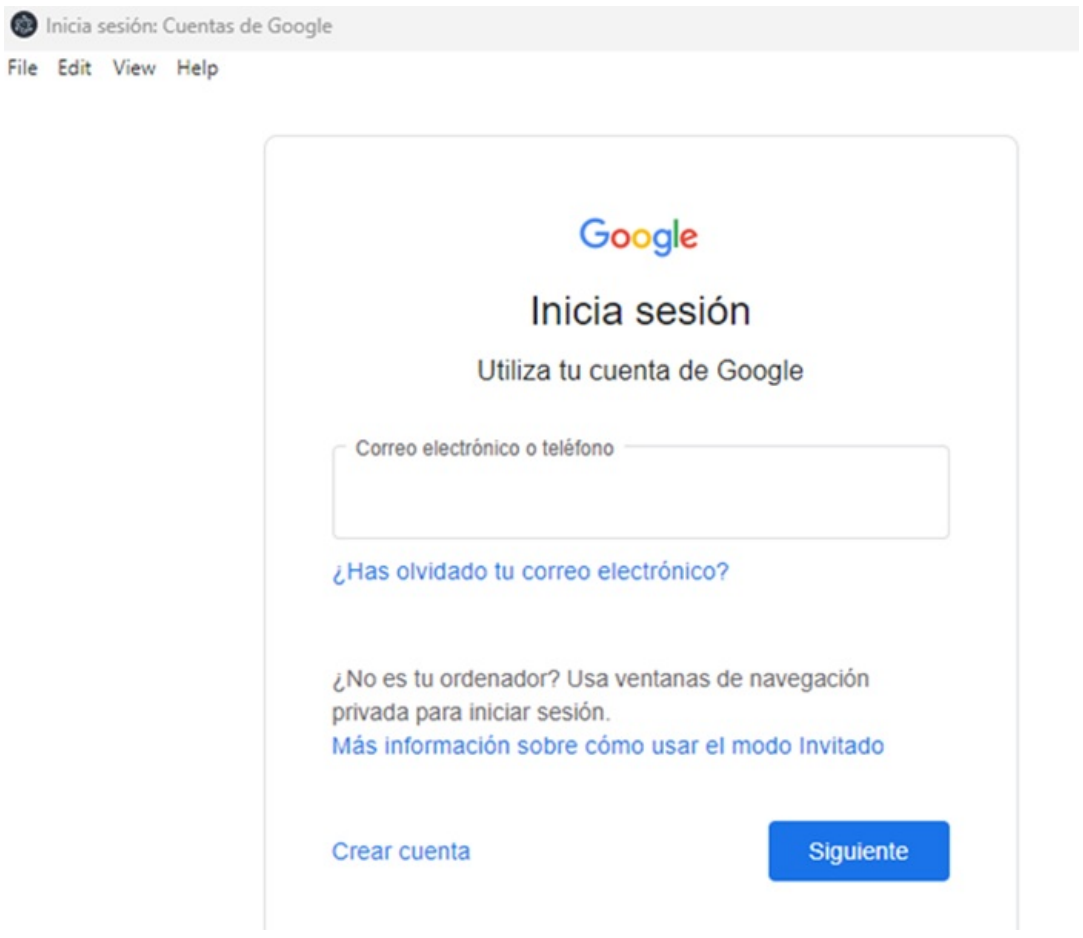


Field	Description
Type	OAuth 2.0
Add auth data to	Request Headers
Access Token	Availabe Token
Header Prefix	Bearer
Token Name	Name you want for the token
Great Type	Authorization Code
Callback URL	http://localhost
Auth URL	https://accounts.google.com/o/oauth2/v2/auth?access_type=offline
Access Token URL	https://oauth2.googleapis.com/token
Client ID	Enter the value of Application ID (client).
Client Secret	Enter Secret Customer Value.
Scope	https://mail.google.com/
State	It can be left blank.
Client Authentication	Send as Basic Auth header

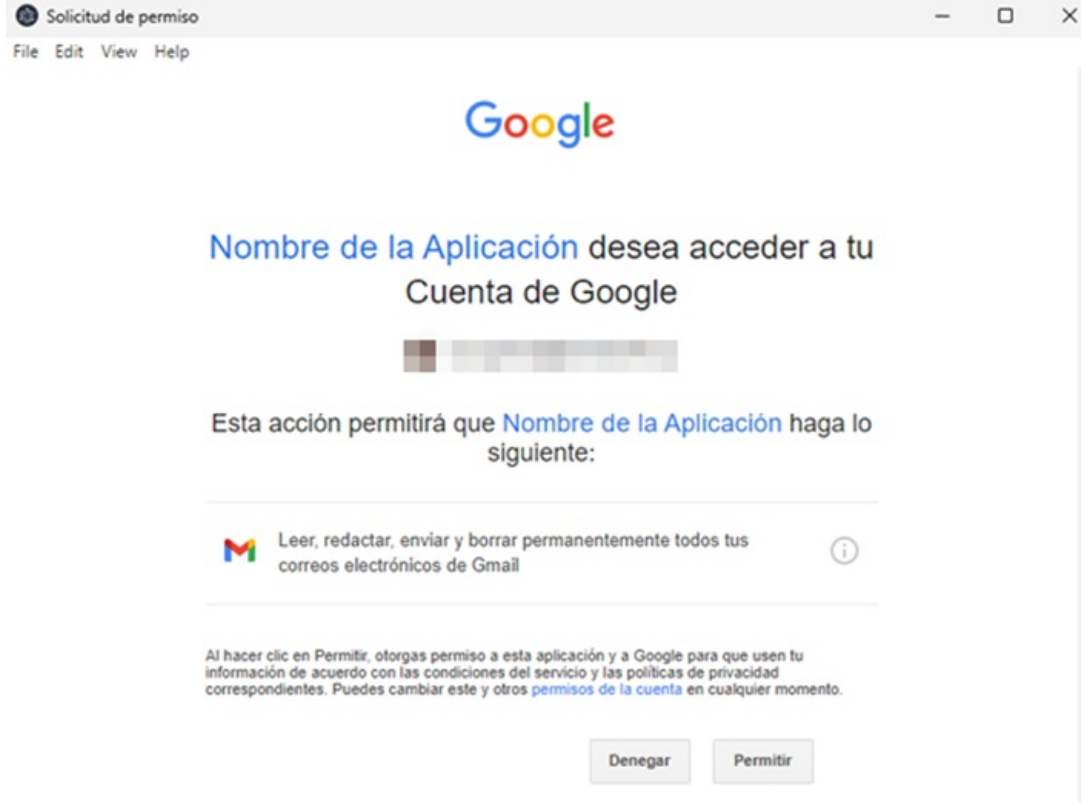
3. When entering all the information select Get New Access Token.

> ⚐ Note: To ensure the correct generation of the Refresh_Token, check the URLs entered and make sure they do not contain line breaks or white spaces, both at the beginning and at the end.

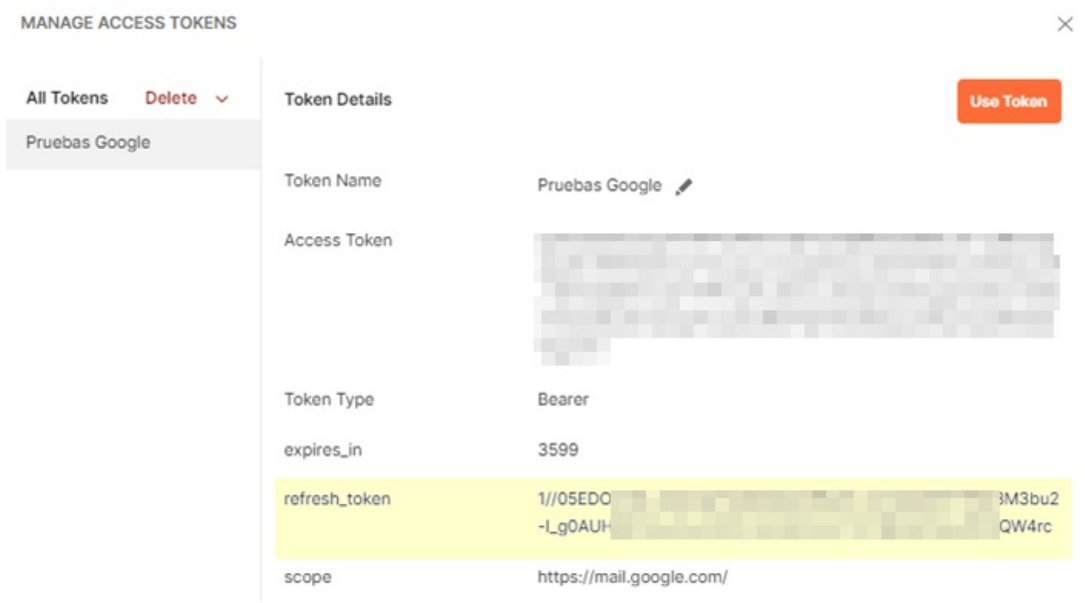
4. The Google Account sign-in window is enabled; Enter the email and password to which the Refresh Token is required to be generated.



5. The session must be held with accounts associated with the organization; If the entry is successful, the session prompts them to accept the required permissions.



5. When accepting permissions, copy and save the refresh_token, as it will be used in the Mail and Case creator settings in Aranda applications.



⚐ Note: A refresh token may stop working for reasons such as:
- The user revokes permissions to the app.
- The refresh token is not used for six months.
- The user changed the password and the refresh token contains Gmail permissions.
- The user account exceeded the maximum amount of (live) refresh tokens granted.

For more information, please consult Google's documentation: Update token expiration