How to Configure the Outgoing Mail Using OAuth 2.0

The **From** field in MSPbots emails, notifications, and reports is customizable to use your company email instead of the default support@mspbots.ai. This article shows how to change the sender's email address using the OAuth2 method for more secure authorization.

What's on this page:

Background information

OAuth (Open Authorization) 2.0 is the modern standard to allow a website or application to access resources hosted by other web apps on behalf of a user. It adds security by providing consented access and restricting client actions performed on resources without sharing the user's credentials.

Now that basic authentication will be disabled and OAuth 2.0 is the new de facto industry standard for online authorization, MSPbots offers an option to add an extra authentication step in setting up the SMTP configuration for modifying the **From** field address for outgoing emails and sending reports. Users now have the option to use OAuth 2.0 in the Outgoing Mail settings.

If you prefer using only the basic authentication to modify the Outgoing Mail settings, refer to the article How to Configure the Outgoing Mail Using Basic Authentication.

Prerequisites for editing the Outgoing Mail settings

You must have the following to perform the procedure below:

- Admin permissions
- Inclusion in the Azure Active Directory (AAD)
- Outlook 365 license
- Application and developer roles for configuring the AAD

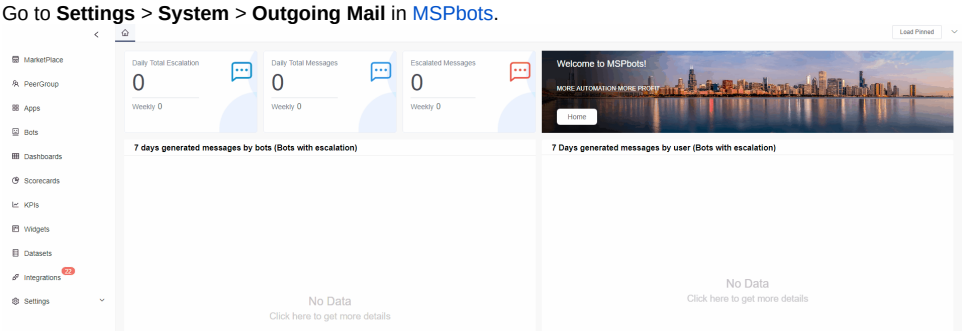
Gathering the MS OAuth 2.0 credentials for authorization

Follow these steps to generate the required information:

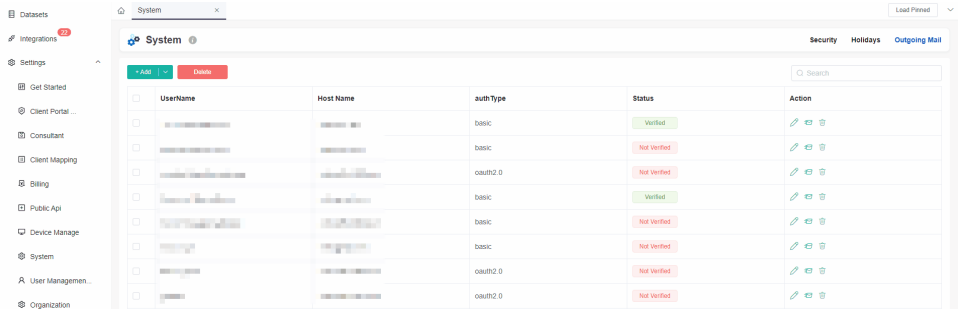
1. Prepare the redirect uniform resource identifier (URI) which is https://app.mspbots.ai/web/um/smtp/redirect. Once the authorization is successful, Microsoft will use this URI to notify MSPbots about the authentication result.

   You can find this information with the following steps:

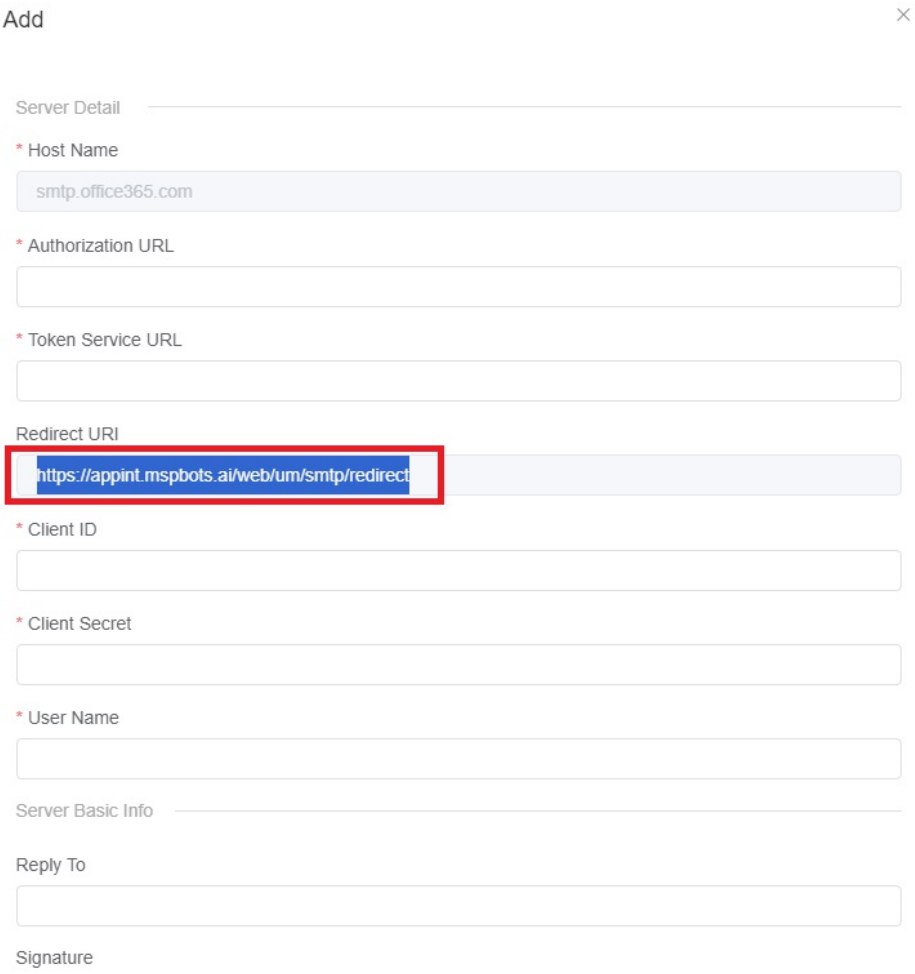
   a. Go to **Settings** > **System** > **Outgoing Mail** in MSPbots.



b. Click **v** icon beside the **+Add** button and select **OAuth2**.

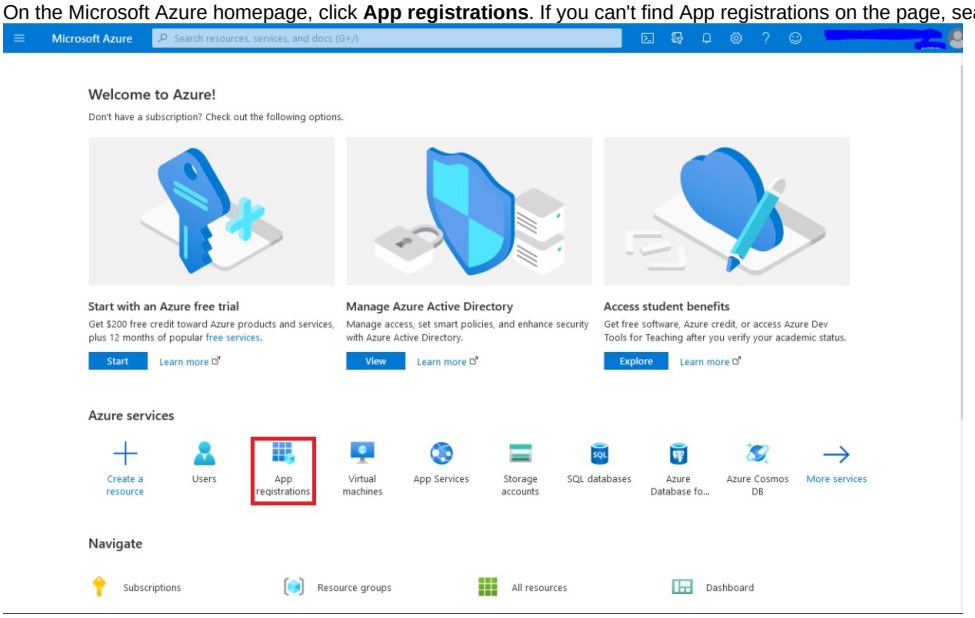


c. When the Add window opens, go to the **Redirect URI** field, copy the given URL to Notepad, and save it on your Desktop. You will need this later when adding a New registration.

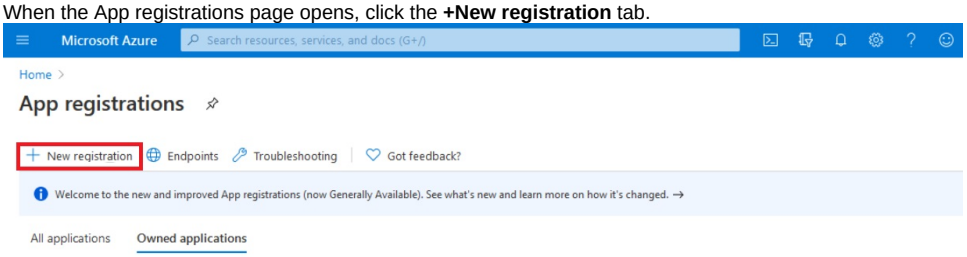


2. Sign in to the Microsoft Azure portal and secure the credentials needed for the OAuth 2.0 authorization.
3. Create a new app registration.

a. On the Microsoft Azure homepage, click **App registrations**. If you can't find App registrations on the page, search for it in the search bar.



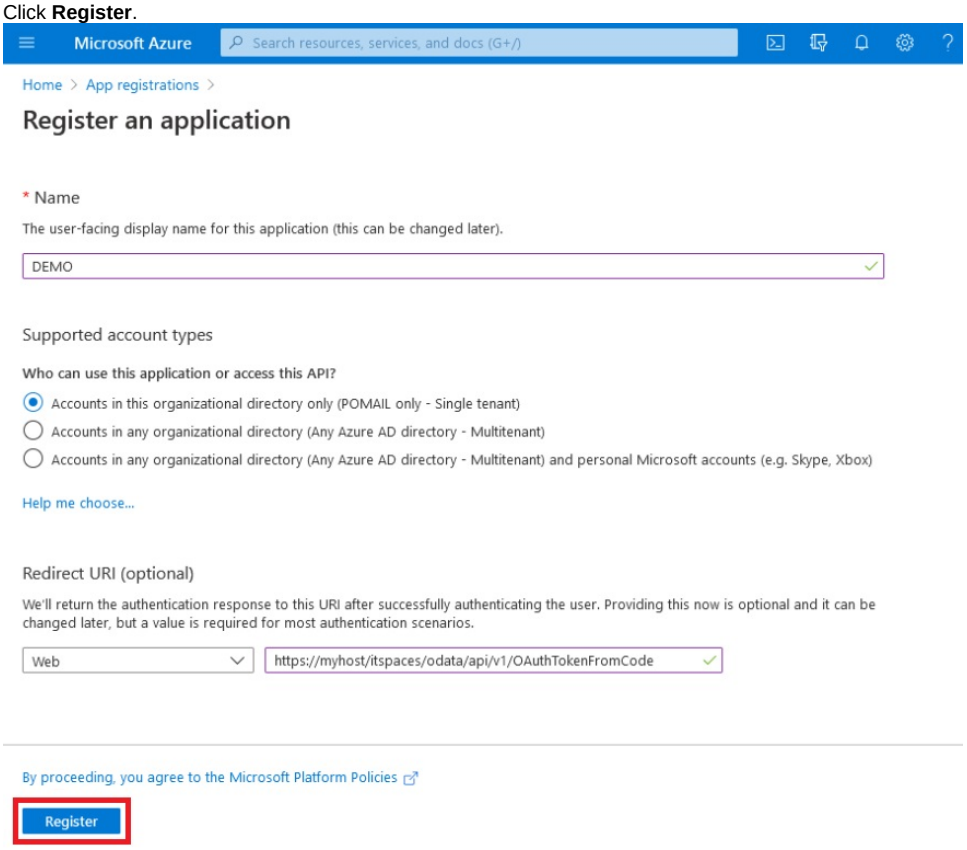
b. When the App registrations page opens, click the **+New registration** tab.



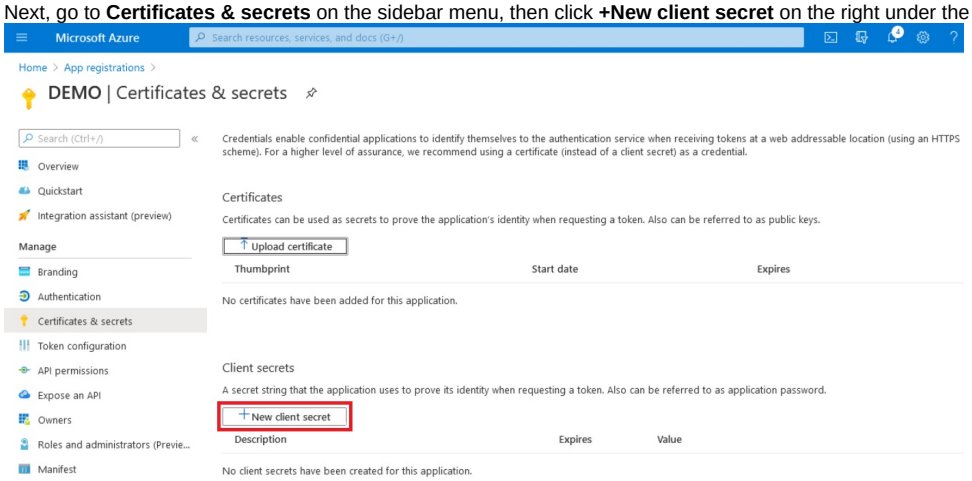
c. In the Register an application form:

   i. **Name** - Enter a unique name for your application.
   ii. **Supported account types** - Select **Account in this organizational directory only (MSPbots.ai only - Single tenant)** from the options.
   iii. **Redirect URI (optional)** - In the first box, select **Web,** and in th**e second box**, enter the Redirect URI copied from Step 1.c.

iv. Click **Register**.



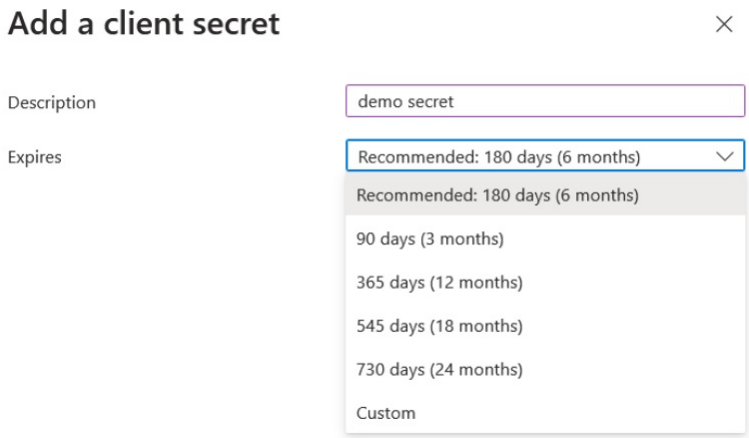
4. Next, go to **Certificates & secrets** on the sidebar menu, then click **+New client secret** on the right under the Client secrets tab.



a. In the Add a client secret window:

i. **Description** - Add a description.

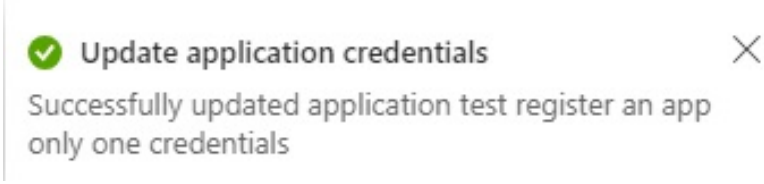
ii. **Expires** - Select an expiry date from the dropdown menu.



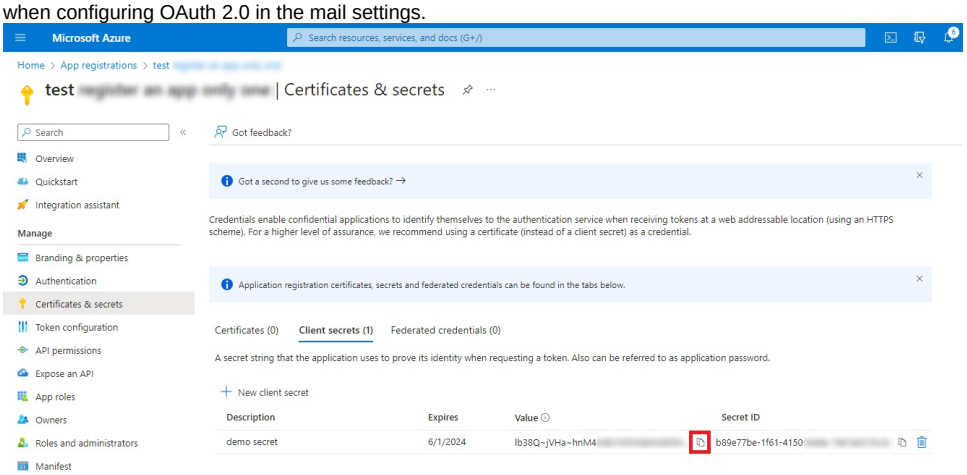
Before the secret expires you must create a new secret and apply it to the MSPbots Outgoing Mail settings.

iii. Click **Add** located at the bottom of the Add a client secret window.

b. The addition is successful once the Update application credentials pop-up window appears.

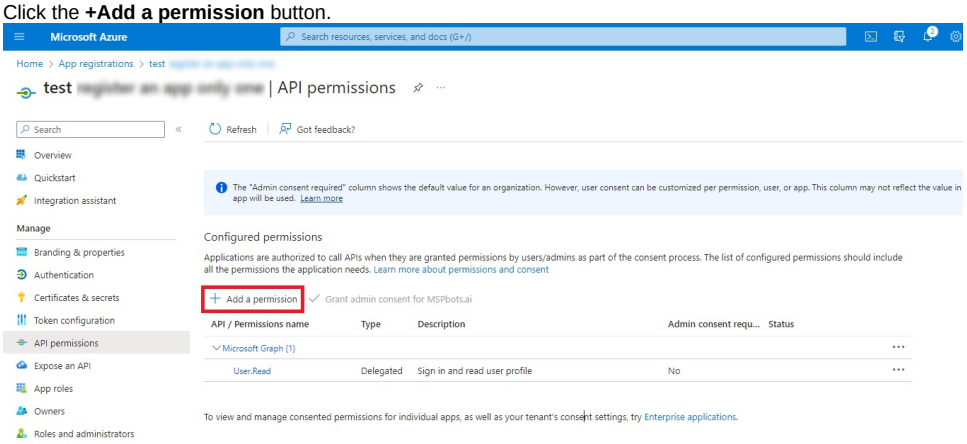


c. Click the **copy** icon in the Value column to copy the value to Notepad and save it on your Desktop. You will need this value later when configuring OAuth 2.0 in the mail settings.

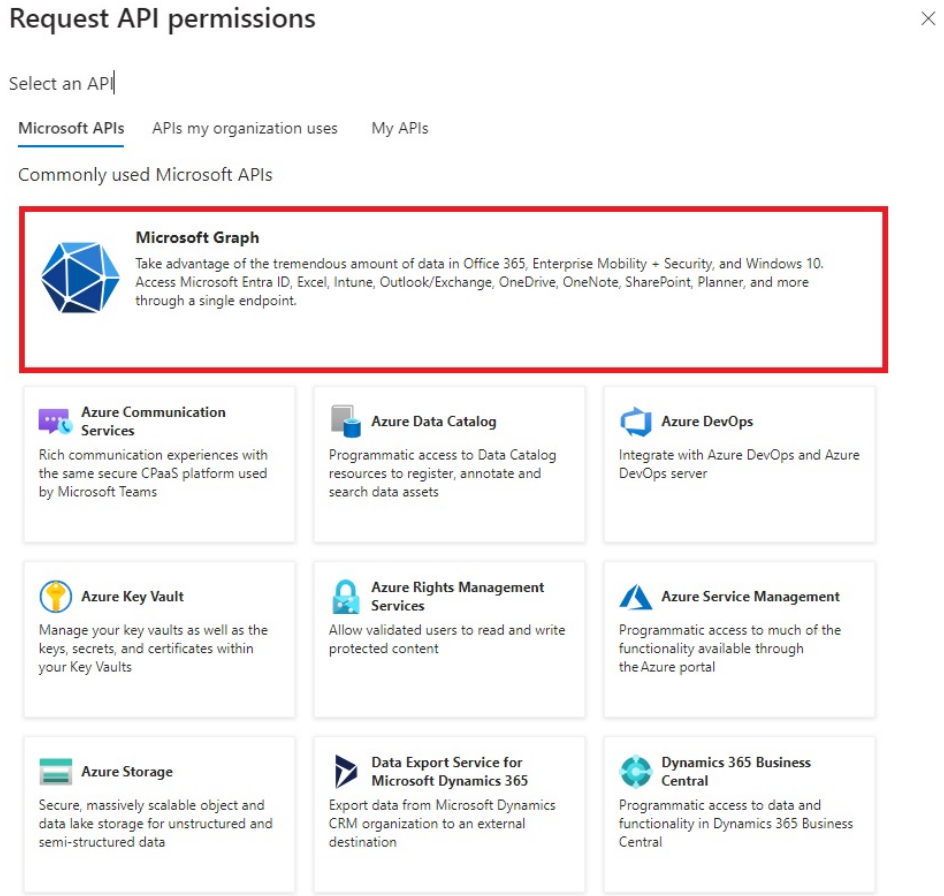


5. Next, go to **API Permissions** on the sidebar menu.

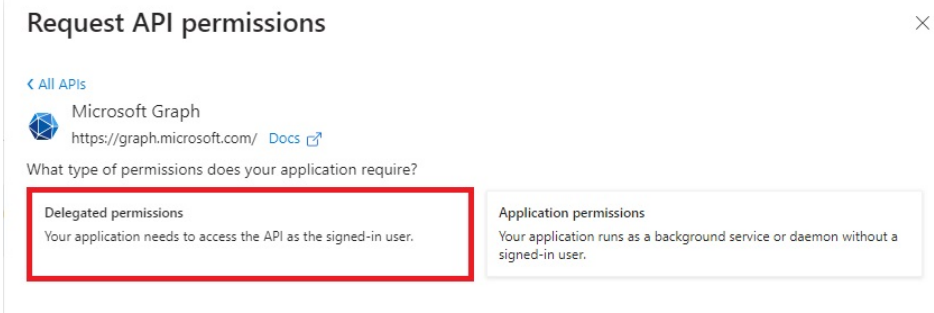
a. Click the **+Add a permission** button.



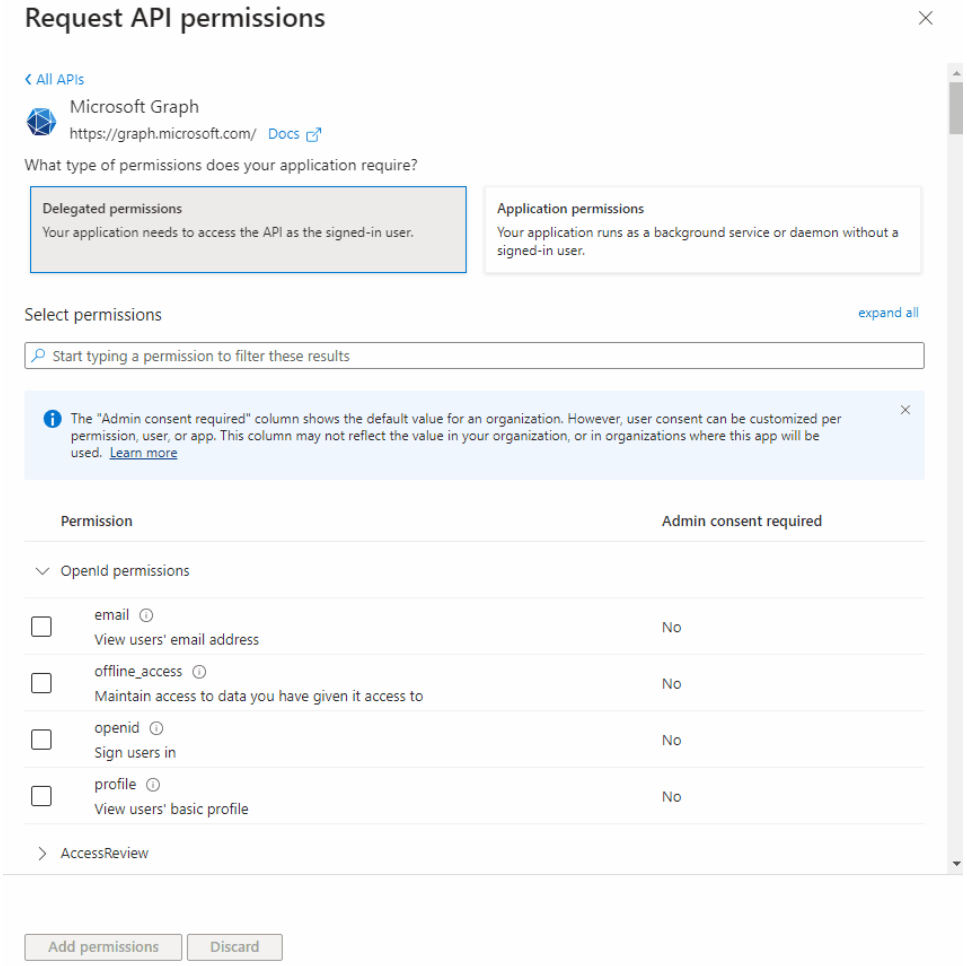
b. In requesting API permissions window, go to the Microsoft APIs tab and select **Microsoft Graph**.



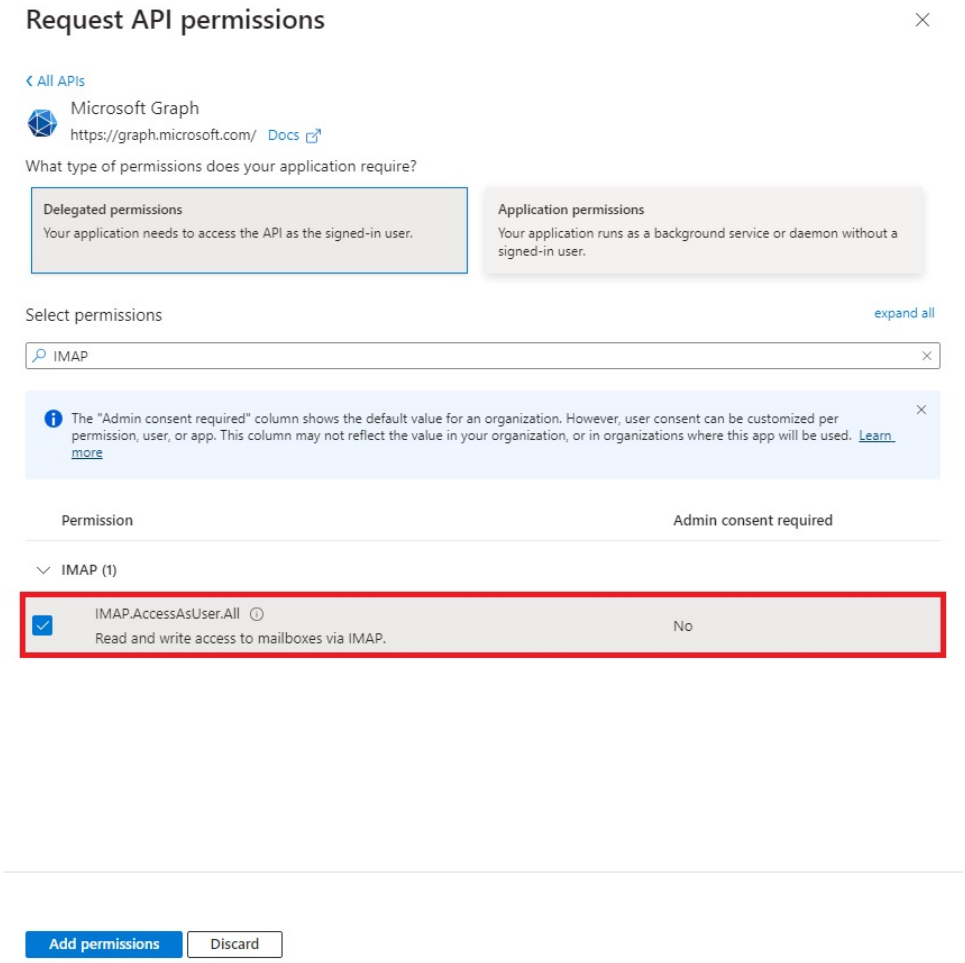
c. Next, select **Delegated permissions**.



d. Enter **SMTP** in the search bar under Select permissions, then click **SMTP** and select **SMTP.Send**.

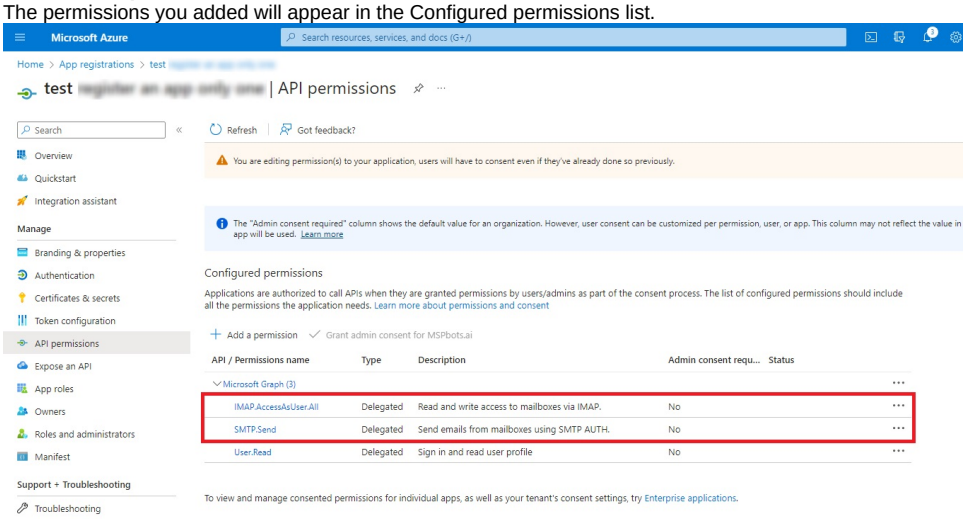


e. Enter **IMAP** in the search bar under Select permissions, then click **IMAP** and put a checkmark **IMAP.AccessAsUser.All**.



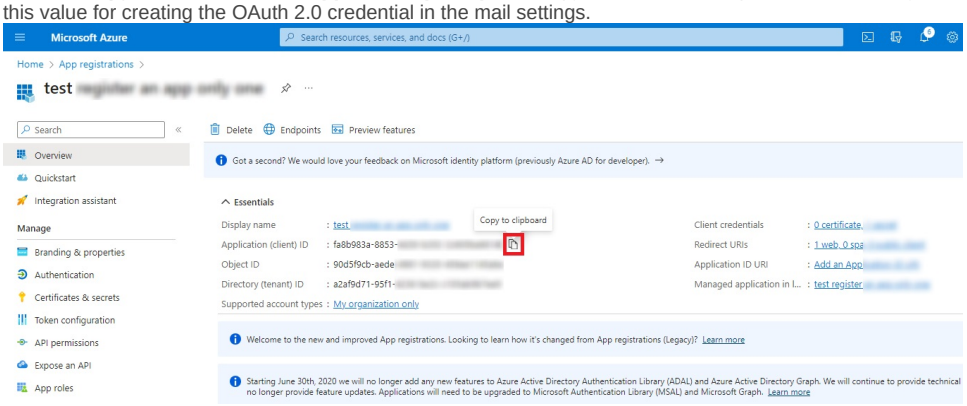
f. Click the **Add permissions** button.

g. The permissions you added will appear in the Configured permissions list.

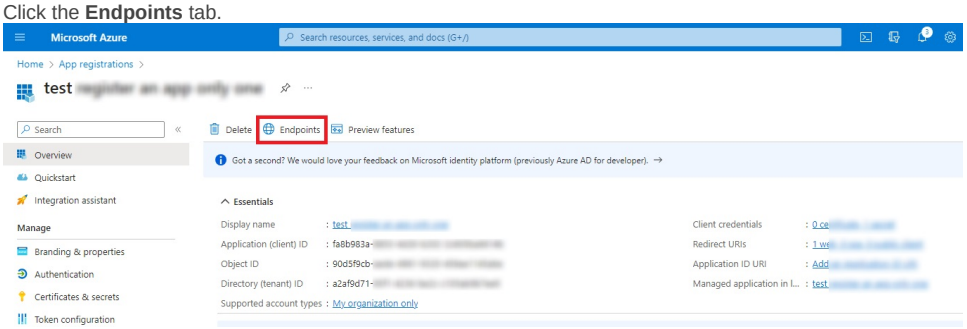


6. Next, go to the **Overview.**

a. Click the **copy** icon next to the **Application (client) ID** to copy the value to Notepad and save it on your Desktop. You will also use this value for creating the OAuth 2.0 credential in the mail settings.



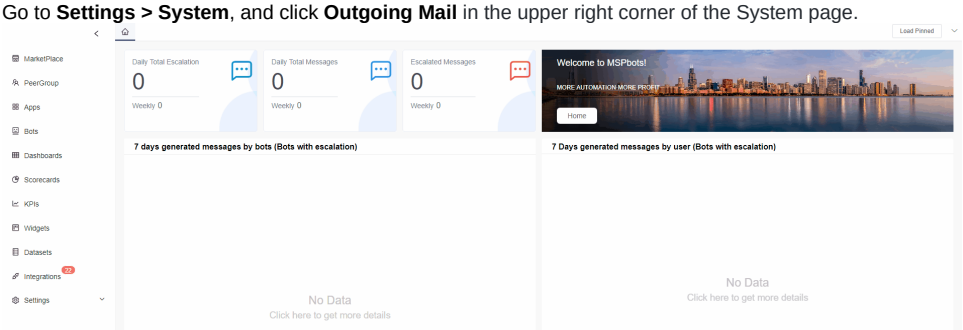
b. Click the **Endpoints** tab.



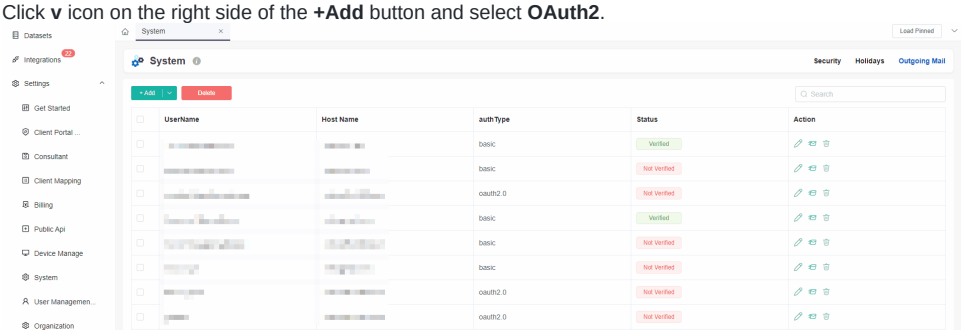
c. Copy the **OAuth 2.0 authorization endpoint (v2)** and the **OAuth 2.0 token endpoint (v2)** to Notepad and save it on your Desktop, such as Notepad. You will also use these values for creating the OAuth 2.0 credential in the mail settings.

Setting up OAuth 2.0 in MSPbots

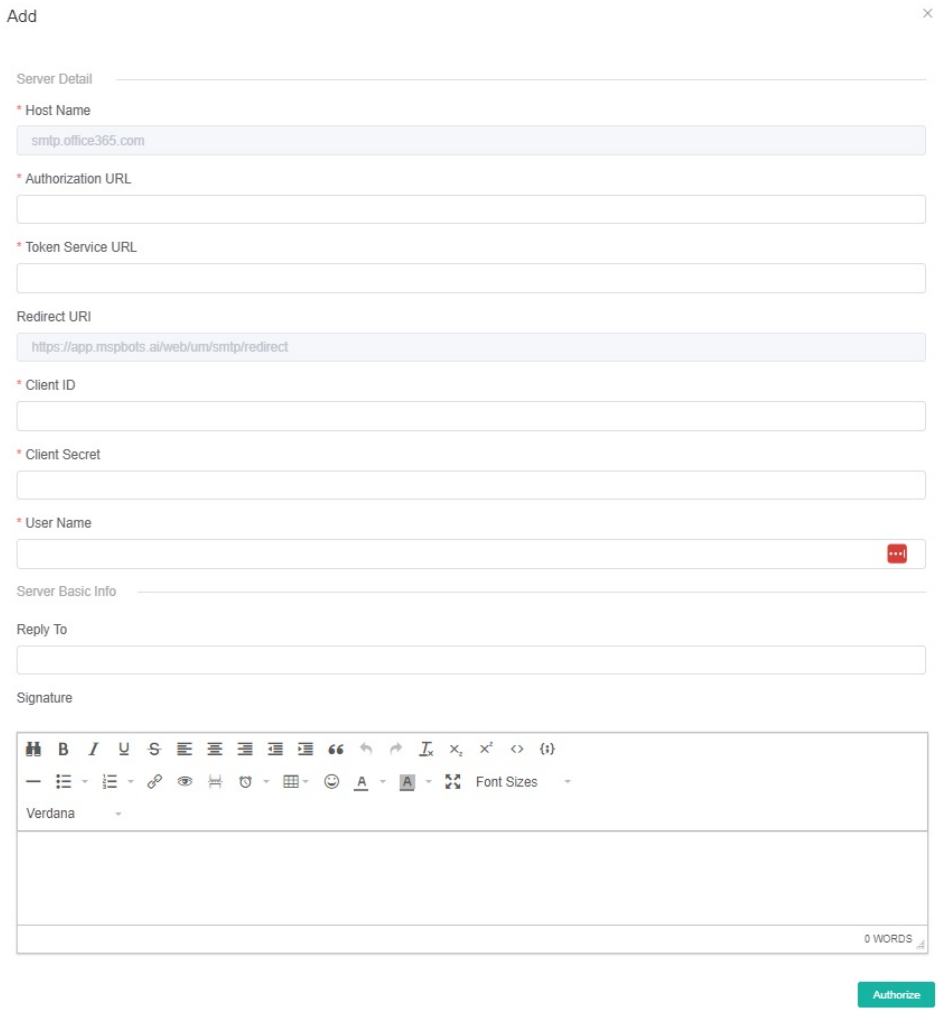
1. Open the MSPbots app.
2. Go to **Settings > System**, and click **Outgoing Mail** in the upper right corner of the System page.



3. Click **v** icon on the right side of the **+Add** button and select **OAuth2**.

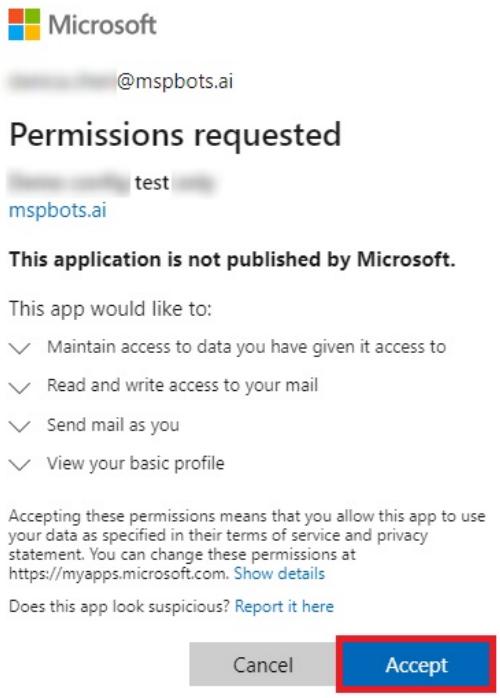


4. Fill in the following fields in the Add window.
   a. **Host Name** - This value is pre-filled.
   b. **Authorization URL** and **Token URL** - Use the values from Step 6.c of the previous section.
   c. **Redirect URI** - This value is pre-filled.
   d. **Client ID** - Use the values from Step 6.a of the previous section.
   e. **Client Secret** - Use the values generated in Step 4.c of the previous section.
   f. **Username** - Enter your username.
   g. **Reply to** - Enter your preferred email.
   h. **Signature** - Input your signature.

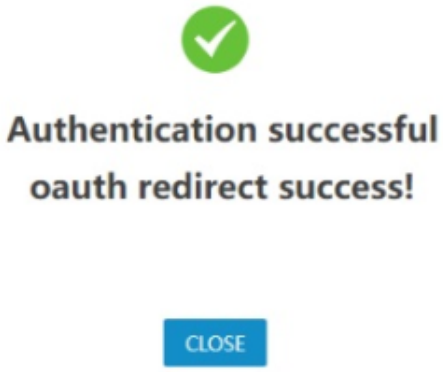


5. Click **Authorize**.
6. On the Microsoft login screen, enter the user password you provided in the OAuth 2.0 credential and click **Sign in**.

7. Click **Accept** in the Microsoft pop-up window requesting permissions for MSPbots.

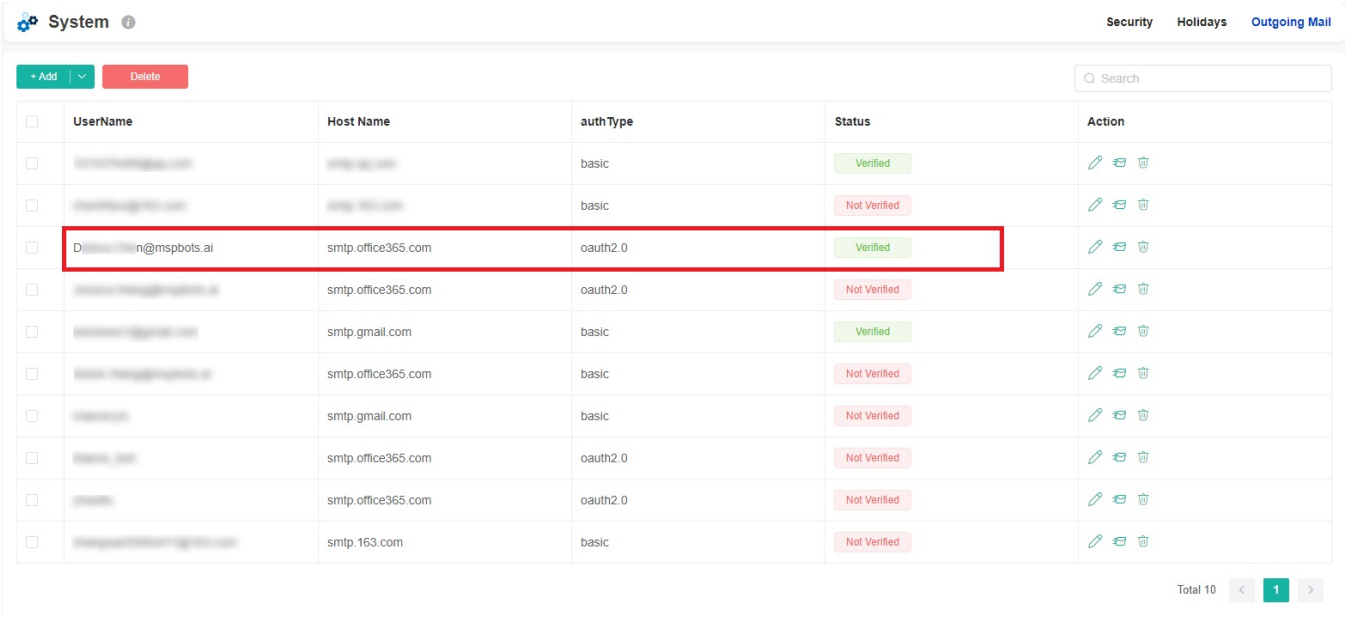


8. The message *Authentication successful oauth redirect success* appears.



Verifying if the authentication is successful

Go back to MSPbots and refresh the Outgoing Mail page to verify if the configuration works. The mailbox status should show **Verified** for a successful authentication. If the status is **Not Verified**, repeat Setting up OAuth 2.0 in MSPbots until the authorization is successful.



Related Topics

- How to Configure the Outgoing Mail Using Basic Authentication
- Configure the Outgoing Mail - Mailjet