

maiConnect for SAP® Sales Cloud Admin Guides

Maintain Exchange Environment

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Open AdminCockpit Exchange Customization

The screenshot displays the AdminCockpit interface. On the left is a sidebar menu with a home icon and the following items: Admin (circled with a green 1), User / Subscription, General Customizing, Activity Customizing, Email Customizing, Opportunity Customizing, and Service Ticket Customizing. The main content area is titled 'Admin' and contains a 'Groupware' section. Below this section is a '+ Add' button (circled with a green 2). A table lists existing configurations:

Groupware		
Groupware	>	ⓧ (circled with a green 3)
O365	>	ⓧ

- ① Open the maiConnect AdminCockpit and click on the Admin menu item.
- ② By clicking on the add button you can add a new Exchange server configuration.
- ③ By clicking on the remove button you can remove an existing Exchange server configuration.

Maintain Exchange environment

Add a new Exchange server configuration

Groupware

Name: Exchange **4**

Type: EXCHANGE

Version: Exchange2010_SP2

*URL:

*Authentication: Basic **5**

Use Impersonation: ☒

*User:

*Password: *****

- 4** Every Exchange server configuration needs to have a unique name.
- 5** Choose between Basic authentication for an Exchange onPrem system or OAuth for Exchange Online (Office 365)

Groupware

Name: 0365 **4**

Type: EXCHANGE

Version: Exchange2010_SP2

*URL:

*Authentication: OAuth **5**

*oAuth Type: App Authentication

*Client ID:

*Token Url:

Maintain Exchange environment

Basic Authentication

Groupware

Name:

Type:

Version:

*URL:

*Authentication:

Use Impersonation: ☒

*User:

*Password:

- i Basic authentication is used when connecting to an Exchange onPrem server.
- i Impersonation gives the maiConnect communication user the possibility to act as the real Outlook user.

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- 6 This must be the externally reachable URL of the Exchange server.
 - 7 Please maintain the credentials of the maiConnect communication user.

Maintain Exchange environment


OAuth Authentication

Groupware

Name:


Type:

Version:


*URL:


*Authentication:


*oAuth Type:

*Client ID:


*Token Url:

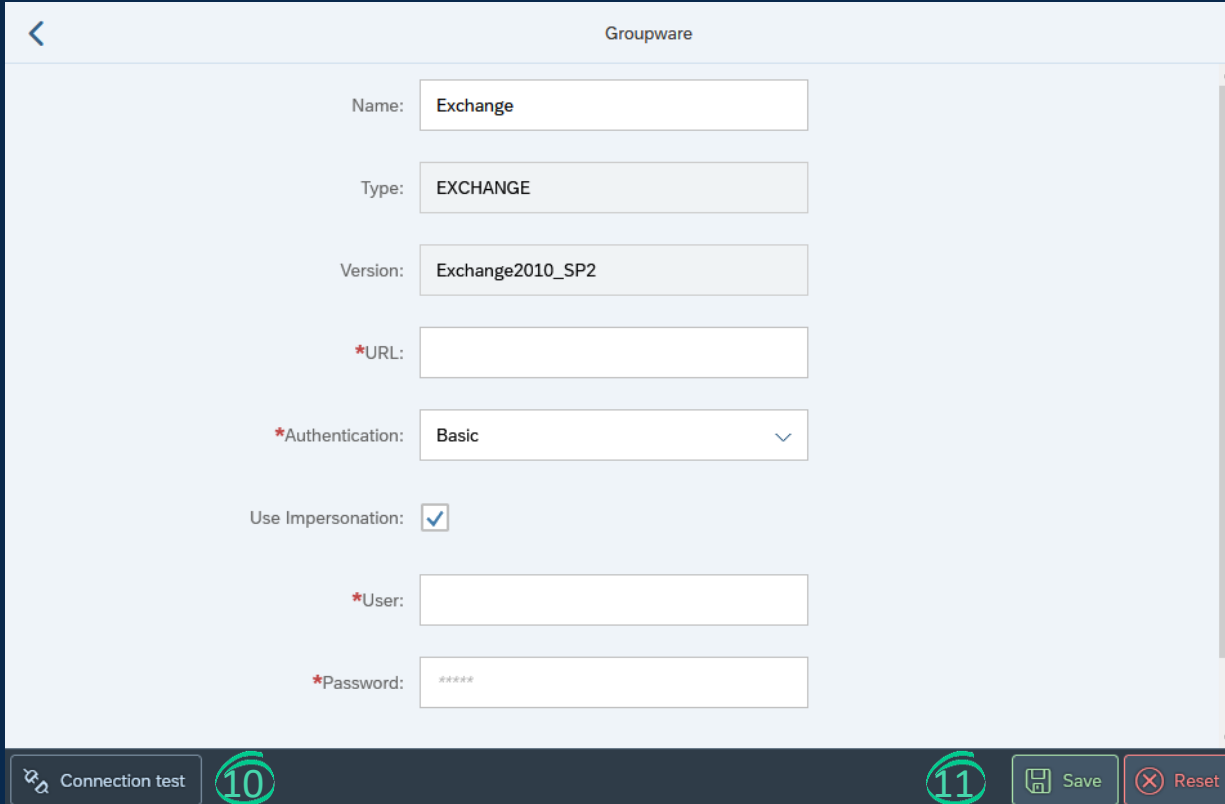
 OAuth authentication is the only way to connect to an Office 365 Exchange server

 The URL for O365 Exchange is always:
<https://outlook.office365.com/EWS/Exchange.asmx>

 Please maintain the client id and the token URL from the Microsoft Azure setup.
See the Deployment Guide on how to setup the application in Microsoft Azure.

Maintain Exchange environment

Connection test



Groupware

Name: Exchange

Type: EXCHANGE

Version: Exchange2010_SP2

*URL:

*Authentication: Basic

Use Impersonation: ☒

*User:

*Password:

Connection test 10

11 Save Reset

- 10 With a connection test you can check if maiConnect can reach the Exchange server.
- 11 Click on save to store the Exchange server configuration.