Content Manager

Software Version 23.4

Microsoft Teams Integration

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Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

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Many areas of the portal require you to sign in. If you need an account, you can create one when prompted to sign in.

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Introduction

About Content Manager Microsoft Teams integration

The Content Manager Microsoft Teams (MS Teams) integration enables you to integrate Content Manager with Microsoft Teams.

The integration enables you to:

- Capture conversation of a channel or chat in Content Manager
- Check In posts and files to Content Manager
- Create new Check In Styles
- Access documents in OneDrive

About this document

This document provides high level information for you to configure MS Teams integration with Content Manager.

MS Teams integration prerequisites

Before you begin, make sure that the following configurations are complete:

- Content Manager EmailLink is configured with Content Manager (for server side filing of data).
- Service API is configured with HTTPS
- MS Teams integration feature in Content Manager **System Options > Features** tab is enabled
- Content Manager users accessing the integration must have their OpenID Connect details included in their **Location - Network Login** profile

Licensing and payment requirements

There are different licensing models available for Microsoft Teams APIs in Microsoft Graph. Choose the model suitable for your organization. Evaluation model is the default licensing model. If you are using the default licensing model, then there is a limitation on seeded capacity. You can capture 500 chat conversations per month in Content Manager.

For detailed information on licensing and payment requirements, see https://docs.microsoft.com/en-us/graph/teams-licenses.

Configuration overview

This section briefly describes the steps you need to perform to integrate MS Teams with Content Manager.

- **Enable OpenID Connect authentication** - OAuth authentication is managed via OpenID Connect authentication. The authentication is configured in your Identity Provider (e.g. Azure AD) and then the appropriate details are stored in Content Manager in the hptrim.config file.

  - **Create or register an app with your Identity Provider** - the integration requires you to create or register an app with secret IDs generated and set permissions for Microsoft Graph API.

  - **Edit configuration file** - update the configuration file with details that would help your integration work.

- **Configure Content Manager EmailLink** - For server side filing from MS Teams to Content Manager, configure Content Manager EmailLink with the domain details, add app and tenant ID details, choose a licensing model, and set the polling interval.

- **Create manifest file** - based on the template file provided, create a manifest file with specifications as per your requirement and upload it to the Office portal.

For enabling OpenID Connect authentication and configurations specific to MS Teams integration, see Content Manager SDK Help.

Configuring Content Manager EmailLink

To capture server side data from MS Teams to Content Manager, you need additional configurations in Content Manager EmailLink.

To configure Content Manager EmailLink, perform the following steps:

1. In EmailLink, navigate to **Preference > Configuration > Authentication**.

   a. Select the provider as **Microsoft**.

   b. Enter the domain name for Domain.

   c. Select Authentication Type as **OAuth**.

   d. Enter the details for Application / Client ID, Directory / Tenant ID, and Client Secret.

   e. Select **Teams** as supported services.

   f. Click **Add** and save the details.

2. In the System settings, choose appropriate Microsoft Teams licensing model. For details, see .

3. To set the polling frequency to check for new messages in MS Teams, set the **Time to check for new Social Media / Teams posts** parameter.

Adding Content Manager app

You can add the Content Manager app to top level to capture server side data or you can add the app at channel or individual chat level to capture client side data.

Adding Content Manager app to capture client side data

To capture client side data, there are two ways of adding the Content Manager app. Perform one of the following:

Adding from Apps or More option

1. In Teams, click **Apps** on left pane or (three dots) More option.

2. Search for Content Manager.

3. Click **Content Manager** app.

4. In the dialog displayed, click the drop down and select either **Add to a team** or **Add to a chat**.

5. In the next dialog, search for the channel or chat and select the required channel or chat from the list displayed.

6. Click **Set up**.

   The Content Manager app is displayed as a new tab in the channel or chat.

Adding directly from channel or chat

1. Navigate to channel or chat where you want to add the Content Manager app.

2. Click **+**.

3. In the **Add a tab** dialog, search for the Content Manager app.

4. Click **Content Manager** app.

5. In the dialog displayed, click **Save**.

   The Content Manager app is displayed as a new tab in the channel or chat.

Adding Content Manager app to capture server side data

To capture server side data in Content Manager, perform the following steps:

1. In Teams, click **Apps** on left pane or (three dots) More option.

2. Search for Content Manager.

3. Click **Content Manager** app.

4. In the dialog displayed, click **Add**.

    The Content Manager app is displayed on the left pane of MS Teams.

Troubleshooting

This section describes the following troubleshooting scenarios.

Login pop-up error

Issue

Login pop-up is displayed while accessing the Content Manager app from MS Teams.

Solution

To resolve this issue, make sure that authentication for service API is enabled as anonymous in IIS.

To enable anonymous authentication, perform the following steps:

1. Open IIS manager.

2. Navigate to **Default Web Site > CMServiceAPI**. CMServiceAPI home is displayed.

3. Double-click **Authentication** available user IIS.

4. Click **Anonymous Authentication** and select **Enable** from the **Action** panel or right-click and select **Enable**.

Protected API access error

Issue

The following log text in the EmailLink logs:

```
Invoked API requires Protected API access in application-only context when not using
Resource Specific Consent.
```

Solution

If you come across the above log message in the EmailLink logs, make sure that your request to access the protected MS Teams API is granted. Otherwise, it is recommended to get in touch with the MS Teams support.