

# **Microsoft Entra ID (Azure AD) Authentication**

Some of the features in Puzzel's Agent Application requires users to authenticate themselves in Microsoft Entra ID (Azure AD). The authentication is amongst others used to enable the CRM Widget towards Microsoft Dynamics CRM Online but can also be used for authentication towards custom/external widgets.

# **Configure Microsoft Dynamics App**

The following procedure will take you through the steps of configuring Microsoft Dynamics App in Microsoft Entra ID (Azure AD). At the end of this process, you will be given an App ID URI, required by the Agent Application for authenticating the agents.

#### Note

The screenshots and descriptions below are based on the Azure AD service release "1904" tenant, and the user is a "Global Administrator" with adequate access.

### Note

Puzzel has made changes to the Application registration process from the first version to be in line with Microsoft recommendation for registering an app. We have support for user authentication with Authorisation Code Flow with PKCE according to Microsoft guidance. If you have registered with the old method we advise you to migrate to latest method as soon as possible as described below.

For more details on MSAL update from Microsoft readhere.

## Setting up Microsoft Dynamics App in Azure

Step 1:

Go to <u>https://portal.azure.com</u> and login as Global Admin for your domain. Go to Microsoft Entra ID in the home page and choose **App registration** from the left menu.

Development Puzze     Microsoft Entra ID	el   Overview							
«	🕂 Add 🗸 🔅 Manage f	tenants 🖄 What's new 🗔 Preview features 🔗 Go	t feedback? 🗸					
<ol> <li>Overview</li> </ol>								
Preview features	<ol> <li>Azure Active Directory</li> </ol>	① Azure Active Directory is now Microsoft Entra ID. Learn more ☑						
X Diagnose and solve problems	Overview Monitoring	Properties Recommendations Tutorials						
Manage	Search your tenant							
🚨 Users								
🚨 Groups	Basic information							
External Identities	Name	Development Puzzel	Users	250				
& Roles and administrators	Tenant ID	Ē.	Groups	17				
Administrative units			4					
🚸 Delegated admin partners	Primary domain		Applications	00				
Enterprise applications	License	Microsoft Entra ID Free	Devices	3				
Devices	Alerts							
🛄 App registrations	-							

#### Step 2:

Click on the New registration option on the top ribbon menu.



Development Puzzel   App registrations * ···					
Overview	+ New registration 🕐 Troubleshooting 🕐 Refresh 🞍 Download 💀 Previo	ew features 🛛 🖗 Got feedback?			
<ul> <li>Preview features</li> <li>Diagnose and solve problems</li> </ul>	Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication L provide technical support and security updates but we will no longer provide feature updates. Applications (MSAL) and Microsoft Graph. Learn more	ibrary (ADAL) and Azure Active Directory ; will need to be upgraded to Microsoft A			
Manage	All applications <b>Owned applications</b> Deleted applications				
<ul> <li>Groups</li> <li>External Identities</li> </ul>	$ ot\!$				
<ul> <li>Roles and administrators</li> <li>Administrative units</li> </ul>	8 applications found Display name 👈 Application (client)	ID Created on ↑↓			
Delegated admin partners     Enterprise applications					
Devices     App registrations					

### Note

Please note that if you already have Skype for business or Microsoft Teams configured within Azure AD and have an App ID URI, you will only need to add more permissions listed in Step 4. You will not be required to configure a separate Microsoft Dynamics app as the App ID registered for Skype for Business or Microsoft Teams will work.

#### Step 3:

Fill in the following 3 sections:

- · Name Choose a name for the application (e.g. Puzzel Dynamics CRM Widget)
- Supported account types Choose the option that is relevant for you. The recommended option is "Accounts in this organisational directory only (<directory name>)
- Redirect URI (optional) Choose "Single-page application" and "https://app.puzzel.com/agent/" OR "https://uk.puzzel.com/agentapp/" for UK



Register an application
* Name
The user-facing display name for this application (this can be changed later).
Puzzel Dynamics CRM Widget
Supported account types
Who can use this application or access this ADI2
Accounts in this organizational directory only (Development Puzzel only - Single tenant)
Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant)
Accounts in any organizational directory (Any Microsoft Entra ID tenant - Multitenant) and personal Microsoft accounts (e.g. Skype, Xbox)
O Personal Microsoft accounts only
Help me choose
Redirect URI (optional)
We'll return the authentication response to this URI after successfully authenticating the user. Providing this now is optional and it can be changed later, but a value is required for most authentication scenarios.
Single-page application (SPA) V https://app.puzzel.com/agent/ V
Register an app you're working on here. Integrate gallery apps and other apps from outside your organization by adding from Enterprise applications.
By proceeding, you agree to the Microsoft Platform Policies 🗗
Register

Click on **Register** button. Upon successful registration, you will be given Application Client Id which you will need to use in the Admin Portal later.

Puzzel Dynamics Cl	RM Widget 🖈 🖤	
♀ Search «	📋 Delete 🜐 Endpoints 💀 Preview features	
Overview	A Forentials	
🗳 Quickstart	Sessentials	
💉 Integration assistant	Display name Client credentials Puzzel Dynamics CRM Widget Add a certificate or secret	
Manage	Application (client) ID	Redirect URIs <u>0 web, 1 spa, 0 public client</u>
Branding & properties	Object ID	Application ID URI
Authentication	Directory (tenant) ID	Managed application in local directory
📍 Certificates & secrets	without the set with the	Puzzel Dynamics CRM Widget
Token configuration	Supported account types <u>My organization only</u>	

#### Step 4:

Select **API permissions** in the centre panel and click on**Add a permission** option at the top.



Puzzei Dynamics Ci     Search (Ctrl+/) «     Overview     Quickstart     Integration assistant (preview) Manage	Refresh      Got feedback     Configured permissions     Applications are authorized to call A     include all the permissions the applic     + Add a permission     ✓ Grant	Pls when they are cation needs. Lea admin consent fo	S <sup>2</sup> granted permissions by users/admins as m more about permissions and consent ir Development Puzzel	part of the consent process. The list of configured per	missions should
Branding	API / Permissions name	Type	Description	Admin consent req Status	
Authentication	✓ Microsoft Graph (1)				
📍 Certificates & secrets	User.Read	Delegated	Sign in and read user profile		
Token configuration					
<ul> <li>API permissions</li> </ul>					
Expose an API					
📴 Owners					
Roles and administrators (Previe					
🔟 Manifest					
Support + Troubleshooting					
P Troubleshooting					
New support request					

Select Dynamics CRM from the list of API's, tick the user\_impersonation permission and click onAdd permissions.

Home > Development Puzzel   App regi	istrations >	Request API permissions	×
Puzzel Dynamics Cl     Search (Ctrl+/) «     Overview     Quickstart     Integration assistant (preview)	RM Widget   API permissio Cenfigured permissions Applications are authorized to call APIs when include all the permissions the application ne	CAll APIS Dynamics CRM https://admin.services.crm.dynamics.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.
Manage	🕂 Add a permission 🗹 Grant admin 🕫		
📰 Branding	API / Permissions name Typ	Select permissions	expand all
Authentication	✓ Microsoft Graph (1)	Type to search	
📍 Certificates & secrets	User.Read Del	Permission	Admin consent required
III Token configuration		Suscrimpersonation Access Common Data Service as organization users ()	
	•	Add permissions Discard	[19] 20 20 20 20 20 20 20 20 20 20 20 20 20

#### Step 5:

Click on the Grant admin consent for <directory name> at the top and click Yes to confirm.

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	M Widget   API perm	issions	\$		
₽ Search (Ctrl+/) «	💍 Refresh 🛛 🗢 Got feedback				
<ul> <li>Overview</li> <li>Quickstart</li> </ul>	A You are editing permission(s) to y	our application, u	ssers will have to consent even if they've already done so previo	ously.	
💉 Integration assistant (preview)	Configured permissions				
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Branding     Authentication	+ Add a permission 🗸 Grant a	admin consent fo	or Development Puzzel 📀		
Certificates & secrets	API / Permissions name	Туре	Description	Admin consent req Status	
Token configuration	✓ Dynamics CRM (1)				
API permissions	user_impersonation	Delegated	Access Common Data Service as organization users	•	
🙆 Expose an API	✓ Microsoft Graph (1)				
B Owners	User.Read	Delegated	Sign in and read user profile		
🖀 Roles and administrators (Previe					
Manifest					
Support + Troubleshooting					
Troubleshooting					
New support request					

You should see a "Successfully granted admin consent for requested permissions" confirmation at the top of the screen.

- Puzzel Dynamics CR	M Widget   API perm	issions	\$			
	🕐 Refresh 🛛 🛇 Got feedback?					
<ul> <li>Overview</li> <li>Quickstart</li> </ul>	Successfully granted admin const	ent for the reques	ted permissions. 🤨			
💉 Integration assistant (preview) Manage	Configured permissions Applications are authorized to call AP	is when they are	granted permissions by users/admins as part of the co	nsent process. The list of	configured permissions shoul	d
<ul> <li>Branding</li> <li>Authentication</li> </ul>	+ Add a permission $\checkmark$ Grant a	ation needs. Lea	rn more about permissions and consent			
Certificates & secrets     Token configuration	API / Permissions name	Туре	Description	Admin consent req	Status	
<ul> <li>API permissions</li> </ul>	user_impersonation	Delegated	Access Common Data Service as organization users		Granted for Developme	
<ul> <li>Expose an API</li> <li>Owners</li> </ul>	✓ Microsoft Graph (1) User.Read	Delegated	Sign in and read user profile		Sranted for Developme,	
<ul> <li>Roles and administrators (Previe</li> <li>Manifest</li> <li>Support + Troubleshooting</li> <li>Troubleshooting</li> <li>New support request</li> </ul>						

#### Step 6:

The last thing to do is to choose "Authentication" in the menu and add a Redirect URI if you are not yet using the agent application with Puzzel ID. Add "https://agent.puzzel.com" OR "https://uk.puzzel.com/agent/" for UK.



	« 🔗 Got feedback?	
Overview Quickstart Integration assistant Manage Description in an and an	Platform configurations Depending on the platform or device this application is targeting, additional configuration may be required such as redirect URIs, specific authentication settings, or fields specific to the platform. + Add a platform	
Authentication Certificates & secrets II Token configuration API permissions Expose an API	Single-page application Quicktant Docs () () Redirect URIs The URIs we will accept as destinations when returning authentication responses (tokens) after successfully authenticating or signing out users. The redirect URI you send in the request to the login server should match one listed here. Also referred to as reply URLs.	
<ul> <li>App roles</li> <li>Owners</li> <li>Roles and administrators</li> <li>Manifest</li> </ul>	https://agent.puzzel.com       Image: Comparison of the compar	
Support + includieshooting     P Troubleshooting     New support request	Front-channel logout URL This is where we send a request to have the application clear the user's session data. This is required for single sign-out to work correctly. e.g. https://example.com/logout	
	Implicit grant and hybrid flows Request a token directly from the authorization endpoint. If the application has a single-page architecture (SPA) and doesn't use the authorization code flow, or if it invokes a web API via JavaScript, select both access tokens and ID tokens. For ASP.NET Core web apps and other web apps that use hybrid authentication, select only ID tokens. Learn more about tokens. Select the tokens you would like to be issued by the authorization endpoint: Access tokens (used for implicit flows) ID tokens (used for implicit and hybrid flows)	

Click on **Save** on the bottom.

# Migration from old method to latest method authentication:

As mentioned above we highly recommend our customers to migrate to latest method authentication process. It can be done fairly easily by following the 4 steps listed below:

1. Go to Authentication page and you will see the following warning as shown in the picture.



● Got a second to give us some feedback? →	
atform configurations	
pending on the platform or device this application is targeting, additional configuration may be required such as direct URIs, specific authentication settings, or fields specific to the platform.	
Add a platform	
∧ Web	Quickstart Docs 🗗 📋
Redirect URIs	
The URIs we will accept as destinations when returning authentication responses (tokens) after successfully authenticated the successfully authenticated to the successfully authenticated to the successful to th	ating users. Also referred to as reply URLs.
A This app has implicit grant settings enabled. If you are using any of these URIs in a SPA with MSAL.js 2.0, you should migr	ate URIs. $\rightarrow$ ×
https://agent.puzzel.com	<b></b>
Add URI	
ogout URL	
nis is where we send a request to have the application clear the user's session data. This is required for single sign-out work correctly.	
e a, https://myapa.com/logout	

# 2. Click on the warning to open the Migrate URIs window

#	Migrate URIs ×
🖾 Save 🗙 Discard 🛛 💝 Got feedback?	) The latest version of MSALjs uses the authorization code flow with PKCE and CORS. Learn more $ imes$
<ul> <li>Got a second to give us some feedback? →</li> <li>Platform configurations</li> <li>Depending on the platform or device this application is targeting, additional configuration may be required such as redirect URS, specific authentication settings, or fields specific to the platform.</li> <li>+ Add a platform</li> </ul>	Select URIs to migrate to the single-page application (SPA) platform configuration. Migrated URIs will have auth code flow enabled. Implicit grant is also still enabled so long as the settings are checked. Redirect URIs $\uparrow_{in}$ https://agent.puzzel.com
<ul> <li>&gt; Web Quickstart Decco<sup>™</sup></li> <li>© Redirect URIs</li> <li>The URIs we will accept as destinations when returning authentication responses (tokens) after successfully authenticating users. Also referred to as reply URLs. Learn more about Redirect URIs and their restrictions c<sup>™</sup></li> <li>▲ This app has implicit grant settings enabled. If you are using any of these URIs in a SPA with MSAL is 2.0, you should migrate URIs. → ×</li> </ul>	
https://agent.puzzel.com	

3. Select the URI and click on Configure



Migrate URIs	×
The latest version of MSAL.js uses the authorization code flow with PKCE and CORS. Learn r	nore ×
Select URIs to migrate to the single-page application (SPA) platform configuration. Migrated URIs will have auth code flow enabled. Implicit grant is also still enabled so l as the settings are checked.	ong
Redirect URIs $\uparrow_{\downarrow}$	
https://agent.puzzel.com	
•	
Configure Cancel	

- 4. Add Redirect URI "https://app.puzzel.com/agent/" OR "https://uk.puzzel.com/agentapp/" for UK as described in step 6 above.
- 5. Untick the Access tokens and ID tokens under Implicit grant and save the changes.

Save 🗙	Discard 🛛 🛇 Got feedback?		
Single-	page application Quickstart	Docs	Û
Redirect	URIs		
The URIs v Learn mor	we will accept as destinations when returning authentication responses (tokens) after successfully authenticating users. Also referred to as r e about Redirect URIs and their restrictions 🖉	reply URLs.	
https://	agent.puzzel.com		Û
Add URI			
Grant ty	bes		
MSAL.js 2	0 does not support implicit grant. Enable implicit grant settings only if your app is using MSAL.js 1.0. Learn more		
Vour P	edirect URI is eligible for the Authorization Code Flow with PKCE.		
gout URL			
s is where we work correct!	send a request to have the application clear the user's session data. This is required for single sign-out r.		
.g. https://my	app.com/logout		
nlicit grant			
ows an annli	ation to request a token directly from the authorization endpoint. Checking Access tokens and ID tokens		
recommende	I only if the application has a single-page architecture (SPA), has no back-end components, does not		
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P.NET Core W	eb Apps, Learn more about the implicit grant flow		
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