InLoox 10.x Support Articles

Technical FAQs

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How can you install InLoox under a terminal server (e.g. Windows Terminal Server or CITRIX)?

IMPORTANT Editing permissions on the Windows registry are required.

Registry Keys
Please download this .Zip-file with the registry keys. This also contains a ReadMe-File with the instructions below.

IMPORTANT The registry keys differ between InLoox version 10 and version 11. For more information please contact your InLoox sales partner.

Instructions:

Deactivate on machine:

1. Log on with an account with administrative permissions.
2. Run the file **Disable Addin on Machine (HKLM).reg** from the archive.
3. Accept with **Yes**.
4. Restart Outlook if necessary.

Activation for a user:

1. Log on as user who should see the toolbar.
2. Run the file **Enable Addin on User Profile (HKCU).reg** from the archive.
3. Accept with Yes.
4. Restart Outlook if necessary.

Activation on the machine (optional):

1. Log on with an account with administrative permissions.
2. Run the file **Enable Addin on Machine (HKLM).reg** from the archive.
3. Accept with **Yes**.
4. Restart Outlook if necessary.

Deactivation for a user (optional):

1. Log on as user who should not set the toolbar.
2. Run the file **Disable Addin on User Profile (HKCU).reg** from the archive.
3. Accept with **Yes**.
4. Restart Outlook if necessary.

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How can you perform a silent installation (an unsupervised installation) of InLoox, e.g., for an automatic software distribution?

You will need the Exe file of the InLoox Client to be able to perform a silent installation.

You can download the latest release here:

https://www.inloox.de/download/release/InLoox_for_Windows.exe

The following example command lines are possible:

- C:\InLoox_for_Windows_1105.exe /s
- C:\InLoox_for_Windows_1105.exe /s INSTALLOUTLOOKADDIN=1
- C:\InLoox_for_Windows_1105.exe /s INSTALLOUTLOOKADDIN=0
- C:\InLoox_for_Windows_1105.exe /s INSTALLOUTLOOKADDIN=1 INSTALLPATH="C:\Program Files\InLoox\InLoox11"
- C:\InLoox_for_Windows_1105.exe /s INSTALLOUTLOOKADDIN=1 INSTALLPATH="C:\Program Files\InLoox\InLoox11" PATHTOCONNECTIONJSON="C:\install\InLooxConnectionInformation.json"
- C:\InLoox_for_Windows_1105.exe /s INSTALLOUTLOOKADDIN=1 INSTALLPATH="C:\Program Files\InLoox\InLoox11" PATHTOCONNECTIONJSON="C:\install\InLooxConnectionInformation.json" INSTALLAUTOUPDATER=0 (Default = 1)

Please take note of the following:

1. If you do not specify an installation path, depending on the Outlook bitness the path C:\Program Files\InLoox or C:\Program Files (x86)\InLoox will be used. Therefore, we do not recommend using this parameter if you do not want to install InLoox into a separate directory.
2. Microsoft .NET 6 is required to install InLoox from Version 11 onwards. If this is not already installed on the computers, it will automatically be downloaded with the internet installation. Should you not want this, you will need to download and install the framework yourself beforehand.

Uninstalling is possible with the following parameters:

- C:\InLoox_for_Windows_1105.exe /s /uninstall

How do I know if I am logged into the right InLoox Cloud account?

1. Open InLoox Web App in your browser.

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2. Click on your **profile picture** in the bottom-left corner.
3. In the **sidepanel** on the right you see all the **InLoox Accounts**, that you may access with your email address.
4. The account you are currently logged in is highlighted.

Switch between InLoox Cloud accounts:

1. Open InLoox Web App in your browser.
2. Click on your **profile picture** in the bottom-left corner.
3. In the right **sidepanel** all available accounts are listed. The currently selected account is shown in blue.
4. Click on the desired account. InLoox Web App now reloads the project list of the selected account.
5. The account name of your active InLoox account can be changed. Please note that you need admin permissions. Click on your profile picture and go to **Settings**. Click on **Account**. Now you can change your **Account Name**.

Further information:

- It is possible to use multiple Accounts with one email address. Each account will be billed separately. Every account shares the same password.
- With this it is possible to work on different Accounts (=project data sets). This is useful if you want to separate individual business areas or departments (e.g., management, employees, etc.).
- Additionally, it is possible to change accounts to guarantee cross-functional collaboration.
- If you reset the password, you will receive an email with the corresponding link to reset your password.

What is the difference between the InLoox for Outlook Classic Add-in and the Modern Add-in?

The integration of InLoox in Outlook is a major advantage of InLoox. For many years, the classic COM add-in has been a key element for many of our existing customers.

Maintenance mode for Classic Add-in

However, Microsoft will not continue to develop the COM add-in technology in the future. You can read more information about this in the Microsoft article: Migrate from COM to web add-ins | Microsoft Learn.

We therefore **recommend not using the classic COM add-in** as it is already in **maintenance mode**. This means that no more new features will be added. The classic “InLoox for Outlook

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COM add-in" and the "InLoox for Windows Client" were discontinued on May, 19th 2025. You can also find more information on this under End of Life: Windows Clients »

The Modern Add-in: A future-proof solution

As a successor, we have developed a Modern Add-in for the integration in Outlook that is based on the latest technology. Find out more about the new InLoox for Outlook Modern Add-in here and take a look at the functionalities in detail in the corresponding help article.

We recommend switching to the new Modern Add-in to benefit from the advantages of the new add-in and to ensure that your work processes are future-proof. The Modern Add-in **works in both the old and the new Outlook** and is also suitable for Apple users. It is also available in the Outlook Web App (for MS365 customers with Exchange Online).

Installation and usage:

- **Cloud versions:** If you are using InLoox in one of the cloud versions (InLoox Professional or InLoox Enterprise), you can download and install the Modern Add-in directly from the Microsoft App Source.
- **On-Premise:** Users of InLoox On-Prem please follow the installation instructions: Download InLoox for Outlook Modern Add-in.

PLEASE NOTE Using InLoox in combination with Microsoft 365 offers many other advantages. More about InLoox + Microsoft 365 »

How can I download and set up InLoox for Outlook?

PLEASE NOTE The InLoox for Outlook Modern add-in is the successor to the classic COM add-in. Learn more »

System requirements for the *InLoox for Outlook* Modern Add-in

1. One of the following products:
    - Microsoft Exchange® Online (usually part of Microsoft 365 Business)
    - Microsoft Exchange® Server 2016 or 2019 **IMPORTANT** With this option, you may only be able to use the Modern Add-in in restricted mode (without access to file attachments of emails), depending on the Outlook client used.
2. One or more of the following products:
    - Windows: Microsoft Outlook® 2021 or higher / Microsoft Outlook® for Microsoft 365 in latest version
    - Windows: Microsoft Outlook® 2016/2019 retail (may have functional restrictions, additional installation/activation of WebView2 required)
    - Mac: Microsoft Outlook® 2016 for Mac or higher / Microsoft Outlook® for Mac in latest version

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- Microsoft Outlook® on the web (with Microsoft 365 Business)
  Not compatible are: Microsoft Outlook® 2016/2019 volume-licensed

3. Connection to the Internet / the InLoox On-Prem Server

Installation of the *InLoox for Outlook* Modern Add-in

There are several ways to install the InLoox add-in in Outlook:

- Self-installation via the Microsoft App Source (only for InLoox Cloud editions with Microsoft Exchange Online)
- Installation by the Office 365 administrator (for InLoox Cloud editions and InLoox On-Prem with Microsoft Exchange Online)
- Installation by the Microsoft Exchange Admin (for InLoox Cloud editions and InLoox On-Prem with Microsoft Exchange Server)

Self-installation via the Microsoft App Source

Requirement Usage of one of the InLoox cloud editions (InLoox Professional or InLoox Enterprise) with Microsoft Exchange Online

Users of one of the cloud editions can download the InLoox for Outlook add-in themselves from the Microsoft Store:

- Visit https://appsource.microsoft.com/en-us/product/office/WA200006590 or search for *InLoox for Outlook* manually in the Microsoft Store.
- Follow the installation instructions.
- After successful installation, you will find an **Open InLoox Add-in** button in the "Home" tab of your Outlook menu.

Installation by the Microsoft Office 365 administrator

Requirement Usage of one of the InLoox Cloud editions or InLoox On-Prem, each with Microsoft Exchange Online

1. Log in to Microsoft Office 365 with your administrator account.

2. Select the app launcher icon at the top left and click Admin. Alternatively, open https://admin.microsoft.com/

3. In the sidebar, click **Show all**.

4. In the Admin Center, go to **Settings** > **Integrated apps**.

5. Depending on your InLoox edition, proceed as follow:

- **For InLoox On-Premise:**

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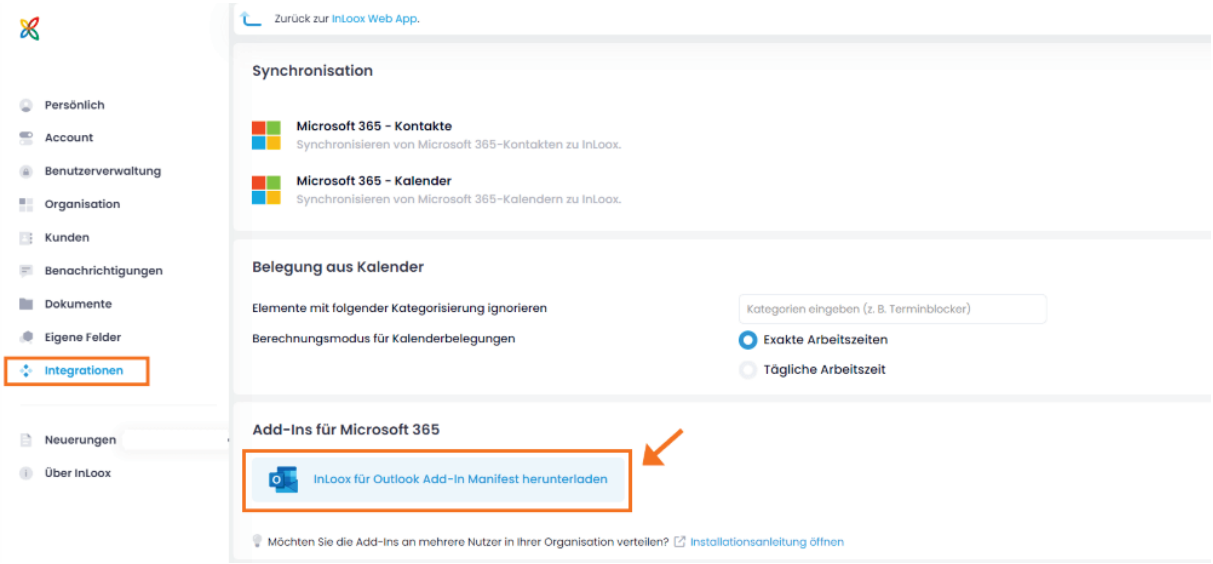
1. Select **Upload custom apps**.
2. In the **App type** field, select **Office Add-in**
3. Activate the checkbox **Upload manifest file (.xml) from device**.
4. Click **Choose File** to select the manifest file for the InLoox for Outlook add-in. This file can be downloaded from the **InLoox Account Settings > Integrations > Download InLoox for Outlook Add-in Manifest.**



5. Click on **Next**.

- **For InLoox Cloud Editions:**

1. Select **Get apps**.
2. Search for **InLoox for Outlook**.
3. Click **Get It Now**, then click **Get It Now** again.

6. In the "Deployment method" section, select an option to specify how the add-in will be deployed to users.

7. In the "Assign users" section, select one of the following options to specify to whom the add-in should be deployed.

- **Entire organization**: Select this option to deploy the add-in to everyone.
- **Specific users/groups:** Select this option to deploy the add-in to selected users or user groups only. Use the search option to find users or groups for whom you want to provide the add-in.
- **Just me**: Select this option to make the add-in available only to yourself.

8. Click **Next**, then click **Next** again.

9. Finally, click on **Finish deployment**. A green tick is displayed when the add-in deployment was successful.

PLEASE NOTE Deployment on all devices can take up to 24 hours.

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Installation by the Microsoft Exchange Administrator

Requirement Usage of one of the InLoox Cloud editions or InLoox On-Prem, with Microsoft Exchange Server 2016 or 2019

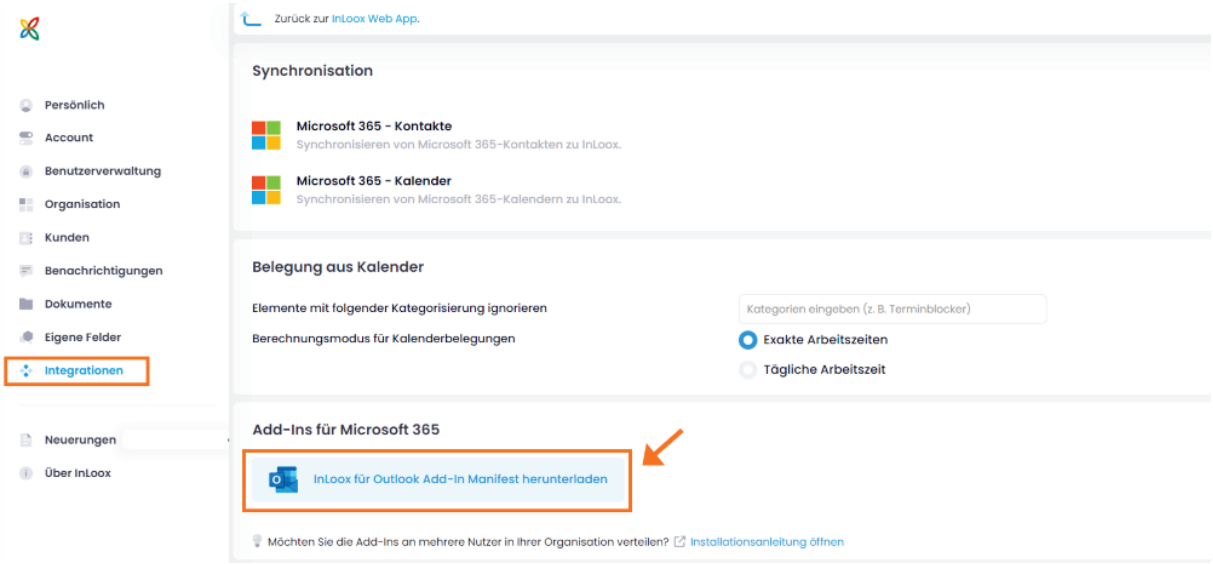
IMPORTANT With this option, you may only be able to use the Modern Add-in in **restricted mode** (without access to email attachments). This depends on the Outlook client used.

1. Open the **MS Exchange Admin Center (EAC).** You can find instructions on accessing the EAC here.

2. In the Exchange Admin Center, go to **Organization > Add-Ins**

3. How to add the „InLoox for Outlook“ Add-in:

   1. Click on the **+ button (Add).**
      - If you use one of the InLoox cloud editions, click on **"Add from Office Store".** Follow the instructions to add the "InLoox for Outlook" Add-in. Then proceed with step 4 of this guide.
      - If you use InLoox On-Prem, please select the source "**Add from file".**
   2. Upload the ***InLoox for Outlook*** **manifest file**, that you previously downloaded in the **InLoox settings** under **“Integrations”**.



   3. The “InLoox for Outlook” add-in is now displayed in the list of available apps.

4. How to make the add-in available for users:

   1. **Double-click** on the “InLoox for Outlook” add-in to **open the add-in settings**.
   2. In the add-in settings, activate the checkbox **“Make this add-in available to users in your organization”**.
   3. Then select one of the following options:

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- **Optional, enabled by default** (the add-in is enabled by default, but can be disabled by users).
- **Optional, disabled by default** (the add-in is disabled by default, users can enable it if required).
- **Mandatory, always enabled** (the add-in is always enabled, users cannot disable this application)

Click on **Save**.

IMPORTANT If you have selected the second option “Optional, disabled by default”, users must activate the add-in themselves. To do this, they must navigate to the **options** within Outlook and under **Manage add-ins** activate the corresponding **checkmark for the “InLoox for Outlook" add-in.**

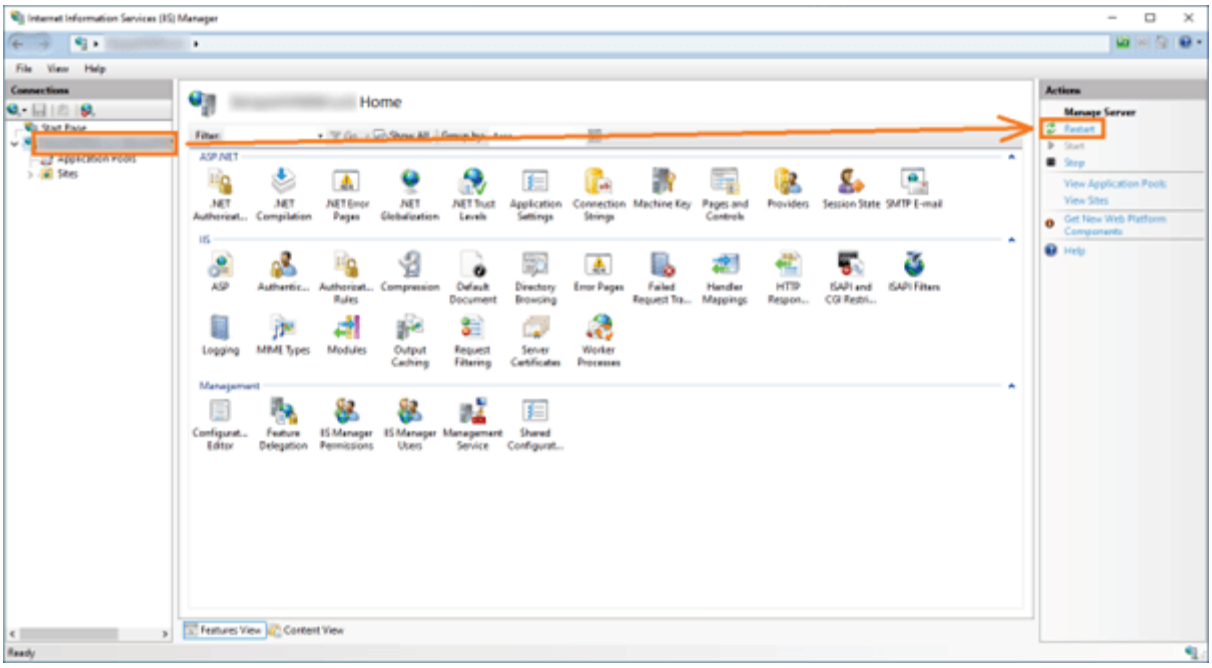
5. **Check the installation:** Make sure that the “InLoox for Outlook” add-in is displayed in the “Home” tab in MS Outlook for the users. **Info** Deployment on all devices should be available immediately.

How to connect Microsoft 365 in InLoox On-Premise?

IMPORTANT This support article is relevant to InLoox OnPrem only. For InLoox Cloud there is no need to create an Azure App.

IMPORTANT Please make sure to have installed InLoox OnPrem Server from version 11.3.3 and later.

IMPORTANT If you create the Azure App after the first installation of InLoox On-Premise you need to reconfigure this setting in the configuration mode of the server setup. Therefore please start the server setup as administrator and choose the option “Konfiguration anpassen”. There you can set the Azure app settings. After reconfiguring the settings please restart the IIS.



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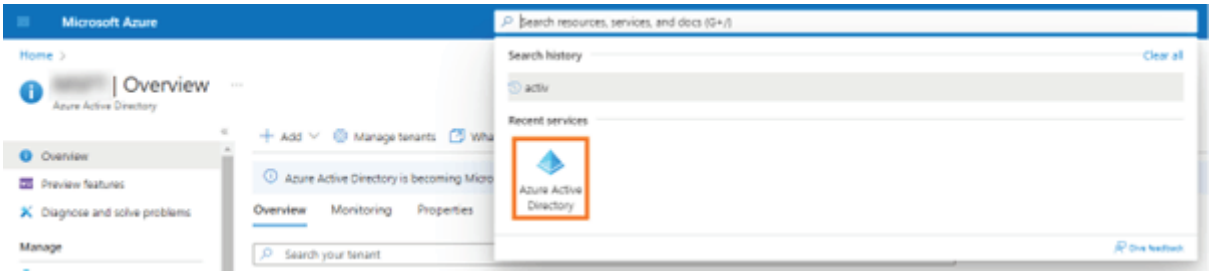
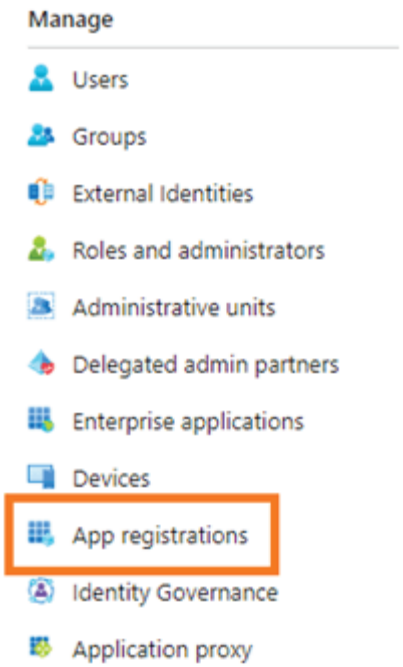
Login to your Azure portal.

Go to the service **Azure Active Directory**.



Switch to **App registrations** using the side panel.



Click on **+ New registration**.

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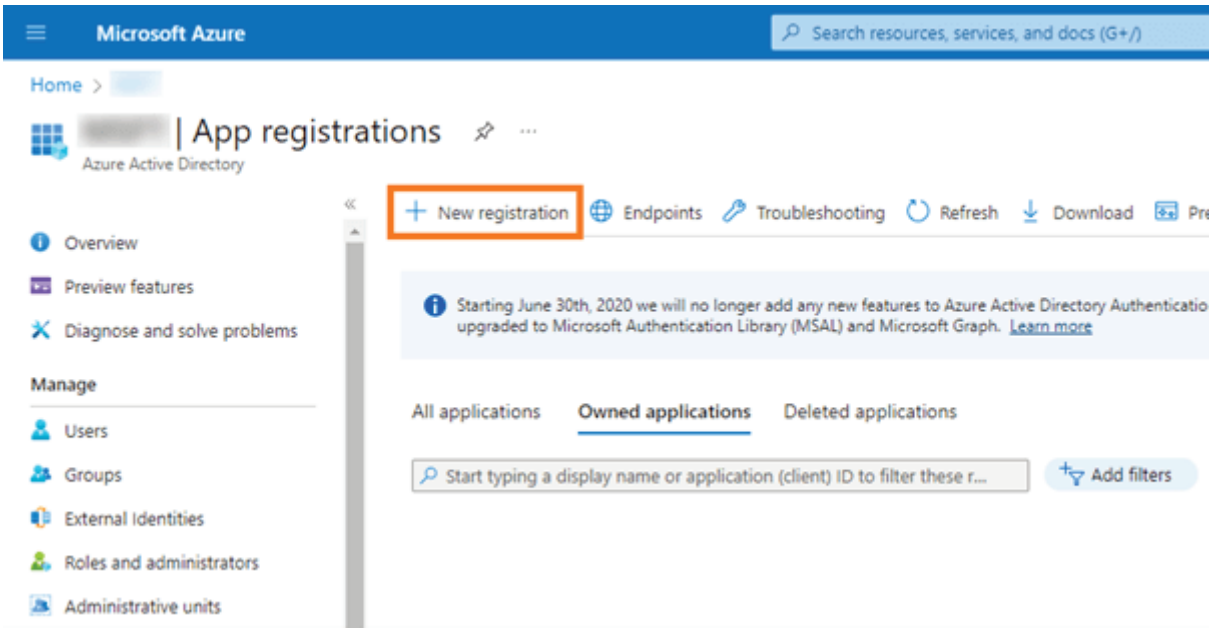

Choose a **name** and within **Supported account** types choose „Accounts in this organizational directory only“. Then click on **Register**.

PLEASE NOTE All other account types are compatible but irrelevant for most scenarios and settings.

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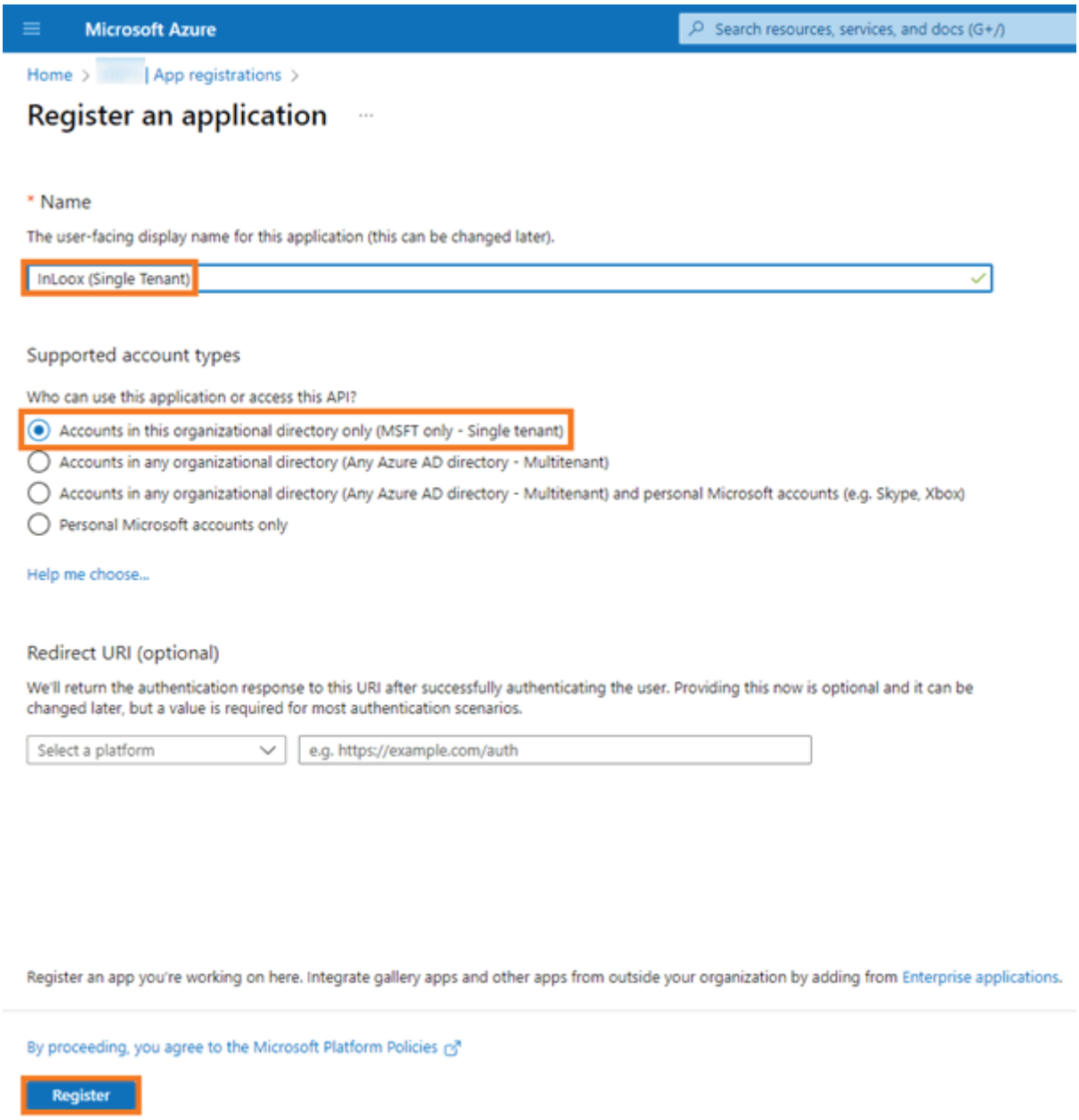

Now go to **Authentication**.

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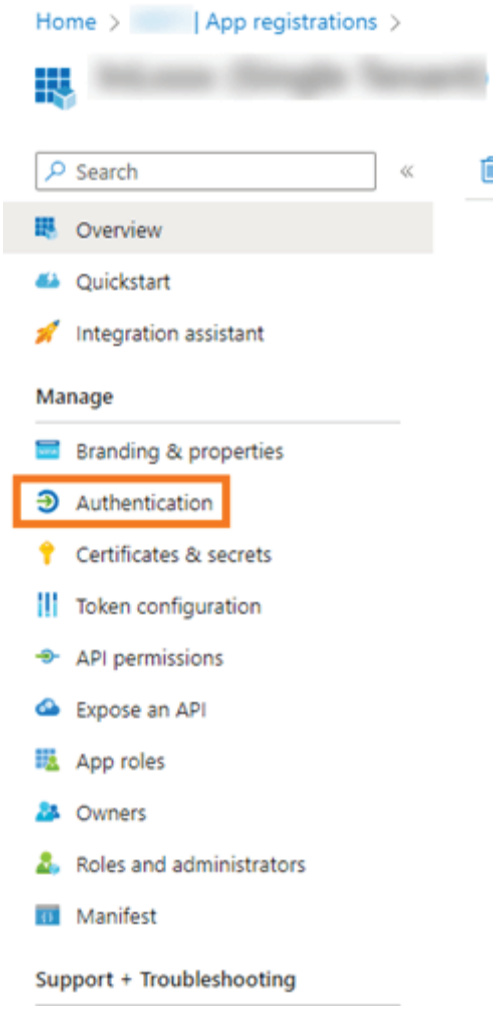
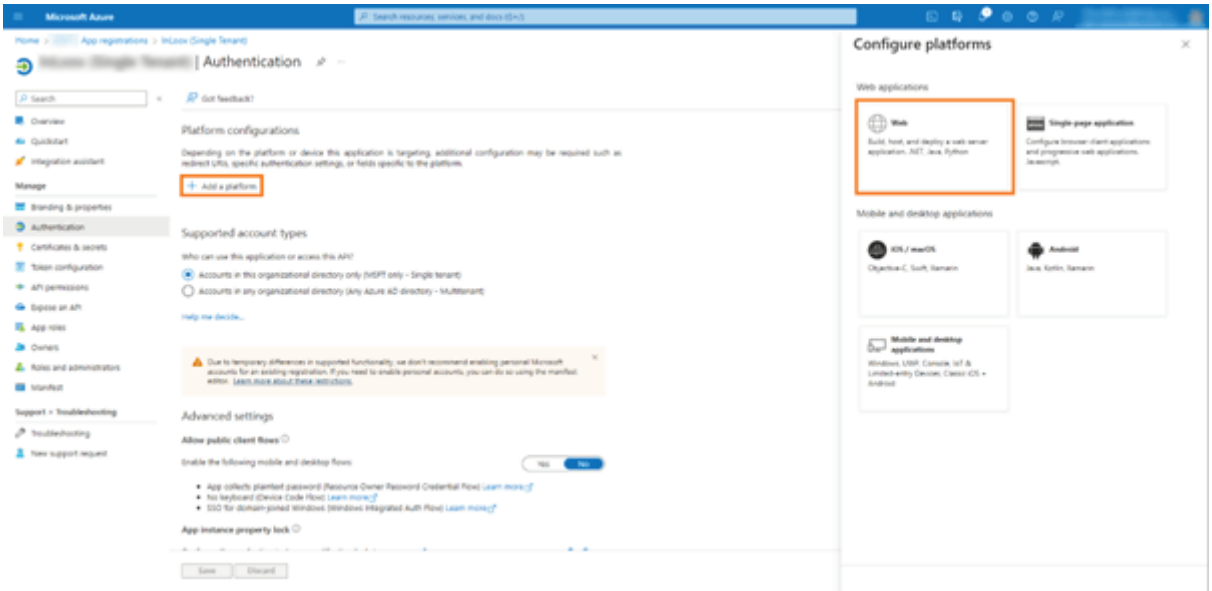


Please check the **Supported account types** again and possibly change them. Now choose **+ Add a platform**. On the right side panel choose **Web**.



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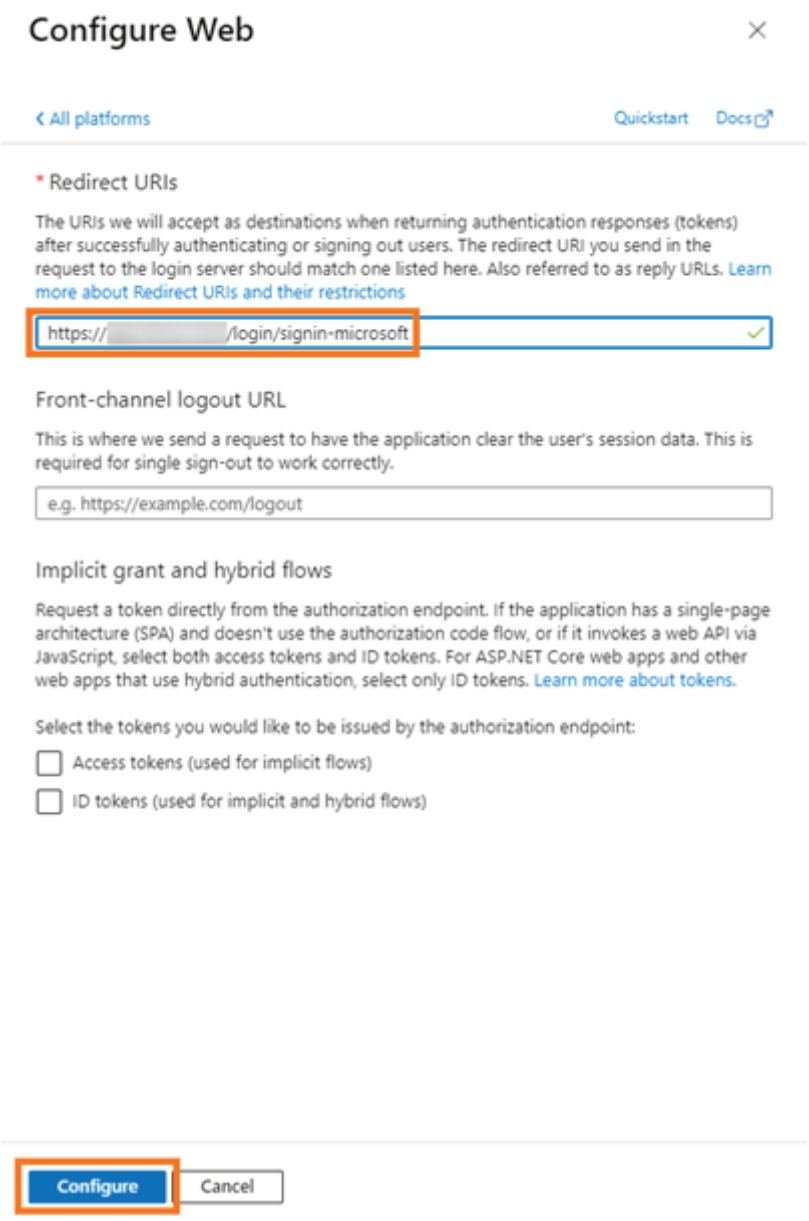
Insert your InLoox App login link here:

(https://{YOUR INLOOX APP URL}/login/signin-microsoft)

IMPORTANT {YOUR INLOOX APP URL} is a placeholder for the URL your InLoox On-Premise server is available.



Insert the following URLs and click **Save.**

https://{YOUR INLOOX APP URL}/login/Manage/UserPermissionConsentCallback

https://{YOUR INLOOX APP URL}/signin-microsoft

https://{YOUR INLOOX APP URL}/login/Manage/AdminConsentCallback

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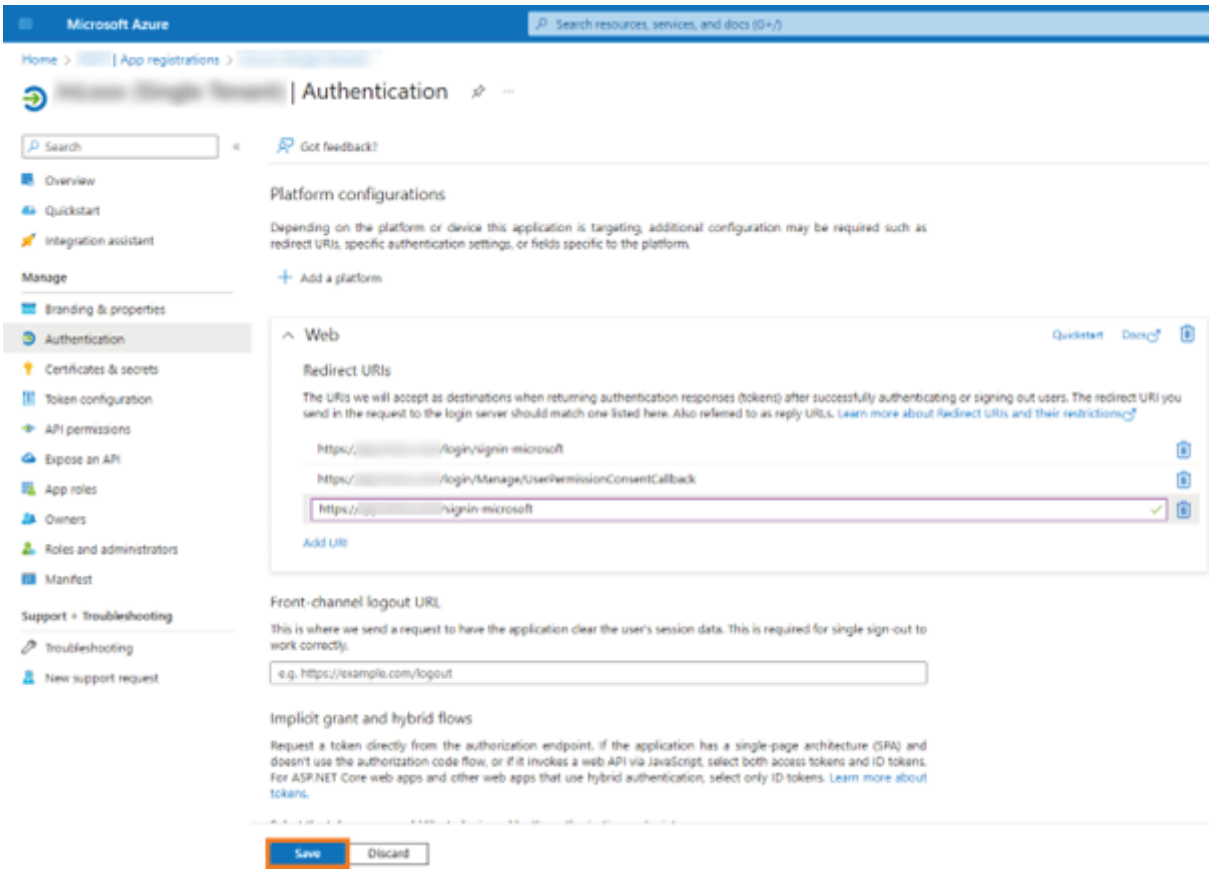

Go to **API permissions**.

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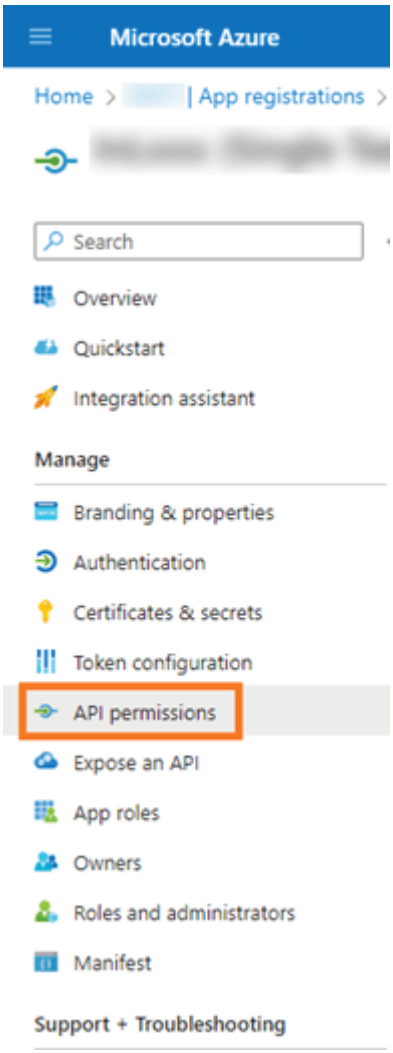
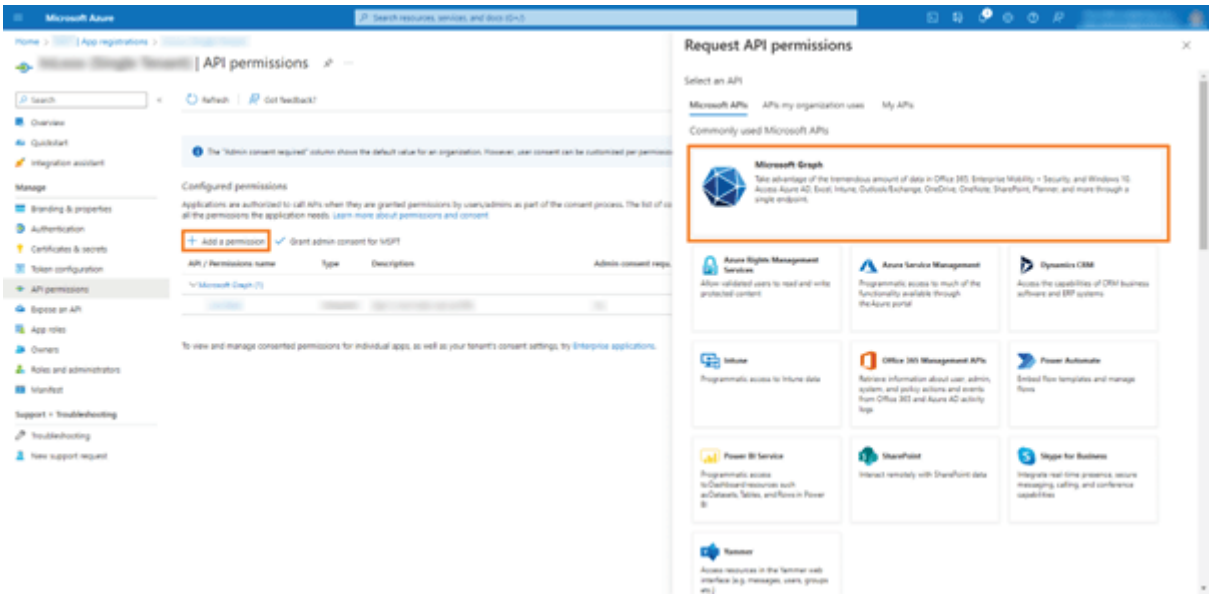


Click on **+ Add a permission** and choose **Microsoft Graph**.



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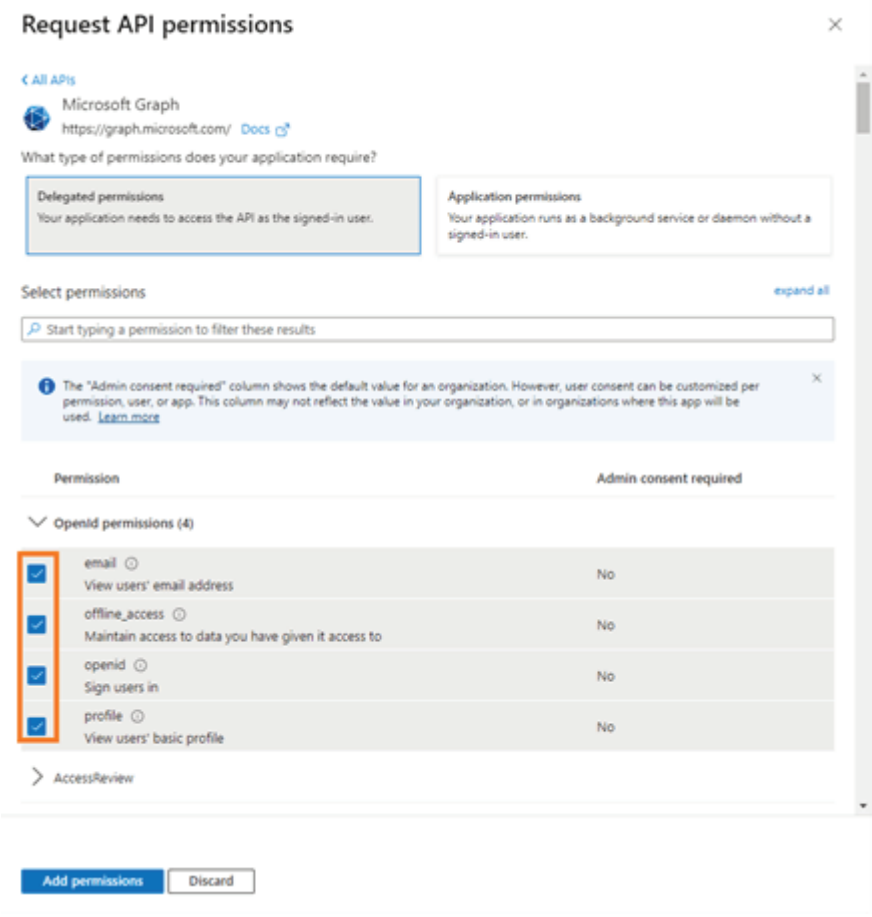
Click on **Delegated permissions** and activate the following **OpenId permissions.** Then click on **Add permissions**.



Add the following **Delegated permissions**:

- Contacts.Read
- Contacts.Read.Shared
- Mail.Read
- User.Read
- Files.ReadWrite.All
- Sites.ReadWrite.All

Add the following **Application permissions**:

- Calendars.ReadBasic.All
- User.Read.All

The whole list of permissions should look like this:

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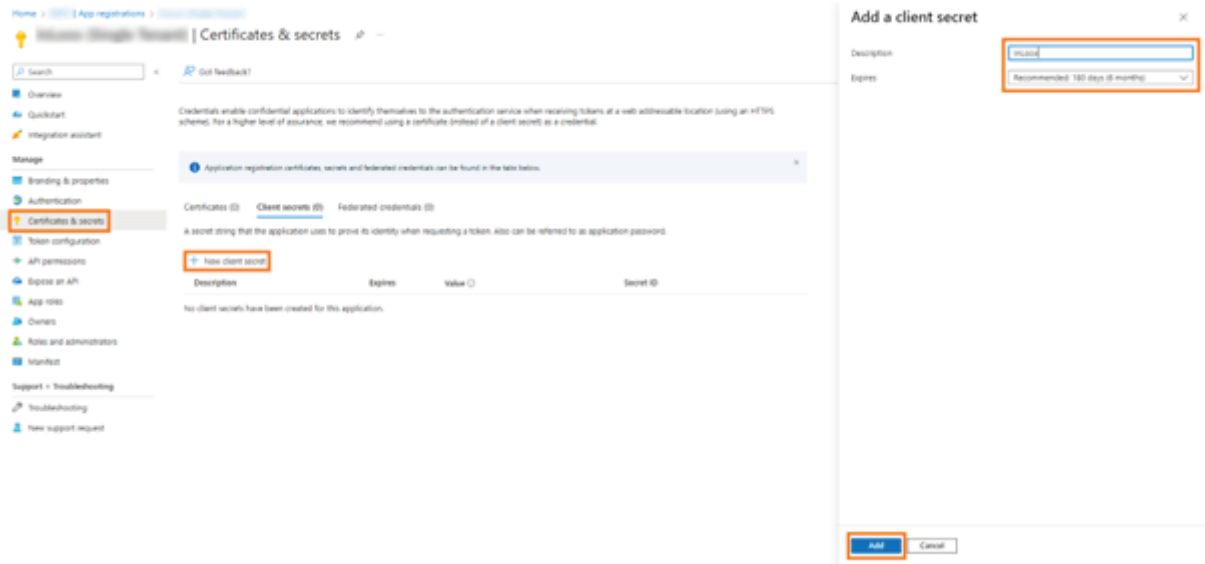
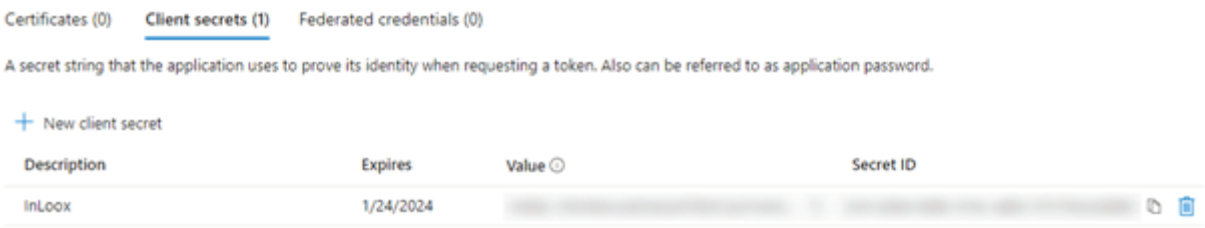
API / Permissions name	Type	Description	Admin consent
Microsoft Graph (10)			
Calendars.ReadBasic.All	Application	Read basic details of calendars in all mailboxes	Yes
Contacts.Read	Delegated	Read user contacts	No
Contacts.Read.Shared	Delegated	Read user and shared contacts	No
email	Delegated	View users' email address	No
Mail.Read	Delegated	Read user mail	No
offline_access	Delegated	Maintain access to data you have given it access to	No
openid	Delegated	Sign users in	No
profile	Delegated	View users' basic profile	No
User.Read	Delegated	Sign in and read user profile	No
User.Read.All	Application	Read all users' full profiles	Yes

Go to **Certificates & secrets**. Within Client secrets click on **+ New client secret.** Enter a Description and when the secret expires. Then click on **Add.**





IMPORTANT You have to save the value and secret id of this key. This information will only be shown **once on this page**. If you do not save the information, you have to generate a new key.

The previously saved information can now be entered inside the setup:

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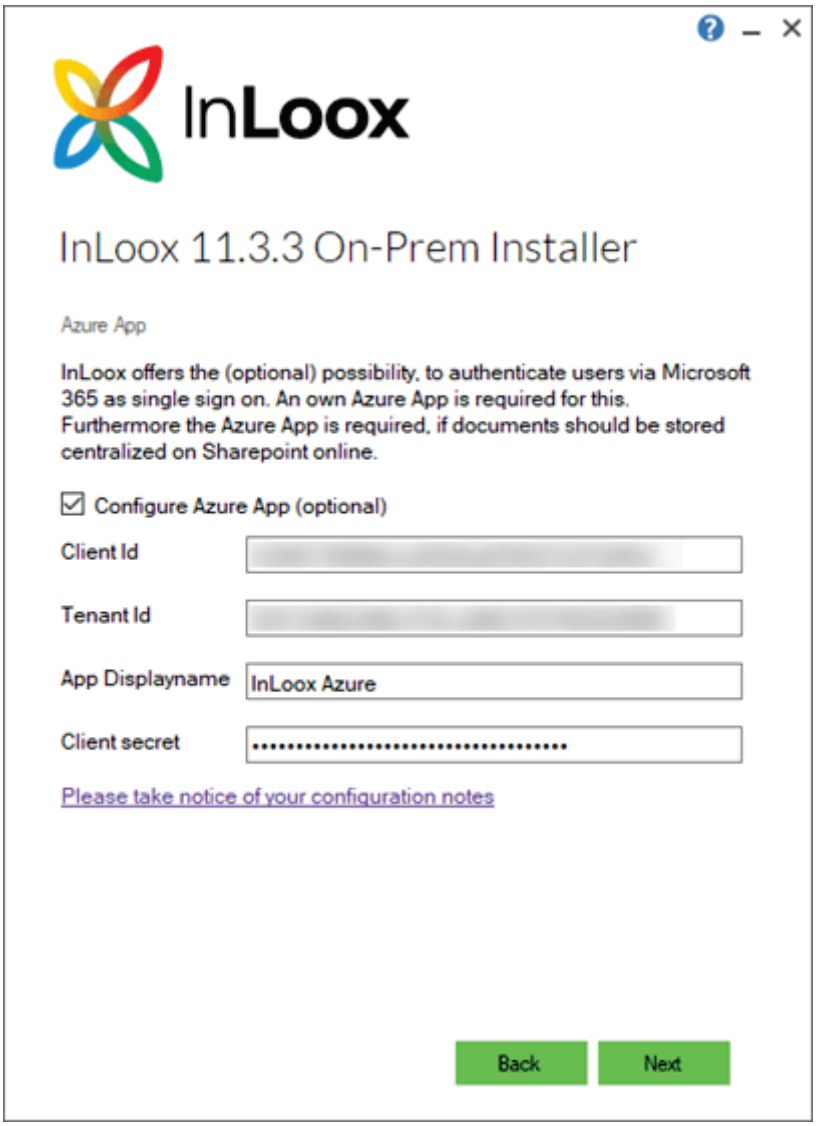

Login to your InLoox account and go to **My Profile** and to **Settings.** Scroll to the bottom of the page and **Connect Microsoft Account**. Now your Azure App is connected to InLoox.

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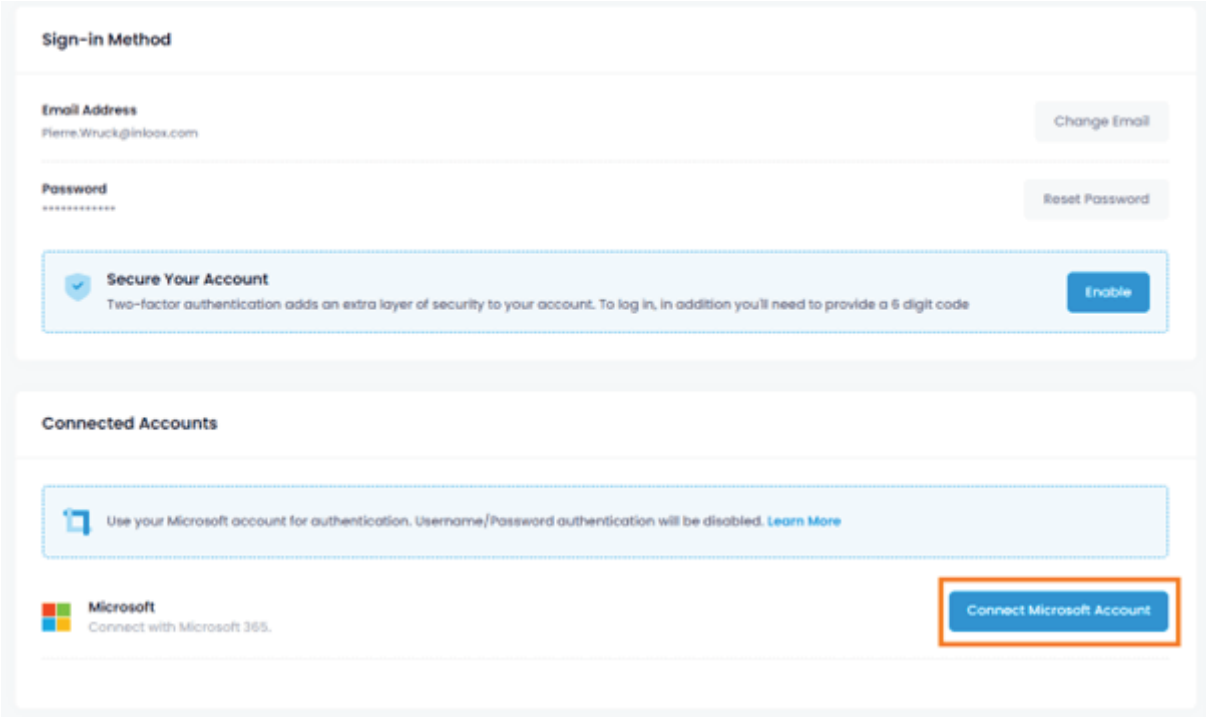
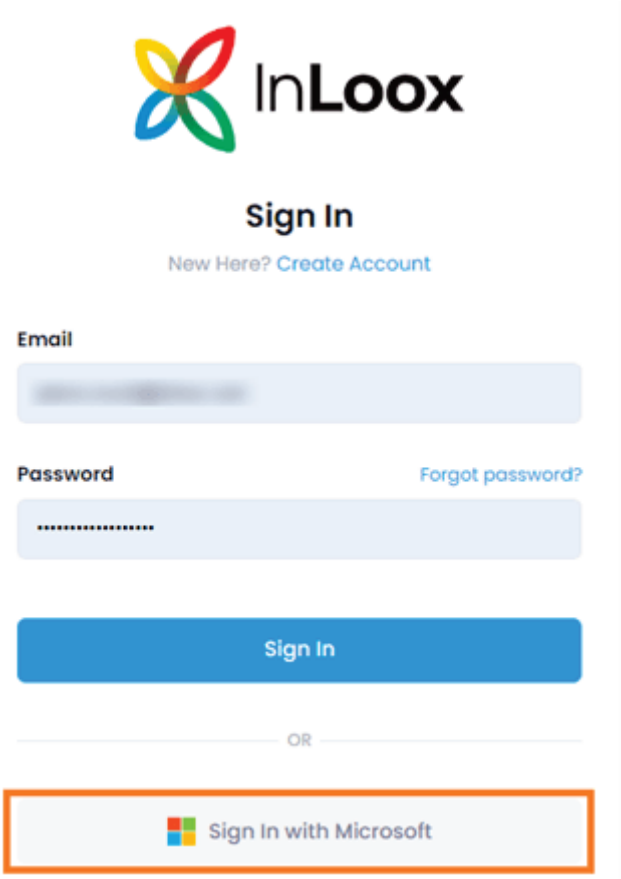


The login can now be done with your Microsoft account.



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What does the InLoox OnPrem Server need internet access for & how to configure a proxy server?

PLEASE NOTE This guide is only relevant for InLoox 11.x On-Premise.

For license activation and notifications about new versions, the InLoox OnPrem Server requires internet access to the following URLs:

- https://app.inloox.com/api
- https://account.inloox.com

If your InLoox OnPrem Server does not have general internet access or if you cannot or don´t want to individually release the URLs, a proxy server can also be set up in the InLoox OnPrem Server. Please note that a proxy set up in the Windows system is not used and must be configured according to this guide.

How to configure a proxy server:

IMPORTANT Please ensure that the InLoox OnPrem Server is installed in at least version 11.6.

During installation or in configuration mode, you can enter the proxy server on the following page:

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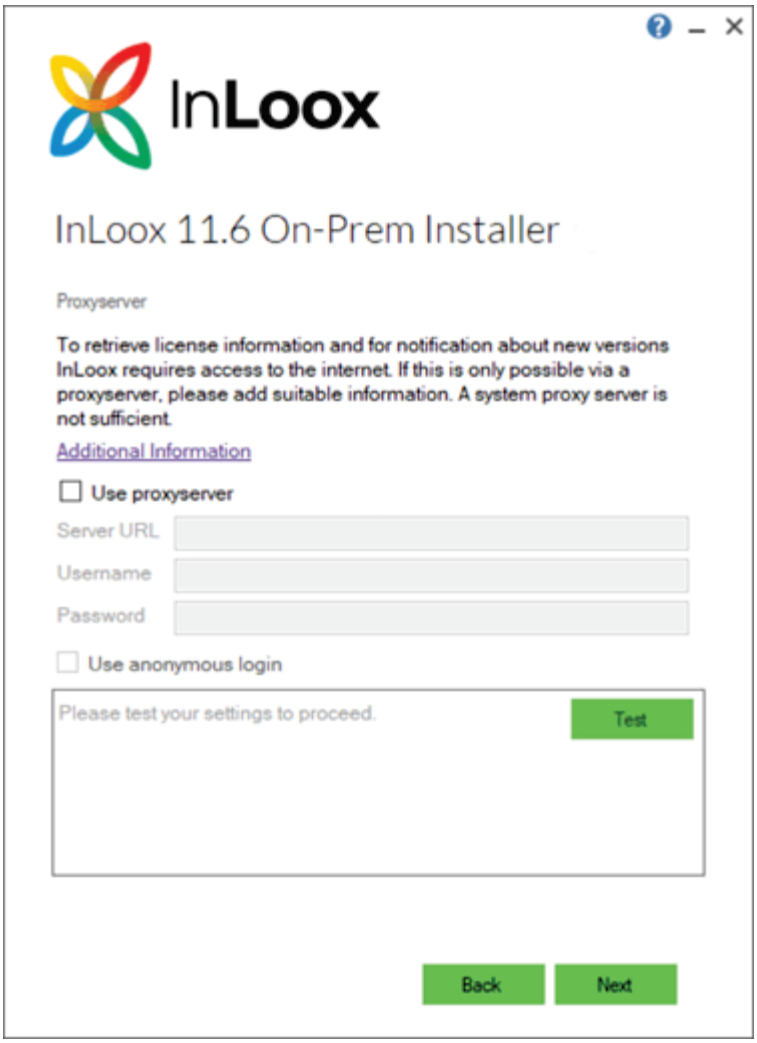

The URL of the proxy server must be entered in the following format:

http://proxyserver

http://proxyserver:8080

If no login is required at the proxy server, check the box for anonymous login.

Then test the configuration. If the test is successful, you can proceed with the installation.

IMPORTANT If you **set up the proxy server** only **after the initial setup of your InLoox On-Premise solution**, you must re-enter it in the configuration mode of the server setup. To do this, start the server setup as an administrator and select "Adjust configuration". Here, you can now enter the proxy server. After completing the configuration adjustment, the IIS must be restarted once.

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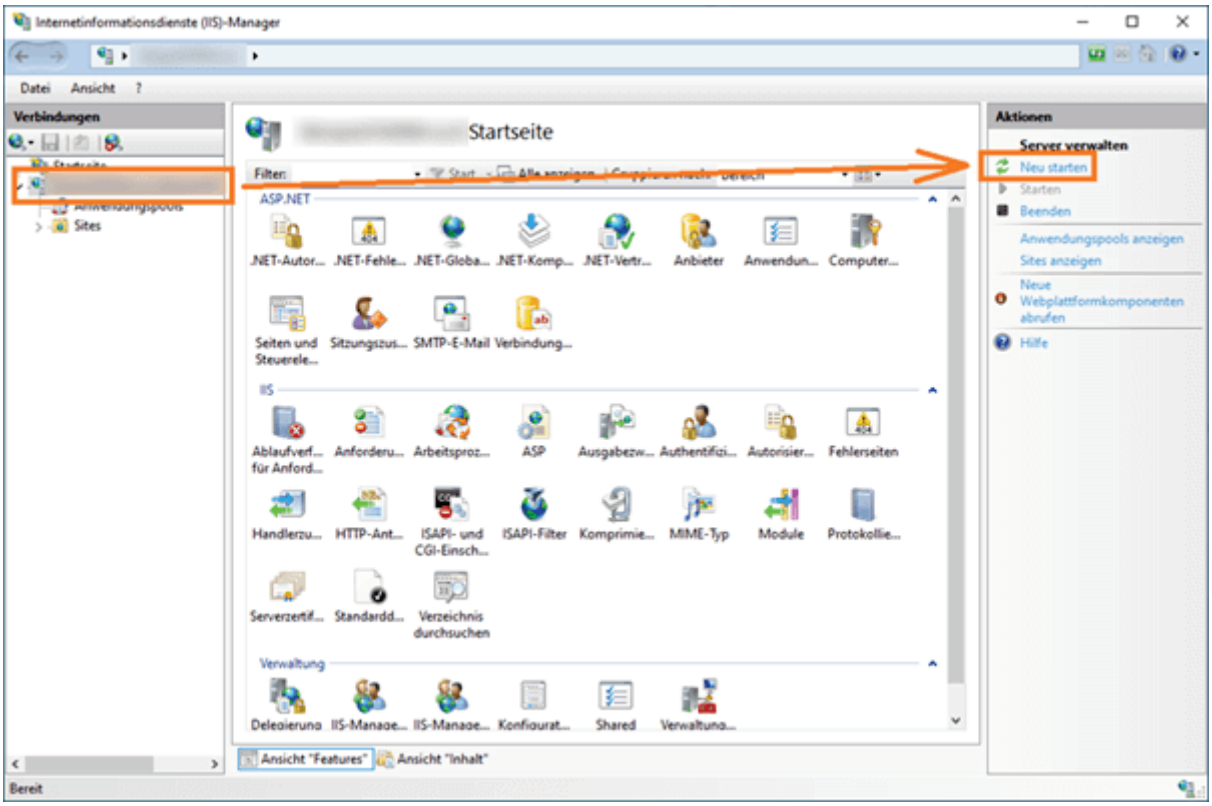

How can I keep Microsoft .Net 6/8 up to date automatically?

PLEASE NOTE

- For InLoox 11.x for Windows/Outlook the Microsoft .Net 6 Desktop Runtime is required.
- For InLoox 11.x OnPrem Server the Microsoft .Net 8 Hosting Bundle is required.

InLoox 11.x for Windows/Outlook:

1. **Open the settings** of your PC or notebook.
   Note The following labels may differ slightly depending on the system.
2. Click on **"Update & Security"**.
3. Click on **"Windows Update"** on the left and then on **"Advanced options"**.
4. **Activate the toggle** for **"Receive updates for other Microsoft products"**.
5. Done! Microsoft .NET is now updated automatically.

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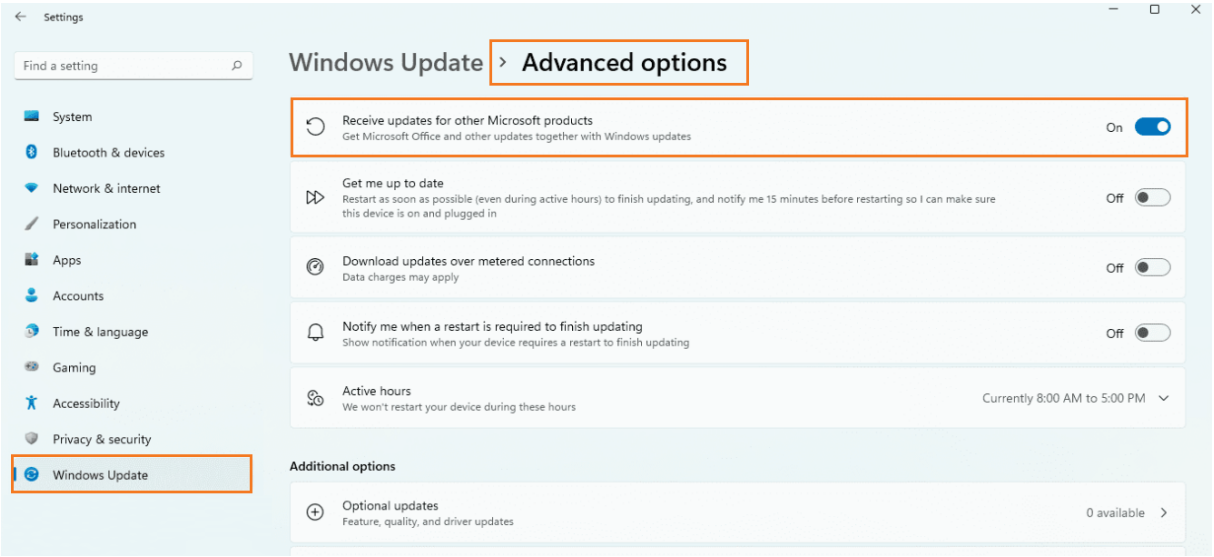

InLoox 11.x OnPrem Server:

1. Follow all the steps described above under "InLoox for Windows/Outlook".
2. Go to the following website: Microsoft DevBlogs - Server Operating Systems Auto Updates.
   Follow the steps specified there and store one or more of the registration keys listed there on your server.

How can I embed InLoox data live in Excel using OData?

With the InLoox OData API, you can integrate data from the InLoox database directly into Excel as a data source using Microsoft Power Query.

The following guide will help you add an example query of the project list to an Excel document:

1. Create Personal Access Token

In the **My Profile** section, go to the **Personal Access Tokens (PAT)** tab. Here, you can generate a personalized access token for authorizing data access from applications to your InLoox account. The token acts as a personal login and allows access only to the data you can see in InLoox.

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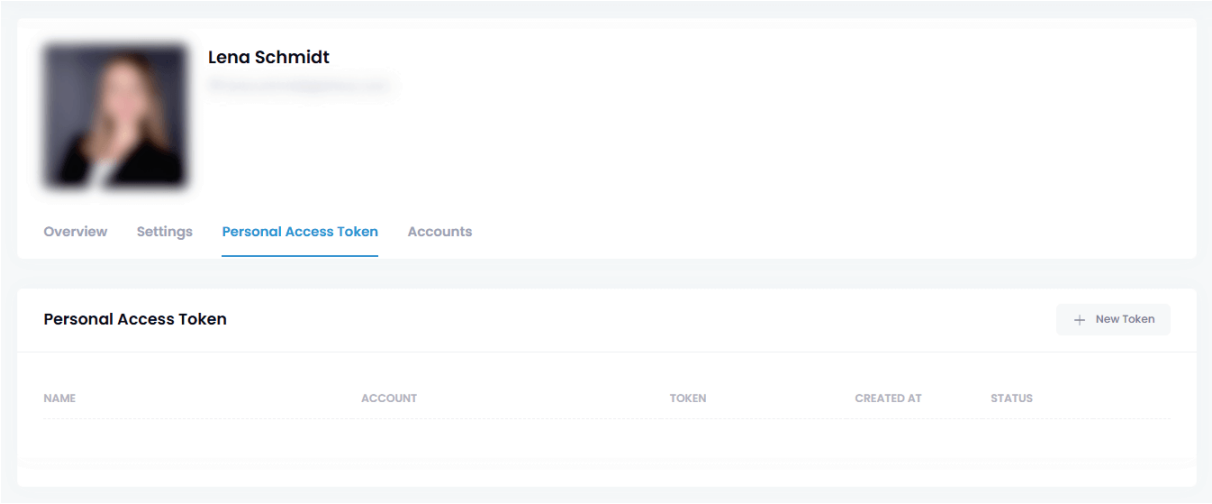
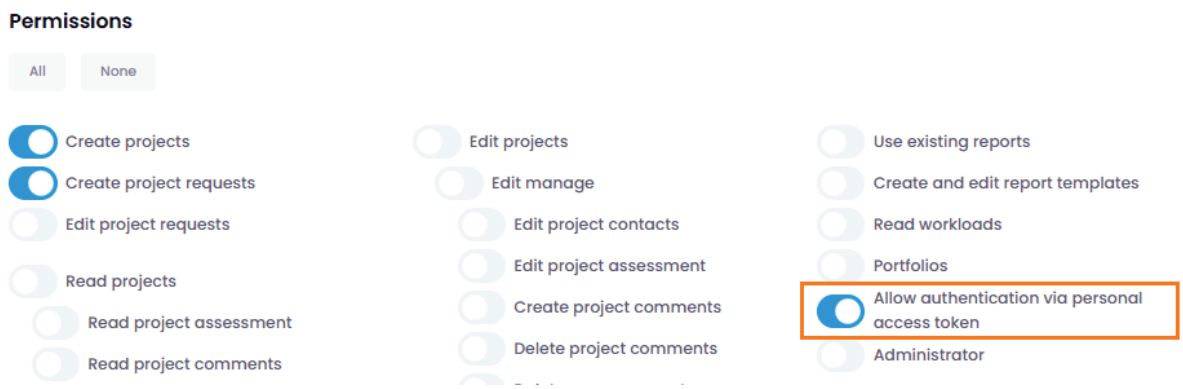


PLEASE NOTE For the token to work, you need the permission **"Allow authentication via personal access token"**, which you will receive from your InLoox admin. (After (de)activating the permission, it takes up to 1 hour for this to take effect. Background: The permission is cached to optimize performance.)



To create a token, click **New Token**, enter a meaningful name in the dialog, and select the account whose data you want to access.

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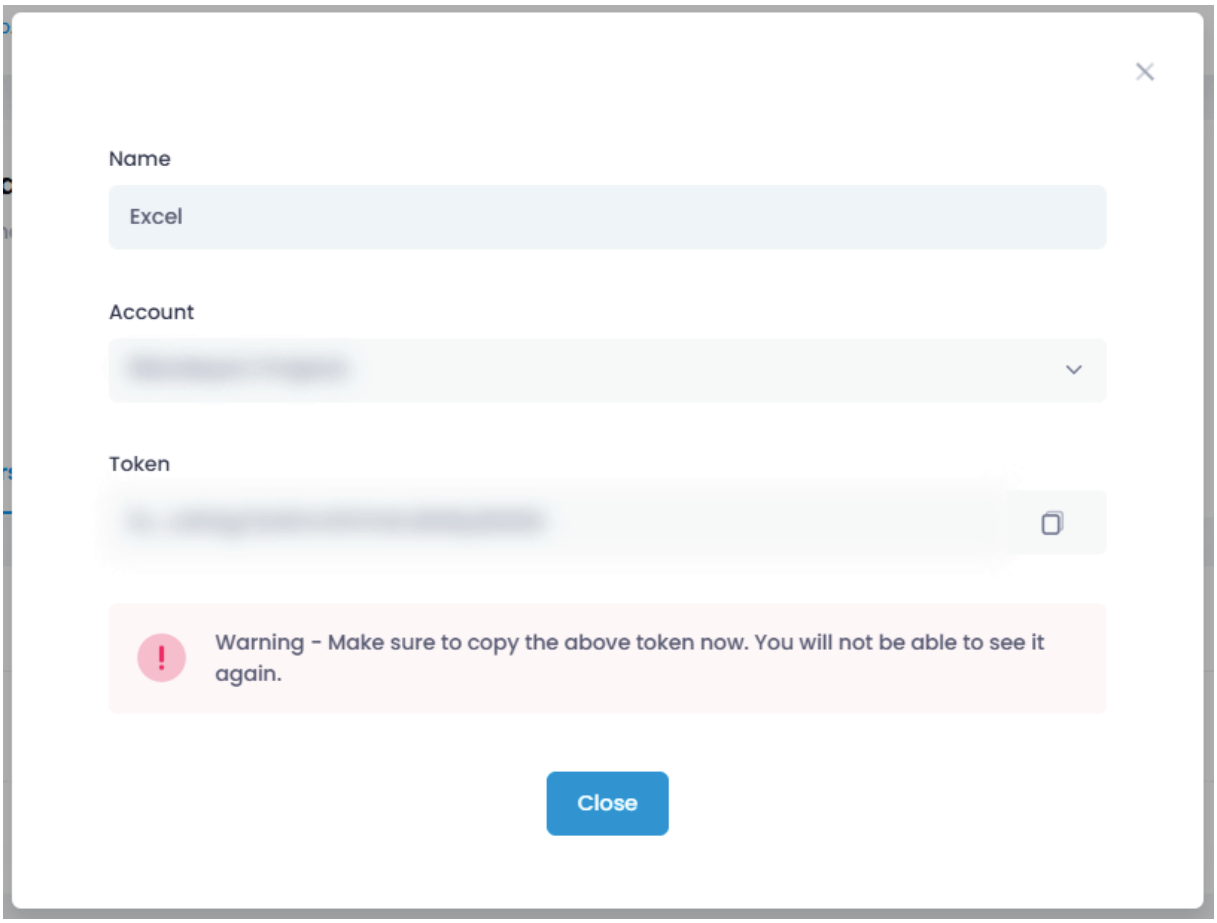

Save the token in a secure location, as you will need it later. If you lose the token, simply create a new one.

IMPORTANT A Personal Access Token is comparable to a login and password. It should therefore also be **protected like a password**. If it is shared, it can be used with the InLoox API to gain read and write(!) access to data in InLoox.

We strongly recommend creating a new user with the **"Read-Only"** access type specifically for retrieving data via a PAT token. Additionally, configure permissions for this user to ensure access is granted only to the necessary data.

IMPORTANT If you retrieve the data in accordance with this guide, the Excel file will also contain the token. If you send/share the Excel file, the token will also be sent. In this case, it is advisable to remove the token beforehand.

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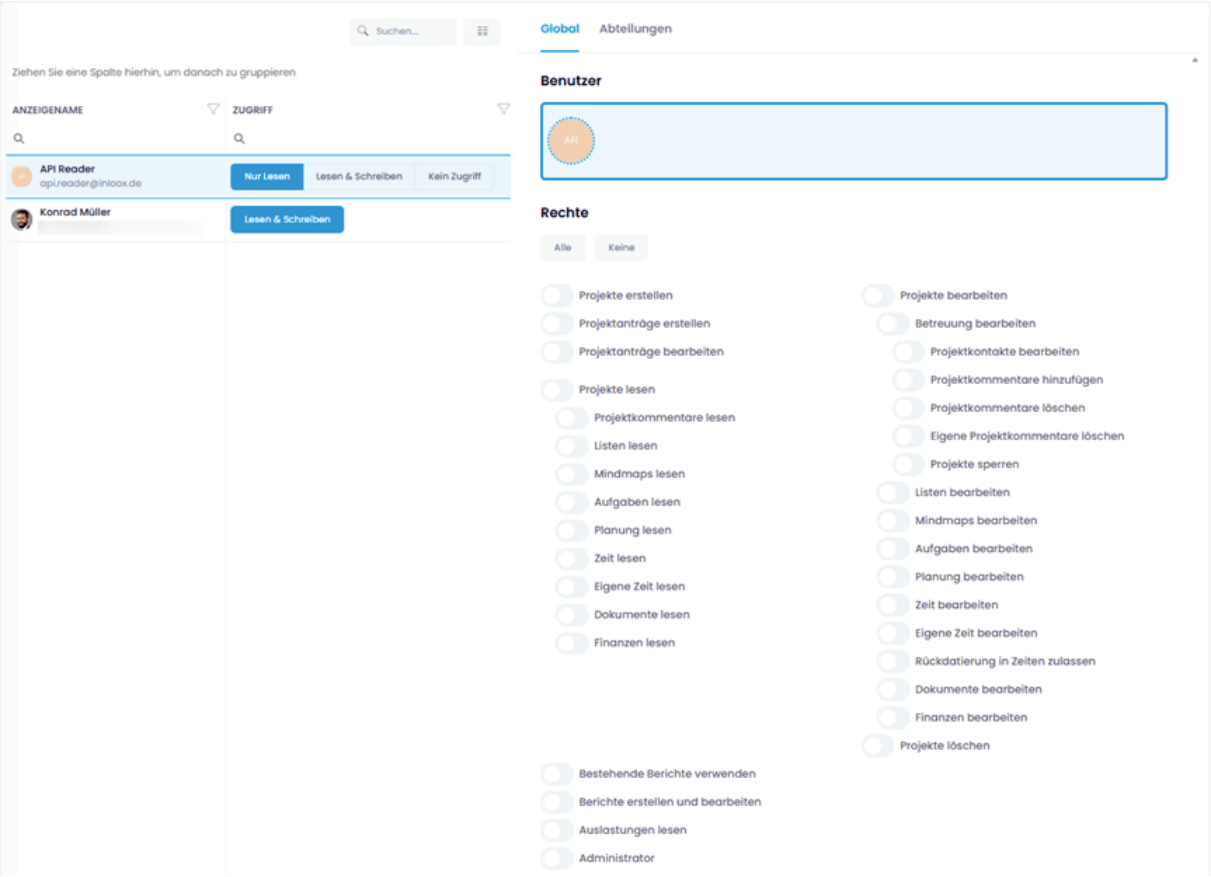

2. Connect the InLoox OData data source to Power Query in Excel

Power Query is a technology embedded in Excel and other Microsoft products that allows you to import external data sources into Excel tables.

In Excel, navigate to the **Data** tab and open the **Get Data** dropdown menu. First, select **From Other Sources** and then **Blank Query**.

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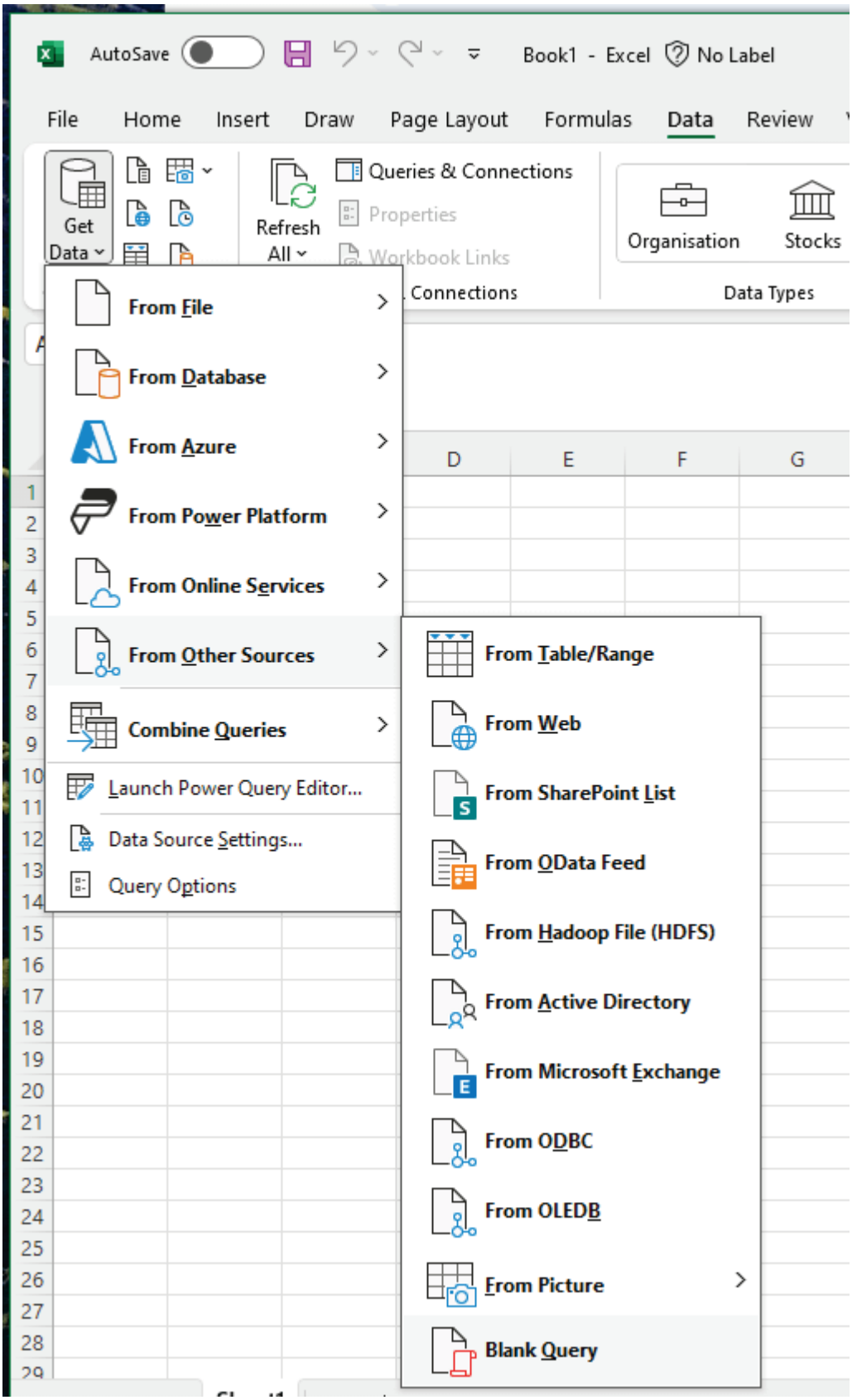

This opens the Power Query Editor in a new window.

Now, open the **Advanced Editor:**

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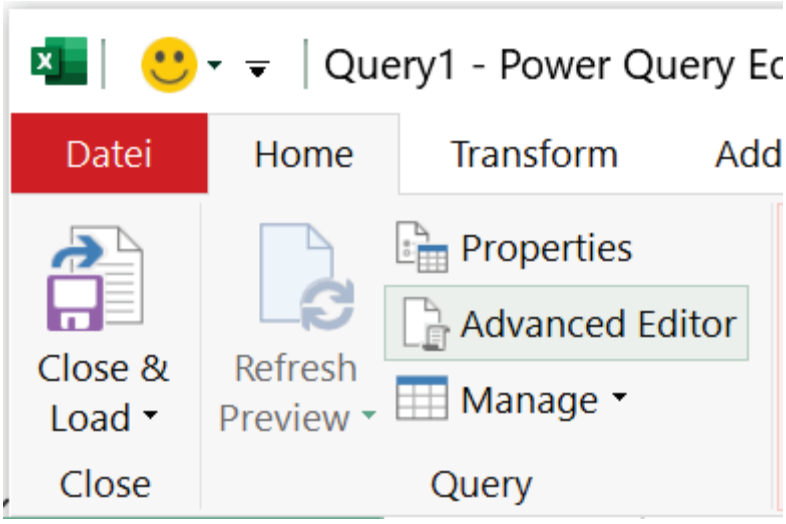
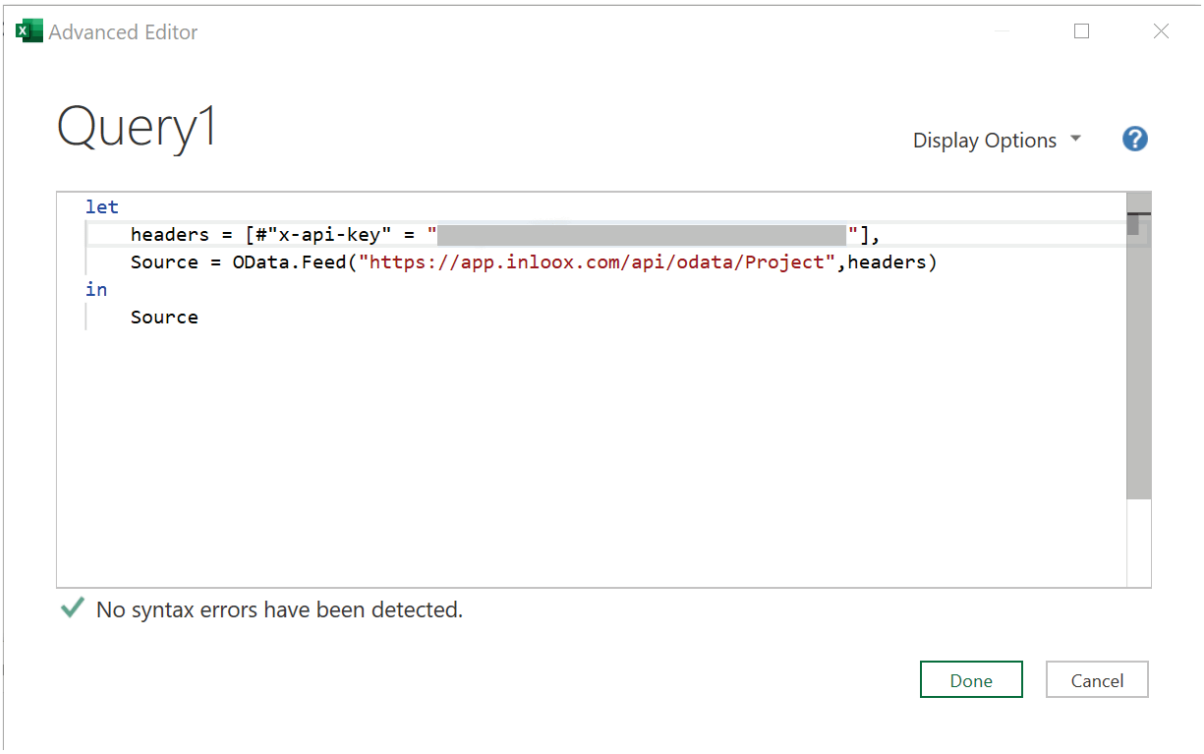


Enter the following query, replacing [YOUR_PAT_TOKEN] with the Personal Access Token (PAT) you created earlier:



The query in detail:

```
let
  headers = [#"x-api-key" = "[YOUR_PAT_TOKEN]"],
  Source = OData.Feed("https://app.inloox.com/api/odata/Project", headers)

in
  Source
```

Explanation of the query:

- **YOUR_PAT_TOKEN:** Your Personal Access Token

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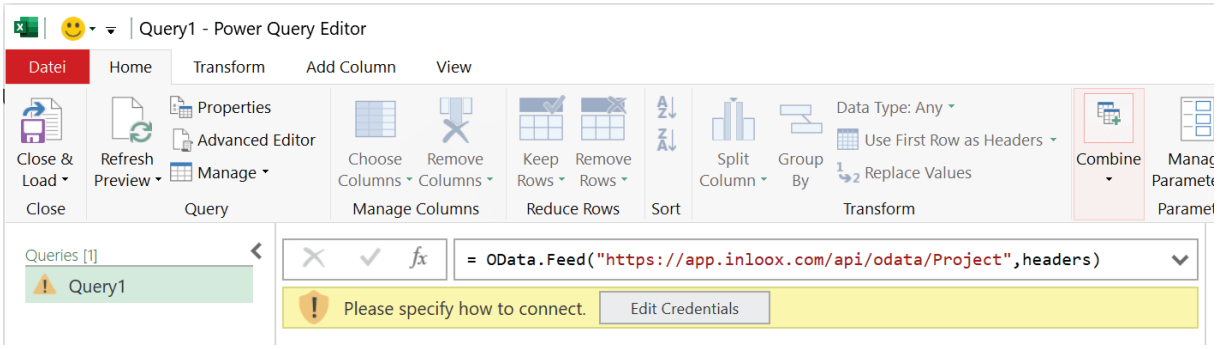
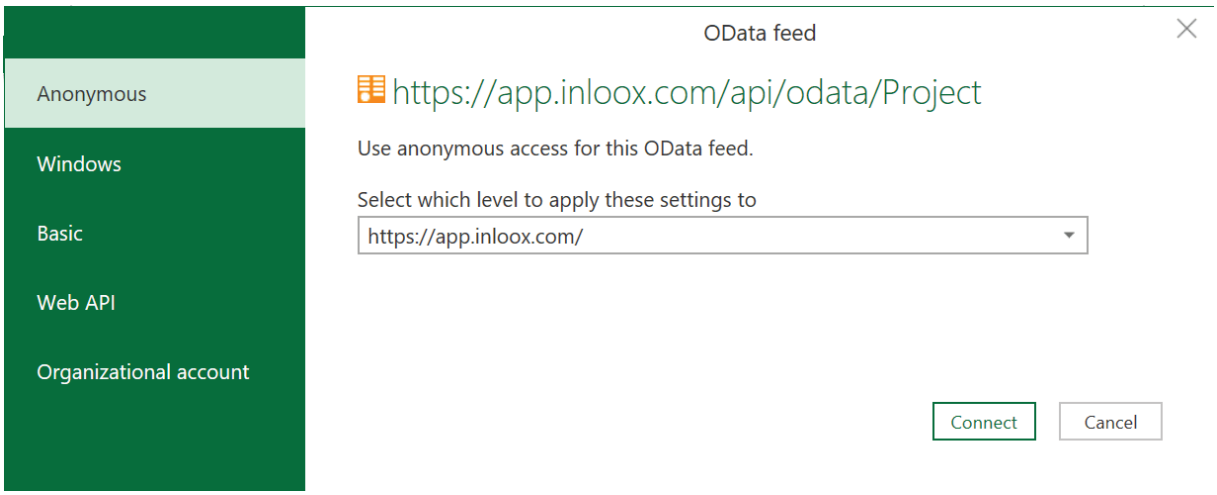
- **OData.Feed:** The URL of your InLoox account, including the OData API path and an OData API object. In this example, the list of all projects.
- If you are using InLoox in the OnPrem version on your own server, you must enter the corresponding URL defined by your organization, e.g. https://inloox.mycompany.com/api/v1/odata/Project.

Typically, you will now be prompted to specify how your connection to the InLoox API should be established.
Click **Edit Credentials:**



Then select **Anonymous** with the level set to https://app.inloox.com// or the corresponding URL for your InLoox OnPrem server:



After confirming by clicking **Connect**, a preview of your data will be loaded:

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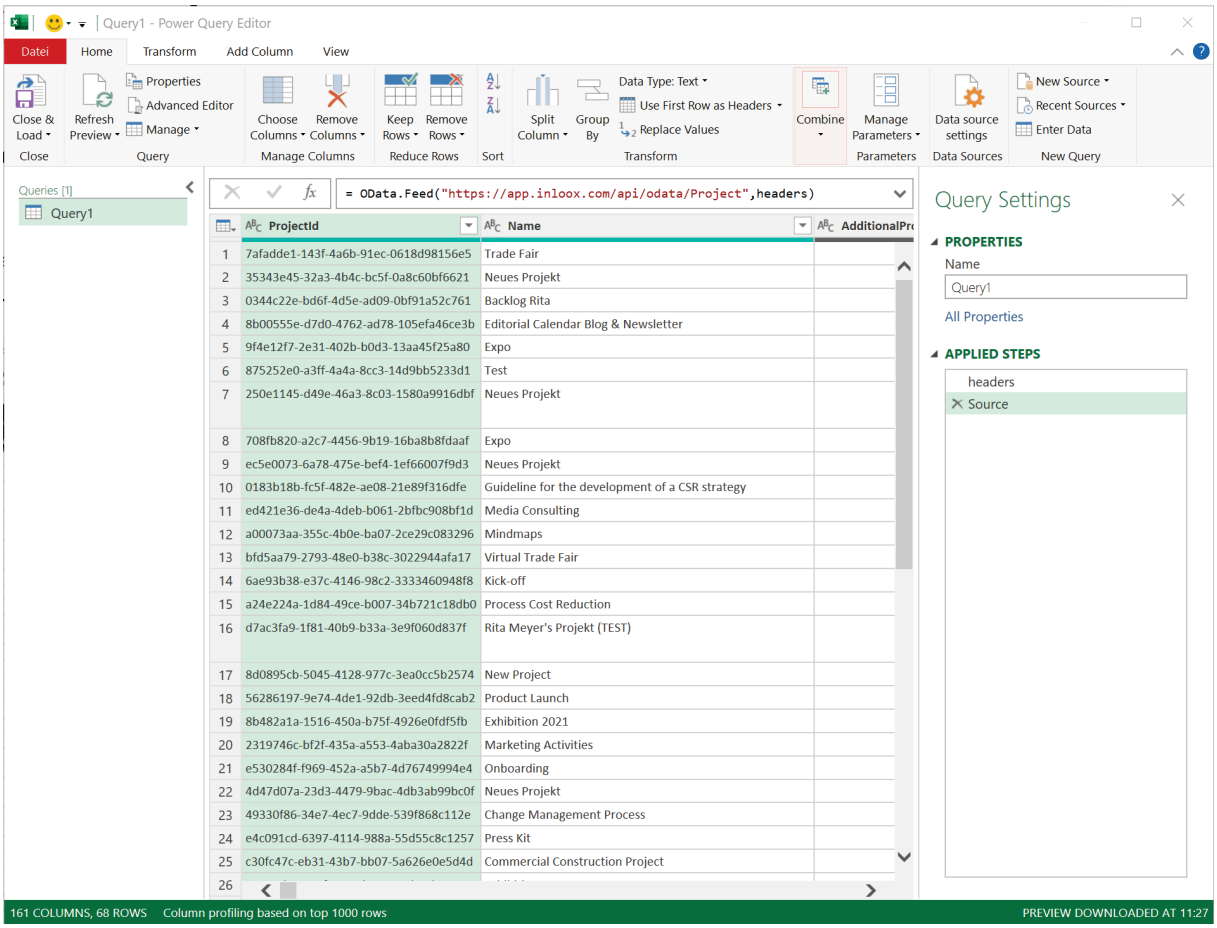

On the top left, click **Close & Load** to exit the Power Query Editor and import the queried data into a new Excel table.

IMPORTANT Depending on the size of your InLoox database, this query may load a very large amount of data! Ideally, you should apply filters to limit your query and retrieve only the data relevant to your use case. For more information on filtering data in Power Query, refer to Microsoft's documentation: [Filter data (Power Query) – Microsoft Support](#).

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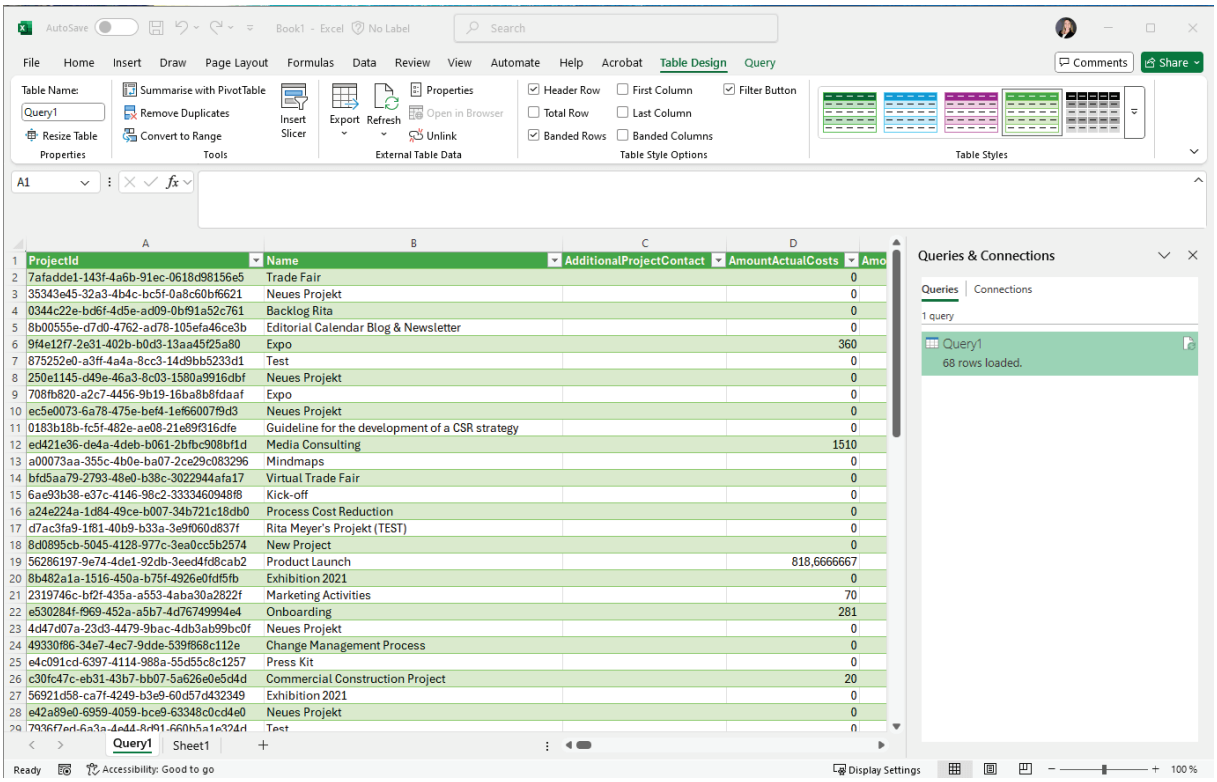

ProjectId	Name	AdditionalProjectContact	AmountActualCosts	Amo
7afadde1-143f-4a6b-91ec-0618d98156e5	Trade Fair		0	
35343e45-32a3-4b4c-bc5f-0a8c60bf6621	Neues Projekt		0	
0344c22e-bd6f-4d5e-ad09-0bf91a52c761	Backlog Rita		0	
8b00555e-d7d0-4762-ad78-105efa46ce3b	Editorial Calendar Blog & Newsletter		0	
9f4e12f7-2e31-402b-b0d3-13aa45f25a80	Expo		360	
875252e0-a3ff-4a4a-8cc3-14d9bb5233d1	Test		0	
250e1145-d49e-46a3-8c03-1580a9916dbf	Neues Projekt		0	
708fb820-a2c7-4456-9b19-16ba8b8fdaaf	Expo		0	
ec5e0073-6a78-475e-bef4-1ef66007f9d3	Neues Projekt		0	
0183b18b-fc5f-482e-ae08-21e89f316dfe	Guideline for the development of a CSR strategy		0	
ed421e36-de4a-4deb-b061-2bfbc908bf1d	Media Consulting		1510	
a00073aa-355c-4b0e-ba07-2ce29c083296	Mindmaps		0	
bfd5aa79-2793-48e0-b38c-3022944afa17	Virtual Trade Fair		0	
6ae93b38-e37c-4146-98c2-3333460948f8	Kick-off		0	
a24e224a-1d84-49ce-b007-34b721c18db0	Process Cost Reduction		0	
d7ac3fa9-1f81-40b9-b33a-3e9f060d837f	Rita Meyer's Projekt (TEST)		0	
8d0895cb-5045-4128-977c-3ea0cc5b2574	New Project		0	
56286197-9e74-4de1-92db-3eed4fd8cab2	Product Launch		818,6666667	
8b482a1a-1516-450a-b75f-4926e0fdf5fb	Exhibition 2021		0	
2319746c-bf2f-435a-a553-4aba30a2822f	Marketing Activities		70	
e530284f-f969-452a-a5b7-4d76749994e4	Onboarding		281	
4d47d07a-23d3-4479-9bac-4db3ab99bc0f	Neues Projekt		0	
49330f86-34e7-4ec7-9dde-539f868c112e	Change Management Process		0	
e4c091cd-6397-4114-988a-55d55c8c1257	Press Kit		0	
c30fc47c-eb31-43b7-bb07-5a626e0e5d4d	Commercial Construction Project		20	
56921d58-ca7f-4249-b3e9-60d57d432349	Exhibition 2021		0	
e42a89e0-6959-4059-bce9-63348c0cd4e0	Neues Projekt		0	

Now you can analyze your InLoox data directly in Excel - enjoy!

Further information

InLoox OData API

- InLoox OData API Example Project on GitHub
- InLoox OData API Definition (Swagger)

Power Query

- Information on Power Query in Excel (Microsoft Support)
- Help on Power Query for Excel (Microsoft Support)

How can an OAuth login for SMTP mail transmission be configured with MS 365/Exchange Online?

IMPORTANT This guide is only relevant for InLoox OnPrem. InLoox Cloud does not require the creation of an Azure app.

IMPORTANT This guide is only relevant for customers who send the automated emails via Exchange Online.

IMPORTANT Please, make sure that the InLoox OnPrem Server is installed at least in version 11.17.

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Background

Starting in September 2025, Microsoft will end support for Basic Authentication (SMTP AUTH) for Exchange Online. From then on, sending e-mails with username + password login is no longer possible. Details can be found in the following announcement from Microsoft: https://techcommunity.microsoft.com/blog/exchange/exchange-online-to-retire-basic-auth-for-client-submission-smtp-auth/4114750

Requirements & General Recommendations

To perform the SMTP configuration according to this guide, you will need your own Entra ID Tenant. Administrator rights are required to configure the necessary settings.

Basic knowledge of administration within MS 365 / MS Entra ID, as well as the use of MS PowerShell is required.

IMPORTANT To ensure successful configuration, the *"Security Defaults"* of your Tenant must be disabled. Further information can be found under the following link: https://learn.microsoft.com/de-de/entra/fundamentals/security-defaults

IMPORTANT Therefore we recommend using additional security measures such as 2-factor authentication and *conditional access* (https://learn.microsoft.com/de-de/entra/identity/conditional-access/overview). Especially for the Entra ID app to be created, conditional access with IP blocking or similar is recommended.

Configuration Instructions

The steps mentioned below are based on the following Microsoft support article: https://learn.microsoft.com/en-us/exchange/client-developer/legacy-protocols/how-to-authenticate-an-imap-pop-smtp-application-by-using-oauth#use-client-credentials-grant-flow-to-authenticate-smtp-imap-and-pop-connections

The instructions are divided into the following steps:

1. Creating an *Entra ID App* (formerly *Azure App*)
2. Creating a Service Principal and linking it to a mailbox
3. Enabling SMTP Auth for the mailbox
4. Configuration of the OAuth login in the InLoox OnPrem Server setup wizard

IMPORTANT You need an MS365 user with an email mailbox in Exchange Online for automated email sending. This user will be required during the setup process. Emails will then be sent on behalf of this user.

1. Creating an Entra ID App

IMPORTANT If you have already set up an *Entra ID app* for InLoox (used for SSO, SharePoint Online, etc., see separate help article) you can generally also use it for sending e-mails. However, due to security concerns we recommend using a separate app.

1. Sign in to your Azure portal on the web.

2. Go to the **Microsoft Entra ID service**.

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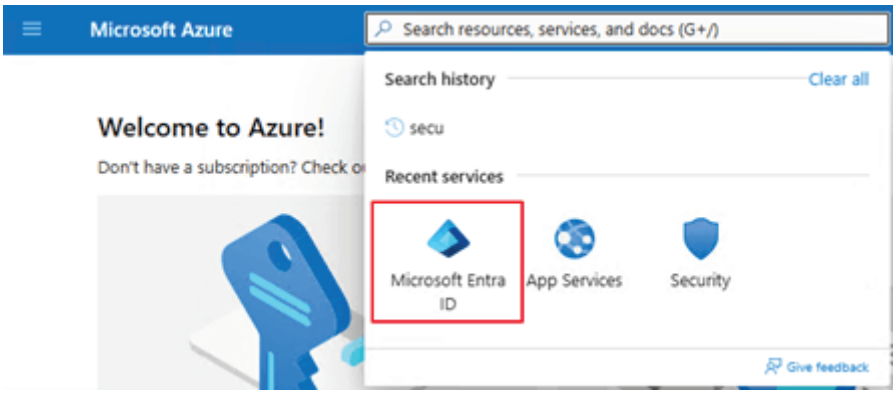
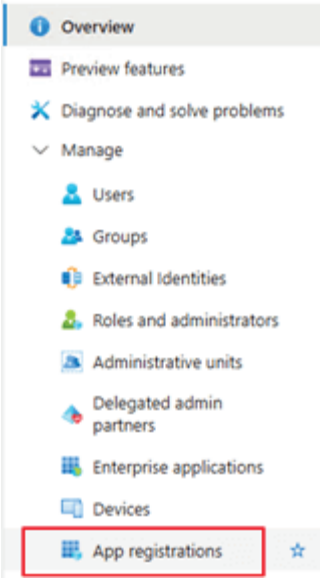


3. Within the side panel, go to **App Registrations.**



4. Click **+ New Registration** at the top.

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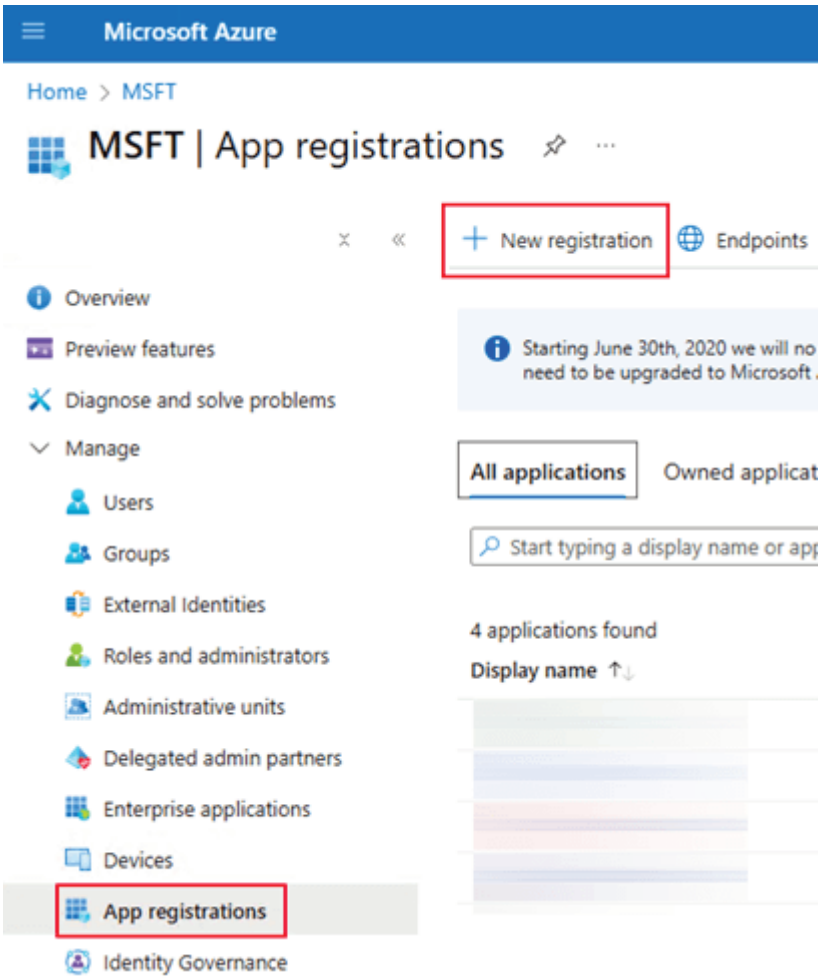

5. Give it a **name** (e.g. "InLoox SMTP via OAuth"), select **„Accounts in this organizational directory only (MSFT only - Single tenant)"** under Supported account types and then click on **Register**. **Note:** The other account types are generally compatible, but not relevant in most scenarios.

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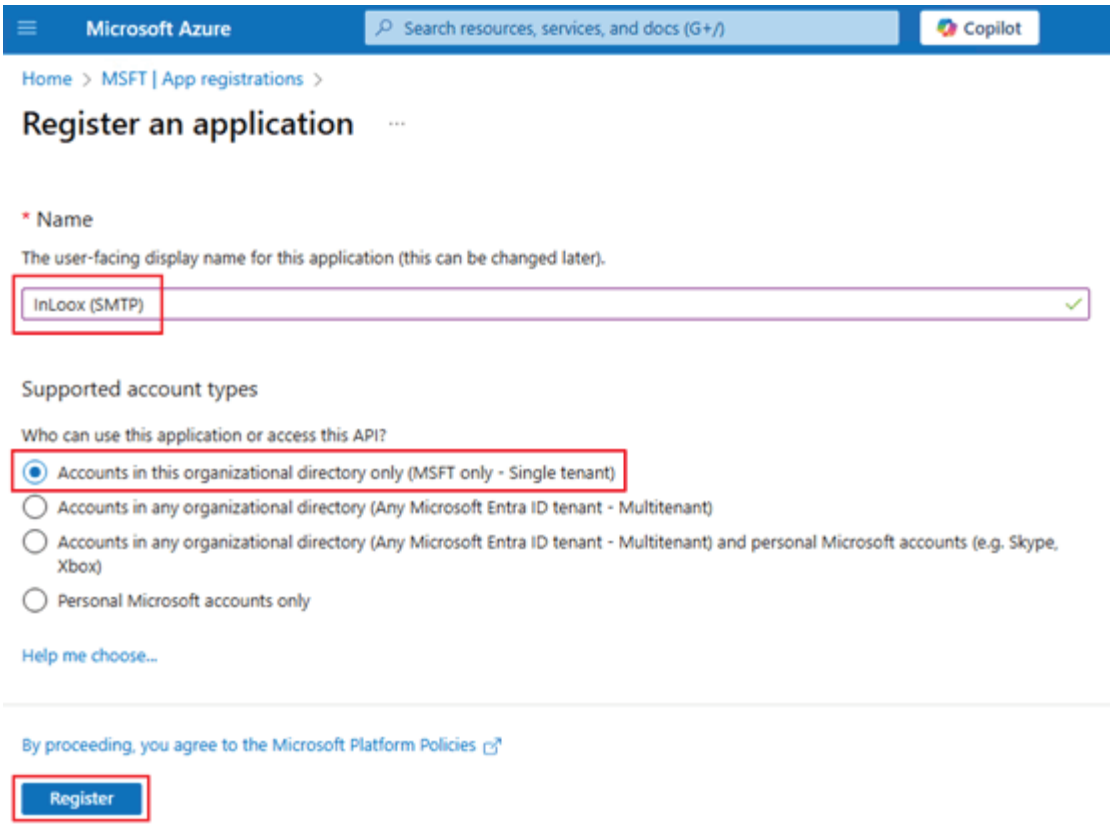
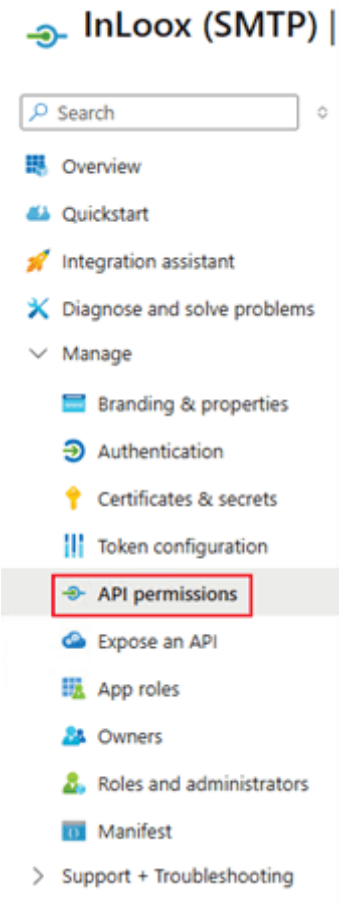


6. Now, in the side panel, go to **API Permissions**.



7. Click **+ Add permission** and select **APIs my organization uses.**

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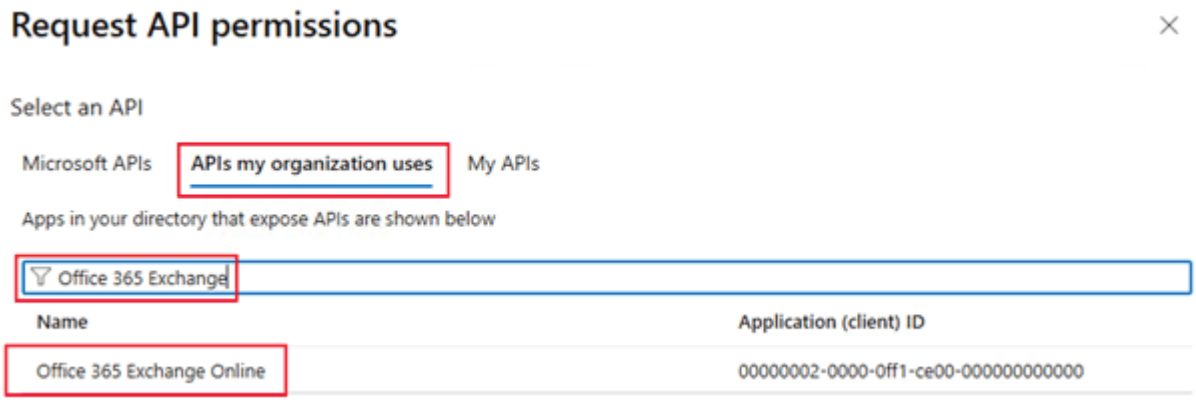
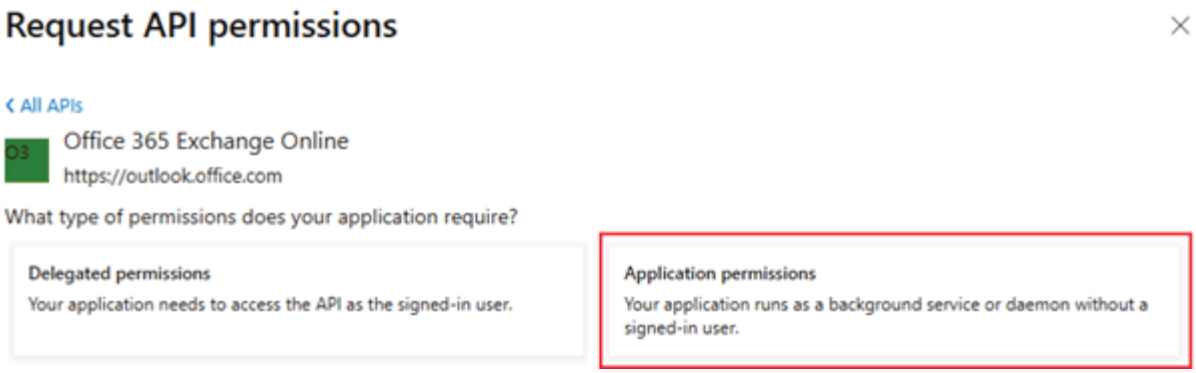
8. Within the API permissions, search for "Office 365 Exchange Online" and then select this entry.



9. Here, select **Application Permission.**



10. Then search for SMTP and select the entry **SMTP.SendAsApp.**

11. Confirm this via **Add permission.**

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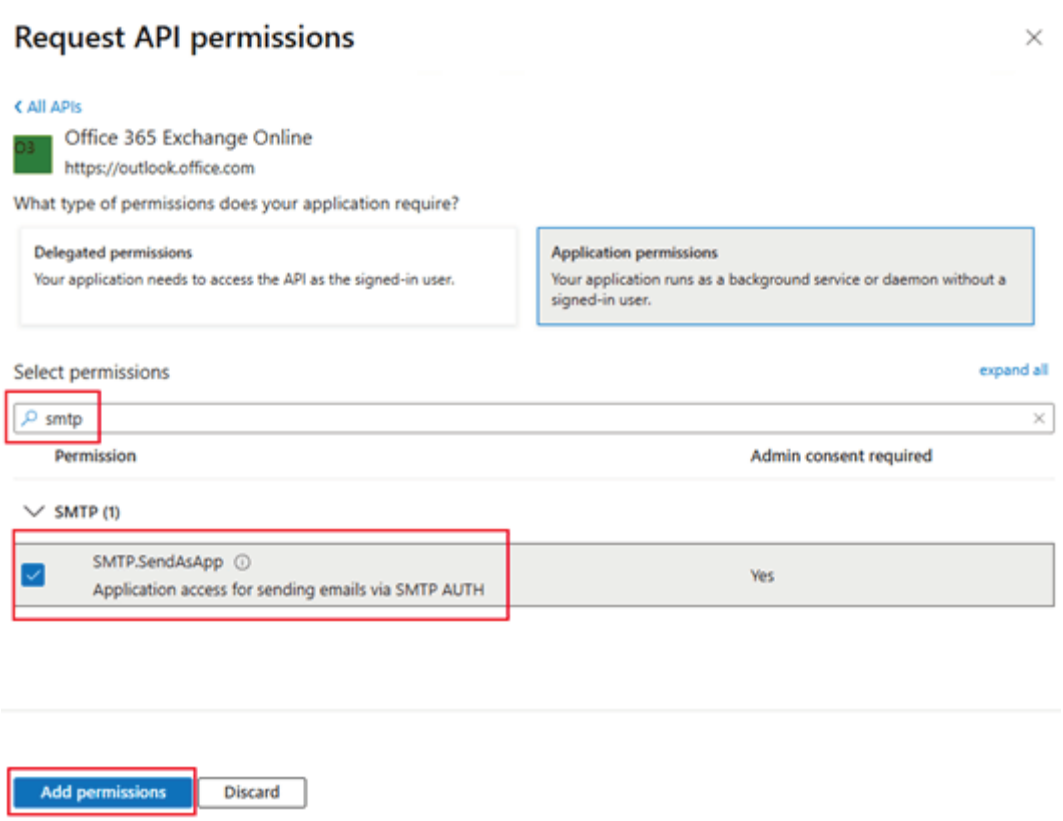
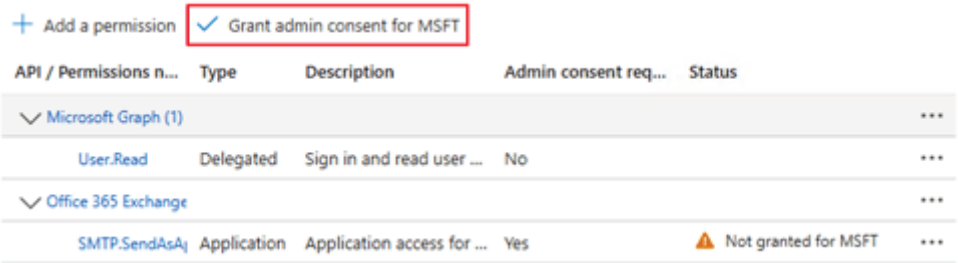
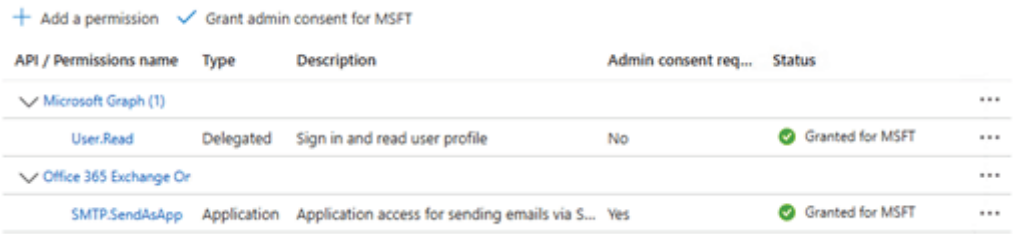


12. Now select **Grant admin consent for "*Your Entra ID Domain*"** and confirm the security prompt with **YES.**



The result should then look like the following screenshot:



13. Now go to Certificates & secrets **via the side panel**. Under **Client secrets,** click + **New Client secret.** Enter a name and validity period here and click **Add**.

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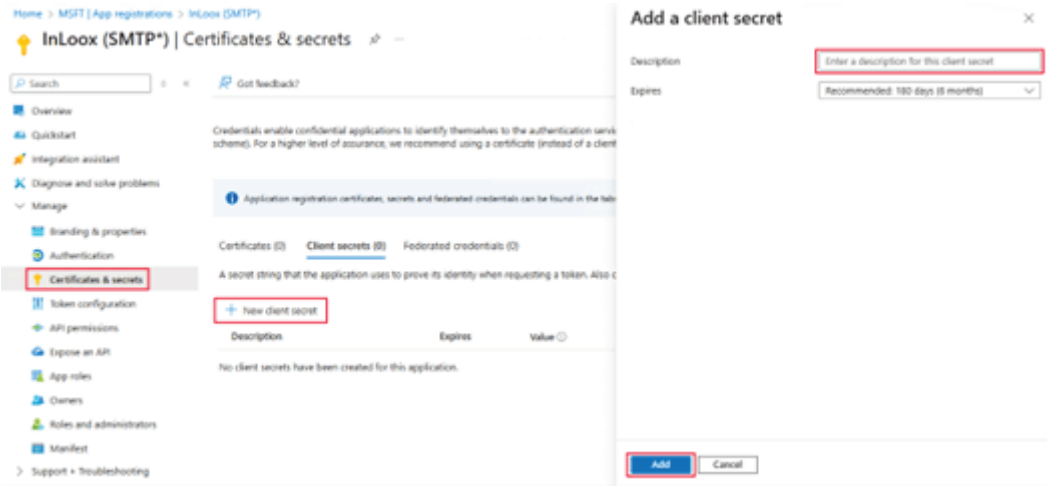

IMPORTANT Be sure to back up the value of the key. This is **only displayed once**. If you do not save the value of the key, you must create a new key. The value will be needed later in this tutorial.

IMPORTANT Please note the validity of the key. After the expiry of the validity, it is no longer possible to send e-mails. The secret must be updated afterwards.

2. Create a Service Principal and Link It to a Mailbox

The following steps require Windows PowerShell.

(The detailed instructions with further explanations can be found here: https://learn.microsoft.com/en-us/exchange/client-developer/legacy-protocols/how-to-authenticate-an-imap-pop-smtp-application-by-using-oauth#register-service-principals-in-exchange)

- If you are using Windows Server 2016, the following commands must first be executed:

[Net.ServicePointManager]::SecurityProtocol = [Net.SecurityProtocolType]::Tls12

Install-PackageProvider -Name NuGet

- The ExchangeOnlineManagement module is required.

Install this with the help of the following commands:

Install-Module -Name ExchangeOnlineManagement

Import-module ExchangeOnlineManagement

Connect-ExchangeOnline -Organization <tenantId>

The placeholder *<tenantId>* must be replaced by your TenantId.

Security questions may occur - you agree to them.

- For the following command, you need the values for *<APPLICATION_ID>* and *<OBJECT_ID>*. To do this, proceed as follows:

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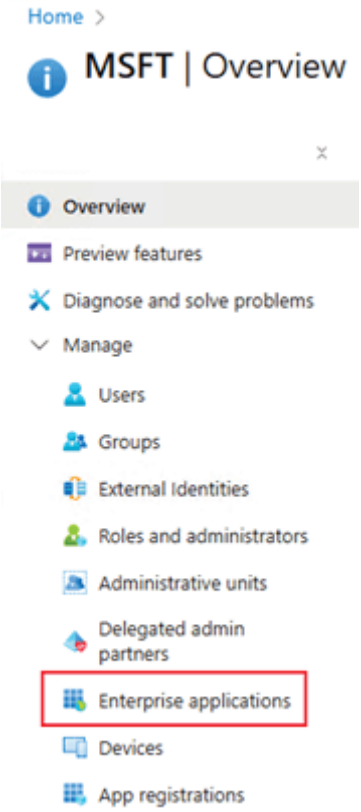
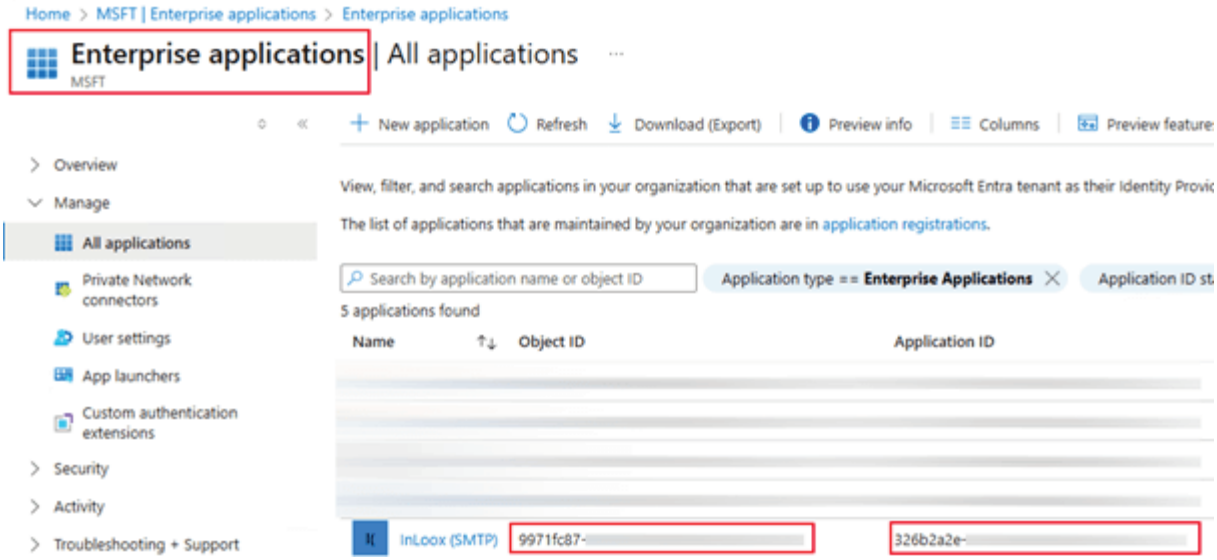
- Open the Enterprise Applications pane



- For <*APPLICATION_ID*>, use the *application ID (client)* from the third column.
- For <*OBJECT_ID*>, use the object ID from the second column. The object ID from the App Registrations section must NOT be used. Otherwise, the subsequent command will fail.



- Then run the following command in PowerShell command line to create a *ServicePrincipal*

New-ServicePrincipal -AppId <APPLICATION_ID> -ObjectId <OBJECT_ID>

The placeholders <APPLICATION_ID> and <*OBJECT_ID*> must be replaced.

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- Now the created *ServicePrincipal* must be linked to a mail account. To do this, you need the ID of the *ServicePrincipal you just created*.

To do this, run the following PowerShell command.

Get-ServicePrincipal | fl

```
PS C:\Users\inloox> Get-ServicePrincipal | fl


DisplayName             :
AppId                   : 326b2a2e-[redacted]
ObjectId                : 9971fc87-[redacted]
Sid                     : [redacted]
SidHistory              : {}
Identity                : 9971fc87-[redacted]
Id                      : 9971fc87-[redacted]
IsValid                 : True
ExchangeVersion         : 1.1 (15.0.0.0)
Name                    : 9971fc87-[redacted]
DistinguishedName       : [redacted]

ObjectCategory          : [redacted]
ObjectClass             : {top, person, organizationalPerson, user}
WhenChanged             : 1/30/2025 12:37:09 PM
WhenCreated             : 1/30/2025 12:37:09 PM
WhenChangedUTC          : 1/30/2025 12:37:09 PM
WhenCreatedUTC          : 1/30/2025 12:37:09 PM
ExchangeObjectId        : [redacted]
OrganizationalUnitRoot  : [redacted]
OrganizationId          : [redacted]

Guid                    : [redacted]
OriginatingServer       : [redacted]
ObjectState             : Changed
```

- You need this ID for the *<SERVICE_PRINCIPAL_ID> placeholder of the* following command

Add-MailboxPermission -Identity "john.smith@contoso.com" -User <SERVICE_PRINCIPAL_ID> -AccessRights FullAccess

Replace *john.smith@contoso.com* with the mailbox from which the emails are to be sent.

3. Enabling SMTP Auth for the mailbox

By default, SMTP Auth is disabled for all mailboxes. However, it can be enabled for individual mailboxes. Detailed information can be found under the following link:

https://learn.microsoft.com/en-us/exchange/clients-and-mobile-in-exchange-online/authenticated-client-smtp-submission

To enable SMTP Auth for a single mailbox, use the following PowerShell command. Use the PowerShell window from step 2). This is already logged in to Exchange Online.

Set-CASMailbox -Identity john.smith@contoso.com -SmtpClientAuthenticationDisabled $false

Replace *john.smith@contoso.com* with the mailbox from which the emails are to be sent.

PLEASE NOTE If a completely new mailbox has been set up, it may take up to one day before it is possible to send e-mails via this mailbox.

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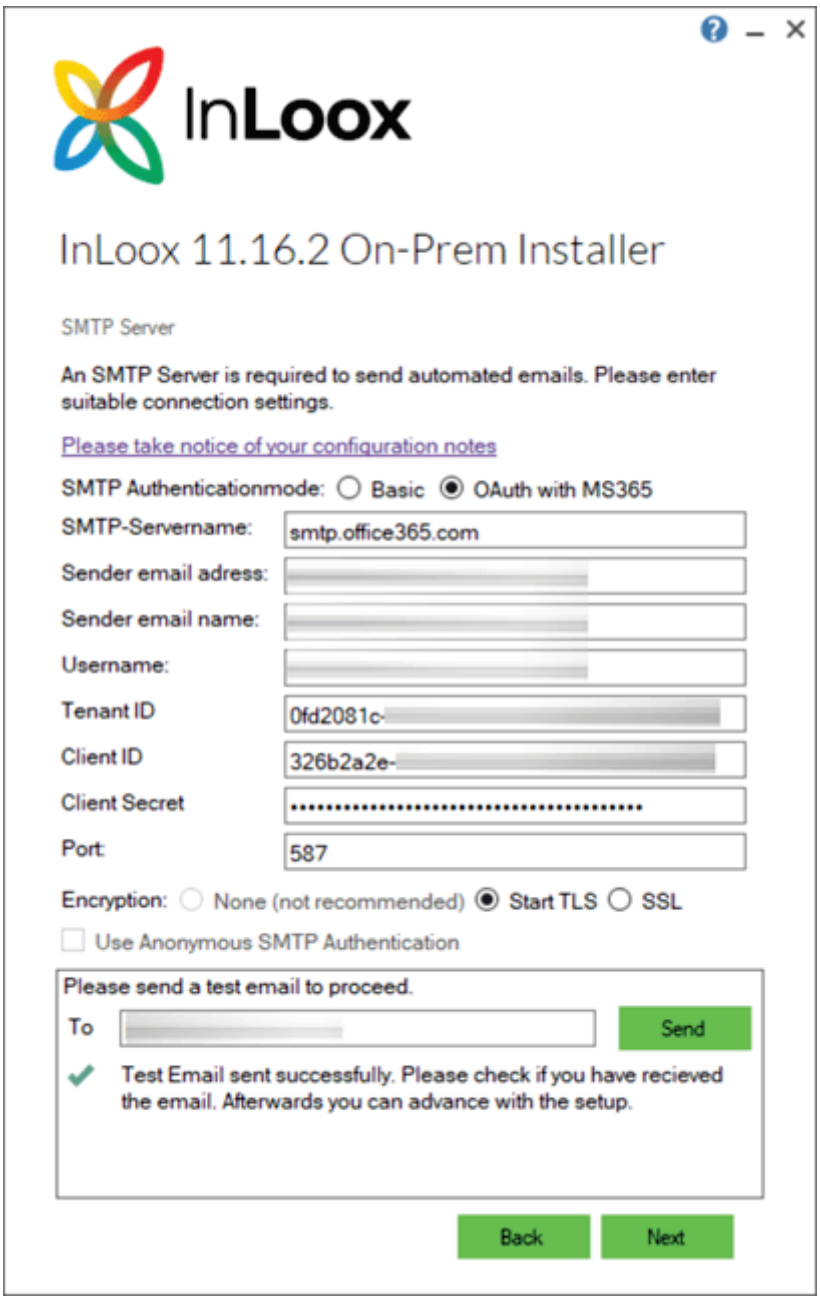
4. Configuration of the OAuth login in the InLoox OnPrem Server

Now you can store the created configuration in the InLoox OnPrem Server Setup.

Select "OAuth with MS365". The server name, port and encryption mode are automatically preselected if you start with a completely new configuration.



SMTP-Servername: *smtp.office365.com*

Sender email address: The sender email address of the mailbox selected in step 2)

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Sender email name:	The sender name of the mailbox selected in step 2)
Username:	The username of the mailbox selected in step 2)
TenantId:	The Tenant-/ClientId of your Entra ID
ClientId:	The Client/Application ID of the Azure App you created
Secret Client:	The Client Secret created in step 1)
Port:	The port for SMTP sending, by default this is 587
Encryption:	The encryption mode, by default this is Start TLS

Now send a test email to any mailbox. If this is successful, you can continue.

If you receive an error message, check the error text.

PLEASE NOTE In some cases, the configurations in steps 2) and 3) take some time to be effective in Exchange Online. In case of any error messages, first check the configuration again. If this is correct, it is advisable to wait some time (15-30 minutes). You can then try to send the test email again.

After setting up a new user, it can take up to 24 hours to send an email successfully.

Do you have further questions?

Technical questions

Please contact the InLoox Support-Team: Send a ticket

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