Using Gmail Oauth On Premise

Christopher Nadeau - 2019-11-28 - Comments (0) - Deskpro Legacy

Follow the below steps to set up Deskpro to read your G Suite/Gmail account through Google OAuth when on-premise.

Note: You can also connect via Google OAuth on the cloud platform. The Google API keys have already been configured on the cloud platform, so you only need to enter your email address and password into the connection settings (essentially skipping straight to step 6) to achieve this. You may need to generate an App Password or Enable Less secure apps as outlined here.

1. Create a new project

Log in to your Google API Console account. Make sure you log in with your G Suite administrator account or you may have trouble.

https://console.developers.google.com/

Once logged in, click on `Select a Project` - this will open up a window with any existing projects you have. For the purposes of this tutorial, we advise you create a `New Project` here.

This may be selected by default, if not, select your project from the drop down list. Ensure you are working inside this project for the next step.

Once the Gmail API configuration is open, you will want to `Enable` this API.

Once inside the management screen, you will need to configure a consent screen. Press `Credentials`, then `Configure Consent Screen`

4. Creating OAuth Credentials

After the consent screen is configured, you can now create a set of credentials. Ensure you are in the "Credentials" menu, "Create Credentials" and select "OAuth Client ID".

Once complete, you should be issued with a "Client ID" and "Client Secret". Please record these for the next step, they can be retrieved and reset at any time.

Click on the "Get Access Code" button, which should open up a pop-up asking for the previous credentials.

If you are prompted and asked "This app isn't verified", you are able to safely accept this warning - as you are the person configuring the app. Press "Advanced" and "Go to Deskpro"

You will just need to press Allow and ensure Deskpro is allowed to relay email through this account. When this is complete you should finally be presented with an "Access Code". Ensure you copy this and keep it safe.

If you have completed these steps correctly, the interface should accept the key and give you the option to "Test Settings".

Ensure you save all of these settings as they appear above.