27th May 2022

Notice to deprecate Basic Authentication for ITAS DocmanServer

Following the announcement by Microsoft last year that support for access to Exchange Web Services (EWS) using Basic Authentication would be terminated *in the future*, the date has now been set as **1st Oct 2022**.

The following article explains the rationale behind the decision
Deprecation of Basic authentication in Exchange Online | Microsoft Docs

Background

ITAS DocmanServer (Windows Service) is used by a number of customers to monitor Exchange mailboxes that receive emails containing attachments that need to be processed and brought into the ITAS Document Management library.

It was initially developed as a free add-on service and provided as a simple mechanism for monitoring 1 or 2 mailboxes. Customers adopted it for various reasons but primarily to allow their counterparts to send documents which could be automatically extracted and stored, and then manually indexed through DOCMAN.

Over time it has taken on other responsibilities and the number of mailboxes being 'monitored' has vastly increased.

Following the above announcement we have had to make a decision about the viability of the service itself.

Investment is required to adopt "Modern authentication" in order for the service to continue to be developed and supported.

> Over the last few years, we have invested heavily in Microsoft Graph to enable developers to access the rich data available in Microsoft 365. Microsoft Graph, along with OAuth 2.0, provides increased security and seamless integration with other Microsoft cloud services.
>
> In August 2018, we announced that we were no longer going to actively invest in Exchange Web Services (EWS) APIs for Exchange Online. We also gave a strong recommendation to start migrating to Microsoft Graph for Exchange Online data access.

Research undertaken last year demonstrated that as well as providing a more secure method for accessing Exchange Online, Microsoft Graph offers other opportunities to tap into the M365 technology stack.

Subscription Service

We are proposing that customers who wish to continue using Docman Server will need to subscribe to the new MS Graph Adapter which will incur a monthly charge to be applied to your regular ITAS Licence. **Please note this does not apply to Enterprise Services subscribers as the MS Graph Adapter will be included in this package.**

Configuration and Roll Out

We are working hard to ensure a seamless transition from Basic Authentication through EWS, to OAuth through MS Graph and will provide an update in August.

In the meantime, if you wish to discuss anything about this project, please contact your ITAS representative or support team.