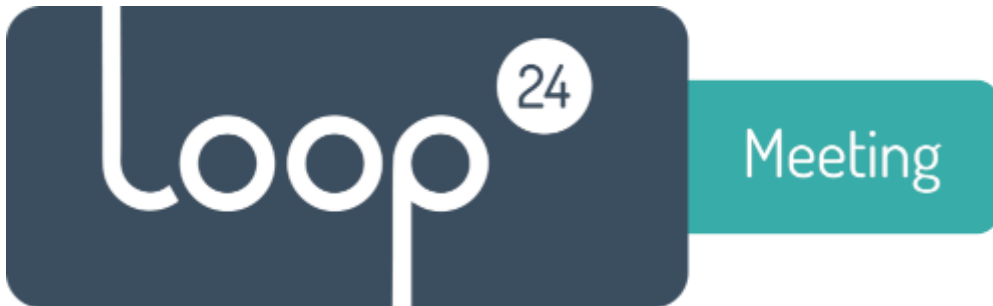




[\\_ \(https://loop24.no\)](https://loop24.no)



## Create MS365 Service Account

This description takes you thru the steps needed to get your Microsoft 365 tenant ready for LoopMeeting.

Please follow the steps carefully and do not skip any of the steps described unless they are marked as optional.

[Back](https://loop24.no/loopmeeting/support/) (<https://loop24.no/loopmeeting/support/>)

### 1. Introduction

LoopMeeting is an Android application bundled with different Android based touch screen configurations. LoopMeeting communicates directly to the MS365 tenant by using HTTPS interface protocol with TLS 1.2 Encryption.

### 2. Prerequisites

The LoopMeeting application needs a service account that has rights to manage the resource calendars (Meeting room calendars) where you want to deploy LoopMeeting panels. Due to Microsoft throttling policy one account can only manage up to about 15 rooms. So please create one service account pr. 15 rooms that are to be managed by

LoopMeeting panels. More information on the Client throttling policy can be found here – [EWS Throttling \(https://docs.microsoft.com/en-us/exchange/client-developer/exchange-web-services/ews-throttling-in-exchange\)](https://docs.microsoft.com/en-us/exchange/client-developer/exchange-web-services/ews-throttling-in-exchange).

If you are using MSgraph API then please notice this throttling thresholds [MSgraph throttling \(https://docs.microsoft.com/en-us/graph/throttling\)](https://docs.microsoft.com/en-us/graph/throttling).

So in this case you should be able to use one account for a lot of panels depending on the usage of rooms and panels.

Note: Make sure that your meeting rooms resource mailboxes are configured correctly.

LoopMeeting needs all of the rooms that are to be connected to be present in one or several room lists.

By default rooms are not organized in any lists, so if your exchange or Office365 is not configured with roomlists, please do so.

See section 3. Create room lists for more information.

Note: If you are using MSgraph note that special characters like `!#$%&'*+,-/=/?^`{|}~` is not allowed in the roomlist email address. Please check this in scenarios where you have migrated from on premise Exchange server to Office 365.

## 2.1 Communication Protocols

For LoopMeeting to work it needs HTTPS (port 443) communication to the Microsoft 365 environment.

The Android panel also needs to synchronize time and date with an NTP server. The Android OS is by default set to synchronize towards a Google NTP server, so NTP (port 123) must be open towards internet to make sure time and date are correct. The panels can also be configured to synchronize towards a specific NTP server.

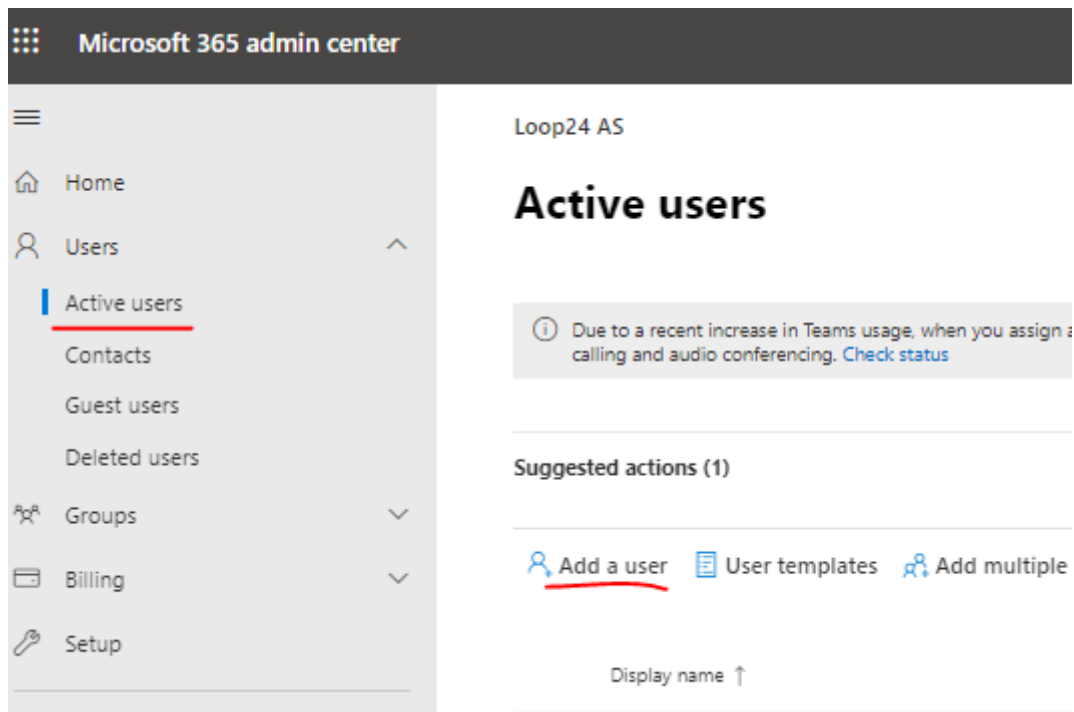
---

## 3. Create Service Account

Make sure that the service account does not have MFA (Multi factor authentication) enabled and that the account is not required to change password after a period of time.

Go to <https://admin.microsoft.com/> (<https://admin.microsoft.com/>) and log on as your Microsoft 365 administrator.

- Select “Active users” and click “Add a user”



- Create a new user that will be the Service account.  
Make sure to set the password manually and untick that the user must change the password at first logon.  
Click the “Next” button

- Basics
- Product licenses
- Optional settings
- Finish

## Set up the basics

To get started, fill out some basic information about who you're adding as a user.

First name  Last name

Display name \*

Username \*  @

Password settings

Auto-generate password

Let me create the password

Password \*  Strong

Require this user to change their password when they first sign in

Send password in email upon completion

The service account needs a mailbox and therefore minimum Microsoft 365 license Exchange Online Plan 1/ Office365 E1 or above that contains Exchange mailbox. Please note that we have seen in some hybrid environments that a E3 license is required.

- Assign license and click “next” button.

- ✓ Basics
- Product licenses
- Optional settings
- Finish

## Assign product licenses

Assign the licenses you'd like this user to have.

**ⓘ** Due to increased demand, it might take up to 24 hours to fully set up user in Teams. Until then, you won't be able to assign Teams policies to them, and they might not have access to Teams features like calling and audio conferencing.

Select location \*

Licenses (1) \* ^

Assign user a product license

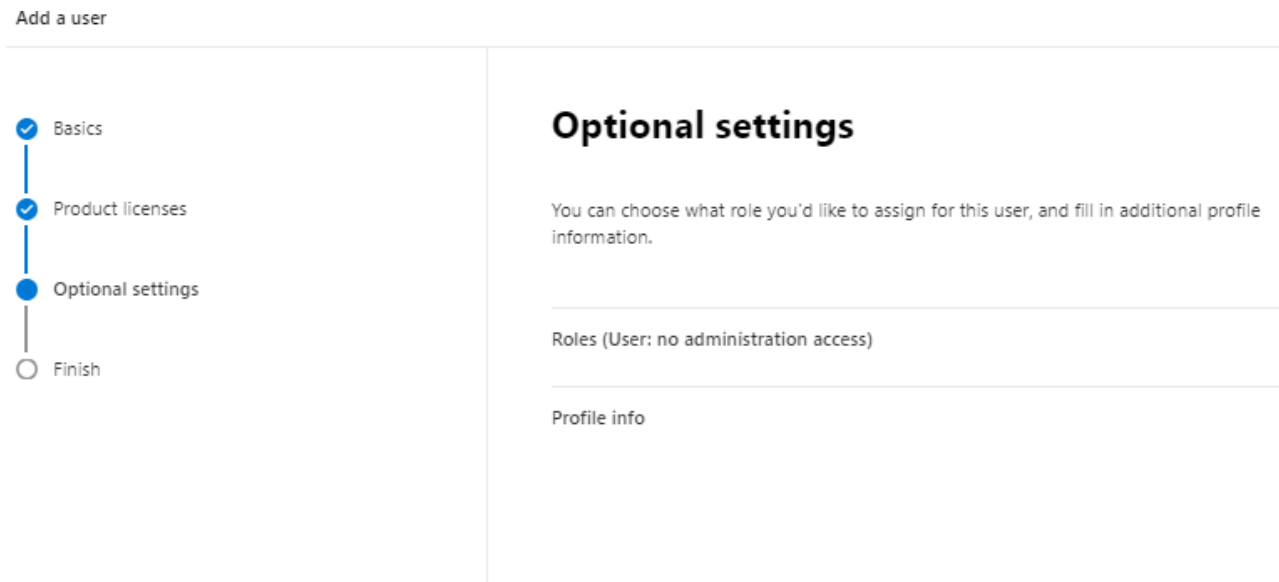
- Microsoft Power Automate Free  
9999 of 10000 licenses available
- Office 365 E3 Developer  
1 of 6 licenses available
- Power BI (free)  
Unlimited licenses available

Create user without product license (not recommended)  
They may have limited or no access to Office 365 until you assign a product license.

No additional settings are needed (this is a regular user)

- Click “next” then “Finish”.

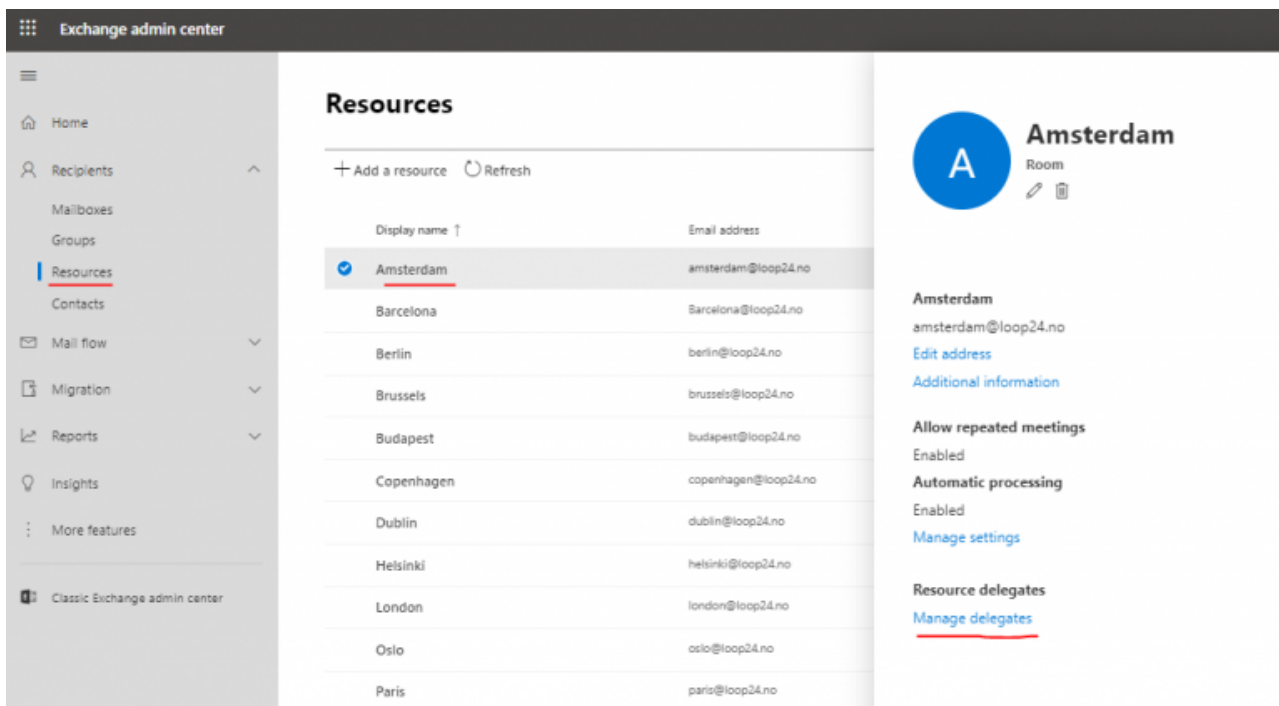
Add a user



#### 4. Assign service account rights to the meeting rooms

Open the Exchange Online admin console and log in as administrator <https://admin.exchange.microsoft.com/> (<https://admin.exchange.microsoft.com/>).

- Select “Resources” in the left menu, click the resource (room) you want to add the service account and click “Manage delegates”



Display name ↑	Email address
Amsterdam	amsterdam@loop24.no
Barcelona	barcelona@loop24.no
Berlin	berlin@loop24.no
Brussels	brussels@loop24.no
Budapest	budapest@loop24.no
Copenhagen	copenhagen@loop24.no
Dublin	dublin@loop24.no
Helsinki	helsinki@loop24.no
London	london@loop24.no
Oslo	oslo@loop24.no
Paris	paris@loop24.no

**Amsterdam**  
Room

Amsterdam  
amsterdam@loop24.no  
[Edit address](#)  
[Additional information](#)

**Allow repeated meetings**  
Enabled

**Automatic processing**  
Enabled  
[Manage settings](#)

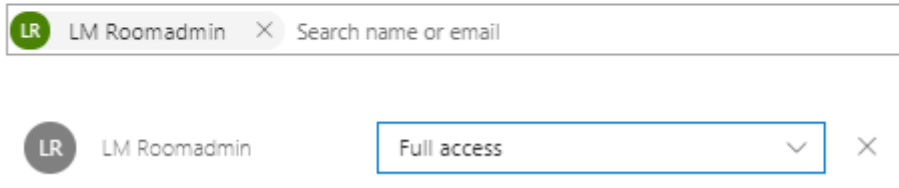
**Resource delegates**  
[Manage delegates](#)

- Add the service account created in step 2.2 and set rights to “full access” then press save.

# Manage delegates

Assign permissions to users to access the resource mailbox, or send email messages on behalf of the resource mailbox

## Add or remove a delegate



The screenshot shows the 'Manage delegates' interface. At the top, there is a search bar with the text 'LM Roomadmin' and a search icon. Below the search bar, there is a list of delegates. The first delegate is 'LM Roomadmin' with a green circular icon containing 'LR'. To the right of the delegate name is a dropdown menu showing 'Full access' with a downward arrow and a close button (X).

Repeat these steps for all the resources (rooms) that are to be managed by LoopMeeting panel.

---

## 5. Create Room Lists

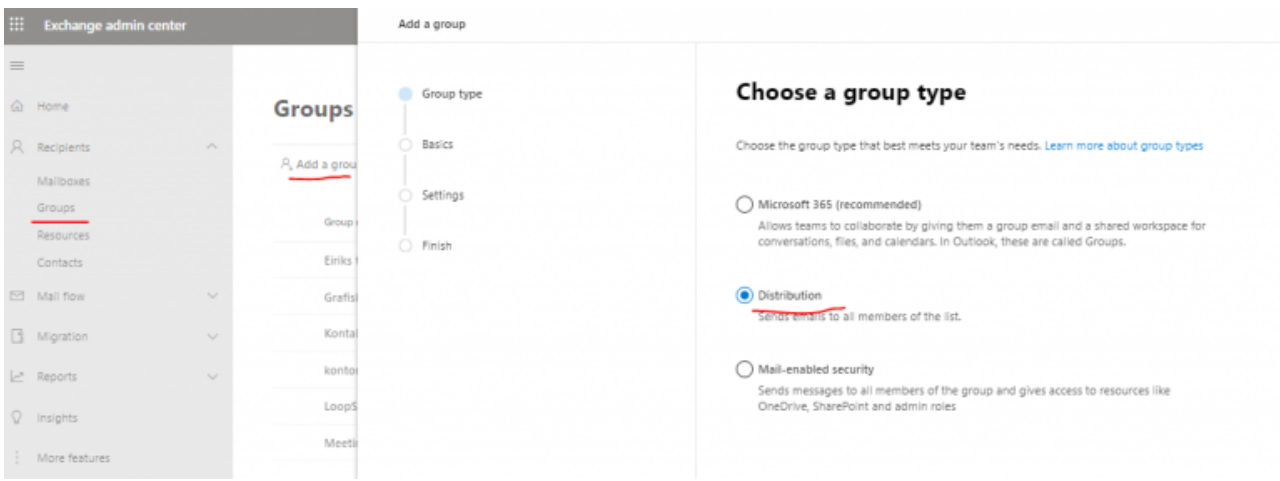
LoopMeeting will only be able to see rooms that are a member of a roomlist. If you do not have any roomlists you will need at least one for LoopMeeting to work. If you create a new room it needs to be added to a roomlist before it can be managed by LoopMeeting.

Note: If you are using MSgraph note that special characters like `!#$%&'*+,-/=/?^`{|}~` is not allowed in the roomlist email address. Please check existing roomlists in scenarios where you have migrated from on premise Exchange to Office 365.

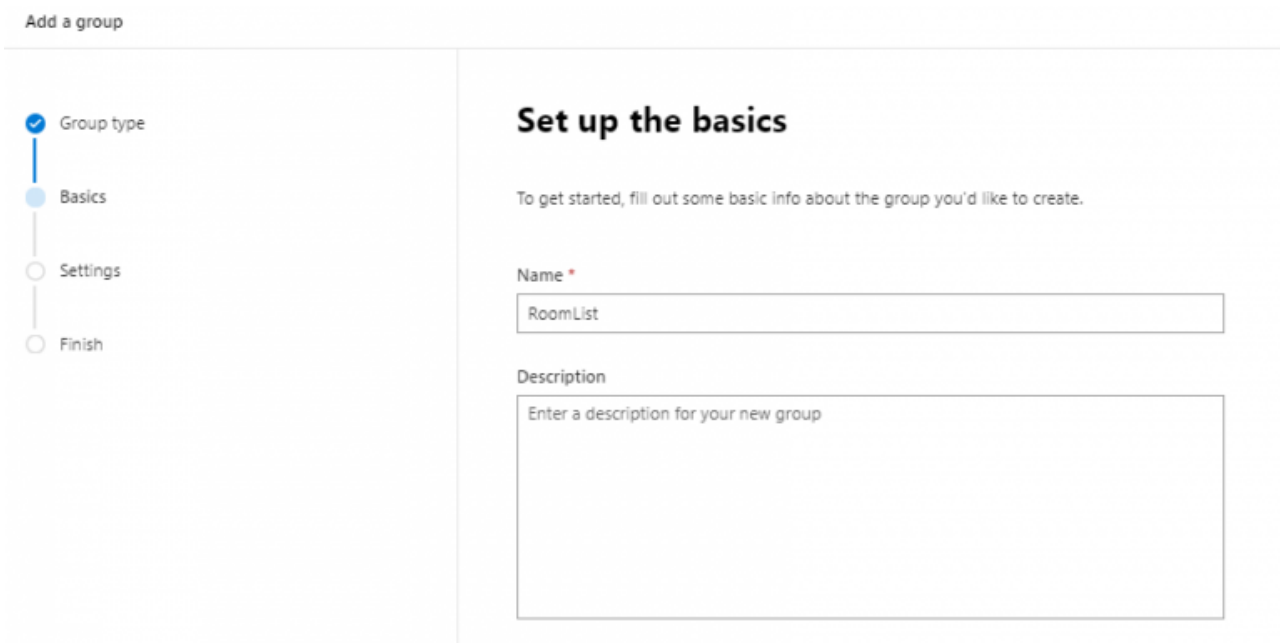
Please note that changes made in Microsoft 365 environment (create/change/delete – rooms and roomlists) might take up to 48 hours before they are exposed to the MSgraph API. So if your changes is not available for LoopMeeting, be patient. (This issue is raised as a support issue with Microsoft, so hopefully it will be better)

Open the Exchange Online admin console and log in as administrator <https://admin.exchange.microsoft.com/> (<https://admin.exchange.microsoft.com/>).

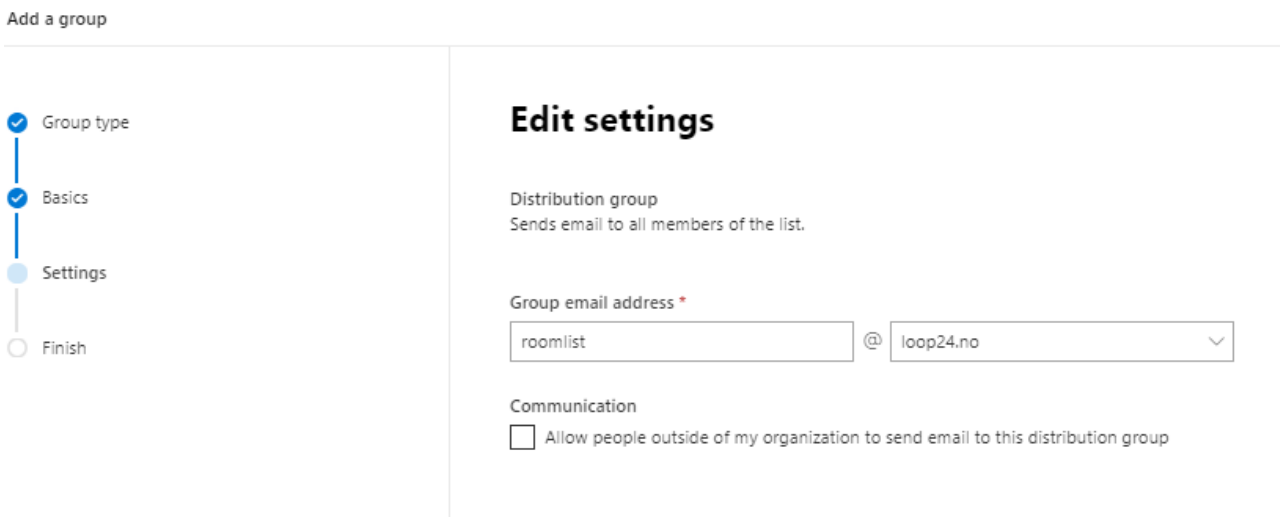
- Select “Groups” in the left menu, select “Add a group” set group type to “Distribution” and click “Next”



- Give the roomlist a name and click “Next”

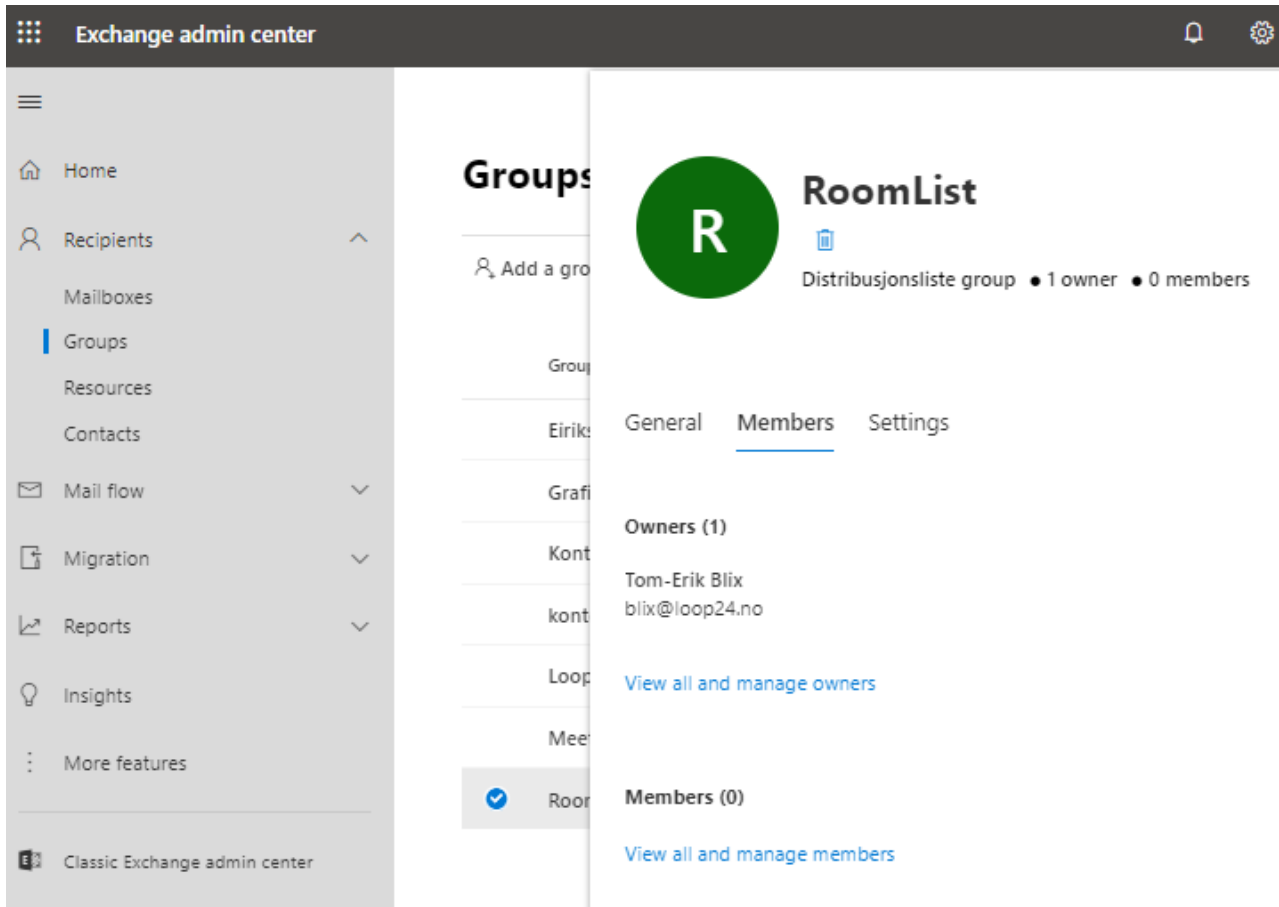


- Set an email address for the roomlist and click “next” and “Create Group”



- Select the roomlist in the “Groups” overview.  
(Note, it might take a minute before the list you created will be visible, use the refresh

button)



- Click “View all and manage members” then add all rooms you want to be a member for this roomlist.

Then click “Save Changes”

Please note that the roomlist currently is defined as a distribution list and needs to be converted to a roomlist.

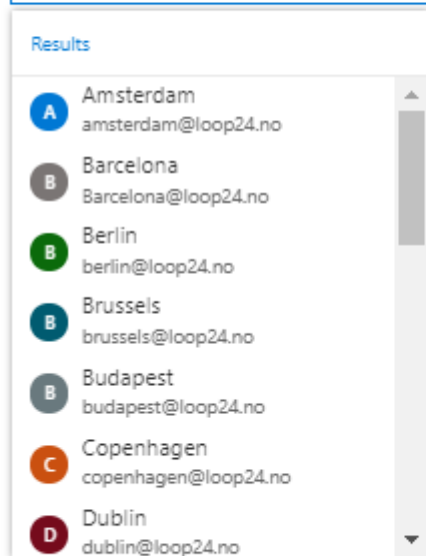


# Manage group members

① Add at least one member to your group.

## Add members

Search for users to add



## 5.1 Convert distribution list to room list

The conversion is done in Microsoft 365 Powershell. If you are not familiar with powershell this task might be a bit complicated.

To start powershell, right click the “Windows” logo in Windows 10 and select “Windows Powershell Admin” in the start menu.

Run the following command: *Set-ExecutionPolicy RemoteSigned*

Accept to change the execution policy. (A)

```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\Windows\system32> Set-ExecutionPolicy RemoteSigned

Execution Policy Change
The execution policy helps protect you from scripts that you do not trust. Changing the execution policy might expose you to the security risks described in the about_Execution_Policies help topic at https://go.microsoft.com/fwlink/?LinkID=135170. Do you want to change the execution policy?
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"): A
PS C:\Windows\system32>
```

Install the needed powershell modules for managing Exchange Online

Run the following command: *Install-Module -Name ExchangeOnlineManagement*

```
Administrator: Windows PowerShell
PS C:\Windows\system32> Install-Module -Name ExchangeOnlineManagement

NuGet provider is required to continue
PowerShellGet requires NuGet provider version '2.8.5.201' or newer to interact with NuGet-based repositories. The
NuGet provider must be available in 'C:\Program Files\PackageManagement\ProviderAssemblies' or
'C:\Users\Tom-ErikBlix\AppData\Local\PackageManagement\ProviderAssemblies'. You can also install the NuGet provider by
running 'Install-PackageProvider -Name NuGet -MinimumVersion 2.8.5.201 -Force'. Do you want PowerShellGet to install
and import the NuGet provider now?
[Y] Yes [N] No [S] Suspend [?] Help (default is "Y"): Y

Untrusted repository
You are installing the modules from an untrusted repository. If you trust this repository, change its
InstallationPolicy value by running the Set-PSRepository cmdlet. Are you sure you want to install the modules from
'PSGallery'?
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"): A
PS C:\Windows\system32>
```

Connect Powershell to Exchange Online (Administrator user)

Run the following command: *Connect-ExchangeOnline -UserPrincipalName admin.name@yourdomain.com*

Log in with your credentials if needed.

```
Administrator: Windows PowerShell
PS C:\Windows\system32> Connect-ExchangeOnline -UserPrincipalName blix@loop24.no

-----
The module allows access to all existing remote PowerShell (V1) cmdlets in addition to the 9 new, faster, and more reliable cmdlets.
-----
| Old Cmdlets | New/Reliable/Faster Cmdlets |
|-----|-----|
| Get-CASMailbox | Get-EXOCASMailbox |
| Get-Mailbox | Get-EXOMailbox |
| Get-MailboxFolderPermission | Get-EXOMailboxFolderPermission |
| Get-MailboxFolderStatistics | Get-EXOMailboxFolderStatistics |
| Get-MailboxPermission | Get-EXOMailboxPermission |
| Get-MailboxStatistics | Get-EXOMailboxStatistics |
| Get-MobileDeviceStatistics | Get-EXOMobileDeviceStatistics |
| Get-Recipient | Get-EXORecipient |
| Get-RecipientPermission | Get-EXORecipientPermission |
|-----|-----|

To get additional information, run: Get-Help Connect-ExchangeOnline or check https://aka.ms/exops-docs

Send your product improvement suggestions and feedback to exocmdletpreview@service.microsoft.com. For issues related to
the module, contact Microsoft support. Don't use the feedback alias for problems or support issues.
-----

PS C:\Windows\system32>
```

Convert the distribution list to a room list

Run the command: *Set-DistributionGroup -Identity "Your Distribution List Name" -RoomList*

```
Administrator: Windows PowerShell
PS C:\Windows\system32> Set-DistributionGroup -Identity roomlist -RoomList
PS C:\Windows\system32>
```

---

## 5.2 Optionally - Add new rooms to roomlist

If you at a later stage need to add more rooms to the already created roomlist you can do so with by entering Powershell and log into your Office 365 tenant as as described in section 5.1, then run the following powershell command:

***Add-DistributionGroupMember -Identity "Room list" -Member "Meeting Room"***

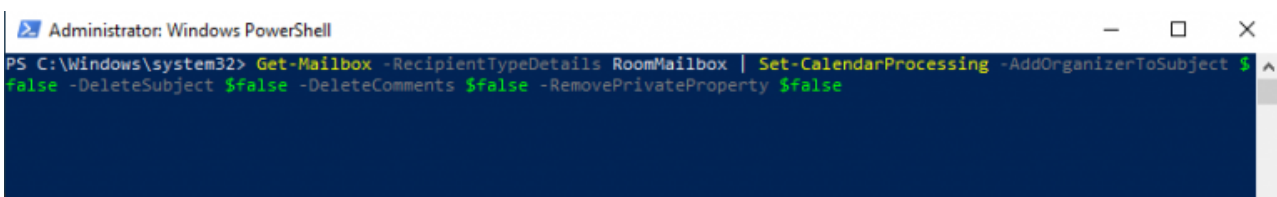
---

## 6. Optional – Enable show meeting subject

By default, events scheduled in the meeting room calendars will show the name of the organizer instead of the actual event title.

This is a security feature and changing this behavior should be introduced with care. If your organization would like to save subject titles of meetings in the room calendar (So it can be shown on the LoopMeeting panel) This is easily fixed through Powershell command. **Please note that all subjects of meetings booked will be visible for everyone unless the meeting is set to private.**

To enable subject, run this powershell command: ***Get-Mailbox -RecipientTypeDetails RoomMailbox | Set-CalendarProcessing -AddOrganizerToSubject \$false -DeleteSubject \$false -DeleteComments \$false -RemovePrivateProperty \$false***



```
Administrator: Windows PowerShell
PS C:\Windows\system32> Get-Mailbox -RecipientTypeDetails RoomMailbox | Set-CalendarProcessing -AddOrganizerToSubject $false -DeleteSubject $false -DeleteComments $false -RemovePrivateProperty $false
```



News (<https://loop24.no/news/>)

[\(https://loop24.no/\)](https://loop24.no/) About (<https://loop24.no/about-us/>)

Partners (<https://loop24.no/partners/>)

► [Login](#)

---

Ullern Allé 28,  
0381 Oslo,  
Norway

[Support \(https://loop24.no/support/\)](https://loop24.no/support/)

[Cookies and privacy \(https://loop24.no/privacy-policy/\)](https://loop24.no/privacy-policy/)

► [Select product](#)

[info@loop24.no](mailto:info@loop24.no)  
[o](mailto:info@loop24.no)  
(mailto:info@loop24.no)

[+47 23252525](tel:+4723252525)  
(tlf:004723252525)