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# MS GRAPH MIGRATION FAQ



GoSecure Titan®  
**INBOX**  
**DETECTION &**  
**RESPONSE (IDR)**



## > 1. OVERVIEW AND PURPOSE OF MIGRATION

### Why is IDR migrating from EWS to Microsoft Graph?

- IDR is migrating from Exchange Web Services (EWS) to Microsoft Graph for several compelling reasons:
- End of Life for EWS: Microsoft has deprecated EWS and is planning to retire it. This means that EWS will no longer receive updates and support, making it unsuitable for future use.
- Access to the Latest Features: Microsoft Graph is the gateway to data and intelligence in Microsoft 365. It provides access to a wealth of new features and capabilities that are not available in EWS.
- Improved Performance: Microsoft Graph offers more efficient and performant ways to access the same data that was available through EWS, often with fewer API calls and less data transfer.
- Unified API Endpoint: Microsoft Graph provides a single unified API endpoint to access Microsoft 365 services, simplifying the development and integration process.
- Enhanced Security and Compliance: By transitioning to Microsoft Graph, IDR can take advantage of improved security and compliance features, ensuring that customer data is handled in accordance with the latest standards.
- Scalability: Microsoft Graph is designed to scale with the needs of enterprises, providing a robust solution for growing businesses.
- Modern Authentication: Microsoft Graph supports modern authentication protocols, offering more secure and flexible authentication options compared to EWS.

By migrating to Microsoft Graph, IDR ensures its services remain reliable, secure, and up-to-date with the latest Microsoft technologies, providing a better experience for its customers.

### What is Microsoft Graph, and how is it different from EWS?

- Unified API Endpoint: Microsoft Graph is a single, unified API that provides access to a vast array of services across Microsoft 365, whereas EWS is specific to Exchange Online.
- Modern Authentication and Security: Microsoft Graph supports modern authentication protocols like OAuth 2.0, enhancing security and compliance, in contrast to EWS which relies on basic authentication methods.
- Broad Access and Integration: Microsoft Graph enables access to additional Microsoft 365 services beyond email, such as Teams, OneDrive, and Planner, offering broader integration capabilities compared to EWS.

### How will the migration affect the current services I am using?

- The migration from EWS to Microsoft Graph is designed to be seamless, maintaining the continuity of the services you rely on. However, you will need to grant additional permissions to our application, ensuring it continues to operate without any interruptions.

## > 2. BENEFITS OF MIGRATING TO MICROSOFT GRAPH

### What are the benefits of using Microsoft Graph?

- Improved Performance: Microsoft Graph offers optimized data access patterns and efficient service interactions, leading to better overall performance.
- Enhanced Security: Utilizing modern authentication protocols, Microsoft Graph provides more robust security features than EWS.
- Future-Proof: Microsoft Graph is the focus of ongoing development, ensuring access to the latest features and capabilities within the Microsoft 365 suite.

### Will Microsoft Graph provide more features or improved performance?

- Initial Performance Gains: In the initial phase of the migration, we anticipate performance improvements due to the efficient data access and service interaction provided by Microsoft Graph.
- Feature Stability: No immediate feature changes are expected during the initial migration to ensure stability and consistency for users.
- Future Feature Enhancements: Leveraging the capabilities of Microsoft Graph, we plan to introduce feature enhancements as part of our product roadmap.

## > 3. TIMELINE AND ROLLOUT PROCESS

### What is the timeline for the migration?

The migration to Microsoft Graph is structured into three key releases, all scheduled within the second quarter of 2024. The initial release (5.8.100) will commence rollout in early April. Subsequent releases (5.9 and 5.10) are planned approximately on a monthly basis, aiming for a smooth and structured transition with minimal disruption.

### Will there be any service interruptions during the migration?

There are no planned service interruptions during the migration to Microsoft Graph. However, to ensure continued service, it is mandatory for all customers to log in and re-grant authorization to the IDR service once the first release has been deployed. We will actively monitor compliance with this requirement and will reach out to customers who have not completed the re-authorization process to avoid any service disruptions ahead of the second release, which will depend on these additional permissions.

## > 4. NEW AUTHORIZATION REQUIREMENTS

### What new permissions are required for Microsoft Graph?

For the migration to Microsoft Graph, two new permissions are required: **Mail.ReadWrite**, which allows the application to create, read, update, and delete email messages in the user's mailbox, and **Mail.ReadWriteShared**, which extends these permissions to shared mailboxes. These permissions are essential for the application to function correctly with Microsoft Graph and provide you with uninterrupted service.

### Why do I need to grant these new permissions?

The new permissions, **Mail.ReadWrite** and **Mail.ReadWriteShared**, are required to ensure the IDR service can fully manage and synchronize email messages within your mailbox and any shared mailboxes you use. These permissions allow our service to maintain its functionality and provide the expected features through the Microsoft Graph API, which is replacing the older EWS (Exchange Web Services). Granting these permissions is essential for a seamless transition and continued efficient operation of our services.

How will my data be protected under these new permissions?

With the new permissions (**Mail.ReadWrite** and **Mail.ReadWriteShared**), your data will continue to be protected with Microsoft 365's robust security measures. Microsoft Graph employs advanced security protocols to ensure that your data is accessed securely and only by authorized services. Additionally, our application adheres to strict data handling policies and compliance standards to safeguard your information throughout the migration process and beyond.

## > 5. STEP-BY-STEP RE-AUTHORIZATION GUIDE How do I grant the new permissions required for Microsoft Graph?

The Reauthorization process is simple.

1. Follow our instructions here: [IDR Permissions Update Process](#)

What happens if I do not re-grant permissions?

If you do not re-grant the necessary permissions before the second release (5.9) of IDR, the service will not be able to process submissions correctly. The system will monitor for any such instances and automatically send a daily reminder email to the registered administrator. This will continue until the required permissions have been successfully granted, ensuring the uninterrupted functioning of the service.

## > 6. VERSION-SPECIFIC CHANGES What are the changes in each version release (5.8.100, 5.9, 5.10)?

### • Version 5.8.100:

Adds support for detecting customers who have not granted the necessary permissions for future releases.

Logs information to our monitoring systems to manage compliance.

Increases the scopes requested on the Azure App to include

**Mail.ReadWrite** and **Mail.ReadWriteShared**.

### • Version 5.9:

Begins the initial transition from EWS to Microsoft Graph for main mail handling functionalities.

Requires the new permissions for operation, which were prepared for in version 5.8.100.

### • Version 5.10:

Continues the migration process by converting Mailbox Sync processes to Microsoft Graph. And improving the indexing functionality.

This phased approach ensures that the migration is gradual and manageable, with each release building on the groundwork laid by the previous one.

Do I need to take any action for each version release?

The only action required from customers will be to grant additional permissions after the initial release (5.8.100) is deployed. No further action will be needed for the subsequent releases (5.9 and 5.10) as long as the new permissions are in place.

## > 7. TECHNICAL SUPPORT AND RESOURCES Who can I contact for support during the migration process?

If at any time you require technical support, feel free to use our web form at <https://gosecure.ai/support/inbox-detection-response-support-case/> or email our team at [gosupport@goscore.net](mailto:gosupport@goscore.net)

## > 8. POTENTIAL ISSUES AND TROUBLESHOOTING What common issues can I expect during the migration, and how can I solve them?

We do not anticipate any issues during the migration process itself. However, it is crucial that you ensure you have administrative access to grant the required permissions. If you encounter any difficulties with this, please contact our support team for assistance. They are prepared to guide you through the process and resolve any problems swiftly.

How will IDR monitor and address potential migration issues?

IDR will actively monitor the migration process through our compliance systems, which will track the granting of permissions and the functioning of services in real-time. Any potential issues will be promptly identified by our monitoring tools, and automated alerts will be set up to notify the support team. In case of any issues, the team will reach out to customers with guidance and assistance. Additionally, support channels will be available for any customer inquiries or assistance requests, ensuring that any potential migration issues are resolved efficiently.

## > 9. FUTURE PLANS AND DEVELOPMENTS What can customers expect from IDR after the migration to Microsoft Graph?

After the migration releases have been completed, customers can look forward to the IDR 5.11 release, which will mark the transition to Application Authentication. This switch from delegated authentication will streamline the deployment process for administrators and enhance security measures. As a result, customers will benefit from a more secure and simplified experience in managing their IDR services.

Are there any future enhancements or features planned that are enabled by this migration?

As a result of the migration to Microsoft Graph, customers can anticipate several enhancements and new features. We will be introducing support for shared mailboxes, which will offer more collaborative opportunities and streamlined communications. Additionally, improvements to global redaction are on the horizon, promising increased efficiency and accuracy in data handling. These updates, along with other advancements on our roadmap, are designed to provide a more robust and feature-rich experience for our users.



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