

How to Connect to Microsoft Graph for better Attachments and Inline Images rendering in Jira

Microsoft Exchange Online API Deprecation

Microsoft has started deprecating parts of the **Exchange Online API**. This change is being rolled out progressively across Microsoft 365 tenants and in some environments.

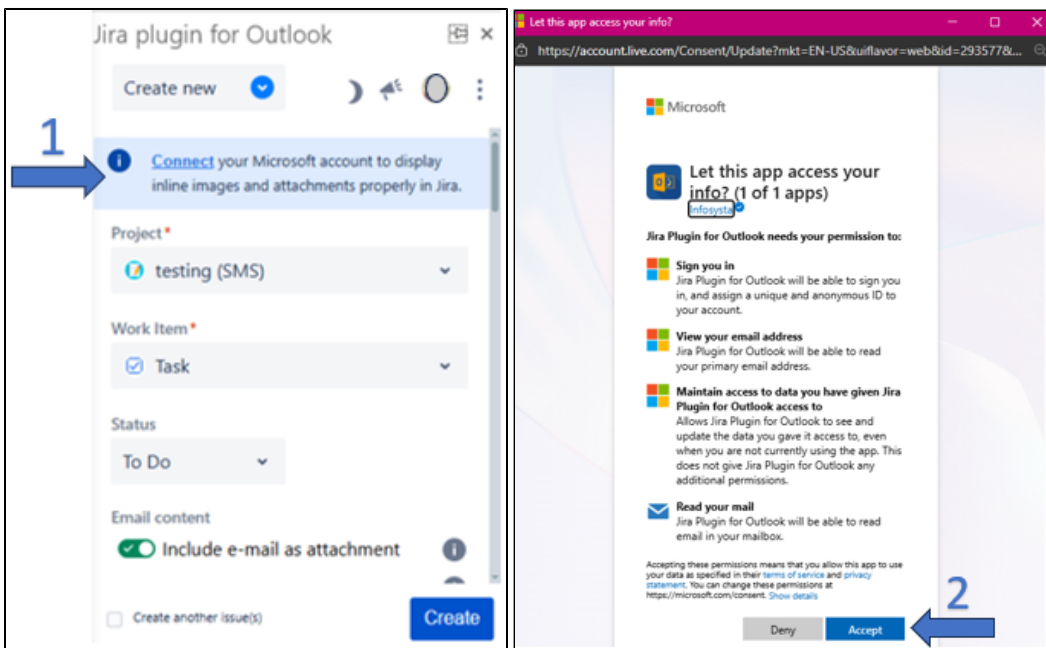
Due to this deprecation, certain Jira features that rely on older Microsoft APIs may no longer function correctly. These include:

- Displaying email attachments or inline images
- Fetching messages or metadata from Exchange Online

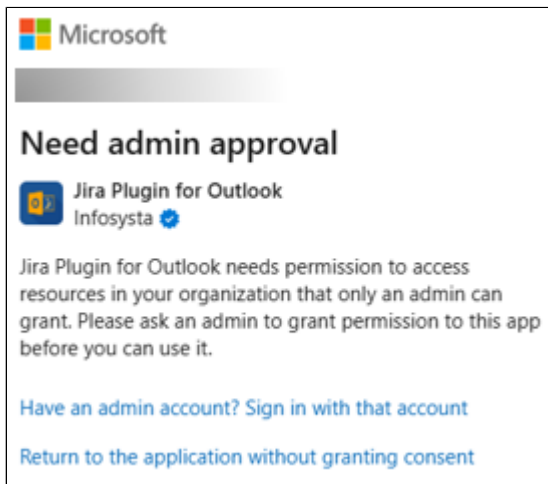
What do You Need to Do? Follow the steps below:

To maintain full functionality and ensure compatibility with Microsoft's updated platform:

1. **Connect your current Microsoft account** using the updated Microsoft Graph integration - click on the **Connect** button.
2. **Grant the requested permissions** when prompted — this enables secure access to images, attachments, and email data via Graph API.



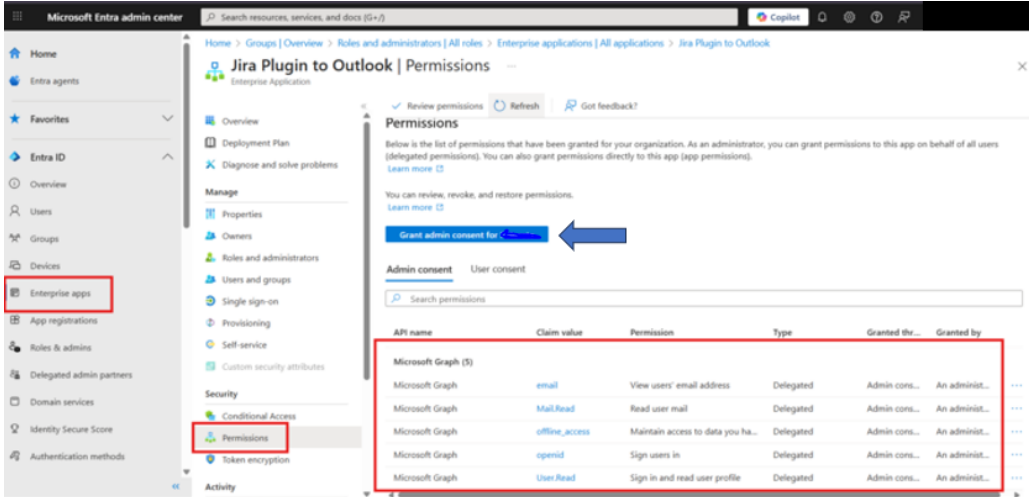
3. If you get the following screen instead of the above:



For Tenants Where Users Cannot Directly Grant Access: In most tenants, users may not have the ability to directly grant the necessary permissions. In this case, an **admin request** is required.

Admins should follow these steps to provide access:

1. **Log in to the Microsoft Entra Admin Center** using an account with the appropriate admin privileges.
2. **Navigate to Enterprise Applications** locate **Jira Plugin for Outlook** application
3. **Select Permissions / API Permissions** and **grant admin consent** for the **required Graph API scopes**.
4. **Confirm** that permissions have been successfully applied for all affected users.
5. **Inform users** that they can now reconnect their Microsoft accounts from OTJ to complete the setup.



Why Microsoft Graph?

Microsoft Graph is the modern API for accessing Microsoft 365 data. It replaces legacy endpoints with improved performance, security, and compliance with Microsoft's latest standards.

[Release Notes](#)