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KNOWLEDGE BASE ARTICLE

Microsoft Graph Permissions Required by Organizational Chart

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Introduction

The Vitextra Organizational Chart does not store any employee data of its own. Everything it shows - names, job titles, manager relationships, photos and presence - is read at run time from **Microsoft Entra ID** through the **Microsoft Graph** API. For that to work, the **web part** needs a small set of API permissions that a **tenant** administrator approves once.

This article lists those permissions, explains what each of them is used for, shows how to approve them, and describes what the chart looks like when a permission is missing. It is intended for **SharePoint** and **Microsoft 365** administrators and for security reviewers who need to assess the product before deployment.

The permissions

Organizational Chart requests three **delegated permissions** for Microsoft Graph:

Permission	Used for	Without it
`Directory.Read.All`	Reading the **list** of users and the **manager** relationship of each account - the data the hierarchy is built from	Directory/profile loading can fail if no other granted permission covers the request
`User.Read.All`	Reading the profile attributes shown on cards (job title, department, office location, phone numbers, address and so on) and employee photos	Directory/profile loading can fail if no other granted permission covers the request
`Presence.Read.All`	Showing the **Microsoft Teams** presence indicator (Available, Busy, Away, Do not disturb, Offline) on each card	The chart works, but no presence indicators are displayed

All three are **delegated** permissions: the web part always calls Microsoft Graph on behalf of the signed-in user, never with an application identity of its own. The chart therefore never shows a visitor anything that the visitor could not see by browsing the directory in Microsoft 365 themselves - it only presents it in a more convenient form.

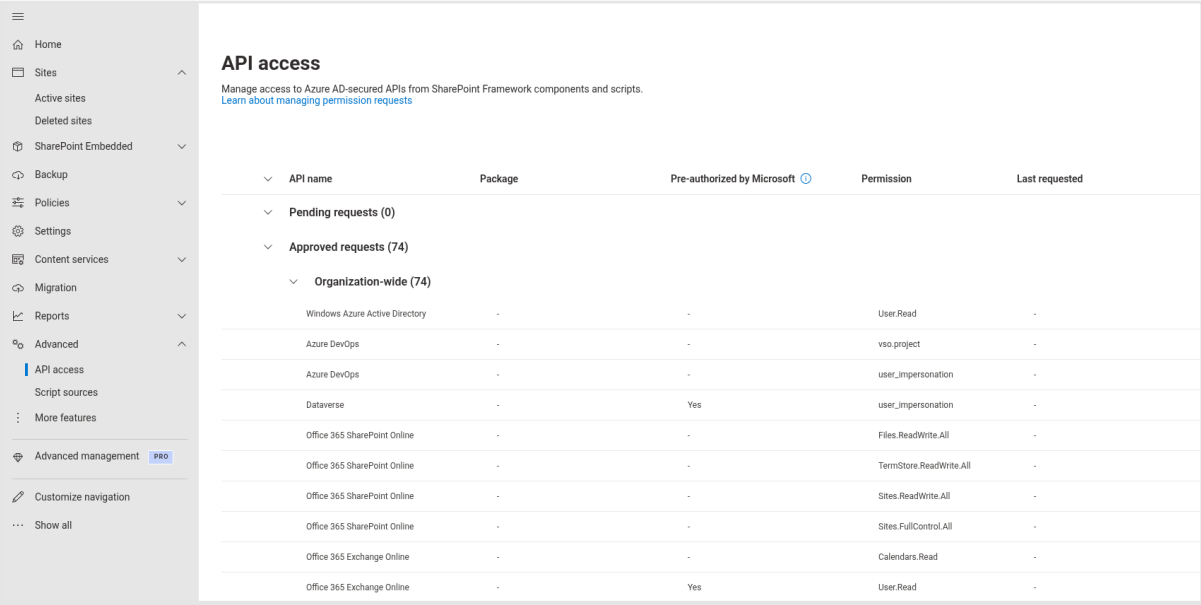
Note

The permissions are requested at the level of the **SharePoint Online** Client Extensibility application principal, which all SPFx solutions in the tenant share. If another Vitextra product - for example Employee Directory - has already been approved for the same scope, the request for Organizational Chart is granted automatically and does not appear as pending.

Approving the permissions

The permission requests are registered automatically when the Organizational Chart package is deployed to the tenant **App Catalog**. To approve them:

1 Sign in to the **SharePoint admin center** with an account that has the **Global Administrator** role.
2 In the left navigation, expand **Advanced** and select **API access**.
3 Under **Pending requests**, find the requests from the **Organizational Chart** package for the **Microsoft Graph** resource - `Directory.Read.All`, `User.Read.All` and `Presence.Read.All`.
4 Select each request and click **Approve**. Confirm the approval in the panel that opens.



API access requests

Approved permissions move to the **Approved requests** list, where they can be reviewed or revoked at any time.

Warning

Approval takes effect immediately, but users who already have the page open need to reload it. Browsers also cache the previous authorization result for a short time, so if the chart still shows an error a few minutes after approval, wait a little and refresh the page before investigating further.

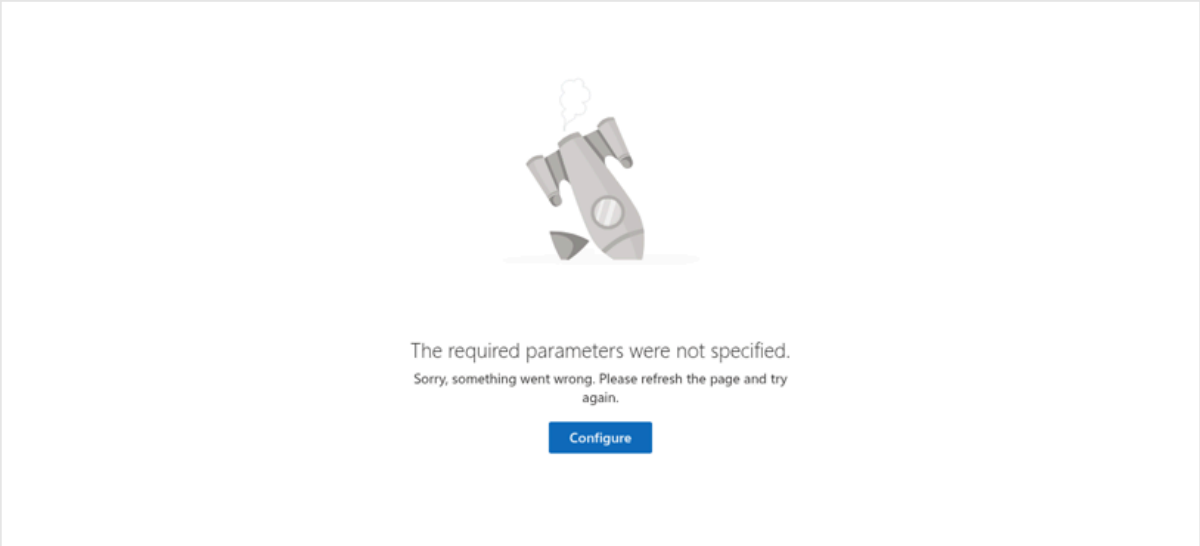
Tip

The complete deployment procedure - uploading the package to the App Catalog, enabling it for all sites and approving the permissions - is described in KB10035. How to Install a Vitextra Product in SharePoint Online.

What happens when a permission is missing

The three permissions fail in different ways, which helps to diagnose the problem:

- **Insufficient directory permissions.** If the granted scopes do not cover the directory request, the chart cannot load employees. Instead of the tree, the web part shows the message *Sorry, something went wrong. Please refresh the page and try again.* with a **Configure** button for page editors. Approve the pending requests and reload the page.
- **not approved.** The chart loads and all cards are shown, but the presence dot on photos is missing for everyone. This is the most common partial state: the two directory permissions have been approved, while the presence request was overlooked.
- **A permission was revoked after deployment.** The corresponding feature may stop working. The request is removed from the API access page; a new request with the same resource and scope must be issued before it can be approved again.



The error shown when the directory cannot be loaded

Note

Presence also depends on Teams availability for the person. If Microsoft Graph does not return a usable status, the card has no presence indicator. The status is fetched when the card loads and is not continuously refreshed.

Who can see the chart

Because the web part uses delegated permissions, access to the chart is governed by two things:

- **Access to the page.** A visitor must be able to open the SharePoint page or the **Teams tab** that hosts the web part - ordinary SharePoint and Teams permissions apply.
- **Access to the directory.** Every member of the organization can read basic directory information in Microsoft 365 by default, so every visitor with page access sees the same chart. Guest users, on the other hand, are not loaded into the chart and typically cannot read the full directory either.

Organizational Chart does not add any permission layer of its own: it does not hide individual employees from particular visitors, and it does not grant anyone access to data they could not read elsewhere in Microsoft 365. To keep certain accounts out of the chart entirely - service accounts, shared mailboxes, test users - use the filtering and exclusion options of the web part, described in KB10233. How to Add and Configure the Organizational Chart Web Part.

Data handling

For a security review, these points are usually relevant:

- Employee data is read from Microsoft Graph directly by the user's browser and is not sent to Vitextra or to any third-party service.
- A snapshot of the loaded directory is kept in the browser's local storage for up to 12 hours to speed up repeated visits; it is stored per web part instance and per browser and never leaves the device.
- Photos and presence are requested only for the cards that are visible on screen and are not cached beyond the page session.
- The web part contacts Vitextra servers only to verify the license status of the tenant, to load static assets such as icons, and to collect anonymous telemetry about product usage. No directory data is included in these requests.

Tip

For an overview of the product, see KB10232. Organizational Chart. Solution Overview. If employees are missing from the chart even though all permissions are approved, see KB10236. Why Is Someone Missing from the Organizational Chart?.

Learn more about the product: *https://vitextra.com/en/products/org-chart*

Terms

App Catalog
The App Catalog is a special SharePoint site that stores apps for SharePoint, Teams, and other Microsoft 365 services. Global or SharePoint administrators can upload and manage applications from the AppSource marketplace, custom-developed apps, or third-party apps for the organization's internal use. There can be only one tenant-level App Catalog in a tenant; site collection app catalogs can be added for individual site collections.

Delegated Permissions
Delegated permissions allow an application to act on behalf of a signed-in user. The effective access of the application is the intersection of the permissions granted to the application and the permissions of the user.

List
A list is a storage unit in SharePoint. A list can contain columns of different types, content types, and views. A document library is a special type of list and therefore inherits the functionality of a list.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

Microsoft Entra ID
Microsoft Entra ID (formerly Azure Active Directory) is a cloud-based identity and access management service offered by Microsoft. It allows organizations to efficiently manage and secure their users' identities and access to a variety of resources, both internal and external. These resources include Microsoft 365, the Azure platform, and thousands of other software-as-a-service (SaaS) applications.

Microsoft Graph
Microsoft Graph is a REST API secured with Microsoft Entra ID (formerly Azure Active Directory) and OAuth 2.0. It provides a single endpoint for accessing data and services in Microsoft 365, such as SharePoint, Outlook, OneDrive, Teams, and others.

Terms

Microsoft Teams
Microsoft Teams is a chat-based collaboration platform for business communications with features for online meetings, live events, and document sharing.

SharePoint
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

SharePoint Online
The cloud version of SharePoint, a web-based collaboration platform within Microsoft 365 that provides an extensive range of capabilities to store, share, and manage the digital information, content, and knowledge of an organization.

Teams Tab
A tab in Microsoft Teams is a page that is embedded in a channel, chat, or meeting and displays web content or an app, such as a SharePoint page or a custom application, at the top of the conversation.

Tenant
A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.