

## Cloud AAD Access

New Software Cloud, is encountering errors when attempting to connect with their Azure Active Directory (AAD) accounts.

- Nov 7, 2025
- Knowledge

### Title

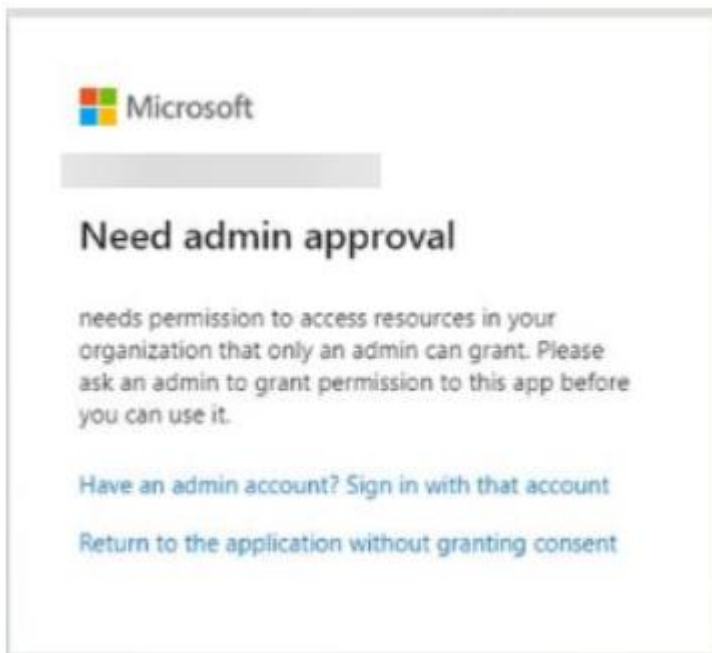
Cloud AAD Access

### Problem Description

An error message is displayed when trying to access Loftware Cloud with a Microsoft account.

### Error Message

Need admin approval  
needs permission to access resources in your organization that only an admin can grant. Please ask an admin to grant permission to this app before you can use it.



### Steps to Reproduce

### Resolution/Workaround

How a customer authorizes users and grant consent depends on their AAD policies. Due to this, Loftware Technical Support is unable to assist in configuring AAD permissions, but there are a few different options can be checked.

There are some self service options per app:

## Self-service

Save Discard

Allow users to request access to this application?  Yes  No

To which group should assigned users be added? [Select group](#)

Require approval before granting access to this application?  Yes  No

Who is allowed to approve access to this application? [Select approvers](#)

To which role should users be assigned in this application? \* [Select a role](#)

And some additional policies for the entire directory:

## Consent and permissions | User consent settings

Azure Active Directory

Save Discard Got feedback?

Manage

- User consent settings
- Admin consent settings
- Permission classifications

Control when end users and group owners are allowed to grant consent to applications, and when they will be required to request administrator review and approval. Allowing users to grant apps access to data helps them acquire useful applications and be productive, but can represent a risk in some situations if it's not monitored and controlled carefully.

User consent for applications  
Configure whether users are allowed to consent for applications to access your organization's data. [Learn more](#)

- Do not allow user consent  
An administrator will be required for all apps.
- Allow user consent for apps from verified publishers, for selected permissions (Recommended)  
All users can consent for permissions classified as "low impact", for apps from verified publishers or apps registered in this organization.
- Allow user consent for apps  
All users can consent for any app to access the organization's data.

**Warning** With your current user settings, all users can allow applications to access your organization's data on their behalf. [Learn more about the risks](#)  
Microsoft recommends allowing user consent only for verified app publishers or apps from your organization, for permissions you classify as "low impact". [Learn more](#)

Group owner consent for apps accessing data  
Configure whether group owners are allowed to consent for applications to access your organization's data for the groups they own. [Learn more](#)

- Do not allow group owner consent  
Group owners cannot allow applications to access data for the groups they own.
- Allow group owner consent for selected group owners  
Only selected group owners can allow applications to access data for the groups they own.
- Allow group owner consent for all group owners  
All group owners can allow applications to access data for the groups they own.

Otherwise an admin can grant consent for everyone:

Admin consent   User consent

Search permissions

API Name	Claim value	Permission	Type	Granted through	Granted by	
Microsoft Graph						
Microsoft Graph	User.Read.All	Read all users' full profiles	Application	Admin consent	An administrator	***
Microsoft Graph	GroupMember.Read.All	Read all group memberships	Application	Admin consent	An administrator	***

Or Admin can approve them manually via Access Review.

### Additional Notes

If only the administrator can log in using their account and no other users can, it implies that the administrator did not grant access to all AAD users. The solution is to remove all delegated permissions and grant the correct permissions.

### Last Published Date

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