

**Main page:** [Cisco Unified Presence, Release 7.x](#)

## Contents

- [1 Previous Topic](#)
- [2 Configuring Cisco Unity Connection Servers](#)
  - ◆ [2.1 Before You Begin](#)
  - ◆ [2.2 Procedure](#)
  - ◆ [2.3 Troubleshooting Tips](#)
  - ◆ [2.4 Related Topics](#)
  - ◆ [2.5 What To Do Next](#)
- [3 Configuring Cisco Unity Servers](#)
  - ◆ [3.1 Before You Begin](#)
  - ◆ [3.2 Procedure](#)
  - ◆ [3.3 Troubleshooting Tip](#)
  - ◆ [3.4 Related Topics](#)
  - ◆ [3.5 What To Do Next](#)
- [4 Configuring Voicemail Server Names and Addresses on Cisco Unified Presence](#)
  - ◆ [4.1 Before You Begin](#)
  - ◆ [4.2 Procedure](#)
  - ◆ [4.3 Related Topics](#)
  - ◆ [4.4 What To Do Next](#)
- [5 Configuring Mailstore Server Names and Addresses on Cisco Unified Presence](#)
  - ◆ [5.1 Before You Begin](#)
  - ◆ [5.2 Restrictions](#)
  - ◆ [5.3 Procedure](#)
  - ◆ [5.4 Related Topics](#)
  - ◆ [5.5 What To Do Next](#)
- [6 Creating Voicemail Profiles on Cisco Unified Presence](#)
  - ◆ [6.1 Before You Begin](#)
  - ◆ [6.2 Restrictions](#)
  - ◆ [6.3 Procedure](#)
  - ◆ [6.4 Related Topics](#)

### Previous Topic

- [Additional Deployment Information for Cisco Unified Personal Communicator](#)
  
- [Configuring Cisco Unity Connection Servers](#)
  
- [Configuring Cisco Unity Servers](#)
  
- [Configuring Voicemail Server Names and Addresses on Cisco Unified Presence](#)
  
- [Configuring Mailstore Server Names and Addresses on Cisco Unified Presence](#)
  
- [Creating Voicemail Profiles on Cisco Unified Presence](#)

**Note:** Before you perform the tasks described here, make sure that you fully integrate Cisco Unified Personal Communicator with Cisco Unified Communications Manager and Cisco Unified Presence.

## Configuring Cisco Unity Connection Servers

Cisco Unity Connection provides Cisco Unified Personal Communicator users with the ability to view, play, sort, and delete voicemail messages from the Cisco Unified Personal Communicator interface.

### Before You Begin

- Install and configure a supported release of Cisco Unity Connection.
- Integrate Cisco Unified Communications Manager and Cisco Unity Connection. Both servers must be installed and running to configure voicemail ports.

### Procedure

1. Set up a new or existing class of service in Cisco Unity Connection Administration to enable Internet Mail Access Protocol (IMAP) client access to voice messages.

- a. Expand **Class of Service** in the left pane.
- b. Select **Class of Service**.
- c. Select the display name of the applicable class of service in the Search Results table, in the Search Class of Service window.
- d. Check **Allow Users to Use Unified Client to Access Voice Mail** for port 7993 and TLS, under Features.
- e. For all other ports and protocols, perform the following steps:
  - ◇ Check **Allow Users to Access VoiceMail Using an IMAP Client** under Licensed Features.
  - ◇ Select **Allow Users to Access Message Bodies**.
  - ◇ Check **Allow Users to Use Unified Client to Access Voice Mail** under Features.
- f. Select **Save**.

2. Configure the user:

- If the users are existing Cisco Unity Connection users, add them to the Cisco Unified Communications Manager database and to Cisco Unified Presence. Proceed to Step 4.
- If the user is a new Cisco Unified Personal Communicator user, add the user to Cisco Unified Communications Manager database, Cisco Unity Connection, and to Cisco Unified Presence.

3. Create a Connection user account on the Cisco Unity Connection server with a voice mailbox for each Cisco Unified Personal Communicator user.

**Note:** The user ID in Cisco Unity Connection does *not* need to match the user ID in Cisco Unified Presence or in Cisco Unified Personal Communicator. Cisco Unified Personal Communicator has an independent

voicemail ID, which is set in the application Preference window.

4. (Optional) Enable secure messaging as follows:

- a. Expand **Class of Service** in the left pane, and then select **Class of Service**.
- b. Select an option from Require Secure Messaging in the Message Options section to enable secure messages.

5. (Optional) Specify how to handle unidentified caller message security for your users as follows:

- a. Expand **Users** in the left pane.
- b. Select **Users**.
- c. Select the alias of a user.
- d. Select **Edit > Message Settings**.
- e. Check **Mark Secure** in Unidentified Callers Message Security.

6. If one does not already exist, specify a web application password in Cisco Unity Connection for the applicable user accounts.

#### Troubleshooting Tips

- Cisco Unified Personal Communicator users must enter their Cisco Unity Connection credentials, that is, their username and web application password, in the Cisco Unified Personal Communicator Preferences window.
- If the server can be contacted and the user credentials are correct, but voicemail messages are not downloaded, do the following:
  - ◆ Check the configuration of port 7993.
  - ◆ Make sure that Cisco Unified Personal Communicator is listening on port 7993.
  - ◆ Check the firewall configuration. Use Telnet from a remote computer to the computer running Cisco Unified Personal Communicator, and make sure that you can connect to the firewall.

#### Related Topics

- For details about supported Cisco Unity Connection releases, see the Cisco Unified Personal Communicator release notes:

[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)

- For details about the voicemail configuration on Cisco Unified Communications Manager, see the *Cisco Unified Communications Manager Administration Guide*:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

- For details about setting up the Connection user account and configuring a web application password on Cisco Unity Connection, see the *Cisco Unity Connection User Moves, Adds, and Changes Guide*:

[http://www.cisco.com/en/US/products/ps6509/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6509/prod_maintenance_guides_list.html)

- [Getting More Information](#)

**What To Do Next**

[Configuring Voicemail Server Names and Addresses on Cisco Unified Presence](#)

## Configuring Cisco Unity Servers

Cisco Unity receives calls, plays greetings, and records and encodes voicemail. When a voicemail is received, Cisco Unity adds the .wav file to an email and sends it to the configured email account. Cisco Unity creates a subscriber mailbox on the Microsoft Exchange server for use as its mailstore server for message storage.

When Cisco Unified Personal Communicator users want to listen to their voicemails, they use Cisco Unified Personal Communicator to retrieve them from the mailstore server through IMAP.

Cisco Unified Personal Communicator supports both the Cisco Unity unified messaging and the Cisco Unity voice messaging configurations. With unified messaging, the Exchange server email account supports both voicemail and email. With voice messaging, the Exchange server email account contains only voicemail messages.

**Before You Begin**

- Install and configure a supported release of Cisco Unity.
- Integrate Cisco Unified Communications Manager and Cisco Unity. Both servers must be installed and running to configure voicemail ports.
- If you plan to use SSL to provide secure transmission with the mailstore server, you must set up Cisco Unity to use SSL during the installation or upgrade (or at any time after the installation or upgrade is complete). You must designate a server to act as your certificate authority, submit a certificate request, issue the certificate, and install it on the Cisco Unity server.

**Procedure**

1. Configure the Microsoft Exchange server to use the IMAP virtual server:

To Configure This Release	Do This
Microsoft Exchange 2003	<ol style="list-style-type: none"> <li>1. Select <b>Start &gt; All Programs &gt; Microsoft Exchange &gt; System Manager</b>.</li> <li>2. In the left pane of the System Manager, expand <b>Servers</b>.</li> <li>3. Select the server name.</li> </ol>

	<ol style="list-style-type: none"> <li>4. Select <b>Protocols &gt; IMAP</b>.</li> <li>5. Right-click, and select <b>Start Server</b>.</li> </ol>
Microsoft Exchange 2007	<ol style="list-style-type: none"> <li>1. Select <b>Start &gt; Run</b>, enter <b>services.msc</b>, and select <b>OK</b>.</li> <li>2. Select the Microsoft Exchange IMAP4 service, and select <b>Start</b>. This service is not started by default.</li> </ol>

2. Configure the port and encryption type:

To Configure This Server	Do This
Microsoft Exchange 2003	<ol style="list-style-type: none"> <li>1. Right-click IMAP Virtual Server, and select <b>Properties</b>.</li> <li>2. Select <b>Authentication</b> from the Access tab.                             <ul style="list-style-type: none"> <li>◇ Verify that <b>Requires SSL/TLS Encryption</b> is not checked to use TCP and SSL connection.</li> <li>◇ Verify that <b>Requires SSL/TLS Encryption</b> is checked to use SSL only.</li> </ul> </li> <li>3. Select <b>OK</b>.</li> </ol>
Microsoft Exchange 2007	<ol style="list-style-type: none"> <li>1. Select <b>Start &gt; Programs &gt; Microsoft Exchange Server 2007 &gt; Exchange Management Shell</b>.</li> <li>2. Specify the authentication settings for the Client Access Server that is running the IMAP4 service through the Exchange Power Shell.                             <p style="text-align: center;"><b>Note:</b> Microsoft Exchange 2007 uses SSL by default.</p> </li> <li>3. Execute one of the following commands for the appropriate setting:                             <ul style="list-style-type: none"> <li>◇ For plain text login: <b>set-imapsettings -LoginType PlainTextLogin</b></li> <li>◇ For SSL: <b>set-imapsettings -LoginType SecureLogin</b></li> </ul> </li> </ol>

3. Configure the user:

- If the user is an existing Cisco Unity user, add the user to the Cisco Unified Communications Manager database and to Cisco Unified Presence.
- If the user is a new user, add the user to the Cisco Unified Communications Manager database, Cisco Unity (which adds the user to Exchange and to Active Directory), and to Cisco Unified Presence.

4. Create mailboxes for new and existing users. For details, see the documentation for your Exchange server.

5. (Optional) Enable secure messaging as follows:

- Select **Subscribers > Subscribers > Features** to make the change on a subscriber template.

The change you make here is not applied to current subscriber accounts that were created by using this template. The setting applies only to subscriber accounts that are created by using this template after the change has been made.

- Select an option from the Message Security When Sending a Message list to enable secure messages. For example, select **Encrypt All Messages**.

This setting specifies whether messages are encrypted when subscribers send messages to other subscribers.

- Select **Save**.
- Repeat these steps for additional subscribers or subscriber templates, as applicable.

6. (Optional) Enable secure messaging for messages from unidentified callers:

- Select **System > Configuration > Message Security Settings**.
- Specify whether messages from unidentified callers are encrypted. Select an option from the list.
- Select **Save**.

#### Troubleshooting Tip

- If you deploy a standalone Active Directory server, and a standalone Cisco Unity server, the email attribute for a user must match on both these servers. If the email attribute does not match on these servers, Cisco Unified Personal Communicator client will display an "unknown number" error when it tries to return the call from the voicemail message.
- Cisco Unified Personal Communicator users must enter their Cisco Unity credentials in the Cisco Unified Personal Communicator Preferences window.

#### Related Topics

- For details about the Cisco Unity server installation with Microsoft Exchange, see the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_installation_guides_list.html)

- For details about supported Cisco Unity releases, see the Cisco Unified Personal Communicator release notes at the following URL:

[http://www.cisco.com/en/US/products/ps6844/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6844/prod_release_notes_list.html)

- For details about the voicemail configuration on Cisco Unified Communications Manager, see the *Cisco Unified Communications Manager Administration Guide* at the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html)

- To configure Cisco Unity to use SSL, see the security guide:

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_maintenance\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_maintenance_guides_list.html)

- [Configuring Mailstore Server Names and Addresses on Cisco Unified Presence](#)

## What To Do Next

### [Configuring Voicemail Server Names and Addresses on Cisco Unified Presence](#)

## Configuring Voicemail Server Names and Addresses on Cisco Unified Presence

You must configure voicemail settings so that the Cisco Unified Presence server can interact with the voice message web service (VMWS) on Cisco Unity or Cisco Unity Connection. The VMWS service enables Cisco Unified Personal Communicator to move deleted voicemail messages to the correct location. This service also provides message encryption capabilities to support secure messaging.

### Before You Begin

- Configure a supported voicemail server.
- Obtain the hostname or IP address of the voicemail server. You might need to specify more than one hostname to provide services for the number of users in your environment.
- For Cisco Unity, obtain the hostnames or IP addresses of the peer Microsoft Exchange server or servers.
- Perform this procedure for each voicemail server in your environment.

### Procedure

1. Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Voicemail Server**.
2. Select **Add New**.
3. Select **Unity** or **Unity Connection** from the Server Type menu.
4. Enter the Cisco Unity Connection or Cisco Unity server name.
5. Enter the hostname or the IP address of the voicemail server.
6. Enter **443** for the Web Service Port value.
7. Select **HTTPS** in Web Service Protocol menu.
8. Select **Save**.

### Related Topics

- [Configuring Cisco Unity Connection Servers](#)
- [Configuring Cisco Unity Servers](#)
- [Getting More Information](#)

**What To Do Next**

[Configuring Mailstore Server Names and Addresses on Cisco Unified Presence](#)

## Configuring Mailstore Server Names and Addresses on Cisco Unified Presence

You must configure Cisco Unified Presence Release with mailstore information so that Cisco Unified Personal Communicator can connect to the mailstore. Cisco Unified Personal Communicator uses IMAP to download messages.

Cisco Unity creates subscriber mailboxes for message storage on the Microsoft Exchange server. Cisco Unity Connection usually provides a mailstore, and hosts the mailstore on the same server.

The following table describes the protocols you can use for voicemail messages, and the security features the protocols implement for voicemail messages:

Protocol	Description
SSL	Uses a secure socket to encrypt usernames, passwords, and voicemail messages.
TCP	Sends usernames, passwords, and voicemail messages in clear text.
TLS	Uses the STARTTLS verb of IMAP to encrypt usernames, passwords, and voicemail messages.

**Before You Begin**

- Obtain the hostname or IP address of the mailstore server.
- If you upgrade from Release 6.x to Release 7.X, Cisco Unified Presence automatically imports the IMAP settings into the mailstore configuration page.

**Restrictions**

You must provision mailstore servers before you can add the servers to the voicemail profiles.

**Procedure**

1. Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Mailstore**.
2. Select **Add New**.
3. Enter the mailstore server name.
4. Enter the hostname or the IP address of the mailstore server.
5. Specify the IMAP port number configured for the server and the corresponding protocol to use when Cisco Unified Personal Communicator contacts this server:

Server	Protocol	Port Number
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Cisco Unity Connection	SSL	993
	TCP	143
	TLS	143 or 7993
Cisco Unity with Exchange:	SSL	993
	TCP	143
	TLS	143

6. Select **Save**.

#### Related Topics

- [Configuring Voicemail Server Names and Addresses on Cisco Unified Presence](#)
- [Getting More Information](#)

#### What To Do Next

[Creating Voicemail Profiles on Cisco Unified Presence](#)

## Creating Voicemail Profiles on Cisco Unified Presence

You must create voicemail profiles before you can add Cisco Unified Personal Communicator licensed users to profiles.

Repeat this procedure for each voicemail profile you want to create.

#### Before You Begin

- Specify voicemail server names and addresses.
- Specify mailstore server names and addresses.

#### Restrictions

Voicemail server failover and mailstore server failover are not supported in Cisco Unified Personal Communicator Release 7.0(1). Do not specify backup servers in the Voicemail Profile in Cisco Unified Presence Administration.

**Procedure**

1. Select **Cisco Unified Presence Administration > Application > Cisco Unified Personal Communicator > Voicemail Profile**.
2. Select **Add New**.
3. Enter the profile name.
4. Enter information into the fields:

<b>Field</b>	<b>Setting</b>
Voice Messaging Pilot	<p>(Optional) The voicemail pilot number is the directory number that a user dials to access their voice messages. Cisco Unified Communications Manager automatically dials the voice-messaging number when a user presses the Messages button on their phone. Each pilot number can belong to a different voice-messaging system.</p> <p>Select one of the following options:</p> <ul style="list-style-type: none"> <li>◇ <b>Number</b>-Select the voicemail pilot number for the system. This is the same as the number specified from the <b>Voice Mail &gt; Voice Mail Pilot</b> menu, in Cisco Unified Communications Manager Administration.</li> <li>◇ <b>No Voice Mail</b>-Select this option if you do not want to send unanswered incoming calls to voice mail.</li> </ul>
Primary Voicemail Server	Select a primary server. Select one of the mailstore servers you specified.
Backup Voicemail Server	(Optional) Enter the name of your backup voicemail server. If you do not want a backup voicemail server, select <b>None</b> .
Primary Mailstore	Select the primary mailstore server. Select one of the mailstore servers you specified.
Backup Mailstore	(Optional) Enter the name of your backup mailstore server. If you do not want a backup voicemail server, select <b>None</b> .
Make this the default Voicemail Profile for the system	<p>(Optional) Check this option if you want new users to be automatically added to the default profile.</p> <p>Users who are already synchronized to Cisco Unified Presence from Cisco Unified Communications Manager are not added to the default profile. However, any users who are synchronized after the default profile is created are added to the default profile.</p>

5. Select **Add Users to Profile**.
6. Use the Find and List Users window to find and select users, and select **Add Selected** to add users to the profile.
7. Select **Save**.

#### Related Topics

- [Configuring Voicemail Server Names and Addresses on Cisco Unified Presence](#)
- [Configuring Mailstore Server Names and Addresses on Cisco Unified Presence](#)
- [Getting More Information](#)