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About Notifications

CUMI supports Comet notifications for message operations on the Inbox and Deleted folders.

Getting Started

These are the basic steps to get up and running with Comet:

1. **Start Jetty:** Activate the Connection Jetty service by browsing to the Cisco Unity Connection Serviceability page and selecting Services. Find Connection Jetty in the list and select the Activate button.
2. **Request Notifications:** Clients need to request notifications so that the Connection server knows it should start publishing Comet events for the current authenticated user:

```
$.ajax({
  type: "POST",
  contentType: "application/xml; charset=utf-8",
  url: "/vmrest/mailbox?method=requestnotification",
  data: "{}",
  dataType: "text",
  success: function(subscriptionId) {
    gSubscriptionId = subscriptionId;
    alert("Requested events for mailbox, subscriptionId=" + subscriptionId);
  }
});
```

This returns a subscriptionId that must be used to get Comet notifications for this user (rather than the userID, for security reasons).

3. **Subscribe for events:** This is just standard Comet now, but there are a few details to know such as the port and URL to use. Jetty runs on port 7080, and cometd is running at /vmevents/cometd. Here's sample code to initialize and subscribe (in JQuery):

```
$.comet.init("http://connection-server:7080/vmevents/cometd");
$.comet.subscribe("/vmrest/mailbox/" + gSubscriptionId, function(e)
{
  alert("Event: " + e.data.EventType );
});
```

Comet Event Structure

Each Comet event has the following attributes:

DisplayName	Display Name of Mailbox
SubscriptionId	Subscription ID
USN	Message USN
EventTime	Time of event
EventType	Type of event
MailboxId	Mailbox ID
MessageInfo	Array of message info objects (see below)

MessageInfo is an array of one or more objects with the following attributes:

- MessageId
- CallerAni
- MsgType
- Priority
- ReceiveTime
- Sender

EventType will be one of the following:

EventType	Description
NEW_MESSAGE	This event is sent when a new message arrives in the inbox folder.
SAVED_MESSAGE	This message is sent when a message is marked as read in the inbox folder.
UNREAD_MESSAGE	This event is sent when a message is marked as unread in the inbox folder.
DELETED_MESSAGE	This event is sent when a message is deleted from the inbox folder.
DELETED_MESSAGE_CREATE	This event is sent when a new message arrives in the deleted folder.
DELETED_MESSAGE_READ	This event is sent when a message is marked as read in the deleted folder.
DELETED_MESSAGE_UNREAD	The event is sent when a message is marked as unread in the deleted folder.
DELETED_MESSAGE_DELETE	The event is sent when a message is marked as deleted from the deleted folder.

Example Comet Notifications

Example 1: When a message is deleted from inbox folder or when a new message arrives in the deleted folder, the following events take place:

- DELETED_MESSAGE
- DELETED_MESSAGE_CREATE

Note: The USN remains the same for both the notification events.

Example 2: When a message is marked as undeleted from deleted folder, the following events take place:

- SAVED_MESSAGE or UNREAD_MESSAGE
- DELETED_MESSAGE_DELETE

Note: The USN remains the same for both the notification events.

Example 3: When a message is marked as hard deleted from the inbox folder, the following events take place:

- DELETED_MESSAGE
- DELETED_MESSAGE_CREATE
- DELETED_MESSAGE_DELETE

Note: The USN remains the same for the first two notification events.

Apart from the above examples, the USN is not the same for any of the other notification scenarios.

Note: During the time Notifier service is down or inactive, if there is any action taken on a message that is either in the Inbox or Deleted folder, the notification for the latest status of that message is sent when the service is back to its active state.

Example Comet Event

```
{
  "MessageInfo": [ {
    "CallerAni": "null",
    "Sender": "null",
    "MessageId": "72204bd7-e5c3-446e-adb6-ae5f80db26fb",
    "ReceiveTime": "04:15:40 PM 10/30/2008",
    "Priority": "Normal-Priority",
    "MsgType": "Voice"
  } ],
  "USN": 2265,
  "EventTime": "11:15:40 PM 10/30/2008",
  "SubscriptionId": "00bdcfd3-159a-48d3-ac7b-2f3b4f83db6c",
  "MailboxId": "abell",
  "EventType": "SAVED_MESSAGE",
  "DisplayName": "Alexander Bell"
}
```

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