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## About External Services

This page contains information on how to use the API to create, list, modify, and delete Unified Messaging Services (also known as external services). When you create Unified Messaging Service Accounts, you base each account on a Unified Messaging Service. Creating a new Unified Messaging service is based on any one of the following:

- Exchange/BPOS-D
- MeetingPlace
- Office 365

## Listing External Services

### Example 1

The following is an example of the GET request that lists the Unified Messaging Services:

```
https://<connection_server>/vmrest/externalservices
```

The following is an example of the response from the above \*GET\* request and the actual response will depend upon the information given by you:

```
<ExternalServices total="3"><ExternalService>
<URI>/vmrest/externalservices/6f4f7023-e9e5-4cd0-bf55-e20a0be6fd78</URI>
<ObjectId>6f4f7023-e9e5-4cd0-bf55-e20a0be6fd78</ObjectId>
<TenantObjectId>fe6541fb-b42c-44f2-8404-ded14cbf7438</TenantObjectId>
<AuthenticationMode>1</AuthenticationMode>
<DisplayName>UMS_API</DisplayName>
<IsEnabled>>true</IsEnabled>
<SecurityTransportType>1</SecurityTransportType>
<Server>10.65.156.190</Server>
```

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```
<ServiceAlias>clientteam\administrator</ServiceAlias>
<ServicePassword/>
<ServerType>4</ServerType>
<SupportsCalendarCapability>true</SupportsCalendarCapability>
<SupportsTtsOfEmailCapability>true</SupportsTtsOfEmailCapability>
<ValidateServerCertificate>>false</ValidateServerCertificate>
<UseServiceCredentials>true</UseServiceCredentials>
<SupportsMailboxSynchCapability>true</SupportsMailboxSynchCapability>
<ExchDoAutodiscover>>false</ExchDoAutodiscover>
<ExchServerType>1</ExchServerType>
<MailboxSynchFaxAction>1</MailboxSynchFaxAction>
<MailboxSynchEmailAction>2</MailboxSynchEmailAction></ExternalService>
<ExternalService><URI>/vmrest/externalservices/4ce278eb-033e-460e-a4f7_5a0cf57b3b2d</URI>
<ObjectId>4ce278eb-033e-460e-a4f7-5a0cf57b3b2d</ObjectId>
<TenantObjectId>fe6541fb-b42c-44f2-8404-ded14cbf7438</TenantObjectId>
<DisplayName>Office_365</DisplayName>
<IsEnabled>true</IsEnabled>
<Server>10.65.156.190</Server>
<ServiceAlias>clientteam\administrator</ServiceAlias>
<ServicePassword/>
<ServerType>5</ServerType>
<SupportsCalendarCapability>true</SupportsCalendarCapability>
<SupportsTtsOfEmailCapability>true</SupportsTtsOfEmailCapability>
<ValidateServerCertificate>>false</ValidateServerCertificate>
<UseServiceCredentials>true</UseServiceCredentials>
<SupportsMailboxSynchCapability>true</SupportsMailboxSynchCapability>
<ExchDoAutodiscover>>false</ExchDoAutodiscover>
<MailboxSynchFaxAction>1</MailboxSynchFaxAction>
<MailboxSynchEmailAction>2</MailboxSynchEmailAction>
<ProxyServer/></ExternalService>
<ExternalService><URI>/vmrest/externalservices/33dd7a5e-8c5e-479a-b6e3-7342c0470072</URI>
<ObjectId>33dd7a5e-8c5e-479a-b6e3_7342c0470072</ObjectId>
<TenantObjectId>fe6541fb-b42c-44f2-8404-ded14cbf7438</TenantObjectId>
<DisplayName>Meeting_CUCA</DisplayName>
<IsEnabled>true</IsEnabled>
<Server>10.65.156.190</Server>
<ServiceAlias>clientteam\administrator</ServiceAlias>
<ServicePassword/>
<ServerType>1</ServerType>
<SupportsCalendarCapability>true</SupportsCalendarCapability>
<SupportsMeetingCapability>true</SupportsMeetingCapability>
<TransferExtensionDialString>111</TransferExtensionDialString>
</ExternalService>
</ExternalServices>
```

<pre> Response Code: 200

### Example 2

The following is an example of another GET request that lists the Unified Messaging Service based on <externalservice-id>:

```
https://<connection_server>/vmrest/externalservices/<objectId>
```

The following is an example of the response from the above \*GET\* request and the actual response will depend upon the information given by you:

```
<ExternalService>
<URI>/vmrest/externalservices/6f4f7023-e9e5-4cd0-bf55-e20a0be6fd78</URI>
```

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```
<ObjectId>6f4f7023-e9e5-4cd0-bf55-e20a0be6fd78</ObjectId>
<TenantObjectId>fe6541fb-b42c-44f2-8404-ded14cbf7438</TenantObjectId>
<AuthenticationMode>1</AuthenticationMode>
<DisplayName>UMS_API</DisplayName>
<IsEnabled>true</IsEnabled>
<SecurityTransportType>1</SecurityTransportType>
<Server>10.65.156.190</Server>
<ServiceAlias>clientteam\administrator</ServiceAlias>
<ServicePassword/>
<ServerType>4</ServerType>
<SupportsCalendarCapability>true</SupportsCalendarCapability>
<SupportsTtsOfEmailCapability>true</SupportsTtsOfEmailCapability>
<ValidateServerCertificate>>false</ValidateServerCertificate>
<UseServiceCredentials>true</UseServiceCredentials>
<SupportsMailboxSynchCapability>true</SupportsMailboxSynchCapability>
<ExchDoAutodiscover>>false</ExchDoAutodiscover>
<ExchServerType>1</ExchServerType>
<MailboxSynchFaxAction>1</MailboxSynchFaxAction>
<MailboxSynchEmailAction>2</MailboxSynchEmailAction>
</ExternalService>
```

Response Code: 200

### Listing Specific Tenant Related User Template External Services by System Administrator

In Cisco Unity Connection 10.5(2) and later, the system administrator can use TenantObjectID to list the specific tenant related user template external services using the following URI:

```
GET https://<connection-server>/vmrest/externalservices?query=(TenantObjectId is <Tenant-ObjectID>
```

To get the TenantObjectID, use the following URI:

```
GET https://<connection-server>/vmrest/tenants
```

## Adding Unified Messaging Service

This section contains information on how to create External Services:

- Adding Exchange/BPOS-D External Service
- Adding Meeting Place External Service
- Adding Office 365 External Service

### Adding Exchange/BPOS-D External Service

The following is an example of the POST request that adds the Exchange/BPOS-D Unified Messaging Service:

```
https://<connection_server>/vmrest/externalservices
```

The request parameters will depend upon the information given by you.

```
<ExternalService>
<DisplayName>UMS_API</DisplayName>
<ServiceAlias> client-team\administrator</ServiceAlias>
<ServicePassword>Ecsbulabl2</ServicePassword>
```

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```
<ServerType>4</ServerType>
<Server>10.65.156.190</Server>
<AuthenticationMode>1</AuthenticationMode>
<ExchServerType>1</ExchServerType>
<SecurityTransportType>1</SecurityTransportType>
</ExternalService>
```

Response Code: 201

The following are the list of mandatory parameters required to create a Unified Messaging Service:

- **Display Name:** The display name of the unified messaging service
- **Service Alias:** The alias of the unified messaging service
- **Service Password:** The password of the unified messaging service
- **Server Type:** The type of unified messaging service account (Exchange/BPOS-D: 4)
- **Server:** The IP address of the Exchange server
- **Authentication Mode:** The web-based Authentication Mode of the Unified Messaging Service: Basic (1), Digest (2), and NTLM (3)
- **Exchange Server Type:** The Exchange Server Type of the Unified Messaging Account: Exchange 2003 (0) and Exchange 2007/2010/2013 (1)
- **Security Transport Type:** The web-based protocol of the Unified Messaging Account: HTTP (0) and HTTPS (1)

### Adding Meeting Place External Service

The following is an example of the POST request that adds the Meeting Place Unified Messaging Service:

```
https://<connection_server>/vmrest/externalservices
```

The request parameters will depend upon the information given by you.

```
<ExternalService>
<DisplayName>MeetingPlace</DisplayName>
<ServiceAlias> admin</ServiceAlias>
<ServicePassword>ecsbulab</ServicePassword>
<ServerType>1</ServerType>
<Server>10.76.175.167</Server>
<TransferExtensionDialString>111111</TransferExtensionDialString>
</ExternalService>
```

Response Code: 201

The following are the list of mandatory parameters required to create a Unified Messaging Service:

- **Display Name:** The display name of the unified messaging service
- **Service Alias:** The alias of the unified messaging service
- **Service Password:** The password of the unified messaging service
- **Server Type:** The type of unified messaging service account (Meeting Place: 1)
- **Server:** The IP address of the Exchange server
- **TransferExtensionDialString:** The digits that Cisco Unity Connection must dial to transfer users on the phone to the opening of the Cisco Unified Meeting Place Server.

### Adding Office 365 External Service

The following is an example of the POST request that adds the Meeting Place Unified Messaging Service:

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`https://<connection_server>/vmrest/externalservices`

The request parameters will depend upon the information given by you.

```
<ExternalService>
  <DisplayName>Office365</DisplayName>
  <ServiceAlias>admin</ServiceAlias>
  <ServicePassword>password</ServicePassword>
  <ServerType>5</ServerType>
  <Server>10.76.175.167</Server>
</ExternalService>
```

Response Code: 201

The following are the list of mandatory parameters required to create a Unified Messaging Service:

- Display Name: The display name of the unified messaging service
- Service Alias: The alias of the unified messaging service
- Service Password: The password of the unified messaging service
- Server Type: The type of unified messaging service account (Office 365: 5)
- Server: The IP address of the Exchange server

## Modifying Unified Messaging Service

The following is an example of the PUT request that modifies the Unified Messaging Service represented by <externalserviceObject-id>:

`https://<connection_server>/vmrest/externalservices/<objectId>`

The following is an example of the response from the above \*PUT\* request and the actual response will depend upon the information given by you:

```
<ExternalService>
  <ServiceAlias> client-team\administrator</ServiceAlias>
  <ServicePassword>Ecsbulab13</ServicePassword>
  <ServerType>5</ServerType>
  <Server>10.65.156.190</Server>
  <AuthenticationMode>1</AuthenticationMode>
  <ExchServerType>1</ExchServerType>
  <SecurityTransportType>1</SecurityTransportType>
</ExternalService>
```

Successful Response Code: 204

## Deleting Unified Messaging Service

The following is an example of the DELETE request that deletes a Unified Messaging Service as represented by <externalserviceobject-id >:

`https://<connection_server>/vmrest/usertemplates/externalservices/<objectId >`

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The output for this request returns the successful response code.

Response Code: 204