

Using IMAP4 to Access Voice Messages in Cisco Unity System with Exchange 2007

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Introduction

This document provides a sample configuration on how to use IMAP4 to access voice messages in Cisco Unity when you use Microsoft Exchange 2007.

Note: Certain Exchange Server 2007 managed code services do not start after you install this update Rollup. This is true if the services cannot access this Microsoft Web site, <http://crl.microsoft.com/pki/crl/products/CodeSigPCA.crl> <http://crl.microsoft.com/pki/crl/products/CodeSigPCA.crl> , or it takes too long to do it.

Refer to article number 944752, Exchange 2007 managed code services do not start after you install an update rollup for Exchange 2007 , in order to view the article in the Microsoft Knowledge Base for more information about how to resolve or work around this issue.

Prerequisites

Requirements

Ensure that you meet these requirements before you attempt this configuration:

- Exchange 2007 sp1
- Update Rollup 2 for Exchange 2007 sp1

Note: Refer to Description of Update Rollup 2 for Exchange Server 2007 Service Pack 1 for more information on how to download Rollup 2.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Configure

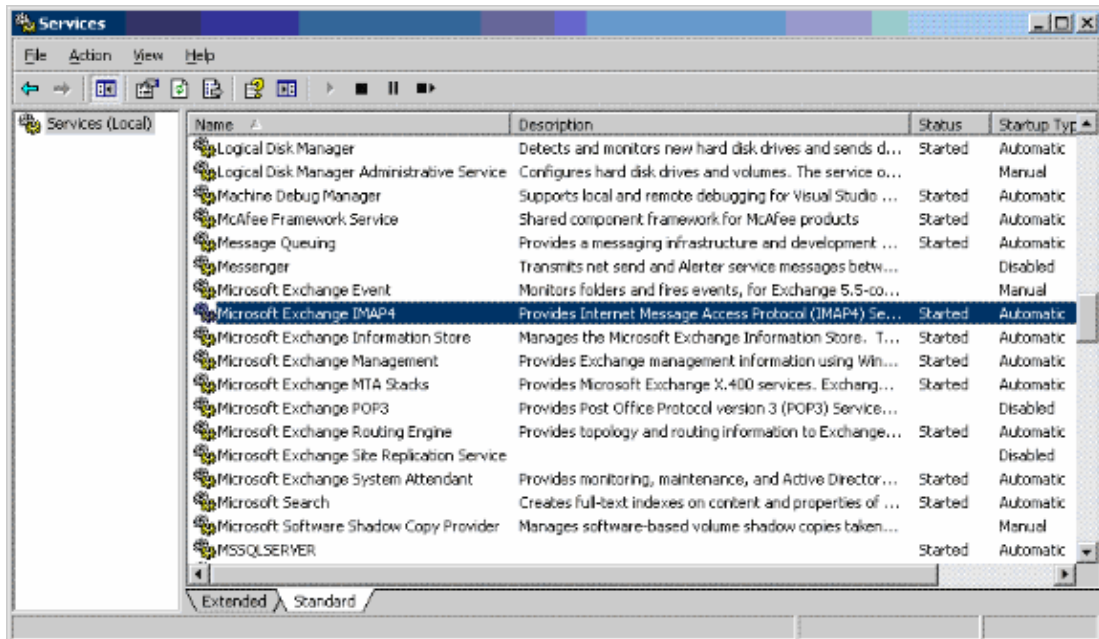
In this section, you are presented with the information to configure the features described in this document.

Note: Use the Command Lookup Tool (registered customers only) to obtain more information on the commands used in this section.

Complete these steps:

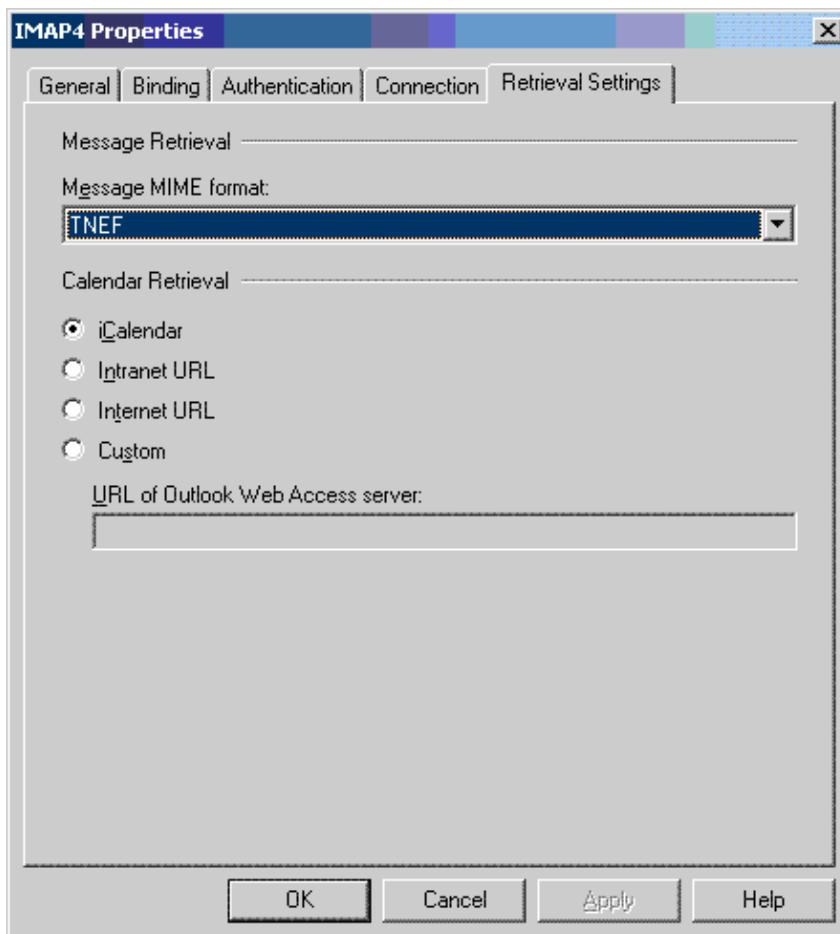
1. The installation and enabling of IMAP4:

IMAP4 are a part of the Client Access Server (CAS) role of Exchange 2007, which means that no further installation is required to use it; it simply requires enabling. In order to enable it, first set start-up mode of Microsoft Exchange IMAP4 service to **Automatic** and then start the service. See this figure for more information.



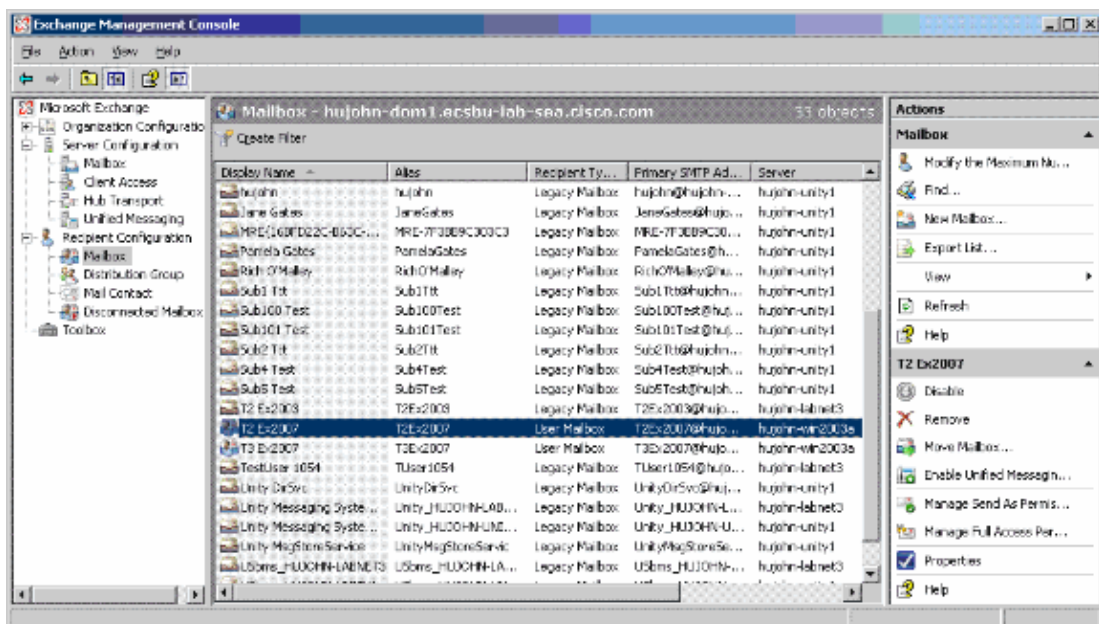
2. Change the server IMAP4 configuration to use **TNEF** for MessageRetrievalMimeFormat. It can be done with the use of the Exchange Management Console.

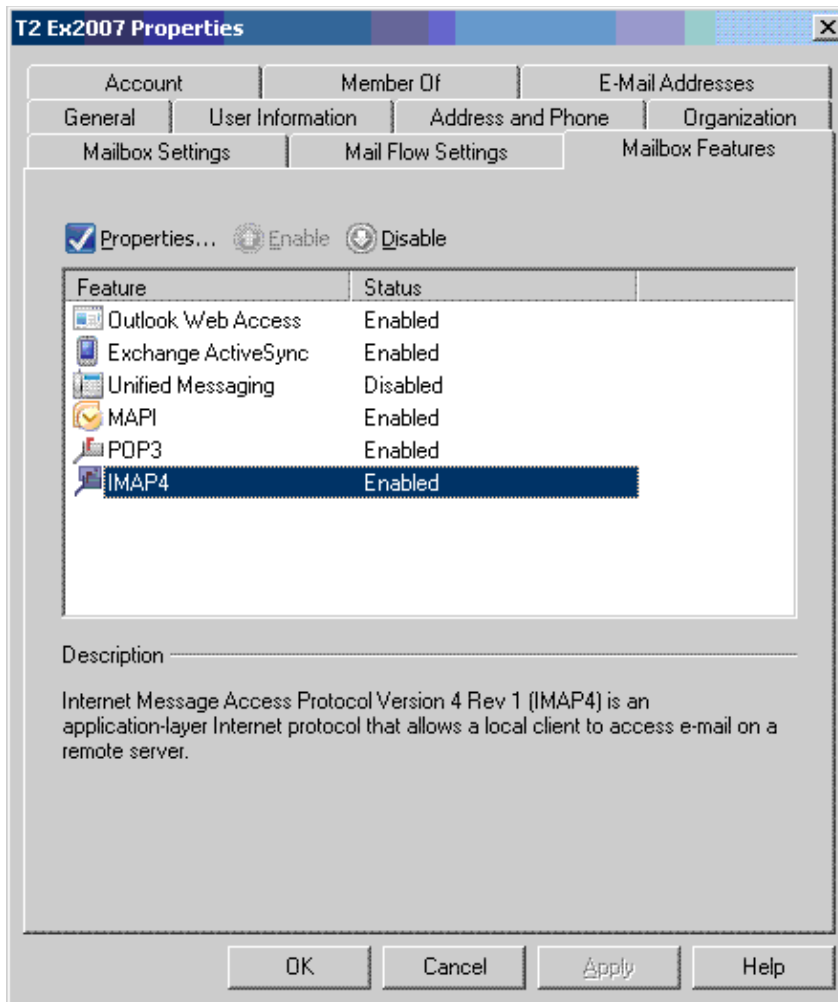
Choose **Server Configuration > Client Access > IMAP4 > Properties** and click **Retrieval Settings**. Choose **TNEF** for **Message MIME format**. See this figure for more information.



3. Restart the **IMAP** service. If you change the IMAP settings, you need to restart the IMAP service on Exchange in order to make it work.
4. Use the **Exchange Management Console** in order to create a new mailbox and ensure that the mailbox has the **IMAP4** protocol **enabled** for use. It can be done with the Exchange Management Console.

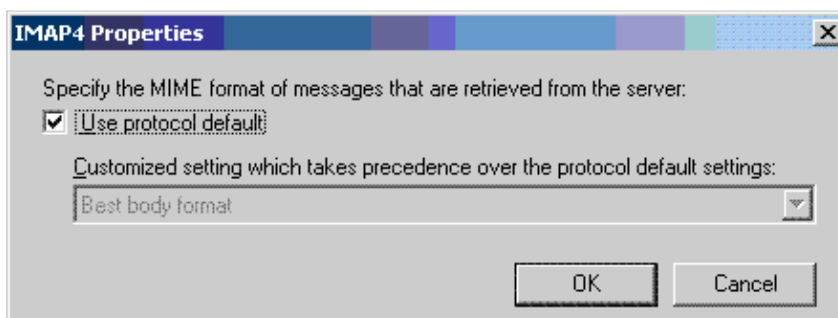
Choose **Recipient Configuration > Mailbox**, and choose the new mailbox you created on Exchange 2007 server. Then choose **Properties** and in the Mailbox Properties window, choose the **Mailbox Features** tab and see if **IMAP4** is **Enabled**. See the figure for more information.



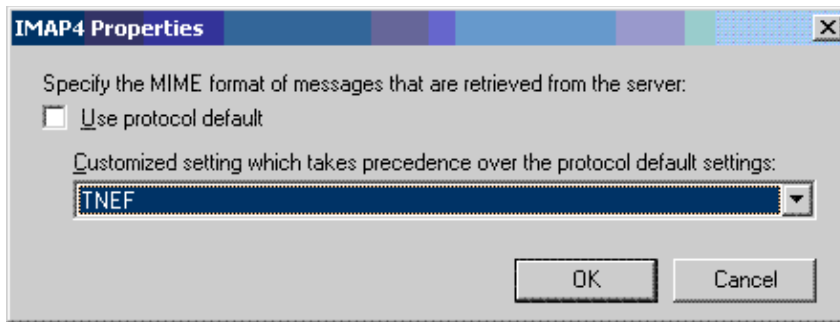


- Use the Exchange Management Console in order to change the mailbox **IMAP4 Properties** to use **TNEF** for **ImapMessagesRetrievalMimeFormat** and set **ImapUseProtocolDefaults** to **false**.

By default, **ImapMessagesRetrievalMimeFormat** is set to **Best body format** and **ImapUseProtocolDefaults** is set to **true**. Choose **Recipient Configuration > Mailbox**, and choose the specific mailbox you want on Exchange 2007 server. Then choose **Properties**, click the **Mailbox Features** tab, choose **IMAP4**, and choose **Properties**. In this window, you can see that Use Protocol default is checked.



Uncheck the checkbox for **Use protocol default** and change **Customized setting which takes precedence over the protocol default settings** to **TNEF**. After you make these changes, click **OK** in order to return mailbox properties dialog, click **Apply** in order to apply the changes, and then click **OK** in order to exit the mailbox properties dialog.



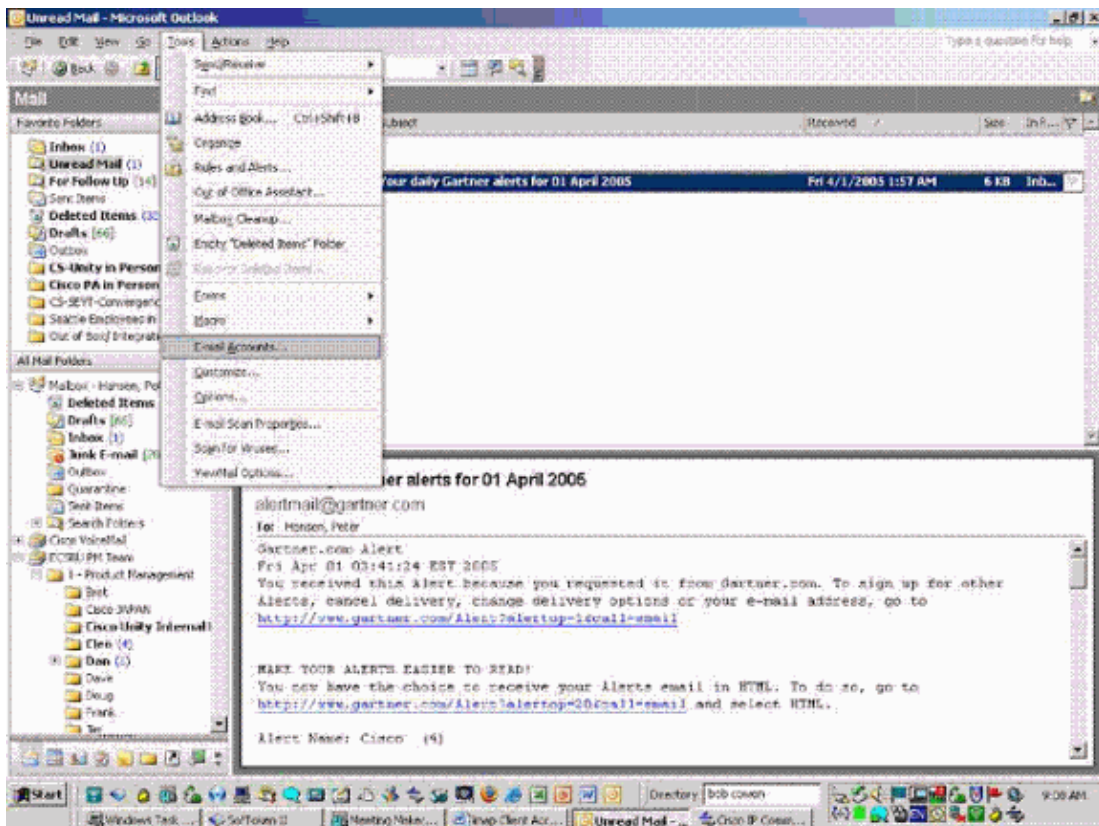
This task can be done with the Exchange Management Shell. See this cmdlet example:

```
Set-CasMailbox identity T2Ex2007@cisco.com -ImapMessagesRetrievalMimeFormat Tnef -I
```

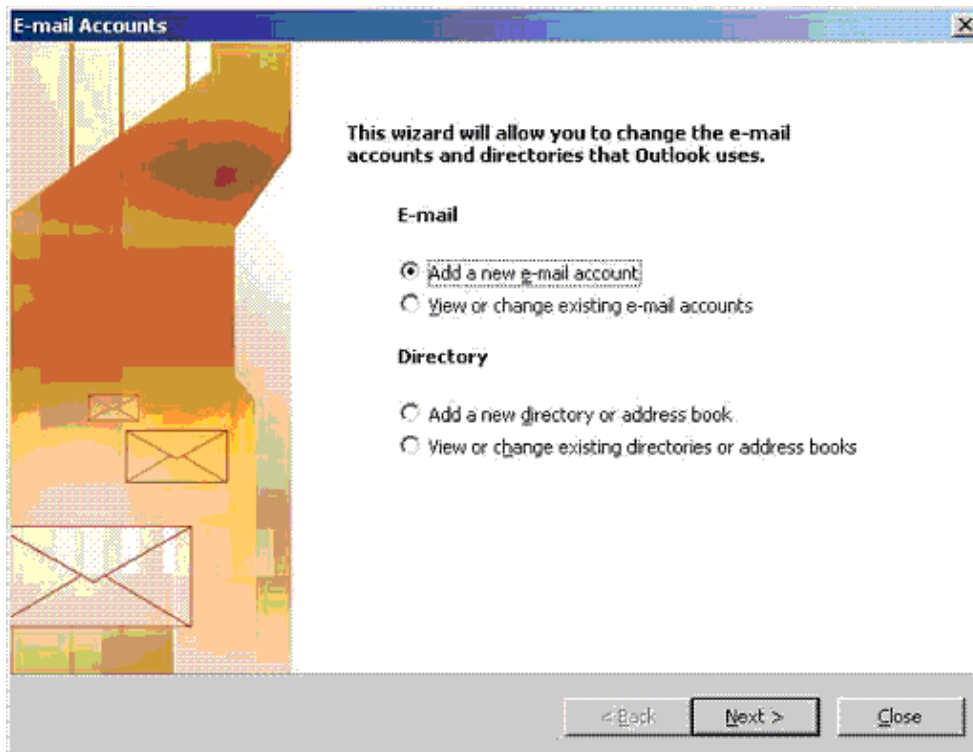
Client-side setup

The steps to setup an Outlook IMAP profile for Exchange 2007 are very similar to the ones for Exchange. On the Microsoft Outlook desktop client, you need to configure an IMAP4 connection to the Cisco Unity message-store server where the message-store account of the user resides. For each Outlook client, complete these steps:

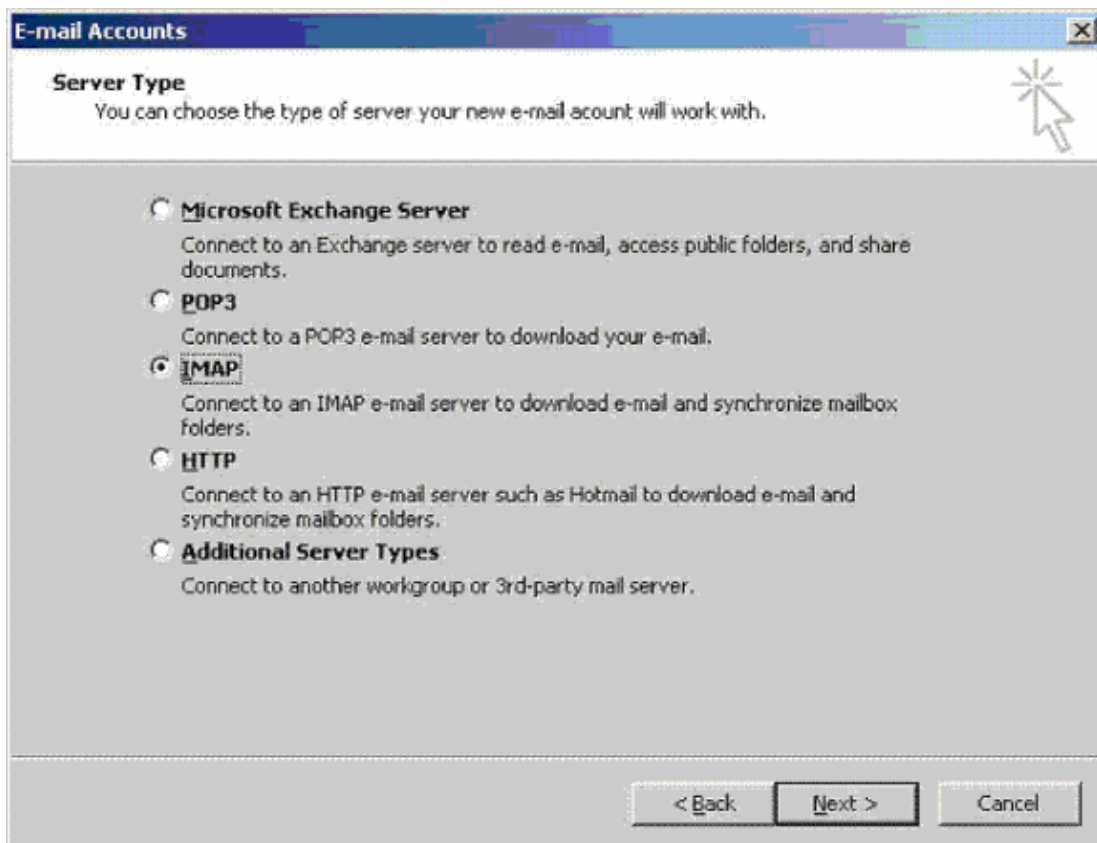
1. Open **Outlook** and choose **Tools > E-mail Accounts**.



2. Choose **Add new e-mail account**, and then click **Next**.



3. Choose **IMAP** and then click **Next**.



4. The E-mail Accounts dialog appear, and you need to fill out the requested information. This information includes the **User**, **Server**, and **Logon** Information.

E-mail Accounts

Internet E-mail Settings (IMAP)
Each of these settings are required to get your e-mail account working.

User Information

Your Name: T2Ex2007
E-mail Address: T2Ex2007@hujohn-dom1.e

Server Information

Incoming mail server (IMAP): hujohn-win2003a
Outgoing mail server (SMTP): hujohn-win2003a

Logon Information

User Name: T2Ex2007
Password: *****
 Remember password

Log on using Secure Password Authentication (SPA)

More Settings ...

< Back Next > Cancel

5. Choose **More Settings** in order to change the display name for the mail account. In the **General** tab, under **Mail Account**, type the name by which you want to refer to this account.

Internet E-mail Settings

General Outgoing Server Connection Advanced

Mail Account _____
Type the name by which you would like to refer to this account. For example: "Work" or "Microsoft Mail Server"

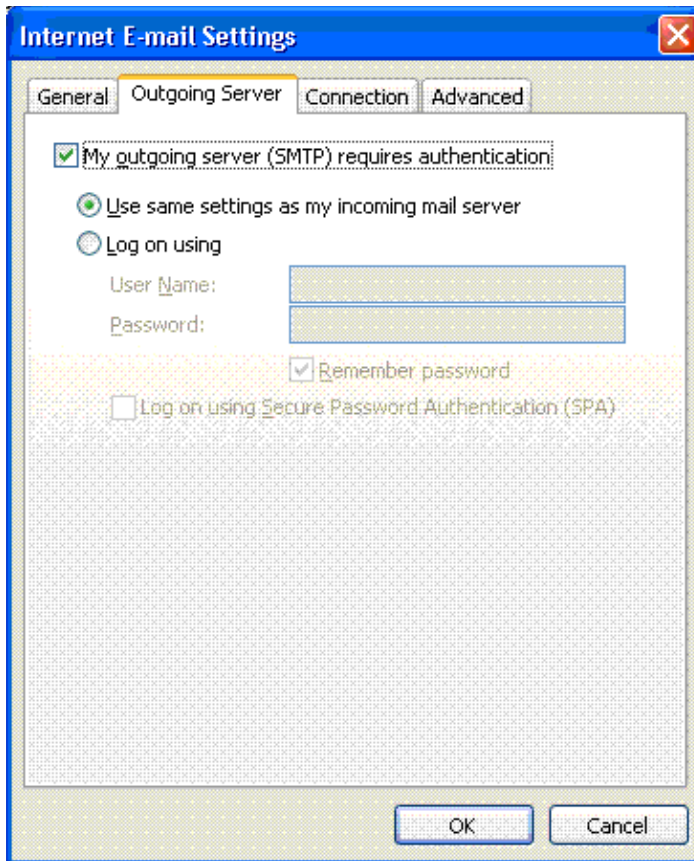
Cisco VoiceMail

Other User Information _____

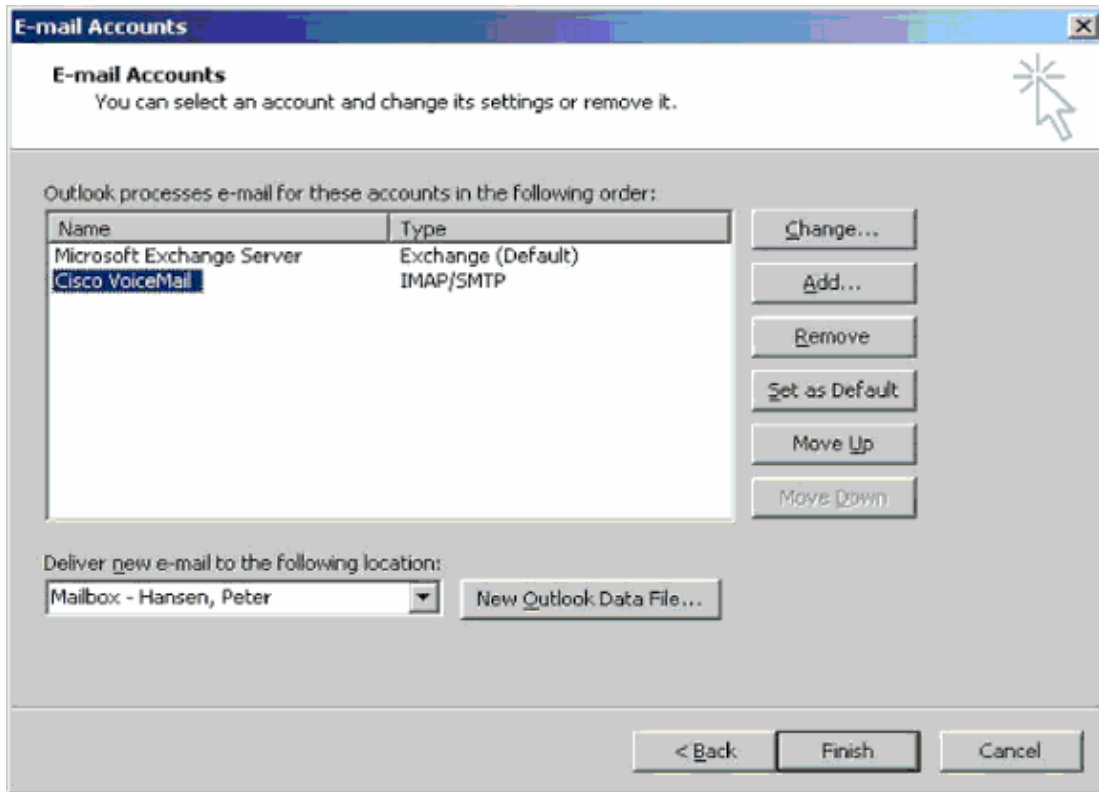
Organization: _____
Reply E-mail: _____

OK Cancel

6. Switch to the **Outgoing Server** tab and choose **My outgoing server (SMTP) requires authentication**. You can choose **Use same settings as my incoming mail server**.

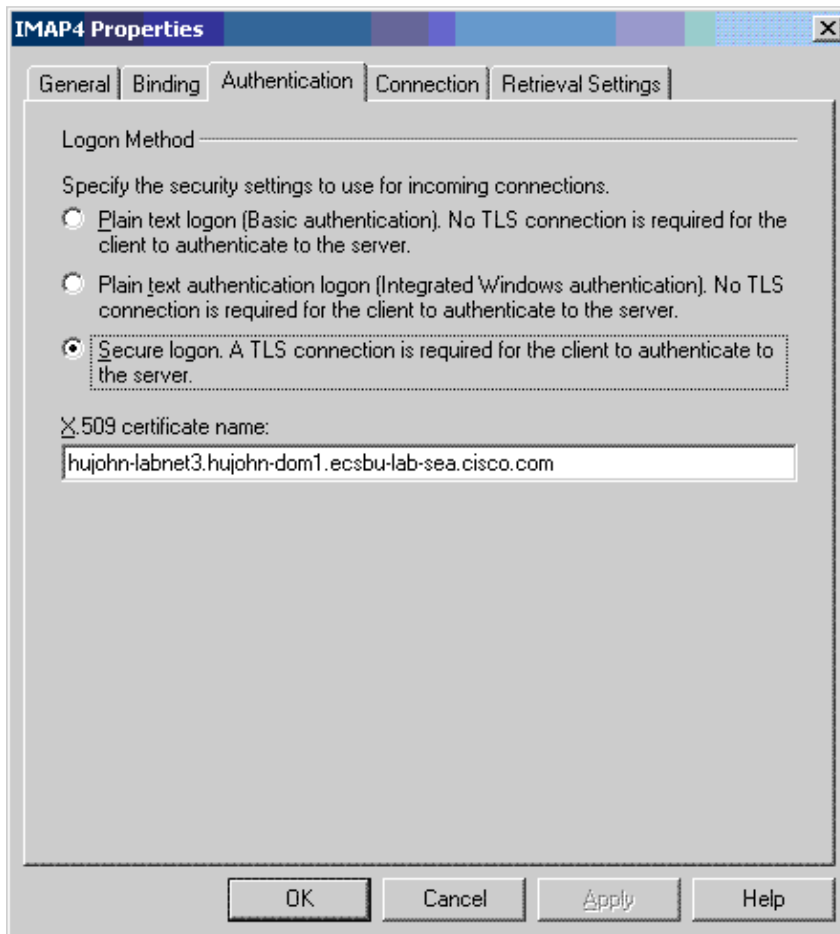


7. Click **OK** in order to return to the E-mail Accounts dialog. Then click **Next** and then **Finish** in order to complete the settings, as shown in this figure.

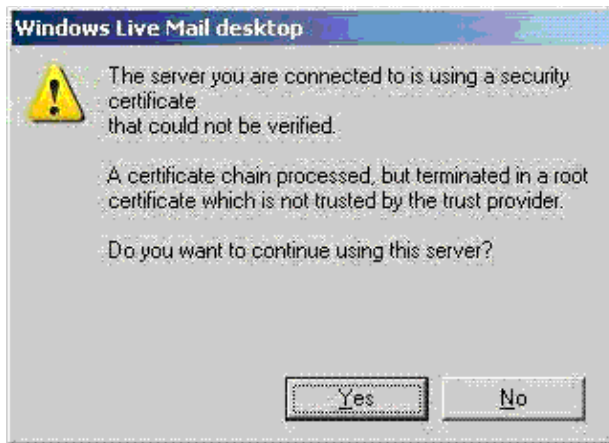


Notes

1. After Rollup 2 is installed, the version shown in Exchange Management Console is not changed. But, you see a new registry key
\\HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Updates\Exchange 2007\SP2\KB948016 , and it has a registry with value name PackageName and value data Update Rollup 2 for Exchange Server 2007 Service Pack 1 (KB948016).
2. In Exchange 2007 the default settings are a little more secure than in previous versions. By default Exchange 2007 requires SSL/TLS secured connections (Secure logon), which means to ensure the client connects to the secured port. See this figure, choose **Server Configuration > Client Access > IMAP4 > Properties**, and click **Authentication**. No change is needed here unless you want to use a different logon method.



When you use the SSL/TLS connection, it is important to make sure your client computer trusts the certificate path used for traffic encryption. Otherwise a warning appears when you open Outlook as shown in this figure.



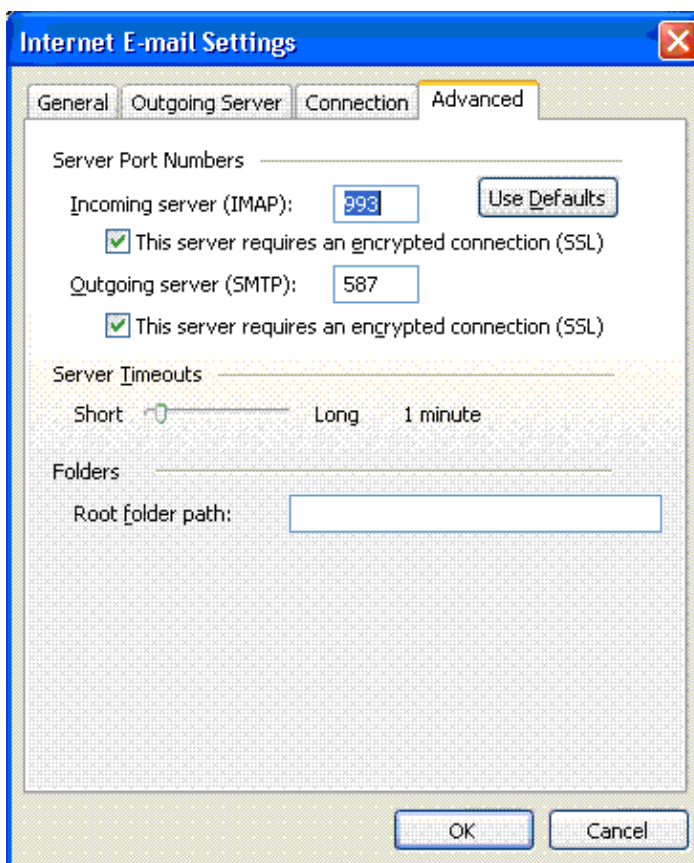
If you click **Yes**, the warning window goes away and Outlook continues without any problem. But Outlook asks you the same question again the next time you open Outlook.

If you want to use a different logon method, then Outlook E-mail Accounts settings are required to change accordingly.

3. Exchange 2007 has three kinds of logon methods:

- ◆ Plain text logon
- ◆ Plain text authentication logon
- ◆ Secure logon

You have to configure the client side setting accordingly. For example, if server-side settings is secure logon, then the client-side settings possibly need to be set up like this:



4. If you use Outlook 2003, you need to have at least the SP3 installed in order to use the SMTP server for outgoing emails. Without the SP3 installed, you can receive this error message:

'Sending' reported error (0x800CCC7D) :
'Your outgoing (SMTP) server does not support SSL-secured connections. If SSL-secured connections are required, you must use an SSL-secured SMTP server.'

Microsoft Office Service Pack 3 is available at:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=E25B7049-3E13-433B-B9D2-5E3C1132F200>

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

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Voice & Video: Voice over IP
Voice & Video: IP Telephony
Voice & Video: IP Phone Services for End Users
Voice & Video: Unified Communications
Voice & Video: IP Phone Services for Developers
Voice & Video: General

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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