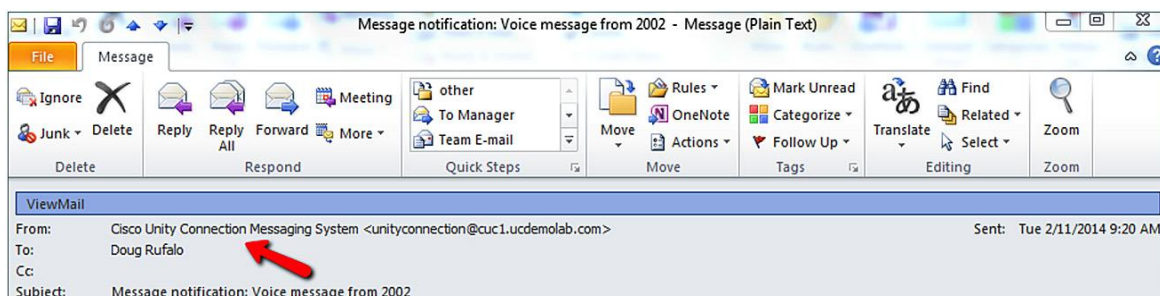


Modifying the “From” Field for Cisco Unity Connection Single Inbox Implementations and SMTP Notifications

Issue: When a message from an outside caller arrives in a Cisco Unity® Connection subscriber’s Microsoft Outlook mailbox, or when a message notification is sent through Simple Mail Transfer Protocol (SMTP), the Display Name “Cisco Unity Connection Messaging System”, along with the SMTP address of the Connection server, appears in the From field (Figure 1).

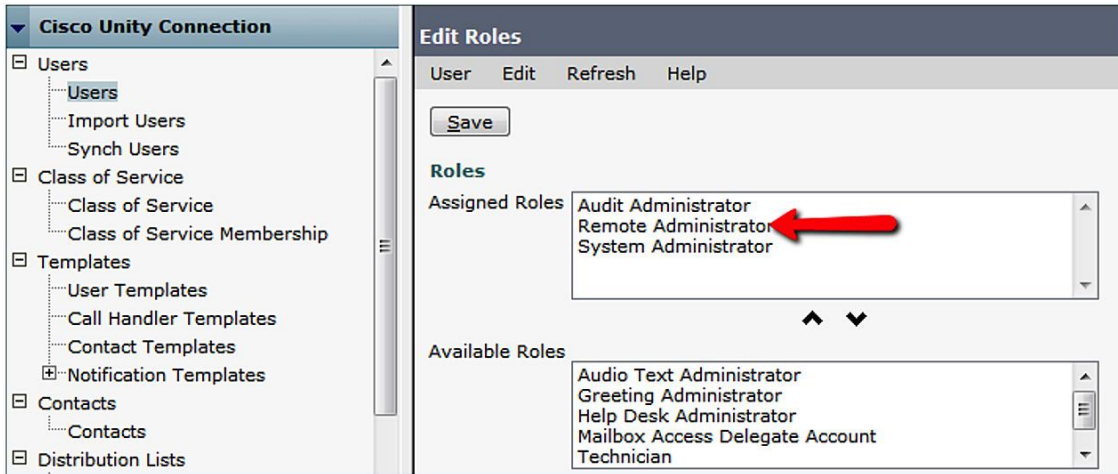
Figure 1. Message Notification Screenshot



You can customize the text that appears in the From field of the email notification you receive, to display something besides the default display name. The following procedure explains the steps you must take to customize that display.

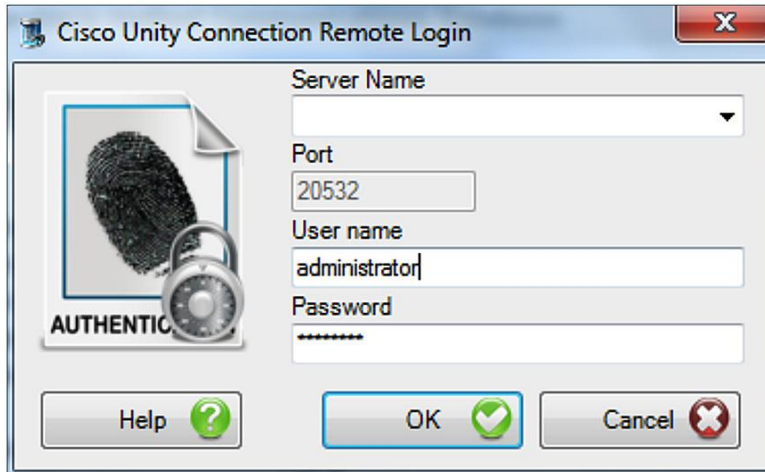
- Step 1.** Go to the Cisco® Utilities Data Link for Informix (CUDLI) download page at: <http://www.ciscounitytools.com/Applications/CxN/CUDLI/CUDLI.html>. Please click "Tool Help" to familiarize yourself with the functions and requirements of this utility.
- Step 2.** Download and install the Informix ADODB drivers; the link to these drivers is on this CUDLI page.
- Step 3.** Download and install the CUDLI tool on a Windows workstation.
- Step 4.** Determine the account you will use for CUDLI, and verify that the account has the Remote Administrator role (Figure 2).

Figure 2. Cisco Unity Connection Edit Roles Page



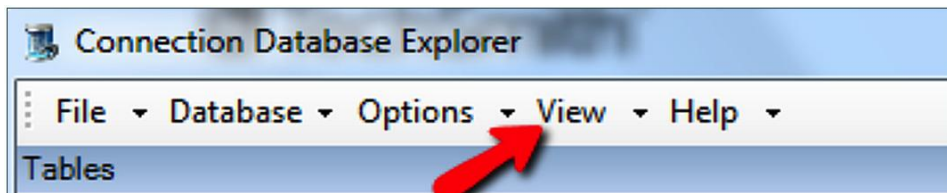
Step 5. Run the CUDLI tool and log in to the Connection Publisher server using the remote admin account (Figure 3).

Figure 3. Cisco Unity Connection Remote Login Page Screenshot



Step 6. Click View and launch Query Builder (Figure 4).

Figure 4. Connection Database Explorer Screenshot



Step 7. Copy and paste the following string into the Query Builder window (be sure to modify **New Display Name** first, inserting the text that you want to appear in the Microsoft Outlook From field when the message arrives).

```
update tbl_user set DisplayName='New Display Name'  
where ObjectID = (select ObjectID FROM vw_user WHERE  
fn_tolower(Alias)='unityconnection')
```

Step 8. Click Execute. The script will run quickly, and you will not see any progress indicator.

Step 9. Exit Query Builder and the CUDLI tool.

Step 10. Restart the Cisco Unity Connection server(s) so the changes take effect.

The From field should now display the new value on outside caller messages and SMTP message notifications.

To verify that the change has been made, go to Cisco Unity Connection System administration, select the Users page, and search for the Cisco Unity Connection account; then click the alias and verify the display name has changed. For further verification, leave a voicemail from a nonsubscriber phone number and verify the From field on the email notification you receive in Outlook is correct.



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