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Cisco Unity Connection Service Bulletin for Single Inbox with Multi-Geo Enabled on Microsoft 365 (Office 365)

Contents

Background

Single Inbox – Cisco Unity Connection

Single Inbox, one of the unified messaging features in Unity Connection, synchronizes voice messages in Unity Connection with Microsoft 365 Mailbox. When a user has enabled single inbox, all Unity Connection voice messages that are sent to the user, including those sent from Cisco Unity Connection ViewMail for Microsoft Outlook, are first stored in Unity Connection and are immediately replicated to the corresponding Microsoft 365 mailbox of the user. Status of Voice Messages remains in sync between Unity Connection and Microsoft Office365 mailbox.

Unity Connection uses Microsoft provided Exchange Web Services (EWS) APIs for messages synchronization between Unity Connection and Microsoft 365 mailbox and [Autodiscover APIs](#) to locate settings of Users and Exchange Web Service(EWS) URLs to perform the Single Inbox Synchronization operations.

Multi-Geo capability in Microsoft 365

Multi-Geo capability in Microsoft 365 allows customer to organize users and their data to spread across multi-geographic regions using a single Microsoft 365 tenant. Customer will have the flexibility to choose the country or region where each employee's Microsoft 365 data is stored at-rest.

Impact

If Multi-Geo is enabled, [Single Inbox](#) functionality with Exchange online fails. Critical features, part of single inbox functionality, that will break are listed below

1. Users will stop receiving voicemail in their Microsoft 365 mailbox

2. Status of voicemail in Microsoft 365 mailbox will not be in sync with Unity Connection

Action

Customers need to keep Multi-Geo disabled in Microsoft 365 for the Single Inbox feature to function correctly.

Alternatively, a fix is available in Release 14 and 15. If you wish to upgrade please contact Cisco Technical Assistance Center (TAC) and reference CSCwk40468. Details on how to contact TAC can be found at the end of this document.

Problem symptom

Microsoft has released the [Multi-Geo](#) functionality, which allows customers to manage data-at-rest locations for users. Cisco Unity Connection does not currently support Single Inbox functionality with Exchange online with Multi-Geo enabled. If Multi-Geo is enabled, the Auto Discovery flow from Unity Connection to Exchange Online will fail. Since the Auto Discovery flow fails, Unity Connection is unable to locate settings of Users and Exchange Web Service (EWS) URLs to perform the Single Inbox Synchronization operations.

For more information

For further assistance or for more information about this Service Bulletin, contact the Cisco Technical Assistance Center (TAC) using one of the following methods:

- Open a service request on Cisco.com
- By email or telephone

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