Unity Connection UM not Working after 15SU4 Upgrade

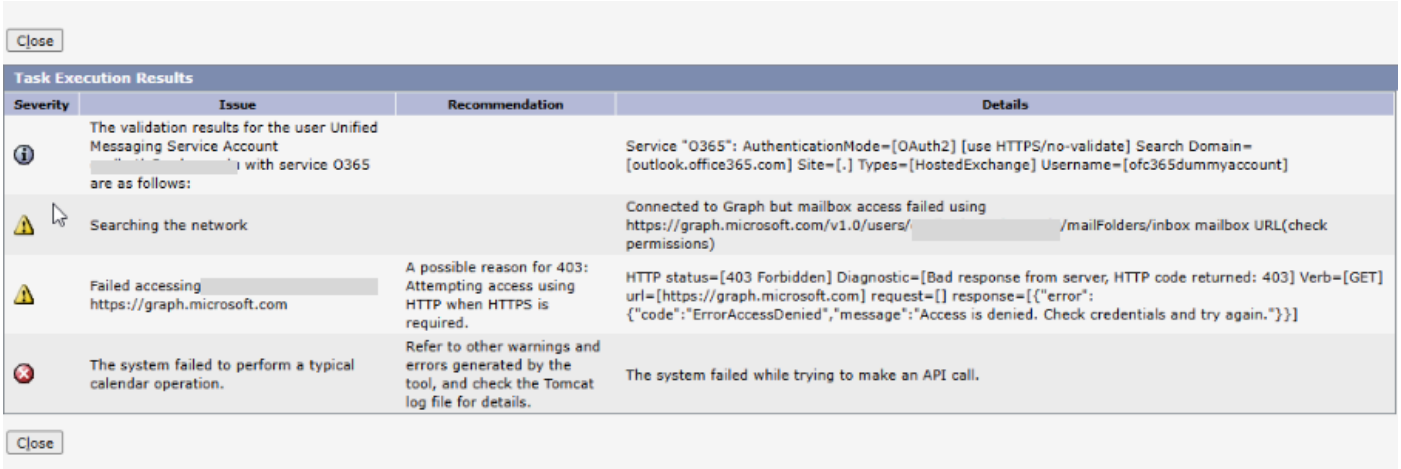
Contents

Issue

Microsoft has previously announced (2023) that they are decommissioning EWS beginning in October 2026 until full deprecation is completed for all customers by April 2027. This affects all Cisco customers running Unity Connection with Unified Messaging integrations with Microsoft Office 365 (now known as Microsoft 365) since EWS is the protocol Unity Connection uses to communicate with the cloud.

This information can be also verified in the Cisco Field Notice FN74365.

After upgrade too Unity 15su4 this error is seen:


Close

Task Execution Results

Severity	Issue	Recommendation	Details
ⓘ	The validation results for the user Unified Messaging Service Account [redacted] with service O365 are as follows:		Service "O365": AuthenticationMode=[OAuth2] [use HTTPS/no-validate] Search Domain=[outlook.office365.com] Site=[.] Types=[HostedExchange] Username=[ofc365dummyaccount]
⚠	Searching the network		Connected to Graph but mailbox access failed using https://graph.microsoft.com/v1.0/users/[redacted]/mailFolders/inbox mailbox URL(check permissions)
⚠	Failed accessing https://graph.microsoft.com	A possible reason for 403: Attempting access using HTTP when HTTPS is required.	HTTP status=[403 Forbidden] Diagnostic=[Bad response from server, HTTP code returned: 403] Verb=[GET] url=[https://graph.microsoft.com] request=[] response=[{"error":{"code":"ErrorAccessDenied","message":"Access is denied. Check credentials and try again."}}]
⊗	The system failed to perform a typical calendar operation.	Refer to other warnings and errors generated by the tool, and check the Tomcat log file for details.	The system failed while trying to make an API call.

Close

This indicates a permissions issue on the Azure side.

Environment

- Cisco Unity Connection (upgrading to 15SU4).
- Microsoft 365 integration with Single Inbox feature enabled.

Resolution

The resolution involved updating Microsoft Entra ID application permissions to support the transition from Exchange Web Services to Microsoft Graph API in Unity Connection 15SU4.

Step 1:

Update Microsoft Entra ID Application Permissions based on the Unified Messaging Guide for Cisco Unity Connection

Microsoft Graph Features	Permissions
Mail	Mail.ReadWrite, Mail.Send

For accessing Calendar and Contacts, you should also add below permissions in your application:

Microsoft Graph Features	Permissions
Calendars	Calendars.ReadWrite
Contacts	Contacts.ReadWrite

Note: For the API permissions the type must be **Application**.

Cause

The issue was caused by insufficient Microsoft Graph application permissions in the Microsoft Entra ID app registration used by Unity Connection. Unity Connection 15SU4 transitions Single Inbox integration from Exchange Web Services to Microsoft Graph API, requiring specific Microsoft Graph application permissions with tenant-wide admin consent. The 403 Forbidden responses occurred because the existing permissions were either configured as Delegated permissions instead of Application permissions, or the necessary Microsoft Graph permissions were not properly granted with admin consent.

Related Content

- Cisco Unity Connection Unified Messaging Guide

- Cisco Unity Connection 15SU4 Release Notes
- Field Notice FN74365
- CUC UM w/O365 - EWS Deprecation by Microsoft begins Oct. 2026
- Cisco Technical Support & Downloads