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[Introduction](#)

Cisco Unity Connection can call a phone or pager in order to notify a user of new messages. Additionally, you can set up Connection to send message and calendar event notifications in the form of text messages to text pagers and text-compatible mobile phones with the use of SMTP. This document provides a sample configuration to setup SMTP Message Notifications in Cisco Unity Connection 8.x.

[Prerequisites](#)

[Requirements](#)

There are no specific requirements for this document.

[Components Used](#)

The information in this document is based on the Cisco Unity Connection 8.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

[Conventions](#)

Refer to the [Cisco Technical Tips Conventions](#) for more information on document conventions.

[Set up SMTP Message Notifications](#)

In order enable Connection to send text notifications with SMTP, your Connection server must be configured to relay messages through a smart host. If Connection is configured to deliver text notifications but has not been configured to relay messages to a smart host, the notification attempt fails and the notification is put in the Connection SMTP Server badmail folder.

When a Connection user receives a new message, Connection can send a text notification to an email address. When you set up this type of notification, you can configure Connection to include a link to the Cisco PCA in the body of the email message. On the Edit Notification Device page for the user, check the Include a Link to Cisco PCA in Message Text check box.

Configurations

Complete these tasks in order to enable SMTP notifications:

- Configure the SMTP smart host to accept messages from the Connection server.
- Configure the Connection server.
- Configure Connection users or templates.

Alternatively, users can set up their own SMTP-compatible devices by using the Connection Messaging Assistant. Complete these steps in order to Configure the Cisco Unity Connection Server to Relay Messages to a Smart Host.

1. In Cisco Unity Connection Administration, choose **System Settings > SMTP Configuration > Smart Host**.
2. On the Smart Host page, in the Smart Host field, enter the IP address or fully qualified domain name of the SMTP smarthost server. Enter the fully qualified domain name of the server only if DNS is configured.



The screenshot shows the Cisco Unity Connection Administration interface. On the left is a navigation tree with the following items: Cisco Unity Connection (expanded), Class of Service, Templates, Contacts, Distribution Lists, Call Management, Message Storage, Networking, Unified Messaging, Dial Plan, System Settings (expanded), General Configuration, Cluster, Authentication Rules, Roles, Restriction Tables, Licenses, Schedules, Holiday Schedules, Global Nicknames, Subject Line Formats, Attachment Descriptions, Enterprise Parameters, Service Parameters, Plugins, Fax Server, LDAP, SMTP Configuration (expanded), Server, Smart Host (selected), and Advanced. The main content area is titled 'Smart Host' and contains a 'Smart Host' label above a text input field. Above the input field is a 'Save' button. Below the input field is another 'Save' button. At the bottom of the main area, there is a note: 'Fields marked with an asterisk (*) are required.'

3. Choose **Save**.

[Configure SMTP Access on the Cisco Unity Connection Gateway](#)

The Cisco Unity Connection SMTP server running on each system has an IP access list that controls, which IP addresses are allowed to establish connections to it. Incoming SMTP connections are automatically accepted from some servers, such as the systemwide smart host that is defined on the **System Settings > SMTP Configuration > Smart Host page**, and any Connection or Cisco Unity locations that are part of the same site or Cisco voicemail organization.

If messages from Cisco Unity users are delivered to the Connection gateway by one or more servers that are not already defined either as the systemwide smart host or as a Cisco Unity location, for example, in a very simple configuration with a single Cisco Unity server that also hosts the Interoperability Gateway for Microsoft Exchange and the entire Exchange organization, or in the IP access list, complete these steps in order to add the IP address of the delivery servers to the Connection gateway IP access list.

Note: If you are unsure whether to add the IP address of the delivery servers to the Connection gateway IP access list is necessary, do the procedure. Explicitly adding the address of a server for which SMTP connections are automatically accepted does not negatively impact the SMTP server.

Complete these steps in order to configure SMTP access on the Cisco Unity Connection Gateway:

1. In Cisco Unity Connection Administration on the Cisco Unity Connection gateway, choose **System Settings > SMTP Configuration**, then choose **Server**.
2. On the Edit menu, choose **Search IP Address Access List**.

The screenshot shows the Cisco Unity Connection Administration web interface. The top header includes the Cisco logo and the text "Cisco Unity Connection Administration For Cisco Unified Communications Solutions". The left sidebar shows a navigation tree with "System Settings" expanded to "SMTP Configuration" > "Server". The main content area is titled "SMTP Server Configuration" and contains a "Save" button, a "Search IP Address Access List" dropdown menu (which is open), and several configuration fields: "SMTP Port #", "SMTP Domain*", "Limit Number of Simultaneous Incoming Connections", "Limit Number of Simultaneous Outgoing Connections", "Limit Size of Message", "Limit Messages Accepted per SMTP Session", "Limit Number of Recipients per Message", and "Delivery Retry Timeout". There are also two checkboxes: "Allow Connections From Untrusted IP Addresses" (checked) and "Require Authentication From Untrusted IP Addresses" (unchecked). Below these is a label "Transport Layer Security From Untrusted IP Addresses is:" followed by another "Save" button. A note at the bottom states "Fields marked with an asterisk (*) are required."

3. Choose **Add New**.
4. On the New Access IP Address page, enter the IP address of the server that delivers messages on behalf of the Cisco Unity site.
5. Choose **Save**.
6. On the Access IP Address page, check the **Allow Connection** check box.
7. Choose **Save**.



The screenshot shows the Cisco Unity Connection Administration web interface. On the left is a navigation tree with 'Cisco Unity Connection' expanded, showing 'SMTP Configuration' and its sub-items 'Server' and 'Smart Host'. The main content area is titled 'Access IP Address' and contains the following elements:

- Page title: SMTP Server Configuration
- Buttons: Save, Previous, Next
- Status section: Created Access IP Address(s)
- Section: Edit Access IP Address
- Form field: IP Address (192.168.10.100)
- Checkbox: Allow Connection (checked)
- Buttons: Save, Previous, Next
- Text: Fields marked with an asterisk (*) are required.

8. Repeat steps 2 through steps 7 for each additional server that delivers messages on behalf of the Cisco Unity site.


[Cisco Unity Connection Is Unable to Relay Messages](#)

Cisco Unity Connection uses the settings on the Message Actions page for a user in Cisco Unity Connection Administration in order to determine how to handle the different types of messages that it receives for the user. The relay action instructs Connection to send all messages of a certain type to a relay address on a different messaging system, such as a corporate email server, for storage and user access.

If the relay address that is configured for a user matches one of the user SMTP proxy addresses that is configured on the system, Connection does not relay messages to the relay address, in order to avoid possible delivery loops. If Connection were to relay a message to a proxy address, it is possible that the proxy address would resolve back to the same Connection mailbox that relayed the original message, thus would create an infinite loop.

When you configure relay addresses for message relay, Cisco recommends that you use the precise email address of the destination mailbox, for example, alias@mailserver.

Related Information

- [**IMAP with Unity Connection Configuration Example**](#)
- [**Setting Up SMTP and SMS \(SMPP\) Message Notifications in Cisco Unity Connection 8.x**](#)
- [**Voice Technology Support**](#)
- [**Voice and Unified Communications Product Support**](#)
- [**Troubleshooting Cisco IP Telephony**](#) 
- [**Technical Support & Documentation - Cisco Systems**](#)