



## Configuring Text-to-Speech Access to Exchange Emails in Cisco Unity Connection 10.x

The Text-to-Speech feature is supported when Unity Connection is configured for unified messaging. The text-to-speech feature allows the unified messaging users to listen to their emails when they sign in to Unity Connection using phone.

Unity Connection supports text-to-speech feature with the following message stores:

- Exchange 2013
- Exchange 2010
- Exchange 2007
- Exchange 2003



### Note

Text-to-speech over Exchange 2007, Exchange 2010, and Exchange 2013 supports both the IPv4 and IPv6 addresses. However, the IPv6 address works only when Unity Connection platform is compatible and configured in dual (IPv4/IPv6) mode.

## Task List for Configuring Text-to-Speech

Follow the given steps in the order given to configure text-to-speech feature for Unity Connection users:

- Step 1** Unity Connection uses the IMAP protocol to access emails in Exchange so that the messages can be played using TTS. By default, Exchange is not configured to allow IMAP access to messages. To enable IMAP access to Exchange emails:
- Sign in to the Exchange server using an account with Local Administrator group. This Exchange server contains the emails you want licensed voicemail Unity Connection users to access.
  - On the Windows Start menu, select Administrative Tools> Services. Then select **Microsoft Exchange IMAP4** service.
  - Open the Microsoft Exchange IMAP4 Properties dialog box. Make sure the value of Status column is set to **Started** and value of Startup Type column is set to **Automatic**. Select **OK** to save changes.
  - Repeat the same steps for all Exchange servers that contain emails the unified messaging users want to access.
- Step 2** Follow the steps depending on the Exchange server that has the mails the unified messaging users want to access:

- [Steps to be followed on Exchange 2013, Exchange 2010, or Exchange 2007](#)
- [Steps to be followed on Exchange 2003](#)

- Step 3** Enable text-to-speech in Unity Connection on an existing or a new unified messaging service.
- Navigate to Cisco Unity Connection Administration and select Unified Messaging> **Unified Messaging Services**.
  - Either select an existing unified messaging service or create a new selecting **Add New**.
  - On the New Unified Messaging Service page or Edit Unified Messaging Service page, enter all the required details. Under Service Capabilities, make sure the **Access Exchange Email Using Text to Speech (TTS)** check box is checked.

**Note**

For a new unified messaging service, make sure that unified messaging feature is properly configured on Unity Connection as per the *Unified Messaging Guide for Cisco Unity Connection Release 10.x* at [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/10x/unified\\_messaging/guide/10xcucumgx.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/unified_messaging/guide/10xcucumgx.html).

- Select **Save**.

- Step 4** Under Licensed Features, make sure the class of service assigned to the unified messaging users has the **Allow Access to Exchange Email Using Text-to-Speech (TTS)** check box checked.

## Steps to be followed on Exchange 2013, Exchange 2010, or Exchange 2007

Create and install an SSL certificate on each Exchange server that unified messaging users want to access following the given steps:

- Open the Exchange Management Shell on the Exchange server.
- Enter the following command, where <Exchange server> is the IP address or host name of the Exchange server and <friendly name> is the friendly name that you select for the Exchange server:

```
new-exchangecertificate -generaterequest -domainname <Exchange server> -friendlyname  
<friendly name>-path c:\csr.txt
```

**Caution**

The domain name for the Exchange server must be the IP address or the fully qualified DNS name (recommended) so that the Unity Connection server can successfully ping the Exchange server. Otherwise, users may not be able to access their emails in the external message store.

- Press the **Enter** key and a Certificate Signing Request (CSR) file with the name **Csr.txt** is created in the root directory.
- Send the CSR file to a Certification Authority (CA) that generates and sends back a new certificate.

**Note**

You must have a copy of the CA public root certificate or public root certificate chain. This certificate is needed for configuring Unity Connection to trust the Exchange 2013, Exchange 2010, or Exchange 2007 server.

- Enter the following command, where <path> is the location of the directory where the CA saves the new server certificate:

**import-exchangecertificate -path <path>**

6. Press the **Enter** key and enter the following command:

**dir cert:\localmachine\my | fl**

7. Press the **Enter** key and highlight the “thumbprint” property and copy it to the clipboard.

8. Perform either of the following actions:

- a. If the class of service for unified messaging users is configured to access email and use calendar data from an external email server using IMAP, enter the following command:

**enable-exchangecertificate -thumbprint <thumbprint> -services "IIS,IMAP"**

- b. If the class of service for unified messaging users is not configured to access calendar data from external email server using IMAP, enter the following command:

**enable-exchangecertificate -thumbprint <thumbprint> -services "IIS"**

9. Press the **Enter** key.

## Steps to be followed on Exchange 2003

### Creating and Configuring Active Directory Service Account

Create an Active Directory service account that acts as a proxy for Unity Connection and allows to access emails from an Exchange server. Follow the given steps:

1. Sign in to a computer that has Active Directory Users and Computers and Exchange System Manager are installed using an account with Domain Administrators role.
2. On the Windows Start menu, select Programs > Microsoft Exchange > **Active Directory Users and Computers**. Expand <Server name>, right-click **Users**, and select **New User**. Follow the on-screen prompts to create a domain user account without a mailbox.
3. On the Windows Start menu, select Programs > Microsoft Exchange > **System Manager**. Expand Servers and select the name of the Exchange server containing the mailboxes to be accessed by Cisco Unity Connection. Select **Properties**.
4. In the <Server name> Properties dialog box, select the Security tab and select **Add**.
  - a. In the Select Users, Computers, or Groups dialog box, in the **Enter the Object Names to Select** field, enter the name of the service account created before.
  - b. In the **Group or User Names** list, select the name of the service account.
5. In the Permissions For <Account name> list, set the permissions:
  - a. For Full Control, check the **Deny** check box.



#### Note

Ensure that the **List Contents** and the **Read Properties** are set to **Allow on the Exchange Servers Security** tab.

- b. For Receive As, check the **Allow** check box
6. Select **OK** to close the <Server name> Properties dialog box.
7. Repeat all the steps for each additional Exchange 2003 server on which you want to access emails.

## Creating and Installing SSL Certificates on Exchange 2003 server

An SSL certificate must be created and installed on Exchange 2003 server to allow unified messaging users to be able to access emails on Exchange server. Follow the given steps:

1. Sign in to the Exchange System Manager with an account that is an Exchange Full Administrator.
2. On the Windows Start menu, select Programs > Microsoft Exchange > System Manager.
3. Expand <Organization> > Administrative Groups > <Administrative group> > Servers > <Server name> > Protocols > IMAP4, where <Administrative group> and <Server name> identify the first Exchange server that contains emails that you want unified messaging users to be able to access.
4. Right-click Default IMAP4 Virtual Server, and select **Properties**.
5. In the Properties dialog box, select the Access tab and select **Certificate**.
6. On the Welcome to the Web Server Certificate Wizard page, select **Next**.
7. On the Server Certificate page, select **Create a New Certificate** and select **Next**.
8. On the Delayed or Immediate Request page, select **Prepare the Request Now But Send It Later** and select **Next**.
9. On the Name and Security Settings page, enter a name for the certificate (for example, <Server name>\_Cert) and select **Next**.
10. On the Organization Information page, enter the applicable values and select **Next**.
11. On the Your Site's Common Name page, enter the computer name of the Exchange server or the fully qualified domain name and select **Next**.



### Caution

The name must exactly match the host portion of any URL that will access the system by using a secure Unity Connection.

12. On the Geographical Information page, enter the applicable information and select **Next**.
13. On the Certificate Request File Name page, enter a path and filename, and write down the information and select **Next**.
14. On the Request File Summary page, select **Next**.
15. On the Completing the Web Server Certificate Wizard page, select **Finish**.
16. Select **OK** to close the **Default IMAP4 Virtual Server Properties** dialog box.
17. Repeat all the steps for each additional Exchange 2003 server on which you want to access emails.
18. Close Exchange System Manager.

## Securing Communication between Unity Connection and Exchange 2003 (Optional but Recommended)

To prevent Exchange from allowing access through unsecured IMAP connections, do the following procedure on each Exchange server:

1. Sign in to the Exchange System Manager with an account that is an Exchange Full Administrator.
2. On the Windows Start menu, select Programs > Microsoft Exchange > System Manager.
3. In the left pane, expand Servers > <Server name> > Protocols > IMAP4 > Default IMAP4 Virtual Server.
4. Right-click Default IMAP4 Virtual Server and select **Properties**.
5. Select the Access tab.

6. Select **Communication** and **Require Secure Channel**.
  7. Select **OK** and close the Properties dialog box.
  8. In the left pane, for the same server, expand Servers > <Server name> > Protocols > IMAP4 > Default IMAP4 Virtual Server.
  9. In the System Manager toolbar, select the **Stop** icon and wait for a few seconds.
  10. Select the **Play** icon and repeat the same steps for all other Exchange 2003 servers that unified messaging users want to access.
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