



# Configuring the IVR Outgoing E-Mail Subsystem Notifications

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Use the IVR e-mail configuration CLI commands to configure Cisco Unity Express IVR outbound e-mail notification.

This chapter describes how to configure Cisco Unity Express IVR outbound e-mail notifications. The following sections describe the procedures for configuring IVR e-mail parameters:

- [Configuring the SMTP Server, page 35](#)  
    [Configuring the E-Mail Default-From Address, page 36](#)

E-mails sent from Cisco Unity Express are directed to a configurable SMTP server. The outbound e-mail Notification steps in running the script allow you to:

- Create e-mail messages
- Attach files to an outbound e-mail message
- Send e-mail messages from the Cisco Unity Express scripts

## Configuring the SMTP Server

authentication method chosen, if authentication is required (See the [Cisco Unity Express Command Reference](#))

```
se-10-0-0-0(config)# smtp server address {hostname | ip-address} authentication none

                               smtp server address                               authentication username
userid password password

                               credentials credential-string                hostname ip-address
```

*EmailMessageSent**Cisco Unity Express 3.2 Guide to Writing and**Editing Scripts*). The templates are accessed by the *CreateFileDocument**Text Substitution for Keywords*keywords with dynamic parameters. The *Create eMail* step inserts a document into the body of an e-mail.The *Attach to eMail**Send eMail**Outbound eMail Notification*

## Configuring the E-Mail *Default-From* Address

**default-from***default-from**default-from**From**name@domain.com**default-from* address can be customized for your chosen e-mail address, meaning the e-mail can come from a specific address on your domain.

Enter a valid e-mail address string that is capable of receiving e-mail deliveries. This address must also be capable of receiving notifications of delivery failures.

The **no default**

### SUMMARY STEPS

1. **config t**
- ccn subsystem email**
3. **default-from**
4. **default**
- 5.
6. **exit**
7. **show ccn subsystem email**

## DETAILED STEPS

	Command or Action	Purpose
Step 1	<code>config t</code>	
	<b>Example:</b>	
Step 2		
	<b>Example:</b>	
Step 3	<code>default-from</code>	
	<b>Example:</b>	
Step 4	<code>default</code>	
	<b>Example:</b>	
Step 5	<code>end</code>	
	<b>Example:</b>	
Step 6	<code>exit</code>	
	<pre>se-10-0-0-0(config)# exit</pre>	
	<pre>or show ccn subsystem email queue</pre>	
	<pre>se-10-0-0-0# show ccn subsystem email or se-10-0-0-0# show ccn subsystem email queue</pre>	

## Examples

```
show ccn subsystem email
```

```
Default From Address :
```

```
customer25@abccompany.com
```

When generating e-mails from the Cisco Unity Express system, the e-mails can be sent synchronously or in a queued mode. If the e-mails are sent in a queued mode, the following example displays the output of the **show ccn subsystem email queue**

```
=====
Email ID      Recipient      Subject      Scheduled
              Send Time
=====
1196220172243 max20char@cisco.com subject of Email - max 30 char 2007/05/30 10:52:00
=====
```