

Sobre o Office 365?

Microsoft Office 365 é a mais nova solução da Microsoft baseado nuvem, inclui a suíte de aplicativos de desktop e versões hospedadas de produtos do servidor do Microsoft (Exchange Server), e próxima versão dos Serviços de Business Productivity Online (BPOS). Ele opera com o Exchange 2010 SP1. O Office 365 fornece ferramentas fáceis de usar, baseados em nuvem, e de gestão centralizada, através de interface de administração, a sua equipe de TI pode configurar novas contas de usuário, efetuar o controle de acesso a recursos, e ver o status de todos os serviços do Office 365 e ferramentas em tempo real. Suporta também o Active Sync.

Sobre o Cisco Unity Connection

As versões anteriores do **Cisco Unity Connection (8.6.1, 8.5.x, 8.x, 7.x)** continha apenas dois Unified Messaging Service (UMS) types:

- Exchange/BPOS
- Meeting Place

A nova versão do **Cisco Unity Connection (8.6.2)** introduziu um serviço adicional de mensagens unificada para o Office 365:

- Office 365

Este UMS trabalha em streaming em vez de Tipo Push Notification ao contrário das versões anteriores.

O Microsoft Office 365 é um Exchange Hosted em vez de Exchange local. O tipo de notificação é Streaming ao invés de Push.

The screenshot shows the Cisco Unity Connection Administration interface. On the left is a navigation tree with categories like Users, Templates, Call Management, and Unified Messaging Services. The main pane is titled 'New Unified Messaging Service' and contains several sections: 'Unified Messaging Service' (Save, Test), 'New Unified Messaging Service' (Type: Office 365, Enabled), 'Display Name*', 'Proxy Server(Address:Port)', 'Hosted Exchange Servers' (Search for Hosted Exchange Servers, Specify the Hosted Exchange Server), 'Account Used to Access Exchange' (Username, Password), and 'Service Capabilities' (Access Exchange Email by Using Text to Speech (TTS), Access Exchange Calendar and Contacts, Synchronize Connection and Exchange Mailboxes (Single Inbox)).

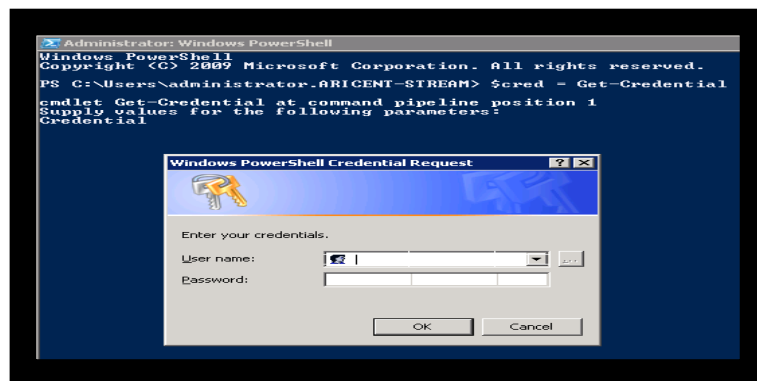
Passos a seguir:

1. Criar uma ou mais contas de serviço nos servidores do Office 365 com que o Cisco Unity Connection irá se comunicar.
2. Criar nova conta de usuário ou mover de a velha conta local de usuário para o Office 365. Atribuir (*Impersonation Rights to Service Accounts*) pode ser atribuído usando as etapas descritas abaixo: **Criar nova conta, atribuir privilégios.**

Etapa 1:

No Windows PowerShell, execute o seguinte comando:

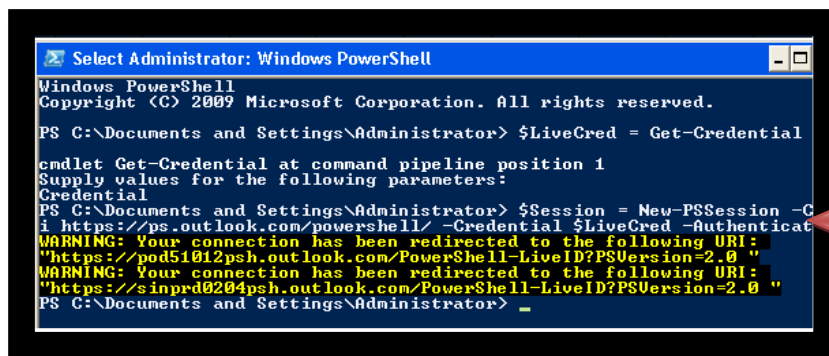
Office-365 administrator account credentials for authentication `$LiveCred = Get-Credential`



Etapa 2:

Para estabelecer uma sessão do PowerShell remoto do Windows com o Office 365, use o **New-PSSession cmdlet do Windows PowerShell** para se conectar com ao ponto remoto do Windows PowerShell genérico: <http://ps.outlook.com/powershell>.

Execute o seguinte comando para criar Sessão Shell remoto do Exchange.
`$Session = New-PSSession ConfigurationName Microsoft.Exchange-ConnectionURI https://ps.outlook.com/powershell/
Credential $LiveCred -AuthenticationBasic -AllowRedirection`



```
Select Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) 2009 Microsoft Corporation. All rights reserved.

PS C:\Documents and Settings\Administrator> $LiveCred = Get-Credential
cmdlet Get-Credential at command pipeline position 1
Supply values for the following parameters:
Credential
PS C:\Documents and Settings\Administrator> $Session = New-PSSession -C
i https://ps.outlook.com/powershell/ -Credential $LiveCred -Authenticat
WARNING: Your connection has been redirected to the following URI:
"https://pod51012psh.outlook.com/PowerShell-LiveID?PSVersion=2.0 "
WARNING: Your connection has been redirected to the following URI:
"https://sinprd0204psh.outlook.com/PowerShell-LiveID?PSVersion=2.0 "
PS C:\Documents and Settings\Administrator> _
```

Etapa 3:

Execute o seguinte comando para importar todos os comandos do shell remoto do Exchange para a sessão local do lado do cliente: `Import-PSSession $Session`



```
PS C:\Documents and Settings\Administrator> Import-PSSession $Session

ModuleType Name          ExportedCommands
-----
Script      tmp_43434c2d-8290-418b... (Start-ProvisioningRequest, Set-MailboxAutoReplyConfiguration, Set-PopSu...

PS C:\Documents and Settings\Administrator> _
```

Etapa 4:

Use "**New-ManagementRoleAssignment**" Exchange Management Shell cmdlet para conceder a permissão de conta de serviço para representar todos os usuários na organização.

```
new-ManagementRoleAssignment -Name:RoleName -Role:ApplicationImpersonation -User:Account
```

Aonde:

O Parâmetro **Name** especifica o nome da nova atribuição de função, por exemplo, **ConnectionUMServicesAcct**. O nome que você entra para **RoleName** aparece quando você executa obter **ManagementRoleAssignment**.

Parâmetro **Role** indica que o Role **ApplicationImpersonation** é atribuído ao usuário especificado pelo parâmetro do usuário. **Usuário** é o nome da conta de serviços de mensagens unificada, o alias **formato@domínio**.

Por exemplo:

```
New-ManagementRoleAssignment -Name "ConnectionUMServicesAcct" -Role "ApplicationImpersonation" -User serviceaccount@example.onmicrosoft.com
```

```
PS C:\Documents and Settings\Administrator> New-ManagementRoleAssignment -Name "TestRole" -Role "ApplicationImpersonation" -User ar-useracc2@sibcisco.onmicrosoft.com
```

Name	Role	RoleAssigneeName	RoleAssigneeType	AssignmentMethod	EffectiveUserName
TestRole	sibcisco.onmic...	ar-useracc2	User	Direct	

```
PS C:\Documents and Settings\Administrator>
```

Configurando o Cisco Unity Connection (CUC)

Passos para a configuração do Office 365 com Unity Connection ainda são os mesmos, exceto pelo novo campo na página do CUC para UMS:

The screenshot shows the Cisco Unity Connection Administration interface. The left sidebar contains a tree view with categories like Message Storage, Networking, Unified Messaging, and System Settings. The main content area is titled 'Search Unified Messaging Services' and shows a search result for 'Exchange_UM'. Below the search results, there is a table with columns for 'Display Name', 'Server Type', and 'Enabled'. The 'Exchange_UM' entry is listed with 'Exchange/BPOS-D' as the server type and 'X' in the 'Enabled' column. There are buttons for 'Delete Selected' and 'Add New' at the bottom of the table.

Added New>Selecione no drop down list o Office 365

Cisco Unity Connection Administration

Navigation: Cisco Unity Connection Administration | Go

administrator | Search Documentation | About | Sign Out

Cisco Unity Connection

Message Storage

- Mailbox Stores
- Mailbox Stores Membership
- Mailbox Quotas
- Message Aging

Networking

- Links
- Locations
- VPIM
- Connection Location Passwords

Unified Messaging

- Unified Messaging Services
- Unified Messaging Accounts Status
- SpeechView Transcription

Dial Plan

- Partitions
- Search Spaces

System Settings

- 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
- Server

New Unified Messaging Service

Unified Messaging Service | Reset | Help

Save | Test

New Unified Messaging Service

Type: Exchange/BPOS-D

Display Name*

Web-Based Authentication Mode: NTLM

Web-Based Protocol: HTTPS

Validate Certificates for Exchange Servers

Exchange Servers

Search for Exchange Servers

Active Directory DNS Domain Name*

Active Directory Site Name

Exchange Versions

Exchange 2007 and/or 2010

Exchange 2003, 2007, and/or 2010

Protocol Used to Communicate with Domain Controllers: LDAP

Validate Certificates for Active Directory Domain Controllers

Specify an Exchange Server

Exchange Server*

Exchange Server Type: Exchange 2003

Active Directory Account Used to Access Exchange

Username*

Password*

Service Capabilities

Access Exchange Email by Using Text to Speech (TTS)

Preencher o campo>Proxy Server

Atribuir conta de serviço para **Application Impersonation Role** conforme as etapas feitas anteriormente.

Cisco Unity Connection

Users

- Users
- Import Users
- Synch Users

Class of Service

- Class of Service
- Class of Service Membership

Templates

- User Templates
- Call Handler Templates
- Contact Templates

Contacts

- Contacts

Distribution Lists

- System Distribution Lists

Call Management

- System Call Handlers
- Directory Handlers
- Interview Handlers
- Post Greeting Recordings
- Call Routing

Message Storage

- Mailbox Stores
- Mailbox Stores Membership
- Mailbox Quotas
- Message Aging

Networking

- Links
- Locations
- VPIM
- Connection Location Passwords

Unified Messaging

- Unified Messaging Services
- Unified Messaging Accounts Status
- SpeechView Transcription Services

Dial Plan

- Partitions
- Search Spaces

System Settings

- General Configuration

Edit Unified Messaging Service

Save | Delete | Previous | Next | Test

Type: Office 365

Enabled

Display Name*: OFFICE356UM

Proxy Server(Address:Port)

Hosted Exchange Servers

Search for Hosted Exchange Servers

Active Directory DNS Domain Name*: mail.onmicrosoft.com

Active Directory Site Name

Protocol Used to Communicate with Domain Controllers: Secure LDAP (LDAPS)

Validate Certificates for Active Directory Domain Controllers

Specify the Hosted Exchange Server

Hosted Exchange Server*: outlook.com

Account Used to Access Exchange

Username*: service@onmicrosoft.com

Password*

Service Capabilities

Access Exchange Email by Using Text to Speech (TTS)

Access Exchange Calendar and Contacts

Synchronize Connection and Exchange Mailboxes (Single Inbox) | Reset

Message Action for Email: Relay the Message

Message Action for Fax: Accept the Message

Save | Delete | Previous | Next | Test

Se um usuário tiver Single In-box Feature habilitado para sua conta do Exchange, Eles irão receber um VoiceOutbox sob sua pasta Caixa de saída.

Unified Messaging Accounts Status

Unified Messaging Accounts Status Refresh Help

Status

Found 4 Unified Messaging Service Member(s)

Unified Messaging Accounts Status

25 Rows Per Page

Status for Connection configuration only: click icon to test connectivity on the unified messaging account page

No problems found

Possible configuration problems found

One or more problems found

E: Enabled for user and service
DU: Disabled for user, enabled for service
DS: Disabled for service, unavailable for user
N/A: Not applicable

Status	Alias	Display Name	UM Service	Exchange Calendar/Contacts	TTS	Single Inbox	MeetingPlace Scheduling and Joining	Email Address
⚠	[REDACTED]	[REDACTED]	OFFICE365UM	E	E	E	N/A	[REDACTED]@com.br
⚠	[REDACTED]	[REDACTED]	OFFICE365UM	E	E	E	N/A	[REDACTED]@com.br
⚠	[REDACTED]	[REDACTED]	OFFICE365UM	E	E	E	N/A	[REDACTED]@com.br

O aviso **One or more problems found** é porque o TTS não está ativado.

Para o funcionamento adequado é recomendado que cada usuário (Single Inbox) instale o ViewMail para Outlook.

Depois que VMO é instalado, haverá um novo painel ViewMail sobre as ferramentas Outlook / diálogo Opção, e as opções VMO são apresentadas na janela de nova mensagem.

Observações:

Configurações necessárias:

1. Configurar o Unity para usar o DNS do ambiente em que no qual o Active Directory esta sendo publicado:

Utilizar os comandos para CLI do Unity Connection para adicionar.

- set network dns

- set network dns options

Obs: Deve ser acompanhado junto com o TAC, pois pode alterar as regras de licenciamento do Unity, havendo necessidade de rehost da licença. **No ambiente da Copersucar o DNS está configurado no Unity.**



85xcucumg025.pdf

Reference Guide Cisco: 85xcucumg025.pdf <

>

Reference Forum Office 365: <http://community.office365.com/en-us/forums/160/t/46953.aspx>

You will need to have an admin account that Unity can login with to Office 365.

- Create an account in the Office 365 administration, and it does not require a license assigned to it.
 - The account can be named anything.
- Assign the permissions to allow the account the ability to connect to the other mailboxes:
 - See the steps for "Assigning the Application Impersonation Management Role to Unified Messaging Services Account..." and the "Accessing Office 365 Using Remote Exchange Management PowerShell" sections of the Configuring Cisco Unity 8.6(2) and later and Microsoft Office 365 for Unified Messaging guide at:
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/unified_messaging/guide/85xcucumg025.html#wp1302097

Next start with creating a New Unified Messaging Service in the Cisco Unity Connection Administration.

- Set Type to Office 365
- Specify a display name
- If you have a proxy server, enter in the proxy server address and port information
- Select the option to Search for Hosted Exchange Servers
 - Enter in the DNS Domain Name used for the Office 365 users
 - In a hybrid environment where you route emails between an on-premise Exchange organization and Office 365, specify the special onmicrosoft.com domain name (such as mycompany.mail.onmicrosoft.com). It is the domain used to route email from your on-premise to Office 365.
 - Otherwise, if you are only using Office 365, try your domain name from your email addresses.
 - Set the Protocol Used to Communicate with Domain Controllers to Secure LDAP (LDAPS)
 - I have the Active Directory Site Name blank and the Validate Certificates for Active Directory Domain Controllers unchecked
- Enter in the account information for the new administrator account you created in Office 365.
 - The Username should be specified with the @domain

- Check the box for Access Exchange Email by Using Text to Speech (TTS) if you want that feature
- Check the box for Access Exchange Calendar and Contacts if you want that feature.
- Check the box for Synchronize Connection and Exchange Mailboxes (Single Inbox).
- Save

After you have the Unified Messaging Service created, you can assign the service to the Unity users that are on Office 365.

- Edit the user account in the Cisco Unity Connection Administration
- From the Edit drop-down menu, select Unified Messaging Accounts
- Click Add New
- Select the Office 365 messaging service you created
- Have it use the corporate email address unless it doesn't actually match the email address for the user on Office 365.
- Save

When you Test the Unified Messaging Account in the User's details, it will likely show that the "Server cannot be contacted by pinging." That shouldn't be a problem and is normal in my experience. If it fails elsewhere, try testing again. I've had it fail once in a while when testing a user only to pass on a second attempt.