

Unity Connection Office 365 Configuration Example



Document ID: 118828

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Feb 26, 2015

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Introduction

This document provides an alternate procedure for the integration of Microsoft Office 365 with Cisco Unity Connection (CUC). CUC can be integrated with Microsoft Exchange Office 365 server in order to provide Unified Messaging. The procedure to implement this feature is documented in the Unified Messaging guide.

Prerequisites

Requirements

Cisco recommends that you have knowledge of CUC.

Components Used

The information in this document is based on CUC Versions 8.6(x) and later.

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.

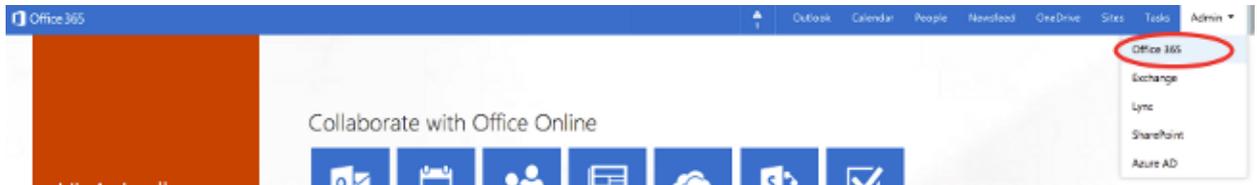
Configure

This section provides the procedure to integrate Unity Connection with Office 365. This document provides only the minimum required steps.

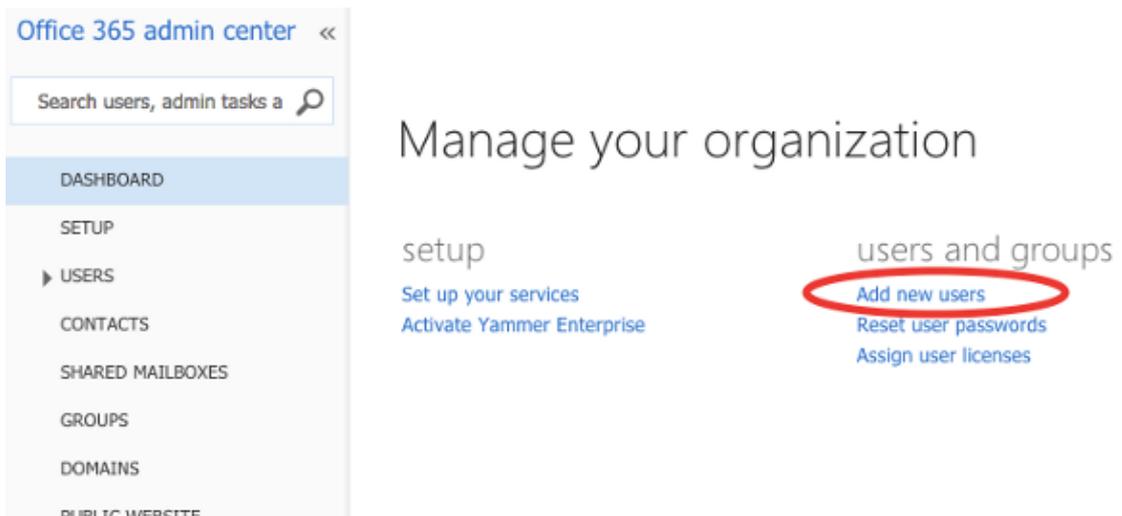
Office 365

The steps required on Office 365 are:

1. Log in to the Office 365 portal with an Admin account.
2. From the Admin drop-down list, choose *Office 365*.



3. On the Dashboard, click *Add new users*.



4. Create a new User account. This is the Unified Messaging Service account used by CUC in order to access the User mailbox.

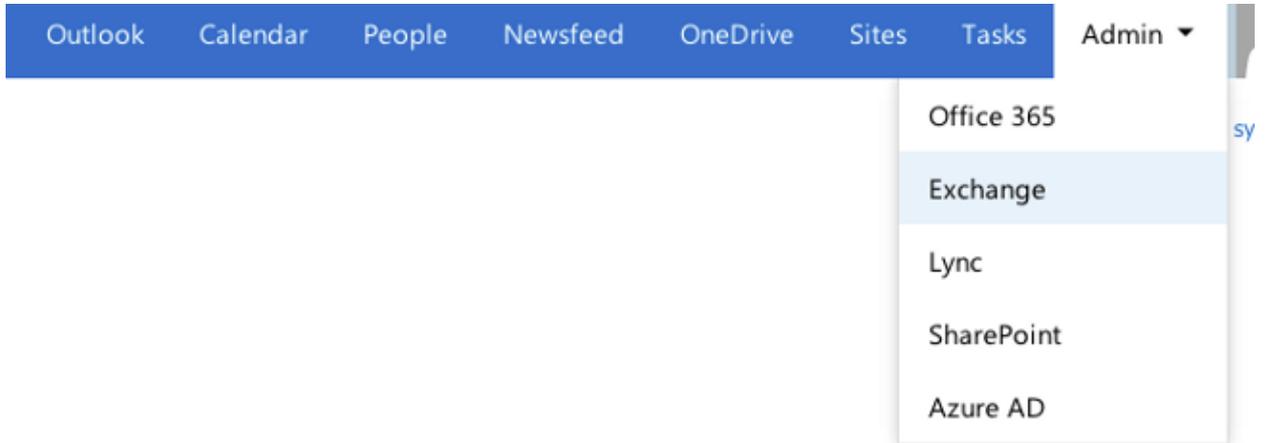
Create new user account

First name	Last name
<input type="text" value="Connection"/>	<input type="text" value="UMService"/>
* Display name	
<input type="text" value="Connection UMService"/>	
* User name	
<input type="text" value="um"/>	@ <input type="text" value="calobgl.onmicrosoft.com"/>
Auto-generated password Type password	
<input type="text" value="New password will be displayed in the next page"/>	

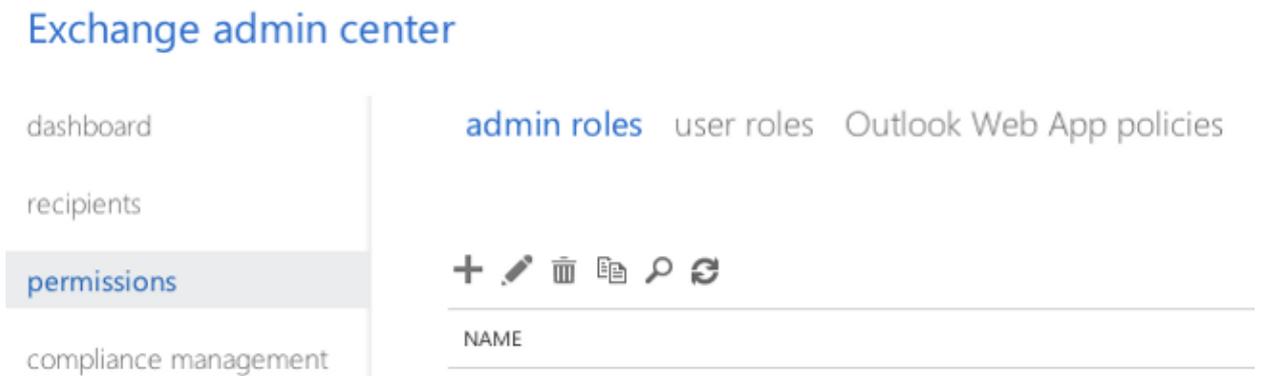
5. Choose *Users > Active Users* in order to locate the User account.



6. From the Admin drop-down list, choose **Exchange** in order to set the Application Impersonation rights.



7. In the Exchange Admin Center, choose **permissions**. Click **admin roles** and then click the + symbol in order to add a new admin role group membership.



8. Create the new Role Group.
 - a. In the Name field, enter a name. Call it ApplicationImpersonationRG for ease of identification.
 - b. In the Description field, enter a description. This is an optional field.
 - c. In the Roles section, click the + symbol and choose **ApplicationImpersonation**.
 - d. In the Members section, click the + symbol and choose **um**. This is the user created earlier for the Unified Messaging Service Account.

new role group

*Name:

ApplicationImpersonationRG

Description:

Users associated with Application Impersonation Role for Unity Connection UM Service.

Write scope:

Default

Roles:

+ -

NAME

ApplicationImpersonation

Members:

+ -

NAME

um

Unity Connection

The steps required on CUC are listed here. The same procedure is documented in the Unified Messaging guide.

1. Create a Unified Messaging (UM) Service.
 - a. Choose **Unified Messaging > Unified Messaging Services**. Click **Add New**.
 - b. In the Type field, enter **Office 365**.
 - c. In the Display Name field, enter a Display Name in order to identify this UM Service.
 - d. In the Proxy Server(Address:Port) field, enter a Proxy Server address if the Unity Connection server cannot access the Office 365 servers in the cloud.
 - e. In the Hosted Exchange Servers section, choose **Search for Hosted Exchange Servers**. This is mandatory. 'Specify the Hosted Exchange Server' is not supported since the IP Address or the Hostname of the server in the cloud is not known.

- f. In the Active Directory DNS Domain Name field, enter the domain name provided by Office 365. See the Select the Active Directory DNS Domain Name section for more information.
- g. In the Account Used to Access Exchange section, enter the Unified Messaging Service Account information created previously.
- h. Leave the selections under Service Capabilities section as is and Save.

Edit Unified Messaging Service

Type

Enabled

Display Name*

Validate Certificates for Exchange Servers

Proxy Server(Address:Port)

Hosted Exchange Servers

Search for Hosted Exchange Servers

Active Directory DNS Domain Name*

Active Directory Site Name

Protocol Used to Communicate with Domain Controllers

Validate Certificates for Active Directory Domain Controlle

Specify the Hosted Exchange Server

Hosted Exchange Server*

Account Used to Access Exchange

Username*

Password*

2. Associate the User with the Unified Messaging Service.
 - a. Choose *Users > Users*. Choose the User.
 - b. Choose *Edit > Unified Messaging Account*. Click *Add New*.
 - c. In the Unified Messaging Service field, select the newly created service from the drop-down list.
 - d. In the User This Email Address field, enter the email address of the Office 365 mailbox. This email address will be either user@<OrganizationDomainName>.onmicrosoft.com or user@<OrganizationDomainName>.com based on the deployment model.
 - e. Click *Save*.

Edit Unified Messaging Account

Unified Messaging Service

Service Type

Account Information

Use This Email Address

Use Corporate Email Address: None Specified

Service Capabilities

Access Exchange Email by Using Text to Speech (TTS)

Access Exchange Calendar and Contacts

Synchronize Connection and Exchange Mailboxes (Single Inbox)

f. Validate the configuration with the test option.

Task Execution Results			
Severity	Issue	Recommendation	Details
	The validation results for the user unified messaging service account amavilak@calobgl.onmicrosoft.com with service Office365 are the following:		Service "Office365": AuthenticationMode=Basic [use HTTPS/no-validate] Sea Domain=[outlook.office365.com] Site=[.] Types=[Exchange 2007/2010] [us LDAP] Username=[um@calobgl.onmicrosoft.com]
	Searching the network		Successfully connected to Exchange CAS server (https://outlook.office365.com/autodiscover/autodiscover.xml) from cache
	Found Exchange server		amavilak@calobgl.onmicrosoft.com will be accessed at Exchange CAS server outlook.office365.com
	Mailbox amavilak@calobgl.onmicrosoft.com was successfully accessed.		Connected to outlook.office365.com using EWS.
	The system successfully performed a calendar operation.		
	The connection time for the operation calendaring is 4.87 seconds.		

g. Repeat the same procedure for all users. You can also use the Bulk Administration Tool in order to update all users in bulk. Read the Unity Connection FAQ: How do I bulk assign unified messaging in Cisco Unity Connection document for more information.

3. Enable UM.

- Choose **Class Of Service > Class of Service**.
- In the Display Name drop-down list, choose **Voice Mail User COS**. This is the default Class of Service (CoS) associated with all users. If users are associated with a different CoS, choose the appropriate selection.
- Check the **Allow Users to Access Voicemail Using and IMAP Client and/or Single Inbox** checkbox.
- Save.

Edit Class of Service

Display Name*

Recorded Name

Allow User to Record Name

Maximum Length Seconds

Directory Listing

Allow Users to Choose to Be Listed in the Directory

Greetings

Maximum Length Seconds

Licensed Features

Allow Users to Access Voice Mail Using an IMAP Client and/or Single Inbox

Allow IMAP Users to Access Message Bodies

Allow IMAP Users to Access Message Bodies Except on Private Messages

Allow IMAP Users to Access Message Headers Only

Allow Users to Use the Web Inbox and RSS Feeds

Select the Active Directory DNS Domain Name

The Domain name is the one that is provided by Office 365. It will be in the form of <name>.onmicrosoft.com. In this example, the mailboxes are in the calobgl.onmicrosoft.com domain.

In the Unified Messaging Services configuration, use either *calobgl.onmicrosoft.com* or *outlook.office365.com* as the domain name. Either one will work fine. The only difference is in the Autodiscover URL that Unity Connection uses in order to discover the mailbox.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.