

Configure Cisco Unity and User Voicemail box on Microsoft Office 365 (O365)

Many organisations are moving user mailboxes from on-prem exchange server to Microsoft Office 365 (O365) cloud service for many reasons. One huddle in moving user mailbox to O365 is their voicemails configured locally on on-prem exchange. Cisco provides O365 connector in Cisco Unity to allow Unity stores voicemails in O365 mailbox.

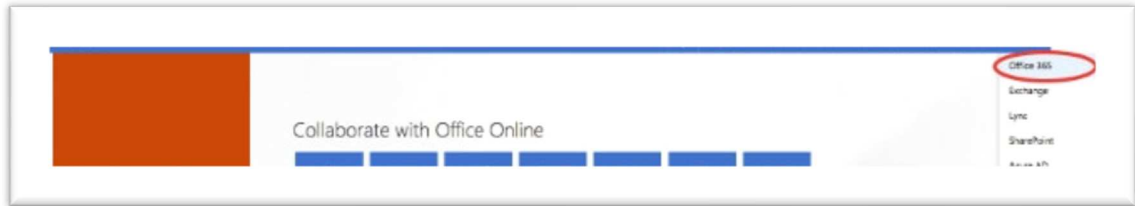
In this article we will explore how to configure Microsoft Office365 and Cisco Unity O365 connector.

Steps to configure Office 365 connector on Cisco Unity:

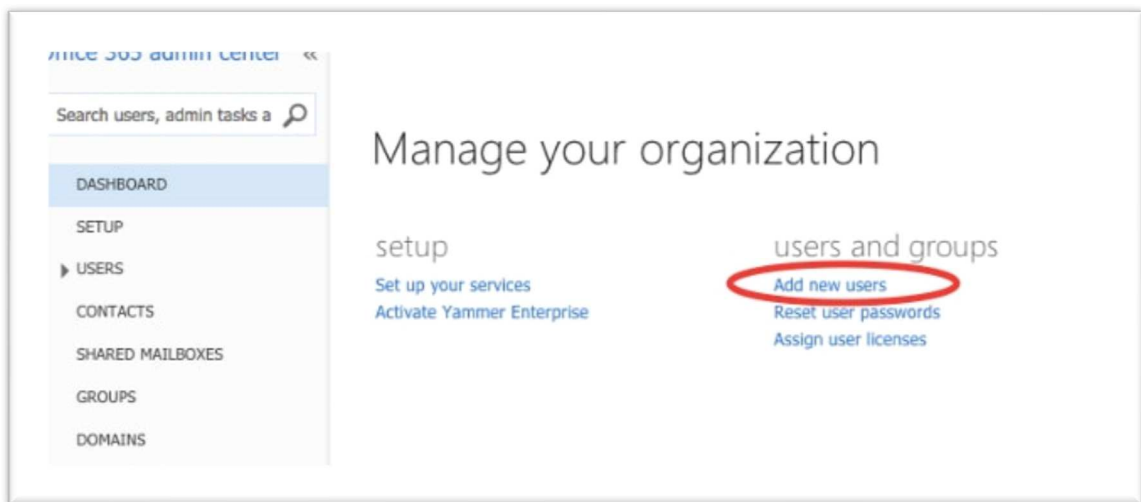
1. Create user account on Office 365 account for Cisco Unity
2. Grant Admin and **ApplicationImpersonation user role**
3. Create a new **Unified Messaging Services on Cisco Unity**
4. Associate the User with the Unified Messaging Service for users migrated to Office 365

Create user account on Office 365 account for Cisco Unity

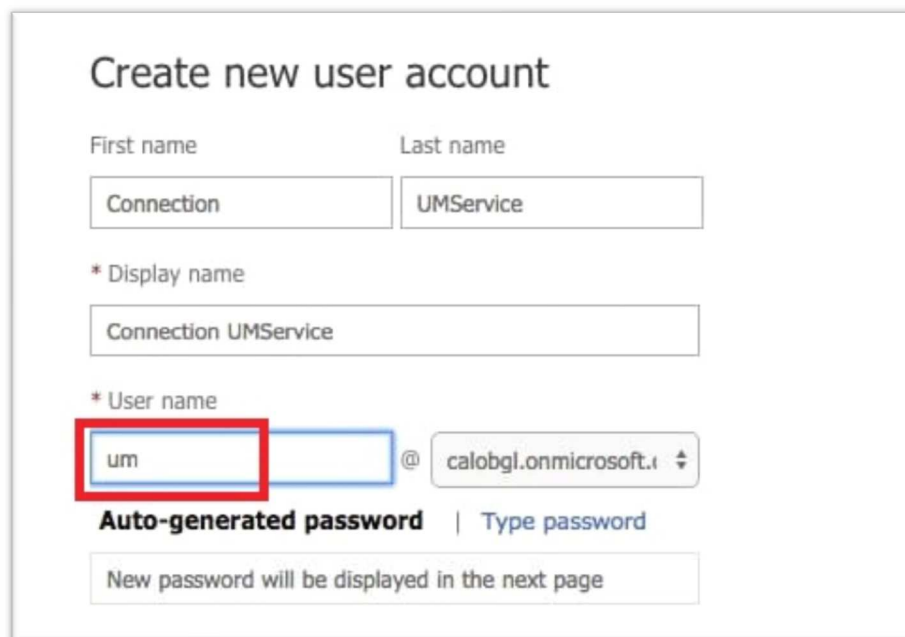
1. Log in to the **Office 365 portal** with an Admin account.
2. From the **Admin** drop-down list, choose **Office 365**.



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.

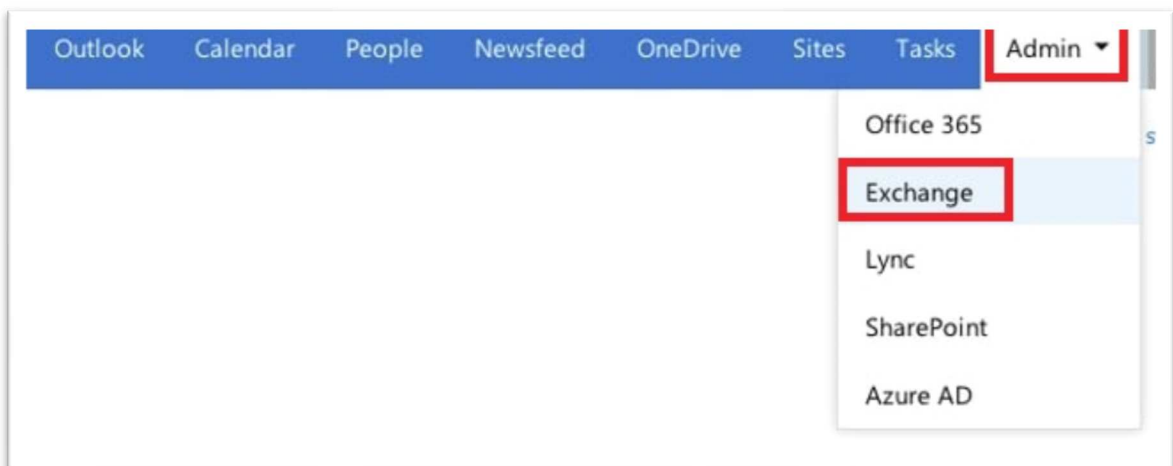
A screenshot of the 'Create new user account' form. The form has the following fields: 'First name' (value: Connection), 'Last name' (value: UMService), '* Display name' (value: Connection UMService), and '* User name' (value: um). The 'User name' field is highlighted with a red box. Below the 'User name' field, there is a dropdown menu for the domain, currently set to 'calobgl.onmicrosoft.i'. At the bottom, there is an 'Auto-generated password' section with a note: 'New password will be displayed in the next page'.

Grant Admin and ApplicationImpersonation user role

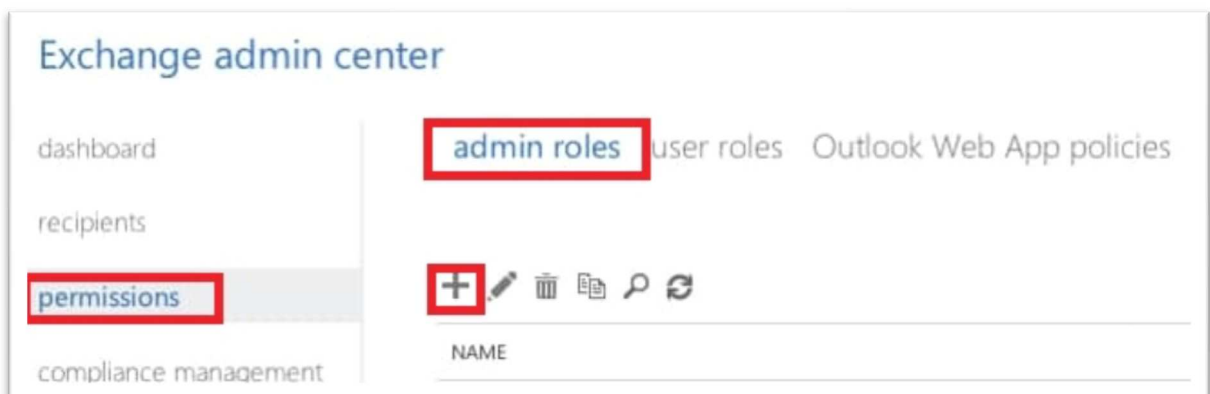
1. Choose **Users > Active Users** in order to locate the User account.



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



3. 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.



4. 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.

The screenshot shows a 'new role group' configuration page. The fields and their values are as follows:

- Name:** ApplicationImpersonationRG
- Description:** Users associated with Application Impersonation Role for Unity Connection UM Service.
- Write scope:** Default
- Roles:** ApplicationImpersonation
- Members:** um

Create a new Unified Messaging Services on Cisco Unity

1. Choose **Unified Messaging > Unified Messaging Services**. Click **Add New**.
2. In the Type field, select **Office 365** from the drop-down list.
3. In the Display Name field, enter a Display Name '**Office 365**' in order to identify this UM Service.
4. In the Proxy Server (**Address:Port**) field, leave it blank, if Unity have direct connection to the Internet, else configure the proxy server details.
5. 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.

For example: *sakunsharma.onmicrosoft.com*

Note - 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.

6. In the Account Used to **Access Exchange** section, enter the **Unified Messaging Service Account** information created previously in **Step 1**
7. Leave the selections under **Service Capabilities** section as is and **Save**.

Unified Messaging Service Refresh Help

Save Delete Previous Next Test

Edit Unified Messaging Service

Type Office 365

Enabled

Display Name* Office 365

Validate Certificates for Exchange Servers

Proxy Server(Address:Port)

Hosted Exchange Servers

Search for Hosted Exchange Servers

Active Directory DNS Domain Name* sakunsharma.onmicrosoft.com

Active Directory Site Name

Protocol Used to Communicate with Domain Controllers LDAP

Validate Certificates for Active Directory Domain Controllers

Specify the Hosted Exchange Server

Hosted Exchange Server*

Account Used to Access Exchange

Username* um@sakunsharma.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

Fields marked with an asterisk (*) are required.

Associate the User with the Unified Messaging Service for users migrated to Office 365

1. Choose **Users > Users**. Choose the User have mailbox on exchange online (O365).
2. Choose **Edit > Unified Messaging Account**. Click **Add New**.
3. In the **Unified Messaging Service** field, select the newly created service '**Office 365**' from the drop-down list.
 - If a user already has Exchange Unified Messaging Service, you have to delete that before you can add Office 365 service.
4. In the User This Email Address field, enter the **email address** of the Office 365 mailbox. This email address will be [user@<OrganizationDomainName>](#) – [sakun.sharma@sakunsharma.in](#)
5. Click **Save**
6. Click **Test** to verify (works in IE, not tested in Chrome; in Firefox it will show blank page until final results, it will take a minute or so depending upon the configuration; also, popup should be allowed from this page)

The screenshot displays the 'Edit Unified Messaging Account' configuration page. At the top, there are navigation links for 'User', 'Edit', 'Refresh', and 'Help', along with 'Save', 'Delete', and 'Test' buttons. The main form is divided into three sections:

- Unified Messaging Service:** A dropdown menu is set to 'Office 365'.
- Service Type:** A dropdown menu is also set to 'Office 365'.
- Account Information:** The radio button 'Use This Email Address' is selected, and the text input field contains the email address 'sakun.sharma@sakunsharma.in'. The alternative option 'Use Corporate Email Address: S.Sharma@stmonicas-epping.com' is unselected.
- Service Capabilities:** Three checkboxes are present: 'Access Exchange Email by Using Text to Speech (TTS)' is unchecked, 'Access Exchange Calendar and Contacts' is checked, and 'Synchronize Connection and Exchange Mailboxes (Single Inbox)' is checked. A 'Reset' button is located next to the last checkbox.

At the bottom of the form, there are three buttons: 'Save', 'Delete', and 'Test'.

Task Execution Results			
Severity	Issue	Recommendation	Details
i	The validation results for the user unified messaging service account [redacted] with service Office 365 are the following:		Service "Office 365": AuthenticationMode=[Basic] [use HTTPS/no-validate] Search Domain=[redacted] Site=[1] Types=[Exchange 2007/2010/2013] [use LDAP Username=[um@[redacted]]]
i	Searching the network		Successfully connected to Exchange CAS server (https://autodiscover-s.outlook.com/autodiscover/autodiscover.xml) from cache [redacted] will be accessed at Exchange CAS server outlook.office365.com
i	Found Exchange server		
i	The server domain name can be resolved.		
i	Mailbox [redacted] was successfully accessed.		Connected to outlook.office365.com using EWS.
i	The system successfully performed a calendar operation.		
i	The connection time for the operation calendaring is 5.18 seconds.		