



Configuring Integrated Messaging

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This chapter describes the procedures for implementing the Integrated Messaging Access Protocol (IMAP) feature on Cisco Unity Express and includes the following sections:

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To configure this feature from the GUI, use the **Voice Mail > Integrated Messaging** option.

Overview of IMAP

Integrated messaging on Cisco Unity Express is the convergence feature for voicemail and e-mail systems. It allows subscribers to have an integrated view of their e-mails and voice-mail messages from a single e-mail client using IMAP Version 4 rev1.



Note

This feature is supported only on NM-CUE and NM-CUE-EC.

Subscribers can delete voice-mail messages or mark them as read or unread in a manner similar to e-mail messages.

The voice-mail messages are downloaded as attachments to e-mail messages. Subscribers can access the voice-mail messages over the network or can download them selectively. If the messages are downloaded, subscribers can play them locally using standard media players without requiring a connection to Cisco Unity Express.

Accessing voice-mail messages from general delivery mailboxes (GDMs) is not supported.

To access this feature, subscribers must be configured with the vm-imap privilege.



Note

The Cisco Unity Express module cannot be used as an SMTP server for sending and receiving e-mails.

IMAP Server

The IMAP server must be enabled on Cisco Unity Express before the server allows e-mail clients to connect. The feature can be enabled in the following modes:

- Non-SSL

Non-SSL is the least secure mode.

- SSL
- Mixed

This mode allows both SSL and non-SSL connections.

If you change the connection mode on the IMAP server, verify the configuration on the clients, which may need to be changed to match the IMAP server configuration.

The maximum number of simultaneous IMAP connections is configurable up to 50.

Any changes to the IMAP configuration require a restart of the IMAP server. You can restart the IMAP server using the **enable (IMAP)** command-line interface (CLI) command or a graphical-user interface (GUI) option.

E-mail Client Considerations

The following e-mail clients are supported:

- Microsoft Outlook 2003
- Microsoft Outlook 2002
- Microsoft Outlook 2000
- Microsoft Outlook Express 6.0
- IBM Lotus Notes 6.5
- IBM Lotus Notes 6



Note See the client documentation for their procedures for establishing connections to an IMAP server.

To connect to Cisco Unity Express, configure the e-mail client to accept the user ID and password of the Cisco Unity Express subscriber.



Note Subscribers cannot use the numeric PIN to log in to Cisco Unity Express through the e-mail client.

If this feature is enabled in SSL mode only, verify that the e-mail client is configured to use SSL connections to the IMAP server.

The same subscriber can connect to Cisco Unity Express from one or more e-mail clients using one or more connection types (SSL or non-SSL). Each session counts against the maximum number of connections allowed to the IMAP server.

Subscribers cannot retrieve the following types of messages from their personal mailboxes:

- Broadcast messages
- Private messages

The voice-mail messages are downloaded as .wav attachments to the Inbox folder of the e-mail clients.

If a subscriber receives a new message or saves a voice-mail message in the Inbox folder, the Cisco Unity Express retains the message in its database. If mandatory message expiry is enabled on Cisco Unity Express, the message is subject to the expiry timer.

If a subscriber moves a voice-mail message from the Inbox folder to another folder on the e-mail client, Cisco Unity Express deletes the message from its database. Mandatory message expiry would not affect that message.



Note Mandatory message expiry is not enforced on e-mail clients but is enforced on messages in the Cisco Unity Express database.

Cisco Unity Express supports the following operations on the e-mail clients:

- Mark Read/Unread

The Mark Read operation on the e-mail client is equivalent to Message Save on the voice-mail system. Similarly, the Mark Unread on the e-mail client is equivalent to the Mark New on the voice-mail system.

- Delete/Undelete
- Expunge (Purge)

Errors displayed on the e-mail clients are dependent on the client implementation. See the client documentation for more information.

Configuring Integrated Messaging

Follow this procedure to configure the Integrated Messaging capability.

Prerequisites

The system must have a default security certificate and private key installed before SSL connections are permitted on Cisco Unity Express. Use the **show crypto key** command to display the system default certificate-key pair. If no default pair exists, follow the procedure in [“Configuring Security” on page 133](#).

Required Data for This Procedure

Name of a subscriber group that has the vm-imap privilege.

SUMMARY STEPS

1. **config t**
2. **service imap**
3. **enable**

4. **maxsessions** *num-sessions*
5. **session idletimeout** *minutes*
6. **session security** {*ssl* | *none* | *mixed*}
7. **enable**
8. **no enable**



Note Any changes to IMAP server configuration require a restart of the IMAP server for the changes to take effect. Steps 7 and 8 restart the IMAP server.

9. **end**
10. **groupname** *groupname* **privilege** *vm-imap*
11. **end**
12. **username** *username* **group** *groupname*
13. (Optional) **show imap configurations**
14. (Optional) **show imap sessions**

DETAILED STEPS

	Command or Action	Purpose
Step 1	config t Example: se-10-0-0-0# config t	Enters configuration mode.
Step 2	service imap Example: se-10-0-0-0(config)# service imap	Enters Integrated Messaging configuration mode.
Step 3	enable Example: se-10-0-0-0(config-imap)# enable	Enables the Integrated Messaging feature on a system-wide basis.
Step 4	maxsessions <i>num-sessions</i> Example: se-10-0-0-0(config-imap)# maxsessions 25	Specifies the maximum number of concurrent IMAP client sessions. Valid values are 1 to 50. Default is 50.
Step 5	session idletimeout <i>minutes</i> Example: se-10-0-0-0(config-imap)# session idletimeout 45	Specifies the number of minutes an IMAP session can be idle. After this maximum is reached, the system automatically disconnects the session. Valid values are 30 to 120 minutes. The default is 30 minutes.

	Command or Action	Purpose
Step 6	<p>session security {ssl none mixed}</p> <p>Example: se-10-0-0-0(config-imap)# session security ssl</p>	<p>Specifies the type of IMAP connections accepted from IMAP clients. Any IMAP client trying to make any other type of connection will be rejected.</p> <ul style="list-style-type: none"> • ssl—Only SSL connections are permitted. • none—Only non-SSL connections are permitted. • mixed—Both SSL and non-SSL connections are permitted. <p>Note The system displays an error message if the certificate-key pair are not configured as the system default before configuring SSL connections for the IMAP client. See “Configuring Security” on page 133 to set the certificate-key pair.</p>
Step 7	<p>end</p> <p>Example: se-10-0-0-0(config-imap)# end</p>	Exits Integrated Messaging configuration mode
Step 8	<p>groupname <i>groupname</i> privilege vm-imap</p> <p>Example: se-10-0-0-0(config)# groupname sales privilege vm-imap se-10-0-0-0(config-imap)# groupname imap-users privilege vm-imap</p>	Specifies an existing group that will have access to the Integrated Messaging capability. Repeat this step if more than one group will have Integrated Messaging access.
Step 9	<p>end</p> <p>Example: se-10-0-0-0(config)# end</p>	Exits configuration mode.
Step 10	<p>username <i>username</i> group <i>groupname</i></p> <p>Example: se-10-0-0-0# username user4 group sales</p>	Assigns a subscriber to the group.
Step 11	<p>show imap configurations</p> <p>Example: se-10-0-0-0# show imap configuration</p>	(Optional) Displays all Integrated Messaging configuration parameters.
Step 12	<p>show imap sessions</p> <p>Example: se-10-0-0-0# show imap sessions</p>	(Optional) Displays all active Integrated Messaging sessions.

Examples

The following example shows sample output from the **show imap configuration** command.

```
se-10-0-0-0# show imap configuration
```

```
Status:                enabled
Idle Timeout(minutes)  45
Max Sessions:         25
Security Mode:        ssl
```

The following example shows sample output from the **show imap sessions** command.

```
se-10-0-0-0# show imap sessions
```

Sessions	IP Address	Connect Time	User ID
1	10.21.82.244	Wed Nov 16 07:35:02 CST 2005	sales
2	172.18.10.10	Wed Nov 16 08:23:15 CST 2005	imap-users
3	172.18.10.5	Wed Nov 16 10:11:40 CST 2005	imap-users

Displaying IMAP Sessions

To display IMAP sessions, see [“Monitoring Active IMAP and VoiceView Express Sessions”](#) on page 251.