



IMAP Clients and ViewMail for Outlook

See the following sections for problems that can occur in IMAP clients and in Cisco Unity Connection ViewMail for Microsoft Outlook:

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Changing Passwords

When users change their Cisco Personal Communications Assistant (PCA) password in the Cisco Unity Assistant, they also must update the password from their IMAP email client application so that the client can continue to access Connection and retrieve voice messages.

Logon Problems with IMAP Email Clients

If users have trouble receiving voice messages in an IMAP client, consider the following possibilities:

- If the IMAP client application prompts a user for the Cisco Personal Communications Assistant (PCA) password, but does not accept it:
 - The Cisco Unity Connection user account may be locked because of too many invalid logon attempts.
 - The Connection user account may have been locked by an administrator.
 - The Connection user password may have expired.
 - The Connection user account may have been configured to require that the user specify a new password.
 - The Connection user may be entering the wrong password.

Users who belong to a class of service that allows access either to the Cisco Unity Assistant or to the Cisco Unity Inbox can try to log on to the Cisco PCA instead; the Cisco PCA displays an error message that explains why the logon attempt is failing. Users who cannot access the Cisco Unity Assistant or the Cisco Unity Inbox must contact an administrator for assistance.

• If Microsoft Outlook users are not prompted for their Cisco PCA password, confirm that the Remember Password check box on the Internet E-mail Settings (IMAP) page is not checked. If this option is checked, and the password of the user has expired, changed, or is locked, Microsoft Outlook does not prompt the user to enter the Cisco PCA password. The result is that the user does not receive voice messages from Connection, and Outlook prompts for the user name and password.

Messages Sent From an IMAP Client Are Not Received

If users cannot send messages through the Cisco Unity Connection server from an IMAP client—for example, messages remain in the Outbox, an SMTP error is displayed in the client, or users receive non-delivery receipts (NDRs)—consider the following possibilities:

- If Connection is not configured to allow clients to connect from untrusted IP addresses on the System Settings > SMTP Configuration > Server page in Cisco Unity Connection Administration, the IP address of the client must appear in the IP address access list in Connection. See the "Checking the IP Address Access List" section on page 14-3.
- If Connection is configured to allow clients to connect from untrusted IP addresses on the System Settings > SMTP Configuration > Server page in Connection Administration, two additional settings on this page can affect the ability of an IMAP client to send messages.
 - If the Require Authentication From Untrusted IP Addresses check box is checked, the client must be configured to authenticate with the outgoing SMTP server.
 - If the Transport Layer Security From Untrusted IP Addresses field is set to Required, the client must be configured to use Secure Sockets Layer (SSL) when connecting to the Connection server.
- The email address of the message sender must exactly match a primary or proxy SMTP address configured in Connection, as follows:
 - If the message is being sent from an IMAP client that is authenticated with the Connection server, the email address must exactly match either the primary SMTP address that is displayed on the User Basics page for the user in Connection Administration or one of the SMTP proxy addresses that are configured on the SMTP Proxy Addresses page for the user.
 - If the message is being sent from an IMAP client that is not authenticated with the Connection server, the email address can match a primary or proxy address that is configured for any user on the Connection server.
- The email address of the message recipient must match a primary or proxy SMTP address that is configured for a Connection user, or an SMTP proxy address that is configured for a VPIM contact. If no such match is found, Connection relays the message to the SMTP smart host, or sends an NDR to the sender, depending on the option selected in the When a Recipient Cannot be Found setting on the System Settings > General Configuration page in Connection Administration. By default, Connection sends an NDR.
- The message exceeds the maximum length or number of recipients per message that are configured on the System Settings > SMTP Server Configuration page in Connection Administration. (By default, the maximum allowed message length is 10 MB.)
- The IMAP client is unable to reach the Connection SMTP server because of network connectivity issues or because access is blocked by a firewall.

In many of these error cases, the IMAP client may display an SMTP error when attempting to send a message to the Connection server. This error includes an error code and a text description that can help narrow down the source of the problem. If the client application does not display SMTP errors to the user, or if you still have not identified the problem after checking the potential causes above, the SMTP and MTA micro traces (all levels) are helpful for diagnosing issues related to SMTP connectivity and message transport. When examining the logs, start with the SMTP log first, then review the MTA log. (The SMTP service authenticates the client and receives the message; the MTA service processes the message and addresses it to the correct Connection user or contact.) For detailed instructions on enabling the traces and viewing the trace logs, see the "Diagnostic Traces" chapter.

Checking the IP Address Access List

If you choose not to allow connections from untrusted IP address lists, the IP address of each client must be configured in the IP access list, and the Allow Connection check box must be checked. If the access list is not configured properly, the client may display an SMTP error code of 5.5.0, indicating that the connection was refused. Do the following procedure to check and update the IP address access list.

To Check the Cisco Unity Connection IP Address Access List

- Step 1
 In Cisco Unity Connection Administration, expand System Settings > SMTP Configuration, then click Server.
- Step 2 On the SMTP Configuration Page, on the Edit menu, click Search IP Address Access List.
- **Step 3** Confirm that the IP address in use by the IMAP client appears as an entry in the list, and that the Allow Connection check box is checked.
- **Step 4** To add a new IP address to the list, click Add New.
- **Step 5** On the New Access IP Address page, enter an IP address, or you can enter a single * (asterisk) to match all possible IP addresses.
- Step 6 Click Save.
- Step 7 On the Access IP Address page, check the Allow Connection check box to allow connections from the IP address that you entered in Step 4. To reject connections from this IP address, uncheck the check box.
- **Step 8** If you have made any changes on the Access IP Address page, click **Save**.

Messages Are Received in an Email Account Rather Than a Voice Mailbox

Revised April 2010

If users unexpectedly receive voice messages in their corporate or other email accounts rather than their Cisco Unity Connection mailboxes, consider the following possibilities:

• The email address of the message recipient must match a primary or proxy SMTP address that is configured for a Connection user, or an SMTP proxy address that is configured for a VPIM contact. If no such match is found and Connection is configured to relay the message to the SMTP smart host, the message is relayed to the applicable email address. Confirm that the message recipient has a proxy SMTP address configured for the applicable email address. See the "SMTP Proxy

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Addresses" section in the "Setting Up Features and Functionality That Are Controlled by User Account Settings" chapter of the User Moves, Adds, and Changes Guide for Cisco Unity Connection.

- If message actions for the recipient are configured to relay messages of a particular type (voice, email, fax or delivery receipt) to the user at the corporate email address, this is the expected behavior.
- If the user email profile has an Exchange account, the Cached Exchange Mode setting in Outlook must be enabled.

Intermittent Message Corruption When Using ViewMail for Outlook

Added April 2010

In cases where user email profiles have an Exchange account, and the users are using ViewMail for Outlook, they may experience the following problems:

- Intermittently, when using ViewMail for Outlook to reply to a voice message, the recipient receives a corrupt voice message that cannot be played.
- Intermittently, when using ViewMail for Outlook to forward a voice message with an introduction to another Connection user, the recipient hears only the introduction; the original message is not heard.
- Intermittently, when using ViewMail for Outlook to forward a voice message to another Connection user, the message is delivered to the Exchange mailbox of the recipient instead of to the Connection mailbox of the recipient. Additionally, the message is corrupt, and cannot be played.

For each of these problems, the solution is to enable the Cached Exchange Mode setting in Outlook.

ViewMail for Outlook Form Does Not Appear

If the Cisco Unity Connection ViewMail for Microsoft Outlook form does not appear after you have installed ViewMail on a user workstation, consider the following:

- Only new messages are displayed with the form. Messages that were in the user mailbox prior to installing ViewMail do not display with the form.
- You must close and restart Outlook after installing ViewMail. If the user is running a synchronization program for a PDA device, the Outlook.exe process may not have fully exited when Outlook was shut down. If that is the case, close the synchronization program and then close and restart Outlook.
- The ViewMail form may have been disabled by Outlook. To determine if Outlook has disabled the form, click Help > About Microsoft Office Outlook > Disabled Items to see whether vmoexchangeextension.dll is in the list.

Using Diagnostic Traces for IMAP Client Problems

See the following sections:

• Collecting Diagnostics from ViewMail for Outlook on the User Workstation, page 14-5

• Collecting Diagnostics on the Cisco Unity Connection Server for IMAP Client Problems, page 14-5

Collecting Diagnostics from ViewMail for Outlook on the User Workstation

To troubleshoot problems with the ViewMail for Outlook form, you can enable diagnostics on the user workstation.

To Enable ViewMail for Outlook Diagnostics and View the Log Files on the User Workstation

- Step 1 On the user workstation, on the Outlook Tools menu, click ViewMail for Outlook Options.
- **Step 2** Click the **Diagnostics** tab.
- **Step 3** Enable the following diagnostics:
 - Enable VMO Outlook Extension Diagnostics
 - Enable VMO Multimedia Diagnostics
- **Step 4** If the problem is related to secure messages or recording and playback through the phone, enable the following diagnostics:
 - Enable VMO Telephone Record/Playback Diagnostics
 - Enable VMO HTTP Diagnostics
- Step 5 Click OK.
- **Step 6** Reproduce the problem.
- Step 7Review the resulting log files, which are stored in the
C:\Documents and Settings\All Users\Application Data\Cisco Systems\VMO\1.0\Logs folder.

Collecting Diagnostics on the Cisco Unity Connection Server for IMAP Client Problems

You can use Cisco Unity Connection traces to troubleshoot IMAP client problems from the server side. Enable the following micro traces to troubleshoot IMAP client problems:

- SMTP (all levels)
- MTA (all levels)
- CuImapSvr (all levels)
- CsMalUmss (all levels)
- CML (all levels)

For detailed instructions on enabling and collecting diagnostic traces, see the "Diagnostic Traces" chapter.

