



CHAPTER 3

Configuring an Email Account to Access Cisco Unity Connection 8.x Voice Messages

Cisco Unity Connection allows licensed users to use a third-party IMAP client to access voice messages from their desktop machines. You can also forward voice messages with text and reply to voice messages with text; the text portion of the message is accessible through the Connection text-to-speech feature.

See the following sections:

- [Considerations When Configuring IMAP Email Clients in Cisco Unity Connection 8.x](#), page 3-2
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Apple Mail](#), page 3-2
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Eudora](#), page 3-4
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in IBM Lotus Notes](#), page 3-5
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook](#), page 3-6
- [Setting Up ViewMail for Outlook in Cisco Unity Connection 8.x](#), page 3-9
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook Express](#), page 3-11
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Novell GroupWise](#), page 3-13
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Opera](#), page 3-14
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Thunderbird](#), page 3-16
- [Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Windows Mail for Windows Vista](#), page 3-17
- [Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 8.x](#), page 3-18



Note

When users change their Cisco Personal Communications Assistant (PCA) password (also known as the web-application password) in the Connection Messaging Assistant, they also must update the password in their IMAP client application. Passwords are not synchronized between IMAP clients and the Cisco PCA. If users have trouble receiving voice messages in an IMAP client even after updating their Cisco PCA password in both applications, see the [“Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 8.x”](#) section on page 3-18.

Considerations When Configuring IMAP Email Clients in Cisco Unity Connection 8.x

Note the following considerations when configuring IMAP email clients to access Cisco Unity Connection voice messages:

- In Cisco Unity Connection Administration, configure the following settings on the System Settings > SMTP Configuration > Server page to match the SSL settings in the IMAP email clients:
 - Allow Connections From Untrusted IP Addresses
 - Require Authentication From Untrusted IP Addresses
 - Transport Layer Security From Untrusted IP Addresses Is (Disabled, Required, Optional)

For more information on these settings, see the “SMTP Server Configuration” section in the “[System Settings in Cisco Unity Connection 8.x](#)” chapter of the *Interface Reference Guide for Cisco Unity Connection Administration Release 8.x*, at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrgx.html.

- IMAP email clients all include two fields in which you can enter either the IP address or the fully qualified domain name of the Connection server. When a Connection cluster is configured, enter the fully qualified domain name of a DNS A record that includes the Connection publisher and subscriber servers. If your DNS server allows you to specify the order in which DNS tries to contact Connection servers, specify that the server that is available most often is the first server contacted. This usually is the publisher server.

Some IMAP email clients do not respect DNS A records. For those clients, if the first Connection server is not available, the client does not try to access the other Connection server.

- When a user forwards or replies to a voice message from an IMAP email client, the message will be sent to recipients on the Connection server unless the user specifically configures the message to be sent through another account.

See the “[Configuring IMAP Settings in Cisco Unity Connection 8.x](#)” chapter of the *System Administration Guide for Cisco Unity Connection Release 8.x* for additional details. The guide is available at

http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Apple Mail

To use Apple Mail to access Cisco Unity Connection voice messages, create and configure a new Apple Mail account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Apple Mail

- Step 1** Start Apple Mail.
- Step 2** In Apple Mail, on the Mail menu, select **Preferences**.
- Step 3** At the top of the Preferences dialog box, select **Accounts**.
- Step 4** In the lower left corner, select **+**.
- Step 5** In the Account Type list, select **IMAP**.
- Step 6** In the Description field, enter a name for the account. This name appears only in Apple Mail.
- Step 7** In the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
<alias>@<fully qualified domain name of the Connection server>
- Step 8** In the Full Name field, enter the username.
- Step 9** In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 10** In the User Name field, enter the Connection username.
- Step 11** In the Password field, enter the Cisco PCA password.
- Step 12** In the Outgoing Mail Server (SMTP) field, select the IP address or the fully qualified domain name of the Connection server.
- Step 13** Select **Server Settings**.
- Step 14** Optionally, in the SMTP Server Options dialog box, check the **Use Secure Sockets Layer (SSL)** check box.



Caution If you do not configure Apple Mail to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

- Step 15** In the Authentication list, select **Password**.
- Step 16** Select **OK** to close the SMTP Options dialog box.
- Step 17** Select the **Advanced** tab.
- Step 18** In the Keep Copies of Messages for Offline Viewing list, select the applicable option.
- Step 19** Close the Preferences dialog box.
- Step 20** In the Save Changes dialog box, select **Save**.
-

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Eudora

To use Eudora to access Cisco Unity Connection voice messages, create and configure a new Eudora account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Eudora

-
- Step 1** Start Eudora.
- Step 2** On the Eudora Tools menu, select **Personalities**.
- Step 3** Right-click anywhere in the Personalities tab, and select **New**.
- Step 4** In the New Account wizard, on the Account Settings page, select **Next** to accept the default value, Create a Brand New E-Mail Account.
- Step 5** On the Personality Name page, enter a display name for the account. The value that you enter here is visible only in Eudora.
- Step 6** Select **Next**.
- Step 7** On the Personal Information page, enter the username.
- Step 8** Select **Next**.
- Step 9** On the E-Mail Address page, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
 <alias>@<fully qualified domain name of the Connection server>
- Step 10** Select **Next**.
- Step 11** On the User Name page, enter the Connection username.
- Step 12** Select **Next**.
- Step 13** On the Incoming E-Mail Server page, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 14** For the type of server, select **IMAP**.
- Step 15** Select **Next**.
- Step 16** On the IMAP Location Prefix page, do not enter a value.
- Step 17** Select **Next**.
- Step 18** On the Outgoing E-Mail Server page, enter the IP address or the fully qualified domain name of the Connection server.

- Step 19** Select **Next**.
- Step 20** On the Success page, select **Finish** to create the account and close the wizard.
- Step 21** In the Enter Password dialog box, enter the Cisco PCA password of the user.
- Step 22** Select **OK**.
- Step 23** Optionally, configure the new account to use SSL. For more information, see Eudora Help.



Caution If you do not configure Eudora to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in IBM Lotus Notes



Caution

If you plan to configure user accounts to use Cisco Unity Connection ViewMail for IBM Lotus Notes, do not follow the instructions in this section. Instead, follow the configuration instructions in the *Release Notes for Cisco Unity Connection ViewMail for IBM Lotus Notes*, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

To use Notes to access Cisco Unity Connection voice messages, create and configure a new Notes account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.



Caution

When using Lotus Notes version 7.x to access Connection voice messages, you must first configure Notes to connect to a Domino account before configuring the Connection account.

To Create and Configure a New Account in IBM Lotus Notes

- Step 1** Start IBM Lotus Notes.
- Step 2** On the Notes File menu, select **Preferences > Client Reconfiguration Wizard**.
- Step 3** In the Lotus Notes Client Configuration wizard, on the Additional Services page, check the **Internet Mail Servers (POP or IMAP, SMTP)** check box.
- Step 4** Select **Next**.
- Step 5** On the Set Up Internet Mail page, in the Select the Type of Server Used for Retrieving Incoming Mail list, select **IMAP**.
- Step 6** In the Enter a New Account Name list, select **Incoming Internet Mail**.

- Step 7** In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Cisco Unity Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 8** Select **Next**.

- Step 9** On the Set Up Internet Mail page, in the Account Name field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The Account Name typically follows this format:

<alias>@<fully qualified domain name of the Connection server>

- Step 10** In the Password fields, enter and confirm the Cisco PCA password of the user.

- Step 11** If you want to encrypt voice messages and other data that are sent between Notes and Connection, check the **Log On Using SSL** check box. If not, skip to [Step 12](#).



Caution If you do not configure Notes to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages that are sent back from Connection are not encrypted.

- Step 12** Select **Next**.

- Step 13** On the second Set Up Internet Mail page, in the Enter a New Account Name list, select **Outgoing Internet Mail**.

- Step 14** In the Outgoing SMTP Mail Server list, enter the IP address or the fully qualified domain name of the Connection server.

- Step 15** Select **Next**.

- Step 16** On the third Set Up Internet Mail page, in the E-Mail Address field, enter the Connection alias of the user and the name of the Connection server. Use the following format:

<alias>@<fully qualified domain name of the Connection server>

- Step 17** In the Internet Domain field, enter the Internet domain name of the Domino mail server.

- Step 18** Select **Next**.

- Step 19** Select **OK**.
-

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook

Revised November 16, 2010

**Caution**

If you plan to configure user accounts to use Cisco ViewMail for Microsoft Outlook 8.5 or later, do not follow the instructions in this section. Instead, follow the configuration instructions in the applicable *Release Notes for Cisco ViewMail for Microsoft Outlook*, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

To use Outlook to access Cisco Unity Connection voice messages, create and configure a new Outlook account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

In addition to configuring Outlook to access Connection voice messages, you can also install the optional ViewMail for Outlook plug-in. See the “[Setting Up ViewMail for Outlook in Cisco Unity Connection 8.x](#)” section on page 3-9.

To Create and Configure a New Account in Outlook

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- Step 1** Start Outlook.
- Step 2** On the Outlook Tools menu, select **E-Mail Accounts**.
- Step 3** In the E-Mail Accounts wizard, select **Add a New E-Mail Account**.
- Step 4** Select **Next**.
- Step 5** On the Server Type page, select **IMAP**.
- Step 6** Select **Next**.
- Step 7** Enter values in the User Information section:
- a. In the Your Name field, enter a display name for the account. The value that you enter here is visible only in Outlook.
 - b. In the E-Mail Address field, enter one of the following:
 - The Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
<alias>@<SMTP domain name of the Connection server or cluster>
 - The proxy address for the user.
- Step 8** Enter values in the Server Information Section:
- a. In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.

**Caution**

Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- b. In the Outgoing Server field, select the IP address or the fully qualified domain name of the Connection server.

- Step 9** Enter values in the Logon Information section:
- In the User Name field, enter the Connection username.
 - In the Password field, enter the Cisco PCA password of the user.
 - Verify that the Remember Password check box is not checked. If this option is checked, and the Connection password of the user expires, changes, or is locked, Microsoft Outlook does not prompt the user to enter the Connection password. The result is that users do not receive voice messages from Connection.
- Step 10** If you do not want to encrypt voice messages and other data that are sent over the network between Outlook and Connection, skip to [Step 15](#).



Caution If you do not configure Outlook to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

If you want to encrypt voice messages and other data that are sent between Outlook and Connection, continue with [Step 11](#).

- Step 11** Select **More Settings**.
- Step 12** In the Internet E-Mail Settings dialog box, select the **Advanced** tab.
- Step 13** Under Incoming Server (IMAP), check the **This Server Requires an Encrypted Connection (SSL)** check box.
- Step 14** Select **OK** to close the Internet E-Mail Settings dialog box.
- Step 15** If the Connection SMTP server is configured to allow connections from untrusted IP addresses, skip to [Step 21](#).
- If the Connection SMTP server is configured to require authentication from untrusted IP addresses, continue with [Step 16](#).
- Step 16** Select **More Settings**.
- Step 17** In the Internet E-Mail Settings dialog box, select the **Outgoing Server** tab.
- Step 18** Verify that the My Outgoing Server (SMTP) Requires Authentication check box is checked.
- Step 19** Verify that Use Same Settings as My Incoming Mail is selected.
- Step 20** Select **OK** to close the Internet E-Mail Settings dialog box.
- Step 21** Select **Next**.
- Step 22** Select **Finish**.
- Step 23** In the left pane of Outlook, select the **Inbox** folder for the new account.
- Step 24** On the Outlook Tools menu, select **Send/Receive > This Folder**.
- Step 25** If prompted, enter the Connection username and Cisco PCA password.
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Setting Up ViewMail for Outlook in Cisco Unity Connection 8.x

Cisco ViewMail for Microsoft Outlook 8.5 and Later

Added November 16, 2010

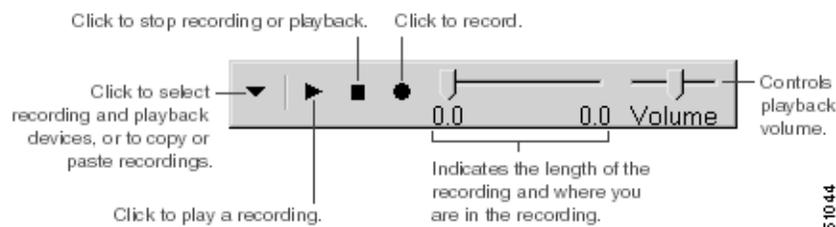
To install and set up Cisco ViewMail for Microsoft Outlook 8.5 or later, see the applicable *Release Notes for Cisco ViewMail for Microsoft Outlook* at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html.

Cisco Unity Connection ViewMail for Microsoft Outlook 8.0

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By using ViewMail for Outlook 8.0 to access Cisco Unity Connection voice messages, users can play and record voice messages by using the Media Master. See [Figure 3-1](#).

Figure 3-1 Media Master



See the following sections:

- [Task List for Setting Up ViewMail for Outlook 8.0](#), page 3-9
- [Configuring the IMAP Account for ViewMail for Outlook 8.0](#), page 3-10
- [Configuring ViewMail for Outlook 8.0 Settings for Secure Messaging and TRAP](#), page 3-10

Task List for Setting Up ViewMail for Outlook 8.0

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ViewMail must be installed on each user workstation. Complete the following tasks to set up ViewMail 8.0 for users:

1. Review the applicable *Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook*, available at http://www.cisco.com/en/US/products/ps6509/prod_release_notes_list.html. The document specifies the requirements and procedures for installing 8.0.
2. If you have not already done so, install ViewMail 8.0 according to the procedures in the *Release Notes for Cisco Unity Connection ViewMail for Microsoft Outlook*.
3. If you have not already done so, configure an IMAP account in Microsoft Outlook. See the “[Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook](#)” section on page 3-6.

4. If users have more than one IMAP account configured, you must configure ViewMail 8.0 to use the IMAP account that is used to access Connection. See the “[Configuring the IMAP Account for ViewMail for Outlook 8.0](#)” section on page 3-10.
5. If you use secure messaging or TRAP, you must configure several ViewMail 8.0 settings. See the “[Configuring ViewMail for Outlook 8.0 Settings for Secure Messaging and TRAP](#)” section on page 3-10.

Configuring the IMAP Account for ViewMail for Outlook 8.0

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If users have more than one IMAP account configured, you must configure ViewMail 8.0 to use the IMAP account that is used to access Connection. This ensures that messages composed by using ViewMail are sent to the Connection server. If users have only one IMAP account configured, ViewMail automatically uses it to send messages to Connection.

Do the following procedure on each user workstation.

To Configure ViewMail for Outlook 8.0 Settings

-
- Step 1** From the Outlook Tools menu, select **ViewMail Options**.
 - Step 2** Select the **Accounts** tab.
 - Step 3** In the Select the Account to Access Cisco Unity Connection With field, select the IMAP account that is used to access Connection.
 - Step 4** Select **Save**.
-

Configuring ViewMail for Outlook 8.0 Settings for Secure Messaging and TRAP

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If you have configured Connection for secure messaging or if you want users to be able to record or play messages by phone by using Telephone Record and Playback (TRAP), you must configure several ViewMail 8.0 settings.

After ViewMail 8.0 has been installed, do the following procedure on each user workstation.

To Configure ViewMail for Outlook 8.0 Secure Message and TRAP Settings

-
- Step 1** From the Outlook Tools menu, select **ViewMail Options**.
 - Step 2** Select the **Server** tab.
 - Step 3** Enter the following settings:

Table 3-1 Server Settings

Field	Setting
Cisco Unity Connection Server Name	Enter the name of the Connection server. (Required for secure messaging and TRAP.)
Username	Enter the Connection username (alias).

Table 3-1 Server Settings (continued)

Field	Setting
Password	(Optional) Enter the Cisco PCA password (also known as the web-application password) of the user. If you do not enter the password, the user is prompted for it each time Outlook is restarted. If you do not want the user to be prompted for the password each time Outlook is restarted, you must also check the Remember Password check box.
Remember Password	(Optional) Check this check box if you want ViewMail to remember the user password so that the user does not have to re-enter it each time Outlook is restarted.
Proxy Server Address	If you have a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the IP address of the HTTPS proxy server.
Proxy Server Port	If you have a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the server port to use when connecting to the HTTPS proxy server.
Validate HTTPS Certificate	If you replace the default self-signed certificate with a certificate from a certificate authority, check the Validate HTTPS Certificate check box. If you are using the default certificate installed with Connection, this check box must not be checked. For details, see the “Configuring SSL in Cisco Unity Connection 8.x” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 8.x</i> , at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/administration/guide/8xcucsagx.html .
Extension	Enter the extension of the user. This setting is required only if you want the user to be able to record or play messages by phone.

Step 4 Select **Save**.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Microsoft Outlook Express

To use Outlook Express to access Cisco Unity Connection voice messages, create and configure a new Outlook Express account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Outlook Express

- Step 1** Start Outlook Express.
- Step 2** On the Outlook Express Tools menu, select **Accounts**.
- Step 3** In the Internet Accounts dialog box, select the **Mail** tab.
- Step 4** Select **Add > Mail**, and the Internet Connection wizard appears.
- Step 5** On the Your Name page, in the **Display Name** field, enter the username.
- Step 6** Select **Next**.
- Step 7** On the Internet E-Mail Address page, select **I Already Have an E-Mail Address That I'd Like to Use**.
- Step 8** In the **E-Mail Address** field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
 <alias>@<fully qualified domain name of the Connection server>
- Step 9** Select **Next**.
- Step 10** On the E-Mail Server Names page, in the My Incoming Mail Server Is a <protocol> Server list, select **IMAP**.
- Step 11** In the Incoming Mail (POP3, IMAP, or HTTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.
-  **Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.
- Step 12** In the Outgoing Mail (SMTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.
- Step 13** Select **Next**.
- Step 14** On the Internet Mail Logon page, in the Account Name and Password fields, enter the Connection username and Cisco PCA password.
- Step 15** Verify that the **Remember Password** check box is not checked.
 If this option is checked, and the Connection password of the user expires, changes, or is locked, Microsoft Outlook Express does not prompt the user to enter the Connection password. The result is that users do not receive voice messages from Connection.
- Step 16** Select **Next**.
- Step 17** On the Congratulations page, select **Finish**.
- Step 18** In the Internet Accounts dialog box, select the account that you created in [Step 4](#), and select **Properties**.
- Step 19** In the <account name> Properties dialog box, select the **IMAP** tab.
- Step 20** Uncheck the **Store Special Folders** check box.
- Step 21** In the Root Folder Path field, enter **INBOX** (all upper-case letters).
- Step 22** If you do not want to encrypt voice messages and other data that are sent over the network between Outlook Express and Connection, skip to [Step 25](#).

**Caution**

If you do not configure Outlook Express to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

If you want to encrypt voice messages and other data that are sent between Outlook Express and Connection, continue with [Step 23](#).

Step 23 Select the **Advanced** tab.

Step 24 Under Incoming Mail, check the **This Server Requires a Secure Connection (SSL)** check box.

Step 25 Select **OK** to close the <account name> Properties dialog box.

Step 26 Select **Close** to close the Internet Accounts dialog box.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Novell GroupWise

To use GroupWise to access Cisco Unity Connection voice messages, create and configure a new GroupWise account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in GroupWise

Step 1 Start GroupWise.

Step 2 On the GroupWise Tools menu, select **Accounts > Account Options**.

Step 3 In the Accounts dialog box, select **Add**.

Step 4 In the Create Account dialog box, in the Account Name field, enter a name for the account. This name appears only in GroupWise.

Step 5 In the Account Type list, select **IMAP4**.

Step 6 Select **Next**.

Step 7 In the Create Internet Account dialog box, in the **Incoming Mail Server (IMAP4)** field, enter the IP address or the fully qualified domain name of the Connection server.

**Caution**

Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

Step 8 In the Login Name field, enter the Connection username.

Step 9 In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Connection server.

- Step 10** In the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
 <alias>@<fully qualified domain name of the Connection server>
- Step 11** In the From Name field, enter the username.
- Step 12** Select **Next**.
- Step 13** Follow the on-screen prompts to complete the configuration.
- Step 14** If you do not want to encrypt voice messages and other data that are sent over the network between GroupWise and Connection, skip to [Step 20](#).



Caution If you do not configure GroupWise to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

If you want to encrypt voice messages and other data that are sent between GroupWise and Connection, continue with [Step 15](#).

- Step 15** In the Accounts dialog box, select the name of the account that you just created.
- Step 16** Select **Properties**.
- Step 17** Select the **Advanced** tab.
- Step 18** Under Incoming Mail Server (IMAP4), check the **Use SSL** check box.
- Step 19** Select **OK** to close the <Account Name> Properties dialog box.
- Step 20** Select **Close** to close the Accounts dialog box.
- Step 21** Create the inbox for the new account, and download Connection voice messages:
- a. In the left pane of GroupWise, select the name of the new account.
 - b. In the Logon to <AccountName> dialog box, enter the Cisco PCA password for the user.
 - c. Verify that the **Remember Password** check box is not checked.
 If this option is checked, and the Connection password of the user expires, changes, or is locked, GroupWise does not prompt the user to enter the Connection password. The result is that users do not receive voice messages from Connection.
 - d. Select **OK** to close the Logon to <AccountName> dialog box.
 - e. With the name of the new account still selected in the left pane, on the GroupWise Tools menu, select **Send/Receive > This Folder**.
-

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Opera

To use Opera to access Cisco Unity Connection voice messages, create and configure a new Opera account for the user. You need the following information:

- Connection username (alias).

- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Opera

- Step 1** Start Opera.
- Step 2** On the Opera Tools menu, select **Mail and Chat Accounts**.
- Step 3** In the Manage Accounts dialog box, select **New**.
- Step 4** In the New Account wizard, select **IMAP**.
- Step 5** Select **Next**.
- Step 6** In the Real Name field, enter the account name.
- Step 7** In the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
<alias>@<fully qualified domain name of the Connection server>
- Step 8** In the Organization field, enter the applicable value.
- Step 9** Select **Next**.
- Step 10** In the Login Name field, enter the Connection username.
- Step 11** In the Password field, enter the Cisco PCA password.
- Step 12** Select **Next**.
- Step 13** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.
-  **Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.
- Step 14** If you want to encrypt voice messages and other data that are sent between Opera and Connection, check the Use Secure Connection (TLS) check box. (TLS is an updated version of SSL.)
-  **Caution** If you do not configure Opera to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.
- Step 15** In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Connection server.
- Step 16** Select **Finish**.
- Step 17** Select **OK** to close the Subscribe IMAP Folders dialog box.
- Step 18** Select **OK** to close the Manage Accounts dialog box.
-

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Thunderbird

To use Thunderbird to access Cisco Unity Connection voice messages, create and configure a new Thunderbird account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Thunderbird

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- Step 1** Start Thunderbird.
- Step 2** On the Thunderbird File menu, select **New > Account**.
- Step 3** In the Account wizard, on the New Account Setup page, select **E-Mail Account**.
- Step 4** Select **Next**.
- Step 5** On the Identity page, in the Your Name field, enter the username.
- Step 6** In the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:
 <alias>@<fully qualified domain name of the Connection server>
- Step 7** Select **Next**.
- Step 8** On the Server Information page, under Select the Type of Incoming Server You Are Using, select **IMAP**.
- Step 9** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 10** Select **Next**.
- Step 11** On the User Names page, enter the Connection username.
- Step 12** Select **Next**.
- Step 13** On the Account Name page, enter a name for the account. This name appears only in Thunderbird.
- Step 14** Select **Next**.
- Step 15** On the Congratulations page, confirm that the settings are correct, then select **Finish**.
- Step 16** If you do not want to encrypt voice messages and other data that are sent over the network between Thunderbird and Connection, you are finished creating and configuring a new account.
 If you want to encrypt voice messages and other data that are sent between Thunderbird and Connection, continue with [Step 17](#).
- Step 17** In the left pane of Thunderbird, select the name of the account that you just created.
- Step 18** In the right pane of Thunderbird, under Accounts, select **View Settings for This Account**.

Step 19 In the Account Settings dialog box, under the account that you just created, select **Server Settings**.

Step 20 Under Server Settings, select the **Use Secure Connection (SSL)** check box.

**Caution**

If you do not configure Thunderbird to use SSL, the Connection username and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

Step 21 Select **OK** to close the Account Settings dialog box.

Creating and Configuring an Account to Access Cisco Unity Connection 8.x in Windows Mail for Windows Vista

To use Windows Mail for Windows Vista to access Cisco Unity Connection voice messages, create and configure a new Windows Mail account for the user. You need the following information:

- Connection username (alias).
- Cisco Personal Communications Assistant (PCA) password. (This is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address, or if DNS is configured, the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Windows Mail

Step 1 Start Windows Mail.

Step 2 On the Tools menu, select **Accounts**.

Step 3 In the Internet Accounts dialog box, select **Add**.

Step 4 On the Select Account Type page, select **E-Mail Account**.

Step 5 Select **Next**.

Step 6 On the Your Name page, in the Display Name field, enter the username.

Step 7 Select **Next**.

Step 8 On the Internet E-Mail Address page, in the E-Mail Address field, enter the Connection SMTP Address of the user and the name of the Connection server. You can find this information in the SMTP Address field on the User Basics page in Cisco Unity Connection Administration. The E-Mail Address typically follows this format:

<alias>@<fully qualified domain name of the Connection server>

Step 9 Select **Next**.

Step 10 On the Set Up E-Mail Servers page, under Incoming E-Mail Server Type, select **IMAP**.

Step 11 In the Incoming Mail (POP3 or IMAP) Server field, enter the IP address or the fully qualified domain name of the Connection server.

**Caution**

In [Step 11](#) and [Step 12](#), do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 12** In the Outgoing E-Mail Server (SMTP) Name field, enter the IP address or the fully qualified domain name of the Connection server.
- Step 13** If the Connection SMTP server is configured to allow connections from untrusted IP addresses, skip to [Step 15](#).
If the Connection SMTP server is configured to require authentication from untrusted IP addresses, continue with [Step 14](#).
- Step 14** Check the **Outgoing Server Requires Authentication** check box.
- Step 15** Select **Next**.
- Step 16** On the Internet Mail Logon page, enter the user Connection alias and Cisco PCA password.
- Step 17** Select **Next**.
- Step 18** On the Congratulations page, select **Finish**.
- Step 19** Select **Close** to close the Internet Accounts dialog box.
- Step 20** If you do not want to encrypt voice messages and other data that are sent over the network between Windows Mail and Connection, you are finished creating and configuring a new account.
If you want to encrypt voice messages and other data that are sent between Windows Mail and Connection, continue with [Step 21](#).
- Step 21** On the Tools menu, select **Accounts**.
- Step 22** In the Internet Accounts dialog box, select the name of the mail account that you just created and select **Properties**.
- Step 23** In the Properties dialog box, select the **Advanced** tab.
- Step 24** Under both the Outgoing Mail field and the Incoming Mail field, check the **This Server Requires a Secure Connection (SSL)** check box.
- Step 25** Select **OK**.

**Caution**

If you do not configure Windows Mail to use SSL, the Connection username (alias) and password that are sent to Connection over the network and the voice messages sent back from Connection are not encrypted.

- Step 26** Select **Close** to close the Internet Accounts dialog box.
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Troubleshooting IMAP Client Sign-In Problems in Cisco Unity Connection 8.x

When users change their Cisco PCA password (also known as the web-application password) in the Cisco Unity Connection Messaging Assistant, they also must update the password in their IMAP client application so that the client can continue to access Connection and retrieve voice messages.

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 PCA password, but does not accept it, the Cisco PCA password may have expired or changed, or is locked. Users can change their password in the Connection Messaging Assistant first and then update it from their IMAP client application.

- If Microsoft Outlook users are not prompted for their Cisco PCA password, verify 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 username and password.

