Managing HTML-based Message Notification in Cisco Unity Connection 9.x

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Cisco Unity Connection can be configured to send SMTP-based message notifications in the form of HTML to email addresses. All SMTP-based HTML notifications in Connection require HTML-based notification templates. HTML-based templates can be selected and applied by the administrator to allow HTML notification for a device. The template selected can either be a default or custom template that the administrator has created.

For more information on how to create a template, refer to the "Adding a Notification Template in Cisco Unity Connection 9.x" section of the Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x chapter of the *User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x*, available at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html.

To get the HTML notifications exactly as per the template defined by the administrator, the user's email client must support the display of images and icons. For more information on this, refer to documentation of your email service provider.

HTML notifications are supported with the following email clients:

- Microsoft Outlook 2007
- Microsoft Outlook 2010
- Microsoft Outlook 2013
- IBM Lotus Notes
- Gmail (Web based access only)

The administrator selects the authentication or non-authentication mode as desired. In addition, make sure the signed SSL certificates are installed in order to access the voice message via Connection Mini Web Inbox. See the Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Cisco Unity Connection 9.x section.

For more information on how to configure SSL on Cisco Unity Connection, refer to the "Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*,

available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

See the following sections:

Configuring the Authentication Mode

The authentication mode allows the embedded images or icons to be displayed in the SMTP-based HTML notification using the Cisco Unity Connection credentials. After the credentials get authenticated the images are displayed.

To know which mode is configured for you, contact your System Administrator.

By default, the system is configured for the authentication mode. The administrator can configure the authentication mode using the Cisco Unity Connection Administration.

To Configure the Authentication Mode

Step 1 In Cisco Unity Connection Administration, select **System Settings > General Configuration**.

Step 2 On the **Edit General Configuration** page, select the **Authenticate Graphics for HTML Notification** option to turn on the authentication mode.

Step 3 Click **Save**.

Note
- The Connection credentials are required only once for each session of Outlook.
- If the user clicks on the Cancel button and does not enter Connection credentials when prompted at the first instance then no image will be displayed in the email notification. You must restart Outlook to enter the Connection credentials and view the images.
- If the user enters wrong password thrice then Connection will not prompt again and the user must restart Outlook.

Configuring the Non-Authentication Mode

The non-authentication mode does not prompt user for credentials and the embedded images or icons are displayed in the email notification of its own. Make sure to confirm the mode configured for you from your System Administrator.

Configuring Microsoft Outlook to Display Images in an HTML Message Notification

In the authentication mode, to view all the custom graphics or administrative replaceable images as per the HTML-based template, you must make sure that your Outlook client has all the required hotfixes and registry entries.

If the non-authentication mode is configured then your Outlook client does not require any hotfixes or registry entries.

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Caution The user workstation must have the SSL certificates installed irrespective of the mode selected (authentication or non-authentication) by the administrator.

For more information on how to configure SSL on Cisco Unity Connection, refer to the "Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Cisco Unity Connection 9.x" chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at
http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html.

If you are using Internet Explorer version 8, refer to the settings given in the Configuring Internet Explorer 8 for Cisco Unity Connection Mini Web Inbox section.

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Note If due to certain security implications you are not allowed to install the required patches or update registry entries, then you can create the templates without images, MWI status, and message status.

Table 1

Microsoft Outlook Version	Microsoft Outlook 2007	Microsoft Outlook 2010

Windows XP SP3, Windows 7 (32 and 64 bit), and Windows Vista (32 and 64 bit)	• Outlook 2007
	  – Registry entry for AllowImageProxyAuth, where value=1.
	  – Either Install 2007 Office suite SP2. To install 2007 Office suite SP2, refer to http://support.microsoft.com/kb/953195. Then, install Outlook 2007 hotfix package. To install hotfix, refer to http://support.microsoft.com/kb/2596993. OR
	  – Install 2007 Office suite SP3. To install 2007 Office suite SP3, refer to http://support.microsoft.com/kb/2526086.
	• Outlook 2007 with SP2
	  – Install Outlook 2007 hotfix package. To install hotfix, refer to http://support.microsoft.com/kb/2596993.
	  – Registry entry for AllowImageProxyAuth, where value=1.
	• Outlook 2007 with SP3
	  – Registry entry for AllowImageProxyAuth, where value=1.
		• Install Outlook 2010 hotfix package. For more information, refer to http://support.microsoft.com/kb/2459116.
		• Registry entry for AllowImageProxyAuth, where value=1.

To create the registry entries for Microsoft Outlook, do the following:

Step 1 Go to **Start** > **Run**. Type regedit and press **Enter**.

Step 2 Browse to the following path for Microsoft Outlook 2007:

HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Common

Step 3 Browse to the following path for Microsoft Outlook 2010:

HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Common

Step 4 Add "AllowImageProxyAuth = 1" as new DWORD value.

Configuring Microsoft Outlook for Automatic Image Download

Even after updating your Microsoft Outlook with required hotfixes and registry entries, you need to right click on the image, if any given in the template and select Show images. You can also right click on the prompt appearing at the above of message window to show the images.

To download your images automatically without performing these steps with every session, you must select the required options given under the **Tools** > **Trust Center** > **Automatic Download** section in your Outlook email client.

Configuring Cisco Unity Connection 9.x for Cisco Unity Connection Mini Web Inbox

See the following sections:

Configuring IBM Lotus Notes for Cisco Unity Connection Mini Web Inbox

Cisco Unity Connection Mini Inbox does not support the default IBM Lotus Notes supported browser. When a user receives a message notification on his or her IBM Lotus Notes email client and clicks a link in the notification to open Connection Mini Inbox, the Connection Mini Web Inbox must open in the default operating system browser.

To Configure the Web Browser as Operating System Default Browser in Lotus Notes Email Client

Step 1   In your Lotus Notes client, select **File** > **Preferences** > **Web Browser**.

Step 2   Select the Use the browser I have set as the default for this operating system option.

Step 3   Click **Apply** and then **Ok**.

Configuring Internet Explorer 8 for Cisco Unity Connection Mini Web Inbox

To Configure Internet Explorer 8 for Cisco Unity Connection Mini Web Inbox

Step 1   In your browser window, go to **Tools** > **Intranet Options** and select the **Security** tab.

Step 2   Select the Local intranet option and click Sites.

Step 3   Uncheck all the check boxes and click **Ok**.

Step 4   Select the **Trusted sites** option and click **Sites**.

Step 5   Add the website that you are using for Connection, for example, https://ucbu-cisco-vmxyz.cisco.com.

Step 6   Click **Close** and then **Ok**.

Configuring Windows Vista and Windows 7 (32 bit and 64 bit) for Cisco Unity Connection Mini Web Inbox

To Configure Windows Vista and Windows 7 (32 bit and 64 bit) for Cisco Unity Connection Mini Web Inbox

Step 1   Select **Start** > **Control Panel** > **Flash Player**.

Step 2   In the Flash Player Settings Manager window, select the **Camera and Mic** tab.

Step 3   Click **Camera and Microphone Settings by Site**.

Step 4   In the **Camera and Microphone Settings by Site** window, select the **Ask me when a site wants to use the camera or microphone** option.

Step 5   Then, click **Add**.

Step 6   Add the website that you are using for Connection, for example, ucbu-cisco-vmxyz.cisco.com.

Step 7   Click **Allow** and then **Close**.