Mutare Voice for Cisco Unity Connection

The Mutare Voice application provides unified messaging of voicemail messages into the end user email inbox. Mutare Voice automatically copies voice messages from the user mailbox to his or her email inbox. Voice messages are attached as WAV or MP3 audio files.

Overview

This document outlines the steps for implementing Mutare Voice for Unity Connection on an Application Server. It is highly recommended that the specifications in document 154-AppServer are reviewed prior to completing this checklist.

Site Configuration

Site Information	
Site Name	

Configuration Options	
Unity Connection IP address.	
Super Account with the necessary privileges and the IP address of the Cisco Unity Connection system.	
Configure Cisco Unity Connection API to allow Mutare Voice access to mailboxes and messages.	Completed? Yes No (Circle one)
Ensure that Web Services on the Application Server have been installed.	Complete? ☐
It is recommended that a DNS entry be created for the website. Provide the URL to the Mutare Voice website. e.g. http://evm.organization.com	
Ensure that SMTP Virtual Server on the Application Server has been installed.	Complete? ☐
Corporate SMTP Server (IP address or Host Name). Emails will relay through this server.	
Unity Notifications are off by default. If you are receiving Unity Notifications and wish to turn them off, go to the user's mailbox, select 'Notifications' and turn off the SMTP option. This can also be done globally from the Bulk Edit Utility.	Unity Notification is: Off ☐ On ☐

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10-digit pilot number (number to check voicemail from outside organization).	
Test mailbox (and password)	Mailbox: _____ TUI Password: _____ GUI (IMAP4) Password: _____

Common Server Ports Used:

Port 143	Used to connect to Voicemail system for Mutare Voice.
Port 25	Used to relay emails from the server to your SMTP Gateway.
Port 80	Used inbound for Mutare Voice. External access over port 80 may be needed to perform some Mutare Voice admin functions off network.
Port 443	(Optional) Used in place of port 80 if SSL is being used. Customer must provide their own certificate for SSL.

NOTE:

In order for the web links to work for end users outside your network (e.g. smartphone users or users accessing from home), the Mutare Voice server must be opened externally to the Internet. This will allow an end user to (1) stream the voice message, if applicable, or (2) delete the voicemail message from the voice mailbox, or (3) mark the message read in the voice mailbox, or (4) utilize the mobile client. It is the customer's responsibility to configure the routing/firewall/DNS settings to allow external users access to the Mutare Voice website.

Mutare recommends that the customer procure an SSL certificate for the Mutare Voice website. Your Mutare Project Manager can help create the Certificate Signing Request (CSR), but it is the customer's responsibility to procure and purchase the SSL certificate itself.

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Configuring Cisco Unity Connection for Mutare Voice using API

Mutare Voice will need to utilize the Cisco Unity Connection API. To test whether it is currently activated you can open the link below in a browser (after changing "1.2.3.4" to the correct IP address of the Cisco Unity Connection server) and it should prompt you for your mailbox and password, then show some XML data:

- https://1.2.3.4:8443/vmrest/mailbox

If this URL doesn't work, you will need to activate the REST API portion of Cisco Unity Connection, and this varies based on version. It does require the Cisco Unity Connection be at version 8.0 or higher to work with Mutare Voice, and here is a link with more details for each version:

- http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-installation-guides-list.html

Once the API is working with the test URL above, a super account is required for Mutare Voice to check every user's mailbox without requiring an end user password. This account will need to have the following three roles: Mailbox Access Delegate Account, Remote Administrator and System Administrator.
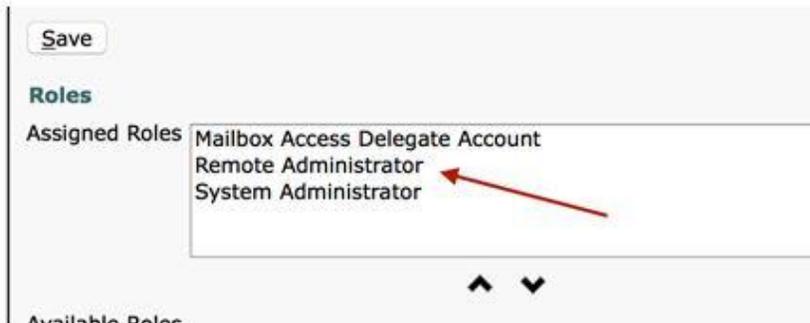
1. Make sure (in Users - Edit / Roles) the Cisco god account is configured with remote administrator role (and possibly Activate Connection Database Proxy, but not sure if that's required) - "Network connection is broken" is the error you get if Remote Administrator role isn't added.
2. Make sure the Cisco god account is configured with remote administrator role (and possibly Activate Connection Database Proxy, but not sure if that's required)

Cisco ODBC Configuration

Cisco has an ODBC driver that allows us to connect to the underlying database to access information for sync and events. Below are the steps to take to ready both the Cisco Unity Connection and the Mutare Voice server for this ODBC connection from Mutare Voice to Unity Connection.

1. Make sure (in **Users - Edit / Roles**) the Cisco god account is configured with remote administrator role and also confirm that the "Connection Database Proxy" has been activated. If it is not activated you may get the following error message when running Mutare Voice: "**Network connection is broken**"
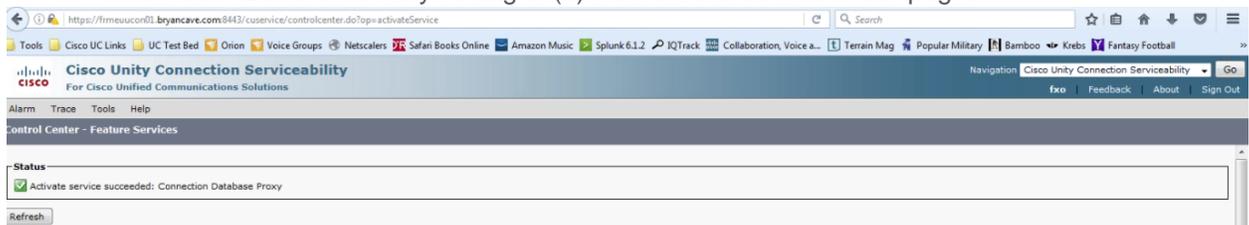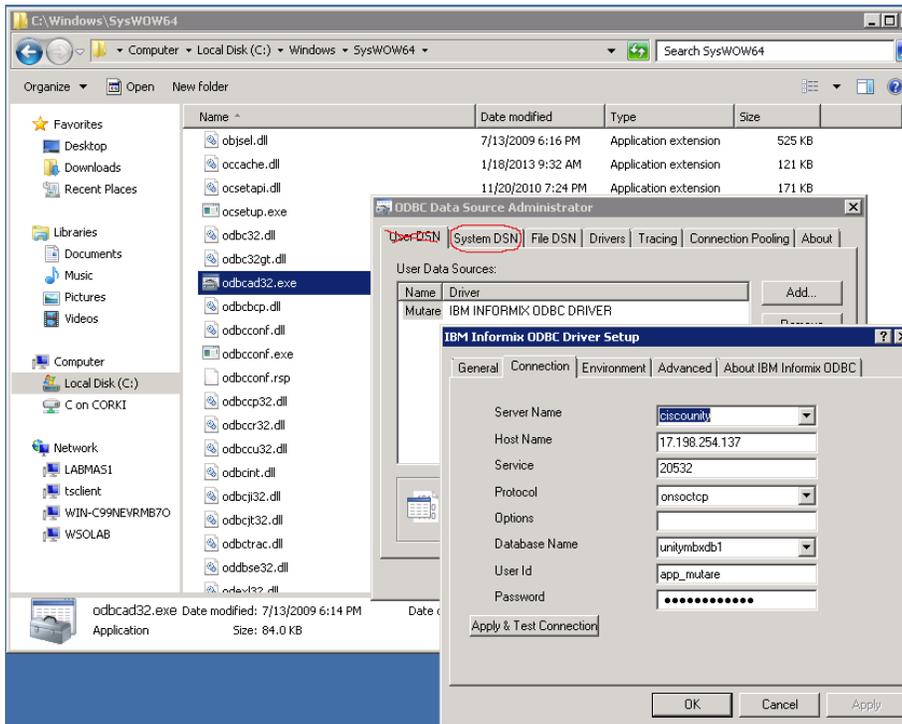
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2. Make sure the Cisco god account is configured with remote administrator role.
   a. Connection Database Proxy setting in (a) is located at bottom of this page:

3. Install the Informix SDK onto the application server at
   http://www.ciscounitytools.com/Applications/CxN/InformixODBC/InformixODBC.html
4. Run 32-bit ODBC DSN Administrator at C:\Windows\SysWOW64\odbcad32.exe
5. Configure a System DSN as below (NOTE the screenshot is of a User DSN, so just change to System DSN tab). Set Server Name, Host Name, User ID and Password to match your system, and the rest as below.
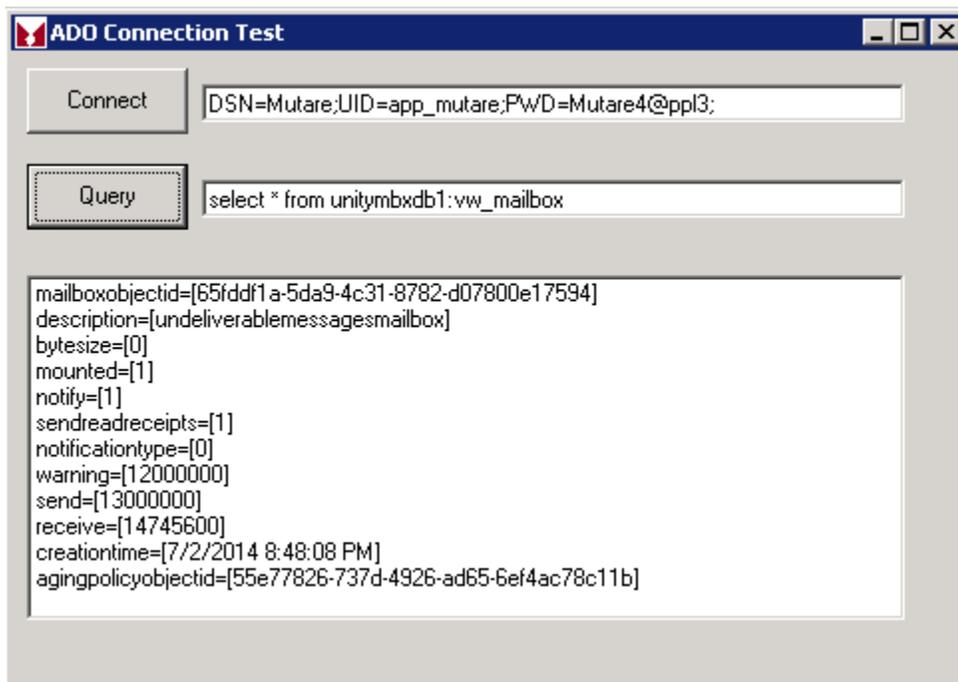
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6. Set the Environment tab as below:
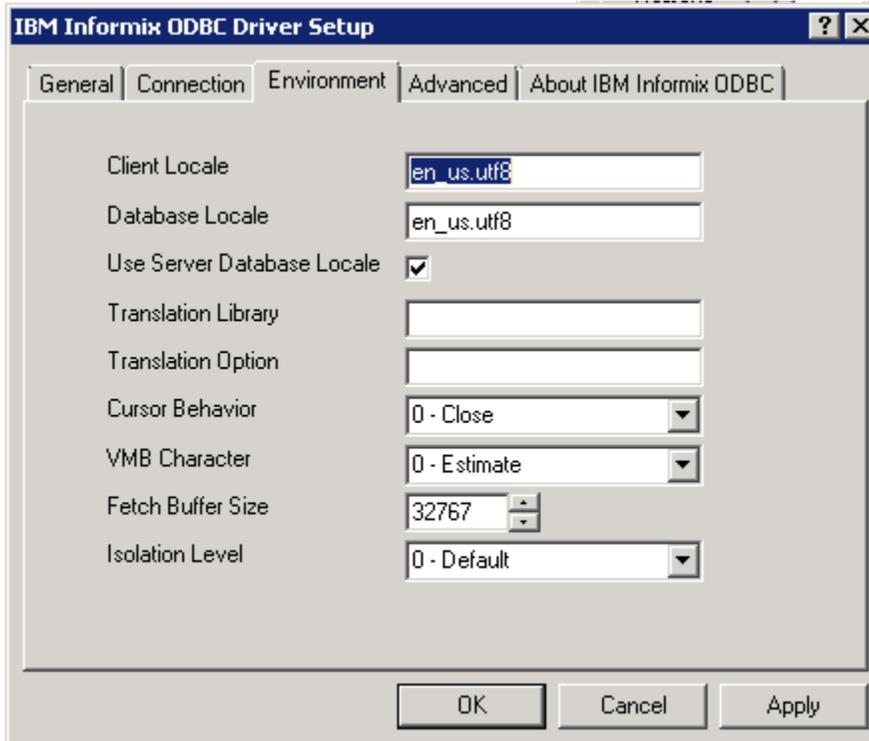
7. Once DSN is configured, you can use ADOTest to test the connection replacing the "Mutare" with the name you gave your DSN and the correct UID and PWD for your system.

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8. Once you have confirmed the ODBC settings, you need to create an ODBC DSN file for the EVMEvents service to connect with. Put the contents below in a text file named \OD\CiscoDSN1.DSN and edit the UID and HOST values for the Cisco super user account and Cisco IP. These are the same settings you set above in ODBC manager, so if you had to change any of them there to get it to work, change here as well. (Usually only SRVR value changes). If multiple Cisco server connections are needed, create multiple CiscoFile#.dsn files where # is the Mutare Voice SysID for that connection.

```
1.  [ODBC]
2.  DRIVER=IBM INFORMIX ODBC DRIVER
3.  UID=Cisco_God_Account
4.  DLOC=en_US.utf8
5.  CLOC=en_US.utf8
6.  PRO=onsoctcp
7.  SERV=20532
8.  SRVR=ciscounity
9.  HOST=1.2.3.4
10. DATABASE=unitymbxdb1
```

Please provide Mutare with the Super Account with the necessary privileges and the IP address of the Cisco Unity Connection system.

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