**Exchange 2010 with Unity Connection Single Inbox**

First here is link to documentation:

[http://www.cisco.com/en/US/docs/voice\_ip\_comm/connection/8x/unified\_messaging/guide/85xcucumg020.html](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html)

1. Determine which service pack is running for Exchange 2010? If it is running Service pack 1 then the base version of 8.6.2 will work. If you are running Exchange 2010 service pack 2 then Service Pack 14 or higher is required.

[http://www.cisco.com/en/US/docs/voice\_ip\_comm/connection/8x/requirements/8xcucsysreqs.html#wp459928](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Frequirements%252F8xcucsysreqs.html%2523wp459928)

**Unified Messaging Requirements: Synchronizing Connection and Exchange Mailboxes (Single Inbox) (Connection 8.5 and Later Only)**

**Revised February 7, 2012**

•http://www.cisco.com/en/US/i/templates/blank.gifCisco Unity Connection integrated with a supported version of Microsoft Exchange Server:

–http://www.cisco.com/en/US/i/templates/blank.gifExchange Server 2010 with Service Pack 2 (Connection 8.6(2) ES 14 and later)

–http://www.cisco.com/en/US/i/templates/blank.gifExchange Server 2010 with Update Rollup 3 or later (All editions are supported.)

–http://www.cisco.com/en/US/i/templates/blank.gifExchange Server 2010 with Service Pack 1 (All editions are supported.)

1. Create a service account and set the proper permissions on the service account that you have created to work with Exchange 2010:

[http://www.cisco.com/en/US/docs/voice\_ip\_comm/connection/8x/unified\_messaging/guide/85xcucumg020.html#wp1195262](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html%2523wp1195262)

### --Here’s the text in the Cisco Doc

### Assigning the Application Impersonation Management Role to Unified Messaging Services Accounts for Cisco Unity Connection 8.5 and Later (Exchange 2010 Only)

**Revised December 22, 2010**

To Assign the ApplicationImpersonation Management Role to Unified Messaging Services Accounts for Cisco Unity Connection 8.5 (Exchange 2010 Only)

**Step 1** http://www.cisco.com/en/US/i/templates/blank.gifSign in to a server on which Exchange Management Shell is installed. Sign in by using either an account that is a member of the Enterprise Admins group or an account that has permission to grant permissions on Exchange objects in the configuration container.

**Step 2** http://www.cisco.com/en/US/i/templates/blank.gifRun the following command in Exchange Management Shell to assign the ApplicationImpersonation management role to the unified messaging services account for Exchange 2010.

**new-ManagementRoleAssignment -Name:***RoleName* **-Role:ApplicationImpersonation** **-User:'***Account***'**

where:

•http://www.cisco.com/en/US/i/templates/blank.gifRoleName is the name that you want to give the assignment, for example, ConnectionUMServicesAcct. The name that you enter for RoleName appears when you run get-ManagementRoleAssignment.

•http://www.cisco.com/en/US/i/templates/blank.gifAccount is the name of the unified messaging services account in domain\alias format.

**Step 3** http://www.cisco.com/en/US/i/templates/blank.gifIf you created more than one unified messaging services account, repeat [Step 2](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html#wp1194635) for the remaining accounts. Specify a different value for RoleName for each unified messaging services account.

1. Now you will need Remove the EWS limits from Exchange:

[http://www.cisco.com/en/US/docs/voice\_ip\_comm/connection/8x/unified\_messaging/guide/85xcucumg020.html#wp1149754](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html%2523wp1149754)

## Removing EWS Limits for the Unified Messaging Services Account for Cisco Unity Connection 8.5 (Exchange 2010 Only)

**Revised August 25, 2011**

If any Connection users who are configured for unified messaging have mailboxes in Exchange 2010, remove the Exchange 2010 EWS limits for the unified messaging service account by creating and applying a new mailbox policy to the unified messaging services account. If you do not remove EWS limits, messages may not be synchronized, and status changes (for example, from unread to read), changes to the subject line, and changes to the priority may not be replicated. In addition, attempts to access Exchange calendars and contacts may fail.

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| http://www.cisco.com/en/US/i/templates/note.gif | **Note** http://www.cisco.com/en/US/i/templates/blank.gifPrior to Exchange 2010 Service Pack 1, EWS limits were off by default. If you have not yet installed Service Pack 1, which turns limits on by default, we still recommend that you do the following procedure. Otherwise, when you install Service Pack 1, Connection functionality will be affected. |

To Remove EWS Limits for the Unified Messaging Services Account for Cisco Unity Connection 8.5 (Exchange 2010 Only)

**Step 1** http://www.cisco.com/en/US/i/templates/blank.gifSign in to a server on which Exchange Management Shell is installed. Sign in by using either an account that is a member of the Enterprise Admins group or an account that has permission to grant permissions on Exchange objects in the configuration container.

**Step 2** http://www.cisco.com/en/US/i/templates/blank.gifCreate a new policy with unlimited EWS connections:

**New-ThrottlingPolicy -Name "***<ConnectionUnifiedMessagingServicesPolicy>***" -EWSMaxConcurrency $null -EWSMaxSubscriptions $null -EWSPercentTimeInCAS $null -EWSPercentTimeInMailboxRPC $null**

where ConnectionUnifiedMessagingServicesPolicy is the name that you want to assign to the policy.

**Step 3** http://www.cisco.com/en/US/i/templates/blank.gifApply the new policy to the unified messaging services account:

**Set-ThrottlingPolicyAssociation -Identity "**<ConnectionUnifiedMessagingServicesAccount>**" -ThrottlingPolicy "**<ConnectionUnifiedMessagingServicesPolicy>**"**

where:

•http://www.cisco.com/en/US/i/templates/blank.gifConnectionUnifiedMessagingServicesAccount is the name of the account that you created in the ["Creating the Unified Messaging Services Account in Active Directory and Granting Permissions for Cisco Unity Connection 8.5 and Later" section](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html#wp1169917).

•http://www.cisco.com/en/US/i/templates/blank.gifConnectionUnifiedMessagingServicesPolicy is the name of the policy that you created in [Step 2](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html#wp1243607).

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| http://www.cisco.com/en/US/i/templates/note.gif | **Note** http://www.cisco.com/en/US/i/templates/blank.gifThe Set-ThrottlingPolicyAssociation command is not supported with Exchange 2010 version 14.00.0639.021. The users having Exchange 2010 with version 14.00.0639.021 are not allowed to modify an existing throttling policy settings, hence the default policy gets applied here. |

**Step 4** http://www.cisco.com/en/US/i/templates/blank.gifConfirm that the mailbox is using the new policy:

**Get-ThrottlingPolicyAssociation -Identity "**<ConnectionUnifiedMessagingServicesAccount>" **| findstr "ThrottlingPolicy"**

**Step 5** http://www.cisco.com/en/US/i/templates/blank.gifIf you created more than one unified messaging services account, repeat [Step 3](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html#wp1258990) and [Step 4](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html#wp1291107) for the remaining accounts.

**Step 6** http://www.cisco.com/en/US/i/templates/blank.gifOn each Exchange 2010 server that has the CAS role, restart the Microsoft Exchange RPC Client Access service.

1. Now you will need to go into IIS on Exchange and find out what authentication method it’s set for and if SSL (HTTPS) is required or not. Then needs to be the same across all Exchange CAS servers:

[http://www.cisco.com/en/US/docs/voice\_ip\_comm/connection/8x/unified\_messaging/guide/85xcucumg020.html#wp1169960](file:///C:\Users\bchilcote\AppData\Local\Temp\http%253A%252F%252Fwww.cisco.com%252Fen%252FUS%252Fdocs%252Fvoice_ip_comm%252Fconnection%252F8x%252Funified_messaging%252Fguide%252F85xcucumg020.html%2523wp1169960)

Then you can configure the Unity Connection.