

集成UCCX与代理程序电子邮件的SocialMiner - Exchange最佳实践

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Introduction

本文为代理程序电子邮件提供最佳实践概述被跟随在为集成的Exchange与SocialMiner和Cisco Unified Contact Center Express (UCCX)。

构件在多会话聊天的实施在UCCX在版本10.5，版本10.6介绍电子邮件。电子邮件从Microsoft Exchange被拿来由SocialMiner和路由到代理程序由UCCX。代理程序在精良的多会话小配件使用一个新的电子邮件回复模板回复电子邮件。

UCCX 11.5和SocialMiner 11.5提供集成的功能微软办公软件365为电子邮件功能。Office365是从Microsoft的网云基于电子邮件帐户管理并且没有任何具体的性能改进。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- Cisco Unified Contact Center Express (UCCX)版本10.6向前
- Microsoft Active Directory -在Windows服务器上安装的AD
- Microsoft Exchange 2010和2013
- Cisco SocialMiner版本10.6向前

Components Used

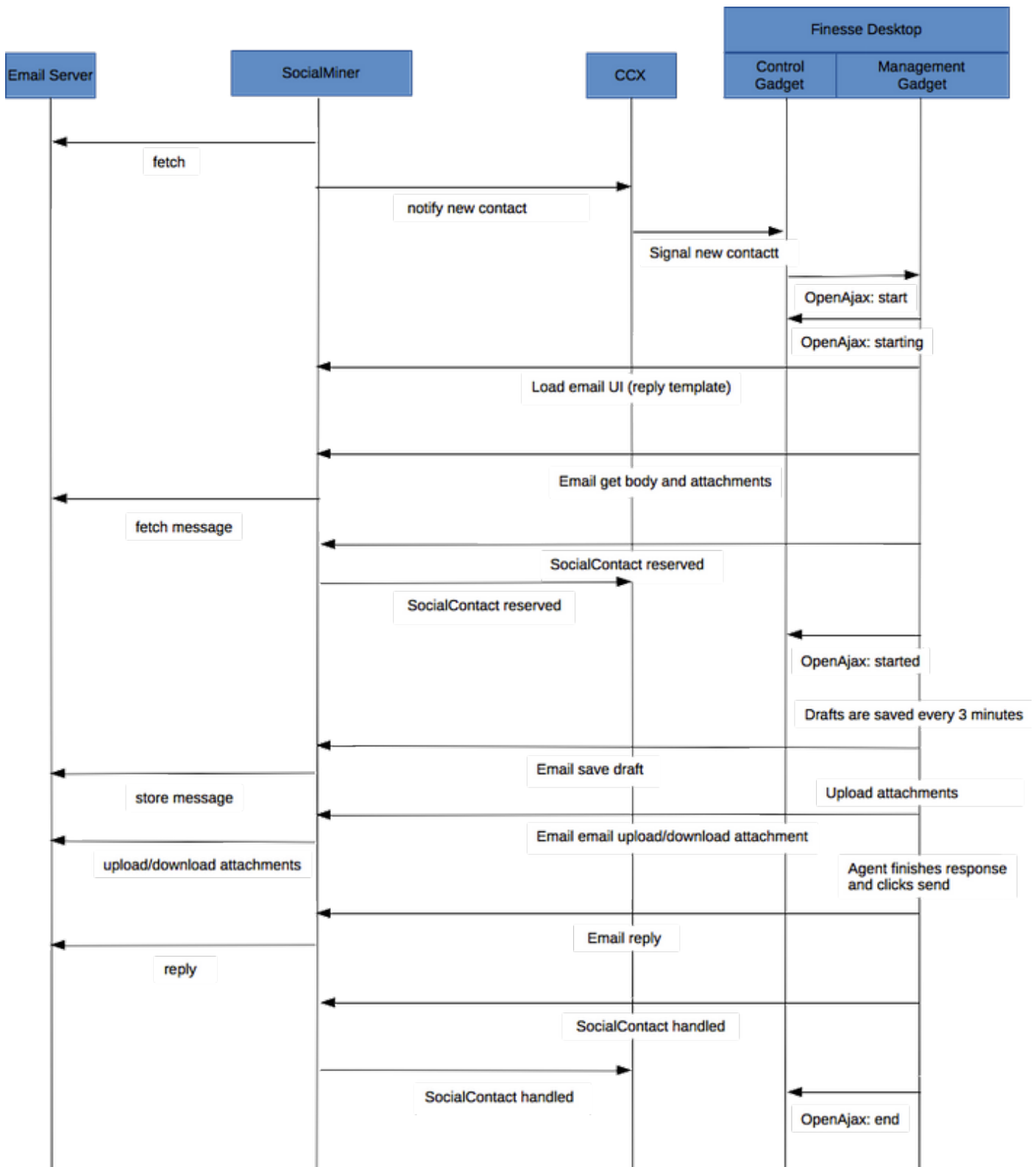
用于本文的信息根据这些软件和硬件版本：

- Microsoft Active Directory -在Windows的AD 2012个R2
- Microsoft Exchange 2010和2013
- SocialMiner版本10.6
- Cisco Unified Contact Center Express (UCCX)版本10.6

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. 如果您的网络实际，请保证您了解所有命令的潜在影响。

Configure

Network Diagram



Note: 请注意: SocialMiner在它实际上不存储电子邮件是数据库。它存储使用从电子邮件服务器检索电子邮件的元数据。此元数据, 当代理程序回复电子邮件, 也使用。

配置

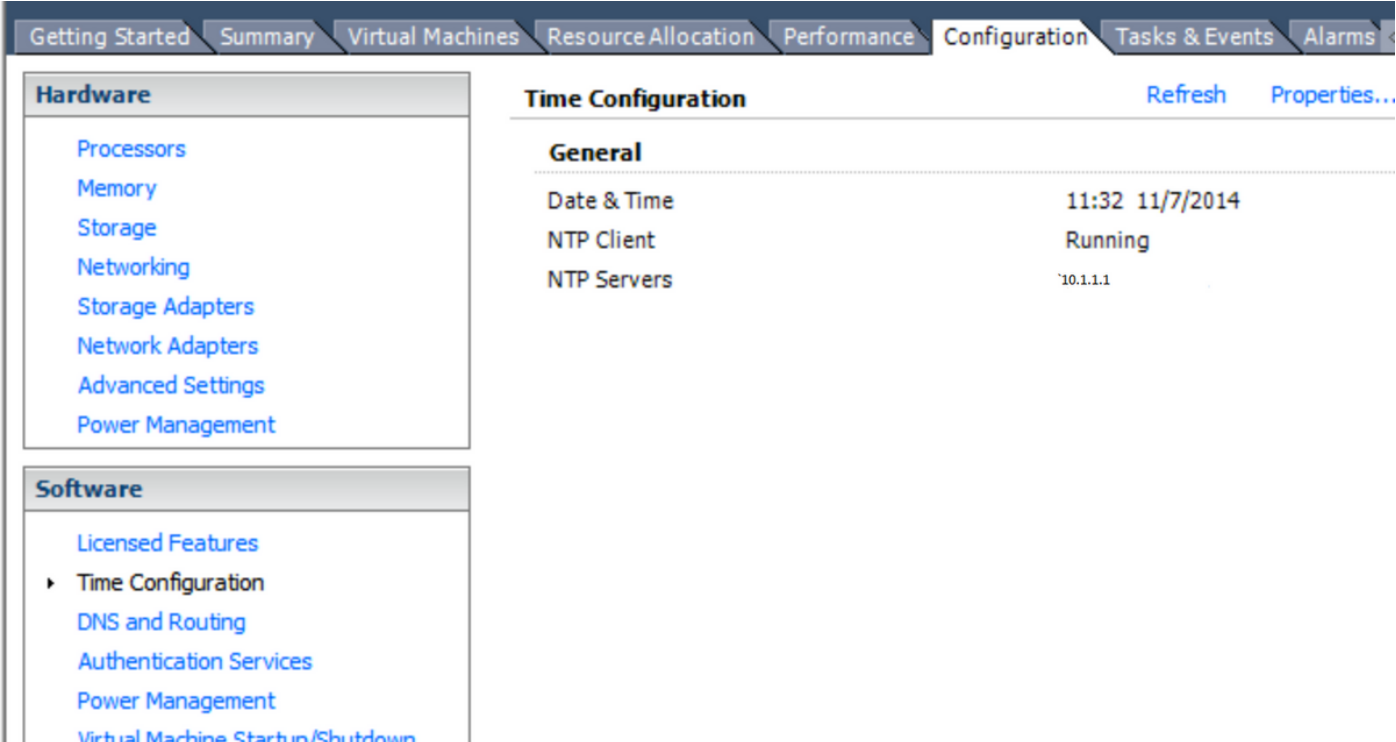
Note: 本文提供Exchange 2013的实验室安装和配置为例。虽然这是在Exchange的一种测试的配置, Cisco在Exchange配置不提供任何限制。本文不采取到生产配置和客户化配置。

Note:本文提供Exchange示例着重2013，并且相似的考虑将被观察在Exchange 2010。推荐在交换管理员帮助下使用此条款最佳方案。

Note:因为没有从SocialMiner和UCCX的专业限制Exchange的，本文提供在联合的最佳实践给从自定义配置看到的问题。

时间同步

请务必安排您的ESX主机被配置为NTP和验证状态。检查主机的Configuration选项并且选择时间配置。



The screenshot shows the VMware vSphere Configuration page for a host. The 'Configuration' tab is selected, and the 'Time Configuration' section is expanded. The 'General' sub-section is visible, showing the following settings:

Property	Value
Date & Time	11:32 11/7/2014
NTP Client	Running
NTP Servers	10.1.1.1

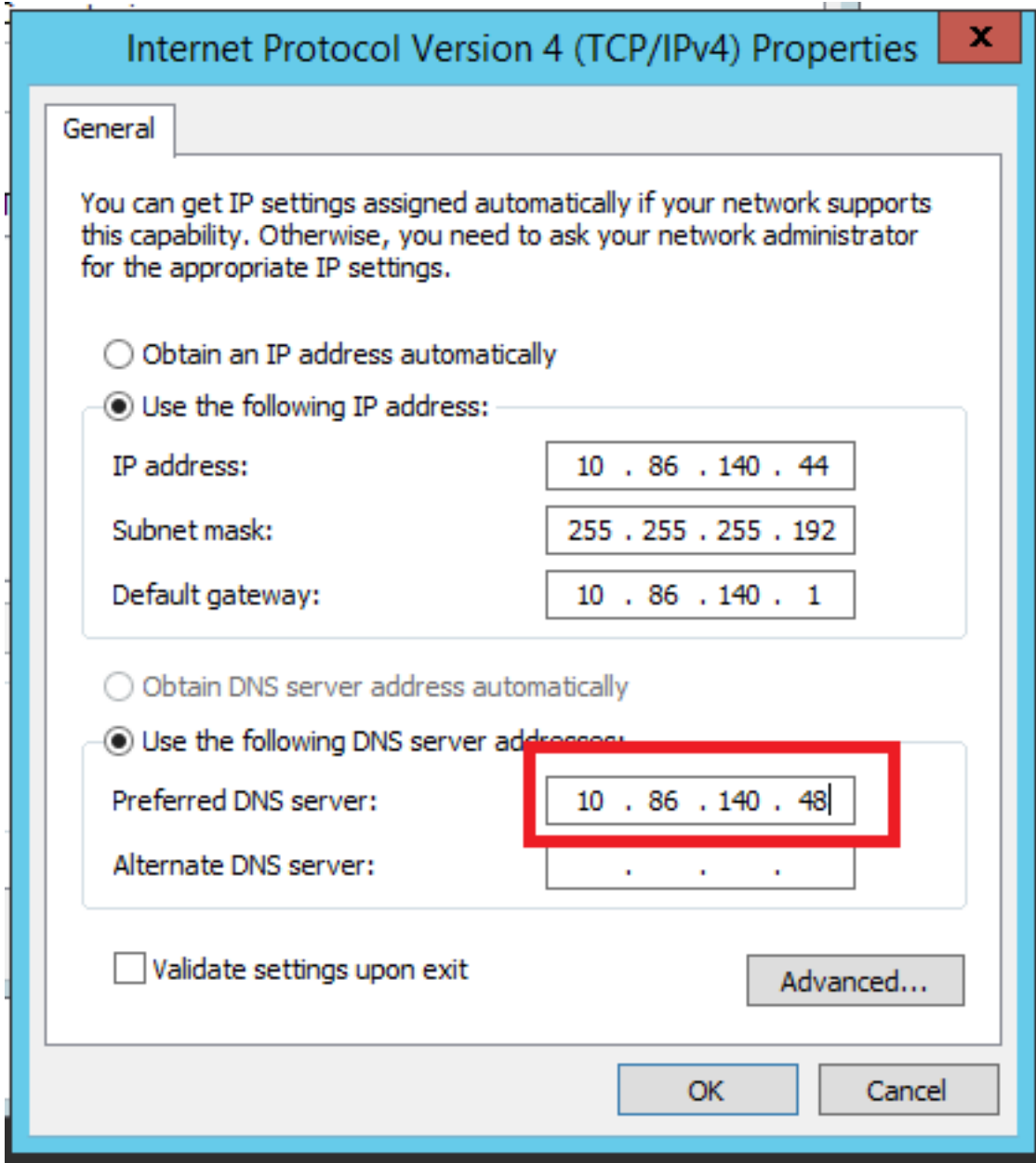
The left sidebar shows the navigation menu with 'Time Configuration' selected under the 'Software' category.

对于域控制器，请保证时间与主机同步。这在vm/edit设置/选项按键下，VMware工具。检查说与主机同步客户时间的机箱并且点击OK键。

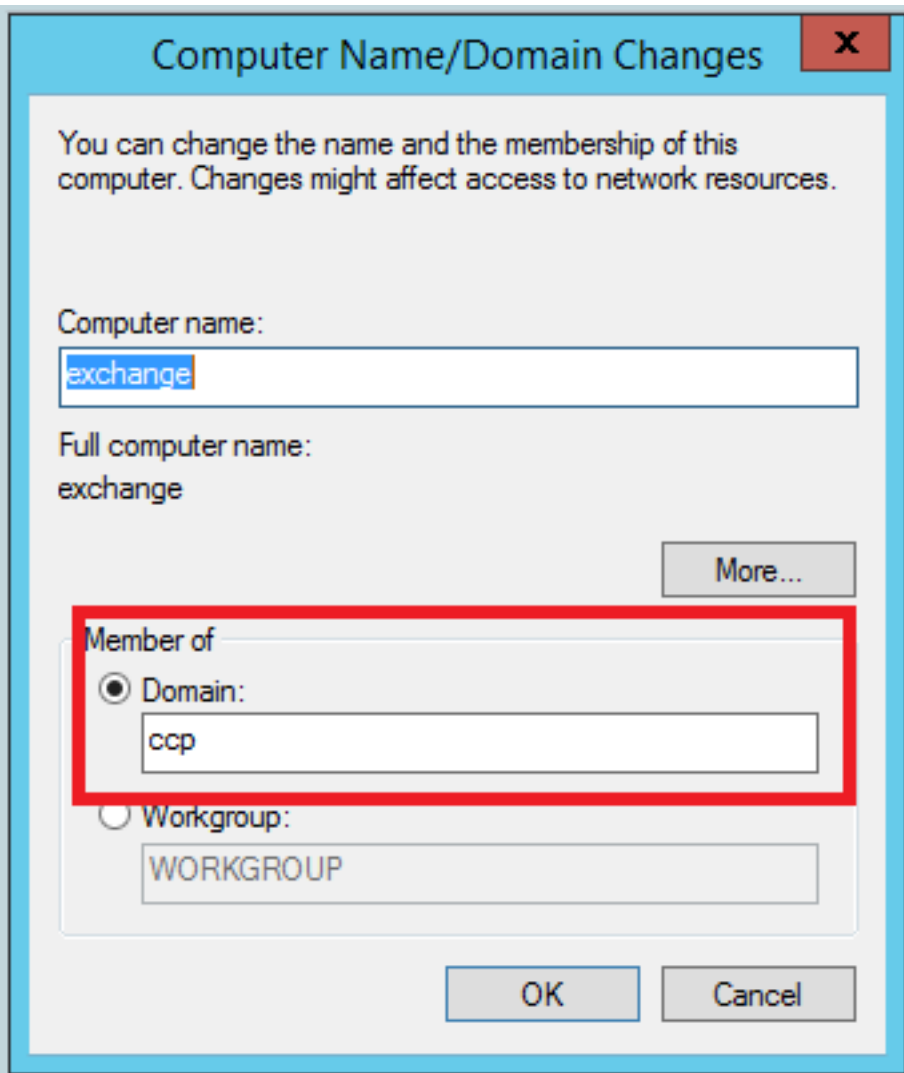
Note:域控制器能有与其他来源的时间同步。在多数配置，域控制器作为时间源。保证这保持与交换配置的主机同步。

Exchange 2013

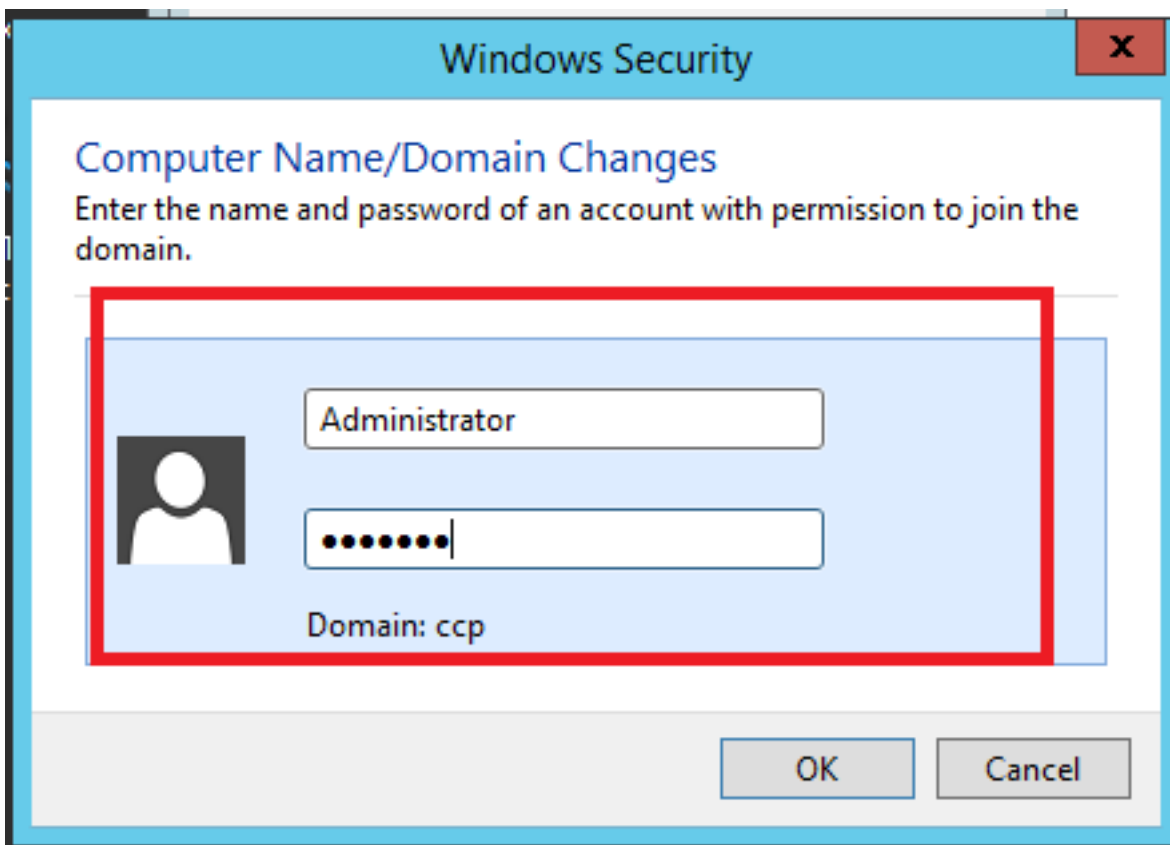
设置DNS为在域的激活目录服务器。



加入域如下面突出显示。



验证与在域的一个管理帐户。



Prerequisites

前提在链路描述[这里](#)

在上述链路，请跟随[Windows服务器2012 R2和Windows服务器2012 Prerequisites部分](#)(取决于用于安装的平台)，[邮箱或者客户端接入服务器角色](#)需要是到跟随安装邮箱或客户端接入服务器角色。

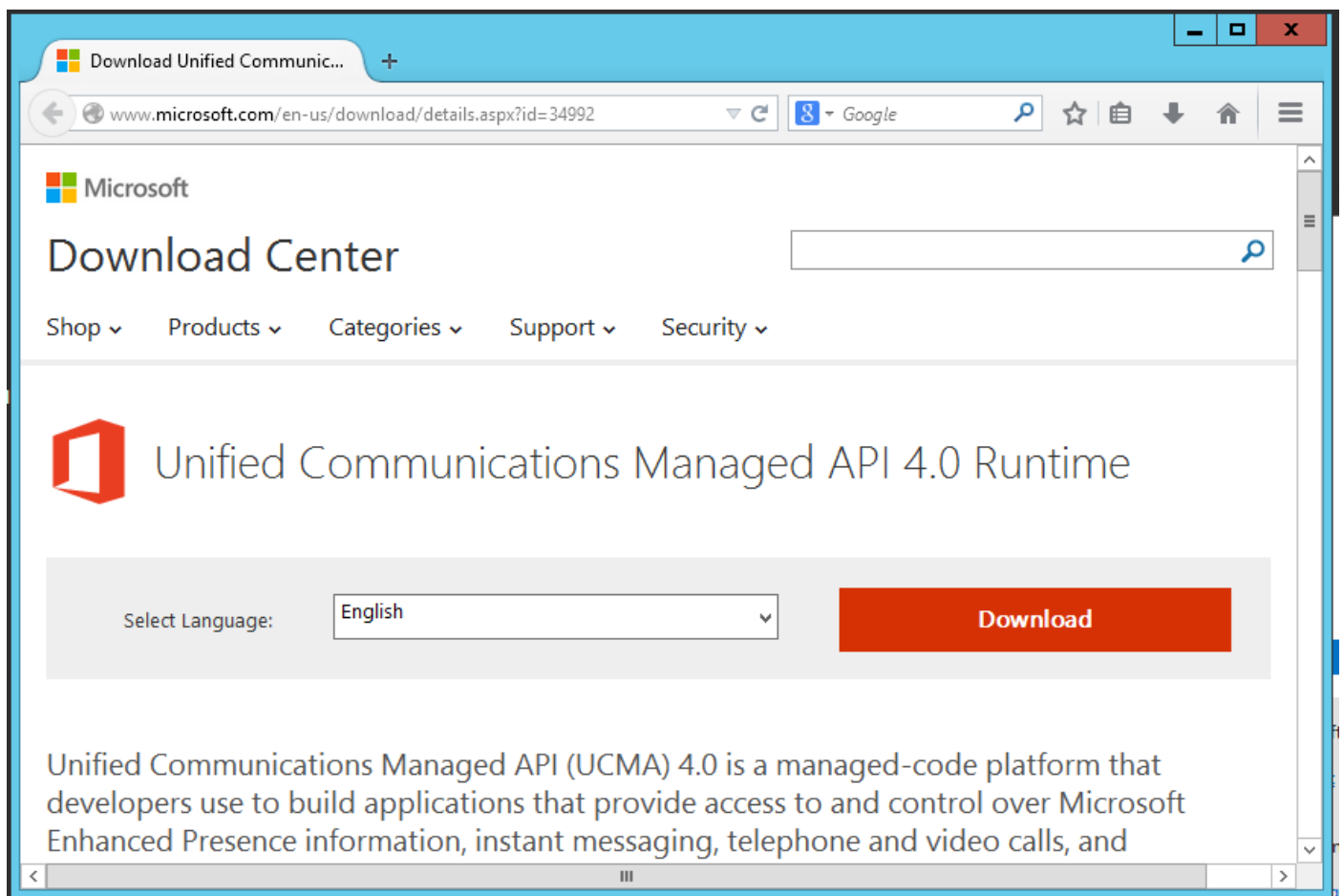
打开PowerShell有管理员特权并且运行以下命令：

```
Install-WindowsFeature AS-HTTP-Activation, Desktop-Experience, NET-Framework-45-Features, RPC-over-HTTP-proxy, RSAT-Clustering, RSAT-Clustering-CmdInterface, RSAT-Clustering-Mgmt, RSAT-Clustering-PowerShell, Web-Mgmt-Console, WAS-Process-Model, Web-Asp-Net45, Web-Basic-Auth, Web-Client-Auth, Web-Digest-Auth, Web-Dir-Browsing, Web-Dyn-Compression, Web-Http-Errors, Web-Http-Logging, Web-Http-Redirect, Web-Http-Tracing, Web-ISAPI-Ext, Web-ISAPI-Filter, Web-Lgcy-Mgmt-Console, Web-Metabase, Web-Mgmt-Console, Web-Mgmt-Service, Web-Net-Ext45, Web-Request-Monitor, Web-Server, Web-Stat-Compression, Web-Static-Content, Web-Windows-Auth, Web-WMI, Windows-Identity-Foundation, RSAT-ADDS
```

```
Install-WindowsFeature Server-Media-Foundation
```

重新启动服务器完成安装。

下载并且安装“管理的统一的通信API 4.0运行时间”。此安装是简单的。接受许可证，点击其次在每半成品对话和然后点击完成。



(您必须在开始安装前当前重新启动)

安装

Check for Updates?

You can have Setup download Exchange Server 2013 updates from the Internet before you install Exchange. If updates are available, they'll be downloaded and used by Setup. By downloading updates now, you'll have the latest security and product updates. If you don't want to check for updates right now, or if you don't have access to the Internet, skip this step. If you skip this step, be sure to download and install any available updates after you've completed Setup.

Select one of the following options:

- Connect to the Internet and check for updates
- Don't check for updates right now



next

Downloading Updates...

No updates found, click next to continue with setup.

Introduction

Welcome to Microsoft Exchange Server 2013!

Exchange Server is designed to help you increase user productivity, keep your data safe, and provide you with the control you need. You can tailor your solution to your unique needs with flexible deployment options, including hybrid deployments that enable you to take advantage of both on-premises and online solutions. You can use compliance management features to protect against the loss of sensitive information and help with internal and regulatory compliance efforts. And, of course, your users will be able to access their email, calendar, and voice mail on virtually any device and from any location. This wizard will guide you through the installation of Exchange Server 2013.

Plan your Exchange Server 2013 deployment:

[Read about Microsoft Exchange Server 2013](#)

[Read about supported languages](#)

[Use the Exchange Server 2013 Deployment Assistant](#)



next

License Agreement

Please read and accept the Exchange Server 2013 license agreement.

MICROSOFT SOFTWARE LICENSE TERMS

MICROSOFT EXCHANGE SERVER 2013 STANDARD, ENTERPRISE, TRIAL AND HYBRID

These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft

- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply.

By using the software, you accept these terms. If you do not accept them, do not use the software. Instead, return it to the retailer for a refund or credit. If you cannot obtain a refund there, contact Microsoft or the Microsoft affiliate serving your country for information about Microsoft's refund policies. See

- I acept the terms in the license agreement
- I do not accept the terms in the license agreement.



[next](#)

"Use recommended settings"

Recommended Settings

Use recommended settings

Exchange server will automatically check online for solutions when encountering errors and provide usage feedback to Microsoft to help improve future Exchange features.

Don't use recommended settings

Manually configure these settings after installation is complete (see help for more information).

[Read more about providing usage feedback to Microsoft](#)

[Read more about checking for error solutions online](#)



back

next

Server Role Selection

Select the Exchange server roles you want to install on this computer:

- Mailbox role
- Client Access role
- Management tools
- Edge Transport role
- Automatically install Windows Server roles and features that are required to install Exchange Server



back

next

Installation Space and Location

Disk space required: 8013 MB

Disk space available: 89245 MB

Specify the path for the Exchange Server installation:

C:\Program Files\Microsoft\Exchange Server\V15

browse



back

next

Exchange Organization

Specify the name for this Exchange organization:

Apply Active Directory split permissions security model to the Exchange organization

The Active Directory split permissions security model is typically used by large organizations that completely separate the responsibility for the management of Exchange and Active Directory among different groups of people. Applying this security model removes the ability for Exchange servers and administrators to create Active Directory objects such as users, groups, and contacts. The ability to manage non-Exchange attributes on those objects is also removed.

You shouldn't apply this security model if the same person or group manages both Exchange and Active Directory. Click '?' for more information.



Malware Protection Settings

Malware scanning helps protect your messaging environment by detecting messages that may contain viruses or spyware. It can be turned off, replaced, or paired with other premium services for layered protection.

Malware scanning is enabled by default. However, you can disable it if you're using another product for malware scanning. If you choose to disable malware scanning now, you can enable it at any point after you've installed Exchange.

Disable malware scanning.

Yes

No

Internet access is required to download the latest anti-malware engine and definition updates.



back

next

Note: 如果达到准备检查末端并且通知关于待定重新启动，服务器的重新启动可能是需要的。这时重新启动服务器并且重新运行安装程序。在重新启动以后我们能继续准备检查和继续进行安装。

Readiness Checks

The computer will be checked to verify that setup can continue.

Configuring Prerequisites

85%



back

install

Readiness Checks

The computer will be checked to verify that setup can continue.

Prerequisite Analysis

100%

Warning:

Setup will prepare the organization for Exchange 2013 by using 'Setup /PrepareAD'. No Exchange 2007 server roles have been detected in this topology. After this operation, you will not be able to install any Exchange 2007 servers.

For more information, visit: [http://technet.microsoft.com/library\(EXCHG.150\)/ms.exch.setupreadiness.NoE12ServerWarning.aspx](http://technet.microsoft.com/library(EXCHG.150)/ms.exch.setupreadiness.NoE12ServerWarning.aspx)

Warning:

Setup will prepare the organization for Exchange 2013 by using 'Setup /PrepareAD'. No Exchange 2010 server roles have been detected in this topology. After this operation, you will not be able to install any Exchange 2010 servers.

For more information, visit: [http://technet.microsoft.com/library\(EXCHG.150\)/ms.exch.setupreadiness.NoE14ServerWarning.aspx](http://technet.microsoft.com/library(EXCHG.150)/ms.exch.setupreadiness.NoE14ServerWarning.aspx)



install

Setup Completed

Congratulations! Setup has finished successfully. To complete the installation of Exchange Server 2013, reboot the computer.

You can view additional post-installation tasks online by clicking the link: <http://go.microsoft.com/fwlink/p/?LinkId=255372>. You can also start the Exchange Administration Center after Setup is finished.

Launch Exchange Administration Center after finishing Exchange setup.



finish

Exchange管理可以由URL获取：

`https://<exchangeServerIp>/ecp/` or just `https://localhost/ecp`
保证HTTPS。

选择"User mailbox"。

Note: 帐户类型必须是用户邮箱。空间和设备邮箱，当他们只接受并且回答Outlook会议和事件请求，不支持。

mailboxes groups



- User mailbox
- Linked mailbox

'''

new user mailbox

Existing user

New user

First name:

Initials:

Last name:

*Display name:

*Name:

Organizational unit:

*User logon name:

@

*New password:

*Confirm password:

Require password change on next logon

[More options...](#)

Outlook Web访问的洛金：

`https://<exchangeServerIp>/owa` or just `https://localhost/owa`
保证HTTPS。

与SocialMiner的UCCX集成

UCCX和SocialMiner基于代理程序电子邮件的配置要求在UCCX AppAdmin页的配置创建SocialMiner配置，创建邮件服务器和电子邮件联系服务队列。

欲知详情请参见本文

[UCCX代理程序电子邮件](#)

最佳实践

在Exchange 2013的Enable (event) IMAP4

从Exchange管理Shell请运行以下命令：

设置Microsoft Exchange IMAP4服务自动地开始：

```
Set-service msExchangeIMAP4 -startuptype automatic
```

开始Microsoft Exchange IMAP4服务：

```
Start-service msExchangeIMAP4
```

设置Microsoft Exchange IMAP4后端服务自动地开始：

```
Set-service msExchangeIMAP4BE -startuptype automatic
```

开始Microsoft Exchange IMAP4后端服务：

```
Start-service msExchangeIMAP4BE
```

定IMAP4的连接限额在Exchange 2013

从Exchange管理Shell请运行以下命令：

此示例定用户的连接限制：

```
Set-ImapSettings -MaxConnectionsPerUser Value
```

Note:DEFAULT值是16。这设置到200在实验室环境里，然而可以为更大的配置增加。

消息大小限额(SocialMiner 11.6和向上)

从SocialMiner 11.6，我们在大小上允许附件至20 MB入站和outbound电子邮件的。通常，占大小增

量由于编码和加密，我们建议定在Exchange的最大消息容量限制为**30 MB**。

Note: Exchange不考虑附件在传输配置的大小**限额**。当消息大小限制规则适用时，Exchange考虑所有文电分段、正文和附件的联合的大小。

消息速率限制

以下命令是有用为客户端Frontend连接器检查和调整费率limiprets。这是SMTP使用的连接器。必须从Exchange管理Shell执行所有这些命令。

获得连接器的消息速率限制：

```
Get-ReceiveConnector | ft Name,MessageRateLimit
```

获得连接器的详细资料：

```
Get-ReceiveConnector -Identity "Client Frontend <EXCHANGE2013 hostname>"
```

为支持SMTP的连接器增加速率限制：

```
Get-ReceiveConnector -Identity "Client Frontend <EXCHANGE2013 hostname>" | Set-ReceiveConnector -MessageRateLimit 50
```

```
Get-ReceiveConnector -Identity "Client Proxy <EXCHANGE2013 hostname>" | Set-ReceiveConnector -MessageRateLimit 100
```

如何创建新的数据库和移动邮箱到他们在Exchange 2010

- 打开Exchange管理控制台
- 连接对**组织配置**->**邮箱**
- 在用鼠标右键单击“新的邮箱数据库的动作panel...”
- 给予数据库一个名字，访问选择服务器，其次点击。单击**Next**。单击**Next**。点击完成
- 连接对**接收配置**->**邮箱**
- 点击选择您要移动的邮箱，然后点击“New Local Move Request...”
- 访问选择您要移动邮箱向的目标数据库。单击**Next**。单击**Next**。点击**新**。点击完成
- 看到移动请求的进展：连接对**接收配置**->**移动请求**

Exchange 2013

- 打开ECP : [https:// <yourExchangeServer>/ecp](https://<yourExchangeServer>/ecp)
- 连接到**服务器**->**数据库**并且点击添加
- 给予新的数据库一个名字并且访问选择您的服务器。点击保存
- 连接给**接收人**->**迁移**并且点击添加
- 选择移动对一个不同的数据库
- 选择您希望移动的用户邮箱。其次点击。给予它一个名字。其次点击。点击**新**
- 您能通过选择您创建和点击在面的视图详细资料在右边的请求看到移动请求的进展

Exchange

Exchange20102013

ExchangeShell

GETMailboxdatabase|SETMailboxDatabase - CircularloggingEnabled \$true

_“”

_“”

Exchange(2010)ecp (2013)

(2010)- >

(2013)- >

“...”“...”

GETMailboxDatabaseCopyStatus

Note:除Exchange的，UTF-8之外请注意: SocialMiner不支持编码格式。并且，因为UCCX或SocialMiner没有识别的功能malware/垃圾邮件电子邮件，并且可能导致问题，推荐在Exchange上安装垃圾邮件/malware检测工具。

常见问题

电子邮件回复问题

- 问题汇总** 1. 给从精良代理程序发送的电子邮件的回复到外部电子邮件地址发生故障，而给内部电子邮件地址。
- 精良：** 2. 因为Exchange不允许与外部.com帐户的认证SocialMiner不能连接电子邮件结转到Exchange
- 错误消息** “无法回复用户的电子邮件。点击发送再试或者重排队。如果问题持续，与您的系统管理员联系”
- SocialMiner电子邮件结转：**
- 可能的原因** 红色X - “不能建立与电子邮件服务器的连接。检查用户名和密码是正确的”
- 检查在激活目录的UPN设置
- 示例：**
- 在CCX Admin，电子邮件CSQ配置有-
- 邮件服务器：companyXX.local
- 电子邮件用户名：CSQname@XXindustries.com
- IMAP端口：993
- SMTP端口：587
- 推荐的行为** 组织没有imap和smtp作为同样实体。我们有分割DNS、内部.local和外部.com
- 为了使工作的SocialMiner，我们在使用IMAP和SMTP的电子邮件地址放置，但是内部电子邮件
- 解决方法：**
- 创建将允许在内部和外部环境间的认证灵活性的.com的UPN后缀。这在Exchange边的AD在本
- 这典型地用于orgnaization以存在用户名的多个国家(地区)能验证用不同的网域字尾。这允许IM
- 在域名服务器(DNS) - “域和属性”，创建帐户的UPN后缀能简化登陆在大组织间。
- 指定在登录的激活目录“用户和计算机”要求默认UPN。UPN指定在登录将匹配电子邮件地址。

在UCCX的无声的子系统失败

- 问题汇总** 无声的子系统在UCCX失败
- 可能的原因** 无声的子系统失败由于Emoji字符出现在电子邮件标题栏的。问题发生，当此电子邮件被提交到(可扩展标记语言) 1.0字符集。Emoji的字符不是XML 1.0字符集的部分。
- 推荐的行为**

- 应用一台过滤器发现在从/至或标题栏的emoji字符在Exchange边。
- 请参见缺陷 [CSCuz48341](#)。此问题在UCCX版本11.5.1被调整。

开火在SocialMiner的堆转存

问题汇总 SocialMiner可扩展消息传送和存在协议(XMPP)服务(请开火)不适当地整理导致泄漏的HTTP会开火使用SocialMiner 10.6有一个已知Bug的版本3.7.1，并且这在一个最新版本似乎寻址。
可能的原因 <http://issues.igniterealtime.org/browse/OF-453>

- 推荐的行为**
- SocialMiner 11.x安排最新信息开火版本3.8.2，有已知修正。
 - 如果继续下去10.6，则请应用COPS文件[这里](#)

给无法的结转发电子邮件连接

问题汇总 SocialMiner不能连接电子邮件结转Exchange
 SocialMiner和UCCX是工作在版本11.5集成Exchange 2010和2013。一旦升级到11.6，在UCCX器将显示红色X。

可能的原因

SocialMiner日志指示：
 runtime/CCBU-runtime.2017-06-20T18-37-42.745.log : 导致：javax.net.ssl.SSLHandshakeException: TLSv1，但是该协议版本不是启用或不支持由客户端。
 runtime/CCBU-runtime.2017-06-20T18-37-42.745.log:0000837786 : : +0000 6月20日2017
 : %CCBU_____FEEDS-3-SECURE_IMAP_CLIENT_CONNECTION_EXCEPTION
 : %[FEED_ID=100021][FEED_NAME=CCX电子邮件结转Team_IT_Tier2_Email][exception=javax.net.ssl.SSLHandshakeException: TLSv1, but the protocol version is not enabled or not supported by the client]. ;
 : 服务器选择了TLSv1，但是该协议版本不是启用或不支持由客户端。 ;
 登陆对SocialMiner命令行界面(CLI)并且运行以下命令：

- 推荐的行为**
- 设置tls客户端MIN版本1.0
 - utils系统重新启动(这重新启动SocialMiner服务器)

Troubleshoot

解决在Exchange 2013的DNS相关错误

Exchange 2013 451 4.7.0PRX5.2013(Microsoft)

IP“IPv4”

<http://www.techieshelp.com/exchange-2013-451-4-7-0-temporary-server-error-please-try-again-later-prx5/>

”

Exchange(EAC)

- EAC
- (EAC UI)
- (Exchange)
- DSN
- “IPv4”

Exchange

2010

- 打开Exchange管理控制台。展开树并且选择工具箱。双击角色基于访问控制(RBAC)用户编辑器
- 当浏览器打开时，请登陆作为管理员
- 编辑发现管理并且添加管理员作为成员
- 编辑组织管理并且添加邮箱进出口作为角色
- 保存
- Close和重新打开Exchange管理Shell。新的权限被装载

2013

- 打开ECP。连接对**权限**-> **Admin角色**
- 编辑发现管理并且添加管理员作为成员
- 编辑组织管理并且添加邮箱进出口作为角色
- 保存
- Close和重新打开Exchange管理Shell。新的权限被装载

Exchange

SETMailboxDatabase -<DatabaseName> - DeletedItemRetention 0

GETMailboxDatabase|ft deleteditemretention

()

perfcustomerperqueue1-20

-“<mailboxName>” - SearchDumpsterOnly - DeleteContent -

.EDB

EDB

GETMailboxDatabase -|ft databasesize availablenewmailboxspace -

AvailableNewMailboxSpacedefragmented

DatabaseSize (“DatabaseSize” - “AvailableNewMailboxSpace”) * 1.1 = NewDatabaseSizeDiskSpaceNeeded

“DBtoShrink”

cd c:\Program Files\Microsoft\Exchange Server\V15\Mailbox\DBtoShrink

eseutil /d DBtoShrink.edb /t C:\defrag\temp.edb

“DBtoShrink”

GETMailboxDatabase -lft databasesize availablenewmailboxspace -

.EDB-

MailboxDatabase -"NewDB1" -"ExchangeServerName" - EdbFilePath C:\Program Files\Microsoft\Exchange Server\V15\Mailbox\NewDB1\NewDB1.edb

-"NewDB1"

GETMailboxdatabase|SETMailboxDatabase - CircularloggingEnabled \$true

-"NewDB1"

-"NewDB1"

GETMailboxDatabaseCopyStatus

GET-"OldDB1"|MoveRequest - TargetDatabase "NewDB1"

Exchange 2010MoveRequests Exchange - >

""

GETMoveRequestStatistics - MoveRequestQueue "NewDB1"

"OldDB1"

lineECP- > oldDB1

Exchange

1. Exchange
2. Exchange(2GB)
- 3.failedAndSuspended

ECP Exchange 2013

- https:// <yourserver>/ecp
- - >"" ""

ExchangeShell (Exchange 2013Exchange 2010)

- **GETMailboxDatabaseCopyStatus**
- """"

ExchangeExchange 2010

- Microsoft Exchange- >Server- >
-
- "" ""

<http://theucguy.net/fix-corrupted-content-index-catalog-of-a-mailbox-database-with-single-copy/>

Related Information

- [UCCX的不支持的配置和无声的SocialMiner集成](#)

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