

CREATING A NEW EMAIL ADDRESS

NOTE: We recommend against using a Domain Administrator mailbox as your MCC EMail address, as Exchange imposes extra security to prevent IMAP access. While this can be configured to work, it requires some extra security work in Exchange.

1. In the EAC, navigate to **Recipients => Mailboxes**.
2. Click **New => User mailbox**.
3. Type the user's alias, which specifies the email alias for the user. If you leave this box blank, the value from the user name portion of the User logon name is used for the email alias.
4. Select **New user**. You will have to provide the required user account information.
5. Complete the following boxes on the New user mailbox page:
 - **First name:** (optional)
 - **Initials:** (optional)
 - **Last name:** (optional)
 - **Display name:** This is the name that's listed in the mailbox list in the EAC and in the shared address book. By default, this box is populated with the names you enter in the First name, Initials, and Last name boxes. If you didn't use those boxes, you must still type a name in this box because it's required. The name can't exceed 64 characters.
 - **Name:** This is the name that's listed in Active Directory. This box is also populated with the names you enter in the First name, Initials, and Last name boxes. If you didn't use those boxes, you must still type a name because this box is required. This name also can't exceed 64 characters.
 - **User logon name:** This is the logon name for the new user. It is formatted *user@domain.com*
 - **Note:** If the value for the user name is different than the value used in the Alias box, then the user's email address and the user logon name will be different.
 - **New Password:** Type the password.
 - **Note:** Make sure that the password you supply complies with the password length, complexity, and history requirements of the domain in which you are creating the user account.
 - **Confirm password:** Retype the password
6. When you're finished, click **Save** to create the mailbox.

CREATING A DISTRIBUTION GROUP

1. Start the **Exchange Management Console**.
2. In the console tree, expand **Recipient**, and then click **Groups**.
3. In the action pane, click **New**, and select **Distribution Group**.
4. On the Group Information page, complete the following fields:
 - **Display Name:** This name appears in your organization's address book. This field is required, and must be unique in the forest.
 - **Alias:** This is the alias for the group. It cannot exceed 64 characters and must be unique in the forest.

- **Description:** This is the description of the group as it will appear in the address book.
- **Organizational unit:** By default, the New Distribution Group wizard displays the Users container in the Active Directory directory service. To change the default organizational unit (OU), click **Browse**, and then select the OU you want.
- **Owners:** The person creating the group will be added by default. All other owners can be added by clicking the **Add** button.
- **Members:** Add members to this distribution group.

5. Click **Finish**.

NOTE: By default, Distribution Groups are configured to require authentication. If you configure your SMTP server to not require authentication, you must also ensure that your Distribution Groups are not configured to require authentication.

SETTING SEND AS PERMISSIONS

Exchange does not use the concept of Aliases when configured to work with version 7.0. Instead it uses distribution groups.

The following steps are needed to create the mailbox and distribution lists for the Queues in Exchange

1. In the **EAC**, go to **Recipients => Groups**.
2. Select the group you wish to edit, then click **Edit**.
3. Go to the Group Properties page, and click **Group Delegation**.
4. Click **Add** next to **Send As**, and add the necessary users.
5. Click **OK**.
6. Click **Save**.

Repeat this process for each queue.

IMAP AND SMTP SETTINGS

Your IMAP and SMTP settings will be determined by your Exchange administrator. By default the secure (TLS) IMAP port is **993** and SMTP is **587**.

APPLIES TO

7.0 and newer, please consult the System Engineering Guide for version compatibility on a specific release.

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