



Avaya Messaging API Graph Update

July 1, 2026

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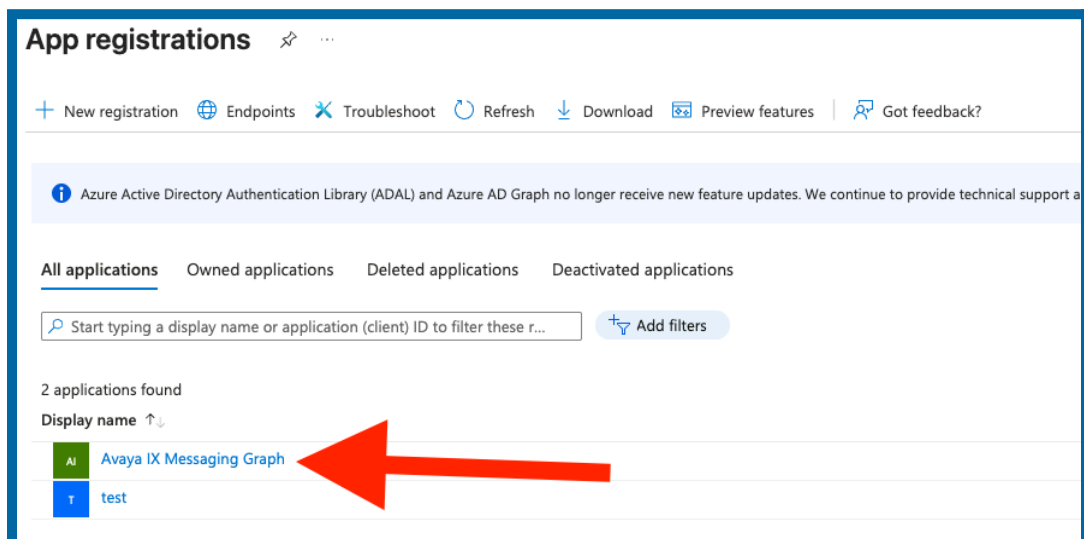
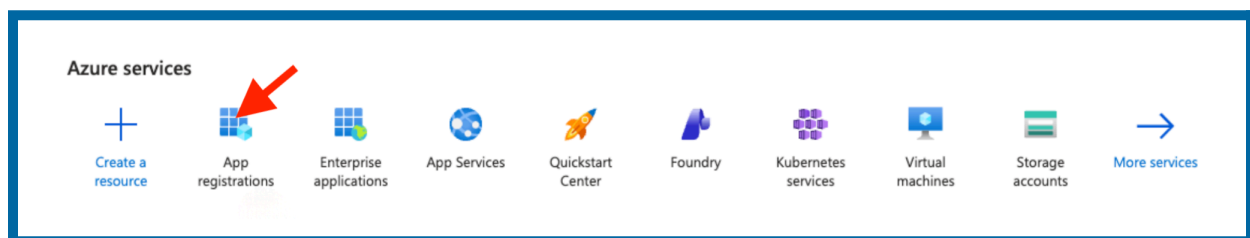
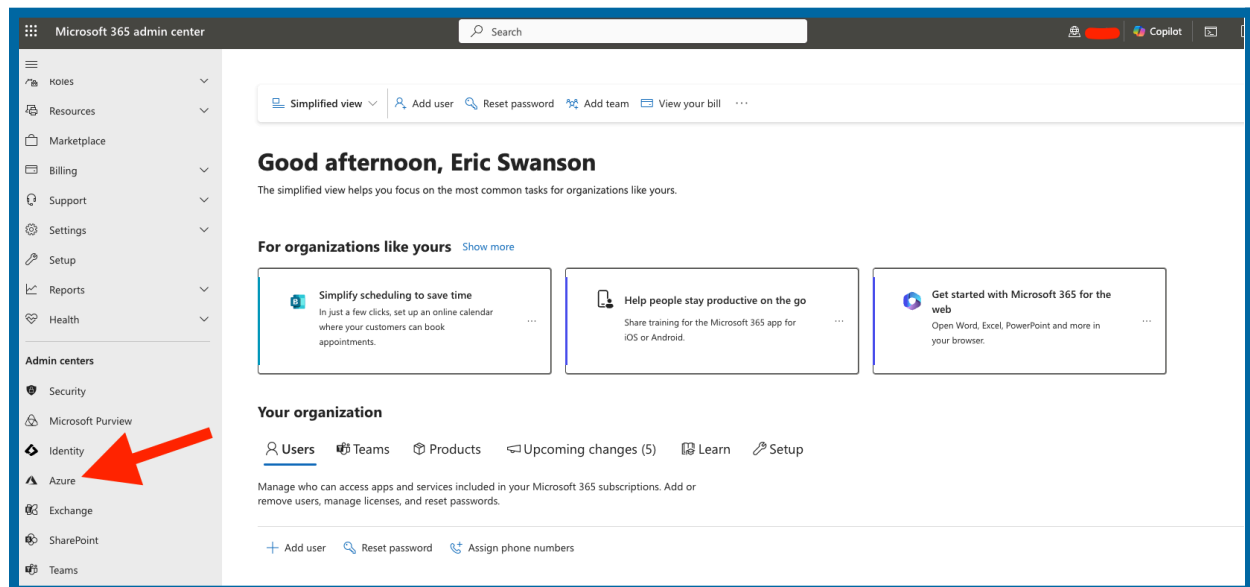
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LOGGING INTO AZURE PORTAL

Updating IX Messaging API for Microsoft Graph integration (Voicemail to email)

First login to <https://admin.cloud.microsoft.com> (must be admin user)

Navigate to Azure > App Registration > All Applications > Your Messaging App name (will be custom name)



GENERATING A NEW SECRET

Under Manage select Certificates & Secrets.

*Note the expiration date on the current secret and if it needs to be renewed.

Avaya IX Messaging Graph | Certificates & secrets

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Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a web addressable location (using an HTTPS scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential.

Application registration certificates, secrets and federated credentials can be found in the tabs below.

Certificates (0) **Client secrets (1)** Federated credentials (0)

A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

+ New client secret

Description	Expires	Value	Secret ID
IXM	5/20/2027	1,h*****	5bf1450f-b09e-4352-93f1-325b1fa04103

If expired, you need to create a new client secret. Click new, give it a Description and an expiration date. Take note of the Value, the value will only be shown once to you, so you must take note of it. This is the password used for the Avaya Messaging configuration.

Add a client secret

Description: Enter a description for this client secret

Expires: Recommended: 180 days (6 months)

Certificates (0) **Client secrets (2)** Federated credentials (0)

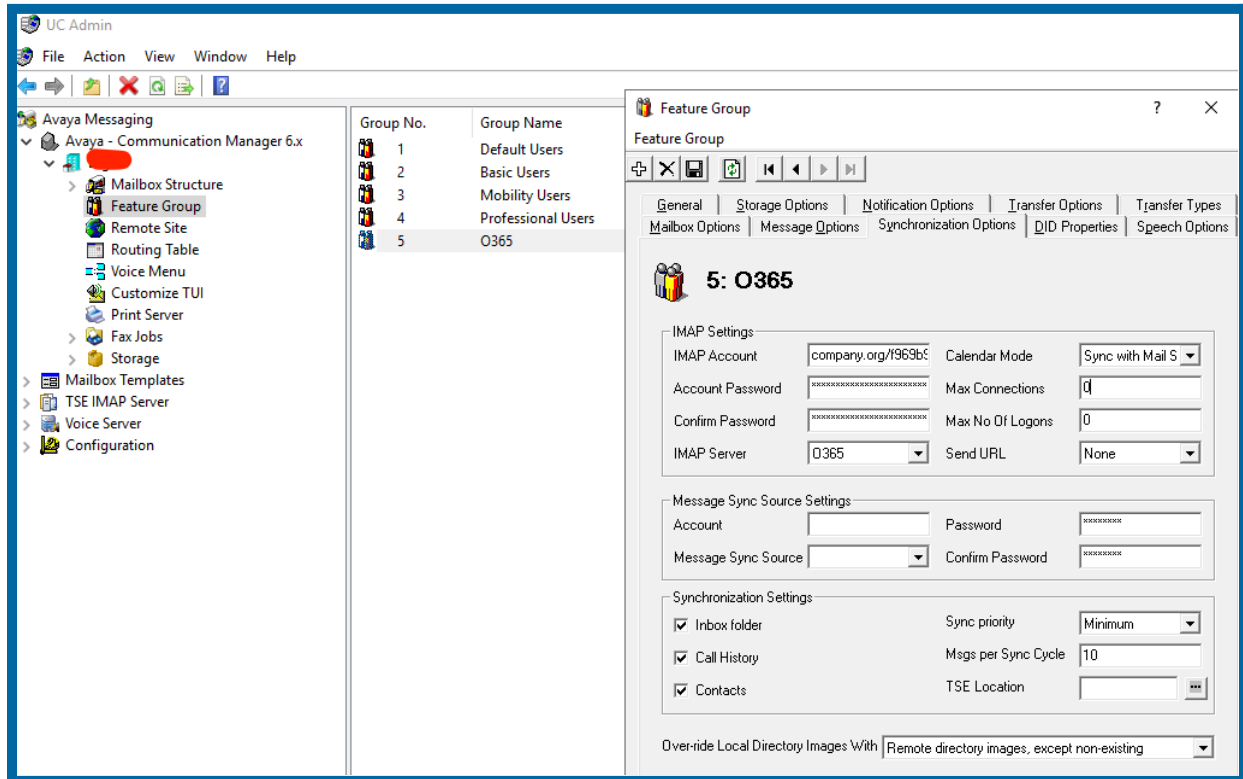
A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application password.

+ New client secret

Description	Expires	Value	Secret ID
test	12/28/2026	qN/8Q-HmoZvYerP2Pv45.5-XiOdq17f...	pe741555-9398-47f6-945d-4589a2f9961
IXM	5/20/2027	1,h*****	5bf1450f-b09e-4352-93f1-325b1fa04103

UPDATING THE AVAYA MESSAGING SECRET

- Now with this new info, login to the Avaya Messaging server.
- Load the Avaya Messaging Admin software.
- Navigate to your company voicemail and feature group.
- Update the account password to the new password recorded earlier.
- Once that is changed, you need to restart the following services.



RESTARTING SERVICES

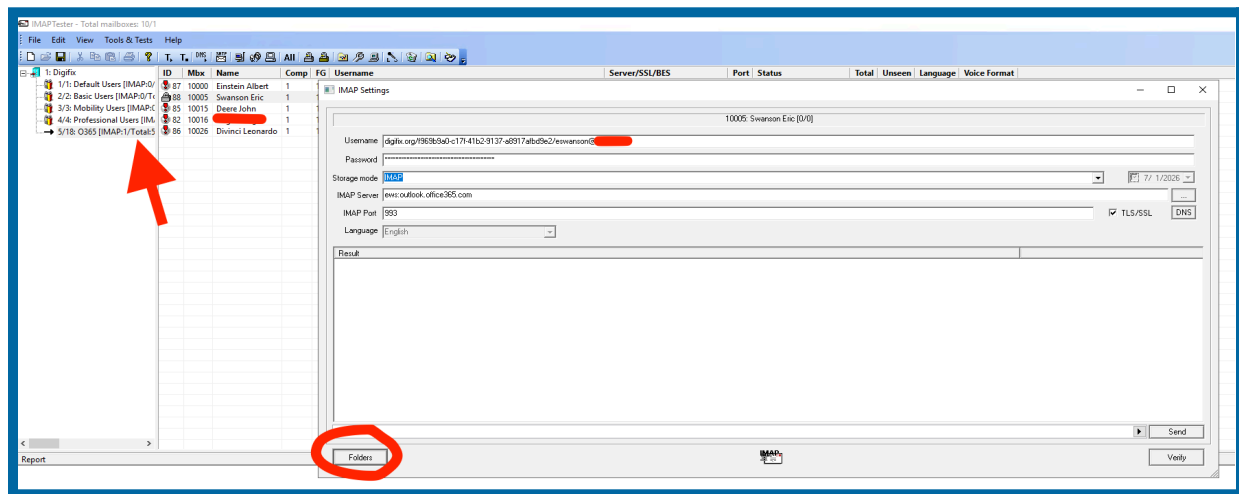
UC Content Synchronization Engine
UC CSE PIM Synchronization Engine

UC Content Synchronization Engine	Provides content...	Running
UC CSE PIM Synchronization Engine	Provides content...	Running

NOTE: If it has not been working for some time, it can take 10-20+ minutes before you start seeing it work. The best place to check is using the imap diagnostics tool and looking for SYNC IDs.

VERIFICATION

- Load the IMAPTSE – Diagnostics and config tool
- Select the feature group with the graph integration and double click it
- Then select folders at the bottom
- Then select inbox and then Messages at the bottom



You are looking to see if there is a SyncID populated or not. If it is blank, then it is not working and you must wait longer or something else is wrong.

ID	Full Path	Folder	TNOM	TNORM	TNOUM	TNOVM	TNOFM
784	/	Top	0	0	0	0	0
785	/Draft	Draft	0	0	0	0	0
786	/Inbox	Inbox	4	3	1	4	0
787	/Outbox	Outbox	0	0	0	0	0
788	/Sent	Sent	0	0	0	0	0
789	/Deleted Items	Deleted Items	0	0	0	0	0
790	/Calls	Calls	0	0	0	0	0
791	/Calls/Incoming	Incoming	0	0	0	0	0
792	/Calls/Outgoing	Outgoing	0	0	0	0	0
793	- Total counts -	- Total -	4	3	1	4	0

ID	Subject	Created	IMAPID	IMAPSID	Read	#Atts	Status	SyncStatus	Type	Size	SyncID
698	Voice Message From: Eric Swanson, ...	20260520131907	0	5888E06D-E092-49B6-BC7D-AC20C30E02CB	Y	0	0	0	4	52800	AQMkADExAGIwM2YzZS
700	Voice Message From: Eric Swanson, ...	20260520134213	0	BDFF0102-33C5-4ACB-B983-5657740A1599	Y	0	0	0	4	24800	AQMkADExAGIwM2YzZS
705	Voice Message From: WIRELESS CA...	20260520152503	0	F6692506-3C7E-451E-8EE2-500F9C794D39	Y	0	0	0	4	22720	AQMkADExAGIwM2YzZS
724	Voice Message From: Test H323, 100...	20260522123623	0	996C81E5-91FB-47CF-B0F5-6EFB45868186	N	0	0	0	4	36480	AAMkADExYjEzZjNLTZ