Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

- Configuring Cisco Unified Presence Release 7.x with Microsoft Exchange Server

Microsoft Exchange calendaring allows an end user to correlate their calendar status in Microsoft Outlook with their presence status in Cisco Unified Presence. The table below shows how Cisco Unified Presence updates presence status based on the status of a user, as shown in the Microsoft Outlook calendar.

Table: Table 1 Aggregated Presence State Based on Calendar State

Cisco Unified Presence State	Microsoft Outlook State
Available	Free/Tentative
Idle/Busy	Busy
Away	Out of Office

This module provides administrators with the instructions for integrating Cisco Unified Presence with Microsoft Exchange Calendar 2003 or 2007:

- Overview of Components
- Prerequisites for this Integration

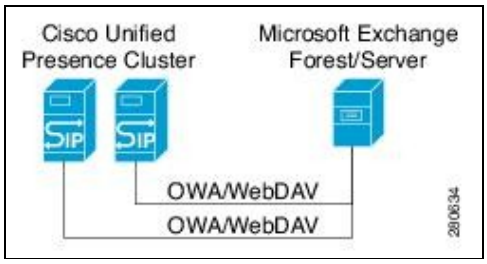
Note: To enable calendar integration on client applications, configure the calendar states in the Cisco Unified Presence User Options window.

Overview of Components

Figure: Microsoft Exchange Integration with Cisco Unified Presence Architecture shows how the Microsoft Exchange server (2003 or 2007 versions) integrates in the presence network provided by Cisco Unified Presence via a calendar module interface.

Cisco Unified Presence communicates with the Exchange server using Outlook Web Access (OWA), a WebDAV interface exposed by the Exchange server. The integration with Microsoft Exchange requires a Presence Gateway configuration on Cisco Unified Presence for calendar applications. Once you configure a Presence Gateway for Outlook, Cisco Unified Presence can retrieve the calendar state of a user (Free, Busy, Out of Office) and translate it into a presence status for the user (Available, Busy, Away).

Figure: Figure 1 Microsoft Exchange Integration with Cisco Unified Presence Architecture



Prerequisites for this Integration

Before you proceed with this integration, ensure that:

- You are running one of the following Windows environments:
  - Active Directory 2003 and Windows Server 2003
  - Active Directory 2008 and Windows Server 2008
- Cisco Unified Communications Manager (Release 6.x) is installed and configured.
- Cisco Unified Presence (Release 6.0(x) or 7.0) is installed and correctly deployed with a Cisco Unified Communications Manager server.
- One of the following Microsoft Exchange platforms is installed together with the latest updates:
  - Microsoft Exchange Server 2003. Servers should be running the latest Service Packs for both Windows Server 2003 or 2008 (currently SP2) and Microsoft Exchange 2003 (currently SP2).
  - Microsoft Exchange Server 2007. Servers should be running the latest Service Packs for both Windows Server 2003 or 2008 (currently SP2) and Microsoft Exchange 2007 (currently SP1).
- You have a third-party certificate or certificate server to generate a certificate.

Troubleshooting Tip

If the characters ~, #, %, +, &, |, *, and / are part of a user's email address, then Exchange calendar integration will not work for that user.

Related Topics

- Known Issues with Microsoft Exchange Server Integration
- Getting More Information

What To Do Next

- How to Configure Cisco Unified Presence for Integration with Microsoft Exchange 2003

OR

- How to Configure Cisco Unified Presence for Integration with Microsoft Exchange 2007