Main page: Cisco Unified Presence, Release 7.x

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Previous Topic

- 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

Procedure

1. Select **Presence > Gateways** in Cisco Unified Presence Administration.
2. Click **Add New**.
3. Select **Outlook** for the Presence Gateway Type, in the Presence Gateway Configuration window.
4. Enter the name of the gateway in the Description field.
5. Enter the server location for the presence gateway, and ensure that it matches the subject Common Name (CN) of the IIS certificate of the Exchange server.
6. Enter the name of the Receive-As account in this format: <domain>\<username>, bearing in mind the following:.

- If the Exchange server is configured to specify a default domain, it may not be necessary to include the domain as part of the user name.
- Otherwise, specify the domain in front of the account name to avoid potential certificate errors (401 and 404 authentication responses).

7. Enter and confirm the account password.

8. Configure any remaining Presence Gateway settings, as described in the table below.

Field	Description
Presence Gateway Type	From the list box, specify the gate type: ◊ Outlook-Microsoft Exchange gateway for Outlook Calendaring **Note:** Cisco Unified Presence Administration displays the appropriate fields for the gateway type that you select.
Description	Specifies the description of this presence gateway. Maximum characters: 255
Presence Gateway	Specifies the fully qualified domain name or the IP address of the associated gateway.

	Note: If you configure an Outlook gateway type, you must upload a valid certificate chain to Cisco Unified Presence. The value of the Presence Gateway field should match the Subject CN value of the leaf certificate of this certificate chain. It is expected that this Subject CN value will always be either the FQDN or IP address of the Exchange server. ◊ If you have configured DNS on Cisco Unified Presence, the Subject CN value of the leaf certificate can be either the FQDN or IP address. The value of the Presence Gateway field must match the Subject CN value of the leaf certificate. ◊ If you do not have DNS configured on Cisco Unified Presence, the Subject CN value of the leaf certificate must be an IP address. If the Subject CN value is not an IP address, you must regenerate this Exchange certificate to specify the IP address of the Exchange server as the Subject CN value. The value of the Presence Gateway field must match the Subject CN value of the leaf certificate.
Account Name (Outlook only)	Specifies the global account name that Cisco Unified Presence uses to connect to the Microsoft Exchange server. **Note:** Enter the account name for the Receive-As account that you created on the Exchange server. The user name can include the domain name, which may resolve 401 or 404 error responses.
Account Password (Outlook only)	Specifies the account password for the Microsoft Exchange server.
Confirm Password (Outlook only)	Confirms the account password for the Microsoft Exchange server and must match the Account Password entry.
Presence Gateway Port (Outlook only)	Specifies the port to which you connect on the Microsoft Exchange server. Default value: 443 **Note:** Cisco Unified Presence integration with Microsoft Exchange must occur over a secure HTTP connection. We recommend you to use port 443 and not to change to other ports.

9. Review the server status and validate that the server information is correct and the server is up and running.

Table: Table 4 Exchange Server Status - Reachability

Status	Description	Action
Exchange Reachability (pingable)	If successful, the Exchange server can be reached (via a ping)	◊ Go to Step 10.
Exchange Reachability (unreachable)	Reachability check failed for the Exchange Server. The Presence Gateway field is used to ping the Exchange server. The server may not be reachable	◊ Ensure that the Presence Gateway field contains the correct value (FQDN or IP

	due to an incorrectly entered field value or a possible issue with the customer's network, for example, cabling. **Note:** When you configure the Exchange Presence Gateway initially, the UI does not require the Presence Gateway field value to be the Subject CN value. You can enter an IP address or a resolvable hostname. However, later in the configuration process, this value will resolve to the Subject CN value.	address) to reach the Exchange server over the network. ◊ Click **Save** to commit your changes. ◊ Go to Step 10.

10. Review the Exchange server status, and verify that your SSL connection and Exchange certificate chain is correct and complete as follows:

Table: Table 5 Exchange Server Status - SSL Connection / Certificate Verification

Status	Description	Action
Exchange SSL Connection/Certificate Verification - Verified	If successful, the SSL connection to Exchange Server is verified.	Click **View** for the certificate details.
Exchange SSL Connection/Certificate Verification Failed - Certificate Missing From Chain	One or more certificates that are required by Cisco Unified Presence to establish a secure connection to the Exchange server are missing. The Certificate Viewer can provide details of the missing certificates. You may need to manually download the missing certificates from the Exchange server, and upload these certificates via the Cisco Unified OS Administration UI.	1. Complete these steps in the Certificate Viewer to display any missing certificates: • Click **Configure** to open the Certificate Viewer. • Check **Accept Certificate Chain**. • Click **Save**. ♦ The certificate chain details are displayed. Note any certificates with a status of Missing. To complete the certificate chain, you must manually download these missing certificates from the Exchange server, and upload the certificates via the Cisco Unified OS Administration UI. • Close the Certificate Viewer. 2. If you need to upload certificates to complete the certificate chain, perform the procedure in this document that describes how to upload the root certificate in Cisco Unified OS Administration UI.

		3. Return to the Presence Gateways window in Cisco Unified Presence Administration, re-open the Certificate Viewer, and verify in the Certificate Viewer that all certificates in the certificate chain now have a status of Verified.
Exchange SSL Connection/Certificate Verification Failed- Subject CN Mismatch	The Presence Gateway field value must match the Subject CN value of the leaf certificate in the Certificate Chain. You can resolve this issue manually using the Certificate Viewer, or by entering the correct value in the Presence Gateway field.	1. Complete these steps if you want to use the Certificate Viewer to resolve the Subject CN mismatch: • Click **Configure** to open the Certificate Viewer. • Check **Accept Certificate Chain**. • Click **Save**. ♦ When you save the Certificate Chain, you are alerted that the value of the Presence Gateway field is updated and the Presence Gateway page is then refreshed. After the Presence Gateway page has refreshed completely, close the Certificate Viewer. • Verify that the value of the Presence Gateway field has been updated. • Verify that the value of the Exchange SSL Connection / Certificate Status parameter is Verified. 2. Alternatively, verify that your Presence Gateway field entry is correct as follows: • Reenter the correct Subject CN value in the Presence Gateway field. • Click **Save**. **Note:** The Presence Gateway field is used to ping the Exchange server. The host (FQDN or IP address) that you enter must exactly match the IIS certificate Subject Common Name.
Exchange SSL Connection/Certificate Bad Certificates	Information in the certificate is incorrect, which renders it invalid.	• Check the logs to determine the cause of the error.

Table: Table 5 Exchange Server Status - SSL Connection / Certificate Verification

	Typically, this occurs if the certificate matches the required Subject but not the public key. This could happen if the peer regenerates the certificate but the Cisco Unified Presence server still maintains the old certificate.	• If the error is due to a bad signature, you need to remove the outdated certificate from Cisco Unified Presence via the Cisco Unified OS Administration UI, and then upload a new certificate via the Cisco Unified OS Administration UI. • If the error is due to an unsupported algorithm, you need to upload a new certificate that contains the supported algorithm via the Cisco Unified OS Administration UI.
Exchange SSL Connection/Certificate Network Error	Due to network issues, for example, a no-response timeout, verification could not be performed. This problem can occur if the hostname or port is incorrect or if invalid certificates are installed.	• Verify the network connectivity to the Exchange server, and ensure that the Exchange server is accepting connections on the correct IP address and port number. • Install the appropriate certificates. • Review the debug log files for more information.
Exchange SSL Connection/Certificate Verification Failed	Verification failed for a non-specific reason or because the check for reachability could not be performed.	• Review the debug log files for more information.

11. Complete one of the following actions to save the data:

- Click the **Save** icon that displays in the tool bar in the upper, left corner of the window.
- Click **Save** at the bottom of the window.

Troubleshooting Tips

- If you correctly configure the Receive-As account credentials and certificate exchange, desk phones enabled with Cisco IP Phone Messenger will display the scheduled meetings of users. To verify that the Outlook Presence Gateway is configured correctly, perform these steps on an appropriately configured phone:
    - Select **Services**.
    - Press **PhoneMessenger**.
    - Sign into the IP Phone Messenger Service.
    - Select **1 Today's meetings**.
    - Verify that the user?s meetings for the day are listed.
- If you are localizing your Calendaring integration, you need to ensure that the Exchange server URL contains the localized word for "Calendar". Perform these steps:
    - Install the same language locales (load the locale installer pkg) on both Cisco Unified Presence and the Exchange server.
    - Restart the Cisco Unified Presence server, and sign into Cisco Unified Presence Administration.
    - Find and delete the existing Exchange Presence Gateway that supports a different locale for calendaring (select Presence >Gateways).

- Add a new Exchange Presence (Outlook) gateway. Click Add New.

You can verify in the database (pebackendgateway table) that the 'localecalendarname' attribute is in whichever language locale you have installed.

- If you have connection problems with the Exchange server, refer to the System Troubleshooter in Cisco Unified Presence Administration and implement the advised solution. Select **Diagnostics > System Troubleshooter**.

Related Topics

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

What To Do Next

- Configuring Microsoft Active Directory for Integration with Cisco Unified Presence