

**Main page:** [Cisco Unified Presence, Release 7.x](#)

## Contents

- [1 Previous Topic](#)
- [2 Creating a Receive-As Account](#)
  - ◆ [2.1 Before You Begin](#)
  - ◆ [2.2 Procedure](#)
  - ◆ [2.3 Troubleshooting Tips](#)
  - ◆ [2.4 Related Topics](#)
  - ◆ [2.5 What To Do Next](#)
- [3 Creating a User Account](#)
  - ◆ [3.1 Before You Begin](#)
  - ◆ [3.2 Procedure](#)
  - ◆ [3.3 Related Topics](#)
  - ◆ [3.4 What To Do Next](#)
- [4 Delegating Control as Exchange View Only to the Account](#)
  - ◆ [4.1 Before You Begin](#)
  - ◆ [4.2 Procedure](#)
  - ◆ [4.3 Related Topics](#)
  - ◆ [4.4 What To Do Next](#)
- [5 Adding Receive-As Permissions to the Account](#)
  - ◆ [5.1 Before You Begin](#)
  - ◆ [5.2 Procedure](#)
  - ◆ [5.3 Troubleshooting Tips](#)
  - ◆ [5.4 Related Topics](#)
  - ◆ [5.5 What To Do Next](#)

### Previous Topic

- [About Calendaring Integration with Microsoft Exchange](#)

Cisco Unified Presence requires a Microsoft Exchange account with special permissions to query end-user calendaring data. The Exchange account must comply with the following minimum requirements:

- Be a member of the "Exchange View-Only Administrator" group.
- Have "Receive-As" permission on the end-user mailboxes. We recommend you to assign this permission at a higher level (such as mail storage group) to enable population of all the mailboxes in the mail storage group.

**Note:** You may already have an administrator account that is configured on the Exchange server. However, the default administrator configuration may not let you log into other user accounts. We recommend that you create a separate administrator account for Exchange Calendar integration.

- [Creating a Receive-As Account](#)
- [Creating a User Account](#)

- [Delegating Control as Exchange View Only to the Account](#)
- [Adding Receive-As Permissions to the Account](#)

## Creating a Receive-As Account

### Before You Begin

Ensure that you have completed the prerequisites, and understand the requirements for integrating Cisco Unified Presence with Microsoft Exchange 2003.

### Procedure

1. Create a new account on the Exchange server.
2. Check **Delegate Control** as **Exchange View Only**.
3. Add **Receive Permissions** to the account.

### Troubleshooting Tips

If the display of Administrative Groups is not enabled, right click **Exchange** and check **Display Administrative Groups**.

### Related Topics

- [Prerequisites for this Integration](#)
- [Getting More Information](#)

### What To Do Next

[Creating a User Account](#)

## Creating a User Account

### Before You Begin

Create a Receive-As account.

### Procedure

1. Start **Active Directory Users and Computers** (ADUC) on the Exchange server.
2. Perform the following actions:
  1. Right click the **Users** container.
  2. Select **New | User**.
3. Enter the naming information for the user account in the New Object User window.
4. Click **Next**.
5. Click **Next** again to accept the default mailbox settings for the user account.
6. Click **Finish** to complete creating the user account.

### Related Topics

- [Creating a Receive-As Account](#)
- [Getting More Information](#)

### What To Do Next

[Delegating Control as Exchange View Only to the Account](#)

## Delegating Control as Exchange View Only to the Account

### Before You Begin

Create a User account.

### Procedure

1. Open the **Exchange System Manager** on the Exchange server.
2. Navigate to the Administrative Groups folder.
3. Select the Administrative Group to which you want to add the account that you created.
4. Perform the following actions:
  1. Right-click the group.
  2. Select **Delegate Control** from the pop-up menu.
5. Click **Next** in the Exchange Administration Delegation Wizard window.
6. Click **Add**.
7. Click **Browse** and select the user account that you created.
8. For the role, select **Exchange View Only Administrator**.
9. Click **OK**.
10. Click **Finish** to save your changes.

#### Related Topics

- [Creating a User Account](#)
- [Getting More Information](#)

#### What To Do Next

- [Adding Receive-As Permissions to the Account](#)

## Adding Receive-As Permissions to the Account

#### Before You Begin

Delegate Exchange View Only control to the account.

#### Procedure

1. Open the **Exchange System Manager** on the Exchange server.
2. Select **Administrative Groups > First Administrative Group > Servers > First Server > Mailbox Store**.
3. Right click the mailbox store and select **Properties**.
4. Perform the following actions:
  1. Select the Security tab.
  2. Click **Add**.
5. Enter the name of the account that you want to use in the Enter the object name to select field.
6. Select Receive-As to grant Receive-As permissions to this administrator account, and on all mailbox stores against which you need to access calendar information.
7. Click **OK**.
8. Perform the following actions to verify that the account that you set up is configured correctly and has full permissions to log in to the mailbox store:
  - ◆ Configure the Receive-As account to the backend gateway using the appropriate password.
  - ◆ Select **IPPM > Services > "Today's Meetings"**. If you have configured the "Receive-As" account and certificate correctly, the scheduled meetings for the IPPM user display.

#### Troubleshooting Tips

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

If you receive an error message indicating that the Exchange server is down and the certificate is configured properly, then the "Receive-As" account is not configured properly. Recreate the account using the steps in this procedure.

#### Related Topics

- [Delegating Control as Exchange View Only to the Account](#)
- [Getting More Information](#)

#### What To Do Next

Configure the the Receive-As account to the backend gateway using the appropriate password. See [Configuring a Presence Gateway on the Cisco Unified Presence Server](#)