

Troubleshooting CalendarView: "Connection to Exchange server failed" Message

Document ID: 18020

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Introduction

With CalendarView, you can keep track of your appointments on your Cisco IP Phone. You can be notified of new meetings, and view your meetings for today, for a week, for any day of the current week, or for a specific date.

This document provides information on how to troubleshoot CalendarView if the CalendarView/Contacts Synchronization menu displays the following error message: Connection to Exchange server failed. Please contact administrator.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Microsoft Exchange 5.5.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Troubleshoot

There are three possible causes for receiving this error message. The first two causes assume you are running Microsoft Exchange 5.5, the third assumes you have Exchange 2000.

- The administrator account does not have a mailbox in Exchange 5.5
- The administrator account is not the service account and does not have privileges to all mailboxes
- The Exchange domain administrator must be configured to access all mailboxes

Administrator Account does not have a Mailbox in Exchange 5.5

To create a mailbox for an administrator, perform the following steps.

1. On the server that houses Exchange, select **Start > Programs > Microsoft Exchange > Microsoft Exchange Administrator**.
2. Select the **Recipients** node under <your organization> <site name>.
3. Click **File > New Mailbox**.
4. Fill in the First Name and Last Name fields. In the Alias field, type **Administrator**.

The first name and last name can be the same.

5. Click **Primary Windows NT Account** and check the **Select an existing account** option, then click **OK**.
6. From the list of accounts shown, scroll down and select the administrator account, then click **Add**.
7. Click **OK**. Click **OK** once more to complete the addition of this account.
8. On the PPS (IP Phone Productivity Services) server, select **Start > Programs > Administrative Tools > Services**.
9. Restart the IIS Admin service by selecting that service, then clicking the **Restart Service** button on the toolbar.

Administrator Account is not the Service Account and does not have Privileges to all Mailboxes

To make the administrator account the service account, perform the following steps.

1. On the PPS server, open the Internet Information Service Form by selecting **Start > Programs > Administrative Tools > Internet Services Manager**.
2. Under Default Web Services, select **Cisco PPS**.
3. Right-click to open the **Properties** window.
4. In the Properties window, select the **Directory Security** tab.
5. Click **Edit** on Anonymous Access and Authentication Control.
6. Click **Edit** on Anonymous Access.

The Anonymous User Account window appears.

7. In the Anonymous User Account window, change the user ID and password to match that of the service account.

Example: domainName/ServiceAccountID

password

8. Click **OK**, then click **OK** twice more to close the pop-up window.
9. Click the **Cisco Meeting Reminder Services** by selecting **Start > Programs > Administrative Tools > Services**.
10. Stop the Cisco Meeting Reminder service.
11. Right-click **Cisco Meeting Reminder Service**, then select **Properties**.
12. Select the **Logon** tab.
13. Change the account user and password to service account user (run as domainName/ServiceAccountID and password), then click **OK**.
14. Start the Cisco Meeting Reminder service.

15. Select **Start > Programs > Administrative Tools > Services**. Restart the IIS Admin service by selecting that service, then clicking the **Restart Service** button on the toolbar.

Exchange Domain Administrator Must be Configured to Access all Mailboxes

To set privileges to access all the users' accounts, perform the following steps.

1. On the server that houses Exchange, select **Start > Programs > Microsoft Exchange > System Manager**.

The Exchange System Manager window appears.

2. In the Exchange System Manager window, under the <your organization> area, select **Servers**.

<Your Exchange Server> window appears.

3. Right-click <Your Exchange Server>, then select **Properties**.

The Properties window appears.

4. Select the **Security** tab.

The window displays Name and Permissions panes.

5. In the Name pane, select **Administrator user** [<domain-name>\Administrator].
6. In the Permissions pane, check the **Allow** boxes for the Receive As and Send As fields.
7. Click **OK**.
8. On the PPS server, select **Start > Programs > Administrative Tools > Services**. Restart the IIS Admin service by selecting that service, then clicking the **Restart Service** button on the toolbar.

Related Information

- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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Updated: Jan 19, 2006

Document ID: 18020
