




















Troubleshoot Cisco UC Integration for Microsoft Lync

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Presence Behavior

Expected presence behavior in Microsoft Lync when Cisco UC Integration for Microsoft Lync is used for calls

Initial Presence state in Microsoft Lync	On a call using the soft phone, status changes to:	On a call using the desk phone, status changes to:	End a call using soft phone, status changes to:	End a call using desk phone, status changes to:	Mouse move desk phone or return from idle
Available 	On the Phone/Custom 	On the Phone 	Available 	Available 	X
Inactive / Idle 	On the Phone/Custom 	On the Phone/Custom 	Available 	Inactive / Idle 	Available 
Away / Idle 	On the Phone/Custom 	Away/Idle 	Available 	Away / Idle 	Available 

Be right back /Manual 	Be right back/Manual 	Be right back/Manual 	Be right back/Manual 	Be right back/Manual 	X
Off work /Manual 	Off work/Manual 	Off work / Manual 	Off work / Manual 	Off work / Manual 	X
Appear Away / Manual 	Appear Away / Manual 	Appear Away / Manual 	Appear Away / Manual 	Appear Away / Manual 	X
Busy / Manual 	On the Phone / Custom 	On the Phone / Custom 	Available 	Available 	X
Busy Idle (5 min) - Busy 	On the Phone / Custom 	Busy Idle (5 min) - Busy 	Available 	Busy Idle(5 min) - Busy 	Available 
Busy Idle (10 min) - Away 	On the Phone / Custom 	Busy Idle (10 min) - Away 	Available 	Busy Idle (10 min) - Away 	Available 
On the Phone / Manual 	On the Phone / Manual 	On the Phone / Manual 	Available 	Available 	X
Do not Disturb / Manual 	Do not Disturb / Manual 	Do not Disturb / Manual 	Do not Disturb / Manual 	Do not Disturb / Manual 	X

This table describes the expected behavior in Microsoft Lync when Cisco UC Integration for Microsoft Lync is used for calls.



Note

The different behavior when using a soft phone and desk phone for the inactive state is because when the user responds on a soft phone when their machine is inactive, it will immediately become active.

Presence Issues

Presence showing Busy not On the Phone

Problem Description: When on an active call, *Busy* presence is showing instead of *On the Phone*.

Resolution: Cisco UC Integration for Microsoft Lync provides an *On the Phone* custom presence xml file, for information on configuring the registry keys see the *Custom Presence Status* in the *Cisco UC Integration for Microsoft Lync 10.6 Administration Guide*.

Presence Not Changing as Expected

Problem Description: When on an active call, Cisco UC Integration for Microsoft Lync doesn't change status.

Resolution: Cisco UC Integration for Microsoft Lync changes status in certain scenarios, see the *Presence Behavior* section for further information.

Presence Not Showing In a Meeting

Problem Description: When a meeting is started and the meeting is shown in the meetings tab, the presence doesn't change.

Resolution: Microsoft Lync controls the presence changing to In a meeting. Verify the following:

- Verify that Microsoft Lync is connected with the Microsoft Lync server.
- Verify that the Exchange Web Service (EWS) is deployed to Lync.
- Check the values for the Microsoft Lync server parameters:
 - CalendarStatePublicationInterval
 - WebServicePollInterval

For further information check your Microsoft Lync documentation.

Presence not Changing

Problem Description: Using a desk phone to make a call and presence doesn't change

Resolution: When you are using a desk phone your computer can be in Idle state. See the Presence Behavior section for more information on states and presences.

Expected Presence When On a Call and In a Meeting

Problem Description: When on a call and in a meeting what is the expected presence.

Resolution: In Cisco UC Integration for Microsoft Lync the presence statuses *In a Meeting*, *On the Phone* and *Busy* have the same priority, this is treated the same in Microsoft Lync. The last presence set is the last presence shown.

Overrides Manual Presence

Problem Description: Manually changing presence to *Away* doesn't change to *On the Phone* when on a call, but manually changing presence to *Busy* and on a call will change the status to *On the Phone*.

Resolution: In Cisco UC Integration for Microsoft Lync the presence status *Away* has priority over the presence statuses *In a Meeting*, *On the Phone*, and *Busy*.

Configuration Issues

TFTP and CCMCIP Server Configuration Not Working

Problem description: The TFTP and CCMCIP server values specified in the configuration file are not used by the application.

Resolution: The TFTP and CCMCIP servers can be configured using the configuration file or through registry key settings. Ensure that the misconfigured values are not specified in a registry setting. Registry key values for the TFTP and CCMCIP servers take precedence over the configuration file on a key by key basis. Registry key values for TFTP and CCMCIP servers are only supported.

Configuration File Is Not Downloaded from the TFTP Server

Problem description: Cisco UC Integration for Microsoft Lync does not download the configuration file from the TFTP server. The configuration file is not available in the installation directory after you start Cisco UC Integration for Microsoft Lync.

Resolution:

- 1 Restart your TFTP server.
- 2 Check the name of your configuration file.



Remember

- The name of the configuration file is case-sensitive.
- The global configuration filename must be `jabber-config.xml`.

- 3 Ensure your corporate firewall does not prevent Cisco UC Integration for Microsoft Lync from downloading the configuration file.
- 4 Host the configuration file on your TFTP server as follows:
 - a Open the **Cisco Unified OS Administration** interface.
 - b Select **Software Upgrades > TFTP File Management**.
 - c Select **Upload File**.
 - d Select **Browse** in the **Upload File** section.
 - e Select the configuration file on the file system.
 - f Leave the value of the **Directory** text box empty to host the configuration file in the default directory of your TFTP server.
 - g Select **Upload File**.

Cisco UC Integration for Microsoft Lync Does Not Read the Configuration File

Problem description: You host a global or group configuration file on your TFTP server. Cisco UC Integration for Microsoft Lync downloads the configuration file and saves it in the appropriate installation directory. However, Cisco UC Integration for Microsoft Lync does not apply any settings you specify in the configuration file.

Resolution: Ensure that the XML in the configuration file is valid. Cisco UC Integration for Microsoft Lync configuration files must do the following:

- Use utf-8 encoding.
- Contain only valid XML character entities. For example, use `&` instead of `&`.
Open your configuration file in Microsoft Internet Explorer to determine if any characters or entities are not valid. If Internet Explorer displays the entire XML structure, your configuration file does not contain invalid characters or entities. If Internet Explorer displays only part of the XML structure, your configuration file most likely contains invalid characters or entities.
- Contain a valid structure. Ensure that parameters are nested under the correct elements. The following XML snippet shows the basic structure of a configuration file:


```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
  <Client>
    <parameter_name>value</parameter_name>
  </Client>
  <Directory>
    <parameter_name>value</parameter_name>
  </Directory>
  <Policies>
    <parameter_name>value</parameter_name>
  </Policies>
</config>
```

Cisco UC Integration for Microsoft Lync Uses Old Configuration Settings

Problem description: Cisco UC Integration for Microsoft Lync is not using the current configuration settings. You change settings in a configuration file and host it on your TFTP server. However, Cisco UC Integration for Microsoft Lync uses the settings from the previous version of the configuration file.

Resolution:

- 1 Restart your TFTP server.
- 2 Open the configuration file in your browser to verify the settings. Typically, you can access the configuration file at the following URL: `http://tftp_server_address:6970/jabber-config.xml`

If restarting your TFTP server does not resolve this issue, it is likely that Cisco UC Integration for Microsoft Lync uses the cached configuration file because it cannot download the current version.

Microsoft Outlook Contacts Are Not Displayed in Search Results

Problem description: Microsoft Outlook contacts are not displayed in search results.

Resolution: Review the following requirements to ensure that users can search for and communicate with Microsoft Outlook contacts:

- To search for local contacts in Microsoft Outlook using Cisco UC Integration for Microsoft Lync, users must have profiles set in Microsoft Outlook.
- To add local contacts in Microsoft Outlook to contact lists in Cisco UC Integration for Microsoft Lync, user profiles must have email or instant message addresses.
- To communicate with local contacts in Microsoft Outlook using Cisco UC Integration for Microsoft Lync, user profiles must contain the relevant details. For example, to send instant messages to contacts in Microsoft Outlook, the user profiles must have email or instant message addresses. Likewise, to call contacts in Microsoft Outlook, the user profiles must contain phone numbers.

Directory Integration Issues

Cannot Determine If a Directory Connection Is Established

Problem description: You specify directory settings in a Cisco UC Integration for Microsoft Lync configuration file. However, you are not sure whether Cisco UC Integration for Microsoft Lync is successfully connected to the directory.

Resolution: Perform the following steps to determine whether Cisco UC Integration for Microsoft Lync is connected to the directory:

- 1 Start the client.
- 2 Enter at least three characters in the search field.

If Cisco UC Integration for Microsoft Lync displays a list of matching contacts, search is working. Cisco UC Integration for Microsoft Lync is successfully connected to the directory.

If Cisco UC Integration for Microsoft Lync is not successfully connected to the directory, review the configuration settings. By default, the client uses Enhanced Directory Integration and connects to a Global Catalog server.

ADSI Error Codes

Cisco UC Integration for Microsoft Lync uses Microsoft Active Directory Service Interfaces (ADSI) for directory integration. Refer to the ADSI error codes to help troubleshoot directory integration issues.

See the following Microsoft documentation for information about ADSI error codes:

- *ADSI Error Codes* at [http://msdn.microsoft.com/en-us/library/windows/desktop/aa772195\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/aa772195(v=vs.85).aspx)
- *Generic ADSI Error Codes* at [http://msdn.microsoft.com/en-us/library/windows/desktop/aa705940\(v=vs.85\).aspx](http://msdn.microsoft.com/en-us/library/windows/desktop/aa705940(v=vs.85).aspx)
- *Error Codes for ADSI 2.5* at <http://support.microsoft.com/kb/242076>

Audio, Video, and Device Issues



Note

The section contains information on troubleshooting audio, video, and device issues related to Cisco UC Integration for Microsoft Lync. Refer to the Microsoft Lync documentation for troubleshooting issues related to Microsoft Lync.

Microsoft Lync Devices Are Not Available

Devices configured in Microsoft Lync must be independently configured in Cisco UC Integration for Microsoft Lync.

Audio and Video Communication Is Not Available

Problem description: You provision audio and video devices, but cannot connect to the devices.

Resolution: Ensure you set up a CTI gateway and create a CCMCIP profile on Cisco Unified Communications Manager as appropriate.

Voicemail Prompt Is Truncated

Problem description: The start of voicemail prompts is truncated.

The start of the audio that prompts users to leave voicemail messages can be truncated in some instances. The result of the truncation is that users do not hear the first second or two of the voicemail prompt.

Resolution

To resolve this issue, set a value for the **Delay After Answer** field in the Cisco Unity Connection advanced telephony integration settings. See the Cisco Unity Connection documentation at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/8x/gui_reference/guide/8xcucgrg120.html#wp1056978

End Users Cannot Retrieve Phone Account Details

Problem description: Cisco UC Integration for Microsoft Lync users cannot retrieve phone account details when they log in to an extension mobility profile. As a result, error messages display in the **Phone services** section of the **Phone accounts** tab on the **Options** dialog box.

The affected users have multiple devices configured on Cisco Unified Communications Manager.

The following exceptions are written to the csf-unified.log file in the

%USER_PROFILE%\AppData\Local\Cisco\Unified Communications\Jabber\CSF\Logs directory:

```
<time_stamp> DEBUG [0x00001d80] [src\config\CCMCIPClient.cpp(230)] [csf.ecc]
[curlDebugCallback] -
<html>
<body>
org.apache.jasper.JasperException: java.lang.reflect.InvocationTargetException<br>
<!--
org.apache.jasper.JasperException: java.lang.reflect.InvocationTargetException
at
org.apache.jasper.runtime.JspRuntimeLibrary.handleSetPropertyExpression(JspRuntimeLibrary.java:622)
at
org.apache.jsp.ControlledDevices_jsp._jspx_meth_c_005fforEach_005f0(ControlledDevices_jsp.java:834)
at org.apache.jsp.ControlledDevices_jsp._jspService(ControlledDevices_jsp.java:180)
at org.apache.jasper.runtime.HttpJspBase.service(HttpJspBase.java:70)
at javax.servlet.http.HttpServlet.service(HttpServlet.java:722)
```

Resolution: To resolve this issue, do the following:

- 1 Disassociate the affected users from all extension mobility profiles.
- 2 Contact your Cisco support representative and request an Engineering Special (ES) to resolve this issue on Cisco Unified Communications Manager.

After you apply the ES on Cisco Unified Communications Manager, you can re-associate the affected users with the extension mobility profiles.

Off Hook Dialing Does Not Change Presence States

Problem description: A Cisco UC Integration for Microsoft Lync user dials a number directly from the desk phone, or other device. The availability status does not change to indicate the user is on a call.

Resolution: To resolve this issue, do the following:

- 1 Ensure the user is associated with the line number.
 - 1 Open Cisco Unified Communications Manager and browse to the **Phone Configuration** window for the device.
 - 2 Locate the **Association Information** section and select the line associated with the device. The **Directory Number Configuration** window opens.
 - 3 Locate the **Users Associated with Line** section.
 - 4 Verify that the user is associate with the line.
- 2 Ensure the SIP trunk exists from Cisco Unified Communications Manager to Cisco Unified Presence.
 - 1 Open Cisco Unified Communications Manager.
 - 2 Select **Device > Trunk**.
 - 3 Search for a SIP trunk to Cisco Unified Presence.
 - 4 Create a SIP trunk if one does not exist.

Calls Drop Intermittently on Network Profile Change

Problem description: Audio and video calls drop intermittently when the network profile changes.

A known bug exists with Microsoft Windows 7 and Microsoft Windows Server 2008 R2 that causes the network profile to change unexpectedly. This change in the network profile closes network ports that Cisco UC Integration for Microsoft Lync requires for calls. As a result, if you are on a call when the network profile changes, that call automatically terminates.

Resolution: Apply the fix available from the Microsoft support site at: <http://support.microsoft.com/kb/2524478/en-us>