Troubleshooting Exchange Calendaring Integrations

Troubleshooting Exchange Server Connection Status

Exchange Server connection status displays under the **Cisco Unified CM IM and Presence Administration** window after you configure the Exchange Presence Gateway for an Exchange Web Services (EWS) calendaring integration (choose **Presence** > **Gateways**). The Exchange Server Status area in the **Presence Gateway Configuration** window reports the status on the connection between the IM and Presence Service and the Exchange Server.

Note You can add, update or delete one or more EWS servers with no maximum limit. However, the Exchange Server Status area in the **Presence Gateway Configuration** window is designed to only verify and report status of the first 10 EWS servers that you configure.

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Test	Status Description and Recommended Action
Exchange Reachability (pingable)	The IM and Presence Service successfully reached (pinged) the Excha
Exchange Reachability (unreachable)	The IM and Presence Service failed to ping the Exchange Server. The incorrect field value or an issue with the customer's network, for exam To resolve this, ensure that the Presence Gateway field contains the corr the Exchange Server over the network. Note that the UI does not requi be the Subject CN value. If you have connection problems with the Exchange Server, also see the **CM IM and Presence Administration** and implement the recommen **System Troubleshooter**.

Troubleshooting SSL Connection Certificate Status

SSL Connection/Certificate Verification status displays in **Cisco Unified CM IM and Presence Administration** window when you configure the Exchange Presence Gateway for an Exchange Web Services (EWS) calendaring integration (choose **Presence** > **Gateways**). The Exchange Server Status area in the **Presence Gateway Configuration** window indicates if there is a certificate Subject CN mismatch or a SAN mismatch.

Note You can add, update or delete *one or more* EWS servers with no maximum limit. However, the Troubleshooter on the **Presence Gateway** window is designed to only verify and report status of the first 10 EWS servers that you configure.

Test	Status Description and Recommended Action
SSL Connection/Certificate Verification - Verified	The IM and Presence Service verified the SSL connection with the Exchang

Test	Status Description and Recommended Action

SSL Connection/Certificate Verification Failed - Certificate Missing From Chain
 	
Note These instructions describe the view of the customized Certificate Import Tool. If you are simply verifying connection status, the tool indicates the verified status but you do not have the option to **Save**.
	One or more certificates that the IM and Presence Service requires to es are missing. The Certificate Viewer can provide details of the missing c
	
	Complete these steps in the Certificate Viewer to display any missing ce
	1. Chose **Configure** to open the Certificate Viewer.
	2. Check the **Accept Certificate Chain** check box .
	3. Click **Save**.
	4. The certificate chain details display. Note any certificates with a stat
	5. Close the Certificate Viewer.
	
	To complete the certificate chain, you must:
	1. Download the missing certificates files from the Exchange Server.
	2. Copy or FTP the missing certificate files to the computer that you us
	3. Use **Cisco Unified IM and Presence OS Administration** to upload
	
	Troubleshooting Tips
	• If the certificates are not available in the Certificate Viewer, you ma certificates from the Exchange Server, and upload these certificates in as follows:
	  • Log in to the **Cisco Unified IM and Presence OS Administr** complete the certificate chain.
	  • Return to the **Presence Gateway Configuration** window und **Administration** user interface, reopen the Certificate Viewer, now have a status of Verified.
	• You must restart the Cisco Presence Engine after you upload Excha
	• Log in to **Cisco Unified IM and Presence Serviceability** user inte
	• Choose **Tools** > **Service Activation**. Note that this can affect Caler
	• Choose either **Configure** or **View** to launch the Certificate Chain V issues with the certificate chain that the IM and Presence Service c the missing certificates scenario described above. Once you success Connection / Certificate Verification status updates to Verified and

Test	Status Description and Recommended Action
SSL Connection/Certificate Verification Failed- Subject CN Mismatch	The Presence Gateway field value must match the Subject CN value of the resolve this by entering the correct value in the Presence Gateway field. Verify that your entry in the Presence Gateway field is correct as follows: **1.** Re-enter the correct Subject CN value in the Presence Gateway field. T Gateway field value to ping the server. The host (FQDN or IP address) th Subject Common Name. **2.** Click **Save**. **Tip** Choose either **Configure** or **View** to launch the Certificate Chai are any issues with the certificate chain downloaded from the E certificates scenario described above. Once you successfully im Connection / Certificate Verification status updates to Verified
SSL Connection/Certificate Verification Failed - SAN Mismatch	The Presence Gateway field value must match one of the Subject Alternativ Certificate Chain. You can resolve this by entering the correct value in the P Verify that your entry in the Presence Gateway field is correct as follows: **1.** Re-enter the correct SAN value in the Presence Gateway field. The IM field value to ping the server. The host (FQDN or IP address) that you e certificate Subject Alternative Name. **2.** Click **Save**. **Tip** Choose either **Configure** or **View** to launch the Certificate Chai are any issues with the certificate chain downloaded from the E certificates scenario described above. Once you successfully im Connection / Certificate Verification status updates to Verified
SSL Connection/Certificate Verification Failed - Bad Certificates	Information in the certificate is incorrect, which renders it invalid. Typically, this occurs if the certificate matches the required Subject CN but Exchange Server regenerates the certificate but the IM and Presence Servic To resolve this, complete these actions: • Choose the logs to determine the cause of the error. • If the error is due to a bad signature, you need to remove the outdated CiscoUnified IM and Presence OS Administration, and then upload a n OS Administration. • If the error is due to an unsupported algorithm, you need to upload a ne in CiscoUnified IM and Presence OS Administration.
SSL Connection / Certificate Verification Failed - Network Error	Due to network issues, for example, a no-response timeout, the IM and Pres We recommend that you verify the network connectivity to the Exchange S accepting connections using the correct IP address and port number.
SSL Connection/Certificate Verification Failed	Verification failed for a non-specific reason or because the IM and Presence We recommend that you review the debug log files for more information.

Issues Known to Impact Microsoft Exchange Integrations

This section describes known issues that are common or specific to Microsoft Exchange Server 2007, 2010, and 2013.

Scale Limitations for Calendar Integrations

Cisco Unified Communications Manager IM and Presence Service and Exchange calendaring integrations have been validated with up to X% of the users subscribing to calendar presence and with up to Y% of the users doing simultaneous calendar transitions (for example, joining or leaving meetings simultaneously). See the table below for percentage values pertaining to specific releases of Cisco Unified Presence.

Table 1: Scale Limitations for Specific Cisco Unified Presence Releases

Software Release	% of Users Subscribing to Calendar Presence	% of Users Performing Simultaneous Calen Transitions
8.5(1)	50	30
8.5(2) and later	100	50

Calendar State Does Not Update if a User Moves Between Microsoft Exchange Servers

Problem

If an Exchange administrator moves a user from one Exchange Server to another in an Exchange integration, the calendaring state change does not update for that user.

Cause

The condition occurs because the Exchange Server does not signal when a user is moved from one server to another.

Solution

The IM and Presence Service administrator or user must disable and then reenable calendar integration for that user *after* the Exchange administrator has moved the user from one Exchange Server to another.

LDAP User Removal Takes at Least 24 Hours to Replicate on the IM and Presence Service

Problem

If a user is deleted from LDAP, the user state changes to Inactive on CiscoUnified Communications Manager and user authentication on client applications subsequently fails. However, it has been observed during testing that once CiscoUnified Communications Manager synchronizes the change from LDAP, the user is not

removed for 24 hours *after* the synchronization occurred (either by the Administrator forcing the synchronization or scheduling it to occur at a specific time).

The Cisco Sync Agent on the IM and Presence Service does not synchronize any user state change until the user is removed. Until then, that user still exists on CiscoUnified Communications Manager and all IM and Presence Service capabilities (including Exchange calendaring subscriptions) remain licensed for that user for 24 hours. This delay means that users who were logged in to Cisco Jabber before the user was removed from LDAP are not logged out automatically. The user's pre-existing calendar state (Available, Busy) persists for that user on the IM and Presence Service until the user logs out of the client.

Cause

The condition occurs when CiscoUnified Communications Manager is set up and LDAP authentication is used. When a user is deleted from LDAP, calendaring subscriptions continue to be established and updated for that user on the IM and Presence Service for a period of at least 24 hours.

Solution

If a user is removed from LDAP, you can manually remove the license for that user so that the IM and Presence Service ends the Exchange calendaring subscriptions with immediate effect and logs the user out of the client application. Otherwise, be aware that there may be a 24 hour delay.

Verifying That the Microsoft Exchange Server URL Contains the Localized Word for Calendar

If you are localizing your Calendaring integration, verify that the Exchange Server URL contains the localized word for Calendar.

Procedure

Step 1 Install the same language locales (load the locale installer) on both the IM and Presence Service and Cisco Unified Communications Manager. For more information about installing locales on the IM and Presence Service, see Configuration of Multilingual Support for Calendar Integration.

Step 2 Restart the IM and Presence Service node, and log in to the **Cisco Unified CM IM and Presence Administration** user interface.

Step 3 Find and delete the existing Exchange Presence Gateway that supports a different locale for calendaring (choose **Presence** > **Gateways**).

Step 4 Add a new Exchange Presence (Outlook) Gateway. Click **Add New**.

Step 5 Verify in the database (pebackendgateway table) that the 'localecalendarname' attribute is in whichever language locale you have installed.

Step 6 Ensure the user locale is set after the locale is installed on both the IM and Presence Service and toggling the user locale on the Cisco Unified Communications Manager, if necessary.