C H A P T E R 2

Configuring Microsoft Exchange Server 2003 and 2007 for Integration with Cisco Unified Presence (over WebDAV)

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Note This module describes the integration of Cisco Unified Presence with Microsoft Exchange Server 2003 and 2007 **over WebDAV**. If you are integrating with the Exchange server 2007 or 2010 over Exchange Web Services (EWS), see Chapter 3, "Configuring Microsoft Exchange Server 2007 and 2010 for Integration with Cisco Unified Presence (over EWS)." For an overview of each type of Exchange integration, we recommend that you review Chapter 1, "Planning for Cisco Unified Presence Integration with Microsoft Exchange".

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Microsoft Exchange 2003 Configuration Checklist (WebDAV)

Table 2-1 provides a summary checklist to follow when configuring access to mailboxes on the Microsoft Exchange 2003 server. For detailed instructions, see the Microsoft Server 2003 documentation at the following URL: http://technet.microsoft.com/en-us/library/bb123872(EXCHG.65).aspx

Table 2-1   Configuration tasks for Microsoft Exchange 2003 Components

Task	Procedure	Important Notes
Ensure the Windows security policy settings are correct.	See Windows Security Policy Settings, page 1-2.	Cisco Unified Presence supports NTLMv1 Windows Integrated authentication only, and does not currently support NTLMv2.
Create a Service Account and add it as a member of the "Exchange View Only Administrator" security group.	1. Create a new service account in **Active Directory Users and Computers** (ADUC) on the Exchange server. 2. Create a new security group in **Active Directory Users and Computers** (ADUC) on the Exchange server. Name it Exchange View Only Administrator. 3. Right-click the Exchange View Only Administrator group that you created, and select **Properties**. Under the Members tab, add the service account that you created to the group. 4. Open System Manager on the Exchange server and under Administrative Groups, navigate to the Exchange View Only Administrator group. 5. Right-click the group and select **Delegate Control** to start the Exchange Administration Delegation Wizard. 6. Select **Add** and navigate to the group that you created, and select it. 7. Assign the Exchange View Only Administrator role to the group.	You may already have configured an administrator account on the Exchange server. We recommend, however, that you create a separate administrator account for Exchange integration because the default administrator configuration may not let you sign into other user accounts on the Exchange server.

Task	Procedure	Important Notes
Create User Accounts and Delegate Exchange View Only Administrator Control to the User Account	1. Create a new user account on the Exchange server. 2. Open System Manager on the Exchange server and under Administrative Groups, navigate to the administrative group to which you want to add the account that you created. 3. Right-click the group and select **Delegate Control** to start the Exchange Administration Delegation Wizard. 4. Select **Add** and navigate to the user account that you created, and select it. 5. Assign the Exchange View Only Administrator role to the account.	In an Exchange 2003 environment, you must delegate "Exchange View Only Administrator" permissions to the user account to allow only administrators (with Exchange View Only permissions) to sign into the user accounts on the Exchange server and view the Exchange configuration. A user account is a standard Windows account used by a regular Exchange user.
Grant Receive As Permissions on User Mailboxes	1. Open the System Manager on the Exchange server and under Administrative Groups, navigate to **First Administrative Group > Servers > First Server> Mailbox Store**. 2. Right-click the mailbox store, and select **Properties**. Under the Security tab, enter the name of the account for which you need to access calendar ing information. 3. Assign Receive As permisisons to the account and all associated mailbox stores.	Cisco Unified Presence requires additional Receive As account permissions to inspect the calendars of users on the Exchange server. We recommend that you assign this permission at a higher level (such as mail storage group) to enable read-only access to all the mailboxes in the mail storage group.

Troubleshooting Tips

- Cisco Unified Presence only requires Receive As permissions on the account to enable it to sign in to that account when it connects to the Exchange server. Note that this account does not typically receive mail so you do not need to be concerned about allocating space for it.

- 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.

What To Do Next

Verifying Permissions on the Exchange 2003 Account

Procedure

Step 1 Use Internet Explorer to connect to the following URL:

https://server/exchange/user@domain

Where server = server name, user = user name (some user other than receive-as acccount), domain = exchange domain

Step 2   Sign in using the receive-as credentials. If these credentials allow you to access the OWA account, it verifies that the permissions have propagated successfully to the Exchange server.

What To Do Next

Configuring the Presence Gateway on Cisco Unified Presence for Microsoft Exchange Integration, page 4-1.

Troubleshooting Tips

This procedure applies to Microsoft Exchange Server 2003 SP1 and later releases.

Microsoft Exchange 2007 Configuration Checklist (WebDAV)

Table 2-2 provides a summary checklist to follow when configuring access to mailboxes on the Microsoft Exchange 2007 server. For detailed instructions, see the Microsoft Server 2007 documentation at the following URL: http://technet.microsoft.com/en-us/library/bb124558(EXCHG.80).aspx

Table 2-2   *Configuration tasks for Microsoft Exchange 2007 Components*

Task	Procedure	Important Notes
Ensure that the Windows security policy settings are correct.	See Windows Security Policy Settings, page 1-2.	Cisco Unified Presence supports NTLMv1 Windows Integrated authentication only and does not currentlly support NTLMv2.
Add a Mailbox to the Exchange View Only Administrator account.	1. Sign into the Exchange 2007 server using an account that has been delegated the Exchange View Only Administrator role. 2. Open the Exchange Management Console (EMC) on the Exchange 2007 server. 3. Select **Recipient Configuration** in the console tree. 4. Select **New Mailbox,** and complete the New Mailbox wizard – For User Logon Name (User Principal Name), enter the Microsoft domain name in which the user account resides followed by the name that the user requires to sign in to the mailbox. **Example**: **msoft-domain-name\username**	Accounts without a mailbox in the specified storage will not work, and the account will stop functioning if you remove the mailbox at any stage.

Task	Procedure	Important Notes

Delegate Exchange View Only Administrator Control to the Account	**Via the Exchange Management Console (EMC)**
	
	1. Open the EMC on the Exchange 2007 server.
	
	2. Right-click **Organization Configuration** in the console tree.
	
	3. Select **Add Exchange Administrator** and navigate to the account that you created, and select it.
	
	4. Assign the Exchange View Only Administrator role to the account.
	
	Via the Exchange Management Shell (EMS)
	
	1. Open the EMS for command line entry.
	
	2. Run the Add-Exchange command with associated arguments from the Run line or from the Command Prompt in the EMS.
	
	The following provides the syntax and example of the command:
	
	Syntax
	`Add-ExchangeAdministrator -Role "role" -Identity "identity"`
	
	Example
	`Add-ExchangeAdministrator -Role ViewOnlyAdmin -Identity CUPSAdmin`
		• In an Exchange 2007 environment, you must delegate "Exchange View Only Administrator" permissions to the user account to allow only administrators (with Exchange View Only permissions) to sign into the user accounts on the Exchange server and view the Exchange configuration.
		
		• A user account is a standard Windows account used by a regular Exchange user.

Grant Receive As Permissions on User Mailboxes	**Via the Exchange Management Shell (EMS)**
	
	1. Open the EMS for command line entry.
	
	2. Run the Add-ADPermission command in the EMS as follows:
	
	Syntax
	
	`Add-ADPermission -Identity "Mailbox Store" -User "Trusted User" -ExtendedRights Receive-As`
	
	Example
	
	`Add-ADPermission -Identity "First Storage Group" -User CUPSAdmin -ExtendedRights Receive-As`
		You cannot use the Exchange Management Console (EMC) to complete this step.

Troubleshooting Tips

• Cisco Unified Presence only requires Receive As permissions on the account to enable it to sign in to that account when it connects to the Exchange server. Note that this account does not typically receive mail so you do not need to be concerned about allocating space for it.

• 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.

What To Do Next

Verifying Permissions on the Exchange 2007 Account, page 2-6

Verifying Permissions on the Exchange 2007 Account

After you have assigned the permissions to the Exchange 2007 account, you must verify that the permissions propagate to mailbox level and that you can access the mailbox of the end-user. On Exchange 2007, it takes some time for the permissions to propagate to mailboxes.

Before You Begin

- Delegate the appropriate roles and Receive-As permissions to the Exchange account. See the Microsoft Exchange 2007 Configuration Checklist topic.

- For the purpose of the examples in the following procedures, assume that the Exchange account is named "cupsadmin" and the mail storage group is named "First Storage Group".

Procedure

Step 1   Open the Exchange Management Shell (EMS) for command line entry.

Step 2   Verify that the Exchange account is a member of the"ExchangeView-Only Administrator" group as follows:

   a. Run this command in the EMS:

```
([ADSI]"LDAP://CN=CUPS Admin,CN=Users,DC=r7,DC=com").memberof
```

Note   The "CN=CUPS Admin,CN=Users,DC=r7,DC=com" is the DN (Distinguished Name) of the Exchange account. To determine the DN, use **adsiedit.msc**. Also verify the DN with your Active Directory administrator if required.

   b. Ensure that the command output indicates the Exchange account is a member of "Exchange View-Only Administrator" group, as follows:

   Example: Command Output

CN=Exchange View-Only Administrators,	OU=Microsoft Exchange Security Groups,	DC=r 7,	DC=c om

Step 3   Verify that the Exchange account has "Receive-As" permissions on the mail storage group as follows:

   a. Run this command in the EMS:

```
Get-ADPermission "First Storage Group" -user cupsadmin | Format-Table -AutoSize
```

Note   The "First Storage Group" is the name of the mail storage group. The "cupsadmin" is the Exchange account.

   b. Ensure that the command output indicates the Exchange account has "Receive-As" permission on the mail storage group, as follows:

   Example: Command Output

Identity	User	Deny	Inherited	Rights
------	----	---	------	-----
HTLUO-MAIL\First Storage Group	R7\cupsadmin	False	False	Receive-As

Step 4   Verify that the Exchange account has permissions on an end-user mailbox as follows:

a.   Run this command in the EMS:

```
Get-MailboxPermission jdoe -user cupsadmin | Format-Table -autosize
```

Note   The "jdoe" is the mailbox of the end-user. The "cupsadmin" is the Exchange account.

b.   Ensure that the command output indicates that the Exchange account has FullAccess permission on jdoe's mailbox, as follows:

Example: Command Output

Identity	User	AccessRights	IsInherited	Deny
r7.com/Dallas/John Doe	R7\cupsadmin	{FullAccess}	True	False

Truobleshooting Tips

Full Access permission on a user mailbox is inherited from the higher-level permission, in this instance, from the "First Storage Group". If the command (that you run in Step 4) fails to return output, the permission has not yet propagated to the mailbox. *Do not proceed* until you see that the Exchange account has FullAccess on the mailbox of the end user.

What To Do Next

Configuring the Presence Gateway on Cisco Unified Presence for Microsoft Exchange Integration, page 4-1

Enabling Authentication on the Exchange 2003/2007 Virtual Directories

You must enable basic authentication on the Exchange virtual directories (/exchange and /exchweb) for Microsoft Office Outlook Web Access to work properly. The /exchange directory handles mailbox access requests for OWA and WebDAV. The /exchweb directory contains resource files used by OWA and WebDAV. You can also optionally enable Windows Integrated Authentication on the Exchange virtual directories. Furthermore, Forms Based Authentication can be optionally enabled.

The procedure that follows is for WebDAV integrations on Exchange 2003 and Exchange 2007 server running Windows Server 2003.

Procedure

Step 1   From Administrative Tools, open **Internet Information Services**. and select the server.

Step 2   Select **Web Sites.**

Step 3   Select **Default Web Site**.

Step 4   Right click either the **/exchange** or /e**xchweb**, and select **Properties**.

Step 5   Select the **Directory Security** tab.

Step 6   Under Authentication and access control, select **Edit**.

Step 7   Under Authentication, ensure that the **Basic Authentication** and **Integrated Windows** check boxes are checked.

Step 8   [Optional] If you want to enable Forms Based Authentication, complete the following steps:

- Open the Exchange Management Console (EMC).
- From the left pane, select **Server Configuration > Client Access**.
- Select the appropriate server in the **Client Access** pane and select the **Outlook Web Access** tab.
- Right-select **owa (Default Web Site)** and select **Properties.**
- Select the **Authentication** tab.
- Select **Use forms-based authentication** and under **Logon Format** select **Domain\user name**.

✎

Note   Basic authentication is enabled by default for OWA when Forms Based Authentication is selected.

Related Topics

- http://technet.microsoft.com/en-us/library/aa998849(EXCHG.80).aspx
- Known Issue: see Calendar Integration Fails with "HTTP 503 Service Unavailable" Error from Exchange 2007, page 6-9