

# Microsoft Outlook Integrated with Cisco Jabber Shows No Presence Status/Presence Bubble

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## Introduction

This document describes a problem encountered where there is no presence status or presence bubble in Microsoft Outlook Integrated with Cisco Jabber and proposes steps in order to troubleshoot this issue.

## Prerequisites

### Requirement

Cisco recommends that you have basic knowledge of Cisco Jabber for Windows and Microsoft Outlook Integration.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco Unified Communications Manager (CUCM) Version 10.5
- Cisco Instant Messaging (IM) and Presence (IM and P) Version 10.5
- Cisco Jabber for Windows Version 10.5
- Microsoft Outlook Professional Plus 2010

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.

## Background Information

Cisco Jabber for Windows supports availability status in Microsoft Outlook. If the presence

integration is successful, then users can share their availability in Microsoft Outlook. With Microsoft Outlook, you can use the Microsoft contact card click-to-communicate icons directly from within the application in order to save time and streamline workflows because you can view user availability and initiate communications such as personal and group voice, video, and chat sessions without the need to switch between applications.

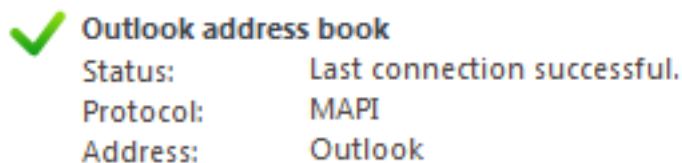
## Problem

The Jabber client can be integrated with Microsoft Outlook with the Messaging Application Program Interface (MAPI) protocol so that the users can share their availability in Microsoft Outlook. Sometimes, the Microsoft Outlook integration is successful but you might not see the users' presence status/presence bubble in Microsoft Outlook.

## Troubleshooting Steps

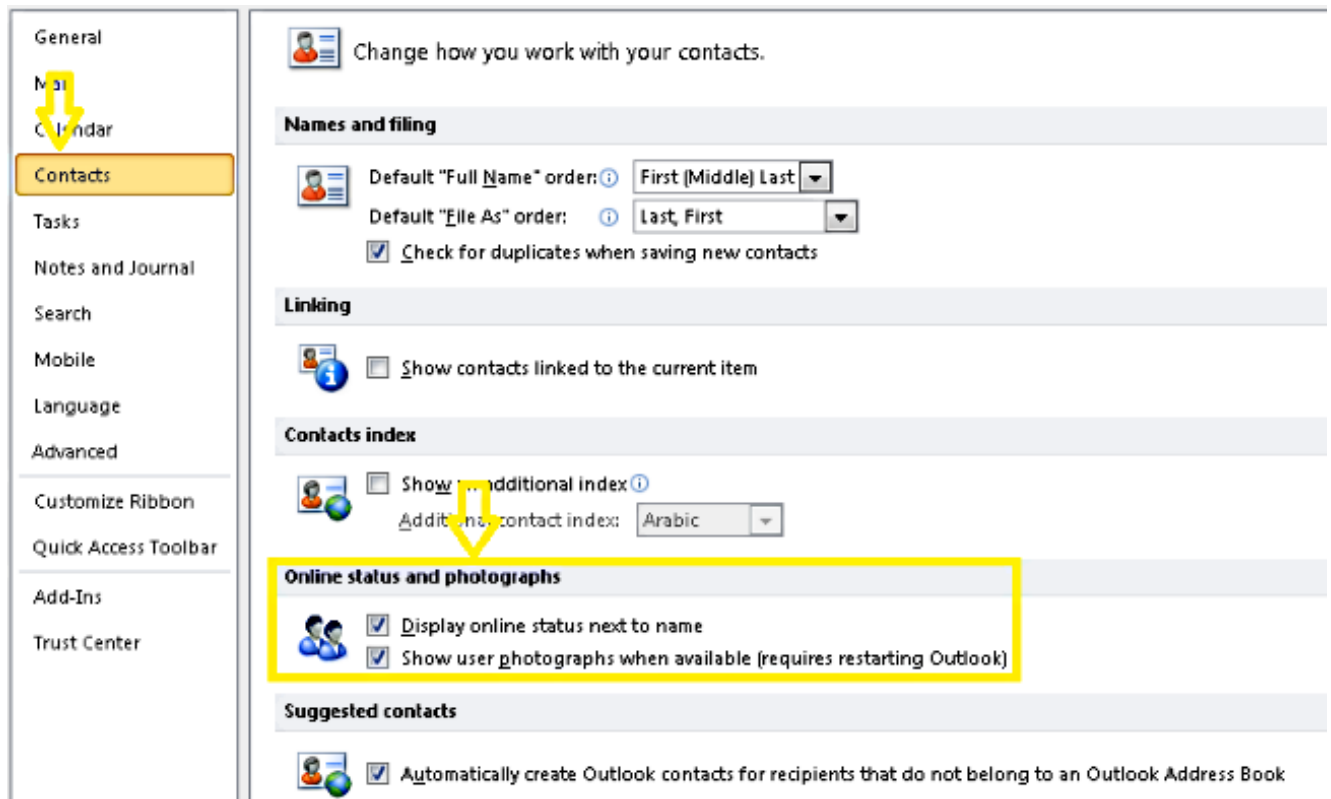
In order to troubleshoot this problem, verify these points:

1. Choose **Settings > Help > Show Connection status** and verify that the MAPI connection is



successful.

2. Ensure that there is no other Extensible Messaging and Presence Protocol (XMPP) / Session Initiation Protocol (SIP) application integrated with Microsoft Outlook that provides presence (Lync, Windows Live Messenger, Office Communicator, Windows Messenger, Cisco Unified Communication Integration with Microsoft Lync 2010 (CUCILync), Cisco Unified Communication Integration with Microsoft Office Communicator (CUCIMOC), Cisco Unified Personal Communicator (CUPC), and WebEx Connect).
3. Verify that the online status is enabled in Microsoft Outlook.

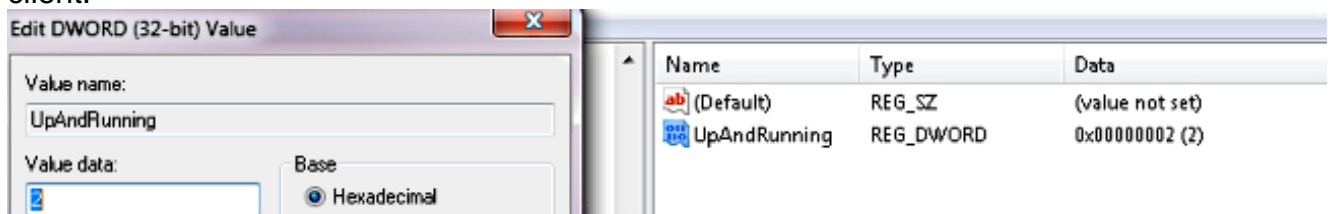


4. Verify the registry setting in this location (the value should be 1):

HKEY\_CURRENT\_User\Software\Microsoft\Office\14.0\Common\PersonaMenu

5. Verify the registry key for UpAndRunning in this location: HKEY\_CURRENT\_USER\Software\IM

Providers\Cisco Jabber\UpAndRunning. If Jabber is running and the key UpAndRunning is not set to 2, change the UpAndRunning data to 2 and then restart the Microsoft Outlook and Jabber client.



6. Verify that the Jabber IM address and proxyaddress is same. If they are different, specify SIP:user@cupdomain as the value of the proxyAddresses attribute in Microsoft Active Directory. The requirement to share availability in Microsoft Outlook is to keep the Session Initiation Protocol (SIP) proxy and the IM address the same..

If these steps do not help/resolve the issue, gather a problem report from the Jabber client and contact the Cisco Technical Assistance Center (TAC).

## Related Information

- [Deployment and Installation Guide for Cisco Jabber Release 10.5](#)
- [Feature Configuration for Cisco Jabber 11.7](#)
- [Technical Support & Documentation - Cisco Systems](#)