Configuring Calendar and Contact Integration

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Overview

You can configure calendar and contact integration on Unity Connection with Exchange, Office 365, or Cisco Unified MeetingPlace servers. For more information on calendar and contact integration, see the Calendar and Contact Integration, page 1-11 section.

Configuring Calendar and Contact Integration with Exchange or Office 365 Servers

1. Review the system requirements to ensure that all the requirements for Exchange 2019, Exchange 2016 and Office 365 are met. For more information see the sections "Requirements for Accessing Calendar Information for Meetings" and "Requirements for Accessing Exchange Contact Information" of *System Requirements for Cisco Unity Connection, Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/requirements/b_14cucsysreqs.html.

2. Configure the Exchange server with which Unity Connection is integrated for calendar and contact integration. See the following sections:

   • Configuring Office 365, Exchange 2019, Exchange 2016, Exchange 2013 or Exchange 2010 for Calendar and Contact Integration

   • Configuring Unity Connection for Calendar and Contact Integration

3. Configure Unity Connection for calendar and contact integration. See the Configuring Unity Connection for Calendar and Contact Integration.

4. *(When enabling Personal Call Transfer Rules only)* Verify that the users or templates are assigned to a class of service that enables them to use the personal call transfer rules feature.

5. Configure the Unity Connection users for calendar and contact integration. See the Configuring Unity Connection Users for Calendar and Contact Integration.

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Configuring Office 365, Exchange 2019, Exchange 2016, Exchange 2013 or Exchange 2010 for Calendar and Contact Integration

6. Test the calendar integration. See the Testing Calendar Integration with Exchange or Office 365 Servers.

Configuring Office 365, Exchange 2019, Exchange 2016, Exchange 2013 or Exchange 2010 for Calendar and Contact Integration

Do the following tasks to configure Exchange 2019, Exchange 2016, Exchange 2013, Exchange 2010 for the calendar and contact integration:

1. Confirm that **Client Access role** has been enabled on Exchange 2019, Exchange 2016, Exchange 2013 and Exchange 2010 server.

2. Do the Configuring Exchange 2019, Exchange 2016, Exchange 2013, Exchange 2010 for Calendar and Contact Integration.

3. *(Optional)* If you are using SSL for secure access to the Exchange server, follow the steps mentioned in the section Configuring Secure Access to Exchange 2013, Exchange 2010.

Note If you have already configured secure IMAP with SSL on Exchange server and enabled the certificate for both IMAP and IIS, then follow the section Configuring Exchange 2019, Exchange 2016, Exchange 2013, Exchange 2010 for Calendar and Contact Integration.

Configuring Exchange 2019, Exchange 2016, Exchange 2013, Exchange 2010 for Calendar and Contact Integration

Step 1   On the Exchange server, open the **Internet Services (IIS) Manager** application.

Step 2   Go to Internet Information Services > <Exchange server name> > Web Sites > Default Web Site.

Step 3   Right-click Exchange and select **Properties**.

Step 4   In the **Exchange Properties** dialog box, select the **Virtual Directory** tab.

Step 5   From the **Content For This Resource Should Come From** menu, select **A Directory Located On This Computer** .

Step 6   Confirm the Local Path is set to **\\.\BackOfficeStorage\<your-domain.com>\MBX**.

Step 7   Select the **Read** check box.

Step 8   Select the **Directory Security** tab.

Step 9   From the **Authentication and Access Control** menu, select **Edit**.

Step 10   In the **Authenticated Access section of the Authentication Methods** dialog box, check the check boxes for one or more of the following options:

- Integrated Windows authentication (sometimes referred to as NTLM)

- Basic Authentication

- Digest Authentication for Windows Domain Servers

Step 11   Select **OK**.

Step 12   In the **Exchange Properties** dialog box, select **OK**.

Step 13   Go to **Internet Information Services** > **<server name** > **> Web Service Extensions** .

Step 14   In the right-hand pane, select **WebDav** and confirm that the status is "Allowed." If the status is not "Allowed", click **Allow**.

Step 15   On the Exchange server, open the **Exchange Management Console**.

Step 16   Go to **Server Configuration > Mailbox**.

Step 17   Do the following for each mailbox that you want to configure for the calendar and contact integration:

     a) In the upper middle pane, select the mailbox name.

     b) In the lower middle pane, select the **WebDav** tab.

     c) Right-click **Exchange (Default Web Site)** and select **Properties**.

     d) In the **Exchange (Default Web Site)** Properties dialog box, select the **Authentication** tab.

     e) Select **Use One or More Standard Authentication Methods** and select the same authentication method(s) that you configured in Step 10.

Step 18   Click **OK**.

Step 19   Open the **Exchange Management Shell**.

Step 20   In the **Exchange Management Shell**, enter the following command:

     iisbreset /noforce

Step 21   Press **Enter**.

Configuring Secure Access to Exchange 2013, Exchange 2010

Step 1   On the Exchange Server, open the **Exchange Management Shell** application.

Step 2   Enter the following command, where *<Exchange server>* is the IP address or fully qualified domain name of the Exchange server and *<friendly name>* is the friendly name that you selected for the Exchange server:

     • **new-exchangecertificate -generaterequest -domainname** *<Exchange server>* **-friendlyname** *<friendly name>***-path c:\csr.txt**

     Caution   The domain name for the Exchange server must be the IP address or the fully qualified domain name (recommended) so that the Unity Connection server can successfully ping the Exchange server. Otherwise, the calendar and contact integration may not function correctly.

Step 3   Press **Enter**.

     A Certificate Signing Request (CSR) file with the name Csr.txt is created in the root directory.

Step 4   Send the CSR file to a Certification Authority (CA), which generates and sends back a new certificate.

     Note   You must have a copy of the CA public root certificate or public root certificate chain. This certificate is needed for configuring Unity Connection to trust the Exchange server.

Step 5   Save the new certificate in a location that is accessible to the Exchange server on which you want to import the certificate.

Step 6   On the Exchange Server, open the **Exchange Management Shell** application.

Step 7   Enter the following command, where <path> is the full path of the new certificate that you received from the CA:

     import-exchangecertificate -path <path>

Step 8   Press **Enter**.

Step 9   Enter the following command:

dir cert:\localmachine\my | fl

Step 10   Press **Enter**.

Step 11   Highlight the "thumbprint" property and press **Ctrl-C** to copy it to the clipboard.

Step 12   If Unity Connection is configured to use IMAP to access both email and calendar data from Exchange server, enter the following command, where <thumbprint> is the "thumbprint" that you copied in Step 11:

     enable-exchangecertificate -thumbprint <thumbprint> -services "IIS,IMAP"

     If Unity Connection is not configured to use IMAP but configured to use calendar data from Exchange server, enter the following command, where <thumbprint> is the "thumbprint" that you copied in Step 11:

     enable-exchangecertificate -thumbprint <thumbprint> -services "IIS"

Step 13   Press **Enter**.

Step 14   If you want data transmitted as clear text, skip the remaining steps in this procedure and continue with the Configuring Unity Connection for Calendar and Contact Integration. Otherwise, open the **IIS Manager** application.

Step 15   Go to **IIS** > **<server name>** > **Web Sites** > **Default Web Site**.

Step 16   Right-click **Default Web Site** and select **Properties**.

Step 17   In the **Properties** dialog box, select the **Directory Security** tab.

Step 18   From the **Secure Communications** menu, select **Edit**.

Step 19   Check the **Require Secure Channel** check box.

Step 20   Select **OK**.

Step 21   In the **Properties** dialog box, select **OK**.

Configuring Unity Connection for Calendar and Contact Integration

Step 1   In Cisco Unity Connection Administration, expand **Unified Messaging** and select **Unified Messaging Services**. You can modify an existing unified messaging service or create a new service using **Add New**.

Step 2   On the New Unified Messaging Service page, in the **Type** list, select **Exchange/BPOS-D** and check the **Enabled** check box to enable the unified messaging service.

Step 3   Enter the details of the required fields and select **Save**. (For information on each field, see **Help> This Page**).

> **Note**   Make sure to check the **Access Exchange Calendars and Contacts** check box under **Service Capabilities** menu.

Step 4   Select **Test** and a message appears indicating whether the configuration has been successfully verified. If the verification fails, follow the above configuration steps to ensure that they have been properly implemented.

Configuring Unity Connection Users for Calendar and Contact Integration

After configuring the Unity Connection server for calendar and contact integration, you can configure the applicable users.

Note	There must be a user account in Active Directory for each Unity Connection user configured for unified messaging. Also, there must be a corresponding mailbox for each user account in Exchange 2019, Exchange 2016, Exchange 2013, Exchange 2010 that communicates with the Unity Connection server.

Step 1   In Cisco Unity Connection Administration, expand **Users** and select **Users**. Select an applicable user.

Step 2   On the Edit User Basics page, in the **Edit** menu, select **Unified Messaging Accounts**.

Step 3   On the Unified Messaging Accounts page, select **Add New**.

Note	Make sure that a unified messaging service is configured before creating unified messaging accounts.

Step 4   On the New Unified Messaging Accounts page, select the following details:

- In **Unified Messaging Service** drop-down, select the unified messaging service created in the sectionConfiguring Unity Connection for Calendar and Contact Integration.

- From the **Account Information** menu, in the **Use This Email Address** field, enter the Exchange email address in Active Directory for the user.

Step 5   In the **Service Capabilities** menu, check the **Access Exchange Calendar and Contacts** check box and select **Save**.

Step 6   Check the calendar and contact configuration for the user, selecting **Test**. The **Task Execution Results** window appears with the test results. If any part of the test fails, verify the configuration for Exchange 2019, Exchange 2016, Exchange 2013, or Exchange 2010, Active Directory, Unity Connection, and the user.

Step 7   Repeat Step 2 through Step 6 for all remaining users.

Testing Calendar Integration with Exchange or Office 365 Servers

Step 1   Sign in to Outlook.

Step 2   On the **Go** menu, select **Calendar**.

Step 3   On the **File** menu, select **New** > **Meeting Request**.

Step 4   Enter values in the required fields to schedule a new meeting for the current time, and invite a user who has an account on Unity Connection. Select **Send**.

Step 5   Sign in to the Unity Connection mailbox of the user that you invited to the Outlook meeting:

- If the user account is configured for speech access, say **Play Meetings**.

- If the user account is not configured for speech access, press **6**, and then follow the prompts to list meetings.

Unity Connection reads the information about the Exchange 2019, 2016, 2013, 2010 meetings.

Configuring Calendar and Contact Integration with Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express

1. Review the system requirements to confirm that all requirements for Cisco Unified MeetingPlace and the Unity Connection server have been met. See the "Requirements for Accessing Calendar Information for Meetings" section of *System Requirements for Cisco Unity Connection Release 14.x* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/requirements/b_14cucsysreqs.html.

2. Configure Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express. See the following sections:

   - Configuring Cisco Unified MeetingPlace for Calendar Integration

   - Configuring Cisco Unified MeetingPlace Express for Calendar Integration

3. Configure Unity Connection. See the Configuring Unity Connection for Calendar Integration section.

4. If you configured Cisco Unified MeetingPlace to use HTTPS in step 2., and configured unified messaging services to validate certificates for MeetingPlace servers in step 3.: on the Unity Connection server, in Cisco Unified Communications Operating System, upload certificates from the certification authority that issued the SSL certificates for MeetingPlace servers to both tomcat-trust and Unity Connection-trust locations. For more information on SSL instructions, see the "Using SSL to Secure Client/Server Connections" chapter of the *Security Guide for Cisco Unity Connection, Release 14.x* , available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/security/guide/b_14cucsecx.html

5. Configure the Unity Connection users. See the Configuring Unity Connection Users for Calendar Integration section.

6. Test the calendar integration. See the Testing Calendar Integration with Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express section.

7. To teach users how to list, join, and schedule meetings, see the "Phone Menus and Voice Commands" chapter of the *User Guide for the Cisco Unity Connection Phone Interface (Release 14.x)* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/user/guide/phone/b_14cucugphone.html

Configuring Cisco Unified MeetingPlace for Calendar Integration

Step 1   Sign in to the Cisco Unified MeetingPlace Application Server as an administrator.

Step 2   Select **User Configuration** > **User Profiles**.

Step 3   Select **Add New**.

Step 4   Enter the following values in the required fields to create a privileged service account:

First Name	Leave this field blank.
Last Name	Enter **Cisco Unity Connection**.
User ID	Enter **cucsvc** or another user ID that you want.
User Password	Enter the applicable password.
Profile Number	Enter the applicable profile number.

Profile Password	Enter the applicable profile password.
Type of User	Select **System Administrator**.

Note The values that you enter for the **User ID, User Password, Profile Number,** and **Profile Password** fields are used in the Configuring Unity Connection for Calendar Integration.

Step 5 Select **Save**.

Step 6 Sign out of Cisco Unified MeetingPlace.

Step 7 In the Address field of a web browser, if SSL is not enabled, enter the following URL (where <server> is the IP address or host name of the Cisco Unified MeetingPlace server):

http://<server>/webservices/services/meetingservice?wsdl

If SSL is enabled, enter the following URL:

https://<server>/webservices/services/meetingservice?wsdl

Step 8 Press **Enter**.

Step 9 When prompted to sign in, enter the user ID and password for the privileged service account.

The Cisco Unified MeetingPlace Web Services Description Language (WSDL) download page appears with the title "XFire Services".

Configuring Cisco Unified MeetingPlace Express for Calendar Integration

Step 1 Sign in to Cisco Unified MeetingPlace Express and select **Administration**.

Step 2 Select **User Configuration** > **User Profile Management**.

Step 3 Select **Add New**.

Step 4 Enter the following values in the required fields to create an API user:

First Name	Leave this field blank.
Last Name	Enter **Cisco Unity Connection**.
User ID	Enter **cucsvc** or another user ID that you want.
User Password	Enter the applicable password.
Profile Number	Enter the applicable profile number.
Type of User	Select **API User**.

Note The values that you enter for the **User ID, User Password,** and **Profile Number** fields are used in the Configuring Unity Connection Users for Calendar Integration.

Step 5 Select **Save**.

Step 6 Sign out of Cisco Unified MeetingPlace Express.

If you do not sign out of Cisco Unified MeetingPlace Express, the test fails in the Testing Calendar Integration with Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express.

Step 7   In the Address field of a web browser:

- if SSL is not enabled, enter the following URL (where <server> is the IP address or host name of the Cisco Unified MeetingPlace Express server):

  http://<server>.com/webservices/services/meetingservice?wsdl

- If SSL is enabled, enter the following URL:

  https://<server>.com/webservices/services/meetingservice?wsdl

Step 8   Press **Enter**.

Step 9   When prompted to sign in, enter the user ID and password for the API user.

The Cisco Unified MeetingPlace Express WSDL download page appears with the title "XFire Services."

Configuring Unity Connection for Calendar Integration

Step 1   In Cisco Unity Connection Administration, expand **Unified Messaging** and select **Unified Messaging** Services.

Step 2   Modify an existing unified messaging service or create a new service by selecting **Add New**.

Step 3   On the New Unified Messaging Service page, in the **Type** list, select **MeetingPlace 8.x** and check the Enabled check box to enable unified messaging with Cisco Unified MeetingPlace server.

Step 4   Enter the values of the required fields and select **Save**. (For information on each field, see **Help> This Page**).

> **Note**   Make sure to check the **User MeetingPlace Meetings and MeetingPlace Scheduling and Joining** check boxes under **Service Capabilities** menu.

Step 5   To check the integration with Cisco Unified MeetingPlace, select **Test**. The **Task Execution Results** window appears with the test results. If any part of the test fails, verify the configuration for Cisco Unified MeetingPlace and Unity Connection.

Configuring Unity Connection Users for Calendar Integration

> ⚠️
>
> **Caution**   Cisco Unified MeetingPlace must have an end user for each Unity Connection user that you are configuring.

Step 1   In Cisco Unity Connection Administration, expand **Users** and select **Users**. Select an applicable user.

Step 2   On the Edit User Basics page, on the **Edit** menu, select **Unified Messaging Accounts**.

Step 3   On the Unified Messaging Accounts page, select **Add New**. The New Unified Messaging Account page appears.

Step 4   On the New Unified Messaging Account page, select the **Unified Messaging Service** for Cisco Unified MeetingPlace. Enter the values of the required fields and select Save. (For information on each field, see **Help> This Page**).

> **Note**   Make sure to check the **MeetingPlace Scheduling and Joining and Primary Meeting Service** check boxes under the **Service Capabilities** menu.

Step 5   To check the calendar configuration for the user, select **Test**. The **Task Execution Results** window appears with the test results.If any part of the test fails, verify the configuration for Cisco Unified MeetingPlace, Unity Connection, and the user.

Step 6   Repeat Step 2 through Step 5 for all remaining users.

Testing Calendar Integration with Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express

Step 1   Sign in to Cisco Unified MeetingPlace as an end user.

Step 2   Select **Schedule**.

Step 3   Enter values in the required fields to schedule a new meeting for the current time, and invite a user who has an account on Unity Connection.

Step 4   Sign in to the Unity Connection mailbox of the user that you invited to the Cisco Unified MeetingPlace meeting in Step 3.

Step 5   If the user account is configured for speech access, say **Play Meetings**.

If the user account is not configured for speech access, press **6**, and then follow the prompts to list meetings.

Step 6   When you hear the system announce the Cisco Unified MeetingPlace meeting that you just scheduled, either say **Join**, or press the applicable keys on the phone keypad to join the meeting.