Introduction to IM and Presence Service Integration with Microsoft Exchange

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Overview

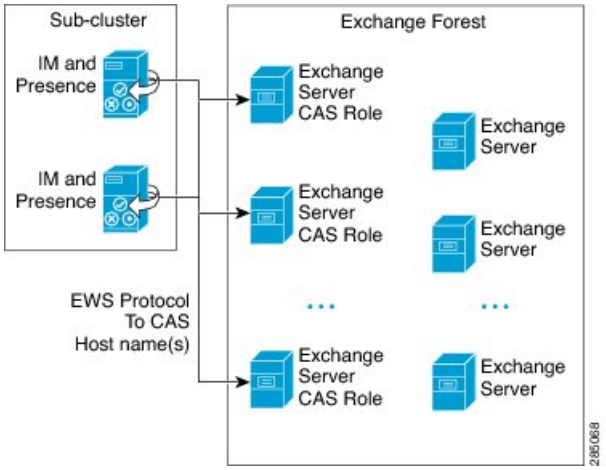
Microsoft Exchange integration with the IM and Presence Service allows users to incorporate their calendar/meeting status in Microsoft Outlook into their availability status on the IM and Presence Service.

Deployment

Exchange Web Services

Exchange Web Services (EWS) allows interaction with Microsoft Exchange mailboxes and contents over HTTP. EWS provides access to much of the same data that is made available through Microsoft Outlook. EWS moves several responsibilities from the client computer to the server.

Figure 1: Microsoft Exchange Integration with the IM and Presence Service over EWS



Microsoft Outlook Calendaring States on the IM and Presence Service

Microsoft Exchange integration with the IM and Presence Service allows users to incorporate their calendar/meeting status in Microsoft Outlook into their availability status on the IM and Presence Service. The table below shows the reachability mappings, and how the IM and Presence Service correlates the status of meetings (as shown in Microsoft Outlook calendar) in the availability status of users on the IM and Presence Service.

Table 1: Aggregated Availability State Based on Calendar State

Microsoft Outlook State	IM and Presence Service State
Free/Tentative	Available
Busy	In a meeting
Out-of-Office[1]	Away

Away[2]	Away

[1] Microsoft Outlook 2007 and Microsoft Outlook 2010 desktop client.

[2] Microsoft Outlook Web Access (OWA) 2010.

Presence Gateway Options

You must configure a Microsoft Exchange Server as a Presence Gateway for calendaring information exchange on the IM and Presence Service. The Presence Gateway to Exchange enables the IM and Presence Service node to reflect the availability status of the user on a per-user basis.

Restrictions and Limitations

The following are restrictions and limitations for integrating the IM and Presence Service with Microsoft Exchange:

- You can add, update, or delete one or more EWS servers with no maximum limit. However, the **Troubleshooter** on the **Presence Gateway Configuration** window is designed to only verify and report status of the first 10 EWS servers that you configure.
- This release of the IM and Presence Service does not support the Exchange autodiscover service. The autodiscover service assumes that a load-balancing mechanism is already in place across the Client Access Server (CAS) or servers.