



# Troubleshooting Office 365 Calendaring Integration

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## Troubleshooting Office 365 Server Connection Status

You can view the Office 365 server connection status in the **Cisco Unified CM IM and Presence Administration** window after configuring the Exchange Presence Gateway for Office 365 server calendaring integration under **Presence > Gateways**. The Office 365 server status area in the **Presence Gateway Configuration** window reports connection status between the IM and Presence Service and Office 365 server.



### Note

- Before configuring Office 365 as Presence Gateway, upload the required Microsoft certificates to IM and Presence Service. For more information see section [Upload Microsoft Certificates to IM and Presence Service](#).
- You can configure only one Office 365 server per IM and Presence sub-cluster.
- You cannot configure EWS server when Office 365 server is already configured.
- You can update or delete Office 365 server that is already configured.

Test Scenario	Status Description and Recommended Action
Office 365 Reachability (pingable)	The IM and Presence Service successfully reached (pinged) the Office

Test Scenario	Status Description and Recommended Action
Office 365 Reachability (unreachable)	<p>The IM and Presence Service failed to ping the Office 365 server. The server is unreachable.</p> <ul style="list-style-type: none"> <li>• An incorrect field value.</li> <li>• Missing trust certificate of Office 365 server.</li> <li>• An issue with the customer's network. For example, cabling.</li> </ul> <p>To resolve this, ensure that the Presence Gateway field contains the correct IP address of the Office 365 server over the network. The UI does not require the Presence Gateway field to contain the Subject CN value.</p> <p>If you have connection problems with the Office 365 server, choose <b>Diagnose</b> to visit the System Troubleshooter in the <b>Cisco Unified CM IM and Presence Administration</b> window. For more information, see the recommended solution.</p>

## Troubleshooting SSL Connection Certificate Status for Office 365

You can view the Office 365 SSL Connection/Certificate Verification status in the **Cisco Unified CM IM and Presence Administration** window when you configure the Office 365 server as Presence Gateway calendaring integration from **Presence > Gateways**.

Test Scenarios	Status Description and Recommended Action
Office 365 SSL Connection/Certificate Verification - Verified	The IM and Presence Service verified the SSL connection with the Office 365 Server. Click <b>View</b> for the certificate details.

Test Scenarios	Status Description and Recommended Action
<p>Office 365 SSL Connection/Certificate Verification Failed</p>	<p><b>Description:</b></p> <p>One or more certificates that the IM and Presence Service requires to establish a secure connection to the Office 365 server are missing.</p> <p><b>Recommended Action:</b></p> <p>Complete these steps in the <b>Certificate Viewer</b> to display any missing certificates: To complete the certificate chain, you must:</p> <ol style="list-style-type: none"> <li>1. Download the missing certificates files from the <b>Microsoft Office 365 Certificate</b> page.</li> <li>2. Copy or FTP the missing certificate files to the computer that you use to administer the IM and Presence Service.</li> <li>3. Use <b>Cisco Unified IM and Presence OS Administration</b> to upload any of the required missing certificates.</li> </ol> <p><b>Troubleshooting Tips</b></p> <ul style="list-style-type: none"> <li>• If the certificates are not available in the <b>Cisco Unified IM and Presence OS Administration &gt; Certificate Management</b> window, you may need to manually download and install the missing certificates from the Microsoft Office 365 certificate page, and upload these certificates in <b>Cisco Unified IM and Presence OS Administration</b> as follows: <ul style="list-style-type: none"> <li>• Log in to the <b>Cisco Unified IM and Presence OS Administration</b> user interface.</li> <li>• Choose <b>Certificate Management</b> and upload necessary certificates as cup-trust and tomcat-trust.</li> </ul> </li> <li>• You must restart the Cisco Presence Engine, Cisco SIP Proxy, Cisco Tomcat services on IM and Presence Service after you upload Microsoft Office 365 trust certificates.</li> <li>• Once you successfully import the certificates, verify the Office 365 SSL Connection/Certificate Verification status is updated to verified. Click View to check the certificate chain.</li> </ul> <p>If status still shows <b>Verification Failed</b>, we recommend that you review the debug log files for more information.</p>
<p>Office 365 SSL Connection/Certificate Verification - Network Error</p>	<p><b>Description:</b></p> <p>The IM and Presence Service cannot verify the SSL connection due to some network issues, for example, a no-response timeout.</p> <p><b>Recommended action:</b></p> <p>We recommend that you verify the network connectivity to the Office 365 server and ensure that the Office 365 server is using the correct <b>Presence Gateway</b> address.</p>

