Microsoft Outlook Calendar Integration for the IM and Presence Service, Release 11.5(x)

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Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883
Preface

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- Audience, on page 1
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- Conventions, on page 2
- Obtaining Documentation and Submitting a Service Request, on page 3

Introduction

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

Audience

This publication is for experienced users who configure and maintain Microsoft Exchange integration with the IM and Presence Service.

Book Structure

This guide contains the following chapters:

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Preface, on page 1</td>
<td>This chapter contains information on the book structure, audience, and purpose of this guide.</td>
</tr>
<tr>
<td>2</td>
<td>Introduction, on page 5</td>
<td>This chapter introduces the Microsoft Outlook calendar integration feature for the IM and Presence Service.</td>
</tr>
<tr>
<td>3</td>
<td>Planning for Calendar Integration, on page 9</td>
<td>This chapter contains information on the prerequisites so that you can plan your calendar integration.</td>
</tr>
<tr>
<td>Chapter</td>
<td>Title</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
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</tr>
<tr>
<td>4</td>
<td>Configure Microsoft Exchange, on page 15</td>
<td>Refer to this chapter only if you are connecting to an on-premise Microsoft Exchange server for Outlook calendar integration. This chapter describes how to configure your Exchange server for the integration.</td>
</tr>
<tr>
<td>5</td>
<td>Configure Microsoft Office 365, on page 43</td>
<td>Refer to this chapter only if you are connecting to a cloud-hosted Office 365 server for Outlook calendar integration. This chapter describes how to configure your Office 365 server for the integration.</td>
</tr>
<tr>
<td>6</td>
<td>Configure the IM and Presence Service, on page 47</td>
<td>Refer to this chapter to configure the IM and Presence Service for Outlook calendar integration. Use this chapter regardless of whether you are connecting to an on-premise Exchange server or a cloud-hosted Office 365 server.</td>
</tr>
<tr>
<td>7</td>
<td>Troubleshooting Exchange Calendaring Integrations, on page 55</td>
<td>This chapter describes troubleshooting tasks and fixes for common problems.</td>
</tr>
</tbody>
</table>

## Conventions

This document uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>bold</strong> font</td>
<td>Commands and keywords and user-entered text appear in <strong>bold</strong> font.</td>
</tr>
<tr>
<td><em>italic</em> font</td>
<td>Document titles, new or emphasized terms, and arguments for which you supply values are in <em>italic</em> font.</td>
</tr>
<tr>
<td><strong>courier</strong> font</td>
<td>Terminal sessions and information the system displays appear in <strong>courier</strong> font.</td>
</tr>
</tbody>
</table>

### Note

Means reader take note. Notes contain helpful suggestions or references to material not covered in the manual.

### Tip

Means *the following information helps you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.

### Caution

Means reader be careful. In this situation, you might perform an action that could result in equipment damage or loss of data.
Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:


Subscribe to the What's New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.
Introduction

- Overview, on page 5
- Deployment, on page 5
- Microsoft Outlook Calendaring States on the IM and Presence Service, on page 6
- Restrictions and Limitations, on page 6

Overview

Microsoft Outlook calendar 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 server. This integration can be accomplished by connecting the IM and Presence Service to an on-premises Microsoft Exchange server or a hosted Office 365 server.

Note

Microsoft Outlook calendar integration via a Microsoft Exchange deployment is supported for all 11.5(x) releases of the IM and Presence Service. However, to deploy calendar integration for Microsoft Office 365 deployments, you must be running a minimum IM and Presence Service release of 11.5(1)SU3.

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.
Microsoft Outlook Calendaring States on the IM and Presence Service

Microsoft Outlook integration with the IM and Presence Service via Microsoft Exchange or Office 365 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

<table>
<thead>
<tr>
<th>Microsoft Outlook State</th>
<th>IM and Presence Service State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free/Tentative</td>
<td>Available</td>
</tr>
<tr>
<td>Busy</td>
<td>In a meeting</td>
</tr>
<tr>
<td>Out-of-Office(^1)</td>
<td>Away</td>
</tr>
<tr>
<td>Away(^2)</td>
<td>Away</td>
</tr>
</tbody>
</table>

\(^1\) Microsoft Outlook 2007 and Microsoft Outlook 2010 desktop client.

\(^2\) Microsoft Outlook Web Access (OWA) 2010.

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.

• Upon configuring Exchange server or an Office 365 server as Presence Gateway the Jabber Clients will not be able to set 'In a meeting' status when they have a meeting received from their local Outlook. The 'In a meeting' status can only come via the Presence Gateway. If the Presence Gateway goes down for any reason the clients will not be able to set 'In a meeting' status.

Note: In order to have a 'In a meeting' status set you must restore service for the Presence Gateway.

• You cannot configure both an Exchange server and an Office 365 server as a Presence Gateway. If you want to integrate your IM and Presence Service deployment with both types of Microsoft deployments, you must configure an Exchange server as the Presence Gateway and configure integration between Microsoft Exchange and Office 365 from your Microsoft deployment.
Planning for Calendar Integration

- Prerequisites, on page 9
- Configuration Considerations, on page 10
- Security Considerations, on page 12
- Getting More Information, on page 13

Prerequisites

Before you configure Microsoft Outlook calendar integration with the IM and Presence Service, consult the compatibility matrix below and make sure that you have installed and configured the required components for this integration:

Table 2: Compatibility Matrix

<table>
<thead>
<tr>
<th>Component</th>
<th>Install Compatible Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server</td>
<td>• Service Packs for Windows Server 2003 (SP2)</td>
</tr>
<tr>
<td></td>
<td>• Service Packs for Windows Server 2008 (SP2)</td>
</tr>
<tr>
<td></td>
<td>• Service Packs for Windows Server 2012 (Standard)</td>
</tr>
<tr>
<td>Cisco Unified Communications Manager</td>
<td>For Standard Deployments, the Cisco Unified Communications Manager and IM and Presence Service release versions must match.</td>
</tr>
<tr>
<td>IM and Presence Service</td>
<td>For Standard Deployments, the Cisco Unified Communications Manager and IM and Presence Service release versions must match.</td>
</tr>
<tr>
<td>Microsoft Exchange Server 2007</td>
<td>Service Packs for Microsoft Exchange 2007 (SP1).</td>
</tr>
<tr>
<td>Microsoft Exchange Server 2010</td>
<td>Service Packs for Microsoft Exchange 2010 (SP1).</td>
</tr>
<tr>
<td>Microsoft Exchange Server 2013</td>
<td>Service Packs for Microsoft Exchange 2013 (SP1).</td>
</tr>
<tr>
<td>Microsoft Exchange Server 2016</td>
<td>Microsoft Exchange 2016</td>
</tr>
</tbody>
</table>
**Configuration Considerations**

This book contains configuration tasks that describe how to configure calendar integration between the IM and Presence Service and Microsoft Outlook for an on-premise Microsoft Exchange deployment or a hosted Office 365 deployment. Use the table below to determine which chapters to use for your deployment.

**Table 3: Configuration Tasks for Microsoft Deployments**

<table>
<thead>
<tr>
<th>Microsoft Deployment</th>
<th>Complete these configuration chapters...</th>
</tr>
</thead>
</table>
• Configure the IM and Presence Service, on page 47 |
| Microsoft Office 365 | • Configure Microsoft Office 365, on page 43  
• Configure the IM and Presence Service, on page 47 |

**Note** The minimum IM and Presence Service release for calendar integration with a hosted Office 365 server is Release 11.5(1)SU3.
Integration with Microsoft Exchange Server over Exchange Web Services


When configuring your EWS Presence Gateway for Exchange integrations in the Cisco Unified CM IM and Presence Service Administration user interface, note the following:

- 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.
- EWS Server gateways share the credentials (Account Name and Password) that you configure for the first EWS Server Gateway. If you change the credentials for one EWS Server Gateway, the credentials change accordingly on all of the configured EWS gateways.
- You must restart the Cisco Presence Engine after you add, update or delete one or more EWS servers for your configuration changes to take effect. If you add multiple EWS servers one after another, you can restart the Cisco Presence Engine once to effect all of your changes simultaneously.

Administrative Roles and Permissions in Exchange Server

Exchange Web Services (EWS) requires a special account to enable access to all user calendaring information. This account is referred to as the impersonation account.

**Microsoft Exchange Server 2007**

For a caller to access the email account of another user with Exchange Server 2007, the EWS integration requires an account with Impersonation permissions. The caller impersonates a given user account using the permissions that are associated with the impersonated account instead of the permissions that are associated with the account of the caller.

The impersonated account must be granted the `ms-Exch-EPI-Impersonation` permission on the Client Access Server (CAS) running Exchange 2007. This gives the caller the permission to impersonate a user email account using the CAS. In addition, the caller must be granted the `ms-Exch-EPI-MayImpersonate` permission on either the mailbox database or on the individual user objects in the directory.

Note that the Access Control List (ACL) for an individual user takes precedence over the mailbox database setting so that you can allow a caller access to all mailboxes in the database but if required, deny access on certain mailboxes in that database.

**Microsoft Exchange Server 2010 and 2013**

Microsoft Exchange Server 2010 and 2013 use Role-Based Access Control (RBAC) to assign permissions to impersonation accounts and allow users to perform tasks specific to their function in the organization. Depending on whether the user is an administrator, super user, or an end-user, there are two primary methods to apply RBAC permissions:

- Management role groups—Microsoft provides 11 default management role groups during the Exchange setup process with associated permissions specific to the role of the group. The Recipient Management and Help Desk, for example, are built-in role groups. Typically, super users who need to perform specific tasks are assigned to the relevant management role group and inherit the associated permissions. For example, a Product Support representative who needs to be able to modify the contact details of any user across the entire Exchange organization may be assigned as a member of the Help Desk management role group.
• Management role assignment policies—For normal users who are not administrators or super users, management role assignment policies control the specific mailboxes such users can modify. The ApplicationImpersonation role, when assigned to the user using the New-ManagementRoleAssignment cmdlet, enables an account to impersonate users in an organization to perform tasks on behalf of the user. The scope of the role assignments are managed individually using the New-ManagementScope cmdlet, and can be filtered to target specific recipients or specific servers.

Note
With RBAC, you do not need to modify and manage the ACL as required for Exchange Server 2007.

Presence Gateway Configuration for Exchange Server Integrations

To support a large number of users (with EWS calendar integration enabled), the IM and Presence Service must distribute the load of EWS traffic among multiple Client Access Servers (CAS). The IM and Presence Service can connect to a number of CAS by way of EWS, and it uses the following round robin strategy to support the traffic load that it encounters:

• The first time that a user’s calendar subscription is enabled, the user is assigned a CAS from a pool of eligible CAS hosts configured by the administrator.
• The user retains the assignment until their calendar subscription fails.
• If the user’s calendar subscription fails, the user is again assigned a CAS from the pool of eligible CAS hosts.

Known Issues with Exchange Web Services Integration

• See the Troubleshooting Exchange Calendaring Integrations, on page 55 chapter of this guide to learn about issues that are known to impact Exchange Web Services (EWS) integrations.
• See Issues Known to Impact Microsoft Exchange Integrations, on page 61.

Security Considerations

Windows Security Policy Settings

IM and Presence Service integration with Microsoft Exchange supports various authentication methods including Windows Integrated authentication (NTLM).

IM and Presence Service supports both NTLMv1 and NTLMv2 Windows Integrated authentication, with NTLMv2 used as the default.

Configuring the Lan Manager authentication level to Send NTLMv2 response only. Refuse LM & NTLM on the Windows domain controller enforces NTLMv2 authentication on the domain.

Note
IM and Presence Service does not support NTLMv2 session security. Message confidentiality and integrity are provided by secure http (https).
Getting More Information

Cisco Unified Communications Manager and IM and Presence Service Documentation

Microsoft Exchange 2007 Documentation

Microsoft Exchange 2010 Documentation

Microsoft Exchange 2013 Documentation

Microsoft Active Directory 2008 Documentation
Configure Microsoft Exchange

- Microsoft Exchange Configuration for Calendar Integration, on page 15
- Microsoft Exchange 2007 Configuration Task Flow, on page 15
- Microsoft Exchange 2010/2013/2016 Configuration Task Flow, on page 22
- SAN and Wildcard Certificate Support, on page 30
- Configure Certificates for Exchange Server Task Flow, on page 31

Microsoft Exchange Configuration for Calendar Integration

If you are deploying an on-premise Microsoft Exchange server, complete the procedures in this chapter to configure your Microsoft Exchange for calendar integration between the IM and Presence Service and Microsoft Outlook. You can integrate the IM and Presence Service with each of the following Microsoft deployment types:

Table 4: Microsoft Exchange Configuration for Calendar Integration with the IM and Presence Service

<table>
<thead>
<tr>
<th>Microsoft Exchange Deployment</th>
<th>Microsoft Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Exchange 2007</td>
<td>Microsoft Exchange 2007 Configuration Task Flow, on page 15</td>
</tr>
</tbody>
</table>

Microsoft Exchange 2007 Configuration Task Flow

Complete these tasks to configure a Microsoft Exchange 2007 deployment for Outlook calendar integration with the IM and Presence Service.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Verifying Windows Security Settings, on page 16</td>
<td>Verify Windows Security Settings such as your NTLM requirements.</td>
</tr>
</tbody>
</table>
### Purpose

Configure the Exchange server to grant users the right to sign in locally:

- Configuring Microsoft Exchange 2007 on Windows Server 2003, on page 17
- Configuring Microsoft Exchange 2007 on Windows Server 2008, on page 17

### Note

- Configuring Microsoft Exchange 2007 on Windows Server 2003, on page 17
- Configuring Microsoft Exchange 2007 on Windows Server 2008, on page 17

### Command or Action

<table>
<thead>
<tr>
<th>Step</th>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
</table>
| Step 2 | Configure the Exchange server to grant users the right to sign in locally:  
- Configuring Microsoft Exchange 2007 on Windows Server 2003, on page 17  
- Configuring Microsoft Exchange 2007 on Windows Server 2008, on page 17 | For Exchange impersonation to work, all Microsoft Exchange servers must be members of the Windows Authorization Access Group. The service account should not be a member of any of the Exchange Administrative Groups. Exchange explicitly denies Impersonation for all accounts in those groups. |
| Step 3 | Setting Impersonation Permissions at the Server Level, on page 18 | Grant permissions at the server, database, user, and contact levels. |
| Step 4 | Setting Active Directory Service Extended Permissions for the Service Account, on page 19 | You must set permissions on the Client Access Server (CAS) for the service account that performs the impersonation. |
| Step 5 | Granting Send As Permissions to the Service Account and User Mailboxes, on page 20 | Grant send as permissions to the service account and user mailboxes. |
| Step 6 | Granting Impersonation Permissions to the Service Account and User Mailboxes, on page 20 | Grant impersonation permissions to the service account and user mailboxes. |
| Step 7 | Verifying Permissions on the Microsoft Exchange 2007 Account, on page 21 | Verify that the permissions propagate to the mailbox level and that a specified user can access the mailbox and impersonate the account of another user. |
| Step 9 | Configure Certificates for Exchange Server Task Flow, on page 31 | Complete this task flow to configure certificates for a Microsoft Exchange deployment. |

### Verifying Windows Security Settings

**Procedure**

1. On the Windows domain controller and server(s) running Exchange, choose **Start > Administrative Tools > Local Security Policy**.
2. Navigate to **Security Settings > Local Policies > Security Options**.
3. Choose **Network Security: Minimum session security for NTLM SSP based (including secure RPC) servers**.
4. Verify that the **Require NTLMv2 session security** check box is unchecked.
5. If the **Require NTLMv2 session security** check box is checked, complete the following steps:
a) Uncheck the check box **Require NTLMv2 session security**.
b) Click **OK**.

**Step 6**
To apply the new security settings reboot the Windows domain controller and server(s) running Exchange.

**Note** The reboot is only required for servers on which a security policy configuration change was performed.

---

### Configuring Microsoft Exchange 2007 on Windows Server 2003

**Procedure**

**Step 1** Log into the Exchange Server 2007 user interface using a service account that has been delegated the Exchange View Only Administrator role.

**Step 2** In the left pane, under Security Settings, navigate to **Local Policies > User Rights Assignments**.

**Step 3** In the right pane of the console, double-click **Allow Log On Locally**.

**Step 4** Choose **Add User or Group** then navigate to the service account that you created and choose it.

**Step 5** Choose **Check Names**, and verify that the specified user is correct.

**Step 6** Click **OK**.

---

**What to do next**

[Setting Impersonation Permissions at the Server Level](#), on page 18

---

### Configuring Microsoft Exchange 2007 on Windows Server 2008

**Procedure**

**Step 1** Log in to Exchange Server 2007 using a service account that has been delegated the Exchange View Only Administrator role.

**Step 2** Choose Start.

**Step 3** Type gpme.msc.

**Step 4** Choose Enter.

**Step 5** Open the **Domain Controller Security Settings** window on the Exchange Server.

**Step 6** In the left pane, under **Security Settings**, navigate to **Local Policies > User Rights Assignments**.

**Step 7** In the right pane of the console, double-click **Allow Log On Locally**.

**Step 8** Ensure that the **Define these policy settings** check box is checked.

**Step 9** Choose **Add User or Group** and navigate to the service account that you previously created and choose it. Then click **OK**.

**Step 10** Choose **Check Names**, and verify that the specified user is correct. Then click **OK**.
Step 11
Click **Apply** then click **OK** in the **Allow Log On Locally Properties** dialog box.

Step 12
Determine if your users SMTP address is *alias@FQDN*. If it is not, you must impersonate using the user principal name (UPN). This is defined as *alias@FQDN*.

---

**What to do next**

[Setting Impersonation Permissions at the Server Level](#) on page 18

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### Setting Impersonation Permissions at the Server Level

The command in the following procedure allows you to grant impersonation permissions at the server level. You can also grant permissions at the database, user, and contact levels.

**Before you begin**

- If you wish to only grant the service account rights to access individual Microsoft Exchange servers, replace

  ```
  Get-OrganizationConfig
  ```

  with the string

  ```
  Get-ExchangeServer -Identity **ServerName**
  ```

  where **ServerName** is the name of the Exchange Server.

**Example**

```powershell
Add-ADPermission -Identity (Get-ExchangeServer -Identity *exchangeserver1*).
DistinguishedName -User (Get-User -Identity *user* | select-object).identity -ExtendedRights Send-As
```

- Verify that the SMTP address of your users is defined as *alias@FQDN*. If it is not, you must impersonate the user account using the User Principal Name (UPN).

**Procedure**

---

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

**Step 2**
Run this Add-ADPermission command to add the impersonation permissions on the server.

**Syntax**

```powershell
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity *User* | select-object).identity -AccessRights GenericAll -InheritanceType Descendants
```

**Example**

```powershell
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity *Ex2007* | select-object).identity -AccessRights GenericAll -InheritanceType Descendants
```
Setting Active Directory Service Extended Permissions for the Service Account

Before you begin
You must set these permissions on the Client Access Server (CAS) for the service account that performs the impersonation.

- If the CAS is located behind a load-balancer, grant the `ms-Exch-EPI-Impersonation` rights to the Microsoft Exchange 2007 account for all CASs behind the load-balancer.
- If your mailbox servers are located on a different machine to the CASs, grant `ms-Exch-EPI-Impersonation` rights for the Exchange 2007 account for all mailbox servers.
- You can also set these permissions by using Active Directory Sites and Services or the Active Directory Users and Computers user interfaces.

Procedure

**Step 1**
Open the Exchange Management Shell (EMS).

**Step 2**
Run this Add-ADPermission command in the EMS to add the impersonation permissions on the server for the identified service account (for example, Exchange 2007).

**Syntax**

```
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity User | select-object).Identity -ExtendedRight ms-Exch-EPI-Impersonation
```

**Example**

```
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity Ex2007 | select-object).Identity -ExtendedRight ms-Exch-EPI-Impersonation
```

**Step 3**
Run this Add-ADPermission command in the EMS to add the impersonation permissions to the service account on each mailbox that it impersonates:

**Syntax**

```
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity User | select-object).Identity -ExtendedRight ms-Exch-EPI-May-Impersonate
```

**Example**

```
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity Ex2007 | select-object).Identity -ExtendedRight ms-Exch-EPI-May-Impersonate
```

What to do next
Granting Send As Permissions to the Service Account and User Mailboxes, on page 20
Granting Send As Permissions to the Service Account and User Mailboxes

Follow this procedure to grant send as permissions to the service account and user mailboxes.

**Procedure**

**Step 1**
Open the Exchange Management Shell (EMS).

**Step 2**
Run this Add-ADPermission command in the EMS to grant Send As permissions to the service account and all associated mailbox stores:

**Syntax**

```
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User
-Identity User | select-object).identity -ExtendedRights Send-As
```

**Example**

```
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User
-Identity Ex2007 | select-object).identity -ExtendedRights Send-As
```

What to do next

Granting Impersonation Permissions to the Service Account and User Mailboxes, on page 20

Granting Impersonation Permissions to the Service Account and User Mailboxes

Follow this procedure to grant impersonation permissions to the service account and user mailboxes.

**Procedure**

**Step 1**
Open the Exchange Management Shell (EMS).

**Step 2**
Run this `Add-ADPermission` command in the EMS to grant impersonation permissions on the service account all associated mailbox stores:

**Syntax**

```
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User
-Identity User | select-object).identity -ExtendedRights Receive-As
```

Microsoft Outlook Calendar Integration for the IM and Presence Service, Release 11.5(x)
Example

```
Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity EX2007 | select-object).identity -ExtendedRights Receive-As
```

Note: The IM and Presence Service only requires impersonation permissions on the account to enable it to log in to that account when it connects to the Exchange Server. This account does not typically receive mail so you do not need to be concerned about allocating space for it.

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**What to do next**

Verifying Permissions on the Microsoft Exchange 2007 Account, on page 21

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**Verifying Permissions on the Microsoft Exchange 2007 Account**

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

**Procedure**

**Step 1** In the Exchange Management Console (EMC) on Exchange Server 2007, right-click **Active Directory Sites and Services** in the console tree.

**Step 2** Point to **View**, and then choose **Show Services Node**.

**Step 3** Expand the service node, for example, Services/MS Exchange/First Organization/Admin Group/Exchange Admin Group/Servers.

**Step 4** Verify that the Client Access Server (CAS) is listed for the service node that you chose.

**Step 5** View the “Properties” of each CAS, and under the Security tab, verify that:

a) Your service account is listed.

b) The permissions granted on the services account indicate (with a checked check box) that the Exchange Web Services Impersonation permission is allowed on the account.

Note: If the account or the impersonation permissions do not display as advised in Step 5, you may need to recreate the service account and ensure that the required impersonation permissions are granted to the account.

**Step 6** Verify that the service account (for example, Ex2007) has been granted Allow impersonation permission on the storage group and the mailbox store to enable it to exchange personal information and to Send As and Receive-As another user account.

**Step 7** You may be required to restart the Exchange Server for the changes to take effect. This has been observed during testing.

---

**What to do next**

Enabling Authentication on Exchange 2007 Running Windows Server 2003, on page 22

**Procedure**

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

**Step 2** Choose **Web Sites**.

**Step 3** Choose **Default Web Site**.

**Step 4** Right-click EWS directory folder and choose **Properties**.

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

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

**Step 7** Under **Authentication Methods**, verify that the following check box is unchecked:

- Enable anonymous access

**Step 8** Under **Authentication Methods Authenticated Access**, verify that both of the following check boxes are checked:

- Integrated Windows authentication
- Basic Authentication (password is sent in clear text)

**Step 9** Click **OK**.

**What to do next**

Configure Certificates for Exchange Server Task Flow, on page 31

Microsoft Exchange 2010/2013/2016 Configuration Task Flow

Complete these tasks to configure a Microsoft Exchange 2010, 2013, or 2016 deployment for Outlook calendar integration with the IM and Presence Service.

**Procedure**

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>Verify Windows Security Settings, on page 23</td>
</tr>
</tbody>
</table>
| **Step 2** | Set Exchange permissions for your release:  
  - Set Exchange Impersonation Permissions for Specific Users or Groups for Exchange 2010, on page 23  
  - Set Exchange Impersonation Permissions for Specific Users or Groups for Exchange 2013 or 2016, on page 25 | Set the Exchange impersonation permissions for specific users or a group of users. |
Verify Windows Security Settings

Procedure

Step 1  On the Windows domain controller and server(s) running Exchange, choose **Start > Administrative Tools > Local Security Policy**.

Step 2  Navigate to **Security Settings > Local Policies > Security Options**.

Step 3  Choose **Network Security: Minimum session security for NTLM SSP based (including secure RPC) servers**.

Step 4  Verify that the **Require NTLMv2 session security** check box is unchecked.

Step 5  If the **Require NTLMv2 session security** check box is checked, complete the following steps:

a)  Uncheck the check box **Require NTLMv2 session security**.

b)  Click **OK**.

Step 6  To apply the new security settings reboot the Windows domain controller and server(s) running Exchange.

Note  The reboot is only required for servers on which a security policy configuration change was performed.

Set Exchange Impersonation Permissions for Specific Users or Groups for Exchange 2010

Complete the following procedure using the Microsoft Exchange Management Shell (EMS) to set the Exchange impersonation permissions for specific users or a group of users.

These are the commands and settings for Exchange Server 2010. If you are using Exchange Server 2013, follow the steps in Set Exchange Impersonation Permissions for Specific Users or Groups for Exchange 2013 or 2016 , on page 25.
Procedure

**Step 1** Create the account in Active Directory.

**Step 2** Open the EMS for command line entry.

**Step 3** Run the New-ManagementRoleAssignment command in the EMS to grant a specified existing domain service account (for example, *Ex2010*) the permission to impersonate other user accounts:

**Syntax**

```
New-ManagementRoleAssignment -Name:_suImpersonateRoleAsg -Role:ApplicationImpersonation -User:user@domain
```

**Example**

```
New-ManagementRoleAssignment -Name:_suImpersonateRoleAsg -Role:ApplicationImpersonation -User:Ex2010@contoso.com
```

**Step 4** Run this New-ManagementRoleAssignment command to define the scope to which the impersonation permissions apply. In this example, the *Ex2010* account is granted the permission to impersonate all accounts on a specified Exchange Server.

**Syntax**

```
New-ManagementScope -Name:_suImpersonateScope -ServerList:server_name
```

**Example**

```
New-ManagementScope -Name:_suImpersonateScope -ServerList:nw066b-227
```

**Step 5** Run the New-ThrottlingPolicy command to create a new Throttling Policy with the recommended values in the table below.

**Syntax**

```
```

**Example**

```
```

**Table 5: Recommended Throttle Policy Settings on Exchange Server 2010**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Recommended Configuration Value — Exchange Server 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>EWSFastSearchTimeoutInSeconds</td>
<td>60</td>
</tr>
<tr>
<td>EWSFindCountLimit</td>
<td>1000</td>
</tr>
<tr>
<td>EWSMaxConcurrency</td>
<td>100¹</td>
</tr>
<tr>
<td>EWSMaxSubscriptions</td>
<td>Null</td>
</tr>
<tr>
<td>EWSPercentTimeInAD</td>
<td>50</td>
</tr>
</tbody>
</table>
### Step 6

Run the `Set-ThrottlingPolicyAssociation` command to associate the new Throttling Policy with the service account used in Step 2.

**Syntax**

```powershell
Set-ThrottlingPolicyAssociation -Identity Username -ThrottlingPolicy Policy_Name
```

**Example**

```powershell
Set-ThrottlingPolicyAssociation -Identity Ex2010 -ThrottlingPolicy IM_and_Presence_ThrottlingPolicy
```

### What to do next

- **Verify Permissions on the Microsoft Exchange 2010 Accounts, on page 27**

### Related Topics

- Exchange Server 2010
- Exchange Server 2013

### Set Exchange Impersonation Permissions for Specific Users or Groups for Exchange 2013 or 2016

Complete the following procedure using the Microsoft Exchange Management Shell (EMS) to set the Exchange impersonation permissions for specific users or a group of users.

These are the commands and settings for Exchange Server 2013 or 2016. If you are using Exchange Server 2010, follow the steps in Set Exchange Impersonation Permissions for Specific Users or Groups for Exchange 2010, on page 23.

#### Procedure

**Step 1** Create the account in Active Directory.

**Step 2** Open the EMS for command line entry.

**Step 3** Run the `New-ManagementRoleAssignment` command in the EMS to grant a specified existing domain service account (for example, *Ex2013*) the permission to impersonate other user accounts:

**Syntax**

```powershell
New-ManagementRoleAssignment -Identity Ex2013 -ManagementRolePermission Assignment_Name
```

---

**Parameter**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Recommended Configuration Value — Exchange Server 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>EWSPercentTimeInCAS</td>
<td>90</td>
</tr>
<tr>
<td>EWSPercentTimeInMailboxRPC</td>
<td>60</td>
</tr>
</tbody>
</table>

1 During Cisco testing, the default throttling policy value was sufficient to support 50% calendaring-enabled users. However, if you have a higher load of EWS requests to the Client Access Server (CAS), we recommend that you increase this parameter to 100.

**Note:** Only available with supported Exchange SP1.
New-ManagementRoleAssignment -Name:_suImpersonateRoleAsg -Role:ApplicationImpersonation
-User:user@domain

Example
New-ManagementRoleAssignment -Name:_suImpersonateRoleAsg -Role:ApplicationImpersonation
-User:Ex2013@contoso.com

Step 4 Run this New-ManagementRoleAssignment command to define the scope to which the impersonation
permissions apply. In this example, the Ex2013 account is granted the permission to impersonate all accounts
on a specified Exchange Server.

Syntax
New-ManagementScope -Name:_suImpersonateScope -ServerList:server_name

Example
New-ManagementScope -Name:_suImpersonateScope -ServerList:nw066b-227

Step 5 Run the New-ThrottlingPolicy command to create a new Throttling Policy with the recommended values
defined in the below table:

Syntax
New-ThrottlingPolicy -Name:Policy_Name -EwsMaxConcurrency:100 -EwsMaxSubscriptions:NULL
-EwsCutoffBalance 300000 -EwsMaxBurst 300000 -EwsRechargeRate 900000

Example
New-ThrottlingPolicy -Name IMP_ThrottlingPolicy -EwsMaxConcurrency 100 -EwsMaxSubscriptions
unlimited -EwsCutoffBalance 3000000 -EwsMaxBurst 300000 -EwsRechargeRate 900000

Table 6: Recommended Throttle Policy Settings on Exchange Server 2013 or 2016

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Recommended Configuration Value — Exchange Server 2013 and 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>EwsCutoffBalance</td>
<td>3000000</td>
</tr>
<tr>
<td>EwsMaxBurst</td>
<td>300000</td>
</tr>
<tr>
<td>EwsMaxConcurrency</td>
<td>100</td>
</tr>
<tr>
<td>EwsMaxSubscriptions</td>
<td>Unlimited</td>
</tr>
<tr>
<td>EwsRechargeRate</td>
<td>900000</td>
</tr>
</tbody>
</table>

1 These are the only EWS parameters that can be changed in Exchange Server 2013.

Note: Only available with supported Exchange SP1.

Step 6 Run the Set-ThrottlingPolicyAssociation command to associate the new Throttling Policy with the service
account used in Step 2.

Syntax
Set-ThrottlingPolicyAssociation -Identity Username -ThrottlingPolicy Policy_Name

Example
Verify Permissions on the Microsoft Exchange 2010 Accounts

After you have assigned the permissions to the Exchange 2010 account, you must verify that the permissions propagate to mailbox level and that a specified user can access the mailbox and impersonate the account of another user. On Exchange 2010, it takes some time for the permissions to propagate to mailboxes.

These are the commands for Exchange Server 2010. If you are using Exchange Server 2013, follow the steps in Verify Permissions on the Microsoft Exchange 2013 or 2016 Accounts, on page 28.

Procedure

**Step 1**
On the Active Directory Server, verify that the Impersonation account exists.

**Step 2**
Open the Exchange Management Shell (EMS) for command line entry.

**Step 3**
On the Exchange Server verify that the service account has been granted the required Impersonation permissions:

a) Run this command in the EMS:

```
Get-ManagementRoleAssignment -Role ApplicationImpersonation
```

b) Ensure that the command output indicates role assignments with the Role ApplicationImpersonation for the specified account as follows:

Example Command Output

<table>
<thead>
<tr>
<th>Role</th>
<th>AssigneeName</th>
<th>Role AssigneeType</th>
<th>Assignment Method</th>
<th>Effective UserName</th>
</tr>
</thead>
<tbody>
<tr>
<td>_suImpersonate RoleAs</td>
<td>Application Impersonation</td>
<td>ex2010</td>
<td>User</td>
<td>Direct</td>
</tr>
</tbody>
</table>

**Step 4**
Verify that the management scope that applies to the service account is correct:

a) Run this command in the EMS:

```
Get-ManagementScope _suImpersonateScope
```

b) Ensure that the command output returns the impersonation account name as follows:

Example Command Output

<table>
<thead>
<tr>
<th>Name</th>
<th>Scope RestrictionType</th>
<th>Exclusive</th>
<th>Recipient Root</th>
<th>Recipient Filter</th>
<th>Server Filter</th>
</tr>
</thead>
<tbody>
<tr>
<td>_suImpersonate Scope</td>
<td>ServerScope</td>
<td>False</td>
<td>User</td>
<td>Direct</td>
<td>Distinguished Name</td>
</tr>
</tbody>
</table>
Step 5 Verify that the ThrottlingPolicy parameters match what is defined in the below table by running this command in the EMS.

```powershell
Get-ThrottlingPolicy -Identity Policy_Name | findstr ^EWS
```

Table 7: Recommended Throttle Policy Settings on Exchange Server 2010

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Recommended Configuration Value — Exchange Server 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>EWSFastSearchTimeoutInSeconds</td>
<td>60</td>
</tr>
<tr>
<td>EWSFindCountLimit</td>
<td>1000</td>
</tr>
<tr>
<td>EWSMaxConcurrency</td>
<td>100¹</td>
</tr>
<tr>
<td>EWSMaxSubscriptions</td>
<td>Null</td>
</tr>
<tr>
<td>EWSPercentTimeInAD</td>
<td>50</td>
</tr>
<tr>
<td>EWSPercentTimeInCAS</td>
<td>90</td>
</tr>
<tr>
<td>EWSPercentTimeInMailboxRPC</td>
<td>60</td>
</tr>
</tbody>
</table>

¹ During Cisco testing, the default throttling policy value was sufficient to support 50% calendaring-enabled users. However, if you have a higher load of EWS requests to the Client Access Server (CAS), we recommend that you increase this parameter to 100.

Related Topics
- Exchange Server 2010
- Exchange Server 2013

Verify Permissions on the Microsoft Exchange 2013 or 2016 Accounts

After you have assigned the permissions to the Exchange 2013 or 2016 account, you must verify that the permissions propagate to mailbox level and that a specified user can access the mailbox and impersonate the account of another user. It takes some time for the permissions to propagate to mailboxes.

Note
If you are using Exchange Server 2010, follow the steps in Verify Permissions on the Microsoft Exchange 2010 Accounts, on page 27.

Procedure

Step 1 On the Active Directory Server, verify that the Impersonation account exists.

Step 2 Open the Exchange Management Shell (EMS) for command line entry.

Step 3 On the Exchange Server verify that the service account has been granted the required Impersonation permissions:

a) Run this command in the EMS:
Get-ManagementRoleAssignment -Role ApplicationImpersonation

b) Ensure that the command output indicates role assignments with the Role ApplicationImpersonation for the specified account as follows:

Example Command Output

<table>
<thead>
<tr>
<th>Name</th>
<th>Role AssigneeName</th>
<th>Role AssigneeType</th>
<th>Assignment Method</th>
<th>Effective UserName</th>
</tr>
</thead>
<tbody>
<tr>
<td>_suImpersonate RoleAs</td>
<td>Application Impersonation</td>
<td>ex2010</td>
<td>User</td>
<td>Direct</td>
</tr>
</tbody>
</table>

**Step 4**
Verify that the management scope that applies to the service account is correct:

a) Run this command in the EMS:

Get-ManagementScope _suImpersonateScope

b) Ensure that the command output returns the impersonation account name as follows:

Example Command Output

<table>
<thead>
<tr>
<th>Name</th>
<th>Scope</th>
<th>Exclusive</th>
<th>Recipient Root</th>
<th>Recipient Filter</th>
<th>Server Filter</th>
</tr>
</thead>
<tbody>
<tr>
<td>_suImpersonate Scope</td>
<td>ServerScope</td>
<td>False</td>
<td>User</td>
<td>Direct</td>
<td>Distinguished Name</td>
</tr>
</tbody>
</table>

**Step 5**
Verify that the ThrottlingPolicy parameters match what is defined in the below table by running this command in the EMS.

Get-ThrottlingPolicy -Identity IMP_ThrottlingPolicy | Format-List | findstr ^Ews

**Table 8: Recommended Throttle Policy Settings on Exchange Server 2013 or 2016**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Recommended Configuration Value — Exchange Server 2013 and 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>EwsCutoffBalance</td>
<td>3000000</td>
</tr>
<tr>
<td>EwsMaxBurst</td>
<td>300000</td>
</tr>
<tr>
<td>EwsMaxConcurrency</td>
<td>100</td>
</tr>
<tr>
<td>EwsMaxSubscriptions</td>
<td>Unlimited</td>
</tr>
<tr>
<td>EwsRechargeRate</td>
<td>900000</td>
</tr>
</tbody>
</table>

1 These are the only EWS parameters that can be changed in Exchange Server 2013.

**Step 6**
Verify that they ThrottlingPolicy has been associated with the Exchange Account.

Get-ThrottlingPolicyAssociation -Identity ex2013

Procedure

Step 1 From Administrative Tools, open Internet Information Services and choose the server.
Step 2 Choose Web Sites.
Step 3 Choose Default Web Site.
Step 4 Choose EWS.
Step 5 Under the IIS section, choose Authentication.
Step 6 Verify that the following Authentication methods are enabled:
   • Anonymous Authentication
   • Windows Authentication and/or Basic Authentication
Step 7 Use the Enable/Disable link in the Actions column to configure appropriately.

What to do next
Configure Certificates for Exchange Server Task Flow, on page 31

Related Topics
Managing Outlook Web App Virtual Directories
Enable or Disable SSL on Exchange Web Services Virtual Directories

SAN and Wildcard Certificate Support

The IM and Presence Service uses X.509 certificates for secure calendaring integration with Microsoft Exchange. The IM and Presence Service supports SAN and wildcard certificates, along with standard certificates.

SAN certificates allow multiple hostnames and IP addresses to be protected by a single certificate, by specifying a list of hostnames, IP addresses, or both in the X509v3 Subject Alternative Name field.

Wildcards allow a domain and unlimited sub-domains to be represented by specifying an asterisk (*) in the domain name. Names may contain the wildcard character * which is considered to match any single domain name component. For example, *.a.com matches foo.a.com but not bar.foo.a.com.

Note
For SAN certificates, the protected host must be contained in the list of hostnames/IP addresses in the Subject Alternative Name field. When you configure the Presence Gateway, the Presence Gateway field must exactly match the protected host listed in the Subject Alternative Name field.

Wildcards can be placed in the Common Name (CN) field for standard certificates, and in the Subject Alternative Name field for SAN certificates.
## Configure Certificates for Exchange Server Task Flow

Complete these tasks to configure certificates for a Microsoft Exchange deployment.

### Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Install the Certificate Authority (CA) on your version of Windows Server:</td>
<td>Although the Certificate Authority (CA) can run on the Exchange Server, we recommend that you use a different Windows Server as a CA to provide extended security for third-party certificate exchanges</td>
</tr>
<tr>
<td></td>
<td>• Installing a CA on Windows Server 2003, on page 32</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Installing a CA on Windows Server 2008, on page 32</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Generate a CSR for your version of Windows Server:</td>
<td>You must generate a Certificate Signing Request (CSR) on the IIS Server for Exchange, which is subsequently signed by the CA Server.</td>
</tr>
<tr>
<td></td>
<td>• Generating a CSR – Running Windows Server 2003, on page 33</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Generating a CSR – Running Windows Server 2008, on page 34</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Submitting a CSR to the CA Server/Certificate Authority, on page 35</td>
<td>We recommend that the default SSL certificate, generated for Exchange on IIS, should use the Fully Qualified Domain Name (FQDN) of the Exchange Server and be signed by a Certificate Authority that the IM and Presence Service trusts. This procedure allows the CA to sign the CSR from Exchange IIS.</td>
</tr>
<tr>
<td>4</td>
<td>Downloading a Signed Certificate, on page 36</td>
<td>Download a copy of the signed certificate.</td>
</tr>
<tr>
<td>5</td>
<td>Upload the signed certificate to your version of Windows Server</td>
<td>This procedure takes the signed CSR and uploads it onto IIS.</td>
</tr>
<tr>
<td></td>
<td>• Uploading a Signed Certificate – Running Windows 2003, on page 37</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Uploading a Signed Certificate – Running Windows 2008, on page 38</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Downloading a Root Certificate, on page 39</td>
<td>Download a root certificate from your CA server.</td>
</tr>
<tr>
<td>7</td>
<td>Upload a Root Certificate to the IM and Presence Service Node, on page 40</td>
<td>Upload the root certificate into the IM and Presence Service.</td>
</tr>
</tbody>
</table>
Installing a CA on Windows Server 2003

Before you begin

• In order to install the CA you must first install Internet Information Services (IIS) on a Windows Server 2003 computer. IIS is not installed with the default Windows 2003 installation.

• Ensure that you have Windows Server disc 1 and SP1 discs.

Procedure

Step 1  Choose Start > Control Panel > Add or Remove Programs.
Step 2  In the Add or Remove Programs window, choose Add/Remove Windows Components.
Step 3  Complete the Windows Component wizard:
  a)  In the Windows Components window, check the check box for Certificate Services and click Yes when the warning displays about domain partnership and computer renaming constraints.
  b)  In the CA Type window, choose Stand-alone Root CA and click Next.
  c)  In the CA Identifying Information window, enter the name of the server in the Common Name field for the CA Server. If there is no DNS, type the IP address and click Next.
      Note  Remember that the CA is a third-party authority. The common name of the CA should not be the same as the common name used to generate a CSR.
  d)  In the Certificate Database Settings window, accept the default settings and click Next.
Step 4  Click Yes when you are prompted to stop Internet Information Services.
Step 5  Click Yes when you are prompted to enable Active Server Pages (ASP).
Step 6  Click Finish after the installation process completes.

What to do next

Generating a CSR – Running Windows Server 2003, on page 33

Installing a CA on Windows Server 2008

Procedure

Step 1  Choose Start > Administrative Tools > Server Manager.
Step 2  In the console tree, choose Roles.
Step 3  Choose Action > Add Roles.
Step 4  Complete the Add Roles wizard:
  a)  In the Before You Begin window, ensure that you have completed all prerequisites listed and click Next.
  b)  In the Select Server Roles window, check the check box for Active Directory Certificate Services and click Next.
c) In the **Introduction Window** window, click *Next*.
d) In the **Select Role Services** window, check these check boxes and click *Next*.
   - Certificate Authority
   - Certificate Authority Web Enrollment
   - Online Responder
e) In the **Specify Setup Type** window, click *Standalone*.
f) In the **Specify CA Type** window, click *Root CA*.
g) In the **Set Up Private Key** window, click *Create a new private key*.
h) In the **Configure Cryptography for CA** window, choose the default cryptographic service provider.
i) In the **Configure CA Name** window, enter a common name to identify the CA.
j) In the **Set Validity Period** window, set the validity period for the certificate generated for the CA.
   
   **Note** The CA issues valid certificates only up to the expiration date that you specify.
k) In the **Configure Certificate Database** window, choose the default certificate database locations.
l) In the **Confirm Installation Selections** window, click *Install*.
m) In the **Installation Results** window, verify that the *Installation Succeeded* message displays for all components and click *Close*.
   
   **Note** The Active Directory Certificate Services is now listed as one of the roles on the Server Manager.

---

**What to do next**

Generating a CSR – Running Windows Server 2008, on page 34

---

**Generating a CSR – Running Windows Server 2003**

You must generate a Certificate Signing Request (CSR) on the IIS Server for Exchange, which is subsequently signed by the CA Server. If the Certificate has the Subject Alternative Name (SAN) field populated, it must match the Common Name (CN) of the certificate.

**Before you begin**

[Self-signed Certificates] Install the certificate CA service if required.

**Procedure**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
<td>From Administrative Tools, open <strong>Internet Information Services</strong>.</td>
</tr>
<tr>
<td>a)</td>
<td>Right-click <strong>Default Web Site</strong>.</td>
</tr>
<tr>
<td>b)</td>
<td>Choose <strong>Properties</strong>.</td>
</tr>
<tr>
<td><strong>Step 2</strong></td>
<td>Choose the <strong>Directory Security</strong> tab.</td>
</tr>
<tr>
<td><strong>Step 3</strong></td>
<td>Choose <strong>Server Certificate</strong>.</td>
</tr>
<tr>
<td><strong>Step 4</strong></td>
<td>Click <em>Next</em> when the <strong>Web Server Certificate</strong> wizard displays.</td>
</tr>
<tr>
<td><strong>Step 5</strong></td>
<td>Complete the <strong>Server Certificate</strong> wizard:</td>
</tr>
</tbody>
</table>
a) In the **Server Certificate** window, choose **Create a new certificate** and click **Next**.

b) In the **Delayed or Immediate Request** window, choose **Prepare the request now, but send it later** and click **Next**.

c) In the **Name and Security Settings** window, accept the Default Web Site certificate name, choose **1024** for the bit length, and click **Next**.

d) In the **Organization Information** window, enter your Company name in the Organization field, the organizational unit of your company in the Organizational Unit field, and click **Next**

e) In the **Your Site's Common Name** window, enter the Exchange Server hostname or IP address and click **Next**.

   *Note* The IIS certificate Common Name that you enter is used to configure the Presence Gateway on the IM and Presence Service, and must be identical to the Host (URI or IP address) you are trying to reach.

f) In the **Geographical Information** window, enter your geographical information, as follows, and click **Next**.
   - Country/region
   - State/province
   - City/locality

g) In the **Certificate Request File Name** window, enter an appropriate filename for the certificate request, specify the path and file name where you want to save your CSR, and click **Next**.

   *Note* Make sure that you save the CSR without any extension (.txt) and remember where you save it because you need to be able to find this CSR file after. Only use Notepad to open the file.

h) In the **Request File Summary** window, confirm that the information is correct in the **Request File Summary** window and click **Next**.

i) In the **Web Server Certificate Completion** window, click **Finish**.

---

**What to do next**

*Submitting a CSR to the CA Server/Certificate Authority, on page 35*

---

**Generating a CSR – Running Windows Server 2008**

You must generate a Certificate Signing Request (CSR) on the IIS Server for Exchange, which is subsequently signed by the CA Server.

**Procedure**

**Step 1** From Administrative Tools, open the **Internet Information Services (IIS) Manager** window.

**Step 2** Under Connections in the left pane of the IIS Manager, choose the Exchange Server.

**Step 3** Double-click **Server Certificates**.

**Step 4** Under Actions in the right pane of the IIS Manager, choose **Create Certificate Request**.

**Step 5** Complete the **Request Certificate** wizard:
a) In the **Distinguished Name Properties** window, enter the following information:

- In the **Common Name** field, enter the Exchange Server hostname or IP address.
- In the **Organization** field, enter your company name
- In the **Organizational Unit** field, enter the organizational unit that your company belongs to.

b) Enter your geographic information as follows and click **Next**.

- City/locality
- State/province
- Country/region

**Note** The IIS certificate Common Name that you enter is used to configure the Presence Gateway on the IM and Presence Service, and must be identical to the host (URI or IP address) you are trying to reach.

c) In the **Cryptographic Service Provider Properties** window, accept the default Cryptographic service provider, choose **2048** for the bit length, and click **Next**.

d) In the **Certificate Request File Name** window, enter the appropriate filename for the certificate request and click **Next**.

**Note** Make sure that you save the CSR without any extension (.txt) and remember where you save it because you need to be able to find this CSR file later. Only use Notepad to open the file.

e) In the **Request File Summary** window, confirm that the information is correct and click **Next**.

f) In the **Request Certificate Completion** window, click **Finish**.

---

**What to do next**

*Submitting a CSR to the CA Server/Certificate Authority*, on page 35

---

**Submitting a CSR to the CA Server/Certificate Authority**

We recommend that the default SSL certificate, generated for Exchange on IIS, should use the Fully Qualified Domain Name (FQDN) of the Exchange Server and be signed by a Certificate Authority that the IM and Presence Service trusts. This procedure allows the CA to sign the CSR from Exchange IIS. Perform the following procedure on your CA Server, and configure the FQDN of the Exchange Server in the:

- Exchange certificate.
- Presence Gateway field of the Exchange Presence Gateway in **Cisco Unified CM IM and Presence Administration**.

**Before you begin**

Generate a CSR on IIS of the Exchange Server.

**Procedure**

**Step 1** Copy the certificate request file to your CA Server.

**Step 2** Open one of the following URLs:
• Windows 2003 or Windows 2008: http://local_server/certserv

or

• Windows 2003: http://127.0.0.1/certserv
• Windows 2008: http://127.0.0.1/certsrv

Step 3  Choose Request a certificate.

Step 4  Choose advanced certificate request.

Step 5  Choose Submit a certificate request by using a base-64-encoded CMC or PKCS #10 file, or submit a renewal request by using a base-64-encoded PKCS #7 file.

Step 6  Using a text editor like Notepad, open the CSR that you generated.

Step 7  Copy all information from and including -----BEGIN CERTIFICATE REQUEST to and including END CERTIFICATE REQUEST-----

Step 8  Paste the content of the CSR into the Certificate Request text box.

Step 9  (Optional) By default the Certificate Template drop-down list defaults to the Administrator template, which may or may not produce a valid signed certificate appropriate for server authentication. If you have an enterprise root CA, choose the Web Server certificate template from the Certificate Template drop-down list. The Web Server certificate template may not display, and therefore this step may not apply, if you have already modified your CA configuration.

Step 10  Click Submit.

Step 11  In the Administrative Tools window, choose Start > Administrative Tools > Certification > Authority > CA name > Pending Request to open the Certification Authority window. The Certificate Authority window displays the request you just submitted under Pending Requests.

Step 12  Right click on your request, and complete these actions:

• Navigate to All Tasks.
• Choose Issue.

Step 13  Choose Issued certificates and verify that your certificate has been issued.

What to do next

Downloading a Signed Certificate, on page 36

Downloading a Signed Certificate

Before you begin

[Self-signed Certificates] Submit the Certificate signing request (CSR) to the CA server.

[Third-Party Certificates] Request the CSR from your Certificate Authority.
Procedure

Step 1  In Administrative Tools, open the Certification Authority. The Certificate Request that you issued displays in the Issued Requests area.

Step 2  Right click the request and choose Open.

Step 3  Choose the Details tab.

Step 4  Choose Copy to File.

Step 5  When the Certificate Export wizard displays, click Next.

Step 6  Complete the Certificate Export wizard:
   a) In the Export File Format window, choose Base-64 encoded X.509 and click Next.
   b) In the File to Export window, enter the location where you want to store the certificate, use cert.cer for the certificate name, and choose c:\cert.cer.
   c) In the Certificate Export Wizard Completion window, review the summary information, verify that the export was successful, then click Finish.

Step 7  Copy or FTP the cert.cert to the computer that you use to administer the IM and Presence Service.

What to do next

Upload a signed certificate for your server type:
   • Uploading a Signed Certificate – Running Windows 2003, on page 37
   • Uploading a Signed Certificate – Running Windows 2008, on page 38


This procedure takes the signed CSR and uploads it onto IIS. To upload the signed certificate, perform the following steps on the computer that you use to administer the IM and Presence Service.

Before you begin

[Self-signed Certificates] Download the signed certificate.
[Third-party Certificates] Your Certificate Authority provides you with the signed certificate.

Procedure

Step 1  From Administrative Tools, open Internet Information Services.

Step 2  Complete the following steps in the Internet Information Services window:
   a) Right-click Default Web Site.
   b) Choose Properties.

Step 3  In the Default Web Site Properties window, complete the following steps:
   b) Choose Server Certificate.
Step 4 When the Web Server Certificate wizard window displays, click Next.
Step 5 Complete the Web Server Certificate wizard:
   a) In the Pending Certificate Request window, choose Process the pending request and install the certificate and click Next.
   b) In the Process a Pending Request window, click Browse to locate your certificate and navigate to the correct path and filename.
   c) In the SSL Port window, enter 443 for the SSL port and click Next.
   d) In the Web Server Certificate Completion window, click Finish.

Tip
If your certificate is not in the trusted certificates store, the signed CSR is not trusted. To establish trust, complete these actions:
   • Under the Directory Security tab, click View Certificate.
   • Choose Details > Highlight root certificate, and click View.
   • Choose the Details tab for the root certificate and install the certificate.

What to do next
Downloading a Root Certificate, on page 39

This procedure takes the signed CSR and uploads it onto IIS. To upload the signed certificate, perform the following step on the computer that you use to administer the IM and Presence Service.

Before you begin
[Self-signed Certificates] Download the signed certificate.
[Third-party Certificates] Your Certificate Authority provides the signed certificate.

Procedure

Step 1 From Administrative Tools, open the Internet Information Services (IIS) Manager window.
Step 2 Under Connections in the left pane of the IIS Manager, choose the Exchange Server.
Step 3 Double-click Server Certificates.
Step 4 Under Actions in the right pane of the IIS Manager, choose Complete Certificate Request.
Step 5 In the Specify Certificate Authority Response window, complete these actions:
   a) To locate your certificate, choose the ellipsis [...].
   b) Navigate to the correct path and filename.
   c) Enter a user-friendly name for your certificate.
   d) Click Ok. The certificate that you completed displays in the certificate list.
Step 6  In the Internet Information Services window, complete the following steps to bind the certificate:
   a) Choose Default Web Site.
   b) Under Actions in the right pane of the IIS Manager, choose Bindings.

Step 7  Complete the following steps in the Site Bindings window:
   a) Choose https.
   b) Choose Edit.

Step 8  In the Edit Site Binding window, complete the following steps:
   a) Choose the certificate that you just created from the SSL certificate drop-down list. The name that you applied to the certificate displays.
   b) Click Ok.

What to do next
Downloading a Root Certificate, on page 39

Downloading a Root Certificate

Before you begin
Upload the Signed Certificate onto Exchange IIS.

Procedure

Step 1  Log in to your CA Server user interface and open a web browser.
Step 2  Open the URL specific to your Windows platform type:
Step 3  Choose Download a CA certificate, certificate chain, or CRL.
Step 4  For the Encoding Method, choose Base 64.
Step 5  Click Download CA Certificate.
Step 6  Save the certificate, certnew.cer, to the local disk.

Tip
If you do not know the Subject Common Name (CN) of the root certificate, you can use an external certificate management tool to find this information. On a Windows operating system, right-click the certificate file with a .cer extension and open the certificate properties.

What to do next
Upload a Root Certificate to the IM and Presence Service Node, on page 40
Upload a Root Certificate to the IM and Presence Service Node

Before you begin

• [Self-signed Certificates] Download the root certificate.
• [Third-party Certificates] Request the root certificate from your Certificate Authority. If you have a third-party CA-signed Exchange server certificate, note that you must upload all CA certificates in the certificate chain to the IM and Presence Service as a Cisco Unified Presence Trust certificate (cup-trust).

Procedure

Step 1 Use the Certificate Import Tool in Cisco Unified CM IM and Presence Administration to upload the certificate:
**Upload the certificate via:**

**Certificate Import Tool in Cisco Unified CM IM and Presence Administration.**

The Certificate Import tool simplifies the process of installing trust certificates on the IM and Presence Service and is the primary method for certificate exchange. The tool allows you to specify the host and port of the Exchange server and attempts to download the certificate chain from the server. Once approved, the tool automatically installs missing certificates.

**Note** This procedure describes one way to access and configure the Certificate Import Tool in Cisco Unified CM IM and Presence Administration. You can also view a customized version of the Certificate Import Tool in Cisco Unified Presence Administration when you configure the Exchange Presence Gateway for a specific type of calendaring integration (Log in to Cisco Unified CM IM and Presence Administration and choose Presence > Gateways).

| Actions |  
|---|---|
| **1.** Log in to the Cisco Unified CM IM and Presence Administration user interface. |  
| **2.** Choose System > Security > Certificate Import Tool. |  
| **3.** Choose IM and Presence(IM/P) Trust as the Certificate Trust Store where you want to install the certificates. This stores the Presence Engine trust certificates required for Exchange integration. |  
| **4.** Enter one of these values to connect with the Exchange Server:  
  - IP address  
  - Hostname  
  - FQDN | The value that you enter in this Peer Server field must exactly match the IP address, hostname or FQDN of the Exchange Server.  
| **5.** Enter the port that is used to communicate with the Exchange Server. This value must match the available port on the Exchange Server. |  
| **6.** Click Submit. After the tool finishes, it reports these states for each test:  
  - Peer Server Reachability Status — indicates whether or not the IM and Presence Service can reach (ping) the Exchange Server. See Troubleshooting Exchange Server Connection Status, on page 55. |  
|  |  
| **SSL Connection/Certificate Verification Status** — indicates whether or not the Certificate Import Tool succeeded in downloading certificates from the specified peer server and whether or not a secure connection has been established between the IM and Presence Service and the remote server. See Troubleshooting SSL Connection Certificate Status, on page 56. |  

**Step 2** If the Certificate Import Tool indicates that certificates are missing (typically the CA certificate is missing on Microsoft servers), manually upload the CA certificate(s) using the Cisco Unified OS Admin Certificate Management window.
### Upload the certificate via:

**Cisco Unified IM and Presence Operating System Administration**

If the Exchange Server does not provide the CA certificates during the SSL/TLS handshake, you cannot use the Certificate Import Tool to import those certificates. In this case, you must manually import the missing certificates using the Certificate Management tool in (Log in to Cisco Unified IM and Presence Operating System Administration. Choose Security > Certificate Management).

<table>
<thead>
<tr>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Copy or FTP the <code>certnew.cer</code> certificate file to the computer that you use to administer your IM and Presence Service node.</td>
</tr>
<tr>
<td>2. Log in to the Cisco Unified IM and Presence Operating System Administration user interface.</td>
</tr>
<tr>
<td>5. Complete these actions when the Upload Certificate/Certificate Chain dialog box opens:</td>
</tr>
<tr>
<td>• From the Certificate Name drop-down list, choose <code>cup-trust</code>.</td>
</tr>
<tr>
<td>• Enter the root certificate name without any extension.</td>
</tr>
<tr>
<td>6. Click Browse and choose <code>certnew.cer</code>.</td>
</tr>
<tr>
<td>7. Click Upload File.</td>
</tr>
</tbody>
</table>

---

### Step 3

Return to the Certificate Import Tool (Step 1, on page 40) and verify that all status tests succeed.

### Step 4

Restart the Cisco Presence Engine and SIP Proxy service after you upload all Exchange trust certificates. Log in to the Cisco Unified IM and Presence Serviceability user interface. Choose Tools > Control Center - Feature Services.

---

### Tips

The IM and Presence Service allows you to upload Exchange Server trust certificates with or without a Subject Common Name (CN).

### What to do next

Configure the IM and Presence Service, on page 47
Configure Microsoft Office 365

- Microsoft Office 365 Calendar Integration, on page 43
- Microsoft Office 365 Calendar Integration Task Flow, on page 43

Microsoft Office 365 Calendar Integration

You can configure the IM and Presence Service to integrate with a hosted Office 365 server for Microsoft Outlook calendaring integration. When this feature is configured, the IM and Presence Service pulls user calendar information from the Office 365-hosted Microsoft Outlook and displays it as a part of an IM and Presence user's presence status. If the user's Outlook indicates that the user is in a meeting that status displays in the user's presence status.

This integration has been tested successfully with 15,000 IM and Presence users system, where 5,000 users have a meeting at the top of the hour.

---

Note

To configure calendar integration via a Microsoft Office 365 deployment, you must be running a minimum IM and Presence Service release of 11.5(1)SU3. This integration is not supported with 11.5(1), 11.5(1)SU1, or 11.5(1)SU2.

---

Microsoft Office 365 Calendar Integration Task Flow

Complete these tasks to configure your Microsoft Office 365 deployment for calendar integration between the IM and Presence Service and Microsoft Outlook.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Configure Office 365 Permissions for Calendar Integration</strong>, on page 44</td>
<td>Configure the Office 365 server with impersonation permissions to allow IM and Presence users to pull calendar information from Microsoft Outlook.</td>
</tr>
</tbody>
</table>
Configure Office 365 Permissions for Calendar Integration

Use this procedure on the Office 365 server to configure permissions for IM and Presence calendar integration. To integrate with the IM and Presence Service, you must assign the ApplicationImpersonation admin role for Discovery Management.

Before you begin

This procedure assumes that you have already set up your Office365 deployment. For Office365 configuration, see your Microsoft documentation.

Procedure

Step 1 Log in to Office 365.
Step 2 Click the Admin icon
Step 3 In the left navigation bar, select the Admin Center tab (bottom left) and click Exchange.
Step 4 Under Permissions select Admin roles.
Step 5 Select Discovery Management.
Step 6 Click the Pencil icon to edit the role assignments.
Step 7 Add the ApplicationImpersonation role by doing the following:
   a) Under Roles click +.
   b) Select ApplicationImpersonation and click Add.
   c) Click OK.
Step 8 Assign a user as a member of the ApplicationImpersonation role:
   a) Under Members click +.
   b) Select the user account that you want to add and click Add.
   c) Click OK.
Step 9 Click Save.

What to do next

Upload Microsoft Certificates to IM and Presence Service, on page 44

Upload Microsoft Certificates to IM and Presence Service

For the IM and Presence Service and the Office 365 deployment to communicate, you must install the Microsoft certificates on the IM and Presence Service.
Procedure

Step 1  Download an Office 365 root certificate, intermediate certificate, and leaf certificate:

- The following site lists all of the root and intermediate certificates that Office 365 supports: https://support.office.com/en-us/article/office-365-certificate-chains-0d036b63-e73f-4316-9e2b-bf4091ae96bb
- For a leaf certificate, go to: https://outlook.office365.com/EWS/Exchange.asmx

Step 2  Upload all certificates to the **cup-trust** and **tomcat-trust** stores on the IM and Presence Service.

Note  For additional details on certificates with the IM and Presence Service, refer to the "Security Configuration on IM and Presence Service" chapter of the *Configuration and Administration Guide for IM and Presence Service*.

What to do next

Configure the IM and Presence Service, on page 47
Configure the IM and Presence Service

- IM and Presence Calendar Integration Task Flow, on page 47

IM and Presence Calendar Integration Task Flow

Complete these tasks on the IM and Presence Service to set up calendar integration with Microsoft Outlook for either of the following Microsoft deployments:

- An on-premise Microsoft Exchange server
- A hosted Microsoft Office 365 server

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Configure a Presence Gateway, on page 48</td>
<td>On the IM and Presence server configure the Exchange server or Office 365 server as a Presence Gateway.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Configure Pull Interval for Office 365 Integration, on page 49</td>
<td>(Office 365 only) Configure the interval schedule by which the IM and Presence Service pulls calendar information from Office 365. The default value is 60 minutes.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Configure Service Parameters for Exchange Integration, on page 49</td>
<td>(Exchange only) Configure optional service parameters that outline the calendar sync interaction with the Microsoft Exchange server.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Restart the Cisco Presence Engine, on page 51</td>
<td>If you edited any service parameters, restart the Cisco Presence Engine service.</td>
</tr>
</tbody>
</table>
| Step 5 | Enable calendaring for users using one of the following procedures:  
  - Enable Calendaring for LDAP Synchronized Users, on page 51  
  - Enable Calendar Integrations by Bulk, on page 53 | Select the procedure that fits your needs:  
  - If you have not yet completed an LDAP sync, enable calendaring via the LDAP sync. |
Configure a Presence Gateway

To set up calendar integration with Microsoft Outlook, you must configure a Presence Gateway. You can assign either a Microsoft Exchange server or an Office 365 server as the Presence Gateway.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>From Cisco Unified CM IM and Presence Administration, choose <strong>Presence &gt; Gateways</strong>.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Click <strong>Add New</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>From the <strong>Presence Gateway Type</strong> field, choose one of the following options:</td>
</tr>
<tr>
<td></td>
<td>- <strong>Exchange - EWS Server</strong> — Choose this option if you are integrating with an on-premise Exchange server.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Office 365 Server</strong> — Choose this option if you are integrating with a hosted Office 365 server.</td>
</tr>
<tr>
<td>Note</td>
<td>You cannot configure both an Exchange server and an Office 365 server as a Presence Gateway. If you want to integrate the IM and Presence Service with both Microsoft deployment types, configure an Exchange server as the Presence Gateway and configure integration between Microsoft Exchange and Office 365 from within your Microsoft deployment.</td>
</tr>
<tr>
<td>Step 4</td>
<td>In the <strong>Presence Gateway</strong> field, enter the fully qualified domain name or IP address of the Presence Gateway server. The value that you enter must match the server address that displays in the Subject Common Name (CN) or Subject Alternate Name field of the server certificate.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Enter the <strong>Account Name</strong> that is needed to access the server.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Enter the password that the account uses to access the server in both the <strong>Account Password</strong> and <strong>Confirm Password</strong> fields.</td>
</tr>
<tr>
<td>Step 7</td>
<td>Office 365 only. If your IM and Presence Service does not have direct access to the Office 365 server, assign an HTTP Proxy server.</td>
</tr>
<tr>
<td>Step 8</td>
<td>Complete the remaining fields in the <strong>Presence Gateway Settings</strong> window. For help with the fields and their settings, see the online help.</td>
</tr>
<tr>
<td>Step 9</td>
<td>Click <strong>Save</strong>.</td>
</tr>
</tbody>
</table>

What to do next

Configure optional parameters for your Microsoft integration type:

- **Configure Pull Interval for Office 365 Integration**, on page 49
- **Configure Service Parameters for Exchange Integration**, on page 49

<table>
<thead>
<tr>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Enable Calendar Integration for a User, on page 53</td>
<td>• Otherwise, use the Bulk Administration Tool to configure calendaring for a large number of users.</td>
</tr>
<tr>
<td></td>
<td>• Or enable the feature on a user by user basis.</td>
</tr>
</tbody>
</table>
Configure Pull Interval for Office 365 Integration

Use this procedure to configure the interval period following which the IM and Presence Service pulls calendar information from Office 365.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From Cisco Unified CM IM and Presence Administration, choose <strong>System &gt; Service Parameters</strong>.</td>
</tr>
<tr>
<td>2</td>
<td>From the <strong>Server</strong> drop-down, choose the IM and Presence publisher node.</td>
</tr>
<tr>
<td>3</td>
<td>From the <strong>Service</strong> drop-down, choose <strong>Cisco Presence Engine</strong>.</td>
</tr>
<tr>
<td>4</td>
<td>Configure an interval, in minutes for the <strong>Office 365 Calendar Information Pull Interval</strong> service parameter. The default is 60 minutes.</td>
</tr>
<tr>
<td>5</td>
<td>Click <strong>Save</strong>.</td>
</tr>
</tbody>
</table>

The IM and Presence Service pulls information from Office 365 at scheduled intervals as specified by the **Office 365 Calendar Information Pull Interval** service parameter (default value is 60 minutes). However, there is no mechanism for pushing information from Office 365 to the IM and Presence Service. As a result, if a non-scheduled Presence update occurs in Office 365 between scheduled pulls (for example, an ad hoc meeting), the results do not register with the IM and Presence Service until after the next scheduled pull.

What to do next

Enable calendaring for IM and Presence Service users. To enable the feature for a large number of users at once, you can use either an LDAP sync for users whom are synced from an external LDAP directory, or the Bulk Administration Tool for non-LDAP users. Otherwise, you can enable the feature for users on an individual basis.

- Enable Calendaring for LDAP Synchronized Users, on page 51
- Enable Calendar Integrations by Bulk, on page 53
- Enable Calendar Integration for a User, on page 53

Configure Service Parameters for Exchange Integration

Use this optional procedure to configure optional service parameters for Outlook calendar integration with a Microsoft Exchange server. The default values may be sufficient for many parameters.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>From Cisco Unified CM IM and Presence Administration, choose <strong>System &gt; Service Parameters</strong>.</td>
</tr>
<tr>
<td>2</td>
<td>From the <strong>Server</strong> drop-down, choose the IM and Presence publisher node.</td>
</tr>
<tr>
<td>3</td>
<td>From the <strong>Service</strong> drop-down, choose <strong>Cisco Presence Engine</strong>.</td>
</tr>
</tbody>
</table>
Step 4  Under **Calendaring Configuration**, configure values for the following parameters:

### Table 9: Service Parameters for Exchange Integration

<table>
<thead>
<tr>
<th>Service Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Exchange Notification Port</td>
<td>The port number that the Presence Engine will listen on for incoming notifications from the Exchange server. UDP is used for WebDav and TCP is used for EWS (Exchange Web Services). Possible values are 1024-65535 with a default value of 50020.</td>
</tr>
<tr>
<td>Calendar Spread (seconds)</td>
<td>This parameter specifies the range of duration in seconds. Each user will be assigned an offset duration by a hash. The duration will determine the number of seconds after the top-of-minute that meeting transitions will be sent. The duration can be shortened for smaller numbers of users (approx. users / 100 = seconds). It is used for WebDav and EWS (Exchange Web Services). The range of values is 0-59 with a default value of 50 seconds.</td>
</tr>
<tr>
<td>Exchange Timeout (seconds)</td>
<td>This parameter specifies the duration, in seconds, before a request made to an Exchange server times out. This change requires a restart of the Cisco Presence Engine. The range of possible values is 1 - 20 with a default value of 3 seconds.</td>
</tr>
<tr>
<td>Exchange Queue</td>
<td>This parameter specifies the maximum length of the Exchange request queue. If a request is made and the queue length is exceeded, the request will fail and a recovery procedure will be initiated. This change requires a restart of the Cisco Presence Engine. Possible values are 1-5000 with a default value of 2200.</td>
</tr>
<tr>
<td>Exchange Threads</td>
<td>This parameter specifies the number of threads that are used to service Exchange requests. You can increase this value if there are a large number of users (for example, 5000) or if some Exchange transactions take longer than 3 seconds. If calendar integration is disabled, set this parameter to 1. This change requires a restart of the Cisco Presence Engine. Possible values are 1-100 with a default value of 60.</td>
</tr>
<tr>
<td>EWS Status Frequency (minutes)</td>
<td>This parameter specifies how often notification messages are sent from the Exchange server when EWS (Exchange Web Services) is used. The duration is in minutes. Possible values are 10 - 1440 with a default value of 60.</td>
</tr>
</tbody>
</table>

Step 5  Click **Save**.

**What to do next**

**Restart the Cisco Presence Engine, on page 51**
Restart the Cisco Presence Engine

If you changed the values for any of the Calendaring Configuration service parameters, restart the Cisco Presence Engine service.

Procedure

Step 1  From Cisco Unified IM and Presence Serviceability, choose Tools > Control Center - Feature Services.
Step 2  From the Server drop-down, choose the IM and Presence server and click Go.
Step 3  Under IM and Presence Services, select Cisco Presence Engine and click Restart.

What to do next

Enable calendaring for IM and Presence Service users. To enable the feature for a large number of users at once, you can use an LDAP sync if users are synced from an external LDAP directory, or the Bulk Administration Tool for non-LDAP users. Otherwise, you can enable the feature for users on an individual basis.

• Enable Calendaring for LDAP Synchronized Users, on page 51
• Enable Calendar Integrations by Bulk, on page 53
• Enable Calendar Integration for a User, on page 53

Enable Calendaring for LDAP Synchronized Users

Complete these tasks to enable calendaring via the initial LDAP directory sync. You can use the initial LDAP sync to enable calendaring for users synced from the LDAP directory.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Command or Action</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Calendar Integration to a Feature Group Template, on page 51</td>
<td>Assign calendaring to a feature group template.</td>
<td></td>
</tr>
<tr>
<td>Step 2</td>
<td>Add Feature Group Template to LDAP Sync, on page 52</td>
<td>Assign your calendaring-enabled feature group template to an LDAP directory sync and complete a sync.</td>
</tr>
</tbody>
</table>

Add Calendar Integration to a Feature Group Template

Use this procedure to assign Microsoft Outlook calendaring integration to a feature group template. You can use the template to configure Outlook calendar integration for all users synchronized from an LDAP directory.

Note

You can only add or edit feature group template settings for an LDAP directory that has not yet been synced. If the directory is already synced, use Enable Calendar Integrations by Bulk, on page 53 instead.
Procedure

Step 1 From Cisco Unified CM Administration, choose User Management > User Phone/Add > Feature Group Template.

Step 2 Complete one of the following steps:
  • Click Add New to create a new template.
  • Click Find and select an existing template

Step 3 Check the Enable User for Unified CM IM and Presence check box

Step 4 Check the Include meeting information in Presence check box

Step 5 Complete the remaining fields in the Feature Group Template configuration window. For help with the fields and their settings, see the online help.

Step 6 Click Save.

What to do next
Add Feature Group Template to LDAP Sync, on page 52

Add Feature Group Template to LDAP Sync

Use this procedure to assign the calendaring-enabled feature group template that you just created to an LDAP Directory sync. This will allow you to enable Outlook calendar integration for all users synced from this LDAP Directory.

Note
You can only add a feature group template to an LDAP directory that has not yet been synced. If the directory is already synced, use Enable Calendar Integrations by Bulk, on page 53 instead.

Before you begin
Add Calendar Integration to a Feature Group Template, on page 51

Procedure

Step 1 From Cisco Unified CM Administration choose System > LDAP > LDAP Directory.

Step 2 Click Find and select an existing LDAP Directory.

Step 3 From the Feature Group Template drop-down menu, select the calendaring-enabled feature group template that you created in the previous task.

Step 4 Complete the remaining fields in the LDAP Directory window. For help with the fields and their settings, see the online help.

Step 5 Click Save.

Step 6 Click Perform Full Sync Now.
Enable Calendar Integrations by Bulk

Use Bulk Administration to enable calendar integration for a large number of users in a single operation.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>On a Cisco Unified Communications Manager node, log in to the Cisco Unified CM Administration user interface.</td>
</tr>
</tbody>
</table>
| Step 2 | Enabling calendar integrations in bulk can be performed from the following windows:  
  a) Bulk Administration > Users > Insert Users.  
  b) Bulk Administration > Users > Update Users > Query.  
  c) Bulk Administration > Users > Update Users > Custom File.  
  Note: For information on the different types of update options, refer to the Bulk Administration Guide for Cisco Unified Communications Manager. |
| Step 3 | For all end users for whom you want to enable calendar integration, make sure that the following end user configuration options are checked:  
  • Enable User for Unified CM IM and Presence  
  • Include meeting information in Presence |
| Step 4 | If you are updating from a csv file, in the appropriate Users area, choose a File Name.  
  Note: Click View Sample File for the correct file format. |
| Step 5 | Click Run Immediately or Run Later. |
| Step 6 | Click Submit. |

Enable Calendar Integration for a User

Use this procedure to enable calendar integration for an IM and Presence Service user.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Log in to the Cisco Unified CM Administration user interface.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Choose User Management &gt; End User.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Click Find and select an end user.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Check the Enable User for Unified CM IM and Presence check box.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Check the Include meeting information in presence check box.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Click Save.</td>
</tr>
</tbody>
</table>
Enable Calendar Integration for a User
Troubleshooting Exchange Calendaring Integrations

- Troubleshooting Exchange Server Connection Status, on page 55
- Troubleshooting SSL Connection Certificate Status, on page 56
- Issues Known to Impact Microsoft Exchange Integrations, on page 61

Troubleshooting Exchange Server Connection Status


Note

You can add, update or delete one or more EWS servers with no maximum limit. However, the Exchange Server Status area in the Presence Gateway Configuration window is designed to only verify and report status of the first 10 EWS servers that you configure.

<table>
<thead>
<tr>
<th>Test</th>
<th>Status Description and Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange Reachability (pingable)</td>
<td>The IM and Presence Service successfully reached (pinged) the Exchange Server.</td>
</tr>
</tbody>
</table>
### Troubleshooting SSL Connection Certificate Status

SSL Connection/Certificate Verification status displays in Cisco Unified CM IM and Presence Administration window when you configure the Exchange Presence Gateway for an Exchange Web Services (EWS) calendaring integration (choose Presence > Gateways). The Exchange Server Status area in the Presence Gateway Configuration window indicates if there is a certificate Subject CN mismatch or a SAN mismatch.

---

**Note**

You can add, update or delete one or more EWS servers with no maximum limit. However, the Troubleshooter on the Presence Gateway window is designed to only verify and report status of the first 10 EWS servers that you configure.

<table>
<thead>
<tr>
<th>Test</th>
<th>Status Description and Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSL Connection/Certificate Verification - Verified</td>
<td>The IM and Presence Service verified the SSL connection with the Exchange Server. Click View for the certificate details.</td>
</tr>
<tr>
<td>Test</td>
<td>Status Description and Recommended Action</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>SSL Connection/Certificate Verification Failed - Certificate Missing From Chain</td>
<td></td>
</tr>
<tr>
<td>Note</td>
<td>These instructions describe the view of the customized Certificate Import Tool. If you are simply verifying connection status, the tool indicates the verified status but you do not have the option to Save.</td>
</tr>
<tr>
<td>Test</td>
<td>Status Description and Recommended Action</td>
</tr>
<tr>
<td>---------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| One or more certificates that the IM and Presence Service requires to establish a secure connection to the Exchange Server are missing. The Certificate Viewer can provide details of the missing certificates. | Complete these steps in the Certificate Viewer to display any missing certificates:  
1. Chose **Configure** to open the Certificate Viewer.  
2. Check the **Accept Certificate Chain** check box.  
3. Click **Save**.  
4. The certificate chain details display. Note any certificates with a status of Missing.  
To complete the certificate chain, you must:  
1. Download the missing certificates files from the Exchange Server.  
2. Copy or FTP the missing certificate files to the computer that you use to administer the IM and Presence Service.  
3. Use **Cisco Unified IM and Presence OS Administration** to upload any of the required missing certificates.  
**Troubleshooting Tips**  
• If the certificates are not available in the Certificate Viewer, you may need to manually download and install the missing certificates from the Exchange Server, and upload these certificates in **Cisco Unified IM and Presence OS Administration** as follows:  
  • Log in to the **Cisco Unified IM and Presence OS Administration** and user interface and upload certificates to complete the certificate chain.  
  • Return to the **Presence Gateway Configuration** window under the **Cisco Unified CM IM and Presence Administration** user interface, reopen the Certificate Viewer, and verify that all certificates in the certificate chain now have a status of Verified. |
You must restart the Cisco Presence Engine after you upload Exchange trust certificates.

- Log in to **Cisco Unified IM and Presence Serviceability** user interface.
- Choose **Tools > Service Activation**. Note that this can affect Calendaring connectivity.
- Choose either **Configure** or **View** to launch the Certificate Chain Viewer. The **Configure** button displays if there are any issues with the certificate chain that the IM and Presence Service downloads from the Exchange Server. For example, the missing certificates scenario described above. Once you successfully import and verify the certificate chain, the SSL Connection / Certificate Verification status updates to Verified and the **View** button replaces **Configure**.

The Presence Gateway field value must match the Subject CN value of the leaf certificate in the Certificate Chain. You can resolve this by entering the correct value in the Presence Gateway field.

Verify that your entry in the Presence Gateway field is correct as follows:

1. Re-enter the correct Subject CN value in the Presence Gateway field. The IM and Presence Service uses the Presence Gateway field value to ping the server. The host (FQDN or IP address) that you enter must exactly match the IIS certificate Subject Common Name.

2. Click **Save**.

**Tip** Choose either **Configure** or **View** to launch the Certificate Chain Viewer. The **Configure** button displays if there are any issues with the certificate chain downloaded from the Exchange Server. For example, the missing certificates scenario described above. Once you successfully import and verify the certificate chain, the SSL Connection / Certificate Verification status updates to Verified and the **View** button replaces **Configure**.
### SSL Connection/Certificate Verification Failed - SAN Mismatch

<table>
<thead>
<tr>
<th>Test</th>
<th>Status Description and Recommended Action</th>
</tr>
</thead>
</table>
| SSL Connection/Certificate Verification Failed - SAN Mismatch | The Presence Gateway field value must match one of the Subject Alternative Name (SAN) values of the leaf certificate in the Certificate Chain. You can resolve this by entering the correct value in the Presence Gateway field. Verify that your entry in the Presence Gateway field is correct as follows:  
1. Re-enter the correct SAN value in the Presence Gateway field. The IM and Presence Service uses the Presence Gateway field value to ping the server. The host (FQDN or IP address) that you enter must exactly match one of the entries in the certificate Subject Alternative Name.  
2. Click **Save**.  

**Tip** Choose either **Configure** or **View** to launch the Certificate Chain Viewer. The **Configure** button displays if there are any issues with the certificate chain downloaded from the Exchange Server. For example, the missing certificates scenario described above. Once you successfully import and verify the certificate chain, the SSL Connection / Certificate Verification status updates to Verified and the **View** button replaces **Configure**. |
### Status Description and Recommended Action

<table>
<thead>
<tr>
<th>Test</th>
<th>Status Description and Recommended Action</th>
</tr>
</thead>
</table>
| SSL Connection/Certificate Verification Failed - Bad Certificates  | Information in the certificate is incorrect, which renders it invalid.  
Typically, this occurs if the certificate matches the required Subject CN but not the public key. This could happen if the Exchange Server regenerates the certificate but the IM and Presence Service node still maintains the old certificate.  
To resolve this, complete these actions:  
• Choose the logs to determine the cause of the error.  
• If the error is due to a bad signature, you need to remove the outdated certificate from the IM and Presence Service in Cisco Unified IM and Presence OS Administration, and then upload a new certificate in Cisco Unified IM and Presence OS Administration.  
• If the error is due to an unsupported algorithm, you need to upload a new certificate that contains the supported algorithm in Cisco Unified IM and Presence OS Administration. |
| SSL Connection / Certificate Verification Failed - Network Error    | Due to network issues, for example, a no-response timeout, the IM and Presence Service cannot verify the SSL connection.  
We recommend that you verify the network connectivity to the Exchange Server, and ensure that the Exchange Server is accepting connections using the correct IP address and port number.                                                                                                                                                                     |
| SSL Connection/Certificate Verification Failed                      | Verification failed for a non-specific reason or because the IM and Presence Service cannot perform the reachability test.  
We recommend that you review the debug log files for more information.                                                                                                                                                                                                                                                               |
users doing simultaneous calendar transitions (for example, joining or leaving meetings simultaneously). See the table below for percentage values pertaining to specific releases of Cisco Unified Presence.

Table 10: Scale Limitations for Specific Cisco Unified Presence Releases

<table>
<thead>
<tr>
<th>Software Release</th>
<th>% of Users Subscribing to Calendar Presence</th>
<th>% of Users Performing Simultaneous Calendar Transitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.5(1)</td>
<td>50</td>
<td>30</td>
</tr>
<tr>
<td>8.5(2) and later</td>
<td>100</td>
<td>50</td>
</tr>
</tbody>
</table>

Calendar State Does Not Update if a User Moves Between Microsoft Exchange Servers

**Problem**

If an Exchange administrator moves a user from one Exchange Server to another in an Exchange integration, the calendaring state change does not update for that user.

**Cause**

The condition occurs because the Exchange Server does not signal when a user is moved from one server to another.

**Solution**

The IM and Presence Service administrator or user must disable and then reenable calendar integration for that user *after* the Exchange administrator has moved the user from one Exchange Server to another.

LDAP User Removal Takes at Least 24 Hours to Replicate on the IM and Presence Service

**Problem**

If a user is deleted from LDAP, the user state changes to Inactive on Cisco Unified Communications Manager and user authentication on client applications subsequently fails. However, it has been observed during testing that once Cisco Unified Communications Manager synchronizes the change from LDAP, the user is not removed for 24 hours *after* the synchronization occurred (either by the Administrator forcing the synchronization or scheduling it to occur at a specific time).

The Cisco Sync Agent on the IM and Presence Service does not synchronize any user state change until the user is removed. Until then, that user still exists on Cisco Unified Communications Manager and all IM and Presence Service capabilities (including Exchange calendaring subscriptions) remain licensed for that user for 24 hours. This delay means that users who were logged in to Cisco Jabber before the user was removed from LDAP are not logged out automatically. The user’s pre-existing calendar state (Available, Busy) persists for that user on the IM and Presence Service until the user logs out of the client.
Cause
The condition occurs when Cisco Unified Communications Manager is set up and LDAP authentication is used. When a user is deleted from LDAP, calendaring subscriptions continue to be established and updated for that user on the IM and Presence Service for a period of at least 24 hours.

Solution
If a user is removed from LDAP, you can manually remove the license for that user so that the IM and Presence Service ends the Exchange calendaring subscriptions with immediate effect and logs the user out of the client application. Otherwise, be aware that there may be a 24 hour delay.

Verifying That the Microsoft Exchange Server URL Contains the Localized Word for Calendar

If you are localizing your Calendaring integration, verify that the Exchange Server URL contains the localized word for Calendar.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Install the same language locales (load the locale installer) on both the IM and Presence Service and Cisco Unified Communications Manager. For more information about installing locales on the IM and Presence Service, see Configuration of Multilingual Support for Calendar Integration.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Restart the IM and Presence Service node, and log in to the Cisco Unified CM IM and Presence Administration user interface.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Find and delete the existing Exchange Presence Gateway that supports a different locale for calendaring (choose Presence &gt; Gateways).</td>
</tr>
<tr>
<td>Step 4</td>
<td>Add a new Exchange Presence (Outlook) Gateway. Click Add New.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Verify in the database (pebackendgateway) table that the 'localecalendarname' attribute is in whichever language locale you have installed.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Ensure the user locale is set after the locale is installed on both the IM and Presence Service and toggling the user locale on the Cisco Unified Communications Manager, if necessary.</td>
</tr>
</tbody>
</table>