Third-Party Integrations

Calendar Integration and Contact Resolution

Applies to: Cisco Jabber for Windows and Cisco Jabber Softphone for VDI

You can use the following client applications for calendar integration and contact resolution:

- Microsoft Outlook 2016, 32 bit and 64 bit

- Microsoft Outlook 2013, 32 bit and 64 bit

- Microsoft Outlook 2010, 32 bit and 64 bit

- IBM Lotus Notes 9, 32 bit

- IBM Lotus Notes 8.5.3, 32 bit

- IBM Lotus Notes 8.5.2, 32 bit

- IBM Lotus Notes 8.5.1, 32 bit

- Google Calendar (calendar integration only)

Calendar integration and contact resolution are achieved with one or more of the following parameters:

- CalendarIntegrationType—Determines which calendar is integrated with the Meetings tab on the client. Users can overwrite this value with the Calendar integration type field on the Calendar tab of the Options window.

- EnableLocalAddressBookSearch—Specifies if users can search for and add local Microsoft Outlook or IBM Notes contacts to their contact lists.

- EnableLotusNotesContactResolution—Lets users search for and add local IBM Notes contacts to their contact lists.

The following table shows how these parameters interact to achieve calendar integration and contact resolution with third party products.

Table 1: Options for Calendar Integration and Contact Resolution

Parameter Values			Contact Resolution	Calendar Integration
EnableLocalAddress BookSearch	**EnableLotusNotes ContactResolution**	**CalendarIntegration Type**		
false	false	0 - none	None	None
true	false	0 - none	Microsoft Outlook	None
false	true	0 - none	None	None
true	true	0 - none	Microsoft Outlook	None
false	false	1 - Microsoft Outlook	None	Microsoft Outlook
true	false	1 - Microsoft Outlook	Microsoft Outlook	Microsoft Outlook
false	true	1 - Microsoft Outlook	None	Microsoft Outlook
true	true	1 - Microsoft Outlook	Microsoft Outlook	Microsoft Outlook
false	false	2 - IBM Notes	None	IBM Notes
true	false	2 - IBM Notes	None	IBM Notes
false	true	2 - IBM Notes	None	IBM Notes
true	true	2 - IBM Notes	IBM Notes	IBM Notes
false	false	3 - Google	None	Google
true	false	3 - Google	None	Google
false	true	3 - Google	None	Google
true	true	3 - Google	None	Google

Chat History in Microsoft Outlook

Applies to: Cisco Jabber for desktop clients.

Supported Microsoft Exchange servers: 2010, 2013, 2016, and Office 365

You can enable the client to automatically save chat histories to a Cisco Jabber Chats folder in the user's Microsoft Outlook application. When a user closes a chat window, the client saves the IM conversation to the Exchange server.

To enable the feature, you must:

1. Set the SaveChatHistoryToExchangeOperationMode parameter in the `jabber-config.xml` file.

2. Set up a method to authenticate users to the Exchange server. If you don't specify an authentication method, then users can add their credentials in the client.

3. Specify the method for determining which server to use.

Set Parameter to Save Chat History in Outlook

Set the SaveChatHistoryToExchangeOperationMode parameter to one of the following:

- **DisabledByPolicy** (default)—Users cannot save chat history to Microsoft Outlook. The option is not visible in the client.

- **EnabledByPolicy**—Chats are saved to Microsoft Outlook. The option **Save chat sessions to "Cisco Jabber Chats" Folder in Microsoft Outlook** is visible on the client, but users cannot access it.

  With this option, you must set up authentication for the client to authenticate with the Exchange server by synching credentials.

- **DisabledByDefault**—Users can save chats to Microsoft Outlook. The option **Save chat sessions to "Cisco Jabber Chats" Folder in Microsoft Outlook** is unchecked in the client, but users can change it.

- **EnabledByDefault**—Users can save chats to Microsoft Outlook. The option **Save chat sessions to "Cisco Jabber Chats" Folder in Microsoft Outlook** is checked in the client, but users can change it.

- **OnPremOnlyByPolicy**—Chats are saved to Microsoft Outlook only when Jabber is on the corporate network. Jabber doesn't save chats to Outlook over MRA. The option **Save chat sessions to "Cisco Jabber Chats" Folder in Microsoft Outlook** is visible on the Outlook tab of the Options menu, but it is greyed out and users cannot change it.

- **OnPremOnlyByDefault**—Users have the option to save chats to Microsoft Outlook only when Jabber is in corporate network. Jabber doesn't save chats to Outlook over MRA. The option **Save chat sessions to "Cisco Jabber Chats" Folder in Microsoft Outlook** is checked on the Outlook tab of the Options menu, but users can change it.

Limitations for Saving Chat History to an Outlook Folder

CUCM Accounts

Users must have a Cisco Unified Communications Manager account.

Cisco Expressway for Mobile and Remote Access

For users connecting via Expressway for Mobile and Remote Access, the following limitations apply:

- If the client detects that the user is connecting via the Expressway, then the client uses the external server option for the Exchange connection. If the external server is not set, then it uses the internal server.

- If the client detects that the user is not connecting via the Expressway, then the client uses the internal server option for the Exchange connection. If the internal server is not set, the client uses the external server.

- However, if either the internal or external server is set, but for some reason Cisco Jabber can't connect to it, the client doesn't revert to using the other server.

Specify Authentication Credentials

Jabber can automatically authenticate your users with the Exchange server, but you must first specify which credentials to use. When authentication is complete, the client can save chat histories to an Outlook folder on the Exchange server.

If you don't specify which credentials to use, then your users will have to enter their credentials manually in the client's settings menu.

Authenticate with Windows Domain User Account

For deployments on Windows, Jabber can use domain user account details to authenticate with the Exchange server. This authentication method uses the Windows NT LAN Manager protocol.

We don't recommend that you use domain user account details for authentication if a Windows account is shared by several users. Even if you reset the client and sign in as another user, Jabber will use the Windows account to authenticate with Exchange. One user's chat history might be saved to another's Outlook folder.

Before you begin

Users and their computers must use domain user accounts. This authentication method doesn't work with local Windows accounts.

Procedure

In the `jabber-config.xml` file, set the ExchangeAuthenticateWithSystemAccount parameter to *true*.

Authenticate with Cisco Credentials

Jabber can authenticate with Exchange using credentials from Cisco's IM and Presence Service, Unified Communications Manager, or Webex.

Procedure

Set the Exchange_UseCredentialsFrom parameter to *CUP* (for IM and Presence), *CUCM* (for Unified Communications Manager), or *WEBEX* (for Webex).

Example:

```
<Exchange_UseCredentialsFrom>CUCM</Exchange_UseCredentialsFrom>
```

In this example, Cisco Unified Communications Manager is defined as the service which provides the Exchange server with credentials for authentication.

Specify Exchange Server Addresses

You can either define your Exchange server addresses or set Jabber to discover the Exchange servers automatically in a particular domain.

If you don't specify a way for the client to find the servers, then users will have to enter the server addresses manually in the client's settings menu.

Detect Server Addresses Automatically

You can configure the client to automatically discover the Exchange servers based on users' domain. This domain is defined when you set up the authentication method by using the domain that was specified for the user's credentials.

Procedure

Step 1 In the `jabber-config.xml` file, configure the ExchangeAutodiscoverDomain parameter. For example, `<ExchangeAutodiscoverDomain>domain</ExchangeAutodiscoverDomain>`

Step 2 Define the value of the parameter as the domain to discover the Exchange server.
The client uses the domain to search for the Exchange server at one of the following Web addresses:

https://<*domain*>

https://autodiscover.<*domain*>

Define Server Addresses

You can define the internal and external Exchange server addresses in the configuration file.

Procedure

Step 1 In the `jabber-config.xml` file, configure the InternalExchangeServer and ExternalExchangeServer parameters.

Step 2 Define the value of the parameters using the Exchange server addresses.

IBM Notes Contact Search and Calendar Integration

Applies to: Cisco Jabber for Windows and Cisco Jabber Softphone for VDI

Prerequisite: IBM Notes contacts must contain a valid value in the Messaging ID field. Without this, users cannot add IBM Notes contacts to their contacts lists.

Cisco Jabber for Windows supports IBM Notes calendar integration in the Meetings tab of the client. Cisco Jabber also lets users search for and add local contacts from IBM Notes. To enable this integration with IBM Notes, you must set the following parameters:

- EnableLocalAddressBookSearch=true

- EnableLotusNotesContactResolution=true

- CalendarIntegrationType=2

The CalendarIntegrationType parameter can be overridden by users. To enable calendar integration and contact resolution with IBM Notes, users must ensure that the **Calendar integration** type on the Calendar tab of the **Options** window is set to **IBM Notes**.

> **Note** Cisco Jabber cannot perform contact search and calendar integration if the backup IBM notes *nsf* files are loaded.

C and C++ Libraries for IBM Notes Integration

If you have Jabber integrated with IBM Notes, it uses the C library by default. You can change the library to C++ using the EnableLotusNotesCLibrarySupport parameter. See the *Parameters Reference Guide* for more information.

Contact Resolution for Incoming Calls

For incoming calls, Cisco Jabber for Windows does not search the address book in IBM Notes, therefore only the phone number for an IBM Notes contact shows in the call history. If Cisco Jabber users subsequently search for the contact associated with the phone number, the call history changes to show the contact's name instead of the phone number.

Integration with Microsoft Products

Applies to: Cisco Jabber for Windows and Cisco Jabber Softphone for VDI

Cisco Jabber for Windows supports a range of Microsoft products that integrate with the application. This section describes the support and integrations for these products.

Internet Explorer

Microsoft Internet Explorer 8 or later is required. Jabber uses Internet Explorer to support Single Sign-On.

> **Note** Internet Explorer 9 users in Cloud-based deployments that use Single Sign-On (SSO) get security alerts when they sign in to Cisco Jabber for Windows. Add **webexconnect.com** to the list of websites in the **Compatibility View Settings** window of Internet Explorer 9 to stop these alerts.

Office

Integration with the following versions of Office is supported:

- Microsoft Office 2016, 32 and 64 bit

- Microsoft Office 2013, 32 and 64 bit

- Microsoft Office 2010, 32 and 64 bit

Office 365

Microsoft Office 365 supports different configuration types based on the plan or subscription type. Cisco Jabber for Windows has been tested with small business plan P1 of Microsoft Office 365. This plan requires an on-premises Active Directory server.

Client-side integration with Microsoft Office 365 is supported with the following applications:

- Microsoft Office 2016, 32 bit and 64 bit

- Microsoft Office 2013, 32 bit and 64 bit

- Microsoft Office 2010, 32 bit and 64 bit

- Microsoft SharePoint 2010

SharePoint

Integration with the following versions of SharePoint is supported:

- Microsoft SharePoint 2013

- Microsoft SharePoint 2010

Availability status in Microsoft SharePoint sites is supported only if users access those sites with Microsoft Internet Explorer. You should add the Microsoft SharePoint site to the list of trusted sites in Microsoft Internet Explorer.

Skype for Business

Jabber for Windows and Skype for Business can compete for the Windows API and other Windows resources. To potentially mitigate this issue, you can install Jabber with the following command:

```
msiexec.exe /i CiscoJabberSetup.msi CLICK2X=DISABLE
```

Mac Calendar Integration For Meetings

Applies to: Cisco Jabber for Mac

You can give users the option to connect their calendars to their Cisco Jabber client.

You can use the following applications for calendar integration:

- Exchange Server 2016, 2013, and 2010

- Office 365

• Mac Calendar

You configure calendar integration using the following parameters:

- MacCalendarIntegrationType—Defines which calendar options are available to users to select in Cisco Jabber.

    - 0 for None

    - 1 (Default) for Microsoft Outlook

    - 2 for Mac Calendar

- InternalExchangeServer, ExternalExchangeServer, orExchangeAutodiscoverDomain— to define which servers to connect to.

- Exchange_UseCredentialsFrom or ExchangeDomain—to authenticate to those servers.

- CalendarAutoRefreshTime—to define the number of minutes after which calendars refresh. The default value is zero, meaning that the calendars do not automatically refresh.

- EnableReminderForNoneWebexMeeting—to specify whether users receive reminders from Cisco Jabber for non-Webex meetings that are in their calendars.

- DisableNonAcceptMeetingReminder—to specify whether users receive reminders from Cisco Jabber about Cisco Webex Meetings that they haven't accepted.

For more information on how to set up these parameters, see the *Parameters Reference Guide for Cisco Jabber* or later.

Microsoft Outlook Calendar Events

Applies to: Cisco Jabber for Windows and Cisco Jabber Softphone for VDI

You must apply a setting in Microsoft Outlook so that calendar events display in Cisco Jabber for Windows.

Procedure

Step 1   Open the email account settings in Microsoft Outlook, as in the following example:
a)   Select **File** > **Account Settings**.
b)   Select the **Email** tab on the **Account Settings** window.

Step 2   Double-click the server name.

In most cases, the server name is **Microsoft Exchange**.

Step 3   Select the **Use Cached Exchange Mode** checkbox.

Step 4   Apply the setting and then restart Microsoft Outlook.

When users create calendar events in Microsoft Outlook, those events display in the **Meetings** tab.

Microsoft Outlook Presence Integration

Applies to: Cisco Jabber for Windows and Cisco Jabber for Mac

You can integrate presence for your users' contacts with Microsoft Outlook.

To enable integration with Microsoft Outlook, you must specify `SIP:user@cupdomain` as the value of the `proxyAddresses` attribute in Microsoft Active Directory. Users can then share availability in Microsoft Outlook.

You can use the `OutlookContactResolveMode` parameter to choose how Jabber resolves the presence of a contact in Microsoft Outlook.

- Auto (default)—When you configure the `proxyaddress` attribute with `SIP:user@cupdomain` then Jabber uses `user@cupdomain` as a Jabber ID. If you configure the `proxyaddress` attribute without SIP, Jabber uses `user@cupdomain` as an email address to resolve the presence of a contact in Microsoft Outlook.

- Email—Jabber uses `user@cupdomain` as an email address to resolve the presence of a contact in Microsoft Outlook.

Use one of the following methods to modify the `proxyAddresses` attribute:

- **An Active Directory administrative tool such as Active Directory User and Computers**

  The Active Directory User and Computers administrative tool allows you to edit attributes on Microsoft Windows Server 2008 or later.

- **ADSchemaWizard.exe utility**

  The ADSchemaWizard.exe utility is available in the Cisco Jabber administration package. This utility generates an LDIF file that modifies your directory to add the `proxyAddresses` attribute to each user with the following value: `SIP:user@cupdomain`.

  You should use the ADSchemaWizard.exe utility on servers that do not support the edit attribute feature in the Active Directory User and Computers administrative tool. You can use a tool such as ADSI Edit to verify the changes that you apply with the ADSchemaWizard.exe utility.

  The ADSchemaWizard.exe utility requires Microsoft .NET Framework version 3.5 or later.

- **Create a script with Microsoft Windows PowerShell**

  Refer to the appropriate Microsoft documentation for creating a script to enable presence in Microsoft Outlook.

Limitation

Your users won't get the presence of their local Outlook contacts when the first search is done for the contact. Local and Active Directory contacts are merged and stored in a local cache after the first search. By the second search, presence for these contacts will resolve normally.