



Third-party integrations

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Calendar Integration and Contact Resolution

Clients			
Windows	Mac	iPhone and iPad	Android
Yes	—	—	—

Deployments			
On-Premises	Webex Messenger	Team Messaging Mode	Softphone for VDI
Yes	Yes	Yes	Yes

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

- Microsoft Outlook 2019, 32 bit and 64 bit
- 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
EnableLocalAddressBookSearch	EnableLotusNotesContactResolution	CalendarIntegrationType		
false	false	0 - none	None	None
true	false	0 - none	None	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

Parameter Values			Contact Resolution	Calendar Integration
EnableLocalAddressBookSearch	EnableLotusNotesContactResolution	CalendarIntegrationType		
false	true	3 - Google	None	Google
true	true	3 - Google	None	Google

Chat History in Microsoft Outlook

Clients			
Windows	Mac	iPhone and iPad	Android
Yes	Yes	—	—

Deployments			
On-Premises	Webex Messenger	Team Messaging Mode	Softphone for VDI
Yes	Yes	Yes	Yes

Supported Microsoft Exchange servers: 2010, 2013, 2016, 2019, and Office 365 (Exchange Online)

Jabber can automatically save users' chat histories to a folder in their Microsoft Outlook application. When a user closes the chat window, Jabber saves the conversation to the Exchange server.

To enable this feature, you need to:

- Step 1** Set the parameters `EnableSaveChatHistoryToExchange` and `SaveChatHistoryToExchangeOperationMode`.
- Step 2** Follow the procedure based on your Exchange deployment type:

Option	Description
Office 365 (Exchange Online)	For organizations that use Microsoft's cloud-based Exchange service.
On-Premises Exchange Servers	For organizations that use on-premises Exchange servers.

Set Parameters to Save Chat History

To enable this feature, you must configure the `EnableSaveChatHistoryToExchange` and `SaveChatHistoryToExchangeOperationMode` parameters.

- Step 1** Set the `EnableSaveChatHistoryToExchange` parameter a to `true`.

Example:

```
<EnableSaveChatHistoryToExchange>true</EnableSaveChatHistoryToExchange>
```

Step 2 Set the `SaveChatHistoryToExchangeOperationMode` parameter to one of the following values:

- **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 syncing 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.

Example:

```
<SaveChatHistoryToExchangeOperationMode>EnabledbyPolicy</SaveChatHistoryToExchangeOperationMode>
```

Office 365 (Exchange Online)

To save chat history to Outlook using Office 365 (Exchange Online), you must enable the `ExchangeModernAuthentication` parameter. Your users enter their account details in the settings menu in the client.

Step 1 Set the `ExchangeModernAuthentication` parameter to *true*.

Example:

```
<ExchangeModernAuthentication>true</ExchangeModernAuthentication>
```

When you enable `ExchangeModernAuthentication`, Jabber ignores these parameters:

- `ExchangeAuthenticateWithSystemAccount`
- `InternalExchangeServer`
- `ExternalExchangeServer`
- `ExchangeAutoDiscoverDomain`

Step 2 Make sure that the parameter `Exchange_UseCredentialFrom` does not contain a value.

What to do next

Cisco Jabber requires admin consent to run in Azure AD. The default configuration for Azure AD tenants allows users to provide consent to third-party multi-tenant applications, like Jabber. If your tenant administrator restricts that ability, your users can't sign in to their Azure AD account in Jabber.

Your tenant administrator can give users the permission to grant consent to Jabber by entering these URLs in a browser and following the prompts:

- **Jabber for Windows**—https://login.microsoftonline.com/common/adminconsent?client_id=b7dc2580-cbaf-41a6-94ce-f6b495cc5815&state=12345&redirect_uri=ciscojabber%3A%2F%2Fo365oauth
- **Jabber for Mac**—https://login.microsoftonline.com/common/adminconsent?client_id=fbf6d76d-2021-4972-994c-ebd0957cdf4a&state=12345&redirect_uri=ciscojabber%3A%2F%2Fo365oauth

On-Premises Exchange Servers

To save chat history to Outlook using on-premises Exchange servers, you need to specify the credentials Jabber uses to authenticate and provide the server address for the Exchange servers.

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.

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.

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.

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.

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.

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.

IBM Notes Contact Search and Calendar Integration

Clients			
Windows	Mac	iPhone and iPad	Android
Yes	—	—	—

Deployments			
On-Premises	Webex Messenger	Team Messaging Mode	Softphone for VDI
Yes	Yes	Yes	Yes

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

Clients			
Windows	Mac	iPhone and iPad	Android
Yes	—	—	—

Deployments			
On-Premises	Webex Messenger	Team Messaging Mode	Softphone for VDI
Yes	Yes	Yes	Yes

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.

Office

Integration with the following versions of Office, including the Mac client, is supported:

- Microsoft Office 2019, 32 and 64 bit
- 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 2019, 32 and 64 bit
- 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

Clients			
Windows	Mac	iPhone and iPad	Android
—	Yes	—	—

Deployments			
On-Premises	Webex Messenger	Team Messaging Mode	Softphone for VDI
Yes	Yes	Yes	Yes

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 2019, 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

Clients			
Windows	Mac	iPhone and iPad	Android
Yes	—	—	—

Deployments			
On-Premises	Webex Messenger	Team Messaging Mode	Softphone for VDI
Yes	Yes	Yes	Yes

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

-
- Step 1** Open the email account settings in Microsoft Outlook, as in the following example:
- Select **File > Account Settings**.
 - 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

Clients			
Windows	Mac	iPhone and iPad	Android
Yes	—	—	—

Deployments			
On-Premises	Webex Messenger	Team Messaging Mode	Softphone for VDI
Yes	Yes	Yes	Yes

To enable integration with Microsoft Outlook, specify `SIP:user@cupdomain` as the value of the `proxyAddresses` attribute in 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 an email address to resolve the presence of a contact in Microsoft Outlook.
- **Email**—When you configure the `proxyaddress` attribute with `SIP:user@cupdomain`, then Jabber uses `user@cupdomain` as an email address. If you configure the `proxyaddress` attribute without SIP, Jabber uses 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.

Enable Presence with the Active Directory User and Computers Tool

Complete the following steps to enable presence in Microsoft Outlook for individual users with the Active Directory User and Computers administrative tool:

-
- Step 1** Start the Active Directory User and Computers administrative tool.
You must have administrator permissions to run the Active Directory User and Computers administrative tool.
- Step 2** Select **View** in the menu bar and then select the **Advanced Features** option from the drop-down list.
- Step 3** Navigate to the appropriate user in the Active Directory User and Computers administrative tool.
- Step 4** Double click the user to open the **Properties** dialog box.
- Step 5** Select the **Attribute Editor** tab.
- Step 6** Locate and select the `proxyAddresses` attribute in the **Attributes** list box.
- Step 7** Select **Edit** to open the **Multi-valued String Editor** dialog box.
- Step 8** In the **Value to add** text box, specify the following value: `SIP:user@cupdomain`.

For example, `SIP:msmith@cisco.com`.

Where the `user@cupdomain` value is the user's instant messaging address. `cupdomain` corresponds to the domain for Cisco Unified Presence or Cisco Unified Communications Manager IM and Presence Service.

Add Local Contacts from Microsoft Outlook

Cisco Jabber for Windows lets users search for and add local contacts in Microsoft Outlook.

All local contacts in Microsoft Outlook must have instant message addresses and phone numbers. These details allow client users to do the following:

- add local Microsoft Outlook contact to their contact lists
- see contact photos from the client
- send instant messages to local contacts
- call local contacts from the client

Administrator Tasks

To enable this integration with Microsoft Outlook, you must enable Cached Exchange Mode on the Microsoft Exchange server.

To allow users to search for local contacts in Microsoft Outlook from the client, users must have profiles set in Microsoft Outlook.

User Tasks

Users must set the correct calendar preference on the client.

1. Select **File > Options**.
2. Select the **Calendar** tab.

3. Select **Microsoft Outlook**.
4. Restart Cisco Jabber to apply the change.

