



## Troubleshooting

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### IM and Presence Service Web Page Does Not Open from the Microsoft Lync Client Default Web Browser.

**Problem** When the Microsoft Lync client user accesses the IM and Presence Service menu item, the default web browser cannot connect to the IM and Presence Service node and the IM and Presence Service web page does not open.

**Solution** When the Microsoft Lync client user accesses the IM and Presence Service menu item, IM and Presence Service should open a web page in the user's default web browser. If the web browser cannot connect to the IM and Presence Service node, check the following:

1. Ensure that JavaScript is enabled in the browser settings.
2. Enter the following address in a web browser to verify that the browser can connect to the IM and Presence Service node: `https://imp_server_address:8443/cucmuser/showHomeMini.do?mini=true`  
Where *imp\_server\_address* is the hostname, FQDN, or IP address of the IM and Presence Service node.
3. If you specified an invalid IP address or FQDN for your IM and Presence Service node, repeat the plug-in installation procedure, specifying the correct IM and Presence Service node address.
4. If you experience other connection problems, you may need to do the following:
  - Add the web address of the IM and Presence Service node to the list of trusted web addresses in the browser on the Microsoft Lync client computer. In Microsoft Explorer, select Internet **Options** > **Security** > **Trusted Sites** and add the following entry to the list of trusted web addresses:

`https://<IM and Presence_server_name>`

- Add the HTTPS web address of your domain to the security zone of the IM and Presence Service node. In Microsoft Explorer, select **Microsoft Internet Explorer > Internet Options > Security > Local Internet > Sites > Advanced** and add the following entry to the list of web addresses for the security zone: `https://*.<your_domain>`
5. If an error message appears informing the users that they do not have permission to use this feature, you must enable the users for Microsoft Lync in the IM and Presence Service node. See [Remote Call Control Setup](#).
  6. If an error message appears regarding an un-trusted security certificate issue or similar warning, select **Continue**. Most browsers allow you to download a website security certificate and mark it as trusted.

## Lync Error When Using E.164 Numbers

**Solution** When you add the tel: value in the Line URI field shown in [Enable Users in Lync Server Control Panel](#), do not add `phone-context=dialstring` if you are using E.164 numbers. For example, the Line URI field must be configured as `tel:+19728131000` and not `tel:+19728131000;phone-context=dialstring.`

If `phone-context=dialstring` is added, the Lync client will produce an error and will not send out the initial INVITE to the Lync server to begin the sign-in sequence.

## Synchronize User to Cisco Unified Communications Manager

If the user is provisioned in AD but does not appear in Cisco Unified Communications Manager, perform the following procedure to synchronize the user to Cisco Unified Communications Manager.

### Procedure

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- Step 1** Select Cisco Unified Communications Manager **Administration > System > LDAP > LDAP Directory** (select the LDAP Configuration Name that matches AD).
  - Step 2** Verify that the configuration is correct.
  - Step 3** Select **Perform Full Sync Now** and select **OK** when prompted.
  - Step 4** Select Cisco Unified Communications Manager **Administration > User Management > End User**.

The user should now display in the user list.

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## Enable IM and Presence for User ID

If the user is configured in Cisco Unified Communications Manager but does not appear in IM and Presence Service, perform the following procedure.

### Procedure

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- Step 1** Select **Cisco Unified Communications Manager Administration > User Management > End User**.
  - Step 2** Search for the user.
  - Step 3** Select the user.
  - Step 4** Check the **Enable User for Unified CM IM and Presence** check box.
  - Step 5** Select **Save**.
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## Verify User Phone Call Control at the Lync Client Is Enabled

If the user has no call control at the Lync client, the user must complete the following procedure.

### Procedure

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- Step 1** Sign in to the Lync client.
- Step 2** Click the drop-down arrow on the top right of the window.
- Step 3** Select **Tools > Options > Phones**.
- Step 4** In the **Phone Integration** area, select the option **Enable integration with your phone system**.
- Step 5** Select **Advanced**.
- Step 6** Verify that the Automatic Configuration option is selected.

This option allows the client to access the correct information from the Lync server database.

- Step 7** Select **OK**.

If the problem persists, ensure that the user is synchronized from Cisco Unified Communications Manager and that the user is enabled for RCC in the IM and Presence Service node.

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### Related Topics

[Assign User Capabilities](#)

## Phone Icon with a Red X in the Status Bar in Microsoft Lync Client

**Solution** The integration configuration is successful if a user signs into Microsoft Lync client and sees the text “Call forwarding is on” or “Call forwarding is off” in the status bar at the bottom of the window. If there is a phone icon with a red X in the status bar, the integration is unsuccessful. To resolve sign-in problems, you can initiate a trace of the Lync server to identify any problems with the INVITE/INFO SIP message exchange sequence between the IM and Presence server and the Microsoft Lync server. See the Microsoft Lync documentation for more information about Microsoft Lync server logging and Microsoft Lync client logging.

**Related Topics**[Get More Information](#)