

Administration Guide for Cisco Unified MeetingPlace SMTP E-Mail Gateway

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Purpose

This guide describes how to install, configure and manage Cisco Unified MeetingPlace SMTP E-Mail Gateway.

Audience

This guide is for Cisco Unified MeetingPlace system administrators. It assumes the following:

- You have a thorough understanding of voice and data terminology and concepts.
- You are familiar with Cisco Unified MeetingPlace and networking concepts.

Naming Conventions

Previous releases of Cisco Unified MeetingPlace Audio Server were called “MeetingPlace Server” or “MeetingServer.” In this guide, “Cisco Unified MeetingPlace Audio Server” refers to all releases past and present.

[Table 1](#) describes terms used throughout the Cisco Unified MeetingPlace set of documents.

Table 1 *Product Naming Conventions*

Term	Definition	Referred to in This Document As
Cisco Unified MeetingPlace 8100 series server	Includes Cisco Unified MeetingPlace 8106 and Cisco Unified MeetingPlace 8112 servers.	Cisco Unified MeetingPlace 8100 series
Cisco Unified MeetingPlace 8106 Server	Hardware on which Cisco Unified MeetingPlace Audio Server runs.	Cisco Unified MeetingPlace 8106
Cisco Unified MeetingPlace 8112 Server	Hardware on which Cisco Unified MeetingPlace Audio Server runs. This server was called M3 in Release 5.2 and earlier.	Cisco Unified MeetingPlace 8112
Cisco Unified MeetingPlace Audio Server	Software that runs on the Cisco Unified MeetingPlace 8100 series server.	Cisco Unified MeetingPlace Audio Server
Cisco Unified MeetingPlace Audio Server system	Cisco Unified MeetingPlace 8106 or Cisco Unified MeetingPlace 8112 running Cisco Unified MeetingPlace Audio Server.	Cisco Unified MeetingPlace Audio Server system or Audio Server system
Cisco Unified MeetingPlace MeetingNotes	A Cisco Unified MeetingPlace Audio Server feature by which users record meetings and listen to meeting recordings.	MeetingNotes
Cisco Unified MeetingPlace MeetingTime	Windows desktop software through which system administrators can access and configure Cisco Unified MeetingPlace Audio Server.	MeetingTime
Cisco MCS Unified CallManager Appliance	Hardware on which Cisco Unified MeetingPlace applications are installed.	Cisco MCS
Cisco Unified MeetingPlace Web Conferencing server	A Cisco MCS installed with Cisco Unified MeetingPlace Web Conferencing.	web server All references to a “web server” in this guide refer to the Cisco Unified MeetingPlace Web Conferencing server.

Documentation Conventions

Table 2 *Conventions for Cisco Unified MeetingPlace Documentation*

Convention	Description
boldfaced text	Used for: <ul style="list-style-type: none"> • Commands that you must enter exactly as shown. • Key and button names. • Information that you enter.
<i>italicized text</i>	Used for arguments for which you supply values.

Table 2 Conventions for Cisco Unified MeetingPlace Documentation (continued)

Convention	Description
[] (square brackets)	Used for elements that are optional.
text in Courier font	Used for information that appears on the screen.
^ (caret)	Used to indicate use of the Control key. (For example, ^D means press the Control and D keys simultaneously.)
< > (angle brackets)	Used for nonprinting characters, such as passwords.

Cisco Unified MeetingPlace documentation also uses the following conventions:

**Note**

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

**Caution**

Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Cisco Unified MeetingPlace Documentation

For descriptions and locations of Cisco Unified MeetingPlace documentation on Cisco.com, see the *Documentation Guide for Cisco Unified MeetingPlace*. The document is shipped with Cisco Unified MeetingPlace and is available at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_documentation_roadmaps_list.html.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

<http://www.cisco.com/go/guide>

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>



Introducing Cisco Unified MeetingPlace SMTP E-Mail Gateway

See the following sections in this chapter:

- [About Cisco Unified MeetingPlace SMTP E-Mail Gateway, page 1-1](#)
- [How E-Mail Notification Works, page 1-1](#)

About Cisco Unified MeetingPlace SMTP E-Mail Gateway

Cisco Unified MeetingPlace SMTP E-Mail Gateway is a Cisco Unified MeetingPlace application that you install on a Microsoft Windows server. This application allows Cisco Unified MeetingPlace to use your corporate Simple Mail Transfer Protocol (SMTP) e-mail server to distribute e-mail notifications to invited participants about meetings that are scheduled by using Cisco Unified MeetingPlace. Cisco Unified MeetingPlace SMTP E-Mail Gateway distributes e-mail notifications when a meeting is scheduled, changes are made, or the meeting is canceled.

The Cisco Unified MeetingPlace SMTP E-Mail Gateway allows you to do the following:

- Distribute e-mail notifications for scheduled, rescheduled, or canceled Cisco Unified MeetingPlace meetings
- Distribute meeting attachments with meeting notifications
- Provide a link in the e-mail notification that users can use to join the audio, data, or video portion of a Cisco Unified MeetingPlace meeting
- Notify the meeting scheduler that consecutive meetings have not been attended or that the term set for scheduled meetings is about to expire

How E-Mail Notification Works

The following is an overview of how Cisco Unified MeetingPlace distributes e-mail notification to users who are invited to attend a meeting:

1. A user schedules a meeting in Cisco Unified MeetingPlace.
2. The Cisco Unified MeetingPlace Audio Server places a notification of the schedule in a post office box.
3. Cisco Unified MeetingPlace SMTP E-Mail Gateway then completes the following:

- Gets the schedule notification from the post office.
- Verifies that the user profile of the scheduler is configured to send notifications.
- Reviews the schedule and determines which notification template to use to create the e-mail messages that will be distributed to the invited participants.
- Verifies that the user profiles of meeting invitees are configured to receive notification.
- Uses the information in the schedule and in Cisco Unified MeetingPlace user profiles to create an e-mail message for each invited participant.
- Passes these messages to the corporate SMTP e-mail server to distribute to the participants.



Installing Cisco Unified MeetingPlace SMTP E-Mail Gateway

This chapter describes how to install Cisco Unified MeetingPlace SMTP E-Mail Gateway.

See the following sections:

- [Preparing for the Installation, page 2-1](#)
- [Installing the Cisco Unified MeetingPlace Gateway SIM, page 2-2](#)
- [Installing Cisco Unified MeetingPlace SMTP E-Mail Gateway, page 2-3](#)
- [Verifying the Cisco Unified MeetingPlace SMTP E-Mail Gateway Installation, page 2-5](#)
- [Stopping and Restarting the Cisco Unified MeetingPlace SMTP E-Mail Gateway, page 2-5](#)
- [Uninstalling Cisco Unified MeetingPlace SMTP E-Mail Gateway, page 2-6](#)

Preparing for the Installation

To prepare for the Cisco Unified MeetingPlace SMTP E-Mail Gateway installation, complete the following tasks:

- Verify that you have the supported system requirements by reviewing the *System Requirements for Cisco Unified MeetingPlace*, at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html.
- Fill in [Table 2-1](#) so you have all of the information needed to complete the installation.
- If applicable, uninstall the current release of Cisco Unified MeetingPlace SMTP E-Mail Gateway by doing the procedure in the “[Uninstalling Cisco Unified MeetingPlace SMTP E-Mail Gateway](#)” section on [page 2-6](#).



Note

If you have customized notification templates, we recommend that you save those templates in a different file or using a different extension before you install this software. This installation can overwrite your current templates with new templates that include features that are new in this software. You can use the templates that you save to customize the new templates. See the “[Accessing Notification Templates](#)” section on [page 4-2](#) for information about how to access the current notification templates.

Table 2-1 Preinstallation Checklist

	Description	Value
1	All requirements are in place.	See the <i>System Requirements for Cisco Unified MeetingPlace</i> at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html .
2	The hostname or IP address of the Cisco Unified MeetingPlace Audio Server.	Cisco Unified MeetingPlace hostname/IP address: _____
3	The SMTP server.	The corporate e-mail server name: _____
4	If authentication is required for the Cisco Unified MeetingPlace SMTP E-Mail Gateway to access the corporate SMTP e-mail server, you need to supply the account name and password.	Account name: _____ Password: _____
5	The hostname or IP address of the Cisco Unified MeetingPlace Web Conferencing system (if installed). Note You can enter two hostnames: one for the internal web server and one for the external web server. You can use the same name for both servers.	Cisco Unified MeetingPlace Web hostname/IP address: _____

Installing the Cisco Unified MeetingPlace Gateway SIM

You must install Cisco Unified MeetingPlace SMTP E-Mail Gateway Release 5.4 or later on a computer on which Cisco Unified MeetingPlace Gateway System Integration Manager (SIM) Release 5.2 or later is installed.

If Gateway SIM is already installed on the computer, skip to the “[Installing Cisco Unified MeetingPlace SMTP E-Mail Gateway](#)” section on page 2-3.

To Install the Cisco Unified MeetingPlace Gateway SIM

-
- Step 1** Insert the Cisco Unified MeetingPlace Gateway SIM Service CD in the computer that you want to use to install Cisco Unified MeetingPlace SMTP E-Mail Gateway.
- The InstallShield Wizard launches automatically and the Welcome to the InstallShield Wizard for Gateway SIM dialog box appears.
- Step 2** Click **Next**. The Choose Destination Location dialog box appears.
- Step 3** Select the Program folder in which you want the Gateway SIM to reside and click **Next**.
- The Gateway SIM files are installed. The InstallShield Complete page appears.
- Step 4** Click **Finish**.
- The MeetingPlace Entry dialog box appears.
- Step 5** Enter the hostname or IP address of the primary Cisco Unified MeetingPlace Audio Server to which you want the Gateway SIM to connect.
- The MeetingPlace Client IP Address dialog box appears.

Step 6 In the field, enter the IP address of the computer on which you want to install Gateway SIM and click **Next**.

The installation completes and the Cisco Unified MeetingPlace Gateway SIM icon (an orange door) appears on the system tray.

Installing Cisco Unified MeetingPlace SMTP E-Mail Gateway

Before installing Cisco Unified MeetingPlace SMTP E-Mail Gateway, make sure that you have administrator privileges on the Windows system on which you are installing the software.

If you have customized notification templates, we recommend that you save those templates in a different file or by using a different extension before you install this software. This installation can overwrite your current templates with new templates that include features that are new in this software. You can use the templates that you save to customize the new templates. See the “[Accessing Notification Templates](#)” section on page 4-2 for information about how to access the current notification templates.

To Install the Cisco Unified MeetingPlace SMTP E-Mail Gateway

Step 1 Insert the Cisco Unified MeetingPlace SMTP E-Mail Gateway CD in the computer that you want to use to install Cisco Unified MeetingPlace SMTP E-Mail Gateway.

The InstallShield Wizard launches automatically and the Welcome to the InstallShield Wizard for E-Mail Gateway dialog box appears.

Step 2 Click **Next**.

The InstallShield Wizard extracts the files needed to install Cisco Unified MeetingPlace SMTP E-Mail Gateway on your computer and prepares for the remainder of the setup process. The Welcome to the InstallShield Wizard dialog box appears.

Step 3 Click **Next**. The Choose Destination Location dialog box appears.

Step 4 In the Choose Destination Location dialog box, click **Next**.

The default value installs the files in the C:\Programs Files folder. Use the Browse button and select a different location if you want to install these files elsewhere. The MeetingPlace Web Hostname dialog box appears.


Step 5 Identify the Cisco Unified MeetingPlace web servers that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use as follows:

- Leave these fields blank if the web server is not installed.
- In the Web 1 field, enter the hostname or IP address of the Cisco Unified MeetingPlace web server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use.
- In the Web 2 field, enter the hostname or IP address of the DMZ Web server when DMZ is used.



Note The Cisco Unified MeetingPlace Web hostname can be in any format (such as *ServerName.CompanyName.com*) as long as the server can respond to a ping request for that entry.

Step 6 Click **Next**. The SMTP Server Information dialog box appears.

- Step 7** In the SMTP Server Information dialog box, do the following:
- In the Server field, enter the hostname or IP address of the corporate SMTP e-mail server that you want to use.
 - In the Port field, enter the port number you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to communicate with the corporate SMTP e-mail server.
 - Click **Next**. The SMTP Server Authentication dialog box appears.
- Step 8** In the SMTP Server Authentication dialog box, select one of the following options:
- Click **No, My Server Does Not Require Authentication** when the corporate SMTP e-mail server you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use does not require authentication to log in. (This is the default value.) Click **Next**.
 - Click **Yes, My Server Requires Authentication** when the corporate SMTP e-mail server you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use requires authentication to log in. Click **Next**.
- Step 9** Click **Yes** in the authentication message box that appears.
The SMTP Server Login dialog box appears.
- Step 10** Do the following:
- In the Account field, enter the name that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to log in to the corporate SMTP e-mail server.
 - In the Password field, enter the password you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to log in to the corporate SMTP e-mail server.
 - In the Re-enter field, enter the password that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to log in to the corporate SMTP e-mail server.
 - Click **Next**. The Program Folder dialog box appears.
- Step 11** In the Program Folder dialog box, click **Next**. The Start Copying Files dialog box appears.
- Step 12** Verify that the target folder is correct and click **Next** to continue.
The files start to copy to the folder.
If you are upgrading your Cisco Unified MeetingPlace SMTP E-Mail Gateway, a prompt regarding the templates appears.
- Step 13** In the notification page, do one of the following:
- Click **Yes** to overwrite your current templates.
-  **Note** You will need to set the parameters in the new template. Save all the .tpl files under the MeetingPlace SMTP E-Mail Gateway folder into a backup folder on your hard drive.
- Click **No** to retain your current templates.
Features and functions that are new in this software version may not appear, and the software may not function properly.
- Step 14** If you are upgrading your Cisco Unified MeetingPlace SMTP E-Mail Gateway, a prompt regarding the read-only files appears. If the read-only prompt appears, we recommend that you select **Yes**.
These .dll files are newer versions of existing Windows server files. The Cisco Unified MeetingPlace SMTP E-Mail Gateway may not function properly if these files are not updated.
The InstallShield Wizard Complete dialog box appears.

Step 15 Click **Finish**.

**Note**

If the InstallShield Wizard was unable to copy certain files during the installation because these files were in use, you will be prompted to reboot your system. When the system reboots, all of the copied files will be installed correctly.

Verifying the Cisco Unified MeetingPlace SMTP E-Mail Gateway Installation

After you complete the Cisco Unified MeetingPlace SMTP E-Mail Gateway installation, do the following tests to verify that all the components are functioning correctly:

- Schedule a Cisco Unified MeetingPlace meeting and invite one or two users. Verify that the invited users receive an e-mail meeting notification.

If your users do not receive a notification, see the [“Resolving Connectivity Problems”](#) section on page 5-1, and the [“Resolving Meeting Notification Problems”](#) section on page 5-2.

- Cancel and reschedule a Cisco Unified MeetingPlace meeting. Verify that invited users receive e-mail notifications about the meeting change.

If your users do not receive a notification, see the [“Resolving Meeting Notification Problems”](#) section on page 5-2.

- When Cisco Unified MeetingPlace Web Conferencing is installed, use that application to schedule a meeting and verify that the click-to-attend link works.

Stopping and Restarting the Cisco Unified MeetingPlace SMTP E-Mail Gateway

**Caution**

Never restart the Cisco Unified MeetingPlace SMTP E-Mail Gateway service without first stopping the Cisco Unified MeetingPlace Notification Gateway service.

Do the following procedure to stop and restart the Cisco Unified MeetingPlace SMTP E-Mail Gateway.

To Stop and Restart the Cisco Unified MeetingPlace SMTP E-Mail Gateway

Step 1 Stop the MeetingPlace Notification Gateway service.

- a. On the server where Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed, click **Start > Settings > Control Panel > Services**.
- b. Right-click **MeetingPlace Notification Gateway** and choose **Stop**.

The MeetingPlace Notification Gateway and MeetingPlace SMTP Gateway services stop.

- Step 2** If you stopped the MeetingPlace SMTP Gateway service before you stopped the MeetingPlace Notification Gateway service in [Step 1](#), verify that both the MeetingPlace Notification Gateway service and MeetingPlace SMTP Gateway service are stopped.
- Step 3** Start the MeetingPlace SMTP Gateway service.
The MeetingPlace SMTP Gateway and MeetingPlace Notification Gateway services start.
-

Uninstalling Cisco Unified MeetingPlace SMTP E-Mail Gateway

We recommend that you uninstall an earlier release of Cisco Unified MeetingPlace SMTP E-Mail Gateway before you install the current release.

To Uninstall Cisco Unified MeetingPlace SMTP E-Mail Gateway

- Step 1** Choose **Start > Settings > Control Panel > Add/Remove Programs**. The Add/Remove Programs dialog box appears.
- Step 2** Click **MeetingPlace E-Mail Gateway** and click **Change/Remove**.
- Step 3** When prompted to confirm file deletion, click **Yes**.
- Step 4** Launch Windows Explorer.
- Step 5** Choose **<drive>:\Program Files\Cisco Systems**.
- Step 6** Delete the “MeetingPlace E-Mail Gateway” folder.
- Step 7** On the Windows desktop choose **Start > Run**.
- Step 8** Enter **regedit**.
- Step 9** Click **HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services**.
- Step 10** Delete the **MPNotify** folder.
- Step 11** Click **HKEY_LOCAL_MACHINE > SOFTWARE > Latitude**.
- Step 12** Delete the **MeetingPlace E-Mail Gateway** folder.
- Step 13** Click **Start > Settings > Control Panel > Services**.
- Step 14** Reboot the computer.
- Step 15** After the computer reboots, launch Windows Explorer and click **C: > WINNT > system32**.
- Step 16** Delete **mpnotify.exe**.
-



Configuring the Cisco Unified MeetingPlace SMTP E-Mail Gateway for Operation

This chapter describes how to configure your Cisco Unified MeetingPlace SMTP E-Mail Gateway for operation.

See the following sections:

- [Accessing and Configuring the Cisco Unified MeetingPlace Gateway Configurations Tool](#), page 3-1
- [Setting E-Mail Notification Parameters](#), page 3-3
- [Changing the Cisco Unified MeetingPlace Gateway SIM Configuration](#), page 3-5

Accessing and Configuring the Cisco Unified MeetingPlace Gateway Configurations Tool

After you install Cisco Unified MeetingPlace SMTP E-Mail Gateway, you must use the Cisco Unified MeetingPlace Gateway Configurations tool to ensure that the SMTP E-Mail Gateway is properly configured for operation. The Cisco Unified MeetingPlace Gateway Configurations tool is the user interface for the Gateway SIM.

To start the Cisco Unified MeetingPlace Gateway Configuration tool, do one of the following on the desktop of the computer on which the Gateway SIM is installed:

- Click Start > Program > MeetingPlace Applications > MeetingPlace Gateway Configuration.
- Click the Cisco Unified MeetingPlace icon (an open orange door) in the system tray.

The Cisco Unified MeetingPlace Gateway Configuration tool appears.

To configure the Cisco Unified MeetingPlace Gateway Configuration tool, do the following procedure.

To Configure the Cisco Unified MeetingPlace SMTP E-Mail Gateway to Use an E-Mail Server

- Step 1** Start the Cisco Unified MeetingPlace Gateway Configuration tool.
- Step 2** Click the E-Mail Gateway tab in the Cisco Unified MeetingPlace Gateway Configurations tool. The E-Mail Gateway page appears. [Table 3-1](#) provides information about the elements on the page.
- Step 3** Indicate whether the e-mail server requires authentication to allow the Cisco Unified MeetingPlace SMTP E-Mail Gateway to send notifications as follows:

- Click the **Not Required** radio button when the e-mail server does not require the Cisco Unified MeetingPlace SMTP E-Mail Gateway to log in to send notifications.
 - Click the **Required** radio button when the e-mail server requires the Cisco Unified MeetingPlace SMTP E-Mail Gateway to log in to send notifications.
 - In the Account name field, enter the username that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to log in to the e-mail server.
 - In the Password field, enter the password the Cisco Unified MeetingPlace SMTP E-Mail Gateway must use to log in to the e-mail server.
- Step 4** In the MeetingPlace Mailbox field, enter the E-mail/GW Mapping number that is associated with the e-mail server in MeetingTime that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to support.
- Step 5** In the Polling Frequency field, enter the value in milliseconds for the interval with which the Cisco Unified MeetingPlace SMTP E-Mail Gateway will send inquiries to the Cisco Unified MeetingPlace Audio Server regarding new notifications.
- Step 6** Check **Verbose Logging** to have the Cisco Unified MeetingPlace SMTP E-Mail Gateway send extensive activity records to the logging file in the Cisco Unified MeetingPlace Gateway SIM. Note that if you change this setting, you must restart the MPSMTP service. See the [“Stopping and Restarting the Cisco Unified MeetingPlace SMTP E-Mail Gateway”](#) section on page 2-5.
- Step 7** Choose **OK**.
-

Understanding the Configuring the E-Mail Gateway Dialog Box

Table 3-1 describes the elements that appear in the Configuring the E-Mail Gateway dialog box.

Table 3-1 Configuring the E-Mail Gateway Dialog Box Elements

Element	Description
Version	Identifies the version of Cisco Unified MeetingPlace SMTP E-Mail Gateway.
SMTP Server	The hostname of the mail server to which you want the E-Mail Gateway to connect.
SMTP Port	The port number that the mail server uses.

Table 3-1 Configuring the E-Mail Gateway Dialog Box Elements (continued)

Element	Description
Server Authentication	<p>Allows you to provide login information for the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use when the e-mail server requires user authentication to send e-mail notices.</p> <ul style="list-style-type: none"> • Not Required—This radio button deactivates authentication for outbound e-mail. • Required—This radio button allows the Cisco Unified MeetingPlace SMTP E-Mail Gateway to send authentication information to e-mail servers that require authentication to send notifications. <ul style="list-style-type: none"> – Account name—The username that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to log in to the e-mail server. – Password—The password that the Cisco Unified MeetingPlace SMTP E-Mail Gateway must use to log in to the e-mail server.
MeetingPlace Mailbox	<p>The mapping number assigned in the Cisco Unified MeetingPlace registry to the corporate e-mail server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to pick up new information about meeting schedules.</p> <p>Note You can associate this mailbox number with one Cisco Unified MeetingPlace e-mail gateway only.</p>
Polling Frequency	<p>The value in milliseconds for the interval at which the Cisco Unified MeetingPlace SMTP E-Mail Gateway will poll the Cisco Unified MeetingPlace mailbox for new notices.</p>
Verbose Logging	<p>Allows you to save records of Cisco Unified MeetingPlace SMTP E-Mail Gateway activity in the Gateway SIM log file.</p> <p>Note When the log reaches approximately 40 MB in size, Verbose logging starts overwriting data.</p> <p>Note When you change the status of Verbose Logging to enable, you must restart the MPSMTP service to activate this function. See the “Stopping and Restarting the Cisco Unified MeetingPlace SMTP E-Mail Gateway” section on page 2-5.</p>

Setting E-Mail Notification Parameters

You can configure the Cisco Unified MeetingPlace SMTP E-Mail Gateway to place a link in the notification that meeting participants can use to access the meeting. The default link is the click-to-attend icon. This icon appears at the bottom of the e-mail notification the participant receives. In cases where the participant is remote, authentication may be required for the participant to access the Cisco Unified MeetingPlace Audio Server. You can enable Secured Socket Layer (SSL) to provide

authentication. You can also specify that the Cisco Unified MeetingPlace SMTP E-Mail Gateway use a URL in the notification instead of the click-to-attend icon when you find that the icon is removed from the notification by the e-mail server of the recipient.

To Set E-Mail Notification Parameters

-
- Step 1** Start the Cisco Unified MeetingPlace Gateway Configuration tool.
 - Step 2** Click **Notification**. The Notification dialog box appears. [Table 3-2](#) provides information about the elements in this dialog box.
 - Step 3** In the Web Hostname field, enter the hostname of the MeetingPlace Web server that you want this Cisco Unified MeetingPlace SMTP E-Mail Gateway to use.
 - Step 4** Check **Use SSL** to have the Cisco Unified MeetingPlace SMTP E-Mail Gateway encrypt the link to the meeting that is placed in the notification when participants require authorization to access the Cisco Unified MeetingPlace server.
 - Step 5** In the External Web Hostname field, enter the hostname of the external Cisco Unified MeetingPlace Web server that you want this Cisco Unified MeetingPlace SMTP E-Mail Gateway to use.
 - Step 6** Check **Use SSL** to have the Cisco Unified MeetingPlace SMTP E-Mail Gateway encrypt the link to the meeting that is placed in the notification when participants require authorization to access the Cisco Unified MeetingPlace server.



Tip The default link (click-to-attend) does not appear in notifications sent to users who do not have a Cisco Unified MeetingPlace profile. You can provide a URL for these participants to connect to the meeting page.

- Step 7** Check **Attach Links as URL** to have the Cisco Unified MeetingPlace SMTP E-Mail Gateway include a URL link with the notification that the user can use to access the meeting.
 - Step 8** Check **Verbose Logging** to have the Cisco Unified MeetingPlace SMTP E-Mail Gateway send extensive activity records to the logging file in the Cisco Unified MeetingPlace Gateway SIM. You do not need to restart any services if you change this setting.
 - Step 9** Choose **OK**.
-

Understanding the Notifications Dialog Box

[Table 3-2](#) describes the elements that appear in the Notifications dialog box.

Table 3-2 Elements in the Notifications Dialog Box

Element	Description
Version	Indicates the Notification software version.

Table 3-2 Elements in the Notifications Dialog Box (continued)

Element	Description
Web Hostname	<p>The hostname of the Cisco Unified MeetingPlace web server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use. This is required to allow the Cisco Unified MeetingPlace SMTP E-Mail Gateway to include a meeting link in the e-mail notification that is sent to participants who are inside the firewall.</p> <ul style="list-style-type: none"> • Use SSL—Allows the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use Secured Socket Layer (SSL) format to encrypt the link for the meeting that the Cisco Unified MeetingPlace SMTP E-Mail Gateway places in the notification.
External Web Hostname	<p>The Web hostname used by the Cisco Unified MeetingPlace Audio Server that is placed outside of the firewall. This is required to allow the Cisco Unified MeetingPlace SMTP E-Mail Gateway to include a meeting link in the e-mail notification that is sent to participants who are beyond the firewall.</p> <ul style="list-style-type: none"> • Use SSL—Allows the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use Secured Socket Layer (SSL) format to encrypt the link for the meeting that the Cisco Unified MeetingPlace SMTP E-Mail Gateway places in the notification.
Attach Links as URL	<p>Embeds the URL link to the meeting in the notification the Cisco Unified MeetingPlace SMTP E-Mail Gateway sends to meeting participants who are outside the company firewall.</p>
Verbose Logging	<p>Allows you to save records of notification activity in the Gateway SIM log file.</p> <p>Note When the log reaches approximately 40 MB in size, Verbose logging starts overwriting data.</p> <p>Note</p>

Changing the Cisco Unified MeetingPlace Gateway SIM Configuration

The Gateway SIM facilitates communication between Cisco Unified MeetingPlace Audio Servers and Cisco Unified MeetingPlace applications such as the Cisco Unified MeetingPlace SMTP E-Mail Gateway. The Cisco Unified MeetingPlace Gateway SIM improves the reliability and serviceability of your SMTP E-Mail Gateway by:

- Detecting gateway outages and logging these errors to the Cisco Unified MeetingPlace Alarm Table.
- Enabling a Cisco technical support representative to administer and diagnose your SMTP E-Mail Gateway remotely.

The Gateway SIM runs as a service and sends updates to the Gateway SIM Manager on the Cisco Unified MeetingPlace Audio Server. If the Gateway SIM Manager fails to receive these updates when expected, an alarm is logged in the Alarm Table.

To change parameters in Gateway SIM, do the following procedure.

To Change Parameters in the Cisco Unified MeetingPlace Gateway SIM

-
- Step 1** On the computer on which the Gateway SIM is installed, click **Start > Programs > MeetingPlace Applications > MeetingPlace Gateway Configuration**.
- Step 2** Click **Gateway SIM** to display the Gateway SIM page.
See [Table 3-3](#) for information about the elements in the Gateway SIM page.
- Step 3** Do one of the following to identify the Cisco Unified MeetingPlace Audio Server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use:
- To specify the Cisco Unified MeetingPlace Audio Server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use, click **Add**. The MeetingPlace Server Entry dialog box appears.
 - To change parameters for the Cisco Unified MeetingPlace Audio Server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use, double-click the name of the Audio Server in the left pane. The MeetingPlace Server Entry dialog box appears.
- See [Table 3-4](#) for information about the elements in the MeetingPlace Server Entry dialog box.
- Step 4** In the Gateway SIM page, click **OK** to save and upload your changes.
-

Understanding the Gateway SIM Configuration Page and the MeetingPlace Server Entry Dialog Box

[Table 3-3](#) describes the elements in the Gateway SIM page.

Table 3-3 Gateway SIM Page Elements

Element	Description
Version	Indicates the Gateway SIM software version.
Installation Key	Lists the installation key for this Gateway SIM agent.
Remote Management Enabled	Allows Cisco technical support representatives to access and troubleshoot the Cisco Unified MeetingPlace SMTP E-Mail Gateway.
Gateway Alarms Enabled	Allows the gateway to log alarms in the Cisco Unified MeetingPlace Alarm Table.
Add	Starts the MeetingPlace Server Entry dialog box. This dialog box allows you to identify the Cisco Unified MeetingPlace Audio Server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to support.
Delete	Removes the Cisco Unified MeetingPlace Audio Server entry selected in the left pane below.
Left pane	Lists the Cisco Unified MeetingPlace Audio Server that the Cisco Unified MeetingPlace SMTP E-Mail Gateway can use.
Right pane	Displays information about the Cisco Unified MeetingPlace Audio Server configuration.

Table 3-4 describes elements in the MeetingPlace Server Entry dialog box.

Table 3-4 MeetingPlace Server Entry Dialog Box Elements

Element	Description
Server Name	The hostname or IP address of the Cisco Unified MeetingPlace Audio Server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to support.
Shadow Server Name	The hostname or IP address of the shadow Cisco Unified MeetingPlace Audio Server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use.
Client IP address	The IP address of the computer on which the Gateway SIM is installed.
Transfer Destination	The name of the temporary folder that is used to cache data during the backup process. Note This field can remain blank.
Link Encryption Disabled	Deactivates encrypted communication between the Gateway SIM and the Cisco Unified MeetingPlace Audio Server. Encryption is enabled by default.
OK	Allows you to save your changes.
Cancel	Allows you to close the dialog box without saving your changes.



Customizing Meeting Notifications

This chapter describes how you can customize the information in the notices that Cisco Unified MeetingPlace SMTP E-Mail Gateway distributes to meeting participants.

See the following sections:

- [About Notification Templates, page 4-1](#)
- [How to Customize a Notification Template, page 4-2](#)
- [How to Add Access Information in MeetingTime, page 4-5](#)
- [Activating Notification About Meeting Schedules, page 4-6](#)

About Notification Templates

Cisco Unified MeetingPlace SMTP E-Mail Gateway uses notification templates to create the e-mail notices that are sent to participants about the status of a scheduled meeting. Notices can provide information about a meeting and a link that participants can use to access the meeting. Information in default notification templates can include the following:

- Meeting name
- Meeting start time and date
- Meeting ID
- Meeting description
- Dial-in phone numbers
- Contact information
- Reschedule information
- Cancellation information

You can modify Cisco Unified MeetingPlace notification templates to meet the needs of your environment. Information that you can add to notification templates include the following:

- Instructions on how to attend meetings and access attachments
- Alternate phone numbers for accessing your Cisco Unified MeetingPlace system such as a toll-free number or an in-company extension
- Instructions about how to access meetings that are hosted on multiple Cisco Unified MeetingPlace Audio Servers
- A listing of the invited meeting participants

- Information about how to access recordings of the meeting

How to Customize a Notification Template

See the following sections for information on customizing a notification template:

- [Accessing Notification Templates, page 4-2](#)
- [Identifying Notification Templates, page 4-3](#)
- [Modifying the Content of a Notification Template, page 4-3](#)

Accessing Notification Templates

There are seven notification templates that Cisco Unified MeetingPlace SMTP E-Mail Gateway uses to create notices for meeting participants. These templates cover a range of notification topics and appear in the following languages:

- English
- French



Note Cisco Unified MeetingPlace supports French Canadian voice prompts only.

- German
- Japanese
- Portuguese
- Spanish

To Access a Notification Template

-
- Step 1** Start Windows Explorer on the server on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed.
- Step 2** Click **C: > Program Files > Cisco Systems > MeetingPlace E-Mail Gateway**.
- Step 3** Do one of the following:
- Use Notepad to open an English language .tpl file that you want to modify.



Caution Using an editor other than Notepad can change the file extension of the template when you save your changes. Cisco Unified MeetingPlace SMTP E-Mail Gateway will not use a template that uses an incorrect file extension.

- Click the language folder you want, and use Notepad to open the .tpl file that you want to modify.
-

Identifying Notification Templates

The notification templates that Cisco Unified MeetingPlace uses are as follows:

- **NotifySchedule.tpl**—Used to generate notifications for newly scheduled meetings.
- **NotifyReSchedule.tpl**—Used to generate update notices for meetings that have been rescheduled.
- **NotifyCancel.tpl**—Used to generate cancellation notices for meetings that have been cancelled.
- **NotifyNoShowRecur.tpl**—Used to generate a notification reminder for a recurring meeting chain that should be cancelled according to the number of no-show meetings that have passed.
- **NotifyRenewRecur.tpl**—Used to generate a notification reminder for a recurring meeting chain that is within a preset number of meetings before its expiration.
- **NotifyScheduleVideo.tpl**—Used to generate notifications for a newly scheduled meeting that include video endpoints.
- **NotifyReScheduleVideo.tpl**—Used to generate update notices for a meeting that includes video endpoints that have been rescheduled.

Modifying the Content of a Notification Template

Notification templates provide the content that appears in the body of outbound e-mail messages. These templates use permanent text and tags to provide content. To modify the content of a template, you can change the permanent text and add or delete tags.

About Tags

Tags are predefined variables that serve as placeholders for specific Cisco Unified MeetingPlace information that you can include in the body of a notification template. When the Cisco Unified MeetingPlace SMTP E-Mail Gateway uses the template to generate an e-mail message, the embedded tags are replaced with specific information about the meeting. This information is extracted from the schedule request and Cisco Unified MeetingPlace registry.

Tags have the following format:

```
<!--#Cisco...>
```



Note

The syntax `<!--#LATD...>`, used in releases prior to 5.4, can also be used with Cisco Unified MeetingPlace Release 5.4 and later.

Each tag is associated with a specific Cisco Unified MeetingPlace parameter and serves as a link to that parameter in notification templates. For example, the tag `<!--#Cisco Month -->` is associated with the parameter that specifies the month in which the meeting is scheduled to take place. If a meeting date is 10/14/2006, then the word October appears in the e-mail message wherever this tag is placed in the notification template.

To view a list and definitions of the tags that you can use in notification templates, see [Appendix A, “Tags You Can Use in Notification Templates.”](#) The appendix also suggest labels you can use with the tag in the body text to identify the tag information for message recipients.

To use a tag, enter the complete content of the tag including the brackets, `<>`, in the body of the template where you want the tag to appear. The information that replaces the tag can vary in length.

To Edit a Notification Template

We recommend that you make backup copies of template files that you want to modify. You can copy the file to another folder or save it by using a different extension.

Step 1 Use Notepad to open the notification template that you want to modify.

**Tip**

We recommend using Notepad to edit notification templates because Notepad automatically saves the file by using the current file extension, .tpl. Other text editors can append a different extension to the file. Cisco Unified MeetingPlace SMTP E-Mail Gateway recognizes the .tpl extension only.

Step 2 To modify the template, do the following:

- Edit, add, or delete permanent text.
- Replace, add or delete tags.

Step 3 Save your changes.

Step 4 Verify that the saved file has the .tpl extension. If .txt or another extension is appended to the file, delete the appended extension.

Tags That You Can Use to Provide Alternate Information

Table 4-1 lists and describes tags that are frequently used to modify notification templates.

Table 4-1 *Tags Used for Adding Instructions and Alternate Cisco Unified MeetingPlace Phone Numbers to Notifications*

Tag	Purpose
Instruction Tags	
<!--#Cisco AttendMeetingHint -->	Inserts any text entered in the “How to attend meeting” parameter. This parameter is located under the Company Information topic in the Configure tab in MeetingTime.
<!--#Cisco MeetingNotesHint -->	Inserts the text entered in the “How to Access MeetingNotes” parameter. This parameter is located under the Company Information topic in the Configure tab in MeetingTime.
Alternate Phone Number Tags	
<!--#Cisco AltPhoneLabel_1 -->	Inserts the text entered for the “Label for Notifications” parameter for the first alternate phone number.
<!--#Cisco AltPhone_1 -->	Inserts the phone number entered for the “1st Alternate Ph Number” parameter. This parameter is located under the Telephony Access topic in the Configure tab in MeetingTime.

Table 4-1 Tags Used for Adding Instructions and Alternate Cisco Unified MeetingPlace Phone Numbers to Notifications (continued)

Tag	Purpose
<pre><!--#Cisco AltPhoneLabel_2 --></pre> <pre><!--#Cisco AltPhone_2 --></pre>	<p>Inserts the text entered for the “Label for Notifications” parameter for the second alternate phone number.</p> <p>Inserts the phone number entered for the “2nd Alternate Ph Number” parameter.</p> <p>This parameter is located under the Telephony Access topic in the Configure tab in MeetingTime.</p>
<pre><!--#Cisco AltPhoneLabel_3 --></pre> <pre><!--#Cisco AltPhone_3 --></pre>	<p>Inserts the text entered for the “Label for Notifications” parameter for the third alternate phone number.</p> <p>Insert the phone number entered for the “3rd Alternate Ph Number” parameter.</p> <p>This parameter is located under the Telephony Access topic in the Configure tab in MeetingTime.</p>
Multiserver Meeting Text	
<pre><!--#Cisco MultiServerHelpText This meeting will be held on the following MeetingPlace systems.</pre> <p><i>Dial the phone number of the system closest to your location. --></i> </p>	<p>Inserts the text in the MultiServerHelpText tag. The suggested text for this tag is displayed in italics.</p> <p>This tag only appears in notifications for multiserver meetings. Use this tag with the ListMultiServers tag (listed next).</p>
<pre><!--#Cisco ListMultiServers --></pre>	<p>Inserts the name and phone number of the other Cisco Unified MeetingPlace Audio Servers that are involved in the multiserver meeting. This tag should always follow the MultiServerHelpText tag.</p>
Meeting Participants	
<pre><!--#Cisco ListInvitees --></pre>	<p>Inserts a list of the participants invited to the meeting.</p>
Meeting Recordings	
<pre><!--#Cisco fRecordConference --></pre>	<p>Inserts information on whether the meeting is scheduled to be recorded.</p>
<pre><!--#Cisco WhoCanListen --></pre>	<p>Inserts information on who can access the meeting recording (none, anyone, Cisco Unified MeetingPlace users, or invited users).</p>

How to Add Access Information in MeetingTime

Users may require additional instruction or information to access Cisco Unified MeetingPlace meetings in your environment. To ensure that such information is available for users, you can enter the information in MeetingTime and add the appropriate tags to the notification templates in which the information is useful. Do the following procedures:

- [To Add Instruction Information, page 4-6](#)
- [To Add an Alternate Phone Number, page 4-6](#)

To Add Instruction Information

- Step 1** Start MeetingTime and log in to the Cisco Unified MeetingPlace Audio Server.
- Step 2** Click **File > Open Register Book > Configure**.
- Step 3** In the View pane, locate the Company Specific Information section and click **Company Information**.
- Step 4** Click **Query**.
- Step 5** Locate **Custom Notif Text** under the Attributes heading.
- Step 6** Do one of the following:
- Locate **How to Attend Meeting** and click in the Values column. A pop-up dialog box appears. This parameter is associated with the tag `<!--#Cisco AttendMeetingHint -->`.
 - Locate **How to Access MeetingNotes** and click in the Values column. A pop-up dialog box appears. This parameter is associated with the tag `<!--#Cisco MeetingNotesHint -->`.
- Step 7** In the pop-up dialog box, enter the instructions that you want users to use and click **OK**.
- Step 8** Click the **Save Changes** button.
-

To Add an Alternate Phone Number

- Step 1** Start MeetingTime and log in to the Cisco Unified MeetingPlace Audio Server.
- Step 2** Click **File > Open Register Book > Configure**.
- Step 3** In the View pane, locate the System Configuration section and click **Telephony Access**.
- Step 4** Click **Query**.
- Step 5** In the Attributes column locate the General Information section and the Alternate Ph Number parameter to which you want to assign a phone number.
- Step 6** Click in the Values column. A pop-up dialog box appears. This parameter is associated with the tag `<!--#Cisco AltPhone_x -->`
- Step 7** In the pop-up dialog box, enter the phone number that you want to assign to this parameter and click **OK**.
- Step 8** To create a label for an alternate phone number, locate the **Label for Notifications** parameter under the parameter for which you want to create a label and click in the Values column. A pop-up dialog box appears. This parameter is associated with the tag `<!--#Cisco AltPhoneLabel_x -->`
- Step 9** Enter the label that you want to use for this alternate phone number and click **OK**.
- Step 10** Click **Save Changes**.
-

Activating Notification About Meeting Schedules

You can configure Cisco Unified MeetingPlace to do the following:

- Notify a meeting scheduler that the last meeting in the schedule is imminent

- Notify a meeting scheduler that consecutive meetings were not attended

This allows Cisco Unified MeetingPlace to send a notification to the meeting scheduler that suggests that the schedule of meetings be extended or future meetings cancelled. When the schedule is created by using Cisco Unified MeetingPlace Web Conferencing or MeetingTime, a link to these applications is included in the e-mail notification. The scheduler can use the link to open the application to extend or cancel the meeting schedule.

When you configure Cisco Unified MeetingPlace to send a notification to a meeting scheduler, a notice is placed in the appropriate mailbox in Cisco Unified MeetingPlace Audio Server when the conditions that you specify to trigger the notification are met. Cisco Unified MeetingPlace SMTP E-Mail Gateway retrieves the notice from the Cisco Unified MeetingPlace server mailbox and uses the appropriate notification template to create an e-mail notice to send to the meeting scheduler.

To configure Cisco Unified MeetingPlace to notify meeting schedulers about their meeting schedules, do the following procedure.

To Configure Cisco Unified MeetingPlace to Notify Meeting Schedulers About Meeting Schedules

- Step 1** Start MeetingTime and log in to the Cisco Unified MeetingPlace Audio Server.
 - Step 2** Click **File > Open Register Book > Configure**.
 - Step 3** In the View pane, locate the Company Specific Information section and click **Scheduling Parameters**.
 - Step 4** Click **Query**.
 - Step 5** In the Attributes column locate the Scheduler Notifications section.
 - Step 6** Click in the Value column next to **After # No-Show Recurring Mtg**. A dialog box appears.
 - Step 7** Enter the value for the number of consecutive meetings that you will allow to go unattended before a notification is sent to the meeting scheduler, and click **OK**.
 - Step 8** Click in the Value column next to **Periods Before Recurring End**. A dialog box appears.
 - Step 9** Enter the value for the number of meetings you want remaining in the meeting schedule when Cisco Unified MeetingPlace sends a notification to the meeting scheduler that the end of the schedule is imminent, and click **OK**.
 - Step 10** Click **Write to File** to save your changes.
-



Troubleshooting

This chapter explains how to troubleshoot problems that can occur after installing Cisco Unified MeetingPlace SMTP E-Mail Gateway.

See the following sections:

- [Resolving Connectivity Problems, page 5-1](#)
- [Resolving Attend Link Problems, page 5-2](#)
- [Resolving Meeting Notification Problems, page 5-2](#)
- [Resolving Notification Language Problems, page 5-4](#)
- [Resolving Notification Time Zone Problems, page 5-5](#)
- [Resolving Problems with Meeting Attachments, page 5-6](#)

Resolving Connectivity Problems

Q. Why are users not receiving meeting notifications?

A. The Cisco Unified MeetingPlace SMTP E-Mail Gateway may not be communicating with the Cisco Unified MeetingPlace Audio Server. Do the following to ensure connectivity:

Use the Cisco Unified MeetingPlace eventlog to verify that Cisco Unified MeetingPlace SMTP E-Mail Gateway is logging in to the Audio Server system. Do the following procedure to start the eventlog.

To Start the Eventlog

-
- Step 1** Right-click the Cisco Unified MeetingPlace icon (the orange door) on the applications tray of the desktop on the computer on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed.
- Step 2** Click **Eventlog**. The eventlog appears.
-

When MPNotify entries appear in the log, the Cisco Unified MeetingPlace SMTP E-Mail Gateway is communicating with the Cisco Unified MeetingPlace Audio Server.

Check the log for errors.

If MPNotify records do not appear, verify that the hostname for the Cisco Unified MeetingPlace Audio Server entered in the E-Mail Gateway tab of the Cisco Unified MeetingPlace Gateway Utility is correct. See the [“Accessing and Configuring the Cisco Unified MeetingPlace Gateway Configurations Tool” section on page 3-1](#) for instructions for configuring the Cisco Unified MeetingPlace SMTP E-Mail Gateway.

Verify that the Windows services associated with the Cisco Unified MeetingPlace SMTP E-Mail Gateway are running. Do the following procedure.

To Verify That Windows Services Are Running

Step 1 On the server where Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed, click **Start > Settings > Control Panel > Services**.

Step 2 Verify that the following services are running:

- MeetingPlace SMTP Gateway
- MeetingPlace Notification Gateway
- MeetingPlace Gateway SIM

If these services are not running, restart them. See the [“Stopping and Restarting the Cisco Unified MeetingPlace SMTP E-Mail Gateway” section on page 2-5](#).

Resolving Attend Link Problems

- Q.** Why do users receive JavaScript errors when clicking the Attend URL link?
- A.** This error appears when using a Web browser that is not supported. The supported browsers are Netscape 7.0 or Netscape 7.1 with JRE 1.4.2, and Microsoft Internet Explorer 5.5 or later.

Resolving Meeting Notification Problems

- Q.** When users schedule a meeting through MeetingTime or Cisco Unified MeetingPlace Web Conferencing, why do the invited users not receive meeting notifications?
- A.** This will happen if:
 - The profile of the invited user is not set up to receive meeting notifications.
 - The profile of the meeting scheduler is not set up to send meeting notifications.
 - The meeting preference is not set up to send meeting notifications.
 - Notifications have not been sent by the Cisco Unified MeetingPlace SMTP E-Mail Gateway.
 - System notifications have not been queued for delivery.
 - The Cisco Unified MeetingPlace SMTP E-Mail Gateway is mapped to an incorrect mailbox.
 - There may be insufficient space on the hard drive of the corporate e-mail server or the server on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed.
 - The corporate e-mail server is not delivering or is delaying notifications.

Check the profile of the invited user by doing the following procedure.

To Check the Profile of an Invited User

- Step 1** Log in to MeetingTime.
 - Step 2** Click **File > Open Register Book > Configure**.
 - Step 3** Locate the User Information section and click **User Profiles > Query**.
 - Step 4** In the Attributes column, scroll down to the Receiving Notifications area and verify that the parameters are set to allow users to receive notifications.
 - Step 5** Verify that the **Preferred Delivery Method** parameter is set to **E-Mail**.
 - Step 6** Verify that the e-mail address in the **E-Mail Address** field is correct for the user.
-

Check the profile of the meeting scheduler by doing the following procedure.

To Check the Profile of the Meeting Scheduler

- Step 1** Log in to MeetingTime.
 - Step 2** Click **File > Open Register Book > Schedule**.
 - Step 3** Locate the User Information section and click **User Profiles > Query**.
 - Step 4** Locate the Sending Notifications area and verify that the “Enabled for this Meeting” parameter is set to **Yes**.
-

Check the Participant Notification Status window by doing the following procedure.

To Check the Participant Notification Status Window

- Step 1** Log in to MeetingTime.
 - Step 2** Click **File > Open Register Book > Configure**.
 - Step 3** Locate the User Information section and click **User Profiles > Query**.
 - Step 4** In the Notification Status window, check to see that notifications are queued for delivery and sent by the Cisco Unified MeetingPlace SMTP E-Mail Gateway.
-

Check the system notification queue status by doing the following procedure.

To Check the System Notification Queue Status

- Step 1** Log in to MeetingTime.
- Step 2** Click **File > Open Register Book > System**.
- Step 3** Click **Notification Queue Status > Execute** to open the Server Notification Status window.
- Step 4** To verify that notifications have been queued for delivery, click the entry for which you want to view the status. The status information appears in the Disposition pane.

Step 5 Click **Done**.

Verify that the mailbox mapping is correct by doing the following procedure.

To Verify Mailbox Mapping

- Step 1** In the desktop on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed, do one of the following:
- Click **Start > Programs > MeetingPlace Applications > MeetingPlace Gateway Configuration > E-Mail Gateway**.
 - Click the MeetingPlace icon (the orange door) on the tools tray.
- Step 2** Verify the value in the MeetingPlace Mailbox field.
- Step 3** Log in to MeetingTime.
- Step 4** Click **File > Open Register Book > Configure**.
- Step 5** Locate the Company Specific Information section and click **Usage Parameters > Query**.
- Step 6** Scroll down to the Email/GW Mapping section and locate the type of corporate e-mail server that the Cisco Unified MeetingPlace SMTP E-Mail Gateway uses to send notifications.
- Step 7** Verify that the value in the Value field and the MeetingPlace Mailbox value are the same.
-

Finally, verify that there is sufficient space available on the hard drives of the corporate e-mail server and the server on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed. If either hard drive is full, create more space by deleting unwanted e-mails or files.

Resolving Notification Language Problems

Q. Why do users receive notifications in English rather than the language that the user prefers?

A. This will happen if:

- The invited user is a guest and the meeting scheduler has set the meeting language to English. Because the invited user does not have a user profile, the notification language defaults to that of the meeting language.
- The profile of the invited user does not indicate a language other than English as the profile language.

Check the profile of the invited user by doing the following procedure.

To Verify the Language Setting in the Profile of an Invited User

- Step 1** Log in to MeetingTime.
- Step 2** Click **File > Open Register Book > Configure**.
- Step 3** Locate the User Information section and click **User Profiles**.
- Step 4** Click the **Find Records** button. A dialog box appears.

- Step 5** Check the radio button for the method that you want to use to search the records for this user, and enter the appropriate value in the “Begins with” field. The Find Records pane populates with the profile of the user.
- Step 6** In the Attributes column, locate **Language**.
- Step 7** In the Value column, verify that the language is correct.
- Step 8** To change the language, click the current value in the value column. A dialog box appears.
- Step 9** Select the language that you want to use for this user and click **OK**.
- Step 10** Click **Save Changes**.
-

Q. A user has set the profile language to Japanese, but the notifications come in blank.

A. This will happen when Japanese notification templates are not installed on the Microsoft Windows computer on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed.

To install the Japanese code page (c_932.nls) on a Windows computer, see Article ID Q164948 on the Microsoft web site.

Resolving Notification Time Zone Problems

Q. Why do the meeting times in the notifications users receive reflect the time zone of the meeting scheduler rather than the local time zone for the users?

A. This will happen if:

- The invited user is a guest. Because guests do not have user profiles, the meeting times in the notifications reflect the time zone of the scheduler.
- The profile of the invited user does not indicate a preferred time zone.

To set the profile of a user, do the following procedure.

To Set the Profile of a User to a Preferred Time Zone

- Step 1** Log in to MeetingTime.
- Step 2** Click **File > Open Register Book > Configure**.
- Step 3** Locate the User Information section and click **User Profiles > Query**.
- Step 4** In the Attributes column, locate the user profile that you want to modify.
- Step 5** Scroll down to **Time Zone**.
- Step 6** Click in the Value column next to Time Zone. The Time Zone dialog box appears.
- Step 7** Click the location appropriate for the user and click **OK**.
- Step 8** Click **Save Changes**.
-

Resolving Problems with Meeting Attachments

- Q.** Why are attachments for meetings that were scheduled using MeetingTime or over the web not being received by the invited users?
- A.** If invited users are not receiving meeting attachments for meetings that were scheduled by using MeetingTime or Cisco Unified MeetingPlace Web Conferencing, one of the following two problems may exist:
 - The profile of the invited user is not set up to receive attachments.
 - The profile of the meeting scheduler is not set up to send attachments.

Set the profile of the invited user to receive attachments by doing the following procedure.

To Set the Profile of a User to Receive Attachments



Note When Microsoft Outlook is used, e-mail notifications are distributed to all invited users when this parameter is set to **Yes** for one invited user.

- Step 1** Log in to MeetingTime.
 - Step 2** Click **File > Open Register Book > Configure**.
 - Step 3** Locate the User Information section and click **User Profiles > Query**.
 - Step 4** In the Attributes column, locate the user profile that you want to modify.
 - Step 5** Scroll down to Receiving Notifications and locate Include Attachments.
 - Step 6** Click in the Value column next to Include Attachments. A dialog box appears.
 - Step 7** Click **Yes** and click **OK**.
 - Step 8** Click **Save Changes**.
-

Set the profile of the scheduler to send out attachments by doing the following procedure.

To Set the Profile of a Meeting Scheduler to Send Out Attachments

- Step 1** Log in to MeetingTime.
 - Step 2** Click **File > Open Register Book > Configure**.
 - Step 3** Locate User Information and click **User Profiles > Query**.
 - Step 4** In the Attributes column, locate the user profile that you want to modify.
 - Step 5** Scroll down to Sending Notifications and locate Include Attachments.
 - Step 6** Click in the Value column next to Include Attachments. A dialog box appears.
 - Step 7** Click **Yes** and click **OK**.
 - Step 8** Click **Save Changes**.
-



Tags You Can Use in Notification Templates

Table A-1 lists and defines the tags that you can use in notification templates. For instructions on modifying a notification template, see [Chapter 4, “Customizing Meeting Notifications.”](#)

Table A-1 Notification Template Tags

Suggested Label	Tag	Description
This tag is not intended to have a label	<!--#Cisco AttendMeetingHint -->	Inserts any text found in the How to Attend Meeting parameter (located under the Company Information topic in the Configure tab).
Scheduler	<!--#Cisco SchedulerFirstName --> <!--#Cisco SchedulerLastName -->	Inserts the first and last name of the scheduler.
Scheduler phone	<!--#Cisco SchedulerTelephoneNum -->	Inserts the phone number of the scheduler.
Scheduler fax	<!--#Cisco SchedulerFaxNum -->	Inserts the fax number of the scheduler.
Scheduler e-mail	<!--#Cisco SchedulerEmail -->	Inserts the e-mail address of the scheduler.
This tag is not intended to have a label	<!--#Cisco MultiServerHelpText <i>This meeting will be held on the following MeetingPlace systems.</i> <i>Dial the phone number of the system closest to your location.</i> -->	Inserts any text entered after MultiServerHelpText. The suggested text for this tag is displayed in italics. This tag only appears in notifications for multiserver meetings. Use this tag with the ListMultiServers tag below.
Number of ports	<!--#Cisco nLoc -->	Inserts the number of ports in a meeting.
This tag is not intended to have a label	<!--#Cisco ListMultiServers -->	Inserts the name and phone number of the other Cisco Unified MeetingPlace Audio Servers involved in the multiserver meeting. This tag should always follow the MultiServerHelpText tag.
MeetingPlace phone number	<!--#Cisco Mtg_TelephoneNum -->	Inserts the main Cisco Unified MeetingPlace phone number.
This tag is not intended to have a label	<!--#Cisco AltPhoneLabel_1 --> <!--#Cisco AltPhone_1 -->	Inserts the first alternate Cisco Unified MeetingPlace phone number and label.
This tag is not intended to have a label	<!--#Cisco AltPhoneLabel_2 --> <!--#Cisco AltPhone_2 -->	Inserts the second alternate Cisco Unified MeetingPlace phone number and label.
This tag is not intended to have a label	<!--#Cisco AltPhoneLabel_3 --> <!--#Cisco AltPhone_3 -->	Inserts the third alternate Cisco Unified MeetingPlace phone number and label.

Table A-1 Notification Template Tags (continued)

Suggested Label	Tag	Description
Meeting ID	<!--#Cisco MTGID -->	Inserts the meeting ID.
Meeting date	<!--#Cisco Month --> <!--#Cisco Month language=006 --> <!--#Cisco Day -->, <!--#Cisco Year -->	Inserts the date of the meeting. The numeric tag allows language-specific data to be processed in that language. For example, 006 ensures that data such as month and AMPM is processed in Japanese. See Table A-2 for a list of the languages and the numbers to which they are mapped.
Start time (hh:mm)	<!--#Cisco Hour -->: <!--#Cisco Min --> <!--#Cisco AMPM --> <!--#Cisco AMPM language=006 --> <!--#Cisco TimeZone -->	Inserts the start time of the meeting. The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that data such as month and AMPM is processed in Japanese. See Table A-2 for a list of the languages and the numbers to which they are mapped.
Frequency	<!--#Cisco ReOccuringConference --> <!--#Cisco ReOccuringConference language=006 -->	Inserts the frequency (weekly, monthly, and so on), and number of occurrences of the meeting. The numeric tag allows language-specific data to be processed in that language. For example, 006 ensures that data such as month and AMPM is processed in Japanese. See Table A-2 for a list of the languages and the numbers to which they are mapped.
Meeting name	<!--#Cisco TextName -->	Inserts the meeting name.
Meeting length (min)	<!--#Cisco Len -->	Inserts the length of the meeting.
Meeting password	<!--#Cisco C_Password -->	Inserts the meeting password, if one has been assigned.
Meeting description	<!--#Cisco AttList_MeetingDesc -->	Inserts the text that the meeting scheduler entered in the Meeting Description box.
Meeting participants	<!--#Cisco ListInvitees -->	Inserts a list of the participants invited to the meeting.
Who can attend meeting	<!--#Cisco EntryRestriction -->	Inserts who can attend the meeting (anyone, Cisco Unified MeetingPlace users, or invited users).
Screened introduction	<!--#Cisco fScreenedIntroduction -->	Inserts whether participants joining a meeting will be screened for entry by those already in the meeting.
Default ability	<!--#Cisco DefaultAbility -->	Inserts whether the meeting is an all-speaker meeting or a lecture-style meeting.

Table A-1 Notification Template Tags (continued)

Suggested Label	Tag	Description
Previous meeting month	<!--#Cisco MonthPrev --> <!--#Cisco MonthPrev language=006 -->	Inserts the month of the previous meeting. The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that data such as month and AMPM is processed in Japanese. See Table A-2 for a list of the languages and the numbers to which they are mapped.
Previous meeting day	<!--#Cisco DayPrev -->	Inserts the day of the previous meeting. Only valid when used in the notifyreschedule.tpl template file.
Previous meeting year	<!--#Cisco YearPrev -->	Inserts the year of the previous meeting. Only valid when used in the notifyreschedule.tpl template file.
Previous meeting hour	<!--#Cisco HourPrev -->	Inserts the hour of the previous meeting. Only valid when used in the notifyreschedule.tpl template file.
Previous meeting minute	<!--#Cisco MinPrev -->	Inserts the minute of the previous meeting. Only valid when used in the notifyreschedule.tpl template file.
Previous meeting time of day	<!--#Cisco AMPMPrev --> <!--#Cisco AMPM Prev language=006 -->	Inserts the time of day of the previous meeting. The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that data such as month and AMPM is processed in Japanese. See Table A-2 for a list of the languages and the numbers to which they are mapped. Only valid when used in the notifyreschedule.tpl template file.
Recurring meeting change	<!--#Cisco AllOrOne -->	Inserts information to tell you whether one or all future meetings in a recurring chain have been changed or cancelled. Only valid in the notifyrechedule.tpl and notifycancel.tpl template files.
MeetingNotes	<!--#Cisco MeetingNotesHint -->	Inserts any text found in the How to Access MeetingNotes parameter (located under the Company Information topic in the Configure tab).
Record conference	<!--#Cisco fRecordConference -->	Inserts information on whether or not the meeting is scheduled to be recorded.
Who can access the recording	<!--#Cisco WhoCanListen -->	Inserts who can access the meeting recording (none, anyone, Cisco Unified MeetingPlace users, or invited users).

Table A-1 Notification Template Tags (continued)

Suggested Label	Tag	Description
This tag is not intended to have a label	<!--#Cisco ReschedReason -->	Inserts text that describes what has changed about a previously scheduled meeting, such as a new date, time, or attachment. Only valid when used in the notifyreschedule.tpl template file.
This tag is not intended to have a label	<!--#Cisco MCUServiceCode-->	Inserts the service prefix that appends to the meeting ID to form the video conference ID. Participants using video endpoints must enter this conference ID to join the video portion of the meeting.
This tag is not intended to have a label	<!--#Cisco VideoPhoneMain -->	Inserts the phone number that participants using video endpoints must dial to access Cisco Unified MeetingPlace.
Invited terminals	<!--#Cisco ListTerminals -->	Inserts a list of invited video terminals for the meeting.
Video management	<!--#Cisco RadInSessionCtrlUrl -->	Inserts a hyperlink to Cisco Unified MeetingPlace Video Administration that can be used to provide additional in-session video control functions during a meeting.
Meeting category	<!--#Cisco MeetingCategory -->	Inserts the meeting category selected by the meeting scheduler.

Table A-2 lists the language mapping that you can use in tags.

Table A-2 Language Mapping

Language	Mapping
French	language=004
German	language=005
Japanese	language=006
Spanish	language=014
Portuguese	language=015



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