

MeetingPlace for Lotus Notes Experiences Error "Unable to Connect to Server" Followed by "Unable to Initialize with MeetingPlace SDK"

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Introduction

When you use Cisco MeetingPlace for Lotus Notes, the error "unable to connect to server" can occur. The error "unable to initialize with MeetingPlace SDK" (Software Development Kit) follows the "unable to connect" error. The "unable to initialize" error means that the MPSAgent of the local Lotus Notes client is unable to locate the MeetingPlace Conference Server through the network. The solution is to configure the Calendar Profile so that the MeetingPlace server field is populated. The error most often occurs when there is only a single Web Publisher toward which to point the MP4Notes gateway.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on MeetingPlace for Lotus Notes version 4.1.3.25–29.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

When you use MeetingPlace for Lotus Notes, an "unable to connect to server" error occurs. An "unable to initialize with MeetingPlace SDK" error follows.

Solution

Complete these steps:

1. From the Notes Mail User Inbox, choose **Actions > Tools > Preferences > Calendar Tab > MeetingPlace Tab**.
2. Select the first available MeetingPlace server that appears on the list.
3. In order to save the setting and close the window, click **OK**.

Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation](#)

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