

MeetingPlace for Lotus Notes Address Book Public Key Validation Error

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Introduction

This document describes and provides troubleshooting steps for the Cisco MeetingPlace for Lotus Notes error message, "The Address does not contain across certificates capable of validating the public key.[4000][QuerySave]."

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco MeetingPlace for Lotus Notes (all versions).

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

You receive the Lotus Notes error, "The Address does not contain across certificates capable of validating the public key [4000][QuerySave]."

This error occurs either when the agent in the MPSA.nsf database on the Lotus Domino server is not signed properly for the existing Lotus Notes domain or when the user ID used to execute the server agent was not registered properly. The error message can only be resolved by the active Lotus Notes administrator for a given organization.

Solution

One reason this error may be displayed is that the agent may have been signed by a user who has not been cross-certified on the server. As a result, the Public Name & Address Book does not contain a cross-certificate for the user or the user's organization.

The administrator can resolve this problem by following these steps:

1. Switch to a user ID that has been cross-certified on the server. The Public Name & Address Book should contain a cross-certificate for this ID.
2. Open the agent from a Lotus Notes client.
3. Re-save the agent by choosing **File > Save**.

Completion of these steps signs the agent with the user ID that is cross-certified. The agent then runs as expected.

To verify that the agent has been signed, view the contents of the **\$UpdatedBy** field for the agent by choosing **View > Agents** from the menu, highlighting the Agent name and then choosing **Agent > Agent Properties**. The contents of the \$UpdatedBy field are available on the Fields tab of the Agent Properties InfoBox. This field shows the Common Name and Organization of the user who signed the agent.

Related Information

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

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