

# MeetingPlace for Notes FAQ

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## Questions

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## Introduction

This document contains frequently asked questions that address the most common issues related to Cisco MeetingPlace for Notes.

For more information on document conventions, see the Conventions Used in Cisco Technical Tips.

## Notifications/Notification Templates

### **Q. Are there any concerns to be aware of when I modify notes\*.tpl files on the Cisco MeetingPlace for Notes gateway?**

**A.** When you modify NotifySchedule.tpl or NotifyReschedule.tpl, the line that starts with "Meeting Date:" and "Start Time" needs to either both be in the template or not in the template at all. If they are both in the template, they need to be placed together with no line in between them (Cisco MeetingPlace for Notes ships out of the box like this). The reason for this is that they are processed by LNNotify to correct for a time zone problem when scheduling, rescheduling, or canceling recurring meetings scheduled from Cisco MeetingPlace Web or MeetingTime.

### **Q. Why did I not receive a notification when I scheduled a meeting from my Cisco MeetingPlace for Notes client?**

**A.** If you schedule a meeting through your Cisco MeetingPlace for Notes client, you must invite yourself to the meeting in order to receive a notification. Your calendar is populated automatically and the system assumes if you scheduled the meeting. You do not need a notification as long as it shows in your calendar. This is the design.

### **Q. I scheduled a meeting from my Cisco MeetingPlace for Notes client with notification set to "yes". Why does Cisco MeetingTime show that there are no notifications sent?**

A. Cisco MeetingTime does not show notifications that were sent because the notification process has nothing to do with Cisco MeetingTime or the Cisco MeetingPlace server. When a meeting is scheduled through Cisco MeetingPlace for Notes, the notification goes from Cisco MeetingPlace for Notes to the IBM Lotus Domino Server. The Cisco MeetingPlace Server does not have any record of it so it does not show up in Cisco MeetingTime.

**Q. When the Cisco MeetingPlace for Notes gateway machines receive and forward a MeetingPlace invitation, what does the gateway do with the original invitation?**

A. The sent invitation is stored in the folder called "All Documents". This is the default action when an agent is used to send an invitation as opposed to the normal action that occurs when sending invitations through the user interface.

**Q. When the Cisco MeetingPlace for Notes gateway sends out an invitation, a copy is kept in a folder called "All Documents" for a short period of time. Why?**

A. This is the default action when an agent is used to send the invitation as opposed to the normal action that occurs when sending invitations through the user interface.

## **Mail Template**

**Q. What is the purpose of the Cisco MeetingPlace for Notes mail template?**

A. The Cisco MeetingPlace for Notes mail template is based on the Lotus Notes mail template. It has the same functionality as the Lotus Notes mail template except for the additional ability of making Cisco MeetingPlace meetings during calendaring and scheduling.

**Q. Is the Cisco MeetingPlace for Notes 4.6 mail template compatible with the Cisco MeetingPlace for Notes R5 mail template?**

A. These are two different versions of the Notes client. In the Cisco MeetingPlace environment, if a user is running the Notes 4.6 client and wants Cisco MeetingPlace for Notes functionality, the user needs to use the Cisco MeetingPlace for Notes 4.6 mail template and gateway. If the user runs a Lotus Notes version 5.0.3 or later client, the user needs to use the Cisco MeetingPlace for Notes R5 mail template and gateway. You must have Lotus Notes client version 5.0.3 or later to use Cisco MeetingPlace for Notes R5 functionality. A user with a Notes 4.6 client can receive notifications from someone who scheduled through the Cisco MeetingPlace for Notes R5 client, but it is a regular Simple Mail Transfer Protocol (SMTP) notification and they are not able to accept or decline it into their calendar.

**Q. Is the Cisco MeetingPlace for Notes 4.6 mail template compatible with the IBM Lotus Domino server 5.0.3?**

A. No. If you use the Cisco MeetingPlace for Notes 4.6 mail template, you need to use the MeetingPlace for Notes 4.6 gateway which is not compatible with an IBM Lotus Domino 5.0.3. IBM Lotus Domino 5.0.3 is supported in the Cisco MeetingPlace for Notes R5 gateway and requires Lotus Notes client version 5.0.3 or later.

## **MPSA**

### **Q. What is the purpose of the Cisco MeetingPlace Server Agent (MPSA)?**

**A.** The Cisco MPSA contains the agent that is responsible for creating an outgoing HTTP connection from the IBM Lotus Domino server to the Cisco MPSA running on the Cisco MeetingPlace for Notes gateway. It is through this connection that a Cisco MeetingPlace meeting is scheduled. The only way for a Java agent to create a network connection to the outside world is if it runs as an unrestricted agent.

Refer to <drive>:\Lotus\Notes\Data\Help\help5\_designer.nsf for more information regarding "Unrestricted" agent rights.

## **Errors**

### **Q. When I try to schedule a Cisco MeetingPlace meeting with the "Display mtg to everyone" option checked, why do I get an error?**

**A.** During the Cisco MeetingPlace for Notes gateway installation, when it asks you to enter the internal and external web server URLs, you must enter a non-blank value for both fields. If either one is left blank, that causes the error. To correct this problem, open the Cisco MeetingPlace Server Agent (MPSA) database and add the missing URL. If you do not have an external web server, enter the same value as the internal web server URL.

## **Java**

### **Q. Do all Cisco MeetingPlace for Notes users need access to run unrestricted Java agents in the Notes domain?**

**A.** No. The only user ID that needs unrestricted access is the user ID authorized to run agents against the Cisco MeetingPlace Server Agent (MPSA) database.

## **Notes Functionality**

### **Q. How do you toggle from edit mode to execute mode from within Cisco MeetingPlace for Notes?**

**A.** Press Ctrl-E.

## **Outdial**

**Q. Why can I not dial out to myself from my Cisco MeetingPlace for Notes client when I click on the MeetingPlace drop-down button and select Join Voice Conference? A window comes up that says to call the Cisco MeetingPlace Server phone number. It does not prompt me to enter my phone number.**

**A.** Your Cisco MeetingPlace for Notes profile has to be set to have outdialing privileges. Also, the system profiles must be set to have outdialing privileges (such as with Cisco MeetingPlace Agent and Cisco MeetingPlace).

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## Related Information

- **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support – Cisco Systems**
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