

Table of Contents

<u>MeetingPlace E-mail (SMTP) Gateway FAQ</u>	1
<u>Document ID: 48272</u>	1
<u>Questions</u>	1
<u>Introduction</u>	1
<u>Q. For version 4.0(1) of the Cisco MeetingPlace SMTP gateway, if you plan to install the e-mail gateway for the first time (no Messaging Application Programming Interface [MAPI] has previously been installed), what license keys do you need?</u>	1
<u>Q. In version 4.0(1) of the Cisco MeetingPlace SMTP gateway, if you plan to upgrade from a Messaging Application Programming Interface (MAPI) to the SMTP gateway, what license keys do you need?</u>	1
<u>Q. Does version 4.0(1) of the Cisco MeetingPlace SMTP gateway support Rich Text Format (RTF)?</u>	2
<u>Q. Where are invitations with invalid e-mail addresses sent?</u>	2
<u>Q. Can I configure the Cisco MeetingPlace SMTP gateway to forward undeliverable mail (in order to function similarly to the Messaging Application Programming Interface [MAPI])?</u>	2
<u>Q. How does the Cisco MeetingPlace SMTP gateway log into Cisco MeetingPlace?</u>	2
<u>Q. How can I pull log files in order to see exactly what the Cisco MeetingPlace SMTP gateway is doing?</u>	2
<u>Related Information</u>	2

MeetingPlace E-mail (SMTP) Gateway FAQ

Document ID: 48272

Questions

Introduction

For version 4.0(1) of the Cisco MeetingPlace SMTP gateway, if you plan to install the e-mail gateway for the first time (no Messaging Application Programming Interface [MAPI] has previously been installed), what license keys do you need?

In version 4.0(1) of the Cisco MeetingPlace SMTP gateway, if you plan to upgrade from a Messaging Application Programming Interface (MAPI) to the SMTP gateway, what license keys do you need?

Does version 4.0(1) of the Cisco MeetingPlace SMTP gateway support Rich Text Format (RTF)?

Where are invitations with invalid e-mail addresses sent?

Can I configure the Cisco MeetingPlace SMTP gateway to forward undeliverable mail (in order to function similarly to the Messaging Application Programming Interface [MAPI])?

How does the Cisco MeetingPlace SMTP gateway log into Cisco MeetingPlace?

How can I pull log files in order to see exactly what the Cisco MeetingPlace SMTP gateway is doing?

Related Information

Introduction

This document contains frequently asked questions regarding the Cisco MeetingPlace E-mail (Simple Mail Transfer Protocol [SMTP]) gateway.

Q. For version 4.0(1) of the Cisco MeetingPlace SMTP gateway, if you plan to install the e-mail gateway for the first time (no Messaging Application Programming Interface [MAPI] has previously been installed), what license keys do you need?

A. In order to install the Cisco MeetingPlace SMTP gateway for the first time, you need MicrosoftMail and SMTP licenses.

Q. In version 4.0(1) of the Cisco MeetingPlace SMTP gateway, if you plan to upgrade from a Messaging Application Programming Interface (MAPI) to the SMTP gateway, what license keys do you need?

A. If you upgrade from MAPI to SMTP, all you need is the existing MAPI MicrosoftMail license.

Q. Does version 4.0(1) of the Cisco MeetingPlace SMTP gateway support Rich Text Format (RTF)?

A. No. Version 4.0(1) currently supports text only.

Q. Where are invitations with invalid e-mail addresses sent?

A. If you are able to give the mail server a bogus address, you do not receive notice of an invalid e-mail address. Microsoft Exchange operates this way. It takes anything you give it.

However, if you are not able to give the mail server a bogus address, the Cisco MeetingPlace SMTP gateway generates its own invalid e-mail notice and sends it to the scheduler.

Q. Can I configure the Cisco MeetingPlace SMTP gateway to forward undeliverable mail (in order to function similarly to the Messaging Application Programming Interface [MAPI])?

A. No. All work is done from the mail server. The Cisco MeetingPlace SMTP gateway is just a transport.

Q. How does the Cisco MeetingPlace SMTP gateway log into Cisco MeetingPlace?

A. Like most of the new gateways, the Cisco MeetingPlace SMTP gateway logs in with the Cisco MeetingPlace Gateway System Integrity Module (GWSIM).

Q. How can I pull log files in order to see exactly what the Cisco MeetingPlace SMTP gateway is doing?

A. If you pull the Cisco MeetingPlace GWSIM log, it shows the SMTP gateway activity. For more information about the GWSIM, refer to Cisco MeetingPlace Gateway SIM FAQ.

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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Updated: Nov 11, 2005

Document ID: 48272
