

MeetingPlace for Outlook Onsite Installation or Upgrade

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Introduction

This document outlines verification procedures to use before you go on site, start onsite work, and after you have completed any Cisco MeetingPlace for Outlook onsite work.

Microsoft Outlook 5.3 differs from Outlook 4.3 in these ways:

1. Microsoft Outlook 5.3 allows you to schedule and attend Cisco MeetingPlace video conferences.
2. Microsoft Outlook 5.3 offers support for Microsoft Windows 2003 servers for current Cisco MeetingPlace customers.

Note: New Cisco MeetingPlace customers, use Cisco Media Convergence servers.

3. Microsoft Outlook 5.3 offers new user interface customization tools.

Prerequisites

Requirements

1. For more details on requirements, review the Cisco MeetingPlace for Outlook (Release 5.3.0) Release Notes.

Note: For new installation, customers must be on an Cisco Media Convergence Server.

2. You must have Cisco MeetingPlace Audio Server version 5.3 or later with license keys for Microsoft Outlook.
3. If you have Cisco MeetingPlace Web on the same machine as Microsoft Outlook 5.3, the Web version must be 5.3 .
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must be 5.3.

5. You must use Internet Information Server (IIS) version 5.0 or later.
6. Confirm that the Microsoft Exchange server is on a separate machine than the Cisco MeetingPlace for Outlook gateway. The gateway machine must have Microsoft Outlook 98, the Outlook 2000 Service Pack 3, or Outlook 2003 loaded. Make sure the calendar reminders feature is turned OFF.
7. The Microsoft Collaboration Data Objects (CDO) option for Outlook must be installed. To determine whether the CDO is installed or not, go to **Internet Explorer > Tools > Internet Options > Programs**.
8. Both the Microsoft Exchange server and the Cisco MeetingPlace for Outlook gateway need to be members of the same domain.
9. You must verify that Microsoft Exchange Server 5.5 Service Pack 4, Exchange 2000 Service Pack 2 or a later version, or Exchange 2003 is installed and running.
10. Verify that there is a domain user account and password on the Cisco MeetingPlace for Outlook gateway, and make sure that the Exchange alias precisely matches the user account.

Note: This account is used by the Cisco MeetingPlace for Outlook gateway to log on to the Microsoft Exchange server.

11. Make sure that the Cisco MeetingPlace for Outlook gateway resides on the Microsoft Windows 2000 Server and Advanced Server operating system (Service Pack 3 or later) or the Windows 2003 Enterprise edition.
12. The default mail client on this computer must be set to Microsoft Outlook.
13. Make a note of the RAM and space on hard drives.

Components Used

This document is not restricted to specific software and hardware 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.

Items to Verify Before the Start of Onsite Work

Complete these steps before you start onsite work:

1. Review the Requirements section of this document as well as the Cisco MeetingPlace for Outlook (Release 5.3.0) Release Notes.
2. If you plan to upgrade, make sure you are aware of the differences between versions.
3. Review the customer fields that are listed on the Microsoft Outlook scheduling tab.
4. Check to see if the customer has NT Authentication on Microsoft Outlook. If so, review the steps in Chapter 3 of the Administrators Guide.
5. Discuss with the customer whether they plan to require employees to have a new plug-in version and how the customer plans to roll this version out.
6. Ensure the customer has a handful of people to test the installation or upgrade after the process is completed.
7. Provide the customer with Microsoft Outlook training materials and discuss the roll-out process.

Notification Templates, Customizations, and Hot Fixes

Complete these steps prior to installation:

1. Back up the current Cisco MeetingPlace for Outlook 4.2.7 notification templates (MPMessages.rtf, MPMMsgRsvl.rtf, NotifySchedule.tpl, and NotifyReSchedule.tpl) in order to reapply the templates after the upgrade process.

If this is a new installation or an upgrade from Cisco MeetingPlace for Outlook 4.2.5, manually edit the 5.3 templates in Microsoft WordPad. Do not reuse the old templates. Do not choose Cut and Paste to edit the templates.

2. If you want to customize new installations and upgrades, plan them with Cisco MeetingPlace Customization Services.
3. Download relevant hot fixes (registered customers only) .

Remote Installations

For remote installations, use Virtual Network Computing (VNC) or Symantec pcAnywhere. Do not use Terminal Server.

Additional Notification Gateways

If this is a fresh installation of the Cisco MeetingPlace for Outlook version 5.3 gateway, uninstall any notification gateways that already exist (such as e-mail, Simple Mail Transfer Protocol [SMTP], or Lotus Notes) and reside on the same machine. If another notification gateway exists on a separate machine, make sure that you assign and map different Cisco MeetingPlace mailboxes.

Obtain Necessary Information

Obtain this information:

- The host name or IP address of the Cisco MeetingPlace Server.
- The domain user account and password.
- The host name or IP address of the Cisco MeetingPlace Web gateway (if one exists).
- The host name or IP address of the Microsoft Exchange server.

Begin Installation

Complete these steps:

1. Log in to Windows with the Cisco MeetingPlace for Outlook gateway account.
2. Open Microsoft Outlook to create the Messaging Application Programming Interface (MAPI) profile.
3. Test e-mail.
4. Close Microsoft Outlook.
5. Verify that the Cisco MeetingPlace for Outlook gateway account has "log on as service" rights and local administrator rights.
6. Verify that CDO.dll version 5.5.2625.65 or a later version is installed.
7. Check and test the installation of Cisco MeetingPlace Web 5.3.
8. Verify the path in HKLM\software\latitude\MeetingPlace for Outlook\InstallLocation (for upgrades only).
9. Open the Installer and make sure you install the software to the drive specified by the customer.
10. When the prompt for the Cisco MeetingPlace for Outlook gateway account domain name appears, enter the short domain name.

For example, enter **OpCenter** instead of **OpCenter.meetingplace.net**.

11. Enter values for both WebHostname1 and WebHostname2.
12. Verify the options in ConfigClient.
13. Restart the machine.

Items to Verify After Installation

Test Basic Functionality

Complete these steps:

1. Observe the gateway eventlog for Cisco MeetingPlace for Outlook entries.
2. Stop and restart the Cisco MeetingPlace for Outlook Service, and verify that the service logs onto the Microsoft Exchange and the Cisco MeetingPlace Server.
3. Schedule a meeting from Cisco MeetingPlace Web and Cisco MeetingTime, and verify the receipt and accuracy of the notification.
4. Install the Cisco MeetingPlace for Outlook plug in on a test server, and perform these steps:
 - a. Schedule a meeting.
 - ◇ Test the Check Availability link.
 - ◇ Invite a participant.
 - b. Verify the receipt and accuracy of the notification.
 - c. Verify that the meeting is populated in the calendar of the scheduler.
 - d. Test the Click to Attend link (or links).

Notification Templates, Customizations, and Hot Fixes

Complete these steps:

1. Restore the backed-up notification templates (for Cisco MeetingPlace for Outlook 4.3 upgrades only).

For new installations or upgrades from Cisco MeetingPlace for Outlook 4.2.5, edit the templates with the help of WordPad, then save as Rich Text Format (.rtf).

2. Apply relevant hot fixes.
3. Apply the customization package from Cisco MeetingPlace Customization Services, if applicable.
4. Restart the machine, and test for basic functionality.

Configuration

Complete these steps:

1. Verify that all options are correctly set up in ConfigClients.
2. Verify that the Click to Attend link operates as intended for public and private meetings.
3. In the Cisco MeetingPlace Gateway Configuration utility, set the gateway to delete messages from the inbox and to retry indefinitely.

To do this, complete these steps:

- a. Choose **Start > Programs > MeetingPlace Applications > MeetingPlace Gateway Configuration**.

- b. In the MeetingPlace Gateway Configurations window, click the **Microsoft Outlook Gateway** tab, then click the **Advanced** tab.
- c. In the Messages area, click the **Delete Message** radio button.
- d. In the Gateway Service area, click the **Indefinitely** radio button.
- e. Click **OK** to close the Advanced Configuration window.
- f. Click **OK** to close the MeetingPlace Gateway Configurations window.

Microsoft Structured Query Language Server

Complete these steps:

1. You must make sure that Microsoft Data Engine (MSDE)/Structured Query Language (SQL) currently runs Service Pack 3.

Note: The Cisco MeetingPlace for Outlook gateway uses MSDE.

2. Set the SQL memory use to 25 percent of total physical RAM.

Related Information

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

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