

MeetingPlace SMTP Onsite Install or Upgrade

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Introduction

This document outlines verification procedures in order to use before you go onsite, before you start onsite work, and after you complete any Cisco MeetingPlace SMTP onsite work.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on all versions of Cisco MeetingPlace SMTP.

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 You Go Onsite

Complete these verification steps before you go onsite:

1. Check all applicable Field Notices and Release Notes (make sure to review the compatibility matrix in the Release Notes).
2. Ensure that all Requirements in the System Manager's Guide are met (Cisco recommends to use SMTP 5.3 with MP Server 5.3).
3. Ensure that you obtain all proper license keys.
4. Ensure that you have the System Manager's Guide and Software (registered customers only).
5. Bring the SU password of the day.

Items to Verify Before You Start Onsite Work

1. Back up the customized notifications templates.
2. Verify customer has internet access to SMTP software if you do not have it on a CD.

Onsite Work

Complete these steps.

1. If you perform an upgrade, uninstall SMTP through the Add/Remove programs function in the control panel and reboot (even though you are not prompted).

When the system comes back up, verify that there are no directories and contents (/Latitude/MeetingPlace Email-Gateway and/Latitude/Shared Components/MeetingPlace Notifications). The field notice Upgrading and/or Uninstalling MeetingPlace SMTP Gateway Can Cause the File 'MPNotifyPerf.dll' to Lock Up explains the reason for the uninstall.

2. Install SMTP and reboot.
3. Schedule a test meeting and verify that the customer receives notification. Check in order to see if the click-to-attend link works.

If you want to change this, refer to MeetingPlace SMTP Post-Install Configuration and Click-to-Attend Link Settings.

4. If the customer utilizes non-English (4.2.0.6+) notifications, check to see if you receive notifications when you schedule a MeetingPlace meeting with a non-English profile.
5. Restore customized notification templates and make sure to stop and start SMTP services in this order. Otherwise, you sometimes get memory errors or the Dr.Watson error "When Stopping SMTP stops mnotify, this automatically stops SMTP.When Starting SMTP starts SMTP, this automatically starts mnotify".
6. Retest notifications in order to verify that customizations went through.

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Related Information

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