



Cisco MeetingPlace for Outlook System Manager's Guide

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Preface

Welcome to Cisco MeetingPlace. With Cisco MeetingPlace, users in different locations can collaborate in real time by sharing documents over their PCs and discussing content over the telephone. Because Cisco MeetingPlace integrates with common interfaces, such as groupware clients, web browsers, and standard and IP-based telephones, users can quickly schedule and attend conferences using their preferred interface from any location.

This preface includes the following information:

- [Objective, page vii](#)
- [Audience, page vii](#)
- [Document Organization, page viii](#)
- [Documentation Conventions, page ix](#)
- [Related Documentation, page ix](#)
- [Obtaining Documentation, page ix](#)
- [Documentation Feedback, page x](#)
- [Obtaining Technical Assistance, page x](#)
- [Obtaining Additional Publications and Information, page xii](#)

Objective

This document provides instructions for installing, upgrading, and configuring Cisco MeetingPlace for Outlook. It also provides information about end user tasks, a troubleshooting section, and information needed to perform simple customizations of the templates used to generate the meeting notifications.

Audience

This guide is for the MeetingPlace system manager. You should be familiar with Microsoft Windows 2000, networking concepts, and Windows-software-based web servers.

MeetingPlace System Manager Responsibilities

The MeetingPlace system manager is responsible for installing, setting up, and maintaining the MeetingPlace solution.

After MeetingPlace for Outlook has been installed and configured, you are responsible for the following functions:

- Working with others, such as the Microsoft Exchange administrator, Webmaster, and network administrator.
- Deploying the MeetingPlace for Outlook client setup files to users.
- Performing troubleshooting on an ongoing basis.

Document Organization

The Cisco MeetingPlace for Outlook System Manager's Guide for this release consists of the following:

Chapter	Description
Chapter 1, "Cisco MeetingPlace for Outlook Concepts and Functions"	Describes MeetingPlace functionality, MeetingPlace for Outlook functionality, and new features in this release.
Chapter 2, "Installing Cisco MeetingPlace for Outlook"	Contains system requirements, preinstallation and installation instructions, and instructions for distributing MeetingPlace for Outlook client software to end users.
Chapter 3, "Configuring and Managing Cisco MeetingPlace for Outlook"	Provides information needed to configure MeetingPlace for Outlook for initial use and when making changes.
Chapter 4, "Customizing Meeting Notifications"	Provides information needed to customize the meeting notifications that users receive when they are invited to attend a meeting.
Chapter 5, "Using Cisco MeetingPlace for Outlook"	Contains information for end users and additional information for system managers.
Chapter 6, "Troubleshooting"	Describes steps for troubleshooting common problems.
Appendix A, "Notification Items"	Lists and describes the tags available for customizing the meeting notifications that users receive when they are invited to attend a meeting.
Appendix B, "Customizing the Cisco MeetingPlace for Outlook Scheduling Form"	Provides instructions and tags needed for customizing the MeetingPlace for Outlook scheduling form.
Appendix C, "Upgrading Cisco MeetingPlace for Outlook"	Gives instructions for upgrading from MeetingPlace for Outlook versions 4.2.5 and 4.2.7 to this release.

Documentation Conventions

Throughout this guide, Cisco MeetingPlace for Outlook is referred to as MeetingPlace for Outlook.

Previous versions of the MeetingPlace Audio Server were called “MeetingPlace Server” or “MeetingServer.” In this document, “MeetingPlace Audio Server” is used to refer to all versions past and present.

Other conventions used in this guide:

Convention	Description
> (Right-pointing angle bracket)	A right angle bracket is used to separate selections that you make on menus. (Example: Start > Settings > Control Panel > Administrative Tools > Services.)
Boldface type	Boldfaced text is used for: <ul style="list-style-type: none"> • Text you see in the user interface. (Example: Click OK.) • Information that you enter. (Example: Enter Administrator in the Username box.)

Related Documentation

Documentation for end users of MeetingPlace for Outlook includes:

- *Cisco MeetingPlace for Outlook Quick Start Guide*.
- Cisco MeetingPlace for Outlook online help. See [Chapter 5, “Using Cisco MeetingPlace for Outlook”](#).

The following documents for system managers are referenced in this guide:

- *Cisco MeetingPlace Web System Manager’s Guide*.
- *Cisco MeetingPlace Audio Server System Manager’s Guide*.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

MeetingPlace documentation is available online at:

<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/index.htm>.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

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http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

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<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

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For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

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- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

<http://www.cisco.com/ipj>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>



Cisco MeetingPlace for Outlook Concepts and Functions

To understand Cisco MeetingPlace for Outlook functionality, it is helpful to understand its role in the entire Cisco MeetingPlace system. This chapter provides an overview of both MeetingPlace and MeetingPlace for Outlook.

This chapter contains the following sections:

- [MeetingPlace Concepts, page 1-1](#)
- [MeetingPlace for Outlook Concepts, page 1-3](#)
- [What Is New in This Release, page 1-8](#)

MeetingPlace Concepts

MeetingPlace uses the existing telephony and/or IP-based infrastructure in your organization to provide voice conferencing over standard PSTN and IP telephones.

MeetingPlace can also be integrated with the standard business applications in your organization, such as e-mail and groupware applications. To facilitate integration with these resources, system options are installed on a Microsoft Windows software-based server that communicates with MeetingPlace over your network.

To facilitate advanced user interfaces and integration with other shared network resources, the MeetingPlace Audio Server also connects to your LAN or WAN and communicates with MeetingPlace desktop software products.

The Meeting Process

The MeetingPlace system does more than just bridge callers together at the time of a meeting. MeetingPlace also provides meeting-related services, including the functions in the following table. MeetingPlace for Outlook facilitates usage of all of these functions:

Service	Description
Scheduling meeting resources	When users schedule meetings on MeetingPlace, the system reserves the date, time, and length of the meeting for a specified number of attendees. In addition, users can schedule other resources, such as disk space for meeting recordings and data attachments.
Notifying attendees	When users schedule a MeetingPlace meeting, they can specify a list of invitees. MeetingPlace for Outlook automatically sends notifications to meeting invitees.
Distributing meeting materials	Users can attach documents at any time before, during, or after a meeting. These attachments can be agendas, working documents, action items, or URLs. MeetingPlace acts as the repository for these attachments and can provide access to them through the Web or e-mail.
Web conferencing	MeetingPlace not only allows users to view attached documents, but can also enable them to participate in web conferences for real-time application sharing and collaboration.
Recording meetings	Meeting attendees can record their meetings on MeetingPlace. After the meeting, attendees can select their recording from the Attachments/Recordings page for the meeting and view it from their PC. Users can also dial into MeetingPlace over the telephone to listen to the voice portion only.
Voice comments	In addition to recordings, MeetingPlace lets users submit voice comments that other attendees can listen to at any time. Those who cannot attend meetings can actively contribute to meetings. When users leave voice comments, MeetingPlace can automatically relay the comment to meeting attendees through e-mail.

User Profiles

Like other internal company resources, many MeetingPlace functions require users to identify themselves via a user profile. A user profile consists of the following:

Information Type	Description
Security information	User ID, password. User IDs must be alphanumeric and limited to 17 characters.
Personal information	Name, time zone, default billing code, and so on.
Class-of-service privileges that allow users to access certain features	Scheduling, outdialing, recording, and so on.
Addressing information	Telephone, e-mail, pager, and so on.
Default meeting preferences	Announced entries, roll calls, automatic notifications, and so on.

Meeting schedulers must have a MeetingPlace user profile. Additionally, we recommend that users who frequently participate in meetings also have MeetingPlace user profiles.

Guest Access

MeetingPlace also provides optional guest access to the system. To facilitate meetings with those who do not have user profiles, MeetingPlace allows guests to both join and review materials (including recordings) for unrestricted meetings.

Meeting Preferences

Meeting preferences indicate how the meeting will be run. MeetingPlace automatically assigns meeting preferences based on defaults specified in the user profile of the scheduler. However, meeting schedulers can choose to override their defaults on a meeting-by-meeting basis.

Examples of meeting preferences include:

- Whether to announce callers automatically as they attend or depart.
- Whether to require that attendees enter an alphanumeric password before entering the meeting.
- Whether to allow attendees to take a roll call.

MeetingPlace for Outlook Concepts

This section provides an overview of MeetingPlace for Outlook and discusses how it integrates with your MeetingPlace and Microsoft Exchange servers to schedule meetings and distribute notifications.

About MeetingPlace for Outlook

MeetingPlace for Outlook integrates MeetingPlace with the Exchange server in your company. This integration allows users to schedule and attend MeetingPlace meetings using their Outlook client and receive e-mail invitations for meetings they have been invited to. Users can choose to accept an invitation and have the meeting automatically appear in their Outlook calendar or decline the invitation if they cannot attend the meeting.

A full installation of MeetingPlace for Outlook allows users to:

- Receive Outlook calendar invitations for MeetingPlace meetings, including update notifications for rescheduled meetings.
- Attend MeetingPlace meetings with a click-to-attend hypertext link in their meeting invitation or Outlook calendar (requires MeetingPlace Web).
- Schedule MeetingPlace meetings using an HTML-based form in their Outlook calendar.

Figure 1-1 MeetingPlace for Outlook Scheduling Form

MeetingPlace for Outlook Scheduling Form

MEETING SETTINGS ADVANCED SETTINGS

Make this a MeetingPlace meeting.
 Use my Reservationless ID (9023443)

Date: MAR 30, 2004 [Check Availability](#)
Time: 3 :00 PM
Duration: 30 Minute(s)
Frequency: Once
of Occurrences: 1
Meeting Name: Smith

Meeting ID:
Enable Recording: No
of Callers: 4
Billing Code:
MeetingPlace Server: MPServer1

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MeetingPlace for Outlook has three main components:

- MeetingPlace for Outlook Notification Services
- MeetingPlace for Outlook Client Services
- MeetingPlace for Outlook Client

The MeetingPlace for Outlook Notification and Client Services components form the MeetingPlace for Outlook application, which is installed on a Windows 2000 server.

The MeetingPlace for Outlook Client is installed on the computers of your end users and allows them to schedule from their Microsoft Outlook interface using the MeetingPlace for Outlook scheduling form.

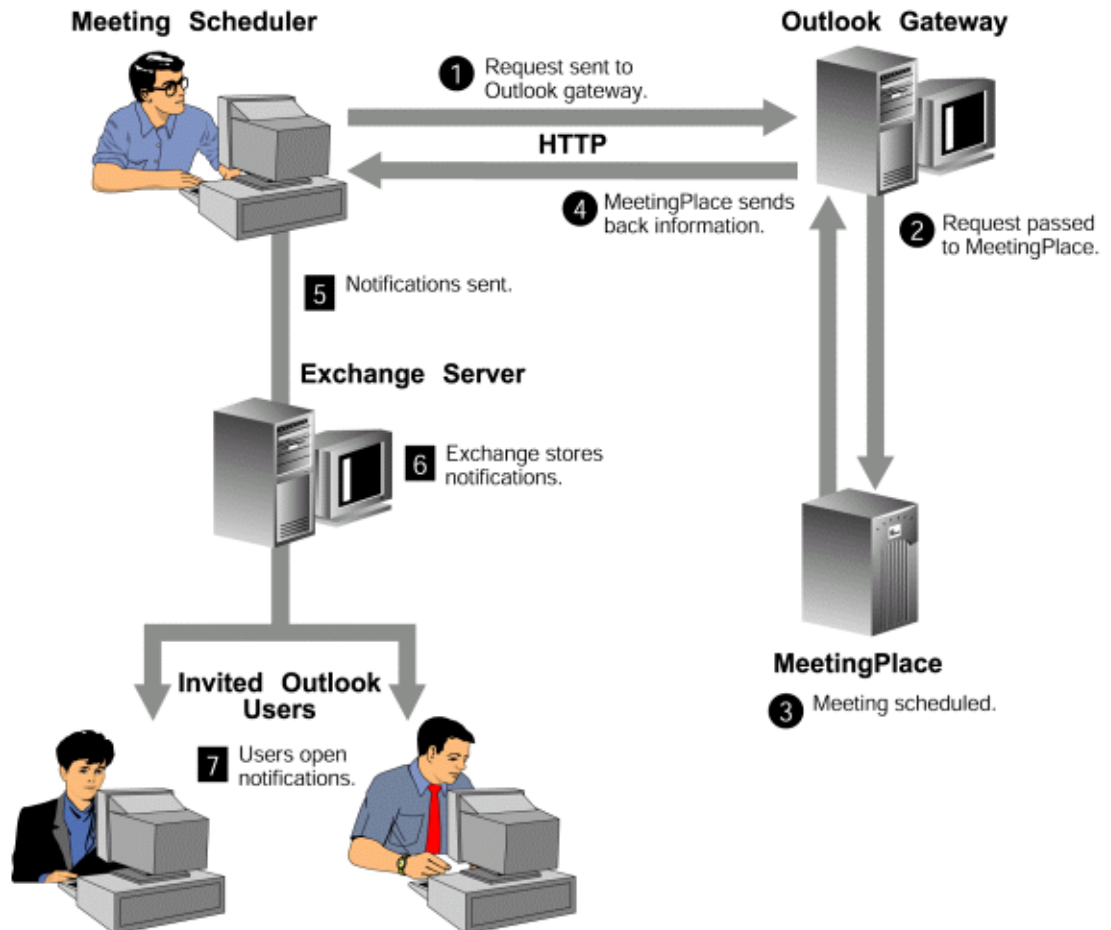
The Scheduling and Notification Process

The scheduling and notification process depends on whether the meeting was scheduled using Microsoft Outlook or another scheduling client, such as MeetingTime or MeetingPlace Web.

Meetings Scheduled from MeetingPlace for Outlook

The following illustrates the scheduling and notification process when a user schedules a meeting through Microsoft Outlook:

Figure 1-2 How Meetings Are Scheduled Using Outlook



MeetingPlace Scheduling Process

- 1** User schedules a meeting through Outlook, causing a meeting request to be sent to the Outlook gateway.
- 2** The Outlook gateway passes the meeting request to MeetingPlace.
- 3** The meeting is scheduled on MeetingPlace.
- 4** MeetingPlace sends information back to Outlook that will appear in the meeting notifications and the details are sent back to the scheduler.

Standard Exchange Notification Process

- 5** Notifications are sent to the mailboxes of the invited Outlook users.
- 6** The Exchange server stores the meeting notifications.
- 7** The invited Outlook users check their Inbox and open the meeting notification, which they can accept or decline. If accepted, the meeting appears in their Outlook calendar.

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Different types of meetings can be scheduled with a variety of options, such as recurring meetings or meetings with restricted access. See [Chapter 5, “Using Cisco MeetingPlace for Outlook”](#) for details. To modify the appearance and content of the meeting invitation, see [Chapter 4, “Customizing Meeting](#)

Notifications". When a meeting invitation arrives in a user's e-mail Inbox, the user clicks a button to accept or decline. This response is then e-mailed back to the scheduler, and the Exchange server keeps track of which attendees plan to attend the meeting.

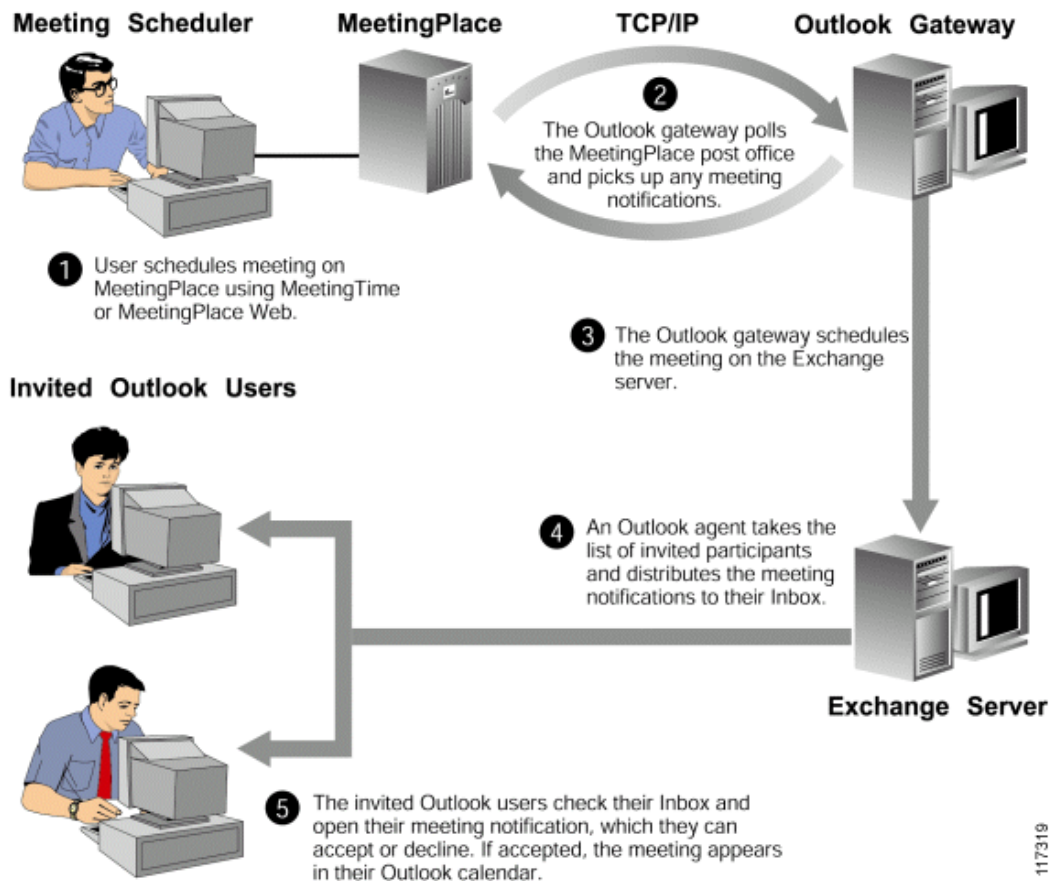
When a meeting is scheduled from Microsoft Outlook, MeetingPlace Audio Server cannot track which invitees have MeetingPlace user profiles and therefore treats everyone as a guest invitee. This limitation prevents the system from automatically outdialing and paging users based on their attend settings.

You as system manager can customize the appearance and content of the meeting scheduling and notification forms.

Meetings Scheduled from MeetingTime or MeetingPlace Web

The following illustrates the scheduling and notification process when a user schedules a meeting using MeetingTime or MeetingPlace Web:

Figure 1-3 How Meetings Are Scheduled Using MeetingTime or MeetingPlace Web

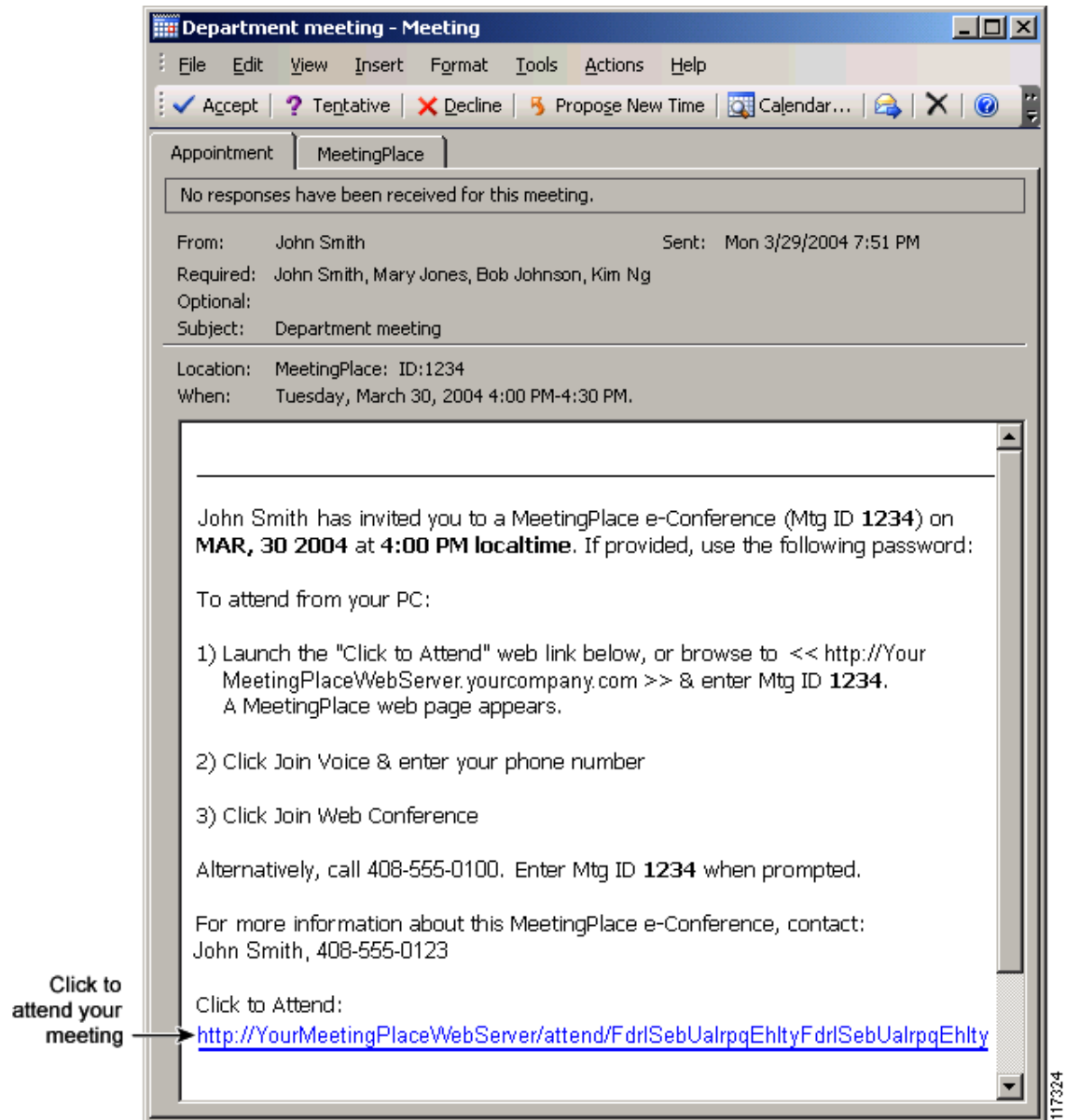


When users accept or decline these invitations, the Exchange server forwards these messages directly to the meeting scheduler, but does not keep track of the information in its database.

The Process of Attending a Meeting

With MeetingPlace Web installed and running on the MeetingPlace for Outlook server, users can attend meetings with a click-to-attend link located at the end of their meeting invitation. When users accept an invitation, the meeting information and a click-to-attend link appear in their Outlook calendar.

Figure 1-4 MeetingPlace Notification



When users click the click-to-attend link, their web browser opens and they are taken to a sign-in page to enter the meeting. For details about attending meetings via web browser, see the documentation for MeetingPlace Web, available via the link in [Obtaining Documentation](#), page ix.

Windows Services

For ongoing communication with the MeetingPlace Audio Server, MeetingPlace for Outlook includes the following Windows services:

- MeetingPlace Notification Gateway
- MeetingPlace Gateway SIM
- MeetingPlace for Outlook Service

These programs are implemented using the standard Windows services architecture. Therefore, you can use standard mechanisms to start and stop the services, view their event log, and remotely monitor their activity.

What Is New in This Release

MeetingPlace for Outlook (release 4.3.0) includes the following new features:

Feature	Description
Support for Outlook 2003 and Exchange 2003	MeetingPlace for Outlook is now compatible with Outlook 2003 and Exchange 2003.
MeetingPlace properties can now be modified when rescheduling recurring meetings	When recurring meetings are rescheduled using the MeetingPlace tab in Outlook, meeting parameters can now be changed.
Online help	A Help link on the scheduling and notification forms takes users to a comprehensive help system for MeetingPlace for Outlook.



Installing Cisco MeetingPlace for Outlook

This chapter discusses the Cisco MeetingPlace for Outlook new installation process. To upgrade from a previous version of MeetingPlace for Outlook, see [Appendix C, “Upgrading Cisco MeetingPlace for Outlook”](#).

Topics in this chapter include:

- [Installation Options, page 2-1](#)
- [System Requirements, page 2-2](#)
- [Supported Configurations, page 2-5](#)
- [Preparing to Install, page 2-6](#)
- [Installing MeetingPlace for Outlook, page 2-9](#)
- [Distributing and Installing the MeetingPlace for Outlook Client, page 2-18](#)

Installation Options

MeetingPlace for Outlook can be installed in three ways:

This installation option	Allows users to
Full integration with the Microsoft Outlook application	Schedule MeetingPlace meetings using Outlook and receive meeting notifications in Outlook.
MeetingPlace for Outlook Client Services only	Schedule MeetingPlace meetings from Outlook.
MeetingPlace for Outlook Notification Services only	Receive invitations to MeetingPlace meetings scheduled through MeetingPlace Web and MeetingTime.

Proxy Installations

MeetingPlace for Outlook supports proxy installations. Proxy configurations must not block access from the gateway machine to either the Exchange Server or the MeetingPlace Audio Server. Valid IP connections are necessary for all actions to or from MeetingPlace for Outlook and Outlook clients.

System Requirements

This section lists the minimum system requirements. Your requirements may vary depending on the functionality you need. For increased security, we recommend that you install the latest Service Pack and all Critical Updates.

System	Requirements
Microsoft Exchange Server	<ul style="list-style-type: none"> • Exchange Server version 5.5 (Service Pack 4), 2000 (Service Pack 2), or 2003, installed and running. • A Windows user account that has an associated Exchange mailbox. This will be the Exchange mailbox for MeetingPlace for Outlook. The following caveats apply: <ul style="list-style-type: none"> – The Windows user account must have Local Administrator privileges, and the username and password for this account must match the username and password of the MeetingPlace for Outlook mailbox. See Configuring the Default Microsoft Outlook Mailbox, page 2-7 for instructions. Log on with this account to install MeetingPlace for Outlook. – The logged in user should have access to the default Outlook profile. – This Exchange mailbox must be configured before installing MeetingPlace for Outlook. – The Exchange server and the MeetingPlace for Outlook service component must reside on separate systems.
MeetingPlace Audio Server	<ul style="list-style-type: none"> • MeetingPlace Audio Server (version 4.3.1 or higher), installed and running with the Calendar and Notification option keys enabled. For information, see Enabling the Option Keys, page 2-8. • If there are multiple MeetingPlace servers, each must have its own MeetingPlace for Outlook server.

System	Requirements
Windows server (hardware requirements)	<p>For all installations:</p> <ul style="list-style-type: none"> • MeetingPlace for Outlook must not be installed on a Domain Controller. • Cisco Security Agent is not currently supported with MeetingPlace for Outlook and must not be installed on this server. • A TCP/IP connection to the MeetingPlace Audio Server is required. <p>For new installations of MeetingPlace for Outlook:</p> <ul style="list-style-type: none"> • A Cisco Media Convergence Server (MCS) 7835H-3000 (MCS-7835H-3.0-IPC1), 7835I-3000 (MCS-7835I-3.0-IPC1), or 7845-3000 (MCS-7845H-3.0-IPC1) with an Internal (full access) installation of MeetingPlace Web installed and running as the primary MeetingPlace Web server. See Configuring the MCS Server Operating System, page 2-7. <p>For upgrades from older versions of MeetingPlace for Outlook:</p> <ul style="list-style-type: none"> • Deployments involving new servers must use MCS servers. • For compatibility with future MeetingPlace releases, it is recommended that customers with non-MCS servers install on an MCS server as described for new installations. This is the last release of MeetingPlace for Outlook that will support non-MCS servers. • Upgrade customers should ensure that their servers have comparable specs to a Cisco MCS 7835 server. If the server also hosts Cisco MeetingPlace Web Conferencing with more than 50 licenses, then the performance specs should be equivalent to those of a Cisco MCS 7845 server.

System	Requirements
Windows server (software requirements)	<p>For all installations:</p> <ul style="list-style-type: none"> • For full functionality or for Client Services only: MeetingPlace Web 4.3.0.100 or latest maintenance release. • One of the following Microsoft Outlook clients installed and configured to log into the Exchange mailbox: Outlook 98, or Outlook 2000 (Service Release 1 and Service Pack 3), or Outlook XP (latest Service Pack), or Outlook 2003. Collaboration Data Objects (CDO) must be installed. CDO must be selected as an option during setup; it is not loaded by default. • The default mail client on this computer must be set to Outlook. • The Outlook client must be completely installed to the local drive. Network installations are not supported. • MeetingPlace for Outlook does not support “thin clients” (Citrix or Terminal Server). • The Windows login must be identical to the login specified in the MeetingPlace for Outlook service. • The Windows server and the Exchange Server should belong to the same domain unless they have a trust relationship between them. • For auto-authentication with directory services, MeetingPlace Directory Services must be installed with the Network Credentials field populated. For more information on auto-authentication, see Logins Tab, page 3-3. MeetingPlace usernames are case-sensitive, and we recommend that all logins be created lowercase. <p>For new installations:</p> <ul style="list-style-type: none"> • The Cisco Systems version of Windows 2000 Server operating system, version 2000.2.5 or higher. For installation and configuration instructions see Configuring the MCS Server Operating System, page 2-7. Apply only operating system updates and patches as provided by Cisco. Updates taken directly from Microsoft and applied to MCS servers are not supported as they adversely affect the operation of the servers. <p>For upgrades:</p> <ul style="list-style-type: none"> • Microsoft Windows 2000 Server edition or Advanced Server edition (each with Service Pack 2 or higher). • NT File System (NTFS) with more than 2.5 GB free space available. • Microsoft IIS 5.0

System	Requirements
Network requirements	<p>For the Windows server to communicate with the MeetingPlace Audio Server, the following requirements must be met:</p> <ul style="list-style-type: none"> • In a networked PCI environment, the Windows server must be able to open a TCP connection on port 5003 when connecting to the primary MeetingPlace Audio Server and port 5005 when connecting to each additional MeetingPlace Audio Server. • In a standalone PCI or M3 environment, the Windows server must be able to open a TCP connection on ports 5003 and 5005 when connecting to the primary MeetingPlace Audio Server. • When communicating with the Windows server, the IP address of the MeetingPlace Audio Server must not be translated using a network address translation scheme. • Connectivity between the Windows server and its host MeetingPlace Audio Server must be high quality and not subject to interruptions due to traffic congestion. Any time the round trip latency increases past 100ms or there is more than 1% packet loss, a noticeable reduction in service quality can be expected.
End user system	<ul style="list-style-type: none"> • Windows 98, NT 4.0 (Service Pack 6a or later), 2000 or 2000 Professional, 2000 Server or 2000 AS (Service Pack 2 or higher), ME, XP, or 2003 operating system. • An HTTP connection to MeetingPlace for Outlook. • Microsoft Outlook 98 (with Archive Patch), 2000 (SR 1), XP, or 2003. Download the Archive Patch from http://office.microsoft.com/downloads/9798/arch98en.aspx. • CPU, hard disk space, and RAM that meet the requirements for end-users of Microsoft Outlook and MeetingPlace Web.

Supported Configurations

For full functionality or to enable scheduling only:

- If you have only one MeetingPlace Web server and it is behind the firewall, install MeetingPlace for Outlook on the same computer as MeetingPlace Web.
- If you have a segmented meeting access (DMZ) configuration with a full-functionality MeetingPlace Web server inside your firewall and an attend-only MeetingPlace Web installation in the DMZ, install MeetingPlace for Outlook on your internal MeetingPlace Web server. For more information about segmented meeting access configurations, refer to the *Cisco MeetingPlace Web System Manager's Guide*.
- If you have any other configuration, contact your support representative before installing MeetingPlace for Outlook.

To enable users to receive notifications in Outlook for meetings scheduled from other MeetingPlace interfaces, but not schedule meetings via Outlook:

- Install only MeetingPlace for Outlook Notification Services on the Windows server. MeetingPlace Web is not required on this machine.

Preparing to Install

To prepare for the MeetingPlace for Outlook installation, complete the following tasks:

	Step	Do this
Step 1	Verify system requirements.	See System Requirements , page 2-2.
Step 2	Verify that your MeetingPlace system configuration is supported by this software release.	See Supported Configurations , page 2-5.
Step 3	If you are installing on a Cisco MCS Server, configure the MCS server operating system.	See Configuring the MCS Server Operating System , page 2-7.
Step 4	Complete the preparation worksheet.	Fill in Gathering MeetingPlace for Outlook Installation Values , page 2-6.
Step 5	Configure the default Microsoft Outlook mailbox.	See Configuring the Default Microsoft Outlook Mailbox , page 2-7.
Step 6	Uninstall other notification gateways, such as MeetingPlace Notes Gateway or MeetingPlace E-mail Gateway, if installed.	See Uninstalling Other MeetingPlace Notification Gateways , page 2-8.
Step 7	Enable the Calendar and Notification option keys on the MeetingPlace Audio Server.	See Enabling the Option Keys , page 2-8.
Step 8	Disable Microsoft Outlook reminders on the MeetingPlace for Outlook server.	See Disabling Microsoft Outlook Client Reminders , page 2-9.

Gathering MeetingPlace for Outlook Installation Values

To prepare to install MeetingPlace for Outlook, gather and record the information in the following table:

Description	Values
The names of the Exchange Server and MeetingPlace for Outlook mailbox.	Exchange name: _____ Mailbox name: _____ Exchange mailbox password _____
The Windows server username, domain, and password that match the MeetingPlace for Outlook mailbox name and password. This account must have Administrator privileges.	Username: _____ Domain: _____ Password: _____

Description	Values
The host name or IP address of the machine where you will be installing MeetingPlace for Outlook.	Host name: _____
URLs for MeetingPlace Web server(s), if installed. These are required for the click-to-attend links. For more information about internal and external MeetingPlace Web servers, refer to the <i>Cisco MeetingPlace Web System Manager's Guide</i> . If you do not have an external MeetingPlace Web Server, repeat the internal MeetingPlace Web URL in the space assigned for your external MeetingPlace Web Server.	Internal MeetingPlace Web: _____ External MeetingPlace Web: _____
MeetingPlace WebPublisher license key. This is required even if you do not want to install MeetingPlace Web conferencing functionality.	MeetingPlace WebPublisher license key: _____
MeetingPlace Audio Server host name or IP address.	MeetingPlace host name/IP address: _____

Configuring the MCS Server Operating System

If you will install MeetingPlace for Outlook on a Cisco MCS server:

- Before you install MeetingPlace for Outlook: In the Services control panel, set the startup type of the Task Scheduler to **Automatic**.

Configuring the Default Microsoft Outlook Mailbox

Configure the default Microsoft Outlook mailbox before you install MeetingPlace for Outlook. The username and password for the default mailbox must match the username and password of a Windows account with Administrator privileges. When installing MeetingPlace for Outlook, log onto the server with this account.

The following is an example of how to configure your default mailbox:

-
- Step 1** Create a User on your Windows domain, for example CiscoMP.
- Step 2** Create a mailbox for this user on the Exchange Server.
- Step 3** Give local administrative rights to this user on the gateway machine.

Windows 2000 may not give users “log on as service” rights. Before installing, verify that the user has these rights: Choose **Administrative Tools > Local Security Policy > Local Policies > User Rights Assignment > Log on as service**.
- Step 4** On the MeetingPlace for Outlook machine, log in as the User you created in [Step 1](#).

- Step 5** Configure your default Outlook profile to open the mailbox belonging to the User you created in [Step 1](#). To access Outlook profile settings, choose **Start > Settings > Control Panel > Mail**, then click **Show Profiles**. Refer to the Microsoft Outlook documentation for details.
-

Uninstalling Other MeetingPlace Notification Gateways

If you have another MeetingPlace notification gateway installed, such as MeetingPlace E-mail Gateway (MAPI or SMTP) or MeetingPlace Notes Gateway, uninstall these applications before installing MeetingPlace for Outlook. MeetingPlace Notification Services can support only one notification gateway at a time.



Caution

Uninstalling MeetingPlace for Outlook from a machine running a second MeetingPlace gateway may cause the second gateway to stop functioning. Contact your support representative for removal instructions.

To uninstall a MeetingPlace notification gateway:

- Step 1** Stop all MeetingPlace Services. Stopping these services frees up system resources and allows the Setup program to run more quickly.
- Step 2** Choose **Start > Settings > Control Panel > Add/Remove Programs**.
- Step 3** Select the MeetingPlace gateway you want to remove, for example the MeetingPlace E-Mail Gateway, MeetingPlace SMTP Gateway, MeetingPlace Notes Gateway, and click **Remove**.
- Step 4** Restart your computer.
- Step 5** Check the list of programs in Add/Remove Programs to verify that the MeetingPlace notification gateway was successfully uninstalled.
-

Enabling the Option Keys

An option key is an alphanumeric string similar to a serial number that needs to be entered into the MeetingPlace database to activate a system option.

To enable the Calendar and Notification option keys:

- Step 1** On your license for MeetingPlace Audio Server, locate the option key.
- Step 2** Log onto the server with an Administrator password.
- Step 3** Open MeetingTime and click the **Configure** tab.
- Step 4** Select the System Options topic, and then click **Query**.
- Step 5** Use the right arrow button to locate the option keys you wish to allow then enter the option key number in the option key parameter.
- Step 6** Click **Save Changes** and restart the MeetingPlace Audio Server for the option key(s) to take effect.
-

Disabling Microsoft Outlook Client Reminders

To prevent multiple reminder windows from appearing after you install MeetingPlace for Outlook, disable Microsoft Outlook reminders:

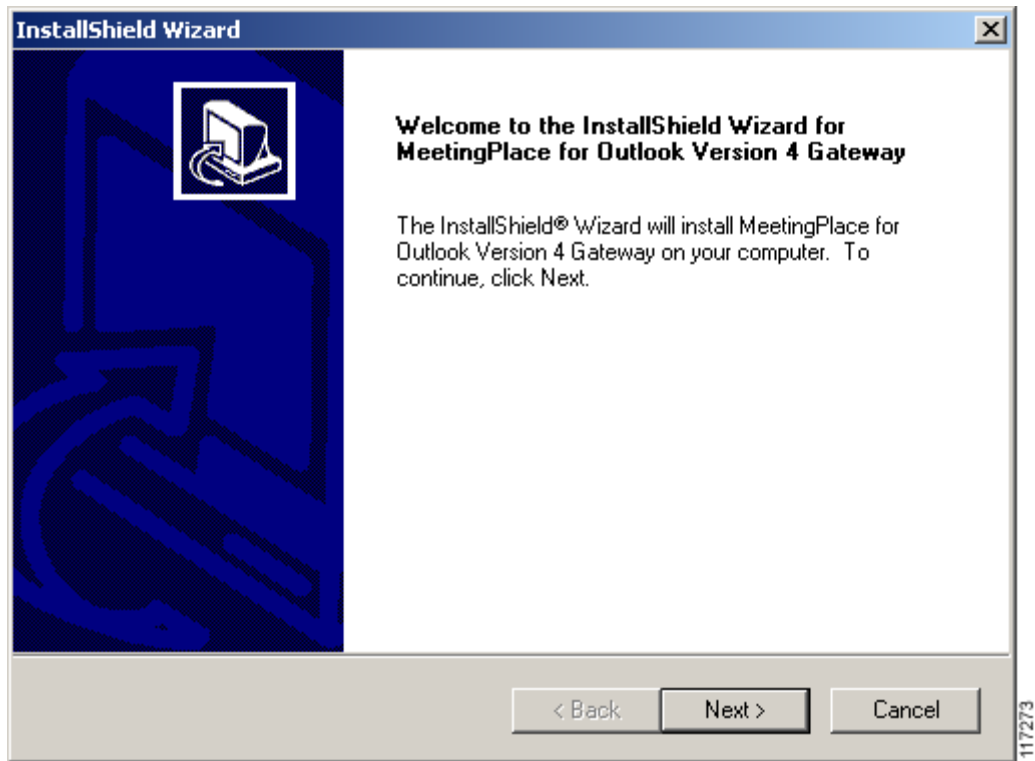
-
- Step 1** In Microsoft Outlook, choose **Tools > Options**.
 - Step 2** Click the **Other** tab.
 - Step 3** Click **Advanced Options**, then click **Reminder Options**.
 - Step 4** Clear **Display the reminder** and **Play reminder sound**, then click **OK**.
-

Installing MeetingPlace for Outlook

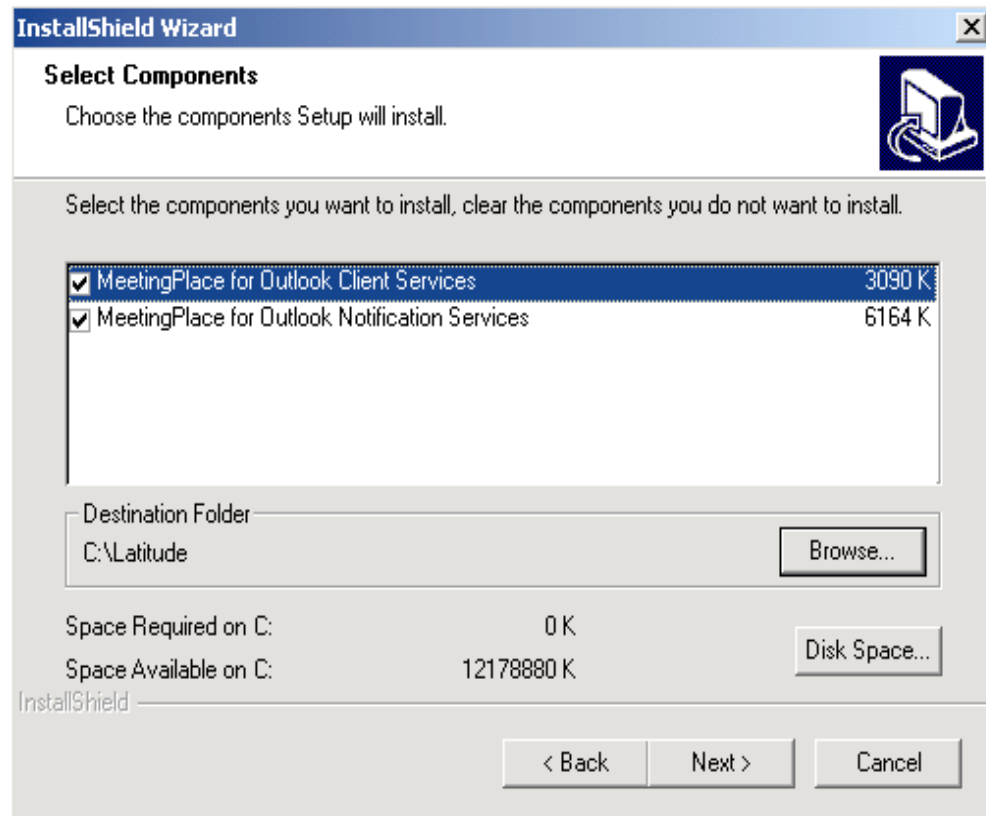
To install MeetingPlace for Outlook on the server:

-
- Step 1** Complete the requirements in [Preparing to Install, page 2-6](#).
 - Step 2** Log on with the Windows account that you created in [Configuring the Default Microsoft Outlook Mailbox, page 2-7](#). This account has Administrator rights, and its username and password match those of the default Outlook mailbox.
 - Step 3** Unless you are installing notification services only, make sure MeetingPlace Web is already installed on this computer.
 - Step 4** Run the **Setup.exe** file.

Step 5 In the Welcome window, click **Next**.

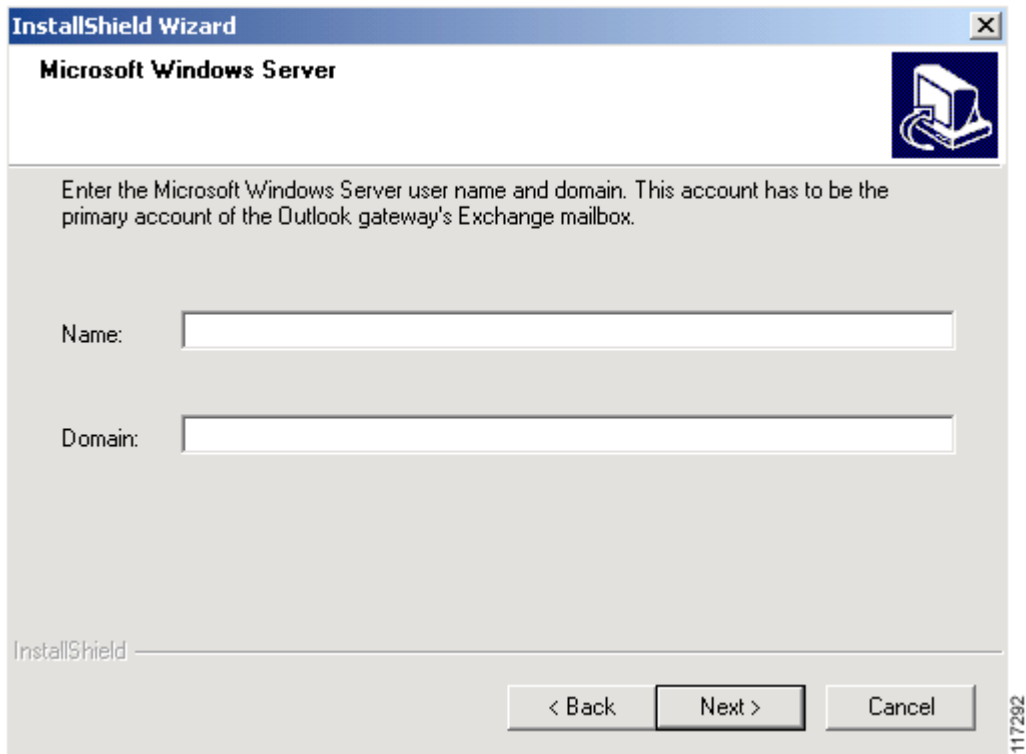


- Step 6** In the Select Components window, select the components you want installed and clear the components you do not want installed. Also, if you do not wish to install into the default C directory, choose a directory to install into. When finished, click **Next**.



To	Do This
Let users schedule meetings from their Microsoft Outlook client using the MeetingPlace for Outlook scheduling form	Select MeetingPlace for Outlook Client Services . The installer will check to see if MeetingPlace Web is installed and stop if you do not have MeetingPlace Web installed.
Let users receive notifications of MeetingPlace meetings in their Microsoft Outlook client	Select MeetingPlace for Outlook Notification Services .

- Step 7** Enter the Windows server username and domain using the values you entered in [Gathering MeetingPlace for Outlook Installation Values](#), page 2-6, and then click **Next**.



InstallShield Wizard

Microsoft Windows Server

Enter the Microsoft Windows Server user name and domain. This account has to be the primary account of the Outlook gateway's Exchange mailbox.

Name:

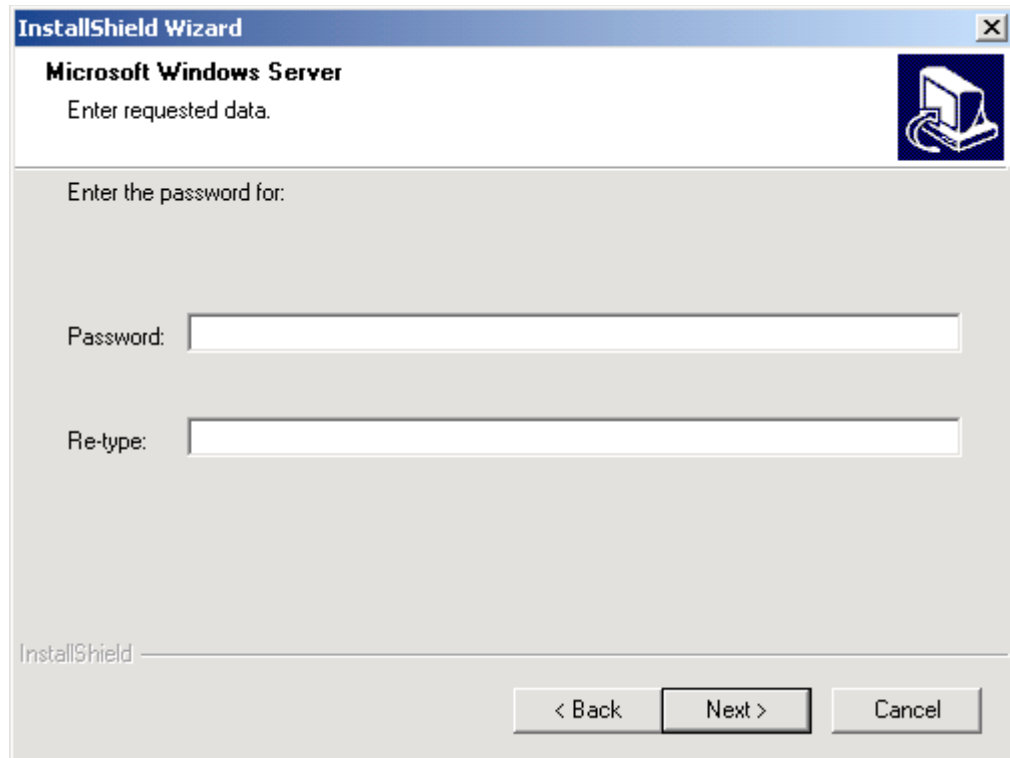
Domain:

InstallShield

< Back Next > Cancel

117292

- Step 8** Enter the Windows server password. This is the password for the MeetingPlace for Outlook user account that you entered in [Gathering MeetingPlace for Outlook Installation Values](#), page 2-6. Reenter the password and click **Next**.



InstallShield Wizard

Microsoft Windows Server

Enter requested data.

Enter the password for:

Password:

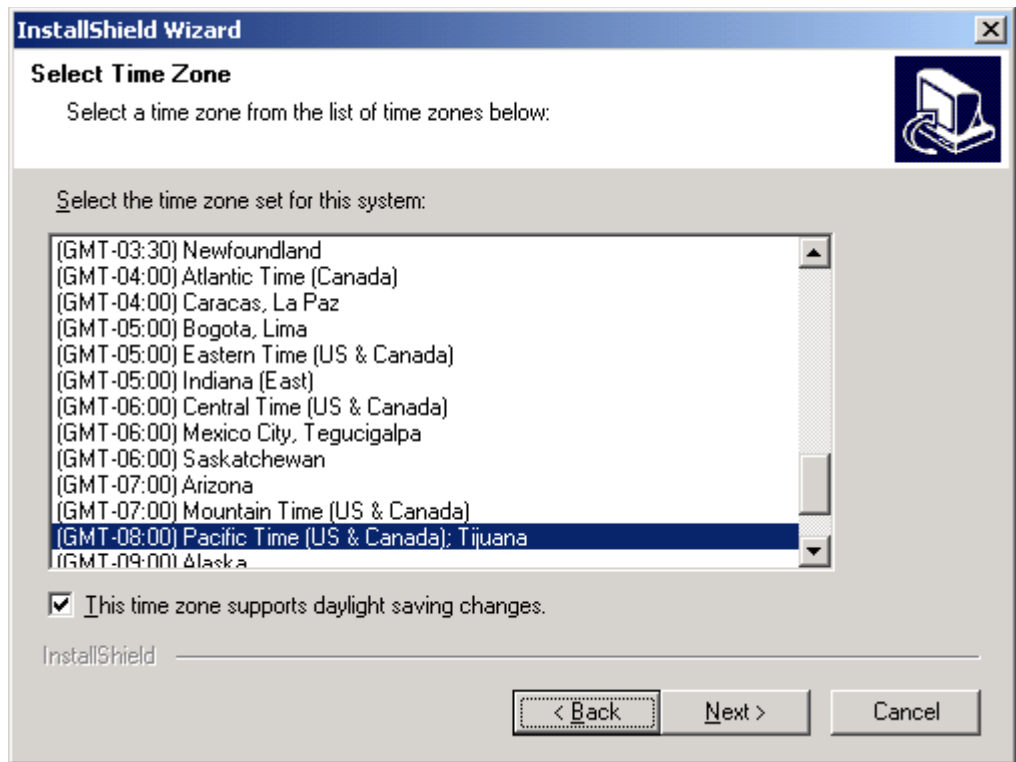
Re-type:

InstallShield

< Back Next > Cancel

117293

- Step 9** When prompted to select a time zone for MeetingPlace, select the local time zone of your Windows server, and then click **Next**.



- Step 10** When prompted to enter the host name of the MeetingPlace Audio Server, enter the name of your MeetingPlace Audio Server. This is the value you wrote down in [Gathering MeetingPlace for Outlook Installation Values, page 2-6](#). Click **Next**.

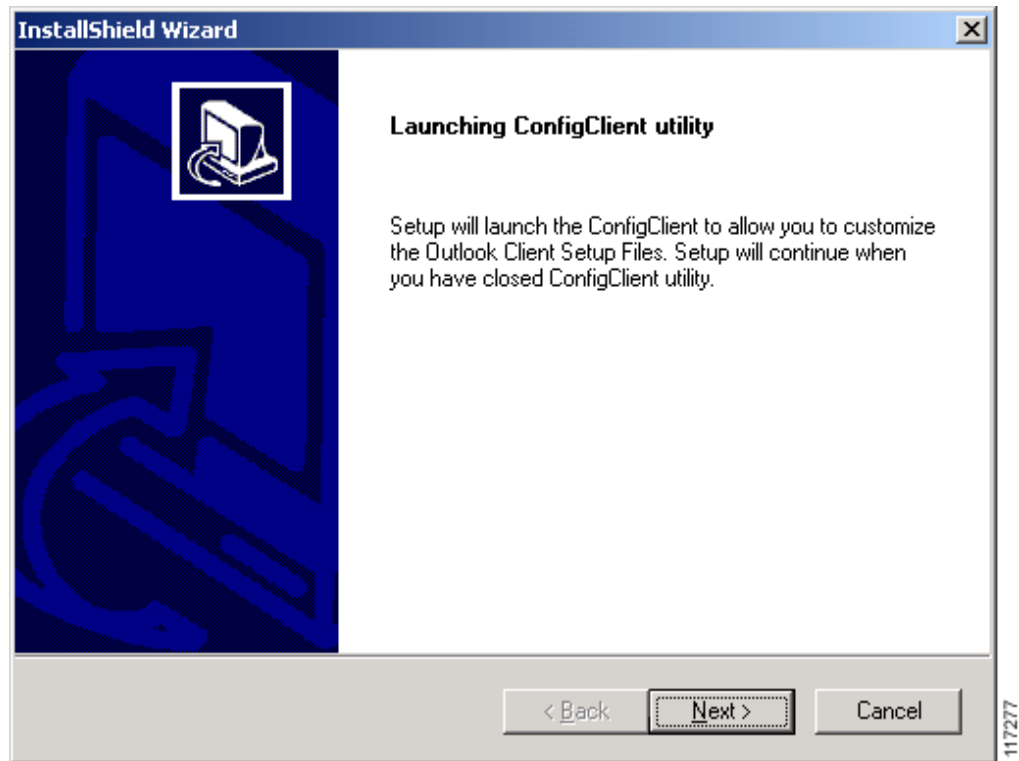


- Step 11** Enter the host name or IP address for your MeetingPlace Web Server(s). These are the values you wrote in [Gathering MeetingPlace for Outlook Installation Values](#), page 2-6.

Field	Description
Web 1	If you have only one MeetingPlace Web Server, enter the host name or IP address of that server. If you have a supported DMZ configuration, enter the host name or IP address of your internal MeetingPlace Web server.
Web 2	If you have only one MeetingPlace Web Server, enter the host name or IP address of that server in this space also. If you have a supported DMZ configuration, enter the host name or IP address of your external MeetingPlace Web Server.

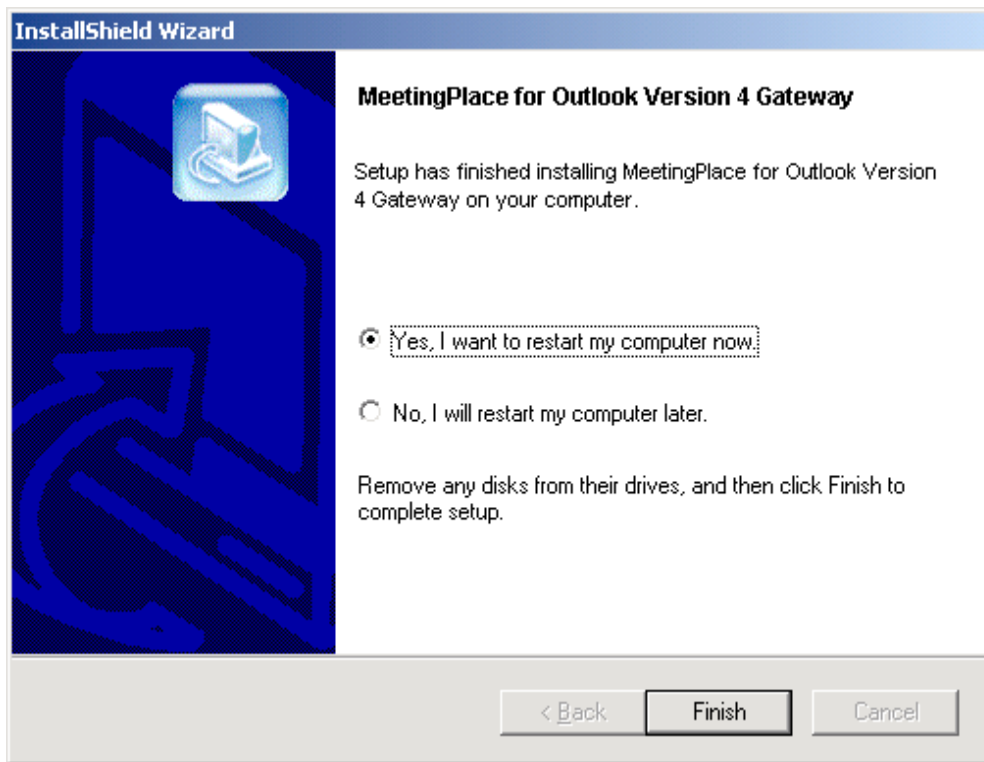
The Setup program begins to install the application displaying a setup status window to indicate the installation progress. Click **Cancel** if you wish to stop the installation.

Step 12 When prompted to launch the Configure Client Setup Utility, click **Next**.



Step 13 Follow the configuration instructions in [Configure Client Setup Utility, page 3-1](#).

- Step 14** When the InstallShield Wizard reappears, select **Yes** to restart your server now, then click **Finish** to complete Setup. Wait for the server to restart. This may take several minutes.



- Step 15** Test that MeetingPlace for Outlook successfully connects to the MeetingPlace Audio Server and your Exchange Server: Open the Gateway SIM event log by right-clicking this icon in the system tray:



and choosing **eventlog**. You should see **Logon successful to Exchange and MeetingPlace Notification Gateway**. If you do not see this message, check for error messages in this event log, and also check the Windows Event Viewer. (Choose **Start > Programs > Administrative Tools > Event Viewer**, then click **Application Log**. Look for any messages that might indicate the problem.

- Step 16** Customize the notification templates. See [Chapter 4, “Customizing Meeting Notifications”](#). (Not all of these templates are customized via the Configure Client Setup Utility.)

Distributing and Installing the MeetingPlace for Outlook Client

The MeetingPlace for Outlook Client Services installation creates the *Setup.exe* file, which installs the MeetingPlace for Outlook Client on end-user systems. By default, the installation puts this file in C:\Latitude\MPWeb\mpoutlook. Distribute this file to end-users in one of the following ways:

- E-mail this file to your users.
- Place the file on a shared network drive or a web site for your users to access.

- Use an automated distribution system, such as Microsoft Systems Management Server (SMS). See [Using Microsoft SMS to Distribute the MeetingPlace for Outlook Client, page 2-20](#).

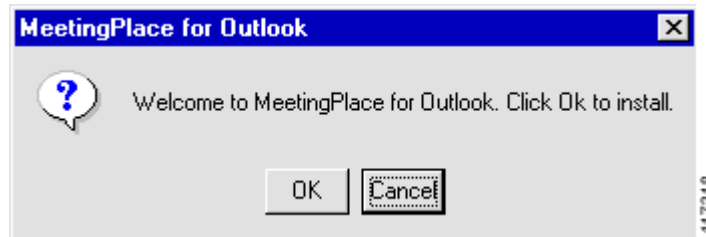
Notes:

- To modify the client setup.exe, see [Configure Client Setup Utility, page 3-1](#). You initially set these values when you installed MeetingPlace for Outlook on the server.
- Users must log on to their computer with administrator access in order to load the MeetingPlace for Outlook client.
- To make the MeetingPlace scheduling form available to any user who logs on to a particular computer (Windows 2000 or XP only), use the **-admin** switch to load the MeetingPlace for Outlook client. (Choose **Start** menu > **Run**, then enter <pathname> **setup.exe -admin**). The admin switch can also be used in an automation script.
- To uninstall the MeetingPlace for Outlook Client, log into the machine as Administrator and use **Add/Remove Programs** to remove the form.

Installing the MeetingPlace for Outlook Client Locally

To install the MeetingPlace for Outlook client directly on the end-user's computer:

-
- Step 1** Exit the Microsoft Outlook client.
- Step 2** Run the **Setup.exe** file.
- Step 3** When the MeetingPlace for Outlook window appears, click **OK** to install.



- Step 4** Start Microsoft Outlook.
- Users can now schedule meetings using the MeetingPlace scheduling form. For details, see [Chapter 5, "Using Cisco MeetingPlace for Outlook"](#).
-

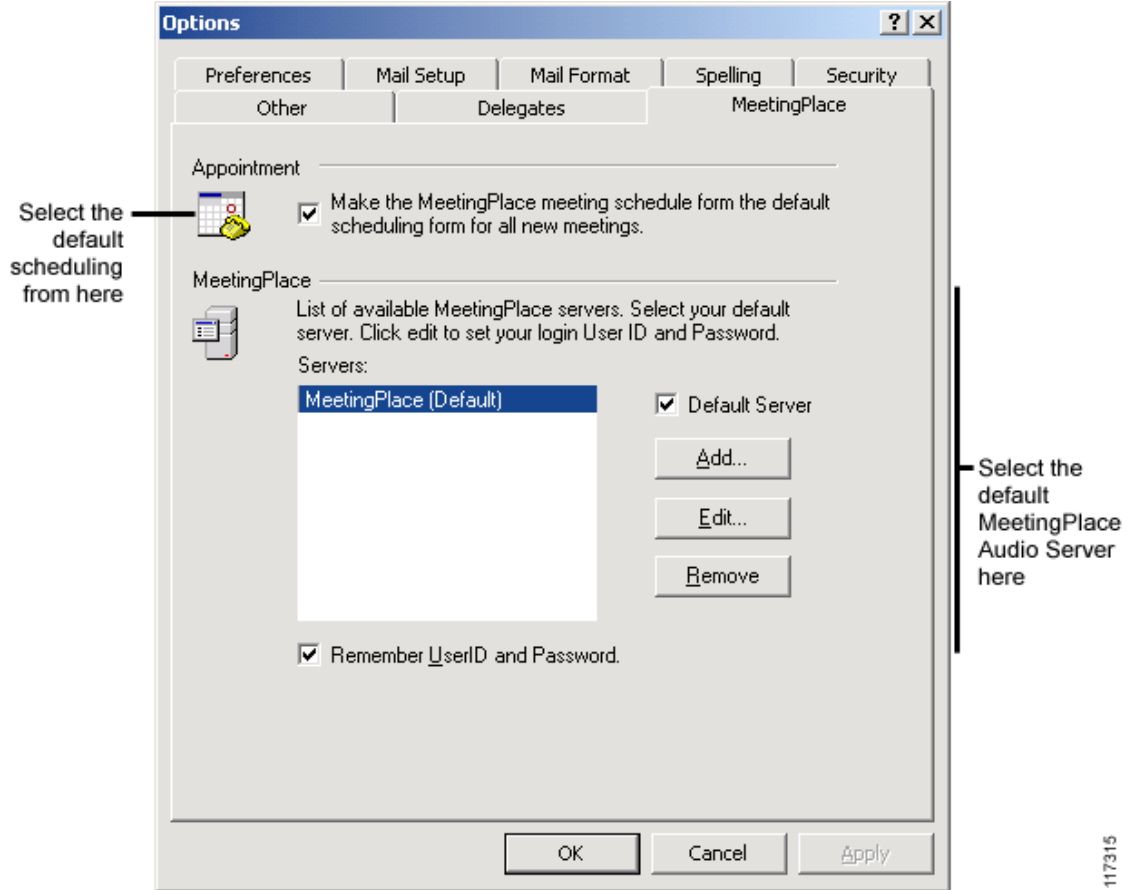
Making the MeetingPlace Scheduling Form the Default

If the MeetingPlace scheduling form is not set as the default form on the client computer, you can manually change this setting.

To set the default form on the client computer:

-
- Step 1** In the Microsoft Outlook calendar, choose **Tools > Options**. Click the MeetingPlace tab.
- This tab only appears if you configured it to do so in the Configure Client Setup Utility. See [Chapter 3, "Configuring and Managing Cisco MeetingPlace for Outlook"](#).

Figure 2-1 MeetingPlace Tab in Outlook Options Dialog



- Step 2** In the Appointment section, select **Make the MeetingPlace meeting schedule form the default scheduling form for all new meetings**. To save your changes, click **Apply**, then click **OK**.

Using Microsoft SMS to Distribute the MeetingPlace for Outlook Client

Microsoft SMS is an automated distribution system that allows you to remotely manage the distribution and installation of the MeetingPlace for Outlook Client. This service can be used to:

- Install the MeetingPlace for Outlook client on the computers of your users.
- Update computers of your users with any changes made in the ConfigClient Utility. For information on this utility, see [Chapter 3, “Configuring and Managing Cisco MeetingPlace for Outlook”](#).

To perform any of these actions, create a package and import *Setup.exe* into it. For more details, refer to the documentation for Microsoft SMS.

Silent Installation

To deploy MeetingPlace for Outlook without user intervention, MeetingPlace for Outlook can create a silent switch script, which can be deployed through a distribution tool such as Microsoft SMS.

Cisco Systems does not create or provide support for the scripting required to use automated distribution tools. For assistance with such projects, contact your MeetingPlace support representative about MeetingPlace Professional Services. Professional Services are not included in your support contract and will be charged on a time and materials basis. See [Obtaining Technical Assistance, page x](#).



Configuring and Managing Cisco MeetingPlace for Outlook

Several utilities are available to help you set up and manage Cisco MeetingPlace for Outlook:

- [Configure Client Setup Utility, page 3-1](#)
- [MeetingPlace Gateway Configuration Utility, page 3-13](#)
- [Enabling Authentication and Security Options, page 3-18](#)
- [System Manager Agents, page 3-19](#)

Configure Client Setup Utility

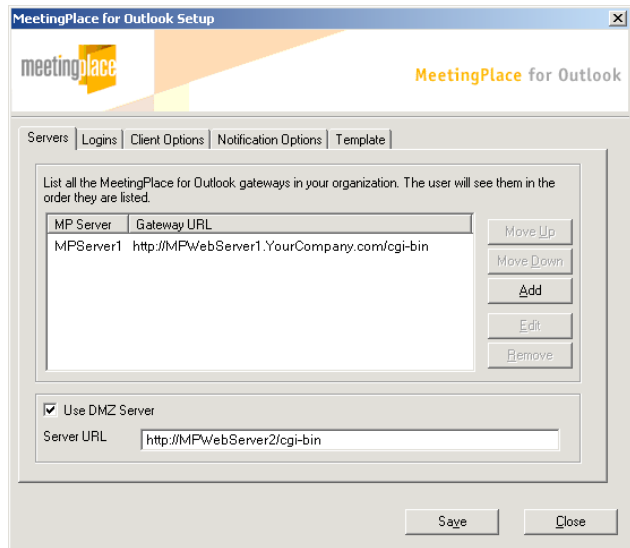
The Configure Client Setup Utility, also referred to as the ConfigClient Utility, generates the MeetingPlace for Outlook Client setup program (Setup.exe) and allows you to modify settings in five areas: Servers, Logins, Client Options, Notification Options, and Template.

To	Do this
Configure the client during MeetingPlace for Outlook installation or upgrade	<p>Visit all tabs in the Configure Client Setup Utility, described in this section, and select options as needed.</p> <p>After you finish, click Save, then click Close. During an upgrade, do this even if you have not made changes. You will automatically return to the installation process at Step 14 of the installation instructions in Chapter 2, “Installing Cisco MeetingPlace for Outlook”.</p> <p>After you finish installing and configuring MeetingPlace for Outlook, see Distributing and Installing the MeetingPlace for Outlook Client, page 2-18.</p>
Configure the client at other times	<p>Choose Start > Settings > Control Panel > MeetingPlace Gateways, then click the Outlook Gateway tab. Make changes using the information in the Configure Client Setup Utility, then click Save, then click Close.</p> <p>After you make changes, see Changing Settings in the Configure Client Setup Utility, page 3-13.</p>

Servers Tab

Specify the MeetingPlace server that meetings will be scheduled on.

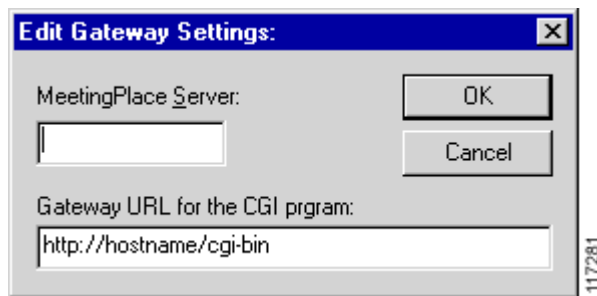
If you have more than one MeetingPlace server configured for access by MeetingPlace for Outlook, and you wish users to be able to choose the server they schedule a meeting on, identify each server here. The order in which they are listed here is the order users will see. The first server in the list is the default.



To add a MeetingPlace Audio Server to the list:

- Step 1** Click the **Servers** tab.
- Step 2** Click **Add**. The Edit Gateway Settings dialog box opens.
- Step 3** Enter the following information for each server you add. When finished, click **OK**:

For	Do This
MeetingPlace Server	Enter the name of the additional MeetingPlace Audio Server. This is the name that will appear in your MeetingPlace for Outlook scheduling form. This name does not have to match the host name of the system.
Gateway URL for the CGI program	Replace hostname in the example with the host name of the server on which MeetingPlace for Outlook Client Services is installed. Use the following format: <code>http://hostname/cgi-bin</code> .



- Step 4** (Optional) If you have a segmented meeting access configuration and you wish a scheduler to be able to access the MeetingPlace tab to attend a meeting even if the scheduler is outside the firewall: Check the **Use DMZ Server** check box. Otherwise, the scheduler can use only the click-to-attend link to attend the meeting.
- Step 5** Click **Save**.

To modify server information:

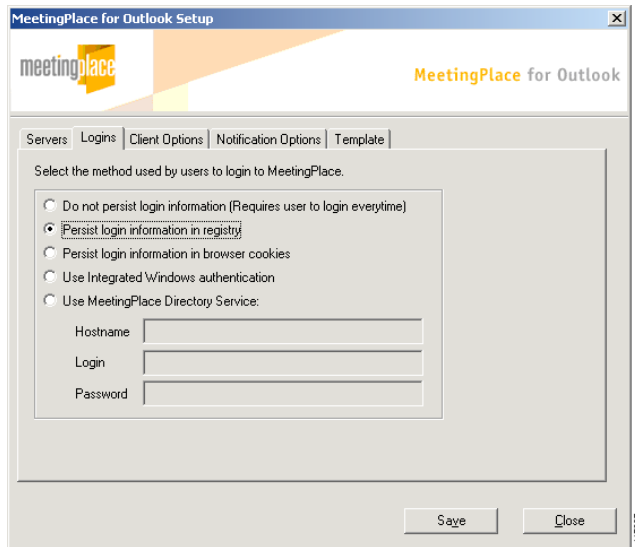
- Step 1** Select the server to modify.
- Step 2** Click **Edit**.
- Step 3** Make changes using the information in [Step 3](#) of the procedure for adding a new server to the list.
- Step 4** Click **Save**.

If you have more than one MeetingPlace for Outlook server listed, you can change the order in which the server names appear in the drop-down list from which users choose a server when they schedule a meeting. To change the order in which servers are listed:

- Step 1** Select a server.
- Step 2** Click **Move up** or **Move down**.
- Step 3** Continue until the list is in the desired order.
- Step 4** Click **Save**.

Logins Tab

MeetingPlace for Outlook provides multiple authentication options. Click the Logins tab to specify how users will authenticate.



To enter or change login settings:

- Step 1** Click the **Logins** tab.
- Step 2** Set login requirements:

To	Select	Important Information
Require users to login each time they wish to use MeetingPlace for Outlook (disable any form of automatic authentication).	Do not persist login information	None.
Store login information in the registry after an initial session.	Persist login information in registry	The scheduler and invitee must both have MeetingPlace for Outlook client software installed. Users who do not have MeetingPlace for Outlook installed, or those using the click-to-attend link, are required to log on. Restricted meetings are only accessible to those who log on as profiled users.
Store login information in the form of cookies for automatic authentication during subsequent sessions.	Persist login information in browser cookies	Users login only the first time they use MeetingPlace for Outlook.

To	Select	Important Information
Automatically authenticate users into MeetingPlace as soon as they open a calendar appointment.	Use integrated Windows authentication	The MeetingPlace user ID of each user must match the Outlook login ID of that user. This match must be identical and is case-sensitive. See the notes following this table for important information.
Automatically authenticate users using directory lookup.	Use MeetingPlace Directory Services	Your organization must have MeetingPlace Directory Services installed and synchronized with your company's corporate directory. Implementing MeetingPlace Directory Services for MeetingPlace for Outlook requires MeetingPlace Professional Services. Contact your support representative for information. See Obtaining Technical Assistance, page x .

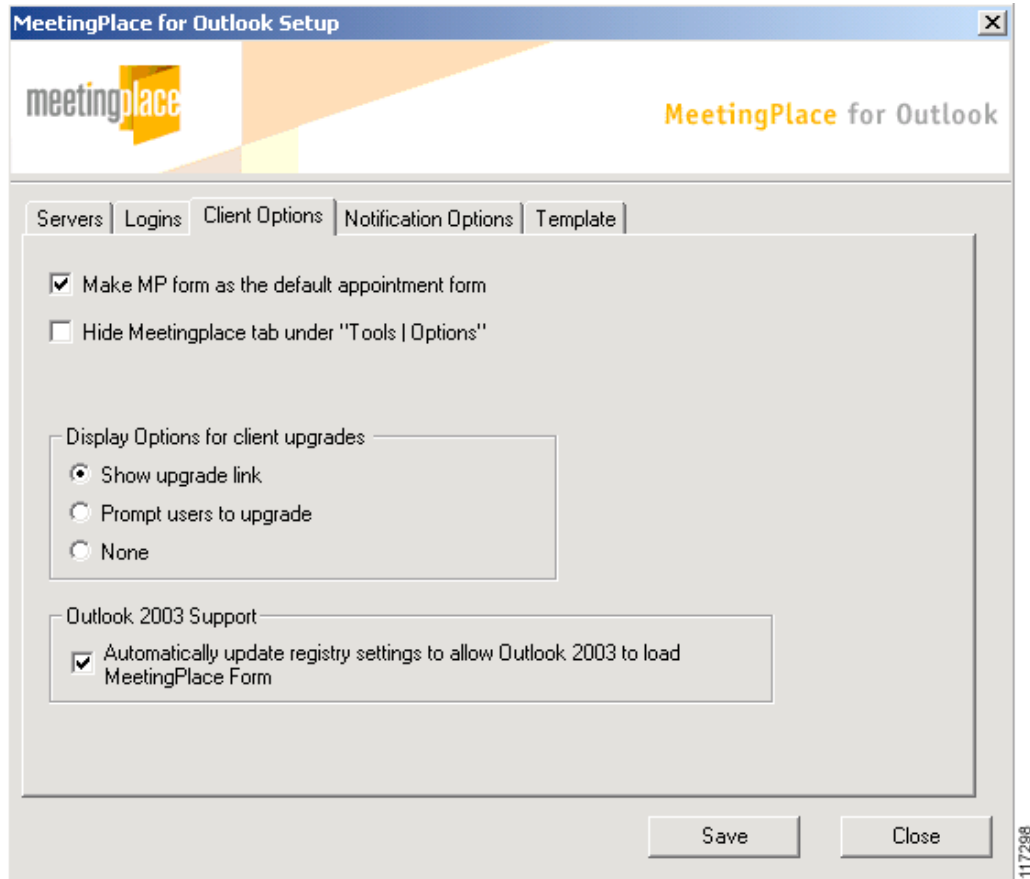
To use integrated Windows authentication:

- Users whose MeetingPlace user ID matches their Outlook login ID will be authenticated as soon as they open a calendar appointment. This match must be identical and is case-sensitive. To allow users to enter non-case-sensitive usernames, contact Professional Services. For information, see [Obtaining Technical Assistance, page x](#). If the Outlook credentials match, users are authenticated as MeetingPlace profile users. If their domain authentication fails, they are allowed to log in as guest users. This option is not available if the meeting is restricted (limited to invited profiled users only).
- For additional steps required for setup, see [Enabling Authentication and Security Options, page 3-18](#).

Step 3 Click **Save**.

Client Options Tab

The Client Options tab includes information about the MeetingPlace scheduling form and MeetingPlace for Outlook client upgrades. It also allows you to enable MeetingPlace for Outlook 2003.



To configure or modify the MeetingPlace for Outlook scheduling form:

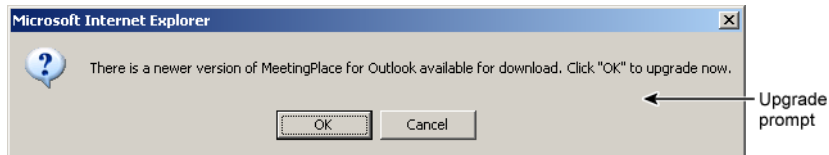
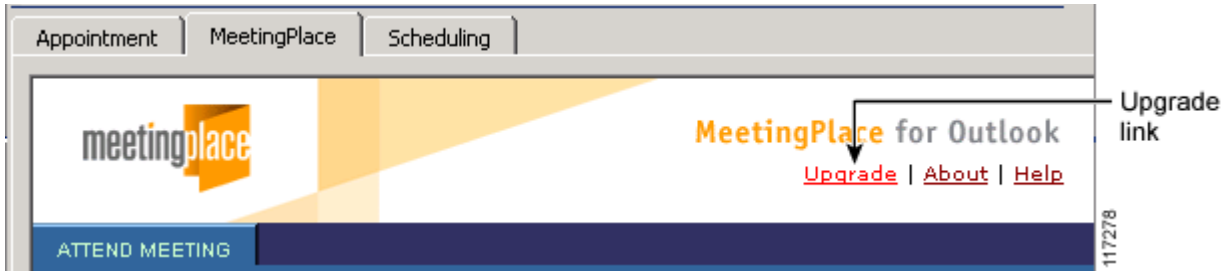
-
- Step 1** Click the **Client Options** tab.
 - Step 2** Select or clear the following options as indicated:

To	Do This	Important Information
Enable your users to schedule MeetingPlace meetings whenever they open the default scheduling form.	Select Make MP form as the default appointment form	Clearing this option forces users to click the calendar icon at the top left of their Outlook calendar to specify that they want to use the MeetingPlace scheduling form to schedule a meeting.
Hide the MeetingPlace tab under the Microsoft Outlook Tools menu > Options.	Select Hide MeetingPlace tab under Tools Options	In the MeetingPlace window, users can choose to make the MeetingPlace scheduling form their default scheduling form, configure their default MeetingPlace Audio Server, and allow automatic authentication.
Enable Outlook 2003 users to use MeetingPlace for Outlook.	Check the check box to Automatically update registry settings to allow Outlook 2003 to load the MeetingPlace form	This will change the registry settings on the computers of Outlook 2003 users to allow one-off forms with trusted controls. Visit http://www.microsoft.com/office/ork/2003/seven/ch26/SecD01.htm for information. This option is enabled by default.

MeetingPlace for Outlook automatically detects when a newer version of the MeetingPlace for Outlook client is available. To determine how your users will receive client upgrade alerts, select one of the following options. When finished, click **Save**.

To	Do This	Important Information
Place an Upgrade link on the MeetingPlace scheduling form that users can click to download the latest version of the client.	Select Show upgrade link	This is the default setting.
Activate an upgrade prompt that will alert users whenever an upgrade is available.	Select Prompt users to upgrade	The prompt appears every time the user opens their MeetingPlace for Outlook client until they choose to complete their upgrade.
Not alert users of client upgrades.	Select None	Users are not automatically notified about upgrade availability.

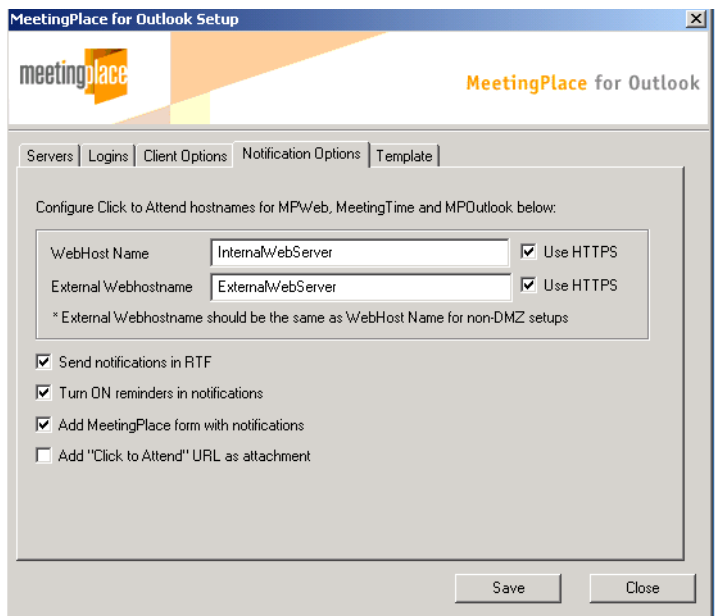
Figure 3-1 Client Upgrade Options



Step 3 Click Save.

Notification Options Tab

The Notification Options tab allows you to specify how users will receive notifications for meetings scheduled in MeetingPlace for Outlook, MeetingPlace Web, or MeetingTime. Not all options apply to all scheduling clients; see the table in this section for applicability.



To set or change notification options:

Step 1 Click the **Notification Options** tab.

Step 2 Enter options as follows:

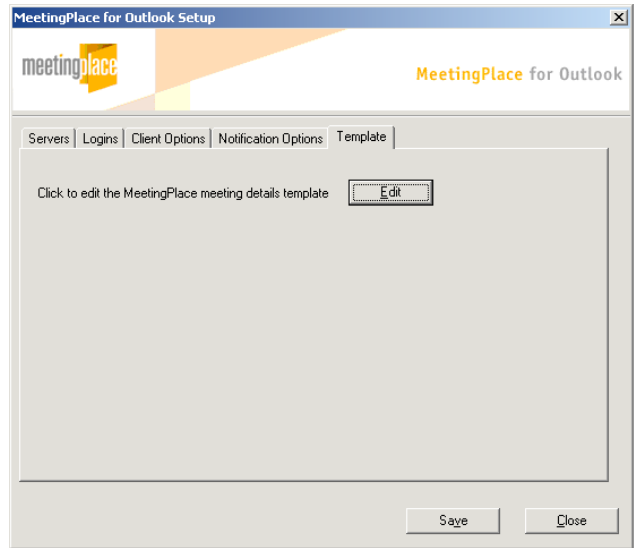
To	Applies to	Do This	Important Information
Configure the Click-to-Attend links with your MeetingPlace Web server host name(s).	Notifications for meetings scheduled in MeetingPlace for Outlook, MeetingPlace Web, or MeetingTime.	<p>If you have a DMZ configuration:</p> <p>Enter the name of the internal MeetingPlace Web server in WebHost Name. Enter the name of the external MeetingPlace Web server in External Webhostname.</p> <p>If you do not have a DMZ configuration:</p> <p>Enter the name of your MeetingPlace Web server into both WebHost Name and External Webhostname.</p>	<p>This information is the same as the information in Notification Tab, page 3-14.</p> <p>If a MeetingPlace Web host name changes, update your notification templates. See Chapter 4, “Customizing Meeting Notifications”.</p>
Make the Click-to-Attend links initiate secure connections via SSL.	Notifications for meetings scheduled in MeetingPlace for Outlook.	<p>Check the Use HTTPS check box beside one or both server names.</p> <p>See Enabling Authentication and Security Options, page 3-18 for further information about enabling secure connections.</p>	<p>To enable secure connections via HTTPS for notifications for meetings scheduled in MeetingPlace Web or MeetingTime, see Enabling Authentication and Security Options, page 3-18.</p>
Set notifications to display formatting, such as bold, italics, and color, that you may have included in your notification templates.	Notifications for meetings scheduled in MeetingPlace Web or MeetingTime.	Select Send notifications in RTF .	<p>Notifications sent via the Microsoft Exchange server must be plain text.</p>

To	Applies to	Do This	Important Information
Ensure that invitees receive a meeting reminder from Outlook before the start of their meeting.	Notifications for meetings scheduled in MeetingPlace Web or MeetingTime.	Select Turn ON reminders in notifications.	For meetings scheduled in MeetingPlace for Outlook, the user sets reminders in the Outlook scheduling form.
Add the MeetingPlace tab to the meeting notification so all invitees can review meeting details.	Notifications for meetings scheduled in MeetingPlace Web or MeetingTime.	Select Add MeetingPlace form with notifications.	If you select this option, you must also do the following: In the MeetingPlace Gateways Configuration Utility, click the Notification tab, then select Attach Links as URL . See Notification Tab, page 3-14 .
Include a click-to-attend link as an attachment in your notifications.	Notifications for meetings scheduled in MeetingPlace Web or MeetingTime.	Select Add “click-to-attend” URL as attachment.	Some Exchange Servers may block the receipt of attachments. Therefore, this option is turned off by default. If you select this option, you must also do the following: In the MeetingPlace Gateways Configuration Utility, click the Notification tab, then select Attach Links as URL . See Notification Tab, page 3-14 .

Step 3 Click **Save**.

Template Tab

The Template tab allows you to modify the text of your MeetingPlace for Outlook notification template.



To edit the notification template:

-
- Step 1** Click the **Templates** tab.
 - Step 2** Click **Edit**. This opens the MeetingPlace meeting details template in WordPad.
If your system is configured for Reservationless meetings, you can also edit the reservationless meeting template. However, editing this template is not recommended.
 - Step 3** Follow customization instructions in [Chapter 4, “Customizing Meeting Notifications”](#).
 - Step 4** Click **Save**.
-

Configuring MeetingPlace for Outlook for Reservationless Meetings

If your MeetingPlace system is configured for reservationless meetings, users can initiate and attend reservationless meetings through MeetingPlace for Outlook.

The reservationless meeting feature allows users to start a meeting at any time, without scheduling resources in advance. The meeting ID of a reservationless meeting is always the MeetingPlace profile ID of the scheduler.

Requirements

In order to enable reservationless meetings in MeetingPlace for Outlook:

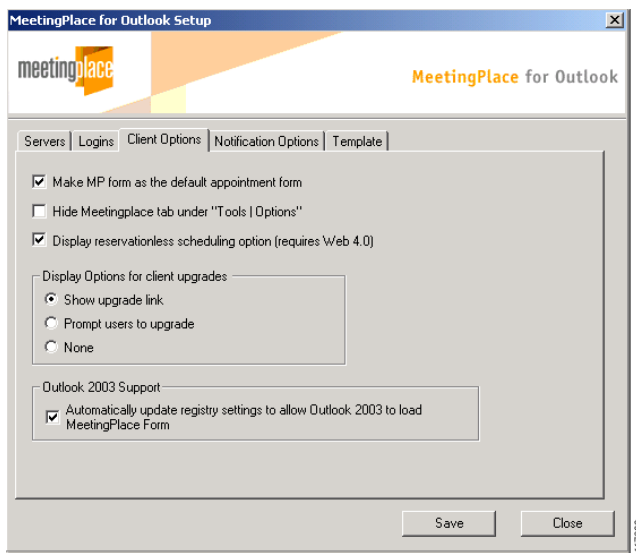
- Your MeetingPlace Audio Server must be version 5.1 or higher.
- Your MeetingPlace Audio Server must be set to reservationless mode.

- Your MeetingPlace system must have the necessary port capacity to handle all requests for meetings from all users who can schedule meetings. It is not possible to enable reservationless meetings for select users only.

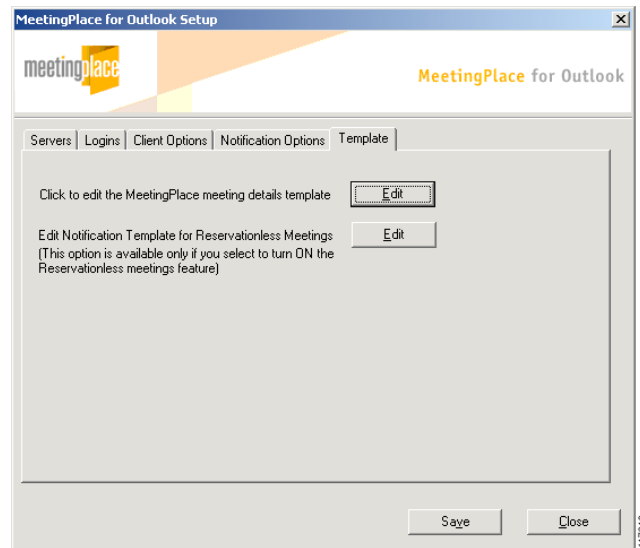
Configuring MeetingPlace for Outlook for Reservationless Meetings

To configure MeetingPlace for Outlook to support reservationless meetings:

- Step 1** Choose **Start > Programs > MeetingPlace Applications > MeetingPlace Gateway Configuration**, then click the **Outlook Gateway** tab.
- Step 2** Click **Configure Client Setup**. The ConfigClient Utility opens.
- Step 3** Click the **Client Options** tab and select **Display reservationless scheduling option**.



- Step 4** Click the **Template** tab and click **Edit** to modify the notification template for reservationless meetings.



For information on how to modify the notification template for reservationless meetings, see [Chapter 4, “Customizing Meeting Notifications”](#).

Changing Settings in the Configure Client Setup Utility

MeetingPlace for Outlook requires little maintenance after installation. However, if you need to change any of the settings in the MeetingPlace for Outlook client, use the Configure Client Setup Utility.

If you modified any of the following in the Configure Client Setup Utility, distribute the newly generated **Setup.exe** file to your users.

- Any changes in the Servers tab.
- The following changes in the Client Options tab:
 - Selecting or clearing **Make MP form as the default appoint form**.
 - Selecting or clearing **Hide MeetingPlace tab under Tools | Options**.
 - Enabling or disabling support for Outlook 2003.

Your users run the newly generated Setup.exe to upgrade their computers with the changes you made. See [Client Options Tab, page 3-6](#) for information about notifying users to upgrade.

If your company uses an automated distribution service, such as Microsoft SMS, you may use this service to update the computers of your users with any changes you make in the Configure Client Setup Utility, as long your end user workstations are not locked down. See [Chapter 2, “Installing Cisco MeetingPlace for Outlook”](#) for more information about using such services.

MeetingPlace Gateway Configuration Utility

The MeetingPlace Gateway Configuration Utility allows you to change the configuration of the MeetingPlace Gateway SIM, Notifications, and MeetingPlace for Outlook. These settings are initially set with values you entered during installation.

To access this utility: Choose **Start > Settings > Control Panel > MeetingPlace Gateways**.
The following sections describe the settings in this management utility.

Gateway SIM Tab

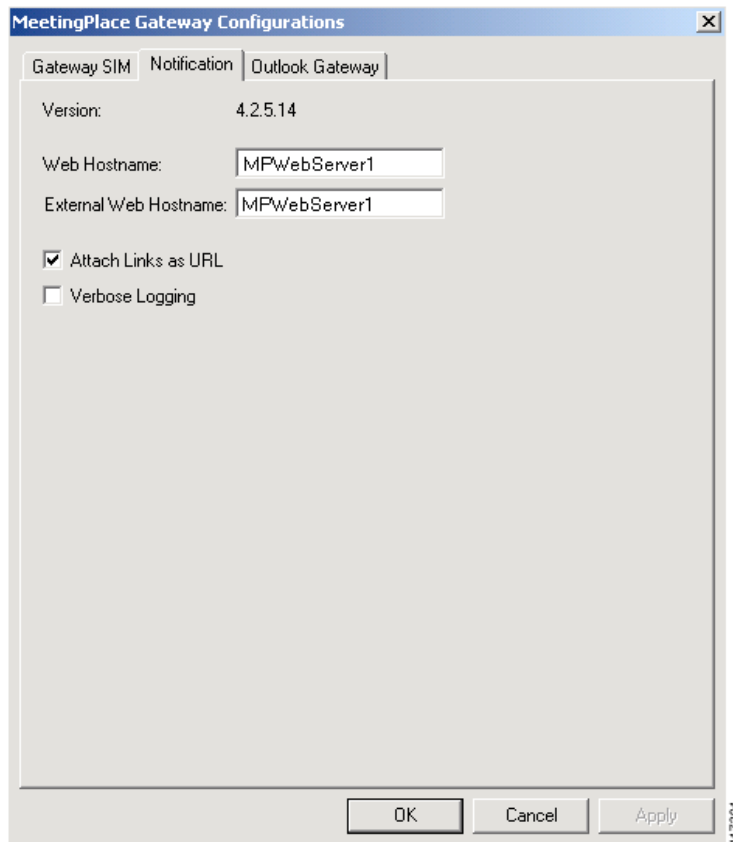
The Gateway System Integrity Manager (SIM) improves the reliability and serviceability of your MeetingPlace for Outlook by:

- Detecting gateway outages and logging these errors in the MeetingPlace Alarm Table.
- Notifying you via alarm outdial when a problem with the gateway machine is detected.
- Allowing a MeetingPlace support representative to remotely administer and diagnose your MeetingPlace for Outlook.

For further information on the Gateway SIM tab, refer to the *Cisco MeetingPlace Web System Manager's Guide*.

Notification Tab

The Notification tab allows you to configure the host names of the MeetingPlace Web servers required for MeetingPlace for Outlook notifications. Each field is described below.



Field	Description
Version	The version of the MeetingPlace notification gateway.
Web Hostname	The host name of the MeetingPlace Web server used for internal meetings.
External Web Hostname	If you have a DMZ configuration of MeetingPlace Web(to allow you to securely host meetings that include participants who are outside your firewall), enter the host name of the MeetingPlace Web server in the DMZ. If you do not have a DMZ configuration, enter the same host name you indicated in the Web Hostname field.
Attach Links as URL	Determines whether a click-to-attend link is included in notifications for meetings that are scheduled using MeetingTime or MeetingPlace Web.
Verbose Logging	Determines whether detailed entries should be logged to the Gateway SIM log. For best performance, turn off verbose logging.

Important information:

- If the MeetingPlace Web host name changes, be sure to update the notification templates. See [Chapter 4, “Customizing Meeting Notifications.”](#)
- MeetingPlace Web must be installed and running in order for click-to-attend links to work. If you do not have MeetingPlace Web installed, clear **Attach Links as URL**.
- Select **Attach Links as URL** if:
 - In the **Notification Options** tab in the ConfigClient Utility, you selected **Add MeetingPlace form with notifications**, or
 - In the **Notification Options** tab in the ConfigClient Utility, you selected **Add Click-to-Attend URL as attachment**.
- If you have a segmented meeting access configuration, users outside your firewall will receive a separate click-to-attend link directing them to the external web server.

Outlook Gateway Tab

The Outlook Gateway tab allows you to change some of the settings that were determined during the MeetingPlace for Outlook installation, such as the Exchange Server host name and the password for the Windows 2000 user account. Each field is described in the table that follows the figure.

You must restart the Outlook service to implement any changes to the Outlook Gateway tab.

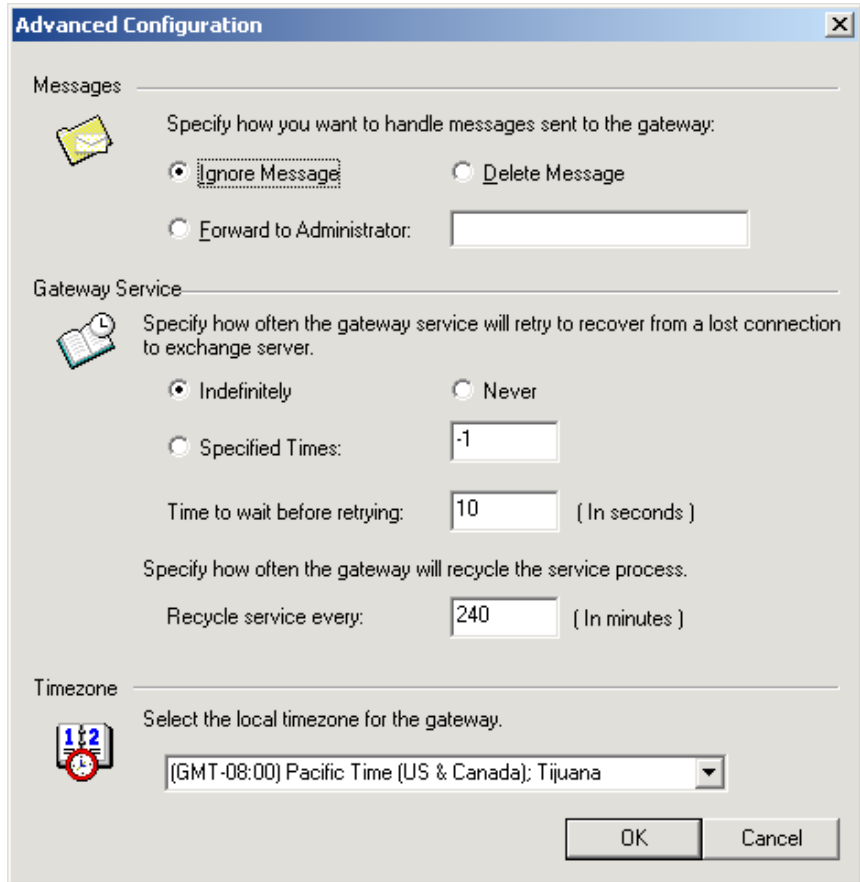
Figure 3-2 Outlook Gateway Tab

Field	Description
Windows NT User Account	The user ID, password, and domain for the MeetingPlace for Outlook account on the Windows 2000 server.
Outlook Profile	The Outlook profile used to log on to the Exchange mailbox. Each Outlook profile is preconfigured to connect with a particular Exchange Server and mailbox. Click Refresh to update the list of available profiles.
Generate Detailed Logs	Whether detailed entries should be logged to the Gateway SIM event log. Used for troubleshooting purposes and should not be selected.
Advanced	Click to access the Advanced Configuration window where you can specify how you want MeetingPlace for Outlook to handle undeliverable messages. You can also specify a time zone.
Configure Client Setup	Click to open the Configure Client Setup Utility, where you can modify settings relating to servers, login options, and client updates. You can also edit notification templates. See Configure Client Setup Utility, page 3-1 .

Advanced Configuration

The Advanced Configuration window allows you to further configure your MeetingPlace for Outlook. It is organized into three sections: Messages, Gateway Service, and Time Zone.

Figure 3-3 Advanced Configuration Window



To	Do This
Ignore all undeliverable meeting invitations and non-meeting responses and leave them in the Inbox.	From Messages , select Ignore Message
Delete all undeliverable meeting invitations and non-meeting responses sent to the MeetingPlace for Outlook mailbox.	From Messages , select Delete Message
Forward all undeliverable meeting invitations and non-meeting responses to the administrator.	From Messages , select Forward to Administrator and enter an e-mail address in the field provided
Continue having MeetingPlace for Outlook attempt to the recover the connection to the Exchange Server until the connection is restored.	From Gateway Service , select Indefinitely
Manually recover any lost connections between MeetingPlace for Outlook and the Exchange Server.	From Gateway Service , select Never

To	Do This
Indicate the number of seconds the MeetingPlace for Outlook service should wait between connection restoration attempts.	From Gateway Service , enter a number (in seconds) next to Time to wait before retrying
Indicate the number of minutes the MeetingPlace for Outlook service should wait before recycling.	From Gateway Service , enter a number (in minutes) next to Recycle service every
Indicate what time zone your users will be sending and receiving their meeting invitations to.	From Time zone , select the time zone in which your users conduct their work

Enabling Authentication and Security Options

If you select authentication and security options in the ConfigClient utility, you must also make other changes.

Integrated Windows Authentication

If you select **Use integrated Windows authentication** in the [Logins Tab, page 3-3](#):

- Make the following change to the registry:

```
hklm\software\Latitude\Mpweb\mpagent\remoteuserallowed=1
```
- On the MeetingPlace Web Administration page, enable web server authentication, as documented in the *Cisco MeetingPlace Web System Manager's Guide*.

SSL

SSL connections are recommended for extra security, especially if external users will attend meetings via an external MeetingPlace Web server in a DMZ. After the following changes are made, click-to-attend links from the server(s) you specify will be secure https links.

To allow MeetingPlace for Outlook to take advantage of secure connections using SSL:

-
- Step 1** If you have not already configured your MeetingPlace Web server(s) to use SSL, follow the instructions in the *Cisco MeetingPlace Web System Manager's Guide*.
- Step 2** Select HTTPS options as described in [Notification Options Tab, page 3-8](#).
- Step 3** In the ConfigClient setup utility, in the [Servers Tab, page 3-2](#), make sure that:
- The Gateway URL is set to **https://hostname/cgi-bin**.
 - The DMZ Server URL is set to **https://hostname**.
- Step 4** If notification services are installed, change the following registry entries on the internal MeetingPlace Web server from http to https, so that the entries are:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Latitude\MeetingPlace Notification Gateway]
"AttendConfURL"="https://%HOSTNAME%/attend/Type=Attend&uMTGID=%UMTGID%"
"RecurringAttendConfURL"="https://%HOSTNAME%/attend/Type=List&MtgID=%MTGID%&time=%STAR
TTIME%&id=%SCHEDULERID%"
"AttendConfURL External"="https://%HOSTNAME%/attend/Type=Attend&uMTGID=%UMTGID%"
```

```
"RecurringAttendConfURL
External"="https://%HOSTNAME%/attend/Type=List&MtgID=%MTGID%&time=%STARTTIME%&id=%SCHE
DULERID%"
```

Step 5 For UK English, make the following additional registry change:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Latitude\MeetingPlace Notification Gateway\Language URLs]
"3"="https://%HOSTNAME%/attend/Type=Attend&uMTGID=%UMTGID%&VLang=3"
```

Step 6 For Japanese, make the following additional registry change:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Latitude\MeetingPlace Notification Gateway\Language URLs]
"6"="https://%HOSTNAME%/attend/Type=Attend&uMTGID=%UMTGID%&VLang=6"
```

System Manager Agents

System Manager Agents are system-wide parameters configurable in MeetingTime 2001 and later. When these parameters are configured, users receive e-mail notifications about any:

- No-show recurring meeting
- Recurring meeting ending

For more information on System Manager Agents, refer to the *Cisco MeetingPlace Audio Server System Manager's Guide*.

If the two recurring meeting triggers overlap, the no-show recurring meeting trigger overrides the recurring meeting ending trigger. The scheduler only receives the no-show notification.

No-show Recurring Meeting

If a recurring meeting has no attendance for more than a prespecified number of periods, an e-mail notification is sent to the meeting organizer suggesting that they cancel the remainder of the recurring meeting series.

If the meeting was scheduled from Outlook, the notification includes a text message suggesting that the user cancel the meeting series from their Outlook calendar.

If the meeting was scheduled from MeetingPlace Web or MeetingTime, the notification includes a **Click here to Cancel Meetings** link that leads the user to a cancellation page on MeetingPlace Web.

Recurring Meeting Ending

If a recurring meeting series is within a prespecified number of periods before expiration, an e-mail notification is sent to the meeting organizer. The notification informs the meeting organizer that the series is set to expire and reminds them to schedule another recurring meeting if the series is to continue.

If the meeting was scheduled from Outlook, the notification suggests scheduling another recurring series via Outlook.

If the meeting was scheduled from MeetingPlace Web or MeetingTime, the notification includes a **Click here to Schedule Another Series** link that leads the user to the scheduling page where they can renew the meeting.

No other notifications are sent out as the recurring meeting continues towards its expiration.



Customizing Meeting Notifications

This chapter discusses required and optional customizations for meeting notifications. Topics include:

- [About Meeting Notification Templates, page 4-1](#)
- [About Customizing Meeting Notifications, page 4-2](#)

About Meeting Notification Templates

Cisco MeetingPlace for Outlook comes with five templates that are used to generate the meeting notifications sent to users. Each template contains tags and text that represent the information that appears in a notification. When a notification is generated, MeetingPlace for Outlook or the MeetingPlace Audio Server replaces tags with appropriate information from their databases.

For Meetings Scheduled Using Microsoft Outlook

Meetings scheduled from Microsoft Outlook use two notification templates:

Template	Used To Generate
MPmessage.rtf	Meeting notifications for meetings scheduled using MeetingPlace for Outlook.
mpMsgRsvl.rtf	Meeting notifications for reservationless meetings scheduled using MeetingPlace for Outlook.

For Meetings Scheduled Using MeetingPlace Web or MeetingTime

Meetings scheduled using MeetingPlace Web or MeetingTime use three notification templates:

Template	Used To Generate
NotifySchedule.tpl	Meeting notifications for meetings scheduled using MeetingTime or MeetingPlace Web.

Template	Used To Generate
NotifyReschedule.tpl	Update notices for meetings that have been rescheduled using MeetingTime or MeetingPlace Web.
NotifyCancel.tpl	Cancellation notices for meetings that have been cancelled using MeetingTime or MeetingPlace Web.

About Customizing Meeting Notifications

You must customize the **MPmessage.rtf**, **mpMsgRsvl.rtf**, **notifyschedule.tpl**, and **notifyreschedule.tpl** notification template files with the link to your MeetingPlace Web host name, and, if you have a DMZ configuration, to the external MeetingPlace Web host name. See the relevant sections in this chapter for instructions.

You can also customize the meeting notifications that are sent out when users schedule a meeting. Possible customizations include:

- Removing information you do not want in notifications.
- Inserting information that is not already included in notifications.
- Specifying the order you want information to appear in notifications.
- Including customizable text in notifications, such as information about your company, instructions on how to attend MeetingPlace meetings, and alternate MeetingPlace phone numbers.

The meeting notification templates are editable Rich Text Formatting (RTF) files that you manually customize by changing tags and text. RTF support allows you to use text formatting like bold, italics, and color in your meeting notifications.

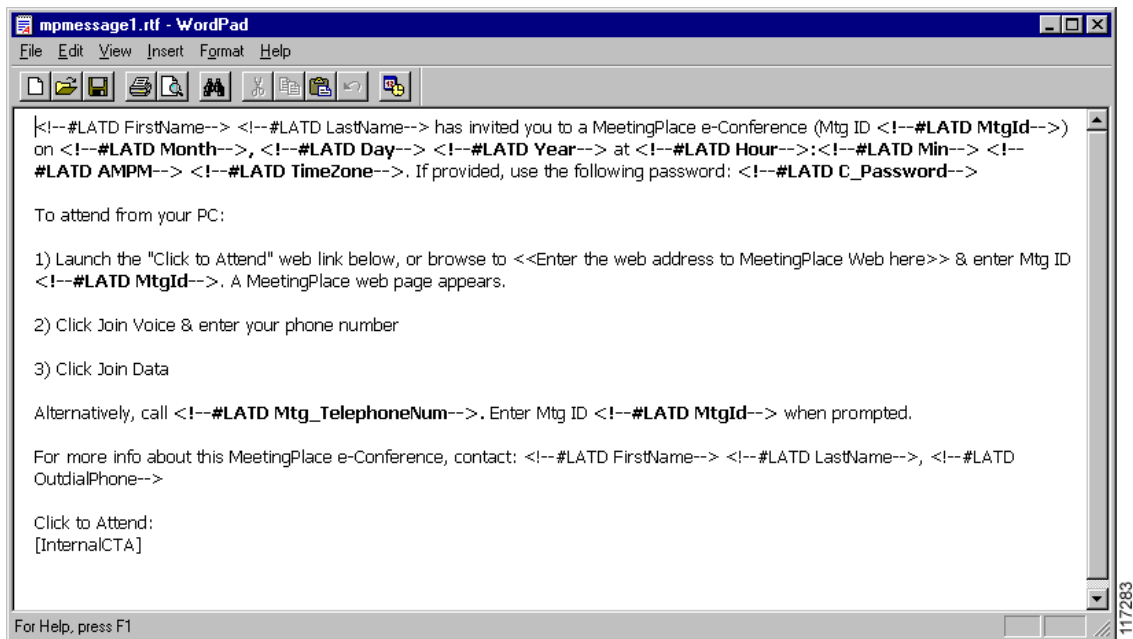
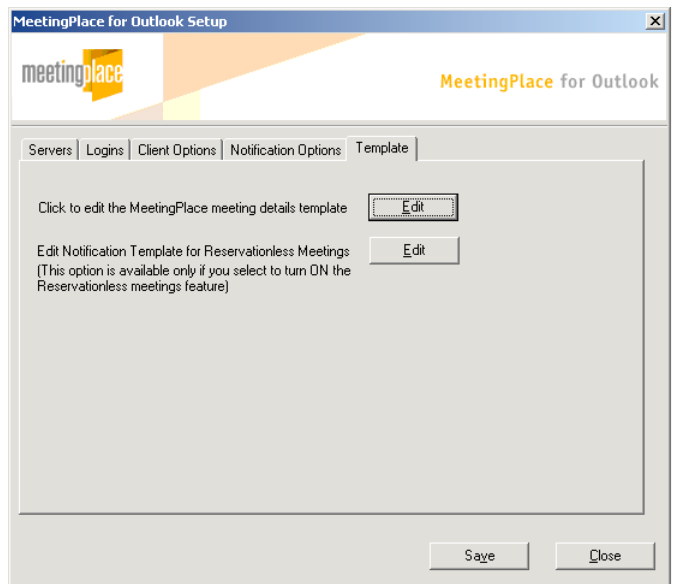
Customizing the MeetingPlace for Outlook Template Files

Customizing the **MPmessage.rtf** and **mpMsgRsvl.rtf** files adds or removes information from meeting invitations originating from Microsoft Outlook.

Customizing the MPmessage.rtf File

To customize the **MPmessage.rtf** file:

-
- Step 1** Save a copy of **MPmessage.rtf** to the <drive>:\Latitude\MPWeb\mpoutlook directory as **MPmessage_backup.rtf**.
 - Step 2** In the Windows Control Panel, double-click **MeetingPlace Gateways**, then click the Outlook Gateway tab.
 - Step 3** Click the **Configure Client Setup** button. The Configure Client Setup Utility opens.
 - Step 4** Click the **Template** tab, then click **Edit** to edit the MeetingPlace meeting details template. The **MPmessage.rtf** file opens in WordPad.



Step 5 In this file, add or delete text or tags. This adds or removes information from the meeting invitation. If desired, customize your notifications to include bold, italics, color, and so on.

See [Appendix A, “Notification Items”](#) for a list of available tags.

Step 6 When finished, click **Save** and exit WordPad.

Step 7 In the Configure Client Setup Utility, click **Save**, then click **Close**.

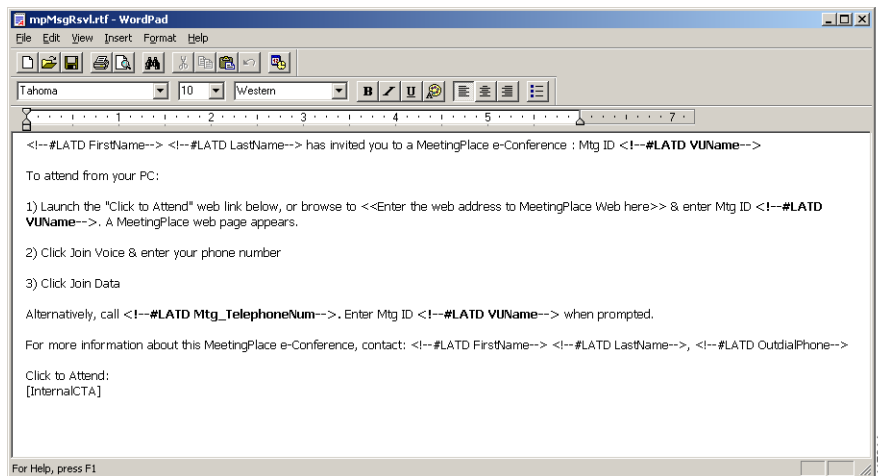
Step 8 If changes do not appear, restart the MeetingPlace Web Conferencing Service. In Windows, choose **Start > Settings > Control Panel > Services**. Right-click the MeetingPlace Web Conferencing Service and choose **Restart**.

Customizing the mpMsgRsvl.rtf File

It is unlikely that you will need to modify the reservationless meeting notification template. This section is provided for informational purposes only. Your configuration may not include support for reservationless meetings.

To customize the **mpMsgRsvl.rtf** file:

-
- Step 1** Save a copy of **mpMsgRsvl.rtf** to the <drive>:\Latitude\MPWeb\mpoutlook directory as **mpMsgRsvl_backup.rtf**.
 - Step 2** In the Windows Control Panel, click **MeetingPlace Gateways**, then click the Outlook Gateway tab.
 - Step 3** In the Outlook Gateway tab, click **Configure Client Setup**. The Configure Client Setup Utility opens.
 - Step 4** Click the Template tab and click **Edit** next to the reservationless option. The *mpMsgRsvl.rtf* file opens in WordPad.
 - Step 5** In this file, add or delete text or tags. This adds or removes information from the meeting invitation.
 - Do not copy and paste tags from **MPmessage.rtf**. This template uses different tags.
 - Do not add any date or time tags to this template. Because reservationless meetings are not formally “scheduled”, this information is not available from MeetingPlace for Outlook.



- Step 6** When finished, save the file and exit WordPad.
 - Step 7** In the Configure Client Setup Utility, click **Save**, then click **Close**.
-

Configuring the MeetingPlace Web Host Name Web Link

You must configure the MeetingPlace Web host name web link.

To configure the MeetingPlace Web host name web link:

-
- Step 1** Open the Configure Client Setup Utility and click the **Template** tab.

- Step 2** Determine whether you want to edit the MeetingPlace meeting details template or the notification template for reservationless meetings. Click **Edit** next to the appropriate option. The file opens in WordPad.
- Step 3** Scroll down to 1).
- Replace <<**Enter the web address to MeetingPlace Web here**>> with the host name of your MeetingPlace Web Server. For example, `http://companyxhostname`, where `companyxhostname` is the host name of your MeetingPlace Web Server.
- Step 4** Once you have made your changes, save your file and exit WordPad.
- Step 5** In the Configure Client Setup Utility, click **Save** then click **Close**.
- Step 6** If changes do not appear, restart the MeetingPlace Agent Service. In Windows, choose **Start > Settings > Control Panel > Services**. Right-click the MeetingPlace Agent Service and choose **Restart**.
-

Customizing Template Files from Other Scheduling Clients

Notifications generated as a result of meetings scheduled using MeetingPlace Web or MeetingTime use the following three template files. To access these files, go to <drive>:\Latitude\mpweb\shared components\MeetingPlace Notification Gateway:

- NotifySchedule.tpl
- NotifyReschedule.tpl
- NotifyCancel.tpl

MeetingPlace for Outlook allows your users to receive these notifications in RTF format. To ensure the receipt of RTF notifications:

- In the ConfigClient Utility, click the **Notification Options** tab, then select **Send notifications in RTF**.
- Make sure the RTF setting on your Exchange Server is turned on for the MeetingPlace for Outlook mailbox.

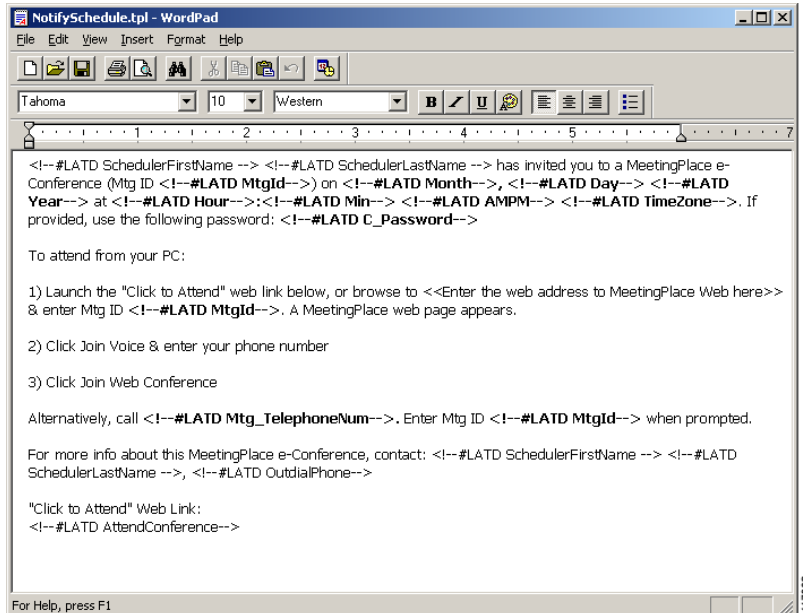
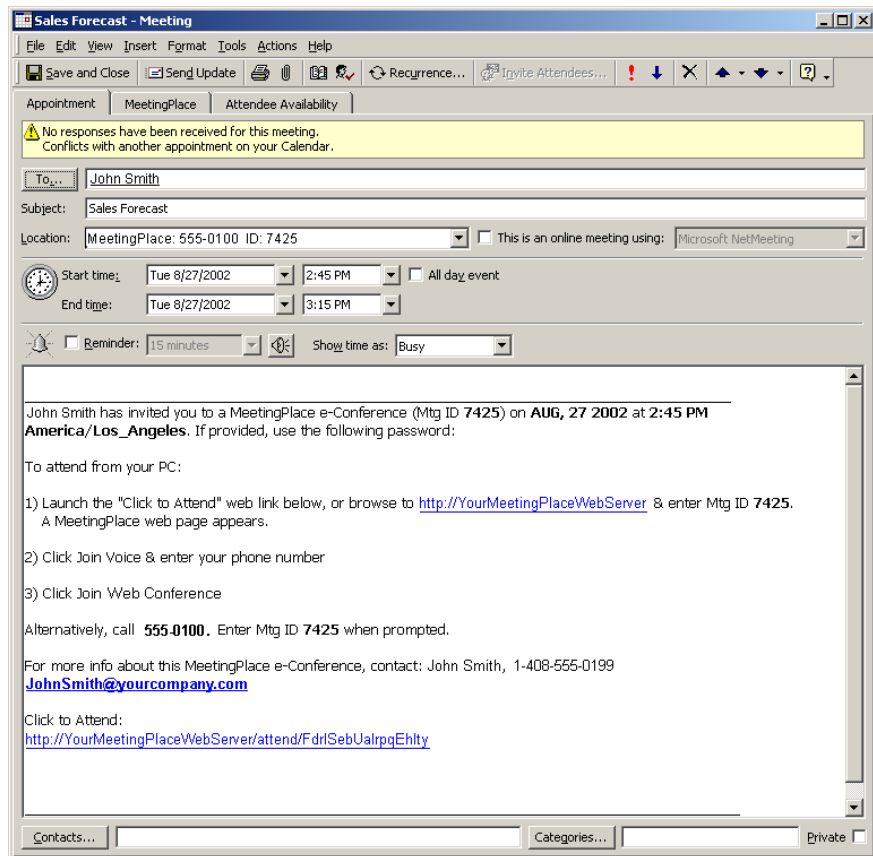
Before customizing any of these template files, we recommend that you save a copy of them to the <drive>:\Latitude\mpweb\shared components\MeetingPlace Notification Gateway directory.

When organizing your notification information, place more important information at the top of the template. Any item you add will appear in the same location in the meeting notification.

Customizing Template Files

To customize the template files:

-
- Step 1** Using WordPad, open the .tpl template file you want to customize.
- Step 2** Make any modifications by adding or deleting text or tags. This adds or removes information from the meeting notification. You may also customize your notification to include bold, italics, color, and so on. See [Appendix A, “Notification Items”](#) for a list of available tags.
- Step 3** Save the template as a text file and make sure your word processing program does not change the .tpl extension of the file.

Figure 4-1 *NotifySchedule.tpl in WordPad*Figure 4-2 *Generated NotifySchedule.tpl Notification*

Configuring the MeetingPlace Web Host Name Web Link

To configure the MeetingPlace Web host name web link:

-
- Step 1** Using WordPad, open the **notifyschedule.tpl** or **notifyreschedule.tpl** template file.
- Step 2** Scroll down to 1).
- Replace <<Enter the web address to MeetingPlace Web here>> with the hostname of your MeetingPlace Web Server. For example, `http://companyxhostname`, where `companyxhostname` is the host name of your MeetingPlace Web Server.
- Step 3** Save the template as a text file. Make sure the file retains the `.tpl` filename extension.
-

Adding Instructions and Alternate MeetingPlace Phone Numbers to Notifications

To help your users attend meetings, consider adding the following instructions and information in your notifications:

- Instructions on how to attend meetings and access attachments.
- Any alternate phone numbers for your MeetingPlace Audio Server, such as a toll free or in-company extension number.
- Special instructions for multiserver meetings.
- A listing of invited meeting attendees.
- Meeting recording information.

To include any of this information, see the following table for a list of tags and add the appropriate tags to the **NotifySchedule.tpl** and **NotifyReschedule.tpl** template files. When a notification is generated, the tags are replaced with appropriate information from the MeetingPlace database.

Tag	Description
<!--#LATD AttendMeetingHint -->	Inserts any text you enter in How to Attend Meeting .
<!--#LATD MeetingNotesHint -->	Inserts any text you enter in How to Access MeetingNotes .
<!--#LATD C_AltPhoneNumName1 -->	Inserts any text entered in the first Label for Notifications .
<!--#LATD C_AlternatePhoneNum1-->	Inserts any phone number entered in 1st Alternate Ph Number .
<!--#LATD C_AltPhoneNumName2 -->	Inserts any text entered in the second Label for Notifications .
<!--#LATD C_AlternatePhoneNum2 -->	Inserts any phone number entered in 2nd Alternate Ph Number .
<!--#LATD C_AltPhoneNumName3 -->	Inserts any text entered in the third Label for Notifications .
<!--#LATD C_AlternatePhoneNum3 -->	Inserts any phone number entered in 3rd Alternate Ph Number .
<!--#LATD MultiServerHelpText <i>This meeting will be held on the following MeetingPlace servers.</i>	Inserts any text entered after MultiServerHelpText . The suggested text for this tag is displayed in italics.

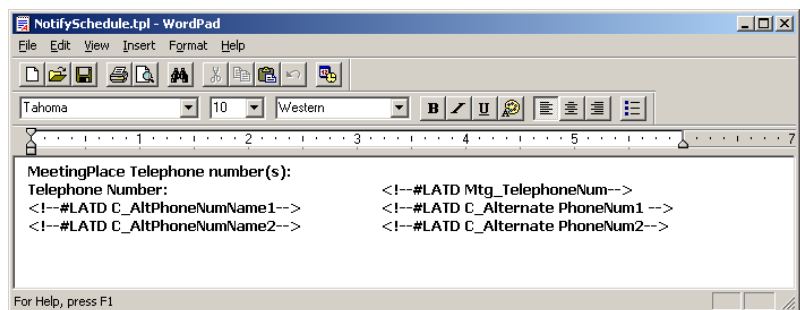
Tag	Description
<i>Dial the phone number of the server closest to your location. --></i>	This tag only appears in notifications for multiserver meetings. Use this tag in conjunction with the ListMultiServers tag (listed next).
<!--#LATD ListMultiServers -->	Inserts the name and phone number of the other MeetingPlace Audio Servers that are involved in the multiserver meeting. This tag should always follow the MultiServerHelpText tag.
<!--#LATD ListInvitees -->	Inserts a list of the invited attendees.
<!--#LATD fRecordConference -->	Inserts information on whether or not the meeting is scheduled to be recorded.
<!--#LATD WhoCanListen -->	Inserts who can access the meeting recording (none, anyone, MeetingPlace users, or invited users).

In addition, use MeetingTime to enter alternate MeetingPlace phone numbers and your customized instructions and into the MeetingPlace database.

Displaying Alternate Phone Numbers

To display alternate phone numbers for your MeetingPlace Audio Server:

- Step 1** Place the Alternate Phone Number tags into each notification template. These tags are listed in the table above.
- You do not need to use all three sets of these tags if your MeetingPlace Audio Server only has one or two alternate phone numbers.
 - In the illustration below, the first column is the text label for the phone number, for example “Toll Free Number”, and the second column is the phone number.



- Step 2** Open MeetingTime and log in to the MeetingPlace Audio Server.
- Step 3** Open the Register Book and click the **Configure** tab.
- Step 4** In MeetingTime, choose **Administration > Configure**. Under **System Configuration**, select **Telephony Access** and then click the **Query** button.
- Step 5** Click in the value area of **1st Alternate Ph Number** and enter the phone number you want to appear in the notifications.
- Step 6** Click in the value area of **Label for Notifications** and enter a label for the number, such as **Toll Free Number** or **Internal Extension Number**.

If your MeetingPlace Audio Server has a second or third alternate number, repeat the steps above using the **2nd** and **3rd Alternate Ph Number** parameters. When finished, click **Save Changes**.

Including Instructions

To include instructions in your notifications:

-
- Step 1** Verify that the instruction tags are in the notification templates you want to customize. By default, these tags should already be in the templates.
 - Step 2** Open MeetingTime and log in to the MeetingPlace Audio Server.
 - Step 3** Open the Register Book and click the **Configure** tab.
 - Step 4** In the left side of the window, under Company Specific Information, select **Company Information** and then click **Query**.
 - Step 5** In the right side of the window, click in the value area of **How to Attend Meeting** and enter your customized information, such as:

To attend this meeting, call [insert MeetingPlace phone number] at the time of the meeting and follow the prompts. Refer to the information contained in this notification for meeting details.
 - Step 6** When finished, click **OK**.
 - Step 7** To customize the text on how to access meeting materials, click in the value area of **How to Access MeetingNotes** and enter text in the box, such as:

MeetingNotes is a collection of meeting materials, such as recordings that you can listen to over the phone and presentations that you can request to have sent to you via e-mail.

To access MeetingNotes, call MeetingPlace at [insert MeetingPlace phone number], listen to the prompts, press 3, and then enter the month, date, and meeting ID for the meeting you want to access.
 - Step 8** Click **OK** and then **Save Changes**.
-

Adding and Deleting the Click-to-Attend Link

The **MPmessage.rtf**, **mpMsgRsvl.rtf**, **notifyschedule.tpl** and **notifyreschedule.tpl** template files must contain the attend tag. By default, these template files already contain this tag.

To add the click-to-attend link to your meeting notifications:

-
- Step 1** Open a template file using WordPad and scroll to the bottom of the page. Enter the `<!--#LATD AttendConference -->` tag at the bottom of the page.
 - Step 2** Open the MeetingPlace Gateway Configuration Utility and click the **Notification** tab. Add **MeetingPlace Web hostname** and **External Web hostname** (if required). See [Chapter 3, “Configuring and Managing Cisco MeetingPlace for Outlook”](#).
 - Step 3** Save the template as a text file, and make sure your word processing program does not change the .tpl extension of the file.

- Step 4** Open the remaining template files and repeat the steps above. When finished, restart your MeetingPlace for Outlook and MeetingPlace Notification Gateway services to implement changes.
-

To delete the click-to-attend link from your meeting notifications:

- Step 1** Open a template file using WordPad and scroll to the bottom of the page. Delete the following:
- The `<!--#LATD AttendConference -->` tag
 - Any references to the click-to-attend link
- Step 2** Open the MeetingPlace Gateway Configuration Utility and click the **Notification** tab. Delete your values in **MeetingPlace Web hostname** and **External Web hostname**.
- Step 3** Save the template as a text file. Make sure the file retains the .tpl filename extension.
- Step 4** Open the remaining template files and repeat the steps above. When finished, restart the MeetingPlace for Outlook and MeetingPlace Notification Gateway services to implement changes.
-



Using Cisco MeetingPlace for Outlook

Users can schedule and attend MeetingPlace meetings from their Microsoft Outlook calendar.

The topics covered in this chapter include:

- [Scheduling Meetings, page 5-1](#)
- [Attending Meetings, page 5-11](#)
- [Saving Meeting Invitations in the E-Mail Inbox, page 5-14](#)
- [Working Offline in Microsoft Outlook, page 5-15](#)
- [Upgrading MeetingPlace for Outlook Client Software, page 5-15](#)

In this chapter, most information is directed at the end-user. This information is also available in online Help, which is accessible via the MeetingPlace scheduling and notification forms. In either form, click the MeetingPlace tab to see the Help link. Also, a printable Quick Start Guide for end users is available by following the appropriate link from

<http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/index.htm>.

Information in this chapter that is specifically for the system manager is identified as such.

Scheduling Meetings

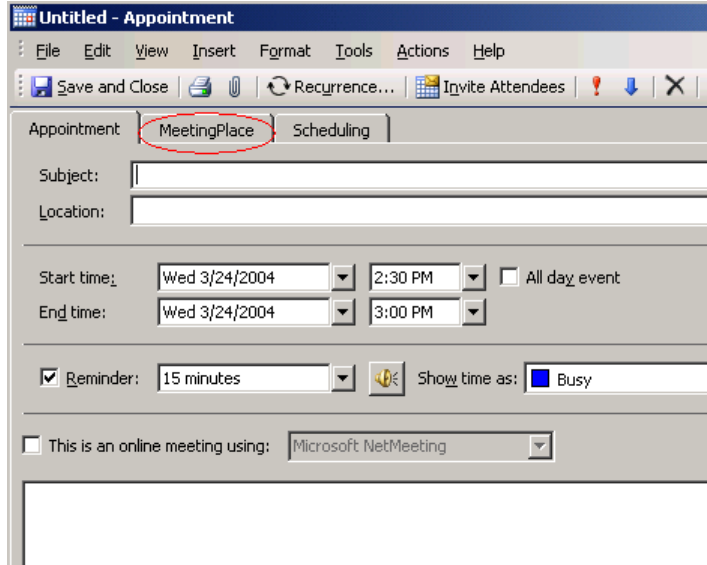
Schedule Cisco MeetingPlace meetings from Outlook using the same form that you use to schedule other appointments, events, and meetings.

In order to complete the scheduling process, your Outlook client must be connected via your company network to the Microsoft Exchange e-mail server. Refer to Microsoft Outlook help for information about connecting to the e-mail server. To set up meetings while working offline, then complete the scheduling process when you connect, see [Working Offline in Microsoft Outlook, page 5-15](#).

Setting up Outlook to Schedule MeetingPlace Meetings

In order to schedule MeetingPlace meetings from Outlook, the MeetingPlace for Outlook client software must be installed on your computer and the MeetingPlace tab must appear when you create a new meeting request. This tab gives access to the MeetingPlace scheduling form.

Figure 5-1 MeetingPlace Tab in the Scheduling Form



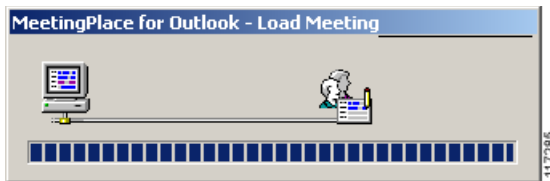
For system managers: If the MeetingPlace tab is not visible, see [Distributing and Installing the MeetingPlace for Outlook Client](#), page 2-18.

Scheduling a MeetingPlace Meeting from Outlook

When you schedule a MeetingPlace meeting, MeetingPlace may prompt you for your user ID and password.

To schedule a meeting:

-
- Step 1** Open your Outlook calendar and double-click on a time. The scheduling form opens.
 - Step 2** Click the **MeetingPlace** tab. A progress bar displays until the MeetingPlace tab opens.



- Step 3** Check the **Make this a MeetingPlace meeting** check box, then enter the meeting details. Parameters are defined in the table below. By default, these fields are populated with users' MeetingPlace profile values.

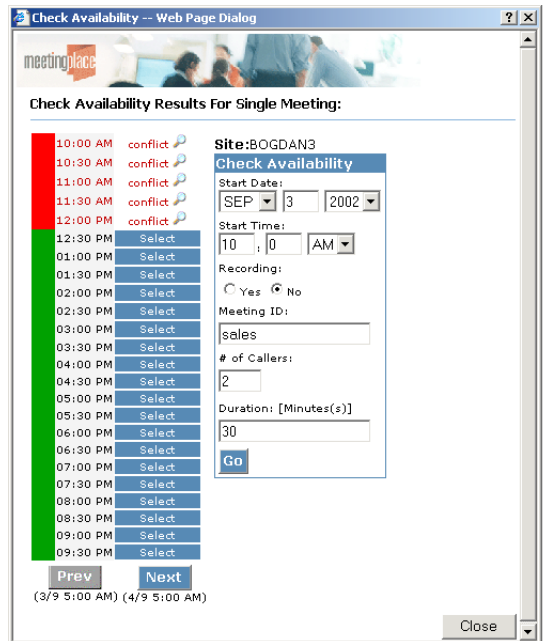
For	Do This
Date	Enter the date of the meeting.
Time	Enter the meeting start time.
Duration	Enter the number of minutes the meeting will last.
Frequency	<p>Enter how often the meeting will occur: once, daily, weekly, biweekly, monthly by date, monthly by day of week, weekdays, or continuous.</p> <p>If you choose an option other than Once or Continuous, see Scheduling a Recurring Meeting, page 5-8.</p> <p>Only system managers can schedule Continuous meetings.</p>
# of Occurrences	If you chose a Frequency option other than Once or Continuous , enter the number of times the meeting will recur. For example, if the Frequency parameter is set to Weekly , how many weeks will this meeting occur?
Meeting Name	Enter the name of the meeting. If a meeting name is not entered, MeetingPlace automatically enters the last name of the scheduler.

For	Do This
Meeting ID	<p>(Optional) Enter an easy to remember meeting ID. This can include letters or numbers. However, only numbers will appear in meeting notifications, based on the letter-to-number correlations on a telephone keypad.</p> <p>For system managers: If Allow Vanity ID is disabled on the MeetingPlace server, this option is dimmed.</p> <p>If you do not enter a meeting ID, MeetingPlace generates one automatically.</p>
# of Callers	<p>Enter the number of callers you expect to attend this meeting.</p> <p>For system managers: This determines the number of ports MeetingPlace will reserve for this meeting.</p>
Billing Code	Enter a billing code if you have one. If not, leave blank.
MeetingPlace Server	<p>The meeting will be hosted on this MeetingPlace Audio Server.</p> <p>For system managers:</p> <ul style="list-style-type: none"> • The servers listed are those entered in Tools > Options > MeetingPlace tab. This tab is populated by the client setup setup.exe file, or can be populated manually. • Try only this site appears only in WebConnect configurations, and prevents rollover. By default, if the user's meeting cannot be scheduled on the selected site, rollover follows the standard rollover map. For information about WebConnect, refer to the <i>Cisco MeetingPlace Web System Manager's Guide</i>.

Step 4 Click **Check Availability** to ensure that the requested time, duration, meeting ID, recording space, and number of ports for the attendees you have invited are available on the MeetingPlace Audio Server.

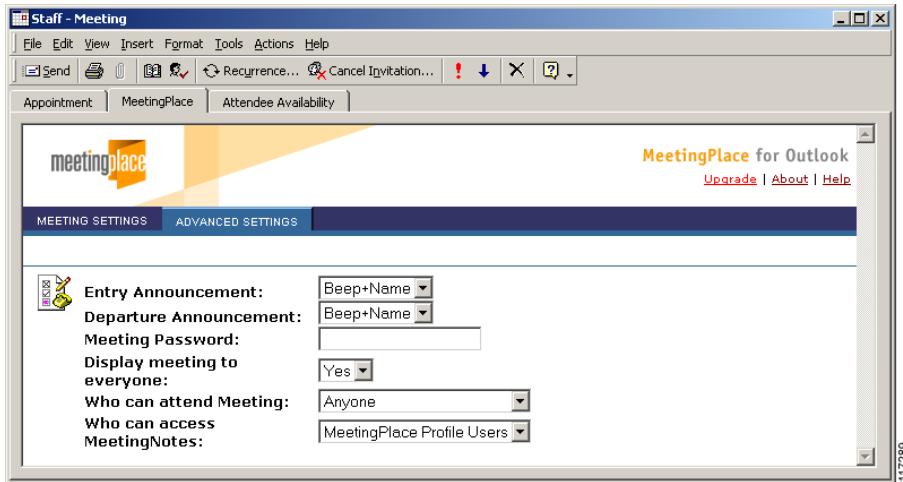
- The Check Availability feature is not available when you schedule a meeting that will start within 30 minutes.
- You cannot schedule a recurring meeting unless all meetings in the series can be scheduled without conflict.

Step 5 In the Check Availability dialog box:



To	Do This
Display more information about the conflict.	Click the magnifying glass icon.
Select an available meeting time and return to the main meeting scheduling page.	Click Select .
Check availability according to a new set of parameters.	Modify meeting parameters and click Go .
See the availability of the previous or next time.	Click Prev or Next .

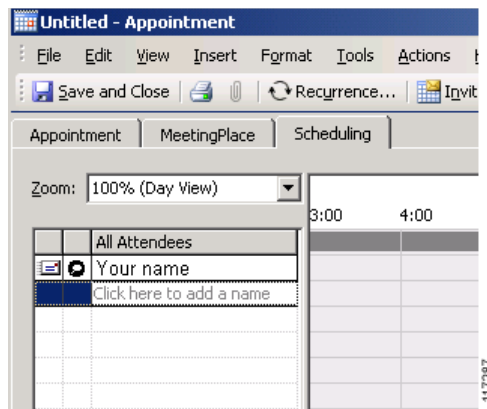
- Step 6** Click **Select** to choose an available meeting time and return to the main scheduling page, or click **Close** to return to the main scheduling page without making changes.
- Step 7** To set additional MeetingPlace settings, click **Advanced Settings**. The default options are described below; for more options, see [Appendix B, “Customizing the Cisco MeetingPlace for Outlook Scheduling Form”](#).



Parameter	Describes	Options
Entry Announcement	Whether or not attendees are announced when they enter the meeting.	Beep+ Name, Beep Only, or Silent.
Departure Announcement	Whether or not attendees are announced when they exit the meeting.	Beep+ Name, Beep Only, or Silent.
Password Required	Whether a password is required to enter the meeting.	Yes, No.
Meeting Password	The password required to enter the meeting.	If you selected Yes in the Password Required parameter, type your password here. This information is sent to invited attendees in the meeting notification.
Display Meeting to Everyone	Whether this meeting is searchable from MeetingPlace Web.	Yes. This is a public meeting and is searchable through MeetingPlace Web. No. This meeting is only displayed to invited attendees or those who know the meeting ID.

Parameter	Describes	Options
Who Can Attend Meeting	Determines who is permitted to attend this meeting.	<p>MeetingPlace Profile Users. A valid profile user ID and password are required to access this meeting.</p> <p>Anyone. The meeting is not limited to profiled users. Guests may attend.</p>
Who can access MeetingNotes	Determines who will have access to any attachments or recordings from this meeting.	<p>MeetingPlace Profile Users. A valid profile user ID and password are required to access MeetingNotes.</p> <p>Anyone. Profile and user ID are not required to access MeetingNotes.</p> <p>None. No one can access MeetingNotes.</p>

- Step 8** To invite attendees, click the **Scheduling** tab (or the **Attendee Availability** tab), then enter attendee names in the **All Attendees** column.



- Step 9** If you need to include a message or a physical location for your meeting (such as a room number or building), or change reminders or other standard Outlook appointment settings, click the **Appointment** tab and enter the information.

- Step 10** When you are finished, click **Send**.

The meeting is scheduled on MeetingPlace, meeting invitations are sent to the invitees, and the meeting details automatically populate your Outlook calendar.

If you decide later that you do not require MeetingPlace resources for this meeting, see [Disassociating Meetings, page 5-11](#).

Scheduling a Recurring Meeting

MeetingPlace meetings can be scheduled to recur daily, weekly, biweekly, monthly by date, monthly by day of week, or every weekday.

For step-by-step instructions to schedule a recurring meeting, see [Scheduling a MeetingPlace Meeting from Outlook, page 5-2](#).

Points to remember about recurring meetings:

- Avoid setting recurrence patterns for MeetingPlace meetings by clicking the **Recurrence...** button from the toolbar of the Outlook form. Not all options available via this button are available in MeetingPlace for Outlook.
- You cannot schedule a recurring meeting series until all meetings in the series can be scheduled without conflict. Use the Check Availability function described in [Scheduling a MeetingPlace Meeting from Outlook, page 5-2](#) to identify an available time slot.
- To view a list of the meetings in an existing recurring series, double-click on a meeting in the calendar, then click **Open the series** and **OK**. Click a meeting in the list to view details. Changes cannot be made on this page. To change meeting parameters, see [Rescheduling Meetings and Changing Meeting Details, page 5-10](#).

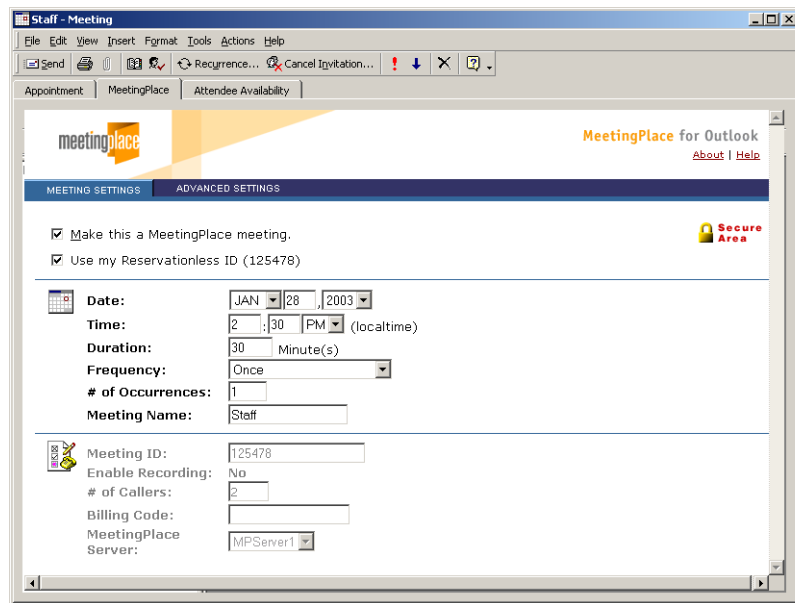
Scheduling a Reservationless Meeting

A reservationless meeting starts as soon as it is scheduled, and any user can schedule a reservationless meeting at any time. For any reservationless meeting, the meeting ID is the scheduler's profile number.

Reservationless meetings are not available on all systems. For system managers: Reservationless meetings are not available on MeetingPlace Audio Server versions previous to version 5.0. See [Configuring MeetingPlace for Outlook for Reservationless Meetings, page 3-12](#).

To schedule a reservationless meeting:

-
- Step 1** Open your Outlook calendar and double-click on a time. The scheduling form opens.
 - Step 2** Click the **MeetingPlace** tab. A progress bar displays until the MeetingPlace tab opens.
 - Step 3** Check the **Use my Reservationless ID** check box. This automatically sets the meeting as a MeetingPlace meeting and disables nonapplicable fields and options, including all fields in the Advanced tab.



- Step 4** Set the meeting details, such as the date, time, duration, frequency, and name of the meeting.
- Step 5** To invite attendees, go to the **Scheduling** tab (or the **Attendee Availability** tab), then enter attendees names in the **All Attendees** column.
- Step 6** If you need to include a message or a physical location for your meeting (such as a room number or building), or change reminders or other standard Outlook appointment settings, click the **Appointment** tab and enter the information.
- Step 7** When finished, click **Send**.

Scheduling a Continuous Meeting

A continuous meeting is always in session and available to attendees. Resources are reserved 24 hours a day, 7 days a week. This is useful if, for example, an all-day meeting is planned and users will leave the meeting to take breaks. For information about continuous meetings, refer to the *Cisco MeetingPlace Audio Server System Manager's Guide*.

Only users with MeetingPlace system manager permissions can schedule or delete continuous meetings.

To schedule a continuous meeting:

- Step 1** Open your Outlook calendar and double-click on a time. The scheduling form opens.
- Step 2** Click the **MeetingPlace** tab.
- Step 3** Select **Make this a MeetingPlace meeting** then fill in the meeting details, such as the meeting ID, the number of locations, and a MeetingPlace Audio Server for this meeting. Continuous meetings cannot be recorded.
- Step 4** For **Frequency**, select **Continuous**. Selecting this option sets your meeting start time to “now”, and your meeting end time in the future. The **Show Time As** property changes to **Free** to ensure that the meeting does not block time in the calendars of your users.

- Step 5** Click the **Advanced Settings** tab for advanced options and the **Scheduling** tab to invite attendees.
- Step 6** If you need to include a message or a physical location for your meeting (such as a room number or building), or change reminders or other standard Outlook appointment settings, click the **Appointment** tab and enter the information. Make no changes to the start or end time of the meeting.
- Step 7** When finished, click **Send**.
-

Rescheduling Meetings and Changing Meeting Details

You can reschedule and modify parameters for single-occurrence and recurring meetings. You cannot reschedule continuous meetings.

If you need to change or reschedule a recurring meeting:

- When you modify recurring meetings, the Check Availability function is not available. Instead of changing the original recurring meeting, you may wish to schedule a new recurring meeting, then delete the original meeting series.
- When you reschedule a recurring meeting series, any exceptions are lost. For example, if you rescheduled one meeting in the series for a different time of day, the change to that occurrence will not be retained.

If you need to change or reschedule a reservationless meeting:

- You cannot change a standard scheduled MeetingPlace meeting to a reservationless meeting.
- You cannot change a reservationless meeting to a standard scheduled MeetingPlace meeting.
- You can reschedule a reservationless meeting.

To reschedule or modify parameters for a meeting:

-
- Step 1** In your Outlook calendar, double-click the meeting you want to change. If the meeting is a recurring meeting:
- To reschedule one of the meetings in the series, select **Open this occurrence**.
 - To reschedule all future meetings in the series, select **Open the series**.
- Step 2** Click the **MeetingPlace** tab.
- Step 3** Click **Meeting settings**.
- Step 4** Modify meeting details as desired.
- Check Availability is not available when rescheduling a recurring meeting.
- Step 5** When finished, click **Send Update** to send updated notifications to meeting invitees.
-

Canceling Meetings

To cancel a meeting:

-
- Step 1** In your Microsoft Outlook calendar, right-click the meeting entry and choose **Delete**.

- Step 2** If prompted, select cancellation options, then click **OK**.
-

Disassociating Meetings

If you no longer require MeetingPlace resources for a meeting you have scheduled, you can disassociate MeetingPlace from that meeting.

An entire series of recurring meetings cannot be disassociated from MeetingPlace in a single operation, but individual meetings in the series can be disassociated in separate operations. Disassociate one or more instances of the meeting, or cancel and reschedule the meeting as a non-MeetingPlace meeting.

To disassociate MeetingPlace resources from a single meeting or occurrence:

- Step 1** In your Outlook calendar, double-click the meeting you want to disassociate.
- Step 2** If the meeting is an instance of a recurring meeting, select **Open this occurrence** when prompted.
- Step 3** In the **MeetingPlace** tab, click **Meeting Settings** and clear **Make this a MeetingPlace meeting**.
- Step 4** Click **Send Update** to notify meeting invitees of the change.
-

Attending Meetings

Meeting invitations arrive in your e-mail Inbox. After you accept an invitation, the meeting notification appears in your Microsoft Outlook calendar. To keep a copy of the meeting in your inbox, see [Saving Meeting Invitations in the E-Mail Inbox, page 5-14](#).

You can click a link or button in this e-mail message to join the meeting.

For reservationless meetings scheduled from other MeetingPlace interfaces (for example, MeetingPlace Web or MeetingTime), you will not receive an e-mail notification.

Using the Click-To-Attend Link

One way to attend a MeetingPlace meeting via Outlook is to click a hypertext meeting link. Users can attend meetings via click-to-attend links sent from MeetingPlace for Outlook versions 4.2.5, 4.2.7, and 4.3.

For system administrators—For multiserver meetings, the web conference is hosted from the primary server, and local (secondary server) participants are redirected to the web conference on the primary server. The click to attend link in meeting notifications takes users to their local web servers. Then, when they click the button to join the Web conference, they enter the web conference hosted on the primary MeetingPlace Web server.

To attend the meeting via a click-to-attend link:

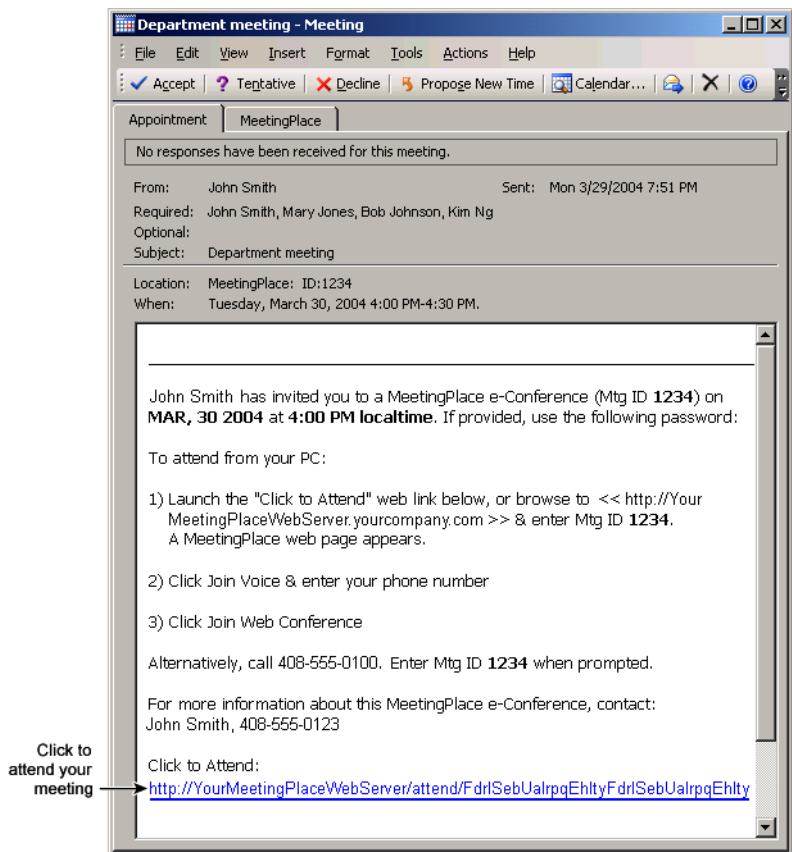
- Step 1** Double-click the entry in your Outlook calendar.
- Step 2** If the invitation is to a recurring meeting series, choose **Open this occurrence** at the prompt.



- Step 3** After the meeting invitation opens, join the meeting by clicking the click-to-attend meeting link located at the end of the meeting invitation.

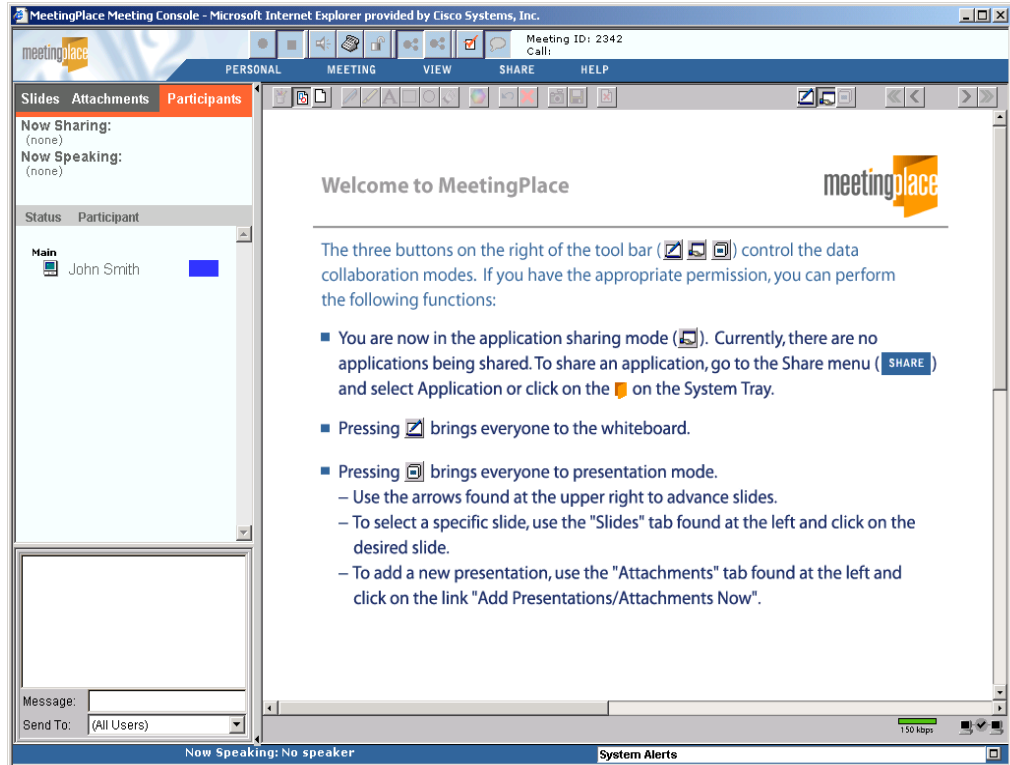
Your web browser opens and brings you to the MeetingPlace Web sign in page.

Do not try to attend a meeting before its scheduled time. If you join the meeting early, you may have to wait in a waiting room until the meeting scheduler arrives.



- Step 4** If you have previously logged into MeetingPlace Web and checked the **Remember me** check box, the click-to-attend link will take you directly to the meeting room. If not, log in. If you see Security Warnings requesting permission to install and run MeetingPlace components, click **Yes** to all. The meeting room will be displayed in your web browser.

Figure 5-2 MeetingPlace Meeting Room



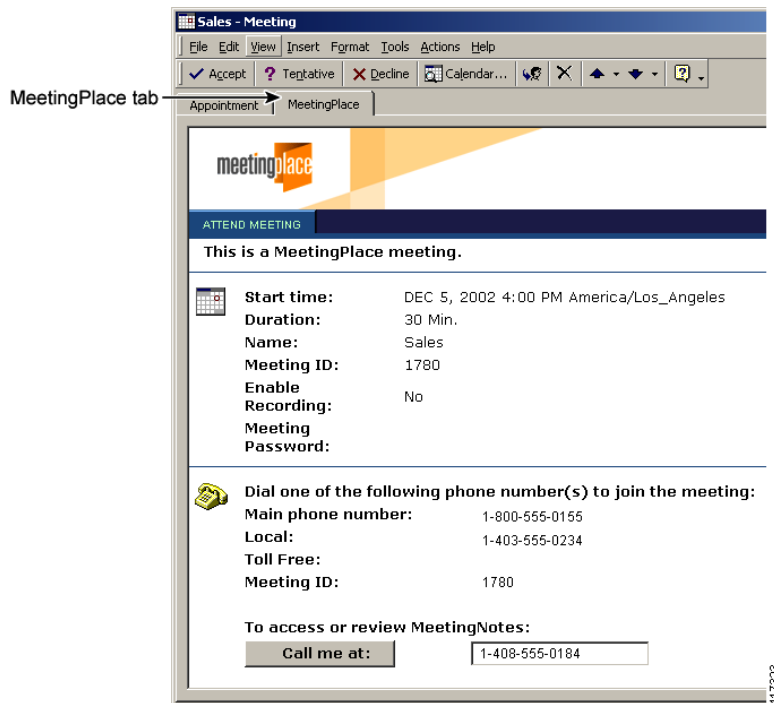
Step 5 To join the voice conference, click the telephone icon in the meeting room.

Step 6 Enter a phone number into the resulting dialog box (if it is not already entered) and MeetingPlace will call you.

For complete information about attending meetings via MeetingPlace Web, refer to the documentation for MeetingPlace Web.

Using the MeetingPlace Tab

MeetingPlace invitations include an attached MeetingPlace tab.



To attend a meeting:

-
- Step 1** Open your calendar item and click the **MeetingPlace** tab to display the Attend Meeting page.
 - Step 2** Use your telephone to dial the phone number shown, then follow the voice prompts. When prompted for the Meeting ID, enter the meeting ID shown.
 - Step 3** If there is a web conference associated with this meeting, you will see a **Join Web Conference** button. Click this button to launch the meeting room where you can view the web conference.
-

For system managers: Users who do not have the MeetingPlace for Outlook client software installed, but receive a MeetingPlace invitation in Microsoft Outlook, can download the MeetingPlace for Outlook client from the MeetingPlace tab in the meeting notification. See [Upgrading MeetingPlace for Outlook Client Software, page 5-15](#).

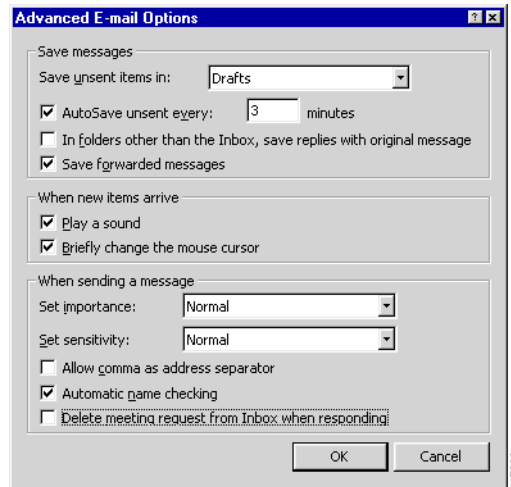
Saving Meeting Invitations in the E-Mail Inbox

By default, a meeting invitation is deleted from your e-mail Inbox after you accept or decline the meeting. If you accept the meeting, meeting information that was in the invitation appears in your Outlook calendar. If you do not use your Outlook calendar, you may wish to save meeting invitations in your e-mail Inbox.

To save meeting invitations in your e-mail Inbox:

-
- Step 1** In Microsoft Outlook, choose **Tools > Options**.
 - Step 2** In the Options window, click the **Preferences** tab and then click **E-mail Options**.

- Step 3** In the E-mail Options window, click **Advanced E-mail Options**.
- Step 4** In the Advanced E-mail Options window, clear **Delete Meeting Request from Inbox When Responding**. (Depending on your version of Outlook, the options you see may be slightly different from the one shown here.)
- Step 5** Click **OK**.



Working Offline in Microsoft Outlook

You can schedule MeetingPlace meetings from Outlook while working offline (not connected to your Exchange Server). However, you must be connected to the company network and have Microsoft Outlook set up for offline access. To set Microsoft Outlook to work offline, refer to the Microsoft Outlook documentation.

When you schedule a meeting while you are working offline, the meeting invitation remains in your Outbox until you reconnect to your Exchange Server. After you reconnect, notifications are sent to the people you have invited.

Upgrading MeetingPlace for Outlook Client Software

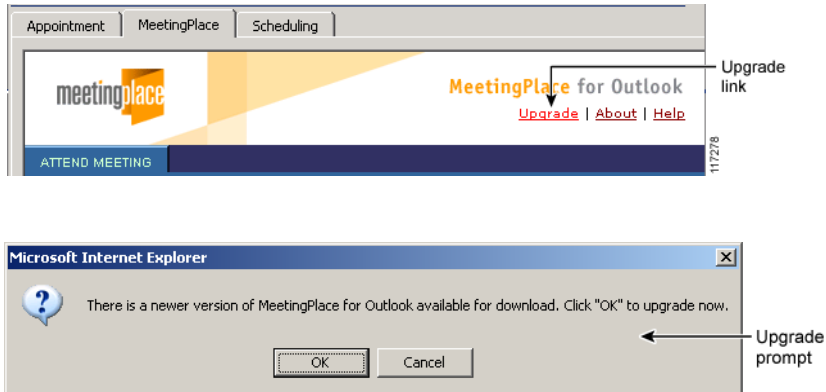
After MeetingPlace for Outlook client software is installed on your computer, MeetingPlace automatically detects when a newer version of the software is available and alerts you with an upgrade link or an upgrade prompt. For system managers: see [Distributing and Installing the MeetingPlace for Outlook Client, page 2-18](#) and [Configure Client Setup Utility, page 3-1](#) for information about client upgrades.

You must be logged onto your computer with a Windows account that has Administrator privileges in order to download and install the MeetingPlace for Outlook client.

For system managers: Depending on the configuration of IIS on the MeetingPlace for Outlook server, users may not be able to run the upgrade from the File Download window by clicking Open. Users can click Save and then run the upgrade.exe installer from their hard drive, or you can turn off http compression in IIS for .exe files. Refer to documentation for IIS or the Microsoft knowledge base for instructions.

To download the client software:

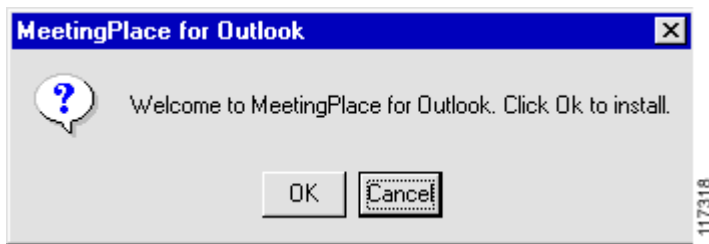
- Step 1** Depending on your alert mechanism, either open the MeetingPlace scheduling form and click the **Upgrade** link in the top right corner of the form, or select **Yes** when prompted for an upgrade.



- Step 2** In the **File Download** window, click **Save**.
- Step 3** Choose a location to save in, then click **Save**.
- Step 4** Locate the **Upgrade.exe** file where you saved it and double-click it.
- Step 5** If Security Warning windows appear, click **Yes** to accept.



Step 6 When the MeetingPlace for Outlook window appears, click **OK** to install.



Step 7 When the MeetingPlace for Outlook setup process has completed, click **OK**.

Step 8 Exit all Microsoft Office applications.

Step 9 Restart Microsoft Outlook.

If you do not see the MeetingPlace tab after you restart Microsoft Outlook, exit Outlook again and check the task manager to make sure the Outlook process ended. If necessary, end the Outlook task, then restart Outlook.



Troubleshooting

This chapter explains how to troubleshoot common problems that may occur when using Cisco MeetingPlace for Outlook. Some solutions are available to users, while others require system manager action.

Review this section before contacting your Cisco MeetingPlace support representative.

This chapter is divided into the following sections:

- [Log Files, page 6-1](#)
- [Problems Installing MeetingPlace for Outlook, page 6-2](#)
- [Problems with the MeetingPlace Tab, page 6-2](#)
- [Problems Upgrading MeetingPlace for Outlook Client, page 6-4](#)
- [Problems Scheduling Meetings, page 6-4](#)
- [Problems Attending Meetings, page 6-5](#)
- [Problems with MeetingPlace Directory Services, page 6-5](#)

Log Files

MeetingPlace for Outlook enters logs in the MeetingPlace Gateway SIM event log.

Viewing the Log File

To access this log file:

- Step 1** In your system tray, right-click on this icon:



and select **Eventlog**. This invokes the GWSIM real-time log file.

OR

Navigate to <drive>\Latitude\MeetingPlace Gateway SIM and double-click the MPLaunch application. MPLaunch opens the icon in the system tray.

- Step 2** You can observe the MeetingPlace for Outlook components performing their assigned tasks from this log. For fault isolation purposes you may be required to forward this log file to your MeetingPlace support representative.
-

Generating a Log File as Text

To generate a .txt file containing the log file:

- Step 1** Open a DOS command window and navigate to <drive>\Latitude\MeetingPlace Gateway SIM

- Step 2** At the <drive>\Latitude\MeetingPlace Gateway SIM prompt, type:

```
Eventlog >> Output.txt
```

The result is a text file called *Output.txt* in the <drive>\Latitude\MeetingPlace Gateway SIM directory.

- Step 3** Contact your support representative, who may ask you to send this file.
-

Problems Installing MeetingPlace for Outlook

MeetingPlace for Outlook must log into the Exchange Server on the domain and be granted privilege to do so. Testing on Windows 2000 Advanced Server has shown that the **MeetingPlace for Outlook Version 4** service will not log into the Exchange Server unless the gateway account specified during installation is placed in the local administrator group. Failing to do this results in one of the following error messages:

- Could not start the MeetingPlace for Outlook Version 4 service on local computer. The service did not return an error. This could be an internal Windows error or an internal service error. If the problem persists, contact your system administrator.
- MAPI_E_NOT_FOUND.
- There are currently no logon servers available to service the logon request.

Currently there is no workaround for this issue. However,

- The MeetingPlace for Outlook application can be unregistered from the service control manager by using the regserver or regsvr32 switch from the Run menu (consult your Windows 2000 Help menu for more information regarding how to register and un-register services).
- After un-registering the application as a service, the MeetingPlace for Outlook application can be run manually by double clicking on the icon in the folder in which it was installed, usually: <drive>:\Latitude\MPOutlook.

Problems with the MeetingPlace Tab

The following are solutions to issues users may encounter.

Problem MeetingPlace tab is missing from the Outlook client.

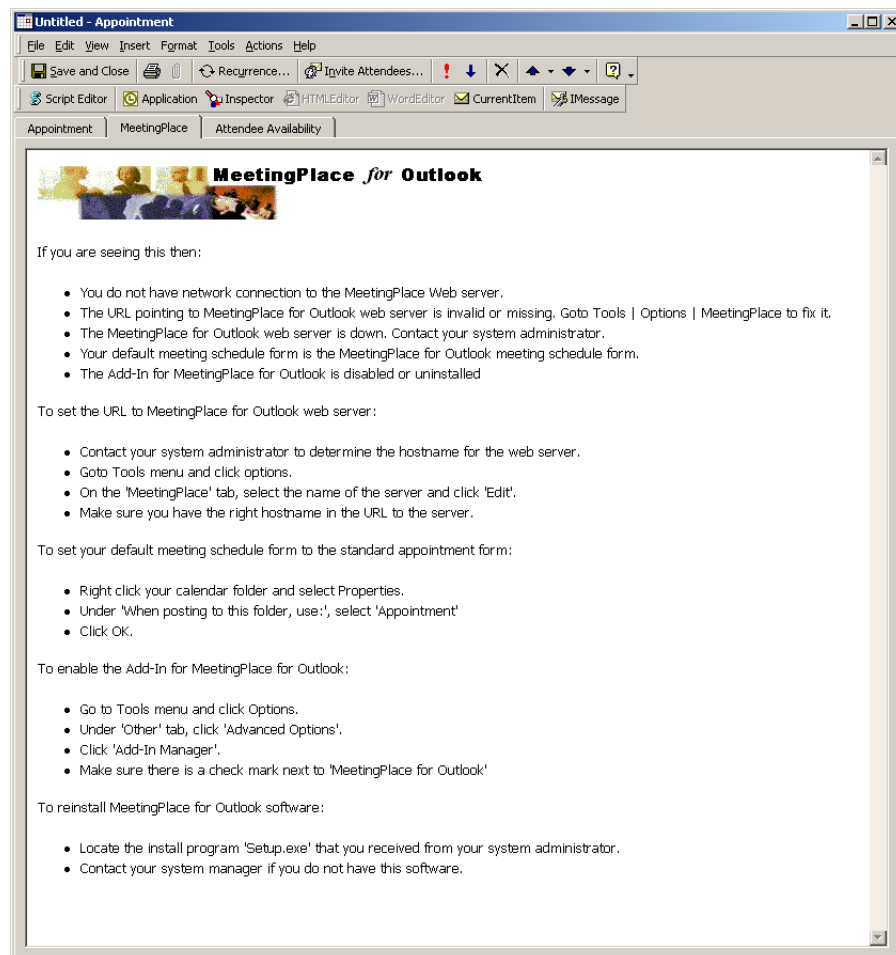
Solution There are several possible causes:

- The user's computer or Outlook may have been shut down improperly, or multiple Outlook clients may be open. Exit all Microsoft Outlook clients and check the Task Manager to make sure that Microsoft Outlook has shut down, then reopen the Microsoft Outlook client. In Outlook, choose **File > New > Appointment**. See if the **MeetingPlace** tab is present.
- In Outlook, choose **Tools > Options**, then click the **MeetingPlace** tab. (If the MeetingPlace tab is not available, proceed to Step 3.) Check the check box labeled **Make the MeetingPlace meeting schedule form the default scheduling form for all meetings**.
- An essential component may be disabled. In Outlook, choose **Help > About Microsoft Outlook > Disabled Items**. If **mp40lxxx.dll** is disabled (xxx represents a number), select it and click **Enable**. Then restart Outlook.
- (System Manager setting) MeetingPlace may not be set as the default form. In the ConfigClient Utility, click the **Client Options** tab. Select **Make MP form as the default appointment form**. Click **Save** then **Close**.

Problem The MeetingPlace tab is blank.

Solution Several causes are possible:

- The MeetingPlace for Outlook computer may be down.
- If the user has received the following error, follow the instructions provided in the error message:



Problem The MeetingPlace tab is not available from meetings scheduled by MeetingPlace Web or MeetingTime.

Solution (System Manager setting) To make this tab visible: In the ConfigClient Utility, click the **Client Options** tab and uncheck **Hide MeetingPlace tab under Tools | Options**.

Problem Users must log in every time they click the MeetingPlace tab.

Solution To allow unrestricted access to the MeetingPlace tab:

- Verify that the user has the most current version of the MeetingPlace for Outlook client: In Outlook, choose **File > New > Appointment**. Click the **MeetingPlace** tab, then click **About**. If necessary, upgrade to the current client.
- In the Outlook client, choose **Tools > Options**. Click the **MeetingPlace** tab, then select **Remember UserID and password**.
- (System Manager setting) In the ConfigClient Utility, click the **Logins** tab and choose a login option other than **Do not persist login information**.
- (System Manager setting) MeetingPlace Directory Services or Integrated Windows Authentication may be set incorrectly. See [Logins Tab, page 3-3](#) for information.

Problems Upgrading MeetingPlace for Outlook Client

Problem Users try to upgrade their client but the installer does not run.

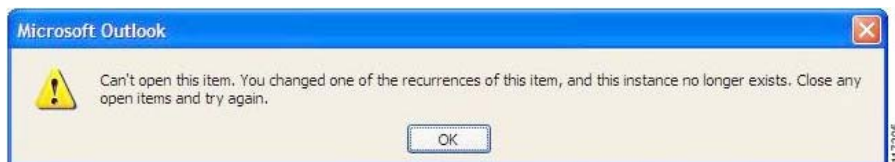
Solution

- In the File Download window, users should click Save, not Open. They can then run the upgrade.exe file from their hard drive and it will run.
- You can turn off http compression in IIS for .exe files. Refer to documentation for IIS or the Microsoft knowledge base for instructions.

Problems Scheduling Meetings

Solutions to issues that arise when the user schedules meetings:

Problem Attempting to reschedule the first occurrence of a recurring meeting series that is currently in progress elicits the following error message: “Operation is not allowed. Meeting in progress.” Opening this occurrence yields the following message:



Solution Wait a few moments and then try to open the item again.

Problem Error message: “Microsoft Outlook is not your default e-mail client”.

Solution Specify the default e-mail client on the user’s computer: Uninstall the MeetingPlace Outlook Client in Add/Remove Programs, then in Internet Explorer, choose **Tools > Internet Options > Programs**. For **E-mail**, select **Microsoft Outlook**. Click **OK**. Reinstall the MeetingPlace for Outlook Client.

Problems Attending Meetings

Problems that can occur when users attend meetings:

Problem When a user clicks **Call Me at** to attend a meeting, the phone number is not prepopulated.

Solution

- Verify that the default MeetingPlace Audio Server name is entered correctly in Outlook: Choose **Tools > Options**, then click the **MeetingPlace** tab.
- The telephone number information may not be in the user’s MeetingPlace profile. To verify, open MeetingTime and click the Register Book. Click the **Configure** tab, then select **User Profiles**. Click **Query**, then scroll down to **Phone number**.
- (System Manager setting) The outdial feature from MeetingPlace Web may be disabled. See the *Cisco MeetingPlace Web System Manager’s Guide*.

Problem Click-to-attend links are truncated and do not work.

Solution

- As an interim solution, copy the entire click-to-attend link and paste it into the address field of the browser. If necessary, paste the link first into a word processing application and delete any spaces or line breaks, then copy into the browser’s address field.
- The user’s Outlook client may be set to wrap text.
- (System Manager setting) Exchange Server settings may be set to wrap. For more information, refer to the following Microsoft Knowledge Base articles:
 - <http://support.microsoft.com/support/kb/articles/Q250/5/58.asp>.
 - <http://support.microsoft.com/support/kb/articles/Q281/8/35.asp>.

Problems with MeetingPlace Directory Services

Problem Members of a distribution list receive a meeting invitation but are not able to join the meeting.

Solution MeetingPlace for Outlook does not expand distribution lists. Therefore, if a distribution list is invited, the individual users on the distribution list are not added to the meeting.

Workarounds:

- Expand the distribution list before sending the invitation. This ensures that each individual in the distribution list will receive an invitation.
- Rather than inviting a distribution list, invite individual users.



Notification Items

This appendix lists tags that can be included in your meeting notifications. For information on how to use these tags, see [Chapter 4, “Customizing Meeting Notifications”](#).

Name	Tag	Description
This tag is not intended to have a label.	<!--#LATD AttendMeetingHint -->	Inserts any text found in How to Attend Meeting (located under the Company Information topic in the Configure tab).
Scheduler:	<!--#LATD SchedulerFirstName --> <!--#LATD SchedulerLastName -->	Inserts the first and last name of the scheduler.
Scheduler Phone:	<!--#LATD SchedulerTelephoneNum -->	Inserts the phone number of the scheduler.
Scheduler Fax:	<!--#LATD SchedulerFaxNum -->	Inserts the fax number of the scheduler.
Scheduler E-mail:	<!--#LATD SchedulerEmail -->	Inserts the e-mail address of the scheduler.
This tag is not intended to have a label.	<!--#LATD MultiServerHelpText <i>This meeting will be held on the following MeetingPlace systems. Dial the phone number of the system closest to your location.</i> -->	Inserts any text entered after MultiServerHelpText. The suggested text for this tag is displayed in italics. This tag only appears in notifications for multiserver meetings. Use this tag in conjunction with the ListMultiServers tag (listed next).
This tag is not intended to have a label.	<!--#LATD ListMultiServers -->	Inserts the name and phone number of the other MeetingPlace Audio Servers that are involved in the multiserver meeting. This tag should always follow the MultiServerHelpText tag.
MeetingPlace Phone Number:	<!--#LATD Mtg_TelephoneNum -->	Inserts the main MeetingPlace phone number.

Name	Tag	Description
This tag is not intended to have a label.	<!--#LATD C_AltPhoneNumName1 --> <!--#LATD C_AlternatePhoneNum1 -->	Inserts the first alternate MeetingPlace phone number and label.
This tag is not intended to have a label.	<!--#LATD C_AltPhoneNumName2 --> <!--#LATD C_AlternatePhoneNum2 -->	Inserts the second alternate MeetingPlace phone number and label.
This tag is not intended to have a label.	<!--#LATD C_AltPhoneNumName3 --> <!--#LATD C_AlternatePhoneNum3 -->	Inserts the third alternate MeetingPlace phone number and label.
Meeting ID:	<!--#LATD MTGID -->	Inserts the meeting ID.
Meeting Date: ^a	<!--#LATD Month --> <!--#LATD Day -->, <!--#LATD Year -->	Inserts the date of the meeting.
Start Time (hh:mm) ^a	<!--#LATD Hour -->: <!--#LATD Min --> <!--#LATD AMPM --> <!--#LATD TimeZone -->	Inserts the start time of the meeting.
Frequency:	<!--#LATD ReOccuringConference -->	Inserts the frequency (weekly, monthly, etc) and number of occurrences of the meeting.
Meeting Name:	<!--#LATD TextName -->	Inserts the meeting name.
Meeting Length (min):	<!--#LATD Len -->	Inserts the length of the meeting.
This tag is not intended to have a label. ^b	<!--#LATD AttendConference -->	Inserts a URL at the end of the notification that meeting attendees can click on to join their meeting (requires MeetingPlace Web).
Meeting Password:	<!--#LATD C_Password -->	Inserts the meeting password, if one has been assigned.
Meeting Description:	<!--#LATD AttList_MeetingDesc -->	Inserts whatever text the meeting scheduler entered in the Meeting Description box.
Meeting Participants:	<!--#LATD ListInvitees -->	Inserts a list of the attendees invited to the meeting.
Who can attend meeting:	<!--#LATD EntryRestriction -->	Inserts who can attend the meeting (anyone, MeetingPlace users, or invited users).
Meeting Attachments:	<!--#LATD AttList_All -->	Inserts any meeting attachments into the notification. These attachments will always appear at the end of the notification, no matter where you place the tag.
Screened Introduction:	<!--#LATD fScreenedIntroduction -->	Inserts whether attendees joining a meeting will be screened for entry by those already in the meeting.

Name	Tag	Description
Default Ability:	<!--#LATD DefaultAbility -->	Inserts whether the meeting is an all-speaker meeting or a lecture-style meeting.
MeetingNotes:	<!--#LATD MeetingNotesHint -->	Inserts any text found in the How to Access MeetingNotes parameter (located under the Company Information topic in the Configure tab).
Record Conference:	<!--#LATD fRecordConference -->	Inserts information on whether or not the meeting is scheduled to be recorded.
Who can access the recording:	<!--#LATD WhoCanListen -->	Inserts who can access the meeting recording (none, anyone, MeetingPlace users, or invited users).
This tag is not intended to have a label.	<!--#LATD ReschedReason -->	Inserts text that describes what has changed about a previously scheduled meeting, such as a new date, time, or attachment.
Previous meeting month: ^b	<!--#LATD MonthPrev -->	Inserts the month of the previous meeting.
Previous meeting day: ^b	<!--#LATD DayPrev -->	Inserts the day of the previous meeting.
Previous meeting year: ^b	<!--#LATD YearPrev -->	Inserts the year of the previous meeting.
Previous meeting hour: ^b	<!--#LATD HourPrev -->	Inserts the hour of the previous meeting.
Previous meeting minute: ^b	<!--#LATD MinPrev -->	Inserts the minute of the previous meeting.
Previous meeting time of day: ^b	<!--#LATD AMPMPPrev -->	Inserts the time of day of the previous meeting.
Recurring meeting change: ^b	<!--#LATD AllOrOne -->	Inserts information to tell you whether one or all forward meetings in a recurring series have been changed or canceled.

^a Do not include this tag in the **mpMsgRsvl.rtf** template file.

^b Do not include this tag in the **MPmessage.rtf** template file.



Customizing the Cisco MeetingPlace for Outlook Scheduling Form

The Cisco MeetingPlace for Outlook scheduling form (**mpolschedule.htm**) allows you to customize the information displayed in the MeetingPlace tab. This form resides in `drive>:\Latitude\mpweb\template`.

Customizing the **mpolschedule.htm** form requires proficiency with HTML and Java Script. It is assumed that you are familiar with these before you attempt to customize the **mpolschedule.htm** form.

This appendix is provided for informational purposes only. Cisco Systems does not support customizations performed by non-Cisco MeetingPlace personnel. Consult with your MeetingPlace support representative for information about MeetingPlace Professional Services. Professional Services are not part of your support contract and are billed on a time and materials basis. For information, contact your support representative. See [Obtaining Technical Assistance, page x](#).

Topics in this appendix are:

- [About Customizing the Scheduling Form, page B-1](#)
- [Available Tags, page B-3](#)

About Customizing the Scheduling Form

The **mpolschedule.htm** template form contains scheduling fields in the form of HTML tags, with all but the most popular commented out. It does not contain all the scheduling fields available to MeetingPlace for Outlook since even commented fields must be downloaded to the MeetingPlace tab each time this tab is selected by users. The **mpolschedule.htm** form therefore strikes a balance between extensive customizability and usability.

To customize this form, uncomment or comment the various HTML tags as desired.



Caution

Before customizing this or any template file, we recommend that you save a copy to the `<drive>:\Latitude\MPWeb\mpoutlook` directory, in case you need to revert to it or refer to it later.

The figure below is an example of the code found in the `mpolschedule.htm` file. See the table below for a full list of tags and descriptions.

<!-- This comments the Meeting Category field

```

<tr>
  <td width="20%" class=clsMtgHeader>Meeting Category:</td>
  <td width="80%"><!--#Nirwana MeetingCategory form -->
  <!-- <script language='javascript'>
    // allow the mtg to be changed for 'MeetingCategory' form
    if (document.theForm.MeetingCategory != null)
    {
      document.theForm.MeetingCategory.onchange = function(event)
      {onMtgChanged();}
    }
  </script>
</td>
</tr>

```

The comment stops here -->

- Each field is contained in a table row.
- Each table row starts with a tag `<tr>`.
- Each table row ends with a tag `</tr>`.
- The red line includes the tag that generates the form field.
- The green line sets a flag that indicates that a meeting parameter has been changed so that this information is transmitted to MeetingPlace.
- To comment out a table row, place a start comment tag `<!--` before the `<tr>` tag.
- End the comment after the end of the table row `</tr>` with the end comment tag `-->`.
- To insert a table row, delete the start comment tag `<!--` that appears before the appropriate `<tr>` tag and the end comment tag `-->` that appears after the appropriate `</tr>` tag.

If changes do not appear after modifying this file, try restarting the MeetingPlace Agent Service. In Windows, choose **Start > Settings > Control Panel > Services**. Right-click **MeetingPlace Agent Service** and choose **Restart**.

Special Requirements

Keep the following requirements in mind when customizing the `mpolschedule.htm` form. You may require the MeetingPlace SDK to properly set up functionality with MeetingPlace for Outlook.

- Make sure that you set the `onChange` event for each field and tie it to the `onMtgChanged` JavaScript function.
- Note that the fields are in table rows. Comment out the entire table row `<tr>`.
- We recommend that you add most of your fields in the Advanced Settings tab. This is another table on the same HTML page.

For more advanced customizations, contact your MeetingPlace support representative about MeetingPlace Professional Services. See [Obtaining Technical Assistance, page x](#).

Available Tags

The MeetingPlace for Outlook scheduling form (**mpolschedule.htm**) can be customized to include any number of the following tags. Tags are both input and output unless otherwise specified. Output tags can be followed by the display methods of TEXT, FORM, or LIST as follows:

- TEXT returns the value of the data.
- FORM returns the data in a form or table element. If the field is not modifiable, it is returned in read-only format.
- LIST returns an unnumbered list.

Not all display methods can be used by all tags.

Tag	Description	Values	Description
Year	Year for which the meeting is scheduled	4 digit year	FORM
Month	Month for which the meeting is scheduled	1-12	FORM
Day	Day for which the meeting is scheduled	1-31	FORM
Hour	Hour for which the meeting is scheduled	1-12	FORM
Min	Minute for which the meeting is scheduled	00-59	FORM
AMPM	Time of day for which the meeting is scheduled	AM or PM	FORM
Len	Scheduled length of the meeting	2-1440 minutes	FORM
nLoc	Number of attendee ports reserved for the meeting	2-120	FORM
MTGID	The meeting's vanity ID	up to 17 digits	FORM
fPasswordRequired	Whether a meeting is password protected	Yes/No	FORM
C_Password	The meeting password	ASCII text up to 17 characters	FORM
NamedIntroduction	Whether a meeting has arrival announcements turned on	Beep Only, Beep with Name, Silent	FORM
NamedDisconnect	Whether a meeting has departure announcements turned on	Beep Only, Beep with Name, Silent	FORM
fScreenedIntroduction	Whether the meeting has screened introductions turned on	Yes/No	FORM
fRecordConference	Whether the meeting will be recorded	Yes/No	FORM
DefaultAbility	Guest user ability	Listener/Speaker	FORM

Tag	Description	Values	Description
TextName	The meeting's text name	ASCII text up to 17 characters	FORM
WhoCanListen	Who can listen to the meeting recording in MeetingNotes	None, Anyone, MeetingPlace Profile Users, Invited MeetingPlace Profile Users	FORM
MaxAttachments	The maximum number of attachments	0-30	FORM
QuickMtgEntry	Whether quick meeting entry is allowed	Yes/No	FORM
AutoStartRecord	Whether recording starts automatically	Yes/No	FORM
PasswordRequiredOnOD	Whether a password is required to outdial	Yes/No	FORM
fDisableRollCall	Whether rollcall is disabled	Yes/No	FORM
EntryRestriction	Who can attend the meeting	None, Anyone, User, Invited User	FORM
SendNotAboutMtg	Whether to send notification about the meeting	Yes/No	FORM
AutoDistributeAtt	Whether to distribute attachments with the meeting notification	Yes/No	FORM
DefNotPriority	Default notification priority	Low, Medium, High	FORM
SendAboutMtgChngs	Whether to resend notification if the meeting is changed (rescheduled)	Yes/No	FORM
SendInviteListWithNot	Whether to send the list of invitees with the notification	Yes/No	FORM
SendMtgPwdWithNot	Whether to send the meeting password with the notification	Yes/No	FORM
fRecordpartnames	Whether to record attendee names as they join meeting	Yes/No	FORM
Billcode	The billing code for the meeting	Up to 17 digits	FORM
MTG_TelephoneNum	The telephone number of the MeetingPlace Audio Server	The configured telephone number of the server	FORM (output only)
C_fAllowGuestView	Whether to display the meeting to everyone	Yes/No	FORM
C_SchedEmailAdd	The meeting scheduler's e-mail address	E-mail address as entered in the profile information	FORM

Tag	Description	Values	Description
C_AlternatePhoneNum1	First alternate phone number for the meeting	Phone number	FORM
C_AlternatePhoneNum2	Second alternate phone number for the meeting	Pphone number	FORM
C_AlternatePhoneNum3	Third alternate phone number for the meeting	Phone number	FORM
C_AltPhoneNumName1	Name of the first alternate phone number	Alphanumeric text	FORM
C_AltPhoneNumName2	Name of the second alternate phone number	Alphanumeric text	FORM
C_AltPhoneNumName3	Name of the third alternate phone number	Alphanumeric text	FORM
C_FlexField	Flex field data for the meeting	Alphanumeric text	FORM



Upgrading Cisco MeetingPlace for Outlook

This appendix describes how to upgrade MeetingPlace for Outlook version 4.2.5 or 4.2.7 to Cisco MeetingPlace for Outlook version 4.3.

Read the first section before using the second:

- [Determining the Upgrade Process, page C-1](#)
- [Performing the Upgrade, page C-2](#)

Determining the Upgrade Process

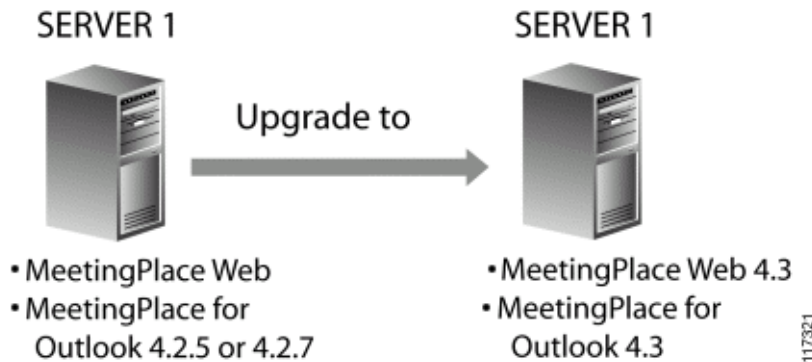
Identify your current configuration *according to its specific description* to determine the correct upgrade process:

Configuration	Specific Description	Upgrade Instructions
Single-server configuration	There is only one MeetingPlace Web server <i>and</i> MeetingPlace for Outlook components are installed only on that server.	Follow the instructions in Performing the Upgrade, page C-2 .
Segmented (DMZ) configuration	There is a segmented meeting access (DMZ) configuration with one full-access MeetingPlace Web server behind the firewall and one limited-access MeetingPlace Web server in the DMZ, <i>and</i> MeetingPlace for Outlook components are installed only on the internal MeetingPlace Web server. For any other DMZ configuration, contact your support representative.	Follow the instructions in Performing the Upgrade, page C-2 .

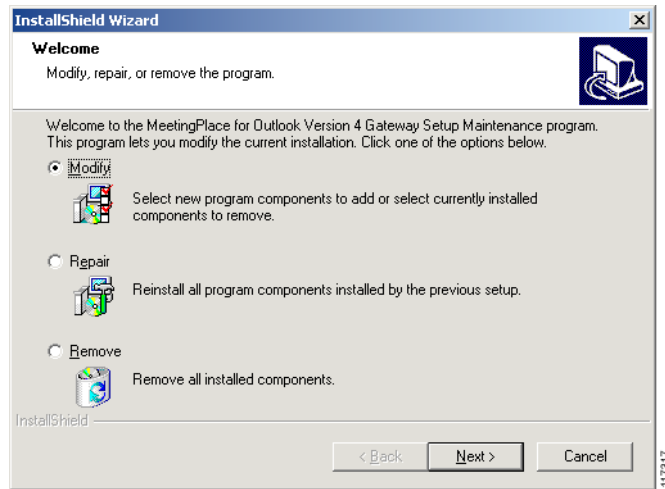
Configuration	Specific Description	Upgrade Instructions
Notification services only	Only the Notification Services component is installed, <i>and</i> you are only upgrading that component.	Run the MeetingPlace for Outlook installer on the machine on which the component is installed. At the Welcome dialog box, choose Modify .
All other configurations	—	Contact your support representative.

Performing the Upgrade

Your configuration before and after upgrading must be the same. For example, in a single-server configuration, MeetingPlace Web and MeetingPlace for Outlook must currently reside on the same server in order to be upgraded on the same server. For example:



- Step 1** If you have customized templates, contact your MeetingPlace support representative about MeetingPlace Professional Services before upgrading. See [Obtaining Technical Assistance, page x](#).
- Step 2** Verify that your system meets the requirements in [System Requirements, page 2-2](#).
- Step 3** Upgrade MeetingPlace Web to version 4.3 on all servers on which it is installed. Refer to the *Cisco MeetingPlace Web System Manager's Guide* for instructions. Make sure it is up and running.
- Step 4** On the computer on which MeetingPlace for Outlook components are installed, run the MeetingPlace for Outlook installer, **Setup.exe**.
- Step 5** When prompted, select **Modify** to upgrade your current version of MeetingPlace for Outlook.



Step 6 Follow the installer prompts.

In the ConfigClient Utility, make any configuration changes required. *Whether or not you make changes*, click **Save**, then click **Close**. For more information, see [Configure Client Setup Utility, page 3-1](#).



Note By default, support for Outlook 2003 is enabled, which requires a registry change. To disable it, see the section on the [Client Options Tab, page 3-6](#).

Step 7 Follow the installer prompts to complete the upgrade.



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