



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.

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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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<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).

Documentation Feedback

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:

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

We appreciate your comments.

Obtaining Technical Assistance

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:

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

- 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>