



Release Notes for Cisco MeetingPlace for Outlook Release 4.3

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Introduction

Cisco MeetingPlace for Outlook integrates Cisco MeetingPlace with Microsoft Outlook. It allows end-users to:

- Receive Cisco MeetingPlace meeting notifications in their Outlook e-mail Inbox
- Automatically place the meetings in their Outlook calendars
- Attend the meeting with a single click
- Schedule meetings using the familiar Outlook interface

This product is an add-on to Cisco MeetingPlace Web, which is an add-on to Cisco MeetingPlace Audio Server.

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 user name and password for this account must match the user name and password of the MeetingPlace for Outlook mailbox. 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. • 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. <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 via directory services, MeetingPlace Directory Services must be installed with the Network Credentials field populated. For more information on auto-authentication, see the <i>Cisco MeetingPlace for Outlook System Manager’s Guide</i>. 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. The Task Scheduler service must be set to Automatic. 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.

Software Compatibility

Cisco MeetingPlace for Outlook 4.3.0 users can attend meetings by clicking links in meeting notifications sent from MeetingPlace for Outlook 4.2.5 or 4.2.7 clients, MeetingPlace Web, or MeetingTime.

Users with a 4.2.7 or 4.2.5 client installed will be prompted to upgrade to the current client.

This release is compatible with the following versions of MeetingPlace products:

Component	Compatible Versions	Additional Information
MeetingPlace Audio Server	4.3.1 or higher	This will be the last release of MeetingPlace for Outlook that supports MeetingPlace Audio Server versions earlier than release 5.0.
MeetingPlace Web	4.3.0.100 or latest maintenance release	—

Component	Compatible Versions	Additional Information
MeetingPlace Directory Services	4.2.7	—
MeetingPlace for Notes	4.3.0	MeetingPlace for Outlook and MeetingPlace for Notes may point to the same MeetingPlace server, but must point to different mailboxes. They must not be installed on the same machine

Capacity

Cisco MeetingPlace for Outlook 4.3 can support up to 2000 concurrent Outlook sessions per hour. A session starts when a user double-clicks a time slot in their Outlook calendar (regardless of whether that time slot is designated a MeetingPlace meeting) and continues for one hour. A system administrator can evaluate what number of Outlook users can be supported in their organization, based on usage patterns of their users.

New and Changed Information

New Software Features in Cisco MeetingPlace for Outlook Release 4.3.0

This release includes two new features and bug fixes listed in the Caveats section of this document. The new features are:

Support for Microsoft Outlook 2003

This release introduces support for Microsoft Outlook 2003 on both client and server. Features include the full functionality of MeetingPlace for Outlook 4.2.7 and the additional enhancements in this release.

Improved Support for Rescheduling Recurring Meetings

Users can now change meeting parameters such as meeting time and other options when they reschedule a recurring meeting.

Installation Notes

Installation and configuration instructions are included in the *Cisco MeetingPlace for Outlook System Manager's Guide*. To obtain this document, see [Related Documentation, page 9](#).



Note

Support for Outlook 2003 requires a registry change on user machines, to allow one-off forms.

Upgraded Products

This release upgrades MeetingPlace for Outlook 4.2.5 and 4.2.7. For upgrade instructions, refer to the *Cisco MeetingPlace for Outlook System Manager's Guide*. See also the “[Documentation Updates](#)” section on page 8 of this document.

Important Notes

Any references to MeetingPlace products are understood to refer to Cisco MeetingPlace products.

Caveats

The latest information on caveats is available through a new online tool, Bug Toolkit, available for customers to query defects according to their own needs.


To find new features or enhancements that have been added to a release, or to read about caveat fixes from previous releases, run a query whenever a new Cisco MeetingPlace release is distributed.

To access Bug Toolkit, you must have the following:

- Internet connection
- Web browser
- Cisco.com username and password.

To use Bug Toolkit, follow this procedure.

To use Bug Toolkit, follow this procedure.

-
- Step 1** Open your web browser and navigate to the following URL:
http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 3** In the Bug Toolkit:
- To look for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field. If you have an old bug number in the format CRxxxxx, the new ID number is CSCltxxxxx.
 - To view all caveats for a particular Cisco MeetingPlace product, go to the "Search for bugs in other Cisco software and hardware products" section, and start typing meetingplace in the Product Name field.
-  **Note** Cisco MeetingPlace appears after typing the first three letters, mee.
-
- Step 4** Click **Next**. The Cisco MeetingPlace search page appears.
- Step 5** Limit your search by choosing one or more filters: Cisco MeetingPlace version, features or components, keywords, or advanced options.
- Step 6** Click **Next**. Bug Toolkit returns the list of caveats based on your query.
-

**Note**

Caveats for the following products may impact the behavior of Cisco MeetingPlace for Outlook:

- Cisco MeetingPlace Audio Server Release 5.3
- Cisco MeetingPlace Web Conferencing Release 5.3

Documentation Updates

Errors

Customizing Meeting Notifications

Chapter 4, page 4-3, Step 8 should be changed to:

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.

Omissions

Attending Multiserver Meetings from a Click To Attend Link

The web conference will be hosted from the primary server, so the local (secondary server) participants will be re-directed to the web conference on the primary server.

The click to attend link will take users to their respective web server and their templates will be processed there. When users click the button to join the web conference, it will open the MeetingRoom window based on the primary multiserver meeting (MSM) web server URL.

Installing the Cisco MeetingPlace for Outlook Client Software

If a delegate will use Outlook to schedule Cisco MeetingPlace meetings on behalf of another user, both the delegate and the person on whose behalf the delegate schedules must have the Cisco MeetingPlace for Outlook client software installed.

Capacity

Cisco MeetingPlace for Outlook 4.3 can support up to 2000 concurrent Outlook sessions per hour. A session starts when a user double-clicks a time slot in their Outlook calendar (regardless of whether that time slot is designated a MeetingPlace meeting) and continues for one hour. A system administrator can evaluate what number of Outlook users can be supported in their organization, based on usage patterns of their users.

Troubleshooting Problems with the MeetingPlace Tab

Problem Outlook 2003 users who click the MeetingPlace tab in a meeting notification may receive the following error: “To prevent malicious code from running, one or more objects in this form were not loaded.”

Solution Install the Cisco MeetingPlace for Outlook client on the computers of all Outlook 2003 users who are connected to your Exchange server.

Customized Notification Templates and Upgrades

If all of the following apply to your situation, follow the information in this section:

- You are upgrading to Cisco MeetingPlace for Outlook Release 4.3 directly from release 4.2.5.
- You have customized notification templates in TXT format.
- You wish to continue to use these customized templates.

If all of the above conditions apply to your situation, you must save all of your notification templates as RTF files. If you leave them in TXT format, notifications will not be sent.

Related Documentation

To install, configure, and use Cisco MeetingPlace for Outlook, refer to the *Cisco MeetingPlace for Outlook System Manager’s Guide*. You may also need the documentation for Cisco MeetingPlace Web and Cisco MeetingPlace Audio Server.

Documentation for all Cisco MeetingPlace products is available from <http://www.cisco.com/univercd/cc/td/doc/product/conf/mtgplace/index.htm>.

Additional documentation for this product includes online help built into the client software and a Quick Start Guide for end-users.



Note

If there is a MeetingPlace Reference Center link on the Welcome to MeetingPlace page that users see when they enter a meeting via MeetingPlace Web, information about MeetingPlace for Outlook in that resource may not be current.

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.

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

Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

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

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/>
- 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 1 800 553-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.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com
- Nonemergencies—psirt@cisco.com



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

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>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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 provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is 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/>
- *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>

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