



# Release Notes for Cisco MeetingPlace for Lotus Notes Release 5.3(0.120)

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Revised: February 2006, OL-9364-01

These release notes describe the new features and caveats for Cisco MeetingPlace for Lotus Notes Release 5.3(0.120).



Note

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To view the release notes for earlier versions of Cisco MeetingPlace for Lotus Notes, go to:  
[http://cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_release\\_notes\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/prod_release_notes_list.html)

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You can access the latest software upgrades for all versions of Cisco MeetingPlace for Lotus Notes on Cisco Connection Online (CCO) at the following URL:

<http://cisco.com/kobayashi/sw-center/sw-voice.shtml>

## Contents

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## Introduction

Cisco MeetingPlace for Lotus Notes integrates the Cisco MeetingPlace Audio Server system with your organization's Domino server. This integration enables Lotus Notes users to schedule and attend Cisco MeetingPlace meetings by using their Lotus Notes clients and to receive e-mail notifications for meetings to which they have been invited.

[Table 1](#) describes the current and early deployment releases of Cisco MeetingPlace for Lotus Notes.



### Note

Throughout this document, Cisco MeetingPlace for Lotus Notes Release 5.3(0.120) is referred to as Release 5.3(0.120).

**Table 1** *Cisco MeetingPlace for Lotus Notes Releases*

Release	Date of Release	General Description
5.3(0.120)	02/02/06	Maintenance release. Support added for new Lotus Notes templates 6.54 and 6.05.
5.3(0.55)	05/25/05	Release 5.3 FCS. Support for Cisco MeetingPlace Audio Server Release 5.3 and the Lotus Domino release 6.0.4 and 6.5.2 server, client, and template environment.
4.3(0.43)	02/27/04	First commercial shipment (FCS).
4.2(7.22)	09/16/02	Provides support for Domino server release 5.0.9a. Features include Web-only implementation, improved MeetingPlace tab and click-to-attend link, system manager agents, DMZ support, Domino polling frequency feature, and improved administration database. Requires prior installation of MeetingPlace Web on same machine.
4.1.3.31	06/08/01	Maintenance release. Provides support for Domino server release 5.05.
4.1.3.29	02/22/01	Features include a new click-to-attend link enhancement.

# System Requirements

New installations of Cisco MeetingPlace for Lotus Notes require a Cisco Media Convergence Server (MCS) that is dedicated to Cisco MeetingPlace applications. Hardware configuration is based on the number of voice and web-conferencing user licenses (ports) on your system.

When reviewing this section, remember the following:

- You must install Cisco MeetingPlace Web Conferencing on the integration server before you install Cisco MeetingPlace for Lotus Notes.
- You must install Cisco MeetingPlace for Lotus Notes in the same directory as Cisco MeetingPlace Web Conferencing. For example, if you install Cisco MeetingPlace Web Conferencing in C:\Program Files\Cisco Systems, also install Cisco MeetingPlace for Lotus Notes in the Cisco Systems directory.
- Whenever you update Cisco MeetingPlace Web Conferencing, we recommend that you reinstall Cisco MeetingPlace for Lotus Notes to ensure the latest files are installed.
- If you are installing Cisco MeetingPlace for Lotus Notes in a segmented meeting access configuration, allowing external access, also see the [“Segmented Meeting Access Requirements” section on page 5](#).
- For end-user requirements, see the [“End-User Requirements” section on page 6](#).
- For information about upgrading from Release 4.3(0.x) to Release 5.3, see the [“Compatibility Matrix and Supported Upgrades” section on page 6](#).

For system requirements, see [Table 2 on page 4](#).

Table 2 Cisco MeetingPlace for Lotus Notes System Requirements

Component	Requirement
Integration server (This is the same server where you installed Cisco MeetingPlace Web Conferencing Release 5.3)	<p><b>Hardware</b></p> <ul style="list-style-type: none"> <li>A Cisco Media Convergence Server (MCS) or the exact equivalent from HP or IBM that is dedicated to Cisco MeetingPlace applications. The number of MCSs that you require depends on the number of voice and web-conferencing user licenses (ports) on your Cisco MeetingPlace system.</li> </ul> <p><b>Note</b> For information about the Cisco MCS, go to the following URL. You require a Cisco.com username and password to access this page.  <a href="http://www.cisco.com/en/US/partner/products/hw/voiceapp/ps378/index.html">http://www.cisco.com/en/US/partner/products/hw/voiceapp/ps378/index.html</a></p> <p>Cisco MCS 7835H-3.0-IPC1 or 7835I-3.0-IPC1.</p> <ul style="list-style-type: none"> <li>For systems up to 480 voice user licenses.</li> <li>Supports up to 50 web-conferencing user licenses.</li> </ul> <p>Cisco MCS 7845H-3.0-IPC1.</p> <ul style="list-style-type: none"> <li>For systems up to 1152 voice user licenses.</li> <li>Supports up to 200 web-conferencing user licenses per server.</li> <li>If you have more than 50 web-conferencing user licenses, move your Cisco MeetingPlace integrations, for example, Cisco MeetingPlace for Outlook, Cisco MeetingPlace SMTP E-Mail Gateway, to an MCS 7845 that is dedicated to web-conferencing.</li> </ul> <ul style="list-style-type: none"> <li>Add a dedicated MCS 7845 for each additional 200 web-conferencing user licenses.</li> </ul> <p><b>Operating System</b></p> <ul style="list-style-type: none"> <li>Cisco MCS OS 2000.2.6 (SR 4) or a later release.</li> </ul> <p><b>Software</b></p> <ul style="list-style-type: none"> <li>Cisco MeetingPlace Web Conferencing Release 5.3(333) or a later release is installed and running. This release supports the Cisco MeetingPlace Web Conferencing release 4.2.7, 4.3, and 5.3 click-to-attend links.</li> <li>Lotus Notes client release 5.0.13, 6.0.3, 6.0.4, 6.05, 6.5.2, or 6.54.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Microsoft Internet Information Server (IIS) 5.0. Microsoft IIS 5.0 is installed and configured on the Cisco MCS when the operating system is installed.</li> <li>Lotus Notes templates 5.0.13, 6.0.3, 6.0.4, 6.05, 6.5.2, or 6.54.</li> </ul>
Lotus Domino server	<p>Domino server release R5, R6, R6.5</p> <p><b>Note</b> Domino server and Cisco MeetingPlace for Lotus Notes must reside on separate servers. Domino must run on a Windows server.</p>

**Table 2** Cisco MeetingPlace for Lotus Notes System Requirements

Component	Requirement
Cisco MeetingPlace Audio Server	Hardware <ul style="list-style-type: none"> <li>• Cisco MeetingPlace 8112 Server or Cisco MeetingPlace 8106 Server.</li> </ul>
	Software <ul style="list-style-type: none"> <li>• Cisco MeetingPlace Audio Server Release 5.3 or a later release.</li> </ul>
	Other <ul style="list-style-type: none"> <li>• Access ports (voice).</li> <li>• Cisco MeetingPlace WebPublisher Option Key.</li> <li>• Cisco MeetingPlace Data Conferencing Option Key (required for application sharing and presentations).</li> <li>• Cisco MeetingNotes Data Option Key (required for presentations and attachments).</li> <li>• Cisco MeetingNotes Voice Option Key (required for meeting recordings).</li> <li>• Cisco MeetingPlace Video Integration Option Key (required for video-conferencing).</li> </ul>

## Segmented Meeting Access Requirements

Cisco MeetingPlace for Lotus Notes supports two segmented meeting access (SMA) deployments for external access: Segmented Meeting Access - 1 Server (SMA-1S) and Segmented Meeting Access - 2 Server (SMA-2S).

For additional system requirements, see the [Release Notes for Cisco MeetingPlace Web Conferencing Release 5.3](#).

For additional information about SMA deployments, see the “Providing External Access to Cisco MeetingPlace Web Conferencing” chapter in the [Administrator’s Guide for Cisco MeetingPlace Web Conferencing Release 5.3](#).

## WebConnect Requirements

WebConnect provides seamless integration between multiple internal and external web-conferencing servers through a single URL.

For additional system requirements, see the [Release Notes for Cisco MeetingPlace Web Conferencing Release 5.3](#).

For additional information about the WebConnect feature, see the Configuring Cisco MeetingPlace Web Conferencing for Use with WebConnect chapter in the [Administrator’s Guide for Cisco MeetingPlace Web Conferencing Release 5.3](#).

## End-User Requirements

Cisco MeetingPlace for Lotus Notes is compatible with third-party environments, as indicated in [Table 3](#). Service Packs (SP) listed are required minimums. Those greater than the ones listed are assumed to work unless documented otherwise.

**Table 3** Cisco MeetingPlace for Lotus Notes End-User Requirements

Operating System	Requirements
Windows	<ul style="list-style-type: none"> <li>• Windows ME, 2000 Professional, 2000 Server Edition (SP 2), 2000 Advanced Server Edition (SP 2), or XP operating system.</li> <li>• Lotus Notes client release 5.0.13, 6.0.3, 6.0.4, 6.05, 6.5.2, or 6.54.</li> <li>• Lotus Notes templates 5.0.13, 6.0.3, 6.0.4, 6.05, 6.5.2, or 6.54.               <ul style="list-style-type: none"> <li>– Users of Domino server R5 require the Lotus Notes release 5.0.13 client and template.</li> <li>– Users of Domino server R6 require the Lotus Notes release 6.0.3, 6.0.4, or 6.05 client and template.</li> <li>– Users of Domino server R6.5 require the Lotus Notes release 6.5.2 or 6.54 client and template.</li> </ul> </li> </ul>

## Compatibility Matrix and Supported Upgrades

### Compatibility Matrix

For information about Cisco MeetingPlace product interoperability, see the “Cisco MeetingPlace Product Compatibility Matrix” section in the Introducing Cisco MeetingPlace chapter of the *Installation Planning Guide for Cisco MeetingPlace Release 5.3* at the following URL:

[http://cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_installation\\_guides\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html)

### Supported Upgrades

- Cisco MeetingPlace for Lotus Notes Release 5.3 supports the following upgrades:
  - Release 5.3 FCS supports upgrading from Cisco MeetingPlace for Lotus Notes Release 4.3.0 to Release 5.3 FCS.
  - Release 5.3(0.120) supports upgrading from Cisco MeetingPlace for Lotus Notes Release 4.3.0 and Release 5.3 FCS to Release 5.3(0.120).

For additional information about upgrading your integration server, see the Upgrading Cisco MeetingPlace for Lotus Notes chapter in the *Administrator’s Guide for Cisco MeetingPlace for Lotus Notes Release 5.3*.

You must upgrade the integration server to Cisco MeetingPlace Web Conferencing Release 5.3 before you upgrade Cisco MeetingPlace for Lotus Notes. Upgrading a legacy system from Cisco MeetingPlace for Lotus Notes Release 4.3(0.x) to Release 5.3(0.120) requires a legacy third-party Windows server with system specifications that are comparable to Cisco MCS specifications required for the same deployment.

For MCS specifications, go to the following URL:

<http://www.cisco.com/en/US/partner/products/hw/voiceapp/ps378/index.html>

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For information about upgrading Cisco MeetingPlace Web Conferencing, see the [Release Notes for Cisco MeetingPlace Web Conferencing Release 5.3](#).

- We do not support mixed template environments: if you are upgrading from one release of Domino server to another, you must upgrade all users to the same server and template environment.

## New and Changed Information

[Table 4](#) describes new features and changes that are pertinent to this release of Cisco MeetingPlace for Lotus Notes.

**Table 4**      *New Features in Release 5.3(0.120)*

Feature	Description
Support for new Lotus Notes templates	Supports Lotus Notes templates 6.54 and 6.05.
Support of CleanUp Agent on the integration server	Supports cleaning out the mail database of the Cisco MeetingPlace user on the Lotus Notes server. For more information, see the “Enabling Cisco MeetingPlace Mailbox Automated Maintenance” section in the <a href="#">Administrator’s Guide for Cisco MeetingPlace for Lotus Notes Release 5.3</a> .
Support for scheduling in different time zones	Supports scheduling in a different time zone while scheduling a meeting.

## Limitations and Restrictions

- When you upgrade from Cisco MeetingPlace for Lotus Notes Release 4.3 to Cisco MeetingPlace for Notes Release 5.3(0.120) and meetings that were scheduled in Release 4.3 are rescheduled in Release 5.3(0.120), the body of the invited appointment occasionally does not contain correct information.
- We do not support installing or upgrading to Cisco MeetingPlace for Lotus Notes by using Terminal Services.
- Support for different time zones is limited to choosing the time zone only when you initially set up the meeting. Unexpected behaviors can occur when choosing different time zones in the mail65\_4mp.ntf template, and an SPR (number BMGN6KWP5R) is outstanding with Lotus for this issue.
- The body of the appointment is text and, therefore, inherits all the features of Notes for a text item.
- We do not support WebConnect in mixed environment (for example, if one environment uses SSL and another environment does not use SSL).
- Attachments do not get uploaded when you schedule a meeting that starts immediately.
- Cisco MeetingPlace for Lotus Notes works only with Cisco MeetingPlace authentication on the web-conferencing server.
- We do not support mixed template environments: All users must be on the same Domino server and template environment.
- There is a known problem installing Cisco CallManager remotely by using VNC on a server running IBM Director 4.11 and later releases. This problem affects initial installations or upgrades of Cisco MeetingPlace for Lotus Notes when you are installing on an IBM MCS-7835I. To avoid this

issue, we recommend that you do not use VNC to install or upgrade to Cisco MeetingPlace for Lotus Notes on an IBM MCS-7835I. For additional information, see **CSCsa39488** by using Bug Toolkit as described in the [“Using Bug Toolkit” section on page 9](#).

# Caveats for Cisco MeetingPlace for Lotus Notes Release 5.3(0.120)

This section includes the following topics:

- [Finding Bugs by Using Bug Toolkit, page 9](#)
- [Resolved Caveats for Cisco MeetingPlace for Lotus Notes Release 5.3\(0.120\), page 12](#)
- [Open Caveats for Cisco MeetingPlace for Lotus Notes Release 5.3\(0.120\), page 13](#)

## Finding Bugs by Using Bug Toolkit

You can find the latest caveat information for Cisco MeetingPlace for Lotus Notes by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.



Tip

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You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release. To access the Bug Toolkit, log on to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

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This section includes the following topics:

- [Using Bug Toolkit, page 9](#)
- [Saving Bug Toolkit Queries, page 11](#)

## Using Bug Toolkit

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use Bug Toolkit, follow this procedure.



Note

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Cisco CallManager is used in this procedure as an example. Replace Cisco CallManager with the name of the product for which you are searching for bug information.

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### Procedure

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- Step 1** To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). Log on with your Cisco.com user ID and password.
- Step 2** Click the **Launch Bug Toolkit** hyperlink.
- Step 3** If you are looking for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field.

To view all caveats for Cisco CallManager, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco CallManager** in the Product Name field. Alternatively, you can scroll through the product name list and click **Cisco CallManager**.

**Step 4** Click **Next**. The Cisco CallManager search window displays.

**Step 5** Choose the filters to query for caveats. You can choose any or all of the available options:

a. Choose the Cisco CallManager version:

- Choose the major version for the major releases (such as, 4.1, 4.0, 3.3).

A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.

- Choose the revision for more specific information; for example, choosing major version 4.1 and revision version 3 queries for release 4.1(3) caveats.

A revision (maintenance) release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.

b. Choose the Features or Components to query; make your selection from the “Available” list and click Add to place your selection in the “Limit search to” list.

- To query for all Cisco CallManager caveats for a specified release, choose “All Features” in the left window pane.




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**Note** The default value specifies “All Features” and includes all of the items in the left window pane.

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- To query only for Cisco CallManager-related caveats, choose “cisco” and then click **Add**.
- To query only for phone caveats, choose “cisco-phone” and then click **Add**.
- To query only for gateway caveats, choose “voice-gateway” and then click **Add**.

c. Enter keywords to search for a caveat title and description, if desired.




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**Note** To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

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d. Choose the Set Advanced Options, including the following items:

- Bug Severity level—The default specifies 1-3.
- Bug Status Group—Check the **Fixed** check box for resolved caveats.
- Release Note Enclosure—The default specifies Valid Release Note Enclosure.

e. Click **Next**.

Bug Toolkit returns the list of caveats on the basis of your query.

- You can modify your results by submitting another query and using different criteria.
  - You can save your query for future use. See the “[Saving Bug Toolkit Queries](#)” section on page 11.
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**Note** For detailed online help with Bug Toolkit, click **Help** on any Bug Toolkit window.

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## Saving Bug Toolkit Queries

Bug Toolkit allows you to create and then save your queries to monitor a specific defect or network situation. You can edit a saved search at any time to change the alert conditions, the defects being watched, or the network profile.

Follow this procedure to save your Bug Toolkit queries.

### Procedure

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- Step 1** Perform your search for caveats, as described in the [“Using Bug Toolkit” section on page 9](#).
- Step 2** In the search result window, click the **This Search Criteria** button that displays at the bottom of the window.
- A new window displays.
- Step 3** In the Name of saved search field, enter a name for the saved search.
- Step 4** Under My Bug Groups, use one of the following options to save your defects in a bug group:
- Click the **Existing group** radio button and choose an existing group name from the drop-down list box.
  - Click the **Create new group named:** radio button and enter a group name to create a new group for this saved search.




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**Note** This bug group will contain the bugs that are identified by using the search criteria that you have saved. Each time that a new bug meets the search criteria, the system adds it to the group that you chose.

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Bug Toolkit saves your bugs and searches, and makes them available through the My Stuff window. (The My Stuff window allows you to view, create, and/or modify existing bug groups or saved searches. Choose the My Stuff link to see a list of all your bug groups.)

- Step 5** Under Email Update Options, you can choose to set optional e-mail notification preferences if you want to receive automatic updates of a bug status change. Bug Toolkit provides the following options:
- **Do NOT send me any email updates**—If you choose this default setting, Bug Toolkit does not send e-mail notifications.
  - **Send my updates to:**—Click the radio button to choose this option to send e-mail notifications to the user ID that you enter in this field. Additional notification options include
    - **Updates as they occur**—Bug Toolkit provides updates that are based on status change.
    - **Weekly summaries**—Bug Toolkit provides weekly summary updates.
  - **Apply these email update options to all of my saved searches**—Check this check box to use these e-mail update options for all of your saved searches.
- Step 6** To save your changes, click **Save**.
- Step 7** A window displays the bug group(s) that you have saved. From this window, you can click a bug group name to see the bugs and the saved searches; you can also edit the search criteria.
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## Resolved Caveats for Cisco MeetingPlace for Lotus Notes Release 5.3(0.120)

Table 5 lists resolved caveats for Cisco MeetingPlace for Lotus Notes Release 5.3(0.120).



Tip

For more information about an individual defect, click the associated Identifier to access the online record for that defect, including workarounds.

You can find the latest caveat information by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs. For information about using Bug Toolkit, see the “[Finding Bugs by Using Bug Toolkit](#)” section on page 9.



Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release. To access the Bug Toolkit, log on to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

**Table 5** Resolved Issues for Cisco MeetingPlace for Lotus Notes Release 5.3(0.120)

Identifier	Headline
<a href="#">CSCsa48882</a>	In WebConnect environment: no error for expired user password appears
<a href="#">CSCsa50637</a>	Cannot accept recurring meeting if first meeting in series is cancelled
<a href="#">CSCsa50995</a>	Add Remove programs > Repair: turns off Domino Polling Frequency on the gateway
<a href="#">CSCsa53246</a>	Attachment that was added on Notes does not displayed on MeetingPlace server
<a href="#">CSCsc31201</a>	Problem with rescheduling recurring meetings after upgrade
<a href="#">CSCsc36429</a>	6.5.4: No MeetingPlace tab on Prefs, error on MeetingPlace section calendar
<a href="#">CSCsc38295</a>	Connect Me button does not appear
<a href="#">CSCsc45371</a>	Problem with connect button
<a href="#">CSCsc45510</a>	User ID/Password got removed from form if Propose New Time used
<a href="#">CSCsc45642</a>	User ID/Password disappears from scheduled meetings form
<a href="#">CSCsc46088</a>	Help link points to wrong location for Notes 6 users
<a href="#">CSCsc56393</a>	Backend reschedule in November
<a href="#">CSCsc64887</a>	Error appears while changing user password on Preferences/MeetingPlace tab
<a href="#">CSCsc64896</a>	Error inviting participant to an existing recurring meeting
<a href="#">CSCsc64904</a>	Object variable not set error while opening accepted recurring meeting
<a href="#">CSCsc76767</a>	R5: Cannot schedule a meeting from Notes R5
<a href="#">CSCsc80310</a>	“Invalid end time” error during rescheduling on upgraded environment
<a href="#">CSCsc83025</a>	Problem with rescheduling single meeting in different time zone
<a href="#">CSCsc93462</a>	Recurring meetings rescheduled incorrectly/different time zone
<a href="#">CSCsc97981</a>	Connect button does not work for External meetings
<a href="#">CSCsd03928</a>	Click-to-attend link on rescheduled meeting does not work for Invitees
<a href="#">CSCsd07274</a>	Webconnect: cannot join meeting using Connect button on second site

## Open Caveats for Cisco MeetingPlace for Lotus Notes Release 5.3(0.120)

Table 6 describes possible unexpected behaviors by Cisco MeetingPlace for Lotus Notes Release 5.3(0.120).



Tip

For more information about an individual defect, click the associated Identifier in Table 6 to access the online record for that defect, including workarounds.

You can find the latest caveat information by using Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs. For information about using Bug Toolkit, see the “Finding Bugs by Using Bug Toolkit” section on page 9.



Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release. To access the Bug Toolkit, log on to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).

**Table 6** Known Issues for Cisco MeetingPlace for Lotus Notes Release 5.3(0.120)

Identifier	Severity	Headline
<a href="#">CSCsb87841</a>	moderate	Cannot join a meeting when you select second MeetingPlace server as the MeetingPlace server
<a href="#">CSCsc52460</a>	moderate	Some web poll functionality problems inside Notes
<a href="#">CSCsc70966</a>	moderate	Cannot schedule a meeting with domino server authentication
<a href="#">CSCsc82890</a>	moderate	Recurring meetings are not in sync with MeetingPlace if rescheduled over DST
<a href="#">CSCsc91496</a>	moderate	Attachment does not get uploaded if meeting is current
<a href="#">CSCsc92536</a>	moderate	R5: Meeting information and description are removed from rescheduled meeting calendar form
<a href="#">CSCsd02626</a>	moderate	Recurring meetings are not in synch with MeetingPlace if rescheduled over DST
<a href="#">CSCsd11359</a>	moderate	R5: User cannot accept the rescheduled notification
<a href="#">CSCsd13398</a>	moderate	Meeting changes not seen on web or in MeetingTime when updated in Notes
<a href="#">CSCsd13460</a>	moderate	Any second use of the save and send causes the meeting invite to drop
<a href="#">CSCsd13551</a>	moderate	Converted meetings have missing meeting details after upgrade
<a href="#">CSCsd15162</a>	moderate	Click-to-attend does not work for recurring backend meeting if first meeting was modified
<a href="#">CSCsd15185</a>	moderate	Meeting name changing during rescheduling if mpsa.nsf modified

# Troubleshooting

For Troubleshooting information, see the Troubleshooting chapter in the *Administrator's Guide for Cisco MeetingPlace for Lotus Notes Release 5.3* at the following URL:

[http://cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_maintenance\\_guides\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/prod_maintenance_guides_list.html)

## Related Documentation

- *Administrator's Guide for Cisco MeetingPlace Audio Server Release 5.3*  
[http://cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_installation\\_guides\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html)
- *Administrator's Guide for Cisco MeetingPlace for Lotus Notes Release 5.3*  
[http://cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_maintenance\\_guides\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/prod_maintenance_guides_list.html)
- *Administrator's Guide for Cisco MeetingPlace Web Conferencing Release 5.3*  
[http://cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_maintenance\\_guides\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/prod_maintenance_guides_list.html)
- *Guide to Cisco Conferencing Documentation and Support*  
[http://cisco.com/en/US/products/sw/ps5664/ps5669/products\\_documentation\\_roadmaps\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/products_documentation_roadmaps_list.html)
- Release notes for your Cisco MeetingPlace for Lotus Notes release  
[http://cisco.com/en/US/products/sw/ps5664/ps5669/prod\\_release\\_notes\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/prod_release_notes_list.html)
- *Quick Start Guide for Cisco MeetingPlace for Lotus Notes Release 5.3 (for Users of Lotus Notes 5.0.13)*  
[http://cisco.com/en/US/products/sw/ps5664/ps5669/products\\_user\\_guide\\_list.html](http://cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html)

## 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/techsupport>

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](http://www.cisco.com/public/countries_languages.shtml)

## Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:

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

## Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

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

Nonregistered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at [tech-doc-store-mkpl@external.cisco.com](mailto:tech-doc-store-mkpl@external.cisco.com) or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

## Documentation Feedback

You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation 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](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to:

- 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, security notices, and security responses for Cisco products is available at this URL:

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

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](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 have identified a vulnerability in a Cisco product, contact PSIRT:

- For Emergencies only—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- For Nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

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

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



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

## Cisco Technical Support & Documentation Website

The Cisco Technical Support & Documentation 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, at this URL:

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

Access to all tools on the Cisco Technical Support & Documentation 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 & Documentation 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 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 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)—An existing 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 operations 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 the network is impaired, while 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.

- The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, documentation, 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>

or view the digital edition at this URL:

<http://ciscoiq.texterity.com/ciscoiq/sample/>

- *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>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:  
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:  
<http://www.cisco.com/discuss/networking>
- 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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