



Cisco MeetingPlace E-Mail Gateway System Manager's Guide

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Preface

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 on the World Wide Web at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from 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_inpck/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 submit e-mail 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, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

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

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

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case 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 listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—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.

Priority 2 (P2)—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.

Priority 3 (P3)—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.

Priority 4 (P4)—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. Go to this URL to visit the company store:
<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 online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. 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>

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

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



Introduction

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

With Cisco MeetingPlace E-Mail Gateway, the Cisco MeetingPlace system can automatically notify participants of upcoming meetings to which they have been invited. The system can also update users of any meeting changes or cancellations.

Cisco MeetingPlace E-Mail Gateway works in conjunction with Cisco MeetingPlace and your internal e-mail system. Refer to [Chapter 3, “Installing MeetingPlace E-Mail Gateway”](#), for more information.



Note

Throughout the remainder of this guide, Cisco MeetingPlace is referred to as “MeetingPlace”.

Who Should Use This Guide

This guide is for the MeetingPlace E-Mail Gateway system manager. When installing and configuring MeetingPlace E-Mail Gateway, you may need to work with other people within your organization to obtain information about your e-mail system, data communications network, or MeetingPlace conferencing system.

This guide assumes that you have some familiarity with Windows NT or Windows 2000, networking concepts, e-mail and Web servers, and e-mail clients. Because MeetingPlace E-Mail Gateway interfaces with both your MeetingPlace system and your e-mail system, you should be familiar with both MeetingPlace and e-mail concepts and technology.

MeetingPlace E-Mail Gateway System Manager Functions

It is your responsibility to ensure that MeetingPlace E-Mail Gateway is set up and maintained. This guide provides you with practical guidelines for configuring and managing MeetingPlace E-Mail Gateway.

As system manager, you are responsible for the following functions:

- Working with your e-mail, network, and MeetingPlace system managers to set up the necessary accounts and passwords for MeetingPlace E-Mail Gateway.

- Installing and configuring MeetingPlace E-Mail Gateway on a Windows NT or Windows 2000 (preferred) workstation or server.
- Distributing MeetingPlace E-Mail Gateway information and instructions to users.
- Monitoring and maintaining the MeetingPlace E-Mail Gateway log file and system connections.
- Diagnosing and solving any system problems that may occur with MeetingPlace E-Mail Gateway and providing technical support for MeetingPlace E-Mail Gateway users.

Visual Cues Used in This Guide

This guide includes Notes, Tips, and Warnings to highlight important information.



Note

Notes contain information about a particular subject that we want to bring to your attention.



Tip

Tips offer helpful hints and time-saving suggestions about using MeetingPlace E-Mail Gateway.



Warning

Warnings identify essential steps, actions, or system messages that should not be ignored.

What's New in This Release

New features in this release of MeetingPlace E-Mail Gateway include the following:

- **System Manager Agents.** System Manager Agents provide notification reminders to schedulers of recurring meetings. Configured in MeetingTime, they remind schedulers when a recurring meeting chain is set to expire or when a number of no-show meetings have passed. Notifications include information on how to extend or cancel a chain, adding to the convenience of managing recurring meetings.
- **Improved “Click-to-Attend” Link.** A shorter and encrypted click-to-attend link increases the security and manageability of meeting notifications. Clicking the click-to-attend link brings users to MeetingPlace Web where they can log in and proceed onto the meeting details page.



MeetingPlace E-Mail Gateway Concepts and Functions

To understand MeetingPlace E-Mail Gateway functionality, it is helpful to understand its role in the entire MeetingPlace conference system. This chapter provides an overview of both MeetingPlace and MeetingPlace E-Mail Gateway.

MeetingPlace Concepts

MeetingPlace uses your organization's existing telephony and/or IP-based infrastructure to provide voice conferencing over standard PSTN and IP phones. MeetingPlace can also be integrated with your organization's standard business applications, such as e-mail, Microsoft Outlook, and Lotus Notes. To facilitate integration with these resources, system options are installed on a Windows-based server that communicates with MeetingPlace over your network.

While it is possible to run MeetingPlace E-Mail Gateway on a Windows NT server, a Windows 2000 server is preferred.

The Meeting Process

The MeetingPlace system does more than just bridge callers together at the time of a meeting. MeetingPlace provides a number of meeting-related services, including:

- **Scheduling of meeting resources.** Users can schedule space on MeetingPlace in advance by specifying the date, time, length of meeting, and number of participants that will be attending. In addition, users can schedule other resources such as disk space for meeting recordings.
- **Notifying participants.** When scheduling a MeetingPlace meeting, users can specify the list of people they want to attend, and MeetingPlace E-Mail Gateway will automatically send out e-mail notifications to these participants in their profile language (either English or Japanese) and customized to their profile time zone.
- **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 (Uniform Resource Locators). MeetingPlace can act as the repository for these attachments and provide access to them for download or e-mail.
- **Web conferencing.** MeetingPlace not only allows users to view attached documents but also allows them to participate in web conferences for real-time application sharing and collaboration.

- **Meeting recording.** Meeting participants can record their meetings on MeetingPlace. After the meeting, participants can dial into MeetingPlace over the telephone and listen to the recording. They can also listen to the recording over the web using streaming audio or download the recording over the data network in popular sound file formats.
- **Voice comments.** In addition to recordings, MeetingPlace has the concept of voice comments. Voice comments enable those who cannot attend meetings to actively contribute to them by recording a message. When invitees leave voice comments, MeetingPlace can automatically notify meeting participants via e-mail about the new comment.
- **Language templates.** MeetingPlace has the ability to support both English and Japanese speaking participants. MeetingPlace E-Mail Gateway includes five customizable Japanese notification templates, which provide a bilingual (English and Japanese) click-to-attend link that connects to a Japanese meeting details page.

MeetingPlace E-Mail Gateway facilitates usage of all of these functions.



Note

MeetingPlace E-Mail Gateway's International features require a Japanese code page for support on English Windows servers. To install the Japanese code page (c_932.nls), reference Article ID Q164948 on the Microsoft web site at <http://support.microsoft.com>.

User Profiles

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

- Security information (user ID, password, etc.)
- Personal information (name, time zone, language preference, default billing code, etc.)
- Class-of-service privileges enabling access to specialized features (scheduling, outdialing, recording, etc.)
- Contact information (phone, e-mail, pager, etc.)
- Default meeting preferences (announced entries, roll calls, automatic notifications, etc.)

Anyone who schedules a meeting on MeetingPlace must have a MeetingPlace user profile. In addition, it is recommended that people who frequently participate in meetings also have user profiles.

Guest Access

MeetingPlace also has the concept of guest access to the system. To facilitate meetings with those who do not have user profiles, MeetingPlace enables guests to both join and review materials for unrestricted meetings.

Meeting Preferences

When users schedule MeetingPlace meetings, they have a number of meeting preferences that can be set. Preferences indicate how the meeting is to be run. Examples of meeting preferences include:

- Whether to announce callers automatically as they attend or depart
- Whether to require that participants enter a numeric password prior to entering the meeting
- Whether to allow participants to take a roll call

By default, MeetingPlace automatically assigns meeting preferences based on defaults specified in the scheduler's user profile. Meeting schedulers can choose to override their defaults on a meeting-by-meeting basis.

MeetingPlace E-Mail Gateway Concepts

This section provides an overview of how MeetingPlace E-Mail Gateway integrates with your MeetingPlace server and e-mail system to distribute meeting notifications. Once installed, MeetingPlace E-Mail Gateway enables your users to:

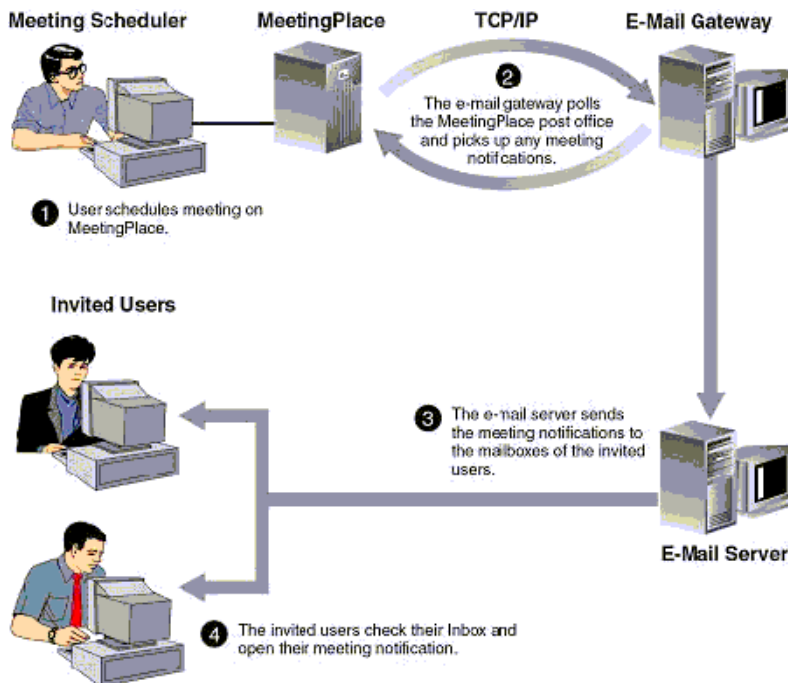
- Receive e-mail notifications for scheduled, rescheduled, or canceled MeetingPlace meetings.
- Distribute meeting attachments with meeting notifications.
- Request personalized meeting schedules for the next 30 days.
- Retrieve meeting schedules and attachments.
- Customize meeting notifications.
- Include or remove a click-to-attend link to the meeting Web page where users can join the voice and web conference.

MeetingPlace E-Mail Gateway (SMTP) is intended to replace MeetingPlace E-Mail Gateway (MAPI). MeetingPlace E-Mail Gateway (SMTP) uses the Simple Mail Transfer Protocol (SMTP) to connect to your e-mail server and distribute meeting notifications via e-mail. It acts as an outgoing notification gateway, handling distribution of meeting notifications and meeting attachments.

The Notification Process

When a meeting is scheduled on MeetingPlace, MeetingPlace E-Mail Gateway picks up the meeting notifications from the MeetingPlace post office and forwards these to the customer's e-mail server. The e-mail server then sends the meeting notifications to the mailboxes of the invited users.

Figure 2-1 Notification Process



MeetingPlace E-Mail Gateway and System Options

MeetingPlace E-Mail Gateway acts as a delivery mechanism for automated meeting notification and document distribution. Automated document distribution requires the purchase of the MeetingNotes software option.

MeetingNotes manages data information related to a conference. The MeetingNotes Option enables users to submit, manage, and retrieve conference data files. MeetingPlace E-Mail Gateway enables these data files to be submitted and retrieved using e-mail.



Installing MeetingPlace E-Mail Gateway

The MeetingPlace E-Mail Gateway installation process consists of the following steps:

- [Preparing for the Installation](#), page 3-1
- [Installing MeetingPlace E-Mail Gateway \(SMTP\)](#), page 3-3
- [Testing the MeetingPlace E-Mail Gateway Installation](#), page 3-9
- (Optional) [Stopping and Restarting the MeetingPlace E-Mail Gateway](#), page 3-9

Preparing for the Installation

To prepare for the MeetingPlace E-Mail Gateway installation, complete the following tasks:

- Refer to [Table 3-1](#) to make sure your MeetingPlace and Windows gateway systems meet the specified requirements.



Note

These requirements are only for MeetingPlace E-Mail Gateway on a customer-provided Windows server. For multiple gateway requirements please refer to Chapter 3, “Telephony and LAN Planning”, in the *MeetingServer 5.0 Installation Planning Guide* or consult with your support representative.

- Fill in [Table 3-2](#) so you have all the information needed to complete the installation.
- Shut down an existing MeetingPlace E-Mail Gateway, if installed by referring to the “[Shutting Down and Uninstalling your MeetingPlace E-Mail Gateway \(MAPI\)](#)” section on page 3-2.

Table 3-1 MeetingPlace E-Mail Gateway Requirements

System	Requirement
Windows server (this is your MeetingPlace gateway machine)	<ul style="list-style-type: none"> • Microsoft Windows NT 4.0 server software (Service Pack 4) or later OR Microsoft Windows 2000 (Server edition). • TCP/IP connection to the MeetingPlace server using a static IP address. Hardware: <ul style="list-style-type: none"> • 64MB RAM or better • 15MB free disk space plus 100MB of additional space for temporary files like attachments and notifications • 233MHz Pentium II processor
MeetingPlace server	MeetingPlace 2000.2 (version 4.2.0) or later installed and running with the MeetingPlace Notification Option and MeetingNotes Data Option. Without these options, MeetingPlace E-Mail Gateway cannot distribute meeting notifications and attachments.
Option key	Make sure the MeetingPlace system option is enabled for your e-mail system. For Microsoft Mail, Microsoft Exchange, and other MAPI compliant e-mail systems, the option key name is E-Mail Gateway (SMTP).
E-mail system	SMTP-based, supported mail system (Microsoft Exchange, Lotus Domino, etc.).
Authentication option	If authentication is required on your SMTP server, create a dedicated account on your corporate e-mail system to be used by the MeetingPlace E-Mail Gateway.
Personal e-mail account	Verify that you have a personal e-mail account. You will need an e-mail account to test the MeetingPlace E-Mail Gateway.

Table 3-2 What You Need to Know Before Installing the MeetingPlace E-Mail Gateway

Description	Value
1. The hostname or IP address of the MeetingPlace server.	MeetingPlace hostname/IP address: _____
2. The SMTP server.	The e-mail server name: _____
3. If authentication is required for the e-mail gateway to access the SMTP server, you need to supply the account name and password	Account name: _____ Password: _____
4. The hostname or IP address of the MeetingPlace Web system (if installed).	MeetingPlace Web hostname/IP address: _____

Shutting Down and Uninstalling your MeetingPlace E-Mail Gateway (MAPI)

If you have a previous version of MeetingPlace E-Mail Gateway (MAPI) installed, you must shut down this application before installing MeetingPlace E-Mail Gateway (SMTP).

To shut down MeetingPlace E-Mail Gateway (MAPI):

-
- Step 1** Open MeetingPlace E-Mail Gateway window (Start | Programs | MeetingPlace E-Mail Gateway | MeetingPlace E-Mail Gateway).
- Step 2** Turn off the Continuous Transaction option (from the File menu, select **Continuous Transactions** so no check mark appears next to this option).
- Step 3** From the File menu, select **Exit**.
- Step 4** If MeetingPlace E-Mail Gateway is set to launch at startup, open your Startup folder and delete the shortcut to MeetingPlace E-Mail Gateway.
-

To uninstall MeetingPlace E-Mail Gateway (MAPI):

-
- Step 1** Open the Add/Remove Programs window (Start | Settings | Control Panel | Add/Remove Programs).
- Step 2** From the Install/Uninstall tab, select **MeetingPlace E-Mail Gateway** and click **Add/Remove**.
- Step 3** When prompted to confirm file deletion, click **Yes**.
-

Installing MeetingPlace E-Mail Gateway (SMTP)



Note

Before installing MeetingPlace E-Mail Gateway, make sure you have administrator privileges on the Windows system you are installing to. If you have customized templates from a previous installation, it is recommended that you back up your old templates before beginning this installation. Then, install the new templates when prompted and re-implement your customization onto the new templates.

An InstallShield Wizard assists the MeetingPlace E-Mail Gateway Setup program. It installs the following components:

- **MeetingPlace Gateway SIM (System Integrity Manager)**. Provides remote administration services for MeetingPlace E-Mail Gateway.
- **MeetingPlace E-Mail Gateway**. Integrates MeetingPlace with your e-mail system.

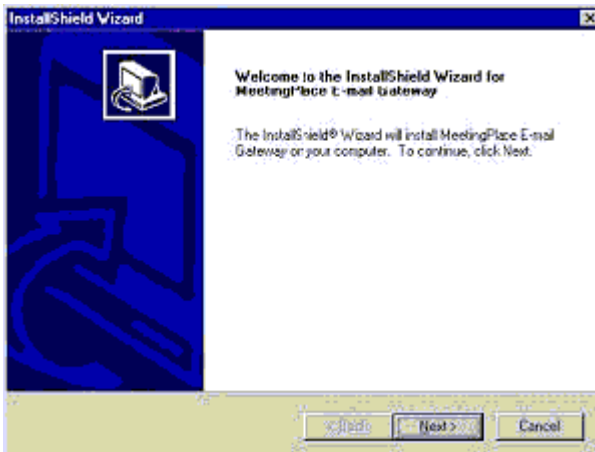
To install MeetingPlace E-Mail Gateway:

-
- Step 1** Insert the MeetingPlace E-Mail Gateway CD.

- Step 2** When the MeetingPlace E-Mail Gateway Welcome window appears, read the information displayed and then click **Next**. The InstallShield Wizard will extract the files needed to install MeetingPlace E-Mail Gateway on your computer and prepare for the remainder of the setup process.

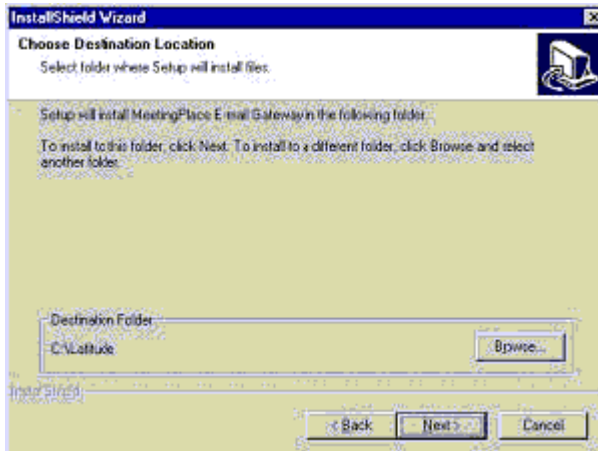


- Step 3** The InstallShield Wizard is ready to begin installation when the InstallShield Wizard Welcome window reappears. Read the information and then click **Next**.

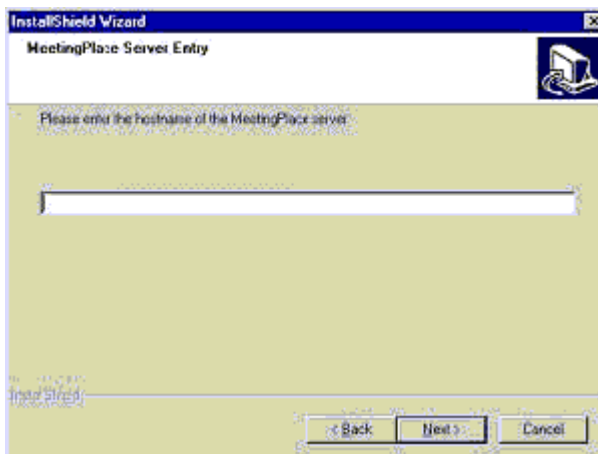


- Step 4** If prompted for the MeetingPlace E-Mail Gateway option key, enter the value from [Table 3-1](#), item 3 and then click **Next**.

- Step 5** When prompted which folder to install to, click **Next** to accept the default or click **Browse** to select another folder.



- Step 6** When prompted for the hostname of your MeetingPlace server, enter the value from [Table 3-2](#), item 1, and then click **Next**.

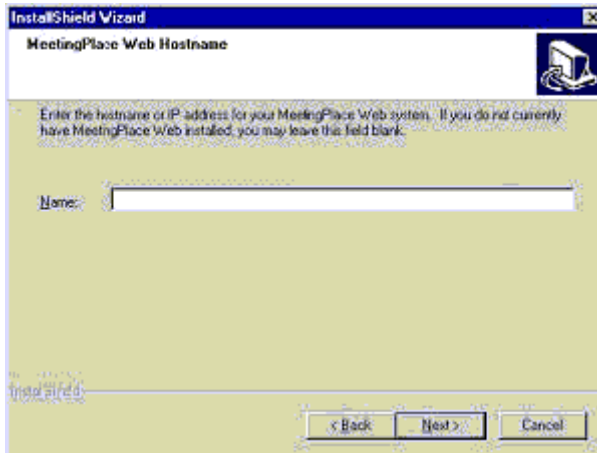


If the Gateway SIM is not already installed, the InstallShield Wizard will automatically configure the Gateway SIM for you at this time. If a previous version already exists, it will be upgraded to the newer Gateway SIM at this time.

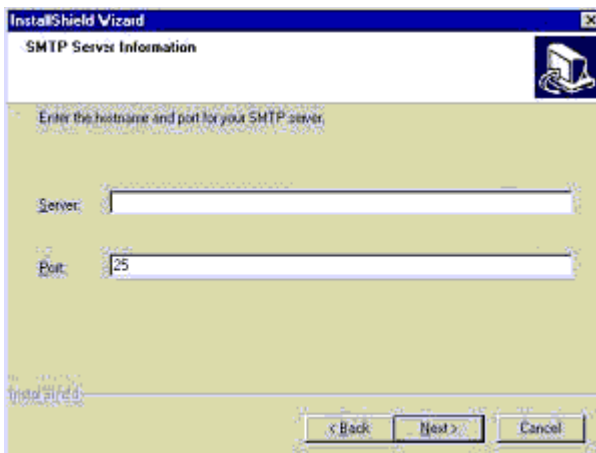
- Step 7** If you have MeetingPlace Web installed, enter the hostname of your MeetingPlace Web system, and then click **Next**. This is the value you entered in [Table 3-2](#), item 4.

The MeetingPlace Web hostname can be in any format (such as *ServerName.CompanyName.com*) as long as the server can respond to a ping request for that entry. If you do not have a domain name server, you can enter an IP address instead of a hostname.

If you do not have MeetingPlace Web installed, leave the hostname field blank.



- Step 8** When prompted for the hostname and port number of your SMTP server, enter the value from [Table 3-2](#), item 2, and then click **Next**.

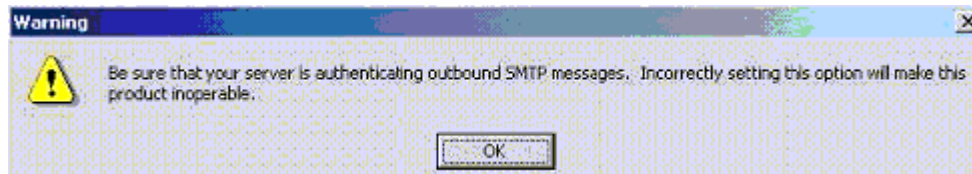


- Step 9** When the SMTP Server Authentication window appears, select one of the following options, and then click **Next**:
- **Yes, my server requires authentication.** Users will be prompted to enter their authentication information. Enter the values you wrote down in [Table 3-2](#), item 3, and then click **Next**.

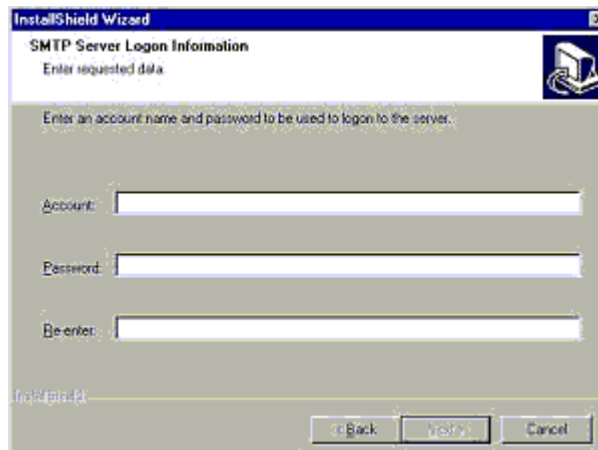
- **No, my server does not require authentication.** Users are not prompted to enter their authentication information



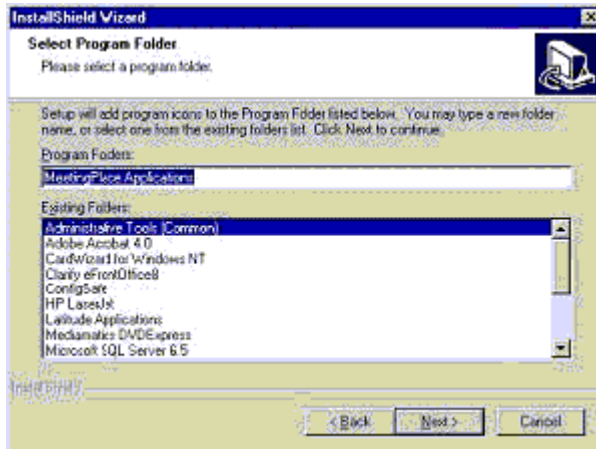
Note Most servers do not require authentication for sending messages. If unsure, select **No**. If you selected **Yes**, the following warning message appears



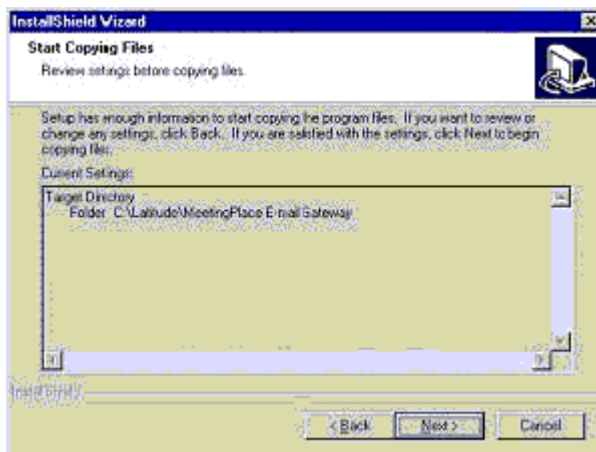
- Step 10** If you selected to have your mail server authenticate your users, you are prompted for the SMTP server account name and password. Enter the value you wrote down in [Table 3-2](#), item 3, and click **Next**.



- Step 11** When the Select Program Folder window appears, click **Next** to create a new folder titled MeetingPlace Applications.



- Step 12** Verify the installation settings you have chosen, and click **Next** to continue. If you want to change any of the settings, click **Back**.



- Step 13** If you are upgrading from a previous version of MeetingPlace E-Mail Gateway, you are notified that new e-mail notification templates will be installed. Please save all the .tpl files under the MeetingPlace E-mail Gateway folder into a backup folder on your hard drive.

Click **Yes** to overwrite existing templates with new templates. If you have made any changes to your templates and don't want to lose these changes, click **No** to preserve the existing templates.



Note It is strongly recommended that you install the new templates because they contain additional codes that implement new features found in this version of MeetingPlace E-Mail Gateway. If you choose not to replace existing templates with the new templates, some features or functionalities of this release of MeetingPlace E-Mail Gateway may be impaired.

- Step 14** If you are prompted that the InstallShield Wizard needs to overwrite read-only files, it is suggested that you select **Yes**. These .dll files are newer versions of existing Windows server files. MeetingPlace E-Mail Gateway may not function correctly if InstallShield cannot write to this file.

Step 15 When the InstallShield Wizard Complete window appears, read the information and then click **Finish**. Setup is now complete.

If the InstallShield Wizard was unable to copy certain files during the installation because these files were in use, you will be prompted to reboot your system. When the system reboots, all the copied files will be installed correctly.

Testing the MeetingPlace E-Mail Gateway Installation

Once you have completed the MeetingPlace E-Mail Gateway installation, perform the following tests to make sure all the components are functioning correctly.

- Schedule a MeetingPlace meeting and invite one or two users to this meeting. Make sure the invited users receive an e-mail meeting notification.
- Cancel and re-schedule a MeetingPlace meeting. Make sure invited users receive e-mail notifications about the meeting change.

If you experience any problems while performing these tests, refer to [Chapter 6, “Troubleshooting”](#).

Stopping and Restarting the MeetingPlace E-Mail Gateway



Caution

Never restart the Cisco MeetingPlace SMTP Gateway service without first stopping the Cisco MeetingPlace Notification Gateway service.

Perform the following steps to stop and restart the Cisco MeetingPlace SMTP E-Mail Gateway service:

-
- Step 1** Stop the MeetingPlace Notification Gateway service.
- a. On the server where Cisco MeetingPlace SMTP E-Mail Gateway is installed, click **Start >Settings > Control Panel > Services**.
 - b. Right-click **MeetingPlace Notification Gateway** and choose **Stop**.

The MeetingPlace Notification Gateway and MeetingPlace SMTP Gateway services stop.

- Step 2** If you stopped the MeetingPlace SMTP Gateway service before you stopped the MeetingPlace Notification Gateway service in [Step 1](#), verify that both the MeetingPlace Notification Gateway service and MeetingPlace SMTP Gateway service are stopped.

- Step 3** Start the MeetingPlace SMTP Gateway service.

The MeetingPlace SMTP Gateway and MeetingPlace Notification Gateway services start.



Managing MeetingPlace E-Mail Gateway

MeetingPlace Gateways Configuration Utility

The MeetingPlace Gateways Configuration Utility is available to help you manage MeetingPlace E-Mail Gateway by assisting with the following:

- It is used for managing MeetingPlace E-Mail Gateway and the MeetingPlace Gateway SIM (System Integrity Manager).
- It enables you to change the configuration of MeetingPlace E-Mail Gateway.

To access this utility, go to the Control Panel (Start | Settings | Control Panel) and double-click the MeetingPlace Gateways icon.

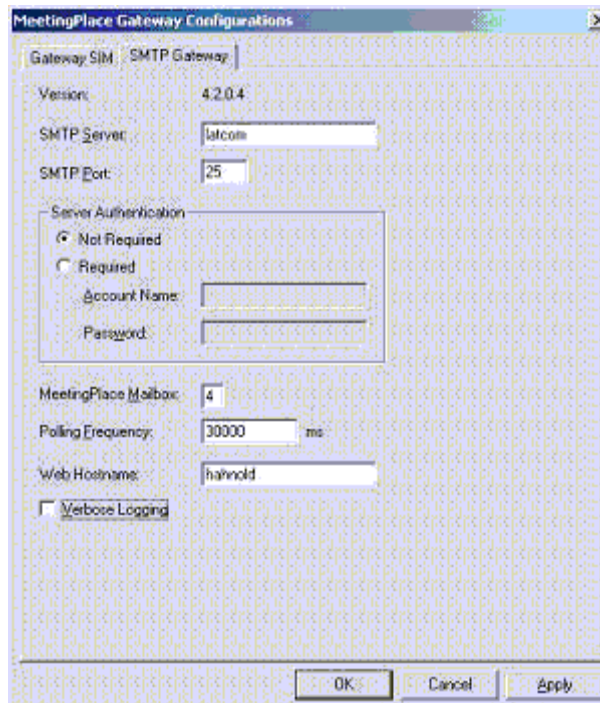
The following sections describe the options in this management utility.

SMTP Gateway Tab

The E-Mail (SMTP) Gateway tab enables you to change some of the settings that were determined during MeetingPlace E-Mail Gateway installation, such as the Web hostname and the server authentication account and password, if required.

[Figure 4-1](#) displays the SMTP Gateway tab.

Figure 4-1 Configuring the SMTP Gateway



Each field in the SMTP Gateway tab is explained below:

Version. The version of MeetingPlace E-Mail Gateway.

SMTP Server. The hostname of the mail server that is connected to MeetingPlace E-Mail Gateway.

SMTP Port. The port number of the mail server that is connected to MeetingPlace E-Mail Gateway.

MeetingPlace Mailbox. The MeetingPlace mailbox used by the e-mail gateway to pick up notifications for meetings scheduled on MeetingPlace. (This mailbox only needs to be changed if MeetingPlace for Outlook or MeetingPlace for Notes is also installed).

Polling Frequency. How often MeetingPlace E-Mail Gateway polls MeetingPlace for information (in milliseconds).

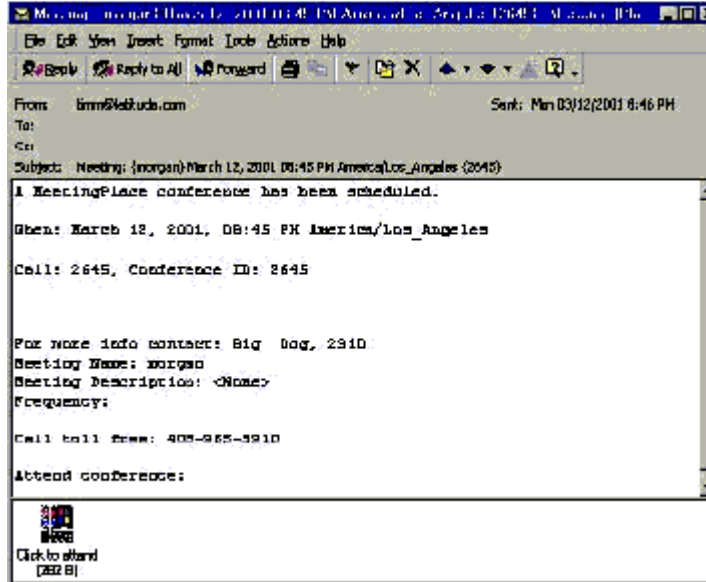
Web Hostname. Enter the MeetingPlace Web hostname to include an encrypted click-to-attend link in notifications. If this field is left blank, the attend link will not be included in notifications. Users outside your organization will not be able to use the attend link if your MeetingPlace for E-Mail Gateway is protected by a security device, such as a firewall.



Note

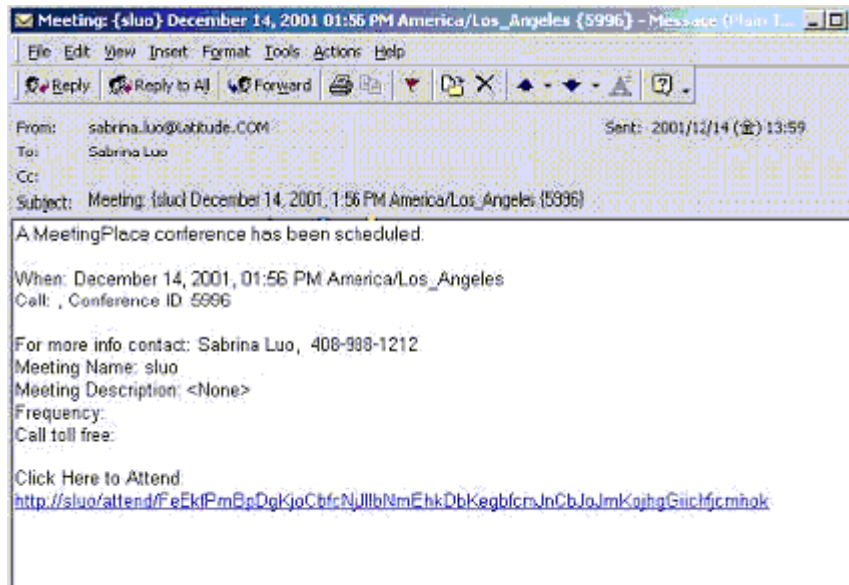
The click-to-attend link comes in two forms: an icon attachment or an embedded URL. [Figure 4-2](#) shows the link as an attachment

Figure 4-2 Click-to-Attend Link as an Attachment



Some mail servers, and the Microsoft security patch for example, strip attachments including this form of the click-to-attend link. In such cases, the link displays itself in the form of an embedded URL. Figure 4-3 is an example of this link.

Figure 4-3 Click-to-Attend Link as an Embedded URL



The click-to-attend link is language specific. Therefore, Japanese notification templates link to a Japanese meeting details page except in the case of recurring meetings. For more information regarding configuration of this link, please contact your MeetingPlace support representative.

Verbose Logging. Whether detailed entries should be logged to the Gateway SIM log. Verbose logging is also useful for troubleshooting.

Gateway SIM Tab

The Gateway System Integrity Manager (SIM) improves the reliability and serviceability of your MeetingPlace E-Mail Gateway by:

- Detecting gateway outages and logging these errors to the MeetingPlace Alarm Table.
- Enabling a MeetingPlace support representative to remotely administer and diagnose your MeetingPlace E-Mail Gateway.

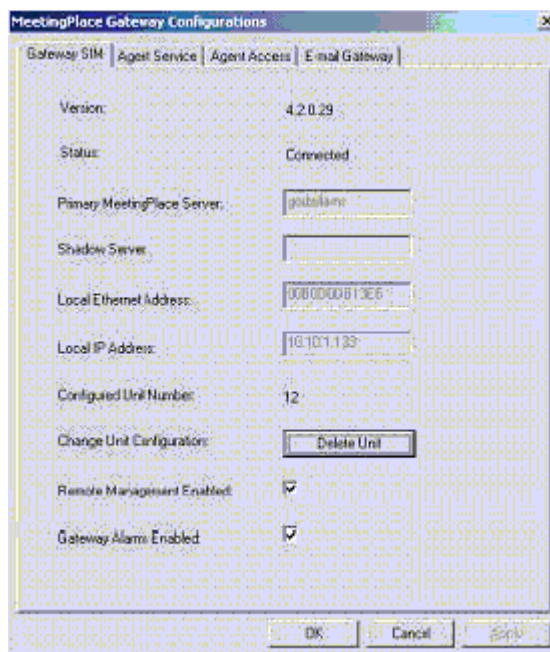
The Gateway SIM is installed along with the MeetingPlace E-Mail Gateway during the installation, and both will run as NT Services.

The Gateway SIM periodically sends updates to the Gateway SIM Manager, which resides on MeetingPlace. If the Gateway SIM Manager does not receive these updates when expected, it logs a major alarm to the MeetingPlace Alarm Table.

The Gateway SIM also enables a MeetingPlace support representative to issue remote commands that can be used to diagnose or restart your MeetingPlace E-Mail Gateway.

Figure 4-4 provides information about the Gateway SIM tab.

Figure 4-4 Gateway SIM Tab



Each field in the Gateway SIM tab is explained below:

Primary MeetingPlace Server. Contains the hostname or IP address of the MeetingPlace Network Server (or MeetingPlace Standalone Server). To modify this field, refer to the Change Unit Configuration parameter.

Shadow Server. Contains the hostname or IP address of the shadow server if the Domain Name System (DNS) is not being used. If DNS is being used, this field should be left empty. This field becomes editable only when adding a new unit configuration (refer to the Change Unit Configuration parameter).

Local Ethernet Address. Contains the NT server's Ethernet address. The address is automatically obtained by the installation utility and should only be changed if you replace the Network Interface Card (NIC) on this NT machine. Before replacing the NIC, you should remove this NT unit from the MeetingPlace server's database by clicking on the "Delete Unit" button (refer to the Change Unit Configuration parameter).

Local IP Address. Contains the Windows server's IP address. This field is currently not used by the Gateway SIM.

Configured Unit Number. This is the unit number (between 10 and 15) that MeetingPlace automatically assigned to this NT server. This is a read-only field used for informational purposes.

Change Unit Configuration. This button alternates between "Add Unit" and "Delete Unit". If the button is in the "Delete Unit" state, the following input fields will be greyed out and cannot be edited:

- Primary MeetingPlace Server
- Shadow Server
- Local Ethernet Address
- Local IP Address

To modify these fields, click on "Delete Unit", make the necessary changes, then click on "Add Unit".

To change the address information for MeetingPlace E-Mail Gateway:

-
- Step 1** Click the **Delete Unit** button, which deletes the Gateway SIM unit from the MeetingPlace server's database. The four top fields on the Gateway SIM tab become activated.
 - Step 2** Replace the network interface card (if applicable).
 - Step 3** Fill in the Local Ethernet Address and Local IP address fields.
 - Step 4** Click the **Add Unit** button to add the new address information to the MeetingPlace server's database.
-

Remote Management Enabled. A check in this box enables a MeetingPlace support representative to issue remote management commands that can help diagnose gateway problems and restart the MeetingPlace services.

Gateway Alarms Enabled. A check in this box enables MeetingPlace E-Mail Gateway alarms to be logged to the MeetingPlace Alarm Table.

Shadow Server Configuration

If you are using DNS and have a networked MeetingPlace System that contains a MeetingPlace Shadow Server, you will need to set up two IP addresses, one for the primary MeetingPlace server and one for the shadow server, that both point to the same hostname.

The hostnames associated with these IP addresses must be different than the name set up for the "common" hostname entry. It is recommended that you set up the hostname entry for the network server as *ServerName-NS* and the entry for the shadow network server as *ServerName-SNS* (where *ServerName* is the name of your MeetingPlace system).

For more information about setting up hostname entries in your DNS, refer to the *MeetingPlace Installation Planning Guide* (for PCI systems).

No entry needs to be made in the shadow server field. The MeetingPlace Gateway Configurations Utility will automatically enable communication with the shadow server without an entry in the Gateway SIM tab.

To configure a network system without DNS:

-
- Step 1** Open the Services Control Manager (Start | Settings | Control Panel | Services) and stop all MeetingPlace services.
 - Step 2** Click **Delete Unit** if the Shadow Server input field is not editable.
 - Step 3** Enter the shadow server hostname or IP address in the shadow server field of the Gateway SIM tab.
 - Step 4** Open the Services Control Manager (Start | Settings | Control Panel | Services) and restart all MeetingPlace services.



Note You do not need to configure the Shadow Server field if you are using DNS and your DNS table contains a MeetingPlace hostname with two assigned IP addresses (one belonging to the Network Server and the other belonging to the Shadow Server). However, if you entered an IP address for the Primary MeetingPlace Server, you will need to enter an IP address for the Shadow Server as well.

System Manager Agents

System Manager Agents are system-wide parameters configured in MeetingTime 2001 (version 4.3) and above. Please refer to the “Configuring System Manager Agents” section in Chapter 4 of either the *MeetingPlace 2001 System Manager’s Guide* or the *MeetingServer 5.0 System Manager’s Guide* for further information on configuring this feature.

When these parameters are configured, users will receive e-mail notifications regarding the following:

- No-show recurring meeting
- Recurring meeting ending



Note This feature is not supported in MeetingPlace E-Mail Gateway version 4.2.0 and below.

No-show Recurring Meeting

If a recurring meeting has no attendance for more than a pre-specified number of periods as established by the system manager in MeetingTime, an e-mail notification is sent to the meeting organizer suggesting that they cancel the remainder of the recurring meeting chain.

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. If the meeting was scheduled from groupware (i.e., Microsoft Outlook or Lotus Notes), the notification suggests cancellation from the user’s groupware.

**Note**

This feature depends on the number of **consecutive** no-shows. If a no-show meeting is followed by an attended meeting, the count of no-show meetings returns to zero.

Recurring Meeting Ending

If a recurring meeting chain is within a pre-specified number of periods before expiration as established by the system manager in MeetingTime, an e-mail notification is sent to the meeting organizer. The notification informs the meeting organizer that the chain is set to expire and reminds them to schedule another recurring meeting if the chain is to continue.

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. If the meeting was scheduled from groupware (i.e., Microsoft Outlook or Lotus Notes), the notification suggests extending the chain from the user’s groupware.

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

**Note**

If the two recurring meeting triggers overlap, the no-show recurring meeting trigger will override the recurring meeting ending trigger. The scheduler will only receive the no-show notification.



Customizing Meeting Notifications

MeetingPlace E-Mail Gateway allows you to customize the meeting notifications that are sent out when a meeting is scheduled. Specifically, this feature allows you to:

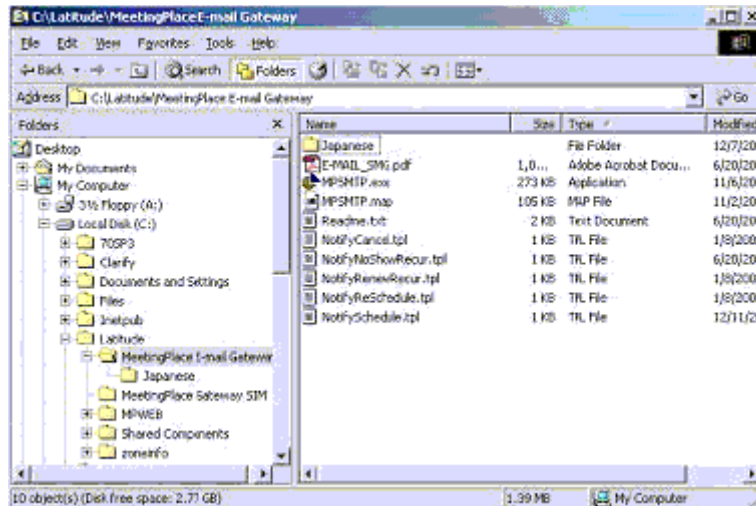
- Take out information that you don't want to appear in notifications.
- Insert information that isn't already included.
- Specify the order you want information to appear.
- Include customizable text in notifications, such as information about your company or instructions on how to attend MeetingPlace meetings.

About the Meeting Notification Templates

MeetingPlace E-Mail Gateway comes with two sets of templates that are used to generate the meeting notifications sent to your users. One set of templates is in English, the other in Japanese. While MeetingPlace supports French Canadian voice prompts, French Canadian notification templates are not currently available.

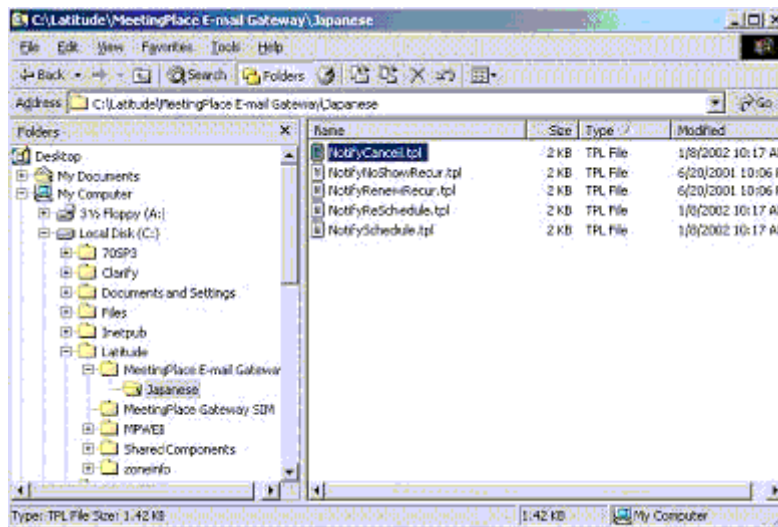
These templates are text files that are located in the same directory specified for the MeetingPlace E-Mail Gateway. [Figure 5-1](#) and [Figure 5-2](#) show the location of MeetingPlace English-language and Japanese-language notification templates.

Figure 5-1 Location of English Notification Templates



Japanese templates are located in the Japanese folder. The default path for the Japanese folder is C:\Latitude\MeetingPlace E-Mail Gateway\Japanese.

Figure 5-2 Location of Japanese Notification Templates



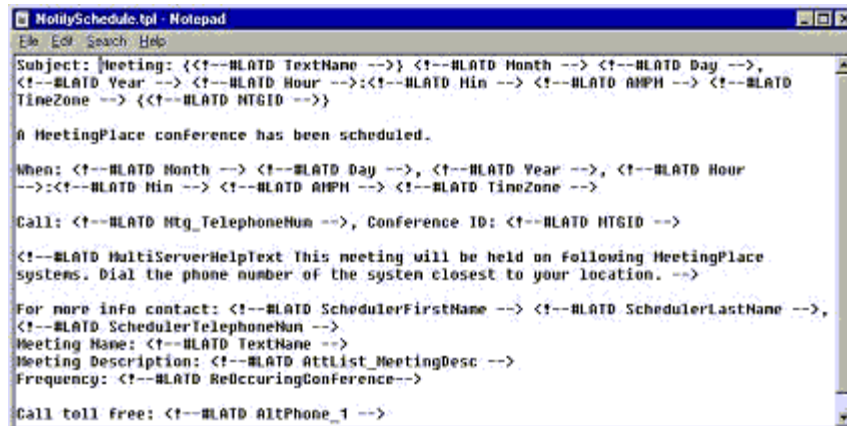
The templates are as follows:

- **NotifySchedule.tpl**—Used to generate notifications for newly scheduled meetings.
- **NotifyReSchedule.tpl**—Used to generate update notices for meetings that have been rescheduled.
- **NotifyCancel.tpl**—Used to generate cancellation notices for meetings that have been canceled.
- **NotifyNoShowRecur.tpl**—Used to generate a notification reminder for a recurring meeting chain that should be cancelled according to the number of no-show meetings that have passed.
- **NotifyRenewRecur.tpl**—Used to generate a notification reminder for a recurring meeting chain that is within a pre-set number of meetings before its expiration.

Within each of these templates are tags that identify the information that should appear in a notification. As a notification is being generated, MeetingPlace E-Mail Gateway replaces the tags with the appropriate information. Appendix A lists all the tags that can be included in meeting notifications.

Figure 5-3 displays the notifschedule.tpl template, and Figure 5-4 displays the meeting notification that has been generated from this template.

Figure 5-3 Example of a Meeting Notification Template



```

Notifschedule.tpl - Notepad
File Edit Search Help
Subject: Meeting: <!--BLATD TextName --> <!--BLATD Month --> <!--BLATD Day -->,
<!--BLATD Year --> <!--BLATD Hour -->:<!--BLATD Min --> <!--BLATD AMPM --> <!--BLATD
TimeZone --> <!--BLATD MTGID -->

A MeetingPlace conference has been scheduled.

When: <!--BLATD Month --> <!--BLATD Day -->, <!--BLATD Year -->, <!--BLATD Hour
-->:<!--BLATD Min --> <!--BLATD AMPM --> <!--BLATD TimeZone -->

Call: <!--BLATD Mtg_TelephoneNum -->, Conference ID: <!--BLATD MTGID -->

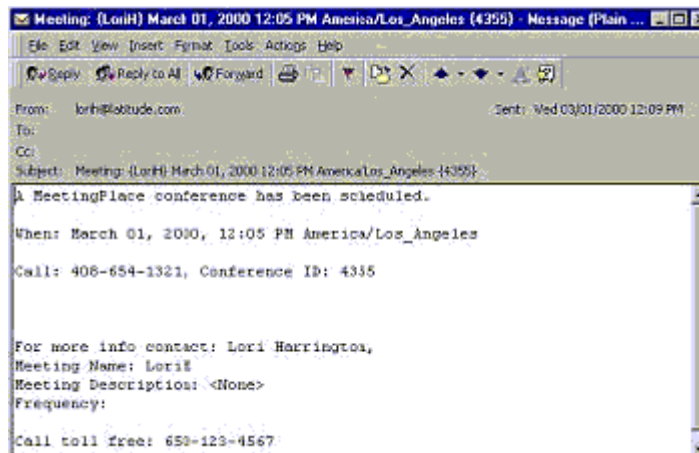
<!--BLATD MultiServerHelpText This meeting will be held on following MeetingPlace
systems. Dial the phone number of the system closest to your location. -->

For more info contact: <!--BLATD SchedulerFirstName --> <!--BLATD SchedulerLastName -->,
<!--BLATD SchedulerTelephoneNum -->
Meeting Name: <!--BLATD TextName -->
Meeting Description: <!--BLATD Attlist_MeetingDesc -->
Frequency: <!--BLATD ReOccurringConference-->

Call toll free: <!--BLATD AltPhone_1 -->

```

Figure 5-4 Example of a Meeting Notification



```

Meeting: (LoriH) March 01, 2000 12:05 PM America/Los_Angeles (4355) Message (Plain ...
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
From: loriH@lobtude.com Sent: Wed 03/01/2000 12:05 PM
To:
Cc:
Subject: Meeting: (LoriH) March 01, 2000 12:05 PM America/Los_Angeles (4355)

A MeetingPlace conference has been scheduled.

When: March 01, 2000, 12:05 PM America/Los_Angeles

Call: 408-654-1321, Conference ID: 4335

For more info contact: Lori Harrington,
Meeting Name: LoriH
Meeting Description: <None>
Frequency:

Call toll free: 650-123-4567

```

Figure 5-5 is an example of the Japanese language notifschedule.tpl template. Figure 5-6 displays the meeting notification generated from this template.

Figure 5-5 Example of a Japanese Language Meeting Notification Template

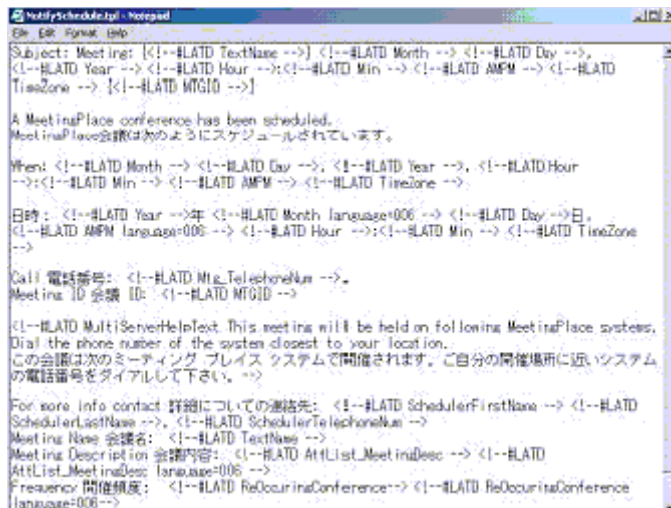


Figure 5-6 Example of a Japanese Language Meeting Notification



How to Customize Your Meeting Notifications

You can customize the following information in a meeting notification:

- The subject line
- Meeting information, such as the time, date, and ID of the meeting
- MeetingPlace information, such as your system's alternate phone numbers and instructions on how to join meetings.

Subject Line Customization

You can customize the notification subject line to include any specific meeting information that you want to include. The subject line can only include one line of text.

- The subject line only accepts information in English regardless of your notification template language.
- Using a word processing program other than Notepad can change the template's file extension and produce an unreadable meeting notification. Notepad is able to automatically save a template without changing its *.tpl* extension.

To customize the subject line in a notification:

-
- Step 1** Using Notepad, open the template file you want to customize.
- Step 2** After **Subject:**, enter the information you want included in the notification subject line. The subject line also includes tags for the meeting name, date, time zone, and meeting ID.

Your subject line customization must follow the header **Subject:** for the word "Subject:" to appear in the subject line of notifications.

Figure 5-7 displays the `notifyschedule.tpl` template subject line, and Figure 5-8 displays the meeting notification that has been generated from this template.

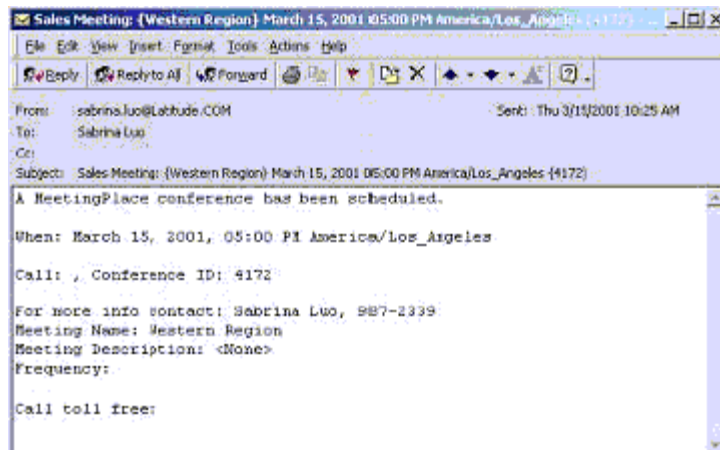
Figure 5-7 Example of Tags in a Subject Line Meeting Notification Template



```

NotifySchedule.tpl - Notepad
File Edit Format Help
Subject: Sales Meeting: [<!--#LATO TextName -->] <!--#LATO Month -->
<!--#LATO Day -->, <!--#LATO Year --> <!--#LATO Hour -->:<!--#LATO Min
--> <!--#LATO AMPM --> <!--#LATO TimeZone --> {<!--#LATO MTGID -->}
  
```

Figure 5-8 Example of a Meeting Notification with a Customized Subject Line



```

Sales Meeting: {Western Region} March 15, 2001 05:00 PM America/Los_Angeles {4172}
File Edit View Insert Format Tools Actions Help
Reply Reply to All Forward
From: sabrina.luo@latITUDE.COM Sent: Thu 3/15/2001 10:25 AM
To: Sabrina Luo
Cc:
Subject: Sales Meeting: {Western Region} March 15, 2001 05:00 PM America/Los_Angeles {4172}

A MeetingPlace conference has been scheduled.

When: March 15, 2001, 05:00 PM America/Los_Angeles

Call: , Conference ID: 4172

For more info contact: Sabrina Luo, 987-2339
Meeting Name: Western Region
Meeting Description: <None>
Frequency:

Call toll free:
  
```

Adding Meeting Information to Your Notifications

To include meeting information in a notification:

- Step 1** Using Notepad, open the template file you want to customize.
- Step 2** Insert the label and tag for the item you want to add. Refer to [Appendix A, “List of Items you can Include in Notifications”](#) for a complete list of tags. If you want to take out any information, delete the appropriate tag and label from the template.



Tip Any item you add to a template will appear in the same location in the meeting notification, so place more important information at the top of the template.

- Step 3** Save the template, and make sure your word processing program does not change the file’s .tpl extension. [Figure 5-9](#) displays the notifyreschedule.tpl template with meeting information added and [Figure 5-10](#) displays the meeting notification that was generated from this template.

Figure 5-9 Example of a Customized Notifyreschedule.tpl Template

```

NotifyReschedule.M - WordPad
File Edit View Insert Format Help

Subject: Meeting Updated: <!--#LTD TextName -->

A MeetingPlace conference has been modified.
It is effective for <!--#LTD AllOrOne --> meeting(s)
starting <!--#LTD Month --> <!--#LTD Day -->, <!--#LTD Year -->,
<!--#LTD Hour -->:<!--#LTD Min --> <!--#LTD AMPM --> <!--#LTD TimeZone -->

This meeting was original scheduled for: <!--#LTD MonthPrev -->
<!--#LTD DayPrev -->, <!--#LTD YearPrev -->,
<!--#LTD HourPrev -->:<!--#LTD MinPrev --> <!--#LTD AMPMPrev -->

Call: <!--#LTD Ntg_TelephoneNum -->, Conference ID: <!--#LTD MTGID -->

For more info contact: <!--#LTD SchedulerFirstName -->
<!--#LTD SchedulerLastName -->
<!--#LTD SchedulerTelephoneNum -->
Meeting Name: <!--#LTD TextName -->
Meeting Description: <!--#LTD AttList_MeetingDesc -->
Frequency: <!--#LTD ReOccurringConference-->

For Help, press F1
NUM
  
```

Figure 5-10 Example of an Updated Meeting Notification

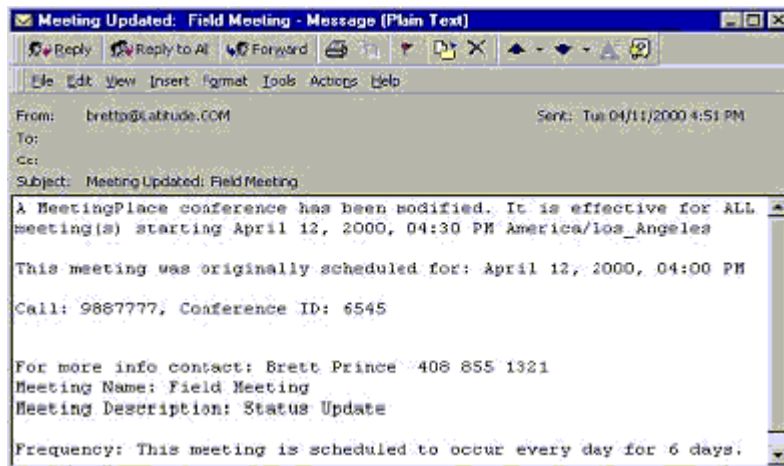


Table 5-1 Tags Used for Adding Information to Notifications

Tag	Purpose
Meeting Information	
<!--#LATD MTGID -->	Inserts the meeting ID
<!--#LATD Month -->	Inserts the date of the meeting The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that information, such as month and AMPM data, are processed in Japanese.
<!--#LATD Month language=006 -->	
<!--#LATD Day -->	
<!--#LATD Year -->	
<!--#LATD Hour -->	Inserts the start time of the meeting The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that information, such as month and AMPM data, are processed in Japanese.
<!--#LATD Min -->	
<!--#LATD AMPM -->	
<!--#LATD AMPM language=006 -->	
<!--#LATD TimeZone -->	
<!--#LATD TextName -->	Inserts the meeting name
<!--#LATD C_Password -->	Inserts the meeting password if one has been assigned

Adding Instructions and Alternate Information to Your Notifications

To help your users attend meetings, you can include the following MeetingPlace information in your notifications:

- Instructions on how to attend meetings and access attachments.
- Any alternate phone numbers for your MeetingPlace system, such as a toll-free or in-company extension number.

- Special instructions for multiserver meetings.
- A listing of invited meeting participants.
- Meeting recording information.

To include this information, you need to make sure the tags listed in [Table 5-2](#) are in the notification templates. The tags listed below are replaced with the appropriate information from the MeetingPlace database when a notification is being generated.

**Note**

Instruction tags for multiserver meetings will need to be added to notification templates. They are not included by default.

Table 5-2 *Tags Used for Adding Instructions and Alternate MeetingPlace Phone Numbers to Notifications*

Tag	Purpose
Instruction Tags	
<!--#LATD AttendMeetingHint -->	<p>Inserts any text entered in the How to Attend Meeting parameter.</p> <p>This parameter is located under the Company Information topic in the Configure tab in MeetingTime.</p>
<!--#LATD MeetingNotesHint -->	<p>Inserts any text entered in the How to Access MeetingNotes parameter.</p> <p>This parameter is located under the Company Information topic in the Configure tab in MeetingTime.</p>
Alternate Phone Number Tags	
<!--#LATD AltPhoneLabel_1 --> <!--#LATD AltPhone_1 -->	<p>Inserts any text entered in the first Label for Notifications parameter.</p> <p>Inserts any phone number entered in the 1st Alternate Ph Number parameter.</p> <p>This parameter is located under the Telephony Access topic in the Configure tab in MeetingTime.</p>
<!--#LATD AltPhoneLabel_2 --> <!--#LATD AltPhone_2 -->	<p>Inserts any text entered in the second Label for Notifications parameter.</p> <p>Inserts any phone number entered in the 2nd Alternate Ph Number parameter.</p> <p>This parameter is located under the Telephony Access topic in the Configure tab in MeetingTime.</p>

Table 5-2 Tags Used for Adding Instructions and Alternate MeetingPlace Phone Numbers to Notifications

Tag	Purpose
<pre><!--#LATD AltPhoneLabel_3 --> <!--#LATD AltPhone_3 --></pre>	<p>Inserts any text entered in the third Label for Notification parameter.</p> <p>Insert any phone number entered in the 3rd Alternate Ph Number parameter.</p> <p>This parameter is located under the Telephony Access topic in the Configure tab in MeetingTime.</p>
Multiserver Meeting Text	
<pre><!--#LATD MultiServerHelpText <i>This meeting will be held on the following MeetingPlace systems.</i></pre> <p><i>Dial the phone number of the system closest to your location. --></i></p>	<p>Inserts any text entered after MultiServerHelpText. The suggested text for this tag is displayed in italics.</p> <p>This tag only appears in notifications for multiserver meetings. Use this tag in conjunction with the ListMultiServers tag (listed next).</p>
<pre><!--#LATD ListMultiServers --></pre>	<p>Inserts the name and phone number of the other MeetingPlace servers that are involved in the multiserver meeting. This tag should always follow the MultiServerHelpText tag.</p>
Meeting Participants	
<pre><!--#LATD ListInvitees --></pre>	<p>Inserts a list of the participants invited to the meeting.</p>
Meeting Recordings	
<pre><!--#LATD fRecordConference --></pre>	<p>Inserts information on whether or not the meeting is scheduled to be recorded</p>
<pre><!--#LATD WhoCanListen --></pre>	<p>Inserts who can access the meeting recording (none, anyone, MeetingPlace users, or invited users).</p>

To include instructions in your notifications:

- Step 1** Make sure the Instruction tags are in the notification templates that you want to customize. By default, these tags should already be in the templates.
- Step 2** Open MeetingTime, and log into the MeetingPlace server.
- Step 3** Open the Register Book, and select the **Configure** tab.
- Step 4** From the left side of the window, select the **Company Information** topic (you will have to scroll to the bottom of the window to see this topic), and then click **Query**.
- Step 5** From the right side of the window, click in the value area of the **How to Attend Meeting** parameter 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 the **How to Access MeetingNotes** parameter 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**.

To display alternate phone numbers for your MeetingPlace system:

Step 1 Place the Alternate Phone Number tags into each notification template. These tags are listed in [Table 5-2](#). You do not need to use all three sets of these tags if your MeetingPlace system only has one or two alternate phone numbers.

Step 2 From the MeetingTime Configure tab, select the **Telephony Access** topic, and then click **Query**.

Step 3 Click in the value area of the **1st Alternate Ph Number** parameter, and enter the phone number you want to appear in the notifications.

Step 4 Click in the value area of the **Label for Notifications** parameter, and enter a label for the number, such as Toll Free Number or Internal Extension Number.

Step 5 If your MeetingPlace system has a second or third alternate number, repeat the steps above using the 2nd and 3rd Alternate Ph Number parameters.

Step 6 Click **Save Changes**.



Troubleshooting

This section explains how to troubleshoot problems that may occur after installing MeetingPlace E-Mail Gateway. The topics covered in this section include:

- What to do First—provides information on the first things to check if you notice any notification problems
- Resolving Attend Link Problems
- Resolving Meeting Notification Problems
- Resolving Notification Language Problems
- Resolving Notification Time Zone Problems
- Resolving Meeting Attachment Problems

What to do First

If you experience any notification problems, perform the following checks to make sure the MeetingPlace E-Mail Gateway has not lost any of its connections. If you still experience the same problem after performing these checks, refer to the other troubleshooting topics in this section.

Check 1—Verify that the MeetingPlace E-Mail Gateway is logging into the MeetingPlace server:

-
- Step 1** Open the Windows NT Event Viewer, and double-click on the most recent MeetingPlace entries. If no login errors appear, the gateway is successfully connecting to the MeetingPlace server. If the MeetingPlace E-Mail Gateway is not logging into the MeetingPlace server, verify the hostname of the MeetingPlace server and check for host access through the network.
-

Check 2—Make sure the Windows NT services for MeetingPlace E-Mail Gateway are running:

-
- Step 1** Open the Service Control Manager (Start | Settings | Control Panel | Services).
- Step 2** Make sure the following services are running:
- MeetingPlace SMTP Gateway
 - MeetingPlace Notification Gateway
 - MeetingPlace Gateway SIM

If these services aren't running, restart them.

Check 3—Check the Windows system event log for any errors relating to the MeetingPlace E-Mail Gateway.

Resolving Attend Link Problems

- Q.** Why do I receive JavaScript errors when I click on the Attend URL link?
- A.** This error appears when using a Web browser that is not supported. The supported browsers are Netscape Navigator 4.08 or later and Microsoft Internet Explorer 3.02a or later.

Resolving Meeting Notification Problems

- Q.** When I schedule a meeting through MeetingTime or MeetingPlace Web, why don't the invited users receive their meeting notifications?
- A.** This will happen if:
 - The invited user's profile is set up to not receive meeting notifications
 - The meeting scheduler's profile is set up to not send out meeting notifications
 - The meeting preference is set up to not send out meeting notifications
 - Notifications have not been sent by the gateway
 - System notifications have not been queued for delivery
 - The MeetingPlace E-Mail Gateway's mailbox is full or there is no more space on the system's hard drive
- A.** To solve this problem, first check the invited user's profile:
 1. Open MeetingTime, and locate the user's profile.
 2. Scroll down to the Receiving Notifications area, and make sure the **Enable to Receive** parameter is set to **Yes**.
 3. Make sure the **Preferred Delivery Method** parameter is set to **E-mail** and that the user's correct e-mail address has been entered.

Second, check the meeting scheduler's profile:

1. Open MeetingTime, and locate the meeting scheduler's profile.
2. Scroll down to the Sending Notifications area, and make sure the **Enabled for this Meeting** parameter is set to **Yes**.

Third, check the Participant Notification Status window:

1. Open MeetingTime, and select the Participant Notification Status window for a scheduled meeting.
2. In the Notification Status window, check to see that notifications are queued for delivery and sent by the gateway.

Next, check the system notification queue status:

1. Open MeetingTime, and select the Notification Queue Status window.
2. Select **Execute** to open the Server Notification Status window.

3. Check **Disposition** for a scheduled meeting to verify that notifications have been queued for delivery.

Finally, check the mailbox and hard drive space of the MeetingPlace E-Mail Gateway. If either is full, create more space by deleting unwanted e-mails or files.

Resolving Notification Language Problems

- Q.** Why am I receiving my notifications in English when I am a Japanese speaker?
- A.** This will happen if:
- The invited user is a guest and the meeting scheduler has set the meeting language to English. Since the invited user does not have a user profile, the notification language defaults to that of the meeting language.
 - The invited user's profile does not indicate Japanese as the profile language.

To solve this problem, check the invited user's profile:

1. Open MeetingTime, and locate the user's profile.
2. Scroll down to the **Language** area, and make sure it is set to **Japanese**. The profile language will always override the meeting language.

- Q.** I have set my user profile language to Japanese, but my notifications are coming in blank.
- A.** This will happen if:
- The Windows machine that has the gateway installed does not have the corresponding Japanese code page installed. To install the Japanese code page (c_932.nls) on Windows systems, reference Article ID Q164948 on the Microsoft web site.

Resolving Notification Time Zone Problems:

- Q.** Why are my notifications set to the meeting scheduler's time zone rather than my local time zone?
- A.** This will happen if:
- The invited user is a guest. Since guests do not have user profiles, notifications default to the scheduler's time zone.
 - The invited user's profile does not indicate a preferred time zone.

To solve this problem, check the invited user's profile:

1. Open MeetingTime, and locate the user's profile.
2. Scroll down to **Time Zone**, and make sure it is set accordingly.

Resolving Problems with Meeting Attachments

- Q.** Why are attachments for meetings that were scheduled using MeetingTime or over the Web not being received by the invited users?

- A.** If invited users are not receiving meeting attachments for meetings scheduled using MeetingTime or over the Web, one of the following two problems may exist:
- The invited user's profile is set up to not receive attachments, or
 - The meeting scheduler's profile is set up to not send out attachments.

To fix this problem, first make sure the invited user's profile is set up to receive attachments:

1. Open MeetingTime, and locate the invited user's profile.
2. Scroll down to the Receiving Notifications area, and make sure the **Include Attachments** parameter is set to **Yes**.



Note If one invited user has this parameter set to **Yes** and all other invited users have it set to **No**, Outlook distributes the notifications to everybody regardless of their individual profile settings.

Second, make sure the scheduler's profile is set up to send out attachments:

1. Open MeetingTime, and locate the meeting scheduler's profile.
2. Scroll down to the Sending Notifications area, and make sure the **Include Attachments** parameter is set to **Yes**.



List of Items you can Include in Notifications

This appendix lists all the items that can be included in meeting notifications. For information on how to use these tags, refer to [Chapter 5, “Customizing Meeting Notifications”](#).

Suggested Label	Tag	Description
This tag is not intended to have a label.	<!--#LATD AttendMeetingHint -->	Inserts any text found in the How to Attend Meeting parameter (located under the Company Information topic in the Configure tab). For more information, refer to Chapter 5, “Customizing Meeting Notifications” .
Scheduler:	<!--#LATD SchedulerFirstName --> <!--#LATD SchedulerLastName -->	Inserts the scheduler’s first and last name.
Scheduler Phone:	<!--#LATD SchedulerTelephoneNum -->	Inserts the scheduler’s phone number.
Scheduler Fax:	<!--#LATD SchedulerFaxNum -->	Inserts the scheduler’s fax number.
Scheduler E-mail:	<!--#LATD SchedulerEmail -->	Inserts the scheduler’s e-mail address.
This tag is not intended to have a label.	<!--#LATD MultiServerHelpText <i>This meeting will be held on the following MeetingPlace systems.</i> <i>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).
Number of Ports	<!--#LATD nLoc -->	Inserts the number of ports in a meeting.
This tag is not intended to have a label.	<!--#LATD ListMultiServers -->	Inserts the name and phone number of the other MeetingPlace servers 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.

Suggested Label	Tag	Description
This tag is not intended to have a label.	<!--#LATD AltPhoneLabel_1 --> <!--#LATD AltPhone_1 -->	Inserts the first alternate MeetingPlace phone number and label. For more information, refer to the “Adding Instructions and Alternate Information to Your Notifications” section on page 5-7.
This tag is not intended to have a label.	<!--#LATD AltPhoneLabel_2 --> <!--#LATD AltPhone_2 -->	Inserts the second alternate MeetingPlace phone number and label. For more information, refer to the “Adding Instructions and Alternate Information to Your Notifications” section on page 5-7.
This tag is not intended to have a label.	<!--#LATD AltPhoneLabel_3 --> <!--#LATD AltPhone_3 -->	Inserts the third alternate MeetingPlace phone number and label. For more information, refer to the “Adding Instructions and Alternate Information to Your Notifications” section on page 5-7.
Meeting ID:	<!--#LATD MTGID -->	Inserts the meeting ID.
Meeting Date:	<!--#LATD Month --> <!--#LATD Month language=006 --> <!--#LATD Day -->, <!--#LATD Year -->	Inserts the date of the meeting. The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that data such as month and AMPM is processed in Japanese.
Start Time (hh:mm)	<!--#LATD Hour -->: <!--#LATD Min --> <!--#LATD AMPM --> <!--#LATD AMPM language=006 --> <!--#LATD TimeZone -->	Inserts the start time of the meeting. The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that data such as month and AMPM is processed in Japanese.
Frequency:	<!--#LATD ReOccuringConference --> <!--#LATD ReOccuringConference language=006 -->	Inserts the frequency (weekly, monthly, etc.), and number of occurrences of the meeting. The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that data such as month and AMPM is processed in Japanese.
Meeting Name:	<!--#LATD TextName -->	Inserts the meeting name.
Meeting Length (min):	<!--#LATD Len -->	Inserts the length of the meeting.
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.

Suggested Label	Tag	Description
Meeting Participants:	<!--#LATD ListInvitees -->	Inserts a list of the participants invited to the meeting.
Who can attend meeting:	<!--#LATD EntryRestriction -->	Inserts who can attend the meeting (anyone, MeetingPlace users, or invited users).
Screened Introduction:	<!--#LATD fScreenedIntroduction -->	Inserts whether participants joining a meeting will be screened for entry by those already in the meeting.
Default Ability:	<!--#LATD DefaultAbility -->	Inserts whether the meeting is an all-speaker meeting or a lecture-style meeting.
Previous meeting month:	<!--#LATD MonthPrev --> <!--#LATD MonthPrev language=006 -->	Inserts the month of the previous meeting. The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that data such as month and AMPM is processed in Japanese.
Previous meeting day:	<!--#LATD DayPrev -->	Inserts the day of the previous meeting. Only valid when used in the notifyreschedule.tpl template file.
Previous meeting year:	<!--#LATD YearPrev -->	Inserts the year of the previous meeting. Only valid when used in the notifyreschedule.tpl template file.
Previous meeting hour:	<!--#LATD HourPrev -->	Inserts the hour of the previous meeting. Only valid when used in the notifyreschedule.tpl template file.
Previous meeting minute:	<!--#LATD MinPrev -->	Inserts the minute of the previous meeting. Only valid when used in the notifyreschedule.tpl template file.
Previous meeting time of day:	<!--#LATD AMPMPrev --> <!--#LATD AMPM Prev language=006 -->	Inserts the time of day of the previous meeting. The numeric tag allows language-specific data to be processed in that particular language. For example, 006 ensures that data such as month and AMPM is processed in Japanese. Only valid when used in the notifyreschedule.tpl template file.

Suggested Label	Tag	Description
Recurring meeting change:	<!--#LATD AllOrOne -->	<p>Inserts information to tell you whether one or all forward meetings in a recurring chain have been changed or canceled.</p> <p>Only valid in the notifyrechedule.tpl and notifycancel.tpl template files.</p>
MeetingNotes:	<!--#LATD MeetingNotesHint -->	<p>Inserts any text found in the How to Access MeetingNotes parameter (located under the Company Information topic in the Configure tab). For more information, refer to Chapter 5, “Customizing Meeting Notifications”.</p>
Record Conference:	<!--#LATD fRecordConference -->	<p>Inserts information on whether or not the meeting is scheduled to be recorded.</p>
Who can access the recording:	<!--#LATD WhoCanListen -->	<p>Inserts who can access the meeting recording (none, anyone, MeetingPlace users, or invited users).</p>
This tag is not intended to have a label.	<!--#LATD ReschedReason -->	<p>Inserts text that describes what has changed about a previously scheduled meeting, such as a new date, time, or attachment.</p> <p>Only valid when used in the notifyreschedule.tpl template file.</p>



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