



INTEGRATION NOTE



Installing and Configuring the Cisco Unified MeetingPlace Integration for IBM Lotus Notes

Release 8.6

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1 Prerequisites for Installing the Cisco Unified MeetingPlace Integration for IBM Lotus Notes



Note Multiple clusters are not supported for the IBM Lotus Notes integration with Cisco Unified MeetingPlace Release 8.6.

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Restrictions for Using the Cisco Unified MeetingPlace Release 8.6 Integration for IBM Lotus Notes

Be sure to communicate the following restrictions to users who schedule meetings from the Cisco Unified MeetingPlace Release 8.6 integration for IBM Lotus Notes:

- You cannot use the integration with deployments that use Cisco WebEx for scheduling. For a description of the different web deployments, see the *Planning Guide for Cisco Unified MeetingPlace Release 8.6* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_implementation_design_guides_list.html
- Any invitees you add when scheduling from the Lotus Notes client do not display when viewing meeting details from the end-user web interface.
- The method of attending option to “Have system find user” is not supported for users who are invited to a meeting from Lotus Notes.
- The integration has the following limitations on the number of occurrences users can schedule of particular recurring meeting types:

Meeting recurrence type	Maximum number of meetings
Daily	200
Weekly	100
Bi-weekly	50
Monthly	23

Reviewing System Requirements

Before installing the Cisco Unified MeetingPlace Release 8.6 integration for IBM Lotus Notes, read the *System Requirements for Cisco Unified MeetingPlace Release 8.6* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_device_support_tables_list.html.

Gathering Installation Values

Gather and record the information below to prepare for your installation of the Cisco Unified MeetingPlace Release 8.6 integration for IBM Lotus Notes.

Description	Your Value
<p>The location of the notes.ini file for your IBM Lotus Notes account. This file is usually in C:\Lotus\Notes or C:\Program Files\Lotus\Notes.</p> <p>Note You must already have run the IBM Lotus Notes client (that is, opened the client, connected to the IBM Lotus Domino Server, and closed the client) to create the notes.ini file.</p> <p>Note The installation program only prompts you for the location of this file if it cannot find it or if it detects more than one .ini file on your system.</p>	
Hostname, IP address, or FQDN of the <i>internal</i> Cisco Unified MeetingPlace Web Server.	
Hostname, IP address, or FQDN of the <i>external</i> Cisco Unified MeetingPlace Web Server.	
Password for the IBM Lotus Notes account on the IBM Lotus Domino Server.	
URL for the internal Cisco Unified MeetingPlace Web Server (required for the click-to-attend links).	
URL for the external Cisco Unified MeetingPlace Web Server (required for the click-to-attend links). If you did not install an external Web Server, enter the URL for the internal Web Server.	

Creating an IBM Lotus Notes Gateway Account

This task describes how to create an account for the Cisco Unified MeetingPlace Release 8.6 gateway on the IBM Lotus Domino Server. You must create this account so that the gateway can access the IBM Lotus Notes application and send back-end notifications.



Tip If you have more than one Cisco Unified MeetingPlace Application Server, each with its own installation of the Release 8.6 integration for IBM Lotus Notes, create an IBM Lotus Notes gateway account for each installation with a unique identifying name, such as MP-Boston or MP-Atlanta.

Restrictions

- If you have created an IBM Lotus Domino server cluster, the MeetingPlace Server Agent (MPSA) database should be created on the Domino server that hosts the IBM Lotus Notes account used for the MeetingPlace integration. After that, MPSA has to be replicated to all Domino servers in the cluster.
- Front-end notifications will go through the respective Domino server directly to MeetingPlace Web server. However, all back-end notifications will be sent through only one Domino server, the one that holds the Cisco Unified MeetingPlace Gateway user mailbox (the Domino that is specified in the MeetingPlace integration).
- On the IBM Lotus Domino side, a user requires only regular user permissions for the IBM Lotus Notes account for the IBM Lotus Notes with Cisco Unified MeetingPlace Gateway.

Procedure

Step 1 Sign in to the IBM Domino Administrator.

- Step 2** Select the tab with the name of your domain (for example, CISCO_Domain).
- Step 3** Select the **People & Groups** tab from the Domain tab.
- Step 4** Select **People** from the left pane of the People & Groups tab.
- Step 5** In the right pane of the People and Groups tab, select the arrow next to the **People** icon to expand the drop-down menu, then choose **Register**.
- The system displays the Choose a Certifier window if this is the first time that you are registering a new account.
- Step 6** Locate and choose the cert.id file.
- The default certifier ID is in C:\Program Files\IBM\Lotus\Notes\Domino\Data.
 - If the path to the cert.id file does not appear next to the Certifier ID button, select **Certifier ID** to open the Choose Certifier ID window.
- Step 7** Select **Open**.
- Step 8** Select **OK** in the Choose a Certifier window when the cert.id file path is correct.
- Step 9** Enter a new password for the certifier ID.
- The system displays the Register Person window.
- Step 10** Check **Advanced** to display all options on the page.
- Step 11** Enter **MeetingPlace** in the Last name field.
- We recommend that you leave the First name field blank. The system automatically populates the ShortName field, based on the First name and Last name values. The value in the ShortName field is used to name the mail database for this user account (for example, mail/MeetingPlace).
- Step 12** Enter your password for this account.
- Step 13** Select **Password Options** and adjust your Password Quality Scale.
- Step 14** Check **Set internet password**, then select **OK**.
- Step 15** Select **Mail**.
- Step 16** Choose **Manager** from the Mail file owner access drop-down list.
- Step 17** From the Mail file template list, choose the mail template that you want to associate with this account:

Name in the Mail file template list	Associated mail template
Mail(R8.5)	mail85.ntf
Mail(R8)	mail8.ntf
Mail(R7)	mail7.ntf
Mail(R6.5)	mail65.ntf
Mail(R6)	mail6.ntf

- Step 18** Select the green checkmark button to add this user to the registration queue.
- Step 19** Select **Register**, then **Done**.
-

Moving the Mail Templates

We recommend that you move your standard IBM Lotus Notes mail template to another directory to avoid causing confusion between this standard mail template and the Cisco Unified MeetingPlace mail templates. See the following table to figure out the name of your IBM Lotus Notes mail template:

IBM Lotus Domino Release	Name of Mail Template
Release 6	mail6.ntf
Release 6.5	mail65.ntf
Release 7	mail7.ntf
Release 8	mail8.ntf
Release 8.5	mail85.ntf
Release 8.5.3	mail85.nt

2 Installing the Cisco Unified MeetingPlace Gateway for IBM Lotus Notes

Before You Begin

- Complete all the tasks in the [“Prerequisites for Installing the Cisco Unified MeetingPlace Integration for IBM Lotus Notes” section on page 2.](#)
- You must have a user ID with administrator privileges to sign in to the Cisco Unified MeetingPlace Web Server.
- Install the applicable release of the IBM Lotus Notes client, which depends on the release of IBM Lotus Domino Server that you use.

Restrictions

- You must install the Cisco Unified MeetingPlace gateway for IBM Lotus Notes on the same hardware and in the same directory as the Cisco Unified MeetingPlace Web Server software. For example, if you install the Web Server software in the C:\Program Files\Cisco Systems directory, you must also install the Cisco Unified MeetingPlace Release 8.6 integration for IBM Lotus Notes in that directory.
- Passwords in the installer for the Release 8.6 integration are case-sensitive.
- To view messages related to installing the IBM Lotus Notes client, see [“Troubleshooting IBM Lotus Notes for Cisco Unified MeetingPlace” section on page 33.](#)



Note Multiple clusters are not supported for the IBM Lotus Notes integration for Cisco Unified MeetingPlace Release 8.6.

Procedure

- Step 1** Insert the IBM Lotus Notes for Cisco Unified MeetingPlace Release 8.6 CD into the CD or DVD-ROM drive on the Cisco Unified MeetingPlace Web Server.
- Step 2** Double-click the setup.exe file.
- Step 3** Follow the instructions in the InstallShield wizard keeping the following in mind:
 - You created the notes.ini file for the gateway account in the [“Creating an IBM Lotus Notes Gateway Account” section on page 3.](#) The system leaves the path blank if the installer cannot find or detects more than one notes.ini file on your system.
 - You also created the password for the gateway account in the [“Creating an IBM Lotus Notes Gateway Account” section on page 3.](#)
- Step 4** Select **Finish** on the last screen.
The system restarts the server.

What to Do Next

If your Cisco Unified MeetingPlace deployment includes two web servers or allows users to access external Cisco Unified MeetingPlace web meetings from their Lotus Notes client, install the Notes Gateway on the external server or manually copy all 33 Notes-related template files from the internal server located at C:\Program Files\Cisco Systems\MPWeb\Template to the same location on the external server.

3 How to Configure the Cisco Unified MeetingPlace Integration for IBM Lotus Notes for Automatic Authentication

You can improve the speed of the meeting scheduling process by configuring your IBM Lotus Domino Server to automatically authenticate users to Cisco Unified MeetingPlace. With automatic authentication, the IBM Lotus Domino Server can pass user IDs to Cisco Unified MeetingPlace for verification whenever a user schedules a meeting. If the user IDs on both systems match, the system automatically signs users in to Cisco Unified MeetingPlace.

Without automatic authentication, users must enter their Cisco Unified MeetingPlace user IDs and passwords in the calendar entry form when they schedule a Cisco Unified MeetingPlace meeting.

- [Preparing the System for IBM Lotus Domino Authentication, page 6](#)
- [Importing the User IDs, page 7](#)
- [Verifying the Import, page 7](#)
- [Setting the Authentication Method, page 8](#)

Preparing the System for IBM Lotus Domino Authentication

Before You Begin

You must have a user ID with administrator privileges to sign in to the Cisco Unified MeetingPlace Web Server.

Procedure

- Step 1** Sign in to the Cisco Unified MeetingPlace Web Server as an administrator.
 - Step 2** Select **Start > Control Panel > Administrative Tools > Component Services**.
 - Step 3** Select **console root > Component Services > Computers > My Computer > DCOM Config > LNNotify** from the left pane.
 - Step 4** Right-click LNNotify and select **Properties**.
 - Step 5** Select the **Security** tab.
 - Step 6** Select **Customize** from **Launch and Activation Permissions**.
 - Step 7** Select **Edit**.
 - Step 8** Highlight the user ID called **Local Service**.
 - Step 9** Grant the Local Service user ID **Local Launch and Local Activation** permissions.
 - Step 10** Select **OK** twice.
-

Importing the User IDs

Restriction

You must configure the Cisco Unified MeetingPlace system to use Cisco Unified MeetingPlace authentication before you can enable IBM Lotus Domino authentication. IBM Lotus Notes does not support other authentication methods, such as Windows Integrated Authentication (WIA). For information on authentication, see the *Configuration Guide for Cisco Unified MeetingPlace Release 8.6* or the online help in the administrator interface.

Before You Begin

You must have a user ID with administrator privileges to sign in to the IBM Lotus Domino Server.

Procedure

Step 1 Sign in to the IBM Lotus Domino Server as an administrator.

Step 2 Use one of the following methods to enter Cisco Unified MeetingPlace user IDs:

- Import the Cisco Unified MeetingPlace user IDs.
- Import the IBM Lotus Domino address book ShortName field into the Cisco Unified MeetingPlace profile of each user as their user ID.



Note

Although any IBM Lotus Domino address book field can contain a Cisco Unified MeetingPlace user ID, we recommend using the ShortName field because it contains unique values, and has configurable security settings. If you decide to use another field that contains multiple values, make sure that the Cisco Unified MeetingPlace user ID is listed first. By default, Cisco Unified MeetingPlace uses the first value in the field for authentication.

Step 3 Set the security option in the ShortName field to **Must Have at Least Editor Access to Use**. This prevents users from changing their user IDs and signing in to Cisco Unified MeetingPlace as someone else.

Related Topics

For information about how to import Cisco Unified MeetingPlace user IDs, see the “Raw Data Export and Import Specifications” module in the *Configuration Guide for Cisco Unified MeetingPlace Release 8.6* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.html

Verifying the Import

Before You Begin

You must have a user ID with administrator privileges to sign in to the Cisco Unified MeetingPlace Web Server.

Procedure

Step 1 Sign in to the Cisco Unified MeetingPlace Web Server.

Step 2 Open the Gateways Configuration utility.

Step 3 Select the Notes Gateway tab.

Step 4 Verify that the authentication field contains the Cisco Unified MeetingPlace user IDs.

Step 5 Close the Gateway Configuration utility.

Setting the Authentication Method

Before You Begin

You must have user IDs with administrator privileges to sign in to the IBM Lotus Domino Server, IBM Lotus Notes Server, and Cisco Unified MeetingPlace Administration Center.

Procedure

- Step 1** Sign in to the IBM Lotus Domino Server as an administrator.
 - Step 2** Open the MeetingPlace Server Agent (MPSA) database.
 - Step 3** Select **Use Domino Authentication**.
 - Step 4** Select **Save**, then **Close**.
 - Step 5** Open a web browser.
 - Step 6** Connect to the Cisco Unified MeetingPlace Web Server by entering **http://hostname**, where *hostname* is the hostname of the internal Web Server.
 - Step 7** Select **Sign In** and enter an administrator username and password.
 - Step 8** Select **Admin**.
 - Step 9** Select **Web Server**.
 - Step 10** From the Web Server Administration page, select the name of your server on the bottom half of the page. Server information populates the top half of the page.
 - Step 11** Choose **Yes** in **Set Trust Web Server Authentication**.
 - Step 12** Select **Web Server Name** in the View area.
 - Step 13** Scroll to the Web Authentication area.
 - Step 14** Choose **Web Page Form** in Step 2: Login Method.
 - Step 15** Select **Submit**.
 - Step 16** Exit Cisco Unified MeetingPlace.
-



Tip

After you synchronize the user IDs on Cisco Unified MeetingPlace and IBM Lotus Domino, you can develop a process to ensure that all new users have a Cisco Unified MeetingPlace profile. By developing scripts and using the Cisco Unified MeetingPlace import capabilities, you can automate this process so that IBM Lotus Domino and Cisco Unified MeetingPlace are synchronized. For information about how you can use scripts to update the Cisco Unified MeetingPlace database, contact Cisco Technical Support.

4 Preparing to Configure the Mail and Database Templates

- [Copying the Mail and Database Templates and Java SSL Files to the IBM Lotus Domino Server, page 9](#)
- [Setting Up the Database and Mail Templates for IBM Lotus Notes, page 10](#)

Copying the Mail and Database Templates and Java SSL Files to the IBM Lotus Domino Server

Copy the mail and database templates and the Java SSL files to the IBM Lotus Domino Server data directory where they will be used to set up the database and templates on your Cisco Unified MeetingPlace Web Server. These files are located in the *drive:\Program Files\Cisco Systems\Cisco MeetingPlace for Notes\Files* directory.

File	Description
MPSA.ntf MPSA_SSL.ntf	The database template. <ul style="list-style-type: none">• Use the file called MPSA.ntf if you do <i>not</i> want to set up SSL support.• Use the file called MPSA_SSL.ntf if you <i>do</i> want to set up SSL support.
mailxx_xxMP.ntf	The Cisco Unified MeetingPlace mail template for the version of IBM Lotus Notes that you are using: <ul style="list-style-type: none">• mail60_05MP.ntf• mail65_5MP.ntf• mail65_6MP.ntf• mail70_2MP.ntf• mail70_3MP.ntf• mail80_01MP.ntf• mail80_0MP.ntf• mail85_0MP.ntf• mail85_3MP.ntf
jcet.jar jnet.jar jsse.jar	Additions to the Java setup for IBM Lotus Domino. These files allow you to support SSL.

Before You Begin

- Sign in to the Cisco Unified MeetingPlace Application Server as an administrator.
- Use FTP to connect to the IBM Lotus Domino Server.
- Sign in to the IBM Lotus Domino Server with a user ID that has rwx privileges in the Lotus\Domino\Data directory.

Procedure

-
- Step 1** Copy the following files to your IBM Lotus Domino Server:
- If you do *not* want to set up SSL support, copy the MPSA.ntf and mailxx_xxMP.ntf files to the Lotus\Domino\Data directory on your IBM Lotus Domino Server.
 - If you *do* want to set up SSL support, copy the MPSA_SSL.ntf and mailxx_xxMP.ntf files to the Lotus\Domino\Data directory on your IBM Lotus Domino Server. Copy the three Java extension files (jcet.jar, jnet.jar, jsse.jar) to the Lotus\Domino\jvm\lib\ext directory on your IBM Lotus Domino Server.
- Step 2** Enter **Exit** at the console command prompt.
- Step 3** Choose **Start > Programs > Lotus Applications > Domino Server** to restart the IBM Lotus Domino Server.
-

Setting Up the Database and Mail Templates for IBM Lotus Notes

- [Granting Permission to Run Agents on the IBM Lotus Domino Server, page 10](#)
- [Signing the MeetingPlace Server Agent \(MPSA\) Database Template, page 10](#)
- [Signing the Cisco Unified MeetingPlace Mail Template, page 11](#)

Granting Permission to Run Agents on the IBM Lotus Domino Server

Agents are the background processes in the Cisco Unified MeetingPlace plug-in for the IBM Lotus Notes integration that run on the IBM Lotus Domino Server. You must grant permission so that the agents can run on the server.

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Administrator.
- Select your Domain tab (for example, CISCO_Domain).

Procedure

- Step 1** Select **Configuration**.
 - Step 2** Expand the **Server** view.
 - Step 3** Select **Current Server Document**.
 - Step 4** Select **Security** in the right pane.
 - Step 5** Double-click the page to bring it in to edit mode.
 - Step 6** Scroll to the right until you see the Programmability Restrictions area.
 - Step 7** In the Who Can column next to the following restrictions, add **MeetingPlace** to give yourself these permissions:
 - Run unrestricted methods and operations
 - Run restricted LotusScript/Java agents
 - Step 8** Select **Save & Close**.
-

Signing the MeetingPlace Server Agent (MPSA) Database Template

You must sign the MeetingPlace Server Agent (MPSA) database template to verify that it has permissions to run agents on the IBM Lotus Domino Server.

Before You Begin

- Copy the MeetingPlace Server Agent (MPSA) database template to the IBM Lotus Domino Server. See the [“Copying the Mail and Database Templates and Java SSL Files to the IBM Lotus Domino Server”](#) section on page 9.
- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Administrator.
- Select your Domain tab (for example, CISCO_Domain).

Procedure

- Step 1** Select **Files**.
- Step 2** Choose **Templates Only**.
- Step 3** Right-click the file name of the MeetingPlace Server Agent (MPSA) database template (either MPSA.ntf or MPSA_SSL.ntf).
- Step 4** Choose **Sign**.

Step 5 Select **All Design Documents**, then select **OK**.

Signing the Cisco Unified MeetingPlace Mail Template

Before You Begin

- Copy the mail template to the IBM Lotus Domino Server. See the [“Copying the Mail and Database Templates and Java SSL Files to the IBM Lotus Domino Server”](#) section on page 9.
- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Administrator.
- Select your Domain tab (for example, CISCO_Domain).

Procedure

Step 1 Select **Files**.

Step 2 Choose **Templates Only**.

Step 3 Right-click the file name of the Cisco Unified MeetingPlace mail template (such as mail70_2MP.ntf or mail85_0MP.ntf).

Step 4 Choose **Sign**, then select **OK**.



Note To access the Cisco Unified MeetingPlace mail template from other IBM Lotus Domino Servers, replicate the mail template file to those servers. See the IBM Lotus Domino documentation for information about replicating files.

5 Configuring SSL Support for IBM Lotus Notes

Secure Socket Layer (SSL) increases the security of your transmissions by enabling HTTPS encryption. For HTTPS encryption to function properly, you must configure both IBM Lotus Domino and Cisco Unified MeetingPlace for SSL authentication. If you have a Lotus Domino cluster with multiple servers, repeat the procedures in this section for each of the Lotus Domino servers in the cluster containing an MPSA database. See the *Configuration Guide for Cisco Unified MeetingPlace Release 8.6* or the online help in the administrator interface for information on configuring SSL support for Cisco Unified MeetingPlace.

- [Installing the Sun SDK File, page 11](#)
- [Adding Certificates to the IBM Lotus Domino Keystore, page 12](#)
- [Editing the java.policy File, page 13](#)

Installing the Sun SDK File

The Sun SDK file provides the keytool.exe tool which is used for importing certificates.

Before You Begin

- Copy the three .jar files onto your IBM Lotus Domino Server. See the [“Copying the Mail and Database Templates and Java SSL Files to the IBM Lotus Domino Server”](#) section on page 9.

- Sign in to the IBM Lotus Domino Server as an administrator.

Procedure

-
- Step 1** Open a web browser.
- Step 2** Navigate to <http://java.sun.com/j2se/1.4.2/download.html>.
- Step 3** Select **Download J2SE SDK**.
- Step 4** Select a platform.
- Step 5** Select the option to agree to the license agreement.
- Step 6** Select **Continue**.
- Step 7** Choose a download file from the Windows Platform area.
- Step 8** Follow the prompts until the file is completely downloaded.
-

Adding Certificates to the IBM Lotus Domino Keystore

After you obtain your certificates, use the keytool.exe tool to add the certificates to the list of trusted certificates (also called your keystore) on your IBM Lotus Domino Server. Your keystore is the cacerts file in the Lotus\Domino\jvm\lib\security directory of your IBM Lotus Domino Server.

For more information about obtaining certificates, see the *Configuration Guide for Cisco Unified MeetingPlace Release 8.6* or the online help in the administrator interface.

Before You Begin

Sign in to the Cisco Unified MeetingPlace Web Server as an administrator.

Procedure

-
- Step 1** Use FTP or a similar program to copy your certificate file from the Cisco Unified MeetingPlace Web Server to the IBM Lotus Domino Server.
- Step 2** Sign in to the IBM Lotus Domino Server as an administrator.
- Step 3** Choose **Start > Run**.
- Step 4** Enter `cmd`.
- Step 5** Select **OK**.
- Step 6** Enter the following command, replacing values as indicated below:

```
<path>\jre\bin\keytool -import -alias [any_alias] -file [your_certificate.cer] -keystore [cacerts]
```

Replace	With
path	The path to your Java SDK files (for example, c:\j2sdk1.4.2_03)
any_alias	The alias that you are applying to the certificate (for example, WebHomePageCertificate). This is how your certificate will be listed in the keystore.
your_certificate.cer	The path to your .cer file for the Home Page hostname (for example, c:\temp\webhomepage.cer)
cacerts	The path to the cacerts file on your IBM Lotus Domino Server (for example, c:\Lotus\Domino\jvm\lib\security\cacerts). cacerts is the name of your keystore.

For example:

```
c:\j2sdk1.4.2_03\jre\bin\keytool -import -alias Ciscocertificate -file
c:\temp\newcertificate.cer -keystore c:\Lotus\Domino\jvm\lib\security\cacerts
```



Note Enter the default password, **changeit**, if your IBM Lotus Domino cacerts file requires a password.

Step 7 Enter yes at the IBM Lotus Notes client prompt.

Step 8 Repeat [Step 6](#), replacing *any_alias* with a new alias and replacing *your_certificate.cer* with the path to your .cer file for the server hostname.

Step 9 Repeat [Step 7](#).

Step 10 Close the command-line interface.

Editing the java.policy File

The java.policy file contains permissions to set the system properties. Edit this file to enable the MeetingPlace Server Agent (MPSA) database to be able to communicate over HTTPS with the IBM Lotus Notes for Cisco Unified MeetingPlace gateway.

Before You Begin

Sign in to the IBM Lotus Domino Server as an administrator.

Procedure

Step 1 Navigate to *drive:\Lotus\Domino\jvm\lib\security*.

Step 2 Double-click the java.policy file to open it in Notepad.

Step 3 Add the following line to the end of the file just before the closing brace (which looks like this `};`)
permission java.util.PropertyPermission "java.protocol.handler.pkgs", "write";

Step 4 Save and close the file.

6 How to Configure the IBM Lotus Notes Gateway Account to Use the Mail Template

In the [“Creating an IBM Lotus Notes Gateway Account”](#) section on page 3, you created a dedicated account that will be used to access IBM Lotus Notes and to send back-end notifications. This section describes how to configure this account to use the Cisco Unified MeetingPlace mail template that you set up in the [“Setting Up the Database and Mail Templates for IBM Lotus Notes”](#) section on page 10.

Complete *either* of the following two procedures:

- [Configuring the Account From Cisco Unified MeetingPlace, page 14](#)
- [Configuring the Account From the IBM Lotus Domino Server, page 14](#)

Configuring the Account From Cisco Unified MeetingPlace



Note You only need to perform one procedure: either this one or the procedure in the [“Configuring the Account From the IBM Lotus Domino Server”](#) section on page 14.

Before You Begin

Sign in to the Cisco Unified MeetingPlace Web Server as an administrator.

Procedure

Step 1 Choose **Start > Control Panel > Administrative Tools > Services**.

Step 2 Stop the Cisco Unified MeetingPlace Notification Gateway service called MPNotify.



Note The Cisco Unified MeetingPlace for Notes Gateway service (called LNNotify) also stops when you stop MPNotify. For information about stopping services, see the *Configuration Guide for Cisco Unified MeetingPlace Release 8.6* or the online help in the administrator interface.

Step 3 Open IBM Lotus Notes.

Step 4 Select **Calendar**.

Step 5 Choose **File > Database > Replace Design**.

Step 6 Choose the IBM Lotus Domino Server that contains your Cisco Unified MeetingPlace templates.

Step 7 Choose your Cisco Unified MeetingPlace mail template and select **Replace**.

Step 8 Complete the following steps:

- a. Choose **Tools > Preferences**.
- b. Select **MeetingPlace**.
- c. Enter a username and password.
- d. Choose a default server.
- e. Select **OK**.

Step 9 Restart the LNNotify and MPNotify services.

Configuring the Account From the IBM Lotus Domino Server



Note You only need to perform one procedure: either this one or the procedure in the [“Configuring the Account From Cisco Unified MeetingPlace”](#) section on page 14.

Before You Begin

Sign in to the IBM Lotus Domino Server as an administrator.

Procedure

Step 1 Open a command-line interface window on the IBM Lotus Domino Server.

Step 2 Enter the following command:

```
load convert mail/mail_database * mail_template
```

Variable	Description
<i>mail_database</i>	The name of your mail database on the Web Server, for example, meetingplace.nsf.
<i>mail_template</i>	The name of your Cisco Unified MeetingPlace mail template, for example, mail85_0mp.ntf.



Note

If you create another IBM Lotus Notes user, specify the Cisco Unified MeetingPlace mail template (mailxx_xxmp.ntf) you chose in this procedure as the default mail template.

7 How to Set up the MeetingPlace Server Agent (MPSA) Database for IBM Lotus Notes

The MeetingPlace Server Agent (MPSA) database, called MPSA.nsf, enables all communication between IBM Lotus Notes and Cisco Unified MeetingPlace. Use the MPSA.ntf template (or the MPSA_SSL.ntf template if you are using SSL) as the basis for the new database.



Tip Files with the .nsf suffix are databases and files with the .ntf suffix are database *templates*.

- [Creating the MeetingPlace Server Agent \(MPSA\) Database, page 15](#)
- [Accessing the Administration Interface for the MeetingPlace Server Agent \(MPSA\) Database, page 16](#)
- [Assigning Access Control to the MeetingPlace Server Agent \(MPSA\) Database, page 16](#)
- [Configuring the Design Properties for the MeetingPlace Server Agent \(MPSA\) Database, page 17](#)
- [Adding a Cisco Unified MeetingPlace Profile to the MeetingPlace Server Agent \(MPSA\) Database, page 17](#)
- [About Replicating the MeetingPlace Server Agent \(MPSA\) Database, page 18](#)
- [Modifying the Cisco Unified MeetingPlace Server Settings, page 19](#)
- [Enabling the Admin CleanUp Agent, page 21](#)

Creating the MeetingPlace Server Agent (MPSA) Database

Before You Begin

Open IBM Lotus Domino Administrator.

Procedure

Step 1 Choose **File > Application > New**.

Step 2 Choose the name of the IBM Lotus Domino Server to which you are signed in. The server is the location for the new database.

- Step 3** Enter **MeetingPlace Server Agent** for the title.
 - Step 4** Enter **MPSA.nsf** for the file name.
 - Step 5** Choose the IBM Lotus Domino Server that contains your database template.
 - Step 6** Choose **MeetingPlace Server Agent** from the list of available templates.
 - Step 7** Check **Inherit future design changes**, then select **OK**.
 - Step 8** With the newly created MeetingPlace Server Agent database open, choose **File > Application > Access Control**.
 - Step 9** Choose **Default** from the list of Access Control List entries.
 - Step 10** Select at least **Editor** access in the Access field.
-

Accessing the Administration Interface for the MeetingPlace Server Agent (MPSA) Database

Before You Begin

Complete the procedure in the [“Creating the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 15.

Procedure

- Step 1** Select the tab with your domain name, for example, **CISCO_Domain**.
 - Step 2** Choose **File > Application > Open**.
 - Step 3** Choose your IBM Lotus Domino Server from the Open Application window.
 - Step 4** Enter **MPSA.nsf** for the file name.
 - Step 5** Select **Open**.
 - Step 6** If a new tab opens, select the **X** in the corner to close it.
 - Step 7** Select **Administration** from the left pane of the MeetingPlace Server Agent window.
 - Step 8** Select **Edit/Create Profile Document** from the right pane.
You are now in the Administration Interface.
-

Assigning Access Control to the MeetingPlace Server Agent (MPSA) Database

Assign access control to the MeetingPlace Server Agent (MPSA) database to give users permissions to access the database.

Before You Begin

Complete the procedure in the [“Creating the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 15.

Procedure

- Step 1** Select the tab with your domain name, for example, **CISCO_Domain**.
- Step 2** Select **Files**.
- Step 3** Choose **Databases Only** from the Show Me field on the top right.
- Step 4** Choose **MeetingPlace Server Agent**. If you do not see the MeetingPlace Server Agent database in your list of databases, refresh the page.
- Step 5** Right-click the database and choose **Access Control > Manage**.

The system opens the Access Control List window. The accounts are listed in the center of the window below People, Servers, Groups.

- Step 6** Choose **Default**.
 - Step 7** Highlight **Author** for the Default account in the Access field.
 - Step 8** Select **MeetingPlace** from the account list.
 - Step 9** Highlight **Manager** from the Access field. Keep the MeetingPlace account highlighted.
 - Step 10** Verify in the **Roles** area in the bottom-right corner that the Administrator role is checked.
 - Step 11** Complete the following actions if the Administrator role is not listed:
 - a. Select **Roles**.
 - b. Highlight **Administrator**.
 - c. Select **Add**.
 - d. Go back to the Basics tab and select **Administrator**.
 - Step 12** Select **OK**.
-

Configuring the Design Properties for the MeetingPlace Server Agent (MPSA) Database

Before You Begin

Complete the procedure in the [“Assigning Access Control to the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 16.

Procedure

- Step 1** Select the MeetingPlace Server Agent database from the Files tab.
 - Step 2** Choose **File > Application > Properties**.
 - Step 3** Select the tab that sets the design properties.
 - Step 4** Verify that the following parameters are unchecked:
 - List in Database Catalog
 - Show in ‘Open Database’ dialog
-

Adding a Cisco Unified MeetingPlace Profile to the MeetingPlace Server Agent (MPSA) Database

To schedule meetings from IBM Lotus Notes, you must provide the MeetingPlace Server Agent (MPSA) database with the URLs of the Cisco Unified MeetingPlace internal and external Web Servers.

Before You Begin

Complete the procedure in the [“Configuring the Design Properties for the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 17.

Procedure

- Step 1** Update your Cisco Unified MeetingPlace account with the permissions you assigned earlier by closing and reopening the MeetingPlace Server Agent database.
- Step 2** Choose **File > Application > Open**.
- Step 3** Choose your IBM Lotus Domino Server.
- Step 4** Enter **MPSA.nsf** for the file name.
- Step 5** Select **Open**.
- Step 6** If a new tab opens, select the **X** in the corner to close it.
- Step 7** Select **Administration** in the left pane.
- Step 8** Choose **Edit/Create Profile Document** in the right pane.
- Step 9** Select **Add Server**.
- Step 10** Fill in the following fields:

Parameter	Description
MeetingPlace Server Name	The name of the Cisco Unified MeetingPlace Web Server that you want users to see on the Calendar Entry form when they schedule a meeting.
MeetingPlace Web CGI URL	The URL of the internal Web Server in the format <code>http://host_name/mpweb/scripts/mpx.dll</code> , where <i>host_name</i> is the hostname or IP address of the internal Cisco Unified MeetingPlace Web Server.
External MeetingPlace Web CGI URL	The URL of the external Web Server in the format <code>http://host_name/mpweb/scripts/mpx.dll</code> , where <i>host_name</i> is the hostname or IP address of the external Cisco Unified MeetingPlace Web Server.
Notes Account for MeetingPlace	The name of the IBM Lotus Notes account for Cisco Unified MeetingPlace on the IBM Lotus Domino Server. For example, you can call this account MPNotes .
Use SSL (https)	Check these boxes if you are using the SSL version of the template.
Note There are two boxes: one next to the MeetingPlace Web CGI URL field and one next to the External MeetingPlace Web CGI URL field.	

- Step 11** Select **OK**.
- Step 12** Choose **Save and Close**.
- Step 13** Repeat [Step 9](#) through [Step 12](#) for each additional Cisco Unified MeetingPlace Web Server.

About Replicating the MeetingPlace Server Agent (MPSA) Database

If you have multiple IBM Lotus Domino Servers, use the Replication feature to replicate the MeetingPlace Server Agent (MPSA) database to the other IBM Lotus Domino Servers. See the online help for IBM Lotus Notes for information on doing this.

Modifying the Cisco Unified MeetingPlace Server Settings

The toolbar at the top of the Cisco Unified MeetingPlace system profile document allows you to add Cisco Unified MeetingPlace Web Servers and modify or delete existing ones. You added the Cisco Unified MeetingPlace system profile document in the [“Adding a Cisco Unified MeetingPlace Profile to the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 17.

When you add a Cisco Unified MeetingPlace Web Server, users can choose it from the server list display on the IBM Lotus Notes calendar entry form.

Before You Begin

Complete the procedure in the [“Accessing the Administration Interface for the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 16.

Procedure

Step 1 Complete one of the following actions:

- Select **Add Server** to add a Web Server.
- Select **Modify Server** to edit an existing Web Server.

Step 2 Enter or edit values. The following table describes the values.

Parameter	Description
Type of web conference server	Controls whether users see Cisco Unified MeetingPlace options or IBM Lotus Sametime online meeting options when configuring the web portion of a meeting. In either case, users can configure a Cisco Unified MeetingPlace meeting. Note The system does not display the Allow Internet Access field if you select IBM Lotus Sametime.
Number of minutes before a meeting begins for the connect button to appear (Reservationless Only)	The number of minutes that the system displays the Connect button for reservationless meetings.
Hide Meeting Password field	Prevents users from assigning passwords to the meetings that they schedule.
Hide Billing Code field	Prevents users from entering a billing code for the meetings they schedule. Uncheck this field if users need to specify billing codes on a per-meeting basis. Otherwise, Cisco Unified MeetingPlace uses the billing code listed in the profile of the meeting scheduler.
Hide Number of Participants field	Prevents users from specifying the number of callers for the meetings they schedule.
Hide Entry Announcement field	Prevents users from changing the entry announcement options for the meetings they schedule. By default, Cisco Unified MeetingPlace automatically sets up meetings based on the preferences specified in the scheduler profile. Displaying this field in the scheduling form allows the meeting scheduler to change the entry announcement options on a per-meeting basis.
Hide Departure Announcement field	Prevents users from changing the departure announcement options for the meetings they schedule. By default, Cisco Unified MeetingPlace automatically sets up meetings based on the preferences specified in the scheduler profile. Displaying this field on the scheduling form allows the meeting scheduler to change the departure announcement options on a per-meeting basis.
Hide Enable Recording field	Prevents users from recording meetings.
Hide Screened Entry field	Prevents users from using the screened entry option when scheduling meetings.

Parameter	Description
Hide Publicly Listed Meeting field	Prevents users from determining whether their individual meetings are listed on the Cisco Unified MeetingPlace search page. Instead, this determination is based on the default settings in their user profile.
Hide Allow Internet Access field	Prevents users from determining whether their individual meetings can be accessed from the Internet.
Make Meetings Web Only	Removes the following fields from the Calendar Entry template: <ul style="list-style-type: none"> • Call Me • Phone number • Entry announcement • Departure announcement • Number of locations • Record this meeting This is a system-wide setting. If you have multiple Cisco Unified MeetingPlace systems, all systems will be affected. However, this setting only applies to Cisco Unified MeetingPlace. It does not change the web interface through the click-to-attend link.
Hide Who Can Attend field	Prevents users from choosing the user types who have access to meetings.
Hide Who Can Access MeetingNotes field	Prevents users from choosing the user types who have access to attachments and recordings associated with meetings.

Step 3 To customize the subject line that appears in all meeting notifications, enter or edit values in the following fields:

Parameter	Description
MeetingPlace Subject Prefix	Text entered in this field appears in the beginning of the notification subject line. To help users identify that they have been invited to a Cisco Unified MeetingPlace meeting, enter text such as MeetingPlace Meeting or Online Meeting in this field.
MeetingPlace Subject Postfix	Text entered in this field appears at the end of the notification subject line.
MeetingPlace Call Label	Text entered in this field appears before the Cisco Unified MeetingPlace phone number in the notification subject line. Use this parameter to enter a description, such as MeetingPlace Phone Number .
MeetingPlace Meeting ID Label	Text entered in this field appears before the meeting ID in the notification subject line. Use this parameter to enter a description, such as Meeting ID .

Step 4 Check **Use Domino Authentication** to enable the IBM Lotus Domino authentication feature. See the [“How to Configure the Cisco Unified MeetingPlace Integration for IBM Lotus Notes for Automatic Authentication”](#) section on page 6 for information.

Step 5 Enter or edit the value for **Max adv days**:

- **Max adv days**: Determines how far in the future a user can schedule a meeting. A user cannot schedule a repeating meeting chain that extends past the number of days specified in this field.

Step 6 Enter a value in the **Remove messages older than** parameter field to periodically clean out the Cisco Unified MeetingPlace mailbox. The system cleans out messages older than the value you enter whenever the Admin CleanUp Agent runs. See the [“Enabling the Admin CleanUp Agent”](#) section on page 21 for information.

Enabling the Admin CleanUp Agent

Before You Begin

Complete the procedure in the [“Accessing the Administration Interface for the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 16.

Procedure

- Step 1** Choose **File > Application > Open**.
 - Step 2** Open the MPSA.nsf database.
 - Step 3** Navigate to **Shared Code > Agents > Admin CleanUp**.
 - Step 4** Double-click **Admin CleanUp**.
 - Step 5** Select **Schedule** in the Runtime area.
 - Step 6** Change the **Start Running Agent At** parameter to a time you wish to run this agent, then select **OK**.
 - Step 7** Close the agent.
 - Step 8** Choose **Yes** to confirm.
 - Step 9** With the agent name highlighted, select **Enable**.
 - Step 10** Choose the server on which you want to run this agent, then select **OK**.
-

8 How to Add Cisco Unified MeetingPlace Features to the IBM Lotus Notes Mail Template

You add Cisco Unified MeetingPlace features to the IBM Lotus Notes client interface by modifying the default IBM Lotus Notes mail template.

- [Modifying the wPreferences Form, page 21](#)
- [Adding the MPNewPassword Subform, page 22](#)
- [Adding the MPCalendarEntry and MPNotice Subforms, page 22](#)
- [Adding the Cisco Unified MeetingPlace Section to the Calendar Entry Form, page 23](#)
- [Modifying the Calendar Profile Form, page 23](#)
- [Adding New Cisco Unified MeetingPlace Script Libraries, page 24](#)
- [Modifying the Notice Form, page 25](#)
- [Modifying Existing Script Libraries, page 26](#)
- [Adding the MeetingPlace Agent to the Mail Template, page 27](#)

Modifying the wPreferences Form

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Designer.

Procedure

- Step 1** Open the mailx.ntf template.
- Step 2** Choose the **wPreferences** form.
- Step 3** Locate the Calendar section. It contains three hotspots: FreeTime, Entries, and AutoProcess. Hotspots are URLs that can be programmed.
- Step 4** Move the cursor to the end of the hotspot list.
- Step 5** Enter **MeetingPlace** as a new hotspot.
- Step 6** Double-click the new MeetingPlace hotspot.
- Step 7** Choose **Create > HotSpot > Action Hotspot**.
- Step 8** Select the lower-right pane.
- Step 9** Enter the following formula to program the hotspot:
- REM "DNT";
 - @If(\$PreferencesPage = "MeetingPlace"; @Return(""); "");
 - FIELD \$PreferencesPage := "MeetingPlace";
 - @Command([RefreshHideFormulas])
- Step 10** Save the mailx.ntf template.
-

Adding the MPNewPassword Subform

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Designer.

Procedure

- Step 1** Open the mailx.ntf and mailxx_xMP.ntf templates.
- Step 2** Choose **Shared Code > SubForms** in the mailxx_xMP.ntf template to display the subforms.
- Step 3** Select **Edit > Copy**.
- Step 4** Highlight the MPNewPassword subform.
- Step 5** Switch to mailx.ntf.
- Step 6** Select **Edit > Paste** to add the subform in to the corresponding subform list for mailx.ntf.
- Step 7** Save the mailx.ntf template.
-

Adding the MPCalendarEntry and MPNotice Subforms

Before You Begin

Sign in to the IBM Lotus Domino Server as an administrator.

Procedure

- Step 1** Open the mailx.ntf and mailxx_xMP.ntf templates.
- Step 2** Choose **Shared Code > SubForms** in the mailxx_xMP.ntf template to display the subforms.
- Step 3** Choose **Edit > Copy**.
- Step 4** Select and copy the **MPCalendarEntry** and **MPNotice** subforms.
- Step 5** Switch to mailx.ntf.
- Step 6** Choose **Edit > Paste**.
- Step 7** Paste the subform into the corresponding subform list for mailx.ntf.



Tip Press the Ctrl key to select multiple subforms simultaneously.

- Step 8** Save the mailx.ntf template.
-

Adding the Cisco Unified MeetingPlace Section to the Calendar Entry Form

You must modify the calendar entry form so that users who are scheduling meetings can see the Cisco Unified MeetingPlace fields.

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Designer.

Procedure

- Step 1** Open the mailx.ntf and mailxx_xMP.ntf templates.
 - Step 2** Choose the Calendar Entry form in the mailx.ntf template.
 - Step 3** Scroll to the Scheduler area of the Calendar Entry form.
 - Step 4** Click in the space above the Scheduler area to create an insertion point.
 - Step 5** Choose **Create > Resources > Insert Subform**.
 - Step 6** Choose **MPCalendarEntry**, then select **OK**.
 - Step 7** Save the mailx.ntf template.
-

Modifying the Calendar Profile Form

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Designer.

Procedure

- Step 1** Open the mailx.ntf and mailxx_xMP.ntf templates.

- Step 2** Choose the Calendar Profile form in the mailxx_xMP.ntf template.
- Step 3** Select MP_ServerNames and MP_ServerAddress. The fields are in the last row of fields at the top of the mailxx_xMP.ntf template.
- Step 4** Choose Edit > Copy.
- Step 5** Switch to the mailx.ntf template.
- Step 6** Add a line after the last row of fields at the top of the Calendar Profile form.
- Step 7** Choose Edit > Paste.
- Step 8** Paste the two Cisco Unified MeetingPlace fields in the Calendar Profile form.
- Step 9** Select Calendar & To Do.
- Step 10** Select MeetingPlace.
- Step 11** Select all text and fields on this tab.
- Step 12** Choose Edit > Copy.
- Step 13** Switch to the mailx.ntf template.
- Step 14** Insert a row:
- Select Calendar & To Do.
 - Select To Do.
 - Click inside the tab.
 - Choose Table > Insert Row.
- Step 15** Create a tab:
- Click inside the new row.
 - Right-click and choose Table Properties.
 - Select Table Rows.
 - Enter MeetingPlace in Tab Label and Caption.
 - Close Properties.
- Step 16** Configure the MeetingPlace tab properties.
- Click inside the MeetingPlace tab.
 - Choose Edit > Paste.
 - Select Yes.
- Step 17** Save the mailx.ntf template.
-

Adding New Cisco Unified MeetingPlace Script Libraries

Restriction

- Do not modify existing IBM LotusScript code, other than what is described in this document. Only add the Cisco Unified MeetingPlace code sections to existing code in the template.

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Designer.

Procedure

- Step 1** Open the mailx.ntf and mailxx_xMP.ntf templates.

- Step 2** Select **Script Libraries** in the Shared Code folder of the mailxx_xMP.ntf template to display the list of Script Libraries in the right pane.
- Step 3** Locate the following Cisco Unified MeetingPlace script libraries:
- MeetingPlace
 - MeetingPlaceBackGround
 - MeetingPlaceBackGroundWeb
 - MeetingPlaceGlobal
 - MeetingPlaceWeb
- Step 4** Press **Shift+Click** to select all the libraries.
- Step 5** Right-click the selection.
- Step 6** Choose **Copy**.
- Step 7** Switch to the mailx.ntf template.
- Step 8** Open the Script Libraries list.
- Step 9** Right-click in the library list.
- Step 10** Choose **Paste**.
- Step 11** Save the mailx.ntf template.
-

Modifying the Notice Form

Add the MeetingPlace section to the Notice form if you want invitations to display Cisco Unified MeetingPlace information.

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Designer.

Procedure

- Step 1** Open the mailx.ntf and mailxx_xMP.ntf templates.
- Step 2** Copy the MeetingPlace section from the mailxx_xMP.ntf template.
- Step 3** Paste the MeetingPlace section in the mailx.ntf template:
- a. Choose the **Notice** form.
 - b. Scroll down to the Description section of the form.
 - c. Click in the area above the Description line.
 - d. Choose **Create > Resources > Insert Subform**.
 - e. Choose **MPNotice**.
 - f. Select **OK**.
- Step 4** Choose **Respond > Delegate** in the Action Pane.
- Step 5** (Optional) Choose **View > Action Pane** if the Action Pane is not visible to the right of the form.
- Step 6** Right-click the menu choice.
- Step 7** Choose **Action Properties**.
- Step 8** Select **Action When Hide**.
- Step 9** Select **Formula Window**.
- Step 10** Scroll to the end of the current formula text in the Edit Formula window.

Step 11 Add a space.

Step 12 Add the following code to the script:

```
| MP_Include="1"
```

Step 13 Modify the formulas for the following actions in the same way, adding the same script as in [Step 9](#):

- **Respond > Propose New Time**
- **Respond with Comments > Delegate**

Step 14 Save the mailx.ntf template.

Modifying Existing Script Libraries

You must add Cisco Unified MeetingPlace-specific code to the following functions in the following IBM Lotus Notes mail template script libraries.

Script library	Functions that need to be added to Cisco Unified MeetingPlace code
Common	Options, CSDocSave, CopyProfileValues, CSDocScanForUpdates
CSCalendarEntry	Options, CSCalendarEntry
CSEventClass	Options, RemoveFromMinView, CSEvent
CSEventNotes	Options, CSEventNotes
CSEventWeb	Options, CSEventWeb
CSUIViewClass	Options, ProcessViewCommand, ViewDragPasteHandler, ViewEntryResizeHandler

Restriction

Do not modify existing IBM LotusScript code, other than what is described in this document. Only add the Cisco Unified MeetingPlace code sections to existing code in the template. You can use any tool that merges text differences, such as Winmerge, to move the Cisco-modified script changes to your templates.

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Designer.

Procedure

Step 1 Open the mailx.ntf and mailxx_xMP.ntf templates.

Step 2 Choose **Shared Code > Script Libraries** in the mailxx_xMP.ntf template.

Step 3 Locate the Cisco Unified MeetingPlace-specific code for each library and function listed in the previous table between the “MeetingPlace Begin” and “MeetingPlace End” comment lines.

Step 4 Choose **Edit > Copy**.

Step 5 Select and copy the code (including comment lines, for later identification).

Step 6 Switch to mailx.ntf.

Step 7 Choose **Edit > Paste**.

Step 8 Paste the code in the corresponding script library functions in mailx.ntf.

Step 9 Choose **Other > Database Resources** in the mailxx_xMP.ntf template.

Step 10 Double-click the **Database Script Library**.

- Step 11** Choose the `Querydocumentdelete` subquery.
- Step 12** Locate the code between the “MeetingPlace Begin” and “MeetingPlace End” comment lines.
- Step 13** Choose **Edit > Copy**.
- Step 14** Select the code (including comment lines, for later identification).
- Step 15** Switch to `mailx.ntf`.
- Step 16** Choose **Edit > Paste**.
- Step 17** Paste the code in the corresponding subquery in the Database Script library in `mailx.ntf`.
- Step 18** Save the `mailx.ntf` template.
-

Adding the MeetingPlace Agent to the Mail Template

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Designer.

Procedure

- Step 1** Open the `mailx.ntf` and `mailxx_xMP.ntf` templates.
- Step 2** Choose **Form > Shared Code > Agents** in the `mailxx_xMP.ntf` template.
- Step 3** Choose **Edit > Copy**.
- Step 4** Select `MPSendInvitations`.
- Step 5** Switch to `mailx.ntf`.
- Step 6** Choose **Edit > Paste** to add the agent to the **Forms > Shared Code > Agents** section of the `mailx.ntf` template.
- Step 7** Save the `mailx.ntf` template.
-

9 How to Migrate IBM Lotus Notes Users to Cisco Unified MeetingPlace

You must migrate users to the new Cisco Unified MeetingPlace mail template before they can schedule Cisco Unified MeetingPlace meetings from their IBM Lotus Notes calendar.

- [Migrating a Pilot Group to the Cisco Unified MeetingPlace Mail Template, page 28](#)
- [Replacing the Standard Mail Template with the Cisco Unified MeetingPlace Mail Template, page 28](#)
- [How to Update the System to Use the New Template, page 29](#)



Note For information about integrating IBM Lotus Notes code in standard IBM Lotus Notes mail templates, see the “[How to Add Cisco Unified MeetingPlace Features to the IBM Lotus Notes Mail Template](#)” section on page 21.

Migrating a Pilot Group to the Cisco Unified MeetingPlace Mail Template

Before you migrate an organization to the new Cisco Unified MeetingPlace mail template, you can deploy the new mail template to a pilot group. If you choose this approach, you must choose the Cisco Unified MeetingPlace mail template for each user individually.

Before You Begin

- Identify the members of the pilot group.
- Sign in as an administrator to the computer of each pilot group member.

Procedure

- Step 1** Open the IBM Lotus Notes client.
- Step 2** Select **Calendar**.
- Step 3** Choose **File > Application > Properties > Design**.
- Step 4** Check **Inherit Design from Template**.
- Step 5** Do the following:

If the User Is Using	Do This
IBM Lotus Domino Release 6 or 6.5	Replace StdR60Mail with the applicable version of the Cisco Unified MeetingPlace mail template, such as Cisco Unified MeetingPlace Notes Gateway Mail Template Release 6.0.5 or 6.5.5.
IBM Lotus Domino Release 7	Replace StdR70Mail with the applicable version of the Cisco Unified MeetingPlace mail template, such as Cisco Unified MeetingPlace Notes Gateway Mail Template Release 7.0.2.
IBM Lotus Domino Release 8	Replace StdR80Mail with the applicable version of the Cisco Unified MeetingPlace mail template, such as Cisco Unified MeetingPlace Notes Gateway Mail Template Release 8.0.
IBM Lotus Domino Release 8.5	Replace StdR85Mail with the applicable version of the Cisco Unified MeetingPlace mail template, such as Cisco Unified MeetingPlace Notes Gateway Mail Template Release 8.5.
IBM Lotus Domino Release 8.5.3	Replace StdR85Mail with the applicable version of the Cisco Unified MeetingPlace mail template, such as Cisco Unified MeetingPlace Notes Gateway Mail Template Release 8.5.3

Replacing the Standard Mail Template with the Cisco Unified MeetingPlace Mail Template

If you choose to deploy Cisco Unified MeetingPlace features to an organization, the easiest method is to delete the standard IBM Lotus Notes mail template and replace it with the Cisco Unified MeetingPlace mail template.

Before You Begin

- Ensure that you have the Cisco Unified MeetingPlace-specific mail template installed on the IBM Lotus Domino Server.
- Sign in to the IBM Lotus Domino Server as an administrator.
- Open an IBM Lotus Domino console session.

Procedure

- Step 1** Enter **exit** to shut down the IBM Lotus Domino Server.
- Step 2** Delete the mailx.ntf template, where the value of *x* depends on your server version.

**Note**

Make sure that the mailx.ntf file is deleted; otherwise, IBM Lotus Notes assumes that you have two templates claiming to be the standard IBM Lotus Notes mail template and displays warning messages.

Step 3 Restart the IBM Lotus Domino Server.

Step 4 Change the database properties of the Cisco Unified MeetingPlace-specific mail template after the server restarts:

- a. Choose **File > Application > Properties**.

The system opens the database window.

- b. Select **Design**.

- c. Change the name of the Cisco Unified MeetingPlace mail template:

If You Are Using	Do This
mail60_xMP.ntf mail65_xMP.ntf	Delete the current template name and enter StdR60Mail , which is the name of the standard IBM Lotus Notes mail template.
mail70_xMP.ntf	Delete the current template name and enter StdR70Mail , which is the name of the standard IBM Lotus Notes mail template.
mail80_xMP.ntf	Delete the current template name and enter StdR80Mail , which is the name of the standard IBM Lotus Notes mail template.
mail85_xMP.ntf	Delete the current template name and enter StdR85Mail , which is the name of the standard IBM Lotus Notes mail template.

How to Update the System to Use the New Template

The system automatically starts using the new template the next day. However, you can manually have the system start using the new template at any time if you do not want to wait until the next day.

**Caution**

Completing this procedure can temporarily affect the performance of the IBM Lotus Domino Server. We recommend that you do this during non-business hours.

- [Manually Updating a Single System to Use the New Template, page 29](#)
- [Updating the System to Use the New Template for All Users, page 30](#)

Manually Updating a Single System to Use the New Template

Before You Begin

- Sign in as an administrator to the computer where you plan to perform the manual update.
- Open IBM Lotus Notes.

Procedure

Step 1 Select **Mail**.

Step 2 Choose **File > Application > Refresh Design**.

The IBM Lotus Domino Server immediately starts using the new template.

Updating the System to Use the New Template for All Users

Before You Begin

- Sign in to the IBM Lotus Domino Server.
- Open the IBM Lotus Domino console.

Procedure

Step 1 Enter load design.

Step 2 Press Enter.

The IBM Lotus Domino Server immediately starts using the new template for all users in the system.



Tip Depending on the number of users, this process might take several minutes.

10 How to Customize Meeting Notifications

End users can receive meeting notifications in IBM Lotus Notes for meetings scheduled from IBM Lotus Notes or from Cisco Unified MeetingPlace.

- [About Using Multiple Notification Programs, page 30](#)
- [About Meeting Notification Formats, page 30](#)
- [About Notifications for Rescheduled Meetings, page 31](#)
- [About Meeting Notification Templates, page 31](#)
- [Customizing the Meeting Notification Templates, page 32](#)

About Using Multiple Notification Programs

If your organization has both Microsoft Outlook and IBM Lotus Notes, you can install Microsoft Outlook for Cisco Unified MeetingPlace and IBM Lotus Notes for Cisco Unified MeetingPlace on separate servers to support each set of users. Both integrations can point to the same Cisco Unified MeetingPlace system, but must point to different mailboxes.

After you install both integrations, users can schedule Cisco Unified MeetingPlace meetings from IBM Lotus Notes, Microsoft Outlook, or Cisco Unified MeetingPlace.

About Meeting Notification Formats

The format of a meeting notification varies depending on the following:

- The program used to schedule the meeting
- The email program in which the end user receives the notification

The following table describes the format of the meeting notifications that users receive.

Meeting Scheduled From	IBM Lotus Notes Users Receive	Microsoft Outlook Users Receive
Cisco Unified MeetingPlace	IBM Lotus Notes notification ¹	Microsoft Outlook notification ¹

Meeting Scheduled From	IBM Lotus Notes Users Receive	Microsoft Outlook Users Receive
IBM Lotus Notes	IBM Lotus Notes notification ¹	SMTP notification
Microsoft Outlook	SMTP notification	Microsoft Outlook notification ¹

1. If a user accepts the meeting, it will be displayed on their calendar.

About Notifications for Rescheduled Meetings

Notifications for rescheduled meetings contain a different set of information than the information in the original meeting notification. The information in the notification for the rescheduled meeting depends on the interface that was used to reschedule the meeting.

You can only reschedule a meeting using the interface from which you originally scheduled the meeting. So if you scheduled a meeting from IBM Lotus Notes, you can only reschedule it from IBM Lotus Notes and if you scheduled a meeting from Cisco Unified MeetingPlace, you can only reschedule it from Cisco Unified MeetingPlace.

- [Notifications for Meetings Rescheduled From IBM Lotus Notes, page 31](#)
- [Notifications for Meetings Rescheduled From Cisco Unified MeetingPlace, page 31](#)

Notifications for Meetings Rescheduled From IBM Lotus Notes

When you schedule a meeting from IBM Lotus Notes and then reschedule it from IBM Lotus Notes, the system sends a meeting notification for the rescheduled meeting that has the same information as the original notification, including the click-to-attend link. If the user accepts the rescheduled meeting, the system updates their calendar.



Note IBM Lotus Notes does not allow you to change the meeting ID or the Allow Internet Access option when you reschedule a meeting from IBM Lotus Notes.

Notifications for Meetings Rescheduled From Cisco Unified MeetingPlace

When you schedule a meeting from Cisco Unified MeetingPlace and then reschedule it from Cisco Unified MeetingPlace, the system sends a meeting notification with different subject and body fields than those in the original meeting notification, as noted in the following table:

Meeting Notification for Original Meeting	Meeting Notification for Rescheduled Meeting
Subject: Meeting name, date/time	Subject: Meeting name, meeting ID, meeting password (if required)
Body: Click-to-attend link, meeting information	Body: Click-to-attend link, original meeting information

The system updates the click-to-attend link and allows users to attend the rescheduled meeting.

About Meeting Notification Templates

The following table describes the templates used to generate meeting notifications.

Template Name	Description
mailxx_xxMP.ntf	Generates meeting and reminder notifications for meetings scheduled from IBM Lotus Notes. A template is included for each supported version of IBM Lotus Domino and IBM Lotus Notes (for example, mail65_3.ntf is used for users of IBM Lotus Domino Release 6.5 and IBM Lotus Notes Release 6.5.3).

Template Name	Description
NotifySchedule.tpl	Generates meeting notifications for IBM Lotus Notes users for meetings that are scheduled from Cisco Unified MeetingPlace.
NotifyReschedule.tpl	Generates updated notices for IBM Lotus Notes users for meetings that are rescheduled from Cisco Unified MeetingPlace.
NotifyCancel.tpl	Generates cancellation notices for IBM Lotus Notes users for meetings that are canceled from Cisco Unified MeetingPlace.

Customizing the Meeting Notification Templates

You can customize the meeting notification templates for meetings that are scheduled from Cisco Unified MeetingPlace. Each template contains tags that contain the text that appears in the meeting notifications. When the system generates a meeting notification, IBM Lotus Notes replaces the tags with the appropriate information from the Cisco Unified MeetingPlace database.

Consider adding tags with the following information to your meeting notifications:

- Instructions about how to attend meetings and access attachments.
- Alternate phone numbers for your Cisco Unified MeetingPlace system, such as a toll free number or internal company extension.
- A list of meeting invitees.
- Information about how to record a meeting.

Before You Begin

Sign in to the IBM Lotus Domino Server as an administrator.

Procedure

Step 1 Access the meeting notification templates by navigating to C:\Cisco\Cisco MeetingPlace for Notes.

Step 2 Using Notepad, open the .tpl meeting notification template that you want to customize.



Caution

Using a word processing program other than Notepad can change the template file extension and produce an unreadable meeting notification. Notepad can automatically save a template without changing its .tpl extension.

Step 3 As applicable, add the tags that are listed in the following table to your Cisco Unified MeetingPlace meeting notification template.



Note

Tags for alternate phone numbers differ depending on whether you are customizing notifications for front-end or back-end scheduling.

Tag	Description
<!--#LATD AttendMeetingHint -->	How to attend a meeting.
<!--#LATD MeetingNotesHint -->	How to access MeetingNotes.
<!--#LATD C_AltPhoneNumName1 -->	Label for notifications.
<!--#LATD C_AlternatePhoneNum1-->	First alternate phone number. Note This tag is for front-end meetings. You can find the template for front-end meetings in C:\Program Files\Cisco Systems\MPWeb\Template\NotesGetMeetingSuccess.tpl

Tag	Description
<!--#LATD AltPhoneLabel_1 --> <!--#LATD AltPhone_1 -->	Label for Notifications 1st Alternate Ph Number Note This tag is for back-end meetings. You can find the template for back-end meetings in C:\Program Files\Cisco Systems\MeetingPlace for Notes\NotifySchedule.tpl
<!--#LATD C_AltPhoneNumName2 --> <!--#LATD C_AlternatePhoneNum2 -->	Second label for notifications. Second alternate phone number. Note This tag is for front-end meetings. You can find the template for front-end meetings in C:\Program Files\Cisco Systems\MPWeb\Template\NotesGetMeetingSuccess.tpl
<!--#LATD AltPhoneLabel_2 <!--#LATD AltPhone_2 -->	Second Label for Notifications 2nd Alternate Ph Number Note This tag is for back-end meetings. You can find the template for back-end meetings in C:\Program Files\Cisco Systems\MeetingPlace for Notes\NotifySchedule.tpl
<!--#LATD C_AltPhoneNumName3 --> <!--#LATD C_AlternatePhoneNum3 -->	Third label for notifications. Third alternate phone number. Note This tag is for front-end meetings. You can find the template for front-end meetings in C:\Program Files\Cisco Systems\MPWeb\Template\NotesGetMeetingSuccess.tpl
<!--#LATD AltPhoneLabel_3 <!--#LATD AltPhone_3 -->	Third Label for Notifications 3rd Alternate Ph Number Note This tag is for back-end meetings. You can find the template for back-end meetings in C:\Program Files\Cisco Systems\MeetingPlace for Notes\NotifySchedule.tpl
<!--#LATD ListInvitees -->	List of meeting invitees.
<!--#LATD fRecordConference -->	Whether the meeting is scheduled to be recorded.
<!--#LATD WhoCanListen -->	Who can access the meeting recording (None, anyone, Cisco Unified MeetingPlace users, or invited users).



Note

When you add a tag to a meeting notification template, the system displays the information in the same location in the meeting notification where you entered it. Place more important information at the top of the meeting notification template.

- Step 4** To delete a tag from the meeting notification template, delete the applicable tag and label from the template.
- Step 5** Save the template as a text file. Make sure that your word processing program does not change the .tpl extension of the file.

11 Troubleshooting IBM Lotus Notes for Cisco Unified MeetingPlace

- [Troubleshooting: What to Do First, page 34](#)
- [Resolving Error Messages, page 36](#)
- [Troubleshooting Mail Template Settings, page 39](#)

- [Resolving Scheduling Errors When the “Allow Internet Access” Option is Checked, page 40](#)
- [Resolving Problems when LNNotify Does not Start, page 40](#)
- [Resolving Java.io.fileNotFound Exception, page 40](#)
- [Resolving Cross Certify Errors, page 41](#)
- [Problems With Meeting Notifications, page 41](#)
- [Problem Accessing Online Help From the “About This Database” Page, page 42](#)

Troubleshooting: What to Do First

If you have scheduling, attendance, or notification problems, perform the following three procedures in the order presented to make sure that IBM Lotus Notes has not lost any of its connections. If you still experience the same problem after completing these procedures, continue with the remaining troubleshooting topics in this section.

- [Verifying That the Windows Services Are Running, page 34](#)
- [Verifying That MPNotify and MPAgent Can Sign In, page 35](#)
- [Checking the Windows Event Viewer for Errors, page 36](#)

Verifying That the Windows Services Are Running

Restriction

Running some services, such as MPAgent, can use as much as 90 percent of your CPU. Fortunately, these services run at a low priority so the CPU spikes do not impact important system functions.

Before You Begin

Sign in as an administrator to the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes for Cisco Unified MeetingPlace integration installed on it.

Procedure

Step 1 Choose **Start > Programs > Administrative Tools > Services**.

Step 2 Verify that the following services are running:

- Cisco MeetingPlace Gateway SIM
- Cisco MeetingPlace Notification Gateway
- Cisco Unified MeetingPlace Agent Service
- Cisco Unified MeetingPlace Audio Service
- Cisco Unified MeetingPlace Connect Application Service
- Cisco Unified MeetingPlace Connect Gateway
- Cisco Unified MeetingPlace for Notes Gateway



Note

If you cannot start the Cisco Unified MeetingPlace for Notes Gateway service, make sure that the Cisco Unified MeetingPlace account has been set up to use the new Cisco Unified MeetingPlace mail template. See the [“How to Configure the IBM Lotus Notes Gateway Account to Use the Mail Template”](#) section on page 13.

- Cisco Unified MeetingPlace for Single Sign On
- Cisco Unified MeetingPlace Replication Service
- Cisco Unified MeetingPlace Web Server
- (Optional) Cisco Unified MeetingPlace Gateway for Cisco WebEx, if this is installed

Step 3 If the services are not running, restart them.

Verifying That MPNotify and MPAgent Can Sign In

Restriction

Running some services, such as MPAgent, can use as much as 90 percent of your CPU. Fortunately, these services run at a low priority so the CPU spikes do not impact important system functions.

Before You Begin

Sign in as an administrator to the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes for Cisco Unified MeetingPlace integration installed on it.

Procedure

Step 1 Open the Gateway Configuration utility.

Step 2 Select **Properties**.

Step 3 Select the **Notes Gateway** tab.

Step 4 Check **Verbose Logging**.

Step 5 Select **OK**.

Step 6 Right-click the Gateway Configuration utility and select **Eventlog**.

The system displays the Gateway SIM eventlog.

Step 7 Stop and restart the following services:

- Cisco Unified MeetingPlace
- Cisco Unified MeetingPlace Notification Gateway

Step 8 View the Gateway SIM eventlog.

The eventlog should display entries that show the MPNotify and MPAgent signing in to the IBM Lotus Domino Server and Cisco Unified MeetingPlace, similar to the following:

```
12/17 12:20:06 MPNotify    Information:[2] No new messages to process
12/17 12:20:07 MPNotify    Information:[2] Domino server CN=ServerName is available
12/17 12:19:08 mpagent     Success:Registered for CS events
12/17 12:19:08 mpagent     Success:Successfully logged into MeetingPlace
12/17 12:19:08 MPNotify    Information:MeetingPlace login completed
12/17 12:18:55 mpagent     Success:The MPAgent has started successfully.
12/17 12:18:51 mpagent     Information:Service started
12/17 12:18:43 MPNotify    Information:Service started
```

Step 9 If the IBM Lotus Notes Gateway service is not signing in to the IBM Lotus Domino Server, check to see if the IBM Lotus Notes client on the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes for Cisco Unified MeetingPlace integration installed on it can view its mail database.

If the mail database is not accessible, see the IBM Lotus Notes documentation to troubleshoot this problem.

Step 10 If the MPAgent and MPNotify services cannot sign in to the Cisco Unified MeetingPlace system, verify that the Cisco Unified MeetingPlace system is up and running and that you have network connectivity.

**Note**

After you finish troubleshooting, we recommend that you turn off verbose logging. Modifications made to verbose logging will only take effect after you stop and restart the service.

Checking the Windows Event Viewer for Errors

You can use the Windows Event Viewer to diagnose directory, user account, and permission errors.

Before You Begin

Sign in as an administrator to the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes for Cisco Unified MeetingPlace integration installed on it.

Step 1 Choose **Start > Programs > Administrative Tools > Event Viewer**.

Step 2 Select a log name in the left pane of the Event Viewer window to view events for that log.

Step 3 Look for any directory, user account, and permission errors.

Step 4 Troubleshoot the errors.

Resolving Error Messages

- [Error Messages Related to Joining Meetings, page 36](#)
- [Error Messages Related to Scheduling Problems, page 37](#)
- [Error Messages Related to Incorrect Profile Information, page 37](#)
- [Error Messages Related to System Setup, page 37](#)
- [Error Messages Related to Errors Validating a User Agent Execution Access, page 38](#)
- [Error Messages Related to Java AccessControl, page 38](#)
- [Error Messages Related to the Connection Between Cisco Unified MeetingPlace and IBM Lotus Domino, page 38](#)
- [JavaScript Error Messages When Selecting the URL to Attend the Meeting, page 39](#)
- [Error Messages Related to Installing the Lotus Notes Client, page 39](#)

Error Messages Related to Joining Meetings

Error Message Unable to get a MeetingPlace session ID

Explanation You may see this error message when you are trying to join a meeting that was scheduled on an external web server. This is due to an incomplete installation of the external server.

Recommended Action To permit users to use the Cisco Unified MeetingPlace for Notes Gateway on an external web server, make sure that you complete one of the following:

- Install the MP Notes Gateway on the external web server.
- Manually copy all 33 Notes-related template files from the internal web server at C:\Program Files\Cisco Systems\MPWeb\Template to the same location on the external web server.

Related Topics

- [Installing the Cisco Unified MeetingPlace Gateway for IBM Lotus Notes, page 5](#)

Error Messages Related to Scheduling Problems

Error Message You are currently unable to schedule Cisco Unified MeetingPlace meetings because you are either offline or working on a local copy of your mail database. Please note that you must be online and your mail database must be located on the IBM Lotus Domino server to allow scheduling of Cisco Unified MeetingPlace meetings.

Explanation This error occurs when the MPSA.nsf file (the MeetingPlace Server Agent Database) is not visible to IBM Lotus Notes. The client thinks the MeetingPlace Server Agent Database is offline.

Recommended Action Complete the following procedure.

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Administrator.

Procedure

Step 1 Verify that the MPSA.nsf file (the MeetingPlace Server Agent Database) is present on the IBM Lotus Domino Server in the correct location at C:\Lotus\Domino\Data.

If you installed IBM Lotus Notes in a different location, the system might have installed the MPSA.nsf file in the client data directory. If this is the case, copy it to the C:\Lotus\Domino\Data directory.

Step 2 Verify that the MPSA.nsf file (the MeetingPlace Server Agent Database) is signed and that Cisco Unified MeetingPlace has permission to run unrestricted LotusScript/Java agents on your client.

Related Topics

- [Signing the MeetingPlace Server Agent \(MPSA\) Database Template, page 10](#)

Error Messages Related to Incorrect Profile Information

Error Message Error Message: Unable to access Cisco Unified MeetingPlace resources because your Cisco Unified MeetingPlace profile information is incorrectly entered in the Public Name and Address Book.

Explanation This error appears when IBM Lotus Domino authentication is being used and the Cisco Unified MeetingPlace user ID of the scheduler was not entered correctly in the IBM Lotus Domino address book.

Explanation Update the IBM Lotus Domino address book with the Cisco Unified MeetingPlace user ID of the scheduler.

Error Messages Related to System Setup

Error Message The Administrator has not set up the Cisco Unified MeetingPlace System. Please exit and notify the Administrator.

Explanation The MeetingPlace Server Agent Database has not yet been created and configured on the IBM Lotus Domino Server.

Recommended Action Complete the steps in the [“Creating the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 15.

Error Messages Related to Errors Validating a User Agent Execution Access

Error Message Error validating user's agent execution access [4000] (QuerySave)

Explanation This error occurs when you sign the MPSA.nsf file (the MeetingPlace Server Agent Database) or Cisco Unified MeetingPlace mail templates (for example, mail65_5MP.ntf, mail70_2MP.ntf, or mail85_0MP.ntf) with the wrong user ID.

Recommended Action Verify that the MPSA.nsf file (the MeetingPlace Server Agent Database) is signed with the Cisco Unified MeetingPlace ID and that the user, Cisco Unified MeetingPlace, has permission to run unrestricted LotusScript/Java agents on your client. See the [“Signing the MeetingPlace Server Agent \(MPSA\) Database Template” section on page 10](#).

Error Messages Related to Java AccessControl

Error Message AccessControl Exception java.security.AccessControlException.

Explanation You have not correctly modified the java.policy file.

Recommended Action Check the java.policy file to make sure it has the proper syntax. See the [“Editing the java.policy File” section on page 13](#).

Error Messages Related to the Connection Between Cisco Unified MeetingPlace and IBM Lotus Domino

Error Message A connection cannot be established between Cisco Unified MeetingPlace and IBM Lotus Domino. Contact your IBM Lotus Notes Administrator.

Recommended Action Complete the following procedure.

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Launch IBM Lotus Domino Administrator.

Procedure

-
- Step 1** Verify that the IBM Lotus Domino Server is running.
 - Step 2** Sign in to the Cisco Unified MeetingPlace Web Server as an administrator.
 - Step 3** Verify that the Cisco Unified MeetingPlace services are running.
 - Step 4** Open the MPSA.nsf database from the Domino Administrator.
 - Step 5** Choose **Administration** from the left pane.
 - Step 6** Select **Edit/Create Profile Document** at the top of the right pane, to open the Cisco Unified MeetingPlace System Profile Document.
 - Step 7** Verify that the URLs for Server Address and External Server Address are correct in the Cisco Unified MeetingPlace Server Settings section. If they are not correct, update them as follows:
 - a.** Choose **Modify Server**.
 - b.** Update the **MeetingPlace Web CGI URL** and **External MeetingPlace Web CGI URL** fields.
-

Related Topics

- [Verifying That the Windows Services Are Running, page 34](#)
- [Modifying the Cisco Unified MeetingPlace Server Settings, page 19](#)

JavaScript Error Messages When Selecting the URL to Attend the Meeting

Problem The system displays JavaScript errors when selecting the attend URL link.

Explanation You are using an unsupported web browser.

Solution For browser support information, see the *System Requirements for Cisco Unified MeetingPlace Release 8.6* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html.

Error Messages Related to Installing the Lotus Notes Client

Error Message Error 1330: A file that is required cannot be installed because the cabinet file D:\LN\Data1.cab has an invalid digital signature. This may indicate that the cabinet file is corrupt. Error 270 was returned by WinVerifyTrust.

Explanation When installing the Lotus Notes client on a MeetingPlace Web Server that has a hardened version of Windows 2003 installed, the installation fails and the user sees an error message. This error occurs because WinVerifyTrust is trying to download a certificate revocation list to verify if the signed file is valid even though Internet access is restricted on the hardened operating system.

Recommended Action The workaround for this issue is to temporarily disable checking of the revocation list so that WinVerifyTrust will not attempt to download the revocation list. This can be done by using the SetReg.exe that is part of the Microsoft Windows SDK. It is also included in the .NET framework SDK. Follow the steps below to get around this issue:

Step 1 Copy SetReg.exe to the Windows server.

Step 2 Run the following commands from the windows command line:

- a. SetReg.exe 3 FALSE
- b. SetReg.exe 9 FALSE

Step 3 Run the Lotus Notes installer.

Step 4 Once the Lotus Notes installation is done. Run the following commands from the windows command line:

- a. SetReg.exe 3 TRUE
 - b. SetReg.exe 9 TRUE
-

Troubleshooting Mail Template Settings

Problem Users cannot schedule meetings, or they can schedule meetings but the system does not send a notification.

Explanation The mail template is not signed.

Solution Complete the following procedure.

Procedure

Step 1 Verify that the mail template that is being used by the IBM Lotus Notes client is signed. See the “[Signing the Cisco Unified MeetingPlace Mail Template](#)” section on page 11.

Step 2 Verify that the mail template that is being used by the gateway account is signed.

Step 3 Verify that the user who signed the mail template and the MeetingPlace Server Agent Database (mpsa.nsf) can run unrestricted methods and operations and restricted LotusScript/Java agents.

- Step 4** If that user does not have the permissions identified in [Step 3](#), sign the mail template and the MeetingPlace Server Agent (MPSA) database template again. See the [“Signing the MeetingPlace Server Agent \(MPSA\) Database Template”](#) section on page 10 and the [“Signing the Cisco Unified MeetingPlace Mail Template”](#) section on page 11.
- Step 5** Refresh the design of the end user and gateway account.
-

Related Topics

[Granting Permission to Run Agents on the IBM Lotus Domino Server, page 10](#)

Resolving Scheduling Errors When the “Allow Internet Access” Option is Checked

Problem There are errors when scheduling a Cisco Unified MeetingPlace meeting when the “Allow Internet Access” option checked.

Explanation You may have entered a blank value for either the internal or external Web Server URLs when you installed IBM Lotus Notes.

Solution Open the MPSA.nsf database and add the missing URL. See the [“Adding a Cisco Unified MeetingPlace Profile to the MeetingPlace Server Agent \(MPSA\) Database”](#) section on page 17 for information.

Resolving Problems when LNNotify Does not Start

Problem LNNotify does not start. On startup, the system displayed an error message that there is either an internal Windows error or an internal service error.

Explanation The Cisco Unified MeetingPlace gateway account does not have a Cisco Unified MeetingPlace mail template associated with it.

Solution Verify that the mail template is appropriate for the IBM Lotus Notes mail template that you are using (for example, mail65_5MP.ntf, mail70_2MP.ntf, or mail85_0MP.ntf). Follow the procedure in the [“Modifying the Cisco Unified MeetingPlace Server Settings”](#) section on page 19.

Resolving Java.io.fileNotFound Exception

Problem The Java.io.FileNotFoundException exception occurs when a meeting is scheduled on the IBM Lotus Domino console.

Explanation This error occurs when you have set up your system to receive, but not to send, HTTPS requests.

Solution Verify that you are using SSL by completing the following procedure.

Before You Begin

- Sign in to the IBM Lotus Domino Server as an administrator.
- Open IBM Lotus Domino Administrator.

Procedure

- Step 1** Open the MPSA.nsf database.
- Step 2** Choose **Administration**.
- Step 3** From the Administration page, choose **Edit/Create Profile Document**.
- Step 4** Select **Modify Server**.

Step 5 Verify that the Use SSL check box is checked.

Related Topics

[Adding a Cisco Unified MeetingPlace Profile to the MeetingPlace Server Agent \(MPSA\) Database, page 17](#)

Resolving Cross Certify Errors

Problem The system displays the Cross Certify window when trying to open the IBM Lotus Notes calendar.

Explanation The system displays the Cross Certify window if the database template was not signed after installing IBM Lotus Notes.

Solution Complete the procedure in the [“Signing the MeetingPlace Server Agent \(MPSA\) Database Template”](#) section on page 10.

Problems With Meeting Notifications

Problem When scheduling a Cisco Unified MeetingPlace meeting through IBM Lotus Notes, invited users do not receive meeting notifications.

Explanation The User Name field in the IBM Lotus Domino account of the invited user does not match the email address field in the Cisco Unified MeetingPlace profile for that user.

Solution Update the email address of the Cisco Unified MeetingPlace profile for the invited user to match the User Name field in the IBM Lotus Domino account.

Problem When scheduling a meeting through Cisco Unified MeetingPlace, invited users do not receive meeting notifications.

Explanation This problem occurs when the IBM Lotus Notes gateway account mailbox is full, or there is no more space on the system hard drive.

Solution Check the mailbox and hard drive space of the IBM Lotus Domino Server where the templates and gateway account mailbox are installed. If the mailbox or hard drive is full, delete or archive unwanted emails or files to create more space.

Problem When scheduling a meeting through Cisco Unified MeetingPlace, invited users do not receive meeting notifications.

Explanation This problem occurs when:

- The profile of the invited user is not set up to receive meeting notifications.
- The profile of the meeting scheduler is not set up to send meeting notifications.

Solution Complete the following procedure to verify whether user profiles are set up to send and receive meeting notifications.

Before You Begin

Sign in to the Cisco Unified MeetingPlace Administration Center as an administrator.

Procedure

Step 1 Select **User Configuration > User Profiles**.

Step 2 Locate the user profile by doing the following:

- a. Select a search rule.

- b. Enter the first one or two characters of the user or meeting scheduler name.
- c. Select **Search**.

- Step 3** Select the user from the search results list.
 - Step 4** Select **Edit**.
 - Step 5** Ensure that the E-mail type field is set to **LotusNotes**.
 - Step 6** Ensure that the Can send notifications field is set to **Yes**.
 - Step 7** Ensure that the Can receive notifications field is set to **Yes**.
 - Step 8** Select **Save**.
-

Problem IBM Lotus Notes users do not receive meeting notifications. This happens after the users have received meeting notifications previously and can occur when scheduling a meeting through Cisco Unified MeetingPlace Conference Manager or Cisco Unified MeetingPlace Web Server.

Explanation Back-end notifications begin to fail if the IBM Lotus Notes account for Cisco Unified MeetingPlace exceeds 5000 documents. This is caused by a default limitation on the IBM Lotus Domino Server where it is unable to handle index files larger than 5000 documents.

See the following example in the IBM Lotus Domino Server console:

```
index of [some_number_greater_than_5000] documents exceeds limit (5000), aborting: Maximum allowable documents exceeded for a temporary full text index.
```

Example:

```
12/03/2009 12:14:46 PM Opened session for Meeting Place/[your_domain] (Release 8.0.1).
12/03/2009 12:14:53 PM Full text operations on database 'mail\meetingplace.nsf' which is not full text indexed. This is extremely inefficient.
12/03/2009 12:14:53 PM Full Text message: index of 6001 documents exceeds limit (5000), aborting: Maximum allowable documents exceeded for a temporary full text index.
```

Recommended Action Complete the following procedure to verify that meeting notifications can be received by IBM Lotus Notes users.

Procedure

- Step 1** Navigate to the IBM Lotus Domino Server installation folder.
 - Step 2** Open the file called notes.ini.
 - Step 3** At the end of the file, add these two lines:
 - Temp_Index_Max_Doc=10000
 - FT_Max_Search_Results=10000
 - Step 4** Restart the IBM Lotus Domino Server.
-

Problem Accessing Online Help From the “About This Database” Page

Problem The online help for IBM Lotus Notes cannot be accessed by selecting the help link on the About This Database page.

Solution Press the F1 key while the cursor is present in any of the Cisco Unified MeetingPlace-specific fields in the Calendar Entry form to access the online help.

12 About Upgrading to the Cisco Unified MeetingPlace Release 8.6 Integration for IBM Lotus Notes

Cisco Unified MeetingPlace supports upgrading to the Release 8.6 integration from the Release 8.5 integration. To upgrade to the Cisco Unified MeetingPlace Release 8.6 integration for IBM Lotus Notes, simply follow the instructions in this guide keeping the following in mind:

- Cisco Unified MeetingPlace does not support mixed template environments. If you are upgrading from one release of IBM Lotus Domino to another, you must upgrade all users to the same server and template environment.
- Verify that you are currently using supported releases of the IBM Lotus Domino Server and IBM Lotus Notes clients. For system requirements, see the *System Requirements for Cisco Unified MeetingPlace Release 8.6*, at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_device_support_tables_list.html.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

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