

**Important!** See the [Compatibility Matrix](#) to see which specific Cisco Unified MeetingPlace SMTP E-Mail Gateway release (6.0 or 5.4) applies in your situation.

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## Preparing for the Installation

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

- Verify that you have the supported system requirements. See the [System Requirements](#).
- Fill in [Table: Preinstallation Checklist](#) so you have all of the information needed to complete the installation.
- If applicable, uninstall the current release of Cisco Unified MeetingPlace SMTP E-Mail Gateway by doing the procedure in the [Uninstalling Cisco Unified MeetingPlace SMTP E-Mail Gateway](#) page.

**Note:** If you have customized notification templates, we recommend that you save those templates in a different file or using a different extension before you install this software. This installation can overwrite your current templates with new templates that include features that are new in this software. You can use the templates that you save to customize the new templates. See the [Accessing Notification Templates](#) page for information about how to access the current notification templates.

**Table: Preinstallation Checklist**

	<b>Description</b>	<b>Value</b>
1	All requirements are in place.	See the <a href="#">System Requirements</a>
2	The hostname or IP address of the Cisco Unified MeetingPlace Audio Server.	Cisco Unified MeetingPlace hostname/IP address: _____
3	The SMTP server.	The corporate e-mail server name: _____
4	If authentication is required for the Cisco Unified MeetingPlace SMTP E-Mail Gateway to access the corporate SMTP e-mail server, you need to supply the account name and password.	Account name: _____ Password: _____
5	The hostname or IP address of the Cisco Unified MeetingPlace Web Conferencing system (if installed). <b>Note:</b> You can enter two hostnames: one for the internal web server and one for the external web server. You can use the same name for both servers.	Cisco Unified MeetingPlace Web hostname/IP address: _____

## Installing the Cisco Unified MeetingPlace Gateway SIM

You must install Cisco Unified MeetingPlace SMTP E-Mail Gateway Release 5.4 or later on a computer on which Cisco Unified MeetingPlace Gateway System Integration Manager (SIM) Release 5.2 or later is installed.

If Gateway SIM is already installed on the computer, skip to the [Installing Cisco Unified MeetingPlace SMTP E-Mail Gateway](#) page.

### To Install the Cisco Unified MeetingPlace Gateway SIM

1. Insert the Cisco Unified MeetingPlace Gateway SIM Service CD in the computer that you want to use to install Cisco Unified MeetingPlace SMTP E-Mail Gateway.  
The InstallShield Wizard launches automatically and the Welcome to the InstallShield Wizard for Gateway SIM dialog box appears.
2. Click **Next**. The Choose Destination Location dialog box appears.
3. Select the Program folder in which you want the Gateway SIM to reside and click **Next**.  
The Gateway SIM files are installed. The InstallShield Complete page appears.
4. Click **Finish**.  
The MeetingPlace Entry dialog box appears.
5. Enter the hostname or IP address of the primary Cisco Unified MeetingPlace Audio Server to which you want the Gateway SIM to connect.  
The MeetingPlace Client IP Address dialog box appears.
6. In the field, enter the IP address of the computer on which you want to install Gateway SIM and click **Next**.

The installation completes and the Cisco Unified MeetingPlace Gateway SIM icon (an orange door) appears on the system tray.

## Installing Cisco Unified MeetingPlace SMTP E-Mail Gateway

Before installing Cisco Unified MeetingPlace SMTP E-Mail Gateway, make sure that you have administrator privileges on the Windows system on which you are installing the software.

If you have customized notification templates, we recommend that you save those templates in a different file or by using a different extension before you install this software. This installation can overwrite your current templates with new templates that include features that are new in this software. You can use the templates that you save to customize the new templates. See the [Accessing Notification Templates](#) page for information about how to access the current notification templates.

### To Install the Cisco Unified MeetingPlace SMTP E-Mail Gateway

1. We recommend that you install Cisco Unified MeetingPlace Web Conferencing before you install the Cisco Unified MeetingPlace SMTP E-Mail Gateway.
2. Insert the Cisco Unified MeetingPlace SMTP E-Mail Gateway CD in the computer that you want to use to install Cisco Unified MeetingPlace SMTP E-Mail Gateway.  
The InstallShield Wizard launches automatically and the Welcome to the InstallShield Wizard for E-Mail Gateway dialog box appears.
3. Click **Next**.  
The InstallShield Wizard extracts the files needed to install Cisco Unified MeetingPlace SMTP E-Mail Gateway on your computer and prepares for the remainder of the setup process. The Welcome to the InstallShield Wizard dialog box appears.
4. Click **Next**. The Choose Destination Location dialog box appears.
5. In the Choose Destination Location dialog box, click **Next**.  
The default value installs the files in the C:\Programs Files folder. Use the Browse button and select a different location if you want to install these files elsewhere. The MeetingPlace Web Hostname dialog box appears.
6. Identify the Cisco Unified MeetingPlace web servers that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use as follows:
  - ◆ Leave these fields blank if the web server is not installed.
  - ◆ In the Web 1 field, enter the hostname or IP address of the Cisco Unified MeetingPlace web server that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use.
  - ◆ In the Web 2 field, enter the hostname or IP address of the DMZ Web server when DMZ is used.  
**Note:** The Cisco Unified 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.
7. Click **Next**. The SMTP Server Information dialog box appears.
8. In the SMTP Server Information dialog box, do the following:
  1. In the Server field, enter the hostname or IP address of the corporate SMTP e-mail server that you want to use.
  2. In the Port field, enter the port number you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to communicate with the corporate SMTP e-mail server.
  3. Click **Next**. The SMTP Server Authentication dialog box appears.

9. In the SMTP Server Authentication dialog box, select one of the following options:

- Click **No, My Server Does Not Require Authentication** when the corporate SMTP e-mail server you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use does not require authentication to log in. (This is the default value.) Click **Next**.
- Click **Yes, My Server Requires Authentication** when the corporate SMTP e-mail server you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use requires authentication to log in. Click **Next**.

1. Click **Yes** in the authentication message box that appears.

The SMTP Server Login dialog box appears.

2. Do the following:

1. In the Account field, enter the name that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to log in to the corporate SMTP e-mail server.
2. In the Password field, enter the password you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to log in to the corporate SMTP e-mail server.
3. In the Re-enter field, enter the password that you want the Cisco Unified MeetingPlace SMTP E-Mail Gateway to use to log in to the corporate SMTP e-mail server.
4. Click **Next**. The Program Folder dialog box appears.

3. In the Program Folder dialog box, click **Next**. The Start Copying Files dialog box appears.

4. Verify that the target folder is correct and click **Next** to continue.

The files start to copy to the folder.

If you are upgrading your Cisco Unified MeetingPlace SMTP E-Mail Gateway, a prompt regarding the templates appears.

5. In the notification page, do one of the following:

- ◆ Click **Yes** to overwrite your current templates.

**Note:** You will need to set the parameters in the new template. Save all the .tpl files under the MeetingPlace SMTP E-Mail Gateway folder into a backup folder on your hard drive.

- ◆ Click **No** to retain your current templates.

Features and functions that are new in this software version may not appear, and the software may not function properly.

6. If you are upgrading your Cisco Unified MeetingPlace SMTP E-Mail Gateway, a prompt regarding the read-only files appears. If the read-only prompt appears, we recommend that you select **Yes**.

These .dll files are newer versions of existing Windows server files. The Cisco Unified MeetingPlace SMTP E-Mail Gateway may not function properly if these files are not updated.

The InstallShield Wizard Complete dialog box appears.

7. Click **Finish**.

**Note:** 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 of the copied files will be installed correctly.

## Upgrading Cisco Unified MeetingPlace SMTP E-Mail Gateway

**Important!** See the [Compatibility Matrix](#) to determine which release of Cisco Unified MeetingPlace SMTP E-Mail Gateway (6.0 or 5.4) your deployment requires.

- [Upgrading to Release 6.0](#)
- [Upgrading to Release 5.4](#)

To obtain the upgrade software, see [Obtaining Software Upgrades](#)

## Upgrading to Release 6.0

See also the instructions for upgrading the entire system, at [Upgrading to Cisco Unified MeetingPlace Release 6.0](#).

Upgrading a legacy SMTP E-Mail Gateway system to Release 6.0 requires a legacy third-party Windows server with system specifications comparable to Cisco MCS specifications required for the same deployment. For information on Cisco MCS specifications, go to <http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html>.

To upgrade, follow the instructions for installing, above.

## Upgrading to Release 5.4

Upgrading a legacy SMTP E-Mail Gateway system to Release 5.4 requires a legacy third-party Windows server with system specifications comparable to Cisco MCS specifications required for the same deployment. For information on Cisco MCS specifications, go to <http://www.cisco.com/en/US/products/hw/voiceapp/ps378/index.html>.

**Caution!** Cisco Unified MeetingPlace SMTP E-Mail Gateway Release 5.4 is not compatible with Cisco Security Agent. We recommend that you do not install Cisco Security Agent on a gateway server where SMTP E-Mail Gateway Release 5.4 is or will be installed. If Cisco Security Agent is installed on an end-user system, users will see a security alert when they attempt to use the application-sharing feature. Users can choose to proceed with the feature and use application-sharing without difficulty.

To upgrade, follow the instructions for installing, above.

## Verifying the Installation

After you complete the Cisco Unified MeetingPlace SMTP E-Mail Gateway installation, do the following tests to verify that all the components are functioning correctly:

- Schedule a Cisco Unified MeetingPlace meeting and invite one or two users. Verify that the invited users receive an e-mail meeting notification.

If your users do not receive a notification, see the [Resolving Connectivity Problems](#) page, and the [Resolving Meeting Notification Problems](#) page.

- Cancel and reschedule a Cisco Unified MeetingPlace meeting. Verify that invited users receive e-mail notifications about the meeting change.

If your users do not receive a notification, see the [Resolving Meeting Notification Problems](#) page.

- When Cisco Unified MeetingPlace Web Conferencing is installed, use that application to schedule a meeting and verify that the click-to-attend link works.

## Stopping and Restarting the Cisco Unified MeetingPlace SMTP E-Mail Gateway

**Caution!** Never restart the Cisco Unified MeetingPlace SMTP E-Mail Gateway service without first stopping the Cisco Unified MeetingPlace Notification Gateway service.

Do the following procedure to stop and restart the Cisco Unified MeetingPlace SMTP E-Mail Gateway.

### To Stop and Restart the Cisco Unified MeetingPlace SMTP E-Mail Gateway

1. Stop the MeetingPlace Notification Gateway service.
  1. On the server where Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed, click **Start > Settings > Control Panel > Services**.
  2. Right-click **MeetingPlace Notification Gateway** and choose **Stop**.  
The MeetingPlace Notification Gateway and MeetingPlace SMTP Gateway services stop.
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.
3. Start the MeetingPlace SMTP Gateway service.

The MeetingPlace SMTP Gateway and MeetingPlace Notification Gateway services start.

## Uninstalling Cisco Unified MeetingPlace SMTP E-Mail Gateway

We recommend that you uninstall an earlier release of Cisco Unified MeetingPlace SMTP E-Mail Gateway before you install the current release.

### To Uninstall Cisco Unified MeetingPlace SMTP E-Mail Gateway

1. Choose **Start > Settings > Control Panel > Add/Remove Programs**. The Add/Remove Programs dialog box appears.
2. Click **MeetingPlace E-Mail Gateway** and click **Change/Remove**.
3. When prompted to confirm file deletion, click **Yes**.

4. Launch Windows Explorer.
5. Choose **<drive>\Program Files\Cisco Systems**.
6. Delete the "MeetingPlace E-Mail Gateway" folder.
7. On the Windows desktop choose **Start > Run**.
8. Enter **regedit**.
9. Click **HKEY\_LOCAL\_MACHINE > SYSTEM > CurrentControlSet > Services**.
10. Delete the **MPNotify** folder.
11. Click **HKEY\_LOCAL\_MACHINE > SOFTWARE > Latitude**.
12. Delete the **MeetingPlace E-Mail Gateway** folder.
13. Click **Start > Settings > Control Panel > Services**.
14. Reboot the computer.
15. After the computer reboots, launch Windows Explorer and click **C: > WINNT > system32**.
16. Delete **mpnotify.exe**.