Main page: Cisco Unified MeetingPlace, Release 7.0

Up one level: Reference Information

Contents

Editing Templates for E-Mail Notifications

Before You Begin

- If you plan to modify any language property files while editing e-mail notification templates, we recommend that you first save a copy of the existing language property files, in case you want to return to the previous versions. See Downloading a Language Property File.

- Tags are case-sensitive.

- As you edit the email notification templates, keep track of whether you add any tags that begin with "$cisco_", because these changes will not take effect until after a system restart.

- See Example of Editing an E-Mail Notification Template and a Language Property File.

Restrictions

- You cannot customize e-mail notification templates for a single user. Template changes affect all system-generated e-mail notifications.

- E-mail notification graphics cannot be modified or replaced. Also, new graphics cannot be added to e-mail notifications.

- The HTML editor has the following restrictions:
  - ♦ Only Internet Explorer enables you to view and edit the HTML *output*. All supported browsers enable you to view and edit the HTML *source*.
  - ♦ Only Internet Explorer provides the HTML-formatting toolbar.
  - ♦ In the HTML-formatting toolbar, the Background Color button can be used only to modify the background color of text. To instead modify the background color of table cells or the entire page, use an external HTML editor, or manually edit the HTML source by clicking the View HTML Source button (**<>**).

- The HTML templates display only the size and location of each graphic. The actual graphics cannot be previewed through the Administration Center and are displayed only in actual e-mail notifications.

- (Microsoft Outlook back-end integration for Cisco Unified MeetingPlace Release 7.0.2 and later) HTML-formatted Microsoft Outlook calendar notifications will not include any graphics.

- (Microsoft Outlook integration for Cisco Unified MeetingPlace Release 7.0.1) These templates affect only the notifications that are sent when users schedule, reschedule, and cancel meetings from the Microsoft Outlook calendar. To modify the calendar notification templates for meetings that are scheduled from the Cisco Unified MeetingPlace end-user web interface, see Integrating with Microsoft Outlook.

- If you upgrade your system from an earlier release, the system overwrites all custom e-mail notification templates and replaces them with the standard e-mail notification templates for the later release.

  Nevertheless, during the upgrade process, the system copies all of the previous notification templates to a backup directory: /opt/cisco/meetingplace/var.<version> /mail/res/email_templates, where <version> identifies the earlier Cisco Unified MeetingPlace release, for example, 7.0.1.100.

Procedure

1. Log in to the Administration Center.
2. Click **System Configuration > E-Mail Notifications > E-Mail Notification Templates**.
3. Using Table: Basic and Advanced Master Template Editing Functionality, decide whether to use the basic editing page or the advanced editing page to edit the e-mail notification master templates.

Table: Basic and Advanced Master Template Editing Functionality

Editing Functionality	Basic	Advanced
Template selection	Yes	Yes
Format selection between HTML and text	Yes	Yes
Language selection	-	Yes

HTML editor (See the Restrictions above.)	Yes	Yes
Language property file editor	-	Yes
Preview	Yes	Yes

4. Click **Edit Templates (Basic)** or **Edit Templates (Advanced)**.

5. Using Table: E-Mail Notification Templates, select which template you want to modify.

Table: E-Mail Notification Templates

Template	Description
EmailBlast	Sends one or all user groups an e-mail message from the system administrator. Typically used to inform users of maintenance tasks that may affect their ability to use Cisco Unified MeetingPlace. See Sending E-Mail Blasts from Cisco Unified MeetingPlace.
NotifyCancel SMTPNotifyCancel	Notifies the meeting owner and invitees that a single-occurrence meeting was cancelled, or that one occurrence of a recurring meeting was cancelled.
NotifyCancelAll SMTPNotifyCancelAll	Notifies the meeting owner and invitees that all occurrences of a recurring meeting were cancelled.
NotifyReSchedule SMTPNotifyReSchedule	Notifies the meeting owner and invitees that the meeting was rescheduled.
NotifySchedule SMTPNotifySchedule	Notifies the meeting owner and invitees of a new scheduled meeting.
NotifyScheduleRes	Notifies invitees about a reservationless meeting. Restriction: Only Microsoft Outlook notifications use this template.

The templates whose names begin with SMTP are used only in e-mail notifications that are sent to an SMTP server. The SMTP e-mail notifications include more meeting details than the others, which are used by integrated clients (such as Microsoft Outlook) that display some of the meeting details (such as the start time and duration) elsewhere in the client user interface.

For templates that have both SMTP and non-SMTP versions, you must modify *both* versions to keep them consistent with each other. Otherwise, users may receive different information about the same meeting, depending on the E-mail type and format setting in each user profile.

6. Select which format (HTML or text) you want to modify.

Table: Basic and Advanced Master Template Editing Functionality   3

You must modify *both* the HTML and plain text formats to keep them consistent with each other. Otherwise, users may receive different information about the same meeting, depending on the E-mail type and format setting in each user profile.

7. Modify the template. See the following topics:

- Editing Area of the Edit Templates (Basic) Page
- Editing Areas of the Edit Templates (Advanced) Page

8. To preview the template, click **Preview**.

9. Close the preview window when finished.

10. To save your template changes, click **Save**.

11. Repeat Step 6 through Step 10 for the other (HTML or text) template format.

12. If you added any tags that begin with "$cisco_", you need to restart the system to make those changes take effect:

Note: A system restart terminates all existing call connections. Proceed only during a scheduled maintenance period or during a period of extremely low usage.

1. Sign in to the CLI of the Application Server.
2. Enter **mpx_sys restart**.

Related Topics

- About E-Mail Notification Templates and Language Property Files

- **How to Customize E-Mail Notifications**

- Configuring E-Mail Notification Retries

- Integrating with Microsoft Outlook

- Integrating with IBM Lotus Notes

Editing Language Property Files

Language property files define the text translations of tags used in e-mail notification templates.

Before You Begin

- If you plan to edit a language property file through the Cisco Unified MeetingPlace Administration Center, we recommend that you first save a copy of the existing language property file, in case you want to return to the previous version. See <u>Downloading a Language Property File</u>.

- Tags are case-sensitive.

- See <u>Example of Editing an E-Mail Notification Template and a Language Property File</u>.

Restrictions

- You cannot customize language property files or e-mail notification templates for a single user. These changes affect all system-generated e-mail notifications.

- (Microsoft Outlook integration for Cisco Unified MeetingPlace Release 7.0.1 only) These language property files affect only the notifications that are sent when users schedule, reschedule, and cancel meetings from the Microsoft Outlook calendar. To modify the calendar notification templates for meetings that are scheduled from the Cisco Unified MeetingPlace end-user web interface, see <u>Integrating with Microsoft Outlook</u>.

Procedure

1. Log in to the Administration Center.
2. Click **System Configuration > E-Mail Notifications > E-Mail Notification Templates > Edit Language Property Files**.
3. Choose the language property file to edit.
4. Modify the language property file.
5. Click **Save**.

Related Topics

- <u>About E-Mail Notification Templates and Language Property Files</u>

What To Do Next

Because the same tags are used in multiple templates, you should preview all templates after editing a language property file. See <u>Editing Templates for E-Mail Notifications</u>.

Downloading a Language Property File

This task is useful for saving a copy of a working language property file before you edit it, in case you decide to revert to the previous version. You can also download a language property file to your PC, modify it using

a text editor such as WordPad, and then upload the language property file to Cisco Unified MeetingPlace.

Procedure

1. Log in to the Administration Center.
2. Click **System Configuration > E-Mail Notifications > E-Mail Notification Templates > Download Language Property File**.
3. Choose the language property file to download.
4. Click **Download**.
5. Click **Open** or **Save**.
   If you are prompted with an Open With dialog box, choose a text editor, such as WordPad.

Related Topics

- About E-Mail Notification Templates and Language Property Files

- Uploading a Language Property File

Uploading a Language Property File

Performing this task is useful if you edit the language property file and decide to revert to a previously downloaded language property file. You can also upload a language property file that you modified on your PC.

Before You Begin

- Uploaded language property files must have the exact same case-sensitive filename as an existing language property file on the system. For example, the U.S. English language property file name is Templates_en_US.properties.

- To see the valid filename of a language property file, complete Step 1 through Step 4 in the Downloading a Language Property File. The filename appears in the File Download window.

Procedure

1. Log in to the Administration Center.
2. Click **System Configuration > E-Mail Notifications > E-Mail Notification Templates > Upload Language Property File**.
3. Select the language.

4. Click **Browse**, find the language property file, and click **Open**.
5. Click **Upload**.

Related Topics

- About E-Mail Notification Templates and Language Property Files

- Downloading a Language Property File

- Example of Editing an E-Mail Notification Template and a Language Property File