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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 chapter.

Verifying That the Windows Services Are Running

Before You Begin

Log in as an administrator to the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes with Cisco Unified MeetingPlace Release 7.0 integration installed on it.

Procedure

1. Choose **Start > Programs > Administrative Tools > Services**.
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 Flash Media Administration Server
 - ◆ Cisco Unified MeetingPlace Flash Media Server
 - ◆ Cisco Unified MeetingPlace for Notes Gateway
 - ◆ Cisco Unified MeetingPlace for Single Sign On
 - ◆ Cisco Unified MeetingPlace Replication Service
 - ◆ Cisco Unified MeetingPlace Web Conferencing
 - ◆ (Optional) Cisco Unified MeetingPlace Gateway for WebEx, if this is installed
3. If the services are not running, restart them.

Note: If you cannot start the Cisco Unified MeetingPlace for IBM Lotus 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 [How to Configure the IBM Lotus Notes Account to Use the Mail Template](#) for information about using the mail template.

Verifying That MPNotify and MPAgent Can Log In

Before You Begin

Log in as an administrator to the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes with Cisco Unified MeetingPlace Release 7.0 integration installed on it.

Procedure

1. Open the Gateway Configuration utility.
2. Click **Properties**.
3. Click the **Notes Gateway** tab.
4. Check **Verbose Logging**.
5. Click **OK**.
6. Right-click the Gateway Configuration utility and click **Eventlog**.
The system displays the Gateway SIM event log.
7. Stop and restart the following services:
 - ◆ Cisco Unified MeetingPlace
 - ◆ Cisco Unified MeetingPlace Notification Gateway
8. View the Gateway SIM event log.
The event log should display entries that show the MPNotify and MPAgent logging in to the Lotus Domino Server and Cisco Unified MeetingPlace, similar to the following:

```
08/17 12:20:06 MPNotify Information:[2] No new messages to process
```

```
08/17 12:20:07 MPNotify Information:[2] Domino server CN=ServerName is available
```

```
08/17 12:19:08 mpageant Success:Registered for CS events
```

```
08/17 12:19:08 mpageant Success:Successfully logged into MeetingPlace
```

```
08/17 12:19:08 MPNotify Information:MeetingPlace login completed
```

```
08/17 12:18:55 mpageant Success:The MPAgent has started successfully.>
```

```
08/17 12:18:51 mpageant Information:Service started
```

```
08/17 12:18:43 MPNotify Information:Service started
```

9. If the IBM Lotus Notes Gateway service is not logging in to the 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 with Cisco Unified MeetingPlace Release 7.0 integration installed on it can view its mail database.

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

10. If the MPAgent and MPNotify services cannot log 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

Log in as an administrator to the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes with Cisco Unified MeetingPlace Release 7.0 integration installed on it.

Procedure

1. Choose **Start > Programs > Administrative Tools > Event Viewer**.
2. Click a log name in the left pane of the Event Viewer window to view events for that log.
3. Look for any directory, user account, and permission errors.
4. Troubleshoot the errors. See [Resolving Error Messages](#).

Resolving Error Messages

This section provides troubleshooting recommendations to help resolve problems that are identified in error messages.

Resolving 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. See [http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_7.0_--_Installing_Cisco_Unified MeetingPlace_for_instructions](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_7.0_--_Installing_Cisco_Unified_MeetingPlace_for_instructions). OR
- Manually copy all 33 Notes-related template files from the internal web server C:\Program Files\Cisco Systems\MPWeb\Template to the same location on the external web server.

Resolving 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

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

Procedure

1. Verify that the MPSA.nsf file (the MeetingPlace Server Agent Database) is present on the 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.
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. See [Signing the MeetingPlace Server Agent Template](#).

Resolving 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 Lotus Domino address book.

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

Resolving 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 [Creating the MeetingPlace Server Agent Database](#).

Resolving 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, mail60_05MP.ntf, mail65_5MP.ntf, or mail70_2MP.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 [Signing the MeetingPlace Server Agent Template](#).

Resolving 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 [Editing the java.policy File](#).

Resolving 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.

Explanation: There might be several reasons for this error.

Recommended Action: Complete the following procedure.

Before You Begin

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

Procedure

1. Verify that the Lotus Domino Server is running.
2. Log in to the Cisco Unified MeetingPlace Web Server as an administrator.
3. Verify that the Cisco Unified MeetingPlace services are running. See [Verifying That the Windows Services Are Running](#).
4. Open the MPSA.nsf database from the Domino Administrator.
5. Choose **Administration** from the left pane.
6. Click **Edit/Create Profile Document** at the top of the right pane, to open the Cisco Unified MeetingPlace System Profile Document.
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:
 1. Choose **Modify Server**.
 2. Update the **MeetingPlace Web CGI URL** and **External MeetingPlace Web CGI URL** fields.

See [Modifying the Cisco Unified MeetingPlace Server Settings](#).

Resolving JavaScript Error Messages When Clicking the URL to Attend the Meeting

Problem: JavaScript errors display when clicking the attend URL link.

Explanation: You are using an unsupported web browser.

Solution: For browser support information, see [System Requirements](#).

Troubleshooting Mail Template Settings

Procedure

1. Verify that the mail template being used by the IBM Lotus Notes Client is signed. See [Signing the MeetingPlace Server Agent Template](#).
2. Verify that the mail template that is being used by the mail client on the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes with Cisco Unified MeetingPlace Release 7.0 integration installed on it is signed.
3. Verify that the user you used for signing the mail template, and the MeetingPlace Server Agent Database (mpsa.nsf) have the following permissions:
 - ◆ Run unrestricted methods and operations
 - ◆ Run restricted LotusScript/Java agents
4. If the user does not have the permissions identified in [Step 3](#), sign the templates and the MeetingPlace Server Agent Database again.
5. Redistribute the signed mail template to the user of the IBM Lotus Notes client who is unable to schedule, and to the mail client on the IBM Lotus Notes integration server.

Related Topics

- [Signing the Cisco Unified MeetingPlace Mail Template](#)
- [Granting Permission to Run Restricted and Unrestricted Agents on the Lotus Domino Server](#)

Resolving Scheduling Errors When Allow Internet Access Option is Checked

Problem: There are errors when scheduling a Cisco Unified MeetingPlace meeting with 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 [Adding a Cisco Unified MeetingPlace Profile to the MeetingPlace Server Agent Database](#) for information.

Resolving Problems when LNNotify Does not Start

Problem: LNNotify does not start. On startup, an error message indicated there is either an internal Windows error or an internal service error.

Explanation: The Cisco Unified MeetingPlace client does not have a Cisco Unified MeetingPlace template associated with it. Verify that the mail template set up for the user IDs (that is, MeetingPlace or Administrator), is appropriate for the IBM Lotus Notes mail template that you are using (for example, mail60_05MP.ntf, mail65_5MP.ntf, mail70_2MP.ntf).

Solution: Follow the procedure in [Modifying the Cisco Unified MeetingPlace Server Settings](#).

Resolving Java.io.fileNotFound Exception

Problem: The Java.io.FileNotFoundException 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

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

Procedure

1. Open the MPSA.nsf database.
2. Choose **Administration**.
3. From the Administration page, choose **Edit/Create Profile Document**. See [Adding a Cisco Unified MeetingPlace Profile to the MeetingPlace Server Agent Database](#).
4. Click **Modify Server**.
5. Verify that the **Use SSL** check box is checked.

Resolving Cross Certify Errors

Problem: The Cross Certify window appears when trying to open the IBM Lotus Notes calendar.

Explanation: The Cross Certify window appears if the mail database template was not signed after installing IBM Lotus Notes.

Solution: Complete the procedures in [Signing the MeetingPlace Server Agent Template](#) and [Signing the Cisco Unified MeetingPlace Mail Template](#).

Resolving Meeting Attachment Problems

Problem: Invited users do not receive attachments for meetings that are scheduled through Cisco Unified MeetingPlace.

Explanation: The profile of the meeting scheduler is not set up to send out attachments.

Solution: Complete the following procedure.

Before You Begin

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

Procedure

1. Click **User Configuration > User Profiles**.
2. Locate the user profile by doing the following:
 1. Select a search rule.
 2. Enter the first one or two characters of the user or meeting scheduler name.
 3. Click **Search**.
3. Select the user from the search results list.
4. Click **Edit**.
5. Ensure that the Send attachments field is set to **Yes**.
6. Click **Save**.

Resolving 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 e-mail address field in the Cisco Unified MeetingPlace profile for that user.

Solution: Update the e-mail 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 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.
- The IBM Lotus Notes integration mailbox is full, or there is no more space on the system hard drive. Check the mailbox and hard drive space of the Cisco Unified MeetingPlace Web Server that has the IBM Lotus Notes with Cisco Unified MeetingPlace Release 7.0 integration installed on it. If the mailbox or hard drive is full, delete or archive unwanted e-mails or files to create more space.

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

Before You Begin

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

Procedure

1. Click **User Configuration > User Profiles**.
2. Locate the user profile by doing the following:
 1. Select a search rule.
 2. Enter the first one or two characters of the user or meeting scheduler name.
 3. Click **Search**.
3. Select the user from the search results list.
4. Click **Edit**.
5. Ensure that the E-mail type field is set to **LotusNotes**.
6. Ensure that the Can send notifications field is set to **Yes**.
7. Ensure that the Can receive notifications field is set to **Yes**.
8. Click **Save**.

Problem: 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 MeetingPlace Conference Manager or Cisco Unified MeetingPlace Web Conferencing.

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

See the following example in the 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:

```
". . .
: 12/03/2008 12:14:46 PM Opened session for Meeting Place/[your_domain]
(Release 7.0.1)
: 12/03/2008 12:14:53 PM Full text operations on database
'mail\meetingplace.nsf' which is not full text indexed. This is extremely
inefficient.
: 12/03/2008 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: Perform the following procedure to verify that meeting notifications can be received by Lotus Notes users.

Procedure

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

Resolving Problems Accessing Online Help From the About This Database Page

Problem: The online help for IBM Lotus Notes cannot be accessed by clicking 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.