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Users can receive meeting notifications in IBM Lotus Notes for meetings scheduled from an IBM Lotus Notes client or from Cisco Unified MeetingPlace. Notifications vary depending on how a meeting was scheduled, whether it was rescheduled, and the interface used to receive the notification.

Note: If the number of entries in the Notes Gateway user mailbox surpasses what has been set for the Domino server, the system will stop sending meeting notifications. To resolve this issue, see the relevant troubleshooting information at [Resolving Problems With Meeting Notifications](#).

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About Meeting Notification Types

If your organization uses both Microsoft Outlook and IBM Lotus Notes, you can setup Cisco Unified MeetingPlace for Microsoft Outlook and Cisco Unified MeetingPlace for IBM Lotus Notes on the same system and support both sets of users.

After you install the Lotus Notes integration and set up the Microsoft Outlook integration, users can do the following:

- Schedule Cisco Unified MeetingPlace meetings from either IBM Lotus Notes or Microsoft Outlook.
- Receive notifications for Cisco Unified MeetingPlace meetings in their native groupware format.

The following table describes the type of notification a user receives if your system has both Cisco Unified MeetingPlace notification integrations. The notification that a user receives depends on the interface that was used to schedule the meeting.

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

IBM Lotus Notes	Native groupware notification	SMTP notification
Microsoft Outlook	SMTP notification	Native groupware notification

If a user receives a meeting notification in his native groupware format, he can accept the meeting and it displays in the groupware calendar.

About Notifications for Rescheduled Meetings

Notifications for rescheduled meetings can contain information that varies from the information in the original meeting notification, depending on how that meeting was scheduled.

Notifications for Meetings Rescheduled From IBM Lotus Notes

When you schedule a meeting from IBM Lotus Notes and then reschedule it, the system sends a meeting notification with the meeting information and keeps the click-to-attend link intact. If the user accepts the rescheduled meeting, the system updates the calendar of the user.

Note: IBM Lotus Notes does not allow users to change the meeting ID when they reschedule meetings 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, the system sends a meeting notification with different subject and body fields from those in the original meeting notification.

Original Meeting Notification	Rescheduled Meeting Notification
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 invitees 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 with IBM Lotus Notes. A template is included for each supported version of Lotus Domino and IBM Lotus Notes (for example, mail65_3.ntf is used for users of Lotus Domino 6.5 and IBM Lotus Notes 6.5.3).
NotifySchedule.tpl	Generates meeting notifications for meetings scheduled with Cisco Unified MeetingPlace.
NotifyReschedule.tpl	Generates updated notices for meetings rescheduled with Cisco Unified MeetingPlace.
NotifyCancel.tpl	Generates cancellation notices for meetings canceled by Cisco Unified MeetingPlace.

Customizing the Meeting Notification Templates

You can customize the notification template files for meetings that are scheduled with Cisco Unified MeetingPlace. The template files are located in C:\Cisco\Cisco MeetingPlace for Notes.

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.

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.

Before You Begin

Log in to the Lotus Domino Server as an administrator.

Procedure

1. Using Notepad, open the .tpl meeting notification template file that you want to customize.
2. As applicable, add the tags that are listed in the following tables to your Cisco Unified MeetingPlace meeting notification templates. The system replaces the tags with information from the Cisco Unified MeetingPlace database whenever the system generates a meeting notification.

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

Tag	Parameter or Location Where Text is Inserted
<!--#LATD AttendMeetingHint -->	How to Attend Meeting
<!--#LATD MeetingNotesHint -->	How to Access MeetingNotes
<!--#LATD C_AltPhoneNumName1 -->	Label for Notifications 1st Alternate Ph Number
<!--#LATD C_AlternatePhoneNum1-->	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_1 -->	Label for Notifications 1st Alternate Ph Number
<!--#LATD AltPhone_1 -->	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 -->	Second Label for Notifications 2nd Alternate Ph Number
<!--#LATD C_AlternatePhoneNum2 -->	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	Second Label for Notifications
<!--#LATD AltPhone_2 -->	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 -->	Third Label for Notifications 3rd Alternate Ph Number
<!--#LATD C_AlternatePhoneNum3 -->	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 -->	Inserts a list of meeting invitees.
<!--#LATD fRecordConference -->	Inserts information on whether the meeting is scheduled to be recorded.
<!--#LATD WhoCanListen -->	Inserts who can access the meeting recording (None, Anyone, 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.

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