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Restrictions for E-Mail Notifications

The following restrictions apply to e-mail notifications:

- E-mail notifications are not generated for reservationless meetings.
- E-mail notifications are not sent when only the meeting length is modified for a scheduled meeting.
- E-mail notification tags are case-sensitive.
- E-mail notification graphics cannot be modified or replaced. Also, new graphics cannot be added to e-mail notifications.
- Only the first 18 characters of the meeting subject appears in e-mail notifications.

Requirements for E-Mail Notifications

The following requirements apply to e-mail notifications:

- Cisco Unified MeetingPlace Express must be configured to use an external SMTP server.
- User profiles must be enabled to send and receive e-mail notifications.
- User profiles must contain e-mail addresses for the users to send and receive e-mail notifications.

E-Mail Notification Template and Language Property File Information

E-mail notification templates specify the information to include in the e-mail notifications. The templates also determine the order and formatting used to present the specified information.

Although e-mail notification templates are editable, they are designed to be language-independent by containing tags instead of actual e-mail message content. Each tag is translated by the Cisco Unified MeetingPlace Express mail system into text defined in editable language property files. A unique language property file is available for each language you install and enable on the Cisco Unified MeetingPlace Express server.

Note: 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.

- [E-Mail Notification Template Formats: HTML and Plain Text](#)
- [E-Mail Notification Template Types](#)
- [How the Mail System Works](#)

E-Mail Notification Template Formats: HTML and Plain Text

Each e-mail notification template comes in two formats: HTML and plain text. Only the HTML format includes graphics. The [E-mail format](#) field in the user profile determines which format is used for e-mail notifications sent to each user.

Note: If you modify an e-mail notification template, 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 format](#) setting in each user profile.

The Microsoft Outlook plug-in only uses plain text e-mail notifications. Changes made to the HTML e-mail notification templates are not reflected in the e-mail notifications sent from Microsoft Outlook.

E-Mail Notification Template Types

[Table: E-Mail Notification Templates](#) lists and describes the available e-mail notification templates.

Restriction: These templates are not used in Microsoft Outlook notifications.

Table: E-Mail Notification Templates

| Template | Description |
|-------------------|--|
| EmailBlast | To send e-mail blasts, you must configure the SMTP server. If you configure the Microsoft Exchange server as the SMTP server, you must setup Microsoft Exchange to support SMTP. 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 Express. See the Sending E-Mail Blasts . |
| NotifyCancel | Notifies the meeting scheduler and invitees that a single-occurrence meeting was cancelled, or that one occurrence of a recurring meeting was cancelled. |
| NotifyCancelAll | Notifies the meeting scheduler and invitees that all occurrences of a recurring meeting were cancelled. |
| NotifyReSchedule | Notifies the meeting scheduler and invitees that the meeting was rescheduled. |
| NotifySchedule | Notifies the meeting scheduler and invitees of a new scheduled meeting. |
| NotifyScheduleRes | Notifies invitees about a reservationless meeting. |

| |
|---|
| <p>Restriction: This template is used only in Microsoft Outlook notifications. This template is available only when the <u>exchange</u> license is installed on the system.</p> |
|---|

Related Topics

- [Editing Templates for E-Mail Notifications](#)
- [Integrating Cisco Unified MeetingPlace Express With Microsoft Outlook](#)

How the Mail System Works

The Cisco Unified MeetingPlace Express mail system uses the following process to send e-mail notifications to users:

1. The mail system selects the appropriate template, depending on the type of e-mail notification that is required. The templates are listed in [Table: E-Mail Notification Templates](#).
2. The mail system identifies the tags in the template:
 1. Plain text in the template is left as plain text in the e-mail notification.
 2. A dollar sign (\$) indicates the beginning of a tag that is replaced by the definition in the language property file. For example:


```
$notify_to_join_meeting
```
 3. A space or the end of a line indicates the end of a tag.
3. The mail system checks which language property file to use, depending on the [Language](#) configured in the e-mail recipient's user profile.
4. The mail system creates the e-mail notification by translating the tags in the template to the matching tag definitions in the language property file:
 1. An equal (=) sign indicates the beginning of a tag definition. For example:


```
notify_to_join_meeting = To join the meeting
```
 2. The end of a line indicates the end of a tag definition.
 3. For each match, the mail system replaces the tag with the content defined in the language property file.
 4. If there is no match, the tag is included in the e-mail notification, including the dollar sign (\$).
 5. Tag definitions may contain tags that are defined by other system components, such as the scheduler. For example:


```
notify_details=The meeting details are:
notify_id=ID: $cisco_MTGID
```

The scheduler component typically defines tags that appear on the Schedule page of the End-User Interface, such as the scheduler name, meeting subject, and start time.

5. The mail system sends the completed e-mail notification to the SMTP server.