Contents

Configuring the System to Connect to External SMTP Servers

This topic describes how to configure the Cisco Unified MeetingPlace Express system to connect to external SMTP servers, through which e-mail notifications are sent.

The system allows the configuration of two SMTP servers. At least one SMTP server must be configured for Cisco Unified MeetingPlace Express to send e-mail notifications. After the initial system startup, Cisco Unified MeetingPlace Express uses the primary SMTP server to send e-mail notifications.

Note: The values you enter while installing the Cisco Unified MeetingPlace Express operating system are not carried over to the Administration Center. Therefore, you need to re-enter the value for the primary SMTP server.

If the system fails to send e-mail notifications through the primary SMTP server, the system immediately switches to using the secondary SMTP server, if configured. The system continues to use the secondary SMTP server until a problem occurs; then the system automatically switches to using the primary SMTP server. In general, if Cisco Unified MeetingPlace Express fails to send e-mail notifications through an SMTP server, the system automatically switches to the other configured SMTP server.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **System Configuration > E-Mail Service Administration > SMTP Server Configuration**.
3. Configure the fields.
4. Click **Save**.

Related Topics

- Field Reference: SMTP Server Configuration

Configuring E-Mail Notification Settings for a User Group

This topic describes how to configure the behavior of e-mail notifications for particular users, including:

- Whether or not e-mail notifications are sent when a particular user schedules or changes a meeting.
- Whether or not e-mail notifications include a list of participants or meeting passwords.
- Whether or not certain users receive e-mail notifications when they are invited to a meeting.

Before You Begin

- Avoid changing e-mail notification settings once Cisco Unified MeetingPlace Express is in use, because users might already rely on a certain behavior, such as having all invited meeting participants receive e-mail notifications for new or changed meetings. Changing that behavior may result in lost productivity. If you must change the e-mail notification settings after Cisco Unified MeetingPlace Express has been in use, then make sure that you alert your users to the changes.
- You can configure the e-mail notification settings in user groups or user profiles. We recommend that you configure the settings in user groups to help you keep e-mail notification settings as consistent as possible across your user base. For information about how to configure e-mail notification settings for a user profile, see the Configuring E-Mail Notification Settings for a User Profile.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **User Configuration > User Group Management**.

3. To configure an existing user group, click **Edit**. To configure a new user group, click **Add New**.
4. From the group defaults section, configure the <u>E-mail format</u> field.
5. From the sending notifications section, configure the following fields:
   - ♦ <u>Enable for meeting</u>
   - ♦ <u>Priority</u>
   - ♦ <u>Send if meeting changes</u>
   - ♦ <u>Include participant list</u>
   - ♦ <u>Include password</u>
6. From the receiving notifications section, configure the <u>Enable to receive</u> field.
7. Click **Save**.

Related Topics

- <u>Field Reference: Add User Group</u>
- <u>Field Reference: Edit User Groups Details</u>

Configuring E-Mail Notification Settings for a User Profile

Before You Begin

- Avoid changing e-mail notification settings once Cisco Unified MeetingPlace Express is in use, because users might already rely on a certain behavior, such as having all invited meeting participants receive e-mail notifications for new or changed meetings. Changing that behavior may result in lost productivity. If you must change the e-mail notification settings after Cisco Unified MeetingPlace Express has been in use, then make sure that you alert your users to the changes.
- You can configure the e-mail notification settings in user groups or user profiles. We recommend that you configure the settings in user groups to help you keep e-mail notification settings as consistent as possible across your user base. For information about how to configure e-mail notification settings for a user group, see the <u>Configuring E-Mail Notification Settings for a User Group</u>.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **User Configuration > User Profile Management**.
3. To configure an existing user, click **Edit**. To configure a new user, click **Add New**.
4. From the identification section, configure the <u>E-mail format</u> field.
5. From the sending notifications section, configure the following fields:
   - ♦ <u>Enabled for this meeting</u>
   - ♦ <u>Priority</u>
   - ♦ <u>Send if meeting changes</u>
   - ♦ <u>Include participant list</u>
   - ♦ <u>Include password</u>
6. From the receiving notifications section, configure the <u>Enabled for receive</u> field.
7. Click **Save**.

Related Topics

- Field Reference: Add User Profile
- Field Reference: Edit User Profiles Details

Deleting E-Mail Notifications in the Queue

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **Reports > E-Mail Notification Queue Status Report**.
   Any e-mail notifications that are waiting to be sent are displayed on the E-Mail Notification Queue Status Report page.
3. Do one of the following:
   - To delete one or more e-mail notifications, check the check boxes for those you want to delete, and click **Delete Notification(s)**.
   - To delete all e-mail notifications, click **Delete All**.

Related Topics

- Field Reference: E-Mail Notification Queue Status Report

Editing Templates for E-Mail Notifications

This topic describes how to modify the content and appearance of e-mail notifications.

NOTE: You can only edit fields and template types displayed in the Basic and Advanced Master templates. If the field or template type is not offered, that field or template is not editable.

Before You Begin

- Read the About E-Mail Notifications, Templates, and Language Property Files.
- If you plan to modify any language property files while editing the 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 the Downloading a Language Property File.

Restrictions

- Changes to the e-mail notification templates affect *all* e-mail sent from the server. You cannot customize an e-mail notification template for a single user.
- 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.

Related Topics   4

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **System Configuration > E-Mail Service Administration > E-Mail Notification Template Configuration**.
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 text area WYSIWYG editor	Yes	Yes
Language property file editor	-	Yes
Preview	Yes	Yes

1. Click one of the following:
    ♦ **Edit Master Template (Basic)**
    ♦ **Edit Master Template (Advanced)**
2. Modify the master template for e-mail notifications. See the following topics:
    ♦ About This Page: Edit Master Template (Basic)
    ♦ About This Page: Edit Master Template (Advanced)
3. To preview the template, click **Preview**.
4. Close the preview window when finished.
5. To save your template changes, click **Save**.

Tips

- Tags are case-sensitive.
- 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.
- For an example, see the Example of Modifying an E-Mail Notification Template and a Language Property File.

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 back 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 Express.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **System Configuration > E-Mail Service Administration > E-Mail Notification Template Configuration > Download a Language Property File**.
3. Choose the language property file to download.
4. Click **Download**.
5. To open and view the language property file, follow these steps:
    1. Click **Open**.
    2. If you are prompted with an Open With dialog box, choose a text editor, such as WordPad.
6. To save the language property file, follow these steps:
    1. Click **Save**.
    2. In the Save As dialog box, use the **Save in** drop-down list to navigate to the directory where you want to save the exported file. Click **Save**.
    3. If the Download Complete dialog box appears, click **Close**.

Related Topics

- Field Reference: Download a Language Property File

Uploading a Language Property File

Performing this task is useful if you modify 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. Then click **Save**. The filename appears in the Save As window.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **System Configuration > E-Mail Service Administration > E-Mail Notification Template Configuration > Upload a Language Property File**.
3. In the Language Name field, select the language.
4. In the Choose language file to upload field, click **Browse** and select the correct file.
5. Click **Upload**.

Related Topics

- Field Reference: Upload a Language Property File

Editing a Language Property File

This topic describes how to modify the a language property file, which defines the language translations of tags used in the e-mail notification templates.

Before You Begin

- Read the About E-Mail Notifications, Templates, and Language Property Files.
- If you plan to modify a language property file through the Cisco Unified MeetingPlace Express 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 the Downloading a Language Property File.

Restrictions

- Changes to the language property files affect *all* e-mail sent from the server. You cannot customize language property files or e-mail notification templates for a single user.

Procedure

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **System Configuration > E-Mail Service Administration > E-Mail Notification Template Configuration > Edit Language Property File**.
3. In the Language field, choose the language property file to edit.
4. Modify the language property file.
5. Click **Save**.

Tips

- Tags are case-sensitive.
- Because the same tags are used in multiple templates, you should preview all templates after modifying a language property file. See the Editing Templates for E-Mail Notifications.
- For an example, see the Example of Modifying an E-Mail Notification Template and a Language Property File.

Related Topics   7

Related Topics

- <u>Editing Templates for E-Mail Notifications</u>