

Cisco Unified MeetingPlace Release 6.1 > Cisco Unified MeetingPlace for Microsoft Outlook

This page describes changes to the Microsoft Outlook integration for Cisco Unified MeetingPlace Release 6.1.

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## System Requirements

For a list of the system requirements for the Microsoft Outlook integration for Cisco Unified MeetingPlace Release 6.1, see Requirements for Cisco Unified MeetingPlace for Microsoft Outlook 6.1.

Note the following:

- You no longer need to install Microsoft Outlook or CDO on the Microsoft Outlook integration for Cisco Unified MeetingPlace Release 6.1.
- For Cisco Unified MeetingPlace Release 6.1: Microsoft Exchange Server 2003, Microsoft Exchange Server 2007 (Service Pack 1 w/ Rollup 7 and higher), or Microsoft Exchange Server 2010 (RTM and higher) installed and running.
  - ◆ Exchange Server(s) configured with SMTP communication for use by MeetingPlace should be set up to allow the MeetingPlace for Outlook Gateway Server to relay mail through the Exchange Server.
  - ◆ Exchange 2007/2010 SMTP communication with MeetingPlace may be accomplished by pointing the MeetingPlace for Outlook Gateway Server to Exchange 2007/2010 Hub or Edge Transport Server(s) configured with the SMTP receive connectors.
  - ◆ Firewall Requirements: TCP/25 from MeetingPlace for Outlook Gateway Server to Exchange Server(s) with SMTP receive connectors.
- If you use plain text or plain text over TLS authentication, all users must grant the "Send As" right to the user that the Microsoft Outlook integration is authenticating as against the Microsoft Exchange server. If anonymous access is allowed, this setting is not required.

## About Microsoft Outlook and SMTP

- Cisco Unified MeetingPlace Release 6.1 requires that Microsoft Exchange has a valid SMTP connector configured. We support "Anonymous", "Plain Text" and "Plain Text over TLS" authentication schemes.
- SMTP is a standard, widely used, plain text-based, mailing protocol. It typically runs on TCP port 25.

## About TLS

TLS, which is a newer version of SSL, is a secure tunneling protocol that can be used on top of SMTP. When used, the SMTP connection is initiated normally and then TLS handshaking takes place, a process during which the client and the server exchange their digital certificates and confirm that other party's certificate can be trusted. After the handshaking process succeeds, the encrypted communication channel is initiated and any further communication, including user credentials and email transmission, can not be intercepted or modified.

There are two authentication options in Cisco Unified MeetingPlace Release 6.1: none and plain text. If no authentication is selected, then the Microsoft Exchange server SMTP connector must support anonymous senders. If it does not, then plain text authentication must be performed before any emails can be transmitted. Plain text authentication means that the username and password are sent to the Microsoft Exchange server in a format that can easily be sniffed out (unless a TLS tunnel is used).

Depending on the physical network configuration, you need to decide if you will require authentication on SMTP at all, and if you do, whether you need to secure communication between the Microsoft Outlook integration and the Microsoft Exchange server.

## Connecting to the MPWeb Database

Prior to Cisco Unified MeetingPlace Release 6.1, Microsoft Outlook integrations used a Microsoft Exchange calendar to keep track of previously delivered emails, which are needed to send proper update notifications. Cisco Unified MeetingPlace Release 6.1 stores this information in the MPWeb database. Because of this, you must supply SQL Server credentials during the setup process.

- If you install the Microsoft Outlook integration on a server that already has MPWeb installed, it will automatically detect the MPWeb parameters. You can let the Microsoft Outlook integration use the MPWeb parameters by selecting "Use local MPWeb database configuration" in the "MeetingPlace Web Conferencing SQL Server Database" group on the MP Control Panel.
- If you install the Microsoft Outlook integration on a server that does not have MPWeb installed, you must manually enter a username, password, and SQL Server name for the MPWeb database.

## **iCalendar-Based Back-End**

This is a one-way process of getting meeting notifications from the Audio Server to the Microsoft Outlook integration, through several Cisco Unified MeetingPlace components. The MPWeb database is the only one used to both store and retrieve data; this is required to support update notifications with iCalendar. When sending an updated meeting notification, you need to have information about the previous notifications sent for the same meeting.

When a meeting is scheduled, the system sends a meeting notification to the meeting scheduler from the account that is configured in the gateway configuration utility, but sends a meeting notification to everyone else from the meeting scheduler.

## **Supported Configurations**

Both the front-end and the back-end notification mechanisms for the Microsoft Outlook gateway depend on the MPWeb, but in different ways. The front-end notification mechanism requires MPWeb to be present on the machine that runs the gateway. This is because ASP logic in the front end relies on MPAgent / MPX (which are part of the MPWeb) to do template processing.

The iCalendar back-end notification mechanism requires a connection to the MPWeb SQL database to keep information about delivered notifications. Since ODBC is used to connect to the MPWeb database, the back-end does not require that the MPWeb is on the same machine, just that it is accessible via TCP/IP.

### **Front-End and Back-End, Connecting to Local MPWeb Database**

You can install both the front-end and back-end notification mechanisms on a machine, and configure the back-end to connect to the local MPWeb SQL Database. By default, the installation program will attempt to use this configuration by examining the Windows registry. This is a common configuration suitable for most users.

### **Back-End Only, Connecting to Remote MPWeb Database**

During the installation, you can select to install the back-end notification mechanism only. You will be prompted to enter the name of the MPWeb machine which runs the SQL database that you want to use. Once installed, you can change the MPWeb machine you connect to by using the MP Control Panel. This configuration is useful if you want to support only back-end notifications, and keep the MPWeb server load low.

### **Front-End and Back-End, Connecting to Remote MPWeb Database**

You can install both the front-end and back-end notification mechanisms on a machine, and configure the back-end to connect to the database on a different MPWeb server. You can configure this during installation, or by using the MP Control Panel after the installation has finished. This configuration might be suitable for

clustered environments.

### Front-End Only

You can install only the front-end notification mechanism on a machine. You can configure this during the installation. This configuration is suitable for users that only use Outlook to schedule their Cisco Unified MeetingPlace meetings. Invitations for meetings scheduled through MPWeb will not be delivered to Microsoft Outlook users.

## Upgrading to Microsoft Outlook for Cisco Unified MeetingPlace Release 6.1

To upgrade Cisco Unified MeetingPlace for Outlook from Maintenance Release 5 (MR5) to Cisco Unified MeetingPlace for Outlook Release 6.1, first back-up the notifications templates and then run **setup.exe** and follow the instructions on the screen.

The following table details the supported upgrade paths for upgrading Microsoft Outlook and the Cisco MeetingPlace for Outlook plug-in (MPOL):

| <b>Supported Microsoft Outlook Upgrade Paths</b> | <b>Requires Uninstalling MeetingPlace for Outlook Plug-in Prior to Upgrade</b> | <b>Upgrade of Existing MeetingPlace for Outlook Plug-in Supported</b> | <b>Important Notes</b>  |
|--|--|---|---|
| Outlook 2003 to Outlook 2007                     | N  | Y   | <ul style="list-style-type: none"> <li>Upgrade the MPOL plug-in to 6.1 after MS Outlook 2007 is installed.</li> </ul>   |
| Outlook 2003 to Outlook 2010                     | Y  | N<br>(fresh install of plug-in)                                       | <p>If you are upgrading your existing installation of Outlook 2003 to Outlook 2010:</p> <ol style="list-style-type: none"> <li>1. Uninstall MPOL plug-in.</li> <li>2. Upgrade to MS Outlook 2010</li> <li>3. Install the MPOL 6.1 plug-in.</li> </ol> |
| Outlook 2007 to Outlook 2010                     | Y  | N<br>(fresh install of plug-in)                                       | <p>If you are upgrading your existing installation of Outlook 2007 to Outlook 2010:</p> <ol style="list-style-type: none"> <li>1. Uninstall MPOL plug-in</li> <li>2. Upgrade to MS Outlook 2010</li> <li>3. Install the MPOL 6.1 plug-in.</li> </ol>  |

For more information on how to install the Cisco MeetingPlace for Outlook plug-in see: [Installing Cisco Unified MeetingPlace for Outlook](#)

## Customizing the Microsoft Outlook Templates

**NOTE:** Microsoft Word does not support full HTML formatting. Examples of unsupported tags are textarea, td, th, and frame. Refer to the following document for a list of which tags and CSS properties are not supported then format your templates accordingly. You may need to remove additional HTML tags that Microsoft Word inserts after formatting.

[http://msdn.microsoft.com/en-us/library/aa338201.aspx#Word2007MailHTMLandCSS\\_SupportedHTMLElementsAttribu](http://msdn.microsoft.com/en-us/library/aa338201.aspx#Word2007MailHTMLandCSS_SupportedHTMLElementsAttribu)

Follow these steps to customize the templates.

1. Open Microsoft Word.
2. Open an RTF-formatted .tpl file.
3. Choose **File > Save As**.
4. Choose **Web Page, Filtered** in the "Save as type" box.
5. Select **Save**.
6. Close the file.
7. Using Microsoft Explorer, change the extension of this new .htm file to a .txt extension.
8. Open the .txt file in Microsoft Word.
9. Select **Edit > Replace**.
10. Make the following replacements, in this order. (Do not enter the quotes or spaces between characters):
  - ◆ Replace "& l t ; ! - - " with "< ! - - " **NOTE:** There are no spaces between the characters, but that is the only way to format it in the DocWiki.
  - ◆ Replace " - - & g t ; " with " - - >" **NOTE:** There are no spaces between the characters, but that is the only way to format it in the DocWiki.
  - ◆ Replace "^p" with " "(a space)
11. Save the file as plain text by choosing **Plain Text** in the "Save as type" box and change the extension of the file to .tpl.
12. Select **Save**.

## About Upgrading to Microsoft Outlook for Cisco Unified MeetingPlace Release 6.1 from Microsoft Outlook for Cisco Unified MeetingPlace Release 5.3 or Release 5.4

You cannot upgrade to Microsoft Outlook for Cisco Unified MeetingPlace **Release 6.1** from Microsoft Outlook for Cisco Unified MeetingPlace **Release 5.3 or Release 5.4** because of different system architectures.

If you have Cisco Unified MeetingPlace Release 5.3 or Release 5.4, you must *first* upgrade your entire system to Cisco Unified MeetingPlace Release 6.0 Maintenance Release 4, and then migrate to Release 6.0

Maintenance Release 5 in order to upgrade to Cisco Unified MeetingPlace Release 6.1. See [Migrating to Cisco Unified MeetingPlace Release 6.0 MR5 and the iCalendar-Based Back-End.](#)