

How to troubleshoot problems that may occur after installing Cisco Unified MeetingPlace for Lotus Notes:

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## Troubleshooting: What to Do First

If you experience any scheduling, attending, or notification problems, do the following three procedures in the order presented to make sure Cisco Unified MeetingPlace for 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 listed.

### To Verify That the Windows Services for Cisco Unified MeetingPlace for Lotus Notes Are Running

**Note:** Running some services, such as MPAgent, can use as much as 90 percent of your CPU. Fortunately, these services run at a low priority so the CPU spikes do not impact important system functions.

1. On the integration server, choose **Start > Programs > Administrative Tools > Services** to open the Services window.
2. Verify that the following services are running:
  - ◆ Cisco Unified MeetingPlace for Notes Gateway
  - ◆ Cisco Unified MeetingPlace Agent Service
  - ◆ Cisco Unified MeetingPlace Notification Gateway
  - ◆ Cisco Unified MeetingPlace Gateway SIM
  - ◆ Cisco Unified MeetingPlace Web Conferencing
3. If these services are not running, restart them. If you are unable to start the Cisco Unified MeetingPlace for Notes Gateway service, make sure that the Cisco Unified MeetingPlace account has been set up to use the new Cisco Unified MeetingPlace mail template. For more information, see the [How to Complete Post-Installation Tasks](#).

**To Verify That the Cisco Unified MeetingPlace for Lotus Notes Integration Is Logging in to the Cisco Unified MeetingPlace Audio Server System and the Domino Server**

1. Open the Gateway SIM Event Viewer.
2. Turn on verbose logging for the Event Viewer:
  1. Open the MeetingPlace Gateway Configurations utility by double-clicking the **Cisco Unified MeetingPlace** icon in the system tray.  
**Note:** The Cisco Unified MeetingPlace icon resembles an orange door.
  1. Click the **Notes Gateway** tab.
  2. Check the **Verbose Logging** check box and click **OK**.
3. Right-click the **Cisco Unified MeetingPlace** icon, then choose **Eventlog**. The Gateway SIM Event Log appears.
4. Stop and restart the following services:
  - ◆ Cisco Unified MeetingPlace Web Conferencing
  - ◆ Cisco Unified MeetingPlace Notification Gateway
5. View the Gateway SIM Event Log. The Event Log should display entries that show MPNotify and MPAgent logging in to the Domino server and Cisco Unified MeetingPlace Audio Server system.  
For example, you should see Event Log entries 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 mpagent Success:Registered for CS events  
08/17 12:19:08 mpagent Success:Successfully logged into MeetingPlace  
08/17 12:19:08 MPNotify Information:MeetingPlace login completed  
08/17 12:18:55 mpagent Success:The MPAgent has started successfully.  
08/17 12:18:51 mpagent Information:Service started  
08/17 12:18:43 MPNotify Information:Service started
6. If the Cisco Unified MeetingPlace for Notes Gateway service is not logging in to the Domino server, check to see if the Lotus Notes client on the integration server can view its mail database. If the mail database is not accessible, see your Lotus Notes documentation to troubleshoot this problem.
7. If the Cisco Unified MeetingPlace Agent and Cisco Unified MeetingPlace Notification services cannot log in to the Cisco Unified MeetingPlace Audio Server system, verify that the Cisco Unified MeetingPlace Audio Server system is up and running and that you have network connectivity.

**Note:** Once you have finished 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.

#### To Check the Windows Event Viewer for the Source Cisco Unified MeetingPlace for Lotus Notes Event and Then Check for Errors

The Windows Event Viewer is useful for diagnosing directory, user account, and permission errors.

1. To start the Event Viewer, on the integration server, choose **Start > Programs > Administrative Services > Event Viewer**.
2. Click a log name in the left pane of the Event Viewer window to view events for that log.

## Resolving Scheduling Problems

**Error Message:** You are currently unable to schedule 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 Domino server to allow scheduling of MeetingPlace meetings.

**Explanation:** This error occurs when MPSA.nsf is not visible to the client. As a result, the client thinks it is offline.

**Recommended Action:** To resolve this issue, do the following procedure.

#### To Verify the MPSA.nsf Location

1. Verify that MPSA.nsf is present on the Domino server in the correct location:  
*drive:\Lotus\Domino\Data*  
If you installed the Lotus Notes client in a different location from your Domino server, the MPSA.nsf file may have been installed in the client data directory. If this is the case, copy it to the server directory.
2. Verify that MPSA.nsf is signed by the MeetingPlace ID and that the MeetingPlace ID has permission to run unrestricted LotusScript/Java agents on your client. For more information on enabling access, see the [How to Complete Post-Installation Tasks](#).

**Error Message:** Unable to access MeetingPlace resources because your MeetingPlace profile information is incorrectly entered in the Public Name & Address Book.

**Explanation:** This error appears when Domino authentication is being used and the Cisco Unified MeetingPlace user ID of the scheduler was not entered correctly in the Domino address book. For more information on Domino authentication, see the [Enabling Domino Authentication](#).

**Error Message:** The Administrator has not set up the MeetingPlace System. Please exit and notify the

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Administrator.

**Explanation:** The MeetingPlace Server Agent database has not yet been created and configured on the Domino server. For information on setting up this database, see the [How to Complete Post-Installation Tasks](#).

**Error Message:** Error validating user's agent execution access [4000] (QuerySave)

**Explanation:** This error occurs when you sign the MPSA.nsf 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:** To resolve this issue, verify that MPSA.nsf is signed with the Cisco Unified MeetingPlace ID and that the user, MeetingPlace has permission to run unrestricted LotusScript/Java agents on your client. For more information, see the [How to Complete Post-Installation Tasks](#).

**Error Message:** AccessControl Exception java.security.AccessControlException.

**Explanation:** You have not correctly modified the java.policy file.

**Recommended Action:** To resolve this issue, check the java.policy file to make sure it has the proper syntax. For more information about the java.policy file, see the [Editing the java.policy File](#).

**Error Message:** A connection cannot be established between MeetingPlace and Domino, please contact your Notes Administrator.

**Explanation:** There are several reasons for this error to appear.

**Recommended Action:** To resolve this issue, do the following procedure.

#### To Troubleshoot Problems with the Connection Between MeetingPlace and Domino

1. From your Domino server, verify that the Domino server is running.
2. From your integration server, verify that the Cisco Unified MeetingPlace services are running. See the [To Verify That the Windows Services for Cisco Unified MeetingPlace for Lotus Notes Are Running](#).
3. From the Domino Administrator, open the MPSA.nsf database.
4. In the left pane of the window, choose **Administration**. At the top of the right pane, click **Edit/Create Profile Document** to open the Cisco Unified MeetingPlace System Profile Document.
5. In the Cisco Unified MeetingPlace Server Settings section, verify that the URLs for Server Address and External Server Address are correct. If not, update them as follows:
  1. Choose **Modify Server**.
  2. Update the **MeetingPlace Web CGI URL** and **External MeetingPlace Web CGI URL** fields.

**Note:** For additional information, see the [Modifying the Cisco Unified MeetingPlace Server Settings](#).

**Error Message:** An error occurred while saving: Notes error: You are not authorized to perform that action.

**Explanation:** There are several reasons for this error to appear.

**Recommended Action:** To resolve this issue, do the following procedure.

#### To Troubleshoot Mail Template Settings

1. Verify that the mail template being used by the Notes Client is signed.
2. Verify that the mail template being used by the mail client on the Cisco Unified MeetingPlace for Notes integration server is signed.
3. Verify that the user you used for signing the mail template, and the MeetingPlace Server Agent Database (mps.a.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](#), resign the templates and the MeetingPlace Server Agent Database. Then, redistribute the signed mail template to the user of the Notes Client who is unable to schedule, and to the mail client on the Cisco Unified MeetingPlace for Lotus Notes integration server.

For more information about setting up these permissions, see the [Granting Permission to Run Restricted and Unrestricted Agents on the Domino Server](#).

**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 Conferencing server URLs during the installation of Cisco Unified MeetingPlace for Lotus Notes. To correct this problem, open the MPSA.nsf database and add the missing URL as described in the [Modifying the Cisco Unified MeetingPlace Server Settings](#).

**Problem:** No meeting name appears for rescheduled meetings when searching for them on MeetingTime.

**Explanation:** Lotus Notes does not require a meeting name in order to schedule a meeting. Therefore, when the Cisco Unified MeetingPlace Agent receives a meeting request, it assigns your Last Name as the meeting name. If you reschedule the meeting, a blank field is sent in place of the Last Name field. This blank information is what appears in MeetingTime.

**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 Lotus Notes mail template that you are using (for example, mail60\_05MP.ntf, mail65\_5MP.ntf, mail70\_2MP.ntf).

**Recommended Action:** Enter the following command in the Domino server command window, substituting the applicable database and template names as shown in the following table:

```
load convert mail/meetingp.nsf * mail60_05mp.ntf
```

Replace	With
meetingp.nsf	The name of your mail database on the integration server. This name does not have to end in .nsf.
mail60_05mp.ntf	The name of your Cisco Unified MeetingPlace mail template.

**Problem:** The Java.io.FileNotFoundException exception occurs when a meeting is scheduled on the Domino console.

**Explanation:** This error occurs when you have set up your system to receive, but not to send, HTTPS requests.

**Recommended Action:** To resolve this issue, verify that you are using SSL by doing the following procedure.

#### To Verify That HTTPS Requests Can Be Sent

1. From your Domino server, open the MPSA.nsf database and choose **Administration**.
2. From the Administration page, choose **Edit/Create Profile Document..**
3. Click **Modify Server** and verify that the **Use SSL** check box is checked.

## Resolving Cross Certify Errors

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

**Explanation:** The Cross Certify window appears if the mail database template was not signed after installing Cisco Unified MeetingPlace for Lotus Notes. For information on how to sign the template, see the [Signing the MPSA.ntf Database Template](#).

## Resolving Attend Link Problems

**Problem:** JavaScript errors appear when clicking the attend URL link.

**Explanation:** You are using an unsupported web browser. For browser support information, see the [System Requirements](#).

## Resolving Problems Attending Sametime Meetings

**Problem:** In IBM Lotus Notes, when the Internet Browser field is set to Notes with Internet Explorer (the default setting), a user cannot attend an IBM Lotus Sametime meeting.

**Solution:** To enable Sametime meetings, users should follow this procedure:

1. Log on to the IBM Lotus Notes client.
2. On the Welcome page, move the pointer over a button or menu.
3. Click **Location > Edit Current**.
4. On the Settings for Location page, click the **Internet Browser** tab.
5. On the Internet Browser tab, click **Microsoft Internet Explorer**.
6. Save the configuration.

## Resolving Meeting Attachment Problems

**Problem:** Invited users do not receive attachments for meetings that are scheduled by using MeetingTime or Cisco Unified MeetingPlace Web Conferencing.

**Explanation:** The following two problems may exist:

- The profile of the invited user is not set up to receive attachments.
- The profile of the meeting scheduler is not set up to send out attachments.

**Recommended Action:** To resolve this issue, do the following procedure.

### To Verify that Meeting Attachments Can Be Sent and Received

1. Verify that the profile of the invitee is set up to receive attachments.
  1. Open MeetingTime, and locate the profile of the invitee.
  2. Scroll down to Receiving Notifications, and verify that Include Attachments is set to **Yes**.
2. Verify that the profile of the scheduler is set up to send attachments.
  1. Open MeetingTime, and locate the profile of the meeting scheduler.
  2. Scroll down to Sending Notifications and verify that Include Attachments is set to **Yes**.

**Note:** If one invited user has the Receiving Notifications > Include Attachments parameter set to Yes and all other invited users have it set to No, Cisco Unified MeetingPlace for Lotus Notes distributes the notifications to all invitees regardless of their individual profile settings.

## Resolving Meeting Notification Problems

**Problem:** When scheduling a Cisco Unified MeetingPlace meeting through Lotus Notes, invited users do not receive meeting notifications.

**Explanation:** The User Name field in the Domino account of an invited user does not match the E-Mail Address field in the Cisco Unified MeetingPlace profile.

**Problem:** When scheduling a meeting through MeetingTime or Cisco Unified MeetingPlace Web Conferencing, invited users do not receive meeting notifications.

**Explanation:** This 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 mailbox of Cisco Unified MeetingPlace for Lotus Notes integration is full, or there is no more space on the system hard drive.
- Mailbox configurations are not set up properly.

**Recommended Action:** To resolve this issue, do the following procedure.

#### To Verify That Meeting Notifications Can Be Sent and Received

1. Check the profile of the invited user.
  1. Open MeetingTime, and locate the profile of the user.
  2. Scroll down to Receiving Notifications and verify that Enable to Receive is set to **Yes**.
  3. Verify that the Preferred Delivery Method is set to **E-Mail** and that the correct e-mail address of the user has been entered.
2. Check the profile of the meeting scheduler.
  1. Open MeetingTime, and locate the profile of the meeting scheduler.
  2. Scroll down to Sending Notifications and verify that Enabled for this Meeting is set to **Yes**.
3. Check the mailbox and hard drive space of the Cisco Unified MeetingPlace for Lotus Notes integration. If either is full, create more space by deleting unwanted e-mails or files.
4. Check that the mailbox configurations for Cisco Unified MeetingPlace for Lotus Notes and MeetingTime are set up consistently:
  1. Open the MeetingPlace Gateway Configurations utility and click the **Notes Gateway** tab. In the **MeetingPlace Mailbox** field, make note of the mailbox that Cisco Unified MeetingPlace for Lotus Notes points to.
  2. Open MeetingTime and make note of the mailbox in which it places messages for Cisco Unified MeetingPlace for Lotus Notes. This information is on the **Configure** tab in the Usage Parameters window.
  3. Open MeetingTime and make note of which e-mail type the user is using. This information is on the **Configure** tab in the User Profiles window.

**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 Cisco Unified MeetingPlace MeetingTime 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.

An example is if you see the following 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**

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 Online Help Problems

**Problem:** Online Help for Cisco Unified MeetingPlace for Lotus Notes cannot be accessed.

**Explanation:** The Cisco Unified MeetingPlace for Lotus Notes Help is accessible from the Help menu of your Lotus Notes client. Choose **Help > About This Database** to launch the Help in a new window.

If the Help link is not visible, it is possible that the user file was not refreshed. Do the following procedure to refresh the file.

**To Refresh the User File**

1. From the Domino server, open **Domino Designer**.
2. Choose **File > Database > Open** and choose the mail file of the user (for example, user1.nsf).
3. From the left pane, navigate to **Other > Database Resources**.
4. Click **Database Resources**. Three items appear in the right pane.

To Verify That Meeting Notifications Can Be Sent and Received

5. In the right pane, right-click **About Database Documents** and choose **Design Properties**. The Design Properties window appears.
6. Click the Design tab and uncheck the **Prohibit Design Refresh or Replace to Modify** check box.