This chapter explains how to troubleshoot problems that can occur after installing Cisco Unified MeetingPlace SMTP E-Mail Gateway.

Contents

- 1 Resolving Connectivity Problems
  - 1.1 To Start the Eventlog
  - 1.2 To Verify That Windows Services Are Running
- 2 Resolving Attend Link Problems
- 3 Resolving Meeting Notification Problems
  - 3.1 To Check the Profile of an Invited User
  - 3.2 To Check the Profile of the Meeting Scheduler
  - 3.3 To Check the Participant Notification Status Window
  - 3.4 To Check the System Notification Queue Status
  - 3.5 To Verify Mailbox Mapping
- 4 Resolving Notification Language Problems
  - 4.1 To Verify the Language Setting in the Profile of an Invited User
- 5 Resolving Notification Time Zone Problems
  - 5.1 To Set the Profile of a User to a Preferred Time Zone
- 6 Resolving Problems with Meeting Attachments
  - 6.1 To Set the Profile of a User to Receive Attachments
  - 6.2 To Set the Profile of a Meeting Scheduler to Send Out Attachments

Resolving Connectivity Problems

Question: Why are users not receiving meeting notifications?

Answer: The Cisco Unified MeetingPlace SMTP E-Mail Gateway may not be communicating with the Cisco Unified MeetingPlace Audio Server. Do the following to ensure connectivity:

Use the Cisco Unified MeetingPlace eventlog to verify that Cisco Unified MeetingPlace SMTP E-Mail Gateway is logging in to the Audio Server system. Do the following procedure to start the eventlog.

To Start the Eventlog

1. Right-click the Cisco Unified MeetingPlace icon (the orange door) on the applications tray of the desktop on the computer on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed.
2. Click **Eventlog**. The eventlog appears.

When MPNotify entries appear in the log, the Cisco Unified MeetingPlace SMTP E-Mail Gateway is communicating with the Cisco Unified MeetingPlace Audio Server.

Check the log for errors.

If MPNotify records do not appear, verify that the hostname for the Cisco Unified MeetingPlace Audio Server entered in the E-Mail Gateway tab of the Cisco Unified MeetingPlace Gateway Utility is correct. See the Accessing and Configuring the Cisco Unified MeetingPlace Gateway Configurations Tool page for instructions for configuring the Cisco Unified MeetingPlace SMTP E-Mail Gateway.

Verify that the Windows services associated with the Cisco Unified MeetingPlace SMTP E-Mail Gateway are running. Do the following procedure.

To Verify That Windows Services Are Running

1. On the server where Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed, click **Start > Settings > Control Panel > Services**.
2. Verify that the following services are running:
   - MeetingPlace SMTP Gateway
   - MeetingPlace Notification Gateway
   - MeetingPlace Gateway SIM

     If these services are not running, restart them. See the Stopping and Restarting the Cisco Unified MeetingPlace SMTP E-Mail Gateway page.

Resolving Attend Link Problems

Question: Why do users receive JavaScript errors when clicking the Attend URL link?

Answer: This error appears when using a Web browser that is not supported. The supported browsers are Netscape 7.0 or Netscape 7.1 with JRE 1.4.2, and Microsoft Internet Explorer versions 5.5 through 7. (For Cisco Unified MeetingPlace Release 6.1 MR5, we also support IE8.)

Resolving Meeting Notification Problems

Question: Cisco Unified MeetingPlace uses the NotifyNoShowRecur.tpl template to generate notifications to users for recurring meetings that are about to end and recurring meetings that are unattended. Currently, these notifications indicate that they are from "DoNotReply_SMANotification@cisco.com". How do I modify the "From" field in the NotifyNoShowRecur.tpl notifications to a different address? I do not want to change the "From" address for regular meeting notifications.

Answer: Update your registry by following these steps:

1. On your PC start menu, click **Run...**
2. Enter **regedit**.
3. Navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\Latitude\MeetingPlace E-mail Gateway\SMTP SMA Address**.
4. Enter the string value for the address that you want displayed in the From field.
5. Click **OK**.
6. Restart the Cisco MeetingPlace SMTP Notification Gateway service.

Question: When users schedule a meeting through MeetingTime or Cisco Unified MeetingPlace Web Conferencing, why do the invited users not receive meeting notifications?

Answer: This will happen if:

- 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 meeting preference is not set up to send meeting notifications.
- Notifications have not been sent by the Cisco Unified MeetingPlace SMTP E-Mail Gateway.
- System notifications have not been queued for delivery.
- The Cisco Unified MeetingPlace SMTP E-Mail Gateway is mapped to an incorrect mailbox.
- There may be insufficient space on the hard drive of the corporate e-mail server or the server on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed.
- The corporate e-mail server is not delivering or is delaying notifications.

Check the profile of the invited user by doing the following procedure.

To Check the Profile of an Invited User

1. Log in to MeetingTime.
2. Click **File > Open Register Book > Configure**.
3. Locate the User Information section and click **User Profiles > Query**.
4. In the Attributes column, scroll down to the Receiving Notifications area and verify that the parameters are set to allow users to receive notifications.
5. Verify that the **Preferred Delivery Method** parameter is set to **E-Mail**.
6. Verify that the e-mail address in the **E-Mail Address** field is correct for the user.

Check the profile of the meeting scheduler by doing the following procedure.

To Check the Profile of the Meeting Scheduler

1. Log in to MeetingTime.
2. Click **File > Open Register Book > Schedule**.
3. Locate the User Information section and click **User Profiles > Query**.
4. Locate the Sending Notifications area and verify that the "Enabled for this Meeting" parameter is set to **Yes**.

Check the Participant Notification Status window by doing the following procedure.

To Check the Participant Notification Status Window

1. Log in to MeetingTime.
2. Click **File > Open Register Book > Configure**.
3. Locate the User Information section and click **User Profiles > Query**.
4. In the Notification Status window, check to see that notifications are queued for delivery and sent by the Cisco Unified MeetingPlace SMTP E-Mail Gateway.

Check the system notification queue status by doing the following procedure.

To Check the System Notification Queue Status

1. Log in to MeetingTime.
2. Click **File > Open Register Book > System**.
3. Click **Notification Queue Status > Execute** to open the Server Notification Status window.
4. To verify that notifications have been queued for delivery, click the entry for which you want to view the status. The status information appears in the Disposition pane.
5. Click **Done**.

Verify that the mailbox mapping is correct by doing the following procedure.

To Verify Mailbox Mapping

1. In the desktop on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed, do one of the following:
   - Click **Start > Programs > MeetingPlace Applications > MeetingPlace Gateway Configuration > E-Mail Gateway**.
   - Click the MeetingPlace icon (the orange door) on the tools tray.
2. Verify the value in the MeetingPlace Mailbox field.
3. Log in to MeetingTime.
4. Click **File > Open Register Book > Configure**.
5. Locate the Company Specific Information section and click **Usage Parameters > Query**.
6. Scroll down to the Email/GW Mapping section and locate the type of corporate e-mail server that the Cisco Unified MeetingPlace SMTP E-Mail Gateway uses to send notifications.
7. Verify that the value in the Value field and the MeetingPlace Mailbox value are the same.

Finally, verify that there is sufficient space available on the hard drives of the corporate e-mail server and the server on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed. If either hard drive is full, create more space by deleting unwanted e-mails or files.

Resolving Notification Language Problems

Question: Why do users receive notifications in English rather than the language that the user prefers?

Answer: This will happen if:

- The invited user is a guest and the meeting scheduler has set the meeting language to English. Because the invited user does not have a user profile, the notification language defaults to that of the meeting language.
- The profile of the invited user does not indicate a language other than English as the profile language.

Check the profile of the invited user by doing the following procedure.

To Verify the Language Setting in the Profile of an Invited User

1. Log in to MeetingTime.
2. Click **File > Open Register Book > Configure**.
3. Locate the User Information section and click **User Profiles**.
4. Click the **Find Records** button. A dialog box appears.
5. Check the radio button for the method that you want to use to search the records for this user, and enter the appropriate value in the "Begins with" field. The Find Records pane populates with the profile of the user.
6. In the Attributes column, locate **Language**.
7. In the Value column, verify that the language is correct.
8. To change the language, click the current value in the value column. A dialog box appears.
9. Select the language that you want to use for this user and click **OK**.
10. Click **Save Changes**.

Question: A user has set the profile language to Japanese, but the notifications come in blank.

Answer: This will happen when Japanese notification templates are not installed on the Microsoft Windows computer on which the Cisco Unified MeetingPlace SMTP E-Mail Gateway is installed.

To install the Japanese code page (c_932.nls) on a Windows computer, see Article ID Q164948 on the Microsoft web site.

Resolving Notification Time Zone Problems

Question: Why do the meeting times in the notifications users receive reflect the time zone of the meeting scheduler rather than the local time zone for the users?

Answer: This will happen if:

- The invited user is a guest. Because guests do not have user profiles, the meeting times in the notifications reflect the time zone of the scheduler.
- The profile of the invited user does not indicate a preferred time zone.

To set the profile of a user, do the following procedure.

To Set the Profile of a User to a Preferred Time Zone

1. Log in to MeetingTime.
2. Click **File > Open Register Book > Configure**.
3. Locate the User Information section and click **User Profiles > Query**.
4. In the Attributes column, locate the user profile that you want to modify.
5. Scroll down to **Time Zone**.
6. Click in the Value column next to Time Zone. The Time Zone dialog box appears.
7. Click the location appropriate for the user and click **OK**.
8. Click **Save Changes**.

Resolving Problems with Meeting Attachments

Question: Why are attachments for meetings that were scheduled using MeetingTime or over the web not being received by the invited users?

Answer: If invited users are not receiving meeting attachments for meetings that were scheduled by using MeetingTime or Cisco Unified MeetingPlace Web Conferencing, one of 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 attachments.

Set the profile of the invited user to receive attachments by doing the following procedure.

To Set the Profile of a User to Receive Attachments

Note: When Microsoft Outlook is used, e-mail notifications are distributed to all invited users when this parameter is set to **Yes** for one invited user.

1. Log in to MeetingTime.
2. Click **File > Open Register Book > Configure**.
3. Locate the User Information section and click **User Profiles > Query**.
4. In the Attributes column, locate the user profile that you want to modify.
5. Scroll down to Receiving Notifications and locate Include Attachments.
6. Click in the Value column next to Include Attachments. A dialog box appears.
7. Click **Yes** and click **OK**.

8. Click **Save Changes**.

Set the profile of the scheduler to send out attachments by doing the following procedure.

To Set the Profile of a Meeting Scheduler to Send Out Attachments

1. Log in to MeetingTime.
2. Click **File > Open Register Book > Configure**.
3. Locate User Information and click **User Profiles > Query**.
4. In the Attributes column, locate the user profile that you want to modify.
5. Scroll down to Sending Notifications and locate Include Attachments.
6. Click in the Value column next to Include Attachments. A dialog box appears.
7. Click **Yes** and click **OK**.
8. Click **Save Changes**.