Main page: Cisco Unified MeetingPlace, Release 8.0

Up one level: Configuration

Cisco Unified MeetingPlace generates email notifications and sends them to the meeting owner and invitees whenever a meeting is scheduled, rescheduled, or cancelled.

- Restrictions for Email Notifications
- Configuring Click-to-Attend Links
- Configuring the SMTP Servers
- Configuring Email Notification Retries
- Configuring User Preferences for Email Notifications

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Restrictions for Email Notifications

- Email notifications are not generated for reservationless meetings.
- Email notifications are sent when the meeting length is modified for a scheduled meeting.
- Only users who have a valid Email address in the user profile can send or receive email notifications.

Related Topics

- Customizing Email Notifications for Cisco Unified MeetingPlace module

Configuring Click-to-Attend Links

Perform this task to enable valid click-to-attend links in email notifications and in MeetingPlace Conference Manager.

Procedure

1. Sign in to the Administration Center.
2. Select **System Configuration > Usage Configuration**.
3. Configure the fields in the Click-to-Attend Link Configuration section.
4. Select **Save**.

Related Topics

- Table: Field Reference: Usage Configuration Page in the Administration Center Page References for Cisco Unified MeetingPlace (U - W pages)
- Installing MeetingPlace Conference Manager module

Configuring the SMTP Servers

For Cisco Unified MeetingPlace to send email notifications, you must configure one of these:

- At least one SMTP server
- Microsoft Outlook integration

Note: To send email notifications, Cisco Unified MeetingPlace does *not* use the mail server information that you entered while installing the operating system (OS). Even if you want both the OS and the Cisco Unified MeetingPlace application to use the same SMTP server, you must re-enter the server information through the Administration Center by performing this procedure.

After the initial system startup, Cisco Unified MeetingPlace uses the primary SMTP server to send email notifications. If the system fails to send email 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.

Before You Begin

If you want to use Microsoft Outlook exclusively for email notifications, do not perform this task. Instead, see the *Integration Guide for Installing and Configuring Microsoft Outlook with Cisco Unified MeetingPlace* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html.

Procedure

1. Sign in to the Administration Center.
2. Select **System Configuration > Email Notifications > SMTP Server Configuration**.
3. Configure the fields.
4. Select **Save**.

Related Topics

- Table: Field Reference: SMTP Server Configuration Page in the Administration Center Page References for Cisco Unified MeetingPlace (R - S pages)
- Configuring User Preferences for Email Notifications
- Configuring Cisco Unified MeetingPlace to Support TLS Encryption in the Enabling Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Cisco Unified MeetingPlace Web User Portal module

Configuring Email Notification Retries

You can configure how many times and how frequently the system attempts to resend notifications that have failed.

Note: If you instead want to trigger an immediate notification retry, select **Save** on either the SMTP Server Configuration Page or the Exchange Server Configuration Page.

This configuration also applies to the back-end deployment of Microsoft Outlook integration, which enables Cisco Unified MeetingPlace to send Microsoft Outlook calendar notifications for meetings that are scheduled from the Cisco Unified MeetingPlace web user portal.

Procedure

1. Sign in to the Administration Center.
2. Select **System Configuration > Email Notifications > Notification Configuration**.
3. Configure the fields.
4. Select **Save**.

Related Topics

- Table: Field Reference: Notification Configuration Page in the Administration Center Page References for Cisco Unified MeetingPlace (M - P pages)
- Configuring the SMTP Servers
- Enabling Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Cisco Unified MeetingPlace Web User Portal module

Configuring User Preferences for Email Notifications

You can configure the behavior of email notifications for each user group or individual user, for example:

- Email type and format.
- Whether notifications are sent for meeting updates or cancellations.
- Who can send or receive notifications.
- What notifications include, such as participant lists or meeting passwords.

Before You Begin

- To enable the use of the Microsoft Exchange or IBM Lotus Notes formats, you first need to set up the integrations. See these documents at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html:
    - *Integration Guide for Installing and Configuring Microsoft Outlook with Cisco Unified MeetingPlace*
    - *Integration Note for Installing and Configuring IBM Lotus Notes with Cisco Unified MeetingPlace*
- Avoid changing email notification settings once Cisco Unified MeetingPlace is in use because users might already rely on a certain behavior, such as having all invited meeting participants receive email notifications for new or changed meetings. Changing that behavior can result in lost productivity. If you must change the email notification settings after Cisco Unified MeetingPlace has been in use, make sure that you alert your users to the changes.
- You can configure the email notification settings in user groups or user profiles. We recommend that you configure the settings in user groups to help you keep email notification settings as consistent as possible across your user base.
- Only users who have a valid Email address in the user profile can send or receive email notifications. Email addresses cannot be configured in user groups.

Restrictions

If you set up Cisco Unified MeetingPlace user profiles with the fields Can send notifications, Can receive notifications, and Send if meeting changes to Yes, these settings apply only to meetings that users schedule through Cisco Unified MeetingPlace. These settings do not apply if users schedule Cisco Unified MeetingPlace meetings through IBM Lotus Notes or through Microsoft Outlook.

Procedure

1. Sign in to the Administration Center.
2. Select **User Groups** or **User Profiles**, depending on whether you want to configure a user group or an individual user profile.
3. Select **Edit** or **Add New**, depending on whether you want to configure an existing or new user group or user profile.
4. Configure these fields:
    - Email type and format
    - Fields in the Notifications section
    - Can send notifications

    - Can receive notifications
5. Select **Save**.

Related Topics

- Table: Field Reference: Add User Profile Page and Edit User Profile Page in the Administration Center Page References for Cisco Unified MeetingPlace (A - C pages)