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This document describes how to enable users to schedule, reschedule, and cancel meetings from the Microsoft Outlook calendar. This Microsoft Outlook integration option is often referred to as the *front-end* deployment. When users accept an invitation, the meeting information and a click-to-attend link become available from their Microsoft Outlook calendar. The meeting scheduler receives Microsoft Outlook replies that indicate which invitee accepted or declined the invitation.

Note: This document does *not* describe how to enable Cisco Unified MeetingPlace to send Microsoft Outlook calendar notifications for meetings that are scheduled from the Cisco Unified MeetingPlace web user portal. That Microsoft Outlook integration option is often referred to as the *back-end* deployment. For more information, see the [Enabling Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Cisco Unified MeetingPlace Web User Portal](#) module.

Topics in this section include:

- [Prerequisites for Scheduling From Microsoft Outlook](#)
- [Restrictions for Scheduling From Microsoft Outlook](#)
- [How to Enable Scheduling From Microsoft Outlook](#)
- [Customization Options for Scheduling from Microsoft Outlook](#)
- [How to Uninstall the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook from the User PC](#)

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Prerequisites for Scheduling From Microsoft Outlook

- Configure a Cisco Unified MeetingPlace user profile for each user (including delegates) who will schedule Cisco Unified MeetingPlace meetings from Microsoft Outlook.

If you plan to use the Single Sign-On default authentication method, the Cisco Unified MeetingPlace User ID must match the Microsoft Outlook username.

- Enable Secure Sockets Layer (SSL) on the Application Server.

SSL is required only to use the Single Sign-On user authentication method for Microsoft Outlook integration.

- For users to receive complete and correct Cisco Unified MeetingPlace notifications in Microsoft Outlook:
 - ◆ The email accounts set up in the Microsoft Outlook client must be configured to use the Server Type option called "Microsoft Exchange." Cisco Unified MeetingPlace for Microsoft

Outlook does *not* support other server types, such as POP3.

- ◆ Complete the Click-to-Attend Link Configuration on the [Usage Configuration Page](#).
- For Microsoft Outlook delegation to work with Cisco Unified MeetingPlace:
 - ◆ Assign delegates in the Microsoft Outlook client. Specifying the User ID of delegate in a Cisco Unified MeetingPlace user profile does *not* automatically add the delegate in Microsoft Outlook.
 - ◆ Microsoft Outlook delegates must have editor-level permissions to schedule Cisco Unified MeetingPlace meetings on behalf of other users from the Microsoft Outlook Calendar.
 - ◆ The Cisco Unified MeetingPlace user profile must specify the user ID of the primary delegate in the User ID of delegate field. Note that you can specify only one user ID, even if the user has more than one Microsoft Outlook delegate.

The primary delegate also requires a Cisco Unified MeetingPlace profile with the Type of user field set to delegate, attendant, or system administrator.

Only the user or the primary delegate for this user can update meetings from the Cisco Unified MeetingPlace web user portal.

Related Topics

- [Installing and Managing Licenses for Cisco Unified MeetingPlace module](#)
- [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace module](#)
- [Configuring SSL for the Cisco Unified MeetingPlace Application Server module](#)

Restrictions for Scheduling From Microsoft Outlook

- Invitees always receive Microsoft Outlook calendar notifications in the Language that is specified in the Cisco Unified MeetingPlace user profile of the meeting owner.
- (Cisco WebEx integration only) Users cannot add alternate hosts when scheduling from Microsoft Outlook. As a workaround, the user can schedule the meeting from Microsoft Outlook and then add alternate hosts through the Cisco Unified MeetingPlace web user portal.
- If meetings scheduled from Microsoft Outlook are modified through the Cisco Unified MeetingPlace web user portal (by anyone, regardless of user type):
 - ◆ Email notifications are *not* sent for those changes.
 - ◆ The Microsoft Outlook calendar of the meeting owner and invitees will not reflect those changes.
- Users of type End user and Delegate can make only limited changes via the Cisco Unified MeetingPlace web user portal to meetings that were scheduled from Microsoft Outlook. Specifically, these users can only make changes that cannot be made from Microsoft Outlook, such as specifying alternate hosts for Cisco WebEx meetings.
- Users of type Attendant and System administrator can make the same changes as end users and delegates, but they can also delete meetings from the Cisco Unified MeetingPlace web user portal.
- Users cannot modify *reservationless* meetings from the web user portal. If a user selects "Yes, use my reservationless ID" while scheduling a meeting from Microsoft Outlook, then no meeting is actually scheduled on Cisco Unified MeetingPlace. Only a Microsoft Outlook appointment is created for calendar and notification purposes.

For Cisco WebEx meetings that require alternate hosts, instruct your users to select **Yes, create a new meeting** while scheduling meetings from Microsoft Outlook. Then the users can specify alternate hosts from the Cisco Unified MeetingPlace web user portal.

- 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 Microsoft Outlook.
- We do not support multiple Microsoft Outlook users in a single Microsoft Windows sign-in session. The username that was entered to sign in to Microsoft Windows must match the Microsoft Outlook username, which is typically the mailbox name for the user.
- Users are invited from the Microsoft Outlook directory and cannot be invited by Cisco Unified MeetingPlace profile. Cisco Unified MeetingPlace does, however, populate the meeting participant list using the user profiles with email addresses that match those in the Microsoft Outlook meeting invitation.
- Meeting schedulers can invite a video terminal from the Microsoft Outlook calendar only if the [Requirements for Inviting Video Terminal Profiles from Microsoft Outlook](#) are met.
- Only one email notification template, plain-text [NotifySchedule](#), is used for the Microsoft Outlook calendar notifications.
- We do not support third-party software which uses Microsoft Outlook automation to schedule, modify, or cancel Cisco Unified MeetingPlace meetings. You can, however, use Microsoft Outlook automation for calendar entries which are not Cisco Unified MeetingPlace meetings.
- If you use your mobile phone or PDA to reschedule a Microsoft Outlook meeting, the associated Cisco Unified MeetingPlace meeting will not be rescheduled.
- From Microsoft Outlook, users cannot schedule meetings with more than 200 occurrences. Recurring meetings are also limited by the "Maximum advance days to schedule" field on the Meeting Configuration page in the Administration Center.

Related Topics

- [Requirements for Inviting Video Terminal Profiles from Microsoft Outlook](#) in the [Configuring Endpoints for Cisco Unified MeetingPlace](#) module
- [How to Configure Video Terminal Profiles](#) in the [Configuring Endpoints for Cisco Unified MeetingPlace](#) module
- [Customizing Email Notifications for Cisco Unified MeetingPlace](#) module

How to Enable Scheduling From Microsoft Outlook

- [Default Authentication Methods for Microsoft Outlook Users](#)
- [Configuring the Default Authentication Method for Microsoft Outlook Users](#)
- [Adding Cisco Unified MeetingPlace Systems to the Plug-In for Microsoft Outlook](#)
- [How to Install the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook](#)
- [Customizing the Cisco Unified MeetingPlace Scheduling Form for Microsoft Outlook](#)

Default Authentication Methods for Microsoft Outlook Users

The front-end Microsoft Outlook integration provides two default user authentication methods:

- [Remember Me](#)
- [Single Sign-On](#)

Remember Me

If you choose the Remember Me default user authentication method:

- The first time a user tries to schedule a Cisco Unified MeetingPlace meeting from Microsoft Outlook, the user is prompted to sign in to Cisco Unified MeetingPlace.
- If cookies are enabled on the browser, then the user can select the Remember Me option. The stored cookies are then used for future authentication, so the user does not need to sign in each time the user selects the MeetingPlace tab.
- If the User password expires, the user is prompted to sign in to Cisco Unified MeetingPlace and change the password. The user can again select the Remember Me option.

Requirements for the Remember Me Authentication Method

Users must enable the use of cookies on their browsers.

Single Sign-On

If you choose the Single Sign-On default user authentication method, users do not need to sign in to Cisco Unified MeetingPlace from Microsoft Outlook after successfully logging in to Microsoft Exchange or to Active Directory.

Requirements for the Single Sign-On Authentication Method

- The username in Microsoft Outlook must match the User ID in Cisco Unified MeetingPlace.

Note that the Microsoft Outlook username may differ from the local part of the user email address (that is, the part before @). The username is what was entered to set up the email account in the Microsoft Outlook client. The local part of the email address, however, may have been changed by the Microsoft Exchange administrator or truncated by the Microsoft Exchange Server.

- In a *workgroup* environment, the domain portion of the user email address (that is, the part after @) must match a configured Outlook Single Sign-On Domain in Cisco Unified MeetingPlace.

For example, from the email address userA@example.com, you would configure "example.com" as a domain in Cisco Unified MeetingPlace.

- In a *domain* environment, the following requirements apply:
 - ◆ The domain of the client machine must match a configured Outlook Single Sign-On Domain in Cisco Unified MeetingPlace.

Note that the client machine domain may differ from the user domain. For example, a user PC may be in domainA.example.com, while the user account is domainB\username. You would configure "domainA" in Cisco Unified MeetingPlace.
 - ◆ Each Cisco Unified MeetingPlace user must have a unique username in Microsoft Outlook and Microsoft Exchange that is the same across the entire organization in Active Directory.

For example, suppose that Cisco Unified MeetingPlace user "userA" is associated with two different domains, domain1.example.com and domain2.example.com, both of which you

configured in Cisco Unified MeetingPlace. The Single Sign-On authentication method assumes that userA@domain1.example.com and userA@domain2.example.com refer to the same "userA" user profile in Cisco Unified MeetingPlace.

Configuring the Default Authentication Method for Microsoft Outlook Users

By default, the system uses the [Remember Me](#) default authentication method.

If the configured default authentication method fails, the user is prompted to enter the Cisco Unified MeetingPlace [User ID](#) and [User password](#) after selecting the MeetingPlace tab in Microsoft Outlook.

Before You Begin

- Complete the [Prerequisites for Scheduling From Microsoft Outlook](#).
- Read the [Restrictions for Scheduling From Microsoft Outlook](#).
- Read about the authentication methods and their requirements:
 - ◆ [Remember Me](#)
 - ◆ [Single Sign-On](#)

Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Outlook Authentication Configuration**.
3. Choose between the [Remember Me](#) and [Single Sign-On](#) authentication methods.
4. If you selected [Single Sign-On](#), configure the domains of the Microsoft Outlook users:
 1. Select **Add New**, or select an existing entry.
 2. Enter the domain in the Outlook Single Sign-On Domain field.
 3. Select **Save**.
 4. Repeat Step 4 as needed to configure all domains that are used by your Cisco Unified MeetingPlace for Microsoft Outlook users.
5. Select **Save**.

Related Topics

- [Outlook Authentication Configuration Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(M - P pages\)](#)

What to Do Next

- If you want to make multiple Cisco Unified MeetingPlace systems available for meetings scheduled from Microsoft Outlook, proceed to [Adding Cisco Unified MeetingPlace Systems to the Plug-In for Microsoft Outlook](#).
- Otherwise, proceed to [How to Install the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook](#).

Adding Cisco Unified MeetingPlace Systems to the Plug-In for Microsoft Outlook

The Cisco Unified MeetingPlace plug-in for Microsoft Outlook enables users to select a tab within the Microsoft Outlook calendar to access a Cisco Unified MeetingPlace scheduling form. The plug-in comes

preconfigured with system information that was entered while installing Cisco Unified MeetingPlace on the Application Server. You can, however, perform this task to enable each user to use one calendar to schedule and manage meetings on multiple Cisco Unified MeetingPlace systems.

When multiple Cisco Unified MeetingPlace systems are available, the user can specify which system to use by default. This and other preferences are configured from Microsoft Outlook by selecting **Tools > Options** and selecting the **MeetingPlace** tab.

Before You Begin

- Perform this task only if you want to make multiple Cisco Unified MeetingPlace systems available for meetings scheduled from Microsoft Outlook.
- Complete the [Prerequisites for Scheduling From Microsoft Outlook](#).
- Read the [Restrictions for Scheduling From Microsoft Outlook](#).

Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Outlook Plug-In Configuration**.
3. Select **Add New**, or select an existing entry.
4. Enter the Name and URL for the Application Server of the Cisco Unified MeetingPlace system.
5. Select **Save**.

Related Topics

- [Table: Field Reference: Outlook Plug-In Configuration Page, Add Cisco Unified MeetingPlace Server Page, and Edit Cisco Unified MeetingPlace Server Page in the Administration Center Page References for Cisco Unified MeetingPlace \(M - P pages\)](#)

What to Do Next

Proceed to the [How to Install the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook](#).

How to Install the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook

- [Requirements for Client Installation of the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook](#)
- [Installing the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook Locally on the User PC](#)
- [Installing the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook By Using an Automated Distribution Tool](#)
- [Adding a Registry Entry to the Microsoft Outlook Client to Avoid Conflicting Meeting Messages](#)

Requirements for Client Installation of the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook

- Install the Cisco Unified MeetingPlace plug-in for Microsoft Outlook on the PCs of all Microsoft Outlook users that are connected to your Microsoft Exchange Server. If a Microsoft Outlook user does not have the plug-in installed when the user selects the MeetingPlace tab in a received meeting notification, that user might see an error. Users who are not connected to the Microsoft Exchange Server do not see the MeetingPlace tab.
- If Microsoft Outlook delegates will use the Microsoft Outlook calendar to schedule Cisco Unified MeetingPlace meetings on behalf of other users, each Microsoft Outlook delegate and each person on whose behalf meetings are scheduled must install the Cisco Unified MeetingPlace plug-in for Microsoft Outlook.

Installing the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook Locally on the User PC

Before You Begin

- Install the msft_int license. See the [Installing and Managing Licenses for Cisco Unified MeetingPlace](#) module.
- If you want to enable each user to use one calendar to schedule and manage meetings on multiple Cisco Unified MeetingPlace systems, complete the [Adding Cisco Unified MeetingPlace Systems to the Plug-In for Microsoft Outlook](#).
- Read the [Requirements for Client Installation of the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook](#).

Restriction

This installation option is available only for Windows PCs. The "Download Outlook Plug-In" link on the Cisco Unified MeetingPlace web user portal does not appear for other PCs.

Procedure

1. Sign in to the user PC with administrator access.
2. Use a web browser to download the plug-in via one of these options:
 - ◆ From the web user portal of the internal Web Server, select **Download Outlook Plug-In**.
 - ◆ Specifying the hostname or IP address of the Application Server, go to <http://application-server/outlook/public/setup.exe>.
3. Select **Save**.
4. After the setup.exe file is downloaded, complete these steps on the client PC:
 1. Exit the Microsoft Outlook client software.
 2. Run the setup.exe file.

Note: To make the Cisco Unified MeetingPlace scheduling form available to any user who signs in to a specific computer (Windows 2003, Windows 2000, or Windows XP only), use the **-admin** switch to install the client software. Specifically, select **Start > Run**, enter `<pathname> setup.exe -admin`.
 3. Select **OK** to install.
5. After installation is complete, launch Microsoft Outlook.
6. Verify that you can schedule meetings by selecting the MeetingPlace tab and filling out the

scheduling form.

For details, select **Help** in the scheduling form.

What to Do Next

Proceed to the [Adding a Registry Entry to the Microsoft Outlook Client to Avoid Conflicting Meeting Messages](#).

Installing the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook By Using an Automated Distribution Tool

This section describes how to use an automated distribution system, such as the Microsoft Systems Management Server (SMS), to remotely distribute and install the Cisco Unified MeetingPlace plug-in for Microsoft Outlook.

You can install the Cisco Unified MeetingPlace plug-in for Microsoft Outlook using either or both of the these switches:

- **Silent**-Suppresses the need for user input.
- **Admin**-Installs the Cisco Unified MeetingPlace plug-in for Microsoft Outlook for access by all users of a computer.

Before You Begin

- Install the msft_int license. See the *Planning Guide for Cisco Unified MeetingPlace* at http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment.
- If you want to enable each user to use one calendar to schedule and manage meetings on multiple Cisco Unified MeetingPlace systems, complete the [Adding Cisco Unified MeetingPlace Systems to the Plug-In for Microsoft Outlook](#).
- Read the [Requirements for Client Installation of the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook](#).

Restriction

Cisco Systems does not provide technical support for automated distribution tools.

Procedure

1. (Optional) Test that the installation switches work correctly by completing these steps from a client PC:
 1. Select **Start > Run** and enter: <path to setup.exe>/**admin /silent**.
 2. Verify that no user prompts appear on the user PC.
 3. Verify that this server information exists in the registry:
 - ◇ HKCU\software\Latitude\MeetingPlace for Outlook
 - ◇ HKU\default\software\Latitude\MeetingPlace for Outlook (admin)
2. Use an automated distribution tool to distribute and install the setup.exe file on user PCs. Refer to the documentation for your specific automated distribution tool.

Procedure

3. Instruct the user to verify successful installation by completing these steps on the user PC:
 1. Restart or launch Microsoft Outlook.
 2. Open the calendar.
 3. Verify that the MeetingPlace tab works.
4. Remind users that they can select **Help** in the Cisco Unified MeetingPlace scheduling form.

What to Do Next

Proceed to the [Adding a Registry Entry to the Microsoft Outlook Client to Avoid Conflicting Meeting Messages](#).

Adding a Registry Entry to the Microsoft Outlook Client to Avoid Conflicting Meeting Messages

When a user schedules a Cisco Unified MeetingPlace meeting through Microsoft Outlook and responds to the accepted notification, the system prompts with a Conflict Message window. The user must choose between two conflicting meeting records or choose to keep both records, which results in duplicate calendar entries. You must modify the registry of the Microsoft Outlook clients to avoid this issue.

Note: Microsoft Support confirms that this is a known issue with Microsoft Exchange (Ex12/108840).

Procedure

1. Read the Microsoft documentation about this issue:
 - ◆ <http://msdn.microsoft.com/en-us/library/bb821131.aspx>
 - ◆ http://blogs.msdn.com/stephen_griffin/archive/2007/10/15/conflict-resolution-and-you.aspx
2. Follow the Microsoft documentation to add a registry entry to both Microsoft Outlook 2007 and Microsoft Outlook 2003 to *not* report the conflict messages.
 - ◆ For Microsoft Outlook 2003, use:
[HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\Options\ConflictMsgCls]
 - ◆ For Microsoft Outlook 2007, use:
[HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Outlook\Options\ConflictMsgCls]

What to Do Next

(Optional) Proceed to the [Customization Options for Scheduling from Microsoft Outlook](#).

Customizing the Cisco Unified MeetingPlace Scheduling Form for Microsoft Outlook

From Microsoft Outlook, users access the Cisco Unified MeetingPlace scheduling form by creating or opening a calendar appointment and then selecting the MeetingPlace tab. You can choose the information and options that users see in the Cisco Unified MeetingPlace scheduling form.

Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Customize Outlook Interface**.
3. Choose the language.
4. Customize or hide fields as desired for the scheduling form specific to that language.
5. Select **Save**.
6. Repeat this task for each language used on your system.

Related Topics

- [Table: Field Reference: Customize Outlook Interface in the Administration Center Page References for Cisco Unified MeetingPlace \(A - C pages\)](#)
- [Customization Options for Scheduling from Microsoft Outlook](#)

Customization Options for Scheduling from Microsoft Outlook

Customization Option	Documentation
Customizing the scheduling form	Customizing the Cisco Unified MeetingPlace Scheduling Form for Microsoft Outlook Configuring Flex Fields for Cisco Unified MeetingPlace module
Customizing email notifications (plain-text NotifySchedule template)	Customizing Email Notifications for Cisco Unified MeetingPlace module

How to Uninstall the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook from the User PC

Complete the following tasks in the order shown:

1. [Uninstalling the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook from the User PC](#)
2. [Updating the Microsoft Outlook Calendar Properties to Not Use Cisco Unified MeetingPlace](#)

Uninstalling the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook from the User PC**Before You Begin**

How you uninstall a program varies by operating system. If this procedure does not apply to the user PC, then see the documentation for the relevant operating system.

Procedure

1. From the Windows Start menu, select **Control Panel > Add or Remove Programs**.
2. Select **Cisco Unified MeetingPlace for Outlook**.
3. Select **Change/Remove**.

What To Do Next

Proceed to [Updating the Microsoft Outlook Calendar Properties to Not Use Cisco Unified MeetingPlace](#).

Updating the Microsoft Outlook Calendar Properties to Not Use Cisco Unified MeetingPlace

Complete this task if you uninstall the Cisco Unified MeetingPlace plug-in for Microsoft Outlook from the user PC. If you fail to complete this task, then future meetings that the user schedules from Microsoft Outlook will continue to display the MeetingPlace tab in the calendar appointment, and users who select that tab will see a blank page or an error message.

Before You Begin

- Complete the [Uninstalling the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook from the User PC](#).
- How you update Microsoft Outlook calendar properties varies by operating system and Microsoft Outlook release. If this procedure does not apply to the user, then see the documentation for the relevant version of Microsoft Outlook.

Restrictions

This task does not remove the MeetingPlace tab from previously scheduled meetings. Instruct your users to ignore the MeetingPlace tab if they or the meeting schedulers uninstall the Cisco Unified MeetingPlace plug-in for Microsoft Outlook.

Procedure

1. From the Microsoft Outlook Calendar, select **File > Folder > Properties for Calendar**.
2. Select the **General** tab.
3. Find the **When posting to this folder, use:** field.
4. Select **IPM.Appointment**.
5. Select **OK**.

Related Topics

- [MeetingPlace Tab is Blank or Displays an Error Page in the Troubleshooting Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#) module
- [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#) module