

**Main page:** [Cisco Unified MeetingPlace, Release 8.0](#)

**Up one level:** [Integrations](#)

This document describes the Microsoft Outlook *back-end* 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.

This document does *not* describe the Microsoft Outlook *front-end* integration, which enables users to schedule, reschedule, and cancel meetings from the Microsoft Outlook calendar. For information about Microsoft Outlook *front-end* integration, see the [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#) module.

Topics in this section include:

- [Prerequisites for Sending Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal](#)
- [Restrictions for Sending Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal](#)
- [How to Enable Cisco Unified MeetingPlace to Send Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal](#)

## Contents

- [1 Prerequisites for Sending Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal](#)
  - ◆ [1.1 Related Topics](#)
- [2 Restrictions for Sending Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal](#)
- [3 How to Enable Cisco Unified MeetingPlace to Send Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal](#)
  - ◆ [3.1 Uninstalling Cisco Unified MeetingPlace for Microsoft Outlook Gateway From the Web Server](#)
    - ◇ [3.1.1 Before You Begin](#)
    - ◇ [3.1.2 Procedure](#)
    - ◇ [3.1.3 Related Topics](#)
    - ◇ [3.1.4 What To Do Next](#)
  - ◆ [3.2 Creating a Cisco Unified MeetingPlace-Dedicated Email Account and Mailbox on the Microsoft Exchange Server](#)
    - ◇ [3.2.1 Before You Begin](#)
    - ◇ [3.2.2 Procedure](#)
    - ◇ [3.2.3 What to Do Next](#)
  - ◆ [3.3 Configuring Cisco Unified MeetingPlace to Support TLS Encryption](#)
    - ◇ [3.3.1 Before You Begin](#)
    - ◇ [3.3.2 Procedure](#)
    - ◇ [3.3.3 Troubleshooting](#)
    - ◇ [3.3.4 Related Topics](#)
    - ◇ [3.3.5 What to Do Next](#)

- ◆ [3.4 Configuring the Cisco Unified MeetingPlace Connection to the Microsoft Exchange Server](#)
  - ◇ [3.4.1 Before You Begin](#)
  - ◇ [3.4.2 Restriction](#)
  - ◇ [3.4.3 Procedure](#)
  - ◇ [3.4.4 Troubleshooting Tips](#)
  - ◇ [3.4.5 Related Topics](#)
  - ◇ [3.4.6 What to Do Next](#)

## Prerequisites for Sending Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal

- Install the msft\_int license.
- If you are upgrading your Cisco Unified MeetingPlace system, make sure that you complete the relevant tasks in [Upgrading to Cisco Unified MeetingPlace Release 8.0 from Cisco Unified MeetingPlace Release 7.0](#) or [Migrating to Cisco Unified MeetingPlace Release 8.0 from Cisco Unified MeetingPlace Release 6.0 or from Cisco Unified MeetingPlace Express](#).
- Complete the [Configuring Email Notifications for Cisco Unified MeetingPlace](#) module.
- For users to receive complete and correct Cisco Unified MeetingPlace notifications in Microsoft Outlook, you must set up the email accounts in the Microsoft Outlook client to use the Server Type option called "Microsoft Exchange." Cisco Unified MeetingPlace for Microsoft Outlook does *not* support other server types, such as POP3.

### Related Topics

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

## Restrictions for Sending Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal

- You must never delete items from the Cisco Unified MeetingPlace-dedicated mailbox on the Microsoft Exchange Server, including the Deleted Items folder. The system automatically deletes the inbox periodically.
- HTML-formatted Microsoft Outlook calendar notifications will not include any graphics.
- On the Microsoft Outlook scheduling tab, users will see only the invitees whose user profiles have the same configuration for all of these fields:
  - ◆ Email type and format
  - ◆ Language

To enable users to see a complete list of invitees, set the Include invitee list when scheduled from web user profile field to Yes for all users who schedule meetings.

- 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.

## How to Enable Cisco Unified MeetingPlace to Send Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal

- [Uninstalling Cisco Unified MeetingPlace for Microsoft Outlook Gateway From the Web Server](#)
- [Creating a Cisco Unified MeetingPlace-Dedicated Email Account and Mailbox on the Microsoft Exchange Server](#)
- [Configuring Cisco Unified MeetingPlace to Support TLS Encryption](#)
- [Configuring the Cisco Unified MeetingPlace Connection to the Microsoft Exchange Server](#)

### Uninstalling Cisco Unified MeetingPlace for Microsoft Outlook Gateway From the Web Server

Perform this task to make sure that your Web Server does not have the Microsoft Outlook notification gateway installed.

#### Before You Begin

If you have a fresh new Cisco Unified MeetingPlace installation and have never upgraded your system, you can skip this task. Proceed to the [Creating a Cisco Unified MeetingPlace-Dedicated Email Account and Mailbox on the Microsoft Exchange Server](#).

#### Procedure

1. Stop the Cisco Unified MeetingPlace Web Master Service.
2. Select **Start > Control Panel > Add/Remove Programs**.
3. Select the **Cisco Unified MeetingPlace for Microsoft Outlook Gateway**.
4. Select **Remove**.
5. Restart the Web Server.
6. Check the list of programs in Add/Remove Programs to verify that the Cisco Unified MeetingPlace for Microsoft Outlook Gateway was successfully uninstalled.
7. Repeat this procedure for each Web Server in the site.

#### Related Topics

- [Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service module](#)

#### What To Do Next

- [Creating a Cisco Unified MeetingPlace-Dedicated Email Account and Mailbox on the Microsoft Exchange Server](#)

## Creating a Cisco Unified MeetingPlace-Dedicated Email Account and Mailbox on the Microsoft Exchange Server

### Before You Begin

- Read the following sections:
  - ◆ [Prerequisites for Sending Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal](#)
  - ◆ [Restrictions for Sending Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Web User Portal](#)
- Complete the [Uninstalling Cisco Unified MeetingPlace for Microsoft Outlook Gateway From the Web Server](#).
- Work with the Microsoft Exchange administrator to make sure that SMTP access to the Microsoft Exchange Server is allowed.
- For detailed instructions on how to perform any of these steps, see the documentation for your specific Microsoft Exchange Server.

### Procedure

1. Create a user on your Microsoft Windows domain, for example, "MeetingPlace."
2. Create a mailbox for this user on the Microsoft Exchange Server.
3. Write down the username and password for this email account.
4. Make sure that this mailbox is allowed to send mail to itself.
5. If the Microsoft Exchange Server is configured to disable anonymous access through SMTP, make sure that you grant the Send As permission for all users in the Enterprise for this mailbox.

The Send As permission enables each Microsoft Outlook calendar notification to appear to come from the meeting scheduler (instead of the Cisco Unified MeetingPlace-dedicated mailbox) for meetings that are scheduled from the Cisco Unified MeetingPlace web user portal.
6. Verify that the mailbox can send and receive messages.

### What to Do Next

If TLS is enabled on your Microsoft Exchange Server, proceed to the [Configuring Cisco Unified MeetingPlace to Support TLS Encryption](#).

Otherwise, proceed to the [Configuring the Cisco Unified MeetingPlace Connection to the Microsoft Exchange Server](#).

## Configuring Cisco Unified MeetingPlace to Support TLS Encryption

Perform this task if the Microsoft Exchange Server that you integrate with Cisco Unified MeetingPlace is configured to use Transport Layer Security (TLS).

## Before You Begin

- Complete these prerequisite tasks. Refer to the documentation for your Microsoft Exchange Server.
  - ◆ Verify that TLS is enabled on the Microsoft Exchange Server.
  - ◆ Verify that the Microsoft Exchange Server can successfully receive email from the Internet.
  - ◆ Make sure that IIS and SMTP on the Microsoft Exchange Server use the same certificate.
- Complete the [Creating a Cisco Unified MeetingPlace-Dedicated Email Account and Mailbox on the Microsoft Exchange Server](#).

## Procedure

1. Export the TLS certificate from the Microsoft Exchange Server by following these steps:
  1. From your Microsoft Windows system, go to the Microsoft IIS Manager.
  2. Go to the entry called Web Site and highlight the entry called *Default Web Site*.
 

**Note:** *Default Web Site* is the generic name; it might have a different name on your system.
  3. Right-click the *Default Web Site* entry to display the Properties dialog box.
  4. Select the **Directory Security** tab.
  5. Select **View Certificate**.
  6. Select the **Details** tab.
  7. Select **Copy to File**. The system starts the certificate wizard.
  8. Select **No, do not export the private key** and select **Next**.
  9. Select **DER encoded binary X.509 (.CER)** and select **Next**.
  10. Select **Browse** to choose a location to save the certificate. Enter a *filename* and select **Save**.
2. Sign in to the Cisco Unified MeetingPlace Application Server CLI as the root user.
3. Copy the certificate to **\$MP\_ROOT/*filename*.cer**, substituting the *filename* from Step 1.10.
4. Move to the security directory by entering the following:
 

```
cd $MP_ROOT/jre/jre/lib/security
```
5. Install the certificate by entering the following and substituting the *filename* from Step 1.10:
 

```
../bin/keytool -keystore cacerts -import -alias exchangeIIS -file $MP_ROOT/filename
```

**Note:** The default password for the JDK keytool is *changeit*.
6. If the key length of the installed certificate is greater than 2048, complete these steps:
  1. Go to <http://java.sun.com/javase/downloads/index.jsp>.
  2. Download the "Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 6."
  3. Install this in the **\$MP\_ROOT/jre/jre/lib/security** directory.
7. Restart the system by entering **mpx\_sys restart**.
8. Sign in to the Administration Center.
9. Select **System Configuration > Email Notifications > Exchange Server Configuration**.
10. Set the TLS enabled field to **true**.

## Troubleshooting

If you previously installed the Exchange certificate and need to install a new version, you must use the **keytool -keystore cacerts -delete -alias exchangeIIS** command to delete the existing certificate before installing the new certificate.

## Related Topics

- [How to Sign in to the CLI on the Application Server](#) in the [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server](#) module
- [Exchange Server Configuration Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(D - G pages\)](#)

## What to Do Next

Proceed to the [Configuring the Cisco Unified MeetingPlace Connection to the Microsoft Exchange Server](#).

# Configuring the Cisco Unified MeetingPlace Connection to the Microsoft Exchange Server

## Before You Begin

- Complete the [Creating a Cisco Unified MeetingPlace-Dedicated Email Account and Mailbox on the Microsoft Exchange Server](#).
- If TLS is enabled on your Microsoft Exchange Server, complete the [Configuring Cisco Unified MeetingPlace to Support TLS Encryption](#).
- Obtain this information about the Microsoft Exchange Server:
  - ◆ Hostname or IP address
  - ◆ Windows domain
  - ◆ Username and password for the email account that you created in the [Creating a Cisco Unified MeetingPlace-Dedicated Email Account and Mailbox on the Microsoft Exchange Server](#).
- In an [Application Server Failover](#) deployment, the Application Server must be *active* in order to complete this task.

## Restriction

(For Microsoft Exchange Server 2007 only) The same machine must host both the Microsoft Exchange Hub Transport server and the Microsoft Exchange Client Access server. The hostname of this machine is what you enter in the Hostname field on the [Exchange Server Configuration Page](#).

## Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Email Notifications > Exchange Server Configuration**.
3. Configure the fields on the [Exchange Server Configuration Page](#).
4. Select **Save**.
5. Select **Test** to verify the connection between Cisco Unified MeetingPlace and Microsoft Exchange.

## Troubleshooting Tips

See [License Error Appears During Exchange Server Configuration](#) in the [Troubleshooting Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Cisco Unified MeetingPlace Web User Portal](#) module.

## Related Topics

- [Exchange Server Configuration Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(D - G pages\)](#)

## What to Do Next

- If you upgraded your Cisco Unified MeetingPlace system from an earlier release, run the Cisco Unified MeetingPlace-Microsoft Exchange migration process at `/opt/cisco/meetingplace/migrationtools/current/notifications/migrateExchangeForICAL.sh`.  
**Note:** The migration process might take a long time if many meetings need to be migrated. To speed up the migration process, delete old meetings from the Cisco Unified MeetingPlace-dedicated mailbox, and empty the Deleted Items folder. We recommend that the mailbox have fewer than 1360 appointment items or 32 KB of appointment data before you run the migration process.
- To enable users to receive meeting notifications as calendar appointments in Microsoft Outlook, specify a Microsoft Exchange option in the Email type and format user group or user profile fields. See [Configuring User Preferences for Email Notifications](#) in the [Configuring Email Notifications for Cisco Unified MeetingPlace](#) module.
- To customize the email notifications, proceed to [Customizing Email Notifications for Cisco Unified MeetingPlace](#) module.