

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

Up one level: [Troubleshooting](#)

- [User Does Not Receive Email Notifications](#)
- [Broken Click-to-Attend Meeting URL in Email Notifications](#)
- [System Sends Excessive Random Email Messages](#)
- [Additional References for Troubleshooting Email Notifications](#)

Contents

- [1 User Does Not Receive Email Notifications](#)
 - ◆ [1.1 Related Topics](#)
- [2 Broken Click-to-Attend Meeting URL in Email Notifications](#)
 - ◆ [2.1 Related Topics](#)
- [3 System Sends Excessive Random Email Messages](#)
- [4 Additional References for Troubleshooting Email Notifications](#)

User Does Not Receive Email Notifications

Problem: User does not receive email notifications.

Solution: Check and correct the configuration:

1. Check and correct the Email address in the user profile.
If the user does not have a Cisco Unified MeetingPlace user profile, make sure that the meeting scheduler entered the correct email address for the user while scheduling the meeting.
2. Check and correct the Email type and format in the user profile:
If the user does not have a Cisco Unified MeetingPlace user profile, check and correct the Email type and format in the Guest Profile.
3. Verify that the system is configured to support the selected Email type and format.
For example, if an SMTP option is selected, make sure that the [SMTP Server Configuration Page](#) is properly configured.
4. Verify that the email server (for example, SMTP server or Microsoft Exchange Server) is up and running.
5. (Microsoft Outlook integration only) Verify that the Cisco Unified MeetingPlace mailbox account on the Microsoft Exchange Server can send and receive email messages.

Solution: Check the logs. Check for any exceptions in the logs at /var/mp/web/rcms.out.

Related Topics

- [Configuring Email Notifications for Cisco Unified MeetingPlace module](#)
- [Integration Guide for Installing and Configuring Microsoft Outlook with Cisco Unified MeetingPlace](#)
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html
- [Integration Note for Installing and Configuring IBM Lotus Notes with Cisco Unified MeetingPlace](#)
http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html

Broken Click-to-Attend Meeting URL in Email Notifications

Problem: Email notifications that are sent to meeting invitees contain a broken URL for attending the meeting.

Solution: Correct the Click-to-Attend Link Configuration on the Usage Configuration Page.

Solution: As a short-term workaround, have the user copy the entire click-to-attend link and paste it into the address field of the browser. Delete any spaces or line breaks.

Solution: (Microsoft Outlook integration only) The Microsoft Outlook client of the user or the Microsoft Exchange settings might be set to wrap text. For more information, see these Microsoft Knowledge Base articles:

- <http://support.microsoft.com/support/kb/articles/Q250/5/58.asp>
- <http://support.microsoft.com/support/kb/articles/Q281/8/35.asp>

Related Topics

- [Configuring Click-to-Attend Links](#) in the [Configuring Email Notifications for Cisco Unified MeetingPlace](#) module
- [Table: Field Reference: Usage Configuration Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(U - W pages\)](#)

System Sends Excessive Random Email Messages

Problem: Cisco Unified MeetingPlace sends excessive email messages that crash your email system.

Possible Cause: The email messages are generated by the cron script. The cron daemon sends an email report of all its jobs to the email address that is configured in the crontab file.

Solution: Disable the email reports by manually editing the crontab file. Specifically, change the line with MAILTO to read MAILTO= "".

Additional References for Troubleshooting Email Notifications

Topic	Documentation
Troubleshooting user access	Troubleshooting User Access Issues for Cisco Unified MeetingPlace module

issues	
Troubleshooting Microsoft Outlook front-end integration	<u>Troubleshooting Cisco Unified MeetingPlace Scheduling from Microsoft Outlook</u> module
Troubleshooting Microsoft Outlook back-end integration	<u>Troubleshooting Microsoft Outlook Calendar Notifications for Meetings Scheduled from the Cisco Unified MeetingPlace Web User Portal</u> module
Troubleshooting user issues	<i>User Guide for Cisco Unified MeetingPlace</i> at <u>http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html</u>