



Release Note

Cisco MeetingServer 5.1, Patch Release

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1 Overview

This document describes Cisco MeetingServer 5.1.1 release, including fixes from MeetingPlace Server 5.1. Use this document when installing the Cisco MeetingPlace M3 server with Cisco MeetingServer 5.1.1.

Important: For the most current version of this document, visit the MeetingPlace Customer Support Reference Center.

2 Naming Conventions Used in This Document

Throughout the remainder of this document, we refer to Cisco MeetingServer as “MeetingServer” or “MeetingPlace.”

3 Requirements

3.1 Hardware Requirements

Note: Release 5.1.1 does not support any EISA or PCI hardware platforms or optional cards from those systems.

The minimum hardware requirements for Release 5.1.1 are:

- MeetingPlace M3 Server with 1 Smart Blade (for PSTN) or 2 Smart Blades (for IP).

3.2 Software Requirements

The minimum system requirements to run MeetingTime from an IBM-compatible computer are as follows:

- 16 MB RAM (24 MB for Windows NT), Windows 98, Windows NT 4 or later, Windows 2000, or Windows XP.
- System Managers and Technicians are required to upgrade to MeetingTime Release 5.1.0.x to monitor MeetingServer 5.1.
- Attendants, Contacts, and End Users may use the following workstation clients with MeetingServer 5.1: MeetingTime 5.0.0.x.
- In MeetingTime 5.0.x, the “In Session” tab only shows meeting IDs and meeting names in the initial list of in-session meetings. The scheduler’s name displays when a meeting is selected or when a new meeting comes in session. This feature allows MeetingTime to display in-session meetings significantly faster. To disable this feature, the registry setting HKEY_CURRENT_USER\Software\Latitude\MeetingTime\settings\ShowInSessionSchedNames must be changed from 0 to 1. If this registry setting does not exist, MeetingTime behaves as if ShowInSessionSchedNames is set to 0.

4 Compatibility Matrix

4.1 MeetingPlace Gateways

MeetingServer 5.1.1 is compatible with currently shipping gateways, as indicated in the following compatibility matrix. The compatible versions listed indicate the minimum versions supported.

Product	Version
MeetingPlace Server	5.1.0
MeetingTime	5.1.x 5.0.x (End users only; system administrators must use 5.1.)
MeetingPlace Web	4.3.0x 4.2.7.x
MeetingPlace E-Mail Gateway	4.2.1.x
MeetingPlace for Outlook	4.2.7.x 4.2.5.x
MeetingPlace for Notes	4.2.7.x
MeetingPlace Directory Services	4.2.7.x
MeetingPlace IP Gateway	4.2.7.x

Note: Check the latest Gateway release note for any outstanding compatibility issues.

5 Upgrade Considerations

Note: MeetingServer 5.1.1 software is NOT supported on EISA or PCI hardware configurations.

MeetingServer 5.1.1 can be upgraded from versions 5.0.x and 5.1.0.

To upgrade from MeetingServer 5.0 or MeetingServer 5.0.2 to MeetingServer 5.1.1, see the *Installation/Upgrade Procedure* document (part number 0520-0030-01).

5.1 Important Notes

The FTP backup patch must be reinstalled after the upgrade if it has been applied to the system. Run the **netbackupconfig** command before the upgrade and take notes of the configuration data for use when later configuring the FTP backup.

6 Converting from Previous Versions

Conversion from PCI systems to M3 platforms can take place for versions 4.3.0t and above and 4.3.1a (PCI) to version 5.1 (M3).

If your system uses a 4.2 server, you must upgrade to 4.3 before converting to a 5.1 M3 platform.

For information about estimating conversion time, see the *PCI to M3 Conversion Guide* (part number 0520-0031-01).

Note: The M3 system must be initialized before conversion. Existing 5.1 user/group/conference/voice data will be lost. See the *PCI to M3 Conversion Guide* (part number 0520-0031-01) for instructions on how to properly initialize a system.

7 Bugs Fixed in MeetingServer 5.1.1

CR20162 – Major alarm: Database server too many tasks

Communications problems prevent a gateway from logging out of the MeetingPlace database server properly, causing the server to raise alarms about stale connections.

CR20267 – Downgraded minor alarm for “0x5244e - DB server connected task not current” to a warning

Minor alarm for “0x5244e - DB server connected task not current” is caused by a harmless race condition.

```
01/23 07:33:54 INFO 0x52455 0/9, "dbcurr.cc", 175 (0x5, 0, 0x3f33, 0)
    DB server unable to put currency, status 5, dbn 0
01/23 07:33:54 MIN 0x5244e 0/9, "dbtasks.cc", 614 (0, 0, 0, 0)
    DB server connected task not current code 0
```

CR20537 – User name with blank characters cannot be used to do conversion

When asked for a user name to use for conversion, and a user name is entered with spaces in the middle, the conversion won't understand it and unrelated errors are returned.

CR20623 – Outdial users are treated as guest in lecture-style meeting

Users with the Speaker permissions are treated as guest users when they attend a lecture-style meeting through outdial. Users with Speaker permissions who are outdialed are started in the waiting room, and not in the main room where they're supposed to be placed. If they join the meeting by dialing into the MeetingPlace system, they are correctly put into the main room with no issues.

CR20694 – Dataconf parts cannot enter meeting when access ports equals zero

The number of access ports determines how many users can join meetings. On a “Web start” system, however, the access port license count equals 0. Access needs to be based on the access port count and/or data conf count.

CR20702 – No remote server outdial for multiserver meeting

Outdial to remote server doesn't happen for multiserver meetings. Memory error indication in the exlog:

```
02/24 17:48:25 MIN 0x20073 0/5, "csconfrec.cc", 4814 (0xc, 0, 0, 0)
    Error allocating part record. Err = 12
02/24 17:48:25 WARN 0xc 0/5, ".../libcm/export/", 202 (0x1, 0x699974,
0x699974, 0x3c)
    Not enough memory (ENOMEM)
```

CR20742 – Minor alarm (90077)

Received minor alarm due to harmless race condition:

```
2/27/2003 8:16 AM Server[0] Code[90077] Severity[Minor] Count[ 1]
(EvtAreadComplete)Buffer state not readfromdisk, port=1d4, buf=5
Demoted to a Warning
```

CR20750 – Reservationless meetings: Failed 3rd-party initiator not displayed in waiting room

When someone tries to initiate a reservationless meeting and they enter an invalid ID/password combination, they are returned to the waiting room. However, in the In Session tab, the display still shows they are in the meeting.

CR20752 – Multiserver meeting does not disconnect secondary servers

After a multiserver meeting has ended, the primary server fails to disconnect secondary servers.

CR20760 – Span blue alarm didn't generated major alarm on MeetingPlace server

T1 CAS span having a blue alarm didn't cause MeetingPlace server to generate a major alarm. Instead, the exlog displayed "All alarms clear on this T1 span."

CR20770 – Cannot initiate reservationless meeting with correct profile after three attempts

After three attempts with a wrong password to initiate a reservationless meeting, a profile user is shown as a guest.

CR20798 – Guest VUI sessions show as single session if guest initiates multiple outdial

There is a short window before a DC session is associate with a guest outdial where a second outdial can be initiated. As a result, the session that does not match the DC session will be terminated if a key is press in the VUI session.

CR20815 – MeetingPlace server did not update new (R5.1) flex fields

Data from new flex fields is blank even when the data was edited and saved using MeetingTime.

CR20846 – Meeting failed to extend if the meeting rescheduled after starting

A meeting that was rescheduled (updated) after it started failed to extend.

CR20979 – Users cannot record their names

Guests and profile users cannot record their names, if AGC is enabled.

CR20980 – New 5.1.0 prompts installed on 5.0.0 cannot hear some prompts

If you upgrade a 5.0.0 system to 5.1.0, users might not hear some prompts. This occurs because the new prompts files are larger than the 5.0.0 prompts files.

CR20986 – Wrong announcement when an attempt was made to change the ID of a Reservationless meeting

When users attempt to change the meeting ID of a meeting that occurs in the near past (defined as a reservationless meeting) in a Reservationless enabled system, the system announces a meeting ID conflict. The system should not allow the meeting ID to be changed on a reservationless meeting.

CR20994 – MeetingPlace M3 server might restart itself while initiating a reservationless meeting

MeetingPlace server might restart itself when a Reservationless meeting is initiated while other scheduling activities and disk access are occurring simultaneously.
System crash with Raima error(-29) followed by stack trace and Raima error 901.

CR21028 – Cannot start reservationless meetings from Web if passwords are required

If a system is configured for reservationless meetings *and* the minimum meeting password length is greater than zero (> 0) *and* the user's profile requires meeting passwords, then that user cannot start a reservationless meeting from the Web. The system returns an error that a meeting password is required but the length is too short.

CR21069 – IRC has long delays when many simultaneous calls arrive at the same time

When the MeetingPlace IP Gateway presents 10 or more incoming calls at once, the first call can take 10 seconds or more to answer. This long delay causes the external test equipment to consider the calls in error, and the calls get dropped.

CR21100 – MeetingPlace Server restarted because “db” module is not responding

MeetingPlace Server restarted because “db” module is not responding. You will see the following alarm in the errorlog before the restart:

```
06/14 21:19:04 MAJ 0x70041 0/2, "siupdown.cc", 216 (0x9, 0, 0, 0)
Restarting due to software module failure, module = 9
```

CR21104 – Meeting not extended when ID changed after meeting began

A meeting was allowed to be rescheduled after it started. This meant participants could not extend the meeting.

CR21106 – Participants heard meeting extension prompt back to back

During a meeting, the meeting extension prompt played back to back.

CR21116 – Meeting cannot extend if new ports are greater than original when rescheduling occurs

If more participants join the meeting than were scheduled and the meeting option was changed from the Web, the meeting cannot be extended.

CR21168 – MeetingPlace might restart if a failed outdial coincides with an internal consistency check

MeetingPlace might restart itself if a failed outdial coincides with an internal consistency check.

CR21209 – Reservationless enabled system might restart itself while recording a guest name

A Reservationless enabled system restarts itself while recording a guest name that started a reservationless meeting. A VUI core dump is created when this problem occurs.

CR21229 – Large volume of calls received while a system is restarting can cause some ISDN-PRI ports to get stuck

If some ports had been found stuck in “di” state for unknown reasons, new incoming calls are presented on these ports and treated as call collision because of call handle mismatch.

CR21248 – System outdials participant more than the “# of retry attempts” parameter

Outdials exceed the number of retry attempts set for Usage in MeetingTime.

CR21253 – Cannot create meeting category, duplicate record

After conversion, a meeting category cannot be created because the system detects a duplicate key. This occurs when no duplicate record exists in the database.

CR21263 – Schedule menu (option 2) missing from VUI if there are no recording licenses

If there are no recording licenses, a profile user is not offered option 2 on the VUI to schedule a meeting. Users can schedule through the Web or MeetingTime, however.

CR21339 – SNMPD outage causes server to hang during shutdown

When SNMPD crashes, the server can hang during a shutdown. This occurs because it is waiting on the now-nonexistent module to respond to the SIM's shutdown request.

CR21342 – SNMP daemon crashing

The SNMP daemon crashes occasionally when traps are sent for T1 alarms.

CR21347 – Cannot establish a telnet or MeetingTime session after connecting to an M3 through the modem

Cannot establish a telnet or MeetingTime session after connecting to an M3 through the modem. The modem accepts data but does not transmit any data. This is caused by SNMP trap messages sent to the modem that the modem does not expect to receive, placing it into an unknown state.

CR21349 – Incorrect value reported for available ports for continuous meeting

When scheduling a continuous with more ports than are available, an error message returns the number of ports configured on the scheduling page instead of the real amount of ports available at the time.

CR21365 – Changing the “Purge Meeting Notes” date from Never to a specified date might cause the system to restart itself

M3 restarted due to failure in ConfSchd module 5 when the Purge Meeting Notes date was changed from Never to a specified date.

```
07/01 19:40:19 MAJ 0x70041 0/2, "siupdown.cc", 216 (0x5, 0, 0, 0)
Restarting due to software module failure, module = 5
```

CR21370 – Reservationless meeting do not terminate completely

Users who try to attend a reservationless meeting immediately after it ends (but before it is terminated) enter the meeting, hear the music briefly, and are then disconnected with the prompt: “We are unable to start a meeting at this time. Please try again later.”

CR21392 – Missing portion of Japanese error message

For Japanese language: When more than 11 digits are entered as a password for a profile user to join a meeting, the returned error message is missing a portion. The lower boundary of the range of the password length is missing.

CR21457 – Recurring meetings are not deleted from the MeetingPlace server for request originated from Outlook client

When an Outlook client attempts to delete a recurring series that contain meetings that are already past or in progress, the recurring series will be removed from the outlook calendars but remains in the MeetingPlace Server.

8 Documentation Errata

This section contains new or changed information in the Cisco MeetingServer 5.1 documentation.

8.1 Additional Task for Pre-Upgrade Checklist

The following information supersedes the information in Section 7, Pre-Upgrade Checklist, of the Installation/Upgrade Procedure, Cisco MeetingServer 5.1.

Important: Check the /tmp directory to ensure that space is available for the upgrade.

1. Log on to the MeetingPlace server as a superuser.
2. At the **csc** prompt, type **df**.
3. Check the **%** column (last column) for the percentage of space used on the following partition:

/dev/dsncr.0a – should be less than 90%
 /dev/sdncr.0b – should be less than 65%

For example:

```
R5GoldenGate:csc$ df
Filesystem      BlkSize    Blocks    Used      Free      %
/dev/sdncr.0a   16384      31999     25289     6710      79%
/dev/sdncr.1c   16384     320000     73017    246983     22%
/dev/sdncr.0b   16384     51200     15136     36064     29%
/dev/sdncr.0f   16384     63999     20459     43540     31%
/dev/sdncr.0g   16384    1452991    1360105    92886     93%
/dev/sdncr.1g   16384    1452991    1360106    92885     93%
```

Note: If the percentages are higher, contact Cisco TAC to assist with cleaning up the directory.

8.2 Addition to Managing Capacity

The following text should be in addition to the “Managing Capacity” section on page 4-12 of the Cisco MeetingPlace Audio Server 5.2 System Manager’s Guide (for Cisco MeetingPlace 8100 Series).

The Cisco MeetingPlace capacity management tools help you evaluate trends in meeting port usage. The reports are based on summary Cisco MeetingPlace data and are appropriate for usage trending rather than precise usage reporting.

The effects of using summary Cisco MeetingPlace data degrades the precision of the Capacity Management reports. The following factors affect the graphical calculations.

- **Flat attendance assumption.** Flat attendance is a simplification that assumes all reported ports join at the very start of the meeting and remain to the very end of the meeting. Flat attendance does not accommodate for attendees joining late or leaving early.
- **Auto-extended port rescheduling.** Auto-extended port rescheduling affects the graphical scheduled port usage on the Port Utilization graph. When a meeting runs long, Cisco MeetingPlace automatically extends the meeting length and modifies the requested number of ports. At the time of

extension, Cisco MeetingPlace reschedules the port allocation based upon the current active number of ports, regardless of the original requested number of ports. For example, a meeting organizer initially schedules a meeting for ten ports, but only eight people show up. When the meeting runs long, it is auto extended. The port reservation is reduced to eight ports instead of the original ten.

Capacity management uses this last reported value for graphing the requested ports.

The combination of these two effects can produce significant deviations between the graphed Capacity Management charts and actual usage. For precise meeting statistics, we recommend that you generate a Cisco MeetingPlace report (see Chapter 5, “Reports”).

8.3 MeetingPlace Flex Menus

You can customize the top-level touchtone menu trees that callers use to access their meetings by using Flex Menu applications. Flex Menu applications provide quick access to do any of the following:

- Join meetings
- Listen to recordings
- Access one or all voice comments
- Access one or all attachments

You can also incorporate standard MeetingPlace menu trees into your Flex Menu applications, such as the standard Attend, Schedule, and MeetingNotes branches.

For example, you could define a Flex Menu application to play the following top-level prompts:

- [*Welcome to MeetingPlace*](#)
- [*To attend today's brokerage call, press 1*](#)
- [*To listen to the recording of yesterday's brokerage call, press 2*](#)
- [*To review analyst meetings, press 3*](#)
- [*For other options, press 4*](#)

Note: The *Welcome to MeetingPlace* prompt cannot be changed. If you want to customize this prompt, contact Cisco MeetingPlace Customization Services.

MeetingPlace can support multiple Flex Menu applications in a single system. You assign Flex Menu applications on a port group basis. As such, MeetingPlace can play different menus to parties depending on the port group that users dial into.

8.3.1 Accessing Flex Menus

You access Flex Menu features from the System tab in MeetingTime. From this tab, you can do the following:

- Design Flex Menu applications
- Load Flex Menu applications into the telephone interface of the MeetingPlace conference server
- Delete Flex Menu applications from the conference server
- Import Flex Menu applications created elsewhere

8.3.2 Creating Flex Menus

Creating Flex Menus consists of the following steps:

- Designing a Flex Menu application
- Saving the application
- Completing the application

- Loading the application

8.3.2.1 Designing a Flex Menu Application

To design a Flex Menu application, follow these steps:

1. From the list of Actions in the MeetingTime System tab, choose Manage Flex Menus.
2. In the Attributes list, choose the Flex Menu to use. For a new Flex Menu choose, New Flex Menu.
3. In the Attributes list, choose the Action to perform. For this field, select Design.
4. Click Execute.

Flex Menus requires three basic elements:

- Custom Flex Menu prompts
- Programming controls (macros)
- Specifications for past, present, or future meetings that are to be held based on meeting ID or meeting category

8.3.2.1.1 Custom Flex Menu Prompts

Custom Flex Menu Prompts are voice prompts not normally part of the MeetingPlace system. In the previous example, the prompt “To attend today’s brokerage call” would be a custom Flex Menu prompt played to the users.

You can create custom flex menu prompts while you are designing Flex Menus.

To define a custom Flex Menu prompt, follow these steps:

1. From the Flex Menu Designer window, click Prompts.
2. In the Prompts window, click New.
3. To name the prompt, click Edit and enter the name. The new name appears in the Custom Prompts window.
4. Repeat steps 2 and 3 for all the prompts in your Flex Menu application.

To record a custom Flex Menu prompt, do the following:

1. Using your telephone, dial into MeetingPlace.
2. Press 2 to access your profile.
3. Enter the profile number and profile password for your system manager account.
4. From the profile main menu, press 9 then 2 to access custom Flex Menu prompts.
5. Enter the Flex Menu prompt number as shown in the Custom Prompts window in MeetingTime.
6. Follow the voice prompts to record the prompt.

8.3.2.1.2 Flex Menu Macros

Each Flex Menu application consists of a set of states. Each state consists of an action to perform, parameters specifying what to perform that action on, and “go to” instructions indicating what the next state should be under both normal and error conditions.

The following table describes which actions or macro types are supported.

Macro Type	Description	Parameters
Play Prompt	Plays custom prompts	Prompt number

Macro Type	Description	Parameters
Go To Standard Application	Jumps to standard MeetingPlace menus	One of DID meeting, MeetingNotes, Profile Access, Combined Access, or Loop Through Transfer
Option	Plays a menu of up to 9 choices	For each choice, you specify: • Touchtone key that selects the option • Prompt to describe this option • State to jump to if this option is selected • Whether option is currently available
Hang up the call	Hangs up	None
Find meeting	Selects the meeting to attend or review	• Choose whether to access current, past, or future meetings • Choose how meetings are defined (by ID or category) • Number of meetings to find • Presentation style of meetings
Access MeetingNotes	Chooses which objects of selected meeting to review	One of Meeting recording, All voice comments, All attachments, Specific voice comment, or Specific attachment
Get Profile	Request that user enter valid profile number and password.	State to jump to if successful and state to jump to on the following error conditions: • No valid ID • Timeout • Too many attempts • Profile in use • User presses *

To use a Flex Menu macro, you must first enter it.

1. From the Flex Menu Designer window, click New. The New Macro screen appears.
2. Choose the Macro Type you want to use, and click OK. The macro appears in the structure panel of the Flex Menu Designer. The Structure panel is divided into columns, which contain parameters.
3. Click on each parameter and fill in the appropriate pop-ups.
4. Repeat step 3 for all parameters. You will have to return to those parameters requiring you to enter states that you have not yet programmed, after you have completed those portions of your Flex Menu application.

8.3.2.1.3 Finding Meetings

To access meetings to attend or review, you must first find the meetings. You can search for meetings based on their meeting ID or the meeting category.

8.3.2.1.3.1 Meeting Categories

The Find Meeting macro can find a specific meeting or generate a list of meetings based on the meeting ID or meeting category over a fixed range of time.

In the example, To Review Analyst Meetings, press 3, you would first define a meeting category titled “Analyst Meetings” and assign each relevant meeting to that category.

System managers can define meeting categories in the Configure tab.

Users assign a predefined meeting category to a meeting when they schedule meetings.

8.3.2.1.3.2 *Presentation Styles*

MeetingPlace allows you to choose a single meeting or select from a set of meetings with the same meeting ID or meeting category. When MeetingPlace generates a menu for the set of meetings, it can use one of several styles to present the list:

- Relative dates (“tomorrow”)
- Dates by name (“Monday”)
- Verbose (default)
- Verbose (without ID)

For example, if daily analyst meetings were held with a “by name” date presentation style, the menu might be:

- [To review analyst meetings, press 3](#)
- [For Tuesday’s meeting, press 1.](#)
- [For Wednesday’s meeting, press 2.](#)
- [For Thursday’s meeting press 3.](#)

8.3.2.2 ***Saving a Flex Menu Application***

When you have finished designing a Flex Menu application:

1. Enter a name for the Flex Menu application in the Name field of the Flex Menu Designer window.
2. Enter the description for the Flex Menu application in the Description field.
3. Click Save.

8.3.2.3 ***Completing a Flex Menu Application***

When you have saved a Flex Menu application, mark it as Complete in the Flex Menu Designer.

8.3.2.4 ***Loading a Flex Menu Application***

Once a Flex Menu application has been marked as complete, load it into the MeetingPlace System.

Note: Only those Flex Menu applications marked as complete can be loaded into MeetingPlace.

To load a Flex Menu application in MeetingPlace, do the following:

1. From the list of Actions in the MeetingTime System tab, choose Manage Flex Menus.
2. In the Attributes list, choose the Flex Menu to use.
3. In the Attributes list, choose the Action to perform. For this field, select Load.
4. Click Execute.

8.3.3 **Using Flex Menu Applications**

To use a Flex Menu Application, do the following:

1. From the list of Views in the MeetingTime Configure tab, choose Port Groups.
2. Click the Query button to reveal selected values.

3. In the Attributes list, choose Default Access Type. Click in the Values area of this field to select your newly defined Flex Menu Application and click OK.

8.3.4 Importing Flex Menu Applications

There are two reasons to import Flex Menu applications:

- Restoring an older exported copy of a Flex Menu application to the same conference server
- Copying an application exported from another conference server

To import a Flex Menu application, do the following:

1. From the list of Actions in the MeetingTime System tab, choose Import Flex Menus.
2. In the Attributes list, choose the file name of the import file.
3. In the Attributes list, indicate whether or not you want to create new voice prompt IDs. In general, you should create new voice prompt IDs if you are importing an application created on another conference server. If you are re-importing an application created on the same conference server, you should reuse the old voice prompt IDs.
4. Click Execute.

8.3.5 Exporting a Flex Menu Application

To use a Flex Menu application on another conference server, or to make a backup of a completed application, export the Flex Menu application to a text file by clicking Export.

8.3.6 Deleting a Flex Menu Application

To delete a Flex Menu application from MeetingPlace, do the following:

1. From the list of Actions in the MeetingTime System tab, choose Manage Flex Menus.
2. In the Attributes list, choose the Flex Menu to use. This will be the Flex Menu that you will be deleting.
3. In the Attributes list, choose the Action to perform. For this field, select Delete.
4. Click Execute.

8.4 Scheduling Meetings for Users in Different Time Zones

When using the MeetingTime “Act As User” form to schedule a meeting that includes users who are in different time zones, meeting schedulers must adjust the meeting start time within MeetingTime for those users. (Otherwise, the meeting scheduler’s time zone is assumed.)