

MeetingPlace for Outlook Form Does Not Schedule Meetings

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Introduction

This procedure provides the system manager or field engineer with troubleshooting steps in the event that Cisco MeetingPlace meetings cannot be scheduled using the Cisco MeetingPlace for Outlook custom form.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco MeetingPlace for Outlook version 3.4.2.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

Cisco MeetingPlace meetings cannot be scheduled using the Cisco MeetingPlace for Outlook custom form.

Solution

This procedure assumes that Cisco MeetingPlace meetings can be scheduled by other means and that the Cisco MeetingPlace for Outlook custom scheduling form has been installed and is accessible.

1. If all users are unable to schedule meetings, go to the Microsoft Outlook gateway machine and choose **Start > Settings > Control Panel > Services** to verify that the MeetingPlace for Outlook service is running.

2. If the service is running, stop it. To open the Gateway Monitor, choose **Start > Programs > MeetingPlace Outlook Interface > Gateway Monitor**, and then start the service while viewing the Gateway Monitor. Immediately, you should see logged in to MeetingPlace and logged in to Exchange, followed by polling activity.
 3. If the service successfully logs in to Cisco MeetingPlace and Microsoft Exchange, but the end users still cannot schedule, check the web server's virtual mapping of the cgi-bin (usually C:\Latitude\Mpweb\cgi-bin). The cgwcgi.exe file needs to reside in the location specified by the web server's virtual mapping.
 4. Make sure the web site is up and running by connecting to it from a browser.
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Related Information

- [Voice Technology Support](#)
 - [Voice and Unified Communications Product Support](#)
 - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
 - [Technical Support – Cisco Systems](#)
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