

MeetingPlace for Outlook Notifications Display Incorrect Time

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Introduction

This procedure provides information for the system manager to use in the event that Cisco MeetingPlace for Outlook invitations display incorrect times.

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 3.4.2.20.

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 for Outlook invitations display incorrect times.

Solution

Several time zone problems have been programmatically fixed, so you should first upgrade to the latest Cisco MeetingPlace for Outlook release.

Follow these steps if you continue to experience incorrect times in notifications:

1. If the incorrect times are only in the Preview Pane view, open the invitation completely. Display of incorrect times in the Preview Pane is a Microsoft Outlook problem, not a Cisco MeetingPlace for Outlook problem.
 2. In the body of the invitation, times are in the Cisco MeetingPlace time zone of the scheduler only. Check the time and time zone on the scheduling computer.
 3. Check the time and time zone on the Cisco MeetingPlace for Outlook gateway machine. If a change is necessary, the Cisco MeetingPlace for Outlook service must be stopped and restarted.
 4. On the Cisco MeetingPlace for Outlook gateway machine, choose **Start > Run > regedit**, and then go to Hkey_Local_Machine\Software\Latitude\Calendar Scheduler Gateway\GWTimeZone. Set the value according to the release notes. If a change is necessary, the Cisco MeetingPlace for Outlook service must be stopped and restarted.
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Related Information

- **Conferencing Software**
 - **Voice Technologies**
 - **Voice, Telephony and Messaging Devices**
 - **Voice Software**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support – Cisco Systems**
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