

MeetingPlace for Outlook Gateway Service Repeatedly Stops

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Introduction

This document provides the system manager with advanced configuration information for the Microsoft Outlook gateway in the event the Cisco MeetingPlace for Outlook service repeatedly stops.

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

The Cisco MeetingPlace for Outlook service repeatedly stops for no apparent reason.

Solution

To resolve this issue, the system manager should follow these steps:

1. Choose **Start > Programs > MeetingPlace Outlook Interface > Gateway Settings** to go to the Microsoft Outlook gateway machine.
2. Click the **Advanced** button. In the "Connection Retry Options" section, click the **Keep retrying indefinitely** radio button.

3. Set the time to wait before restarting to **10 seconds**.

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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