

MeetingPlace for Outlook Service Does Not Start

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Introduction

This document provides the system manager or field engineer with fault isolation steps to follow in the event the Cisco MeetingPlace for Outlook service does not start.

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 does not start.

Solution

Follow these steps to solve the problem:

1. The Cisco MeetingPlace for Outlook gateway machine must have either Microsoft Outlook 98 or Outlook 2000 installed and configured to log in to the gateway machine's Microsoft Exchange mailbox.
2. If the Microsoft Windows NT machine is running Microsoft Outlook 2000, ensure the Collaboration Data Objects (CDO) component has been installed.
3. Choose **Start > Programs > MeetingPlace Outlook Interface** to open the Gateway Monitor.

4. Watch the Gateway Monitor as you start the Cisco MeetingPlace for Outlook service.
5. You should immediately see the messages Logged on to MeetingPlace and Logged on to Exchange.
6. If the service logs in to Microsoft Exchange but fails when it attempts to log in to Cisco MeetingPlace, choose **Start > Programs > MeetingPlace Outlook Interface** to open Gateway Settings. Verify the Cisco MeetingPlace profile configuration.
7. If the service logs into Cisco MeetingPlace but fails when attempting to log into Microsoft Exchange, choose **Start > Programs > MeetingPlace Outlook Interface** to open Gateway Settings. Verify the configuration of both the Exchange Account and the NT User Account.
8. Verify that the NT User Account has **log on as a service** rights on the gateway machine.
9. On the Microsoft Exchange server, view the **General** tab of the mailbox assigned to the gateway. The **Display Name**, **Alias**, and **Primary NT Account** settings must be the same one-word name with no spaces. Then open Gateway Settings on the Cisco MeetingPlace for Outlook gateway machine and make sure the **Mailbox** field and the **User ID** field match this information.
10. On the Microsoft Exchange server, verify that the mailbox assigned to the gateway is not hidden.

Note: Cisco MeetingPlace does not support Microsoft Outlook 2000 Service Pack 1 (SR-1). This service pack loads a new version of CDO.dll that is not compatible with Cisco software for Microsoft Outlook gateway. As a result, the Microsoft Outlook service does not start and you receive a Data Collaboration Error on the Gateway Monitor. To resolve this issue, uninstall Microsoft Outlook 2000 SR-1 on the machine and reinstall a previous version of Outlook. You can go back to Microsoft Outlook 98, or to Outlook 2000 without the service pack.

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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