

# MeetingPlace for Outlook Sends Error "You Do Not Have Network Connection to the MeetingPlace Web Server"

Document ID: 48252

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|----------------------------|
| <b>Introduction</b>        |
| <b>Prerequisites</b>       |
| Requirements               |
| Components Used            |
| Conventions                |
| <b>Problem</b>             |
| <b>Solution</b>            |
| <b>Related Information</b> |

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## Introduction

This document provides the Cisco MeetingPlace System Manager configuration items to check in the event that you receive the error message "You do not have network connection to the MeetingPlace Web server."

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Cisco MeetingPlace for Microsoft Outlook version 4.1.3.x.

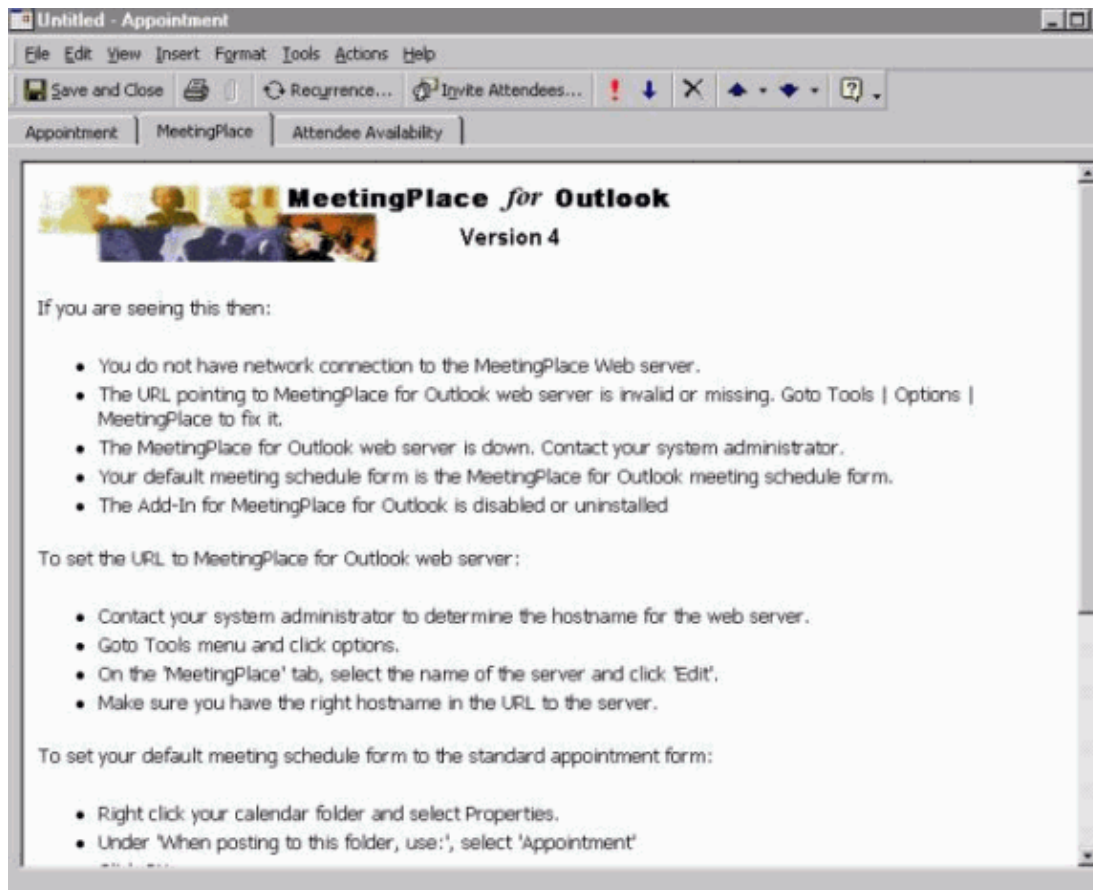
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

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

## Problem

Cisco MeetingPlace for Outlook sends the error message shown in this window:



## Solution

There are three steps to resolve this issue: ensure that Cisco MeetingPlace Server is selected as the default, verify that Cisco MeetingPlace Server is configured on the Outlook client, and delete the form cache.

Complete these steps:

1. Configure Cisco MeetingPlace Server.

- a. Open Outlook.
- b. Choose **Tools > Options > MeetingPlace**.
- c. If a server appears in the Servers field, choose the available server and check the **Default** check box.

If no server appears in Servers, proceed to Step 2.

2. Add a Cisco MeetingPlace server.

- a. Choose **Tools > Options > MeetingPlace**.
- b. Click **Add**.
- c. In the dialog box, enter the Name, Login User ID, and Password in the appropriate fields, then click **OK**.

- d. Select the server you have added in the Servers field, check the **Default Server** check box, and click **OK**.

If this does not solve the problem, proceed to the next step. For Microsoft Outlook XP, use Step 3. For any other Microsoft Outlook client, skip Step 3 and go on to Step 4.

3. Delete the form cache.

On Microsoft Outlook XP, complete these steps:

- a. Right-click **Calendar**, and choose **Properties**.
  - b. From the Forms tab, click **Manage**.
  - c. Click **Clear Cache**.
  - d. Log off the Outlook client, then restart Outlook.
  - e. Test by scheduling a MeetingPlace meeting.
4. On any Microsoft Outlook client besides Microsoft Outlook XP, delete the form cache by completing these steps:

- a. Close the Outlook client.
- b. Choose **Start > Find > Files or Folders**.
- c. In the Named field, enter **frmcache.dat**.
- d. In the Look In field, choose **c:\ d:\**.

Typically, the file appears in the c:\winnt\profiles\username\local settings\application data\microsoft\forms directory.

- e. Right-click on **File**, and choose **Rename**.
- f. Change the .dat extension to .old.
- g. Start Outlook.
- h. Test by scheduling a Cisco MeetingPlace meeting.

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## Related Information

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

