

MeetingPlace for Outlook FAQ

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Introduction

This document contains frequently asked questions regarding common problems encountered when using Cisco MeetingPlace for Outlook.

Notifications

Q. Why do Cisco MeetingPlace for Outlook notifications have the wrong time zone in the MeetingPlace tab?

A. When a customer receives a Cisco MeetingPlace Outlook notification and they click on the MeetingPlace tab, the time zone is not set for the time zone that the recipient is in.

If the scheduler's profile is set for the America or Chicago time zone, and they schedule a Cisco MeetingPlace meeting, the calendar entry should show the time zone of the scheduler. If you go into your calendar and double-click on the calendar entry, the Appointment tab shows the time zone of the scheduler. This does not change to accommodate the recipient's time zone.

However, when you receive the notification, double-click on it, and then click on the **MeetingPlace tab**, you notice that time zone is not the same. This is as designed. Outlook cannot verify if the recipient is a Cisco MeetingPlace profiled user or not. In this case, Cisco MeetingPlace enters the time zone of the guest profile of the MeetingPlace server.

Note: If the meetings are scheduled from Microsoft Outlook, the invitees list is not shown in the meeting details in the web interface of MeetingPlace.

Q. Why is the meeting start time incorrect on my notification?

A. There are several reasons why your notification times may be incorrect. First, you should be using Cisco MeetingPlace for Outlook version 3.4.2.20 or later. If you are using this version or later, these options may help you troubleshoot this problem:

- ◆ If scheduling from Outlook, make sure the workstation's time and time zone are set

correctly. Make sure the time and time zone are set correctly on the Outlook gateway machine. Restart the Cisco MeetingPlace for Outlook service after making any changes to the time zone settings.

- ◆ Make sure the scheduler's Cisco MeetingPlace profile time zone is set correctly. On the Outlook gateway machine, go to **HKEY_LOCAL_MACHINE\Software\Latitude\Calendar Gateway\GWTimeZone** and set the value to **A** for Eastern, **B** for Central, or **D** for Pacific time zone. Restart the Cisco MeetingPlace for Outlook service.
- ◆ If there are problems for users in time zones that do NOT observe Daylight Savings Time, or for any other time zone problems, upgrade to Cisco MeetingPlace for Outlook version 3.4.2.25 w/.26 patch.

Scheduling Tab

Q. Why is my MeetingPlace for Outlook tab missing?

A. In Outlook XP your MeetingPlace tab may be missing if Outlook XP disables the extension (.dll). To correct this, open Outlook, and go to **Help > About Microsoft Outlook > Disabled Items**. If you see the mp40lxxx.dll listed as disabled, click **Enable** and restart Outlook.

System Manager Alerts

Q. Why do I not have a link to renew or cancel the meeting in the "No Show" System Manager Alert notification?

A. If the meeting was scheduled with the Cisco MeetingPlace for Outlook interface, then you do not have a link to renew or cancel in the System Manager Alert notification. When scheduling with Outlook, you must cancel or renew the meeting from the Outlook interface in order to sync your calendar with the Cisco MeetingPlace server.

Scheduling Meetings

Q. Does Cisco MeetingPlace for Outlook support a "monthly by day of" meeting?

A. Yes, Cisco MeetingPlace for Outlook version 4.1 and later supports this type of meeting.

Q. Does the Cisco MeetingPlace Outlook interface refer to the user's time zone when scheduling a meeting?

A. When an end user schedules a Cisco MeetingPlace meeting using the Outlook interface, the meeting is scheduled in the time zone of the scheduler's MeetingPlace profile, assuming the scheduler has entered his or her MeetingPlace profile in the scheduling form.

Q. When I try to query or schedule a meeting using Cisco MeetingPlace for Outlook, I get an "Invalid Command Response" error. How can I fix this?

A. If everyone involved is receiving this error, complete these steps:

1. Make sure the Cisco MeetingPlace for Outlook service is started on the Outlook gateway machine.
2. On the Outlook gateway machine, verify the client files were created properly by going to **Start > Programs > MeetingPlace Outlook Interface > ConfigureClientSetup**. The gateway URL listed there needs to be the URL of the Outlook machine itself. The URL should be similar to this: *http://hostname of your Outlook gateway machine/cgi-bin/cgw.cgi.exe*.
3. Next, on the Outlook gateway machine, check the network file system (NTFS) file and directory permissions on *c:\program files\latitude\mpoutlook*, *mpoutlook.exe*, *c:\latitude\mpweb\cgi-bin* (or wherever your *cgi-bin* is located), and *cgw.cgi.exe*. The everyone group should have at least the "read" permission.
4. In Internet Information Server (IIS), right-click **cgi-bin** to view Properties. Make sure the Execute Radio box is selected.

Click to Attend

Q. Why does the click-to-attend link sometimes appear as an icon and sometimes as a URL string?

A. In release 3.4.2.21 and later of the Cisco MeetingPlace for Outlook gateway, there is a registry setting that controls the appearance, but not the behavior, of the click-to-attend link. Optionally, it can appear as either an icon or as a URL string. This option became necessary to provide click-to-attend functionality to those customers who installed the Microsoft security patch (or any mail server application that strips or blocks attachments). The click-to-attend icon is an attachment and thus would be stripped. The URL string is embedded in the message body and provides the same function as the icon, without posing a threat.

To set the click-to-attend link to appear as an icon, enter these values on the Outlook gateway machine :

Under **HKEY_LOCAL_MACHINE\Software\Latitude\Calendar Gateway\GenerateAttendConfAttachments** , set the value to **0** for the URL string or **1** for the icon.

Installation

Q. What does the MPSetup.exe file do?

A. The MPSetup.exe file installs the Cisco MeetingPlace for Outlook custom scheduling form on a computer with Outlook 98 or Outlook 2000 installed locally. This custom form allows users to schedule Cisco MeetingPlace meetings from the comfort of their Outlook interface.

Q. Can I install more than one Cisco MeetingPlace for Outlook gateway per MeetingPlace system?

A. No. Cisco supports only one Cisco MeetingPlace for Outlook gateway per MeetingPlace system.

Q. What Cisco MeetingPlace licenses must I purchase in order to use the MeetingPlace for Outlook gateway?

A. The Cisco MeetingPlace for Outlook gateway requires a notification license and a calendar gateway license.

Q. What does the MPSetup.reg file do and when should I use it?

A. The MPSetup.reg file updates the registry on the local machine with the information necessary to connect to the Outlook gateway computer should the name of that computer ever change. Generate the MPSetup.reg file from the ConfigureClientSetup Utility on the Outlook gateway and then run only on a computer that already has the Cisco MeetingPlace for Outlook custom form installed. It updates the registry with the new name of the Outlook gateway computer.

Q. What are some general Cisco MeetingPlace for Outlook gateway requirements?

A. The Cisco MeetingPlace for Outlook gateway should be thought of as a new hire. It requires a domain computer with a Microsoft NT server, Outlook 98 or Outlook 2000, and a Webserver installed. Further, it needs a domain user ID and password, an Exchange mailbox, and a Cisco MeetingPlace user ID and password.

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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