



Troubleshooting

This chapter explains how to troubleshoot common problems that may occur when using Cisco MeetingPlace for Outlook. Some solutions are available to users, while others require system manager action.

Review this section before contacting your Cisco MeetingPlace support representative.

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Log Files

MeetingPlace for Outlook enters logs in the MeetingPlace Gateway SIM event log.

Viewing the Log File

To access this log file:

- Step 1** In your system tray, right-click on this icon:



and select **Eventlog**. This invokes the GWSIM real-time log file.

OR

Navigate to <drive>\Latitude\MeetingPlace Gateway SIM and double-click the MPLaunch application. MPLaunch opens the icon in the system tray.

- Step 2** You can observe the MeetingPlace for Outlook components performing their assigned tasks from this log. For fault isolation purposes you may be required to forward this log file to your MeetingPlace support representative.
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Generating a Log File as Text

To generate a .txt file containing the log file:

- Step 1** Open a DOS command window and navigate to <drive>\Latitude\MeetingPlace Gateway SIM

- Step 2** At the <drive>\Latitude\MeetingPlace Gateway SIM prompt, type:

```
Eventlog >> Output.txt
```

The result is a text file called *Output.txt* in the <drive>\Latitude\MeetingPlace Gateway SIM directory.

- Step 3** Contact your support representative, who may ask you to send this file.
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Problems Installing MeetingPlace for Outlook

MeetingPlace for Outlook must log into the Exchange Server on the domain and be granted privilege to do so. Testing on Windows 2000 Advanced Server has shown that the **MeetingPlace for Outlook Version 4** service will not log into the Exchange Server unless the gateway account specified during installation is placed in the local administrator group. Failing to do this results in one of the following error messages:

- Could not start the MeetingPlace for Outlook Version 4 service on local computer. The service did not return an error. This could be an internal Windows error or an internal service error. If the problem persists, contact your system administrator.
- MAPI_E_NOT_FOUND.
- There are currently no logon servers available to service the logon request.

Currently there is no workaround for this issue. However,

- The MeetingPlace for Outlook application can be unregistered from the service control manager by using the regserver or regsvr32 switch from the Run menu (consult your Windows 2000 Help menu for more information regarding how to register and un-register services).
- After un-registering the application as a service, the MeetingPlace for Outlook application can be run manually by double clicking on the icon in the folder in which it was installed, usually: <drive>:\Latitude\MPOutlook.

Problems with the MeetingPlace Tab

The following are solutions to issues users may encounter.

Problem MeetingPlace tab is missing from the Outlook client.

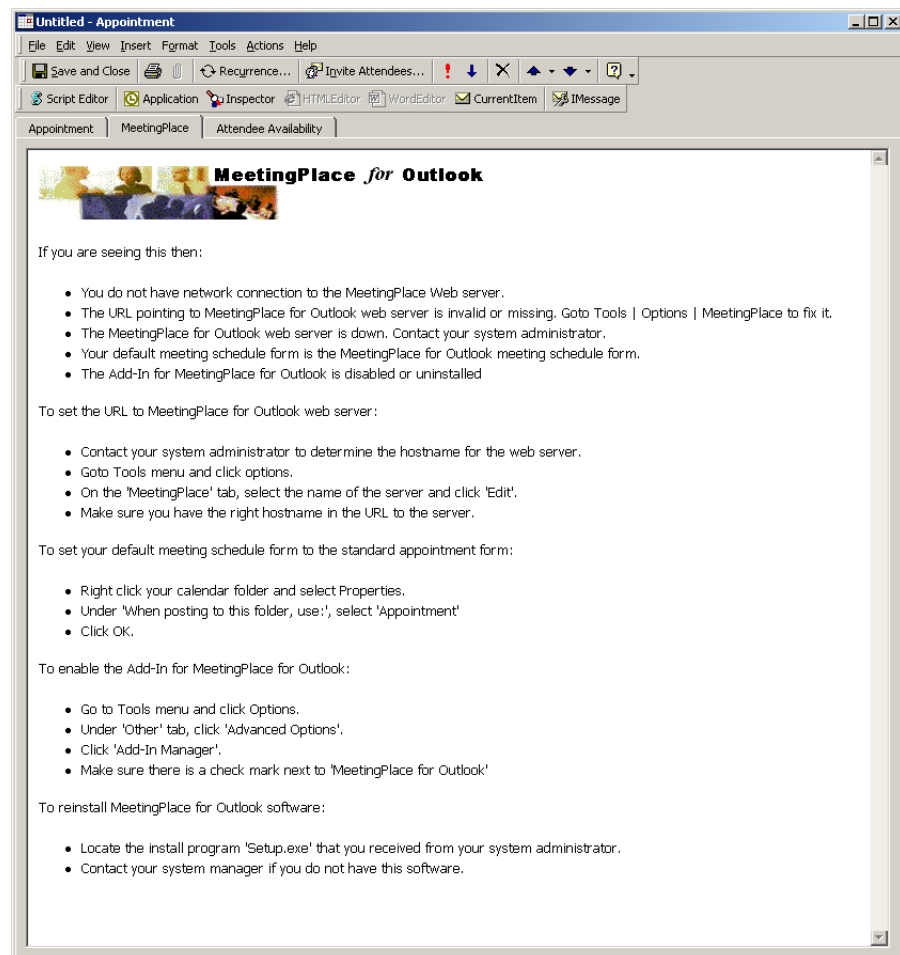
Solution There are several possible causes:

- The user's computer or Outlook may have been shut down improperly, or multiple Outlook clients may be open. Exit all Microsoft Outlook clients and check the Task Manager to make sure that Microsoft Outlook has shut down, then reopen the Microsoft Outlook client. In Outlook, choose **File > New > Appointment**. See if the **MeetingPlace** tab is present.
- In Outlook, choose **Tools > Options**, then click the **MeetingPlace** tab. (If the MeetingPlace tab is not available, proceed to Step 3.) Check the check box labeled **Make the MeetingPlace meeting schedule form the default scheduling form for all meetings**.
- An essential component may be disabled. In Outlook, choose **Help > About Microsoft Outlook > Disabled Items**. If **mp40lxxx.dll** is disabled (xxx represents a number), select it and click **Enable**. Then restart Outlook.
- (System Manager setting) MeetingPlace may not be set as the default form. In the ConfigClient Utility, click the **Client Options** tab. Select **Make MP form as the default appointment form**. Click **Save** then **Close**.

Problem The MeetingPlace tab is blank.

Solution Several causes are possible:

- The MeetingPlace for Outlook computer may be down.
- If the user has received the following error, follow the instructions provided in the error message:



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Problem The MeetingPlace tab is not available from meetings scheduled by MeetingPlace Web or MeetingTime.

Solution (System Manager setting) To make this tab visible: In the ConfigClient Utility, click the **Client Options** tab and uncheck **Hide MeetingPlace tab under Tools | Options**.

Problem Users must log in every time they click the MeetingPlace tab.

Solution To allow unrestricted access to the MeetingPlace tab:

- Verify that the user has the most current version of the MeetingPlace for Outlook client: In Outlook, choose **File > New > Appointment**. Click the **MeetingPlace** tab, then click **About**. If necessary, upgrade to the current client.
- In the Outlook client, choose **Tools > Options**. Click the **MeetingPlace** tab, then select **Remember UserID and password**.
- (System Manager setting) In the ConfigClient Utility, click the **Logins** tab and choose a login option other than **Do not persist login information**.
- (System Manager setting) MeetingPlace Directory Services or Integrated Windows Authentication may be set incorrectly. See [Logins Tab, page 3-3](#) for information.

Problems Upgrading MeetingPlace for Outlook Client

Problem Users try to upgrade their client but the installer does not run.

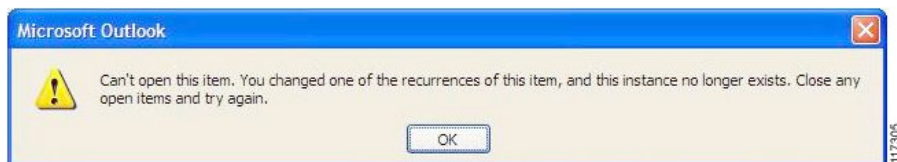
Solution

- In the File Download window, users should click Save, not Open. They can then run the upgrade.exe file from their hard drive and it will run.
- You can turn off http compression in IIS for .exe files. Refer to documentation for IIS or the Microsoft knowledge base for instructions.

Problems Scheduling Meetings

Solutions to issues that arise when the user schedules meetings:

Problem Attempting to reschedule the first occurrence of a recurring meeting series that is currently in progress elicits the following error message: “Operation is not allowed. Meeting in progress.” Opening this occurrence yields the following message:



Solution Wait a few moments and then try to open the item again.

Problem Error message: “Microsoft Outlook is not your default e-mail client”.

Solution Specify the default e-mail client on the user’s computer: Uninstall the MeetingPlace Outlook Client in Add/Remove Programs, then in Internet Explorer, choose **Tools > Internet Options > Programs**. For **E-mail**, select **Microsoft Outlook**. Click **OK**. Reinstall the MeetingPlace for Outlook Client.

Problems Attending Meetings

Problems that can occur when users attend meetings:

Problem When a user clicks **Call Me at** to attend a meeting, the phone number is not prepopulated.

Solution

- Verify that the default MeetingPlace Audio Server name is entered correctly in Outlook: Choose **Tools > Options**, then click the **MeetingPlace** tab.
- The telephone number information may not be in the user’s MeetingPlace profile. To verify, open MeetingTime and click the Register Book. Click the **Configure** tab, then select **User Profiles**. Click **Query**, then scroll down to **Phone number**.
- (System Manager setting) The outdial feature from MeetingPlace Web may be disabled. See the *Cisco MeetingPlace Web System Manager’s Guide*.

Problem Click-to-attend links are truncated and do not work.

Solution

- As an interim solution, copy the entire click-to-attend link and paste it into the address field of the browser. If necessary, paste the link first into a word processing application and delete any spaces or line breaks, then copy into the browser’s address field.
- The user’s Outlook client may be set to wrap text.
- (System Manager setting) Exchange Server settings may be set to wrap. For more information, refer to the following Microsoft Knowledge Base articles:
 - <http://support.microsoft.com/support/kb/articles/Q250/5/58.asp>.
 - <http://support.microsoft.com/support/kb/articles/Q281/8/35.asp>.

Problems with MeetingPlace Directory Services

Problem Members of a distribution list receive a meeting invitation but are not able to join the meeting.

Solution MeetingPlace for Outlook does not expand distribution lists. Therefore, if a distribution list is invited, the individual users on the distribution list are not added to the meeting.

Workarounds:

- Expand the distribution list before sending the invitation. This ensures that each individual in the distribution list will receive an invitation.
- Rather than inviting a distribution list, invite individual users.

