



Troubleshooting

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

Review this chapter before contacting your Cisco technical support representative. For information about technical support, see the *Guide to Cisco Conferencing Documentation and Support*.

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Log Files

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

Viewing the Log File

To access this log file:

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- Step 1** In your system tray, right-click the orange door icon in the system tray and choose **Eventlog**. This invokes the GWSIM real-time log file.
- Step 2** You can observe the Cisco Unified 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 Cisco technical support representative.
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Generating a Log File as Text

To generate a .txt file containing the log file:

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- Step 1** Open a DOS command window and navigate to <drive>\Cisco Systems\Cisco Unified MeetingPlace Gateway SIM.
- Step 2** At the <drive>\Cisco Systems\Cisco Unified MeetingPlace Gateway SIM prompt, type:
- ```
Eventlog >> Output.txt
```
- The result is a text file called *Output.txt* in the <drive>\Cisco Systems\Cisco Unified MeetingPlace Gateway SIM directory.
- Step 3** Contact your Cisco technical support representative, who may ask you to send this file. See the *Guide to Cisco Conferencing Documentation and Support*.
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## Problems Installing Cisco Unified MeetingPlace for Outlook

**Problem** Cisco Unified MeetingPlace for Outlook must log in to the Exchange Server on the domain and be granted privilege to do so. Testing on Windows 2000 Advanced Server has shown that the Cisco Unified MeetingPlace for Outlook service will not log in to 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 Cisco Unified MeetingPlace for Outlook 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 log in servers available to service the log in request.

**Solution** Currently there is no alternative to this requirement. However:

- The Cisco Unified 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 documentation for more information regarding how to register and unregister services).
- After unregistering the application as a service, the Cisco Unified MeetingPlace for Outlook application can be run manually by double-clicking the icon in the folder in which it was installed, usually: <drive>:\Cisco Systems\MPOutlook.

**Problem** Windows Event Log error message:

```
Cisco Meeting place didn't start due to a login failure
Message: 0x80070569
Login Failure, the user has not been granted the requested login type at this computer.
```

**Solution** Verify that the Cisco Unified MeetingPlace for Outlook Service is set to log on as "Local System account": In the Services control panel, right click the Cisco Unified MeetingPlace for Outlook Service, then click the **Logon** tab, then click the **Local System account** radio button.

# 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, skip this troubleshooting item. 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.
- (For system administrators) Cisco Unified MeetingPlace may not be set as the default form. In the ConfigClient Utility, click the **Client Options** tab. Check **Make MeetingPlace form as the default appointment form**. Click **Save** then **Close**. For next steps, see [Cisco Unified MeetingPlace Gateway Configuration Utility, page 3-11](#).

**Problem** The MeetingPlace tab is blank or an error page appears.

**Solution** Several causes are possible:

- The Cisco Unified MeetingPlace for Outlook computer may be down.
- If the user receives an error page listing possible problems and solutions, follow the instructions provided on the page.

**Problem** An Outlook 2003 user clicks the MeetingPlace tab in a meeting notification and receives the following Microsoft Forms error: "To prevent malicious code from running, one or more objects in this form were not loaded. For more information, contact your administrator."

**Solution** Install the Cisco Unified MeetingPlace for Outlook client on the computer of that user.

**Problem** The MeetingPlace tab is not available from meetings scheduled by Cisco Unified MeetingPlace Web Conferencing or MeetingTime.

**Solution** (For system administrators) To make this tab visible: In the ConfigClient Utility, click the **Client Options** tab and uncheck **Make MeetingPlace tab under "Tools | Options" unavailable to clients**. Click **Save**, then **Close**. For next steps, see [Cisco Unified MeetingPlace Gateway Configuration Utility, page 3-11](#).

**Problem** Users must log in each 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 Cisco Unified 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 check **Remember UserID and password**.

- (For system administrators) In the ConfigClient Utility, click the **Logins** tab and choose a login option other than **Do not persist login information**.
- (For system administrators) Cisco Unified MeetingPlace Directory Services or Integrated Windows Authentication may be set incorrectly. See [Logins Tab, page 3-4](#) for information.

## Problems Upgrading Cisco Unified 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. See 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: “Can’t open this item. You changed one of the recurrences of this item, and this instance no longer exists. Close any open items and try again.”

**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 Cisco Unified MeetingPlace for Outlook Client in Add/Remove Programs, then in Internet Explorer, choose **Tools > Internet Options > Programs**. For **E-mail**, choose **Microsoft Outlook**. Click **OK**. Reinstall the Cisco Unified MeetingPlace for Outlook Client.

**Problem** (Release 5.3.0.138 and earlier only) You receive the following error while you are trying to schedule a meeting: “An error has occurred in the script on this page.”

**Solution** Cisco Unified MeetingPlace for Outlook requires VBScript. If your organization uses the Cisco Security Agent, you may see a dialog box when you double-click an item or time slot in your calendar. This dialog box contains the following message: “The process C:\Program Files\Microsoft Office\OFFICE11\OUTLOOK.EXE is attempting to access a script related object, VBScript. This may be dangerous. Do you wish to allow this?”

- If you clicked No, then Apply: Discard this scheduling request and start again, this time clicking **Yes** when you see the Cisco Security Agent request.
- If you clicked No, then checked the **Don’t ask me again** check box: Discard this scheduling request, then open the Cisco Security Agent (double-click the red flag icon in the system tray). Click **User Query Responses**. In the list of responses, locate the response related to

Cisco Unified MeetingPlace for Outlook. Right-click that entry, then choose Delete. Click OK to close the Cisco Security Agent. Try again to schedule your meeting, and click Yes when you see the Cisco Security Agent request.

## Problems Attending Meetings

Problems that can occur when users attend meetings:

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

**Solution**

- Verify that the default Cisco Unified 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 Cisco Unified MeetingPlace profile. To verify, open MeetingTime and click the Register Book. Click the **Configure** tab, then click **User Profiles**. Locate the user's profile, then scroll down to **Phone number**.
- (For system administrators) The outdial feature from Cisco Unified MeetingPlace Web Conferencing may be disabled. See the documentation for Cisco Unified MeetingPlace Web Conferencing Release 5.3.

**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 in to the browser's address field.
- The user's Outlook client may be set to wrap text.
- (For system administrators) Exchange Server settings may be set to wrap. For more information, see 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 Cisco Unified MeetingPlace Directory Services

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

**Solution** Cisco Unified 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.

