



Troubleshooting Cisco Unified MeetingPlace for Outlook

- [About Working Offline in Microsoft Outlook, page 1](#)
- [Disabling Cached Exchange Mode, page 1](#)
- [Enabling Cached Exchange Mode, page 2](#)
- [Conflict Message Window, page 2](#)

About Working Offline in Microsoft Outlook

You can schedule Cisco Unified MeetingPlace meetings from Microsoft Outlook while you are working offline. However, you must be connected to the company network and have Microsoft Outlook set up for offline access. To set Microsoft Outlook to work offline, see the Microsoft Outlook documentation.

When you schedule a meeting while you are working offline, the meeting notification remains in your outbox until you reconnect to your Microsoft Exchange server. After you reconnect, the system sends the notifications to the people you have invited.

Disabling Cached Exchange Mode

Procedure

- Step 1** Sign in to Microsoft Outlook.
- Step 2** Select **Tools** ► **E-mail Accounts**.
- Step 3** Select **View** or change existing e-mail accounts.
- Step 4** Select **Next**.
- Step 5** Select the **Microsoft Exchange Server** and select **Change**.
- Step 6** Find the **Use Cached Exchange Mode** check box.

- If unchecked, then you may simply cancel your meeting. This restriction does not apply to you.

- If checked, then proceed to the next step.

Step 7 Uncheck **Use Cached Exchange Mode**.

Step 8 Select **Next**.

Step 9 Select **OK** then **Finish**.

Step 10 Exit and restart Microsoft Outlook.

What to Do Next

After you cancel a meeting, you may either continue in this mode, or enable cached Exchange mode again.

Related Topics

- [Canceling a Meeting](#)

Enabling Cached Exchange Mode

Procedure

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Step 2 Select **Tools** ► **E-mail Accounts**.

Step 3 Select **View** or change existing e-mail accounts.

Step 4 Select **Next**.

Step 5 Select the **Microsoft Exchange Server** and select **Change**.

Step 6 Check the **Use Cached Exchange Mode** check box.

Step 7 Select **Next**.

Step 8 Select **OK** then **Finish**.

Step 9 Exit and restart Microsoft Outlook.

Related Topics

- [Canceling a Meeting](#)

Conflict Message Window

I scheduled a Cisco Unified MeetingPlace meeting through Microsoft Outlook 2007. When I choose to respond to the accepted notifications, the system prompts me with a **Conflict Message** window.

Possible Cause This is caused by a Microsoft Exchange issue.

Solution Contact your system administrator. The workaround is to add a registry to both Microsoft Outlook 2007 and Microsoft Outlook 2003 so that they will not report the conflict messages.