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

Review this chapter before contacting Cisco TAC.

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Viewing Log Files

Before You Begin

Log in as an administrator to the Cisco Unified MeetingPlace Web Server.

Procedure

1. Right-click the orange icon in the system tray and click **Eventlog**.

This invokes the GWSIM real-time log file. You can observe the Cisco Unified MeetingPlace for Microsoft 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.
2. Navigate to the C:\Program Files\Cisco Systems\LogFiles directory.
3. Look for the log file for the time period when you had an error.
4. Zip up the file.
5. Contact your Cisco technical support representative, who may ask you to send this file.

Problems with Click-To-Attend Links

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

Solution: Copy the entire click-to-attend link and paste it into the address field of the browser. Delete any spaces or line breaks.

Solution: The Microsoft Outlook client of the user or the Microsoft Exchange Server settings may be set to wrap text. 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 Distribution Lists

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

Explanation: Cisco Unified MeetingPlace for Microsoft 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.

Solution: Expand the distribution list before sending the invitation. This ensures that each individual in the distribution list will receive an invitation.

Solution: Rather than inviting a distribution list, invite individual users.