The following information 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 information before contacting your Cisco technical support representative.

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Log Files

Cisco Unified MeetingPlace for Outlook enters logs in the Cisco Unified MeetingPlace Gateway SIM event log. This information refers to the Outlook gateway machine, that is, where Cisco Unified MeetingPlace for Outlook is installed.

To View the Log File

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.
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.

To Generate a Log File as Text

1. Open a DOS command window and navigate to <drive>\Cisco Systems\Cisco Unified MeetingPlace Gateway SIM.
2. At the <drive>\Cisco Systems\Cisco Unified MeetingPlace Gateway SIM prompt, enter **Eventlog >> Output.txt**.
   A text file called Output.txt is copied to the <drive>\Cisco Systems\Cisco Unified MeetingPlace Gateway SIM directory.
3. Contact your Cisco technical support representative, who may ask you to send this file.

How to Enable Logging on Client Machines

The following sections describe how to enable logging on client machines, that is, where the Cisco Unified MeetingPlace for Outlook plug-in is installed.

Enabling Logging When Using Microsoft Outlook 2003

Complete this task to enable logging if you are using Microsoft Outlook 2003.

1. Run "regedit"
2. Go to "HKEY_CURRENT_USER\Software\Latitude\MeetingPlace for Outlook".
3. Add a string value indicating the path to the log file:
   Example: **logfile** = ?c:\mpol.txt?
4. Restart Microsoft Outlook.

After restarting the system you will find the log file in the path you defined. In this example, the path is c\mpol.txt.

Enabling Logging When Using Microsoft Outlook 2007 or 2010

Complete this task to enable logging if you are using Microsoft Outlook 2007 or Microsoft Outlook 2010.

1. Run "regedit"
2. Go to "HKEY_CURRENT_USER\Software\Latitude\MeetingPlace for Outlook".
3. Add a string value indicating the path to the log file:
   Example: **logfile** = ?c:\mpol.txt?
4. Add a string value for **loglevel** as follows:
   - "0" - no log
   - "1" - error
   - "2" - warning
   - "3" - info
   - "4" - verbose
5. Restart Microsoft Outlook.

After restarting the system you will find the log file in the path you defined. In this example, the path is c\mpol.txt.

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 privileges 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 login servers available to service the login 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 on registering and unregistering 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 did not 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, click the Logon tab, and then click the Local System Account radio button.

Problems Accessing the Cisco Unified MeetingPlace for Outlook Plug-In

Problem: The Cisco Unified MeetingPlace for Outlook Plug-In is on the disabled items list. To see the disabled items list, go to Microsoft Outlook and click **Help > About Microsoft Office Outlook**. Click **Disabled Items**.

Possible Cause: The system may move the plug-in to the disabled items list if Microsoft Outlook crashes or if it closes incorrectly.

Solution: From the Disabled Items list, highlight the Cisco Unified MeetingPlace for Outlook Plug-In and click **Enable**.

Problems with the MeetingPlace Tab

Problem: MeetingPlace tab is missing from the Microsoft Outlook client.

Solution: Do the following, as applicable:

- The user computer or Outlook may have been shut down improperly, or multiple Outlook clients may be open. Exit all Outlook clients and check the Task Manager to verify that Outlook has shut down, then reopen the Outlook client. In Outlook, choose File > New > Appointment. Verify that 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 Make the MeetingPlace Meeting Schedule Form the Default Scheduling Form for All Meetings check box.
- An essential component may be disabled. In Outlook, choose Help > About Microsoft Outlook > Disabled Items. If mp4olxxx.dll is disabled (xxx represents a number), select it and click Enable. Then restart Outlook.
- 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 the Cisco Unified MeetingPlace Gateway Configuration Utility.

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

Solution: 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 for meetings scheduled from Cisco Unified MeetingPlace Web Conferencing or MeetingTime.

Solution: ***(For Cisco Unified MeetingPlace Release 6.0 Maintenance Release 4 and earlier)*** To make this tab visible: In the ConfigClient Utility, click the Client Options tab and uncheck the Make MeetingPlace Tab Under "Tools | Options" Unavailable to Clients check box. Click Save, then Close. For next steps, see the

Cisco Unified MeetingPlace Gateway Configuration Utility.

NOTE: In Cisco Unified MeetingPlace Release 6.0 Maintenance Release 5 (MR5), by design, there is no MeetingPlace tab in the Microsoft Outlook meeting notifications for meetings that were scheduled from Cisco Unified MeetingPlace Web Conferencing or MeetingTime.

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 the Remember User ID and Password check box.
- In the ConfigClient Utility, click the Logins tab and choose a login option other than Do Not Persist Login Information.
- Cisco Unified MeetingPlace Directory Services or Integrated Windows Authentication may be set incorrectly. See the Logins Tab 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. Also note that you can turn off HTTP compression in IIS for .exe files. See the documentation for IIS or the Microsoft knowledge base for instructions.

Problems Scheduling 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: "Cannot 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 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.

Problems with Meeting Notifications

Problem: The system does not deliver e-mail meeting notifications for meetings.

Probable Cause: Your system has McAfee anti-virus software installed. When Cisco Unified MeetingPlace for Outlook tries to send e-mail meeting notifications to the SMTP server, the anti-virus software rejects it because it thinks it is a mass mailing worm.

Solution: Adjust your security baseline by unchecking this feature from the McAfee console.

Problem: Meetings scheduled through the Cisco Unified MeetingPlace for Outlook client on certain PC systems will send out blank meeting notifications. (The notification header has all the meeting information, such as meeting date, time, and meeting ID, but the notification body is blank.)

Probable Cause: The end user has the wrong version of MAPI32 dll installed on their system. The MAPI for Microsoft Exchange and the MAPI for Microsoft Outlook are not supported on the same machine. For more information, see http://support.microsoft.com/kb/266418.

Solution:

1. Search for the file called mapi32x.dll on the system.
2. If found, rename or delete it.
3. Reinstall Microsoft Office.
4. Reinstall the Cisco Unified MeetingPlace for Outlook client.

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

Probable Cause: The system is sending out two meeting notifications. This is due to 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.

Note: You will receive two meeting notifications -- a real one and a dummy one and you cannot tell which is which. If you delete either of them, you may be deleting the real one (and not the dummy one) and then the system will delete the meeting from the server.

Problems Attending Meetings

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

Solution: Do the following, as applicable:

- Verify that the default Cisco Unified MeetingPlace Audio Server name is entered correctly in Outlook. Choose Tools > Options, then click the MeetingPlace tab.
  NOTE: In Cisco Unified MeetingPlace Release 6.0 Maintenance Release 5 (MR5), there is no MeetingPlace tab in the Microsoft Outlook notifications for meetings that were scheduled from Cisco Unified MeetingPlace Web Conferencing or MeetingTime. Therefore, this section is not valid for MR5. The phone number information may not be in the Cisco Unified MeetingPlace profile of the user. To verify, open MeetingTime and click the Register Book. Click the Configure tab, then click User Profiles. Locate the user profile, then scroll down to Phone Number.
- The outdial feature from Cisco Unified MeetingPlace Web Conferencing may be disabled. See the documentation for Cisco Unified MeetingPlace Web Conferencing.

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

Solution: Do the following, as applicable:

- 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 to the browser address field.
- The Outlook client of the user may be set to wrap text.
- 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.