

**Main page:** [Cisco Unified MeetingPlace, Release 8.0](#)

**Back to:** [Troubleshooting](#)

**Back to:** [Integrations](#)

- [How to Resolve Problems with the MeetingPlace Tab in the Microsoft Outlook Appointment Form](#)
- [How to Resolve Problems with Scheduling Meetings from Microsoft Outlook](#)
- [Microsoft Outlook Plug-in Download Link Does Not Appear on the Cisco Unified MeetingPlace Web User Portal](#)
- [Additional References for Troubleshooting Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#)

## Contents

- [1 How to Resolve Problems with the MeetingPlace Tab in the Microsoft Outlook Appointment Form](#)
  - ◆ [1.1 MeetingPlace Tab Does Not Appear in Microsoft Outlook Calendar Appointments](#)
    - ◇ [1.1.1 Related Topics](#)
  - ◆ [1.2 System Configured for SSO Fails to Authenticate](#)
  - ◆ [1.3 MeetingPlace Tab is Blank or Displays an Error Page](#)
    - ◇ [1.3.1 Related Topics](#)
  - ◆ [1.4 Sign-in Required Each Time a User Selects the MeetingPlace Tab](#)
    - ◇ [1.4.1 Related Topics](#)
- [2 How to Resolve Problems with Scheduling Meetings from Microsoft Outlook](#)
  - ◆ [2.1 Sign-in Required Each Time a User Reschedules a Delegate-Scheduled Meeting](#)
    - ◇ [2.1.1 Related Topics](#)
  - ◆ [2.2 Problems Accessing Cisco Unified MeetingPlace for Microsoft Outlook](#)
  - ◆ [2.3 Error Messages Appear When Rescheduling or Opening the First Occurrence of a Recurring Meeting Series](#)
  - ◆ [2.4 Error Message: Microsoft Outlook is Not Your Default Email Client](#)
    - ◇ [2.4.1 Related Topics](#)
  - ◆ [2.5 Conflict Message Appears When User Schedules a Cisco Unified MeetingPlace through Microsoft Outlook](#)
    - ◇ [2.5.1 Related Topics](#)
- [3 Microsoft Outlook Plug-in Download Link Does Not Appear on the Cisco Unified MeetingPlace Web User Portal](#)
  - ◆ [3.1 Related Topics](#)
- [4 Additional References for Troubleshooting Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#)

## How to Resolve Problems with the MeetingPlace Tab in the Microsoft Outlook Appointment Form

- [MeetingPlace Tab Does Not Appear in Microsoft Outlook Calendar Appointments](#)
- [System Configured for SSO Fails to Authenticate](#)
- [MeetingPlace Tab is Blank or Displays an Error Page](#)
- [Sign-in Required Each Time a User Selects the MeetingPlace Tab](#)

## MeetingPlace Tab Does Not Appear in Microsoft Outlook Calendar Appointments

**Problem:** MeetingPlace tab does not appear in Microsoft Outlook calendar appointments.

**Possible Cause:** Multiple clients are open, or Microsoft Outlook or the user PC was shut down improperly.

**Solution:** Complete these steps:

1. Exit all Microsoft Outlook clients.
2. Check the Task Manager to verify that Microsoft Outlook has shut down.
3. Reopen Microsoft Outlook.
4. In Microsoft Outlook, select **File > New > Appointment**.
5. Verify that the MeetingPlace tab appears.

**Possible Cause:** Cisco Unified MeetingPlace might not be set as the default form.

**Solution:** In the Administration Center, select **System Configuration > Outlook Plug-In Configuration**. Make sure that **Make Cisco Unified MeetingPlace form the default appointment form** is checked.

**Solution:** In Microsoft Outlook, select **Tools > Options**, and look for the **MeetingPlace** tab. If the tab is available, select the **MeetingPlace** tab, and check **Make the MeetingPlace Meeting Schedule Form the Default Scheduling Form for All Meetings**.

**Possible Cause:** An essential component might be disabled.

**Solution:** In Microsoft Outlook, select **Help > About Microsoft Outlook > Disabled Items**. If mp4olxxx.dll is disabled (xxx represents a number), select it and select **Enable**. Then restart Microsoft Outlook.

### Related Topics

- [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#) module
- [Table: Field Reference: Outlook Plug-In Configuration Page, Add Cisco Unified MeetingPlace Server Page, and Edit Cisco Unified MeetingPlace Server Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(M - P pages\)](#)

## System Configured for SSO Fails to Authenticate

**Problem:** System is configured to use SSO for authentication to Cisco Unified MeetingPlace. User's machine recently lost network connectivity and now fails to authenticate when the user opens the MeetingPlace tab from within Microsoft Outlook. After the network connection is restored, user is still unable to access the MeetingPlace scheduling page.

**Possible Cause:** The MeetingPlace tab in Microsoft Outlook is an Internet Explorer window and is therefore using the cached information from the last request for authentication. Since the user was disconnected from the Exchange server during the last request, the attempt fails.

**Solution:** Close Microsoft Outlook and reopen it once a connection to the Exchange Server has been established.

## MeetingPlace Tab is Blank or Displays an Error Page

**Problem:** The MeetingPlace tab is blank or displays an error page in Microsoft Outlook calendar appointments.

**Possible Cause:** The Application Server URL is not correctly configured in the Cisco Unified MeetingPlace plug-in for Microsoft Outlook.

**Solution:** Complete these steps:

1. In Microsoft Outlook, select **Tools > Options**.
2. Select the **MeetingPlace** tab.
3. If multiple Cisco Unified MeetingPlace servers appear, verify that the correct server is labeled as **[Default]**.
4. Select the [Default] server.
5. Select **Edit**.
6. Verify that the Server URL is correct.

For example, if you recently enabled or disabled SSL on the Application Server, you need to modify the Server URL accordingly to begin with either **https** (SSL enabled) or **http** (SSL disabled).

**Possible Cause:** The user or the meeting scheduler uninstalled the Cisco Unified MeetingPlace plug-in for Microsoft Outlook but did not complete all necessary steps for doing so.

**Solution:** Reinstall the Cisco Unified MeetingPlace plug-in for Microsoft Outlook on the user PC. See the [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#) module.

**Solution:** If the user does not want to reinstall the plug-in:

- Tell the user to ignore the non-functioning MeetingPlace tab. Note, however, that the user's meeting invitees can also see the non-functioning MeetingPlace tab in the meeting invitations. They, too, should ignore the MeetingPlace tab in the calendar appointments.
- To remove the non-functioning MeetingPlace tab from meetings that the user schedules from now on, complete all the steps in [How to Uninstall the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook from the User PC](#) in the [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#) module.

**Possible Cause:** The Cisco Unified MeetingPlace Application Server might be down, or network issues are preventing a connection to the server.

**Solution:** Check the system status and the network status, and troubleshoot accordingly.

#### Related Topics

- [Using Alarms and Logs on Cisco Unified MeetingPlace module](#)

## Sign-in Required Each Time a User Selects the MeetingPlace Tab

**Problem:** Each time a user selects the MeetingPlace tab in Microsoft Outlook calendar appointments, the user is prompted to sign in.

**Solution:** Make sure that the user has the most current version of the Cisco Unified MeetingPlace plug-in for Microsoft Outlook.

1. In Microsoft Outlook, select **File > New > Appointment**.
2. Select the **MeetingPlace** tab.
3. Check whether "Upgrade to newer version" appears in the appointment window.
  - ◆ If the text does *not* appear, the user already has the most current version of the plug-in.
  - ◆ Otherwise, select **Upgrade to newer version** and follow the prompts.

**Solution:** Make sure that cookies are enabled in the default browser of the user PC. After the initial sign-in to Cisco Unified MeetingPlace, a cookie is saved and used for future sign ins.

**Solution:** If your Cisco Unified MeetingPlace system is configured to authenticate users externally, for example through Integrated Windows Authentication or AXL authentication (for Directory Service users), then verify and correct that configuration.

#### Related Topics

- [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook module](#)
- [Configuring Cisco Unified MeetingPlace Directory Service module](#)
- [Configuring User Authentication for the Cisco Unified MeetingPlace Web Server module](#)

## How to Resolve Problems with Scheduling Meetings from Microsoft Outlook

- [Sign-in Required Each Time a User Reschedules a Delegate-Scheduled Meeting](#)
- [Problems Accessing Cisco Unified MeetingPlace for Microsoft Outlook](#)
- [Error Messages Appear When Rescheduling or Opening the First Occurrence of a Recurring Meeting Series](#)
- [Error Message: Microsoft Outlook is Not Your Default Email Client](#)
- [Conflict Message Appears When User Schedules a Cisco Unified MeetingPlace through Microsoft Outlook](#)

## Sign-in Required Each Time a User Reschedules a Delegate-Scheduled Meeting

**Problem:** When a user tries to reschedule a meeting that was previously scheduled by a Microsoft Outlook delegate, the user is prompted to sign in to Cisco Unified MeetingPlace. This occurs even when the user previously signed in and checked "Remember Me."

**Possible Cause:** The user and the delegate are using different formats (hostname vs. IP address) for the Cisco Unified MeetingPlace Web Server URL.

**Solution:** The user can reschedule the meeting after signing in again, but to avoid the repeated sign-ins, complete these steps on the PCs of both the user and the delegate:

1. In Microsoft Outlook, select **Tools > Options**.
2. Select the **MeetingPlace** tab.
3. Select the name of the Cisco Unified MeetingPlace Web Server.
4. Select **Edit**.
5. Compare the **Server URLs** that are configured on the user PC and the delegate PC.
6. If one Server URL uses an IP address while the other Server URL uses a hostname, change the Server URL format of the user to match the Server URL format of the delegate.

### Related Topics

- [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook module](#)

## Problems Accessing Cisco Unified MeetingPlace for Microsoft Outlook

**Problem:** Cisco Unified MeetingPlace for Microsoft Outlook is on the disabled items list.

**Possible Cause:** The system might move the integration to the disabled items list if Microsoft Outlook crashes or is closed incorrectly.

**Solution:** In Microsoft Outlook, select **Help > About Microsoft Outlook > Disabled Items**. If mp4olxxx.dll is disabled (xxx represents a number), select it and select **Enable**. Then restart Microsoft Outlook.

## Error Messages Appear When Rescheduling or Opening the First Occurrence of a Recurring Meeting Series

**Problem:** The system displays the following message when a user tries to reschedule the first occurrence of a recurring meeting series that is currently in progress: "Operation is not allowed. Meeting in progress."

The system displays the following message when the user opens this meeting occurrence: "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.

## **Error Message: Microsoft Outlook is Not Your Default Email Client**

**Error Message:** "Microsoft Outlook is not your default email client."

**Solution:** Specify the default email client on the user computer by following this procedure.

1. Uninstall the Cisco Unified MeetingPlace plug-in for Microsoft Outlook in Add/Remove Programs.
2. Open Internet Explorer.
3. Select **Tools > Internet Options**.
4. Select the **Programs** tab.
5. Select **Microsoft Outlook** in the Email field.
6. Select **OK**.
7. Reinstall the Cisco Unified MeetingPlace plug-in for Microsoft Outlook.

### **Related Topics**

- [How to Install the Cisco Unified MeetingPlace Plug-In for Microsoft Outlook](#) in the [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#) module

## **Conflict Message Appears When User Schedules a Cisco Unified MeetingPlace through Microsoft Outlook**

**Problem:** User receives a "Conflict Message" after scheduling a Cisco Unified MeetingPlace meeting through Microsoft Outlook and after responding to accepted notifications.

**Possible Cause:** This is because of a Microsoft Exchange issue.

**Solution:** Modify the registry of the Microsoft Outlook clients.

### **Related Topics**

- [Adding a Registry Entry to the Microsoft Outlook Client to Avoid Conflicting Meeting Messages](#) in the [Enabling Cisco Unified MeetingPlace Scheduling from Microsoft Outlook](#) module.

## **Microsoft Outlook Plug-in Download Link Does Not Appear on the Cisco Unified MeetingPlace Web User Portal**

**Problem:** The Microsoft Outlook plug-in download link does not appear on the Cisco Unified MeetingPlace web user portal after the user signs in.

**Solution:** Check the License Summary Page on the Cisco Unified MeetingPlace Application Server. Verify that the msft\_int license is installed and enabled.

If you added the license file after the Cisco Unified MeetingPlace Web Server was started, restart the MPWeb service or reboot the Web Server. License options are loaded only during Web Server startup.

#### Related Topics

- [Installing and Managing Licenses for Cisco Unified MeetingPlace module](#)

## Additional References for Troubleshooting Cisco Unified MeetingPlace Scheduling from Microsoft Outlook

Topic	Documentation
Troubleshooting notifications	<a href="#">Troubleshooting Email Notifications for Cisco Unified MeetingPlace module</a>
Troubleshooting problems with joining meetings	<i>User Guide for Cisco Unified MeetingPlace</i> <a href="http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html</a>
Troubleshooting user issues	<i>User Guide for Cisco Unified MeetingPlace</i> <a href="http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html</a>