

Outlook Plug-in Trouble-Shooting Documentation

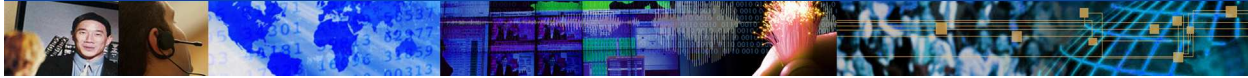


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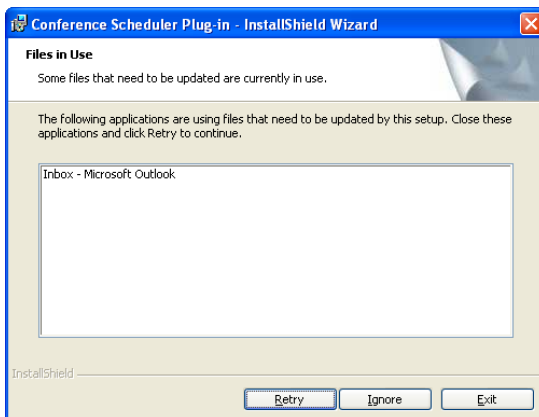
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SYMPTOMS: How-To(s)

File Not In Use

Received the following dialog during installation...



Resolution: Close all instances of Microsoft Outlook. If you receive this dialog and you have already closed Microsoft Outlook, reboot the PC to end all hidden Outlook processes.

If you select "Ignore," and a running process still has a handle on the plug-in files, the installation will complete, but all files may not have been updated successfully, requiring a reinstallation.

If you select "Exit," the installer will rollback installation and exit gracefully.

Scheduler Plug-In Fails To Load

No matter how many times I uninstall/install the Conference Scheduler Plug-in, the plug-in fails to load in Outlook. (Applies to Office 2002(XP), 2003)...

If a critical error occurs in Outlook and Outlook suspects that one of its plug-ins has something to do with it, it places the plug-in in a "disabled items" list. (Applicable to Outlook 2003/XP (2002)) After the item has been placed in the disabled items list, it doesn't matter how many times you install/uninstall the plug-in, Outlook will simply ignore loading the plug-in... In order to enable the plug-in again, follow these simple steps...

1. *Open Outlook*
2. *Navigate to Help->About->Disabled Items.*
3. *If the entry, "Conference Scheduler Plug-in" is in the list, select it and then select "Enable."*
4. *Ok out of the help screens...*
5. *Close/Reopen Outlook.*
6. *Plug-in should display.*
7. *Finish.*



Scheduler Plug-In quit Working

The Conference Scheduler Plug-in was working fine, but quit working. No matter how many times you install/uninstall the plug-in, the plug-in still fails to load...

This could be a number of issues, but more than likely one of the two following resolutions will resolve the issue:

Resolution 1: [Perform Steps in 1.2](#)

Resolution 2: *Perform a reinstallation of the Conference Scheduler Plug-in.*

Unreadable Characters In Text

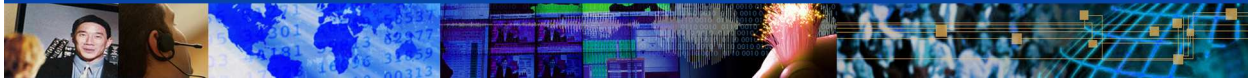
The recipient of an invitation receives an invitation, but the text is non-readable characters...

There is a good chance that the user has this feature enabled and doesn't even know it. It is automatically selected for users that setup a POP3 account vs. an exchange account.

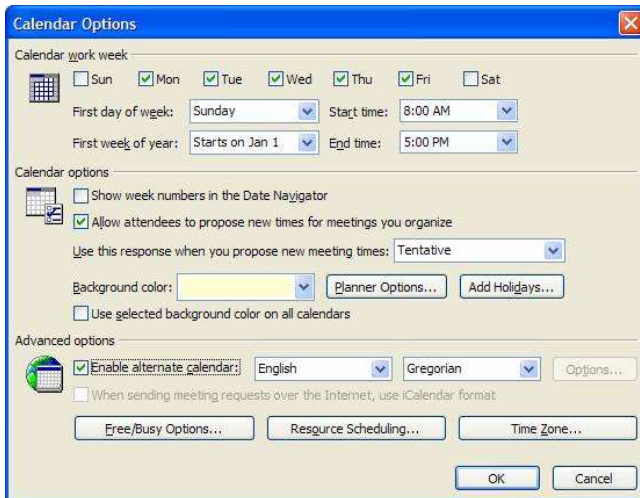
EXAMPLE EMAIL WITH SYMPTOMS.

```
Return-Path:
X-Envelope-To:
X-Spam-Status: No, hits=0.0 required=7.0
    tests=BAYES_00: -4.901,CLICK_BELOW: 0,LARGE_HEX: 1.193,
    SARE_FROM_SPAM_WORD3: 0.1,UPPERCASE_25_50: 0
X-Spam-Level:
Received: from
    Thu, 21 Apr 2005 11:28:42 -0400
Received: (qmail 1895 invoked from network); 21 Apr 2005 15:38:59 -0000
Received: from unknown
    by with SMTP; 21 Apr 2005 15:38:59 -0000
From:
To:
Subject: Updated: test
Date: Thu, 21 Apr 2005 11:36:01 -0400
Message-ID:
MIME-Version: 1.0
Content-Type: text/calendar; method=REQUEST;
    charset="utf-8"
Content-Transfer-Encoding: 7bit
X-Priority: 3 (Normal)
X-MSMail-Priority: Normal
X-Mailer: Microsoft Outlook, Build 10.0.2627
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1478
Importance: Normal
```

```
BEGIN:VCALENDAR
PRODID:-//Microsoft Corporation//Outlook 10.0 MIMEDIR//EN VERSION:2.0 METHOD:REQUEST BEGIN:VEVENT
ATTENDEE;CN=" ";ROLE=REQ-PARTICIPANT;RSVP=TRUE:
MAILTO:
ORGANIZER:MAILTO:
DTSTART:20050421T160000Z
DTEND:20050421T163000Z
LOCATION:
TRANSP:OPAQUE
SEQUENCE:1
UID:040000008200E00074C5B7101A82E00800000000098152F6646C5010000000000000000100
00000EEA5552CD0203D40BE3B480EC84F5936
```



DTSTAMP:20050421T153600Z
 DESCRIPTION:
 SUMMARY:Updated: test
 PRIORITY:5
 CLASS:PUBLIC
 BEGIN:VALARM
 TRIGGER:-PT15M
 ACTION:DISPLAY
 DESCRIPTION:Reminder
 END:VALARM
 END:VEVENT
 END:VCALENDAR



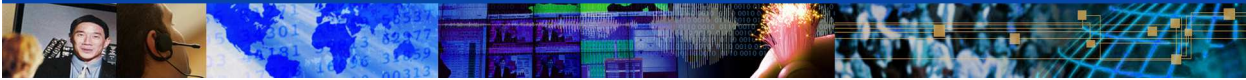
1. DE-SELECT "When sending meeting requests over the internet, use iCalendar format."
2. Click OK to exit the setup screen.
3. Restart outlook.
4. Try to send/receive plug-in meetings
5. Finish.

Branding Information Is Missing

The Conference Scheduler Plug-in loads into Outlook, but all branding information is missing. (Blank text on scheduler button, etc...)

Resolution:

The rasetup.ini file has been corrupted or is missing. REINSTALL THE APPLICATION TO RESOLVE.



Mass Deployments / SMS

Summary: The Conference Scheduler Plug-in can be deployed using the mass deployment packages provided. If you do not have the mass deployment packages, you may contact your sales representative to obtain the installers.

Installer Operation: The Conference Scheduler Plug-in can be deployed using various mass deployment methods, such as, scripts, SMS, etc... In order to operate the installers, the following command-line switches can be used to change the behavior of the installers.

EXE Silent Install Parameters: (Type the command-line exactly with quotes.)

WITH User Interaction (NO SWITCHES): setup.exe

REDUCED UI - setup.exe /s /v"/qr"

NO UI - >setup.exe /s /v"/qn"

MSI Silent Install Parameters:

WITH User Interaction (NO SWITCHES): setup.msi

REDUCED User-Interface - setup.msi /qr

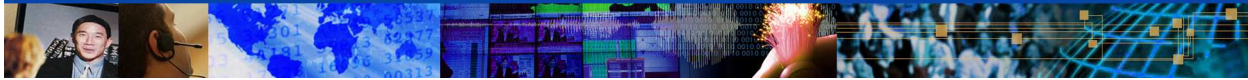
NO User-Interface - >setup.msi /qn

UPGRADING FROM VERSION 2.0 TO 3.0 (PLEASE READ!)

(The below scenarios assume that the previous 2.0 version of the Conference Scheduler Plug-in is currently installed on the client systems to receive the upgrade. If you have not previously deployed the 2.0 version of the plug-in, the upgrade procedures below do NOT apply.)

- a. **The mass deployment program runs under the user context with the user's rights that is currently logged into the client.**
 - **Option 1 (Preferred Option):** The previous 2.0 version of the scheduler product did NOT support mass deployment scenarios, thus you must perform the upgrade with caution. As long as the user that is currently using the 2.0 version of the scheduler product is logged into the client, you may perform an upgrade using SMS and other deployment programs running the install "as the user that is currently logged in with their user rights."
- b. **The mass deployment program runs under an administrative account that is NOT currently the user that is logged into the client.**
 - If you install the software using an administrative account other than the user that is logged into the client, the install will be successful, BUT the old version of the scheduler WILL NOT be removed and the user that originally installed the 2.0 version will have two Conference Scheduler Plug-in buttons within Outlook after the installation. If this scenario occurs, you will need to remove the 2.0 version of the plug-in from the clients while the original user is logged in.

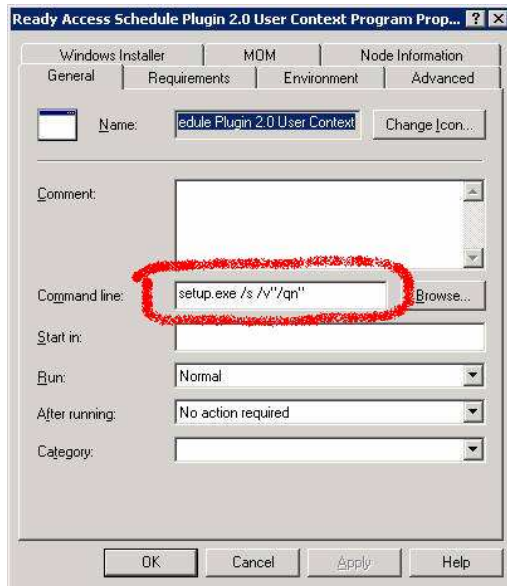
If you perform an installation using the "system account," an installation is spawned under a different user context, causing the 3.0 version of the installer NOT to detect the previous version installed. The result will be two Conference Scheduler Plug-in(s) loaded within Microsoft Outlook for the original user that installed the 2.0 version of the plug-in!

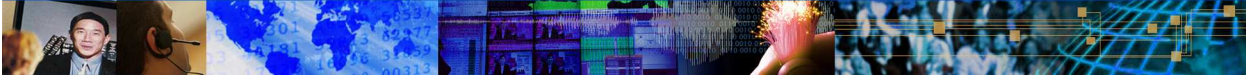


SMS GOTCHAS:

The below images and labels depict common configuration gotcha(s) with SMS and the Conference Scheduler Plug-in.

1. Make sure you insert the appropriate command-line switches.





Multi-profile installation

Summary: Version 3.0 and above of the Conference Scheduler Plug-in will support multiple users on a single system.

Operating Systems Supported: Windows NT 4.0, Windows 2000 Pro/Server, Windows XP Pro, Windows 2003 Server, and Citrix MetaFrame XP

Installation Requirement:

- An administrator of the client PC/Server that is to receive the installation must install the scheduler plug-in software. A user that does not have administrator rights on the client to receive the installation will NOT be able to install the Conference Scheduler Plug-in.
- A user will NOT be able to remove or change an installation unless they are an administrator of the client to receive the change.

Operation Requirement: A user does NOT have to be an “administrator” or a “power user” of the local client in order to use the plug-in software, BUT if a user does NOT have at least “power user” rights to the local system that is to operate the plug-in, you will need to add additional permissions to the “*User Profile Information Stored Location*” mentioned below. An administrator could add individual users to this permissions list OR he/she could add the “users” group to the list of permissions on this folder, making sure to give the user or group assigned permissions to WRITE to this directory... By default users of a system that do NOT have at least “power user” rights, can only read from this directory.

Default Install Location:

%SystemDrive%\Program Files\Conferencing Center\Conference Scheduler Plug-in

User Profile Information Stored Location:

%SystemDrive%\Program Files\Conferencing Center\Conference Scheduler Plug-in\Profiles

Upgrade PROCEDURE (2.0 upgrading to 3.0 only)

Requirements to perform an upgrade:

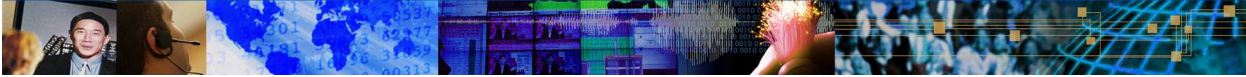
- You must have the 2.0 version of the Conference Scheduler Plug-in installed for the following upgrade processes to apply.
- The user to perform the upgrade must be an administrator of the client that is to receive the installation.

Upgrade Options:

Please review each one of the below scenarios and choose the upgrade process that best describes your environment... There are two major categories that the upgrading user may fall into. Please review the scenarios below and perform the upgrade procedure based on the scenario that best fits your environment.

2. User Initiated Upgrades:

- a. The user performing the upgrade is the SAME user that installed the original software AND is currently using the scheduler 2.0 software.



- **Option 1 (Only Option):** Run Conference Scheduler Plug-in 3.0 setup normally. (During the installation process, the 2.0 version will be completely removed from your client and the new version installed successfully.)
- b. The user performing the upgrade IS NOT the same user that installed the original software AND is currently NOT using the scheduler 2.0 software.
 - **Option 1 (Preferred Method):** Login as the user that ORIGINALLY installed the 2.0 version of the plug-in software and run the Conference Scheduler Plug-in 3.0 setup normally. (During the installation process, the 2.0 version will be completely removed from your client and the new version installed successfully.)
 - **Option 2:** If you need to upgrade the software product and the user that originally installed the software is not available, you may perform a new installation on that client. (The new installation will NOT detect the previous 2.0 version installed on the client and therefore shall install a new version of the 3.0 software along-side any existing 2.0 installations.) The installation will succeed, but if the user that originally installed the 2.0 version logs back into the client, he/she will have two Conference Scheduler Plug-in(s) located within Outlook. The user with the 2.0 version loaded will have to remove this older version of the program from the add/remove programs list.
- 3. System Initiated Upgrades (SMS / Mass Deployment Scenarios):

(The below scenarios assume that the previous 2.0 version of the Conference Scheduler Plug-in is currently installed on the client systems to receive the upgrade. If you have not previously deployed the 2.0 version of the plug-in, the upgrade procedures below do NOT apply.)

 - a. The mass deployment program runs under the user context with the user's rights that is currently logged into the client.
 - **Option 1 (Preferred Option):** The previous 2.0 version of the scheduler product did NOT support mass deployment scenarios, thus you must perform the upgrade with caution. As long as the user that is currently using the 2.0 version of the scheduler product is logged into the client, you may perform an upgrade using SMS and other deployment programs running the install "as the user that is currently logged in with their user rights."
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