

GlobalConference

Audio and Web Conferencing Solution

Scheduler Plug-in Known Issues

Microsoft has acknowledged a known issue that can occur with Microsoft Outlook® in relation to integrated technology such as the GlobalConference Scheduler. Below are some easy troubleshooting tips to follow, should you experience the issue.

User May Experience:

- Disappearance of the Conference Scheduler from the toolbar
- Disappearance of the options for Meeting Request (in the “New” drop down menu) and Setup Screen (in the “Tools” drop down menu)
- The Meeting Request, Setup Screen options and the GlobalConference button may still appear but do not respond or function.

Easy Solutions:

- Close Microsoft Outlook® and then reopen it. No need to reboot the PC.
- Check if Microsoft Outlook® is running in the Task Manager on your desktop. If so, select, and choose “End Task”; Reopen Microsoft Outlook®
- In most cases, this will fix the problem

In general, follow these best practices:

- Shutdown Microsoft Outlook® at the end of the day
- Ensure security patches for Microsoft Outlook® are up to date

UNINSTALLING THE PLUG-IN

1. Close Microsoft Outlook on your PC desktop
2. From the Start button on your toolbar, select Settings, select Control Panels, select Add/Remove Programs
3. Select “Conference Scheduler Plug-in”
4. Select change/remove
5. Confirm removal by selecting “Yes” at the confirmation pop-up
6. Removal is complete