

Room mailboxes unable to be mapped in RMS Scheduling plug-in

Issues connecting mailboxes into RMS may occur if the mailbox connections were not properly removed from the older 32-bit plug-in before decommission, or other conflicts such as running of 2 plug-in instances on separate servers pointing to the same RMS system set for use with the same mailboxes.

The resolution depends on availability of the previous plug-in, detailed below:

Plug-in still accessible on all servers

In the event that the plug-in is still installed and accessible:

1. Load the plug-in to be decommissioned
2. untick 'enable for use in RMS' for affected mailboxes
3. click save

Once completed, it should then be possible to remap the mailboxes in the other scheduling plug-in.

Plug-in no longer accessible on server

If the plug-in is no longer accessible (plug-in installed on new server and old server decommissioned or similar), the following steps are required to remove the mappings manually:

1. Connect to the RMS DB in SQL Server Management Studio
2. Navigate to Tables > dbo.resource_profile
3. Right click > select 'Edit top 200 rows for this table'
4. Select the row containing the affected room mailbox address
5. Delete the entire row
6. Repeat as necessary

Once completed, it should then be possible to remap the mailboxes in the other scheduling plug-in.

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