



Connect for Outlook

Planon Software Suite

Version: L105

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About this Document

Intended Audience

This document is intended for *Planon Software Suite* users.

Contacting us

If you have any comments or questions regarding this document, please send them to: support@planonsoftware.com.

Document Conventions

Bold

Names of menus, options, tabs, fields and buttons are displayed in bold type.

Italic text

Application names are displayed in italics.

CAPITALS

Names of keys are displayed in upper case.

Special symbols

	Text preceded by this symbol references additional information or a tip.
	Text preceded by this symbol is intended to alert users about consequences if they carry out a particular action in Planon.

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Functional Overview

Connect for Outlook allows users to use Microsoft Exchange clients such as Outlook® / Web Access to invite attendees and create reservations in Planon ProCenter.

Through Connect for Outlook, reservations in Planon ProCenter are synchronized with Exchange so the user can see the availability of rooms and attendees in one view.



For a Technical Overview, see [Connect for Outlook Administrator's Guide](#).

Phasing out Connect for Outlook

Connect for Outlook is being replaced by [Connect for Calendars](#). This change is handled by an [Improved Feature](#), which means that customers are given time to prepare for it (**L109, September 01, 2024**).

When choosing to move to Connect for Calendars, customers can use a service to migrate Connect for Outlook data to Connect for Calendars. Depending on the customer's setup (on-premise or Cloud), different C4C apps are available.



Data migration is something that should be handled with care and customers are recommended to contact Planon about this.

The System Setting - Connect for Outlook provides the **Migrate C4O to C4C** action that will automatically migrate C4O data to C4C data through the use of a background action in combination with Event Connector.

This ensures the proper creation of C4C entities such as external accounts, mailboxes, appointments, etc..

When using:

- C4C-App for EWS API, the solution can be used directly after migrating data.
- C4C-App for Graph API, you must still run an Enterprise Talk definition to convert the Calendar item identifier for use with the Graph API.

Creating an appointment

Creating a room reservation via Connect for Outlook is as simple as creating and sending an appointment from the Exchange client.

1. In the Exchange client > Calendar view, open a new appointment.
2. In the Appointment tab, enter the appointment details.

3. In the Scheduling Assistant tab, select the attendees and rooms that you intend to invite. (This view enables you to check the attendee and room availability in a single view). Click Send to invite attendees and rooms.


Exchange appointments and Planon ProCenter reservations behave differently. The main difference is that Planon ProCenter does not change the past reservations. For an overview of the differences between Planon ProCenter and Exchange, see [Recurrence](#).

Booking rooms

Room availability is determined by Planon ProCenter. When an Exchange appointment is sent, Planon ProCenter will try to create a reservation in the Planon ProCenter database. The meeting organizer will always receive an accept notification to inform him/her that the meeting request is being processed. Subsequently, the meeting organizer will either receive:

- A confirmation mail: the reservation unit is booked.
- A decline mail: booking the reservation unit has failed.


When creating a meeting in Outlook, the **Requestor** field will be populated with the person linked to the organizer account. If the meeting request is created on behalf of the requestor, the organizer's name is populated in the **Booked by** field and the mail notifications are received by both persons.


 The meeting organizer corresponds to the mailbox in which the meeting is created, i.e. the **Organizer email address** in the Exchange appointment. The user who actually organized the meeting (which can be in another mailbox) is provided by the **Sender email address** in the Exchange appointment and will be updated in the **Booked by** field.

All room mailboxes have a unique e-mail address in Exchange. If the reservation unit is available in Planon ProCenter, the room mailbox will accept the appointment by sending a confirmation mail to the meeting organizer.

In Planon ProCenter, if available, a reservation will be created for the corresponding reservation unit.

If the resource is not available in Planon ProCenter, the room mailbox will decline the appointment by sending a decline notification to the meeting organizer.

 In order to accept or decline room invitations by Planon ProCenter, a subscription for changes to the room mailbox is required.

 It is not allowed to create, change or cancel meetings directly in the room mailbox as this will not be carried through in Planon. As a result Planon and Exchange will no longer be in sync. Meetings should only be created, changed or canceled in the mailbox of the organizer.

Creating a reservation in Planon ProCenter

When the Exchange systems setting **Invite organizer** is enabled, the organizer will automatically be invited. Changing and cancelling the reservation will be reflected in the organizer's mailbox.

This only applies to reservation units linked to Exchange and when Connect for Outlook is enabled.



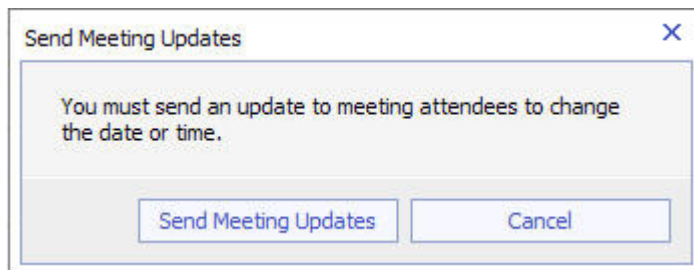
The organizer needs to accept the meeting request to add the meeting to his/her calendar. The organizer is invited by Planon as an attendee; therefore he/she cannot change the meeting in Outlook. When forwarding this meeting to other attendees, the organizer will not receive accept/decline messages because the room mailbox is the meeting's actual organizer.

Compound reservation units

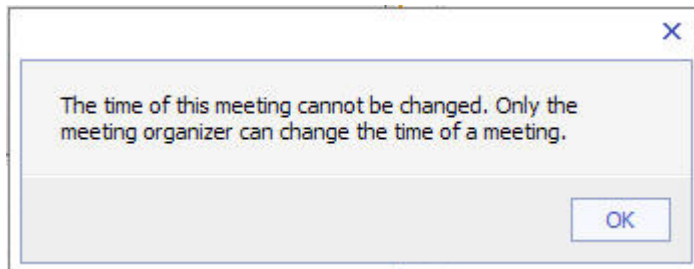
In Exchange, to be able to invite compound reservation units in Planon ProCenter, all sub components of the compound reservation unit must have a mailbox configured in Planon ProCenter and in Exchange.

Updating an appointment

To update the appointment time in the Exchange client, on the **Scheduling Assistant** tab, the meeting organizer simply resizes or drags the calendar item. The following message appears. The meeting organizer must send an update to inform all attendees/rooms.



Only the meeting organizer can update an appointment; if attendees attempt to change a meeting, the following message appears:





If a reservation is updated and a sub reservation that is linked to it is not available at the new date/time, only the sub reservation is not updated. This applies to all sub reservations (visitors, catering, etc.).

Assigning a different room

For all practical purposes it is sometimes necessary to change a meeting room reserved by party A because it is required party B. In Planon ProCenter a Facility Management employee or an Administrative Coordinator can do this by simple assigning a different room (reservation unit) to a reservation.

Example

1. A meeting organizer has sent a meeting request via Exchange inviting a room in Planon ProCenter and an attendee.

The meeting request is accepted by both the attendee (manually) and the room (automatically).

2. As it turns out, this meeting room is required by another party. In Planon ProCenter, the Facility Management employee switches the appointment's reservation unit.



For compound reservation units a message appears. Click **Proceed** to continue.

3. The Facility Management employee clicks Save to confirm the reservation unit change.
4. The meeting organizer receives a number of emails:
 - Decline mail by the previous room
 - Forwarded mail by the planonadmin account informing the organizer of the room change
 - An accept mail from the new room
 - A confirmation mail from the new room
 - A confirmation mail with the reservation details
5. The meeting organizer opens the meeting request in Exchange, which already contains the updated information (partly prefilled), amends the meeting request and sends an update.

The attendee receives an update listing the changed location.

Recurring appointments

In Exchange clients you can create recurring appointments. This functionality is supported by Planon ProCenter.

However, instead of creating a single reservation recurrence series, Planon ProCenter will create individual reservations for each occurrence in Exchange.

This implies that:

- Sub-orders need to be created for each reservation separately.
- An accept message will be sent for the whole series as a notification that the request is being processed.
- Confirmation/Decline messages will be sent per individual room reservation.
- Reservation changes must be carried through each reservation item manually.
- When updating a reservation, users will not be prompted to also update future reservations.

Since Exchange and Planon ProCenter behave differently on recurrence, few cases outlining the respective behavior are available. For more information, refer to [Recurrence](#).



Planon ProCenter does not support unlimited recurrence range. If this setting is used, the meeting request will be declined.



When using Connect for Outlook, do not assign a room to an existing recurrence series, because for meeting requests that are in the past you would receive decline notifications. Assign rooms only to new recurrence series.

Exchange client behavior

If a recurring meeting is created, Planon ProCenter will send an accept notification for the whole series and will send additional confirmation mails including a link to Planon Self-Service **Per occurrence**.

When a single occurrence is declined, by default the occurrence date is marked as exceptions in Exchange. If you move or change the duration of the meeting on the same day:

Outlook® Web
Access

The meeting will not act as a recurring meeting. None of the calendar item's exceptions will be updated. They will all remain as exceptions.

Outlook®

The meeting acts as a recurring meeting. All calendar items are updated to the new time/duration. The message that all single exceptions are lost and are recurrent again will be displayed.

For more information, see [Known Issues](#).

Canceling reservations created through Exchange

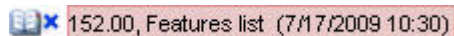
In day to day practice it may be necessary for a central authority to cancel a room reservation, for example when a specific room has been booked but is required more urgently by another party.

When given the proper authorization, an organization's central authority (such as a Facility Manager / Administrative Coordinator) may overrule a room booking by cancelling the corresponding reservation in Planon ProCenter.

1. Anne, the meeting organizer, creates an appointment in Exchange, inviting attendees and a room.

Upon sending her meeting request, she receives a confirmation from both the attendee and the room.

2. In Reservations > Reservations selection level > Reservations step, the Administrative Coordinator (AC) notices a scheduling conflict for this specific room. The AC selects the reservation, and on the Status transitions action menu, clicks Canceled. The reservation's status is changed to cancelled.



(The cancellation costs can be removed).

3. Anne, the meeting organizer, receives a decline mail informing her that the room reservation has been cancelled. Anne can now open the original appointment, select another room and sends an appointment update.

Deleting reservations

Deleting a reservation is only possible if appointments linked to the reservations are deleted first. Reservations should be cancelled before deleting them.



The calendar item in Exchange can be deleted. To signal this, the **Is removed calendar item** field on the Exchange appointment (**System info > Exchange appointment**) indicates whether the calendar item still exists in Exchange. As a record in Planon ProCenter, the Exchange appointment always remains even though the calendar item in Exchange is removed. However, you can archive the Exchange appointments with the **Archive** action on the action panel. This allows you to hide the exchange appointments that are not relevant and have a clear list of active appointments.

Extending reservations created through Exchange

In daily practice it may be required to extend a reservation without using Exchange. For example, in a conference meeting you can extend a meeting by entering the details on a meeting room's active board. The implementation behind the active board extends the reservation in Planon ProCenter through web services.

To accomplish this, Planon ProCenter can extend a reservation created through Exchange. The meeting organizer will receive an email notification about the extension. And only the calendar item in the room mailbox will be extended.

E-mail notifications

In various situations, Planon ProCenter sends notifications to Exchange:

- When an appointment is sent from Exchange, Planon ProCenter responds by sending notifications (Accept / Confirmation /Cancel / Decline /Errors).
- When cancelling a reservation in Planon ProCenter, a Cancellation notification is sent to the organizer. When cancellation is not possible, a cancellation error (unable to cancel) is sent to the organizer (the reservation in Planon ProCenter remains active).
- When amending a reservation created from Exchange in Planon ProCenter, the user will receive an email (reservation amended) notifying that the reservation has been amended.

Customers may customize these Accept, Confirm, Decline, Cancellation, Unable to cancel, Reservation amended, and Error notifications. To this effect, customer can define a mail merge report that will only support HTML.



For more information on customizing these reports, refer to *Connect for Outlook Administrator's Guide > E-mail notifications*.

Connect for Outlook - Multi time zone

To meet internationalization requirements, Connect for Outlook is multi time zone aware and supports global conferencing and daylight savings.

Preconditions

For multi time zone functionality, the following preconditions apply:

The rooms must be configured both in Exchange and in Planon ProCenter:

- Room – time zone A
- Room – time zone B

The users must also be configured in Exchange and in Planon ProCenter:

- User – time zone A
- User – time zone B


Connect for Outlook - Mailbox

The following actions are possible on the Mailbox business object in Planon ProCenter:

- You can change the e-mail address of a mailbox in Planon to reflect changes that have been applied to the mailbox in Exchange.

 Ensure you change the e-mail address in Exchange first before changing it in Planon. Otherwise, synchronization of existing appointments might fail.


- For maintenance purposes it is possible to delete a mailbox. When deleting a mailbox, all related appointments will be deleted. Synchronization of these meetings is then no longer possible.

 Ensure that existing reservations on this mailbox are cancelled before deleting it.

Connect for Outlook - Appointment

The following action(s) are possible on the Appointment business object in Planon ProCenter:

- For maintenance purposes it is possible to delete an appointment. When deleting an appointment, synchronization is no longer possible.

 Ensure that the reservation linked the appointment is cancelled before deleting the appointment.

Synchronization

Whenever a connection between Planon ProCenter and Exchange is lost, appointments and reservations appear out of sync.

To synchronize appointments/reservations, Planon ProCenter provides two options on the **Reservations** selection level > **Exchange mailbox** step > the **Action** menu.

- Synchronize Exchange --> Planon
- Synchronize Planon --> Exchange

Synchronizing Exchange with Planon ProCenter

If for any reason, Planon ProCenter is not available, Exchange appointments will have to be synchronized with Planon ProCenter.

For example, two new appointments are created in Exchange on April 20, from 9:00 to 10:00 and from 10:00 to 11:00. Because of the unavailability of Planon ProCenter, the corresponding reservations do not appear in Planon ProCenter.

Go to **Exchange Appointments**, on the **Action** menu, click **Synchronize appointment** to pull and process appointments from Exchange. As a result, the reservations are displayed in Planon ProCenter's graphical grid.

Synchronizing Planon ProCenter with Exchange

If for any reason, Exchange is not available, new reservations or updates will need to be synchronized with Exchange.

For example, two new appointments are created in Planon ProCenter on April 21, from 11:00 to 12:00 and from 12:00 to 13:00. Because of the unavailability of Exchange, the corresponding appointments do not appear in the Exchange room mailbox.

Go to **Exchange Appointments**, on the **Action** menu, click **Synchronize appointment** to push appointments to Exchange. As a result, the appointments will now be displayed in the Exchange.



When synchronizing a mailbox from Planon to Exchange, all reservations as on **Synchronize appointment** execution date and future reservations are synchronized.

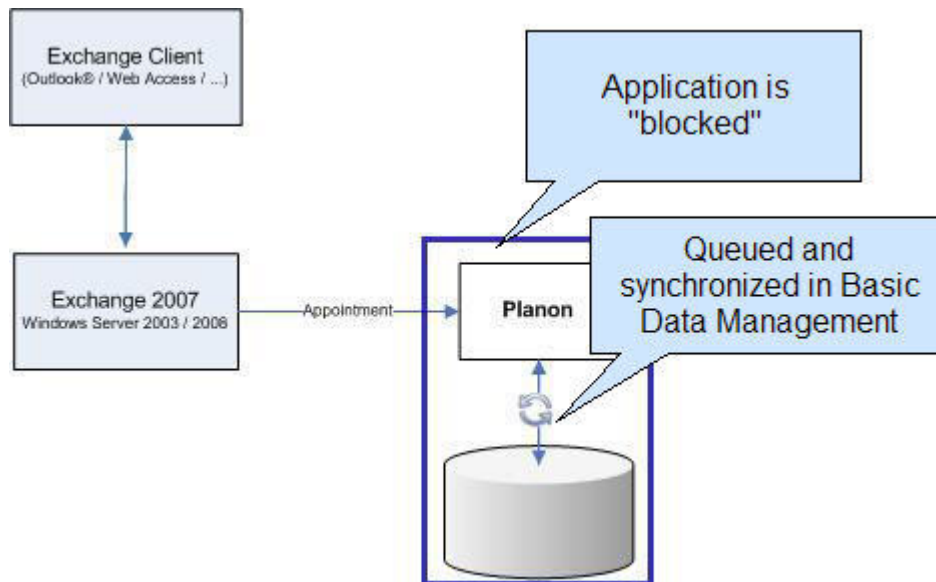
If appointments have not yet been created in Planon, they will be after executing **Synchronize appointment**.

For existing appointments, the status is taken into account. Only out-of-sync appointments will be resynchronized.

Locking application

In order to carry out systems maintenance it is possible in Planon ProCenter for the Planon administrator to temporarily block the application as to prevent end users from changing data. Effectively, all users (except the Planon administrator's Group) are barred from accessing Planon ProCenter .

While the application is blocked, Exchange will continue to send appointments to Planon ProCenter . Instead of blocking these appointments too, they are processed through the EXCHANGEADMIN account and are put in the Planon ProCenter database.



When the application lock is removed, the updated appointments appear out-of-sync and should be resynchronized in Supporting data > **Exchange appointments**.

Resubscribing mailboxes

Planon calculates whether a mailbox subscription is lost. The assumption is that the subscription is lost if the last notification date (**Reservations> Exchange Mailbox**) and the time set for Exchange to deliver the notification (**System Settings > Exchange**) are before the current date-time.

A lost subscription is indicated by an alert icon next to the mailbox in the element list.

When the maximum number of attempts to resubscribe a mailbox is reached, it will be indicated by an arrow-right-line icon next to the mailbox in the element list.

Unsubscribed mailboxes also appear on the **Lost Exchange Subscription** step.

Resubscribing manually

On the **Action** menu, resubscribe a single mailbox by clicking **Exists in Exchange**, and then clicking **Subscribing to mailbox**.

To resubscribe all mailboxes in one go, select all mailboxes in the left panel and on the **Edit** menu, click **Action on Selection**. In the dialog box that appears, click **Exists in Exchange** to resubscribe all mailboxes, and repeat this procedure for subscribing to mailbox.

Resubscribing automatically

Exchange mailboxes subscribe to a room in Planon ProCenter. If either Exchange or Planon ProCenter is down, the subscription of these mailboxes can be lost.

To detect and resolve such situations as early as possible, a scheduled task is available to check for lost subscriptions and resubscribe to the mailboxes automatically.

The subscription mechanism will also try to subscribe to mailboxes whose status is *Subscription failed*. In case of a **Configuration error** status, the mailbox will not be included.

Once the subscription is established successfully, the subscription mechanism will perform synchronization between Exchange and Planon ProCenter based on the **Synchronization on subscription** setting.



For more information on Synchronization on subscription settings and scheduled tasks, refer to *Connect for Outlook - Administrator's Guide*.



- If the scheduled task is active while you are configuring mailboxes, it will try to resubscribe to mailboxes for which subscription failed due to an incorrect configuration.
- If the configuration is now correct, the mailbox will automatically be resubscribed (or you can [resubscribe manually](#)).
- It is recommended to set the scheduled task to *Inactive* when configuring mailboxes.

Resynchronizing out-of-sync appointments

Appointments can remain out-of-sync if for, some reason, synchronization failed due to Exchange being down, the application being locked, an incorrect configuration, and so on.

To resynchronize appointments manually, go to **System info > Exchange appointments** and, on the action menu, click on **Synchronize appointments**.

It is also possible to resynchronize out-of-sync appointments automatically by adding an action definition in **Alerts** (see the Alerts documentation on how to add a schedule).

For example:

In **Alerts**, create an action definition to resynchronize out-of-sync appointments efficiently:

- Appointments that have a change date time < current date time -15 minutes.

The filter should be on Base Exchange Appointments, and all out-of-sync statuses should be selected to be sure all appointments (normal/transition time/compound) are resynchronized.

Planon Self-Service Reservations

If Planon Self-Service is part of your component configuration, and Planon ProCenter is correctly configured, meeting organizers will receive a Planon Self-Service link in Exchange's accept notification.



For more information on configuring Planon ProCenter, refer to *Connect for Outlook Administrator's Guide*.

When clicking the link in the Confirmation, the Planon Self-Service Reservation overview page is displayed, allowing the organizer to add/change catering, visitors, and some details for the meeting.

When a meeting is initiated in Exchange, a number of fields appear read-only to the meeting organizer in Planon Self-Service.



For a number of issues that may be relevant to Connect for Outlook, Planon Self-Service looks in to settings for Planon ProCenter. The following settings must be configured in Planon to be used by PSS:

- Start Cancellation Cost Calculation From Day
- Chargeable Reservation Days
- Free Time Between Reservations
- Auto Generate Order Cost Line
- Central Transition Time
- Auto Generate Cost Line
- Catering Order Group (Property setting)

Exchange - Errors and warnings

When a reservation is created in Planon, errors, warnings or confirmations may arise. For reservations resulting from meetings created in Exchange, these messages need to be processed automatically. This is done as described in the table below:

Type	Behavior
Errors	All errors will result in a decline by Planon.
Warnings	All warnings result in a decline. Exception - A specific subset of warnings; these warnings are ignored by Planon and the application proceeds. For an overview of warnings that do not result in a decline, refer to Warnings .
Confirmations	All confirmation messages that appear will be accepted (confirmed) by Planon.

Recurrence in Exchange

The following cases outline the recurrence behavior of the Exchange room mailbox as compared to the reservations in Planon ProCenter.

Case 1

i This case is the baseline against which all other cases are compared.

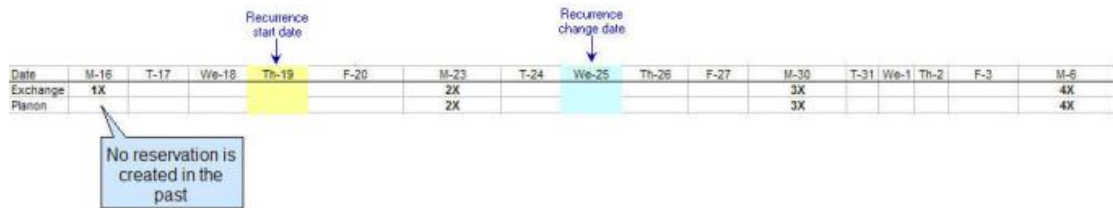
On Thursday 19, the recurrence series is created (initial date is in the past).

Recurrence pattern

Weekly on Monday

Recurrence range

End after 4 occurrences



Case 2

On Wednesday 25, the recurrence series initial start date is changed from Monday 16 to Monday 23.

Recurrence pattern

Weekly on Monday

Recurrence range

End after 4 occurrences

The result is that the whole series is updated in Exchange, whereas in Planon ProCenter only the amended reservation is created.



Case 3

On Wednesday 25, the recurrence pattern is changed from Monday to Friday.

Recurrence pattern	Weekly on Friday
Recurrence range	End after 4 occurrences

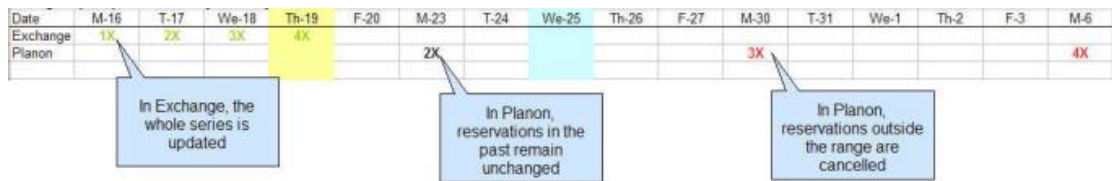


In Exchange, the series is updated, whereas in Planon ProCenter reservations in the past remain unchanged, a new reservation is created on Friday 27 and all other reservations are moved from Monday to Friday.

Case 4

On Wednesday 25, the recurrence pattern is changed to every work day (initial start date Monday 16).

Recurrence pattern	Every work day
Recurrence range	End after 4 occurrences



Case 5

On Wednesday 25, the recurrence pattern is changed to every work day and the range is extended from 4 to 20 occurrences.

Recurrence pattern	Every work day
--------------------	----------------

Recurrence range

End after 20 occurrences

Date	M-16	T-17	We-18	Th-19	F-20	M-23	T-24	We-25	Th-26	F-27	M-30	T-31	We-1	Th-2	F-3	M-6	T-7	We-8	Th-9	F-10
Exchange	1X	2X	3X	4X	5X	6X	7X	8X	9X	10X	11X	12X	13X	14X	15X	16X	17X	18X	19X	20X
Planon					2X			8X	9X	10X	11X	12X	13X	14X	15X	4X	17X	18X	19X	20X

In Exchange, the whole series is updated

In Planon, the change is applied as from the change date

In Planon, existing reservations remain unchanged

In Exchange, the series is updated, whereas in Planon ProCenter reservations in the past remain unchanged, existing reservations remain unchanged, and new reservations are created as from Wednesday 25 onward, and the recurrence range ends on Friday 10.

Warnings - scenarios

When prompted, Planon ignores the following subset of warnings; these warnings will not appear to the Exchange client user:

Message code	Appears when...
PN_A00354	If either the property or the reservation changes and the property for the meeting differ from the visitor's property, the user receives a warning.
PN_A00556	If the order is set to canceled and order costs are present and a budget is assigned, a warning is prompted indicating that the costs will still be charged against the budget.
PN_A00557	If the order is set to canceled and order hours are present and a budget is assigned, a warning is prompted that the hour costs will still be charged against the budget.
PN_A00567	The following situation applies: <ul style="list-style-type: none">• Main order is canceled• There are still suborders present• Induced status changes on suborders are allowed All suborders are canceled.
PN_A00574	If a reservation is created when there is already a reservation (in option status) present for the same time and on the same reservation unit.
PN_A00937	If an order's begin date/time is changed (both new as existing) and is before the system date time a warning appears. This warning is ignored if the appointment begin time is no more than 12 hours earlier than the system date/time.
PN_A00938	If an order's end date/time is changed (both new as existing) and is before the system date time a warning appears. This warning is ignored if the appointment start time is no more than 12 hours earlier than the system date/time.
PN_A00967	If the property of reservation has changed and one or more visitors with a parking space are related to the reservation for which the visitor's property is equal to the (old) property of the reservation,

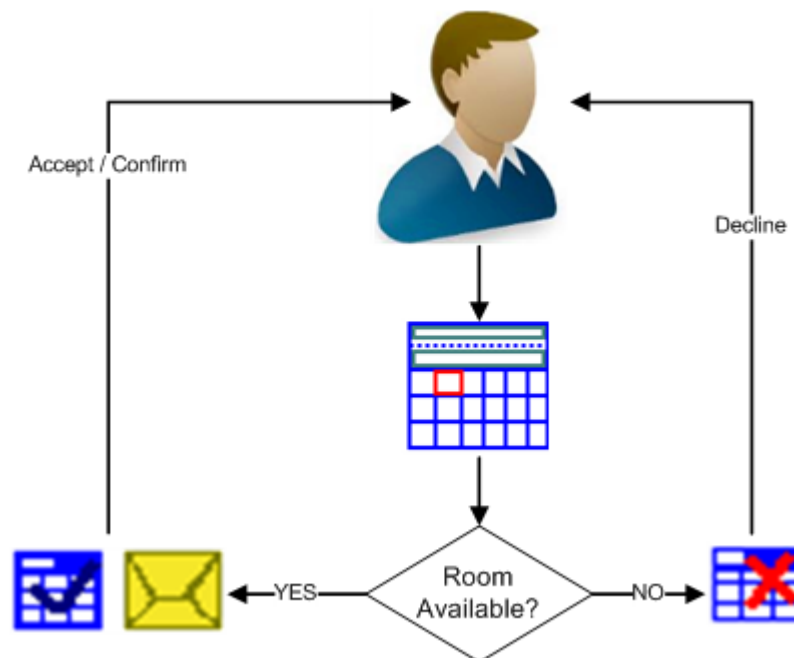
Message code	Appears when...
PN_A00968	the user receives a warning that the visitor's property will be changed, but the parking space is checked separately.
PN_A00969	If the begin date/time or end date/time of reservation was changed and one or more visitors are related to the reservation, the user receives a warning that the expected arrival and departure time of the visitors will be changed.
PN_A00970	If the begin date/time or end date/time of reservation was changed and one or more visitors with a parking space are related to the reservation, the user receives a warning that the expected arrival and departure time of the visitors will be changed.
PN_A00970	If the property of reservation has changed and one or more visitors are related to the reservation for which the visitor's property is equal to the (old) property of the reservation, the user receives a warning that the visitor's property will be changed.
PN_A01299	Changing or canceling Exchange appointments that are created in the past will result in warnings that will be ignored if the appointment start time is no more than 12 hours earlier than the system date/time.
PN_A01730	If a reservation is created when there is a already reservation with status option present for the same time on a compound reservation unit.
PN_A01751	If a reservation (in option status) is created when there is already a reservation present for the same time and on the same reservation unit.
PN_A01752	If a reservation (in option status) is created when there is already a reservation present for the same time and on the same compound reservation unit.

Reservation Process

- A recurrence series in Outlook® will be converted to individual reservations in Planon ProCenter.
- Catering orders need to be added per individual reservation.
- When a room cannot be booked because it is not available, the meeting request will continue to display the room's name in the **Location** field in Outlook. Action by the organizer is required to prevent miscommunication.
- Reservations that are synchronized with Outlook® can no longer be removed.
- Reservations created in Outlook® are reflected in Planon ProCenter. However, reservations created in Planon ProCenter are not reflected in an attendee's personal calendar.
- In Planon you cannot move a meeting created in Outlook® to another time slot. It is, however, possible to extend the meeting or assign a different room. The reason for this is that Planon cannot inform or update the meeting attendees. When a meeting is amended, only the organizer will be informed. When the room is changed, the old room is declined and the new room is invited, consequently, the organizer's meeting will contain both rooms and action is required to clear this.

The following illustrations describe the various flows:

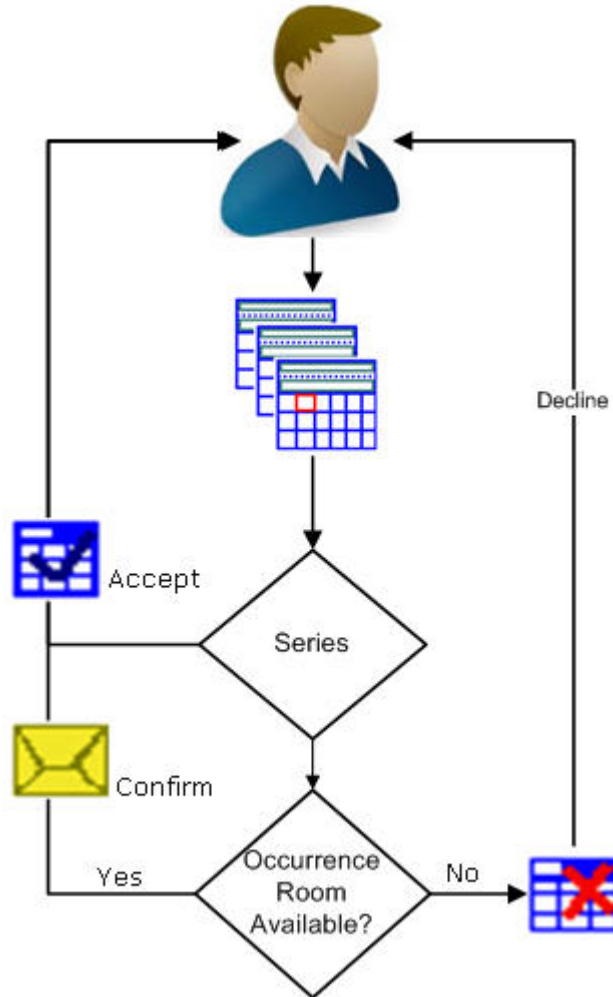
New, single meeting



For the single appointment, the user will receive:

- A single accept and confirmation when the room is available.
- A decline when the room is not available.

New, recurrent appointment (series)




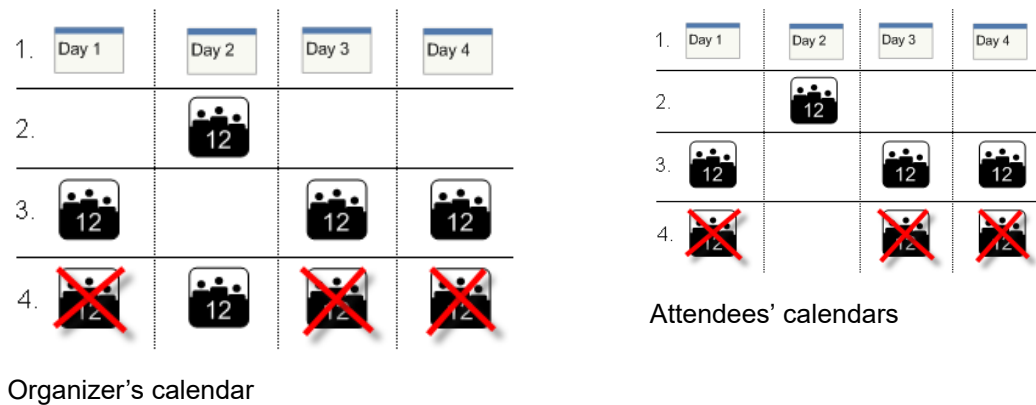
For the appointment series, the user will receive:

- A single accept for the whole series.
- A confirmation / decline per occurrence.

Exchange - Known Issues

- Exchange does not correctly process switching room and removing a recurrence pattern in one go. In Planon ProCenter, the reservations of the first room cannot be cancelled and will stay booked, whereas in Exchange they will be marked as cancelled in Exchange instead of removed.
- OWA does not correctly process adding a room to a recurrence and simultaneously changing the recurrence pattern if the room was already invited for one or more exceptions of the recurrence. The room will be assigned to the whole series, but the exception will not be removed. In Exchange, the room's calendar item will be marked as cancelled and will not be removed. In Outlook, this scenario will result in cancelling the exception and inviting the room for the recurrence.
- Exchange does not correctly process exceptions.
 1. Create a recurring series of any number of appointments.
 2. Open and assign a room to the second occurrence.
 3. Open the series and assign a room to it.
 4. Open the series and cancel the room.

 In Exchange, the room assigned to the second occurrence is not removed from the organizer's calendar whereas it is removed from the attendees calendar.



Connect for Outlook to Connect for Calendars - Migration

Customers using Connect for Outlook who wish to move to using Connect for Calendars need to migrate their configuration.

Planon can assist in the migration process as well as in onboarding the corresponding data.

For more information or assistance, please contact your account manager.

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