GSD. Outlook - Outlook Calendar Issues

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General Information:

Possible symptoms/errors:

User wants to know how to Resolve Outlook Calendar IssuesUser missed some invitation entries or
has double entries for the same meeting in Outlook calendar

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

When user misses some invitation entries or has double entries for the same meeting in Outlook
calendar, they have to first delete the entries then restore them by following the steps mentioned below:

Details:

To Delete all Calendar entries in local Outlook file, advise user to:

Go to their Calendar in OutlookRight click on user's CalendarClick on "Properties".

Click on Clear Offline Items > OK.

This will delete all Calendar entries in user's local Outlook file.

To restore all entries from Outlook calendar, advise user to:

Click the Send / Receive tab > Update Folder.This will collect all their calendar entries from Exchange
Online again.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A