

Outlook Web - Periods have duplicate IDs

In seldom cases, the Outlook Web Sensor produces the following error when it comes to the Calendar Lookup Simulation

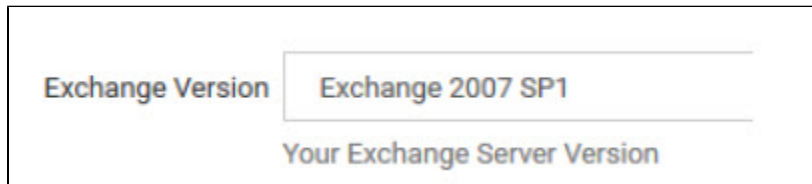
*OutlookWeb: lookup for user <username> failed with error System.Exception: Proxy web request failed. , inner exception: System.Web.Services.Protocols.SoapException: **Periods have duplicate IDs.***

Solution

Adjust the Outlook Web Sensor

- open the *Outlook Web Sensor*
- Select the following item in the Exchange Version field

Exchange 2007 SP1



The image shows a configuration window for the Outlook Web Sensor. It features a label 'Exchange Version' on the left and a text input field on the right. The input field contains the text 'Exchange 2007 SP1'. Below the input field, the text 'Your Exchange Server Version' is displayed. The entire configuration area is enclosed in a rectangular border.

- Save
- Hit *Deploy Sensor Configuration*