

Troubleshoot Webex Scheduler Add-in Grayed out in Outlook

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Introduction

This document describes why Webex Scheduler Add-in is grayed out when you create a Webex Meeting in Outlook for Windows.

Background Information

When you use a shared calendar and schedule on behalf of (SOBO) another user in Microsoft Outlook for Windows, the Webex Scheduler Add-in button is grayed out. You are not able to select it when Outlook is used in an On-Prem Exchange environment, as shown in this image:



Note: Outlook on Mac and the Outlook Web App (OWA) are unaffected and can SOBO as normal in shared calendars.

Reason

The reason this happens is due to a limitation with Microsoft Exchange and Windows Outlook clients where web-based add-ins like Webex Scheduler are not supported in shared calendar scenarios. Because of this, the Webex Scheduler Add-in appears grayed out when SOBO another user's calendar.

Solution

Based on the Microsoft Documentation [Shared Folders and Shared Mailboxes](#), Microsoft is

currently in preview to support web based add-ins for on-prem exchange. Please review Microsoft's guidelines within the article to update Exchange and/or the Outlook client to be on a supported version to use add-ins in shared calendars.

Workaround

If you are unable to upgrade at this time, the provided workarounds can be used to SOBO a shared calendar:

- Schedule meeting on Outlook for Mac
- Schedule meeting on OWA
- Review our documentation [Webex Help Center](#) to SOBO another user within the Preferences section of Webex Scheduler on your own calendar.

Note: If you schedule meetings for other hosts this way, the meeting invite appears to be from you instead of the host you scheduled the meeting for. Additionally, the meeting does not appear on the Host's Outlook calendar. Please make sure to add the host to the invite so that they can have it on their calendar as well.

Related Information

- [Known issues and limitations for Webex Scheduler for Microsoft Outlook](#)
- [Enable shared folders and shared mailbox scenarios in an Outlook add-in](#)
- [Schedule meetings for another host in Microsoft Exchange with the Webex Scheduler](#)