

[Cisco Unified MeetingPlace, Release 6.x](#) > [Web Conferencing](#) > [Configuring](#) > [Web Conferencing and SQL Server](#)

This section describes how to restore Cisco Unified MeetingPlace Web Conferencing functions after a boot failure due to mismatched Audio Server hostnames.

See the following sections:

- [Restoring the Cisco Unified MeetingPlace Web Conferencing If the Audio Server Has Changed](#)
- [Restoring the Cisco Unified MeetingPlace Web Server If the Audio Server Has Not Changed](#)

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Restoring the Cisco Unified MeetingPlace Web Conferencing If the Audio Server Has Changed

The Cisco Unified MeetingPlace Web Conferencing server is configured to point to a particular Cisco Unified MeetingPlace Audio Server system. To restore the Web Conferencing server by updating the Audio Server system that this Web Conferencing server points to, complete the following procedure.

Before You Begin

- In this procedure, we refer to the web server machine as a "unit".

To Change the Cisco Unified MeetingPlace Audio Server Connection

1. Stop the Cisco Unified MeetingPlace Web Conferencing Service and Gateway SIM Service. If other Web Conferencing servers share the database with this server, stop the services on those servers as well.

For instructions, see the [To Stop All Cisco Unified MeetingPlace Web Conferencing Services](#).

Note: Do not restart services until you have completed this procedure.

2. Open the Gateway SIM Agent.

1. Open the MeetingPlace Gateway Configurations utility.

For instructions, see the [To Open the MeetingPlace Gateway Configurations Utility](#).

2. Click the **Gateway SIM** tab.

3. Delete this unit from the primary Cisco Unified MeetingPlace Audio Server system.

1. From the lower-left pane of the Gateway SIM tab, click the name of the Audio Server system that you want to disconnect from.
2. Click **Delete** .
4. Change the Audio Server hostname from the old server name to the new server name in the MPWEB database:
 1. Open Enterprise Manager and navigate to the \Databases folder.
 2. Choose and expand the **MPWEB** database.
 3. From the left pane, choose **Tables** .
 4. In the right pane right-click **System** , then from the pop-up menu, choose **Open Table > Return All Rows** .
 5. Change the value in the HostName column to the desired value.
5. Delete all Cisco Unified MeetingPlace Web Conferencing attachment subfolders.
 1. From Windows Explorer, navigate to the location of your attachment folder, for example, *drive:\Web_data\MPWeb\Meetings* .
 2. Delete all of the subfolders. Do not delete the Meetings folder.
6. Add this unit to a new Cisco Unified MeetingPlace Audio Server system.
 1. Open the Gateway SIM Agent.
 2. Click **Add** .
The MeetingPlace Server Entry window appears.
 3. In the MeetingPlace Server Entry window, enter the new configuration information as follows:

Parameter	Action
Server Name	Enter the hostname of the Cisco Unified MeetingPlace Audio Server system. Note: If you use an IP address instead of a hostname for the Audio Server system, you will have to update the IP address on the Web Conferencing server whenever you change the IP address on the Audio Server.
Shadow Server	Leave this field as is.
Client IP Address	Enter the IP address of the machine on which the Gateway SIM is installed.
Transfer Destination	Leave this field as is.
Link Encryption Disabled	Leave this check box unchecked. When the check box is unchecked, communications between the Gateway SIM and the Audio Server system are encrypted. Encryption uses a 56-bit DES algorithm with a secret key. Note: You can check this option to send communications in clear text; however, we do not recommend this.

4. Click **OK** , then **OK** again.

7. Restart the Gateway SIM service and the Cisco Unified MeetingPlace Web Conferencing Service. If other Web Conferencing servers share the database with this server, restart the services on those servers as well.

For instructions, see the [To Restart All Cisco Unified MeetingPlace Web Conferencing Services](#).

8. Verify that this unit is attached to the new Audio Server system and that a unit number is assigned.
 - a. Open the Gateway SIM Agent.
 - b. Make sure that the newly entered Audio Server system is listed in the left window.
9. Update the Web Conferencing server with user and meeting information from the new Audio Server system.
 - a. Sign in to Cisco Unified MeetingPlace Web Conferencing.
 - b. From the Welcome page, click **Admin** , then click **Replication Service** .
 - c. For Replication Service Command, choose **Update All User Profiles** .
 - d. Click **Submit** .
 - e. Change the Replication Service Command to **Update All Meetings** .
 - f. Click **Submit** .

Restoring the Cisco Unified MeetingPlace Web Server If the Audio Server Has Not Changed

If the Cisco Unified MeetingPlace web server cannot be started because you have changed the value of the hostname in the Gateway SIM administrator user interface, modify the value of the hostname in the SQL database to match the new hostname value in the Gateway SIM.

Restrictions

This procedure is strictly limited to the situation where the database on the Cisco Unified MeetingPlace Audio Server system is the same as the database on the Cisco Unified MeetingPlace web server.

Caution! Misuse of this procedure in any other situations will cause database corruption and subsequent Cisco Unified MeetingPlace Web Conferencing functional failures.

To Restore the Cisco Unified MeetingPlace Web Server

1. Stop the Cisco MeetingPlace Web Conferencing service.
For instructions, see [Stopping All Cisco Unified MeetingPlace Web Conferencing Services](#).
2. Verify that all Web Conferencing services are shutdown, including the IIS Admin Service and WWW Publishing Service.
3. Open Enterprise Manager and navigate to the \Databases folder.
4. Choose and expand the **MPWEB** database.
5. From the left pane, choose **Tables** .
6. In the right pane right-click **System** , then from the pop-up menu, choose **Open Table > Return All Rows** .
7. Change the value in the HostName column to the desired value.
8. Start the Cisco MeetingPlace Web Conferencing service or reboot the server.