Main page: Cisco Unified MeetingPlace, Release 7.0

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Checking the System Status, Alarms, and Logs

Procedure

1. Log in to the Administration Center.
2. Check the system status:
   1. Click **Services > System Status**.
   2. Click **View Status**.
   3. Verify that the following text appears in the output:
      ```
      System mode: Up
      Media control: Up
      ```
   4. Verify that none of the modules are in DOWN state.
   5. If the system status details indicate an unexpected DOWN state, check the alarm table or the exception log to see why the module or system is down, and resolve the issue.
3. Check the alarm table:
   1. Click **Services > Alarms**.
   2. If the alarm table displays a relevant alarm entry, check the exception log for actual relevance to and details for the failed call.

      Checking the exception log is recommended because the alarm table combines multiple alarm occurrences into a single table entry.
4. Check the system logs:
   1. Click **Services > Logs > View System Logs**.
   2. Set the parameters according to your needs.

      For example, you may want to first limit the displayed output to major log entries for the day when the issues occurred.
   3. Click **View Logs**.
   4. Repeat Step 4 as needed.

      For example, if the output does not include any relevant issues, then expand the output to include lower severity levels.

If you see relevant log entries for specific module numbers, you can narrow the log output to issues for a specific module.

Related Topics

- Using Alarms and Logs on Cisco Unified MeetingPlace
- Troubleshooting Video Issues for Cisco Unified MeetingPlace

Checking the Media Server Status

Procedure

1. Log in to the Administration Center.
2. Click **Media Server Administration**.
3. Log in to the Media Server Administration.
4. Click **Resource Management > MCU**.
5. Verify that the following appears for each configured MCU:
   - Status-Online
   - Connection-Connected
6. If the status of an MCU is unexpectedly offline, then do the following:
   1. Click the MCU name.
   2. Click the **Online** radio button.
   3. Click **OK**.
7. If an MCU is online but disconnected, then the MCU does not have network connectivity.
8. Check the network connection status for the MCU Ethernet port:
   1. Log in to the Administration Center.
   2. Click **Media Server Administration**.
   3. Log in to the Media Server Administration.
   4. Click **Resource Management > MCU** in the sidebar.
   5. Click the name of an audio blade (MCU) entry.
   6. Click **Go TO MCU...**
      The Media Server Administrator (MSA) appears in a new browser window.
   7. If prompted, log in to the MSA.
   8. Click **Board** in the sidebar.
   9. Click the **Addressing** tab.
   10. Verify that the Ethernet **Port status** matches the port settings on the switch to which the MCU is connected.

Related Topics

- Viewing the Status of the Media Server
- Troubleshooting Video Issues for Cisco Unified MeetingPlace

Checking the Audio Licenses

Procedure

1. Log in to the Administration Center.
2. Click **Maintenance > Licenses > Licenses Summary**.
3. Verify that the correct voice conferencing licenses are installed and enabled on your system.
4. If necessary, reinstall licenses.

Related Topics

- Planning the Capacity of your Cisco Unified MeetingPlace System
- Installing and Managing Licenses for Cisco Unified MeetingPlace
- Troubleshooting Video Issues for Cisco Unified MeetingPlace