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How to Troubleshoot the Application Server Installation

Main page: [Cisco Unified MeetingPlace, Release 7.1](#)

Installation Errors

Problem: During the installation, a dialog box seems to disappear.

Possible Cause: The missing dialog box is probably in the background.

Solution: Press Alt-Escape to switch back to the dialog box.

Problem: During the installation, the system hangs.

Explanation: This may be because you skipped the media check.

Solution: If you skipped the media check, abort the installation and start over. Do not skip the media check this time.

Related Topic

[Installing the Cisco Unified MeetingPlace Application Server](#)

Problem: The Install Complete page displays a message stating that there were errors during the installation.

Solution: Uninstall the application, reboot the system, and install everything again.

Problem: The system still gives errors after installing the operating system and application the second time.

Solution: Go to the log to see the error messages. The log is located at **opt/cisco/meetingplace/MP_<version number>_InstallLog.log** where <version number> is the version number of Cisco Unified MeetingPlace that you are installing.

DNS Entry Problems

Problem: When a user dials in to the system, they hear only the reorder tone.

Possible Cause: The system did not generate the DNS entries in the UpdatedSIPConfig.xml file correctly. This can happen if you added the secondary DNS on the confirmation screen of the operating system installation or if you made any changes to the values on that screen. For further information, see [Installing the Cisco Unified MeetingPlace Application Server](#).

Recommended Action: Update the etc/resolv.conf file with the correct entries and then restart the Application Server.

Procedure

1. Log on to a server as the user called mpadmin.
2. Enter **su** to switch to the root user.
3. Use a text editor to open the file called etc/resolv.conf.

The DNS entries should appear as follows:

```
nameserver <IP address>  
nameserver <IP address>
```

For example:

```
nameserver 171.70.168.183  
nameserver 171.68.226.120
```

If there is a problem with the DNS entries, they may appear as follows:

```
nameserver <IP address><IP address>
```

For example:

```
nameserver 171.70.168.183 171.68.226.120
```

4. Type the correct DNS entries.
5. Save and close the file.
6. Restart the Application Server by entering **mpx_sys restart**.
The system regenerates the UpdatedSIPConfig.xml file with the correct DNS entries.
7. When all the services have come back up, navigate to the directory where the UpdatedSIPConfig.xml file is by entering **cd /opt/cisco/meetingplace/sipserver/conf**.
8. Open the file.
9. Find the lines that start with <DNSServerIP>.
10. Ensure that the DNS entries are correct.

About Time Zones and Clock Settings

- [System Clock](#)
- [Time Zone Table](#)
- [Incorrect Clock Time](#)

System Clock

Each Cisco Unified MeetingPlace system has a system clock that is independent of the locale. This system clock should always be set to match UTC (also called GMT). If you know the current time of your system in UTC, you can verify that the system clock is correct by going to the command line and entering "date --utc" which prints the date and time as UTC. If the system clock is not consistent with UTC, the system will not behave as expected.

Time Zone Table

The time zone table tells the Cisco Unified MeetingPlace system how to interpret the clock according to the locale. Daylight savings time is a function of the time zone and not a function of the system clock. If you see that the time is not changing correctly for daylight savings, that means that your system is set to the wrong time zone or that the time zone table is incorrect. Governments periodically tinker with time zones, which is why the time zone table needs to be regularly refreshed.

Caution! Changing the system clock to work around a problem with the time zone table is a very bad idea and can result in long-term system misbehavior. If the time zone is set correctly and the system displays the wrong time, please contact Cisco TAC.

Incorrect Clock Time

If the time on the system clock does not match the true UTC time, it is most likely caused by one of the following errors:

- Setting the time incorrectly when installing the system.
- Clock drift. You can avoid this by synchronizing the clock to an accurate external time reference using Network Time Protocol (NTP). We strongly recommend that you NTP to synchronize your clocks.
- Replacing any of the hardware.

- Bad time setting in the NTP server, or failure to communicate with the NTP server.
- Selecting the wrong time zone.
- Using a time zone definition that is obsolete.

Clock Errors After Initial Installation

Problem: I just finished installing the Application Server and the time is wrong.

Solution: If you have just completed the installation, we recommend that you uninstall and then re-install the Application Server.

Tip: Synchronize your system time using a reliable, external NTP server to avoid this problem.

Related Topics

[How to Reinstall the Application Server](#)

Clock Errors During Normal System Usage

Problem: The time on the system clock is wrong and I need to change it. This is because of daylight savings time.

Solution: Synchronize your system time using a reliable, external NTP server to avoid this problem.

Moving the Clock Backwards

Problem: The time on the system clock is wrong and I need to move it *backwards*. (This is not because of daylight savings time.)

Tip: Synchronize your system time using a reliable, external NTP server to avoid this problem.

Solution: Do the following:

Procedure

1. Check that you are using the correct time zone. If you are not using the correct time zone, change to the correct time zone.
2. If you are using the correct time zone and you still need to move the clock backwards, reinstall both the operating system and the application.
3. If you are using the correct time zone and reinstalled both the operating system and the application and you still need to move the clock backwards, contact Cisco TAC.

Related Topics

- [Time Zone Changes During Normal System Usage](#)
- [How to Reinstall the Application Server](#)

Moving the Clock Forward

Problem: The time on the system clock is wrong and I need to move it *forward*. This is not because of daylight savings time.

Tip: Synchronize your system time using a reliable, external NTP server to avoid this problem.

Solution: Change the time using the following procedure.

Restrictions

- The system may confuse old and new meeting and logging data until the time catches up. Users may not be able to attend some meetings that were previously scheduled.
- If you back up the time a month or more you could corrupt the schedule for meetings that are scheduled in 24 months from now and later. (If you do not allow meetings to be scheduled two years in advance this might not be a problem.) The problem is that the system keeps track of resource usage for the next 24 months. If you back up the time on the system clock, you lose data off the end.
- The logs will be unordered because they are supposed to be sorted in time order.
- If you are using the Cisco Unified MeetingPlace web meeting room, you may run into problems.

Procedure

1. Enter **su -** at the CLI to switch to the root login.
2. Enter **mpx_sys stop** to stop the Application Server software.
3. Enter **date '<MMDDhhmm[CCYY][.ss]>'** to set the date or time, where **<MMDDhhmm[CCYY][.ss]>** is the month, day, hour, minute, calendar year and seconds.
4. Enter **reboot** to restart the system.

How to Update the NTP Server

Problem: I need to update the NTP server.

Solution: Follow the steps below.

Procedure

1. Enter **su -** at the CLI to switch to the root login.
2. Enter **mpx_sys stop** to stop the Application Server software.
3. Enter **net** to access the network configuration utility.
The system displays the following:
 - 1) List current configuration
 - 2) Configure Ethernet
 - 3) Set host name
 - 4) Set domain name
 - 5) Configure DNS service
 - 6) Configure NTP service
 - 7) DoneSelect :
4. Enter **6** to configure the NTP service.
5. Enter the IP address or Fully Qualified Domain Name (FQDN) of the new NTP server.
6. Press Enter at the prompt to enter additional servers.
7. Enter **7** at the net command main menu.
8. Enter **y** when asked if you want to save your changes.
9. Enter **reboot** to restart the system.

How to Immediately Synchronize with the NTP Server

Problem: I need to manually synchronize the Application Server with the NTP server.

Solution: Follow the steps below.

Tip: Synchronize your system time using a reliable, external NTP server to avoid this problem.

Procedure

1. Enter **su -** at the CLI to switch to the root login.
2. Enter **mpx_sys stop** to stop the Application Server software.
3. Enter **ntpdate -u <server_name>** to immediately synchronize the time with the NTP server, where *<server_name>* is the hostname (FQDN) or IP address of the NTP server.
4. Enter **reboot** to restart the system.

Time Zone Changes During Normal System Usage

Problem: I am physically moving my Application Server to another location that uses a different time zone. How do I change the time zone?

Solution: Follow the steps below to change the time zone.

Procedure

1. Go to the operating system login page.
2. Log in as the user called **root**.
3. Enter the password associated with this username.
The system displays the operating system desktop.
4. Choose **Application > System Settings > Date & Time**.
5. Click the Time Zone tab.
6. Select the new time zone.
7. Click **OK**.

Voice User Interface is Significantly Slow

Problem: The Voice User Interface (VUI) is running significantly slow.

Solution: Check the settings of the write cache on your RAID controller (Default Write option). When the Default Write option is set to **Write Back with BBU** and the battery backup unit (BBU) fails or goes offline to a re-learn cycle, the Default Write setting fails back to **Write Through**. Without a working battery backup unit, this value is safer in case of power failure. But it also results in a performance penalty on the I/O subsystem of the host device. While the faulty battery backup unit is being repaired, the workaround is to enable the cache explicitly (Disk Cache option), even if it's set to the **No Change** setting, and put the Default Write setting explicitly to **Write Through** mode. This should return the voice user interface to an acceptable level until the faulty battery is replaced and you can safely set the Default Write option back to **Write Back with BBU** mode.