

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

Up one page: [Installation](#)

Contents

- [1 SQL Server Error Messages](#)
- [2 Changing the Time](#)
 - ◆ [2.1 Procedure](#)
- [3 Changing the Hostname of the Application Server](#)
 - ◆ [3.1 Before You Begin](#)
 - ◆ [3.2 Procedure](#)

SQL Server Error Messages

Error Message: Error -2147221297 [Microsoft][ODBC SQL Server Driver][SQL Server] InvalidColumn Name 'Timestamp'

Explanation: If you see the preceding error message and cannot connect to the database on the SQL Server during the Cisco Unified MeetingPlace Web Conferencing installation, your connection problem might be due to a case-sensitive SQL Server.

Recommended Action: Run the installation on an SQL Server that is not case-sensitive.

Changing the Time

Problem: The time is not synchronized between the Web Server and the Application Server.

Possible Cause: You did not set the time on the Web Server before installing the Web Conferencing software.

Possible Cause: The Web Server is not synchronizing with the NTP server.

Solution: Follow the steps in this procedure.

Procedure

1. Verify that the Windows Time Service is enabled and running.
2. Stop and restart the Web Conferencing master service.

When the Web Conferencing master service restarts, the system invokes the Windows Time Service to synchronize the Web Server with the NTP server.

3. If the clock is still not synchronized, verify that the Web Server is getting the clock signal from the correct NTP source by doing the following:
 1. Choose **Settings > Control Panel > Date and Time** from the Windows Start menu.
 2. Click **Automatically Synchronize with an Internet Server**.
 3. Enter the IP address of an NTP server.
 4. Click **Update Now**.

NOTE: When you restart the Web Server, all manual changes made to the registry are lost.

Changing the Hostname of the Application Server

Follow these steps if you need to change the hostname that you have already defined for the Application Server.

Before You Begin

If you change the Application Server hostname (for eth0), then you must also perform the following actions:

- Configure the DNS1 server to point the old hostname to the new hostname.
- Restart the application by entering either the `mpx_sys restart operating system` command or the `reboot Linux` command.
- If you enabled SSL for the Application Server, complete the "Generating a Certificate Signing Request and Obtaining the Certificate" module in the *Cisco Unified MeetingPlace Release 7.1 Configuration Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.htm
- If you installed the Cisco Unified MeetingPlace Conference Manager, complete the "Editing an Existing Server in the How to Add, Edit, or Remove a Server" module in the *Cisco Unified MeetingPlace Release 7.1 Configuration Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.htm
- Complete the "Changing the Cisco Unified MeetingPlace Application Server Connection Configured in the Gateway SIM" module in the *Cisco Unified MeetingPlace Release 7.1 Configuration Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.htm
- If you integrated the system with Cisco WebEx, notify the Cisco WebEx administrator to update the Cisco Unified MeetingPlace hostname that is configured in the Cisco WebEx license manager.

Procedure

1. Stop the web conferencing services and the Gateway SIM service. See the "How to Use the Cisco Unified MeetingPlace Web Conferencing Service" module in the *Cisco Unified MeetingPlace Release 7.1 Configuration Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_installation_and_configuration_guides_list.htm for information on stopping services.

2. Choose **Start > Programs > Cisco Unified MeetingPlace Configuration > Cisco Unified MeetingPlace Gateway Configuration**.
3. Click on the entry for the Application Server.
4. Click **Delete**.
5. Log in to the CLI of the Application Server. See the "How to Log in to the CLI" module in the *Reference Guide* at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_technical_reference_list.html for information on using the CLI.
6. Enter **net** at the prompt.
7. Enter **3** to change the hostname.
8. Go to the Web Conferencing server.
9. Choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
10. Open the "System" table in the MPWEB database.
11. Change the name of the Application Server from the old hostname to the new hostname for the entry in the Hostname column.
12. Double-click the orange door icon in the system task bar.
The system opens the MeetingPlace Gateway Configurations utility.
13. Add a new entry for the Application Server, using the new hostname.
14. Reboot the Web Conferencing Server.

NOTE: When you restart the Web Server, all manual changes made to the registry are lost.