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Configuring Logging

If you encounter a problem with the Microsoft Office Communicator for Cisco Unified MeetingPlace integration, begin troubleshooting by configuring verbose logging, attempting to reproduce the problem, examining the event log, and then returning the logging level to informational.

Before You Begin

Log in as an administrator to the Cisco Unified MeetingPlace Web Server.

Procedure

1. Right-click the orange icon in the system tray.
2. Click **Properties**.
3. Click the **Single Sign-On** tab.
4. Check the **Verbose Logging** check box.
5. Click **Apply** to save the change.
6. Click the **LCS Gateway** tab.
7. Choose **Verbose** for Log Level.
8. Click **Apply** to save the change.
9. Click **OK**.
10. Stop the Cisco Unified MeetingPlace LCS Gateway service.
11. Restart the Cisco Unified MeetingPlace service.
12. Start the Cisco Unified MeetingPlace LCS Gateway service.

13. To access an event log, right-click the Cisco Unified MeetingPlace icon in the system tray and choose **Eventlog**.

Meeting Logs

The meeting logs are located in the C:\Program Files\Cisco Systems\LogFiles directory. The file names start with GWSIM_eventlog.

Note: For troubleshooting purposes, the Microsoft LCS Conference ID and Cisco Unified MeetingPlace meeting ID are both logged when the system creates the meeting. When the MOC user ends the meeting, the link between these two IDs is removed. If the MOC user initiates another meeting, the system uses the same Microsoft LCS Conference ID, but it will be mapped to a new Cisco Unified MeetingPlace meeting ID.

Cisco Unified MeetingPlace LCS Gateway Startup Problems

Problem: The Cisco Unified MeetingPlace LCS Gateway service fails to start.

Explanation: The Cisco Unified MeetingPlace web conferencing service was not started before the Cisco Unified MeetingPlace LCS Gateway service was started.

Solution: Stop the Cisco Unified MeetingPlace LCS Gateway service and restart the Cisco Unified MeetingPlace web conferencing service.

Before You Begin

Log in as an administrator to the Cisco Unified MeetingPlace Web Server.

Procedure

1. Stop the Cisco Unified MeetingPlace LCS Gateway service.
2. Restart the Cisco Unified MeetingPlace web conferencing service.
3. Start the Cisco Unified MeetingPlace LCS Gateway service.

Error Messages Related to Performing Selected Action

Error Message: Cannot perform the selected action. This action may not be permitted by the conferencing service. Please try again. If the problem persists, please contact your system administrator.

Explanation: This error message may appear when the Cisco Unified MeetingPlace client attempts to initiate a meeting. It indicates you have not installed the msft_int license.

Recommended Action: Verify that the correct option key has been entered for the Microsoft LCS integration. See [Final Steps of the Configuration](#).

Error Messages Related to Connecting to the Cisco Unified MeetingPlace Web Server

Error Message: Cannot contact conferencing server. The conferencing service is currently unavailable. You may be having local connection problems, or your conferencing service may be experiencing temporary difficulties. If the problem persists, please contact your system administrator.

Explanation: This error message may appear when the MOC client times out while attempting to initiate a meeting. It indicates a communication problem between the Microsoft LCS Server and the Cisco Unified MeetingPlace LCS Gateway.

Recommended Action: Configure logging and check the event log to see if the Cisco Unified MeetingPlace LCS Gateway is receiving requests from the Microsoft LCS Server. See [Configuring Logging](#).

Recommended Action: If the Cisco Security Agent for Cisco Unified MeetingPlace is installed on the Cisco Unified MeetingPlace LCS Gateway, verify that a TCP port between 5060 and 5069 is in use between the Cisco Unified MeetingPlace LCS Gateway and the Microsoft LCS Server. See [How to Perform Initial Configuration of the Cisco Unified MeetingPlace LCS Gateway](#) and [Configuring the Microsoft LCS Server to Route Meeting Requests to the Cisco Unified MeetingPlace LCS Gateway](#).

Recommended Action: If you are still encountering problems, make sure that your deployment has been verified with TCP configured rather than TLS. With TCP, you can use a network sniffer to sniff SIP packets between the Microsoft LCS Server and the Cisco Unified MeetingPlace LCS Gateway, to verify that meeting messages are being sent to the Cisco Unified MeetingPlace LCS Gateway and that replies are being sent to the Microsoft LCS Server. Once the deployment works with TCP, configure TLS according to the instructions in [Final Steps of the Configuration](#).

Error Messages Related to Suspended Accounts

Error Message: Account suspended. This account has been temporarily suspended. Please contact your conferencing service provider for additional details.

Explanation: This error message may appear when the MOC client attempts to initiate a meeting. In most cases, it indicates that the Cisco Unified MeetingPlace user profile is inactive, or there is a problem with the single sign-on configuration settings.

Recommended Action: Complete the single sign-on configuration. See [Configuring Single Sign-On Parameters](#).

Error Messages Related to User Authentication Problems

Error Message: An error has occurred (0x80ef0190). If the problem persists, contact your system administrator.

Explanation: This message may indicate that someone tried to log in to the system with an unrecognized login ID.

Recommended Action: Complete the following procedure if users are unable to authenticate to initiate meetings.

Procedure

1. Check the Cisco Unified MeetingPlace user profile for the following:
 1. Verify that the profile for the user exists.
 2. Activate the user profile if it is inactive.
 3. Ensure that the user name on the profile is the same as the user account name on the Active Directory server.
2. Log in as an administrator to the Cisco Unified MeetingPlace Web Server.
3. Configure logging and check the event log for messages from the single sign-on and Cisco Unified MeetingPlace LCS Gateway components. See [Configuring Logging](#).
4. Check the single sign-on parameters for the following:
 1. Verify that the single sign-on component is asking for the correct user. The user name request should start with username@company.com.
 2. If the user name is correct, verify that the single sign-on component queries the correct container for the administrative account.
 3. Verify that the base DN is correct.
5. To do additional LDAP troubleshooting, download a light-weight LDAP browser from the Internet, and use it to log on to the Active Directory server to verify the administrative account container and base DN settings. You can download a light-weight LDAP browser from <http://www.ldapadministrator.com/download.htm>.

Related Topics

- [Configuring Single Sign-On Parameters](#)