

**Main page:** [Cisco Unified MeetingPlace Release 8.5](#), [Cisco Unified MeetingPlace, Release 8.0](#), [Cisco Unified MeetingPlace, Release 7.1](#), [Cisco Unified MeetingPlace, Release 7.0](#)

**Print PDF:** [Print Alarm and Exception Code References](#)

This content applies to the following releases of Cisco Unified MeetingPlace:

- Release 7.0, 7.1, 8.0, 8.5

**Exception Name:** EX\_LICENSE\_NOT\_INSTALLED

**Maximum Severity:** MINOR

**Decimal Code:** 1052678

**Hex Code:** 0x101006

**Description:** No audio host licenses are installed. The system will allow maximum one concurrent meeting.

**Resolution:** Obtain a correct license file and install it using the admin web.

**Notes:** New with Release 8.5

**Exception Name:** EX\_NOLICENSE

**Maximum Severity:** MINOR

**Decimal Code:** 197430

**Hex Code:** 0x30336

**Description:** No conferencing licenses are installed

**Resolution:** --

**Notes:** Removed from 8.5

**Exception Name:** EX\_CRASH

**Maximum Severity:** MAJOR

**Decimal Code:** 458825

**Hex Code:** 0x70049

**Description:** System crashed. This indicates the MeetingPlace application was not shut down properly, likely due to a power fail, system reset, or improper shutdown procedure. This message is generated after the system starts back up.

**Resolution:** Check with the customer for any possible explanation for the power interruption. Contact Cisco Technical Support for further investigation. Ignore this alarm if it occurs only once. Replace hardware (either CPU or hard disk, based on isolation results from Cisco Technical Support) if this alarm occurs more than once within a short period of time (such as one month).

**Exception Name:** EX\_CRASH2

**Maximum Severity:** MINOR

**Decimal Code:** 458916

**Hex Code:** 0x700a4

**Description:** System was rebooted by the system integrity manager. This occurs when a major application module fails or a software watchdog timeout indicates the system is not running correctly. This message is generated after the system starts back up.

**Resolution:** Collect relevant data (core file, infocap) and contact technical support.

**Exception Name:** EX\_REBOOT

**Maximum Severity:** MAJOR

**Decimal Code:** 458817

**Hex Code:** 0x70041

**Description:** The system is being rebooted by the system integrity manager because of a major software module failure. This message is generated before the system reboot.

**Resolution:** Collect relevant data (core file, infocap) and contact technical support.

**Exception Name:** EX\_UNITFAULT

**Maximum Severity:** MAJOR

**Decimal Code:** 458881

**Hex Code:** 0x70081

**Description:** Communication has been unexpectedly lost between the application server and a web conferencing or integrations server.

**Resolution:** Check the status of the Window server and network. Check the network hardware and configuration. If this problem repeats with no explanation contact Technical Support.

**Exception Name:** EX\_UNITFAULT\_GATEWAY

**Maximum Severity:** MAJOR

**Decimal Code:** 458908

**Hex Code:** 0x7009c

**Description:** Communication has been unexpectedly lost between the application server and a web conferencing or integrations server.

**Resolution:** Check the status of the Window server and network. Check the network hardware and configuration. If this problem repeats with no explanation contact Technical Support.

**Notes:** New with 7.0.3

**Exception Name:** EX\_NOSIPPROXY

**Maximum Severity:** MINOR

**Decimal Code:** 1574927

**Hex Code:** 0x18080f

**Description:** The system has not been configured with a SIP proxy. Until that is done, the system cannot dial out.

**Resolution:** Using the administration web interface, configure in the call control.

**Exception Name:** EX\_AUDIOCAP

**Maximum Severity:** MAJOR

**Decimal Code:** 1574928

**Hex Code:** 0x180810

**Description:** The physical system capacity is insufficient for the number of audio conferencing licenses.

**Resolution:** This may indicate that not all of the audio blades have been configured, an audio blade is down, or too many audio licenses have been installed. This is a major alarm when the number of ports is < 50% of the number of licenses, and a minor alarm when this number is > or = 50% of the number of licenses. You can suppress this alarm by overriding the system capacity in the Meeting Configuration web page.

**Exception Name:** EX\_VIDEOCAP

**Maximum Severity:** MAJOR

**Decimal Code:** 1574929

**Hex Code:** 0x180811

**Description:** The physical system capacity is insufficient for the number of video conferencing licenses.

**Resolution:** This may indicate not all the video blades have been configured, a video blade is down, or too many video licenses have been installed. This is a minor alarm if the capacity is > 50% of the licenses; major if < 50%. You can suppress this alarm by overriding the system capacity in the Meeting Configuration web page.

**Exception Name:** EX\_NOAUDIOCAP

**Maximum Severity:** MAJOR

**Decimal Code:** 1574930

**Hex Code:** 0x180812

**Description:** The system has no working audio blades. This alarm can be suppressed by overriding the system capacity down to zero in the Meeting Configuration web page.

**Resolution:** This may indicate not all the audio blades have been configured, an audio blade is down, or too many audio licenses have been installed. This is a minor alarm if the capacity is > 50% of the licenses; major if < 50%. You can suppress this alarm by overriding the system capacity in the Meeting Configuration web page.

**Exception Name:** EX\_NOVIDEOCAP

**Maximum Severity:** MAJOR

**Decimal Code:** 1574931

**Hex Code:** 0x180813

**Description:** The system has a video license and no working video blades. This alarm can be suppressed by overriding the system capacity down to zero in the Meeting Configuration web page.

**Resolution:** This may indicate not all the video blades have been configured, a video blade is down, or too many video licenses have been installed. This is a minor alarm if the capacity is > 50% of the licenses; major if < 50%. You can suppress this alarm by overriding the system capacity in the Meeting Configuration web page.

**Exception Name:** EX\_NODNS

**Maximum Severity:** MAJOR

**Decimal Code:** 1574936

**Hex Code:** 0x180818

**Description:** No DNS (Domain Name System) server has been configured. The system must have a DNS server to operate correctly.

**Resolution:** Correct the network configuration on the application server.

**Exception Name:** EX\_MCU\_FAIL

**Maximum Severity:**--

**Decimal Code:**1574949

**Hex Code:** 0x180825

**Description:** An audio blade has failed. The IP address of the audio blade is indicated in the system log (Note: the alarm table may not have the correct IP address).

**Resolution:** Check the audio blade hardware.

**Notes:** MAJOR in 7.1, 8, MINOR in 7.0.3, 8.5

**Exception Name:** EX\_EMP\_FAIL

**Maximum Severity:** --

**Decimal Code:**1574951

**Hex Code:** 0x180827

**Description:** A video blade has failed. The IP address of the blade is indicated in the system log (Note: the alarm table may not have the correct IP address).

**Resolution:**Check the video blade hardware.

**Notes:** MINOR in 7.0.3, 8, MAJOR in 8.5

**Exception Name:** EX\_MAP\_FAIL

**Maximum Severity:** MINOR

**Decimal Code:** 1574950

**Hex Code:** 0x180826

**Description:** The media processor on an audio blade has failed, indicating the blade probably needs to be replaced. The IP address of the audio blade is indicated in the system log (Note: the alarm table may not have the correct IP address).

**Resolution:** Check the audio blade hardware.

**Exception Name:** EX\_MCU\_LOST\_AUTH1

**Maximum Severity:** MINOR

**Decimal Code:** 1574957

**Hex Code:** 0x18082d

**Description:** An audio blade has been abnormally switched to another system.

**Resolution:** This may indicate that another application server has been configured to use this audio blade. Check the system log to see the IP address of the audio blade and the system that took it.

**Exception Name:** EX\_MISSING\_SERVICE

**Maximum Severity:** MAJOR

**Decimal Code:** 1574967

**Hex Code:** 0x180837

**Description:** An audio blade "service code" or "meeting type" is either missing or modied to the point where it is not usable by the application. This probably indicates that an administrator has modified the blade configuration inappropriately.

**Resolution:** The configurations can be restored using the upgrade utility on the "template" audio blade, then synchronizing the meeting types.

**Exception Name:** EX\_EMP\_BLOCKED

**Maximum Severity:** MINOR

**Decimal Code:** 1574966

**Hex Code:** 0x180836

**Description:** More than four video blades have been configured to attach to an audio blade. Any blades past the 4th will be ignored.

**Resolution:** Remove the extra blades and correct the configuration as necessary.

**Exception Name:** EX\_RSS\_ALARM

**Maximum Severity:** MAJOR

**Decimal Code:** 1574973

**Hex Code:** 0x18083D

**Description:** The conference recording service is down. You will not be able to record meetings, but previously recorded meetings and user name recordings are not affected. Look for EX\_RSS\_OK in the system log for an indication of when the recording service has been restored.

**Resolution:** If the recording service is not restored automatically contact technical support. A restart of the system may clear this condition.

**Exception Name:** EX\_MPDATASVC\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:** 1179906

**Hex Code:** 0x120102

**Description:** The data service on a Windows web server is not responding.

**Resolution:** Check the status of the Windows services in the service manager, and restart the Cisco MeetingPlace Replication Service and check to see if web publishing is up. Check for any Dr. Watson errors. If there are any such errors, get the Dr. Watson log and application and system event viewer log. Check the application event viewer log to see any error messages that may be logged at the time the alarm was generated.

**Exception Name:** EX\_MPAGENT\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:** 1179970

**Hex Code:** 0x120142

**Description:** The MeetingPlace agent on a Windows web or integrations server is not responding.

**Resolution:** Do troubleshooting on web server or integrations server. If need assistance, Contact Technical Support.

**Exception Name:** EX\_MPAUDIO\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:** 1180034

**Hex Code:** 0x120182

**Description:** The audio service on a Windows server is not responding.

**Resolution:** Issue the gwstatus command to check the status of the service on Cisco MeetingPlace. If this also shows it does not respond, issue the gwstart command in order to restart the service. Check the status again to see that the service is functional.

**Exception Name:** EX\_SMTP\_STATUSNOTRESP

**Maximum Severity:**MINOR

**Decimal Code:** 1180162

**Hex Code:** 0x120202

**Description:** An SMTP service on a Windows integrations server is not responding.

**Resolution:** Issue the gwstatus command to check the status of the service on Cisco MeetingPlace. If this also shows it does not respond, issue the gwstart command in order to restart the service. Check the status again to see that the service is functional.

**Exception Name:** EX\_OUTLOOK\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:** 1180674

**Hex Code:** 0x120402

**Description:** An Outlook service on a Windows integrations server is not responding.

**Resolution:** Issue the gwstatus command to check the status of the service on Cisco MeetingPlace. If this also shows it does not respond, issue the gwstart command in order to restart the service. Check the status



again to see that the service is functional.

Continue to [Alarm and Exception Code Reference List page 2.](#)