

**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\_NOTES\_STATUSNOTRESP

**Maximum Severity:**MINOR

**Decimal Code:**1180930

**Hex Code:** 0x120502

**Description:** A Notes 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\_MPNOTIFY\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:** 1180994

**Hex Code:** 0x120542

**Description:** A notification 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\_DATACONF\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:**1181186

**Hex Code:** 0x120602

**Description:** A web conferencing service 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\_DATACONFIGGCC\_STATUSNOTRESP

**Maximum Severity:**MINOR

**Decimal Code:**1181250

**Hex Code:** 0x120642

**Description:** A web conferencing "GCC" service 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\_DATACONFMCS\_STATUSNOTRESP

**Maximum Severity:**MINOR

**Decimal Code:** 1181314

**Hex Code:** 0x120682

**Description:** A web conferencing "MCS" service 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\_DATACONFSAMETIME\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:** 1181378

**Hex Code:** 0x1206c2

**Description:** A Sametime service is not responding on a Windows integrations server.

**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\_DCDIR\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:** 1181698

**Hex Code:** 0x120802

**Description:** A directory replication 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\_GWSIMAGENT\_STATUSNOTRESP

**Maximum Severity:**MINOR

**Decimal Code:** 1183490

**Hex Code:** 0x120f02

**Description:** A GWSIM agent is not responding on a Windows web or integrations server.

**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\_MPWEBCONF\_STATUSNOTRESP

**Maximum Severity:** MINOR

**Decimal Code:** 1182210

**Hex Code:** 0x120a02

**Description:** A Windows "MeetingPlace Web" service 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\_GATEWAY\_LOW\_DISK\_SPACE

**Maximum Severity:** MINOR

**Decimal Code:**1179691

**Hex Code:** 0x12002b

**Description:** A Windows web or integrations server is low on disk space.

**Resolution:** Check the disk space on the Windows server and remove temporary files as necessary. Remove recording files as necessary.

**Exception Name:** EX\_GATEWAY\_CRITICAL\_LOW\_DISK\_SPACE

**Maximum Severity:** MAJOR

**Decimal Code:** 1179692

**Hex Code:** 0x12002c

**Description:** A Windows web or integrations server is critically low on disk space.

**Resolution:** Check the disk space on the Windows server and remove temporary files as necessary. Remove recording files as necessary.

**Exception Name:** EX\_GATEWAY\_INSUFFICIENT\_DISK\_SPACE\_TODOWNLOAD

**Maximum Severity:** MAJOR

**Decimal Code:** 1179694

**Hex Code:** 0x12002e

**Description:** A Windows web or integrations server is critically low on disk space and the application server may not be able to copy files to the Windows server. This will usually indicate that a backup cannot be taken.

**Resolution:** Check the disk space on the Windows server and remove temporary files as necessary. Remove recording or backup files as necessary.

**Notes:** New with 7.0.3

**Exception Name:** EX\_UTIL\_WEBEX\_BOTH\_LOST

**Maximum Severity:** MAJOR

**Decimal Code:**2261763

**Hex Code:** 0x228303

**Description:** Connection to both WebEx TSP servers has been lost.

**Resolution:** Check the network configuration and network hardware. If this condition does not clear shortly contact Technical Support.

**Exception Name:** EX\_MAILAUTHFAIL

**Maximum Severity:**MINOR

**Decimal Code:** 2162710

**Hex Code:** 0x210016

**Description:** Email notification failure: Client is not authorized to send mail.

**Resolution:** Check email configuration.

**Exception Name:** EX\_TEMPFAIL

**Maximum Severity:** MINOR

**Decimal Code:** 2162711

**Hex Code:** 0x210017

**Description:** Email notification failure: The email template is malformed.

**Resolution:** Check any changes made to the email templates.

**Exception Name:** EX\_SMTPFAIL

**Maximum Severity:** MINOR

**Decimal Code:** 2162712

**Hex Code:** 0x210018

**Description:** Email notification failure: SMTP server is not available.

**Resolution:** Check email configuration.

**Exception Name:** EX\_EXCHANGEFAIL

**Maximum Severity:** MINOR

**Decimal Code:** 2162718

**Hex Code:** 0x21001e

**Description:** Email notification failure: Exchange server is not available.

**Resolution:** Check email configuration.

**Exception Name:** EX\_RETRYFAIL

**Maximum Severity:**MINOR

**Decimal Code:**2162719

**Hex Code:** 0x21001f

**Description:** Email notification failure: Retries failed; check configuration.

**Resolution:** Check email configuration.

**Exception Name:** EX\_PO\_MSGOVERFLOW

**Maximum Severity:**MINOR

**Decimal Code:**983175

**Hex Code:** 0xf0087

**Description:** Email notifications lost due to mailbox overflow.

**Resolution:**Check email configuration.

**Exception Name:** EX\_PO\_MBOX\_FULL

**Maximum Severity:**MINOR

**Decimal Code:**983176

**Hex Code:** 0xf0088

**Description:** Email outgoing mailbox is full.

**Resolution:** Check email configuration.

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