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## A Single End User Cannot Log In to the System

**Symptom:** An end user cannot log in to the Cisco Unified MeetingPlace Express system.

**Possible Cause:** The User status field on the Edit User Profiles Details page is set to **No** or **Locked**.

**Solution:** Set it to **Group Default (Yes)** or **Yes** for active users.

**Possible Cause:** The password for that end user has expired. Passwords expire after the amount of time specified by the Change profile password (days) parameter on the Usage Configuration page.

**Solution:** Reset the password for that end user by changing it in the User password and User password confirm fields on the Edit User Profiles Details page.

**Possible Cause:** The end user does not exist in the user database.

**Solution:** Add the end user to the user database.

**Possible Cause:** The end user did not enter the username and password correctly. The password is case-sensitive.

**Solution:** Enter the username and password correctly.

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**Symptom:** A single user who is using Cisco Unified Communications Manager (formerly called Cisco Unified CallManager) LDAP integration cannot log in to the Cisco Unified Communications Manager user page.

**Solution:** Reset the password for that end user in Cisco Unified Communications Manager.

**Solution:** Run the Information Capture report and send it to Cisco TAC.

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**Symptom:** A single user is using a third-party LDAP integration (such as Active Directory) and cannot log in to the LDAP domain.

**Solution:** Reset the password for that end user in the third-party LDAP integration.

**Solution:** Run the Information Capture report and send it to Cisco TAC.

#### Related Topics

- [Viewing the System Information Capture \(Infocap\) Log](#)

## No End Users Can Log In to the System

**Symptom:** No users can log in to the system.

**Solution:** Check the LDAP configuration settings.

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **System Configuration > Usage Configuration**.
3. Ensure the following:
  - ◆ The value in the LDAP URL field is correct and contains no empty spaces. To ensure that there are no empty spaces, delete the current entry and enter the LDAP value again.
  - ◆ The entries for the Directory username and Password fields are correct.
4. Restart the Cisco Unified MeetingPlace Express server if you made any changes.

**Solution:** Run the Information Capture report and send it to Cisco TAC.

#### Related Topics

- [Viewing the System Information Capture \(Infocap\) Log](#)

## Cisco Unified Communications Manager Users Cannot Log In to the System

**Symptom:** Cisco Unified Communications Manager end users cannot log in to the system.

A Single End User Cannot Log In to the System

**Solution:** Ensure that they can log in to the Cisco Unified Communications Manager Data Connection Directory.

1. In Cisco Unified Communications Manager, go to **Programs > DC Directory Administration**.
2. Log in as the Directory Manager with the password that you specified in the Password field on the Cisco Unified MeetingPlace Express Usage Configuration page (**Administration > System Configuration > Usage Configuration**).

**Solution:** Ensure that the first time that end users log in to Cisco Unified MeetingPlace Express, they use the End-User Interface on the web and not the telephone.

**Note:** When an end user logs in for the first time, Cisco Unified MeetingPlace Express creates a profile for that end user "on the fly." A successful login (and the message *Welcome "User"*) means that the end user's profile was successfully created. If the end user attempts to log in for the first time using the Telephone User Interface (TUI), the system will not create a profile.

**Solution:** Ensure that the user profiles are not locked in Cisco Unified Communications Manager. (User profiles become locked after too many failed attempts to log in.)

**Solution:** Check the Cisco Unified MeetingPlace Express log in the following location: `/opt/cisco/meetingplace_express/web/logs/userweb.out`. There are two problems that might cause a Cisco Unified Communications Manager user to not be able to log in:

- The user does not exist in Cisco Unified MeetingPlace Express. Check the log for messages similar to "User `<user_name>` does not exist in the local database."
- The user exists in Cisco Unified MeetingPlace Express but has the wrong LDAP password. Check the log for messages similar to "addFailedloginAttemptforUser(String username=`<user_name>`)."

#### Related Topics

- [Viewing the System Information Capture \(Infocap\) Log](#)
- [How to Configure User Authentication By an External Directory](#)

## No End Users Can Subscribe to the Cisco Unified MeetingPlace Express Phone View

**Symptom:** I am using Cisco Unified Communications Manager (formerly called Cisco Unified CallManager) Release 5.x and whenever I try to subscribe to the Cisco Unified MeetingPlace Express Phone View with the correct username and PIN, the login always fails. The phone screen shows an Authentication fails message. Why?

**Solution:** This is a known bug. The workaround is to go into the Cisco Unified Communications Manager administration area, navigate to the Cisco Unified MeetingPlace Express Phone View, make no changes, and

Cisco\_Unified\_MeetingPlace\_Express,\_Release\_2.x\_--\_Troubleshooting\_User\_Access\_Issues  
click **Update Subscriptions**.

**Note:** This problem does not occur with Cisco Unified Communications Manager Release 4.x and earlier.

## A Single End User Cannot Join a Meeting

**Symptom:** An end user can get into the Cisco Unified MeetingPlace Express system but cannot join a meeting.

**Possible Cause:** There are not enough available ports for the meeting. To check, as the system administrator, try to join a meeting. If you cannot join, there are not enough ports.

**Solution:** Wait until a port becomes available.

**Possible Cause:** There are not enough voice conferencing, web conferencing, or video conferencing licenses.

**Solution:** Wait until a license becomes available.

**Possible Cause:** The meeting requires a password. To check, go to the Meeting Details page in the end-user web interface.

**Solution:** If a password is required, ensure that this end user has the correct password.

**Possible Cause:** This meeting is only for users with Cisco Unified MeetingPlace Express profiles. To check, go to the Meeting Details page in the end-user web interface.

**Solution:** If a user profile is required, ensure that this end user has a profile.

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**Symptom:** An end user hears the prompt saying "This is not a recognized meeting ID number."

**Possible Cause:** The end user entered an invalid meeting ID.

**Solution:** Enter the correct meeting ID.

**Possible Cause:** The meeting is at another time.

**Solution:** Join the meeting at the correct time.

**Possible Cause:** The meeting may have ended. If no one joins within 30 minutes, the system automatically ends the meeting.

**Solution:** Recreate the meeting.

**Possible Cause:** A gateway or call signaling device may be sending duplicate or incorrect DMTF

**Solution:** Troubleshoot the gateway or call signaling device

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**Symptom:** An end user hears a busy signal when trying to call into a meeting.

**Possible Cause:** There are not enough available ports.

**Solution:** The end user should try to join the meeting later.

#### Related Topics

- [System Capacity Planning](#)

## A Single End User Cannot Receive Find Me Calls on a Non-Direct Dial Pager

**Symptom:** If an end user is not receiving "find me" calls on a non-direct dial pager, it may be because the pager phone number or the PIN is set incorrectly.

**Possible Cause:** Non-direct dial pagers are pagers that do not have individual phone numbers. Instead, there is a common phone number for all pagers and each end user has a PIN. For the system to call non-direct dial pagers, the system must first dial the common pager phone number and then enter the PIN for the specific end user. The common pager phone number is set in the group profile on the Edit User Groups Details page, but the PIN is set in the user profile in the Pager # field on the Edit User Profiles Details page. Problems can occur if a system administrator moves an end user from one group to another. The common pager phone number in the new group may not be the correct pager phone number for this user.

**Solution:** Check that the common pager phone number is set correctly in the group profile and that the end user's PIN is set correctly in the user profile.

#### Related Topics

- [About the Find Me Feature](#)

## A Single End User Cannot Receive Calls from the System

**Symptom:** An end user has configured his user profile to call him before a meeting but the system does not.

**Possible Cause:** The meeting was scheduled from Microsoft Outlook. Cisco Unified MeetingPlace Express cannot track which invitees have Cisco Unified MeetingPlace Express user profiles and therefore treats everyone as a guest user. This limitation prevents the system from automatically dialing out to users based on their attend settings.

**Solution:** Dial into the meeting.

#### Related Topics

- [Integrating Cisco Unified MeetingPlace Express With Microsoft Outlook](#)

## A Single End User Cannot Call Out of the System

**Symptom:** A single end user cannot make calls out of the system.

**Possible Cause:** The user is not allowed to make outgoing calls.

**Solution:** Allow the user to make outgoing calls.

1. Log in to Cisco Unified MeetingPlace Express and click **Administration**.
2. Click **User Configuration > User Profile Management**.
3. Find the user in question and click **Edit** in the same row as the user ID. If a guest user cannot make calls out of the system, edit the user profile for the guest user profile.
4. Set the **Can call out of meetings** field to **Yes**.
5. For guest users only, go to **System Configuration > Usage Configuration**.
6. Set the **Allow guest outdials** field to **Yes**.

## The Home Page Does Not Come Up After Installation

**Symptom:** After installing the Cisco Unified MeetingPlace Express system, the home page does not appear.

**Solution:** Make sure that you correctly set the host name values during installation. If you entered incorrect information, use the **net** command to change the values.

#### Related Topics

- [Running Application CLI Commands](#)