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The information on this page is relevant to meeting recordings.

Cisco Unified MeetingPlace Web Conferencing includes an Audio Service component that converts Cisco Unified MeetingPlace Voice (.mpv) files to WAV format and then to other audio formats, such as Windows Media (.wma), and MP3. The WAV file is used by Web Conferencing to create a synchronized audio and web recording.

See the following sections:

- [To Convert Cisco Unified MeetingPlace Voice Files to WAV Format](#)
- [To Convert Cisco Unified MeetingPlace Voice Files to MP3 Format](#)
- [To Convert Cisco Unified MeetingPlace Voice Files to Windows Media Format](#)
- (Optional) [To Configure the Windows Media Server](#)

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To Convert Cisco Unified MeetingPlace Voice Files to WAV Format

Cisco Unified MeetingPlace Web Conferencing uses a proprietary audio service to convert audio files to WAV format. WAV files are typically supported by common web browsers and do not require that users have dedicated players.

1. Sign in to Cisco Unified MeetingPlace Web Conferencing.
2. From the Welcome page, click **Admin** , then click **Audio Conversion** .
3. For Audio Server Hostname, enter the hostname or IP address of the audio conversion server to which you want to connect. If this is on the local server, leave this setting as **(local)** .
4. For Convert to WAV, choose **Yes** .
5. For Wav bits per sample, choose the quality of your WAV files.
The higher the bit size, the better the quality and the larger the file size. The default and recommended value is 16.

6. Click **Submit** .

Note: If the web server is part of a load balancing configuration, make sure that you set the Audio Conversion setting on all web servers so that they match.

To Convert Cisco Unified MeetingPlace Voice Files to MP3 Format

Web Conferencing is bundled with the LAME encoder for converting audio files to MP3 format. To listen to such recordings, users must have an MP3 player on their desktops.

1. Sign in to Cisco Unified MeetingPlace Web Conferencing.
2. From the Welcome page, click **Admin** , then click **Audio Conversion** .
3. For Audio Server Hostname, enter the hostname or IP address of the audio conversion server to which you want to connect. If this is on the local server, leave this setting as **(local)** .
4. For Convert to MP3, choose **Yes** .
5. (Optional) For MP3 Conversion Command Line Options, enter additional command line options specific to LAME if you want to include them. If you do not want to include additional command line options, leave this field blank. Refer to the LAME help for a description of available command line options.
6. Click **Submit** .

Note: If the web server is part of a load balancing configuration, make sure that you set the Audio Conversion setting on all web servers so that they match.

To Convert Cisco Unified MeetingPlace Voice Files to Windows Media Format

Web Conferencing is bundled with the Windows Media Encoder, which converts audio files to WMA format by default. To listen to such recordings, users must have a player on their desktops that plays WMA files, such as Windows Media Player.

1. Sign in to Cisco Unified MeetingPlace Web Conferencing.
2. From the Welcome page, click **Admin** , then click **Audio Conversion** .
3. For Audio Server Hostname, enter the hostname or IP address of the audio conversion server to which you want to connect. If this is on the local server, leave this setting as **(local)** .
4. For Convert to Windows Media Format, choose **Yes** .
5. For Use Windows Media Server, do one of the following:
 - ◆ If you want to listen to your recordings by using streaming technology that uses Windows Media Server, choose **Yes** . This requires you to configure Windows Media Server. For instructions, see [To Configure the Windows Media Server](#).
 - ◆ To download and listen to your recordings offline or by using HTTP, choose **No** .
6. For Windows Media Server Hostname, enter the Windows Media Server hostname or IP address. This Windows Media Server can be installed locally or remotely.
7. For Windows Media Server Path, enter the Windows Media Server path.

8. (Optional) For Windows Media Server Conversion Profile, enter the name of your Windows Media encoder conversion profile. This forces Web Conferencing to use your Windows Media encoder conversion profile during audio conversion.
9. Click **Submit** .
10. (Optional) If you chose to use Windows Media Server, continue with [To Configure the Windows Media Server](#).

Note: If the web server is part of a load balancing configuration, make sure that you set the Audio Conversion setting on all web servers so that they match.

Note: We do not recommend storing .WMA files separately from the main storage location for meeting attachments. The automated purging mechanism cannot operate on separately-stored files.

To Configure the Windows Media Server

Cisco Unified MeetingPlace Web Conferencing supports Windows Media Server to stream audio recording playbacks. This component is installed as part of the Cisco MCS OS release. However, you need to configure it before you can use it.

Note: See *Cisco IP Telephony Operating System, SQL Server, Security Updates* , at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/osbios.htm, for operation system updates.

To Configure the Windows Media Server Before Using It for the First Time

The Windows Media Server must be configured before you can start using it because by default, all users are considered guests. Guests, however, cannot perform many functions on the Cisco MCS platform. You must be a member of the WebUsers group to perform the functions described below.

Follow this procedure to remove the Windows Media Services Guest Account from the Guests group and add it to the WebUsers group. This is the group to which the IIS Anonymous User Account belongs and this group is not as restrictive as the Guests group.

1. If the Windows Media Service is running, stop it.
2. Go to **Start > Settings > Control Panel**.
3. Double-click **Administrative Tools**.
4. Double-click **Computer Management**.
5. Click **Local Users and Groups** from the left panel.
6. Double click **Users** from the right pane.
7. Highlight the user called WMUS_<MACHINE_NAME>, where <MACHINE_NAME> is the name of your machine.
8. Right-click and choose **Properties**.
9. Click the **Member Of** tab.
10. Highlight **Guests**.
11. Click **Remove**.
12. Click **Apply**.
13. Click **Add**.
14. Click **Advanced**.
15. Click **Find Now**.

16. Highlight the name of the user.
17. Click **OK** twice.
18. Click **Apply**.
19. Check the box to enable "WMS Anonymous User Authentication plug-in" from Windows Media Services.

For more information about troubleshooting the Windows Media Server when used with Cisco Unified MeetingPlace see the following tech note:

http://www.cisco.com/warp/public/788/AVVID/mpweb_server_instl_mpconfig.pdf

To Configure the Windows Media Server To Stream Audio Recording Playbacks

1. From your Windows Control Panel, choose **Administrative Tools > Services** .
2. From the Services window, do the following:
 1. Scroll down to **NT LM Security Support Provider** .
 2. Right-click and choose **Properties** .
3. From the Properties window, do the following:
 1. Choose **Manual** as the Startup Type.
 2. Click **Apply** , then click **Start** .
 3. Close the Properties window.
4. From your Windows Control Panel, choose **Add/Remove Programs** .
5. Scroll down and click **Windows Media Services** . The Windows Components Wizard appears.
 1. For Terminal Services Setup, choose **Remote Administration Mode** , then click **Next** .
 2. From the Insert Disk window, click **OK** to point to the location of your Windows Media Services files.
 3. From the Files Needed window, click **Browse** , then navigate to C:\Utils\WMS\WMS.cab.
 4. Click **OK** to install this file.