

If no one can join the web conference, the problem is probably related to the web server. For example, a Windows service is down. To troubleshoot this problem:

1. Make sure the Cisco Unified MeetingPlace Web Conferencing Service is running on the web server. For more information about this service, see the [About the Web Conferencing Service](#).
2. If there is a problem with a Windows service, go to the \Cisco Systems\MPWeb\datasvc directory and run dcdiags.bat as soon as possible to generate a server log.
3. Check the Eventlog for any messages related to the web server. Report any major errors to your Cisco support representative.
4. Check the Windows Event Viewer and Application log, for any errors related to the Windows server.

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## What to Do If Only a Few Users Cannot Join

If some users are able to join the web conference but others are not, make sure that those who are unable to join have the following:

- Network connectivity (that is, are they connected through a switch or a hub?)
- Internet access

If users have network connectivity and Internet access, do the following checks:

- Make sure that users can view the Connect button from the Cisco Unified MeetingPlace Web Conferencing Meeting Information page.
- Determine if users are attending the web conference over a network or dial-up connection. If users are attending on a dial-up connection, it is possible that the web server is disconnecting them because their connection is too slow.

- If external users are unable to join a web conference, it is possible that you configured the web server hostname incorrectly. Make sure that you followed the steps in [Defining the Web Conferencing Server Hostname Information](#) .
- If external users are accessing Cisco Unified MeetingPlace Web Conferencing through a proxy server, it is possible that you configured the proxy server in a way that does not allow access to the web conference. For proxy server requirements, see the [About Proxy Servers](#).

It is possible that you need to configure the web server (or make sure your configuration is correct, if the SSL redirect is not working) to use Secure Sockets Layer (SSL) so that external users can join a web conference using an HTTPS connection. Even if external users are behind a proxy server, they should be able to join a web conference. For SSL configuration details, see the [How to Configure Secure Sockets Layer](#). Also, verify that both DNS names resolve to the correct IP address on the Cisco Unified MeetingPlace Web Conferencing server

- Attending web conferences from MeetingTime is no longer supported.

## What to Do if Users Cannot Open the Meeting Room

**Problem:** If you are using Internet Explorer or Firefox and your Cisco Unified MeetingPlace system has SSL enabled, you may encounter problems with the web conferencing meeting room not opening.

**Possible Cause:** The Internet Explorer browser's Advanced Settings has the option "Check for server certificate revocation" checked and the certificate revocation list that it returned contains obsolete date. That is, the current date is not within the start and end date that the certificate revocation list states as its valid dates. Note that this Internet Explorer setting affects Firefox too.

**Solution:** Uncheck the option "Check for server certificate revocation", restart Internet Explorer (or Firefox) and try joining your meeting again.

## SSL Redirect Does Not Work

**Problem:** When users enter the server URL into the browser using **http**, they are not redirected to **https**.

**Solution:** Verify that the following are entered correctly:

- Verify that DNS can resolve both names to correct IP address on the MPWeb server.
- Verify that the server host names are entered correctly in the Cisco Unified MeetingPlace Web Conferencing configuration pages (**Admin > Web Server**, under **Web Server Specific**).

## Resolving MPAgent Error Messages

**Error Message:** Error Message MPAgent is not available, please try again later.

If you see the preceding error message, the Cisco MeetingPlace Agent Service is either down or not responding. To resolve this problem, stop and restart the Cisco MeetingPlace Web Conferencing Service.

**Note:** Running some services, such as MPAgent, can use as much as 90 percent of your CPU. Fortunately, these services run at a low priority so the CPU spikes do not impact important system functions.

## Resolving Web Conferencing Session Error Messages

**Error Message:** Error Message Session is stale.

Cisco Unified MeetingPlace Web Conferencing keeps session information about each user who connects to the Web Conferencing home page to find, schedule, or update a meeting or configure account settings. The session information is kept for a minimum of one hour from the your last session up to a maximum of 24 hours.

Your session can become stale for the following reasons:

- If you sign in to Web Conferencing from a different location than the one you originally used, the system disconnects your first browser connection. If you then go back to the first browser, you will receive a "stale session" notification.
- If you sign in to Web Conferencing, but do not participate in the session for over an hour, the system disconnects you to free some room for new users and informs you that your session is stale.
- If you sign in to Cisco Unified MeetingPlace Phone View while already signed in to a web conference through Cisco Unified MeetingPlace Web Conferencing, you will receive the "Session is stale" message. This happens if Phone View is using the same web server that is being used for your web conference. Your current voice and web conference will be uninterrupted, but you will have to log in again to the interface you want to use.

To work around this last issue, install Cisco Unified MeetingPlace Web Conferencing intended for web-conferencing on a separate Cisco MCS machine.

**Error Message:** Error Message Your session has expired. You will need to log in again.

If you see the preceding error message, it is possible that you have Content Advisor enabled on your browser. Cisco Unified MeetingPlace Web Conferencing does not support Content Advisor. If Content Advisor is enabled, the following scenario will occur:

1. User tries to access Web Conferencing and a Content Advisor window appears.
2. User clicks **Always Allow This Web Site to Be Viewed** .
3. User then signs in and clicks **Remember Me** .
4. When the user clicks an option tab, such as **Schedule Meeting** , **Attend Meeting** and so on, the user receives an error message.

To verify that Content Advisor is disabled, open your browser and go to **Tools > Internet Options > Content > Content Advisor** . Disable Content Advisor and try to access the Web Conferencing home page again.

## Resolving Error Messages Related to Scheduling Meetings

**Error Message:** Error Message The meeting being scheduled is different than the one in Cisco MeetingPlace Web.

If you see the preceding error message, it is possible that you clicked the Schedule button twice before the system had a chance to respond. This results in a delay between the scheduled meeting and the response. Use the Find Meeting tab to see if your meeting was scheduled before attempting to schedule the meeting again.

## Resolving Problems with Finding a Meeting

If you cannot find a meeting you just scheduled, try refreshing the page to make sure you are viewing the most current data.

## Resolving Error Messages Related to Finding a Meeting

**Error Message:** Error Message Template cannot be found.

If you see the preceding error message, verify that the template file specified in the error message or error page exists in the *drive* :\Program Files\Cisco Systems\MPWeb\Template directory.

If the template does exist, make sure the directory permissions allow Cisco Unified MeetingPlace Web Conferencing to access the template files, that is, set the Everyone group with full access permissions and then restrict who is a member of that group.

If the templates are not in the \Template directory, re-install the template files.

**Caution!** If a reinstall is run, any customized files that are not read-only are overwritten.

**Error Message:** Error Message Guest profile is reserved for system use and cannot be used for current operation.

If you see the preceding error message, your meeting was scheduled to only allow Cisco Unified MeetingPlace profile users. No guests are allowed.

## What to Do If You Hear Clicking Sounds While the Meeting Console Is Loading

Sometimes, users hear clicking while their meeting console is loading or when a presentation is refreshing. Users can turn this sound off by adjusting the volume control through their Control Panel.

## What to Do If the Meeting Console Disappears

If you are in the meeting console and click a link in Microsoft Word or Outlook, it is possible that your meeting console disappears. This is probably due to the way you set your browser to reuse windows. Setting your browser to reuse windows replaces the content in your current window with whatever content is invoked by the link.

To resolve this problem, either refrain from clicking links in other applications while you are in a web conference, or set Internet Explorer to not reuse windows, by doing the following procedure.

### To Set Internet Explorer to Not Reuse Windows

1. From your Internet Explorer, go to **Tools > Internet Options > Advanced** .
2. From Browsing, click **Reuse Windows for Launching Shortcuts** to uncheck it.
3. Click **Apply** , then **OK** .

It is also possible that a moderator has used the Web Links tool to push a web page to meeting participants. In this case, the meeting console remains open, but another browser window opens in front of it. In this case, you can minimize or close the new browser window to return to the meeting console.

## Resolving Meeting Attendance Problems After Disconnecting From a Remote SQL Server

In deployments where a remote SQL server is used, if there is a temporary network outage, or the remote SQL server becomes unavailable for at least 3 minutes, users will not be able to attend web meetings even after the connection with remote SQL is restored. This is a known issue.