Cisco Unified MeetingPlace Release 6.1 > Web Conferencing > Configuring > Troubleshooting

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What to Do If You Cannot Access Attachments From the External Web Server

If you cannot access attachments from the external web server, make sure of the following:

- The Cisco MeetingPlace Replication Service on the external web server is enabled and running.
- You copied the GUIDS.reg file from the internal web server to the external web server. For more information, see Copying GUIDS from the Internal Web Server to the External Web Server.

Problems Attaching Files Larger than 10K to the Web Meeting Room

If you are in a web meeting room and try to attach a file that is larger than 10K, you may get an error message that the upload is stuck at 0%.

To fix this, be sure that the hostnames for the Home Page and Web Conferencing (exactly as they are configured on the Web Server page in the Admin UI) can be resolved on the web server machine itself.

If the hostnames cannot be resolved by the DNS Server (or a DNS server is not used), these entries should be added to the local hosts file by following these steps:

1. Open the 'hosts' file (usually found in C:\WINNT\system32\drivers\etc) with Notepad.
2. Add the entries for 'Hostname [Home Page]' and 'Hostname [Web Conferencing]' with the corresponding IP addresses, exactly as they are displayed on the Web Server page in the Admin UI.
3. Save the 'hosts' file.

Note: You do not need to restart web services after making this change.

Problems with Files Attached by Using Other Cisco Unified MeetingPlace Clients

If the meeting was scheduled from a different Cisco Unified MeetingPlace application or client, such as Cisco Unified MeetingPlace for Outlook or MeetingTime, the attachment needs to be downloaded from the Cisco Unified MeetingPlace Audio Server system to the web server. While the attachments are downloading, a "Processing Now..." status appears.

When you add a file as an attachment, that file is temporarily stored in the web server TEMP directory, typically mapped to C:\temp. If for any reason you cannot access this folder, or if the drive is full, your file attachment operation will fail.

Problems Accessing Meeting Recordings

Meeting recordings are converted into the desired audio and synchronized formats before you can post them. Files that are less than 1 GB can take up to six hours to convert. Files over 1 GB can take up to 12 hours to convert.

Note: Always make sure that the meeting is over before attempting to access a recording. To end a meeting manually from the meeting console, choose **Meeting > End Meeting** . Only the meeting scheduler and users with System Manager privileges can end meetings using this menu option.

During the conversion process, a "Processing Now..." status image displays. In comparison with other Cisco Unified MeetingPlace services, the Audio Service conversion process takes a lower priority. Therefore, during the peak hours of Cisco Unified MeetingPlace usage, audio files are converted and posted at a much slower rate.

If you are experiencing problems, do the following checks:

- Verify that the Replication Service and Audio Service are running. For more information, see <u>About the Replication Service</u> and <u>About Audio Conversion</u>.
- From the Meeting Options page, verify the Automatically Start Recording parameter. If this parameter is set to Yes, recording will auto-start as soon as the meeting starts. If it is set to No, participants must manually start the recording by either pressing #61 on their phones or by choosing Meeting > Start Recording from the meeting console.
- Go to the MeetingTime Review tab. Choose your meeting and click Attachments. If the recording attachment shows a length of 0, participants did not turn on the recording.
- Schedule a test meeting to check the audio conversion process by doing the following procedure. The success or failure of this test will give you more information as to the cause of your problem.

To Schedule a Test Meeting

1. Open the Cisco Unified MeetingPlace Web Conferencing Eventlog (from the web server, right-click the Cisco Unified MeetingPlace icon in the system tray and choose **eventlog**).
2. Schedule a test meeting. Join the meeting and start recording.
3. Terminate the meeting after a few minutes (from MeetingTime or the meeting console).
4. In the Eventlog window, verify the following activity pattern (the ID and file names are shown only as examples).

```
Fri Aug 13 16:42:39 2004 MPDatSvc (0x0B78) Information:
Waiting for next
conversion request
Fri Aug 13 16:42:39 2004 MPDatSvc (0x0B78) Information:
Received response
from audio service for \\SERVER\C$\\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.mpv, result=1
Fri Aug 13 16:42:39 2004 mpaudsvc (0x0A00) Information:
Conversion from WAV
to WMA for C:\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.wav
is done.
Fri Aug 13 16:42:39 2004 mpaudsvc (0x0A60) Success: Conversion
from MPV to WAV
for C:\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.wav is done.
Fri Aug 13 16:42:39 2004 MPDatSvc (0x0DD0) Information:
08/13/2004 - 16:42 :
Replication Service Request Completed. Count-4329
Fri Aug 13 16:42:39 2004 mpv2wav InputFile=C:\Program
Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336, MPVFormat = 0,
GenerateHdr=0
Fri Aug 13 16:42:39 2004 mpaudsvc (0x0A60) Information:
Conversion from MPV to WAV
started for C:\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.mpv.
Fri Aug 13 16:42:39 2004 mpaudsvc (0x0A60) Information:
WaitTime is 21600000, based
on size of 2528 and ConvTimeOutMultiplyer of 0
Fri Aug 13 16:42:39 2004 mpaudsvc (0x0A60) Information:
C:\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.mp3
Fri Aug 13 16:42:39 2004 mpaudsvc (0x0A60) Information:
C:\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.mpv
Fri Aug 13 16:42:39 2004 MPDatSvc (0x0B78) Information:
Submitting a request to
audio service for \\SERVER\C$\\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.mpv
Fri Aug 13 16:42:39 2004 MPDatSvc (0x0B78) Information:
GetNextRequestForProcessing:
found request mpv=\\SERVER\C$\\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.mpv, nTries=0
```

```
Fri Aug 13 16:42:39 2004 MPDatSvc (0x0DD0) Information:
AddToQ: mpv=\\SERVER\C$\\Program
Files\Cisco Systems\MPWeb\Meetings\1296\chimes_4336.mpv,
nTries=0
Fri Aug 13 16:42:39 2004 MPDatSvc (0x0DD0) Information:
DoConversion:
mpv=\\SERVER\C$\\Program Files\Cisco
Systems\MPWeb\Meetings\1296\chimes_4336.mpv,
conferencenum=1296, attrefid=20
```

Problems Accessing Meeting Recordings When Using Shared Storage

If you are using a non-default location for the meetings folder, for example, if you are using shared storage (such as in a load-balancing system), and if the audio conversion is configured to convert to Windows Media Format and Windows Media Server is used (for streaming), then users cannot access meeting recordings from the Meeting Details -> Attachments page. The system gives an error stating that a link to the audio recording does not exist.

To fix this, you must disable the Windows Media Server NTFS ACL authorization so that you can host remote content on a Windows Media Server publishing point.

You can disable ACL authorization either at the server level or at the plug-in level.

Disabling ACL Authorization at the Server Level

1. Go to **Start > Programs > Administrative Tools -> Windows Media Server**.
2. Click the local host on the left panel.
3. Choose the Properties tab on the right panel.
4. Choose the Authorization category.
5. Disable the WMS NTFS ACL Authorization from Plug-In.
6. Grant read permission on the remote server. If the server and remote share folder are in the same domain, grant the read permissions for the domain user who logs on to the Windows Media Server. If they are in the same workgroup, create the same users on both hosts.

Disabling ACL Authorization at the Plug-In Level

1. Go to **Start > Programs > Administrative Tools -> Windows Media Server**.
2. Double click the host on the left panel.
3. Double click the publishing points on the left panel.
4. Click the <Default> one (on-demand).
5. Select the Properties tab.
6. Click the Authorization from category on the right panel.
7. Disable the WMS NTFS ACL Authorization from Plug-in.
8. Grant read permission on the remote server. If the server and remote share folder are in the same domain, grant the read permissions for the domain user who logs on to the Windows Media Server. If they are in the same workgroup, create the same users on both hosts.

Problems Playing Windows Media Recordings or Attachments

Problems playing recordings or attachments in Windows Media format

If users are having difficulty playing recordings or attachments in Windows Media format, it could be due to one of the following:

- If the Windows Media Server is not installed on the same Windows machine as Cisco Unified MeetingPlace Web Conferencing, make sure that the mount point location is correct. Otherwise, your meeting recordings might not stream properly. For more information, see your Windows Help.
- Users can experience problems when listening to audio recordings and attachments in Windows Media format if Secure Sockets Layer (SSL) is turned on. To correct this issue, do the following procedure.

To Troubleshoot Problems with Recordings in Windows Media Format

1. From the Windows Media Player Tools menu, choose **Options > File Types** .
2. Click **Windows Media file (asf)** to uncheck it.
3. Click **OK** and try playing your recording or attachment again. If you continue to have problems, try verifying the checks in the <u>Problems with Meeting Attachments and Recordings</u>.

Audio Problems when Playing Recordings and Data

When playing back a Cisco Unified MeetingPlace data and audio recording, the audio is clipped and generally not in sync with the presentation. The audio pauses and then rapidly catches up to the time counter while the audio portion is playing back. There is no pause for the data playback. Audio recording playback by itself is unaffected from the web playback and .wav download works fine. This problem is caused by silence removal.

Use the **setsilrem -disable** command on the Audio Server CLI to disable silence removal.

Voice and Web Recordings are Not in Sync

Occassionally, when you play back a web recording, it may be a 4-5 seconds out of sync with the voice recording. This is a known issue.