

If one or more users report that they have been dropped from a web conference, determine if just a few participants were dropped or if everybody in the web conference was dropped, then see the following sections.

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What to Do If Only a Few Users Are Dropped

If only a few users were dropped from the web conference, but others maintained their connection, ask those users who lost their connection to close their meeting console window and rejoin the web conference.

If the problem persists, do the following checks:

- Make sure the user web browser and operating system is supported, and a supported version of Adobe Flash Player is installed. For a list of supported web browsers, see the [System Requirements](#).
- If the participant was using a remote access service, like Shiva, to connect to the company LAN, determine if an inactivity timeout disconnected them from the web server. To avoid the inactivity timeout, users should periodically issue keyboard or mouse button commands; mouse movements are not registered as activity.
- If accessing through a Virtual Private Network (VPN), make sure the security policy is deactivated.
- Verify that the user can ping the Cisco Unified MeetingPlace Web Conferencing gateway.

What to Do If All Users Are Dropped

If all of the users in the web conference were dropped, it might be due to the following:

- All participants left the voice conference and the Disconnect Empty Port Timer ended the entire meeting, including the web conference.
- The meeting scheduler or host ended the meeting.

If meeting participants are still in the voice conference and the host of the meeting did not stop sharing, an error might have occurred on the web server. In this case, determine if the web server is functioning correctly by doing the following procedure.

To Determine If the Web Server Is Functioning Correctly

1. From the web server, open the Windows Services control panel and make sure that the Cisco MeetingPlace Web Conferencing Service is running.
2. Check the Windows Event Viewer Application log for any errors related to the web server.
3. Check the Event log for any messages related to the web server.
4. Report any major errors to your Cisco support representative.

What to Do If Users Continue to Get Dropped

If users keep getting disconnected from a web conference (several minutes after they have been reconnected to the web conference, they are disconnected again) it might be due to the following:

- The network bandwidth is too limited to allow users to participate at this time. Users are on a dial-up connection or the network is congested. If other applications are running in the background that consume additional bandwidth, such as streaming, synchronizing e-mail and so forth, stop these operations during the web conference. Or, use the Optimize Room Bandwidth option in the Meeting menu of the meeting console to lower the bandwidth used by the meeting. (This option is available to System Managers and other meeting moderators.)
- Users are connected to a proxy server with lengthy time-out delays. Alter the connection so that the proxy server time-out setting is longer than five minutes. If this is not permitted, contact your Cisco support representative for instructions on configuring your proxy server and the Cisco Unified MeetingPlace system.