

Cisco Unified MeetingPlace Release 6.1 > Troubleshooting Web Conferencing

If the time on the Cisco Unified MeetingPlace Web Server is different than the time on the Cisco Unified MeetingPlace Audio Server, many symptoms arise, such as the following:

- Scheduling and joining web meetings may not be honored
- Recording voice and web meeting files may not be synchronized properly
- Playback may not be possible
- Other time related symptoms may be seen

If the Web Server is part of a Windows domain, the web software overrides the domain NTP default settings.

In Windows, go to **System > Eventlog** to see W32tm information and errors. This tells you which NTP server the Web Server is syncing with. Once you find the NTP server, use the following command from a DOS prompt to check if there are any communication issues between the Web Server and the NTP server:

**w32tm /monitor /computer:x.x.x.x**

**Note:** This should be the IP address of the Audio Server or the shared IP address in a dual Audio Server configuration.

If the time is more than 30 seconds off, the Web Server will not sync with the Audio Server which is synced with the corporate NTP server. Perform the following:

1. Stop all Cisco Unified MeetingPlace services.
2. Stop the Windows Time Service.
3. Update the time.
4. Make sure that the time difference between the Audio Server and the Web Server is less than 30 seconds.
5. Start the Windows Time Service.
6. Start all Cisco Unified MeetingPlace services.
7. Check the eventlog to make sure that the servers are syncing properly.