If a web server fails during a web conference, all users are temporarily disconnected from the web-conferencing portion of their meeting. Resolving this situation depends on knowing why the web server failed.

Note: When restoring failed servers, users will experience a slight delay before the Cisco Unified MeetingPlace system regains flawless functionality. This delay is equal to the Load Stats Poll Period value on the Site Properties administrative page * five. The Load Stats Poll Period defaults to one minute. Therefore, the delay defaults to five minutes.

Use the information in Table: What To Do If Your Web Server Fails to identify the failed server problem and a solution.

Table: What To Do If Your Web Server Fails

If...	Then...
The web server fails because of an Agent Service problem.	Other web servers in the cluster detect that a server is down and begin to exclude it from the load balancing cluster. The meeting console client automatically tries to reconnect the user to the server. If this attempt fails, the meeting console attempts to connect to the server designated as the backup for that meeting. If no connection is made after 15 seconds, the client continues attempting to contact the primary, then the backup server. After 30 unsuccessful attempts, the client stops trying and notifies the user that it is unable to reconnect.
The web server fails because of a server components problem.	Other web servers in the cluster are unable to detect that a server is disabled since its Agent Service is fully functional. As a result, the failed web server is not excluded from the load balancing cluster and can continue to have users routed to it in error. To resolve the problem, in the Windows Services control panel, restart the Cisco MeetingPlace Web Conferencing Service. This should restore web-conferencing functionality.
The failed web server is in the DMZ.	Configure another server as your external web server. Users are unable to conduct external meetings until you complete this step. To configure an external web server, see the To Configure Redirection of External Meetings.
The SQL Server database is on the failed server.	All web servers in the cluster become nonfunctional. Users are unable to conduct web conferences until the database is restored.
	Start the web servers sequentially.

The web server (or web servers) continually restart. Access to the web servers is denied with a "Server not available" error message.		
The web server crashes when network access to the shared storage location is interrupted.	Restore access to the shared storage location.	
Your system has a load-balanced configuration and web failover fails.	This may be caused by stopping the Flash Media Server on one Web Conferencing server, which restarts the Connect Application Service on all Web Conferencing servers in a cluster setup, which in turn causes web failover to fail.	Restore access to the shared storage location.