

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

**Error Message:** [1228] Operation Failed. Currently on Web Server X, SQLServer Loadtest, MP Server Y.

**Error Message:** The log file for database MPWEB is full. Back up the transaction log for the database to free up some log space.

If you see the first error message on your web server and the second error message in the Eventlog window, it is likely that the SQL database files are too large and that users are unable to sign in to Cisco Unified MeetingPlace Web Conferencing. To resolve this issue, complete the following procedure.

#### To Resolve Disk Space Error Messages

1. From the SQL Enterprise Manager, choose the database Properties page and choose **Options > Auto Shrink**.
2. To enable this option, set the database recovery model to **Simple** or perform a backup of the log.

**Note:** For all SQL databases, both local and remote, set the database recovery model to **Simple** and not to **Full**. You may need to do this manually. For more information, see [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products\\_tech\\_note09186a0080309e28.shtml](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_tech_note09186a0080309e28.shtml)

**Note for Web Connect deployments:** Even if your system is configured to use a local SQL database on the first Web Server, the second Web Server (the one that is web-connected) still uses a remote SQL database. You must manually set the recovery model for this second (remote) SQL database to **Simple**.