Cisco Unified MeetingPlace Release 6.1 > Cisco Unified MeetingPlace Network Backup Gateway

This chapter provides troubleshooting information for problems that can occur after installing Cisco Unified MeetingPlace Network Backup Gateway.

Note: Your network must be stable and running properly to use these troubleshooting procedures.

Step	Task	Description
1.	Verify that the Cisco Unified MeetingPlace Network Backup Gateway services are running.	From the backup-gateway server, choose **Start > Settings > Control Panel > Administrative Tools > Services**. Verify that the following services are started: • Cisco Unified MeetingPlace Gateway SIM • Cisco Unified MeetingPlace Network Backup Gateway
2.	Verify that the backup-gateway server is logging in to the Cisco Unified MeetingPlace Audio Server system.	Telnet into the Cisco Unified MeetingPlace Audio Server system and enter **gwstatus** to verify that the backup-gateway server status is OK.
3.	Verify that there is sufficient disk space for backup.	Check the Cisco Unified MeetingPlace Audio Server system event log. If backups are made to a local drive and the disk space is insufficient for a complete backup, Cisco Unified MeetingPlace Network Backup Gateway will attempt to back up to another backup-gateway server if one is available. If no other backup-gateway server is available, the backup attempt fails. If Cisco Unified MeetingPlace Network Backup Gateway is installed on multiple backup-gateways servers and they all back up to a common NFS with insufficient disk space, all backups fail.
4.	Verify that the folders in the Gateway SIM and Cisco Unified MeetingPlace Network Backup Gateway match.	Check the Gateway SIM and Cisco Unified MeetingPlace Network Backup Gateway configuration.
5.	Confirm that there is a semicolon and no space after each multiple pathname in the Gateway SIM configuration.	Check the Gateway SIM configuration.
6.	Check the Cisco Unified	

	MeetingPlace Audio Server system event log for any errors relating to the backup gateway server.	
6.	If the problem persists, contact Cisco TAC.	Before you contact Cisco TAC, obtain the following information: • Cisco Unified MeetingPlace Network Backup Gateway release • Cisco Unified MeetingPlace Audio Server release • Error messages or alarm codes