

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 |
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| 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: <ul style="list-style-type: none"> • 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 | |

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| | MeetingPlace Audio Server system event log for any errors relating to the backup gateway server. | |
| 6. | If the problem persists, contact Cisco TAC. | <p>Before you contact Cisco TAC, obtain the following information:</p> <ul style="list-style-type: none">• Cisco Unified MeetingPlace Network Backup Gateway release• Cisco Unified MeetingPlace Audio Server release• Error messages or alarm codes |