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**Question:** What if no "Multi-Server Meeting" radio button appears on the scheduling page?

**Answer:** Your profile may not have the correct setting to allow you to schedule multiserver meetings. Use MeetingTime to check the "Call other server?" profile setting located in the "Outdial Meeting Defaults" section.

**Question:** Can the displayed server name of a particular site that appears under the Add section of the Invited Servers page be changed? For example, a secondary server is listed as Name = chamberlain and Site = New York.

**Answer:** The information displayed under the Add section comes from the Cisco Unified MeetingPlace Audio Server system that is connected to your current web server. For example, if you are on the San Jose web server, you need to go to the San Jose Cisco Unified MeetingPlace Audio Server system to correct this problem.

Use MeetingTime to log in to the applicable Cisco Unified MeetingPlace Audio Server. Under the "Other MeetingPlace Server" section, change the name. Manually trigger a site refresh to have the updated information propagate the database of the web server and subsequently display in the Cisco Unified MeetingPlace Web Conferencing user interface. For instructions, see the [To Manually Refresh a Site](#).

**Question:** Why does the name of a secondary server appear differently in two separate areas of the Invited Servers page? For example, a secondary server appears with the correct name (for example, Boston) in the "Add" section of the page. However, when the server is invited it appears in the "View" section of the page as mp-vc-01.

**Answer:** The information displayed in the "View" section comes from the actual Cisco Unified MeetingPlace Audio Server. In this example, the name "mp-vc-01" comes from the settings configured on the Boston Cisco Unified MeetingPlace Audio Server.

Use MeetingTime to log in to the applicable Cisco Unified MeetingPlace Audio Server. Under the "Other MeetingPlace Server" section, change the name. Manually trigger a site refresh to have the updated information propagate the database of the web server and subsequently display in the Cisco Unified MeetingPlace Web Conferencing user interface. For instructions, see the [To Manually Refresh a Site](#).

**Question:** A new site was added in the Site administrative page. However, the new site is not available in the Site drop-down list on the Site Routes administrative page.

**Answer:** The database has not been updated. Force an update by completing the task described in the To Manually Refresh a Site.

**To Manually Refresh a Site**

You must have a Cisco Unified MeetingPlace profile with System Manager privileges to do this procedure.

1. Sign in to Cisco Unified MeetingPlace Web Conferencing.
2. Click **Admin** , then click **Site** .
3. From the "View" section of the page, click the name of a site so that information about this site populates the "Edit" section of the page.
4. Without changing anything, click **Submit** .
5. Repeat Step 3 and Step 4 for all other sites.