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[Troubleshooting the Web Conferencing Installation](#)

If users are not able to access the full meeting room after upgrading the Audio Server from a previous release, it is possible that the Full Web Conferencing Ports setting on the Audio Server is incorrect. Perform the following procedure to configure the Full Web Conferencing Ports setting to match the number of web conferencing licenses available on your Audio Server.

To Configure the Full Web Conferencing Ports Setting

1. Start MeetingTime and log in to the Cisco Unified MeetingPlace Audio Server.
2. Click **Administration** > **Configure** .
3. Click **Server Configuration** , then click **Query** .
4. Click the value for **Full Web Conferencing Ports** and enter the number of web conferencing licenses purchased.
5. Click **OK** .
6. Click **Save Changes** .