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System Clock

Each Cisco Unified MeetingPlace Application Server has a system clock that is independent of the time zone. In a failover deployment, the system clocks on the active and standby Application Servers must be synchronized with each other.

The system clock should always be set to match UTC (also called GMT). If the system clock is not consistent with UTC, then the system will not behave as expected. To display the time and date of the system clock in UTC, enter **date --utc** in the Application Server CLI. (See [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server](#), Table Command Reference:Application Commands for the Application Server.)

Caution! Do not change the system clock to correct for time zone issues. Doing so can result in long-term system problems. If the available time zone options do not work for you, then contact Cisco TAC.

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [Changing the Time Zone of the Application Server](#)
- [System Clock Does Not Match UTC in the Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)

Recommendations for Time and Time Zone Configurations

- Keep the following default configurations:
 - ◆ Web Servers and Hardware Media Servers use the Application Server as the NTP server.
 - ◆ (For Cisco WebEx integration) If you install a Cisco WebEx Node for MCS, then the Application Server is automatically configured to use the Cisco WebEx Node as the NTP server. This synchronizes the time between the Cisco Unified MeetingPlace system and the Cisco WebEx site.
- If your deployment does *not* include the Cisco WebEx Node for MCS, then configure NTP for the Application Server using an accurate external time reference. The NTP server should reference an atomic clock or satellite receiver.
- Configure the clocks, time zones, and NTP correctly during installation.

Post-installation changes, especially to the system clock on the Application Server, may corrupt existing meeting data on your system, such as meeting start and end times, overbook port availability, and log messages.

Related Topics

- [Configuring Time and Time Zones for Cisco Unified MeetingPlace module](#)
- [Installation and Upgrade Guide for Cisco Unified MeetingPlace at \[http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html\]\(http://www.cisco.com/en/US/products/sw/ps5664/ps5669/prod_installation_guides_list.html\)](#)

Configuring the Time and Time Zone for the Application Server

- [Changing the Time Zone of the Application Server](#)
- [Configuring NTP on the Application Server](#)
- [Synchronizing the Application Server System Clock with the NTP Server](#)
- [Manually Changing the Time of the Application Server System Clock](#)
- [Viewing the Application Server System Clock](#)

Changing the Time Zone of the Application Server

Complete this task if you physically moved your Application Server to a location in a different time zone.

Procedure

1. Sign in to the Application Server operating system as the **root** user.
2. Select **Applications > System Settings > Date & Time**.
3. Select the **Time Zone** tab.
4. Select the new time zone.
5. Select **OK**.

Related Topics

- [Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)

Configuring NTP on the Application Server

Choose from one of the following methods:

- [Configuring NTP from the Application Server CLI](#)
- [Configuring NTP from the Application Server OS Desktop](#)

Restrictions for Configuring NTP on the Application Server

- Do not modify the NTP configuration if your deployment includes the Cisco WebEx Node for MCS. If you install the Cisco WebEx Node for MCS, then the Application Server is automatically configured to use the Cisco WebEx Node as the NTP server.
- If setting NTP shifts the time of the system clock, then any existing meeting data may be affected by the time shifts.

Related Topics

- [Configuring NTP on the Application Server](#)
- [Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)

Configuring NTP from the Application Server CLI

Before You Begin

Read the [Restrictions for Configuring NTP on the Application Server](#).

Procedure

1. Sign in to the Application Server CLI as the **root** user.
2. Enter **mpx_sys stop** to stop the Application Server software.
3. Enter **net** to access the network configuration utility.
The system displays the following:
 - 1) List current configuration
 - 2) Configure Ethernet
 - 3) Set host name
 - 4) Set domain name
 - 5) Configure DNS service
 - 6) Configure NTP service
 - 7) DoneSelect:
4. Enter **6** to configure the NTP service.
5. Enter the IP address or Fully Qualified Domain Name (FQDN) of the new NTP server.
6. Press **Enter** at the prompt to enter additional servers.
7. When finished, enter **1** to verify the NTP configuration.
8. Enter **7** to indicate that you are done.
9. Enter **y** when asked if you want to save your changes.
10. Enter **reboot** to restart the system.

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [Synchronizing the Application Server System Clock with the NTP Server](#)
- [Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)

Configuring NTP from the Application Server OS Desktop

Before You Begin

Read the [Restrictions for Configuring NTP on the Application Server](#).

Procedure

1. Sign in to the Application Server operating system as the **root** user.
2. Select **Applications > System Settings > Date & Time**.
3. Select the **Network Time Protocol** tab.
4. Enter the IP address or Fully Qualified Domain Name (FQDN) of the NTP server in the **Server** field.
5. Select **Add**.
6. Select **OK**.

Related Topics

- [Recommendations for Time and Time Zone Configurations](#)
- [Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)

Synchronizing the Application Server System Clock with the NTP Server

Before You Begin

Read the [Restrictions for Configuring NTP on the Application Server](#).

Procedure

1. Sign in to the Application Server CLI as the **root** user.
2. Enter **mpx_sys stop** to stop the Application Server software.
3. Enter **ntpdate -u ntp-server** to immediately synchronize the system clock with the NTP server, specified by hostname or IP address.
4. Enter **reboot** to restart the system.

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [Configuring NTP on the Application Server](#)
- [Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)

Manually Changing the Time of the Application Server System Clock

Caution! Do *not* use this procedure to change the system clock to an earlier time. Instead, see [System Clock is Wrong-Need to Set it to an Earlier Time](#) in the [Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace](#) module.

Restrictions

- We do not recommend using this manual method of setting the system clock. Instead, you should configure NTP to synchronize the system clock to a reliable external NTP server.
- Users may not be able to attend meetings that are scheduled to begin close to when you change the time of the system clock.
- The time stamps on log messages may reflect the previous system time.
 - ◆ If you sort log messages by time, then the messages may appear in the wrong order.
 - ◆ If you filter log messages by time, then some messages may be lost due to incorrect time stamps.

Procedure

1. Sign in to the Application Server CLI as the **root** user.
2. Enter **mpx_sys stop** to stop the Application Server software.
3. Enter **date MMDDhhmm[YYYY][.ss]** to specify the month, day, hour, minute, and optionally the calendar year and seconds.
4. Enter **reboot** to restart the system.

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [Configuring NTP on the Application Server](#)

Viewing the Application Server System Clock

Procedure

1. Sign in to the Application Server CLI.
2. Enter the **date** command.

```
[root@application-server ~]# date
Tue Sep 29 00:40:46 PDT 2009
[root@application-server ~]#
```

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server module](#)
- [Configuring the Time and Time Zone for the Application Server](#)

Configuring the Time for the Web Server

Caution! Do not manually adjust the clock on the Web Server. Doing so could cause the Web Server to crash. If a one-time manual adjustment is necessary, then stop the Cisco Unified MeetingPlace Web Master Service, make the manual adjustment, and then restart the Web Master Service.

- [Configuring NTP on the Web Server](#)
- [Configuring NTP on a Web Server in a Domain](#)
- [Synchronizing the Time Between the Web Server and the NTP Server Via the Web Master Service and Windows Time Service](#)
- [Viewing the Web Server Clock](#)

Configuring NTP on the Web Server

Notes:

- This topic does *not* apply to Web Servers in a domain. If your Web Server is in a domain, then instead see [Configuring NTP on a Web Server in a Domain](#).
- This topic does *not* apply to deployments in which users schedule meetings from the Cisco WebEx site. For information about Cisco WebEx integration deployments, see the *Planning Guide for Cisco Unified MeetingPlace* at http://doewiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment.

Cisco Unified MeetingPlace automatically sets up the Web Server to use the Application Server as the NTP server for clock synchronization. We recommend that you keep this default configuration, but if you need to synchronize the Web Server with an alternate NTP server, then use this procedure to do so.

Before You Begin

- Read the [Recommendations for Time and Time Zone Configurations](#).
- By default, NTP uses UDP port 123. If your Web Server is in the DMZ and your Application Server is not, you will have to open UDP port 123 inbound in your firewall for the default NTP configuration to work. In the default configuration, the Web Server clock is synchronized with the Application Server as the NTP server.
- If you decide to use an alternate NTP server for your Web Server time synchronization, make sure that your NTP setup keeps the Application Server and Web Server perfectly synchronized with each other. If the time is not synchronized between the two servers, certain features will not work.

Procedure

1. Stop the Cisco Unified MeetingPlace Web Master Service.
2. Select **Start > Settings > Control Panel**.
3. Double-click **Date and Time**.
4. Select the **Internet Time** tab.
5. Check the **Automatically synchronize with an Internet time server** check box.
6. Select or enter the FQDN of the NTP server in the **Server** field.
7. Select **Update Now**.
8. Select **OK**.
9. Start the Cisco Unified MeetingPlace Web Master Service.

Verifying

We highly recommend that you verify clock synchronization between the Application Server and the Web Server. To obtain the current date and time for each server:

- Application Server-Use the **date** command.
- Web Server-Double-click the displayed time at the bottom right corner of the Web Server desktop.

Related Topics

- [Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service](#) module
- [Using the Command-Line Interface \(CLI\) on the Cisco Unified MeetingPlace Application Server](#) module

Configuring NTP on a Web Server in a Domain

Notes:

- This topic applies only to Web Servers that are part of a domain. If your Web Server is *not* in a domain, then instead see [Configuring NTP on the Web Server](#).
- This topic does *not* apply to deployments in which users schedule meetings from the Cisco WebEx site. For information about Cisco WebEx integration deployments, see the *Planning Guide for Cisco Unified MeetingPlace* at http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment.

Complete the following tasks in the order shown:

1. [Pointing the Domain Controller to the External NTP Source](#)
2. [Changing the Registry Setting Manually on the Web Server](#)

Pointing the Domain Controller to the External NTP Source

Before You Begin

- Read the [Before You Begin](#).
- This procedure is completed on the Domain Controller that includes the Cisco Unified MeetingPlace Web Server as part of its domain.

Procedure

1. Open a command prompt.
2. Enter **net stop W32Time**.
3. Enter **w32tm /config /manualpeerlist:NTP-server /syncfromflags:manual /reliable:yes /update**
An example of an NTP server is clock.cisco.com.
4. Wait for the previous command to complete successfully.
5. Enter **net start W32Time**.
6. Enter **w32tm /stripchart /NTP-provider /samples:2/dataonly**.
7. Verify that the command output shows no difference between the local time and the external NTP provider time.

What to Do Next

Proceed to [Changing the Registry Setting Manually on the Web Server](#).

Changing the Registry Setting Manually on the Web Server

Before You Begin

- This procedure is completed on the Cisco Unified MeetingPlace Web Server that is part of the domain.
- Complete [Pointing the Domain Controller to the External NTP Source](#).
- Export the current registry key to a flat file. The registry key is located at HKLM\SYSTEM\CurrentControlSet\Services\W32Time\Parameters.

Procedure

1. Open a DOS command window on the Web Server.
2. Enter **net stop W32Time**.
3. Enter **w32tm /unregister**.
4. Enter **w32tm /register**.
5. Change the value of the registry setting "HKLM\SYSTEM\CurrentControlSet\Services\W32Time\Parameters\Type" to **NT5DS**.
Initially, this will be set to NTP.
6. Enter **net start W32Time**.
7. Enter **w32tm /dumpreg** to verify that all of the registry settings are correct.
Do not expect the Web Server to match the external NTP source immediately after starting the w32time service. Synchronizing the time between the two systems will occur gradually.

Related Topics

- [Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)
- [Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service module](#)

Synchronizing the Time Between the Web Server and the NTP Server Via the Web Master Service and Windows Time Service

At each Web Master Service restart or Web Server reboot, the Web Server software invokes the Windows Time Service to synchronize the time with the NTP server. This synchronization occurs regardless of the time difference.

Once the Web Master Service is started, the Web Server time is synchronized with the NTP server every hour, but only if the time difference is 30 seconds or less.

To synchronize the time between the Web Server and the NTP server, complete the following tasks in the order shown:

1. [Verifying That the Windows Time Service is Running](#)
2. [Restarting the Web Master Service in the Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service module](#)

Verifying That the Windows Time Service is Running

Procedure

1. Go to the Windows Start menu on the Web Server.
2. Select **Settings > Control Panel > Administrative Tools > Services**.
3. Find the **Windows Time** service.
4. Make sure that the **Startup Type** for the Windows Time service is **Automatic**.
If not, then do the following:
 1. Double-click **Windows Time**.
 2. Select **Automatic** in the **Startup type** field.
 3. Select **OK**.
5. Verify that the **Status** for the Windows Time service is **Started**.
Proceed only if you do *not* see "Started" in the Status column for the Windows Time service.
6. Right-click **Windows Time**.
7. Select **Start**.
8. Verify that **Started** now appears in the Status column for the Windows Time service.

What To Do Next

If you are trying to synchronize the time between the Web Server to the NTP server, then proceed to [Restarting the Web Master Service in the Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service module](#).

Viewing the Web Server Clock

Procedure

1. Go to the Web Server desktop.
2. Double-click the time in the bottom right-hand corner.
3. The date and time is displayed.

Related Topics

- [Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)

Configuring the Time for the Hardware Media Server

This topic applies only to deployments which include the Cisco Unified MeetingPlace Media Server.

For the Cisco Unified MeetingPlace 3515 Media Server, one audio blade is built into the chassis. For the Cisco Unified MeetingPlace 3545 Media Server, you may install multiple audio blades, each of which has a clock. Video blades do not have any clocks.

- [Configuring NTP on the Audio Blade](#)
- [Viewing the Audio Blade Clock](#)

Configuring NTP on the Audio Blade

Procedure

1. Sign in to the Media Server Administrator (MSA) for the Hardware Media Server.
2. On the left side of the MSA for the Hardware Media Server, do one of the following:
 - ◆ Select **Board** for Cisco Unified MeetingPlace 3515 Media Server
 - ◆ Select **Device** for Cisco Unified MeetingPlace 3545 Media Server
3. Select the **Basics** tab.
4. Find the **Date/Time** field.

Related Topics

- [Signing In to the Media Server Administrator for the Hardware Media Server in the Using the Media Server Administrator \(MSA\) Interface for the Hardware Media Server module](#)

Viewing the Audio Blade Clock

Procedure

1. Sign in to the Media Server Administrator (MSA) for the Hardware Media Server.
2. On the left side of the MSA for the Hardware Media Server, do one of the following:
 - ◆ Select **Board** for Cisco Unified MeetingPlace 3515 Media Server
 - ◆ Select **Device** for Cisco Unified MeetingPlace 3545 Media Server
3. Select the **Basics** tab.
4. Find the **Date/Time** field.

Related Topics

- [Signing In to the Media Server Administrator for the Hardware Media Server in the Using the Media Server Administrator \(MSA\) Interface for the Hardware Media Server module](#)
- [Configuring NTP on the Audio Blade](#)

Configuring the Time for the Cisco WebEx Node for MCS

- [Viewing the Cisco WebEx Node Clock](#)

Viewing the Cisco WebEx Node Clock

The clock on the Cisco WebEx Node for MCS is always synchronized to the Cisco WebEx site.

Procedure

1. Sign in to the CLI of the Cisco WebEx Node.
2. Enter the **show system date** command.

```
cisco-webex-node > show system date  
Tue Sep 29 09:00:04 GMT 2009
```

Related Topics

- [How to Sign In to the Cisco WebEx Node for MCS CLI](#) in the [Using the Command-Line Interface \(CLI\) on the Cisco WebEx Node for MCS](#) module