

Main page: [Cisco Unified MeetingPlace, Release 8.0](#)

Up one level: [Installation, Upgrade and Migration](#)

| | | | | | |
|--|---|---|--|--|--|
| Step 1: Install the Application Server (which includes the Software Media Server) | Step 2: Install the Hardware Media Server (optional) | Step 3: Configure the Hardware Media Server (optional) | Step 4: Install the Web Server (optional) | Step 5: Install the Cisco WebEx Node for MCS (optional) | Step 6: Install integrations (optional) |
|--|---|---|--|--|--|

- This is step 4 of the installation and configuration process. See the [Quick Start for Installing and Configuring Cisco Unified MeetingPlace Release 8.0](#) module for information about the order in which to install and configure the Cisco Unified MeetingPlace Release 8.0 components.

This section describes how to install the Cisco Unified MeetingPlace Web Server software onto a Cisco MCS. The Cisco Unified MeetingPlace Web Server software installation program installs the following components:

- Cisco Unified MeetingPlace Gateway SIM
- Cisco Unified MeetingPlace Web Server software
- (If the local server option is chosen) SQL Server 2000 and service pack 4

Note: The Cisco MCS on which the software is installed is referred to as the Web Server and the application that runs Cisco Unified MeetingPlace is referred to as the Web Server software.

- [Preparing to Install the Cisco Unified MeetingPlace Web Server Software](#)
- [How to Install the Cisco Unified MeetingPlace Web Server Software](#)
- [Installing the Cisco Security Agent on the Web Server](#)
- [Troubleshooting the Web Server Software Installation](#)
- [How to Test the Web Server Software Installation](#)
- [How to Uninstall the Cisco Unified MeetingPlace Web Server Software](#)

Contents

- [1 Preparing to Install the Cisco Unified MeetingPlace Web Server Software](#)
 - ◆ [1.1 About Installing SQL Server on a Remote, Standalone Server](#)
 - ◆ [1.2 Gathering Installation Values](#)
 - ◇ [1.2.1 Table: Installation Values for the Cisco Unified MeetingPlace Web Server Software](#)
- [2 How to Install the Cisco Unified MeetingPlace Web Server Software](#)

- ◆ [2.1 Before You Begin](#)
- ◆ [2.2 Installing the Gateway SIM and the Web Server Software](#)
 - ◇ [2.2.1 Procedure](#)
- ◆ [2.3 Installing SQL Server and the Web Server Software](#)
 - ◇ [2.3.1 SQL Server Installation \(only if you chose Local Server\)](#)
 - ◇ [2.3.2 SQL Server Service Pack 4 Installation \(only if you chose Local Server\)](#)
 - ◇ [2.3.3 Web Server Software Installation](#)
- [3 Installing the Cisco Security Agent on the Web Server](#)
 - ◆ [3.1 Procedure](#)
 - ◆ [3.2 Related Topics](#)
- [4 Troubleshooting the Web Server Software Installation](#)
 - ◆ [4.1 Problem with SQL Server](#)
 - ◆ [4.2 Using Gateway SIM to Change the Hostname of the Application Server](#)
 - ◇ [4.2.1 Procedure](#)
 - ◇ [4.2.2 Related Topics](#)
 - ◇ [4.2.3 What To Do Next](#)
- [5 How to Test the Web Server Software Installation](#)
 - ◆ [5.1 Defining the Web Server Hostname \(Optional\)](#)
 - ◇ [5.1.1 Before You Begin](#)
 - ◇ [5.1.2 Procedure](#)
 - ◆ [5.2 Testing the Web Server Hostname \(Optional\)](#)
 - ◆ [5.3 Testing the Audio Meeting Connection](#)
 - ◇ [5.3.1 Procedure](#)
- [6 How to Uninstall the Cisco Unified MeetingPlace Web Server Software](#)
 - ◆ [6.1 Uninstalling the Web Server Software](#)
 - ◇ [6.1.1 Procedure](#)
 - ◆ [6.2 Uninstalling SQL Server](#)
 - ◇ [6.2.1 Restrictions](#)
 - ◇ [6.2.2 Procedure](#)

Preparing to Install the Cisco Unified MeetingPlace Web Server Software

Before you install the Web Server software, you must do the tasks in this table.

| Task | See this document or section |
|--|---|
| Ensure that you meet all the system requirements for installing the Web Server software. | Cisco Unified MeetingPlace Release 8.0 -- System Requirements for Cisco Unified MeetingPlace Release 8.0 |
| Learn about Segmented Meeting Access-2S (SMA-2S). Determine if you need to follow the | Installing the Cisco Unified MeetingPlace Web Server Software in a Segmented Meeting Access (SMA-2S) Configuration module |

| | |
|---|---|
| <p>installation instructions in that section instead.</p> | |
| <p>Ensure that you have a server on which to install the Web Server software. The server on which you install the Web Server software will be reformatted during the installation and all existing data will be lost. We suggest using an unformatted server.</p> | <p>Cisco MCS installation documentation at http://www.cisco.com/en/US/products/hw/voiceapp/ps378/prod_installation_guides_list.html</p> <p>Note: Cisco will provide an installer with Microsoft operating system updates on cisco.com, with instructions to download and deploy these updates.</p> <ul style="list-style-type: none"> • Software downloads for the Web Server Windows 2003 operating system is located in the Unified MeetingPlace Security Updates folder: <p style="padding-left: 40px;">◇ Cisco Unified MeetingPlace Release 8.0 ?http://www.cisco.com/cisco/software/type.html?mdfid=282879185&flowid=5383</p> <p>? Frequency of updates: Two weeks after Microsoft Patch Tuesday (Microsoft Patch Tuesday is the second Tuesday of each month).</p> <p>? Sign up to receive a notification whenever new versions are posted to the software download site. Use the Cisco Notification Service to create customized, flexible notification alerts to be sent to you via email or by RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs: http://www.cisco.com/cisco/support/notifications.html</p> |
| <p>The Web Server software is installed on a Cisco Media Convergence Server (MCS). (You may also install it on the exact equivalent server from a different manufacturer.)</p> | |
| <p>We recommend that you dedicate a Cisco MCS or exact equivalent on which to install the Cisco Unified MeetingPlace</p> | |

| | |
|---|---|
| <p>Web Server software.</p> <p>Confirm that your Cisco MCS has sufficient disk space to allow for the storage of applications, attachments, recordings, and meeting and profile database information, which will grow over time.</p> | |
| <p>Install the Cisco MCS operating system and the latest service pack on the Cisco MCS on which you are going to install the Web Server software.</p> | <p>Cisco MCS installation documentation at http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/win_os/install/os200312.html</p> |
| <p>Connect the port to the network.</p> | |
| <p>Configure the network interface card (NIC) with an individual IP address and distinct hostname. The hostname must be resolvable.</p> <p>Note: Unlike earlier releases, Cisco Unified MeetingPlace Release 8.0 has only one NIC.</p> | <p>"Configuring Network Settings" in the post-installation tasks in <i>Installing the Operating System on the Cisco Unified Communications Server Version 2003.1.2</i> which can be found here: http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/win_os/install/os200312.html</p> |
| | <p><u>About Installing SQL Server on a Remote, Standalone Server</u></p> |

| | |
|---|---|
| Understand how SQL Server works with the Web Server software. | |
| Gather all the values that you will need to complete the Web Server software installation. | <u>Gathering Installation Values</u> |
| Install the Cisco Unified MeetingPlace Application Server software. Note: The Application Server software and Web Server software are installed on different servers. | <u>Installing the Cisco Unified MeetingPlace Application Server Software module</u> |

About Installing SQL Server on a Remote, Standalone Server

The Cisco Unified MeetingPlace Web Server software requires SQL Server. You can choose to install SQL Server on the web server on which you are installing the Cisco Unified MeetingPlace Web Server software or on a remote, standalone server.

If you install SQL Server on the same server, the Web Server software installation program installs SQL Server 2000 and service pack 4 on your local system automatically; in this case, no pre-installation steps are required.

If you choose to install SQL Server on a remote, standalone server, install both SQL Server 2000 and the appropriate service pack on a separate Windows server *before* installing the Cisco Unified MeetingPlace Web Server software.

See Cisco Unified MeetingPlace Release 8.0 -- System Requirements for Cisco Unified MeetingPlace Release 8.0 for information about the required service pack.

Gathering Installation Values

Gather and record the information in [Table: Installation Values for the Cisco Unified MeetingPlace Web Server Software](#).

Table: Installation Values for the Cisco Unified MeetingPlace Web Server Software

| Parameter | Description |
|---|--|
| Hostname of primary MeetingPlace server | <p>Hostname of the Cisco Unified MeetingPlace Application Server to which this Web Server will be attached.</p> <p>We recommend that you enter a Fully Qualified Domain Name (FQDN).</p> <p>If you are installing the Web Server software on multiple web servers that share a database and point to the same Application Server, make sure that the Application Server hostname on all of these web servers is the same.</p> <p>Ensure that you can access the Web Server by this hostname.</p> |
| Client IP address entry | IP address of the Cisco Unified MeetingPlace Web Server on which you are currently installing the Web Server software. |
| Server location | <ul style="list-style-type: none"> • Internal (Full Access)-The Cisco Unified MeetingPlace Web Server software is installed with all features enabled, and the web server on which it is installed is placed inside your corporate network. In SMA-2S deployments, this web server functions as the internal web server. • External (Limited Access)-The Cisco Unified MeetingPlace Web Server software is installed with attend-only capability, and the web server on which it is installed is placed outside your corporate firewall in an Internet-accessible network, such as a DMZ. In SMA-2S deployments, this web server functions as the external web server. <p>The first time that you install the Cisco Unified MeetingPlace Web Server software on a web server, select Internal. You can select external for subsequent web servers. If you only have one web server, you must select Internal.</p> <p>For more information on SMA-2S configurations, see the Installing the Cisco Unified MeetingPlace Web Server Software in a Segmented Meeting Access (SMA-2S) Configuration module.</p> |
| Database Location | <ul style="list-style-type: none"> • Local server-To install SQL Server 2000 on the web server on which you are also installing the Cisco Unified MeetingPlace Web Server software. • Existing remote server-To connect to a remote, standalone SQL Server that was previously installed on a separate system. |

| | |
|-------------------------|--|
| | For information about installing SQL Server, see About Installing SQL Server on a Remote, Standalone Server . |
| Remote SQL Server name | (Optional) If you are connecting to a remote, standalone SQL Server, enter its hostname. Ensure that you can access the server by this hostname. |
| SQL Server account info | <ul style="list-style-type: none"> • If you are installing SQL Server on the web server on which you are also installing the Cisco Unified MeetingPlace Web Server software, the system automatically enters sa as your user name. Do not change this value. You can change it after the installation. • If you are connecting to a remote, standalone SQL Server, we strongly suggest that you enter sa as your user name. After the installation, you can configure a least-privileged SQL account and configure the web server software to use this account instead. <p>Caution! The Cisco Unified MeetingPlace Web Server software installation program does not create or verify the existence of the SQL Server account nor does it check the validity of the user name and password combination.</p> |
| SQL Server password | <p>Password for the SQL Server user name. Enter this twice.</p> <p>Note: You cannot use a blank password. If you are connecting to a remote, standalone SQL Server, the password you enter during this installation must match the SQL Server password that you used when originally installed SQL Server on the remote, standalone server.</p> |

How to Install the Cisco Unified MeetingPlace Web Server Software

You install the Web Server software in two steps:

- [Installing the Gateway SIM and the Web Server Software](#)
- [Installing SQL Server and the Web Server Software](#)

Before You Begin

- We do not support installing the Cisco Unified MeetingPlace Web Server software by using Terminal Services.
- Do not interrupt the installation during the automatic system shutdown or reboot.
- The installation program disables any antivirus software on the Cisco MCS for the duration of the installation.
- Note that the installation program will reboot your system three times if you are installing SQL Server 2000 locally, or one time if you are using a remote SQL Server.

Installing the Gateway SIM and the Web Server Software

Procedure

1. Exit any open applications.
2. Insert the Cisco Unified MeetingPlace Web Server software DVD into the DVD-ROM drive.
3. Double-click the **CiscoUnifiedMeetingPlaceWebServer.exe** file to begin the installation.

The installation program displays the Cisco Unified MeetingPlace InstallShield wizard and then a welcome page.

4. Select **Next**.

The installation program displays a screen asking where to install the Web Server software.

5. Select **Next**.

The installation program copies files and when finished, displays the first of two screens stating that the Gateway SIM installation is complete.

6. Select **Finish**.

7. Enter the hostname of the Cisco Unified MeetingPlace Application Server to which this web server will connect. See [Hostname of primary MeetingPlace server](#).

8. Select **Next**.

9. Enter the IP address of the Cisco Unified MeetingPlace web server that you are currently installing. See [Client IP address entry](#).

10. Select **Next**.

The installation program installs the Gateway SIM and when finished, displays the second of two dialog boxes stating that the Gateway SIM installation is complete.

11. Select **OK**.

The installation program continues to install the Cisco Unified MeetingPlace Web Server software.

12. Select **Next**.

13. Select where this web server is located, either internal (full access) or external (limited access). See [Server location](#).

14. Select **Next**.

15. Select the type of SQL Server that you will use, either local or remote, standalone. See [Database Location](#).

16. Select **Next**.

17. (Optional, only if you chose to install a remote, standalone SQL Server) Enter the hostname of the remote, standalone SQL Server. See [Remote SQL Server name](#).

18. Select **Next**.

19. Enter the user name and password for the SQL Server. See [SQL Server account info](#).

20. Select **Next**.

The installation program displays an informational message.

21. Select **Next**.

The installation program starts copying files.

22. Select **Finish** when the installation program prompts you to restart your computer.

This is the first reboot. After the reboot, the system displays the sign-in screen. This entire procedure takes approximately 20 minutes.

Installing SQL Server and the Web Server Software

The installation program continues installing the Web Server software. This part of the installation can be done silently.

Note: At any time during this part of the installation, you can sign in to the web server to see progress messages. To sign in, use the credentials you established when you installed the Cisco MCS operating system.

SQL Server Installation (only if you chose Local Server)

- The installation program installs SQL Server.
- When finished, the system automatically reboots. This is the second reboot.
- This part of the installation takes about 15 minutes.

SQL Server Service Pack 4 Installation (only if you chose Local Server)

- The installation program installs the SQL Server service pack 4.
- When finished, the system automatically reboots. This is the third reboot.
- This part of the installation takes about 15 minutes.

Web Server Software Installation

- The installation program configures and verifies the web server.
- When finished, the installation program displays a small message stating that all services started successfully.
- This part of the installation takes about 15 minutes.
- To verify that the installation program has finished the installation, open the Gateway SIM event log by right-clicking the orange door icon in the system tray. Look for the message that says "All services started successfully".

Installing the Cisco Security Agent on the Web Server

Installing the Cisco Security Agent is optional.

If you have Cisco Security Agent running, SSH access to the external web server will be blocked. You may want to consider other access modules, such as VNC or Remote Desktop, to provide access to the external web server.

Procedure

1. If not already done, insert the Cisco Unified MeetingPlace Web Server software DVD into the DVD-ROM drive.
2. Double-click the Cisco Security Agent executable file to begin the installation.
The system installs the Cisco Security Agent.
3. Reboot the system.

Related Topics

- *Release Notes for Cisco Security Agent for Cisco Unified MeetingPlace* at http://www.cisco.com/en/US/products/sw/secursw/ps5057/prod_release_notes_list.html.

Troubleshooting the Web Server Software Installation

- [Problem with SQL Server](#)
- [Using Gateway SIM to Change the Hostname of the Application Server](#)

Problem with SQL Server

Error Message: Error -2147221297 [Microsoft][ODBC SQL Server Driver][SQL Server] InvalidColumn Name 'Timestamp'"

Explanation: If you see the preceding error message and cannot connect to the database on the SQL Server during the Cisco Unified MeetingPlace Web Server software installation, your connection problem might be due to a case-sensitive SQL Server.

Recommended Action: Run the installation on an SQL Server that is not case-sensitive.

Using Gateway SIM to Change the Hostname of the Application Server

Follow these steps if you need to change the hostname that you have already defined for the Application Server.

Procedure

1. Stop the web services and the Gateway SIM service.
2. Choose **Start > Programs > Cisco Unified MeetingPlace Configuration > Cisco Unified MeetingPlace Gateway Configuration**.
3. Select the entry for the Application Server.
4. Select **Delete**.
5. Sign in to the CLI of the Application Server.
6. Enter **net** at the prompt.
7. Enter **3** to change the hostname.
8. Go to the web server.
9. Choose **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
10. Open the "System" table in the MPWEB database.
11. Change the name of the Application Server from the old hostname to the new hostname for the entry in the Hostname column.
12. Double-click the orange door icon in the system task bar.
The system opens the MeetingPlace Gateway Configurations utility.
13. Add a new entry for the Application Server, using the new hostname.
14. Reboot the web server.

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](#)

What To Do Next

- Configure the DNS1 server to point the old hostname to the new hostname.
- Restart the system by entering either the **mpx_sys restart** operating system command or the **reboot** Linux command.
- If you enabled SSL for the Application Server, complete [Generating a Certificate Signing Request and Obtaining the Certificate](#) and [Uploading the Certificate File and Enabling SSL](#) in the [Configuring SSL for the Cisco Unified MeetingPlace Application Server](#) module.
Note: If your Application Server is set up for failover, run the **failoverUtil copyConfigFiles** command on the Application Server and after that command executes successfully, run the **failoverUtil restoreConfigFiles** command on the remote server. Running these commands ensure that the SSL configuration changes made on the Application Server get copied over to the remote Application Server also.
- If you installed the MeetingPlace Conference Manager, complete [Editing an Existing Server](#) in the [Using MeetingPlace Conference Manager](#) module.
- Complete [Changing the Cisco Unified MeetingPlace Application Server Connection Configured in the Gateway SIM](#) in the [Configuring the Cisco Unified MeetingPlace Gateway System Integrity Manager](#) module.
- Notify the Cisco WebEx administrator to update the Cisco Unified MeetingPlace hostname that is configured in the Cisco WebEx license manager.

How to Test the Web Server Software Installation

- [Defining the Web Server Hostname \(Optional\)](#)
- [Testing the Web Server Hostname \(Optional\)](#)
- [Testing the Audio Meeting Connection](#)

Defining the Web Server Hostname (Optional)

Note: If the web server is not in a Domain Name Server (DNS), do not perform this procedure.

If you want users to be able to access the web server by using the fully qualified domain name (FQDN) of the server, or if you plan to configure SSL for this web server, complete the following procedure.

Before You Begin

- Go to the Administration Center and use the default admin account to create a user who will have administrator permissions. The default admin account can only be used to create additional users; it cannot be used to perform administrative functions on the Web Server. See [Admin Profile](#) in the [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module for information

about the default admin profile.

Procedure

1. Open your web browser, and enter the URL of your web server.
 - ◆ For internal web servers, the default URL structure is `http://internal_server_name`, where `internal_server_name` is the name of your internal web server.
 - ◆ For external web servers, the default URL structure is `http://external_server_name/mpweb/admin/`, where `external_server_name` is the name of your external web server.
2. Select **Sign In**.
3. Enter the user ID and password of the web server administrator that you created in [Before You Begin](#). This must be an individual user; you cannot use the default admin account to perform administrative functions. You can only use the default admin account to create other users with admin permissions.
4. Select **Sign In Now**.
 - If you are on an external web server, the administrative page appears automatically.
 - If you are on an internal web server, the Welcome page appears with your name displayed at the top.
5. If you are on an internal web server, select **Admin** to access the administrative page.
6. Select **Web Server**.
7. Select the name of the web server that you want to configure from the View section of the page.
8. In the Hostname field, enter the FQDN of the network interface on the web server, for example, **hostname.domain.com**. Note the following considerations:
 - ◆ To use SSL, you must enter the FQDN.
 - ◆ This hostname must be resolvable by its intended users.
9. Select **Submit**.
10. Select **Admin** to access the administrative page.
11. Select **Reboot Server** to reboot the web server.
12. Select **OK**.

Testing the Web Server Hostname (Optional)

Note: You only need to perform this procedure if you performed the steps in [Defining the Web Server Hostname \(Optional\)](#).

Confirm that the web server can resolve itself using the hostname configured on the web server administrative page. This is also the hostname that end users use to connect to this web server.

Do one of the following:

- Enter the FQDN of the network interface on the web server, for example, **hostname.domain.com**.
- If the web server is not in a Domain Name Server (DNS), use a web browser to connect to an IP address from the web server.

If the Cisco Unified MeetingPlace home page appears, the connection is successful.

Testing the Audio Meeting Connection

After you have installed the Application Server and Web Server software, you can only test the audio capabilities of your system because you have not yet configured your system for web meetings. See the [Quick Start for Installing and Configuring Cisco Unified MeetingPlace Release 8.0](#) module for information about the order in which to install the Cisco Unified MeetingPlace components.

Procedure

1. From an end-user system, open a web browser and enter the Cisco Unified MeetingPlace home page URL in the address field.
2. Select **Sign In**.
3. Enter your user ID and password.
4. Select **Sign In Now**.
5. Select **Schedule Meeting** on the Welcome page.
6. Fill in your meeting details on the New Meeting scheduling page.
7. Select **Schedule**.
8. Go to the home page.
9. Enter the meeting ID of the meeting you just scheduled.
10. Select **Attend Meeting**.
11. Select **Connect**.
12. Answer the phone and confirm that the audio meeting works properly.

How to Uninstall the Cisco Unified MeetingPlace Web Server Software

To uninstall the Cisco Unified MeetingPlace Web Server software, you have to uninstall both the Web Server software and SQL Server.

- [Uninstalling the Web Server Software](#)
- [Uninstalling SQL Server](#)

Uninstalling the Web Server Software

Procedure

1. Choose **Settings > Control Panel > Add/Remove Programs** from the Windows Start menu.
2. Select **Cisco Unified MeetingPlace Web Server** from the Add/Remove Programs window.
3. Select **Change/Remove**.
4. Select **Yes**, when prompted, to completely remove the Web Server software and all its components.
5. Manually delete the storage locations for converted audio files (for example, *drive:\wma_files*) from Windows Explorer.

Uninstalling SQL Server

If you are no longer using SQL Server for any other applications, you can uninstall it manually.

Restrictions

- Uninstalling SQL Server does not remove the Cisco Unified MeetingPlace SQL Server database files. To completely remove all database files associated with Cisco Unified MeetingPlace, you must manually locate and delete the files.
- Do not uninstall the local SQL Server if you are using remote SQL Server 2005. If, however, you are using remote SQL Server 2000, you may choose to uninstall the SQL Server software and delete the MPWEB SQL database files from the Cisco Unified MeetingPlace Web Server.

Procedure

1. Choose **Settings > Control Panel > Administrative Tools > Services** from the Windows Start menu.
2. Stop the **Microsoft SQL Server** service.
3. Choose **Settings > Control Panel > Add/Remove Programs** from the Start menu.
4. Select **Microsoft SQL Server**.
5. Select **Remove**.
6. Reboot the web server.