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This module describes how to set up Cisco WebEx web conferencing for Cisco Unified MeetingPlace.

Notes:

- To instead use IBM Lotus Sametime web conferencing with Cisco Unified MeetingPlace audio, see the *Integration Note for Installing and Configuring IBM Lotus Sametime Web Conference with Cisco Unified MeetingPlace*.
- For descriptions, restrictions, and user information for each Cisco WebEx integration deployment option, see *Planning Your Deployment* at:
[http://docwiki.cisco.com/wiki/Cisco Unified MeetingPlace%2C Release 8.0 -- Planning Your Deployment](http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment).

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Information About Cisco WebEx Integration

Note: For information about Cisco WebEx components and deployment options, see [Cisco Unified MeetingPlace, Release 8.0 -- Planning Your Deployment](#).

- [Directory Integration](#)
- [Failover in Cisco WebEx Integrations](#)

Directory Integration

When you obtain the Cisco WebEx site for integration with Cisco Unified MeetingPlace, you need to indicate whether or not to provision the site for directory integration.

If you choose to *not* provision the site for directory integration, then make sure that your Cisco Unified MeetingPlace system is *not* configured to use the [Directory Service](#) feature.

Choosing to provision the site for directory integration means the following:

- Cisco Unified MeetingPlace must be configured to use the [Directory Service](#) feature. With Directory Service, Cisco Unified MeetingPlace users are imported from Cisco Unified Communications Manager and are authenticated by Cisco Unified Communications Manager or by an LDAP directory that is integrated with Cisco Unified Communications Manager.
- Individual user profiles are automatically imported or updated from Cisco Unified MeetingPlace to Cisco WebEx when the user signs in to Cisco WebEx or launches a Cisco WebEx meeting.
- Single sign-on (SSO) is implemented, where:

- ◆ Users sign in via the Cisco Unified MeetingPlace Application Server.
If a user tries to sign in directly to the Cisco WebEx site, the user is redirected to the Cisco Unified MeetingPlace Application Server to sign in.
- ◆ If you click one of the Cisco WebEx Site Administration URL links in the Cisco Unified MeetingPlace Administration Center, you are automatically signed in to the Cisco WebEx Site Administration.

Notes:

- We recommend that you have your Cisco WebEx site provisioned for directory integration.

Directory integration is most relevant for Cisco Unified MeetingPlace deployments in which users schedule meetings from Cisco WebEx. Nevertheless, for *all* Cisco WebEx integration deployments, directory integration enables administrators to use the SSO implementation to quickly access the Cisco WebEx Site Administration from the Cisco Unified MeetingPlace Administration Center.

- For directory integration deployments in which users schedule meetings from Cisco Unified MeetingPlace, the imported user profiles in the Cisco WebEx site contain autogenerated email addresses (*username@meetingplace.cisco.com*). Because Cisco Unified MeetingPlace handles the scheduling, authentication, and notifications, the email addresses in the Cisco WebEx site are never *used* for anything. The autogenerated email addresses simply ensure that email addresses are unique on the Cisco WebEx site, which is required.

Related Topics

- [Configuring Cisco Unified MeetingPlace Directory Service module](#)
- [Creating and Uploading the Cisco WebEx Certificate](#)

Failover in Cisco WebEx Integrations

- [Cisco WebEx Node for MCS-Automatic Failover](#)
- [Application Server-Manual Failover](#)

Cisco WebEx Node for MCS-Automatic Failover

This topic applies only if you deploy two or more Cisco WebEx Nodes on premises.

If a Cisco WebEx Node goes down:

- Any traffic on the Cisco WebEx Node for internal meetings is automatically taken over by the next available Cisco WebEx Node for MCS.
- Any traffic on the Cisco WebEx Node for external meetings is automatically taken over by the Cisco WebEx Collaboration Cloud.
- Any sharing and recording on the Cisco WebEx Node will be stopped, and users will have to restart sharing and recording the meetings.

Related Topics

- For information about the Cisco WebEx Node for MCS, see the *Planning Guide for Cisco Unified MeetingPlace* at http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment.
- [Application Server-Manual Failover](#)
- [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module

Application Server-Manual Failover

If the active Application Server goes down, then you need to manually bring up the standby Application Server.

When the Application Server goes down:

- Audio meetings handled by that server are terminated.
- Audio and video recordings in progress are lost.
- (For Cisco Unified MeetingPlace scheduling only) Web recordings of internal meetings in progress are lost.
- Cisco WebEx web meetings remain active.

Once the standby Application Server becomes active:

- Cisco Unified MeetingPlace creates new audio meetings using the same meeting IDs as the meetings which were terminated.
- If dial-out calls are enabled, then each web meeting participant is prompted to enter a dial-out phone number to join the new audio meeting.
- Any meeting recordings that were in progress will be lost. Users may restart meeting recordings to record the remainder of the meetings.

Related Topics

- [Cisco WebEx Node for MCS-Automatic Failover](#)
- [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module
- [Configuring Application Server Failover for Cisco Unified MeetingPlace](#) module

Prerequisites for Integrating with Cisco WebEx

- Understand your integration deployment, including any restrictions and information that you will need to provide to your users. See the *Planning Guide for Cisco Unified MeetingPlace* at : http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment.

- Install or upgrade the Cisco Unified MeetingPlace system, including all servers that are required for your specific deployment. See [Quick Start for Installing and Configuring Cisco Unified MeetingPlace Release 8.0](#).
- Obtain a Cisco WebEx site, such as cisco.webex.com. When you fill out the Cisco WebEx form to request the site:
 - ◆ Make sure that you provide the exact hostname of your Cisco Unified MeetingPlace Application Server. You cannot, for example, provide a DNS alias for the Application Server.
 - ◆ Make sure that you correctly specify whether or not to provision the Cisco WebEx site for [Directory Integration](#). Once the site is provisioned, you cannot enable or disable directory integration without losing all scheduled Cisco WebEx meetings and Cisco WebEx user profiles.
- If your Cisco WebEx site will be provisioned for [Directory Integration](#) (recommended), then you must configure Cisco Unified MeetingPlace for [Directory Service](#) before you configure the Cisco WebEx integration.

If your Cisco WebEx site will *not* be provisioned for [Directory Integration](#), then make sure that [Directory Service](#) is *not* configured on Cisco Unified MeetingPlace before you configure the Cisco WebEx integration.

- If your deployment includes the Cisco WebEx Node for MCS, then register each Cisco WebEx Node with Cisco WebEx.
- The Cisco Unified MeetingPlace Application Server Webex TSP only supports SOCKS Web proxy servers (not HTTP proxy). Allow direct firewall access to Webex Site IPs directly. Note that there are often delay issues when proxy servers are used. The integration to Cisco Webex must be maintained continuously via the internet without delays, otherwise it will affect user response times.
- Cisco Webex Node for MCS does not support any HTTP or SOCKS proxy servers. Allow direct access to Webex Site IPs directly through firewall settings.
- If you did not configure Network Time Protocol (NTP) on the Application Server during installation, then use the `net` command to do so.

If your deployment includes the Cisco WebEx Node for MCS, then we recommend that you keep the default NTP configuration in which the Application Server uses the Cisco WebEx Node as the NTP server.

- (Cisco Unified MeetingPlace scheduling only) Configure the Cisco Unified MeetingPlace Web Server software. See the [Quick Start Configuration for Cisco Unified MeetingPlace Web User Portal for Scheduling and Joining Meetings](#) module.
- (Cisco WebEx scheduling only) Enable reservationless meetings for users who will schedule meetings. See [Configuring Reservationless Meetings](#) in the [Configuring Meetings for Cisco Unified MeetingPlace](#) module.
- (Cisco WebEx scheduling only) If you want end users to be able to download and use the Microsoft Outlook Productivity Tool from Cisco WebEx, then you must enable SSL on the Cisco Unified MeetingPlace Application Server.

Related Topics

- [How to Integrate Cisco Unified MeetingPlace with Cisco WebEx](#)
- [Configuring Cisco Unified MeetingPlace Directory Service](#) module
- [Recommendations for Time and Time Zone Configurations](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [Configuring SSL for the Cisco Unified MeetingPlace Application Server](#) module

Restrictions for Integrating with Cisco WebEx

- Reservationless Single Number Access (RSNA) is not supported with Cisco WebEx integration.
- The Cisco WebEx Node for MCS does not support proxy configurations. Specifically, the Cisco WebEx Node needs to be able to contact the Cisco WebEx site without the use of an HTTPS web proxy.
- If more than two *audio* participants join and leave a Cisco WebEx meeting, the meeting continues until the host ends the meeting or until the scheduled end time.
- If you use mobile clients on the WebEx site with MP audio integration, the VoIP feature on the mobile client and PC is not supported. WebEx VoIP feature is only supported with WebEx audio bridge, not with MeetingPlace or third party audio bridge providers.
- HQ Video from WebEx does not work with MeetingPlace 8.0 integration. (workaround) Use the new lock video feature during the meeting with HQ video to lock the video to a specific participant in the meeting.

Note: Also see the following:

- For deployment-specific restrictions, see the *Planning Guide for Cisco Unified MeetingPlace* at : http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment.
- [User Profile Restrictions for Cisco WebEx Integrations](#).
- For recording restrictions, see the [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module.

User Profile Restrictions for Cisco WebEx Integrations

- If you delete a user profile in Cisco Unified MeetingPlace, the corresponding user profile in Cisco WebEx is *not* deleted or immediately deactivated. You can manually deactivate the user profile through the Cisco WebEx Site Administration, or you can ask your Cisco WebEx administrator to configure your Cisco WebEx site to deactivate accounts after a specific period of inactivity. Cisco WebEx user profiles cannot be deleted.

Similarly, if you deactivate a user profile in Cisco WebEx, the corresponding user profile in Cisco Unified MeetingPlace is not deleted. You must manually delete or deactivate the user profile through the Cisco Unified MeetingPlace Administration Center or MeetingPlace Conference Manager.

- The following Cisco Unified MeetingPlace user profile fields have different restrictions or requirements when the system is integrated with Cisco WebEx:
 - ◆ First name and Last name-Required fields.

- ◆ User ID-Do not modify this field in an existing user profile. Doing so disables future sign-ins to Cisco WebEx by the user. Also, special characters such as !@#\$\$%^&() are not supported.
- ◆ User password-Avoid using diacritical or non-English characters in these fields. Doing so restricts the user from joining the Cisco WebEx web meeting directly after sign in; instead, the user is sent to the Cisco WebEx site and can join the meeting indirectly from there.
- ◆ Profile number-Maximum 8 characters.
- ◆ Email address-Required field. Maximum 64 characters. Must be unique on the Cisco WebEx site.
- ◆ Alternate phone number-Maximum 30 characters.
- ◆ Language-See which languages are supported for your specific deployment in the *Planning Guide for Cisco Unified MeetingPlace* at:
http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deploy
- ◆ Time zone-If the value in Cisco Unified MeetingPlace does not map to a Cisco WebEx value during the import or synchronization of a user profile, then the Cisco WebEx user profile uses the default value of the Cisco WebEx site.

Related Topics

- [Restrictions for Integrating with Cisco WebEx](#)
- [Deactivating Cisco WebEx User Profiles](#)
- [Transferring User Profiles From Cisco Unified MeetingPlace to Cisco WebEx](#)
- [How to Integrate Cisco Unified MeetingPlace with Cisco WebEx](#)
- [Time Zone Mapping Between Cisco WebEx and Cisco Unified MeetingPlace](#) module

How to Integrate Cisco Unified MeetingPlace with Cisco WebEx

Note: When WebEx updates TSP information, Cisco Unified MeetingPlace administrators must follow a reset procedure to force the Cisco Unified MeetingPlace system to download and apply the new configuration from WebEx. For reset instructions, see [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).

- [Setting Up the Cisco Unified MeetingPlace Administrator Profile on the Cisco WebEx Site](#)
- [Configuring the Cisco WebEx Connection and Scheduling Options](#)
- [Creating and Uploading the Cisco WebEx Certificate](#)
- [Configuring the Application Server Link on the Cisco WebEx Node for MCS](#)
- [Configuring the Cisco WebEx Audio Recorder](#)
- [Establishing or Resetting the Telephony Connection to Cisco WebEx](#)
- [Configuring Site Settings in the Cisco WebEx Site Administration](#)
- [Transferring User Profiles From Cisco Unified MeetingPlace to Cisco WebEx](#)
- [Enabling Dial-Out Calls from the Cisco WebEx Web Meeting Room](#)
- [Disabling Dial-Out Calls from the Cisco WebEx Site](#)
- [Disabling Name Recordings During Meeting Entry](#)
- [Enabling Phone Numbers in the User Profile to Appear When the User Dials Out from the Cisco WebEx Web Meeting Room](#)
- [Configuring End-to-End Encryption for Cisco WebEx Meetings](#)
- [Configuring Which Website is Displayed After Cisco WebEx Meetings End](#)
- [Deactivating Cisco WebEx User Profiles](#)
- [Modifying Your Cisco WebEx Site Administration Account](#)

Setting Up the Cisco Unified MeetingPlace Administrator Profile on the Cisco WebEx Site

The Cisco WebEx site must have an administrator user profile that matches the preconfigured [Admin Profile](#) in Cisco Unified MeetingPlace.

Before You Begin

- See the [Prerequisites for Integrating with Cisco WebEx](#).
- Obtain the following information, which is typically provided via email by the Cisco WebEx site provisioning group:
 - ◆ Site name
 - ◆ Username and password for the Cisco WebEx site

Procedure

1. Sign in to **http:site-name.webex.com/admin**.
2. Select **Edit User List**.
3. Search for and select the username **admin**.
If the search results do not include a profile with user name *admin*, then select **Add User**.
4. Confirm or enter the following values:
 - ◆ Account Type-**Site administrator**
 - ◆ User name-Must exactly match the User ID of the preconfigured admin profile on Cisco Unified MeetingPlace, which is **admin** by default.
 - ◆ Cisco Unified MeetingPlace profile number-Must exactly match the Profile number of the preconfigured admin profile on Cisco Unified MeetingPlace, which is **0001** by default.
 - ◆ Email-Make sure that this email address is unique among all email addresses in Cisco WebEx user profiles. To prevent any conflicts, we recommend that you enter a unique email *alias*.
 - ◆ Password-Must exactly match the Cisco WebEx site administration password that you enter on the [Cisco WebEx Site and Server Page](#), which you will configure in the next task.
You also need to specify the first and last name for this user, for example:
 - ◆ First name-Administrator
 - ◆ Last name-Cisco Unified MeetingPlace
5. Select **Update** or **Add**.

Related Topics

- [Creating and Uploading the Cisco WebEx Certificate](#)
- [Admin Profile](#) in the [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module.

What to Do Next

Proceed to the [Configuring the Cisco WebEx Connection and Scheduling Options](#).

Configuring the Cisco WebEx Connection and Scheduling Options

Before You Begin

- Complete [Setting Up the Cisco Unified MeetingPlace Administrator Profile on the Cisco WebEx Site](#).

Make sure you remember the password that you assigned to the Cisco Unified MeetingPlace administrator profile on the Cisco WebEx site.

- Obtain the following information, which is typically provided via email by the Cisco WebEx site provisioning group:
 - ◆ Site ID
 - ◆ Site name (If you change your Webex Site name you must reconfigure the new name here as well.)
 - ◆ Partner ID
- If applicable, obtain the proxy server hostname and port number from your network administrator.
- MeetingPlace Application Server Webex TSP only support SOCKS Web Proxy servers (Not HTTP Proxy) so please allow direct firewall access to Webex Site IPs directly. Often there are delay issues when proxy servers are used and the integration to Webex must be able to be maintained continuously via internet without delays, otherwise it will affect user response times.

Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Cisco WebEx Configuration > Cisco WebEx Site and Server**.
3. Configure the fields on the [Cisco WebEx Site and Server Page](#).
Depending on the field changes you make, you may need to reset certain connections or services before your new configuration takes effect. Make sure you follow any additional instructions that appear.
4. Select **Save**.

Related Topics

- [Table: Field Reference: Cisco WebEx Site and Server Page in the Administration Center Page References for Cisco Unified MeetingPlace \(A - C pages\)](#)
- [Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service module](#)

What to Do Next

Proceed to the [Creating and Uploading the Cisco WebEx Certificate](#).

Creating and Uploading the Cisco WebEx Certificate

Before You Begin

- Complete the [Configuring the Cisco WebEx Connection and Scheduling Options](#).
- The method by which you need to upload the Cisco WebEx certificate depends on whether or not your site is provisioned for [Directory Integration](#). If you are not sure, ask your Cisco WebEx administrator.

Caution! If you create a certificate when one is already in use, then you will block further user access to Cisco WebEx through Cisco Unified MeetingPlace. User access will be re-enabled after you upload the new certificate to the Cisco WebEx Site Administration.

Restriction

([Application Server Failover](#) deployment only) Cisco WebEx certificate files are *not* automatically replicated between the active and standby Application Servers. Therefore, you need to complete one of the following actions after you create and upload the Cisco WebEx certificate on the active server. Otherwise, the standby server will not be able to connect to the Cisco WebEx site if it becomes the active server.

- Use the [failoverUtil copyConfigFiles](#) and [failoverUtil restoreConfigFiles](#) CLI commands to copy the certificate files and other unreplicated system files from the active server to the standby server. For detailed instructions, see [Configuring the Application Servers in a Failover Deployment](#) in the [Configuring Application Server Failover for Cisco Unified MeetingPlace](#) module.
- If you want to transfer only the Cisco WebEx certificate files, then manually copy the following files from the active server to the standby server:
 - ◆ /opt/cisco/meetingplace/web/current/etc/conf/keyinfo.properties
 - ◆ /opt/cisco/meetingplace/web/current/etc/conf/keystore.jks
 - ◆ /opt/cisco/meetingplace/web/current/etc/conf/cert.cer
- You may instead choose to create and upload a new Cisco WebEx certificate after activating a standby server that does not already contain working Cisco WebEx certificate files.

Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Cisco WebEx Configuration > Cisco WebEx Certificate**.
3. Select **Create Certificate**.
4. Select **OK**.
5. Select the Certificate location link.
6. Save a local copy of the certificate.
7. Select the Cisco WebEx Site Administration URL link.
8. Sign in if prompted:

- ◆ Enter the User ID of your Cisco Unified MeetingPlace system administrator user profile.
 - ◆ Enter the Cisco WebEx site administration password that was provided by your Cisco WebEx administrator.
9. If your Cisco WebEx site was provisioned for Directory Integration, then complete these steps:
1. Select **SSO Configuration**.
 2. Configure the **Default WebEx Target page URL** field with the Cisco WebEx site page where you want end users to go after signing in. Sample URLs that you can use:
 - ◇ Meeting Center page-<http://site.webex.com/mc>
 - ◇ Main Cisco WebEx site-<http://site.webex.com>
 3. Select **Update**.
 4. Select **Site Certificate Manager**.
10. If your Cisco WebEx site was *not* provisioned for directory integration, then complete these steps:
1. Click **Site Settings**.
 2. Scroll down to the end of the **Security Options** area.
11. Select **Import Certificate**.
If a previous certificate is already in place, then first select **Remove the Certificate**.
12. In the **Import your certificate** field, browse to the local copy of the certificate.
13. Select **OK**.
14. Select **Close**.

Troubleshooting Tip

If you see one of the following errors while selecting the Cisco WebEx Site Administration URL link, then complete the Setting Up the Cisco Unified MeetingPlace Administrator Profile on the Cisco WebEx Site:

- SSO Error -1.
- Cannot create account. Contact your administrator. Error -32.

Related Topics

- [Table: Field Reference: Cisco WebEx Certificate in the Administration Center Page References for Cisco Unified MeetingPlace \(A - C pages\)](#)
- [Configuring Application Server Failover for Cisco Unified MeetingPlace module](#)
- [Error Message: SSO Error -1 in the Troubleshooting Cisco Unified MeetingPlace Integration with Cisco WebEx module](#)

What to Do Next

- If your deployment includes the Cisco WebEx Node for MCS, then proceed to the [Configuring the Application Server Link on the Cisco WebEx Node for MCS](#).
- Otherwise, proceed to the [Configuring the Cisco WebEx Audio Recorder](#).

Configuring the Application Server Link on the Cisco WebEx Node for MCS

Note: This topic applies only to deployments which include the Cisco WebEx Node for MCS. For information about Cisco WebEx components and deployment options, see [Cisco Unified MeetingPlace, Release 8.0 -- Planning Your Deployment](#).

The Application Server Link is used for the following:

- Telephony connection to the Cisco WebEx site.
- Recording the web portion of internal meetings for deployments in which users schedule meetings from Cisco Unified MeetingPlace.

Before You Begin

- Perform task only if one of the following conditions apply:
 - ◆ You did *not* set up the Application Server Link during Cisco WebEx Node installation. Typically, the Application Server Link setup is bypassed only if the Application Server is not already installed when the Cisco WebEx Node is installed.
 - ◆ You need to link the Cisco WebEx Node to a different or new Application Server.
 - ◆ You configure Application Server failover, or you add or remove an Application Server in a failover deployment.
- If you have two Cisco WebEx Nodes, make sure you complete this task for both Cisco WebEx Nodes using the exact same configuration.

Procedure

1. Sign in to the CLI of the Cisco WebEx Node.
2. Enter **set webex appserver**.
3. Follow the prompts to configure the link between the Cisco WebEx Node and the Application Server.
4. Enter **service appserver restart**.
5. Enter **service webex restart**.

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco WebEx Node for MCS](#) module
- [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module
- [Configuring Application Server Failover for Cisco Unified MeetingPlace](#) module

What to Do Next

Proceed to the [Configuring the Cisco WebEx Audio Recorder](#).

Configuring the Cisco WebEx Audio Recorder

Note: This task is required to integrate Cisco Unified MeetingPlace with Cisco WebEx, even if you do not plan to record meetings. If you do not complete this task, then the telephony connection will not be complete.

Cisco Unified MeetingPlace comes with a preconfigured "recorder" user profile which is used for the following:

- Telephony connection to the Cisco WebEx site.
- Cisco WebEx Network-Based Recording (NBR) uses this profile to access and record the audio portion of external meetings.

Cisco Unified MeetingPlace treats the Cisco WebEx NBR as an auto-answer device.

Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Cisco WebEx Configuration > Cisco WebEx Audio Recorder**.
3. Modify the following fields:
 - ◆ Profile number-Optional. You may choose to keep the default value of 0002.
 - ◆ Profile PIN-Required.
Note: We recommend that you set the Profile PIN to be at least six digits. Setting the Profile PIN to less than six digits may result in the system failing to record the audio component of the meeting.
The updated values are automatically copied to the Cisco WebEx site.
4. Select **Save**.
5. Select **System Configuration > Meeting Configuration**.
6. Set Meeting controls device to Yes.
7. (Optional) Configure the Connected until meeting ends field if you want to modify how the Cisco WebEx audio recorder is disconnected at the end of meetings.
8. Select **Save**.
9. From any phone, dial in to Cisco Unified MeetingPlace.
10. Press **3#**.
11. Sign in using the Profile number and Profile PIN of the recorder profile.
12. When prompted, record a name, such as "Cisco WebEx Recorder."

Related Topics

- [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module
- [How to Configure Auto-Answer Devices](#) in the [Configuring Endpoints for Cisco Unified MeetingPlace](#) module
- [Configuring Audio and Video Recordings for Cisco Unified MeetingPlace](#) module

What to Do Next

Proceed to the [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).

Establishing or Resetting the Telephony Connection to Cisco WebEx

Before You Begin

Complete the [Configuring the Application Server Link on the Cisco WebEx Node for MCS](#).

Caution! Performing this task causes the system to drop all Cisco WebEx meetings that are active.

Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Cisco WebEx Configuration > Cisco WebEx Site and Server**.
3. Select **Reset TSP Connection**.
4. Select **OK** to proceed with the reset.

The remaining steps apply only to deployments in which users schedule meetings from the Cisco Unified MeetingPlace web user portal.

1. If you recently modified the Conference scheduling field on the Cisco WebEx Site and Server Page, then **wait 10 minutes** before you proceed to the next step.
This enables the system to transfer the configuration update to the Cisco Unified MeetingPlace Web Server.
2. On the Web Server, restart the Cisco Unified MeetingPlace Web Master Service.

Troubleshooting Tips

- If the system reports an HTTP communication error, then do the following:
 - ◆ From a web browser on the Application Server, make sure that you can reach the Cisco WebEx site by FQDN.
If your network uses a proxy, then make sure that the connection settings for the browser are configured accordingly.
 - ◆ Check that the configured Cisco WebEx site name is correct by pointing a browser to the following URL: **http://site-name.webex.com**.
If the URL is not reachable, and you verified that you configured the correct Cisco WebEx site name, then contact your Cisco WebEx administrator.
 - ◆ If your network requires a proxy configuration, then check and correct the Proxy server hostname and Proxy server port field values, which are provided by your network administrator.
- If the system is unable to establish the TSP connection or acquire IP addresses for the TSP primary host and TSP secondary host, then do the following:
 - ◆ Make sure that the Application Server is configured to use Network Time Protocol (NTP). If you did not configure NTP during installation, then use the `net` command to do so now.
If your deployment includes the Cisco WebEx Node for MCS, then make sure that the Application Server is configured to use the Cisco WebEx Node as the NTP server.
 - ◆ Create and upload a new Cisco WebEx certificate. See the [Creating and Uploading the Cisco WebEx Certificate](#).

Related Topics

- [Table: Field Reference: Cisco WebEx Site and Server Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(A - C pages\)](#)
- [Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service](#) module

What to Do Next

Proceed to the [Configuring Site Settings in the Cisco WebEx Site Administration](#).

Configuring Site Settings in the Cisco WebEx Site Administration

Before You Begin

Complete the [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).

Procedure

1. Sign in to **http:site-name.webex.com/admin**.
2. Select **Site Settings**.
3. Check **Allow user to store personal information for joining meetings and call-back teleconference**.
4. For Cisco Unified MeetingPlace scheduling deployments only:
 1. Set **Meeting email reminders** to **Off**.
 2. Check **All meetings must be unlisted**.
 3. Uncheck the following:
 - ◇ Display feedback form after meeting
 - ◇ All meetings must have a password
 - ◇ Require strong passwords for meetings
5. Select **Update**.
6. For Meeting Center only, to enable the audio meeting to continue after the web meeting ends:
 1. Set **Site Settings for** to **Meeting Center**.
 2. Check **Enable Teleconference Keep-Alive**.
 3. Leave **Default Setting (enabled/disabled)** unchecked.
 4. Select **Update Site Settings**.
 5. Show your users how to enable the audio meeting to continue after the web meeting ends.

Specifically, when the host closes the web meeting room, the End Meeting dialog box appears. To enable the audio meeting to continue, the host needs to check **Keep the teleconference running** and click **OK**.

What to Do Next

- If your Cisco WebEx site is *not* provisioned for [Directory Integration](#), and users will schedule meetings from Cisco WebEx, then proceed to the [Transferring User Profiles From Cisco Unified MeetingPlace to Cisco WebEx](#).

- If you want to configure recordings for Cisco WebEx meetings, then proceed to the [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module.
- Otherwise, proceed to [Verifying the Cisco WebEx Integration](#).

Transferring User Profiles From Cisco Unified MeetingPlace to Cisco WebEx

Note: This topic applies only to deployments in which users schedule meetings from Cisco WebEx.

If your Cisco WebEx site is provisioned for [Directory Integration](#), then individual user profiles are automatically imported or updated from Cisco Unified MeetingPlace to Cisco WebEx when the user successfully authenticates through the Cisco Unified MeetingPlace Application Server (<http://application-server/>).

If your Cisco WebEx site is *not* provisioned for [Directory Integration](#), then you must perform this task to manually transfer user profiles from Cisco Unified MeetingPlace to the Cisco WebEx Site Administration.

Before You Begin

- If you want to be notified when the transfer is complete, then make sure that your Cisco WebEx Site Administration account includes a valid email address. See the [Modifying Your Cisco WebEx Site Administration Account](#).
- Complete the [Establishing or Resetting the Telephony Connection to Cisco WebEx](#).

Restrictions

- Do not perform this task if your Cisco WebEx site is provisioned for [Directory Integration](#).
- Manually transferred user profiles are *not* synchronized between Cisco Unified MeetingPlace and Cisco WebEx. Therefore, if you update any user profiles, make sure you update the information on both Cisco Unified MeetingPlace and Cisco WebEx.
- See [User Profile Restrictions for Cisco WebEx Integrations](#).

Procedure

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Select **System Configuration > Cisco WebEx Configuration > Export Profiles for Cisco WebEx**.
3. Select **Export**.
4. Select **OK**.
5. Save a local copy of the file.
6. Select the **Cisco WebEx Site Administration URL** link.
7. Sign in if prompted:
 - ◆ Enter the User ID of your Cisco Unified MeetingPlace system administrator user profile.
 - ◆ Enter the Cisco WebEx site administration password that was provided by your Cisco WebEx administrator.
8. Select **Import/Export Users**.
9. Select **Import**.

10. Browse to the file containing the exported Cisco Unified MeetingPlace user profiles.
11. Select **Upload File**.

Your import submission is added to a queue whose length and speed depends on the system load at that time. After the import is complete, Cisco WebEx sends confirmation to the email address in your Cisco WebEx Site Administration account.
12. Inform your users to select **Forgot your password** during their next Cisco WebEx login to reset their password before using the system.

Note: Cisco Unified MeetingPlace passwords are encrypted and cannot be read by the Cisco WebEx site. Users must reset their passwords to enable proper access.

What to Do Next

- If you want to configure recordings for Cisco WebEx meetings, then proceed to the [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module.
- Otherwise, proceed to [Verifying the Cisco WebEx Integration](#).

Related Topics

- [Deactivating Cisco WebEx User Profiles](#)

Enabling Dial-Out Calls from the Cisco WebEx Web Meeting Room

Dial-out privileges from the Cisco WebEx site are determined by the Cisco Unified MeetingPlace *guest* profile, not by individual user profiles. Perform this task to verify the correct setting or to re-enable dial-out privileges for guest users.

Note: To instead *disable* dial-out calls, see [Disabling Dial-Out Calls from the Cisco WebEx Site](#).

By default, in fresh installations, the guest profile is configured to enable dial-out calls by guest users. If you upgraded from Release 7.0 to Release 8.0, then your system retained the guest profile dial-out setting from before the upgrade.

Restrictions

- Completing this task enables all guest users to dial out via the Cisco Unified MeetingPlace telephone user interface (TUI).

If, however, a user dials in to the meeting and authenticates to Cisco Unified MeetingPlace over the phone, then the TUI dial-out privileges for that user is determined by the user profile setting.

- (Cisco Unified MeetingPlace scheduling only) Cisco WebEx treats all audio meeting participants as guest users, including the meeting host. Therefore, if the system dials out to users for either of the following reasons:
 - ◆ The host joins a continuous meeting that is set up to call all invitees when the first person joins.

- ◆ The host presses #3 to dial out to other users.

Then any users who are *already in the meeting* will experience the following:

- ◇ The audio meeting participant (including the host) will receive a dial-out call, which should be ignored.
- ◇ The web meeting participant will see a duplicate entry in the participant list, instead of a single entry which represents both the audio and web presence for the user.

Procedure

1. Sign in to the Administration Center.
2. Select **User Configuration > User Profiles**.
3. Find the **guest** profile.
4. Select **Edit**.
5. Set the Can dial out field to **Yes**.
6. Select **Save**.

Related Topics

- [Guest Profile](#) in the [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module
- [Configuring Dial-Out Features for Cisco Unified MeetingPlace](#) module
- [Restricting Dial-Out Privileges for Guest Users](#) in the [Securing the Cisco Unified MeetingPlace System](#) module
- [Table: Field Reference: Add User Profile Page and Edit User Profile Page](#) in the [Administration Center Page References for Cisco Unified MeetingPlace \(A - C pages\)](#)
- [Limiting the Number of Attempted Dial-Out Calls From Voice Meetings](#) in the [Securing the Cisco Unified MeetingPlace System](#) module
- [Disabling Dial-Out Calls from the Cisco WebEx Site](#)

What To Do Next

- Proceed to [Disabling Name Recordings During Meeting Entry](#)

Disabling Dial-Out Calls from the Cisco WebEx Site

Complete this task to hide dial-out options from the Cisco WebEx site and web meeting room. Make sure you complete this task if you disable dial-out privileges for the *guest* profile in Cisco Unified MeetingPlace.

Restriction

This procedure does not support deployments that require scheduling from Cisco Unified MeetingPlace. To disable dial-out calls from a Cisco Unified MeetingPlace scheduling deployment, ask the Cisco WebEx Super Admin to set the site to call-in only, then to restart the Web Server after changing the site setting.

Procedure

1. Sign in to **http:site-name.webex.com/admin**.
2. Select **Site Settings**.
3. Select **Cisco Unified MeetingPlace Audio Conferencing**.
4. Select **Call-in teleconferencing**.
5. Make sure that **Call-back teleconferencing** is *not* selected.
6. Select **Update**.

Related Topics

- [Restricting Dial-Out Privileges for Guest Users](#) in the [Securing the Cisco Unified MeetingPlace System](#) module
- [Enabling Dial-Out Calls from the Cisco WebEx Web Meeting Room](#)

Disabling Name Recordings During Meeting Entry

By default, when a user joins the audio portion of a meeting, the user is prompted to record a name or location. If the user is signed in to Cisco Unified MeetingPlace and has previously recorded a name, then the system uses the previously recorded name instead of prompting the user to record one.

Dial-out calls from the Cisco WebEx site, however, will always prompt the user to record a name, unless you disable name recordings during meeting entry. This is because Cisco WebEx dial-out calls are not associated with individual Cisco Unified MeetingPlace user profiles, even when users are properly signed in over the web.

This task describes how to change the meeting entry mode in the user profile to disable name recordings upon meeting entry.

Before You Begin

- (Cisco Unified MeetingPlace scheduling) Users can change the meeting entry mode in the meeting preferences of their user accounts.
- From MeetingPlace Conference Manager, you can set the meeting entry mode for individual meetings.
- Changes to the meeting entry mode in user profiles will *not* affect previously scheduled meetings.

Procedure

1. Sign in to the Administration Center.
2. Select **User Configuration**.

3. Select **User Groups** or **User Profiles**, depending on whether you want to configure a user group or an individual user profile.
4. Select **Edit** for the user group or user profile.
5. Set Meeting entry mode to **Skip ID repeat and skip names**.
This disables name recordings for meetings scheduled by the user.
6. (Optional) Configure the following related fields:
 - ◆ Entry announcement
 - ◆ Departure announcement
 - ◆ Who may skip password
7. Select **Save**.
8. Repeat this procedure for all user groups and user profiles for which you want to disable name recordings during meeting entry.
For Cisco WebEx integration, we recommend that you disable name recordings in the user profiles for all potential meeting schedulers.

Related Topics

- [Enabling Dial-Out Calls from the Cisco WebEx Web Meeting Room](#)

What to Do Next

(Optional) Proceed to [Enabling Phone Numbers in the User Profile to Appear When the User Dials Out from the Cisco WebEx Web Meeting Room](#).

Enabling Phone Numbers in the User Profile to Appear When the User Dials Out from the Cisco WebEx Web Meeting Room

Before You Begin

Have your Cisco WebEx administrator enable the telephony domain setting for your Cisco WebEx site.

Restriction

Only the Main phone number is copied from the Cisco Unified MeetingPlace user profile to the Cisco WebEx user profile.

Procedure

1. Sign in to **http:site-name.webex.com/admin**.
2. Select **Edit User List**.
3. Find the user profile.
4. Select the name of the user.
5. Scroll down to the Contact Information.
6. Check the **Call-back** check box for each phone number that you want to display when the user tries to dial out from the web meeting room.

7. Select **Update**.
8. Repeat Step 3 to Step 7 for each user profile.

Related Topics

- [Enabling Dial-Out Calls from the Cisco WebEx Web Meeting Room](#)

Configuring End-to-End Encryption for Cisco WebEx Meetings

Restrictions

- If end-to-end encryption is enabled on the Cisco WebEx site, then the meeting owner (host) must join to start each meeting, even if the meeting does not use end-to-end encryption. Other users, including alternate hosts, cannot join a meeting before the host.
- Cisco WebEx Network-Based Recording (NBR) is not supported in end-to-end-encrypted meetings:
 - ◆ The audio portion of the end-to-end-encrypted meeting cannot be recorded.
 - ◆ The web portion of the end-to-end-encrypted meeting can be recorded only if the users select the PC-based recording option.
- Continuous web meetings are not supported when end-to-end encryption is enabled on the Cisco WebEx site. Audio-only continuous meetings are not affected by this restriction.
- If your Cisco WebEx Administrator enables end-to-end encryption on the Cisco WebEx site, but you disable end-to-end encryption for any or all users via the Cisco WebEx Site Administration:
 - ◆ Other users, including alternate hosts, still cannot join meetings before the host.
 - ◆ NBR will be available to the users for whom you disabled end-to-end encryption.

Procedure

1. Have your Cisco WebEx administrator to enable or disable end-to-end encryption for the entire Cisco WebEx site.
2. (For deployments in which users schedule meetings from Cisco Unified MeetingPlace) On the Web Server, restart the Cisco Unified MeetingPlace Web Master Service to update the site settings cache.

Related Topics

- [Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service module](#)

Configuring Which Website is Displayed After Cisco WebEx Meetings End

Note: This topic applies only to deployments in which users schedule meetings from Cisco Unified MeetingPlace.

By default, when a Cisco WebEx meeting ends, a browser window points to www.cisco.com. To specify a different website, complete this procedure.

Procedure

1. From the Cisco Unified MeetingPlace Web Server desktop, navigate to this directory:
C:\Program Files\Cisco Systems\MPWeb\HTML.
2. Locate the file called **bu.html**.
3. Save a copy of the file in another location, in case you need to undo your changes.
4. Right-click the original bu.html file and select **Edit**.
5. Locate the following text:

```
if ( sResponse == "SUCCESS" )  
{  
    self.location.href = "http://cisco.com";  
}
```

6. Replace <http://www.cisco.com> with the preferred URL.
7. Save and close the bu.html file.

Deactivating Cisco WebEx User Profiles

Before You Begin

You perform this task in the Cisco WebEx Site Administration. Because the site may vary by Cisco WebEx release, you may need to see the Cisco WebEx documentation for step-by-step instructions for your specific release.

Restrictions

- If you deactivate or edit user profiles through the Cisco WebEx Site Administration, you must manually make those changes through the Cisco Unified MeetingPlace Administration Center. Changes made to Cisco WebEx user profiles are not automatically synchronized with the corresponding Cisco Unified MeetingPlace user profiles.
- You cannot delete user profiles from Cisco WebEx.

Procedure

1. Sign in to <http://site-name.webex.com/admin>.
2. Select **Edit User List**.
3. Find the user profile that you want to deactivate.
4. Uncheck **Active** for that user profile.
5. Select **Submit**.
6. Repeat Step 3 to Step 5 for each user profile that you want to deactivate.

Related Topics

- [User Profile Restrictions for Cisco WebEx Integrations](#)
- [Deleting User Profiles by Import in the Importing Data into Cisco Unified MeetingPlace module](#)
- [Deleting a User Profile in the Configuring User Profiles and User Groups for Cisco Unified MeetingPlace module](#)

Modifying Your Cisco WebEx Site Administration Account

This task is typically performed only when you need to modify the email address for receiving Cisco WebEx administration messages.

Before You Begin

You perform this task in the Cisco WebEx Site Administration. Because the site may vary by Cisco WebEx release, you may need to check the Cisco WebEx documentation for step-by-step instructions for your specific release.

Procedure

1. Sign in to **http:site-name.webex.com/admin**.
2. Select **Edit User List**.
3. Find your user account.
 - If you signed in using the Cisco Unified MeetingPlace preconfigured admin profile, the default username is "admin."
4. Select the name for that user account.
5. Modify the account information.
6. Select **Update**.

Verifying the Cisco WebEx Integration

Skip any steps that do not apply to your specific deployment. For example, your system may not include the Cisco WebEx Node for MCS or Microsoft Outlook integration.

Before You Begin

Complete the procedure in [Verifying Network Connectivity for Cisco WebEx Integration](#) in the [Troubleshooting Cisco Unified MeetingPlace Integration with Cisco WebEx](#) module.

Procedure

1. For Cisco Unified MeetingPlace scheduling, verify the following:
 - ◆ You can schedule and join meetings from the Cisco Unified MeetingPlace web user portal.
 - ◆ You can schedule and join meetings from Microsoft Outlook.
 - ◆ Email notifications are correct:
 - ◇ Click-to-attend links work correctly.
 - ◇ Dial-in phone numbers are correct.
2. For Cisco WebEx scheduling, verify the following:
 - ◆ You can schedule and join meetings from the Cisco WebEx site.
 - ◆ You can schedule and join meetings from the Cisco WebEx Productivity Tools.
 - ◆ Email notifications are correct:
 - ◇ Join links work correctly.

- ◇ Dial-in phone numbers are correct.
- 3. Verify that you can or cannot record meetings based on the expected recording privileges.
- 4. Verify all Cisco WebEx services applicable to your deployment, such as Meeting Center, Training Center, and Event Center.

Here is a list of items to check on network side to get a successful deployment:

1. Ping webex site by name from Application Server in CLI Mode
2. Ping internal Webex Node for MCS by hostname from Application server
3. Ping Application server from WebEx Node CLI
4. Make sure you can reach webex site in internet via browser ? from MeetingPlace Web server (Optional) and intended client machines and any Webex NNode for MCS in CLI Mode
5. Make sure you can reach Cisco Webex Node Management System (CWNMS) by name from internal Webex Node for MCS, MeetingPlace Web servers (Optional) and all intended client machines (for Webex Node for MCS, try CWNMS by name in browser from a client which is located in the same network with your system).
6. Make sure you can reach internal Webex Node for MCS by fully qualified domain name from MeetingPlace Web server and all intended client machines

Related Topics

- [Troubleshooting Cisco Unified MeetingPlace Integration with Cisco WebEx](#) module
- [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module

What To Do Next

Provide your users with the information and restrictions they need to use Cisco Unified MeetingPlace with Cisco WebEx. See [Cisco Unified MeetingPlace, Release 8.0 -- Planning Your Deployment](#).