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How to Resolve Problems with the Telephony (TSP) Connection

- [Checking the Telephony \(TSP\) Connection Status](#)
- [Cisco WebEx Telephony \(TSP\) Connection is Down](#)

Checking the Telephony (TSP) Connection Status

Procedure

1. Sign in to the Administration Center.
2. Check that the Cisco WebEx Adapter is running.
 1. Select **Services > System Status**.
 2. Select **View Status**.
 3. See if this text appears in the output:

MeetingPlace CiscoWebEx Adaptor is running...

3. If the system status output does *not* include the previous text, restart the Cisco WebEx Adapter.
 - Caution!** Completing these steps will cause the system to drop all Cisco WebEx meetings that are active.
 - 1. Sign in to the Cisco Unified MeetingPlace Administration Center.
 - 2. Select **System Configuration > Cisco WebEx Configuration > Cisco WebEx Site and Server**.
 - 3. Select **Restart Cisco WebEx Adapter**.
4. View the system log messages regarding the Cisco WebEx telephony (TSP) connection.
 1. Select **Services > Logs > View System Logs**.
 2. Set the fields as follows:
 - ◇ Severity level-**information**.
 - ◇ Start date and End date-Include the day when the issue occurred, and check the check boxes.
 - ◇ Module-**0**, and check the check box.
 - ◇ Unit-**0**, and check the check box.
 3. Select **View Logs**.
 4. Check the output for messages indicating that the connections to primary, secondary, or both TSP servers were established or lost.

Related Topics

- [How to Resolve Problems with the Telephony \(TSP\) Connection](#)

Cisco WebEx Telephony (TSP) Connection is Down

Problem: Cisco WebEx telephony connection is down. To verify, check the telephony status.

Possible Cause: The telephony connection is lost because the time difference between the Cisco Unified MeetingPlace and Cisco WebEx is greater than three minutes.

Solution: Make sure that you configure the Cisco Unified MeetingPlace Application Server to use Network Time Protocol (NTP). You typically configure NTP during the installation of Cisco Unified MeetingPlace. You can also use the `net` command to configure NTP on the Application Server.

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, and the Cisco WebEx Node time is automatically synchronized with the Cisco WebEx site.

Solution: As a temporary workaround, you can use the `date` command to manually set the time of the Cisco Unified MeetingPlace Application Server to match the Cisco WebEx authentication server time.

Possible Cause: The Cisco WebEx certificate expired, or a new certificate was created but not yet uploaded.

Solution: Create and upload a new Cisco WebEx certificate.

Possible Cause: The Cisco WebEx TSP adapter hostname was not configured to match the Cisco Unified MeetingPlace Application Server hostname.

Solution: Ask your Cisco WebEx administrator to verify the Cisco WebEx TSP adapter hostname configuration.

Related Topics

- [Checking the Telephony \(TSP\) Connection Status](#)
- [Creating and Uploading the Cisco WebEx Certificate in the Integrating Cisco Unified MeetingPlace with Cisco WebEx module](#)

How to Resolve End-User Problems

- [User Not Redirected to Cisco WebEx Site After Signing In](#)
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Note: Also see the [How to Resolve Recording Problems for Cisco WebEx Web Meetings](#).

User Not Redirected to Cisco WebEx Site After Signing In

Note: This topic applies only to deployments in which Directory Service is configured and in which users schedule meetings from the Cisco WebEx site.

Problem: After the user signs in through the Cisco Unified MeetingPlace Application Server, the web browser does not automatically go to the Cisco WebEx site.

Solution: Make sure that the user profile meets these requirements:

- The user profile must contain a First name and Last name.
- The user profile must contain an Email address that is:
 - ◆ 64 characters or less

- ◆ Unique among user email addresses on the Cisco WebEx site. For the most recent version of this content, go to <http://docwiki.cisco.com>.
- The Main phone number and Alternate phone number fields must be 30 characters or less.

Related Topics

- [Directory Service User Profile Configuration](#) in the [Configuring Cisco Unified MeetingPlace Directory Service](#) module
- [User Profile Restrictions for Cisco WebEx Integrations](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module

Users Receive Extra Email Notifications from Cisco WebEx

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

Problem: Users receive email notifications from both Cisco Unified MeetingPlace and Cisco WebEx.

Solution: In the Cisco WebEx Site Administration Site Settings, make sure that you set **Meeting email reminders** to **Off**.

Related Topics

- [Configuring Site Settings in the Cisco WebEx Site Administration](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module

Users See "Error Scheduling Meeting" While Joining Meetings

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

Problem: Users see this error message while trying to join a meeting: "Error scheduling meeting."

Solution: Make sure that you uncheck the following check boxes in the Cisco WebEx Site Settings:

- All meetings must have a password
- Require strict passwords for meetings

Related Topics

- [Configuring Site Settings in the Cisco WebEx Site Administration](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module

Users Cannot Dial Out From Cisco WebEx Web Meetings-No Line Available

Problem: When users try to dial out from Cisco WebEx web meetings, this message appears: "No line available. Please try again."

Possible Cause: The [Guest Profile](#) in Cisco Unified MeetingPlace is configured to restrict dial-out calls. Dial-out privileges from the Cisco WebEx site are determined by the Cisco Unified MeetingPlace *guest* profile, not by individual user profiles.

Solution: Set the Can dial out field to **Yes** in the guest profile. For details, see [Enabling Dial-Out Calls from the Cisco WebEx Web Meeting Room](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module.

Possible Cause: The phone number entered may not be in a format that is recognized by your call-control system.

Solution: Make sure that the phone number entered uses the same format that you would use to call the phone number from an office phone. For example, if you only need to dial the last four digits to reach other office phones, enter only four digits for an office phone. Similarly, if you enter your personal cell phone number, the you might need to include a 9 and the complete phone number with area code.

Related Topics

- [Users Cannot Dial Out From Cisco WebEx Web Meeting-There Was an Error Attempting to Communicate with the Telephony Bridge](#)

Users Cannot Dial Out From Cisco WebEx Web Meeting-There Was an Error Attempting to Communicate with the Telephony Bridge

Problem: Users cannot dial out from Cisco WebEx web meetings. When they try to do so, this message appears: "There was an error attempting to communicate with the telephony bridge." Instructions for dialing in to the voice meeting also appear.

Possible Cause: The telephony connection was lost because the time difference between the Cisco Unified MeetingPlace Application Server and the Cisco WebEx authentication server was greater than three minutes; this causes authentication to fail between Cisco Unified MeetingPlace and Cisco WebEx.

Solution: Make sure that you configure the Cisco Unified MeetingPlace Application Server to use Network Time Protocol (NTP). You typically configure NTP during the installation of Cisco Unified MeetingPlace. You can also use the [net](#) command to configure NTP on the Application Server.

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, and the Cisco WebEx Node time is automatically synchronized

with the Cisco WebEx site.

Solution: As a temporary workaround, you can use the `date` command to manually set the time of the Cisco Unified MeetingPlace Application Server to match the Cisco WebEx authentication server time.

Solution: As a temporary workaround, users can follow the displayed instructions to dial in to the meeting, but note that the web meeting room does *not* associate the audio events of dial-*in* users with the web meeting participant names.

Possible Cause: Your Cisco WebEx site is not configured to support dial-out calls.

Solution: Contact your Cisco WebEx administrator to make sure that these settings are enabled for your Cisco WebEx site:

- Call-in teleconferencing
- Call-back teleconferencing
- Global call-back teleconferencing
- Other teleconference service

If your deployment requires users to schedule from Cisco Unified MeetingPlace, ask your Cisco WebEx Super Admin to set the site to call in only, then to restart the Web Server after changing the site setting.

Possible Cause: (For deployments that include the Cisco WebEx Node for MCS) The Application Server Link is not configured properly on the Cisco WebEx Node, or you updated the Application Server Link but did not restart the link or meeting services on the Cisco WebEx Node.

Solution: Complete the process in [Configuring the Application Server Link on the Cisco WebEx Node for MCS](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module.

Related Topics

- [Users Cannot Dial Out From Cisco WebEx Web Meetings-No Line Available](#)

Cisco WebEx Web Meeting Phone Control Features Do Not Work

Problem: These options in the Cisco WebEx web meeting do not work:

- Mute and unmute
- Lock and unlock the audio conference
- Invite by phone

Possible Cause: The telephony connection between Cisco Unified MeetingPlace and Cisco WebEx was lost. To verify, check the telephony connection status.

Solution: Try the solutions provided for when the telephony connection is down.

Related Topics

- [Checking the Telephony \(TSP\) Connection Status](#)
- [Cisco WebEx Telephony \(TSP\) Connection is Down](#)
- [Quick Start Guide: Attending and Scheduling a Cisco Unified MeetingPlace Release 8.0 Meeting from Your Phone](#) at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html

Cisco WebEx Web Meeting Does Not Correctly Display Speaker or User Status

Problem: The Cisco WebEx web meeting does not correctly display who is speaking or when users join the audio conference.

Possible Cause: The telephony connection between Cisco Unified MeetingPlace and Cisco WebEx was lost. To verify, check the telephony connection status.

Solution: Try the solutions provided for when the telephony connection is down.

Related Topics

- [Checking the Telephony \(TSP\) Connection Status](#)
- [Cisco WebEx Telephony \(TSP\) Connection is Down](#)

Duplicate Entries Appear in the Cisco WebEx Participant List

Problem: The Cisco WebEx meeting participant list displays duplicate entries instead of a single entry to represent both the audio and web presence for a user.

Solution: Have the user join the audio meeting by initiating the dial-out call using one of these methods:

- When prompted upon joining the web meeting.
- From the web meeting room, select **Audio > Join Teleconference**.

Otherwise, the following limitations apply:

- Dial-in calls are not associated with web meeting participant names.
- (Cisco Unified MeetingPlace scheduling only) Cisco WebEx treats all audio meeting participants as guest users, including the meeting host. Therefore, when the system dials out to users for the following reasons, then any users who are *already in the web meeting* 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.
 - ◆ 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.

User Cannot Schedule or Join Cisco WebEx Web Meetings

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

Problem: A user cannot schedule meetings or cannot join meetings. Various misleading error messages may appear, including the following:

- Example error messages that may appear while trying to schedule meetings:
 - ◆ Error: The email address is invalid
 - ◆ Error:[12445] Error creating new User
- Example error messages that may appear while trying to join meetings:
 - ◆ The XML page cannot be displayed
 - ◆ Only one top level element is allowed in an XML document

Possible Cause: The User ID contains one or more special characters, which are not supported, such as such as !@#%&^&().

Solution: Remove any special characters from the User ID. Make sure that you notify the user of the new User ID.

Related Topics

- [Editing a User Profile in the Configuring User Profiles and User Groups for Cisco Unified MeetingPlace module](#)
- [User Profile Restrictions for Cisco WebEx Integrations in the Integrating Cisco Unified MeetingPlace with Cisco WebEx module](#)
- [Users See "Error Scheduling Meeting" While Joining Meetings](#)
- [User Cannot Sign In or Join Cisco WebEx Web Meetings](#)
- [Users Cannot Join Cisco WebEx Meeting-Page Not Found](#)
- [Users Cannot Join Cisco WebEx Meeting-You Are No Longer Connected to the Meeting](#)

User Cannot Schedule or Join Cisco WebEx Web Meetings-Cisco Unity Connection Integration

Note: This topic applies only if Cisco Unified MeetingPlace is integrated with Cisco Unity Connection.

Problem: When the user attempts to schedule or join a Cisco WebEx meeting, one of the following messages appears:

- Error: Cisco Unified MeetingPlace profile number <number> is in use
- Error: [12445] Error creating new User

Possible Cause: The Alias field in the Cisco Unity Connection user account was modified. The Alias field must match the following:

- ◆ Username in the Cisco WebEx user account

◇ User ID in the Cisco Unified MeetingPlace user profile

Solution: Undo the change to the Alias field in the Cisco Unity Connection user account.

Solution: If you need to keep the Alias field change in the Cisco Unity Connection user account, then complete the following procedure to:

- Properly deactivate the existing Cisco WebEx user profile.
- Create a new Cisco WebEx user profile with a username that matches the new Alias field in the Cisco Unity Connection user account.

Procedure

1. Sign in to **http://site-name.webex.com/admin**.
2. Select **Edit User List**.
3. Find and select the relevant user profile.
4. Write down the values in the following user account fields:
 - ◆ Cisco Unified MeetingPlace profile number
 - ◆ Email
5. Change the values in those fields to meaningless values, such as the following:
 - ◆ Cisco Unified MeetingPlace profile number-Example: 00009999
 - ◆ Email-Example: used@nodomain.com
6. Select **Update** to save the changes to the fields.
7. Select **Deactivate**.

How you proceed depends on whether your Cisco WebEx site was provisioned for Directory Integration.
8. (Cisco WebEx site is *not* provisioned for Directory Integration) Complete the following steps:
 1. Select **Add User**.
 2. Configure the following fields:
 - ◇ **User name**-Enter the new value of the Alias field in the Cisco Unity Connection user account.
 - ◇ **Cisco Unified MeetingPlace profile number**-Enter the value that you wrote down in Step 4.
 - ◇ **Email**-Enter the value that you wrote down in Step 4.
 3. Sign in to the Cisco Unified MeetingPlace Administration Center.
 4. Edit the following fields in the existing Cisco Unified MeetingPlace user profile to match what you entered in the new Cisco WebEx user profile.
 - ◇ User ID
 - ◇ Profile number
 - ◇ Email address
9. (Cisco WebEx site is provisioned for Directory Integration) Create the user profile by *updating* the following fields in the existing Cisco Unified Communications Manager user profile:
 - ◆ User ID (UserId)
 - ◆ Telephone Number (PhoneNumber)-by default, this is used as the Cisco Unified MeetingPlace profile number. You may, however, have configured a different method of assigning profile numbers to Directory Service users.
 - ◆ Mail ID (EmailAddress)

The Cisco Unified MeetingPlace Directory Service feature will import the user profile changes into Cisco Unified MeetingPlace, and when the user next signs in to Cisco WebEx or launches a Cisco WebEx meeting, the Cisco WebEx directory integration will import the updated Cisco Unified MeetingPlace user profile to Cisco WebEx as a *new* user profile.

Related Topics

- [Integrating Cisco Unified MeetingPlace with Cisco Unity Connection module](#)
- [Editing a User Profile in the Configuring User Profiles and User Groups for Cisco Unified MeetingPlace module](#)
- [Assigning Profile Numbers to Directory Service Users in the Configuring Cisco Unified MeetingPlace Directory Service module](#)
- "Modifying Individual User Accounts" in the *User Guide for the Cisco Unity Connection Phone Interface* at http://www.cisco.com/en/US/products/ps6509/products_user_guide_list.html

User Cannot Sign In or Join Cisco WebEx Web Meetings

Problem: A user cannot sign in to the Cisco WebEx site or join Cisco WebEx web meetings.

Possible Cause: (Cisco WebEx scheduling only) The user profile uses the same email address as that of a deactivated Cisco WebEx user. This can occur if an employee leaves and then rejoins the organization, or if an old unused email address is reused by a new employee.

Email addresses must be unique on the Cisco WebEx site, even among deactivated users. When the user attempts to sign in or join a Cisco WebEx meeting, the email address is considered to be in use.

Solution: Manually activate and update the Cisco WebEx user profile, making sure that it contains the same User ID and Email address from the corresponding Cisco Unified MeetingPlace user profile. Then have the user schedule and join a Cisco WebEx meeting, which will cause all the other user profile settings to synchronize automatically.

Related Topics

- [Users Cannot Join Cisco WebEx Meeting-Page Not Found](#)
- [Users Cannot Join Cisco WebEx Meeting-You Are No Longer Connected to the Meeting](#)
- [User Cannot Sign In and Sees an SSO Protocol Error Message](#)

Users Cannot Join Cisco WebEx Meeting-Page Not Found

Problem: Users cannot join meetings and see the page-not-found HTTP error.

Solution: Check for and correct any network failures among the various servers and sites required for Cisco WebEx integration. See [Verifying Network Connectivity for Cisco WebEx Integration](#).

Solution: (Cisco Unified MeetingPlace scheduling only) Make sure that the Cisco Unified MeetingPlace Gateway for WebEx Service is running on the Web Server. See [Verifying That the Cisco Unified MeetingPlace Gateway for WebEx Service is Running](#).

Verifying Network Connectivity for Cisco WebEx Integration

Use this procedure to test for any network failures among the various servers and sites that are required for Cisco WebEx integration.

Related Topics

If your deployment does not include the Cisco WebEx Node for MCS or the Cisco Unified MeetingPlace Web Server, then skip the steps that do not apply.

If you cannot successfully reach something by fully qualified domain name (FQDN), but you can reach it by IP address, then you may have a Domain Name System (DNS) issue.

Procedure

1. Check the status of the Cisco WebEx Node for MCS.
2. From a web browser on the Application Server:
 1. Make sure that you can reach the Cisco WebEx site by FQDN.
 2. Make sure that you can reach the Cisco WebEx Node by FQDN.

If your network uses a proxy, then make sure that the connection settings for the browser are configured accordingly.
3. From a web browser on the *internal* Web Server:
 1. Make sure that you can reach the Cisco WebEx site by FQDN.
 2. Make sure that you can reach the Cisco WebEx Node by FQDN.
4. From a web browser on the *external* Web Server, make sure that you can reach the Cisco WebEx site by FQDN.
5. From web browsers on client computers:
 1. Make sure that you can reach the Cisco WebEx site by FQDN.
 2. Make sure that you can reach the Cisco WebEx Node by FQDN.

You may need users from various networks to do these tests for you. Make sure that you test connections across proxy servers and firewalls.

Related Topics

- [Checking the Status of the Cisco WebEx Node for MCS](#)
- [Users Cannot Join Cisco WebEx Meeting-Page Not Found](#)

Checking the Status of the Cisco WebEx Node for MCS

Procedure

1. Sign in to the CLI of the Cisco WebEx Node.
2. Enter the **show webex status** command.
3. Verify that the server passes the connectivity tests to the Application Server and to the Cisco WebEx URL.


```
Testing connectivity to Application Server (172.27.196.112)
... PASS!
Testing connectivity to Cisco WebEx URL (10.100.14.13) ...
PASS!
```
4. Verify that all services are running.

If not, then enter the **service webex restart** command.
5. Verify that the configuration is correct.

Related Topics

- [Using the Command-Line Interface \(CLI\) on the Cisco WebEx Node for MCS](#) module
- [Verifying Network Connectivity for Cisco WebEx Integration](#)

Verifying That the Cisco Unified MeetingPlace Gateway for WebEx Service is Running

This topic applies only to deployments in which users schedule meetings from the Cisco Unified MeetingPlace web user portal.

Procedure

1. Go to the Windows Start menu on the Web Server.
2. Select **Settings > Control Panel > Administrative Tools > Services**.
3. Find **Cisco Unified MeetingPlace Gateway for WebEx**.
4. If it is not running, then restart the Cisco Unified MeetingPlace Web Master Service.

Related Topics

- [Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service](#) module
- [Verifying Network Connectivity for Cisco WebEx Integration](#)
- [Troubleshooting Cisco Unified MeetingPlace Integration with Cisco WebEx](#) module

Users Cannot Join Cisco WebEx Meeting-You Are No Longer Connected to the Meeting

Note: This topic applies only to deployments which include the Cisco WebEx Node for MCS.

Problem: Users cannot join Cisco WebEx meetings and see a pop-up window that says, "You are no longer connected to the meeting. Automatically reconnecting..."

Solution:

1. Verify that a browser on the client computer can reach the fully qualified domain name (FQDN) of the Cisco WebEx Node.
You may need a proxy on the client machine.
2. Enter **service webex status** to check the Cisco WebEx Node services.

Related Topics

- [Checking the Status of the Cisco WebEx Node for MCS](#)
- [Using the Command-Line Interface \(CLI\) on the Cisco WebEx Node for MCS](#) module

Host or Alternate Host Cannot Start the Cisco WebEx Web Meeting

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

Problem: The host or alternate host cannot start or join the Cisco WebEx web meeting.

Possible Cause: The user profile of the host or alternate host contains a non-unique email address. Email addresses must be unique on the Cisco WebEx site, even among deactivated users.

Solution:

1. Sign in to the Cisco Unified MeetingPlace Administration Center.
2. Find the Email address in the user profile of the user who has this problem.
3. Sign in to the Cisco WebEx Site Administration.
4. Search the Cisco WebEx user accounts by email address.
5. Change the email addresses in the Cisco WebEx accounts so that each one is unique.
6. For active Cisco WebEx users, make sure that the user ID and email address match the User ID and Email address, respectively, in the corresponding Cisco Unified MeetingPlace user profile.
7. Have the user schedule and join a Cisco WebEx web meeting, which will cause all the other user profile settings to synchronize automatically.

User Cannot Sign In and Sees an SSO Protocol Error Message

Problem: A user cannot sign in to the Cisco WebEx site and sees the "SSO protocol error (1)" error message.

Solution: Make sure that the SSO configuration in the Cisco WebEx Site Administration includes a valid URL for the default Cisco WebEx target page.

Related Topics

- [Creating and Uploading the Cisco WebEx Certificate in the Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module

Scheduling Failures with "Named Host" Cisco WebEx Site

Problem: Cannot schedule Cisco WebEx web meetings on a named host Cisco WebEx site.

Possible Cause: You may have reached the limit on Cisco WebEx licenses for the site.

Solution: Get more Cisco WebEx licenses. Contact your Cisco WebEx customer service manager or account manager.

Chat, Participant List, or Other Features Do Not Appear in the Cisco WebEx Web Meeting Room

Problem: Users do not see the chat, participant list, or other features in the Cisco WebEx web meeting room.

Possible Cause: The session type being used does not enable the features as expected by the user. Users may get confused if they are allowed to use multiple session types which have significantly different features enabled, because the meeting rooms may seem to intermittently exclude certain features.

Solution: Set the web meeting room features to appear as your users would expect or want them to appear. To avoid confusing your users, we recommend that you keep the meeting room features as consistent as possible across session types.

1. Go to the Cisco WebEx Site Administration:
 1. Select **System Configuration > Cisco WebEx Configuration > Cisco WebEx Certificate**.
 2. Select the Cisco WebEx Site Administration URL link.
 3. 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.
2. Select **Session Type List**.
3. Select the session type entry under the Session Code column.
4. Set the web meeting room features to appear as your users would expect or want them to appear.

For example, if your users are accustomed to seeing the **Chat** and **Participant list** features in the web meeting room, then enable those features in all session types:

 1. Check the check box for the feature.
 2. Select **Open** under Default Behavior.
5. Select **Update**.
6. Repeat Step 2 through Step 5 for each session type that you want to modify.

Related Topics

- [Configuring Who Can Start and Stop Recording from the Cisco WebEx Web Meeting Room](#) in the [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module

A Few Users Are Dropped From a Cisco WebEx Meeting

Problem: A few users were dropped from the Cisco WebEx meeting, but others maintained their connection.

Solution: Ask those users who lost their connection to either wait while Cisco WebEx tries to automatically reconnect them or to close their meeting room window and rejoin the web conference. If the problem persists, complete the following checks:

- (Cisco Unified MeetingPlace scheduling) If the participant was using a remote access service, like Shiva, to connect to the company LAN, determine if an inactivity timeout disconnected them from the Cisco Unified MeetingPlace Web Server. To avoid the inactivity timeout, users should periodically issue keyboard or mouse button commands; mouse movements are not registered as activity.
- If accessing through a Virtual Private Network (VPN), make sure the security policy is deactivated.

How to Resolve System Administrator Sign-In Problems

- [System Administrator Cannot Sign In to Cisco WebEx Site Administration](#)
- [Error Message: SSO Error -1](#)

System Administrator Cannot Sign In to Cisco WebEx Site Administration

Problem: A Cisco Unified MeetingPlace system administrator cannot sign in to the Cisco WebEx Site Administration.

For example, if the system administrator signs in to the Cisco Unified MeetingPlace Administration Center and selects one of the [Cisco WebEx Site Administration URL](#) links, a "user account update failed" or a "user privilege update failed" error might appear.

Possible Cause: The Type of user field in the Cisco Unified MeetingPlace user profile was previously set to End user. After signing in to Cisco WebEx as an end user, the Type of user field was changed to System administrator.

Solution: An existing Cisco WebEx site administrator must sign in to the Cisco WebEx Site Administration and manually change the Account Type of the user to "site administrator."

Error Message: SSO Error -1

Error Message: SSO Error -1

Explanation: This message indicates that there is a problem with the Cisco Unified MeetingPlace administrator profile on the Cisco WebEx site. Several settings on this Cisco WebEx profile need to exactly match those in the preconfigured [Admin Profile](#) on Cisco Unified MeetingPlace.

Common mistakes:

- ◇ The email address of the Cisco Unified MeetingPlace administrator profile is not unique among all email addresses in Cisco WebEx user profiles (including deactivated users). An email address conflict may occur when a system administrator enters an email address for the admin profile, but that system administrator also has a separate user profile which uses the same email address. This can easily occur when Cisco Unified MeetingPlace user profiles are created via Directory Service, because the email addresses come from Cisco Unified Communications Manager.
- ◇ Someone modified the User ID or the Profile number of the [Admin Profile](#) on Cisco Unified MeetingPlace, so that they no longer match those in the Cisco Unified MeetingPlace administrator profile on the Cisco WebEx site.

Recommended Action: Make sure that the Cisco Unified MeetingPlace administrator profile is correctly set up on the Cisco WebEx site.

We recommend that you use a unique email *alias* for the Email address of the Cisco Unified MeetingPlace [Admin Profile](#).

Related Topics

- [Setting Up the Cisco Unified MeetingPlace Administrator Profile on the Cisco WebEx Site](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module
- [Configuring Cisco Unified MeetingPlace Directory Service](#) module

How to Resolve Recording Problems for Cisco WebEx Web Meetings

No Audio in Cisco WebEx Recordings

Problem: Recording playback does not play back any audio from the meeting. Users only hear the MeetingPlace prompts that were played during the meeting. The system is configured for MeetingPlace-scheduling.

Solution: When configuring the Cisco WebEx audio recorder, make sure 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.

Related Topics

- [Configuring the Cisco WebEx Audio Recorder](#)

Recordings for External Cisco WebEx Meetings Do Not Work

Possible Cause: The PIN used by Cisco WebEx to log in to Cisco Unified MeetingPlace meetings for the purpose of recording the meeting has expired. PINs for all Cisco Unified MeetingPlace user accounts expire after 6 months. There is no way to change a user account (even an automated user like "recorder") to not have a PIN that expires.

Solution: Reset the PIN after it expires by completing the following procedure:

1. Sign in to Cisco Unified Meetingplace as profiled user 0002 (with user name ?recorder?).

The system prompts you to change your PIN.

2. Change your PIN to something like **87654321**.
3. Use the **Change Profile Settings** menu to change the PIN back to **12345678**.
4. Verify that you can log in to user 0002?s account by phone with PIN 12345678.

Recording for external meetings should now work.

Cannot Record Any Cisco WebEx Meetings

Problem: Cannot initiate meeting recordings from any Cisco WebEx web meeting that uses Cisco Unified MeetingPlace audio conferencing.

Solution: Reset the Profile number and Profile PIN of the [Recorder Profile](#).

Solution:

1. Schedule a test meeting.
2. Join the web meeting.
3. Select the **Info** tab in the WebEx Meeting Manager window.
4. Write down the Cisco Unified MeetingPlace meeting ID.
5. Sign in to the Cisco Unified MeetingPlace Application Server CLI.
6. Enter this command to troubleshoot calls in real time:
eventlog -t
7. From the web meeting, start the meeting recording.
8. Look for the meeting ID in the log output to see if this occurs:
 - ◆ Cisco Unified MeetingPlace receives a call from the Cisco WebEx NBR.
 - ◆ Cisco WebEx NBR joins the Cisco Unified MeetingPlace audio conference.If these do not occur, open a case with Cisco WebEx.

Related Topics

- [Configuring the Cisco WebEx Audio Recorder](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module

A User Cannot Start Recording an External Cisco WebEx Meeting

Problem: Cannot start the Cisco WebEx recorder.

Possible Cause: There is no recorded name for the preconfigured "recorder" user profile, or the recorder profile is otherwise not configured properly. If this is the case, then Cisco WebEx Network-Based Recording (NBR) cannot join the audio meeting. Users would see an error in the recording panel about a minute after trying to start recording.

Solution: Make sure that the recorder user profile has a recorded name and is configured properly.

Related Topics

- [Configuring the Cisco WebEx Audio Recorder](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module

Users Cannot Start Recording a Cisco WebEx Meeting-Cannot Connect

Problem: Users cannot start recording a Cisco WebEx meeting and see a message that says, "Cannot connect to the recording service."

Solution: Enter **service appserver status** to check the Application Server Link on the Cisco WebEx Node for MCS. The output should report the Network File System (NFS) as healthy.

Solution: (For Cisco Unified MeetingPlace scheduling only) Make sure that the users have recording privileges.

Related Topics

- [Configuring the Application Server Link on the Cisco WebEx Node for MCS](#) in the [Integrating Cisco Unified MeetingPlace with Cisco WebEx](#) module
- [Configuring Who Can Start and Stop Recording from the Cisco WebEx Web Meeting Room](#) in the [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module

WebEx Meeting Manager: Options for Starting the Meeting Recording are Grayed Out

Problem: The **Record this meeting** link and the **Meeting > Start Recording** option are grayed out in the WebEx Meeting Manager window.

Solution: Only the host can initiate the meeting recording. The current host must initiate the meeting recording or pass the host role to the meeting participant who wants to record the meeting.

Solution: Meeting recordings are not supported for *internal* meetings that are scheduled from Cisco WebEx.

Solution: Make sure that the user has recording privileges. See [Configuring Who Can Start and Stop Recording from the Cisco WebEx Web Meeting Room](#) in the [Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration](#) module.

Solution: Contact Cisco TAC for further assistance. The Cisco WebEx site hosting the meeting might not be configured to enable recording.

WebEx Recorder Setup: Cisco WebEx User is Asked Where to Record Meeting

Problem: When a user tries to start recording a meeting, the WebEx Recorder Setup window displays "Where do you want to record this meeting?"

Solution: Network-Based Recording is not the default recorder. When you select Record Meeting from the Cisco WebEx meeting room, make sure that you select **Use network-based recording service** and check **Set as default setting**.

Cisco WebEx Meeting Recordings Contain Music and Voice Prompts

Problem: Cisco WebEx meeting recordings contain waiting room music, voice prompts, and user attendance and departure announcements.

Solution: This is expected behavior. Cisco WebEx Network-Based Recording (NBR) does not discriminate what audio it records. Waiting room music will be recorded if Cisco WebEx NBR is the first to join a Cisco Unified MeetingPlace voice meeting or joins before the organizer does.

Cannot Find Cisco WebEx Meeting Recordings

Problem: Cannot find the recorded meeting files.

Solution: (For meetings scheduled from Cisco Unified MeetingPlace) The synchronized audio and web (.arf) files typically become available for download later than the unsynchronized recording files. Wait an hour or so and then check for the .arf recording files.

Additional References for Troubleshooting Cisco Unified MeetingPlace Integration with Cisco WebEx

Topic	Documentation
Troubleshooting end-user issues	<i>User Guide for Cisco Unified MeetingPlace</i> at http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html
Configuring Cisco WebEx integration	Integrating Cisco Unified MeetingPlace with Cisco WebEx module Configuring Recordings for Cisco Unified MeetingPlace-Cisco WebEx Integration module
Commands for the Cisco WebEx Node for MCS	Using the Command-Line Interface (CLI) on the Cisco WebEx Node for MCS module
Troubleshooting issues with the Cisco Unified MeetingPlace Web Server	Troubleshooting the Cisco Unified MeetingPlace Web Server module Note: This module does <i>not</i> apply to deployments in which users schedule meetings from the Cisco WebEx. For information about Cisco WebEx integration deployments, see the <i>Planning Guide for Cisco Unified MeetingPlace</i> at http://docwiki.cisco.com/wiki/Cisco Unified MeetingPlace%2C Release 8.0 -- Planning Your Deplo