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This section covers problems you might encounter when configuring, operating, and managing the Hardware Media Server and provides suggested actions you can perform to solve the problems.

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## About Front Panel LED Issues on the Hardware Media Server

This section describes what to do if the LEDs on the front panel of the Hardware Media Server are off at all times, including during the power off and power on cycle.

**Table: Resolving Front Panel LED Issues**

Possible Causes	Verification Steps
Power supply problem	<ul style="list-style-type: none"><li>• Make sure that the power supply LED is green.</li><li>• Check the AC cable and fuse.</li></ul>
The blades are not inserted correctly in the Cisco Unified MeetingPlace 3500 Series Media Server chassis, or a back plane pin is bent.	<ul style="list-style-type: none"><li>• Open the telecom latch screws and extract the blade from its slot.</li><li>• Verify that there are no bent pins on the back plane (using a flashlight, if necessary).* Re-insert the blade carefully closing the latches.</li></ul>

## About Ethernet Settings for the Hardware Media Server

We recommend the following Ethernet port settings:

Audio Blade	Ethernet Switch Port	Result
Auto-negotiate	Auto-negotiate	1000/Full

Video Blade	Ethernet Switch Port	Result
Auto-negotiate	Auto-negotiate	1000/Full

Application Server	Ethernet Switch Port	Result
Auto-negotiate	Auto-negotiate	1000 Mbps or 100/Full
1000 Mbps	1000 Mbps	1000 Mbps
100/Full	100/Full	100/Full

We do not recommend the following:

- Setting one device to auto-negotiate and setting the other device to a fixed configuration

**Caution!** Setting one device to auto-negotiate and the other device to a fixed configuration will often result in negotiation failure, where one side thinks it has a full duplex link and the other side thinks it has a half duplex link. This will result in intermittent non-specific failures which get progressively worse as the load on the system increases and can result in a complete service outage.

- Using 10 Mbps Ethernet
- Using half duplex Ethernet at any speed
- Using 10/100Mbps for MCU and EMP, nor any hard set values (MCU & EMP tested and certified only on Auto/Auto setting connected to 1Gb switchports)

## Misconfigured Ethernet Ports

**Problem:** An Ethernet port is misconfigured. Symptoms include the following:

- Lost audio or video on a call
- Dropped calls
- Intermittent or no response to ping

- On an Audio Blade or Video Blade, intermittent failure to sign in using Telnet or web interface
- On the Application Server, intermittent failure to access the command line using SSH, or the Administration Center
- The following alarms:

180825 MCU blade is DOWN

180826 EMP blade is DOWN

180812 System has no audio capacity

180813 System has no video capacity

180810 System audio capacity is N ports; licensed for N

180811 System video capacity is N ports; licensed for N

**Solution:** Change the address settings by following the procedure in [Changing Address Settings for the Hardware Media Server](#) in the [Configuring the Audio and Video Blades for the Hardware Media Server](#) module.

**Solution:** Use the **modifyTargetDevice** command on the console of the blade to change the connection settings to match with that of the switch. See the [Setting Initial Values for the Hardware Media Server](#) module for information about using this command.

## "MCU blade is DOWN" Alarm

**Problem:** If an MCU blade (for example, blade ABC) goes down, the system generates an ?MCU blade is DOWN:<ABC\_IP\_Address>? alarm with the blade?s IP address.

**Solution:** Clear this alarm. Sign in to the CLI of the Application Server and enter **alarm**. Note the reference number (REFNO) for the ?MCU blade is DOWN:<ABC\_IP\_Address>? alarm and enter **clearalarm <REFNO>**. Alternately, you can clear all alarms by entering **clearalarm all**.

- If, after running **clearalarm**, another MCU blade (blade XYZ) goes down, then you will see a new alarm, ?MCU blade is down:<XYZ\_IP\_Address>.
- If, however, another blade (for example, blade XYZ) goes down while there is an existing ?MCU blade is DOWN:<ABC\_IP\_Address>? alarm, then you will see the ?MCU blade is

DOWN:<ABC\_IP\_Address>? alarm incremented by one. You will not see a new, separate alarm, for the XYZ blade.

If this happens, enter **viewexlog | grep 180825**. This command returns a listing of the ?MCU blade is DOWN? alarms with the timestamps and the IP addresses.

```
[mpxadmin@server ~]$ viewexlog | grep 180825
```

```
02/08 11:39:18.76 MIN 0x180825 MCU blade is DOWN: <IP_Address>
```

```
02/08 11:33:13.58 MIN 0x180825 MCU blade is DOWN: <IP_Address>
```

```
02/07 17:37:02.58 MIN 0x180825 MCU blade is DOWN: <IP_Address>
```

```
[mpxadmin@server ~]$
```

This command is useful if the alarm is recent and the events in viewexlog have not been overwritten (by newer events).