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What To Try First When Troubleshooting Time Issues

If you have any issues with time on your Cisco Unified MeetingPlace system, then check that time is synchronized across all your servers, for example:

- Hardware Media Server with Application Server
- Web Server with Application Server
- Application Server with Cisco WebEx Node for MCS
- All Application Servers used for RSNA

Related Topics

- [Viewing the Application Server System Clock](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [Viewing the Web Server Clock](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [Viewing the Audio Blade Clock](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [Viewing the Cisco WebEx Node Clock](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [Configuring Reservationless Single Number Access \(RSNA\) for Cisco Unified MeetingPlace](#) module

System Clock Does Not Match UTC

Problem: The system clock on the Application Server does not match the true UTC time.

Solution: Make sure that the **System clock uses UTC** check box is checked on the Application Server under **Applications > System Settings > Date & Time**.

Possible Cause: System clock issues are typically caused by manually setting the system clock, which may drift compared to UTC time, or by failed communication with the NTP server.

Solution: Configure NTP for the Application Server. If already configured, then verify that the NTP server is set to the correct time and is otherwise working correctly. If necessary, configure the Application Server to use a different NTP server.

(Cisco WebEx integration only) If you installed the Cisco WebEx Node for MCS, then the Application Server is automatically configured to use the Cisco WebEx Node as the NTP server. Do not modify this configuration, which ensures that your Cisco Unified MeetingPlace system clock is synchronized to Cisco WebEx site.

Possible Cause: Selecting the wrong time zone on the Application Server.

Solution: Configure the correct time zone.

Possible Cause: The Daylight Saving Time rules changed, or your time zone definition is obsolete.

Solution: Make sure that you apply any Cisco Unified MeetingPlace software updates that were provided for Daylight Saving Time or time zone changes.

Note: When a Daylight Saving Time rule changes, you need to update all time-dependent software products in your organization, such as Cisco Unified MeetingPlace, Microsoft Exchange, Microsoft Windows, and the Microsoft Outlook plug-in for Cisco Unified MeetingPlace.

Failure to do so may cause meetings to appear to be scheduled for different times in different user interfaces. For example, a meeting scheduled in Microsoft Outlook may display the correct time in Microsoft Outlook, but may appear from the Cisco Unified MeetingPlace web user portal to be scheduled for an hour earlier or

later than the correct time.

Related Topics

- [Configuring the Time and Time Zone for the Application Server](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module

System Clock is Wrong Due to Daylight Saving Time

Problem: The time on the Application Server system clock is wrong due to Daylight Saving Time.

Solution: Make sure that you have selected the correct time zone on the Application Server.

Solution: Make sure that you apply any Cisco Unified MeetingPlace software updates that were provided for Daylight Saving Time or time zone changes.

Solution: Synchronize your system time using a reliable, external NTP server.

Related Topics

- [Changing the Time Zone of the Application Server](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [Configuring NTP on the Application Server](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module

System Clock is Wrong-Need to Set it to an Earlier Time

Problem: The time on the system clock is later than the correct time.

Solution: Make sure that you are using the correct time zone on the Application Server.

Solution: Configure NTP on the Application Server to synchronize your system clock to a reliable, external NTP server.

Note: When you move the clock backwards and the system now has meetings scheduled to be held over two years from the new system date, then the system could allow too many meetings and ports to be scheduled on those future dates.

If there are only a few meetings scheduled to be held over two years from the new system date, or if they are scheduled to use a low number of ports, then your users are unlikely to be affected. If some of these meetings use a large number of ports, then we recommend that you delete these meetings and ask the owners to schedule them again if necessary.

Solution: Reinstall both the Application Server operating system and the Application Server software.

Solution: If the previous solutions did not work, then contact Cisco TAC.

Related Topics

- [Configuring NTP on the Application Server](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [Changing the Time Zone of the Application Server](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [About Reinstalling the Application Server Software](#) in the [Installing the Cisco Unified MeetingPlace Application Server Software](#) module
- [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module

Time is Not Synchronized Between the Application Server and the Web Server

Problem: The time is not synchronized between the Web Server and the Application Server.

Solution: If your Web Server is configured to use the Application Server as the NTP server (recommended):

1. Verify that the Windows Time Service is running.
2. Restart the Web Master Service to invoke the Windows Time Service to synchronize the time between the Web Server and the NTP server.

Solution: Make sure that NTP is configured correctly on your Web Server.

Related Topics

- [Synchronizing the Time Between the Web Server and the NTP Server Via the Web Master Service and Windows Time Service](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module
- [Configuring NTP on the Web Server](#) in the [Configuring Time and Time Zones for Cisco Unified MeetingPlace](#) module

Cisco Unified MeetingPlace Web Server Software Does Not Start After Moving Time on the Web Server

This topic applies only if you upgraded from Release 7.0 to Release 8.0.

Problem: User moved the time backwards then forward on the Web Server. Now the Web Server software does not start.

System Clock is Wrong-Need to Set it to an Earlier Time

Possible Cause: There may be bad "date_begin" values in the pps_acl_quotas table in the MPWEB Slave database used by the Web Server (MPWEB_XXXX). Those dates are initialized at the time when the Web Server software is installed so if the time was moved backwards, the Web Server software will refuse to work because it cannot find the proper "disk quota" permissions.

Solution: Manually change the "date_begin" values pps_acl_quotas table in the MPWEB Slave database to some time in the past relative to the current system time.

Error Message: TimeZones do NOT match between MPWeb and Breeze

This topic applies only if you upgraded from Release 7.0 to Release 8.0.

Error Message: CompareTimezone: **** TimeZones do NOT match between MPWeb and Breeze. ****
MPWeb: GMT:+01 & Breeze: GMT:-08"

Explanation: On the Web Server, the time zones do not match between the SQL database and Microsoft Windows.

Recommended Action: Complete the [Making the Web Server Time Zones Match Between Microsoft Windows and the SQL Database](#).

Making the Web Server Time Zones Match Between Microsoft Windows and the SQL Database

This topic applies only if you upgraded from Release 7.0 to Release 8.0. This task describes how to take the Web Server machine (Microsoft Windows) time zone and enter it into the SQL database.

Procedure

1. Stop the Cisco Unified MeetingPlace Web Master Service on all Web Servers that use the same database.
2. Open the SQL Server Query Analyzer on the computer where the Web Server software SQL database is located by following these steps:
 1. Select **Start > Programs > Microsoft SQL Server > Query Analyzer**.
 2. In the SQL Server field, select **(local)**.
 3. Select **SQL Server authentication**.
 4. Enter the login name of "sa" and the password.
 5. Select **OK**.
3. Select **Query > Change Database**.
4. Highlight the name of the slave database (such as MPWEB_XXXX_XXXX), and select **OK**.
5. Enter the following SQL string:

```
select * from PPS_ENUM_TIME_ZONES
```
6. Select **Execute Query**.
7. Look through the time zone records and find your time zone ID from the TIME_ZONE_ID field.

8. Clear the command window by entering:

```
UPDATE PPS_ACL_PREFERENCES SET TIME_ZONE_ID = <  
local_machine_timezone_id >
```

where <local_machine_timezone_id> is the time zone ID of the local machine.

9. Select **Execute Query**.

10. Start the Cisco Unified MeetingPlace Web Master Service on all Web Servers.

Related Topics

- [Error Message: TimeZones do NOT match between MPWeb and Breeze](#)
- [Stopping, Starting, or Restarting the Cisco Unified MeetingPlace Web Master Service module](#)