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## Directory Service User Cannot Sign In

**Problem:** Directory Service user cannot sign in to Cisco Unified MeetingPlace.

**Solution:** If *all* Directory Service users cannot sign in, check the AXL configuration settings on the [Directory Service Configuration Page](#). Specifically, make sure:

- ◇ The value in the AXL URL field is correct and contains no empty spaces.
- ◇ The entries for the AXL user ID and AXL password fields are correct.

**Solution:** If *one* or *some* Directory Service users cannot sign in, check the Cisco Unified MeetingPlace log in this location: `/opt/cisco/meetingplace/web/logs/userweb.out`.

There are two reasons a Directory Service user might not be able to sign in:

- ◇ The user does not exist in Cisco Unified MeetingPlace. Check the log for messages similar to "User `<user_name>` does not exist in the local database."
- ◇ The user exists in Cisco Unified MeetingPlace but entered the wrong LDAP password. Check the log for messages similar to "addFailedloginAttemptforUser(String username=`<user_name>`)."

**Solution:** Obtain the system information capture log, and send it to Cisco TAC.

## Related Topics

- [Configuring Cisco Unified MeetingPlace Directory Service module](#)
- [Obtaining and Viewing the System Information Capture \(Infocap\) Log](#) in the [Obtaining and Viewing the System Information Capture \(Infocap\) Log](#) module
- [How to Resolve Authentication Problems](#) in the [Troubleshooting the Cisco Unified MeetingPlace Web Server](#) module
- [User Guide for Cisco Unified MeetingPlace](#) at [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html)

## User Cannot Sign In

**Problem:** A user cannot sign in to Cisco Unified MeetingPlace.

**Possible Cause:** The user profile is inactive or locked, perhaps due to too many failed sign-in attempts.

**Solution:** For a locally authenticated user, set the User status field in the user profile to **Active**.

**Solution:** For an externally authenticated ([Directory Service](#)) user, make sure that the user account is active in the [Device Used to Authenticate the Directory Service User](#).

**Possible Cause:** The password has expired for the externally authenticated ([Directory Service](#)) user, whose passwords are stored and maintained on the external authenticating device instead of in the Cisco Unified MeetingPlace database.

**Solution:** Reset the expired password(s) on the [Device Used to Authenticate the Directory Service User](#).

**Possible Cause:** The password has expired for the locally authenticated user. The passwords expire after the amount of time specified by these fields on the [Usage Configuration Page](#):

- ◇ Change user password (days) for signing in from a workstation
- ◇ Change profile PIN (days) for signing in over the phone

**Solution:** Reset the expired password(s) by changing these fields in the user profile:

- ◇ User password and User password confirm for signing in from a workstation
- ◇ Profile PIN and Profile PIN confirm for signing in over the phone

**Possible Cause:** The user does not exist in the user database. See [Searching for a Specific User Profile](#) in the [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module.

**Solution:** Add the user to the user database. See [Methods for Adding User Profiles](#) in the [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module.

**Possible Cause:** The user did not enter the correct User ID, User password, Profile number, or Profile PIN.

**Note:** The User password is case-sensitive.

**Solution:** If the user cannot remember the sign-in information, view the user profile to determine the correct User ID and Profile number. If necessary, reset the User password and Profile PIN for the user.

## Related Topics

- [Editing a User Profile](#) in the [Configuring User Profiles and User Groups for Cisco Unified MeetingPlace](#) module
- [External AXL Authentication for Directory Service Users](#) in the [Configuring Cisco Unified MeetingPlace Directory Service](#) module
- See the *User Guide for Cisco Unified MeetingPlace* at [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html)
- [How to Resolve Authentication Problems](#) in the [Troubleshooting the Cisco Unified MeetingPlace Web Server](#) module
- [Additional References for Troubleshooting User Access Issues](#)

## User Cannot Join a Meeting

**Problem:** A user can sign in to Cisco Unified MeetingPlace but cannot join a meeting.

**Possible Cause:** The user entered an invalid meeting ID.

**Solution:** Have the user verify and enter the correct meeting ID.

**Possible Cause:** The meeting is scheduled to begin at a different time.

**Solution:** Have the user verify and join the meeting at the correct time.

**Possible Cause:** The meeting requires a password. To check, go to the Meeting Details page in the web user portal.

**Solution:** Make sure that the user has the correct password.

**Possible Cause:** This meeting is only for users with Cisco Unified MeetingPlace profiles. To check, go to the Meeting Details page in the web user portal.

**Solution:** Add a user profile for the user.

**Possible Cause:** The meeting has reached the configured maximum number of ports per meeting.

**Solution:** Configure higher numbers for these fields on the [Media Resource Configuration Page](#):

◇ Maximum ports per reservationless meeting

◇ Maximum ports per scheduled meeting

**Possible Cause:** (Microsoft Outlook integration only) The user was invited as part of an email distribution list. Because Cisco Unified MeetingPlace for Microsoft Outlook does not *expand* distribution lists, the individual users on the distribution list are not added to the meeting.

**Solution:** (Microsoft Outlook integration only) Instruct your users to take these actions when scheduling meetings:

◇ Expand distribution lists before sending invitations.

◇ Instead of inviting distribution lists, invite the individual users.

**Possible Cause:** There are not enough available ports for the meeting.

**Solution:** The user needs to wait until a port becomes available.

#### Related Topics

- See the *User Guide for Cisco Unified MeetingPlace* at [http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html)
- See the *Planning Guide for Cisco Unified MeetingPlace* 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)

## Additional References for Troubleshooting User Access Issues

Topic	Documentation
User authentication options and when each is used	<a href="#">User Authentication for Cisco Unified MeetingPlace</a> module
Troubleshooting user issues	See the <i>User Guide for Cisco Unified MeetingPlace</i> at <a href="http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html">http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_user_guide_list.html</a>
Troubleshooting external authentication for the Web Server (LDAP and Windows authentication)	<a href="#">How to Resolve Authentication Problems</a> in the <a href="#">Troubleshooting the Cisco Unified MeetingPlace Web Server</a> module