

Main page: [Cisco Unified MeetingPlace, Release 8.0](#)

Up one level: [Troubleshooting](#)

Note: This topic does *not* apply to deployments in which users schedule meetings from the Cisco WebEx site. For information about Cisco WebEx integration deployments, see the *Planning Guide for Cisco Unified MeetingPlace* at http://docwiki.cisco.com/wiki/Cisco_Unified_MeetingPlace%2C_Release_8.0_--_Planning_Your_Deployment.

This module explains how to troubleshoot common problems that can occur when configuring and maintaining the Cisco Unified MeetingPlace Web Server.

- [How to Resolve Test Server Configuration Problems](#)
- [How to Resolve Authentication Problems](#)
- [How to Resolve Failed Server Issues](#)
- [How to Resolve Problems With Disk Space](#)
- [How to Resolve Problems When Joining a Meeting](#)
- [How to Resolve Problems When Finding a Meeting](#)
- [How to Resolve Problems With Recordings](#)
- [How to Resolve Problems With Secure Sockets Layer](#)

Contents

- [1 How to Resolve Test Server Configuration Problems](#)
 - ◆ [1.1 Error Messages](#)
 - ◇ [1.1.1 Related Topics](#)
- [2 How to Resolve Authentication Problems](#)
 - ◆ [2.1 LDAP Authentication Problem](#)
 - ◇ [2.1.1 Related Topics](#)
 - ◆ [2.2 Windows Authentication Problem](#)
 - ◇ [2.2.1 Related Topics](#)
 - ◇ [2.2.2 Adding a URL String to Internet Explorer's Trusted Zone](#)
 - [2.2.2.1 Procedure](#)
 - [2.2.2.2 Related Topics](#)
 - ◇ [2.2.3 Modifying Internet Explorer's Internet Zone to Automatically Pass Windows Credentials](#)
 - [2.2.3.1 Procedure](#)
- [3 How to Resolve Failed Server Issues](#)
 - ◆ [3.1 Cannot Start the Cisco Unified MeetingPlace Web Master Service](#)
 - ◇ [3.1.1 Related Topics](#)
 - ◆ [3.2 Server Crashes When the Remote Storage Location is Interrupted](#)
 - ◇ [3.2.1 Related Topics](#)
 - ◆ [3.3 MeetingPlace Crashes When You Install MicroSoft Windows Media Server](#)
- [4 How to Resolve Problems With Disk Space](#)
 - ◆ [4.1 Error Message: Operation Failed](#)
- [5 How to Resolve Problems When Joining a Meeting](#)

- ◆ [5.1 No One Can Join](#)
- ◆ [5.2 Some Users Cannot Join the Meeting](#)
- ◆ [5.3 Cannot Join Due to MPAgent Problem](#)
 - ◇ [5.3.1 Related Topics](#)
- ◆ [5.4 Cannot Join Due to Session Problems](#)
- [6 How to Resolve Problems When Finding a Meeting](#)
 - ◆ [6.1 Error Message: Template Cannot Be Found](#)
- [7 How to Resolve Problems With Recordings](#)
 - ◆ [7.1 No Recording Space Available](#)
 - ◇ [7.1.1 Related Topics](#)
 - ◆ [7.2 Recording Files Not Appearing on the Web](#)
 - ◇ [7.2.1 Scheduling a Test Meeting to Check the Audio Conversion Process](#)
 - [7.2.1.1 Procedure](#)
 - [7.2.1.2 Related Topics](#)
 - ◆ [7.3 Tinny Buzz on WMA Recordings](#)
 - ◆ [7.4 Audio and Video Playback Not Synchronized](#)
 - ◇ [7.4.1 Related Topics](#)
 - ◆ [7.5 Error: Access is Denied](#)
 - ◇ [7.5.1 Related Topics](#)
 - ◆ [7.6 Cannot Access Meeting Recordings When Using Remote Storage](#)
 - ◇ [7.6.1 Disabling ACL Authorization at the Server Level](#)
 - [7.6.1.1 Procedure](#)
 - [7.6.1.2 Related Topics](#)
 - ◇ [7.6.2 Disabling ACL Authorization at the Plug-In Level](#)
 - [7.6.2.1 Procedure](#)
 - [7.6.2.2 Related Topics](#)
 - ◆ [7.7 Cannot Play Windows Media Recordings](#)
 - ◇ [7.7.1 Troubleshooting Problems with Recordings in Windows Media Format](#)
 - [7.7.1.1 Procedure](#)
 - [7.7.1.2 Related Topics](#)
 - ◆ [7.8 Recordings Stuck in "Processing Now" State](#)
- [8 How to Resolve Problems With Secure Sockets Layer](#)
 - ◆ [8.1 Security Warnings](#)

How to Resolve Test Server Configuration Problems

- [Error Messages](#)

Error Messages

Error Message: Correct configuration.

Explanation: The IP address or DNS name for **Hostname [Home Page]** and **Hostname [Web Conferencing]** are specified correctly.

Note: The **Hostname [Web Conferencing]** field appears only if you upgraded from Release 7.0 to Release 8.0.

Error Message: Sorry unable to resolve Homepage IP address/hostname using nslookup.

Explanation: The system is unable to reach the DNS name or IP address that you configured for **Hostname [Home Page]**.

Recommended Action: Complete the following procedure to change your entry for **Hostname [Home Page]**.

1. Sign in to the Cisco Unified MeetingPlace web user portal.
2. Click **Admin > Web Server**.
3. From the "View" section of the page, click the name of the web server that you want to configure.
This populates the "Edit" section of the page with predefined settings.
4. Edit the entry for **Hostname [Home Page]**.
5. Restart the Cisco Unified MeetingPlace Web Master Service.

Error Message: Sorry unable to resolve Webconference IP address/hostname using nslookup.

Note: This error message may appear only if you upgraded from Release 7.0 to Release 8.0.

Explanation: The system is unable to reach the DNS name or IP address that you configured for **Hostname [Web Conferencing]**.

Recommended Action: Complete the following procedure to change your entry for **Hostname [Web Conferencing]**.

1. Sign in to the Cisco Unified MeetingPlace web user portal.
2. Click **Admin > Web Server**.
3. From the "View" section of the page, click the name of the web server that you want to configure.
This populates the "Edit" section of the page with predefined settings.
4. Edit the entry for **Hostname [Web Conferencing]**.
5. Restart the Cisco Unified MeetingPlace Web Master Service.

Error Message: Incorrect configuration, might want to switch homepage and webconf IP addresses.

Explanation: It is possible that you switched the IP address or DNS name entries for **Hostname [Home Page]** and **Hostname [Web Conferencing]**, the latter of which appears only if you upgraded from Release 7.0 to Release 8.0.

Recommended Action: Complete [How to Switch the Order of IP Addresses on the Web Server](#) in the [Monitoring and Maintaining the Cisco Unified MeetingPlace Web Server](#) module.

Related Topics

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

How to Resolve Authentication Problems

- [LDAP Authentication Problem](#)
- [Windows Authentication Problem](#)

LDAP Authentication Problem

Problem: The Cisco Unified MeetingPlace Web Server is configured for LDAP authentication, but users are not being properly authenticated.

Solution: Check the Cisco Unified MeetingPlace eventlog. LDAP messages appear in the eventlog every time an authentication is performed. If the authentication is successful, you will see a message such as the following: LDAP Authenticated user: <username>

If the authentication fails, one of the following error messages will be logged in the eventlog.

Error Message: LDAP could not find user: <username>

Explanation: The user was not found (LDAP_NO_SUCH_OBJECT).

Error Message: LDAP could not authenticate user: <username>

Explanation: User had bad credentials (LDAP_INVALID_CREDENTIALS); this is typically caused by using the wrong password.

Error Message: ldap_simple_bind_s failed with error <hexadecimal number>

Explanation: This message is logged when the authentication fails for any other reason besides user not found or bad credentials. The hexadecimal number in the error code indicates the failure reason. Descriptions of the hexadecimal codes can be found at <http://msdn2.microsoft.com/en-us/library/aa367014.aspx>.

Related Topics

- [Using the Cisco Unified MeetingPlace Eventlog in the Monitoring and Maintaining the Cisco Unified MeetingPlace Web Server](#) module

Windows Authentication Problem

Problem: Internet Explorer prompts me for my Windows sign-in information when I try to access Cisco Unified MeetingPlace even though I am already signed in to my computer with my domain Windows account.

Possible Cause: You configured Windows authentication but used an IP address or FQDN when setting your Web Server **Hostname [Home Page]** parameter. If the server name in a URL request to the Web Server contains any periods, such as the dots in an IP address or a FQDN, the request is automatically routed to Internet Explorer's Internet Zone, which is configured to not pass Windows credentials to the Web Server.

Solution: Add the URL string for Cisco Unified MeetingPlace to Internet Explorer's Trusted Zone or modify Internet Explorer's Internet Zone to automatically pass Windows credentials and sign users in to a website.

Related Topics

- [Adding a URL String to Internet Explorer's Trusted Zone](#)
- [Modifying Internet Explorer's Internet Zone to Automatically Pass Windows Credentials](#)

Adding a URL String to Internet Explorer's Trusted Zone

This is the preferred method for working around Internet Explorer's Internet Zone configuration.

Caution! If you choose this workaround, you must apply this change to all end user computers.

Procedure

1. Open Internet Explorer.
2. Select **Tools > Internet Options**.
3. Click the **Security** tab.
4. Click **Trusted Zone**.
5. Click **Edit**.
6. Add the URL of your Web Server in the Trusted Sites window.
For example, if you set your Web Server **Hostname [Home Page]** parameter to *abc.company.com*, then enter <http://abc.company.com> in the list of trusted websites and click **Add**.
7. Click **OK**.

Related Topics

- [Changing the Web Server Hostname From an IP Address to a Hostname in the Configuring Security Features for the Cisco Unified MeetingPlace Web Server module](#)

Modifying Internet Explorer's Internet Zone to Automatically Pass Windows Credentials

Caution! If you choose this workaround, you must apply this change to all end-user computers.

Procedure

1. Open Internet Explorer.
2. Select **Tools > Internet Options**.
3. Click the **Security** tab.
4. Click **Internet Zone > Custom Level**.
The Security Settings window displays.
5. Scroll down to the User Authentication section.
6. Click **Authenticate Logon with Current Username and Password** for Logon.
7. Click **OK**.

How to Resolve Failed Server Issues

When restoring failed servers, users will experience about a five-minute delay before the system regains full functionality.

- [Cannot Start the Cisco Unified MeetingPlace Web Master Service](#)
- [Server Crashes When the Remote Storage Location is Interrupted](#)
- [MeetingPlace Crashes When You Install MicroSoft Windows Media Server](#)

Cannot Start the Cisco Unified MeetingPlace Web Master Service

Problem: A Web Server fails and then does not come back up. Cannot start Cisco Unified MeetingPlace Web Master Service.

Possible Cause: You configured remote storage for your Web Server using a Windows account that does *not* have administrator privileges.

Solution: Reinstall the Cisco Unified MeetingPlace Web Server software.

Solution: Complete the following steps to manually remove the remote storage entries from the SQL database tables. This will allow you to start the Cisco Unified MeetingPlace Web Master Service and reconfigure remote storage using an account that has administrator privileges on the Web Server.

1. Open SQL Server Enterprise Manager.
Click **Start > Programs > Microsoft SQL Server > Enterprise Manager**.
2. Navigate to the MPWEB database.
Click the + signs next to **SQL Server Group > local > Databases > MPWEB** to open the appropriate directory trees.
3. Click **Tables** in the MPWEB directory.
A list of tables opens in the right pane.
4. Right-click **Site** in the right pane.
5. Select **Open table > Return all rows**.

The Site database table displays.

6. Scroll to the right and set all entries in the following columns to <NULL>:

- ◆ **SvcStartAsDomain**
- ◆ **SvcStartAsUsername**
- ◆ **SvcStartAsPassword**

Note: Sometimes the column entries appear to be blank after you enter <NULL>. This is okay.

The remaining steps are applicable only if you upgraded from Release 7.0 to Release 8.0.

7. Navigate to the MPWEB slave database in the left pane of the SQL Server Enterprise Manager.

Click the + signs next to **SQL Server Group > local > Databases > MPWEB_XXXX_XXXX** to open the appropriate directory trees.

8. Click **Tables** in the MPWEB_XXXX_XXXX directory.

A list of tables opens in the right pane.

9. Right-click **PPS_CONFIG** in the right pane.

10. Select **Open table > Return all rows**.

The PPS_CONFIG database table displays.

11. Delete the row that contains the NAME **config-shared-storage**.

Related Topics

- [Configuring Remote Storage](#) in the [Configuring the Cisco Unified MeetingPlace Web Server for Optimal Data Storage](#) module

Server Crashes When the Remote Storage Location is Interrupted

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

Problem: The Web Server crashes when network access to the remote storage location is interrupted.

Solution: Restore access to the remote storage location.

Related Topics

- [Configuring Remote Storage](#) in the [Configuring the Cisco Unified MeetingPlace Web Server for Optimal Data Storage](#) module

MeetingPlace Crashes When You Install MicroSoft Windows Media Server

Problem: When you install Windows Media Server, CIPTOS 1.5 stops SQL services which stops Cisco Unified MeetingPlace services and causes Lumberjack logs to be created.

Solution: Restart your Cisco Unified MeetingPlace services.

How to Resolve Problems With Disk Space

- Error Message: Operation Failed

Error Message: Operation Failed

Problem: I see this error message on the Web Server: [1228] Operation Failed. Currently on Web Server X, SQLServer Loadtest, MPSTest Y.

I then see this error message in the Eventlog window: The log file for database MPWEB is full. Back up the transaction log for the database to free up some log space.

Possible Cause: It is likely that the SQL database files are too large and that users are unable to sign in to the Cisco Unified MeetingPlace web user portal.

Solution: Complete the following procedure.

1. Go to SQL Enterprise Manager.
2. Select the database Properties page.
3. Select **Options > Auto Shrink**.
4. Set the database recovery model to **Simple** or perform a backup of the log.

Note: For all SQL databases, both local and remote, set the database recovery model to **Simple** and not to **Full**. You may need to do this manually. For more information, see http://www.cisco.com/en/US/products/sw/ps5664/ps5669/products_tech_note09186a0080309e28.shtml.

How to Resolve Problems When Joining a Meeting

- No One Can Join
- Some Users Cannot Join the Meeting
- Cannot Join Due to MP Agent Problem
- Cannot Join Due to Session Problems

No One Can Join

Problem: No one can join the web conference.

Possible Cause: The problem is probably related to the Web Server. For example, a Windows service is down.

Solution: To troubleshoot this problem:

1. Make sure the Cisco Unified MeetingPlace Web Master Service is running on the Web Server. For more information about this service, see the [Stopping, Starting, or Restarting the Cisco Unified](#)

MeetingPlace Web Master Service module.

2. If there is a problem with a Windows service, go to the \Cisco Systems\MPWeb\datasvc directory and run dcdiags.bat as soon as possible to generate a server log.
3. Check the Eventlog for any messages related to the Web Server. Report any major errors to your Cisco support representative.
4. Check the Windows Event Viewer and Application log, for any errors related to the Windows server.

See the following sections for additional details:

- [Some Users Cannot Join the Meeting](#)
- [Cannot Join Due to MPAgent Problem](#)
- [Cannot Join Due to Session Problems](#)
- [How to Resolve Problems When Finding a Meeting](#)
- [Error Message: Template Cannot Be Found](#)

Some Users Cannot Join the Meeting

Problem: Some users are able to join the web conference but others are not.

Solution: Make sure that those who are unable to join have the following:

- Network connectivity (that is, are they connected through a switch or a hub?)
- Internet access

If users have network connectivity and Internet access, complete the following checks:

- Make sure that users can view the Connect button from the Meeting Information page.
- Determine if users are attending the web conference over a network or dial-up connection. If users are attending on a dial-up connection, it is possible that the Web Server is disconnecting them because their connection is too slow.
- If external users are accessing the Web Server through a proxy server, it is possible that you configured the proxy server in a way that does not allow access to the web conference. For proxy server requirements, see [Proxy Servers in the Quick Start Configuration for Cisco Unified MeetingPlace Web User Portal for Scheduling and Joining Meetings](#) module.

Cannot Join Due to MPAgent Problem

Error Message: MPAgent is not available, please try again later.

Explanation: The Cisco Unified MeetingPlace Agent Service is either down or not responding.

Recommended Action: Stop and restart the Cisco Unified MeetingPlace Web Master Service.

Note: Running some services, such as MPAgent, can use as much as 90 percent of your CPU. Fortunately, these services run at a low priority so the CPU spikes do not impact important system functions.

Related Topics

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

Cannot Join Due to Session Problems

Error Message: Session is stale.

Explanation: You signed in to Cisco Unified MeetingPlace from a different location than the one you originally used and the system disconnected your first browser connection. If you then go back to the first browser, you will receive a "stale session" notification.

Explanation: You signed in to Cisco Unified MeetingPlace, but did not participate in the session for over an hour. The system disconnected you to free some room for new users and informs you that your session is stale.

Recommended Action: Cisco Unified MeetingPlace keeps session information about each user who connects to the home page to find, schedule, or update a meeting or configure account settings. The session information is kept for a minimum of one hour from your last session up to a maximum of 24 hours. Close the connection with the stale session and try to connect again.

Error Message: Your session has expired. You need to sign in again.

Explanation: It is possible that you have Content Advisor enabled on your browser. Cisco Unified MeetingPlace does not support Content Advisor. If Content Advisor is enabled, the following scenario will occur:

1. User tries to access Cisco Unified MeetingPlace and a Content Advisor window displays.
2. User clicks **Always Allow This Web Site to Be Viewed**.
3. User then signs in and clicks **Remember Me**.
4. When the user clicks an option tab, such as **Schedule Meeting**, **Attend Meeting** and so on, the user receives an error message.

Recommended Action: Complete the following.

1. Verify that Content Advisor is disabled:
 1. Open your browser.
 2. Go to **Tools > Internet Options > Content > Content Advisor**.
 3. Disable Content Advisor.
2. Try to access the Cisco Unified MeetingPlace home page again.

How to Resolve Problems When Finding a Meeting

- Error Message: Template Cannot Be Found

Error Message: Template Cannot Be Found

Problem: While trying to find a meeting, the following error message appears: Template cannot be found.

Solution: Verify that the template file specified in the error message or error page exists in the *drive:\Program Files\Cisco Systems\MPWeb\Template* directory.

- If the template does exist, make sure that the directory permissions allow the Cisco Unified MeetingPlace Web Server software to access the template files, that is, set the Everyone group with full access permissions and then restrict who is a member of that group.
- If the templates are not in the \Template directory, re-install the template files.

Caution! If a reinstall is run, any customized files that are not read-only are overwritten.

How to Resolve Problems With Recordings

- No Recording Space Available
- Recording Files Not Appearing on the Web
- Tinny Buzz on WMA Recordings
- Audio and Video Playback Not Synchronized
- Error: Access is Denied
- Cannot Access Meeting Recordings When Using Remote Storage
- Cannot Play Windows Media Recordings
- Recordings Stuck in "Processing Now" State

No Recording Space Available

Problem: User hears a prompt stating that no recording space is available.

Possible Cause: The "No recording space available" prompt plays when there are issues starting up a recording leg. One example of when this occurs is when someone attempts to start a recording when recording resources are all used up:

- ◇ Hardware Media Server limit: 100 concurrent recordings
- ◇ Express Media Server limit: 20 concurrent recordings

Solution: Wait before trying to start recording again.

Possible Cause: The Recording/Streaming Service (RSS) is not running.

Solution: Verify the issue by using the Application Server CLI to show the service is stopped:

```
[root@application-server ~]# mpx_sys status
...
rss is stopped...
...
```

To try to get the service running again:

```
[root@application-server ~]# service mpx_rssctrl start
Starting MeetingPlace Recording/Streaming Service: [ OK ]
[root@application-server ~]#
```

Possible Cause: There are no more ports available to turn on recording.

Solution: Check the license setting and available ports. You can check ports in use by using the `CSTest -s` CLI command on the Application Server.

Related Topics

- [Audio and Video Recording Resources and Port Usage in the Configuring Audio and Video Recordings for Cisco Unified MeetingPlace module](#)

Recording Files Not Appearing on the Web

Problem: When the user goes to the Past Meetings page in the Cisco Unified MeetingPlace web user portal, the icon for a recording does not appear.

Possible Cause: In comparison with other Cisco Unified MeetingPlace services, the Audio Service conversion process takes a lower priority. Therefore, during the peak hours of Cisco Unified MeetingPlace usage, audio files are converted and posted at a much slower rate. On an idle system, a recording can be accessible in minutes, while during peak hour activity it can take hours.

Solution: Give the system some time to do the conversions. If you are still experiencing problems, complete the following checks:

- Go to the Windows Services option (**Start > Control Panel > Administrative Tools > Services**) and verify that the Cisco Unified MeetingPlace Replication Service and the Cisco Unified MeetingPlace Audio Service are running.
- Schedule a test meeting to check the audio conversion process. The success or failure of this test will give you more information as to the cause of your problem. See [Scheduling a Test Meeting to Check the Audio Conversion Process](#).

Possible Cause: The conversion control is not set properly.

Solution: Make sure that the recording files are configured to convert properly by checking the Admin > Audio Conversion page on the Web Server.

Possible Cause: The recording file has not completed its conversion process.

Solution: Make sure that verbose logging on the Web Server is on then verify the progression of the recording file conversion as indicated by the following example.

Note: You can only confirm the existence of a recording file on the Application Server within 24 hours (plus time for the 2AM deletion task to run) of the recording. After 24 hours, the file is removed from the Application Server.

Example:

1. Start with the Application Server.

```
[mpxadmin@application-server ~]$ mtginfo -m <Meeting ID> |
more
```

2. Look for ReadConf of 0x36 (54.)

3. Now go to the conference folder 54 as seen below.

```
[mpxadmin@application-server conf]$ pwd
/opt/cisco/meetingplace/afs/conf/000054
[mpxadmin@application-server conf]$ ls -l -t
total 96
drwxrwxr-x 2 mpxadmin mpx 4096 May 9 08:07 000054
```

Tip: 54 will be used for the directory name on the Windows server for the storage of the recording.

4. If a recording occurred, you will see a recorded file named av_rec.mp4.

5. Use the record_file_info command to view the file and check that it is valid and not corrupt.

The file indicates that it is an audio and video recording with specifics about the recording:

```
[mpxadmin@application-server 000054]$ ls
att_20.dat av_rec.mp4 conf_8888 (8888 is the conf ID from the
web schedule page)
[mpxadmin@application-server 000054]$ record_file_info
av_rec.mp4
av_rec.mp4:
Track Type Info
1 audio G.711 uLaw, 22.616 secs, 64 kbps, 8000 Hz
2 video H264 Baseline@3, 22.616 secs, 6 kbps, 352x288 @
14.105058 fps
start 1:
Start time 09 May 2008 08:06:06.678 (1210345566)
Duration: 22.61 (180880, 8000) seconds
Audio Start Sample: 1
Video Start Sample: 1
[mpxadmin@application-server 000054]$
```

6. This displays the export of the .mp4 file to the web replication service.

```
[root@application-server ~]# eventlog -G | grep "Export: conf"
| grep 0054 | more
05/09 08:06:58.23 Export: conf/000054/av_rec.mp4
[root@application-server ~]#
```

7. Check the Web Server for the meeting recording.

- ◆ The stored converted files for conference folder 54 (which match folder ID 54 on the Application Server) are located at: C:\Program Files\Cisco Systems\MPWeb\Meeitngs\54
- ◆ The files in this directory will have a name such as `MtgRec_<xyz>.abc'

8. If verbose logging is on, check the log file for any reason why conversion may not have occurred.

- ◆ You can find the log file at: C:\Program Files\Cisco Systems\LogFiles\temp\MPWEB_LBJ_<date>

- ◆ You can search the log file for the recorded file using the same name as in Step 7:
'MtgRec_<xyz>.abc'

Scheduling a Test Meeting to Check the Audio Conversion Process

Procedure

1. Open the Cisco Unified MeetingPlace Web Server Eventlog.
 1. From the Web Server, right-click the Cisco Unified MeetingPlace icon in the system tray.
 2. Select **eventlog**.
2. Schedule a test meeting.
3. Join the meeting and start recording.
4. Terminate the meeting after a few minutes.
5. In the Eventlog window, or in the Gateway SIM log file, look for the recording conversion progress.
Tip: See the example in Recording Files Not Appearing on the Web for an explanation of what the recording file name looks like in the log files.

Related Topics

- Replication Service in the Configuring the Cisco Unified MeetingPlace Web Server for Optimal Data Storage module

Tinny Buzz on WMA Recordings

Problem: User hears a tinny buzz on WMA recordings.

Solution: Complete the following to select a higher bitrate WMA encoder profile. You will end up with higher quality audio playback but at the cost of larger WMA files.

1. Launch a web browser and sign in to Cisco Unified MeetingPlace with a system administrator profile.
2. Click **Admin**.
3. Click **Audio Conversion**.
4. Make sure that Convert to Windows Media Format is set to **Yes**.
5. Enter a higher bitrate encoder profile for Windows Media Server Conversion Profile:
 - ◆ We recommend that you enter **Windows Media Audio 8 for Dial-up Modem (CD quality, 64 Kbps)**.
 - ◆ For a list of other profiles, see the Windows Media Developer Center at [http://msdn.microsoft.com/en-us/library/aa390939\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa390939(VS.85).aspx).
6. Click **Submit**.

Audio and Video Playback Not Synchronized

Problem: The audio and video components of a recording playback are not timed properly.

Possible Cause: You are not using a supported tool for playback.

Solution: Make sure that you are using the supported tool for recording playbacks. This release of Cisco Unified MeetingPlace supports the QuickTime player.

Possible Cause: Time is not synchronized between the Web Server and Application Server.

Solution: Use NTP to synchronize time between the Web Server to the Application Server.

Related Topics

- [Time is Not Synchronized Between the Application Server and the Web Server in the Troubleshooting Time and Time Zone Issues for Cisco Unified MeetingPlace module](#)
- [Recommendations for Time and Time Zone Configurations in the Configuring Time and Time Zones for Cisco Unified MeetingPlace module](#)
- [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](#)

Error: Access is Denied

Problem: You click the icon to preview a recording on the Recordings page and you get an "Access is denied" error message.

Possible Cause: Remote storage is configured with the improper sign-in credentials.

Solution: Check the following:

1. Make sure that the services are running in "Administrator" account (or an account with Administrator credentials that also has credentials for remote storage).
2. Verify that the remote storage has the UNC path.
3. Are you able to access the UNC path from with the Web Server machine? If you have Cisco Security Agent enabled, make sure that it is not preventing the access.

Problem: A meeting was recorded on an external Cisco Unified MeetingPlace Web Server. When you try to access the recording from an internal Cisco Unified MeetingPlace Web Server, you see an "Access is denied" error message.

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

Possible Cause: There is a configuration error such that the **Hostname [Home Page]** and **Hostname [Web Conferencing]** settings for the external Web Server are different from those configured on the internal Web Server. Specifically, the hostname fields have IP addresses configured on the external/internal web pages for the external server, and Hostnames on the other. Having different hostnames in the different configuration locations, even if they resolve to the same IP address, may also cause this problem to appear.

Solution: Reconfigure the internal and external Web Servers to both have either IP addresses or hostnames for the **Hostname [Home Page]** and **Hostname [Web Conferencing]** settings. As a workaround, the user can dismiss the "Access is denied" error message to access the recording.

Related Topics

- [Configuring Remote Storage](#) in the [Configuring the Cisco Unified MeetingPlace Web Server for Optimal Data Storage](#) module

Cannot Access Meeting Recordings When Using Remote Storage

Problem: If you are using a non-default location for the meetings folder, for example, if you are using remote storage, and if the audio conversion is configured to convert to Windows Media Format and Windows Media Server is used (for streaming), then users cannot access meeting recordings from the Meeting Details > Attachments page. The system gives an error stating that a link to the audio recording does not exist.

Solution: Disable the Windows Media Server NTFS ACL authorization so that you can host remote content on a Windows Media Server publishing point. Complete one of the following tasks to disable ACL authorization either at the server level or at the plug-in level.

- [Disabling ACL Authorization at the Server Level](#)
- [Disabling ACL Authorization at the Plug-In Level](#)

Disabling ACL Authorization at the Server Level

Procedure

1. Go to **Start > Programs > Administrative Tools -> Windows Media Server** on the Web Server.
2. Select the local host on the left panel.
3. Select the Properties tab on the right panel.
4. Select the Authorization category.
5. Disable the WMS NTFS ACL Authorization from Plug-In.
6. Grant read permission on the remote server. If the server and remote share folder are in the same domain, grant the read permissions for the domain user who signs in to the Windows Media Server. If they are in the same workgroup, create the same users on both hosts.

Related Topics

- [Cannot Access Meeting Recordings When Using Remote Storage](#)
- [Disabling ACL Authorization at the Plug-In Level](#)

Disabling ACL Authorization at the Plug-In Level

Procedure

1. Go to **Start > Programs > Administrative Tools -> Windows Media Server** on the Web Server.
2. Double-click the host on the left panel.
3. Double-click the publishing points on the left panel.
4. Select the <Default> one (on-demand).
5. Select the Properties tab.
6. Select the Authorization from category on the right panel.
7. Disable the WMS NTFS ACL Authorization from Plug-in.
8. Grant read permission on the remote server. If the server and remote share folder are in the same domain, grant the read permissions for the domain user who logs on to the Windows Media Server. If they are in the same workgroup, create the same users on both hosts.

Related Topics

- [Cannot Access Meeting Recordings When Using Remote Storage](#)
- [Disabling ACL Authorization at the Server Level](#)

Cannot Play Windows Media Recordings

Problem: You cannot play Windows Media recordings.

Possible Cause: The Windows Media Server is not installed on the same Windows machine as the Cisco Unified MeetingPlace Web Server software and the mount point location is incorrect. This affects how your meeting recordings stream.

Solution: See your Windows Help for information about correcting the mount point location.

Possible Cause: Secure Sockets Layer (SSL) is turned on.

Solution: Make sure that Windows Media file is turned on in Windows Media Player. See [Troubleshooting Problems with Recordings in Windows Media Format](#).

Note: If you are in an SSL environment when trying to play the WMA recording and see a popup message stating that a security problem has occurred, check with your IT department to make sure that the proper security certificate authentication exists on your client machine.

Troubleshooting Problems with Recordings in Windows Media Format

Procedure

1. Open Windows Media Player.
2. Select **Tools > Options > File Types**.
3. Click **Windows Media file (asf)** so there is a checkmark next to it.
4. Click **OK** and try playing your recording again.

Related Topics

If you continue to have problems, try verifying the checks in [How to Resolve Problems With Recordings](#).

Recordings Stuck in "Processing Now" State

Problem: Recording page of past meeting is stuck in "Processing Now" state. The past meeting may still show up in today's find meeting page.

Possible Cause: You are completing a new installation or upgrade that requires connecting to a new AD server and synchronizing many user profiles that may delay conversions.

Solution: None. The process of synchronizing many user profiles for the first time causes a delay in web activities.

Possible Cause: In comparison with other Cisco Unified MeetingPlace services, the Audio Service conversion process takes a lower priority. Therefore, during the peak hours of Cisco Unified MeetingPlace usage, audio files are converted and posted at a much slower rate. On an idle system, a recording can be accessible in minutes, while during peak hour activity it can take hours.

Solution: Give the system some time to do the conversions.

How to Resolve Problems With Secure Sockets Layer

- [Security Warnings](#)

Security Warnings

Problem: You see the following warning: Name does not match the certificate.

Possible Cause: It is possible that you did not define this Web Server properly.

Solution: See [Changing the Web Server Hostname From an IP Address to a Hostname](#) in the [Configuring Security Features for the Cisco Unified MeetingPlace Web Server](#) module.