Servers

This section includes troubleshooting topics about your mail and storage servers.

SMTP Sends Failures When Administrator Email Uses an Underscore Character

Problem A user sends an email to the administrator and the email is returned as undeliverable.

Possible Cause Underscore characters are not supported for email addresses.

Solution Do not use underscore characters or other unsupported characters when sending emails to the administrator.

External Server Connection Issues

Problem Administrators and users are not receiving emails from your system.

Possible Cause There might be a permissions issue on the storage server for the specific mount point that your system is pointing to (sign in to the Administration site and select **System** > **Servers** > **Storage Server**).

1 **Solution** Make sure that **sendmail**l requests from the concerned Cisco WebEx Meetings Server are not blocked.

2 **Solution** Put your system into Maintenance Mode and correct the SMTP information on admin web. Save your changes and take the system out of Maintenance Mode. When the system finishes rebooting, the status should indicate "UP."

3   **Solution**   Fix the SMTP server issue or specify a different SMTP server to work correctly with your system.

NTP-Provisioned Time out of Sync on Virtual Machines

Problem   An NTP alert is displayed at the top of the page shortly after the user logs in. The NTP provisioned times on each virtual machine are out of sync by three or more minutes.

> **Possible Cause**   The NTP provisioned times on each virtual machine are out of sync by three or more minutes.

1   **Solution**   Wait to see if the message is cleared after times are synced.

2   **Solution**   Confirm that all the virtual machines are using the same NTP host. Consult your vSphere documentation.

Cannot Add a Storage Server

Problem   You cannot add a storage server to your system. You receive an error message that informs you that you do not have read/write privileges.

> **Possible Cause**   Your network-based recording (NBR) system will not read/write recording files to your storage server as the root user.

Solution   Update your mount point 777 privileges by going to the CLI and using the command **chmod -R 777** (your mount point directory). Your users can now configure the storage server as described in Configuring a Storage Server.