



## Servers

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

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## 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** 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 ESXi hosts are configured with the correct DNS information and can reach the NTP host. For more information, refer to your VMware vSphere documentation.

## Your Storage Server is not Backing Up Your System or Recordings

**Problem** Your storage server is not backing up your system and meeting recordings.

**Possible Cause** Your storage server is unable to connect with a virtual machine on your system.

**Solution** Use VMware vSphere to configure your firewall settings. Refer to the "Networking Changes Required For Your Deployment" section in the *Cisco WebEx Meetings Server Planning Guide* for more information.

**Possible Cause** Storage server down. There is no connectivity to the server.

**Solution** Verify that the storage server is accessible from outside of Cisco WebEx Meetings Server. Verify that the storage server is powered on. Verify that there is network connectivity to the storage server. Verify if mount/access is possible from a non-Cisco WebEx Meetings Server machine. Verify that your storage server is not full.