



## Installation and Deployment

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This section includes troubleshooting topics about installation and deployment issues.

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## Use of Forward Proxies in Your System

Although we do not recommend the use of intervening networking elements such as forward proxies between the client software (running on user desktops) and back-end system servers, we do not forbid their use with your system. We recommend you minimize such elements, as each intervening network element has the potential to introduce network latencies. These latencies result in a poor user experience for latency-sensitive aspects of Cisco WebEx meetings, including WebEx Video, Voice Connection using computer, and screen sharing. Intervening elements may affect the contents of each networking packet in unforeseeable ways, that could break these features.

If your end users experience these issues, we strongly recommend you remove intervening networking elements from your system then check if the problems are resolved.



**Note**

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Using forward proxies might interfere with quality-of-service (QoS) features.

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### Performance Considerations

Proxies should not change the network traffic or add latencies into the overall flow of data in the system.

- The forwarding proxy should have less than 10 ms latency to process packets. It may be difficult for those forwarding proxies that check the packet content to process packets in under 10 ms. Long latencies negatively affect the audio, video, and data-sharing quality of the meeting experience for users. It may also affect the throughput between clients and servers because of the longer round trip time (RTT).
- The total latency should be controlled if there is more than one forwarding proxy between the virtual machines and the client.

### Functionality

- If caching mechanisms (such as cookie caching) are used in the forward proxy, then that may break the functionality of your system. In this situation, we suggest you disable caching, although this may impact the performance of the forwarding proxy.
- User-level authentication should be turned off at forward proxies.
- If the connection between the forward proxy and the Cisco WebEx Meetings Server system bypasses the system's Internet Reverse Proxy (for "internal" users), the forward proxy must allow the system to *redirect* https connections between the system's virtual machines, each of which has its own https URL. This redirection is not visible to the forward proxy if the Cisco WebEx Meetings Server Internet Reverse Proxy is placed between the proxy and the internal virtual machines.

### Supported Proxies

- http
- SOCKS v4



**Note** SOCKS v5 is not supported

## Use of Reverse Proxies in Your System

Only the Internet Reverse Proxy provided with this product may be used in this system. Internet Reverse Proxies or web load balancers, supplied by other vendors, are not supported in any way. The Internet Reverse Proxy provided with this product is optimized for handling real-time web, audio, and data-sharing traffic from external users joining meetings from the Internet.

## Auto-Deployment Fails for error.deploy\_summary.353

**Problem** The user receives the following error during auto-deployment:

Error: error.deploy\_summary.353 = The image used to deploy the virtual machines may be corrupted. Please obtain a new copy of the OVA file and deploy all the virtual machines again.

**Possible Cause** The previously downloaded OVA is corrupted.

- **Solution** Check to determine if the OVA downloaded from Cisco contains the correct checksum.

- **Solution** Make sure the datastore where new virtual machines are being deployed is available and not actively running any applications.
- **Solution** Make sure there are no visible storage alarms seen in VMware vCenter.

## Auto-Deployment Fails for error.deploy\_summary.363 and Auto-Deployment Fails for error.deploy\_summary.365

**Problem** You receive one of the following two error messages: Auto-Deployment Fails for error.deploy\_summary.363 or Auto-Deployment Fails for error.deploy\_summary.365.

**Possible Cause** You cannot deploy to the selected virtual machine.

**Solution** Select **Start Over** to restart the deployment.

## Invalid Passphrase URL Error

**Problem** If the "Invalid Passphrase" message displays, it might be because the URL was entered incorrectly or the CWMS (primary or secondary) Admin virtual machine was rebooted during a deployment, changing the deployment URL.

**Solution** If the error is a result of the Admin virtual machine being rebooted, you must delete the Admin virtual machine in the vCenter, restart the deployment from the beginning, including redeploying the Admin virtual machine.

**Solution** If other virtual machines were connected during the deployment, you must also delete those virtual machines.

## End User Download Page is Broken After Completing An Update

**Problem** End users are not able to access download link.

**Possible Cause** Static resources are cached to enhance the performance of web pages. However, end users might be using a web browser that has an old version. Javascript files might be cached where the Javascript files are loaded from your local machine instead from the server.

**Solution** Users should clear their browser cache and try re-accessing the download page.

## Unable to Install Cisco WebEx Meetings Server Due to Unsupported Product Version

**Problem** Unable to install Cisco WebEx Meetings Server on my virtual machine.

**Possible Cause** Your version of VMware ESXi is not supported.

**Solution** Make sure you are using VMware ESXi 5.0 Update 1 or 5.1. Version 4.x is not supported.

## WebEx Meetings Plugin Installation in Microsoft Internet Explorer 8.0

**Problem** You receive an error message indicating that installation was unsuccessful when attempting to install the Meetings client.

**Possible Cause** The computer on which you are attempting to install the software does not have administrator privileges.

**Solution** Make sure that the computer has the most recent version of Cisco WebEx Meetings Server installed. Check if the computer has Windows Administrator Privileges. If it does not, that is causing the error message and failed installation. Obtain administrator privileges if possible. Make sure that the IE 8.0 Security Settings are set to their out-of-box defaults by selecting **Control Panel > Internet Options > Advanced > Reset**. If none of the above solve the problem, you must push the MSI Installer to the end-user desktop using a Windows Login script or similar method. You can access the MSI Packages for Meetings, Productivity Tools, and other applications from the Cisco WebEx Meetings Server Administration Site. Select **Settings > Downloads**. Refer to "Downloading and Mass Deploying Applications" in the *Cisco WebEx Meetings Server Planning Guide* for more information. If none of the above procedures solve the problem, contact the Cisco TAC for further assistance.