

# Troubleshooting Cisco Unified MeetingPlace Express

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This chapter contains information that may be useful if you encounter problems while using the Cisco Unified MeetingPlace Express Administration Center.

Additional troubleshooting information is available:

- For information about troubleshooting the End-User Interface, see the End-User Interface online help.
- For information on troubleshooting the installation, using the CLI or console, or for general system troubleshooting information, see the *Troubleshooting Guide for Cisco Unified MeetingPlace Express*.

This chapter contains the following sections:

- Troubleshooting User Access Issues, page 14-1
- About System Logs, page 14-3
- About Alarms, page 14-6
- About System Status, page 14-6

## **Troubleshooting User Access Issues**

The following sections describe how to troubleshoot user access issues:

- User Cannot Get in to System, page 14-2
- User Cannot Join a Meeting, page 14-2
- User Cannot Receive "Find Me" Calls on a Non-Direct Dial Pager, page 14-3
- The System Does Not Answer, page 14-3

### **User Cannot Get in to System**

If an end user cannot log in to the Cisco Unified MeetingPlace Express system, check the following:

- Is the User active field on the Edit User Profiles Details page set to No or Locked? It should be set to Group Default (Yes) or Yes for active users.
- Is the end user's password expired? Passwords expire after the amount of time specified by the Change profile password (days) parameter on the Usage Configuration page.
- Does the end user's password need to be reset? You can reset the password by changing it in the User password and User password (confirm) fields on the Edit User Profiles Details page.
- Does the end user exist in the database? If not, you need to add the end user.
- Did the end user enter the username and password correctly? The password is case-sensitive.

#### **Related Topics**

- Modifying User Profiles, page 6-11
- Configuring User Password Requirements, page 9-1
- About the Methods of Adding User Profiles, page 6-8

### **User Cannot Join a Meeting**

If an end user can get into the Cisco Unified MeetingPlace Express system but cannot join a meeting, check the following:

- Are there enough available ports for the meeting? As the system administrator, try to join a meeting. If you can join, then there are enough ports.
- Check that there are enough voice conferencing and web conferencing licenses. If other users are using all the licenses, then this end user may have to wait for a license to become free.
- Ensure that the end user entered a valid meeting ID.
- Ensure that the meeting is actually at this time.
- Check the Meeting Details page to see if a meeting password is required. If a password is required, ensure that the end user has the correct password.
- Check the Meeting Details page to see if this meeting is only for users with Cisco Unified MeetingPlace Express profiles. Ensure that this if this meeting is for profiled users only, then this end user has a profile.

#### **Related Topics**

- About Ports, page 4-9
- Configuring Requirements for Meeting Passwords, page 9-3
- About This Page: Licenses Summary, page B-115
- About This Page: Meeting Configuration, page B-121

### User Cannot Receive "Find Me" Calls on a Non-Direct Dial Pager

If an end user is not receiving "find me" calls on a non-direct dial pager, it may be because the pager phone number or the PIN is set incorrectly.

Non-direct dial pagers are pagers that do not have individual phone numbers. Instead, there is a common phone number for all pagers and each end user has a PIN. For the system to call non-direct dial pagers, the system must first dial the common pager phone number and then enter the PIN for the specific end user. The common pager phone number is set in the group profile on the Edit User Groups Details page, but the PIN is set in the user profile in the Pager # field on the Edit User Profiles Details page.

Problems can occur if a system administrator moves an end user from one group to another. The common pager phone number in the new group may not be the correct pager phone number for this user. Check that the common pager phone number is set correctly in the group profile and that the end user's PIN is set correctly in the user profile.

#### **Related Topics**

- About This Page: Edit User Groups Details, page B-78
- About This Page: Edit User Profiles Details, page B-79
- About the Find Me Feature, page 6-20

### **The System Does Not Answer**

If an end user hears a busy signal when trying to call into a meeting, then there are not enough available ports and the end user should try to join the meeting later.

#### **Related Topics**

- About Ports, page 4-9
- About This Page: Licenses Summary, page B-115

## **About System Logs**

The Cisco Unified MeetingPlace Express system provides logs for you to review. These logs are useful in diagnosing problems within the system. They are similar to the event log on a PC.

See the following sections:

- Viewing the System Log, page 14-3
- Viewing System Backup Logs, page 14-4
- Viewing the System Information Capture Log, page 14-5

### Viewing the System Log

The system log captures and buffers high-level details about system software activities. You can choose the severity level that you want to see. The output lists the date and time of the exception, the exception code, the file in which the exception occurs, and a text description of the exception.

To view the system log, follow these steps:

#### Procedure

	Log in to Cisco Unified MeetingPlace Express.
	Click Administration at the top of the page.
1	On the left side of the page:
	a. Click Services.
	b. Click Logs.
	c. Click View System Logs.
ļ	On the View System Logs page, configure the fields, which are described in the "About This Page: View System Logs" section on page B-206.
i	Click View Logs.
	At the confirmation message, click <b>OK</b> .
	The system displays the System Logs page with the results. For information about reading and understanding the results, see the "About This Page: System Logs" section on page B-178.
	To export the data, click <b>Export to File</b> . See the "Exporting Information to a File" section on page 8-3.

#### **Related Topics**

• About System Logs, page 14-3

### **Viewing System Backup Logs**

To view log information about system backups:

#### Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** Click **Administration** at the top of the page.
- **Step 3** On the left side of the page:
  - a. Click Services.
  - b. Click Logs.
  - c. Click Backup Logs.

The View Backup Logs page displays the last 20KB of the Informix backup log file. This logs lists all the processes that occurred during the most recent backups.



You can also get to the View Backup Logs page by clicking **Save and Run Backup** on the Configure Backup page, which is under the Maintenance section.

**Step 4** To refresh the information, click **Refresh**. To export the data, click **Export to File**. See the "Exporting Information to a File" section on page 8-3.

#### **Related Topics**

- About This Page: View Backup Logs, page B-201
- Viewing the System Log, page 14-3
- Viewing the System Information Capture Log, page 14-5
- About System Logs, page 14-3

### **Viewing the System Information Capture Log**

The System Information Capture log provides details about the configuration and failure of the Cisco Unified MeetingPlace Express system during a particular time period. In general, every bug report should include the System Information Capture log.

Running this log generates a very large zip file that you can send to Cisco TAC, who can help you troubleshoot problems. After you download the zip file, be sure to delete it from its temporary location (usually in the /tmp directory) to save space on your system.

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To display the current status of the Cisco Unified MeetingPlace Express system, instead of over a period of time, see the "Viewing System Status" section on page 14-7.

#### Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** Click **Administration** at the top of the page.
- **Step 3** On the left side of the page:
  - a. Click Services.
  - b. Click Logs.
  - c. Click View System Information Capture.
- **Step 4** On the View System Information Capture page, enter or change the values in the fields, which are described in the "About This Page: View System Information Capture" section on page B-204.
- Step 5 Click View Logs.
- **Step 6** At the confirmation message, click **OK**.

The system displays the System Information Capture page, which explains how to obtain the results. For information on reading and understanding the results, see the "About This Page: System Information Capture" section on page B-176.

#### **Related Topics**

- Viewing the System Log, page 14-3
- Viewing System Backup Logs, page 14-4
- About System Logs, page 14-3

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## **About Alarms**

Alarms are caused by network connectivity failures and are usually software-related. They can also occur when there is a surge of activity on the network. Examples of conditions that can cause an alarm include not having any conferencing licenses installed or changing the LDAP configuration.

#### **Related Topics**

• Viewing, Deleting, and Exporting Alarms, page 14-6

### Viewing, Deleting, and Exporting Alarms

On the Alarms page, you can view all system alarms in the alarm table. You can also delete certain alarms after they are resolved and you can export the alarms to a text file which you can later send to Cisco TAC for help with troubleshooting.

#### Procedure

- Step 1 Log in to Cisco Unified MeetingPlace Express.
- **Step 2** Click **Administration** at the top of the page.
- **Step 3** On the left side of the page:
  - a. Click Services.
  - b. Click Alarms.

The Alarms page displays the current alarms.

- **Step 4** (Optional) On the Alarms page, you can do the following:
  - To delete one or more alarms, select those you want to delete, and click Delete Selected.
  - To delete all alarms, click Delete All.
  - To export one or more alarms, select the alarms to export, and click **Export to File**. See the "Exporting Information to a File" section on page 8-3.

#### **Related Topics**

- About Alarms, page 14-6
- About This Page: Alarms, page B-28

## **About System Status**

Use the system status to check the condition of the Cisco Unified MeetingPlace Express system. The system status shows the following information:

- System status details, such as mode, temperature, and power supply
- Each server name
- Each mailbox name and the number of messages that are in each mailbox

- Each module name and its status
- The CPU usage statistics

#### **Related Topics**

• Viewing System Status, page 14-7

### **Viewing System Status**

You can view the current status of the Cisco Unified MeetingPlace Express system or the status for a particular time period.



To view the status of the Cisco Unified MeetingPlace Express system during a particular time period, see the "Viewing the System Information Capture Log" section on page 14-5.

To view the current status of the Cisco Unified MeetingPlace Express system, do the following:

#### Procedure

- **Step 1** Log in to Cisco Unified MeetingPlace Express.
- **Step 2** Click **Administration** at the top of the page.
- **Step 3** On the left side of the page:
  - a. Click Services.
  - b. Click System Status.

The system displays the System Status page.

Step 4 Click Execute.

The system displays the System Status Details page with the results. For information on reading and understanding the results, see the "About This Page: System Status Details" section on page B-181.

Step 5 To update the information, click Refresh. To export the data, click Export to File. See the "Exporting Information to a File" section on page 8-3.

#### **Related Topics**

- About This Page: System Status, page B-180
- About This Page: System Status Details, page B-181
- About System Status, page 14-6

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About System Status