



General Troubleshooting Tips for the Cisco Unified MeetingPlace Express System

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After reviewing this chapter, if you still have problems with Cisco Unified MeetingPlace Express, contact Cisco TAC. See the *“Obtaining Technical Assistance”* [section on page vi](#) for information on contacting Cisco TAC.

Swapping Out a Disk Drive

This section describes how to swap out a hard-disk drive on your Cisco MCS server. Each Cisco MCS server has multiple hard-disk drives so it is possible to continue using the Cisco Unified MeetingPlace Express system if a hard-disk drive fails. However, there will be no redundancy and if the system goes down, you can lose your operating system, application, and data.

Before You Begin

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|---------------|---|
| Step 1 | Determine the model number of your Cisco MCS server. |
| Step 2 | Determine which hard-disk drive on your Cisco MCS server has failed. |
| Step 3 | Order the replacement hard-disk drive. The replacement hard-disk drive must be the same model as the one it is replacing. |
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Swapping Out a Disk Drive on a Cisco MCS 7825

All versions of the Cisco MCS 7825 have front-accessible, simple-swap SATA (Serial Advanced Technology Attachment) hard-disk drives. The SATA hard-disk drives are accessible through openings in the front bezel of the server. If a hard-disk drive fails, schedule server downtime, power down the server, and replace the failed SATA drive by removing it (each drive is equipped with a front latch that positively mates the drive to the server) and replacing it with an unconfigured spare hard-disk drive.

Follow these steps to change the disk:

Procedure

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- Step 1** Turn off the server and all peripheral devices.
 - Step 2** Disconnect the power cord and all external cables.
 - Step 3** Remove the bad hard-disk drive.
 - Step 4** Insert the new hard-disk drive.
 - Step 5** Connect the power cord and all external cables.
 - Step 6** Turn on the power.
 - Step 7** Reinstall the Cisco Unified MeetingPlace Express operating system and restore the application and your data from a backup.
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Swapping Out a Disk Drive on a Cisco MCS 7835 or Cisco MCS 7845

All versions of the Cisco MCS 7835 and the Cisco MCS 7845 support up to six Small Computer System Interface (SCSI) hot-plug hard drives (or five hot-plug hard drives and one hot-plug tape drive) that are configured using RAID 1. These are hot-swappable SCSI drives, so you can change them without powering down the server.

Follow these steps to change a hard-disk drive if it fails:

Procedure

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- Step 1** Remove the bad hard-disk drive.



Note You do not need to turn off the power on your system.

- Step 2** Insert the new hard-disk drive.
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The system automatically synchronizes the new disk with no interruption.

File Locations

System administrators use several files. [Table 5-1](#) lists the locations of several common files.

Table 5-1 File Locations

Location	Description
/lat/bin	Contains most of the executable files
/var/mp	Contains most of the stderr and stdout files
/opt/cisco/meetingplace_express/application/logs	Contains most of the logs
/opt/cisco/meetingplace_express/application/versions	Contains a directory for each version installed
/opt/cisco/meetingplace_express/uninstaller	Contains the uninstall script
/opt/cisco/meetingplace_express/database/db-maintenance	Contains the backup, archive, and restore database scripts

Troubleshooting a Licensing Error Problem

Problem I'm trying to install a license and get an error that says "Sorry. Cannot enter the license at this time." Why?

Solution The hostname that you entered during the product installation contains more than 32 characters. Use the **net** command to change the hostname of the system so that it contains 32 characters or less. See the *Installation and Upgrade Guide for Cisco Unified MeetingPlace Express Release 1.2* for information about the **net** command.

Problem I am using Cisco Unified CallManager Release 5.x and whenever I try to subscribe to the Cisco Unified MeetingPlace Express service for the Cisco Unified IP Phone with the correct username and PIN, the login always fails. The phone screen shows an Authentication fails message. Why?

Solution This is a known bug. The workaround is to go into the Cisco Unified CallManager administration area, navigate to the Cisco Unified MeetingPlace Express service, make no changes, and click **Update Subscriptions**.



Note This problem does not occur with Cisco Unified CallManager Release 4.x and earlier.

Troubleshooting a Problem with Excessive Random E-Mails Being Sent

Problem The Cisco Unified MeetingPlace Express system is sending out excessive e-mails and this is crashing our e-mail and voice mail system. What can I do to stop this?

Solution The e-mails are generated by the cron script. The cron daemon sends an e-mail report of all its jobs to the e-mail address that is configured in the crontab file. To disable the e-mails, manually edit the crontab file and change the line with MAILTO to read MAILTO= ""

Troubleshooting a Problem with the Web Page Not Coming Up

Problem After installing the Cisco Unified MeetingPlace Express system, the home page does not appear.

Solution Make sure that you correctly set the host name values during installation. If you entered incorrect information, use the **net** command to change the values. See the *Installation and Upgrade Guide for Cisco Unified MeetingPlace Express Release 1.2* for complete information about how to use the **net** command.