



CHAPTER 16

Troubleshooting and Getting Help

This section provides troubleshooting information for common Cisco Unified MeetingPlace Express issues.

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- [How to Resolve Log In Problems, page 16-2](#)
- [How to Resolve Schedule Meeting Problems, page 16-4](#)
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- [How to Resolve Meeting Notification Problems, page 16-8](#)
- [How to Resolve Password Problems, page 16-9](#)
- [How to Resolve Join Meeting Problems, page 16-10](#)
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- [How to Resolve Voice Meeting Problems, page 16-19](#)
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- [How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View, page 16-22](#)

How to Get Help

- [Finding End-User Documentation, page 16-2](#)
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Finding End-User Documentation

Documentation for end users of Cisco Unified MeetingPlace Express includes online help links in the application, a PDF version of the online help, and Quick Start Guides.

For the latest version of all end-user documentation visit the following:

http://www.cisco.com/en/US/products/ps6533/products_user_guide_list.html

Getting Help From a Live Attendant

If your organization has enabled the live attendant feature, you can obtain human assistance by telephone.

Before You Begin

- Know what version of Cisco Unified MeetingPlace Express you are using. From the web meeting room, click **Help > About Cisco MeetingPlace Express**.
- Know what version of the Flash Player you are using. Right-click anywhere in the web meeting room and choose **About Macromedia Flash Player 7** then click **OK**.

Procedure

If	Do This
You are in a voice or meeting.	Press #, then 0.
You are not in a voice or video meeting.	<ol style="list-style-type: none"> 1. Dial the Cisco Unified MeetingPlace Express phone number. 2. Press 0, then #.

How to Resolve Log In Problems

- [Cannot Log In Through the Telephone, page 16-3](#)

- [Cannot Remember My Phone Profile Number, page 16-3](#)
- [Cannot Log In with the Same User Name, page 16-4](#)
- [Cannot See Log In Entries, page 16-4](#)

Cannot Log In Through the Telephone

Problem I cannot log in to by telephone or by using Cisco Unified MeetingPlace Express Phone View on my Cisco Unified IP Phone, or I get an error when I log in (“user not recognized” or “profile does not exist.”)

Possible Cause Your profile is not initialized in the Cisco Unified MeetingPlace Express system.

Solution Go first to your Cisco Unified MeetingPlace Express web URL and log in using your username and password to initialize your [profile](#). Then try to log in again through your standard or Cisco Unified IP Phone.

Cannot Remember My Phone Profile Number

Problem I cannot log in to Cisco Unified MeetingPlace Express by telephone because I cannot remember my phone profile number.

Solution

If you know your Web username and password, do the following:

Step 1 Log in to Cisco Unified MeetingPlace Express.

Step 2 Click **Profile** to see this information.

If you do not know your Web username and password, contact your system administrator.

Cannot Log In with the Same User Name

Problem I checked **Remember Me** and I need to log in with a different username.

Solution

-
- Step 1** Click **Log Off** from the top of any page.
 - Step 2** Enter the other username and password.
 - Step 3** Uncheck **Remember Me**.
 - Step 4** Click **Log In**.
-

Related Topics

- [How to Resolve Password Problems, page 16-9](#)

Cannot See Log In Entries

Problem I checked **Remember Me** and now when I try to log in, my log-in entries get erased and I cannot log in.

Solution

-
- Step 1** Close the browser window and open a new one.
 - Step 2** Enter your Cisco Unified MeetingPlace Express URL again.
-

How to Resolve Schedule Meeting Problems

- [Cannot See the Schedule Link, page 16-5](#)
- [Schedule Meeting Failed Error, page 16-5](#)
- [Cannot Schedule Web Meeting, page 16-6](#)
- [Meeting ID Unavailable, page 16-6](#)

- [No Notifications After Updating Microsoft Outlook-Scheduled Meeting, page 16-6](#)

Cannot See the Schedule Link

Problem After entering the URL for my Cisco Unified MeetingPlace Express server, I see the Cisco Unified MeetingPlace Express home page but a number of links, including Schedule and Find, are missing.

Possible Cause You are accessing the incorrect URL.

Solution See the [“Cannot See the Find Link” section on page 16-7](#).

Schedule Meeting Failed Error

Problem When I try to schedule a meeting, I receive this error: “Schedule meeting failed.”

Solution The system was unable to schedule your meeting for the reason indicated on your screen. Use the tips provided to try again to reschedule your meeting. Some common reasons for scheduling failure include:

- You did not enter all the required information.
- If you specified a meeting ID, it is not unique for the date, time, and duration for which you are scheduling the meeting. Try changing the meeting ID.
- There are not enough resources available on the system at the date and time for which you are trying to schedule the meeting. Try choosing a different date or time or entering a smaller number of participants, if possible.

Cannot Schedule Web Meeting

Problem I am trying to schedule a meeting with both web and voice. When I click Schedule, I get a system message asking if I want to schedule an audio-only meeting.

Possible Cause Web meetings are dependent on the availability of web licenses. If you try to schedule a meeting when there are not enough web licenses available, the system will give you the option to schedule a meeting with audio only.

Solution If an audio-only meeting is not suitable, try to change the time or date of your meeting or consider limiting your list of participants.

Meeting ID Unavailable

Problem I'm trying to schedule a meeting with a certain meeting ID, but I receive an error that the meeting ID is unavailable. I know that there are no other meetings that include that meeting ID at the time I am trying to schedule.

Solution To allow participants to join a meeting shortly before the meeting officially begins, and to enable a meeting to be extended if necessary, the actual duration that the system reserves for a meeting may be longer than the time that the scheduler specifies. Therefore, it may not be possible to schedule two meetings that include the same meeting ID very close together. The system administrator makes the settings that affect this functionality.

No Notifications After Updating Microsoft Outlook-Scheduled Meeting

Problem I scheduled a meeting using Microsoft Outlook and then modified the meeting using another interface, but none of the invitees received an updated meeting notification.

Solution When you schedule a meeting using Microsoft Outlook and then modify or delete the meeting using a different interface, such as the web, the system does not send out updated notifications.

How to Resolve Find Meeting Problems

- [Cannot See the Find Link, page 16-7](#)
- [My Meetings Option is Unavailable, page 16-7](#)
- [Meeting is Missing, page 16-7](#)

Cannot See the Find Link

Problem After entering the URL for my Cisco Unified MeetingPlace Express server, I see the Cisco Unified MeetingPlace Express home page but a number of links, including Schedule and Find, are missing.

Possible Cause It is possible that your Cisco Unified MeetingPlace Express system is configured for both internal (on the company network) and external (Internet) access and that you have accessed the URL for external access.

Solution Check the URL you entered and make sure that it is directed to go to the internal system. This may require you to contact the meeting scheduler or system administrator.

My Meetings Option is Unavailable

Problem I want to find my meetings, but the My Meetings option does not appear on the Find Meeting page.

Solution Make sure that you are logged in with your Cisco Unified MeetingPlace Express username and password.

Meeting is Missing

Problem The meeting I am looking for does not appear on the list, but I know it should be there.

Solution Try the following solutions:

- The list of meetings may be too long to fit on one screen. Click the links at the bottom to see more meetings in the list.

- Make sure you have selected the correct radio button for the type of meeting or recording you are trying to find.
- Check the date range of your search. Be sure you entered the year using four digits.
- The meeting you are searching for may not be a [published meeting](#).

How to Resolve Meeting Notification Problems

- [Scheduler Does Not Receive Meeting Notifications, page 16-8](#)
- [Invitees Do Not Receive Meeting Notifications, page 16-8](#)

Scheduler Does Not Receive Meeting Notifications

Problem I am not receiving meeting notifications to meetings that I am invited to.

Solution Try the following solutions:

- Ensure that your e-mail address is entered correctly in your profile.
- The meeting scheduler may have entered your e-mail address incorrectly when scheduling the meeting. Contact the scheduler to verify your e-mail address.
- Your system administrator may have set options that prevent you from receiving some or all meeting notifications. Contact your system administrator.
- Network or other problems may exist. Contact your system administrator.

Invitees Do Not Receive Meeting Notifications

Problem Some or all of the people I invite to my meetings do not receive notifications or updated invitations.

Solution The system automatically sends updated meeting notifications if any of the following changes:

- Start time

- Meeting ID
- Password
- List of invitees

No other changes will generate a notification. If you made one of the listed changes and still have a notification issue, consider the following:

- The e-mail addresses of your invitees may not be entered correctly in their profiles. Alert invitees who do not receive the notifications, and recommend that they check the addresses in their profiles.
- You may not have entered the e-mail addresses of your invitees correctly when you scheduled the meeting. Verify the addresses of invitees who do not receive the notifications.
- Your system administrator may have set options that prevent some recipients from receiving some or all meeting notifications, or that prevent e-mail notifications from being sent when you schedule or reschedule meetings. Contact your system administrator.

Related Topics

- [How to Invite Participants During the Scheduling Process, page 3-1](#)

How to Resolve Password Problems

- [Forgotten Password, page 16-9](#)
- [Password Does Not Work, page 16-10](#)
- [Do Not Have Meeting Password, page 16-10](#)

Forgotten Password

Problem I cannot remember my password.

Solution Contact your system administrator.

Password Does Not Work

Problem My password does not work.

Solution Check the following:

- Passwords are case sensitive. Make sure Caps Lock is not on.
- Make sure you entered the correct password; every profiled user has two passwords: one for logging in via the web and one for logging in via telephone.

Related Topics

- [Your User IDs and Passwords, page 1-2](#)

Do Not Have Meeting Password

Problem I do not have the meeting password.

Solution Check to see if the password is specified in an e-mailed meeting invitation. If it is not, or you did not receive a meeting notifications, contact the meeting scheduler.

How to Resolve Join Meeting Problems

- [Meeting Still Available 30 Minutes After End, page 16-11](#)
- [Error: Meeting ID Not Found, page 16-11](#)
- [Error: No System Resources Available, page 16-11](#)
- [System Does Not Call Me for Meetings, page 16-12](#)

Meeting Still Available 30 Minutes After End

Problem I scheduled a meeting to last for one hour. No one attended, but the meeting is still available 30 minutes after the meeting was supposed to end.

Possible Cause The system is configured to release ports for a meeting 30 minutes after the meeting is scheduled to end.

Solution Do nothing. This is normal behavior. If you know that the meeting will be unattended, make sure that you cancel the meeting before it starts to release the scheduled ports.

Error: Meeting ID Not Found

Problem I am on the Cisco Unified MeetingPlace Express web page. When I enter the meeting ID that I have been given, I get an error message: Meeting ID not found.

Possible Cause It is possible that your Cisco Unified MeetingPlace Express system is configured for both internal (on the company network) and external (Internet) access and that you have accessed the URL for external access.

Solution Check the URL you entered and make sure that it is directed to go to the internal system. This may require you to contact the meeting scheduler or system administrator. If you know the URL for the internal system, try using your meeting ID on that web site.

Error: No System Resources Available

Problem I am trying to join a web meeting, but see an error message similar to “No system resources available for operation.”

Possible Cause Your system does not have enough web conferencing licenses available.

Solution Contact your system administrator to have more web conferencing licenses added to your system or wait until some licenses become available (such as when other end users have finished their web meetings).

System Does Not Call Me for Meetings

Problem The system does not automatically call me in to the meeting when it should.

Possible Cause There may be a problem with your profile configuration regarding how the system finds you for a meeting.

Solution Contact your system administrator to review your profile configuration.

How to Resolve Problems Joining the Web Meeting Room

- [Cannot Join Web Meeting Room, page 16-12](#)
- [Repeated Prompts to Download Adobe Flash Player, page 16-14](#)
- [Cannot Join a Locked Meeting, page 16-14](#)

Cannot Join Web Meeting Room

Problem I cannot join the web meeting room.

Possible Cause Unknown.

Solution Try the following solutions:

- Run the browser test to be sure your computer and software are compatible with the web meeting room. For information, see the [“Preparing to Join a Meeting for the First Time”](#) section on page 5-3.
- If you downloaded the correct version of the Adobe Flash Player during the [browser test](#), then after it is installed, close all browser windows, open a new browser window, and try again to connect to the meeting.
- Verify that your internet connection is working properly by verifying that you can connect successfully to other web sites.
- Disable any pop-up blockers or unblock the Cisco Unified MeetingPlace Express URL to access the meeting.

- Try clearing the cache of your browser.
- Try connecting from another computer.
- There may be issues on the side of the meeting presenter or an issue with the event.
- Your system may not have enough capacity to accommodate you. You can try again later to join the web portion of your meeting and see if capacity has become available.

Possible Cause You are trying to join a meeting through the internal Cisco Unified MeetingPlace Express server when you are off the company network.

Solution Check the e-mail notification you received. If the meeting was scheduled to permit participants who are not on the company network, there should be a Meeting URL link for an external system. Click that link to join your meeting.

Possible Cause You are trying to access the meeting from behind a proxy server and you are using Microsoft Internet Explorer.

Solution

- Step 1** Open a Microsoft Internet Explorer browser window.
 - Step 2** Choose **Tools > Internet Options > Advanced**.
 - Step 3** Check **Use HTTP 1.1 through proxy connections** and click **OK**.
 - Step 4** Close all browser windows then re-open them.
 - Step 5** Try again to connect to the meeting.
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Possible Cause You do not have the correct version of the Flash Player and you cannot obtain it from the Browser Test.

Solution

- Step 1** Open a web browser and go to http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash.
- Step 2** Click **Install Now**.

- Step 3** After the player is installed, close all browser windows, then re-open them.
- Step 4** Try again to connect to the meeting.
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What to Do Next

If you still cannot join the web meeting room, contact your Cisco Unified MeetingPlace Express system administrator.

Repeated Prompts to Download Adobe Flash Player

Problem I have already downloaded the Adobe Flash Player and Cisco Unified MeetingPlace Express is prompting me to download it again.

Solution If you have multiple browsers installed on your computer, the system will prompt you to download the Adobe Flash Player the first time you use each browser to join the web meeting room.

Cannot Join a Locked Meeting

Problem I have requested to join a locked meeting but nothing is happening. I know that I am welcome in the meeting.

Solution See the [“Requesting Entry to a Locked Meeting”](#) section on page 5-11.

How to Resolve Problems During a Meeting

- [Unstable Web Meeting Room, page 16-15](#)
- [Black Screen Appears, page 16-15](#)
- [Screen Objects Missing, page 16-16](#)
- [Volume Controls Are Disabled, page 16-16](#)
- [Permissions Are Incorrect, page 16-16](#)
- [Participant Listed Twice, page 16-17](#)
- [Cannot Install Cisco Unified MeetingPlace Express Add-in, page 16-17](#)

- [Sharing Problems, page 16-18](#)
- [Blue Box Appears, page 16-18](#)

Unstable Web Meeting Room

Problem My web meeting room is breaking up or redrawing very slowly, or does not stay connected.

Solution Try the following solutions:

- Make sure that you are not using any other applications or processes that are network-intensive. For example, do not download video files from the Internet while you are attending a meeting.
- Click **Help > Connection Status** to verify that your connection is adequate. If not, try choosing a lower bandwidth.
- If you are attending via modem, make sure that you are not doing any other activity that uses the available modem bandwidth.
- If you continue to experience network connection problems, ask a meeting moderator to reduce the speed of the web meeting room connection.

Related Topics

- [Changing Your Connection Speed to the Web Meeting Room, page 13-2](#)
- [Optimizing the Web Meeting Room Bandwidth, page 13-6](#)

Black Screen Appears

Problem Sometimes a black screen appears when someone is sharing.

Solution This is normal. The Share pod area is black while the presenter selects the content to share.

Screen Objects Missing

Problem Buttons and options are missing from my view of the web meeting room.

Solution You may not have the permission level that you expect to have. Users with audience or presenter permissions have fewer privileges in the web meeting room than those with moderator permissions. You can send a message to a moderator, or ask in the meeting, to request a different permission level.

Volume Controls Are Disabled

Problem Volume and mute controls in the participant list are dimmed.

Solution Whether the participant is yourself or another participant whose volume you are trying to change:

- If the participant has not already joined via telephone, voice options are not available when the name of that participant is selected.
- If the participant has joined the web and voice meetings separately, the participant will be listed twice unless a moderator has merged the instances. The voice controls will be dimmed if you select the instance that has joined the web meeting. To modify voice options, first merge the two instances, or select the instance that has joined the voice meeting.
- If you have selected multiple participants in the list, if any of the selected participants appears in the list as a web-only participant, deselect that entry in the list.

Related Topics

- [Merging Two Instances of a Participant in the Participant List, page 8-6](#)

Permissions Are Incorrect

Problem I am a profiled user but I enter the web meeting room with only presenter permissions. I should have moderator privileges.

Solution Make sure that you logged in as a profiled user. If you enter as a guest user, you will have only presenter permissions.

Participant Listed Twice

Problem A participant appears twice in the participant list.

Possible Cause This can be caused by one of the following:

- A participant has dialed in to join the meeting instead of having the system dial out to him.
- A guest user has dialed in to the meeting, been renamed in the participant list, then left the conference. If the guest dials in again, the person enters as a separate entity.
- A participant has entered the voice/video and web meetings separately, entering one instance as a profiled user (by logging in), and the other as a guest (without logging in). Or the participant has entered both instances as a guest.

Solution If you have moderator permissions, merge the two entries that are known to be the same participant.

Related Topics

- [Merging Two Instances of a Participant in the Participant List, page 8-6](#)

Cannot Install Cisco Unified MeetingPlace Express Add-in

Problem I get an error when I try to download the Cisco Unified MeetingPlace Express Add-in from inside the web meeting room.

Possible Cause You may lack the appropriate permissions to install an application on a local hard drive or some antivirus software is preventing the installation of an executable file on a local hard drive.

Solution Contact your system administrator to assist you with your permissions or antivirus software configuration.

Related Topics

- [Preparing to Share Content, page 9-2.](#)

Sharing Problems

Problem I cannot share my screen or a document.

Solution Try the following solutions:

- Ensure that you are a presenter or moderator by checking the participant list. Roll your mouse over the icons to the left of your name to see your [permission level](#).
- Make sure that have installed the Cisco Unified MeetingPlace Express Add-in.
- If you are using Microsoft Internet Explorer, be sure that you have the latest version of Internet Explorer installed. If it is not possible to update, and you have an older version such as Internet Explorer 5, make sure the browser certification is current. Check the Microsoft Windows Update web site, for Root Certification Update under the operating system section.

Related Topics

- [Preparing to Share Content, page 9-2](#)

Blue Box Appears

Problem I am sharing my screen, but participants see only a blue box with a checked pattern.

Possible Cause You are hiding the application that you want to share with other applications or documents on your screen.

Solution If you are sharing one application, rather than the entire screen, that application must be visible on your screen at all times. Click the document or application that you want to share in order to bring it to the front for sharing.

Related Topics

- [Sharing a Screen During a Meeting, page 9-3](#)

How to Resolve Voice Meeting Problems

- [Difficulty Hearing Participants, page 16-19](#)
- [Excessive Background Noise, page 16-19](#)
- [Names Missing from Announcements, page 16-20](#)
- [Phone Key Commands Do Not Work, page 16-20](#)

Difficulty Hearing Participants

Problem Some voices are very low and no one can hear them.

Solution Increase the input volume of those participants.

Related Topics

- [Changing the Volume of Individual Participants, page 8-4](#)

Excessive Background Noise

Problem There is a lot of unwanted noise in the meeting.

Solution

-
- | | |
|---------------|---|
| Step 1 | Determine the source of the noise. <ul style="list-style-type: none">a. Select all participants and mute them.b. Unmute them one by one until you hear the unwanted noise. |
| Step 2 | Mute the offending line or reduce the input volume of those participants. |
-

Related Topics

- [Muting and Unmuting Participants from the Web Meeting Room, page 8-2](#)
- [Changing the Volume of Individual Participants, page 8-4](#)

Names Missing from Announcements

Problem I do not hear the names of some participants when they enter or exit the meeting, even though the announcement options are set to Beep + Name.

Solution The name of the participant was probably not recorded when the participant logged in to the system. All participants are prompted to record their name when they join a meeting via voice. If you require that all participants in the voice portion of your meeting identify themselves by name, tell the participants that they must record their names when they hear the prompt.

Phone Key Commands Do Not Work

Problem I am trying to use telephone commands, but nothing happens when I press the number buttons.

Possible Cause If you have been using Cisco Unified MeetingPlace Express Phone View on your Cisco Unified IP Phone and information about meetings or participants is visible on the screen of the phone, you cannot enter commands from the telephone keypad.

Solution Read the [“Tips for Using Cisco Unified MeetingPlace Express with Your Cisco Unified IP Phone”](#) section on page 14-2.

How to Resolve Video Meeting Problems

- [Video Camera Does Not Launch, page 16-21](#)
- [Cannot See Image When Using Cisco Unified Video Advantage, page 16-21](#)
- [Time Delay When Switching Between Active Speakers, page 16-21](#)

Video Camera Does Not Launch

Problem I am calling through a phone that is connected to my video endpoint, but my video window does not launch.

Possible Cause Your video endpoint and phone are not configured properly.

Solution Contact your system administrator to verify your configuration.

Possible Cause The meeting is not scheduled as a video meeting.

Solution Do nothing. Video will not launch if the meeting was not scheduled as a video meeting.

Cannot See Image When Using Cisco Unified Video Advantage

Problem I am using Cisco Unified Video Advantage as my video endpoint. My video window launched, but I cannot see an image.

Possible Cause You changed the video bit rate on the Cisco Unified Video Advantage console. If the bit rate falls lower than what is supported by the meeting, you will not see video.

Solution Try the following:

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- Step 1** Open your Cisco Unified Video Advantage console.
 - Step 2** Choose **Settings > Video Quality**.
 - Step 3** Move the slider up to the minimum bit rate for the meeting.
 - Step 4** Close the console.
-

Time Delay When Switching Between Active Speakers

Problem I see a delay of a few seconds whenever the video display switches from one active speaker to another.

Solution Do nothing. This is expected behavior.

How to Resolve Problems with Cisco Unified MeetingPlace Express Phone View

- [Log In Issue, page 16-22](#)
- [Session Times Out, page 16-22](#)
- [Cannot Access In-Session Features, page 16-23](#)
- [Softkey Button Changes, page 16-23](#)

Log In Issue

Problem Logging into the Cisco Unified IP Phone does not work, or I get an error (“user not recognized” or “profile does not exist.”)

Solution See the [“Cannot Log In Through the Telephone” section on page 16-3](#).

Session Times Out

Problem My session times out while I am using Cisco Unified MeetingPlace Express Phone View on my Cisco Unified IP Phone.

Solution Press the **Services** button on your Cisco Unified IP Phone twice. Depending on the model of your phone, this button may be a globe icon or labeled **Services**.

Related Topics

- [Setting Up Cisco Unified MeetingPlace Express Phone View, page 14-2](#)

Cannot Access In-Session Features

Problem I have joined the meeting by telephone, but I cannot access in-session features such as the list of current participants or the mute feature.

Possible Cause You can access in-session features only if you have joined the meeting as a profiled user from your Cisco Unified IP Phone. If you joined the meeting by dialing in and entering as a guest (you did not enter your phone profile number and password), the service has no way to associate the call with you.

Solution Hang up and join the meeting again as a profiled user.

Softkey Button Changes

Problem After I press a softkey on my Cisco IP Communicator or Cisco Unified IP Phone Model 7970 phone, the button changes for a few moments.

Solution This is normal. The button will return to normal when the system finishes processing your request.

