

# MeetingPlace Web FAQ

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## Introduction

This document contains frequently asked questions regarding the Cisco MeetingPlace Web.

## Meeting Room

**Q. Why is my meeting room not loading? I see the basic window frame for the meeting room, but there is not any display information or progress indication. Also, why is Java not logging?**

A. Purging your temporary internet files in the Internet Explorer (IE) folder may clear up these issues.

## Security

**Q. When the user ID and password are passed from the desktop to the server, does this use HTTP authentication, Microsoft NT LAN Manager (NTLM) version 2 or Kerberos?**

A. The Cisco MeetingPlace Web is setup with Microsoft IIS to use Web authentication (HTTP authentication). It can also be setup with Microsoft IIS to use Windows Integrated authentication.

According to Microsoft's article, Windows Integrated authentication uses Kerberos version 5 and NTLM authentication. The actual protocol it uses depends on the client's Operating System (OS) platform and whether the client browser supports such protocol.

Many customers use the Integrated Microsoft NT authentication method, but it requires additional work from Cisco MeetingPlace Professional Services to create a custom start page to remove the domain name, and to resolve case and username length issues.

In all cases, the password is encrypted (shown as a hash in the IIS log), but the user ID is not. However, the encryption used with Web authentication is a well known encryption algorithm and can be easily cracked. For true security, it is best to deploy a secure socket layer (SSL).

## **Q. Is Desktop Sharing traffic–encrypted? If so, what protocol is used?**

**A.** Cisco MeetingPlace Web Conferencing can be encrypted by installing a secure socket layer (SSL) certificate and conducting conferencing using HTTPS protocol. The same SSL encryption also applies to the Cisco MeetingPlace Web login interface. All Cisco MeetingPlace Web Conferencing packets are sent over the same channel, either direct (1627), HTTP, or HTTPS. If HTTPS is not used, it is not encrypted.

## **Q. After upgrading to Cisco MeetingPlace Web version 4.1.0.34 (or later), the Who can join meeting control disappeared from the Meeting Security page. Why?**

**A.** The Who can join meeting control was purposely removed from the Preferences template page because it caused some confusion among users.

In particular, if a scheduler selects Invited users only and then proceeds to invite some guest users as well as profiled users, the scheduler expects those designated guests to be able to attend. In fact, the Cisco MeetingPlace server has no way of knowing which guest is which, and therefore prevents any guest from attending the meeting. Only the invitees with Cisco MeetingPlace profiles can attend the meeting.

The Cisco MeetingPlace Web uses the default template of SchedPrefs\_fr.tpl, which does not have the Who can join meeting control. There is another template, SchedPrefs\_wcjm\_fr.tpl, which has the Who can join meeting control. Customers who would like to continue to offer this feature should rename SchedPrefs\_wcjm\_fr.tpl to SchedPrefs\_fr.tpl, and the Who can join meeting feature may be restored.

## **Java**

### **Q. Beginning with Windows XP, Microsoft stopped bundling Java Virtual Machine (JVM) as part of the Operating System (OS). I cannot join Web conferences because of this. Where can I get the JVM for Windows XP?**

**A.** JVM for the Windows XP OS is available from Microsoft Java Virtual Machine Support .

### **Q. Why am I kicked out of my data conference when I click on a link in my email?**

A. This is an Internet Explorer (IE) setting that reuses existing Web pages. To disable this feature, follow these steps:

**Note:** These instructions are for IE 5.0.

1. Launch **IE**.
2. Click **Tools > Internet Options**.
3. Click the **Advanced** tab.
4. Scroll down and uncheck **Reuse windows for launching shortcuts**.
5. Restart the browser.

## Error Messages

**Q. I see the "22898: Unable to determine whether local site is the only site in the image from database" error message when I access the Cisco MeetingPlace Web site. What causes this error?**

A. There are two possible causes:

- ◆ The graphical user IDs (GUIDS) are not placed in the registry.
- ◆ The GUIDS are in the registry, but not picked up by the agent and MPX.

Search the registry under \Latitude\MeetingPlaceWebPublisher\General for these three registry keys:

- ◆ GUIDSSiteID
- ◆ GUIDSSystemID
- ◆ GUIDSWebID

If you do not have these keys, you can either run the SQLInstall.exe file only, or re-run the Cisco MeetingPlace Web installation and choose **Repair**.

If you have these three keys, all you need to do is restart the Cisco MeetingPlace Agent service and the WWW Switched Virtual Circuit (SVC) service. That should fix the problem.

**Q. After a meeting is over, the meeting detail page shows the meeting as "Meeting has not taken place" or "Meeting did not take place". If the meeting did occur and people attended the meeting, why does it show this?**

A. The meeting detail page shows "Meeting has not taken place" because the Cisco MeetingPlace Agent has failed to listen for the end of meeting signal from the Cisco MeetingPlace server and update its (Cisco MeetingPlace Web) local records. It continues to show "Meeting has not taken place" because it is using data stored in its memory, which has become out-of-sync with the actual machines on the Cisco MeetingPlace server.

You can test the above by stopping and restarting the Cisco MeetingPlace Agent service. Doing so changes those meetings from showing the "Meeting has not taken place" message to showing the actual start time of the meeting.

The defect has been fixed in Cisco MeetingPlace Web (formerly called WebPublisher) version 4.1.3.x and later.

**Q. What does a "Session Timeout" error message mean?**

A. This error message most likely indicates that you have logged in again from another browser.

**Q. What does the error message "No room for conference" mean?**

A. This error message most likely means that your Cisco MeetingPlace Web database is too large. You need to compact the Cisco MeetingPlace Web database, or restart the MeetingPlace Agent to clear the cache.

**Q. What does the error message "No more sessions available" mean?**

A. Cisco MeetingPlace Web only allows a maximum of 120 sessions. In later versions, this number was increased. This number can also be manually changed through the registry. However, doing so may impact system performance.

**Q. What does the error message "Error:[12288] Operation failed." mean?**

A. The `Error:[12288] Operation failed.` error message appears on the external web server after a meeting ID is entered. A conflict in the meeting ID can cause this issue. You must restart web conferencing services in order to resolve this issue.

Or

If you know that the Video Administration database was rebuilt or wiped out recently, delete all the rows in the Web Conferencing database VideoMeeting table. Do this only if you are sure that the errors are due to the Video Administration database.

**Q. When I try to join a meeting I get the error message "Guest profile is reserved for system use and cannot be used for current operation". What does this mean?**

A. This means the meeting is setup to only allow Cisco MeetingPlace profile users to join. No guests are allowed.

**Q. I cannot log into the Cisco MeetingPlace Web. I receive the "Error: There is no room for more conferences within the MeetingPlace Agent" error message. Why is this?**

A. The database used by Cisco MeetingPlace Web has grown too large. The Access database has a limit of 1 Gb, the Microsoft SQL Desktop Edition (MSDE) database (the mini version of Microsoft SQL Server database) has a limit of 2 Gb, and the SQL Server database does not have a limit (for all practical purposes).

**Q. As I navigate through links in Cisco MeetingPlace Web pages, I get the "Internet Explorer Script Error: Object does not support this property or method" error message. After I click OK, I can continue using Cisco MeetingPlace Web and all functions seem to be working fine. How can I troubleshoot this error message?**

A. Upgrading the browser to a newer (or the latest) browser generally corrects this problem. Or you can disable (uncheck) **Java console enabled** under **Tools > Internet Options> Advanced**.

## Attending

### **Q. I cannot join a meeting from the Click-to-Attend URL link in the email notification. Why is this?**

A. The URL may be broken. The entire string should be a hyperlink. If it is broken, then the Microsoft Text Word Wrap setting, on your exchange servers, is not turned on. Instructions are provided by Microsoft article XFOR: Setting Internet Mail Service "Message Text Word Wrap" to "Never" Does Not Work .

### **Q. I invited both profiled users and guests to my meeting. I explicitly specified the names of all my guests, but when the meeting started, only the profiled users were able to log in; all my invited guests could not attend the meeting. Why?**

A. Your user profile contains the parameter Who can attend. It is set to Profiled Users Only, so only users with valid Cisco MeetingPlace user profiles can join your meeting. See the previous question regarding the Who can join meeting control.

### **Q. When I click Join Web Conference, the data conference tries to start up Microsoft NetMeeting instead of WebShare. Why?**

A. If you are joining a 0-port meeting from Cisco MeetingPlace Web, the system tries to use Microsoft NetMeeting by default. To prevent Microsoft NetMeeting from launching and to make WebShare your default data conference (DC) client for 0-port meetings, the NumberForBigMtg registry setting must be changed to 0 (in decimal format). Here is how to change this:

1. Run regedit.
2. Go to HKEY\_LOCAL\_MACHINE\SOFTWARE\Latitude\MeetingPlace WebConferencing\MPAgent, and change the value (select the Hex button first) of NumberForBigMtg from 1 to 0. You should see the display of the NumberForBigMtg value change to 0x00000000 (0).

## Audio/Recordings

### **Q. I have set-up Windows Media Services, but I am not getting the .wma or .asx file. Why is my Audio service not working?**

A. Check your Windows Media storage location. Assuming you want to store it under folder d:\wma\_files, ensure you have these items set up properly:

- ◆ You have a folder d:\wma\_files.
- ◆ You have a subfolder d:\wma\_files\mpweb.
- ◆ You have a subfolder d:\wma\_files\mpweb\meetings.
- ◆ In your Windows Media Administrator interface (accessed by going to

**Administrator Tools > Windows Media**), under Unicast Publishing Points, the path should be d:\wma.

**Note:** You must not have \mpweb\meetings at the end of your path specification. It should only be d:\wma\_files.

In your MeetingPlace Web Administration interface, the path for Windows Media files should be d:\wma\_files. Again, do not include \mpweb\meetings at the end of path string.

**Q. If I have two Web servers (production and backup), which server stores the voice recordings and attachments?**

A. Voice recordings and attachments are stored on both servers.

**Q. If I have two Web servers (production and backup) and there is a synchronized voice and Web meeting recorded on the production server, which server stores the synchronized cgp file?**

A. The voice and Web recording (synchronized cgp file) is stored ONLY on the Web server that ran the Web conference.

**Q. If I have two Web servers (internal and external – DMZ setup), which server stores the audio recording, attachments and synchronized Web and voice recording?**

A. Both servers store the audio recording and attachments, but the server where the Web conference actually took place stores the synchronized Web and voice recording.

**Q. If I have two Web servers (internal and external – DMZ setup), and I have a private or internal meeting only, which server saves the audio recording and attachments?**

A. ONLY the internal server saves the audio recording and attachments.

## **Internet Information Server (IIS)**

**Q. Why can I not create a virtual directory during a Cisco MeetingPlace Web Conferencing install?**

A. The install program automatically configures your default Web site to be the Cisco MeetingPlace Web Conferencing Web site (by creating virtual directories and setting various parameters). If Microsoft IIS is not installed, IIS services are not running, or a default Web site does not exist in IIS, then the installation program generates these error messages.

## **Structured Query Language (SQL)**

**Q. I have more than one Cisco MeetingPlace Web Conference installation and would like all of them to point to a single Structured Query Language (SQL) server and use the same SQL database (mpweb.mdf) on**

## **that machine. Is that possible?**

A. Multiple Cisco MeetingPlace Web Conferencing that shares the same database is only supported with MeetingPlace Web Conferencing 4.2.7 and later.

## **Q. What is the limit on the maximum number of meeting records that can be stored in the Cisco MeetingPlace database?**

A. On the Cisco MeetingPlace server side:

In a networked environment, each conference server (as well as each standalone) can safely hold up to 20,000 conference records. Sometimes you can see the number go above that because they are cycled through the Cisco MeetingTime scheduling parameter configuration on the Days until Meeting Statistics Purged parameter.

On the Microsoft NT side:

There is no limit except for the limit on the database side for the Cisco MeetingPlace Web. In the existing MeetingPlace Web, the database is Access, which has a maximum size of 1 GB. This limit includes meetings, profiles, attachments (the accounting of them, not the actual attachment itself). One meeting is one line on a table in the database. One profile is one line in another table on the database.

In the Cisco MeetingPlace Web, there is a Structured Query Language (SQL) database, which for all intents and purposes, has no size limit. If you max out the Access database, all you need to do is compact it and you are all set. You could also convert your Access database over to a SQL database, so that you do not have to worry about that.

## **Q. My company does not use a Microsoft SQL Server. Can I still install Cisco MeetingPlace Web 4.1.3.42, which requires an SQL database engine?**

A. Cisco MeetingPlace Web 4.1.3.42 is shipped with Microsoft Microsoft SQL Desktop Edition (MSDE), a mini SQL database engine. If you do not have the full version of SQL Server, Cisco MeetingPlace Web installs MSDE in order to provide SQL Server database functionality. However, MSDE has a memory leak, which must be fixed by installing Service Pack 2 for SQL Server 7.0. MSDE also has a database size limit of 2 Gb.

## **Purge Old Data**

**Q. In the Cisco MeetingPlace WebPublisher Administrator interface, under Data Service (or Replication Service, depending on the software version you are running), when I click on Update a Meeting, Update all meetings or the Purge Now button, why do I receive the "Either the MeetingPlace Replication service is not running or not enough time has elapsed for the service to accept the previous command. If the service is not running, please start it and retry this command. If it is running, please try the command again in 5 seconds." error message?**

A. Most likely, your replication service is configured to not interact with the desktop. Open the **Microsoft NT Services** control panel, open **Properties** of the MeetingPlace Replication service and check the **Allow service to interact with desktop** checkbox. Do the same for the Cisco MeetingPlace Agent service. Stop and restart both services. Now when you click the Update button, Cisco MeetingPlace Web accepts your command.

## **Q. I have folders under \mpweb\meetings\ that are very old. Why are they not purged?**

A. The folders for meetings are created when each one of the meetings was scheduled, but the actual meeting start date may be many months after that. Adding to that the number of days meeting materials are kept on the Microsoft NT server (which can typically range from 60 to 90 days), it is possible, or even normal, for you to see meeting folders that are very old.

## **Attachments**

### **Q. Are there any size limitations for attachments on Cisco MeetingPlace Web?**

A. Cisco MeetingPlace Web has no file size limitations. File attachments on Cisco MeetingPlace Web are typically stored in c:\Latitude\mpweb\meetings\meetingfolder (depending on installation locations). The only limitations, imposed by the Microsoft NT server, would be disk space. Possibly but unlikely, the Microsoft NT Administrator might also impose a directory size limitation.

The Cisco MeetingPlace Web Access database size limitation of 1 GB is unrelated since the file attachments are not stored in that database, and they are typically stored in a different directory than (a parent directory of) the meeting attachments.

### **Q. The Cisco MeetingPlace Web Administrator log is showing that attachments cannot be downloaded from the MeetingPlace server. What is going on?**

A. Cisco MeetingPlace Web currently does not support Network Address Translation (NAT). If you ping the hostname of a Cisco MeetingPlace server in the MeetingPlace Web network, it returns the MeetingPlace server's IP address as 170.xxx.xxx.xxx, but if you ping or issue the **nslookup** command from the MeetingPlace server's network, you get an IP address of 172.xxx.xxx.xxx. This means the Cisco MeetingPlace Web gateway uses NAT to communicate with the MeetingPlace server. In this case, attachments cannot be transferred.

### **Q. If I have two Web servers (production and backup), where are the voice recordings and attachments saved?**

A. Voice recordings and attachments are saved on both servers.

## **Password**

## **Q. Why does Cisco MeetingPlace Web not prompt me to create a new password when my password has expired?**

A. If the Use Web Server Authentication button is checked, a user trying to access the Cisco MeetingPlace Web is prompted to log in using Microsoft NT authentication (a valid profile on the Microsoft NT domain), in addition to being prompted for his or her MeetingPlace profile. In this case, as long as the user passes Microsoft NT login authentication, Cisco MeetingPlace Web then checks for a MeetingPlace profile and password combination to verify whether the profile exists and whether the correct password for that profile is supplied. It does not, however, check to see whether the password has expired. This is as designed. The user is allowed to use Cisco MeetingPlace Web because he or she has been authenticated on the Microsoft NT domain as a valid user.

## **Multiserver Meetings**

### **Q. When rescheduling a multi-server meeting using Cisco MeetingPlace Web, do I have to reschedule on each server individually or does the reschedule update happen simultaneously on all servers?**

A. You must perform the reschedule on each server individually. Although the scheduling action using Cisco MeetingPlace Web happens simultaneously, the reschedule action does not.

## **Reports**

### **Q. How do I differentiate between meetings that are set up for the sole purpose of booking out the system for maintenance or an upgrade, and regularly scheduled meetings when I run reports?**

A. At present, reports do not differentiate between ports used to block the system during maintenance and normal use. Both categories of meetings are scheduled the exact same way. One way to differentiate would be to uniquely tag meetings scheduled for booking out the system by giving them all the same unique meeting ID, "999999", or "upgrade", for example.

### **Q. Why is the value in Cisco MeetingTime's Review tab under Scheduled # of calling locations different from what is in the Raw Meeting Details Report under the OrigNumberOfPorts field?**

A. The Scheduled # of calling locations field under the Cisco MeetingTime's Review tab is actually the number of ports in use when the meeting is extended. If the meeting is not extended (either it ends at or before its end time), the Scheduled # of calling locations field matches the OrigNumberOfPorts field. However, if the meeting extends beyond its scheduled time, the Scheduled # of calling locations field lists the number of ports in use at the time of the meeting extension. The OrigNumberOfPorts gives the number of ports the meeting was originally scheduled for.

### **Q. How can I use the Raw Meeting Details Report to monitor overbooking?**

A. You can compare the OrigNumberOfPorts and ActnParticipants fields. The OrigNumberOfPorts field gives you the number of ports the scheduler has reserved for the meeting. The ActnParticipants field gives you the number of ports that were actually used throughout the entire meeting. Keep in mind that this number counts a person calling in, hanging up, and calling back in, as two participants.

## Requirements/Components

### Q. What browsers does the Cisco MeetingPlace Web support?

A. Cisco MeetingPlace Web version 4.3.0.x supports Microsoft Internet Explorer 5.5, 5.5 (Service Pack 1 or 2), 6.0 with JVM  $\geq$  3802. The security level must be set to medium or low. Netscape Navigator 4.79, 6.2, 7.0. Netscape Navigator does not support the meeting room.

**Note:** Enabling the Java plug-in in Netscape Navigator is not supported.

### Q. What are the components of Cisco MeetingPlace Web installed on the Microsoft NT server?

A. Here is a list of gateway modules that are installed and run as Microsoft NT services:

- ◆ MeetingPlace Agent
- ◆ MeetingPlace Web Conferencing Service
- ◆ MeetingPlace Audio
- ◆ MeetingPlace Gateway System Integrity Module (SIM)
- ◆ MeetingPlace Conferencing Gateway
- ◆ MeetingPlace Conferencing GCC
- ◆ MeetingPlace Conferencing MCS
- ◆ MeetingPlace Replication Service
- ◆ MeetingPlace Conversion Agent

**Note:** The MeetingPlace Web Conferencing Service is turned on automatically after any reboot or upgrade. It manages and monitors the startup and shutdown of the remaining Web services and also acts as a watchdog to recover from any of these if they crash.

## Operating System (OS) Support

### Q. How can I deploy Cisco MeetingPlace Web to Apple Mac users?

A. Mac users must use Netscape to access Cisco MeetingPlace Web pages. Internet Explorer (IE) on Macs does not work (this is an IE problem, not a Cisco MeetingPlace Web problem).

### Q. How do I change the hostname/domain name on the Meeting Place Server?

A. In order to change the hostname/domain name, change the entries in the DNS server both internally and externally and reboot the server. Ensure that the FQDNs are resolvable by internal as well as external clients. The external DNS entries must be propagated to the internet server.

# Languages

## Q. How do I view the Cisco MeetingPlace Web interface in a different language?

A. The language, displayed on the Cisco MeetingPlace Web home page ("Welcome to MeetingPlace"), is based on the language selected in the user's MeetingPlace profile. All other languages appear as buttons (each in its own language) in the upper right corner of the home page.

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## Related Information

- [Conferencing Software](#)
  - [Voice Technology Support](#)
  - [Voice and IP Communications Product Support](#)
  - [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
  - [Technical Support – Cisco Systems](#)
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