

MeetingTime Meeting Recording Remote Retrieval Fails

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Introduction

This document explains why downloading a recording from a remote Cisco MeetingTime connection fails when firewalls are installed, and what to do to resolve this problem.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco MeetingTime (all versions).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

A user attempts to retrieve a meeting recording from a Cisco MeetingPlace server, but the retrieval times out or fails to complete due to the presence of a firewall on the system.

Solution

If the customer site is using firewall software, make sure that TCP ports 5001 and 5005 are open to the Cisco MeetingPlace Network Server, as well as to the individual Conference Servers if it is a networked system.

If the Cisco MeetingPlace server is a stand-alone, the meeting recordings are stored on the local voice disk, so the firewall software must allow the IP address of the remote PC to open ports 5001 and 5005 in order to

retrieve the meeting recording.

If the Cisco MeetingPlace server is in a networked environment, the firewall software must allow the IP address of the remote PC to open ports 5001 and 5005 to the Cisco MeetingPlace Network Server, but also allow the remote PC to open ports 5001 and 5005 to the individual conference servers, because that is where the meeting recordings are kept.

Related Information

- **Voice Technology Support**
 - **Voice and Unified Communications Product Support**
 - **Recommended Reading: Troubleshooting Cisco IP Telephony**
 - **Technical Support – Cisco Systems**
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